

#### भारतीय दुरसंचार विनियामक प्राधिकरण

### Telecom Regulatory Authority of India [भारत सरकार / Government of India]



Dated: 09.09.2025

#### **DIRECTION**

Subject: Direction to the service providers regarding publication of their performance with respect to the benchmark of Quality of Service parameters specified under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)

- **F. No. RG-29/(1)/2025-QoS** ---- Whereas the Telecom Regulatory Authority of India (hereinafter referred to as "the Authority"), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as "TRAI Act"), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services; ensure compliance of terms and conditions of licence; ensure technical compatibility and effective inter-connection between different service providers; laydown 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 services provided by the service providers so as to protect the interest of the consumers of telecommunication service;
- 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 the TRAI Act, made the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated the 02<sup>nd</sup> August 2024 (hereinafter referred to as "the regulations"), which have come into force with effect from 1st October 2024;
- 3. And whereas sub-regulation (2) of regulation 15 of the regulations provides for publication of its performance with respect to the benchmark of Quality of Service parameters by the service providers and the said sub-regulation reads as under: -
  - "(2) Every service provider shall publish, for the information of the consumers, its performance with respect to the benchmark of QoS parameters specified in regulation 4, regulation 6, regulation 7, regulation 9 and regulation 10, as applicable, in such manner and format, as may be directed by the Authority from time to time.";
- 4. Now, therefore, the Authority, in exercise of the powers conferred upon it under regulation 15 of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024), hereby directs all service providers to publish on their website, within fifteen days from the last date of submission of

Performance Monitoring Report to the Authority, its performance with respect to the benchmark of Quality of Service parameters of access service (wireless), access service (wireline) and broadband (wireline) service, as applicable, on quarterly or monthly basis, as the case may be, in accordance with the guidelines specified in the **Annexure** attached with this Direction.

5. This Direction shall come into force with effect from **08**<sup>th</sup> **November 2025**.

Enclosure: As above

Advisor (QoS-I)

To

#### All Service Providers having:

- i. Unified Access Service License;
- ii. Unified License with authorization for Access Service;
- iii. Internet Service Authorization under any License; and
- iv. Authorization under the Telecommunications Act, 2023 for providing Access or Broadband Service.

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029

#### Annexure

## Guidelines for publishing performance with respect to the benchmark of Quality of Service parameters on service providers' website

Service providers shall strictly adhere to the following guidelines while publishing performance with respect to the benchmark of Quality of Service parameters on its website in accordance with the provision of sub-regulation (2) of regulation 15 of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated 02nd August 2024:

- (i) Service providers shall publish performance with respect to the benchmark of Quality of Service parameters of access service (wireless), access service (wireline) and broadband (wireline) service, whichever is applicable, on their official website, within fifteen (15) days of the last date of submission of respective performance monitoring report (PMR) to the Authority.
- (ii) Performance of access service (wireless) shall be published on monthly basis, whereas performance of access service (wireline) and broadband (wireline) service shall be published on quarterly basis and shall be accessible by all the customers/subscribers.
- (iii) The information published on service provider's website shall be the same as submitted to the Authority.
- (iv) A tab titled 'Service Quality' should be provided in the navigation bar on the home page/landing page of the website. Under this tab, the PMR of different service should be published under different sub-menu titled "Basic", "Mobile" and "Broadband (Wireline)", whichever is applicable.
- (v) The performance shall be published in a clear, tabular format that is easily readable and user-friendly with the options, as detailed below:
  - a. Performance for specific period: By default, performance of last quarter/ month, as applicable, shall be displayed for all LSAs/ Service areas (sorted alphabetically). However, users shall have the option to select a specific quarter/month, and the performance of all LSAs/ Service areas (sorted alphabetically) shall be displayed for the selected quarter/month. Performance of all quarters or months, as applicable, for last two financial years shall be accessible. However, the performance for the period prior to 1<sup>st</sup> October 2024 is not required to be displayed. Format for displaying performance of various services are as follows:

Access Service (wireless) - As per **Appendix-I** 

Access Service (wireline) - As per **Appendix-II** 

Broadband (wireline) Service - As per **Appendix-III** 

b. LSA/ Service area wise: User shall have the option to view the performance of a specific LSA or service area. On choosing a specific LSA or service area, performance of that LSA or service area for all quarters or months, as applicable, for last two financial years shall be displayed in the descending order (latest at top). However, the performance for the period prior to 1<sup>st</sup> October 2024 is not required to be displayed. Format for displaying performance of various services are as follows:

Access Service (wireless) - As per **Appendix-IV** 

Access Service (wireline) - As per **Appendix-V** 

Broadband (wireline) Service - As per **Appendix-VI** 

c. Any non-compliance with respect to specified benchmarks of respective QoS parameter shall be highlighted in 'Red' colour.

(vi) The service providers are free to provide more information and user-friendly features for enhancing the user experience.

