

Government of India
Ministry of Communications
Department of Telecommunications
Networks and Technologies Division
2nd Floor, Door Sanchar Bhawan, JLN Marg, New Delhi -110002

No.: 4-35/M2M eSIM/2024-NT

Dated: 26.06.25

Subject: Instructions on the Usage of Embedded SIM for Machine-to-Machine (M2M) Communications –reg.

1. Embedded SIMs (e-SIMs) are soldered directly onto the devices and come equipped with a remote provisioning feature. With e-SIM, the provisioning process can be done remotely over-the-air (OTA), eliminating the need for physical access to the device. This is particularly beneficial for M2M communications, where devices are often located in remote or difficult-to-reach areas.

2. DoT vide instructions dated 16.05.18 (enclosed herewith) permitted the use of e-SIM with both single and multiple profile configurations with Over the Air (OTA) subscription update facility. The Licensees were permitted for Profile updation via Over the Air (OTA) feature, as per the prevailing global specifications and standards.

3. GSMA-compliant subscription solutions are designed in compliance with GSMA's Embedded SIM Remote Provisioning Architecture. Remote SIM Provisioning for M2M utilizes a server-driven model (push) to provision and remotely manage operator profiles. The GSMA remote provisioning architecture for M2M communications consists of various interrelated entities, viz. eUICC (Embedded Universal Integrated Circuit Card), eUICC Manufacturer (EUM), M2M Device, Mobile Network Operator (MNO), M2M Service Provider (M2M SP), Certificate Issuer (CI), Subscription Manager-Data Preparation (SM-DP) and Subscription Manager Secure Routing (SM-SR). SM-SR loads, enables, disables, and deletes profiles on the eUICC in accordance with the operator's policy rules.

4. TRAI provided its recommendation dated 21.03.24 on the Usage of Embedded SIM for Machine-to-Machine (M2M) Communications. The Government has considered the TRAI recommendations and accordingly, the approval of competent authority is hereby conveyed for the following –

4.1 The following entities are permitted to own and manage SM-SRs in the country:

- i. Unified Access Service License holder;
- ii. Unified License (Access Service Authorization) holder;
- iii. Unified License (Machine-to-Machine Authorization) holder;
- iv. Unified License for VNO (Access Service Authorization) holder;
- v. Unified License for VNO (Machine-to-Machine Authorization) holder; and
- vi. The companies holding M2MSP Registration with a specific permission to own and manage SM-SR in India.

4.2 The additional terms and conditions that the companies holding M2M SP registration have to comply to own and manage SM-SR in India are enclosed as Annexure-I. These additional terms and conditions are over and above the terms

and conditions enumerated in the guidelines dated 08.02.2022 for registration for M2M Service Providers and WPAN/WLAN Connectivity Providers for M2M Services'.

4.3 Each SM-SR site should be GSMA "Security Accreditation Scheme for Subscription Management" (SAS-SM) certified. The holders of SM-SR should submit a copy of the GSMA SAS-SM certificate to DoT (through Saral Sanchar Portal) before operationalizing any SM-SR in India.

4.4 The M2MSP registrant/ telecommunication service licensee, whose SM-SR controls M2M eSIMs in India, shall not refuse integration of its SM-SR with the SM-DP of the licensed telecom service provider, whose profiles are to be added in such M2M eSIMs, upon the request of the concerned M2MSP.

- The integration of SM-SR with SM-DP should be carried out in accordance with the GSMA's specifications and should be completed within a period of three months from the date of receipt of the formal request from the concerned M2MSP.

4.5 The M2MSP registrant/ telecommunication service licensee, whose SM-SR controls M2M eSIMs in India, shall mandatorily facilitate switching of its SM-SR with the SM-SR of another entity, eligible to hold SM-SR in India, upon the request of the concerned M2MSP.

- Such SM-SR switching should be carried out as per the GSMA's specifications and should be completed within a period of six months from the date of receipt of the formal request from the concerned M2MSP.

4.6 The request for switch-over of the communication profile on M2M eSIMs from one licensed telecom service provider (TSP) to another TSP shall be placed by M2M Service Providers.

4.7 The M2M SP Registrant/ telecommunication service licensee shall be allowed to communicate with SM-DPs and other SMSRs only for profile management of the M2M eSIMs as per GSMA specifications.

4.8 The M2MSP registrant/ telecommunication service licensee shall adhere to the instructions regarding usage and management of M2M eSIMs, including instructions related to SM-DP, SM-SR, as notified by the Government from time to time.

4.9 The M2MSP registrant/ telecommunication service licensee shall adhere to instructions regarding roaming of foreign M2M SIMs (including M2M eSIMs) as notified by the Government from time to time.

