BIF Response to TRAI CP on ' Ease of doing Business in Telecom'

BIF welcomes TRAI's initiative to promote ' Ease of doing Business in Telecom' as it is a giant step forward taken by it to unshackle the sector from its archaic laws , rules, policies & regulations.

It will perhaps not be out of place to mention that many of the Policies, Guidelines & Regulations that govern a majority of the actions taken in this sector emanate from public policy considerations that were perhaps written 20-30 years ago. While these were perhaps justified when they were written , however with the march of technology and with the rapidly changing user's requirements & needs , time has probably come to review all of them and align them in view of the already changed and fast changing ecosystem.

Though lot of steps are already being taken both by the Regulator in framing forward looking regulations as well as by the DOT in framing forward looking policies which lay emphasis on innovation and equitable growth of the sector , however BIF feels that it may be important to identify the bottlenecks/obstacles that are perhaps acting as an impediment to Broadband penetration which perhaps could be overcome through intervention by the Authority.

BIF has chosen to separate the process & procedural impediments from those that perhaps demand policy tweaking.

Process/Procedural bottlenecks:

1. **There is perhaps scope for modernization and improvement in Functioning of WPC**.
   Areas of suggested improvement are :
   -reduction in time delays during assignment of spectrum
   -introduction of more openness and transparency in their functioning
   -Simplification of Complex & time consuming process of SACFA approvals is required by introducing online procedures

   -Modernisation **of WPC** to grant it a unique position of a nodal agency responsible for efficient management of spectrum and for it to assume the position of the competent and ultimate authority for deciding efficient usage of all spectrum in a fair, reasonable and transparent manner

   Time bound response (7 days) to queries raised for RF clearances/Import License

   Release of E-band /V –band spectrum immediately

2. WPC approval process for providing experimental & trial license is one of the biggest bottlenecks in working on NG technologies viz. 5G, WiGig. The challenge is that the current process is extremely cumbersome. It takes 6-9 months to get experimental licence for 3 months , which is extendable for another 3 months. Post that, one has to go through similar application process with long lead times.

One of the biggest challenges for R & D companies working on NG technology is that R& D & Product development process typically takes 1-2 years and it's absolutely imperative to streamline the process that would allow R & D companies to use experimental license for longer duration.

Impact: Significant amount of work on development of these new technologies is being moved to other countries because of uncertain and delayed approval processes. With deployment of 5G happening, there is a significant amount of new devices & ecosystem that would come up and we are missing global opportunities to support key programs viz. Make in India & Design in India

. 3. **<u>Provision of Telecom Services using Satellite</u>**

a) Modern Satellite Technologies are well suited to meet High Speed High throughput broadband applications & services scattered over a vast geographical area and also where it is required to deliver a number of services simultaneously in a cost effective manner over rural and remote areas, either as a complement to terrestrial infrastructure or used in conjunction with it

b) Existing Satcom Policy (1997) does not permit a VSAT/DTH provider to take capacity from a foreign satellite provider until it receives NOC from DOS which it rarely does. This does not let the user directly interact with the capacity provider, thereby resulting in much of the idle capacity over India going waste.

This process is highly bureaucratic, cumbersome and fraught with long delays and creates needlessly a huge shortage of artificial satellite capacity , thereby leading to slowing down in introduction of new services besides increase in prices due to some procedural flaws.

c) There is need to streamline the procedure/process of allocation of satellite capacity and the frequency allocation for VSAT service providers . The timeline needs to be capped for this exercise and provided according to a scheduled time bound manner.

d) Duration of foreign satellite capacity contracts with Antrix are for only 3 years . This is required to be extended for a period of at least 10-15 years or till the end of life of the satellite whichever is earlier. This shall lead to more competitive satellite capacity prices.

d) Single window clearance for all clearances/approvals/payments through a transparent online mechanism in a time bound manner is strictly required.

e) Amendment to existing TEC specifications so as to allow maximum use of the ground equipment technology along with the space segment technology in order to facilitate high bandwidth down and uplink and for true broadband delivery. This would primarily include flexibility in antenna sizes for different applications (to permit antenna sizes below 1 metre), allowing for higher carrier rates across different network designs and architectures, and across different satellites.

f) VSAT provider should be allowed to provide cellular backhaul links w/o NLD license as this will be provided to TSPs who have NLD license

g) Antrix/ISRO should charge the VSAT Service Provider for bandwidth from date of getting Uplink permission from WPC and not from date of allocation of bandwidth.

