

Instructions for Telecom Service Providers with regard to provisional registration of Telemarketers.

1. The service providers shall publicize and put on its website, the details of the location(s) where application for registration for Telemarketer will be accepted.
2. The service providers shall ensure that link to the NDNC registry portal <ndncregistry.gov.in> is available from its website also and is prominently displayed.
3. The applicant has to fill up and submit the application form for registration as Telemarketer through website <www.ndncregistry.gov.in>. Then the applicant shall take print out of the same and submit it to the service provider alongwith various enclosures specified.
4. The application from the Telemarketer shall be accepted only along with the registration processing fee of Rs.1000/- per telemarketing centre in the form of a demand draft as per the instructions of DoT from time to time.
<http://www.dot.gov.in/telemarket/telemarketindex.htm>
5. On receipt of the application alongwith demand draft the service provider shall do the following:
 - a. Access the application form in the NDNC registry portal on the basis of unique number printed on the given application and;
 - i. Check that the form is correctly filled.
 - ii. Verify the details of the draft submitted
 - iii. Indicate the verification status as per provision in the form.
 - iv. Submit the application form electronically
 - b. The acknowledgement will be automatically generated by the NIC system.

- c. The service provider shall take the print out of the acknowledgement, sign it and issue the same to the Telemarketer and also submit the acknowledgement form electronically.
 - d. The acknowledgment shall be treated as provisional registration valid for three months for telemarketing service by the Telemarketer (unless instructed otherwise by the service provider/DOT/TRAI).
6. The original application along with the enclosures submitted by the applicant shall be retained by the service provider.
7. The service provider shall verify the applicant Telemarketer as his customer with a certificate to this effect as per the proforma given in the application form (verification certificate) and forward a copy of the application along with the verification certificate to the Director, CS-I, DOT/TERM cells as per the DoT instructions from time to time, enclosing the demand draft for processing fee.
<http://www.dot.gov.in/telemarket/telemarketindex.htm>
8. The applications of the Telemarketers shall be forwarded to DOT on monthly basis in the first week of next month.
9. On receipt of applications in DoT along with recommendation and verification by the service provider, a registration shall be issued by DOT to the Telemarketer which shall be valid for 10 years.
10. The service provider can cancel the provisional registration if the information furnished by the applicant Telemarketer is found to be incorrect or unsatisfactory, till the registration is issued by the DOT.
11. After 31st August 2007, the service providers shall discontinue to provide, telecom resources to the persons providing telemarketing services without registration.
12. Service providers shall keep a watch on the Telemarketers such that the resources are used only for 'telemarketing' as defined in the guidelines.
13. It is for information of service providers that the Telemarketer can obtain telecom resources from more than one service provider. However, the Telemarketer is free to get itself provisionally registered from any one of

the service provider from whom he has taken the telecom resources, as per its convenience. On getting provisional registration from one of the service provider, the Telemarketer can go to other service providers from whom it has also taken the telecom resources and submit the undertaking to those service providers. These service providers shall access the NDNC registry and verify the numbers from his record and confirm the same to NDNC Registry. This will update the telecom resources taken by the Telemarketer from various service providers in the NDNC Registry. 14. In case an already registered Telemarketer comes for additional telecom resources from the existing or any other service provider or in case of a new applicant seeking telecom resources for telemarketing purpose, the service provider shall provide the telecom resources as per procedure prescribed for providing new telephone connection/other telecom facilities. However, the service provider shall inform the applicant that he must complete the formalities for registration as Telemarketer in case his telephone numbers have not been registered so far, before using these telephones for telemarketing purpose.