User Manual
(Volume –I)

For

Online Registration of Other Service Providers
(OSP)

For

Department of Telecommunications
Government of India

20 December, 2010
Table of Content

1 INTRODUCTION .................................................................................................................. 1
  1.1 AUDIENCE ....................................................................................................................... 1
  1.2 PURPOSE OF THIS DOCUMENT ...................................................................................... 2
  1.3 DOCUMENT ORGANIZATION .......................................................................................... 2
  1.4 DEFINITIONS/GLOSSARY ............................................................................................... 3
  1.5 PROBLEM REPORTING .................................................................................................... 3

2 PRODUCT FEATURES ......................................................................................................... 3

3 MINIMUM SYSTEM REQUIREMENTS ................................................................................. 5

4 GENERAL/COMMON OPERATING INSTRUCTIONS .......................................................... 5
  4.1 HOME PAGE .................................................................................................................... 5
  4.2 LOGIN PAGE .................................................................................................................... 8
      4.2.1 Change Password ..................................................................................................... 11
      4.2.2 Forgot Password .................................................................................................... 14
      4.2.3 Logout ..................................................................................................................... 16
  4.3 NEW REGISTRATION ...................................................................................................... 17

5 SPECIFIC OPERATING INSTRUCTIONS ......................................................................... 24
  5.1 SUBMIT REGISTRATION PROPOSAL ........................................................................... 25
      5.1.1 New Registration - Domestic .................................................................................. 25
      5.1.2 New Registration - International .......................................................................... 36
      5.1.3 Multiple Location Registration- Domestic ............................................................... 46
      5.1.4 Multiple Location Registration- International ......................................................... 46
  5.2 RESUME SAVED APPLICATIONS .................................................................................. 47
  5.3 VIEW APPLICATION STATUS ....................................................................................... 49
  5.4 VIEW REGISTERED OSP LOCATIONS .......................................................................... 50
  5.5 UPLOAD REVISED DOCUMENTS .................................................................................. 52
  5.6 APPLICATION FOR WORK FROM HOME ...................................................................... 54
  5.7 ENTER BG DETAILS ........................................................................................................ 61
  5.8 UPLOAD SIGNED AGREEMENT ..................................................................................... 65
  5.9 APPLICATION FOR SHARING OF INFRASTRUCTURE .................................................. 67
  5.10 AUTHORIZED SIGNATORY APPROVAL ..................................................................... 75
  5.11 PRINT APPLICATIONS APPROVED BY AUTHORIZED SIGNATORY ......................... 77
  5.12 PRINT RECORD ............................................................................................................ 78
  5.13 UPDATE REGISTRATION DETAILS ............................................................................. 81
      5.13.1 Approval for Change in Company name ................................................................. 83
      5.13.2 Approval for change in Registered Office ............................................................... 84
      5.13.3 Approval for Change in Type of Connectivity ....................................................... 85
      5.13.4 Approval for Change in Location of OSP Center .................................................... 86
      5.13.5 Approval for Interconnectivity of OSP Center ........................................................ 87
      5.13.6 Approval for Addition of Hot Site Center ............................................................... 87
      5.13.7 Intimation For Change in Share Holding Pattern .................................................. 88
      5.13.8 Intimation for Change in Authorized Signatory ....................................................... 89
      5.13.9 Intimation for Update in Telecom Resources ......................................................... 90
      5.13.10 Intimation for Change in PoP Location ................................................................. 91
      5.13.11 Intimation for Change in Client Details ................................................................. 91
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.13.12</td>
<td>Intimation for Change in Data Center Details</td>
<td>92</td>
</tr>
<tr>
<td>5.13.13</td>
<td>Upload Network Diagram</td>
<td>92</td>
</tr>
<tr>
<td>5.13.14</td>
<td>Upload Bank Guarantee</td>
<td>92</td>
</tr>
<tr>
<td>5.14</td>
<td>SURRENDER REQUEST</td>
<td>93</td>
</tr>
</tbody>
</table>
1 Introduction

1.1 Audience

OSP is a web-based system for online registration of Other Service Providers and subsequent related activities in an efficient, effective and transparent manner. The Department of Telecommunications (DoT), Ministry of Communications and Information Technology, Government of India issues registration of companies engaged in providing various Application Services under Other Service Providers (OSP) category. ‘Applications Services’ means providing services like

- tele-banking,
- tele-medicine,
- tele-education,
- tele-trading,
- e-commerce,
- call centre,
- network operation centre, and
- other IT Enabled Services

As per the New Telecom Policy (NTP) 1999, OSP such as tele-banking, tele-medicine, tele-trading, e-commerce etc. will be allowed to operate by using infrastructure provided by various access providers for non-telecom services. The Telecom Commission in May 1999 accorded approval for registration of Call Centers, both International and Domestic, in the country under the above category. Later, services like Network Operation Centers and Vehicle Tracking Systems, were also added to this category. As per the Terms and Conditions formulated by the Telecom Commission in February 2000, these application Service Providers could take telecom resources from authorized Telecom Service Providers only and may not infringe upon the jurisdiction of other authorized Telecom Service Providers and they will not provide switched telephony.

DoT has further liberalized the existing Terms and Conditions for Other Service Provider (OSP) Category in August 2008 and has decided to implement “Online System of Registration of OSPs”.

Users of this software will be from DOT, Ministry of Communications and Information Technology, Telecom Enforcement, Resource and Monitoring (TERM) Cells, Chief Controller of Accounts, CCA, Other Service Providers (OSPs). The users are expected to have a basic understanding of using a computer and familiarity with the usage of keyboard and mouse.
1.2 Purpose of this document

This document attempts to describe the operational aspects of OSP software with a view to assist all those who will be using the software. The document provides step-wise instructions for handling various aspects of the software with visual screens for easy and better understanding. It also describes the error messages encountered while working with the software with appropriate remedial actions required to be taken by you.

1.3 Document Organization

The document is divided into five chapters.

Chapter 1: Introduction – This Chapter provides an Introduction to the document describing the intended audience, purpose of the document, conventions adopted in the document, references and contact address for reporting the problems, encountered, if any while using the software or related with this document.

Chapter 2: Product Features – This Chapter gives an overview of the software with a broad list of features offered by it.

Chapter 3: Installation – This Chapter provides a step-wise instructions for installing the software and also guides the user in case of problems encountered in the process.

Chapter 4: General/Common Operating Instructions – In this Chapter, a description of the operations that are commonly used throughout the software is provided. Such operations include features like About OSP, About TERM Cell, Contact Us etc.

Chapter 5: Specific Operating Instructions – This Chapter provides specific operating instructions for each of the features offered by the software. The feature description includes a general description of the feature, screen description wherever applicable, step-wise instructions for carrying out the operation, what happens after the operation is successfully executed, what more can be done from the current screen and a list of messages that the user might encounter while carrying out the operation.
1.4 Definitions/Glossary

This section gives a glossary of terms used in the rest of the document.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BG</td>
<td>Bank Guarantee</td>
</tr>
<tr>
<td>CCA</td>
<td>Chief Controller of Accounts</td>
</tr>
<tr>
<td>DD</td>
<td>Demand Draft</td>
</tr>
<tr>
<td>DoT</td>
<td>Department of Telecommunications</td>
</tr>
<tr>
<td>LoI</td>
<td>Letter of Intent</td>
</tr>
<tr>
<td>NTP</td>
<td>New Telecom Policy</td>
</tr>
<tr>
<td>OSP</td>
<td>Other Service Providers</td>
</tr>
<tr>
<td>TERM cell</td>
<td>Telecom Enforcement, Resource and Monitoring cell</td>
</tr>
<tr>
<td>CIN</td>
<td>Corporate Identity Number</td>
</tr>
</tbody>
</table>

1.5 Problem Reporting

In case of any problem related to the software or to this document, please contact support.osp@nic.in

2 Product Features

OSP is a web-based system for online registration of Other Service Providers and subsequent related activities in an efficient, effective and transparent manner.

The respective Telecom Enforcement, Resource and Monitoring (TERM) Cells (formerly known as VTM Cells) do registration of OSPs as per location of the OSP/Telemarketing Center. The Access Service Providers must ensure that the customers have valid registration papers from the OSP Cell of DoT before providing them with the telecom resources.

The application will be accessible through web browsers to all the stakeholders located across India. It is a role-based application.

System Administrator: System Administrator is at DoT level. Administrator will be able to manage users, roles and access control.
The system will provide the following functionalities:

**OSP Level:**

1) Registration of OSP
   - Registration
   - Submit Registration Proposal
   - Upload Registration Details
   - Resume Saved Applications
   - View Application Status
   - Upload Revised Documents
   - View Registered OSP Locations
   - Surrender Request

2) Sharing Infrastructure
   - Application for Sharing Infrastructure
   - Enter BG Details
   - Authorized Signatory Approval
   - Print Application Approved by Authorized Signatory
   - Upload Revised Documents
   - Upload Signed Agreement

3) Work from Home
   - Application for Work From Home
   - Enter BG Details
   - Upload Revised Documents
   - Upload Signed Agreement

4) Print
   - Print Record

A detailed description of the complete functionality of the software is provided under **Specific Operating Instructions** as part of Chapter 4.
3 Minimum System Requirements

As OSP is a web based application, the minimum system requirements for accessing the website are

1) Internet Explorer 5.5 and above

2) Internet Connection

4 General/Common Operating Instructions

OSP is a web-based package; you need to type http://dotosp.gov.in in the address bar of the browser to invoke the software.

4.1 Home Page

General Description

You will see a Home Page as soon as you connect to your site. You will be able to see the internal pages only after you successfully provide your User Id and Password in the Home page Login section. The login facility is available to OSPs, TERM Cell, CCAs and DoT users. (See the section on How to Login described below). In case you forget your password, you can use the Forgot Password option (see the section on Forgot Password for more details) provided on the Login Form to create a new password and login using your new password.