h) The process of obtaining SACFA/WPC clearance at terminal level should be done away with, after the Service Provider has obtained a Network Operating License. This will enable the process of expediting of broadband connectivity for the purpose of consumer broadband. As in the case where User terminal license is not applicable in the case of Smartphones/Cellular Mobile handsets(broadband terminals), the same should be permitted here as well to facilitate expeditious proliferation of broadband penetration .

i) Simplification of process of license renewal for VSAT licensees should not involve requirement of NOC from DOS as has been permitted by MIB for DTH licensees

4. Age old process to interconnect with BSNL and MTNL networks known as **TEC interface approval requirement** needs a review and perhaps should be discontinued with. This is because the requirement has lost its relevance today and the Time required to get this approval is quite complex and time consuming.

5. Enforcement of **In-country security assurance testing**

There is clear lack of clarity in terms of

a) How this testing is to be carried out
b) What shall be the size of the statistical sample to be tested
c) What is the sample is found defective, will the sample be rejected or the entire lot
d) Will it be done by batch testing
e) Where will the equipment be tested as there are no standardization labs for security testing anywhere.

This is going to unnecessarily increase the Capex burden on the Operators and thus the Equipment vendors. Also operators face major risks in supply chain disruptions. India witnessed in 2012, when equipment imports came to a grinding halt and status quo prevailed for over 6 months, thereby causing all round losses to all the stakeholders including the govt which lost out on precious revenues.

This situation must be avoided and as an interim action, the implementation of the requirement to test network equipment in India should be extended till the time the specifications for security are defined by 3GPP and thereafter be introduced in phase manner.

Products should be tested once per major HW / SW release rather than batch testing which if introduced would create supply chain bottlenecks and increase the CAPEX for operators and have an indirect affect to increase the import bill of electronics and telecom of India besides delaying implementation/roll-out of critical networks

6. Procedures & processes for import of Capital equipment to set up R & D labs out of India need to be reviewed as it will be detrimental to the growth of telecom infrastructure and deny India the opportunity to possibly become the global R & D hub and in particular may lead to loss of a big opportunity in wake of development work on 5G.

Customs authorities always insisting on obtaining permission from the MoEF for importing all second hand / refurbished electronic goods for the purpose of research and development, testing and other similar authorized operations of the STPI and SEZ These conditions / requirements are causing undue delays in importing second hand / refurbished goods by the equipment manufacturers for genuine reasons. .

It is requested that all second hand / refurbished goods that are imported into India should not be required to get clearance from MoEF. Further, clearance from MoEF shall be required only in respect of goods that qualify as 'waste / scrap'. Alternatively, it may be clarified that second hand / refurbished goods when imported by SEZ /STPI units for the purpose of carrying out their authorized operations in the nature of testing or for R&D shall not require prior clearances from MoEF.

7. Procedures & Processes for goods manufactured in SEZ should not be unfairly treated as compared to those being manufactured in DTA.Basic Custom Duty Exemption for SEZ supply to DTA:

10% BCD was imposed as per union budget of 2014 on certain telecom products under non ITA category. The above amendments were made to promote domestic manufacturing; however, the adverse impact of the same on the SEZ manufacturing

(which is also part of domestic) has been ignored. Suitable amendments should be made in order to give BCD exemption on said goods if they are manufactured in SEZ area and cleared in DTA. The objective to introduce the 10% Basic Custom duty was to encourage local manufacturing in India, invite investment, create jobs and promote electronics export from India. This incidentally is also being fully undertaken by a manufacturer operating from an SEZ in India. With the budget ruling, 10% Basic Custom Duty is imposed on manufacturers operating out of SEZ if they are selling in DTA. This will make them non competitive to sell in DTA and defeat the purpose of the setting up manufacturing for Telecom and Electronics in SEZ in and for India. It should perhaps be recommended to " Not levy Basic Custom Duty on the finished product, but instead if there has been any benefit that a SEZ manufacturer would have otherwise had on input (components) vis-a-vis a DTA manufacturer, the government may be requested to charge the Duty foregone by it on inputs from a manufacturer operating from SEZ which otherwise would have been charged to a DTA manufacturer". This we believe would bring both the DTA manufacturer and a SEZ manufacturer on par with each other for selling in DTA Certain products which have been always part of ITA should not be arbitrarily be classified suddenly as non-ITA.