4.10 The use of 901.XX IMSI series allocated by ITU-TSB to Indian entities is not permitted for providing M2M services in India.

Encl:

- i. Annexure-1 - Additional terms and conditions that the companies holding M2M SP registration have to comply to own and manage SM-SR in India.
- ii. Annexure-2 - AS Wing, DoT instructions dated 16.05.2018 regarding instructions for e-SIMs
- iii. Annexure-3 - Guidelines dated 08.02.2022 for registration for M2M Service Providers and WPAN/WLAN Connectivity Providers for M2M Services

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Copy To:

- i. PSO to Secretary(T)
- ii. PSO to Member-T, Member-F, Member-S
- iii. O/o DG-T
- iv. Sr. DDG, TEC
- v. DDG-LP, DDG-AS, DDG-SA
- vi. Unified Access Service License holders;
- vii. Unified License (Access Service Authorization) holders;
- viii. Unified License (Machine-to-Machine Authorization) holders;
- ix. Unified License for VNO (Access Service Authorization) holders;
- x. Unified License for VNO (Machine-to-Machine Authorization) holders; and
- xi. M2M Service Providers

Annexure-1

Additional terms and conditions for companies holding M2M SP registration with permission to own and manage SM-SRs

Note: These additional terms and conditions are in addition to the guidelines dated 08.02.2022 for registration for M2M Service Providers and WPAN/WLAN Connectivity Providers for M2M Services'.

A. Additional definitions

1. **“Embedded SIM (eSIM)”** means machine-to-machine form factor (MFF2). It is soldered directly to the M2M device's motherboard, fully encased in the device. The eSIM is the hardware component of the SIM and a physical form that can be soldered into a solution. On the other hand, eUICC refers to the software component of eSIM that provides the capability to store multiple network profiles that can be provisioned and managed Over-the-Air (OTA).
2. **“Embedded SIM Remote Provisioning Architecture”** means the common global GSMA architecture framework which provides a single, de-facto standard mechanism for the remote provisioning and management of M2M connections, allowing the OTA remote provisioning of an initial operator subscription, and the subsequent change of subscription from one operator to another. The GSMA's remote provisioning architecture consists of various inter-related entities, viz. eUICC, eUICC Manufacturer (EUM), M2M Device, Mobile Network Operator (MNO), M2M Service Provider (M2M SP), Certificate Issuer (CI), Subscription ManagerData Preparation (SM-DP) and Subscription Manager- Secure Routing (SM-SR).
3. **“Subscription Manager-Data Preparation (SM-DP)”** builds personalized profiles for the targeted eUICC and installs them on the eUICC through the SMSR. Further, the SM-DP prepares, stores, and protects operator profiles and tracks all imported and known subscriptions. It must be GSMA SAS-SM (Security Accreditation Scheme for Subscription Management) certified.
4. **“Subscription Manager-Secure Routing (SM-SR)”** obtains the platform management credentials of the eUICC from the EUM (in case of initial registration) or establishes them through the previous SM-SR (in case of SM-SR swap). It loads, enables, disables, and deletes profiles on the eUICC in accordance with the operator's policy rules. It maintains a secure connection between SM-DP and eUICC for the delivery of profiles. It holds a database of all the eUICCs under its control and the key sets used to manage them. eUICCs should always be registered to only one SM-SR at a particular instant. It can be changed during the lifetime of the eUICC via SM-SR swap. The SM-SR shall be GSMA SAS-SM certified.
5. **“Original Equipment Manufacturer (OEM)”** is an organization that makes devices containing M2M eSIM.
6. **“Communication Profile”** comprises of the mobile network operator data related to subscription, including the operator's credentials.

B. Additional eligibility conditions

7. An applicant, if it is an Indian company registered under the Indian Companies Act, may seek permission for owning and managing SM-SRs in India at the stage of submitting application for 'Registration of M2M Service Provider (M2MSP) & WPAN/ WLAN Connectivity Provider for M2M Services'.
8. Any existing M2MSP registrant, if it is an Indian company registered under the Indian Companies Act may separately seek permission for owning and managing SM-SRs in India.
9. A non-refundable processing fee of Rs. fifty thousand (Rs. 50,000/-) shall be payable separately at the time of seeking permission for owning and managing SM-SRs in India.

