



RSM/COAI/2020/062

March 21, 2020

**Dr. R.S. Sharma,
Chairman,**

Telecom Regulatory Authority of India (TRAI),
Mahanagar Door Sanchar Bhawan,
J.L. Nehru Marg, (Old Minto Road)
New Delhi – 110002

**Subject: Waiving off of charges for Data and Voice for Certain Websites and Tele Numbers
Offering Information Related to COVID-19 Pandemic**

Dear Sir,

1. In the current environment, COVID related information from recognized sites has become a public need. Therefore, such services in the existing circumstances have become very critical for public in the present situation and have emerged as a necessity for the subscribers.
2. As an effort by Operators to assist customers during these challenging times, we suggest that charges for Data and Voice for Certain Websites and Telephone Numbers offering information related to COVID-19 Pandemic be waived for access by active subscribers. A list of these websites and phone numbers is given below:

Information sites

1. <https://covidout.in/>
2. <https://www.mohfw.gov.in/>
3. <https://www.who.int/health-topics/coronavirus>
4. <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
5. <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
6. <https://www.worldometers.info/coronavirus/>
7. <https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>
8. <https://infographics.channelnewsasia.com/covid-19/map.html>
9. <https://covidout.in/test-centres>

Helpline Numbers & Email ID

1. [National Helpline Number - 1075](tel:1075) | [1800-112-545](tel:1800-112-545)
2. [Central Helpline Number - +91-11-23978046](tel:+91-11-23978046) | [+91-11-23978043](tel:+91-11-23978043)
3. [Central Helpline Email - ncov2019@gov.in](mailto:ncov2019@gov.in)

14, Bhai Veer Singh Marg, New Delhi – 110 001

tel: +91-11-23349275 fax: +91-11-23349276 email: contact@coai.in website: www.coai.in



3. Kindly note that the above list will keep evolving as we move forward to meet the above objective.
4. Further, the process will take time to implement in networks as after your approval, we will need to reach out to the information sites and implement necessary whitelisting across all GGSNs where static IPs are available.

We hope that our above request will merit your kind consideration and support.

Thanking You,

Yours faithfully,

Rajan S. Mathews
Director General

Cc:

- 1) Sh. H Pradeep Rao, Member (TRAI)
- 2) Sh. Sunil K. Gupta, Secretary (TRAI)

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