8. Anti-Dumping Duty (ADD) should not be levied on other products viz. non-SDH products . Given below is the brief and impact,

In year 2010 Directorate General of Anti-dumping and Allied Duties (DGAD) imposed ADD ranging from 3% to 266% in respect of import of Synchronous Digital Hierarchy (SDH) transmission equipment imported from China/Israel. As a result, this is making products manufactured by some of our members uncompetitive in Indian Telecom Market. DGAD initially imposed this ADD for 5 years and despite representations (by telecom operators/equipment vendors), DGAD in Dec, 2014 has extended the Sun-set review (in progress) for imposition of such Anti Dumping Duties and to examine the need and adequacy of the safeguard duty. We therefore request that Anti Dumping duty not be used as a tool of protection by the domestic industry for their own inefficiencies. Even after lapse of years since the imposition of anti-dumping duty on SDH, the domestic industry has not taken steps towards capacity building.

Given that development in technology has resulted in development of other optical transmission products in which SDH functionalities are subsumed, such new products (viz. DWDM, PTN, OTN , etc) should not attract any ADD

Further although said notification itself is still under fundamental challenge since 2009 before the Supreme Court and the CESTAT but Department of Revenue Intelligence had, on the basis of complaints filed by the same domestic manufacturer, initiated coercive

investigations against telecom service providers and equipment vendors for recovery of alleged evasion of anti-dumping duty. Most of these recoveries were passed on to the equipment vendors by the service providers, in such cases these recoveries by service provider has resulted in multi million dollars of increased additional cost and has also forced some of these manufacturers to pay ADD even on import of components for SDH manufacturing in India

It is suggested to withdraw ADD on SDH products as it is already in existence for past 7-8 years. With technology advancement, demand for SDH products has also reduced, but small quantities are required for legacy services and local manufacturing is unviable for small volumes.

9. **Ensuring Intellectual Property Rights, Effective Protection & Enforcement and Computer-Related Invention (CRI) policy:**

India has made some progress in bringing the protection of IPR in line with modern international standards in areas such as patents and copyright. However, their effective enforcement is critical to our businesses, yet innovative companies operating in India continue to face significant challenges. Without proper protection of regulatory data, any incentive for innovation, commercialization and trade of products and technologies will be significantly reduced. In addition, India has a regrettable history of denying or revoking patents and of forcing IP holders to grant compulsory licenses and limiting the opportunities for market economics to operate freely within copyright-based industries.

10) **Computer-Related Invention (CRI):** The recent CRI policy is detrimental to ICT sector at large and to Digitalization efforts of Indian Government including Make in India and Digital India. The present CRI Guidelines actually put a complete bar on patentability of applied research in areas such as the ICT sector, and effectively eliminates an entire technology field from patent eligibility. While the world is moving towards virtualization and Cloud, Software development and innovation plays key role and require significant R&D investments.

Also, the current CRI guidelines, 2016 are not consistent with the prevailing Law. It effectively puts a blanket ban on computer implemented inventions which will negatively impact IP reliant corporates and freezing innovation cycle.

We request Government of India to reconsider implementing the new CRI Policy that's not protecting innovations and investments made in Research of Development of Products (both SW & HW) and Services.

11) **Dividend Distribution Tax:** New formula in FY2014-15 budget raised the tax on dividend payout

The government rejigged the method of computing the dividend distribution tax. In July 2014, it was proposed that income and dividend distribution tax will be levied on gross amount instead of amount paid net of taxes that has led to a slightly higher tax. As per current rules, DDT (the Dividend Distribution Tax) is 15% plus additional surcharge. The effective tax rate comes to around 16.995%.

The government's new method to calculate the dividend distribution tax will effectively increase the effective tax rate, for instance if Rs. 85 was the dividend amount and 15% of it was DDT, new proposals would mean DDT is levied on Rs. 100 and thus the tax will go up by around 2.25%,"

The higher tax being paid by companies will essentially mean investors get lower dividend. This would discourage FDI in to the country and India being perceived as a non-favorable/ not as a business viable destination by large global investors community

Request the government to the possibility of getting dividend taxation back to the earlier level and reduce the effective DDT

Standardisation

12) Updates on regulations: transition periods are too short, it is humbly suggested that these may be aligned with 2 year transitions as is a practice in other parts of the world

By setting the transition period for updates and amendments to BIS regulation too short, the industry and the test labs cannot fulfill the required actions to comply with the updated regulations. Due to this, BIS has to postpone due dates for regulations and amendments several times which weakens the credibility of BIS: our suppliers do not respond that quick anymore because they are counting on a relaxation of the transition period.

