

Government of India
Ministry of Communications
Department of Telecommunications
(Licensing Policy Wing)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001

File No: 800-07/2025-LPU

Dated: 16.06.2025

To

All UAS/ UL & UL (VNO) having Access Service Authorization Licensees

Subject: KYC Requirements for Internet Telephony Services

Reference: (i) Condition No. 2.6(iii) & 2.5(iii) of Chapter VIII Access Service Authorization of UL & UL (VNO)
(ii) Condition no. 39.17(i) of UL & 38.17(i) of UL(VNO)
(iii) DoT letter no. 800-09/2023-AS.II dated 31.08.2023 (business connections)

Reference is invited to above mentioned license conditions of UL & UL (VNO) which permits licensees having access service authorization to allocate same mobile numbering series to the subscriber both for Cellular Mobile service and Internet Telephony service. Further, license conditions of UL & UL(VNO) also mandated to ensure adequate verification of each and every customer before enrolling him as a subscriber.

2. It has come to the notice of the Department that some of the licensee having Access Service authorization are providing Internet Telephony services under the "Business Connection" category using mobile numbering series but without conducting end-user KYC as per the existing instructions dated 31.08.2023. These licensees are claiming that the existing KYC instructions are applicable only to those licensees who are providing Cellular Mobile Services.

3. In this regard, the matter has been examined and the competent authority has directed to convey that the extant KYC instructions, issued for Cellular Mobile Services from time to time, are applicable *mutatis mutandis* on all licensees holding Access Service authorization and providing Internet Telephony services using mobile numbering series. Terminology such as SIM Card, IMSI, etc., as mentioned mandatory in the extant instructions may be applied wherever relevant. Relevant license conditions related to business (bulk) connections shall also be followed scrupulously.

4. Any non-compliance observed after issuance of this letter will be treated as breach of the terms and conditions of the license agreement and shall attract penal actions. All Internet Telephony connections must be brought into compliance with the existing instructions within 90 days from the date of issuance of this letter.

(Nisha)
ADG (LPU)

Copy to:

- 1.DG (T), DoT HQ, New Delhi for kind information & necessary action.
- 2.DDG (AS), DoT HQ, New Delhi: for kind information & circulation among concerned licensees having Access Service Authorization.
- 3.DDG (DS)/ DDG (AI & DIU)/ Dir (LPA), DoT HQ, New Delhi-for kind information.