

No. 310-9(2)/2000-TRAI

Dated: 11th May, 2001

To

The Secretary,
Department of Telecommunications
Ministry of Communications,
Sanchar Bhavan, 20-Ashoka Road,
New Delhi-110 001.

Kind Attn: Mr. G.P. Srivastava, Director (VAS-II)

Subject: Unified Messaging Service (UMS).

Ref.: Your letter No.846-51-2000-VAS dated 3rd April, 2001. Sir, TRAI's views regarding the proposal in t referred above are as follows:

- i) As per the terms & conditions of existing ISP license, an ISP can provide Internet Access/Internet Content Service, such existing license also permits any store & forward transmission of messages in the internet cloud, except real time voice Internet.
- ii) The UMS service mentioned in the DOT letter is basically a store and forward, voice based E-mail service wherein the vo stored and forwarded over the Internet as an attachment to an E-mail on a non-real time basis. At the destination these pac by or sent to the recipient via PSTN dial up access. Therefore, the proposed service is a combination of both Internet Servi Service based on Interactive Voice Response System (IVRS).
- iii) This UMS Service can be offered by leveraging the capabilities of Internet platform and IVRS systems to offer Unified Mes Voice-Mail and E-mail.
- iv) As per their license, existing ISPs can provide the forwarding (transmission) part of this service, being a kind of a value a par with E-Mail on Internet platform.
- v) The storage and retrieval part of the proposed service is covered under the existing Voice Mail Service licence.
- vi) As per NTP' 99, USO is applicable to various licensees. TRAI is separately working on the modalities of charging USO. Tl take a view in the matter of charging USO from value added service providers such as Internet Voice Mail in its USO recomr

Therefore, it is recommended that the voice based E-mail service on a non real-time basis should be treated as a combi content/ application service for the forwarding (or transmission) part covered under Schedule 'C', Clause-24 of Internet Licei Voice Mail Service for storage and retrieval of message. Authority is, therefore, of the view that any service provider wishi service should have both an ISP Licence and a Voice Mail Service Licence with jurisdiction covering the area(s) in which the P up by him. In Authority's view, no separate licence is required to offer this service. Therefore, no separate Entry fee/License fe levied. The performance of this service should be monitored by way of performance monitoring reports, as is done for the exist

Thanking you,

Yours faithfully,
(Dr. Harsha Vardhana Singh) Secretary