Recommendation:

We request BIS to consider a sufficient transition period say 2 years and during this transition period allow concurrent application of both old and new editions. This practice would also help BIS avoiding frequent extensions and its implementation as suggested by Industry. Considering availability of components and mobilization of resources and suppliers (OEM/ODM), re-manufacturing & required test time the least minimum time for this transition time is one year.

India would do well to follow The EU harmonization process which works well, the transition period for EU standards is three years and for any new/amended legislation it is 2 years. In EU, concurrent application of both old and new editions are allowed during this transition period.

13. Acceptance of international CB safety report and EMC report from laboratory, recognized by ILAC or EA MLA for BIS registration

The shipment of samples for test to BIS test labs is time and cost consuming. Other countries accept CB report and EMC report to grant certificate after review by their certification engineers.

Recommendation:

As the CRO(Common Regulatory Obbjectives) scheme has matured well, items compliances are getting in place, we request BIS to accept the CB report and EMC report from accredited laboratory outside India **also** when products are tested according to the applicable international standards technical equivalent to Indian Standard in force.

This would be in line with Article 12 of "THE BUREAU OF INDIAN STANDARDS ACT, 2016 NO. 11 OF 2016 [21st March, 2016.]":

Quote

12. (1) The Bureau may notify a specific or different conformity assessment scheme for any goods, article, process, system or service or for a group of goods, articles, processes, systems or services, as the case may be, with respect to any Indian Standard or any other standard in a manner as may be specified by regulations.

Unquote

ILAC: International Laboratory Accreditation Cooperation

EA MLA: European Accreditation Multilateral Agreement

14. Registration validity: include option for 5 year initial registration validity

As per current provisions, every registration needs to be renewed after every 2 years, even if neither the registered products, nor the applicable standards were updated. It is a short period especially when there is no change in the registered product.

Recommendation:

Please note - 2 years' renewal may be suitable for consumer products but for high precision technology equipment the typical lifetime is more than 5 years.

We therefore ask BIS to consider the possibility to have an initial validity of 5 years when registering a new product with BIS and afterwards renewal period can be 2 years.

- ⇨ Implement an initial registration validity of 5 years next to the existing 2 years.
- ⇨ In order to differentiate if needed the validity date may be linked to the cost of a product (more expensive (if cost > 5000 USD) -> longer validity of 5 Year is permissible)

15. **Reduction in USO Fund levy from 5%**

The USO levy which is a major portion (5%) of current license fee (8%) needs to be significantly reduced.. While the license fee has been significantly reduced from 15% to 8%, it is perhaps still on the higher side when compared with TRAI's recommendations on Unified License dated October 2003, wherein a 1% license fee as administrative levy was recommended, however, the USO levy has remained constant at 5%.

On the USO levy too, TRAI stated in its October 2003 recommendations, that with technological developments, flexibility in the licensing regime, deployment of more and more wireless technologies and the growth of rural teledensity to about 53% from 39% in the past two years, the Government may consider reviewing the level of USO levy

This will certainly help the sector improve its financial viability by reduction of cost leading to affordability at the hands of the consumers. Also, the reduction in the absolute amount in the collection of the USO levy as a result of such % levy reduction will be more or less offset by the increase in its collection as a result of increase in business of the TSPs .

TRAI in its various recommendations has also recommended a reduction in the USO levy from 5% to 3% as well as reduction in license fee.

We request that this matter be approved in the larger interest of the sector's viability and ensuring affordability at the hands of consumer.

16. Definition of GR & AGR for the purpose of deciding LF, SUC, etc

The current definition of revenue under the license, subjects all types of revenue (whether derived from providing telecom services or non-telecom services) to license fee payment. TRAI in the past on numerous occasions recommended that revenue derived from only telecom services should be subject to license fee payments. This was the essence of the migration package dated 22nd July 1999 wherein license fee was subject to revenues derived under the license.

However, TRAI recommendations have so far not been approved and this matter continues to be before the Hon'ble Courts for a decision. This is not in the interest of the sector. We understand that 2 opportunities to correct this aberration has been missed viz. during the formulation of Unified License (UL) and Virtual Network Operator (VNO) License wherein there has been no change done to the definition of revenue.

Recommendations:

The definition of revenue needs to be corrected to include only sources from telecom services. Revenue derived from non-telecom sources should not be subjected to license fee payments.

17. Sharing of active infrastructure

In last couple of years, based on TRAI recommendation, DoT has allowed sharing of passive and some of active (limited) infrastructure. Presently there are still some restrictions on the sharing of both active and passive infrastructure between various telecom operators and infrastructure providers. This has resulted in unnecessary duplication of infrastructure. Current the need is to allow full fledged sharing of infrastructure instead of it being done in a limited way.

