भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]
भादूविप्रा
TRAI

Dated: 16th February 2026

DIRECTION

Subject: Amendment to the Direction No. D-27/ 1/1(1) /2025-QoS (E- 16147) dated the 9th June, 2025 regarding updation of Location Routing Number (LRN) on the DLT platform during the port out window under the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018).

No. D-27/1/(1)/2025-QoS (E- 16147) – Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the "Authority"), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as the "TRAI Act"), has been entrusted with the discharge of certain functions, *inter alia*, to regulate the telecommunication services; ensure technical compatibility and effective interconnection between different service providers; lay-down standards of quality of service to be provided by service providers and conduct the periodical survey of such services provided by the service providers so as to protect interest of the consumers of telecommunication service;

2. And whereas the Authority, in exercise of the powers conferred upon it under section 36, read with sub-clause (v) of clause (b) and clause (c) of sub-section (1) of section 11, of the TRAI Act, made the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018) dated the 19th July, 2018 (hereinafter referred to as the "regulations"), to regulate unsolicited commercial communications (UCC);

3. And whereas item 6 of SCHEDULE-II of the regulations provide that every Access Provider shall establish, maintain and operate Distributed Ledger for Preference (DL Preference) with requisite functions, process and interfaces to, *inter alia*, record, in respect of the customer who has registered its preference, the Location Routing Number (LRN), as

assigned by DoT to the access provider, of current serving network of the customer and changes in LRN of the new serving network, in case customer is being ported-in during Mobile Number Portability;

4. And whereas the Authority, vide its Direction No. D-27/1/(1)/2025-QoS (E-16147) dated 9th June, 2025, directed all service providers to ensure that the Location Routing Number of the Recipient Network for the ported-out customers is mandatorily updated in the DLT systems by Donor Access Provider within twenty four hours of successful porting transaction;

5. And whereas it has been brought to the notice of the Authority that in certain instances, even after issuance of the Direction, referred to in the preceding para, the LRN is not being updated in the Distributed Ledger System by the Donor Operator during the port-out window, leading to failed 'preference update attempt' by customer in new serving network causing inconvenience to consumers and operational issues for Telemarketers and Access Providers;

6. And whereas the Authority has noted that updation of the LRN in the Distributed Ledger System by the Donor Operator serves no practical purpose for the Donor Operator and it often results in avoidable delays, which in turn cause inconvenience to consumers and lead to other operational issues;

7. And whereas for the reasons recorded in the preceding para, the Authority has decided to assign the responsibility for updation of the LRN to the Recipient Operator instead of the Donor Operator;

8. Now, therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub- section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018), hereby directs that for sub-para (a) of para 7 of the direction No. D-27/ 1/1(1) /2025-QoS (E-16147) dated the 9th June, 2025, the following sub-para (a) shall be substituted, namely-

> "(a) ensure that the Location Routing Number (LRN) of the Recipient Network, for the ported-out customers, is mandatorily updated in the DLT systems by **Recipient**

Operator, within twenty four hours of successful porting transaction, and submit to the Authority, on monthly basis, the complaints received regarding non-updation within twenty four hours;".

(Deepak Sharma)

Advisor (Qos-II)

To

All Access Providers (including BSNL and MTNL)