

TELECOM REGULATORY AUTHORITY OF INDIA

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TRAI issues Regulations on Quality of Service Standards for Broadband Service

TRAI today issued Regulations on Quality of Service of Broadband Service. The Broadband Policy issued by the Government in October, 2004 provides for fixation of the Quality of Service standards for Broadband Service by TRAI. At the time of issue of the Broadband Policy, Broadband connections in India were of the order of 50,000 only. This has crossed 17 lakhs connections by August, 2006. Alongwith the increase in the numbers of customers, the numbers of consumer complaints pertaining to Broadband Services are also increasing. The analysis of complaints received by the Authority indicates the customers concern for fault repair, service provisioning, and network & billing related problems. To address customers' concern and to create conditions for consumer satisfaction, a need is, therefore, felt to fix the Quality of Service benchmarks for Broadband.

2. The Authority had undertaken public consultation by releasing a Consultation Paper on 23rd May, 2006 and comments of stakeholders were sought by 16th June, 2006. Open House Discussions with the stakeholders were held at Delhi on 28th June, 2006. After the Open House Discussions, a core group, consisting of representatives from COAI, AUSPI, ISPAI, BSNL, MTNL, VSNL, Spectranet and an independent Consultant, was formed to further deliberate on some of the issues relating to Quality of Service for Broadband.

3. The Authority considered the comments received from stakeholders during the consultation process and the deliberations of the core group while finalizing the Quality of Service norms for Broadband. The Authority after

extensive deliberations decided to lay down the following Quality of Service Parameters and Benchmarks for Broadband Service.

Benchmarks for Quality of Service (QoS) Parameters:

The service providers shall meet the benchmarks for the Quality of Service parameters for Broadband as laid down below:-

Sl	QoS Parameters	Benchmarks	Averaged over a period of
i.	Service Provisioning /Activation Time	100% cases in =<15 working days (subject to technical feasibility). In all cases where payment towards installation charge & security deposit is taken and the Broadband connection is not provided within 15 working days, a credit at the rate of Rs.10/ per day, subject to a maximum of installation charge or equivalent usage allowance shall be given to the customer, at the time of issue of first bill.	
ii.	Fault Repair / Restoration Time	<p>By next working day: > 90% and within 3 working days: 99%</p> <p>Rebate:</p> <p>(a) Faults Pending for > 3 working days and < 7 working days: rebate equivalent to 7 days of minimum monthly charge or equivalent usage allowance</p> <p>(b) Faults Pending for > 7 working days and < 15 working days: rebate equivalent to 15 days of minimum monthly charge or equivalent usage allowance</p> <p>(c) Faults Pending for > 15 working days: rebate equivalent to one month of minimum monthly charge or equivalent usage allowance</p>	One month

iii.	Billing Performance <ul style="list-style-type: none"> • Billing complaints per 100 bills issued • %age of Billing Complaints resolved • Time taken for refund of deposits after closure: 	< 2% 100% within 4 weeks 100% within 60 days	One month
iv.	Response time to the customer for assistance	% age of calls answered by operator (Voice to Voice) Within 60 seconds > 60% Within 90 seconds > 80%	One month
v.	Bandwidth Utilization/ Throughput: a) Bandwidth Utilization i) POP to ISP Gateway Node [Intra-network] Link(s) ii) ISP Gateway Node to IGSP / NIXI Node upstream Link(s) for International connectivity b) Broadband Connection Speed (download)	<80% link(s)/route bandwidth utilization during peak hours (TCBH). If on any link(s)/route bandwidth utilization exceeds 90%, then network is considered to have congestion. For this additional provisioning of Bandwidth on immediate basis, but not later than one month, is mandated. Subscribed Broadband Connection Speed to be met >80% from ISP Node to User.	One month
vi.	Service Availability / Uptime (for all users)	> 90% quarter ending June 2007; > 98% with effect from quarter ending September 2007 and onwards	One Quarter
vii.	Packet Loss (for wired broadband access)	<1%	One month
viii.	Network Latency (for wired broadband access) <ul style="list-style-type: none"> • User reference point at POP / ISP Gateway Node to International Gateway (IGSP/NIXI) 	<120 msec	One month

	<ul style="list-style-type: none"> User reference point at ISP Gateway Node to International nearest NAP port abroad (Terrestrial) User reference point at ISP Gateway Node to International nearest NAP port abroad (Satellite) 	<p><350 msec</p> <p><800 msec</p>	
ix.	Customer perception of Services		One Quarter
(a)	% satisfied with the provision of service	>90%	
(b)	% satisfied with the billing performance	>90%	
(c)	% satisfied with help services	>90%	
(d)	% satisfied with network performance, reliability and availability	>85%	
(e)	% satisfied with maintainability	>85%	
(f)	% satisfied with Overall customer satisfaction	>85%	
(g)	% satisfied with Customer satisfaction with offered supplementary services such as allocation of static/fixed IP addresses, e-mail IDs etc.	>85%	

The Regulation is placed at TRAI website www.traigov.in.

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