All infrastructure/ equipment sharing should be permitted across all licenses (including Internet Service Providers) without any restrictions, to ensure effective and efficient usage of costly telecom equipment/infrastructure built. This will ultimately lead to more efficient utilization, leading to reduction in OPEX for service providers and better business case for infrastructure creators.

18. Facilitate seamless interconnection across networks

In today's world of convergence all the regulatory imbalances in the area of interconnectivity should be removed. The telecom service provider or the consumer/user should have the option to choose the type of connectivity itself.

In order to realize the true potential of convergence of services, network and devices and to achieve the stated objectives of the convergence goals of Network / Services / devices, the restrictions/ barriers between different PSTN / IP/ CUG-PSTN networks should be removed under the Unified License to ensure seamless interconnection.

In our view, CUG-PSTN interconnection is equally vital and important for continued growth trajectory for the BPOs/Enterprise Data Services sector. Enterprise/BPOs require this flexibility for their in-house captive requirements. In the absence of such flexibility, there would be unnecessarily investment on duplicating the infrastructure separately on voice and data networks. CUG/VPN-PSTN interconnection would lead to interconnection of IP and TDM networks. This would necessitate an interconnection regulation, which would be framed by TRAI also mentioned in clause 3.3 of NTP-2012.

This regulatory imbalance if removed will go in long way in promoting ease of doing telecom business in India.

19. Double levy of License Fees (LF)

In current scenario, levying license fees twice for the same item is neither desirable nor acceptable in any sector around the world. However, in telecom sector in India double levy of license fees exists since last over ten years. In simple terms, pay license fees while purchase as well as sell to end user. This policy not only hurts the sentiment of investor but also impacts the business margin. It also creates regulatory imbalance between small and vertically integrated operator. Since telecom is capital intensive sector & requires a lot of investment due to this hurdle India would not be able to attract the investment in the telecom sector.

Even in the recent VNO license this anomaly exists which impedes the ability of a VNO to compete effectively in the telecom sector. In the VNO one has to pay the license fee while purchasing the bandwidth from the TSP and again while selling it to user the License fee needs to be paid.

The current AGR definition does not allows deduction of such bandwidth related cost at each level leading to the issue of multi stage assessment of license fee which is currently in vogue and severely impedes competition in the enterprise services and data sector. This leads to a cascading impact in the entire chain thereby significantly raising the cost on end consumer. The (i.e. bandwidth cost for data) should be allowed as deduction while calculating AGR.

Presently, the deductions for pass through charges (interconnection) are applicable to voice services only but not for data services (in terms of bandwidth as an input cost) whereas both services are provided under the same license. In fact there should be a proper review of the definition of AGR and GR to identify what should and should not form part of the definition from license fee payment perspective.

There needs to be shift from pay license fee on revenues earned under the license as against revenues earned by the company holding the licensee. Imposing fee on revenues from activities which are not accrued on the strength of the license increases the cost of providing services. This leads to inability to provide affordable services

20. Simplification of the process of taking prior approval for RA

All the licensed telecom operators requiring remote access approval of their Indian locations through designated and identified foreign locations, have been duly submitting their respective applications as required vide letter dated December 7, 2007 under the extant RA policy as

stated under Press Note 3 of 2007 dated April 19, 2007, which has been duly incorporated in all the telecom licenses.

The current dynamic scenario requires the processes to be responsive in order to thwart cyber threats, meet the Quality of Service norms and for general hygiene / upkeep of the network.

The current process of obtaining prior approval for remote access from foreign locations has proved to be extremely time consuming and leads to continued, unexplained and inordinate delays in obtaining approvals.

This delay is a barrier in efficiently managing the networks, especially in case of disaster or failure of particular RA locations, having serious implications for maintenance of networks, as also from quality of service perspective. Especially in the current era, cyber security threats have become a serious challenge and need to be tackled efficiently and proactively.

The licensees have made substantial investment in their networks and they should be allowed to legitimately operate it without any overbearing conditions which impair their ability to attend to issues in a proactive manner. The change in the process requested will provide the much needed operational flexibility to telecom licensees to operate their network and also in addressing / eliminating the risk from cyber-attacks and other security threats.

We request that the existing process be changed to "**prior intimation**" as against the current process of seeking "**pre-approval**". This will help the telecom licensees to proactively and reactively mitigate and thwart such threats and prevent any such cyberattacks on their network on a timely basis.

