

PAKISTAN TELECOMMUNICATION AUTHORITY

NOTIFICATION

Islamabad, the 9th May, 2019

In exercise of the powers conferred by Clause (o) of sub-section (2) of Section 5 of the Pakistan Telecommunication (Re-organization) Act, 1996 (XVII of 1996), the Pakistan Telecommunication Authority is pleased to make the following regulations. -

PART-I

PRELIMINARY

1. Short title and commencement. — (1) These regulations may be called the White Listing of IP Addresses Regulations, 2019.

(2) They shall come into force from the date of gazette notification.

2. Definitions. — (1) In these regulations, unless there is anything repugnant in the subject or context: —

- (a) **“Act”** means the Pakistan Telecommunication (Re-organization) Act, 1996 (XVII of 1996);
- (b) **“Authority”** means the Pakistan Telecommunication Authority established under section 3 of the Act.
- (c) **“Authorized officer”** means an officer to whom the Authority has entrusted
- (d) **“IP Addresses”** An IP Address is a unique address that identifies a device on the Internet.
- (e) **“VoIP” Voice over Internet Protocol** is a category of hardware and software that enables usage of Internet as the transmission medium for voice calls by sending voice data in IP packets rather than by traditional circuit transmissions of the PSTN
- (f) **“White List”** A list of IP addresses maintained at International Traffic Monitoring System for the purpose of allowing VoIP to authorized users.

3. Scope and Applicability. - These Regulations shall apply to all licensees and their subscribers for the registration of data for their IP addresses for the purpose of allowing VoIP,

through proper documentation and verification in accordance with the procedures specified in these Regulations.

PART-II

ENTITLEMENT FOR WHITE LISTING

4. Eligibility for IP white listing - (1) Licensees and organization authorized by the PTA or the Federal Government, as the case may be, shall apply to PTA in the prescribed format for inclusion of any IP address in the White List.

(2) The pre-requisites for the entitlement of inclusion of an IP address in the white list shall be as follows:

- a. Request shall be on the prescribed format attached as Annexure-A.
- b. IP addresses being used by LDI Licensees are eligible for whitelisting for routing and termination of international calls as per the provisions of their license.
- c. For requests by LDI and/or LL licensees for international voice communication of their non-licensed customers i.e. International Call Centers (CC), the licensee shall provide the potential IPs, on the prescribed format along with valid registration issued from Pakistan Software Export Board;
- d. IP addresses of operators allocated to their network elements subject to the undertaking that these IPs would be used exclusively for the purpose these were white listed. Detection of any commercial VoIP service on these IPs will render them candidate for blocking in-addition to action against the concerned licensee.
- e. IP addresses reported by LDIs/ LL operators for exclusive use of HEC's recognized institutions for their academic activities. In such cases the operator will also provide the other details like usage threshold values based on hours for which the IP will be active daily and maximum number of VoIP sessions which it will make in an hour along with any predefined cellular / local loop numbers involved in the VoIP sessions. Maximum usage threshold will be limited to 8 hours per day with a maximum of 10 sessions, per hour. Maximum monthly hours should not exceed 90 hours.
- f. IP addresses reported by LDIs/LL/CVARS operators for providing international Video Conference facility to their non-licensed customers. However, switching within Pakistan is only allowed through LL / LDI as per their license conditions;

- g. Any other IP address carrying voice for any legitimate service authorized under PTA rules, regulations and government policies.

PART-III

PROCEDURE FOR WHITE LISTING OF IP ADDRESSES

5. Procedure for White Listing-(1) The IP addresses will be White Listed as per following procedure:

- a. The requests for White Listing of IPs will be made to Vigilance Directorate only by service providers defined in Part-II of the regulations. The requests shall be made on a Performa, attached as **Annex-A** .
- b. Following documents mentioned in the perform must be provided for white listing of IP Addresses through email to ipreport@pta.gov.pk:
 - i Duly filled IP White Listing Performa
 - ii Evidence of Application processing fee amounting to Five Hundred PKR per IP address requested for whitelisting or any other amount determined by the Authority from time to time. The application processing fee shall be paid through pay order or bank draft drawn in favor of PTA designated bank account.
 - iii IP White-listing Justification Performa to technically justify whitelisting requirement. **(Annex-B)**
 - iv Request of IP White listing on Company Letterhead to ensure legitimacy of application.
 - v PSEB Call Center Certificate (for Call Centers only) / Certificate of Company Incorporation/ NTN Registration Certificate.
 - vi CNIC of User's Designated Representative
 - vii Undertaking on Court Stamped Paper on prescribed format (enclosed as **Annex-C-B)** by the user and counter signed by the Operator to ensure that whitelisted IPs will only be used for legitimate purposes.
 - viii Summary of acquired Bandwidth
 - ix Details of PRI (if any) acquired by the Call Center.
 - x Customer and Operator Stamp & Signatures.

The Performa and required documents can be modified from time to time with Authority's approval and can also be made available on the internet for their electronic submission.