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Appendix-I

#### Performance with respect to the benchmark of Quality of Service parameters for Access service (Wireless)

for the quarter/ month of \_\_\_\_\_ (like June-2025)

#### A. Network Related QoS Parameters

			Network A	vailability		Voice Co	nnection E (Accessibi	stablishment lity)	Voice Con	nection Mai	ntenance (Re	etainability)		dband vice
S. N o	LS A	Availabil ity of service wise geospati al coverag e map on service provider 's website for percent age of working cells	Cumulat ive downti me (Cells not availabl e for service)	Worst Affecte d Cells due to downti me	Percent age of significa nt network outage (service s not availabl e in a district for more than 4 hours) reported to the Authorit y within 24 hrs of start of the outage	Call Set-up Succes s Rate: Intra- Service provide r (within service provide r's networ k)	Call Set-up Succes s Rate: Inter- Service provide r (incomi ng from other service provide rs' networ k)	Point of Interconnec tion (POI) Congestion (90th percentile value)	DCR Spatial Distribut ion Measure for Circuit Switche d (2G/3G) network [CS_QSD (88, 88)]	DCR Spatial Distribut ion Measure for Packet Switche d (4G/5G and beyond) network [PS_QSD (92, 92)]	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_ QSD (88, 88)]	Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_ QSD (88, 88)]	Latenc y (in 4G and 5G netwo rk)	Packet Drop Rate (in 4G and 5G netwo rk)
		≥ 99%	≤ 2%	≤ 2%	100%	≥ 98%	≥ 95%	≤ 0.5%	≤ 2%	≤ 2%	≤ 2%	≤ 2%	msec	≤ 3%
1														
2														
3														
								1						

### **B.** Customer Service Related QoS Parameters

				Cust	tomer Se	rvice		
S N o	LSA	Billing and charging complaints	Resolution of billing/ charging complaints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Acces sibilit y of call centre / custo mer care	Percentag e of calls answered by the operators (voice to voice) within 90 seconds	Termination/ closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non-provisioning of service
		≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
1								
2								
3								
4								

# C. Offered typical download/ upload speed and 80<sup>th</sup> percentile measured download/ upload speed for different tariff offerings

S No	LSA	Name of Tariff offerings	Offered typical download speed (In Mbps)	80th percentile value of download speed measured in test samples (In Mbps)	Offered typical upload speed (In Mbps)	80th percentile value of upload speed measured in test samples (In Mbps)
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Appendix-II

### Performance with respect to the benchmark of Quality of Service parameters for Access service (Wireline)

for the quarter of \_\_\_\_\_ (like June-2025)

		Service Provisionin g		Fault	Repair		Point of Intercon nection			Cus	tomer Servi	ce		
S. No.	LSA Name	Provision of a service within 7 working days of payment of demand note by the customer	Fault inciden ces (No. of faults per 100 subscri bers)	Fault repai r by next worki ng day	Fault repai r withi n three worki ng days	Mean Time to Repair (MTTR)	Point of Intercon nection (POI) Congesti on (90th percentil e value)	Billin g and char ging comp laints	Resolut ion of billing/ chargin g complai nts within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Accessib ility of call centre/ custome r care	Percentage of calls answer ed by the operators (voice to voice) within 90 second s	Termination/closure of service within seven working days of receipt of customer' s request	Refund of deposits within 45 days of closure of service or non- provisioning of service
		≥ 98%	≤ 5	≥ 85%	≥ 99%	≤ 10 hrs	≤ 0.5%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
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Appendix-III

# Performance with respect to the benchmark of Quality of Service parameters for Broadband (Wireline) Service for the quarter of \_\_\_\_\_\_ (like June-2025)

#### A. Performance against QoS Parameters

		Service Provisionin g	Broadb	and Serv	vice Perform	ance	Fau	It Repair				Custo	omer Sei	vice		
S No	Service Area	Provision of a service within 7 working days of payment of demand note by the customer	Latenc y	Pack et Drop Rate	Maximu m Bandwid th utilizatio n of any Custome r serving node to ISP Gateway Node [Intra- network ] or Internet Exchang e Point Link(s)	Jitte r	Fault incidenc es (No. of faults per 100 subscrib ers)	Fault repai r by next worki ng day	Faul t repa ir with in thre e wor king days	Billing and chargi ng compl aints	Resolu tion of billing / chargi ng compl aints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Acce ssibil ity of call centr e/ custo mer care	Percenta ge of calls answere d by the operator s (voice to voice) within 90 seconds	Terminati on/ closure of service within seven working days of receipt of customer' s request	Refund of deposits within 45 days of closure of service or non- provisio ning of service
		≥ 98%	≤ 50 msec	≤ 1%	≤ 80%	≤ 40 mse c	≤ 5	≥ 85%	≥ 99%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
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# B. Offered typical download/ upload speed and 90<sup>th</sup> percentile measured download/ upload speed for different tariff offerings

