

The instructions for registration as Telemarketer and the scrubbing process for registered Telemarketers
Instructions for Telemarketer for registering with DoT

1. The applicant who desires to register as Telemarketer shall login on the website <www.ndncregistry.gov.in> for getting access to the Application form (Form TM-I).
2. The form shall be filled in and submitted electronically. After completing the above formalities, the applicant should take print out of the form and the undertaking.
3. The above printed application form along with registration processing fee of Rs.1000/- per telemarketing centre is to be submitted to the designated office of the service provider. Name and address of the applicant must be mentioned on the reverse of the Demand Draft/Pay Order/Bankers' cheque. The applicant should ensure that the demand draft is valid for six months. The Demand Draft for the different service areas should be drawn as given below:

Circle	Address	Contact
KERALA	Tata Teleservices Limited, Unit No. IV-B, 2nd floor, Leela Infopark, Plot no 5, Inforpark,Kusumagiri PO, Kakkanad, Kochi- 682030	Fax: 9037002273 09:30 a.m. to 05:30 p.m.
TAMIL NADU	Tata Teleservices Limited 2nd Floor, M.T.Rajen's Properties, No.40, Bazzullah Road, T.Nagar, Chennai - 600017	Fax: 9043002273 09:30 a.m. to 05:30 p.m.
KARNATAKA	Tata Teleservices Limited Monarch Ramani, 3rd Floor, 3rd Block, 7th C Main, Koramangala Industrial Layout, Koramangala, Bangalore - 560 034	Fax: 9036002273 09:30 a.m. to 05:30 p.m.
ORISSA	Tata Teleservices Limited Module A&B, 4th Floor, Fortune Tower, Chandrasekharpur, Bhubhaneshwar – 751 023	Fax: 9040002273 09:30 a.m. to 05:30 p.m.
ANDHRA PRADESH	Tata Teleservices Limited 1st floor, 5-10-173, Vasantha Chambers, Fathe Maidan Road, Hyderabad - 500001	Fax: 9030002273 09:30 a.m. to 05:30 p.m.

4. The service provider shall take necessary action as per instructions issued to them in this regard and give acknowledgement to the applicant/telemarketer.
5. This acknowledgement shall be treated as provisional registration for the Telemarketer for three months or till the time DoT decides: This provisional registration will authorize the Telemarketer to do telemarketing activities during the period of 3 months or defined by DoT unless otherwise directed or instructed by DOT/service provider.
6. After provisional registration (receipt of acknowledgement), the Telemarketer will be given an ID and password through e-mail for usage of NDNC registry.
7. Subsequently, a registration to the telemarketer valid for 10 years shall be issued by DOT.
8. Telemarketer shall make arrangement to get the calling list scrubbed by NDNC registry of NIC as per procedure laid down for the purpose.
9. Telemarketer shall be responsible for arranging the resources for data connectivity to NDNC/clients remote locations.
10. The Telemarketer shall have to submit separate application for each telemarketing centre along with a processing fee of Rs:1000/-: This means telemarketer will have to have separate registration as telemarketer for each location of his organization.
11. The Telemarketer shall inform DOT of any change in the information furnished within 15 days.
12. Telemarketer once registered can take additional telecom resources from any authorized telecom service provider: In each such case, he will have to inform the service provider that the telecom resources are being taken for telemarketing purpose and will also have to mention his registration number: In addition, he will have to submit the undertaking regarding proper use of these telecom resources as per prescribed format.
13. The service provider can cancel the provisional registration if the information furnished by applicant Telemarketer is found to be incorrect or unsatisfactory, till the registration is issued by the DOT.
14. Any person providing telemarketing service without any registration should also register themselves in the same manner prescribed, latest by 31st August, 2007.
15. After 31st August, 2007, the service providers, shall discontinue to provide telecom services, to the persons providing telemarketing services, without registration: Therefore, it is important for the telemarketer to note that he cannot provide telemarketing services without proper registration after 31st August, 2007.
16. It is to inform the Telemarketer that, it should only use those telephone numbers for making calls which have been registered for telemarketing purpose: Usage of any other telephone number for telemarketing purpose shall be viewed seriously: In case of any complaint of use of any telephone number other than those registered, stringent action shall be taken.

B: Instructions to Telemarketers for scrubbing the calling list

1. Telemarketer logs in to NDNC portal www.ndncregistry.gov.in (ID and password have been provided through E-mail after successful telemarketer registration)
2. The following steps will be followed for Uploading the file is given below:
 - A. Telemarketer selects "File upload":
 - B. Telemarketer must read instructions before uploading a file:
 - C. Telemarketer will be prompted to enter total number of phone numbers to be uploaded

for scrubbing

D. After entering the total number of phone numbers, the screen will display the „Browse“ option

E. The Telemarketer browses and selects the excel file and uploads it:

F. If the Total Number of Telephones entered in step (c) does not match with the number of Telephone numbers available in the file, a E-mail is generated saying "The file containing _____ telephone numbers has been rejected, as the total number of telephones entered does not tally with the number of telephone numbers actually in the file": Also appropriate message is displayed on screen:

G. Upon successful uploading, a E-mail is generated by system containing following contents:

H. "The file containing _____ telephone numbers, has been accepted for scrubbing : This file has been given _____ reference number : Please quote this reference number for future queries" .

3. Uploaded file will be scrubbed by NDNC within 24 hrs and an e -mail will be sent to Telemarketer on scrubbing informing that the file is available for download.

4. The following steps will be followed for Down loading a file:

a) Login to www.ndncregistry.gov.in:

b) Select " File Download " option:

c) Select reference number from the drop down list :

d) File download option is presented to the Telemarketer :

e) Telemarketer clicks on download:

f) File can be downloaded for viewing: This file will be in excel format contain cleaned list, do-not-call list and rejected list:

g) The suspended numbers are the numbers which are not in the proper format : These numbers have not been processed by the NDNC registry: Please do not call them before getting them scrubbed:

h) The file would be available for download up to 72 hours in the system.

Instructions:

Please ensure that the file you are uploading shall meet the following requirements:

a. Presently, Telemarketer can upload only one file per day

b. The file should be in excel format : No other format shall be accepted:

c. The Telemarketers are not permitted to upload their files for scrubbing on 15th and last day of every month:

d. It should be ensured that the Telephone numbers must be entered in Excel file starting from 1st row and 1st column and there should not be any blank row in the file: The file should contain maximum of 2 sheets and each sheet should contain maximum of 65000 records

e. Please ensure that all the telephone numbers in the uploading file should be

i. Numeric

ii. First digit should not be zero

iii. First two digits should not be either 95 or 91

iv. Total number of digits should be 10: -----