

UPDATION OF NATIONAL CUSTOMER PREFERENCE REGISTER  
(NCPR) DATA BY ACCESS PROVIDERS

1. Access Provider shall maintain Provider Customer Preference Register (PCPR) in the format as indicated vide TRAI letter no 305-17/2010-QoS dated 2.12.2010 or as specified by TRAI from time to time.
2. Access provider shall create a VPN with the server hosting PCPR data to the server hosting NCPR for updation of NCPR data by PCPR.
3. Access Providers shall update NCPR with the changes in PCPR data once in twenty four hours using VPN through website [www.nccptrai.gov.in](http://www.nccptrai.gov.in).
4. The Access provider shall login using its user name and password and click upload button to upload changes in PCPR data.
5. Access provider will upload the changes in PCPR data indicating number of records and the file name.
6. Agency maintaining the NCPR will generate a unique reference number as soon as the file containing the changes in PCPR is uploaded.
7. Agency maintaining the NCPR will make available the uploaded file by the access provider in downloadable format indexed on unique reference number.
8. Agency maintaining the NCPR will also indicate discrepancies along with the details.
9. Access provider shall verify the correctness of the data and take necessary action on the discrepancies indicated thereon.
10. The corrections, if any, shall be incorporated and the file containing the corrected data will be again uploaded by the Access provider.

11. Access provider can also download the copy of its PCPR data available with the agency.
12. The agency shall update the NCPR with the data received from the Access Providers (the Provider Customer Preference Register) twice a week on every Tuesday and Friday from 0000 Hrs to 0600 Hrs. During this period NCPR shall not be available for use by the telemarketers and Access Providers.
13. The delta data so updated (both additions and deletions in NCPR) shall be available for download by Access Providers from 0700 Hrs to 1300 Hrs on every Tuesday and Friday respectively.
14. The Access Providers shall update their national customer preference data with this delta data every Tuesday and Friday. In order that there is synchronization between the telemarketers and Access Providers, the data updated and downloaded on Tuesday will be used from 0000 Hrs of Wednesday to 2359 Hrs of Friday and the data updated and downloaded on Friday will be used from 0000 Hrs of Saturday to 2359 Hrs of Tuesday.
15. The agency shall also maintain an updated NCPR database. This data will be the only reference data for both telemarketers and Access providers.