(2) After necessary scrutiny of the applications, Provisional white listing of IPs will be done on the approval of Director Vigilance to facilitate the applicants having cases fulfilling the criteria for whitelisting, whereas rejected cases will be referred back to the operator highlighting the short comings.

(3) Upon receipt of application, Vigilance Directorate will complete aforementioned activity within 24 hours on working days.

(4) Approval of Director General and subsequently of the concerned Member (or the Chairman) will be sought once every two weeks for provisionally approved white listed cases. IP addresses for Cases which are not approved shall be removed from the white list.

(5) Whitelisted IP addresses which are directly being used by licensees themselves for their licensed services, shall only be whitelisted for the period until the license is valid. IP addresses for Call Centers shall be whitelisted until the Call Center remains registered with PSEB, whereas IP addresses for video conferencing and other purposes shall be whitelisted for a period of One Year after which option is available to renew their whitelisting on yearly basis.

(6) The White List will be audited randomly with a view to ensure adherence to this SOP.

6. White Listing of a New Call Center-(1) Call Centers may submit a request to Vigilance Directorate at ipreport@pta.gov.pk through their respective LDI/LL service provider on the prescribed format for White Listing of their IP(s).

(2) The request shall include at a minimum the following:

- a. The request will contain a Provisional Registration Certificate of PSEB.
- b. Vigilance Directorate will process the request for necessary approval and will formally White List the subject IP(s) on receipt of a valid Registration Certificate of PSEB.
- c. Operators must submit below mentioned details on whitelisting Performa:
 1. Type of Call Center (Inbound/ Outbound/ Hybrid)
 2. No of Call Center Seats.
- d. White listing of IPs for Call Centre Operations will be done on PSEB's recommendation as per following criteria:

S. NO	No of Call Center Professionals & Agents	Classification Category	No of Authorized IP Addresses	Remarks
1	200	A +	20	Number of additional IP'S for White Listing beyond 20 per Service provider to be decided based on the requirements and justification provided by the call center and recommendations of PSEB Technical Department.

S. NO	No of Call Center Professionals & Agents	Classification Category	No of Authorized IP Addresses	Remarks
2	100-200	A	4+2+2	Four IP'S for primary services provider and Two for backup services provider. Two IP'S for backup IPBAX/SIP/Asterisk.
3	51-100	B	2+2+2	Two IP'S for primary services provider and Two for backup services provider. Two IP for backup IPBAX/SIP/Asterisk.
4	31-50	C	2+1+1	TWO IP'S for primary services provider and ONE for backup services provider. One IP for backup IPBAX/SIP/Asterisk
5	30 or Less	D	2+1	TWO IP'S for primary service provider and One for backup services provider

7. White Listing of Call Center during renewal time period.-(1) Renewal of white listing of IP Addresses for PSEB call centers shall be subject to information to the PTA Vigilance Directorate by the respective service provider at ipreport@pta.gov.pk for the renewal of a Call Centre 10 days before expiry of Call Centre Registration.

(2) Vigilance Directorate will process the renewal request. However, renewal will be effective on receipt of the renewed PSEB Certificate with grace margin of 05 extra days from the expiry.

(3) Non submission of renewal Certificate within 05 days after the expiry of certificate will result in the removal of IPs of respective Call Centre from white list.

8. Renewal for video conferencing users – Renewal for video conferencing users may be made two weeks in advance prior to their expiry date. The Service provider shall re-submit the duly filled whitelisting performa for renewal.

PART-IV

PROCEDURE FOR DE LISTING OF IP ADDRESSES

- (1) If any anomaly/misconduct is found, PTA has the authority to delist the IP address immediately.
- (2) Upon any change related to the assignment of whitelisted IP(s) or any such change due to which the purpose of any IP address is no longer valid for which it was whitelisted, the Service provider will ensure that the same is delisted accordingly in a timely manner to avoid its misuse.
- (3) For delisting of IP(s), operator shall send duly filled performa to PTA at ipreport@pta.gov.pk.
- (4) IP addresses for call centers shall also be delisted upon expiry of their PSEB registration unless they have been specifically renewed as specified in Part-III.

PART-VI

MISCELLANEOUS

9. Breach of conditions of IP White listing Regulations.-(1) In case of non-compliance of any procedure specified in these Regulations and as directed by the Authority from time to time, or upon receipt of information from any source of non-compliance of these Regulations and directions of the Authority, the Authority or an authorized officer of the Authority not below the rank of Director, may initiate action against the offender which may include the licensee or the IP Address holder or both.

10. Directions of the Authority. (1) All directives, notifications, standard operating procedures and orders issued by the Authority from time to time on or before notification of these Regulations shall be binding and applicable on the Licensees.

11. Public Education & Awareness. All licensees shall take necessary steps for the awareness of consumers of all the requirements and processes to be followed by persons who wish to apply for white listing of IP addresses.