Screen Description

Fig. 4.1 provides a sample picture of the Home Page as it appears on your screen. At the top of the screen, a band, which is common across all the screens, is displayed. This band contains the application name, site name and site-specific images. Below this is the menu for users containing the following links: Home, OSP, TERM Cell and CCA. At the left bottom of the screen there is another band containing the following links: Contact Us, Disclaimer and Site Map.
Home – You can click on this link to display the Home Page of the application.

OSP – You can place the mouse over this link to display various links under OSP. These links are:

- **About OSP**: This link displays the information about Other Service Providers as shown in Fig. 4.2

- **Terms & Conditions**: This link opens a pdf document containing terms and condition for OSPs. This document can be downloaded and saved by clicking on **Save** button. To just view the terms & conditions you can click on **Open** button.

- **New Registration**: This link displays a form (Form A) for registration of OSPs who have a Corporate Identity Number (CIN) issued by DoT.
• **Login**: This link displays the login page for OSPs.

**TERM Cell** – You can place the mouse over this link to display various links under TERM Cell. These links are:

• **About TERM Cell**: This link displays the information about TERM Cell as shown in Fig. 4.3

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**Telecom Enforcement, Resource and Monitoring (TERM) Cells.**

*(Formerly Known as VTM Cells)*

With the increasing number of telecom operators in the country, the Government felt the need for presence of Telecom Authority in the field at all the Licence Service Areas and Large Telecom Districts of the country, in order to ensure that service providers adhere to the licence conditions and for taking care of telecom network security issues. With the growth of private telecom and internet services, an increase in illegal / clandestine telecom operations was also observed. To address these issues, the Government created initially four Vigilance Telecom Monitoring Cells (VTMC) in Nov 2004 at Delhi, Mumbai, Hyderabad and Chennai. Nine more VTM Cells were created during 2006 for the circles of Punjab, Rajasthan, Gujarat, Karnataka, Maharashtra, Tamil Nadu, West Bengal and UP (E) and fifteen VTM Cells were subsequently added in Jan 2007 for Andhra Pradesh, Bihar, Madhya Pradesh, Haryana, UP (West), Assam & Nicobar, Orissa, Chhattisgarh, Jammu & Kashmir, Himachal Pradesh, North East-I, North East-II, Orissa and Uttarakhand. Six more VTM Cells were added in March 2007 for Kerala, Ahmedabad, Bengaluru, Pune, Jaipur and Lucknow, taking the total number of VTM Cells to 34. Since formation of Vigilance & Telecom Monitoring (VTMC) Cells in the

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**Fig. 4.3**

• **Contact Details**: This link opens a pdf document containing contact details for TERM Cells. This document can be downloaded and saved by clicking on **Save** button. To just view the contact details you can click on **Open** button.

• **Login**: This link displays the login page for TERM Cells.

**CCA** – You can place the mouse over this link to display various links under CCA. These links are:

• **About CCA**: This link displays the information about CCA as shown in Fig. 4.4
Fig. 4.4

- **Contact Details**: This link opens a pdf document containing contact details for CCAs. This document can be downloaded and saved by clicking on **Save** button. To just view the contact details you can click on **Open** button.

- **Login**: This link displays the login page for TERM Cells.

### 4.2 Login Page

**General Description**

Login link is available on the home page under the link OSP. The purpose of this form is to allow the user to login into the system. OSPs can register online through New Registration link under OSP link. When they register, a user name and password is provided to them through email. They can login using these credentials.
Fig. 4.5 provides a sample picture of the Login screen.

**Login** section contains two fields as indicated below:

**Username** – In this field you need to enter your **Username**.

**Password** - In this field you need to enter your **Password**.

**User Id** and **Password** are mandatory and should be compulsorily filled-in.

OSPs can register online through New Registration link under OSP link. When they register, a user name and password is provided to them through email. They can login using these credentials.

Besides, you will see the following **button** on the form:

**Login** – This button allows you to submit the login details entered by you.

If you are logging in for the first time, then system will take you to change password screen (explained in Change Password section) and you need to change your password and then login with new password.
For security reasons, after three invalid attempts the user id will locked and you will have to contact system administrator.

If the login is successful, you will see the Welcome Page as shown in Fig.4.6 with user id and date and time displayed on top left, else a message indicating the reason for unsuccessful login is prompted to you (see the List of Messages given below).

Forgot Password – The Login form also provides Forgot Password option that allows you to get a new password, if you forget your password.

How to Login

To be able to Login, follow the steps given below:

1) You will see the Login form as soon as you click on Login link.

2) Click inside the User Name text-box and type your User name. (Email Id given at the time registration is your user name)

3) Click inside the Password text-box and type your password. (Password is mailed to you once you register).

4) Click the Login button to submit your login details.

5) If you are logging in for the first time, then system will take you to change password screen (explained in Change Password section) and you need to change your password and then login with new password.

6) If the Login is successful, you will be able to see the Website Page. In case of an error, an appropriate message is prompted to you providing you the reason for unsuccessful login (see the list of Messages given below).

What happens when you Login?
1) If you are logging in for the first time, then system will take you to change password screen (explained in Change Password section) and you need to change your password and then login with new password.

2) As you login successfully, you will see the Welcome Page.

**Messages**

You may be prompted with one of the following messages:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please enter User Name</td>
<td>This indicates that you have not entered User Name and clicked on Login button</td>
<td>Please enter User Name and then click on Login button</td>
</tr>
<tr>
<td>2</td>
<td>Please enter Password</td>
<td>This indicates that you have not entered Password and clicked on Login button</td>
<td>Please enter Password and then click on Login button</td>
</tr>
<tr>
<td>3</td>
<td>Incorrect User Id or Password</td>
<td>This indicates that either User Id or Password entered by you is not correct.</td>
<td>Enter the correct User Id and Password again and click on Login button.</td>
</tr>
<tr>
<td>4.</td>
<td>User Id is locked. Please contact administrator.</td>
<td>This indicates that you have made three invalid attempts with correct user id and wrong password.</td>
<td>Contact system administrator for password or unlocking.</td>
</tr>
</tbody>
</table>

**4.2.1 Change Password**

**General Description**

Change Password option is available on first time logon. The system prompts you to change your default password. The option is also available on the Welcome screen.(Fig.4.6)
Screen Description

Fig. 4.7 provides a sample picture of the **Change Password** screen. The title of the form viz. **Change Password** is displayed at the top.

![Change Password Screen](image)

**Fig. 4.7**

**Change Password Details** form contains following **fields** as indicated below.

- **User Id**
- **Old Password**
- **New Password**
- **Confirm New Password**

Two buttons viz. Submit, Close are also displayed at the bottom.

**User Id** – This field specifies the User Id of the user and is displayed automatically.

**Old Password** – This field specifies the old password of the user.

**New Password** – This field specifies the new password. (Password should contain at least one number and one special character).

**Confirm New Password** – This field specifies confirms the new password.

**Submit** – This button allows you to submit the password details.

**Close** – This button enables you to abort the Change Password operation.

**How to Change Password**

To be able to change password, follow the steps given below:
1) Invoke the **OSP web application**. Change Password option is available on first time logon.

2) **Change Password** form displays all the fields required.

3) **User Id** is displayed automatically.

4) Enter Old Password, new password and confirm password.

5) Click the **Submit** button to save the details.

6) At any point of time, you can click the **Close** button to close the form.

7) In case you chose to **submit** and the details are correct, the password will be changed and system will take you to the login page.

**What happens when the Password is saved?**

When the password is saved, the user can login with new password.

**Messages**

As you save the password, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please enter Old Password</td>
<td>This indicates Old password is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter old password.</td>
</tr>
<tr>
<td>2.</td>
<td>Please enter new password.</td>
<td>This indicates that new password is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter new password.</td>
</tr>
<tr>
<td>3.</td>
<td>Please enter confirm password.</td>
<td>This indicates that confirm password is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter confirm password.</td>
</tr>
</tbody>
</table>
### Table

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>New Password and confirm password should be same.</td>
<td>This indicates that new password and confirm password should be same. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter correct passwords.</td>
</tr>
<tr>
<td>5.</td>
<td>Please enter correct old password.</td>
<td>This indicates that the old password is incorrect.</td>
<td>Click <strong>OK</strong> to resume and enter valid old password.</td>
</tr>
<tr>
<td>6.</td>
<td>Password should contain atleast one number.</td>
<td>This indicates that password should contain atleast one number.</td>
<td>Click <strong>OK</strong> to resume and enter valid password.</td>
</tr>
<tr>
<td>7.</td>
<td>Password should contain atleast one special character.</td>
<td>This indicates that password should contain atleast one special character.</td>
<td>Click <strong>OK</strong> to resume and enter valid password.</td>
</tr>
</tbody>
</table>

#### 4.2.2 Forgot Password

**General Description**

Incase user forgets his/her password then the user can click on the forgot password link available on the login screen shown in Fig.4.5. The user can get password using this link.

**Screen Description**

The forgot password screen is displayed as shown in Fig.4.8. The title of the form viz. Forgot Password is displayed at the top.
Forgot Password form contains following fields as indicated below.

- User Id

Two buttons viz. Submit, Close are also displayed at the bottom.

**User Id** – This field specifies the User Id of the user.

**Submit** – This button allows you to submit the details. If the user id is correct then the password will be mailed to the user.

**Close** – This button enables you to abort the Forgot Password operation.

**How to Fetch Password**

To be able to fetch password, follow the steps given below:

1) Invoke the OSP web application. Forgot Password option is available on the login screen.

2) Forgot Password form displays User Id field.

3) Enter User Id.

4) Click the Submit button to save the details.

5) At any point of time, you can click the Close button to close the form.

6) In case you chose to submit and the details are correct, the password will be changed and will be mailed to you.