C. Additional technical conditions

10. Each SM-SR site shall be GSMA Security Accreditation Scheme for Subscription Management (SAS-SM) certified. The Registrant shall submit a copy of the GSMA SAS-SM certificate to DoT before operationalizing any SM-SR in India.
11. The Registrant, whose SM-SR controls M2M eSIMs in India, shall not refuse integration of its SM-SR with the SM-DP of the licensed telecom service provider, whose communication profiles are to be added in such M2M eSIMs upon the request of the concerned M2MSP. The integration of SM-SR with SM-DP shall be carried out in accordance with the GSMA's specifications and shall be completed within a period of three months from the date of receipt of the formal request from the concerned M2MSP.
12. The Registrant, whose SM-SR controls M2M eSIMs in India, shall mandatorily facilitate switching of its SM-SR with the SM-SR of another entity, eligible to hold SM-SR in India, upon the request of the concerned M2MSP. Such SM-SR switching shall be carried out as per the GSMA's specifications and shall be completed within a period of six months from the date of receipt of a formal request from the concerned M2MSP.
13. The Registrant shall be allowed to communicate with SM-DPs and other SM-SRs only for profile management of the M2M eSIMs as per GSMA specifications.

D. Additional security conditions

14. The Registrant shall adhere to the instructions/ guidelines issued by the Government in respect of connecting Trusted Products in the network.
15. The Registrant shall adhere to the instructions/ directions of the Licensor (i.e., DoT) issued from time to time in the interest of national security.

**Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)**

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-09/2010-VAS-III

Dated: 16.05.2018

All CMTS/UAS/UL (having Access Services Authorization) Licensee(s)

Subject: Instructions for implementing restrictive features for SIMs used only for Machine-to-Machine (M2M) communication services (M2M SIMs) and related Know Your Customer (KYC) instructions for issuing M2M SIMs to entity/organization providing M2M Communication Services under bulk category and instructions for Embedded-SIMs (e-SIMs).

Machine to Machine (M2M) Communication refers to a communication between two or more entities (object/devices/things) based on existing & evolving communication technologies that do not necessarily need any direct human intervention. M2M Communication Services means the services offered through a connected network of objects/devices, with identifiers, in which Machine to Machine (M2M) communication is possible with predefined back end platform(s) either directly or through some gateway. The entity/organization/company providing M2M Services may require SIMs for providing connectivity from an Authorized Telecom Licensee of DoT.

2. In pursuance to the CMTS/ UAS/UL License condition which, inter alia, provides that *"The LICENSEE shall ensure adequate verification of each and every customer before enrolling him as a subscriber; instructions issued by the licensor in this regard from time to time shall be scrupulously followed"*, instructions are being issued by the DoT from time to time. As per the prevailing instructions, the mobile connections are non-transferable i.e., the end user shall be the same person/ entity in whose name the Customer Acquisition Form (CAF) has been filled and details are available in Licensee's database. However, in certain cases of M2M communication where the SIM card is to be placed or embedded inside the machine at the time of manufacturing itself without any knowledge about the prospective end user, difficulties are being faced in following the above provisions.

3. Therefore, the issuance of such M2M SIMs by Authorized Telecom Licensee having valid license under Indian Telegraph Act, 1885 to the entity/organization providing M2M Services need to follow KYC norms prior to issuance of such SIMs.

4. In this regard, the undersigned is directed to convey the approval of Competent authority that for M2M services, the mobile connections shall be issued by the licensees in the name of



entity/organization providing M2M Services as per the procedure in force for Bulk connections {as on date as prescribed in (i) instructions issued vide letter no. 800-09/2010-VAS dated 09.08.2012, or, (ii) alternative Aadhaar based E-KYC process as mentioned in instructions issued vide letter no. 800-29/2010-VAS (Vol.I) dated 09.03.2018} subject to the condition that such SIMs will have restrictive features compared to traditional SIMs for voice/data communications used for person to person (P2P) communication, as mentioned below:

- a) *Outgoing / incoming calls shall be allowed to/ from predefined set of maximum one (1) number* only.*
- b) *Likewise outgoing/ incoming SMS shall be allowed to/ from predefined set of maximum two (2) numbers* only.*
- c) *Data Communication shall be allowed only on maximum two (2) numbers of predefined IP addresses with fixed APNs or equivalent technology options by Licensee.*
- d) *These restrictions are not applicable to calls made to emergency numbers like police, fire, ambulance etc.*

** Such numbers shall be part of the setup of entity/organization providing M2M Services. Further, list of such numbers is to be provided by the entity/organization providing M2M Services to the Licensees while obtaining SIM cards. At a later stage, if need arises, entity/organization providing M2M Services can ask the Licensee to reconfigure these numbers.*

5. The requirement of tele-verification prior to SIM activation as mentioned in instructions dated 09.08.2012 shall not be applicable in case of M2M SIMs issued for M2M communication services.

