

## Summary

The Telecom Regulatory Authority of India has released a Consultation Paper titled, 'Introduction of Calling Name Presentation (CNAP) in Telecommunication Network' and has invited public feedback! This paper discusses a mechanism to provide caller identification on mobile and telephones.

## Background

Currently, the government of India is following a Unified License system to provide telecommunication services in India. On an incoming call, the consumer can see the number of the calling party being displayed on the telephone with the help of a Calling Line Identification Presentation (CLIP).

With the present system in place, consumers face many problems since they cannot adequately identify the calling party. Hence, there is a need to display the name of the calling party on the telephones of the called party.

## Consumer concerns

1. Consumers have concerns that in the absence of a calling name facility, consumers prefer not to answer calls from unknown numbers. As a result, even genuine calls go unanswered.
2. Telephone consumers have also raised concerns regarding robocalls, spam, and fraudulent calls. Through such fraudulent calls, certain individuals attempt to obtain details of bank accounts and one-time-passwords (OTP) to defraud consumers.
3. Spoofing is also a concern where a caller deliberately falsifies its CLI to disguise its identity; this technique tricks the called party into answering the call.
4. Though smartphone users currently use in-built or third-party apps to identify calling party's name and spam calls, such identification services are based on crowd-sourced data. But this crowd-sourced name identity information may not be reliable in many instances. In addition, these services are not available for feature phones and landline telephone sets.

## Questions posed by TRAI

1. Is there a need to introduce the Calling Name Presentation (CNAP) supplementary service in the telecommunication networks in India?
2. Should the CNAP service be mandatorily activated in respect of each telephone subscriber?
3. In case your response to Question 2 is negative, kindly suggest a suitable method for acquiring the consent of the telephone subscribers for activation of CNAP service.
4. To implement CNAP, service providers must have access to a database for correct name identification. Another issue for consultation is whether the name identity information provided by telephone consumers in the

implementing CNAP services in the telecommunication sector. In regard to the same, after having outlined a few possible models for the implementation of CNAP in telecommunication networks, the consultation seeks comments on the preferred model of implementation:

- Model No. 1, in which a CNAP database is established and operated by each TSP in respect of its subscribers and the name information is sent by the originating TSP to the terminating TSP during the call set-up.
- Model No. 2, in which a CNAP database is established and operated by each TSP in respect of its subscribers. The terminating TSP dips into its MNP database to determine the originating TSP of the calling party and then performs a CNAP lookup on the CNAP database of the originating TSP.
- Model No. 3, in which a centralized CNAP database is established and operated by a third party with an update mechanism from each TSP in respect to their subscribers, the terminating TSP performs CNAP lookup from the centralized CNAP database at the time of receiving a call.
- Model No. 4, in which a centralized CNAP database is established and operated by a third party, and individual CNAP databases are established by all TSPs; the TSPs keep a copy of the centralized database and perform local CNAP lookup at the time of receiving a call.
- or any other suitable model for the implementation of CNAP, along with a detailed description of the model.

[For a more detailed view of the provisions and other allied questions open for consultation, click here to read the complete document.](#)

### Consultation satisfaction

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### Public responses

[What are public responses?](#)

RESPONSES TO

TRAI's Consultation Paper on Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks



Telecom Regulatory Authority of India



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TOTAL RESPONSES

8

DRAFT MADE PUBLIC ON



[Name undisclosed]

Great



4



3



Sharmishtha

Great, if it's working properly totally beneficial to the public.



Srijan

1. There is definitely a need for a CNAP in India. Through anecdotal data, it is evident that people do not pick normal phone calls as most of the calls are robocalls or spam calls, at the same time VoIP services like Whatsapp and Telegram are used by everyone. Whatsapp already has a caller name identification system which works brilliantly and while we should not mimic the same, we should take inspiration.

Considering that calling someone is a voluntary act it's okay to showcase the details of the caller with the premise that they have initiated the call. It is paramount to not have a way to display the name of the person being dialled to. With this system, we might have crowdsourced information which might reveal consumer's private details, but that is the status quo as of today.

With a caller identification system, we will have more trust in traditional calling which is an essential commodity. It would also reduce the number of spam calls by allowing consumer to report spam calls they did not opt in for.

In light of the above using CAFs is an acceptable solution, but for consumers only the first name should be displayed and for businesses, their full name should be displayed as this would ensure quality service without compromising full privacy.



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Other responses



Citizen Leader [Name undisclosed]

Given that most people rely on third party applications like Truecaller that have ambiguous privacy policies, there is definitely a need for

being called is able to see the name of the person placing the call would take care of privacy concerns and prevent large scale mapping of phone numbers by a third party. The name displayed should be the first name obtained from the CAF as this step involves a KYC verification process.

A careful approach needs to be taken while 'mandatorily' implementing CNAP for all consumers as no explicit consent for such a model was obtained by TSP's in the CAF.



Citizen Leader [Name undisclosed]

Great



Citizen Leader [Name undisclosed]

Great



Citizen Leader [Name undisclosed]

Great



Citizen Leader [Name undisclosed]

It is very important for security