

Information note to the Press

For Immediate release

Information note to the Press (Press Release No. 8/2015)

Telecom Regulatory Authority of India

TRAI releases for comments of stakeholders, the draft “The standards of Quality of Service of Basic telephone service(Wireline) and Cellular mobile telephone Service (Fourth Amendment) Regulations, 2014” proposing graded financial disincentive for repeated non-compliance by Cellular Mobile Telephone Service Provider..

New Delhi 28th January, 2015: The Telecom Regulatory Authority of India (TRAI) today issued a draft **“The standards of Quality of Service of Basic telephone service(Wireline) and Cellular mobile telephone Service (Fourth Amendment) Regulations, 2014”** for comments from the stakeholders. Through these amendments Authority proposes to review the framework for financial disincentives for repeated failures to the meet Quality of Service (QoS) Benchmarks.

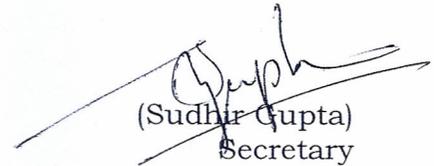
2. The Telecom Regulatory Authority of India issued the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone service (Second Amendment) Regulations dated 8th November 2012 to strengthen the effectiveness and compliance of regulation by introducing financial disincentives. In the existing framework, financial disincentives of Rs 50,000 per parameter is imposed for violation of the first instance and Rs 1,00,000 per parameter for violation of subsequent instances for network related parameters of Cellular Mobile Telephone Services(CMTS). In the case of customer related parameter of CMTS the financial disincentive of Rs 50,000 is imposed for each instance of non compliance.

3. Based on the analysis of Performance Monitoring Reports for the past few quarters, the Authority feels that there is a need to further strengthen the effectiveness of the regulation for ensuring compliance of quality parameters. The proposed draft regulation could act as a deterrent against repeated non compliance with the benchmark of quality parameters. The salient features of proposed draft regulation are



- Financial disincentive of Rs 50,000 per parameter for the first violation, Rs 1,00,000 per Parameter for second violation, Rs 1,50,000 for third violation and Rs 2,00,000 for fourth and subsequent violations of the QoS benchmarks
- The financial disincentive for both the customer related and network related parameter is also proposed to be made identical.

4. The draft **“The standards of Quality of Service of Basic telephone service(Wireline) and Cellular mobile telephone Service (Fourth Amendment) Regulations, 2014”** have been placed on TRAI’s website (www.trai.gov.in) for the comments of stakeholders . Stakeholders are requested to submit their comments by **13th February 2015** on email: advqos@trai.gov.in. In case of any clarification, please contact, Mr A. Robert. J. Ravi, Advisor (CA & QOS) at Tel. No. 011-23230404 or at email id: advqos@trai.gov.in.


(Sudhir Gupta)
Secretary