**What happens when the User Id is submitted?**
When the user id is submitted, if it is correct then the password will be mailed to you else message is displayed (mentioned below).

Messages

As you fetch the password, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please enter User Id</td>
<td>This indicates User Id is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter user id.</td>
</tr>
<tr>
<td>2.</td>
<td>User id does not exist. Please enter correct user id.</td>
<td>This indicates that user id is incorrect. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter valid password.</td>
</tr>
<tr>
<td>3.</td>
<td>Password has been changed. Check mail to get new password.</td>
<td>This indicates that confirm password is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter confirm password.</td>
</tr>
</tbody>
</table>
Logout option allows you to logout of the web application, if you are logged in. The Logout option is available on the Welcome screen in the top-section (see Fig. 4.9).

Fig. 4.9

As you successfully logout using the Logout option on the Welcome Screen, you come back to the Login screen.

To be able to Logout of website, follow the steps given below:

1) Click the Logout option on the Welcome Screen in the top section. Refer to Fig. 4.9.

What happens when you Logout

As you successfully logout using the Logout option on the Welcome Screen, you come back to the Login Screen.

4.3 New Registration

General Description

New Registration link is available under the OSP link on the Home Page of the application. As you click on this link new registration form is displayed. This form allows you to register and obtain a user id and password for accessing the system. For registration you must have the Corporate Identity No. (CIN) issues by DoT.
**Screen Description**

The New Registration screen is displayed as shown in Fig.4.10. The title of the form viz. APPLICATION FORMAT FOR REGISTRATION OF OSP CENTRE is displayed at the top. Fields marked with * are mandatory. This indicates that these cannot be left blank.

![Fig.4.10](image-url)
**New Registration** form contains following **fields** as indicated below.

- CIN (Corporate Identity Number)
- Date of Incorporation
- Name of Applicant Company
- Registered Office Address (Address, City State, Pincode, Phone, Fax and Email)
- Corporate Office Address (Address, City State, Pincode, Phone, Fax and Email)
- Name of Authorized Signatory and Contact Person. (Name, Communication Address, City State, Pincode, Phone, Fax, Email and Present activities of the company)

Three buttons viz. Submit, Clear and Close are also displayed at the bottom.

**CIN** – This field specifies the Corporate Identity Number of the company. This is issued by DoT. It should be of 19 digits.

**Date of Incorporation** - This field specifies the date of incorporation of the company.

**Name of Applicant Company** – This field specifies the name of the applicant company.

**Registered Office Address** – This block specifies the registered address of the company. It contains address, city, state, pincode, phone number, FAX and email id.

**Corporate Office Address** – This block specifies the corporate address of the company. It contains address, city, state, pincode, phone number, FAX and email id.

**Name of Authorized Signatory and Contact Person** – This block specifies the name of the Authorized Signatory of the Company. It contains communication address, city, state, pincode, phone number, FAX, email id and present activities of the company.

**Submit** – This button allows you to submit the details

**Close** – This button enables you to abort the New Registration operation.

**Clear** – This button allows you to clear the form.

**How to Save Details**

To be able to save the registration details, follow the steps given below:
1) Invoke the **OSP web application.** New Registration option is available on the Home screen under OSP link.

2) New Registration form displays all the fields required.

3) Enter CIN.

4) Enter Date of Incorporation by clicking on the calendar image and selecting the date.

5) Enter Name of Applicant Company.

6) Enter Registered and Corporate address details.

7) Enter Name of Authorized Signatory and contact details including present activities of the company.

8) Click the **Submit** button to save the details.

9) At any point of time, you can click the **Close** button to close the form.

10) In case you chose to **submit** and the details are correct, the password will be mailed to you.

**What happens when the details are submitted?**

When the details submitted, if it then the user id and password will be mailed to you. The **email id** mentioned under Name of Authorized Signatory block is taken as the User Name.

**Messages**

As you save the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please enter Corporate Identity No.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>2.</td>
<td>Corporate Identity No should be of 19 digits. Please enter correct value.</td>
<td>This indicates this CIN should be of 19 digits. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter valid CIN.</td>
</tr>
<tr>
<td>3.</td>
<td>CIN should contain both digits and characters.</td>
<td>This indicates that CIN should have both numbers and characters. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter valid CIN.</td>
</tr>
<tr>
<td>4.</td>
<td>Please enter Date of Incorporation</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data.</td>
</tr>
<tr>
<td>5.</td>
<td>Date of Incorporation should be equal to or less than current date.</td>
<td>This indicates that Date of Incorporation should be equal to or less than current date.</td>
<td>Click <strong>OK</strong> to resume and enter valid data.</td>
</tr>
<tr>
<td>6.</td>
<td>Please enter Name of applicant company</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data.</td>
</tr>
<tr>
<td>7.</td>
<td>Name of Applicant company can contain only characters and digits.</td>
<td>This indicates that Name of Applicant company can contain only characters and digits.</td>
<td>Click <strong>OK</strong> to resume and enter valid data.</td>
</tr>
<tr>
<td>8.</td>
<td>Please enter address of registered Office</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data.</td>
</tr>
<tr>
<td>9.</td>
<td>Please enter address of Corporate Office</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data.</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------</td>
</tr>
<tr>
<td>10.</td>
<td>Please enter state of registered Office</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>11.</td>
<td>Please enter city of registered office</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>12.</td>
<td>Please enter pincode of registered office.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>13.</td>
<td>Please enter state of corporate Office</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>14.</td>
<td>Please enter city of corporate office</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>15.</td>
<td>Please enter pincode of corporate office.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>16.</td>
<td>Please enter valid pincode of registered office.</td>
<td>This indicates that only numbers are allowed in pincode</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>17.</td>
<td>Please enter valid telephone number of registered office.</td>
<td>This indicates that only numbers are allowed in telephone no.</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>18.</td>
<td>Telephone number of registered office must be a 10 digit no.</td>
<td>This indicates that telephone no. should be of 10 digits</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>---------</td>
<td>--------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>19.</td>
<td>Please enter valid pincode of corporate office.</td>
<td>This indicates that only numbers are allowed in pincode</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>20.</td>
<td>Please enter valid telephone number of corporate office.</td>
<td>This indicates that only numbers are allowed in telephone number.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>21.</td>
<td>Telephone number of corporate office must be a 10 digit no.</td>
<td>This indicates that only numbers are allowed in telephone number.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>22.</td>
<td>Invalid Email Id</td>
<td>This indicates that email id should be in proper format.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>23.</td>
<td>Fax number of registered office must be of 10 digits</td>
<td>This indicates that Fax no. should be of 10 digits</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>24.</td>
<td>Fax number of corporate office must be of 10 digits</td>
<td>This indicates that Fax no. should be of 10 digits</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>25.</td>
<td>Please enter address of Authorized Signatory</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>26.</td>
<td>Please enter state of Authorized Signatory</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>27.</td>
<td>Please enter city of Authorized Signatory</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>---------</td>
<td>--------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>28.</td>
<td>Please enter pincode of Authorized Signatory.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>29.</td>
<td>Telephone number of Authorized Signatory must be a 10 digit no.</td>
<td>This indicates that telephone no. should be of 10 digits</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>30.</td>
<td>Fax number of Authorized Signatory must be of 10 digits</td>
<td>This indicates that Fax no. should be of 10 digits</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>31.</td>
<td>Record added Successfully. A mail has been sent to you containing your user id and password</td>
<td>This indicates that you have been registered successfully and a mail has been sent to you containing your user id and password</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE** – Multiple registrations can be done with single CIN, using different authorized signatory, email id and corporate address. These will be taken as Other Services.

### 5 Specific Operating Instructions

This chapter explains the functionality and provides specific instructions for each of the features offered by the software.

As you successfully login to the website, the first page that you see is Welcome page, the menu on the top shows what you can do.
5.1 Submit Registration Proposal

General Description

After registering and logging in you can submit registration proposal. If you don’t have any permanent registration number then only one option is displayed i.e. New Registration otherwise two options are displayed i.e New Registration and Multiple Location.

Under New registration there can be Domestic OSP Center and International OSP Center.

Similarly under Multiple Location there can be Domestic OSP Center and International OSP Center.
We will look at all of them one by one.

5.1.1 New Registration - Domestic

This option is available in the menu under Registration → Submit Registration Proposal

Select New Registration and then click on submit button. Select Domestic OSP Center and click on submit. As you click on submit, the applicant profile (Form A) is displayed along with Form B.

Three Buttons viz. Submit, Save and Close appear at the bottom.

Screen Description

Fig. 5.1 provides a sample picture of the New Registration - Domestic form as it appears on your screen. The fields marked with asterisks must be filled-in and cannot be left blank. These fields are mandatory.
Fig. 5.1
Type of Activity – This field specifies the type of activity. If you select Any Other ITES then you have to specify the details in the adjacent textbox. (It gets enabled when you select Any Other ITES).

Write Up regarding nature of Proposed Center – This field specifies the details of the proposed center. (Atleast 50 words)

Address - This field specifies the address of the proposed center.

State – This field specifies the state of the proposed center.

City - This field specifies the city of the proposed center.

Pincode – This field specifies the pincode of the proposed center.

Telephone – This field specifies the telephone number of the proposed center.

Fax – This field specifies the fax of the proposed center.

No. of seats - This field specifies the no. of seats in the proposed center.

No. of Clients – This field specifies the no. of clients for the proposed center. You have to enter the client details of the number of clients mentioned here.

Client Details – This field specifies the name, address, country and nature of business of the client. In order add more than one clients click on Add More button. New row will be created for entering client details along with delete button to delete the same.

First Question is Whether PSTN/PLMN/ISDN connectivity is required at Domestic OSP Location?

If you select Yes in the first question, the following data is displayed and information needs to be filled.(Fig.5.2)

![Table](image)

Add More button can be used to add more than one row.