6. The ownership of all such M2M SIMs shall be with entity/organization providing M2M Services. The details of all the customers of M2M services i.e., physical custodian of machines fitted with SIMs, should be maintained by entity/organization providing M2M Services. Updated information regarding (a) Details of M2M end device i.e. IMEI, ESN etc, (b) Make, Model, Registration no. etc of the machines (i.e. Cars, Utility Meters, POS etc) and (c) Corresponding physical custodian's name and address should be made available online through some web interface to Licensee by entity/organization providing M2M Services. Regarding maintenance of database/records of the end users of the SIM cards by the Licensee, the procedure as prescribed for bulk connection shall be followed.

7. In case of sale or transfer of devices having M2M SIMs inside it, the responsibility of intimating to the Licensees the details of person to whom such devices are transferred and for fulfilling subscriber verification norms, lies with the entity/organization providing M2M Services i.e., the entity/organization which has taken such SIMs from the licensee. The Licensees shall regularly update all these details in their database.

8. The entity/organization providing M2M Services shall also give an undertaking while applying for M2M bulk SIM connections in this category to the licensees that they will comply with M2M specific guidelines issued by DoT from time to time and will also comply with the regulatory process defined by DoT in future for M2M services, if any.

9. The existing connections issued to entity/organization providing M2M Services shall be made compliant to above instructions within six months of issue of these instructions. A certificate of compliance shall be submitted by Licensees to the concerned LSA field units of DoT in this regard. After six months, if any case is detected wherein M2M services are being provided without following these instructions, all the mobile connections issued to such entities for M2M services shall be disconnected.

10. In cases where the end user is known prior to placing of SIM Card (not M2M SIM) into the machine or the SIM Card (not M2M SIM) can be placed into the machine by the end user himself, the end user shall always have an option to obtain a standard mobile connection for using it in M2M communications in his name by following the KYC procedure/conditions prescribed for individual connection vide prescribed DoT guidelines.

11. As per the existing provisions in DoT guidelines dated 09.08.2012, amended from time to time, an individual user is permitted for taking 9 mobile connections only. For M2M services, an individual user shall be permitted to have 9 M2M SIMs, in addition to existing limit of 9 mobile connections. However, in case of Assam, J&K and North East, it is clarified that the existing policy guidelines issued by DoT, as amended from time to time, for issuing mobile connections including for issuing multiple connections, in these three states, shall remain same and applicable for M2M services also.

12. During sample CAF audit, the prevailing procedure as followed for bulk connections shall be applicable for M2M SIMs also.

Embedded-SIMs (e-SIMs):

13. To cater the needs of modern technological developments in M2M/IoT, it has been decided to permit the use of "Embedded-Subscriber Identity Module (e-SIM)" with both Single and Multiple profile configurations with Over the Air (OTA) subscription update facility, as the case may be, as per the prevailing global specifications and standards (GSMA).

14. The Licensees profiling e-SIMs shall take all reasonable steps to ensure that the device manufacturer embedding such SIM do not tamper the e-SIM at manufacturing stage.

15. In order to facilitate Mobile Number Portability (MNP) and to avoid Telco Lock-in for all use case scenarios of e-SIM, the Licensees shall be permitted for Profile updation via Over the Air (OTA) feature, as per the prevailing global specifications and standards.

16. The Licensee must ensure that while allowing the use of such e-SIMs in its network, it must fulfill all the Security and Lawful Interception & Monitoring related terms & condition of license agreement.


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Copy to:

1. Secretary, TRAI, New Delhi.
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3. Sr. DDG, TEC, New Delhi.
4. All Advisors/Sr. DDsG of LSA field units.
5. DDG (NT), DoT HQ, New Delhi.
6. JS (IS-I), MHA, North Block, New Delhi.
7. Director (AS-I)/ Director (AS-III)/ Director (AS-IV)/ Director (AS-V), DoT.
8. COAI.
9. Guard File.

Government of India
Ministry of Communications
Department of Telecommunications
Networks & Technologies (NT) Wing

No. 4-10/2015-NT

Dated: 08.02.2022

OFFICE MEMORANDUM

Sub: Guidelines for Registration Process of M2M Service Providers(M2MSP) & WPAN/WLAN Connectivity Provider for M2M Services- regarding

National Digital Communication Policy- 2018 aims to create a robust digital communication infrastructure, enable next generation technologies and ensure a holistic and harmonized approach for harnessing Emerging Technologies such as M2M/IoT.

2. After considering the recommendations of TRAI on "Spectrum, Roaming and QoS related requirements in Machine-to-Machine (M2M) Communications" and views of M2M industry stakeholders, the Government has decided to issue the guidelines for 'Registration process of M2M Service Providers (M2MSP) & WPAN/WLAN Connectivity Providers for M2M Services'. The guidelines are enclosed herewith.

