



COP- Periodic Monthly Reporting

Foreword:

- i. This document is formulated to comply with “The Telecom Commercial Communications Customer Preference Regulations released dated July 19th, 2018 by the Telecom Authority of India (TRAI). (‘TCCCP Regulations 2018’).
- ii. This document can be here after named as “Code of Practice-periodic monthly report or CoP-PMR”
- iii. The Code of Practice formulated in this document only refers to the code of practice related to the periodic monthly reports to be prepared by Access provider for monitoring Unsolicited Commercial Communication.
- iv. This document will be considered to a valid post approval by Authority; and will be effective from the implementation date of TCCCP regulation 2018 by the TSP.
- v. For any change, modification, amendment to this document will cause 30 days prior written communication to Authority & respective stakeholders of respective TSP.

Section I. Effective Date

1. Being a huge change in the entire chain of ecosystem (i.e. system, business processes and functions to be performed by associated parties), there is a need for seeking consensus of TRAI on the first CoP, before designing the architecture, its development and deployment.
2. Therefore, this CoP will be effective on final approval from TRAI. In case of any observations from TRAI, the CoP will be effective once such observations are addressed by TSP(s) and agreed with TRAI.
3. Post approval from TRAI, the designing of architecture, processes, its development and deployment activities will start.
4. The estimated timelines for above is 6 months post CoP approval (except Migration of existing) and it would need to be reviewed post actual requirements emanates from finalized CoP and vendor finalization.

Section II. Scope

The Scope of this CoP is to:

1. To design and suggest reports for TRAI and telecom Access service providers
2. Comply with the TCCCP Regulation, 2018
3. To monitor the performance
4. To automate the reports with the use of DL- Complaints register
5. To take action based on reports captured through DL complaints systems.
6. To reduce the UCC instances by analyzing the reports.
7. Take action/ report action on senders violating the UCC regulation.

Section III :Process for collation of reports on daily basis by TSPs :

1. The suggested reports have been provided in schedule V of TCCCPR, 2018, under the heading - “Action items for preparing code of practice for periodic monthly reporting”.
2. The following data has been desired as per schedule V :
 - a. Data regarding registered senders against whom complaints are received
 - b. Data regarding unregistered senders against whom complaints are received
3. All the Access Providers shall maintain records on **daily basis** and separately **for each Service Area**.
4. Registered Senders: In this case specified at clause 2a, following information is to be maintained and provided by all the Access Providers :
 - a. Total number of complaints received on each day from its customers and registered by TAP against any Registered Sender /RTM)
 - b. Total number of complaints transferred on each day to OAP including itself, against any registered Sender.
 - c. Total number of complaints to be resolved as an OAP, according to the date of receipt of complaints.
 - d. Total Number of Complaints rejected on account of insufficient details for further examination, according to the date of receipt of complaint.
 - e. Total Number of Complaints to be resolved as OAP, according to the date of occurrence of UCC.
 - f. Total number of senders against whom complaints were reported under clause (c).
 - g. Total number of complaints out of reported complaints which has been found to be valid complaints after completion of investigation.
 - h. Total number of senders found to be non-compliant as per the provisions provided in CoP.
 - i. Total number of Senders who were put under restricted limits of usage as specified in CoP during the investigation phase.
 - j. Number of commercial communication sent by each Sender.
 - k. Total number of entities other than Senders found to be non-compliant as per the provisions provided in CoP and actions taken against them.
 - l. Report total number of complaints on a day for any sender.
 - m. Action taken against Sender/ other entity such as TM etc

- n. Refer reporting formats in section IV. "Format 1 COP-PMR (registered sender)" and "Format 2 COP-PMR (count of UCC and complaints against sender)".
5. In case of 2 b, following information is to be maintained and provided by all the Access Providers :
- a. Total number of complaints received on each day, from its customers as TAP, against Unregistered Sender/Telemarketer.
 - b. Total number of complaints transferred in each day to OAP, including itself, against any unregistered Sender.
 - c. Total number of complaints to be resolved as an OAP, according to the date of receipt of complaints.
 - d. Total number of complaints rejected on account of insufficient details for further examination.
 - e. Total number of complaints to be resolved as an OAP, according to the date of occurrence of UCC.
 - f. Total Number of Senders against whom complaints were reported
 - g. Total number of complaints out of reported complaints which has been found to be valid complaints after completion of investigation.
 - h. Total number of senders against whom complaint were found to be valid
 - i. Total number of Senders who were put under usage cap as provided in CoP during the investigation phase.
 - j. Total number of Senders who were put under usage cap or disconnected after completion of investigation:
 - No of Senders who were given warning against first instance of violations:
 - No of Senders found to be violating second time
 - No of Senders found to be violating more than 2 instances.
 - k. Number of commercial communications sent by each Sender,
6. The reports shall be codified in the DL complaint register so that TRAI can extract/ auto generate the reports using simple commands. Or there can be a functionality that DL-Complaints is able to send these reports to TRAI at a designated frequency. An option can also be developed so that these reports are made available at an observer node, accessible to TRAI.

IV. Monthly information formats:

The formats designed in accordance with TRAI are enclosed.



Format 1 COP-PMR (registered sender).x(count of UCC and c(unregistered sende(count of UCC again