

**Telecom Regulatory Authority of India**

**TRAI releases Recommendations on “Licensing framework for Audio Conferencing/Audiotex/Voice Mail Services”**

**New Delhi, 16.12.2016** – The Telecom Regulatory Authority of India (TRAI) has today released its Recommendations on **“Licensing framework for Audio Conferencing/Audiotex/Voice Mail Services”**.

2. TRAI received a reference from the Department of Telecommunications on 19<sup>th</sup> January 2016 for review of the terms and conditions for issue of fresh licences for Voice Mail/Audiotex/Unified Messaging Services (UMS) and for migration of existing licences.

3. DoT issued the guidelines for grant of Unified Licences for various services on 19<sup>th</sup> August 2013 whereas Voice Mail/Audiotex/Unified Messaging Services (UMS) licences continue to be issued as per the guidelines prior to issue of Unified Licence guidelines. Keeping in view the changes in technology and the resultant new user applications and service delivery scenarios, there was a need to review the technical specifications, financial terms and conditions, scope and guidelines for the services and the licence conditions.

4. In order to seek the views of the stakeholders the Telecom Regulatory Authority of India (TRAI) had issued a Consultation paper on “Review of Voice Mail/Audiotex/Unified Messaging Services Licence” on 14.06.2016. Written comments and counter comments on the Consultation paper were invited from the stakeholders by 25.07.2016 and 08.08.2016. All the comments received were posted on TRAI’s website. Subsequently, an Open House Discussion was also held in Delhi on 30.09.2016. The Authority after carefully examining various issues emanating from the written submissions

of the stakeholders and Open House Discussions has arrived at its recommendations.

5. The Authority has recommended a new chapter in the Unified Licence for Audio Conferencing/Audiotex/Voice Mail service and also recommended that the existing licensees of Voice Mail/Audiotex/Unified Messaging Services (UMS) may be given the option to migrate to Audio Conferencing/Audiotex/Voice Mail services authorisation under UL. There should not be any mandatory migration as per the guidelines for the migration to Unified licensing regime. However, a uniform licence fee at 8% of AGR should be applicable on the existing licensees who do not migrate to the Unified Licence.

6. The salient features of the recommendations are:

- A new chapter for authorisation titled "Audio Conferencing/Audiotex/Voice Mail services" should be added in the Unified Licence: However, licensees with Access Services licence authorisation should also be allowed to provide these services.
- The latest TEC specifications on Audio Conferencing/ Audiotex/Voice Mail should be specified in the technical conditions of the recommended chapter in UL subject to modifications or updations from time to time. However, Licence terms and conditions should override anything mentioned in the technical specifications.
- The clauses in the 'Operating Conditions' of the existing Voice Mail/Audiotex/Unified Messaging Services licence should be made a part of the recommended chapter on Audio Conferencing/Audiotex/Voice Mail in the Unified Licence. Dial out facility using resources of more than one access service provider may be allowed with the condition that STD/ISD traffic should not be bypassed.
- The terms and conditions for providing these services under access service authorisation as well as under Audio Conferencing/Audiotex/Voice Mail services authorisation recommended by the Authority, should be same.



- Calls originating from PSTN/PLMN/GMPCS/Internet Telephony networks should not be interconnected with those from Private/CUG networks.
- There should not be any standalone licence for Unified Messaging Service. The UMS service may be provided with access service authorisation or Internet Service authorisation under Unified Licence.
- In the recommended chapter for Audio Conferencing/ Audiotex/Voice Mail services authorisation under UL the service area should be National Area only. The services should not be used in whatsoever manner for any illegal by pass of STD/ISD traffic of any licensed access service provider.
- The financial terms and conditions for the recommended Audio Conferencing/Audiotex/Voice Mail authorisation under UL should be as follows:

Sl No.	Service	Minimum Equity (Rs. Cr.)	Minimum Net worth (Rs. Cr.)	Entry Fee (Rs. Cr.)	PBG (Rs. Cr.)	FBG (Rs. Cr.)	Application Processing Fee (Rs. Cr.)
1	Audio Conferencing/ Audiotex/ Voice Mail (National Area)	Nil	Nil	0.100	0.100	0.010	0.0015

- The annual licence fee for the recommended Audio Conferencing/ Audiotex/Voice Mail Service authorisation should be made same as that in other licence authorisations in the Unified Licence (which is presently 8% of Adjusted Gross Revenue; inclusive of USO levy which is presently 5% of AGR).
- The definition of AGR for the recommended Audio Conferencing/ Audiotex/Voicemail service authorisation under Unified Licence should be made similar to that for access service authorisation under Unified Licence.
- The Authority reiterates its recommendations on "Definition of Revenue Base (AGR) for the Reckoning of Licence Fee and Spectrum Usage Charges" dated 6<sup>th</sup> January 2015.

- The duration of the recommended Audio Conferencing/ Audiotex/Voice Mail authorisation should be made twenty years similar to other authorisations under UL.
- Standalone Voice Mail/Audiotex/Unified Messaging Services licence should be discontinued. No, further renewal of these licences should be done.
- The existing Voice Mail/Audiotex/Unified Messaging Services licensees may be given the option to migrate to the recommended Audio Conferencing/ Audiotex/ Voice Mail authorisation under UL. There should not be any mandatory migration.
- The annual licence fee for existing standalone Voice Mail/ Audiotex/UMS licensees who do not migrate to UL should also be made equal to 8% of Adjusted Gross Revenue. The definition of AGR should be made similar to that for Access service authorisation under UL.
- The existing standalone Voice Mail/Audiotex/UMS licensees may be allowed to acquire customers only in the SDCA for which the licence has been granted; as per the clause 2.1 of the existing licence agreement document.
- The terms and conditions for provision of these services under Basic Services Licence, UASL or CMTS may also be clearly specified and should be made similar to the terms and conditions in the recommended chapter on Audio Conferencing/Audiotex/Voice Mail Services in the UL.

7. The full text of the recommendations is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

  
(Sudhir Gupta)  
Secretary, TRAI