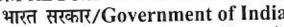
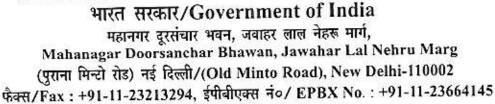


भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA







Dated: the 29th July, 2015

DIRECTION

Subject: Direction under section 13 read with sub-clauses (i) and (v) of clause (b) of sub-section (i) 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) dated the 20th March, 2009 to submit compliance reports of benchmarks of quality of service parameters.

F.No.305-7/2013 (QoS)------Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority], established under section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act, 1997), has been entrusted with discharge of certain functions, inter alia, to regulate the telecommunication services; protect the interests of consumers of the telecom sector, ensure technical compatibility and effective inter-connection between different service providers; 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 the interest of the consumers of telecommunication services:

- 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 TRAI Act, 1997, made the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009 (hereinafter referred to as the regulations);
- 3. 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 authorized signatory of the service provider, on monthly basis, in the format annexed as Annexure III to the said direction, in respect of the 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;
- 4. And whereas under the Direction, referred to in the preceding Para, the Access providers are mandated to furnish the monthly performance reports of Cellular Mobile Telephone service, in the format annexed as Annexure III with the said Direction, service area wise including some major cities;
- And whereas the Authority received complaints from the consumers alleging frequent call drop in the network of different service providers;
- 6. And whereas the Authority has after examining the complaints, referred to in the preceding para, decided to monitor the compliance of parameter of quality of service relating to call drop up to sub-service area;
- 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

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of the Telecom Regulatory Authority of India, Act, 1997 and regulation 9 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated the 20th March, 2009, the Authority hereby directs all the Unified Access Service providers and Cellular Mobile Service providers including Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd. to submit, in addition to the compliance report being furnished under the Direction F. No. 305-25/2008-QoS (Part II), dated the 10th August, 2009; within twenty one days of end of each calendar month, compliance report, in writing and also in the electronic form in Microsoft Excel format, duly signed by the authorized signatory of the service provider, in respect of parameters of quality of service for the Cellular Mobile Telephone Service mentioned at serial numbers (i), (ii) and (iii) of regulation 5, of the regulations, in the format number TRAI/QoS/CMTS/PMR/City in Annexure-I in respect of forty two cities including four Metro cities (district wise), in Annexure II, annexed with this Direction.

A Robert Jerard Ravi)

Advisor (QoS)

To,

All Unified Access Service Providers, Cellular Mobile Service Providers, BSNL and MTNL Format No. TRAUQOS/CMTS/PMR /Citywise-

Monthly TRAI Network Performance Report of Cellular Mobile Telephone Service - Network Service City wise

Month Year 2019 Name of the Service Provider :

Name of Regulations: The standards of Quality of Service of Basic Telephone service (Wireline) Regulations, 2009 (7 of 2009)

Name of Service Area	City/District	Time Consistent	Network Assistance Total no. of Sum of Soundine STSs No of RThs Worst affected				Correction Establishment (Accessibility)				Helwork Traffic Capacity and Utilization						
		Busy Hour (TCBH)	Total na. of B15s in the City/Area	Sum of downsime of 878s in a month in hours Le total outage Sime of all 878s in hours during a month	Accumulated downries (not available for service)	ho of BTBs having accumulated downtime of >24 hours in a month	Worst affected BTSs due to downstree (fluege)	Call Set-up Success Rate (within Scenses's own (retwork)	BDCCH/ Paging CN Congestion (Nage)	TEM Congestion (%age)	Call Brop Rate [%age]	Tetal No. of calls succeeding 3% TCH erep (call drop)	Total no, of cels in the network	Worst affected cells having more than 3% TCH drop (cell drop) rate (%ege)	Nage of connection with good voice quality	Equipped Capacity of Network in respect of fraffic in erlang	Total traffic handled in TCBH in erlang
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	17	18
	Benchmark				s 2%		≤ 2%	2 95%	S 1%	s 2%	S 2%			£ 3%	≥ 95%		
	The a	chlovement o	of benchma	rk ägainst each	barameter (s to be avera	ged over a p	oriod of one	nonth as pe	r the measu	rement metho	odology expla	lined in Exp.	lanatory Mem	orandum to	regulations	
Delhi[District wise]	South Delhi		9										- 100	1,550	111000	Control of the contro	
	South West Delhi				3							8		-			
	South East dethi										-						
	NewDolhi									-			-	-			
	North dehi		9 = =		9 9					-		-					
ere meet to F	North West Delhi		0		7					-							
	Central delhi			4								6 9					
	Sahadra	A STATE OF THE STA		5 - 5 - 5				-						-	-		
	East dehi												-				
	West Delhi											9 - 8		-			-
	North East delhi										-						
	Ghaziabad/Gaudha								_		-	8 - 14		- 4	_		
	Gurgaon		2		- 3										_		-
	Faridabad				- 3					2							
Mumbal(District wise)	Mumbai City		Ü - 8										_	_			_
	Mumbai Suburban		§ 8								4						
	Thane			W- 0	- 9				-	*							
Chennai(Districtwise)	Chennai												-				
	Thiruvallur		3 1	===//					6								
	Kanchipuram		No. of Contract of	5								-					
Kolkatia(District wise)	Kolkatta															_	
	Howrah				- 5	- 50					0				_		
	Chandannagore											2					
	Hugli-Chuchura								-		-						
	Serampore									-							(