S No	Service Area	Name of Tariff offerings	Offered typical download speed (In Mbps)	90th percentile value of download speed measured in test samples (In Mbps)	Offered typical upload speed (In Mbps)	90th percentile value of upload speed measured in test samples (In Mbps)
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Appendix-IV

### Performance with respect to the benchmark of Quality of Service parameters for Access service (Wireless)

for									LS	SI	٩

#### A. Network Related QoS Parameters

			Network A	vailability			oice Conn		Vo		ion Maintena	ance		lband
S N o	Quart er/ Month	Availabi lity of service wise geospat ial coverag e map on service provide r's website for percent age of working cells	Cumulat ive downti me (Cells not availabl e for service)	Worst Affecte d Cells due to downti me	Percent age of significa nt network outage (service s not availabl e in a district for more than 4 hours) reporte d to the Authorit y within 24 hrs of start of the outage	Call Set-up Succes s Rate: Intra- Service provid er (within service provid er's networ k)	Call Set-up Succes s Rate: Inter- Service provid er (incom ing from other service provid ers' networ k)	Point of Interconne ction (POI) Congestion (90th percentile value)	DCR Spatial Distribut ion Measure for Circuit Switche d (2G/3G) network [CS_QS D (88, 88)]	DCR Spatial Distribut ion Measure for Packet Switche d (4G/5G and beyond) network [PS_QS D (92, 92)]	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_ QSD (88, 88)]	Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_ QSD (88, 88)]	Latenc y (in 4G and 5G netwo rk)	Packet Drop Rate (in 4G and 5G netwo rk)
		≥ 99%	≤ 2%	≤ 2%	100%	≥ 98%	≥ 95%	≤ 0.5%	≤ 2%	≤ 2%	≤ 2%	≤ 2%	≤ 75 msec	≤ 3%
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### **B.** Customer Service Related QoS Parameters

				Cus	stomer S	ervice		
S N o	Quarter / Month	Billing and charging complaint s	Resolutio n of billing/ charging complaint s within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Acces sibilit y of call centre / custo mer care	Percentag e of calls answered by the operators (voice to voice) within 90 seconds	Termination/ closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non-provisioning of service
		≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
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# C. Offered typical download/ upload speed and 80<sup>th</sup> percentile measured download/ upload speed for different tariff offerings

S No	Quarter/ Month	Name of Tariff offerings	Offered typical download speed (In Mbps)	80th percentile value of download speed measured in test samples (In Mbps)	Offered typical upload speed (In Mbps)	80th percentile value of upload speed measured in test samples (In Mbps)
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Appendix-V

#### Performance with respect to the benchmark of Quality of Service parameters for Access service (Wireline)

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		Service Provisioning			Repair		Point of Intercon nection				stomer Servi			
S. No.	Quarter	Provision of a service within 7 workin 9 days of payment of demand note by the customer	Fault inciden ces (No. of faults per 100 subscribers)	Fault repair by next worki ng day	Fault repair withi n three worki ng days	Mean Time to Repair (MTTR)	Point of Intercon nection (POI) Congesti on (90th percentil e value)	Billin g and charg ing comp laints	Resoluti on of billing/ chargin g complai nts within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Accessibil ity of call centre/ customer care	Percent age of calls answer ed by the operato rs (voice to voice) within 90 second s	Terminatio n/ closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non- provisioning of service
		≥ 98%	≤ 5	≥ 85%	≥ 99%	≤ 10 hrs	≤ 0.5%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
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Appendix-VI

#### Performance with respect to the benchmark of Quality of Service parameters for Broadband (Wireline) Service

for	Service A	Area

#### A. Performance against QoS Parameters

SNO		Service Provisionin g	Broadb	and Serv	vice Perform	ance	Fault Repair			Customer Service						
	Quarte r	Provision of a service within 7 working days of payment of demand note by the customer	Latenc Y	Pack et Drop Rate	Maximu m Bandwid th utilizatio n of any Custome r serving node to ISP Gateway Node [Intra- network ] or Internet Exchang e Point Link(s)	Jitte r	Fault incidenc es (No. of faults per 100 subscrib ers)	Fault repai r by next worki ng day	Faul t repa ir with in thre e wor king days	Billing and chargi ng compl aints	Resolu tion of billing / chargi ng compl aints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Acce ssibil ity of call centr e/ custo mer care	Percenta ge of calls answere d by the operator s (voice to voice) within 90 seconds	Terminati on/ closure of service within seven working days of receipt of customer' s request	Refund of deposit s within 45 days of closure of service or non- provisi oning of service
		≥ 98%	≤ 50 msec	≤ 1%	≤ 80%	≤ 40 mse c	≤ 5	≥ 85%	≥ 99%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
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# B. Offered typical download/ upload speed and 90<sup>th</sup> percentile measured download/ upload speed for different tariff offerings

S No	Quarter	Name of Tariff offerings	Offered typical download speed (In Mbps)	90th percentile value of download speed measured in test samples (In Mbps)	Offered typical upload speed (In Mbps)	90th percentile value of upload speed measured in test samples (In Mbps)
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