12. Inspection. (1) In order to ensure compliance of these Regulations, the Authority through its authorized officer(s) may inspect the premises and records maintained by the Licensee(s) at any time.

(2) The concerned Licensee(s) shall provide all the information and shall extend all possible assistance to the authorized officer(s) or representative of the Authority to inspect the records.

(3) The concerned licensee(s) shall also facilitate PTA for carrying out physical inspection of its whitelisted customer premises.

13. Reporting Requirements. All Licensees shall submit reports about list of IP Addresses which have been white listed by PTA along with names, dates or any information for the purpose of these Regulations as and when required by the Authority.

14. Confidentiality of Information. Without prejudice to the provisions of any law for the time being in force, every Operator shall ensure the confidentiality of all information disclosed by the Subscribers under the provisions of these Regulations.



Date: _____

1. Service Provider Details	
Name of Company: _____	Contact Person _____
License Category _____	License No. _____
Phone No. _____	Fax No. _____
Mobile No. _____	Email _____
Any Default Related to PTA <input type="checkbox"/> Yes <input type="checkbox"/> No	

2. Customer Details	
Name of Company/Person: _____	Contact Person _____
Phone No. _____	Fax No. _____
Mobile No. _____	Email _____
Address _____	

3. Call Center Details	
Registration No _____	Type (Inbound/Outbound/Hybrid) _____
Expiry Date _____	No. of Seats _____

4. Purpose of Whitelisting		<input checked="" type="radio"/> White Listing	<input type="radio"/> De Listing
Call Center <input type="checkbox"/>	Video Conference <input type="checkbox"/>		
LDI Operations <input type="checkbox"/>	Educational <input type="checkbox"/>		
Others <input type="checkbox"/>	Other Details _____		

5 (a). IP Addresses Details		5 (b). Already White listed IPs	
Sr.No.	IP Addresses	Sr. No.	IP Addresses
1		1	
2		2	
3		3	
4		4	

6. B End IP Addresses Details			
Sr.No.	B End IP Addresses	Company Name/ Nature	Address
1			
2			

7. Bandwidth Details	
Bandwidth (Mbps): _____	
Media: _____	<input type="checkbox"/> Fiber <input type="checkbox"/> DSL <input type="checkbox"/> Wireless <input type="checkbox"/> Other
Backend Bandwidth Provider: _____	
Applicant Bandwidth: _____	<input type="checkbox"/> Monitored <input type="checkbox"/> Un-Monitored

8. PRI Details	
Name of Operator _____	
Allocated Numbers Detail _____	

9. Documents Required	
a. Request of IP White listing on Company Letterhead	<input type="checkbox"/>
b. IP White-listing Justification Performa	<input type="checkbox"/>
c. Call Center Certificate & Certificate of Company Incorporation	<input type="checkbox"/>
d. CNIC of Designated Representative of customer	<input type="checkbox"/>
e. Undertaking on Court Stamped Paper on Prescribed Format	<input type="checkbox"/>
f. Evidence of Application processing fee amounting to Five Hundred PKR per IP address	<input type="checkbox"/>
g. Type Approval of Video Conference / Terminal Equipment	<input type="checkbox"/> Yes <input type="checkbox"/> No

10. Declaration	
<i>★It is undertaken that the information provided above is complete and correct to the best of my knowledge. ★</i>	
Customer Stamp & Signatures	Operator Stamp & Signatures

11. Office Use Only		
<input type="checkbox"/> Approved	Comments _____	
<input type="checkbox"/> Not Approved		
Approving Authority	Member I	Member II

IP White Listing Justification - Performa							
S. No.	White Listed IP	Machine/Server on which IP is Assigned	Model/Serial No. of Machine	Services Offered Through this Server/Machine	Purpose Justification of IP	VoIP Protocol Used	VPN/Tunneling Used on This IP
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

UNDERTAKING

I, _____ s/o, d/o _____, having CNIC number _____, employee of _____ and serving as <designation> in this organization is fully authorized to sign this undertaking on behalf of the <Chairman or CEO> <Mr./Ms> of <Company name>. I hereby affirm and undertake the following for and on behalf of <company>:-

1. IP addresses _____ <IP Address> _____ will be used only for the purpose of _____.
2. These IP address shall not be used for switching, routing, origination or termination of voice calls made from/to Fixed and Mobile switched telephone Networks of Pakistan.
3. These IP address shall not be used to interconnect with any Fixed or Mobile Switched Telephone Network of Pakistan for voice traffic purpose.
4. No facility will be provided to any other operator/service provider for switching, routing, origination and termination of voice traffic.
5. In case of violation of above conditions or PTA Rules and Regulations, the company will be held responsible and will be liable to applicable penalties under Rules and Regulations.

Name: _____
Designation: _____

Name: _____
Designation: _____

Signature: _____

Signature: _____

Date: _____
(On behalf of White listed IP user)

Date: _____
(On behalf of Service Provider as witness)