AndhraPradesh	Hyderabad						7	. CE	S		1	1	T	
AndhraPradesh	Vishakapatnam									100				
Assam	Guwahati						E		3 -					
Bihar	Patna							-						1
Bihar	Ranchi								3					
Gujarat	Ahmedabad					1	<u> </u>		-			_	-	
Gujarat	GandhiNagar						0.00							
Gujarat	Vadodara			1102-3-					12					
Haryana	Ambala	1 2				1								+
Himachal	Shimla						7							1
JammuandKashmir	Srinagar(J&K)			5				-					1	_
Karnataka	Bangatore	16						18	. 3					
Karnataka	Mysore							0					1	
Kerala	Thiruvanthapuram							5						
MadhyaPradesh	Bhopal								2 1 2 2					
MadhyaPradesh	Indore	- 1			-	1							-	+
MadhyaPradosh	Raipur				1	1							1	10
Maharashtra	Aurangabad								8				+	-
Maharashtra	Nagpur										1			
Maharashtra	Nashik						-							
Maharashtra	Pune				1	1			1				1	1
North East	Shillong													
North East	Aizawa!	7 0									_		-	+
Orissa	Bhubaneswar					1								10
Punjab	Amritsar								12					1
Punjab	Chandigarh							10			_	1		1
Rajasthan	Jaipur													-
Rajasthan	Jodhpur												1	1
TamilNadu	Coimbotore							(3)	(K)		1		10	
TamiNadu	Puducherry								18					1
UPE	Allahabad							10			_			1
UPE	Lucknow						X-	Sir Control						1
UPF	Varanasi												1	1
UPW	Agra							18	(c) (c)					1
UPW	Dehradun													+
UPW	Meerut												1	-
WestBengal	Darjeeling				1			16	100					
WestBengal	Gangtok					-					_			

Name of Service Area	City/District
Delhi[District wise]	South Delhi South West Delhi
	South East delhi
5 - 5 - W	NewDehi
	North delhi
	North West Delhi
	Central delhi
	Sahadra East delhi
	West Dehi
	North East delhi
	Ghaziabad/Gaudham Budha Nagar
	Gurgaon
	Faridabad
Mumbai[District wise]	Mumbai City
	Mumbai Suburban
Chennai(Districtwise)	Thane Chennai
Chenna(Untrictwise)	Thiruyallur
	Kanchipuram
Kolkatta(District wise)	Kolkatta
is consecutively see	Howrah
	Chandannagore
	Hugi-Chuchura
Andhra Pradesh	Serampore Hyderabad
AndhraPradesh	Vishakapatnam
Assam	Guwahati
Béhar	Patna
Bihar	Ranchi
Goprat	Ahmedabad
Gujarat	GandhiNagar
Gujarat	Vadodara Ambala
Haryana Himachal	Shimla
JammuandKashmir	Srinagar(J&K)
Karnataka	Bangalore
Karnataka	Mysore
Kerala	Thiruvanthapuram
MadhyaPradesh	Bhopal
MadhyaPradesh	Indore
MadhyaPradesh Maharashtra	Raipur Aurangabad
Maharashtra	Nagpur
Maharashtra	Nashik
Maharashtra	Pune
North Fast	Shilong
North East	Azaval
Onssa	Bhubaneswar
Punjab Punjab	Amritsar Chandigath
Rajasthan	Jaipur
Rejasthan	Jodhour
TamilNadu	Combatore
TamilNadu	Puducherry
UPE	Alahabad
UPE	Lucknow
UP(Varanasi
UPW UPW	Agra Dehradun
UPW	Meerut
WestBengal	Darjeeling
WestBengal	Gangtok