It is suggested that the process of intimation, be introduced instead of the current process of obtaining prior approval of locations which is time consuming and builds in uncertainty into the process. The TSPs will continue to provide all the required information and in the manner as prescribed. Also the existing process be made more transparent and responsive from timelines perspective.

21. Guidelines for VNO

The TRAI recommendations on VNO which were later approved by DoT are based on the premise that VNOs are an extension of MNO. However, the NTP 2012 makes no such distinction. Therefore we request that the current restriction placed on VNOs for access services that they cannot have agreements with more than one MNO needs to be removed.

In order to ensure broadband connectivity in unserved and underserved areas, it is important that the VNOs be allowed to interconnect with other MNOs with whom their principal MNO do not have an agreement. This will provide the much needed flexibility to VNOs to operate which will help fulfill Government's objective.

The Bharat Broadband network is slated to connect 250,000 panchayats. However, it is important that such a network be optimally used by all players including VNOs to achieve objectives. The current restriction on "no multi-parenting" will not allow efficient utilization of BBNL network if VNOs are not allowed to independently connect to provide services in rural and far flung areas.

22. Simplification of OSP Registration and its compliance requirements

The concept of registering with DOT was introduced to facilitate Call Center business, which in early 1990s required calling via IPLC/IP based calling, as making calls using conventional PSTN calling were considered very expensive. Thus in order to give this special exemption to call centers, the calling from IPLC was allowed for Companies having OSP registration. The initial requirement was also more from a statistical perspective. Thus, the requirement of OSP registration was introduced for the Services like call centers, network operation centers, tele-marketing, tele-education, tele-medicine, tele-trading, e-commerce using infrastructure provided by various access providers are being registered under Other Service Providers (OSP) category as provided in NTP'99.

Registration of OSP was originally required essentially for the purpose of

(i) Statistical information

(ii) Ensuring that their activities do not infringe upon the jurisdiction of other access providers.

(iii) **Providing special dispensation to boost the BPO sector**.

The third point above is the most significant one, as the registration was meant to boost the BPO sector, however over time the dynamics of things have changed drastically and there is a real need to examine, if this OSP registration are really getting any special dispensation or instead are being made to offer services in a more restrictive manner.

We believe the OSP registration process should be simplified and unless certain notable special privileges can be extended to the OSPs viz non OSP enterprise customer.

1. International / Domestic OSPs are not belonging to same company / group company are not allowed to connect to each other network within India for voice / non-voice traffic (data) connectivity. Outsourcing by bigger entities to smaller entities (third party) is restricted. Sharing of telecom bandwidth with other legal entities should be allowed

2. Currently International OSP network is not allowed to interconnect with Domestic OSP which is resulting the high expenses and not proper utilization of network too. While an non OSP can do the same without any restriction. In order to promote the ease of doing business interconnection between any international OSPs and Domestic OSPs networks within India without any restriction should be allowed.

3. As per OSP Chapter IV (A-4) "No voice traffic shall flow between the Domestic and international OSP centres and/or cause bypass of the network of the Authorised Telecom Service Providers.

In order to follow the rules companies need to have agents supporting both domestic & international call centre raised to increase expenses for following this rule.

4. Interconnectivity of the International OSP with Domestic OSP / PSTN is not permitted. In our view sharing of infrastructure and single EPABX between International OSP and Domestic OSP,

and also allowed PSTN connectivity to the International OSP at the Indian end as well should be allowed.

5. No PSTN connectivity is permitted to the International OSP at the Indian end. However PSTN connectivity on foreign end is permitted having facility of both inbound and outbound calls. This should be removed.

6. The OSP should get network diagram approved by Telecom Service Provider(s) from whom the resource are taken. As long as the telecom resources are taken form Authorised TSPs, there should not be any requirement for submitting Network Diagram. If the same can not be done away with, then certain basic parameters be laid down, to ease the submission.

There is a serious need to relook at the requirement for companies to register themselves with DOT for taking an OSP registration. This requirement has outlived its purpose and its time we allow free play to the enterprise customer who have set up their BPO / call center operations in India. Large chunk of business is shifting to other countries like Philippines, China, Americas due to these restrictive nature of service offering. India posses the technical edge in the form of skilled manpower and other real estate infrastructure, but with these Telecom restriction in place we are losing out on new opportunities that are likely to be shifted to other countries without there being sufficient Ease of Doing Business in India. We strongly urge DOT to remove the requirement of OSP registration or bring in clear and significant advantage to OSP customer