

Information note to the Press

(Press Release No. 235/2012)

For Immediate Release

Telecom Regulatory Authority of India

TRAI issues the “Quality of Service of Broadband Service (Amendment) Regulations, 2012 (28 of 2012)”.

New Delhi, 24th December, 2012: Telecom Regulatory Authority of India (TRAI) has today released the “Quality of Service of Broadband Service (Amendment) Regulations, 2012 (28 of 2012)” on financial disincentives.

2. The purpose of these regulations is to prescribe financial disincentives on the service providers for failure to meet the prescribed Quality of Service (QoS) benchmarks for Broadband Services. These regulations prescribe financial disincentive on Broadband Service providers for non-compliance with the benchmark at a rate not exceeding Rs. 50000 per parameter for the first non-compliance and Rs. 100000 per parameter for subsequent non-compliance of the benchmarks.

3. The regulations also provide for deterrent as financial disincentives against false reporting and delay in submission of report of the Quality of Service benchmarks.

4. The “Quality of Service of Broadband Service (Amendment) Regulations, 2012 (28 of 2012)” have been placed on TRAI’s website www.trai.gov.in. For any clarification on the above Regulations contact Mr. A. Robert J. Ravi, Advisor (CA and 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: advqos@traigov.in).

Rajeev Agrawal,
Secretary, TRAI.