3. In order to address concerns like interface issues with TSP, KYC, Security and encryption, all M2M service providers utilizing telecom facilities from authorized TSPs should have M2MSP registration. All the M2M industry stakeholders are advised to go through the guidelines and take necessary action accordingly. The registration process and timeline are being issued separately.


08.02.22

(Ajay Nain)
Assistant Director General (NT-III)
DoT HQ

Encl: Guidelines for Registration process of M2M Service Providers (M2MSP) & WPAN/WLAN Connectivity Providers for M2M Services.

**Government of India
Ministry of Communications
Department of Telecommunications
(Networks and Technologies Wing)**

**Guidelines
for
Registration Process of
M2M Service Providers(M2MSP)
&
WPAN/WLAN Connectivity Providers
for M2M Services**

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CHAPTER I DEFINITIONS

The terms used in this document, unless the context otherwise requires, have the following meaning:

- a) **“Applicant”** means either M2M Service Provider (M2MSP) or WPAN/WLAN Connectivity Provider who is applying for the registration under these guidelines.
- b) **“Authority”** means Department of Telecommunications or its designated field units.
- c) **“Authorized Telecom Licensee”** means Indian Telecom Service Provider and/or Virtual Network Operator(VNO) who have been awarded License to provide service(s) authorized under the License, within the geographical boundaries of the specified Service Area.
- d) **“License”** means a License granted or having effect as if granted under section 4 of the Indian Telegraph Act 1885 and Indian Wireless Telegraphy Act 1933.
- e) **“LPWAN”**: Low Power Wide Area Networks (LPWAN) is a new type of WAN that is suited for M2M communication because of characteristics that render themselves more compatible.
- f) **“Machine to Machine (M2M) Communication”** refers to a communication between two or more entities (object/devices/things) based on existing & evolving communication technologies that do not necessarily need any direct human intervention.
- g) **“M2M Services”** means the services offered through a connected network of objects/devices, with unique identifiers, in which Machine to Machine (M2M) communication is possible with predefined back end platform(s) either directly or through some gateway.
Explanation: M2M services involve communication of end device/ object with predefined back end platform(s) either directly or through some gateway. Examples of M2M services include fleet management, supply chain management, agriculture automation, smart utilities including power, water, gas etc. The M2M end devices/ objects and the platform(s) collecting and analyzing information from these devices/ objects are controlled by some organization
- h) **“M2M Service Provider” (M2MSP)** is an Indian company, registered under the Indian Companies Act, 2013 or an LLP (Limited Liability Partnership) registered under LLP Act, 2008 or a partnership firm which provides M2M services to third parties using telecom resources. Provided that
 - (a) such third parties utilising M2M services from registered M2MSP in connection with its products or as part of its offerings to its end customers as a product or service, and

(b) any organization which intends to provide M2M services for its own use (captive use) and not for commercial purpose, shall also be covered under this definition.”

- i) **“Registrant”** means either M2M Service Provider (M2MSP) or WPAN/WLAN Connectivity Provider which has been granted a registration under these guidelines.
- j) **“Telecom Resource”** means Telecom facilities provided by Authorized Telecom Licensee having valid license under Indian Telegraph Act, 1885 and used by the M2MSP & WPAN/WLAN Connectivity Providers including, but not limited to Public Switched Telecom Network (PSTN), Public Land Mobile Network (PLMN), Integrated Services Digital Network (ISDN), Leased Lines or Satellite connectivity to carry traffic, the telecom bandwidth etc.
- k) **“Third Party”** means an individual or organization other than the Department of Telecommunications (or its designated field units), Applicant and the Authorized Telecom Licensee.
- l) **“WPAN”**: A Personal Area Network (PAN) is a network used for data transmission among personal devices such as computers, phones, personal digital assistants, wearables, etc. Wireless PAN or WPANs can be used for communication among the personal devices (intra-personal communication), or for connecting to a higher level network and the Internet (an uplink). Technologies used in PAN are Bluetooth, Z-Wave, ZigBee, RFID etc.
- m) **“WLAN”** means a wireless network whereby a user can connect to a local area network (LAN) through a wireless (radio) connection, as an alternative to a wired local area network. An example of a Wireless LAN is Wi-Fi.
- n) **“WPAN/WLAN Connectivity Provider”** is an Indian company, registered under the Indian Companies Act, 2013 or an LLP (Limited Liability Partnership) registered under LLP Act, 2008 or a partnership firm which uses WPAN/WLAN technologies for providing M2M connectivity for commercial purposes, operating in unlicensed spectrum. *Further, any organization which intends to use WPAN/WLAN for M2M connectivity for captive, non-commercial use, shall also be covered under this definition.*

