



Central Depository Services (India) Limited

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COMMUNIQUE TO REGISTRAR & TRANSFER AGENTS

CDSL/OPS/RTA/POLCY/2025/174

June 27, 2025

COMPLIANCE WITH DIRECTIVES ISSUED BY TELECOM REGULATORY AUTHORITY OF INDIA (TRAI)

Issuers / RTAs are hereby informed that the Telecom Regulatory Authority of India ("TRAI") has notified amendments to the Telecom Commercial Communications Customer Preference Regulations ("TCCCPR"), 2018 with an objective to strengthen the consumer protection against Unsolicited Commercial Communication ("UCC"). The detailed regulations are available on TRAI website at <https://www.trai.gov.in/release-publication/regulations>.

In view of the above, Issuers / RTAs are advised to take note of the following:

1. Ensure full compliance with the provisions of the amended TCCCPR, 2018.
2. Complete whitelisting of URLs, APKs, etc., used by Investment Advisers (Principal Entities).
3. Using 1600 series for outbound service and transactional calls.
4. Not to use normal 10-digit numbers for making any commercial communications including service and transactional calls.
5. Using Session Initiation Protocol (SIP) / Primary Rate Interface (PRI) connections only in compliance with TCCCPR, 2018.
6. Extend full cooperation with the Indian Cybercrime Coordination Centre ("I4C") and TRAI with respect to any reporting and advisory protocols issued.
7. Strengthen internal systems and controls to ensure there is no inadvertent or malicious use of registered headers and content templates associated with the Investment Advisers.

Issuers / RTAs are advised to take appropriate action and ensure compliance.

Queries regarding this communiqué may be addressed to: CDSL – Helpdesk Emails may be sent to: dpertasupport@cdslindia.com and connect through our IVR Number **022-62343333**.

For and on behalf of

Central Depository Services (India) Limited

sd/-

Nilesh Shah
Vice President – Operations