



भारतीय दूरसंचार 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; 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 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 02nd 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 **08th 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

World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 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 1st 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 1st 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.

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

[illegible]

B. Customer Service Related QoS Parameters

| S N o | LSA | Customer Service | | | | | | |
|-------------|-----|---------------------------------|---|---|--|---|--|--|
| | | 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 | Accessibilit 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 80th 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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Performance with respect to the benchmark of Quality of Service parameters for Access service (Wireline)
for the quarter of _____ (like June-2025)

[illegible]

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

[illegible]

B. Offered typical download/ upload speed and 90th 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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Performance with respect to the benchmark of Quality of Service parameters for Access service (Wireless)

for _____ LSA

A. Network Related QoS Parameters

[illegible]

B. Customer Service Related QoS Parameters

| S N o | Quarter / Month | Customer Service | | | | | | |
|-------------|-----------------------|--|---|---|---|---|--|--|
| | | 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 80th 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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B. Offered typical download/ upload speed and 90th 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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