CHAPTER II

GENERAL TERMS & CONDITIONS

1. M2MSP Registration may be granted to any Company registered under Indian Companies Act-2013, as amended from time to time or any LLP (Limited Liability Partnership) registered under LLP Act-2008, as amended from time to time or a partnership firm to provide M2M Services who fulfils the terms and conditions prescribed by the Authority.
2. WPAN/WLAN Connectivity Providers Registration may be granted to any Company registered under Indian Companies Act-2013, as amended from time to time OR any LLP registered under LLP Act-2008, as amended from time to time or a partnership firm to provide connectivity for M2M services who fulfils the terms and conditions prescribed by the Authority.
3. Applicant shall submit the Certificate of Incorporation at the time of registration.
4. Registrant shall not infringe upon the jurisdiction of any Authorized Telecom Licensee and they shall provide only those services for which this registration is granted to them.
5. In case any Authorized Telecom Licensee wishes to provide M2M Services to third parties, it can do so under current licensing framework without requiring to register for M2MSP or WPAN/WLAN Connectivity Providers.
6. Registrant shall provide the details of location of their IT setup/ core network at the time of registration. However, if there are any changes in location of their IT setup/ core network at a later point of time, the same shall be intimated to the Authority within 15 days of shifting the operation to the next location.
7. A non-refundable processing fee of Rs. 5,000/- shall be payable separately for M2MSP registration and WPAN/WLAN Connectivity Providers registration along with the application form for registration in the form of online payment.
8. Registrant shall inform the Authority, with supporting documents, if there is change in the name or address or contact details of the company as stated in the performa submitted at the time of registration.
9. Registrant shall intimate to the Authority within 30 days, if there is any change in the designated partners, authorized signatory and/ or Memorandum and Article of Association.
10. In case of merger/acquisition, the registration granted cease to exist and the new entity has to re-register.
11. The registration certificate shall be issued online within 15 days of the submission of the application form complete in all respects and the Applicant shall be informed accordingly by the Authority.

12. The registration certificate issued to the Registrant shall be non-transferrable.
13. The Authority reserves the right to suspend the operation of this Registration at any time, if, in the opinion of the Authority, it is necessary or expedient to do so in public interest or in the interest of the security of the State or for the proper conduct of the Telegraphs. The Authority shall issue a show cause notice of 21 days to the Registrant prior to such suspension. However, if situation so warrants, it shall not be necessary for the Authority to issue a notice for seeking comments of the Registrant for this purpose and the decision of the Authority shall be final and binding. The Authority shall not be responsible for any damage or loss caused or arisen out of aforesaid action.
14. Registrant may surrender the Registration, by giving notice to the Authority of at least 30 calendar days in advance.
15. Breach of non-fulfillment of Registration conditions may come to the notice of the Authority through complaints or as a result of the regular monitoring. Wherever considered appropriate, Authority may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the Registration by the Registrant and upon such inquiry the Registrant shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type.
16. Any dispute, with regard to the provision of Service shall be a matter only between the aggrieved party and the Registrant, who shall duly notify this to all before providing the Service. And in no case, the DoT shall bear any liability or responsibility in the matter. Registrant shall keep the DoT indemnified for all claims, cost, charges or damages in the matter.

CHAPTER III TECHNICAL CONDITIONS

1. M2MSP shall take the Telecom Resources from an Authorized Telecom Licensee having valid license under Indian Telegraph Act, 1885. In addition, M2MSP is authorized to use WPAN/WLAN technologies in unlicensed spectrum/frequency exempt band to provide M2M services. In case of use of WPAN/WLAN technologies in unlicensed spectrum/frequency exempt band, the network has to mandatorily connect to licensed telecom operators network for backhaul connectivity.
2. WPAN/WLAN Connectivity Providers is authorized to use WPAN/WLAN technologies in unlicensed spectrum/frequency exempt band to provide connectivity for M2M services. The WPAN/WLAN Connectivity Providers network has to mandatorily connect to licensed telecom operators network for backhaul connectivity.
3. Registrant shall adhere to Know Your Customer (KYC) and related guidelines issued by the Authority to Authorized Telecom Licensee from time to time for all Telecom resources including SIM enabled devices and numbering resources. The Authority reserves the right to call for such details as and when required.
4. The details of all the customers of M2M services i.e., physical custodian of machines fitted with SIMs, shall be maintained by M2MSP. Up-dated information regarding (a) details of M2M end device i.e. IMEI, ESN etc., (b) Make, Model, Registration number etc. of the machines (i.e. Cars, Utility Meters, POS etc.) & (c) corresponding physical custodian's name and address shall be made available to Authorized Telecom Licensee and designated Authority by M2MSP. Any changes in customers and machines details shall be updated.
5. Registrant shall provide the details of Authorized Telecom Licensee from which connectivity has been sourced for providing M2M Services. In case of modification of details of Authorized Telecom Licensee, same shall be intimated to the authority.
6. In future, Authority may identify critical services in M2M sector and instructions issued in this regard shall be binding on Registrant.
7. Any instructions regarding permanent international roaming as notified from time to time by the government shall be binding on M2MSP.
8. DoT has issued the instructions permitting the use of e-SIMs with both single and multiple profile configurations with Over the Air(OTA) subscription update facility as per prevailing Global Specifications and Standards. M2MSP shall adhere to these instructions as amended from time to time.
9. Registrant shall ensure the Quality of Service (QoS) as may be prescribed by the Authority or Telecom Regulatory Authority of India (TRAI). The Registrant shall adhere to such QoS standard and provide timely information as required therein.
10. For all devices sold in India which have SIM inside the device, the packaging/ instructions/ supporting leaflet shall include instruction that "*This device is having SIM*

