

Regulatory compliance reference table

Requirement	United States	India
Regulatory body	<u>FCC (Federal Communications Commission)</u>	<u>TRAI (Telecom Regulatory Authority of India)</u>
Primary legislation	TCPA (Telephone Consumer Protection Act); FCC regulations	TRAI Telecom Commercial Communications Customer Preference Regulations (TCCCPR)
Permitted calling hours	8:00 AM – 9:00 PM (recipient's local time) per TCPA	9:00 AM – 9:00 PM per TRAI guidelines
Do-not-call framework	FTC's National Do Not Call Registry; state-level DNC lists	TRAI's National Customer Preference Register (NCPR)
Consent requirements	Written or verbal prior express consent required for most commercial calls (TCPA); opt-in required for autodialed or prerecorded calls	Documented opt-in consent under TRAI's UCC (Unsolicited Commercial Communication) framework
Number authentication standard	STIR/SHAKEN — mandatory for Tier-1 carriers; A-level attestation is full authentication	DLT (Distributed Ledger Technology) — mandatory for 1400/1600 series; sender registration and template pre-approval required
Mandatory number series	No series mandate; 10DLC registration required for A2P SMS; toll-free verification for high-volume calling	1600 series for BFSI; 1400 series for promotional/marketing; standard DIDs for general outbound
Spam / reputation framework	Carrier analytics engines (Hiya, TNS Call Guardian, First Orion) operating independently of STIR/SHAKEN; CNAM display affects answer rates independently of spam classification; no single registry	TrueCaller (independent of carrier-level flags); CNAP (Calling Name Presentation, TRAI-mandated); carrier-side analytics
Key compliance risk	TCPA litigation; FCC enforcement actions; carrier filtering	TRAI enforcement; campaign blocks; DID suspension