Government of India
Ministry of Communication & Information Technology
Department of Telecom
(Security- TERM wing)

Letter No. 19-3/2012-S-I

Dated 17.05.2012

To,

All Telecom Service Providers

Subject:- Storage of CAF/documents after permanent disconnection of telephone connections.

The case pertains to retention of CAFs along with supporting documents for the churned subscriber. In this regard various representations have been received from Apex advisory council of Telecom (ACT) and Telecom service providers.

2 The matter was examined and it has been decided that the CAF/Documents of churned subscribers shall be preserved for a period of three years after permanent disconnection of the numbers and may be destroyed thereafter unless directed otherwise by the licensor or court of law.

Rehman

(M.A.REHMAN)
ADG(Security)

Copy to:
1) Sr DDG(AS)/DDG(CS)/DDG(DS),DoT
2) Heads of all TERM Cells