If you have selected No in the first Question, then second question is displayed otherwise not.
The second Question is Whether connectivity from the proposed Domestic OSP Center to the PoPs of the client locations is required?

If you select Yes in the second question, the following data is displayed and information needs to be filled. (Fig. 5.3)

**Bandwidth Connectivity details from the proposed Centre to the PoPs at the Local end locations**

<table>
<thead>
<tr>
<th>Proposed OSP Centre address details (Indian end address) same as E1 END A</th>
<th>Address of the local PoP END B</th>
<th>Type Of Connectivity</th>
<th>Purpose of Connectivity</th>
<th>Existing Bandwidth, if any</th>
<th>New bandwidth connectivity/additional connectivity requested</th>
<th>Total Bandwidth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pragati Maidan</td>
<td>- Select -</td>
<td>- Select -</td>
<td>- Select -</td>
<td>- Select -</td>
<td>- Select -</td>
<td>Add More</td>
</tr>
</tbody>
</table>

**PSTN / PLMN / ISDN Connectivity Details at PoP at local end Location (Incoming only)**

<table>
<thead>
<tr>
<th>Address of the local PoP END E</th>
<th>Type Of Connectivity</th>
<th>No. of PSTN/PLMN/ISDN lines Proposed at the PoP Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Select -</td>
<td></td>
</tr>
</tbody>
</table>

Add More button can be used to add more than one row.

The Third Question is Whether Data Connectivity to any data centre of the client is required?

If you select Yes in the third question, then only fourth question is displayed.

The fourth question is Whether Clients Data connectivity is same as PoP at Local End?

If you select No in the fourth question, the following data is displayed and information needs to be filled. (Fig. 5.4)
Add More button can be used to add more than one row.

If you select Yes in the fourth question, then only fifth question is displayed.

The fifth question is Whether Internet connectivity is required at the Proposed Domestic OSP Location?

If you select Yes in the fifth question, the following data is displayed and information needs to be filled. (Fig. 5.5)

Fig. 5.5

Add More button can be used to add more than one row.

The sixth question is Whether the proposed OSP centre will be Inter-Connected to any other OSP Centre?

If you select Yes in the sixth question, then you have select whether same company or group company and enter following details (Fig. 5.6)
The seventh question is **Whether the proposed OSP centre will be Inter-Connected to any Hot Site Centre?**

If you select **Yes** in the seventh question, the following data is displayed and information needs to be filled. (Fig.5.7)

**Add More** button can be used to add more than one row.

The eighth question is **At this proposed site, if you have any other Registered OSP centre also?**

If you select **Yes** in the eighth question, only then **ninth question** is displayed.

The ninth question is **Whether this centre will share common infrastructure with other Registered OSP Centre at this location?**

If you select **Yes**, a message is displayed saying – **Please apply for infrastructure sharing after OSP is duly registered.**

If you select **No**, a message is displayed saying – **Submit the declaration.**

Now enter the demand draft details i.e. DD No., DD Date, Amount (1000), and Bank.

**Submit** – This button allows you to submit the details. And go ahead with documents uploading.
Close – This button enables you to abort the New Registration – Domestic operation.

Save – This button allows you to save the details and you can resume the application later on.

How to Save Details

To be able to save the registration details, follow the steps given below:

1) Invoke the OSP web application. Login with your credentials. Click on Registration and select Submit registration proposal. Now select new registration and click submit button. Now select Domestic OSP center and click submit button.

2) Applicant profile (Form A) is displayed along with Form B.

3) Select Type of Activity.

4) Enter write up regarding proposed center.

5) Enter Address, state, city, pincode, phone and Fax number.

6) Enter No. of Seats and No. of clients and their details.

7) Answer all the questions keeping in mind the information mentioned above.

8) Click the Submit button to submit the details.

9) Click on save button to save the details and you resume the application later on. A temporary application number will be displayed. You can use this number to resume your application later on.

10) At any point of time, you can click the Close button to close the form.

What happens when the details are submitted?

When the details submitted, a temporary application number is displayed for your reference. You now need to enclose the documents required.

What happens when the details are saved?

When the details saved, a temporary application number will be displayed. You can use this number to resume your application later on.
Messages

As you save the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please select Activity Type.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>2.</td>
<td>Please enter type of activity</td>
<td>This indicates this should be entered if you have selected Any Other ITES. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter type of activity.</td>
</tr>
<tr>
<td>3.</td>
<td>Please enter nature of proposed center.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>4.</td>
<td>Please enter address of proposed center</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>5.</td>
<td>Please select state of proposed center</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>6.</td>
<td>Please select city of proposed center</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>7.</td>
<td>Please enter proposed center pincode.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>8.</td>
<td>Please enter telephone of proposed center</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>-----------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>9.</td>
<td>Proposed center telephone can contain only 6 to 15 digits</td>
<td>This indicates that Proposed center telephone can contain only 6 to 15 digits. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>10.</td>
<td>Please enter No. of seats</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>11.</td>
<td>Please enter valid value for no. of seats.</td>
<td>This indicates only numbers are allowed. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>12.</td>
<td>Please enter No. of clients</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>13.</td>
<td>Please enter valid value for no. of clients.</td>
<td>This indicates only numbers are allowed. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>14.</td>
<td>Please enter client name</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>15.</td>
<td>Client name can contain only 5 to 50 characters</td>
<td>This indicates that Client name can contain only 5 to 50 characters. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>16.</td>
<td>Please enter client address</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>17.</td>
<td>Client address can contain only 10 to 100 characters</td>
<td>This indicates that Client address can contain only 10 to 100 characters</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>18.</td>
<td>Please select country.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>19.</td>
<td>Please enter nature of business</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>20.</td>
<td>Nature of business can contain only 10 to 100 characters</td>
<td>This indicates that Nature of business can contain only 10 to 100 characters</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>21.</td>
<td>Please enter DD No.</td>
<td>This indicates that only numbers are allowed in telephone no.</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>22.</td>
<td>DD No. already exists</td>
<td>This indicates that DD number should be unique.</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>23.</td>
<td>Demand draft No. can contain only 6 digits</td>
<td>This indicates that Demand draft No. can contain only 6 digits</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>24.</td>
<td>Please enter DD Date</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>25.</td>
<td>Please select Bank Name</td>
<td>This indicates this is a mandatory field. This message is displayed</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
</tbody>
</table>
When you click on submit, a temporary application number is displayed. Now you need to upload the documents required with the application depending upon the answers that you have given to the various questions.

The screen shown in Fig. 5.8 is displayed.

![Fig. 5.8](image)

Enclose the required documents in required format, by using Browse button and upload button. Once you have uploaded the documents click on submit button to submit the application.
Note: Your documents will be uploaded and you will receive a confirmation mail regarding the same.

Messages

As you save the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Record Added Successfully</td>
<td>This indicates that you have submitted the application successfully.</td>
<td></td>
</tr>
</tbody>
</table>

Note: The application will be submitted to that city’s TERM Cell that you have selected while filling Form B. (i.e. city of proposed center). Once Your Application is received by DoT – TERM Cell, you will receive an acknowledgement mail.

If the TERM Cell approves your application, then you will receive an email regarding the same and this email will contain your **Permanent Registration Number** also.

You can check the status of your application by using the links – View Application status explained later **section 5.3**

Incase the TERM Cell finds some discrepancy in your documents, and then you have to upload revised documents explained later in **section 5.5**

### 5.1.2 New Registration - International

This option is available in the menu under Registration → Submit Registration Proposal

Select New Registration and then click on submit button. Select International OSP Center and click on submit. As you click on submit, the applicant profile (Form A) is displayed along with Form B.

Three Buttons viz. **Submit, Save and Close** appear at the bottom.
Screen Description

Fig. 5.9 provides a sample picture of the **New Registration - International** form as it appears on your screen. The fields marked with asterisks must be filled-in and cannot be left blank. These fields are mandatory.
Type of Activity – This field specifies the type of activity. If you select Any Other ITES then you have to specify the details in the adjacent textbox. (It gets enabled when you select Any Other ITES).

Write Up regarding nature of Proposed Center – This field specifies the details of the proposed center. (Atleast 50 words)

Address - This field specifies the address of the proposed center.

State – This field specifies the state of the proposed center.

City - This field specifies the city of the proposed center.

Pincode – This field specifies the pincode of the proposed center.

Telephone – This field specifies the telephone number of the proposed center.

Fax – This field specifies the fax of the proposed center.

No. of seats - This field specifies the no. of seats in the proposed center.

No. of Clients – This field specifies the no. of clients for the proposed center. You have to enter the client details of the number of clients mentioned here.

Client Details – This field specifies the name, address, country and nature of business of the client. In order add more than one clients click on Add More button. New row will be created for entering client details along with delete button to delete the same.

First Question is whether Data Connectivity to any data center of the client is required?

If you have selected Yes in the first Question, then second question is displayed otherwise not.

The second Question is Whether Clients Data connectivity is same as the PoP at Foreign End?

If you select No in the second question, the following data is displayed and information needs to be filled. (Fig.5.10)
Add More button can be used to add more than one row.

If you have selected Yes in the second Question, then third question is displayed otherwise not.

The Third Question is Whether Internet connectivity is required at the Proposed International OSP Location?

If you select Yes in the third question, the following data is displayed and information needs to be filled. (Fig.5.11)

The fourth question is Whether the proposed OSP centre will be Inter-Connected to any other OSP Centre?

If you select Yes in the fourth question, then you have to select whether same company or group company and enter following details (Fig. 5.12)
Add More button can be used to add more than one row.

The fifth question is Whether the proposed OSP centre will be Inter-Connected to any Hot Site Centre?

If you select Yes in the fifth question, the following data is displayed and information needs to be filled.(Fig.5.13)

Add More button can be used to add more than one row.

The sixth question is At this proposed site, if you have any other Registered OSP centre also?

