

**Information note to the Press
(Press Release No. 229/2012)**

For Immediate Release

Telecom Regulatory Authority of India

TRAI releases “The Standards of Quality of Service for Wireless Data Services Regulations, 2012”.

New Delhi, 4th December, 2012: The Telecom Regulatory Authority of India (TRAI) has today released “The Standards of Quality of Service for Wireless Data Services Regulations, 2012”.

2. Through the above regulations TRAI had mandated every Cellular Mobile Telephone Service provider or Unified Access Services provider to set up a test set up comprising of servers and test probes to cover the entire geographical area of coverage of different data services in the licensed service area. The service providers are required to meet the Quality of Service benchmarks for the wireless data services in respect of parameter such as:

- (a) Provision or activation of Data Services,
- (b) Successful data transmission download/upload attempts from a test server,
- (c) Minimum download speed from a test server covering all tariff plans,
- (d) Average Throughput for Packet data from a test server for all tariff plans,
- (e) Latency for data services from a test server,
- (f) PDP Context Activation Success Rate,
- (g) Data Drop rate.

3. It has also been mandated that service providers have to publish at its website, the details of all data services offered, along with their tariff, clearly indicating the cities and towns where such data services and tariff plans are applicable. The service providers shall not offer new data services or modify the existing data services or tariff (s) without prior publication at its website.

4. The Standards of Quality of Service for Wireless Data Services Regulations, 2012 have been uploaded on TRAI's website (www.trai.gov.in). For any clarifications, on the above said Regulations, contact Mr. A. Robert Jerard Ravi, Advisor (CA&QOS), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, New Delhi-110002. (Tel No. 011- 23230404, Fax No. 011-23213036, email id: advqos@trai.gov.in).

**Rajeev Agrawal
Secretary, TRAI**