inside. At the time of re-sale/ loss/ transfer of this device, change of ownership details shall be shared with respective M2M Service provider/ Authorized Telecom Licensee.”

M2MSP shall create awareness amongst the end customers about the requirement stipulated in the clause. In case, end customer does not comply with the instructions he/she shall be liable in case of any misuse of the SIM fitted in the device.

CHAPTER IV SECURITY CONDITIONS

1. Registrant shall take necessary measures to prevent objectionable, obscene, unauthorized or any other content, messages or communications infringing copyright, intellectual property etc., in any form, from being carried on the network, consistent with the established laws of the country. Once specific instances of such infringement are reported to the Registrant by the enforcement agencies, the Registrant shall ensure that the carriage of such material on the network is prevented immediately.
2. Registrant shall make available on demand to the person authorized by the Authority, full access to their equipments for technical scrutiny and for inspection, which can be visual inspection or an operational inspection.
3. Registrant shall provide necessary facilities depending upon the specific situation at the relevant time to the Government to counteract espionage, subversive act, sabotage or any other unlawful activity.
4. Registrant shall ensure protection of privacy of communication and data as per applicable law in force and as notified/amended from time to time.
5. Registrant shall ensure that their equipment installations should not become a safety hazard and is not in contravention of any statute, rule or regulation and public Policy.
6. Registrant shall provide decryption facility for the content riding on its network as and when required by the Authority or any authorized agencies. The entity who is encrypting the content shall be responsible for its decryption.
7. Registrant shall induct only those devices/equipment in the network which meet TEC standards and certifications, wherever specified as mandatory by the Authority from time to time and in the absence of mandatory TEC standard, the Registrant may deploy those devices/ equipment that meet the relevant Indian standards set by National and International standardization bodies, such as ITU, ETSI, IEEE, ISO, IEC etc. or set by International Fora, such as 3GPP, 3GPP-2, IETF, MEF, WiMAX, Wi-Fi, IPTV, IPv6, OneM2M etc. The entity who is inducting the devices/equipment in the network shall be individually responsible for complying the requirement stipulated in the clause.
8. The Indian Telegraph (Amendment) Rules, 2017, provides that telecom equipments must undergo prior mandatory testing and certification. Accordingly, the equipment/ devices used in M2M services shall comply with these instructions as issued by the Authority from time to time.
9. Registrant shall take all necessary steps so as to maintain security of the network & confidentiality of the data of the end user as per the Information Technology Act, 2000 as amended from time to time. Existing security & encryption related

regulation in IT Act as amended from time to time or any other rules framed in this regard should be adhered.

10. The services provided by Registrant should apply requisite security controls to protect sensitive information and data collected by various sensors and actuators. In this regard, Registrant shall comply with the provisions enshrined in Information Technology Act, 2000 and Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 as amended from time to time.
11. Registrant shall have a mechanism in place to isolate the network or part of the network(sensor(s) / Device(s) / IT Setup etc.) whenever required by Authority to maintain law and order and to protect from cascading effects of failures in the system due to malicious remote execution codes, denial of service attacks, malware/spyware attacks etc.
12. Registrant shall ensure that the data logs, event logs, system logs etc. handled by the system are tamper-proof and preserved at least for one year. The Authority reserves the right to call for these logs and also inspect them at site.
13. Registrant shall ensure that M2M devices should use only genuine IMEIs & ESNs. Non-genuine, duplicate and fake IMEIs & ESNs should not be allowed in the M2M devices. The M2M devices must be identifiable and traceable on the basis of IMEI/ ESNs in the M2MSP network. The prevailing IMEIs guidelines issued by Authority for handset will be applicable in case of M2M devices as well.
14. Registrant shall adhere to the guidelines / instructions in force and as notified/amended by the Authority from time to time in respect of security by the Government from time to time. In areas which are sensitive from security point of view, as may be notified from time to time by the Authority, installation of any equipment or execution of project shall be taken up only after the Authority's approval.
15. Registrant shall adhere to the instructions in force and as notified/amended by the Authority from time to time prescribing restrictions for provision of services in areas falling near International Border/Line of Control/Line of Actual Control of India or any other areas.

