



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार /Government of India



Dated 14th December, 2017

DIRECTION

Subject: Direction under Section 13 read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of Section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and sub-regulation (2) of Regulation 10 of the Standards of Quality of Service of Basic Telephone Service (Wireline) & Cellular Mobile Telephone Service, Regulations 2017 (7 of 2009), to submit compliance reports of benchmarks of Quality Of Service parameters.

F. No.304-2/2016-QOS---- Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the Authority), established under sub-section (1) of Section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as the TRAI Act), has been entrusted with discharge of certain functions, inter alia, to regulate the telecommunication services; to ensure compliance of terms and conditions of licence; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication service;

2. And whereas the Authority, in exercise of the powers conferred upon it under Section 36 read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of Section 11 of the TRAI Act, made the Standards of Quality of Service of Basic Telephone Service (Wireline) & Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) (hereinafter referred to as the Regulations);

3. And whereas Regulation 9 of the said Regulations provides that every service provider shall submit to the Authority its compliance reports of benchmarks in respect of each quality of service parameter specified under Regulation 3 and Regulation 5 in such manner and format, at such periodic intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction;

4. And whereas the Authority, vide its Direction F.No.305-25/2008-QOS (Pt.II) dated the 10th August, 2009, inter alia, directed all the Access Providers to submit, the compliance report, in writing and also in the electronic form in Microsoft Excel format, duly signed by the authorised signatory of the service provider, on monthly basis, in the formats annexed as Annexure-III and Annexure-IV to the said direction, in respect of quality of service parameters of the Cellular Mobile

Telephone Service, mentioned at serial numbers (i), (ii), (iii) and (iv) under Network Service Quality Parameters at serial Number A of Regulation 5 of the Regulations;

5. And whereas the Authority, vide its Direction F.No.305-7/2013-QOS dated the 29th July, 2015, inter alia, directed all the Access Providers to submit, the compliance report, in writing and also in the electronic form in Microsoft Excel format, duly signed by the authorised signatory of the service provider, on monthly basis within twenty one days from the end of each calendar month, in the formats annexed as Annexure-I to the said direction, in respect of quality of service parameters of the Cellular Mobile Telephone Service, mentioned at serial numbers (i), (ii) and (iii) under Network Service Quality Parameters at serial Number A of Regulation 5 of the Regulations for forty two cities including four Metro cities (district wise) as per Annexure II to the said direction;

6. And whereas the parameters, benchmarks and method and assessment period for parameters specified at serial numbers (i), (ii), (iii) and (iv) under Network Service Quality Parameters at serial Number A of Regulation 5 of the Regulations were amended vide the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Fifth Amendment) Regulations, 2017 (4 of 2017);

7. Now, therefore, in exercise of the powers conferred upon it under Section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of Section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and Regulation 9 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009), the Authority, in supersession of format number TRAI/QoS/CMTS/1-PMR and format number TRAI/QoS/CMTS/2-POI annexed as Annexure-III and Annexure-IV to the direction F.No.305-25/2008-QOS (Pt.II) dated the 10th August, 2009, referred to in para 4 above, and direction F.No.305-7/2013-QOS dated the 29th July, 2015, referred to in para 6 above, hereby directs the Unified Access Service Providers and Cellular Mobile Service Providers, including Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd., to submit their compliance reports, within a period of twenty one days of the end of each quarter ending on the 31st March, the 30th June, the 30th September and the 31st December of the year, respectively, in writing and also in the electronic form in Microsoft Excel format, duly signed by the authorised signatory of the service provider, on quarterly basis, in respect of the parameters of the Cellular Mobile Telephone Service at serial numbers (i), (ii), (iii) and (iv) under Network Service Quality Parameters at Serial Number A of Regulation 5 of the Regulations, in the format TRAI/QoS/CMTS-Revised, annexed as Annexure-I to this direction.



(Asit Kadayan)
Advisor (QoS)

Encl: **Annexure - I**

To,

All Unified Access Service Providers and Cellular Mobile Service Providers including BSNL and MTNL.

Quarterly Network Service Performance Report of Cellular Mobile Telephone Service

Report for the Quarter ending :
Name of the Service Provider :

Name of Service Area / City	TCBH (Time period)	Network Availability							Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
		Total no. of BS in the licensed service area	Sum of downtime of BS in a Quarter in hours i.e. total outage time of all BS in hours during the Quarter	Accumulated down-time (not available for service) (%)	No. of BS having accumulated down-time of >24 hours in the Quarter	Worst BSSs affected due to down-time (%)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VOLTE as applicable (with licensee's own network)	SDCCH/Paging Channel Congestion/RRC Congestion (%)	TCH, RAB and E-RAB Congestion (%)	Total no. of cells in the network	Total No. of cells not considered for DCR computation	Network QoS DCR Spatial Measure [Network_QoS(90,90)]	Network QoS DCR Temporal Measure [Network_QTD(97,90)]	Connections with good voice quality, Circuit Switched Voice Quality and VOLTE quality	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Benchmark				≤ 2%		≤ 2%	≥ 95%	≤ 1%	≤ 2%			≤ 2%	≤ 3%	≥ 95%	≤ 0.5%

The achievement of benchmark against each parameter is to be averaged over a period of one quarter for 2G, 3G and 4G VolTE Services (combined) as per the measurement methodology explained in Explanatory Memorandum to regulations

AP	ASM	BH	CHN	DLI	HP	RAJ	TN	UPW	WB

BS - Base Station and includes BTS, Node B and eNode B.
 RRC - Radio Resource Controller
 RAB - Radio Access Bearer
 eNode B - Evolved Node B

Note 1: The traffic parameters under column 13 and 14 to be recorded during Cell Bouncing Busy Hour (Cell BH), and the traffic parameters under column 8, 9, 10, 15 and 16 to be recorded during Time Consistent Busy Hour (TCBH) of the network comprising of all the MSCs/GMSCs in the Licensed Service Area

Note 2: Pls. indicate here only number of POIs having Congestion >0.5%.

Signature, Name and Designation of the Authorised Signatory : operations
 E-mail Address :
 Mobile / Telephone No. :