If you select Yes in the sixth question, only then seventh question is displayed.

The seventh question is Whether this centre will share common infrastructure with other Registered OSP Centre at this location?

If you select Yes, a message is displayed saying – Please apply for infrastructure sharing after OSP is duly registered.

If you select No, a message is displayed saying – Submit the declaration.

Now enter the demand draft details i.e. DD No., DD Date, Amount (1000), and Bank.

Submit – This button allows you to submit the details. And go ahead wit documents uploading.
Close – This button enables you to abort the New Registration – Domestic operation.

Save – This button allows you to save the details and you can resume the application later on.

How to Save Details

To be able to save the registration details, follow the steps given below:

1) Invoke the OSP web application. Login with your credentials. Click on Registration and select Submit registration proposal. Now select new registration and click submit button. Now select Domestic OSP center and click submit button.

2) Applicant profile (Form A) is displayed along with Form B.

3) Select Type of Activity.

4) Enter write up regarding proposed center.

5) Enter Address, state, city, pincode, phone and Fax number.

6) Enter No. of Seats and No. of clients and their details.

7) Answer all the questions keeping in mind the information mentioned above.

8) Click the Submit button to submit the details.

9) Click on save button to save the details and you resume the application later on. A temporary application number will be displayed. You can use this number to resume your application later on.

10) At any point of time, you can click the Close button to close the form.

What happens when the details are submitted?

When the details submitted, a temporary application number is displayed for your reference. You now need to enclose the documents required.

What happens when the details are saved?

When the details saved, a temporary application number will be displayed. You can use this number to resume your application later on.
Messages

As you save the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please select Activity Type.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>2.</td>
<td>Please enter type of activity</td>
<td>This indicates this should be entered if you have selected Any Other ITES. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter type of activity.</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>9.</td>
<td>Proposed center telephone can contain only 6 to 15 digits</td>
<td>This indicates that Proposed center telephone can contain only 6 to 15 digits. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter valid data</td>
</tr>
<tr>
<td>10.</td>
<td>Please enter No. of seats</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>11.</td>
<td>Please enter valid value for no. of seats</td>
<td>This indicates only numbers are allowed. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter valid data</td>
</tr>
<tr>
<td>12.</td>
<td>Please enter No. of clients</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>13.</td>
<td>Please enter valid value for no. of clients</td>
<td>This indicates only numbers are allowed. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter valid data</td>
</tr>
<tr>
<td>14.</td>
<td>Please enter client name</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>15.</td>
<td>Client name can contain only 5 to 50 characters</td>
<td>This indicates that Client name can contain only 5 to 50 characters. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter valid data</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------------</td>
<td>-----------------------------------------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>16.</td>
<td>Please enter client address</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>17.</td>
<td>Client address can contain only 10 to 100 characters</td>
<td>This indicates that Client address can contain only 10 to 100 characters</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>18.</td>
<td>Please select country.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>19.</td>
<td>Please enter nature of business</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>20.</td>
<td>Nature of business can contain only 10 to 100 characters</td>
<td>This indicates that Nature of business can contain only 10 to 100 characters</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>21.</td>
<td>Please enter DD No.</td>
<td>This indicates that only numbers are allowed in telephone no.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>22.</td>
<td>DD No. already exists</td>
<td>This indicates that DD number should be unique.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>23.</td>
<td>Demand draft No. can contain only 6 digits</td>
<td>This indicates that Demand draft No. can contain only 6 digits</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>24.</td>
<td>Please enter DD Date</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>25.</td>
<td>Please select Bank Name</td>
<td>This indicates this is a mandatory field. This message is displayed</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
</tbody>
</table>
When you click on submit, a temporary application number is displayed. Now you need to upload the documents required with the application depending upon the answers that you have given to the various questions.

The screen shown in Fig. 5.14 is displayed.

Enclose the required documents in required format, by using Browse button and upload button.

Once you have uploaded the documents click on submit button to submit the application.

**Note:** Your documents will be uploaded and you will receive a confirmation mail regarding the same.
Messages

As you save the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Record Added Successfully</td>
<td>This indicates that you have submitted the application successfully.</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** The application will be submitted to that city’s TERM Cell that you have selected while filling Form B. (i.e. city of proposed center). Once Your Application is received by DoT – TERM Cell, you will receive an acknowledgement mail.

If the TERM Cell approves your application, then you will receive an email regarding the same and this email will contain your **Permanent Registration Number** also.

You can check the status of your application by using the links – View Application status explained later in **section 5.3**

Incase the TERM Cell finds some discrepancy in your documents, and then you have to upload revised documents explained later in **section 5.5**.

**5.1.3 Multiple Location Registration- Domestic**

This option is available in the menu under Registration → Submit Registration Proposal

This option is available only when a user has already got atleast one Permanent Registration Number.

Select Multiple Location Registration and then click on submit button. Select Domestic OSP Center and click on submit. As you click on submit, the applicant profile (Form A) is displayed along with Form B.

Three Buttons viz. Submit, Save and Close appear at the bottom.

The procedure ahead is same as that of **New Registration – Domestic explained in section 5.1.1**

**5.1.4 Multiple Location Registration- International**

This option is available in the menu under Registration → Submit Registration Proposal
Select Multiple Location Registration and then click on submit button. Select International OSP Center and click on submit. As you click on submit, the applicant profile (Form A) is displayed along with Form B.

Three Buttons viz. Submit, Save and Close appear at the bottom.

The procedure ahead is same as that of New Registration – International explained in section 5.1.2

### 5.2 Resume Saved Applications

**General Description**

You can resume your saved applications using this link. The option is available under Registration → Resume Saved Applications. Once you access this link all the save applications will be displayed. You need to select the application you want to resume. An option to search on basis of Temporary Application Number is also given.


**Screen Description**

Fig. 5.15 provides a sample picture of the Resume Saved Application form as it appears on your screen.

![Resume Saved Application Screen](image-url)
Search – This button allows you to search for the saved application by entering the temporary application number.

Clear – This button clears the data from temporary application number textbox.

Resume – This button allows you to resume the selected application.

Close – This button enables you to abort the Resume Saved Application operation.

How to Resume Saved Application

To be able to resume the application, follow the steps given below:

1) Invoke the OSP web application. Click on Registration and select Resume Application Registration.

2) All the saved applications will be displayed with an option to select them and resume.

3) You can enter temporary application number in the given box and search for a particular record incase there are many records.

4) Select the application you wish to resume and click on resume button.

5) At any point of time, you can click the Close button to close the form.

What happens when the details are resumed?

When the resume button is clicked the selected application details are displayed and you can continue with filling the details.

Messages

As you resume the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please select radio button</td>
<td>This indicates that you should select a record before clicking resume button.</td>
<td>Click OK to resume and select record</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------</td>
</tr>
<tr>
<td>2.</td>
<td>Please enter temporary application number.</td>
<td>This indicates before pressing search button enter temporary application number.</td>
<td>Click <strong>OK</strong> to resume and enter temporary application number.</td>
</tr>
<tr>
<td>3.</td>
<td>No Record Found</td>
<td>This indicates that either you entered wrong temporary application number or there are no records in the system.</td>
<td></td>
</tr>
</tbody>
</table>

### 5.3 View Application Status

**General Description**

You can view the status of your submitted application using this feature. The option is available under Registration → View Application Status. Once you access this link all the submitted applications will be displayed with status.

Three Buttons viz. **Search**, **Clear** and **Close** appear.

**Screen Description**

**Fig. 5.16** provides a sample picture of the **View Application Status** form as it appears on your screen.
Search – This button allows you to search for the saved application by entering the temporary application number or Permanent Application Number.

Clear– This button clears the data from application number textbox.

Close – This button enables you to abort the View Application Status operation.

How to View Application Status

To be able to View Application Status, follow the steps given below:

1) Invoke the OSP web application. Click on Registration and select View Application Status.

2) Enter temporary application number or permanent application number in the given box and search for a particular record.

3) At any point of time, you can click the Close button to close the form.

Messages

As you view the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please enter temporary/permanent application number.</td>
<td>This indicates before pressing search button enter temporary/permanent application number.</td>
<td>Click OK to resume and enter temporary/permanent application number.</td>
</tr>
<tr>
<td>2.</td>
<td>No Record Found</td>
<td>This indicates that either you entered wrong temporary/permanent application number or there are no records in the system.</td>
<td></td>
</tr>
</tbody>
</table>

5.4 View Registered OSP Locations

General Description
You can view the status of your submitted application using this feature. The option is available under Registration → View Registered OSP Locations. Once you access this link all the applications with permanent application number are displayed.

One Buttons viz. Close appears.

**Screen Description**

**Fig. 5.17** provides a sample picture of the View Registered OSP Locations form as it appears on your screen.

### Fig. 5.16

**View** – This button allows you to view the details of the OSP Location.

**Close** – This button enables you to abort the View Registered OSP Locations operation.

### How to View Registered OSP Locations

To be able to View Registered OSP Locations, follow the steps given below:

1) Invoke the OSP web application. Click on Registration and select View Registered OSP Locations

2) You can click on view link to view the details.

3) At any point of time, you can click the Close button to close the form.

### Messages

As you view the details, you may be prompted with one of the following messages.
5.5 Upload Revised Documents

General Description

If TERM Cell finds some discrepancy with your documents then you can view the remarks sent by the TERM Cell and you can also upload the revised documents using this feature. The option is available under Registration → Upload Revised Documents. Once you access this link you need to search for the application using Temporary application number.

Two Buttons viz. Submit, Close appear.

Screen Description

Fig. 5.18 provides a sample picture of the Upload Revised Documents form as it appears on your screen.

![Upload Revised Documents](image)

Fig.5.18

Enter the temporary application number and click on submit button. The screen shown in Fig. 5.19 is displayed.
Fig.5.19

Submit – You can click the submit button after uploading the revised documents.