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**APPLICATION FORM FOR REGISTRATION OF M2M SERVICE PROVIDER (M2MSP) &
WPAN/WLAN Connectivity Provider for M2M Services**

Note: All Fields in this form are mandatory.

1. Type of Company	Company registered under Indian Companies Act-2013, as amended from time to time or LLP Act-2008, as amended from time to time or A partnership firm	
2. Name of Applicant Company/LLP		
3. CIN/LLPIN		
4. Upload certificate of incorporation		
5. Corporate Office Address:		
Telephone:		
Fax:		
E-Mail:		Website:
6. Registered Office Address:		
Telephone:		
Fax:		
E-mail		Website:
7. Communication Address:		
Telephone:		
Fax:		
E-mail:		

8. Name of Authorized Signatory: Designation Full address for Communication: Mobile No. Alternate Mobile No. Telephone no.(Landline) Fax Email	
9. Upload Letter of authorization	

10. Services for which authorization sought:

☐ WPAN/WLAN
 ☐ M2M Services

S.No.	Name of the Service	Remark, if any

11. Choose the LSA Name where Applicant want to register for processing of their application

Note: In case of Multiple geographical area of operations, M2M Service provider may select any one LSA for registration.

12. Location of Core Network Elements

S.No.	Core Network Element Name	Location of Core Network Elements	Remark, if any

13. Note on Nature of Business/ activities proposed to be undertaken by M2MSP

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14. Spectrum Band in which M2M Services shall be provided:

☐ Unlicensed Band
 ☐ Licensed Band

If Licensed Band, provide the details of media connectivity taken from Authorized Telecom Licensee of DoT:

15. Do you intend to provide services using SIM ☐ Yes ☐ No

If yes, Indian Telecom Service Provider SIM ☐

Foreign Telecom Service Provider SIM ☐

If using Indian TSP SIM:

i) Name of Indian Telecom Service Providers:

ii) If using Foreign TSP SIM: Name of Foreign Telecom Service Provider

Name of Indian Roaming partner TSP

- ☐ **Declaration:** I/we, hereby, declare that details of foreign SIM viz-a-viz IMEI, MSISDN and make of device, details of devices etc. have been declared at the port of entry.

16. Details of payment of one time (non-refundable) processing fee (Challan Copy) to be uploaded

17. Certificates/Undertakings

- i. I/We hereby certify that I/We have carefully read the guidelines/terms and conditions, for the registration under M2M Service Provider category/ WPAN/WLAN Connectivity Provider for M2M Services category and I/We undertake to comply with the terms and conditions therein as issued by DoT from time to time.
- ii. I/We understand that this application if found incomplete in any respect and/or if found with conditional compliance shall be summarily rejected.
- iii. I/We understand that processing fee is non-refundable irrespective of whether or not the proposal is registered.
- iv. I/We understand that if at any time any averments made or information furnished for obtaining the registration is found incorrect then my application and the registration if granted thereto on the basis of such application shall deemed to be cancelled.
- v. I/We undertake to intimate to the License Service Area in which it is registered for any change in the registration details, without delay to the concerned LSA. I/We would provide unhindered access to the premises and the system(s) to the DoT Authorities for checking compliance to the terms & conditions of the guidelines.
- vi. I understand that all matters relating to the application or registration if granted to me will be subject to jurisdiction of courts/Tribunal(s) in LSA Headquarters under which the registration has been applied.

Date

Signature and name of the

Place

Authorized Signatory with Company's/LLP's seal

List of specified M2M Services to be provided by M2MSP

1. Automotive
2. Fleet management
3. Supply chain management
4. Healthcare
5. Agriculture
6. Smart City
 - i) Street Lighting
 - ii) Waste Management
 - iii) Smart Parking
 - iv) Smart Water Management
 - v) Connected Charging Stations
7. Intelligent Transport System
8. Smart Home
9. Smart Building
10. Safety and Surveillance
 - i) Woman Safety
 - ii) Public Security
11. Portable Consumer Electronics
12. Wearable Devices
13. Financial/Retail
 - i) POS
 - ii) ATM
 - iii) Smart Kiosk
14. Smart Utilities
 - i) Smart Grid
 - ii) Gas
 - iii) Garbage Disposal
 - iv) Smart Metering
15. Any other (Please mention)