

Information Note to the Press (Press Release No. 08/2024)

For Immediate Release

Telecom Regulatory Authority of India

TRAI releases Recommendations on 'Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network'

New Delhi, 23rd February 2024 – The Telecom Regulatory Authority of India (TRAI) has today released recommendations on '**Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network**'.

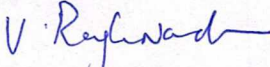
2. Department of Telecommunications (DoT), through a letter dated 21.03.2022 requested TRAI to submit its recommendations under Section 11 (1) (a) of TRAI Act, 1997 (as amended) on introducing the Calling Name Presentation (CNAP) facility in Indian Telecommunications Network.

3. In this regard, TRAI issued a Consultation Paper on 'Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks' on 29.11.2022 for soliciting comments and counter comments of stakeholders. In response, 40 stakeholders submitted their comments, and five stakeholders furnished their counter comments. An Open House Discussion on the Consultation Paper was held on 09.03.2023, through virtual mode.

4. Based on the comments/ inputs received from stakeholders and on its own analysis, TRAI has finalized its Recommendations on '**Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network**'. The salient features of the Recommendations are as follows:

- a. Calling Name Presentation (CNAP) Supplementary Service should be introduced in the Indian telecommunication network.
- b. Calling Line Identification (CLI) should be redefined as identity of the calling/originating subscriber in terms of telephone number assigned as per E.164 of ITU Recommendation/IP Address and the Calling name (CNAM) or any other identification as may be prescribed by the Licensor from time to time.
- c. All access service providers should provide Calling Name Presentation (CNAP) supplementary service to their telephone subscribers upon their request.
- d. The name identity information provided by the telephone subscriber in the Customer Application Form (CAF) should be used for the purpose of CNAP.
- e. A technical model for implementation of CNAP in Indian telecommunication network has been outlined.
- f. After acceptance of the recommendations, Government should issue appropriate instructions for making CNAP feature available in all devices sold in India after a suitable cut-off date.

- g. The subscriber entities holding bulk connections and business connections should be given the facility of presenting their 'preferred name' in place of the name appearing in the Customer Application Form (CAF).
- h. The 'preferred name' could be the 'trademark name' registered with the Ministry of Corporate Affairs, or the 'trade name' registered with the GST Council, or any other such unique name duly registered with the Government, provided that the subscriber entity is able to present the necessary documents to prove the ownership of such name.
5. For any clarification/ information Shri Akhilesh Kumar Trivedi, Advisor (Networks, Spectrum and Licensing), TRAI may be contacted at Telephone Number +91-11-23210481.


(V. Raghunandan)
Secretary, TRAI