Close – This button enables you to abort the Upload Revised Documents operation.

How to Upload Revised Documents

To be able to Upload Revised Documents, follow the steps given below:

1) Invoke the OSP web application. Click on Registration and select Upload Revised Documents

2) Enter the temporary application number. The document details are displayed with review remarks. Upload the revised documents and click the submit button.

3) At any point of time, you can click the Close button to close the form.
Messages

As you Upload Revised Documents, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Revised Documents have been Uploaded</td>
<td>This indicates that Revised Documents have been Uploaded</td>
<td></td>
</tr>
</tbody>
</table>

Note: You will receive a mail regarding the uploading of revised documents.

5.6 Application for Work From Home

General Description

If you want to work from home, you can apply using this link. The option is available under Work From Home → Application For Work From Home. Once you access this link you need to search for the application using Permanent application number.


Screen Description

Fig. 5.19 provides a sample picture of the Application For Work From Home form as it appears on your screen.
Clear – This button allows you to clear the permanent application number.

Enter the permanent application number and click on search button. The screen shown in Fig. 5.20 is displayed. Fields marked with asterisk are mandatory and cannot be left blank.

<table>
<thead>
<tr>
<th>Permanent Registration No.</th>
<th>Type of Center</th>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDU00/014</td>
<td>Domestic</td>
<td>DELHI</td>
<td>5</td>
</tr>
</tbody>
</table>

Details of Extended agent positions:
- Total number of agent positions*
- No. of agent positions to be extended*
- Type of connectivity (Leased line/DSL)
- Name of Service Provider*

Agent Position Details:
- Enter Agent Position details
- Download Excel Sheet for uploading Agent Position Details

Details of extended Agent Position – This block specifies the details of extended Agent Position. You have to specify Total number of agent positions, No. of agent positions to be extended, type of connectivity and name of service provider.

Agent Position Details – This block specifies the agent position details. Either you can enter agent details by selecting ‘Enter Agent Position Details’ or you can upload agent position details by downloading an excel file and then uploading it after updating by selecting ‘Download Excel Sheet for uploading Agent Position Details’.

If you select ‘Enter Agent Position Details’, the following block is displayed to enter the details. (Fig. 5.21)
You need to enter the details i.e. Address, state, city, pincode, telephone, fax and email. You can enter multiple rows using Add Row button.

If you select 'Download Excel Sheet for uploading Agent Position Details', the following block is displayed to upload the details. (Fig. 5.22)

You can download the file using Download file link and then update it and upload it using Browse button.

**Processing Fee Details** - This block specifies the processing fee details. You need to enter DD No., DD Date and select Bank. Amount is Rs. 1000.

**Submit** – You can click the submit button after entering all the details to submit the application.

**Close** – This button enables you to abort the Application For Work From Home operation.

**How to submit Application For Work From Home**

To be able to submit Application For Work From Home, follow the steps given below:

1) Invoke the OSP web application. Click on Registration and select Application For Work From Home.

2) Enter the permanent application number. The details are displayed with all the required fields.

3) Enter Details of extended Agent Position.

4) Enter Agent Position Details or upload the details by downloading the excel file as explained above.
5) Enter processing fee details.

6) You can click on submit button to submit the application.

7) At any point of time, you can click the **Close** button to close the form.

**Messages**

As you submit **Application For Work From Home**, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please enter the correct and existing Permanent Application number</td>
<td>This indicates that Permanent Application number is incorrect.</td>
<td>Please enter valid permanent application number.</td>
</tr>
<tr>
<td>2.</td>
<td>Please enter permanent application number.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>3.</td>
<td>Please enter total number of agent positions.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>4.</td>
<td>Total number of agent positions can only be digits.</td>
<td>This indicates only numbers are allowed in this field.</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>5.</td>
<td>Please enter number of agent positions to be extended.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click <strong>Submit</strong> button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>6.</td>
<td>Agent positions to be extended can only be digits.</td>
<td>This indicates only numbers are allowed in this field.</td>
<td>Click <strong>Ok</strong> to resume and enter valid data</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>7.</td>
<td>Please select type of connectivity.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>8.</td>
<td>Please enter name of service provider.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>9.</td>
<td>Name of service provider can contain only alphabets.</td>
<td>This indicates only alphabets are allowed in this field.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>10.</td>
<td>Please select between enter agent position details or download excel sheet for uploading agent position details.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>11.</td>
<td>Please enter address</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>12.</td>
<td>Please select state</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>13.</td>
<td>Please select city</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>14.</td>
<td>Please enter pincode</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>---------</td>
<td>--------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>15.</td>
<td>Please enter telephone.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>16.</td>
<td>Please enter Email</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>17.</td>
<td>Invalid Email Id</td>
<td>This indicates email id should be in proper format.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>18.</td>
<td>Please enter DD No.</td>
<td>This indicates that only numbers are allowed in telephone no.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>19.</td>
<td>DD No. already exists</td>
<td>This indicates that DD number should be unique.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>20.</td>
<td>Demand draft No. can contain only 6 digits</td>
<td>This indicates that Demand draft No. can contain only 6 digits</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>21.</td>
<td>Please enter DD Date</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
<tr>
<td>22.</td>
<td>Please select Bank Name</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click <strong>OK</strong> to resume and enter data</td>
</tr>
</tbody>
</table>

When you click on submit, a temporary application number is displayed. Now you need to upload the documents required.

The screen shown in Fig. 5.14 is displayed.
Enclose the required documents in required format, by using Browse button and upload button.

**Already uploaded documents will also be displayed. If you want change any of them then you can select No in the document acceptable field and upload a fresh document.**

Once you have uploaded the documents click on submit button to submit the application.

**Note:** Your documents will be uploaded and you will receive a confirmation mail regarding the same.

**Messages**

As you save the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Record Added Successfully</td>
<td>This indicates that you have submitted the application successfully.</td>
<td></td>
</tr>
</tbody>
</table>
Note: The application will be submitted to TERM Cell. Once Your Application is received by DoT – TERM Cell, you will receive an acknowledgement mail.

If the TERM Cell approves your application, then you have to enter BG details explained in next section.

You can check the status of your application by using the links – View Application status explained in section 5.3.

Incase the TERM Cell finds some discrepancy in your documents, and then you have to upload revised documents explained in section 5.5.

5.7 Enter BG Details

General Description

Once you have applied for Work from home and TERM Cell approves the application, you can enter BG Details required for the same. The option is available under Work From Home → Enter BG Details. Once you access this link you need to enter Temporary application number and click submit button.


Screen Description

Fig. 5.24 provides a sample picture of the Enter BG Details form as it appears on your screen.
Fig. 5.24

Clear – This button allows you to clear the temporary application number.

Close – This button allows you to abort the Enter BG Details operation.

Enter the temporary application number and click on submit button. The screen shown in Fig. 5.25 is displayed. Fields marked with asterisk are mandatory and cannot be left blank.

![Fig. 5.25](image)

BG Details – This block specifies the details of Bank Guarantee. You have to specify BG number, Date of issue, Bank Name, Branch Name, Amount, Validity and Upload BG.

You can upload the BG file using Browse button.

Save – You can click the save button after entering all the details to save the application.

Close – This button enables you to abort the Enter BG Details operation.

How to save BG Details

To be able to Enter BG Details, follow the steps given below:

1) Invoke the OSP web application. Click on Registration and select Enter BG Details.

2) Enter the temporary application number. The details are displayed with all the required fields.

3) Enter Details of BG.

4) Upload the BG file.
5) You can click on save button to save the details.

6) At any point of time, you can click the Close button to close the form.

**Messages**

As you Enter BG Details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please enter BG number</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>2.</td>
<td>Please enter date of issue.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>3.</td>
<td>Please select Bank Name.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>4.</td>
<td>Please enter BG Amount.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>5.</td>
<td>Please enter valid BG Amount.</td>
<td>This indicates only numbers are allowed in this field.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>6.</td>
<td>Please select BG Validity Date.</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>7.</td>
<td>BG Validity date should be greater than BG issue date.</td>
<td>This indicates BG Validity date should be greater than BG issue date.</td>
<td>Click OK to resume and enter valid data</td>
</tr>
<tr>
<td>8.</td>
<td>BG Details Saved</td>
<td>This indicates BG Details have</td>
<td></td>
</tr>
</tbody>
</table>
When you click on submit, a temporary application number is displayed. Now you need to upload the documents required.

The screen shown in Fig. 5.26 is displayed.

Enclose the required documents in required format, by using Browse button and upload button.

Already uploaded documents will also be displayed. If you want change any of them then you can select No in the document acceptable field and upload a fresh document.

Once you have uploaded the documents click on submit button to submit the application.

**Note:** Your documents will be uploaded and you will receive a confirmation mail regarding the same.
Messages

As you save the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Record Added Successfully</td>
<td>This indicates that you have submitted the application successfully.</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** The application will be submitted to TERM Cell. Once Your BG is approved and confirmed by DoT – TERM Cell and CCA, you will have to upload signed agreement explained in section 5.8.

You can check the status of your application by using the links – View Application status explained in section 5.3.

### 5.8 Upload Signed Agreement

**General Description**

Once you have BG gets approved TERM Cell and CCA, you can upload signed agreement for the same. The option is available under Work From Home → Upload Signed Agreement. Once you access this link the applications will be displayed, you can also search for the application by entering Temporary application number and pressing the search button.


**Screen Description**

**Fig. 5.27** provides a sample picture of the *Upload Signed Agreement* form as it appears on your screen.
Clear – This button allows you to clear the temporary application number.

Search – This button allows you to search for the application.

You can upload the signed agreement using the Browse button corresponding to the application you are considering.

Submit – This button allows you to submit the uploaded signed agreement to TERM Cell.

Close – This button allows you to abort the Upload Signed Agreement operation.

How to Upload Signed Agreement

To be able to Upload Signed Agreement, follow the steps given below:

1) Invoke the OSP web application. Click on Registration and select Upload Signed Agreement.

2) Enter the temporary application number. Incase you want to search for the application and click the search button.

3) Otherwise you upload the signed agreement using the Browse button corresponding to the application you are considering.

4) You can click on submit button to submit the agreement.

5) At any point of time, you can click the Close button to close the form.

Messages

As you Upload Signed Agreement, you may be prompted with one of the following messages.
### 5.9 Application for Sharing of Infrastructure

**General Description**

You can apply for sharing of infrastructure using this link. The option is available under Sharing of Infrastructure → Application for Sharing of Infrastructure. Once you access this link the applications, which have got permanent registration numbers, will be displayed. Sharing of Infrastructure has certain rules:

1. Sharing of OSP’s is allowed only between Domestic and International OSP
2. Infrastructure sharing is only allowed between Domestic and International OSP at the same address and location
3. Sharing can be with Other OSP also but these two rules apply there also.


**Screen Description**

Fig. 5.28 provides a sample picture of the Application for Sharing of Infrastructure form as it appears on your screen.
Continue – This button allows you to continue with process of sharing.

Close – This button allows you to abort the Application for Sharing of Infrastructure operation.

As you click on continue, the screen shown in Fig.5.29 is displayed.
Details of Domestic and International centers selected are displayed. Fields marked with asterisk are mandatory and cannot be left blank.
**Shared Seats** – This field specifies the shared seats in the center.

**Non-Shared Seats** – This field specifies the non-shared seats in the center.

**Client Details** – This block specifies the name and address of the client.

**Choice of the OSP for sharing the Common Infrastructure** – This field specifies the option for sharing the Common Infrastructure. There are two options:

- **Option 1:** Separate & independent PBX to be used for International & Domestic OSP Centers with sharing of same operator position. (Subject to a Bank Guarantee of Rs. 50 Lakhs/OSP Center)

- **Option 2:** International and Domestic OSP Centers to share the common PBX with logical partitioning. (Subject to a Bank Guarantee of Rs. 1 Crore/OSP Center)

You need to select one of the two options. Incase you select option 2 then you have to enter details of PBX to be shared.

**Details of Bank Demand Draft** – This block specifies the DD No., DD Date, Amount and Bank.

**Note:** Applicant must ensure that no column in the application is left blank. Please mention 'Not Applicable' or 'Nil' if so.

- **Submit** – This button allows you to submit the details. And go ahead wit documents uploading.

- **Close** – This button enables you to abort the operation.

- **Save** – This button allows you save the details and you can resume the application later on.

**How to enter Application for Sharing of Infrastructure**

To be able to enter Application for Sharing of Infrastructure, follow the steps given below:

1) **Invoke the OSP web application**. Click on Sharing Infrastructure and select Application for Sharing of Infrastructure.

2) **List of all the applications with permanent application number are displayed under three categories – Domestic, International and Other(Domestic & International).**

3) **Select the applications you wish to consider for sharing keeping in mind the rules mentioned above.**
4) You can click on continue button to continue. The details of Domestic and International centers to be shared are displayed.

5) Enter shared and non-shared no. of seats for both the centers. Also enter the client details i.e. name and address. You can use Add More button to add more than 1 clients.

6) Now select the option for sharing out of the given two options.

7) Incase you select option 2 enter details of PBX to be shared.

8) Now enter DD no., Date and Bank.

9) Click on submit button, to submit the application.

10) You can click on Save button to save the application and resume it later on.

11) At any point of time, you can click the Close button to close the form.

Messages

As you submit application for sharing of infrastructure, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please enter no. of shared seats (Domestic &amp; International)</td>
<td>This indicates that this is a mandatory field. This message is displayed when you click submit button.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>2.</td>
<td>Please enter no. of non-shared seats (Domestic &amp; International)</td>
<td>This indicates that this is a mandatory field. This message is displayed when you click submit button.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>3.</td>
<td>Please enter client name (Domestic &amp; International)</td>
<td>This indicates that this is a mandatory field. This message is displayed when you click submit button.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>4.</td>
<td>Please enter client address (Domestic &amp; International)</td>
<td>This indicates that this is a mandatory field. This message is displayed when you click submit button.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>5.</td>
<td>Please enter minimum 50 numbers of shared seats. (Domestic &amp; International)</td>
<td>This indicates that minimum 50 seats should be shared.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>6.</td>
<td>Please enter minimum 50 numbers of non-shared seats. (Domestic &amp; International)</td>
<td>This indicates that minimum 50 seats should be shared.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>7.</td>
<td>Please enter capacity of PBX</td>
<td>This indicates that this is a mandatory field. This message is displayed when you click submit button in case option 2 is selected.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>8.</td>
<td>Please enter name of vendor</td>
<td>This indicates that this is a mandatory field. This message is displayed when you click submit button in case option 2 is selected.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>9.</td>
<td>Please enter model of PBX</td>
<td>This indicates that this is a mandatory field. This message is displayed when you click submit button.</td>
<td>Click Ok to resume and enter data.</td>
</tr>
<tr>
<td>S.No</td>
<td>Message</td>
<td>Reason</td>
<td>Expected Action from the user</td>
</tr>
<tr>
<td>------</td>
<td>---------</td>
<td>--------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>10.</td>
<td>Please enter DD No.</td>
<td>This indicates that only numbers are allowed in telephone no.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>11.</td>
<td>DD No. already exists</td>
<td>This indicates that DD number should be unique.</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>12.</td>
<td>Demand draft No. can contain only 6 digits</td>
<td>This indicates that Demand draft No. can contain only 6 digits</td>
<td>Click Ok to resume and enter valid data</td>
</tr>
<tr>
<td>13.</td>
<td>Please enter DD Date</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
<tr>
<td>14.</td>
<td>Please select Bank Name</td>
<td>This indicates this is a mandatory field. This message is displayed when you click Submit button.</td>
<td>Click OK to resume and enter data</td>
</tr>
</tbody>
</table>

When you click on submit, a temporary application number is displayed. Now you need to upload the documents required.

The screen shown in Fig. 5.30 is displayed.
Fig. 5.30

Enclose the required documents in required format, by using Browse button and upload button.

Already uploaded documents will also be displayed. If you want change any of them then you can select No in the document acceptable field and upload a fresh document.

Once you have uploaded the documents click on submit button to submit the application.

Note: Your documents will be uploaded and you will receive a confirmation mail regarding the same.
Messages

As you save the details, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Record Added Successfully</td>
<td>This indicates that you have submitted the application successfully.</td>
<td></td>
</tr>
</tbody>
</table>

Note: If you have selected one of the OSP centers from Other Service list then you need to get the approval of the authorized signatory explained in section 5.10

The application will be submitted to TERM Cell. Once Your Application is received by DoT – TERM Cell, you will receive an acknowledgement mail.

Incase the TERM Cell finds some discrepancy in your documents, and then you have to upload revised documents explained later in section 5.5.

If the TERM Cell approves your application, then you have to enter BG details explained in section 5.7

The application will be submitted to TERM Cell. Once Your BG is approved and confirmed by DoT – TERM Cell and CCA, you will have to upload signed agreement explained in section 5.8.

The application will be submitted to TERM Cell again. Once your signed agreement has been approved by TERM Cell, you will receive a mail regarding your permanent registration number.

You can check the status of your application by using the links – View Application status explained in section 5.3.

5.10 Authorized Signatory Approval

General Description

Incase an application for sharing of infrastructure has been submitted by selecting one of the OSP centers from Other services list, then the approval of authorized signatory is required. The approval can be given through this link. The option is available under Sharing of Infrastructure → Authorized Signatory Approval. Once you access this link the applications will be displayed.
Three Buttons viz. **Approve, Reject and Close** appear.

**Screen Description**

**Fig. 5.31** provides a sample picture of the **Authorized Signatory Approval** form as it appears on your screen.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Temporary Application No.</th>
<th>Date of Submission of Application</th>
<th>Location</th>
<th>Address</th>
<th>View Details</th>
<th>Submit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Approve** – This button allows you to approve the application.

**Reject** – This button allows you to reject the application.

**Close** – This button allows you to abort the **Authorized Signatory Approval** operation.

**How to Approve**

To be able to Approve Application, follow the steps given below:

1) **Invoke the OSP web application.** Click on Sharing Infrastructure and select **Authorized Signatory Approval**.

2) List of applications submitted is displayed.

3) Select the applications you wish to approve/reject.

4) You can click on approve button to approve and reject button to reject.

5) At any point of time, you can click the **Close** button to close the form.

**Messages**

As you approve application, you may be prompted with one of the following messages.
S.No | Message | Reason | Expected Action from the user
--- | --- | --- | ---
1. | No Data Found. | This indicates that there are no applications | 
2. | Please select atleast one application. | This indicates that no application has been selected and approve or reject button is clicked. | Click Ok to resume and select data.

5.11 **Print Applications Approved by Authorized Signatory**

**General Description**

In case an application for sharing of infrastructure has been submitted by selecting one of the OSP centers from Other services list, then the approval of authorized signatory is required. The approval can be printed through this link. The option is available under Sharing of Infrastructure → Print Applications Approved by Authorized Signatory. Once you access this link the applications approved will be displayed.

Two Buttons viz. **Print** and **Close** appear.

**Screen Description**

**Fig. 5.32** provides a sample picture of the **Print Applications Approved by Authorized Signatory** form as it appears on your screen.

**Print** – This button allows you to print the application.
Close – This button allows you to abort the operation.

How to Approve

To be able to Print Application, follow the steps given below:

1) Invoke the OSP web application. Click on Sharing Infrastructure and select Print Applications Approved by Authorized Signatory.

2) List of applications approved is displayed.

3) Select the application you wish to print.

4) You can click on print button to print.

5) At any point of time, you can click the Close button to close the form.

Messages

As you approve application, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>No Data Found.</td>
<td>This indicates that there are no applications</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Please select application.</td>
<td>This indicates that no application has been selected and print button is clicked.</td>
<td>Click Ok to resume and select data.</td>
</tr>
</tbody>
</table>

5.12 Print Record

General Description

You can print the applications submitted and not yet approved by DoT through this link. The option is available under Print → Print Record. Once you access this link the applications with temporary registration number will be displayed.

Two Buttons viz. Submit and Close appear.
Screen Description

**Fig. 5.33** provides a sample picture of the **Print Record** form as it appears on your screen.

![Print Record Form](image)

**Fig.5.33**

Select the type of Application. The temporary applications numbers if any will be displayed.

**Submit** – This button allows you to display the application detail.

**Close** – This button allows you to abort the operation.

As you select the temporary application number the details will be displayed as shown in **Fig.5.34** on clicking the submit button.
How to Print Record

To be able to Print Application, follow the steps given below:
1) Invoke the OSP web application. Click on Print and select Print Record.

2) Select the type of application.

3) Select the temporary application number.

4) Click the submit button. The details will be displayed. You can print the details.

5) At any point of time, you can click the Close button to close the form.

Messages

As you print application, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>No Data Found.</td>
<td>This indicates that there are no applications</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Please select temporary application no.</td>
<td>This indicates that no application has been selected.</td>
<td>Click Ok to resume and select temporary application number.</td>
</tr>
</tbody>
</table>

5.13 Update Registration Details

General Description

You can update your registration details filled in Form A, Form B, Sharing, BG Details and Work From Details etc. through this link. The option is available under Registration → Update Registration Details. Once you access this link you will see various options.


Screen Description

Fig. 5.35 provides a sample picture of the Update Registration Details form as it appears on your screen.
Submit – This button allows you to display the various option available to you for updating the registration details.

Close – This button allows you to abort the operation.

Enter the permanent registration number and click the submit button. The screen as shown in Fig.5.36 will be displayed.

You can click on the link depending upon which information you wish to update. They are explained below one by one. The procedure for entering data, the flow and approvals etc are same as already explained above in various sections. So to make you familiar just a brief look at screens has been incorporated here. For details you can refer sections above.
5.13.1 Approval for Change in Company name

This link allows you to update the company name. As you click on this link, the screen shown in Fig.5.37 is displayed.

![Fig.5.37](image)

CIN number and old company are displayed. Enter the new name of the company and click on upload documents button. The screen shown in Fig.5.38 is displayed.

![Fig.5.38](image)

Upload the documents and click the submit button. Your documents will be uploaded and the application will be submitted to TERM Cell for approval.

You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.
5.13.2 Approval for change in Registered Office

This link allows you to change Registered Office Address. As you click on this link, the screen shown in Fig.5.39 is displayed.

![Fig.5.39]

Previous address is displayed.
You can make the changes and click on upload documents button. The screen shown in Fig.5.40 is displayed.

![Fig.5.40]

Upload the documents and click the submit button. Your documents will be uploaded and the application will be submitted to TERM Cell for approval.
You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.
5.13.3 Approval for Change in Type of Connectivity

This link allows you to change Type of Connectivity. As you click on this link, the screen shown in Fig.5.41 is displayed.

For Details on this form you can see section 5.1.1 and 5.1.2

You can make the changes and click on upload documents or save button. The screen shown in Fig.5.42 is displayed.

Upload the documents and click the submit button. Your documents will be uploaded and the application will be submitted to TERM Cell for approval.

You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.
**5.13.4 Approval for Change in Location of OSP Center**

This link allows you to change Location of OSP Center. As you click on this link, the screen shown in Fig.5.43 is displayed.

![Fig.5.43](Image)

You can change the details shown above.

You can make the changes and click on upload documents button. The screen shown in Fig.5.44 is displayed.

![Fig.5.44](Image)

Upload the documents and click the submit button. Your documents will be uploaded and the application will be submitted to TERM Cell for approval.

You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.
5.13.5 Approval for Interconnectivity of OSP Center

This link allows you to change Inter Connectivity of OSP Center. As you click on this link, the screen shown in Fig.5.45 is displayed.

![Fig.5.45](URL)

You can change the details shown above.
You can make the changes and click on upload documents button. The screen shown in Fig.5.46 is displayed.

![Fig.5.46](URL)

Upload the documents and click the submit button. Your documents will be uploaded and the application will be submitted to TERM Cell for approval.
You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.

5.13.6 Approval for Addition of Hot Site Center

This link allows addition of Hot Site Center. As you click on this link, the screen shown in Fig.5.47 is displayed.
You can change the details shown above.
You can make the changes and click on upload documents button. The screen shown in Fig.5.48 is displayed.

Upload the documents and click the submit button. Your documents will be uploaded and the application will be submitted to TERM Cell for approval.

You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.

5.13.7 Intimation For Change in Share Holding Pattern

This link allows you to intimate DoT regarding the change in share Holding Pattern. As you click on this link, the screen shown in Fig.5.49 is displayed.
Upload the documents and click the submit button. Your documents will be uploaded and the application will be submitted to TERM Cell for approval.
You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.

5.13.8 Intimation for Change in Authorized Signatory

This link allows you to change Authorized Signatory. As you click on this link, the screen shown in Fig.5.50 is displayed.

You can change the details shown above.
You can make the changes and click on upload documents button. The screen shown in Fig.5.51 is displayed.
Upload the documents and click the submit button. Your documents will be uploaded and the application will be submitted to TERM Cell for approval.

You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.

### 5.13.9 Intimation for Update in Telecom Resources

This link allows you to intimate DoT regarding Update in Telecom Resources. As you click on this link, the screen shown in Fig.5.52 is displayed.

You can change the details shown above.

You can make the changes and click on save button.

You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.
5.13.10 Intimation for Change in PoP Location

This link allows you to intimate DoT regarding change in PoP Location. As you click on this link, the screen shown in Fig.5.53 is displayed.

![Fig.5.53](image)

You can change the details shown above.
You can make the changes and click on save button.
You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.

5.13.11 Intimation for Change in Client Details

This link allows you to intimate DoT regarding change in Client Details. As you click on this link, the screen shown in Fig.5.54 is displayed.

![Fig.5.54](image)

You can change the details shown above.
You can make the changes and click on submit button.
You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.
5.13.12 Intimation for Change in Data Center Details

This link allows you to intimate DoT regarding change in Data Center Details. As you click on this link, the screen shown in Fig.5.55 is displayed.

![Fig.5.55](image)

You can change the details shown above.

You can make the changes and click on submit button.

You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.

5.13.13 Upload Network Diagram

This link allows you to upload Network Diagram. As you click on this link, the screen shown in Fig.5.56 is displayed.

![Fig.5.56](image)

You can upload document and click on submit button.

You will receive a notification by mail when they receive your applications. The further procedure is same as explained above in various sections.

5.13.14 Upload Bank Guarantee

This link allows you to upload Bank Guarantee. As you click on this link, the screen shown in Fig.5.57 is displayed.
You can make the changes and click on save button.
You will receive a notification by mail when they receive your application. The further procedure is same as explained above in various sections.

5.14 Surrender Request

General Description

You can surrender your services using this link. The option is available under Registration → Surrender Request.


Screen Description

Fig. 5.58 provides a sample picture of the Surrender Request form as it appears on your screen.
Enter Permanent Registration number. Click Search button.

**Search** – This button allows you to search for the application detail

**Clear** – This button clears the registration number.

As you click the submit button, registration details will be displayed as shown in Fig.5.59 on clicking the submit button.

<table>
<thead>
<tr>
<th>Permanent Registration No.</th>
<th>DL12/4/01/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Applicant Company</td>
<td>Test Telecom</td>
</tr>
<tr>
<td>Registered Office Address</td>
<td>Pragati Maidan, DELHI, DELHI-110000</td>
</tr>
<tr>
<td>Telephone</td>
<td>011-66594949</td>
</tr>
<tr>
<td>Fax</td>
<td>5659756765</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:hemmaunika@yahoo.com">hemmaunika@yahoo.com</a></td>
</tr>
<tr>
<td>Corporate Office Address</td>
<td>Pragati Maidan, DELHI, DELHI-110000</td>
</tr>
<tr>
<td>Telephone</td>
<td>4554545454</td>
</tr>
<tr>
<td>Fax</td>
<td>5659745745</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:hemmaunika@yahoo.com">hemmaunika@yahoo.com</a></td>
</tr>
<tr>
<td>Name of Authorized Signatory and Contact Person</td>
<td>Hemma Unika</td>
</tr>
<tr>
<td>Full Address for Communication</td>
<td>Noida, DELHI-201301</td>
</tr>
<tr>
<td>Telephone</td>
<td>4554545454</td>
</tr>
<tr>
<td>Fax</td>
<td>5659745745</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:hemmaunika@yahoo.com">hemmaunika@yahoo.com</a></td>
</tr>
</tbody>
</table>

**Note:** Company to be black listed if documents in hard copy are not sent to TERM Cell within defined time limits.

**Submit Surrender Request** – This button allows you to submit the surrender request.

**How to Submit Surrender Request**

To be able to Submit Surrender Request, follow the steps given below:

1) Invoke the **OSP web application**. Click on Registration and select **Surrender Request**.

2) Enter Permanent Registration Number. Click on submit button.

3) The Registration Details will be displayed.

Fig.5.59
4) Click the Submit Surrender Request button. The request will be submitted to DoT.

5) At any point of time, you can click the **Close** button to close the form.

**Messages**

As you submit application, you may be prompted with one of the following messages.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Message</th>
<th>Reason</th>
<th>Expected Action from the user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>No Record Found.</td>
<td>This indicates that the registration number is not valid.</td>
<td></td>
</tr>
</tbody>
</table>