DIRECTION

Subject: Direction under Section 13 read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of Section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and sub-regulation (2) of Regulation 10 of the Standards of Quality of Service of Basic Telephone Service (Wireline) & Cellular Mobile Telephone Service, Regulations 2017 (7 of 2009), to submit compliance reports of benchmarks of Quality Of Service parameters.

F. No.304-2/2016-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 the TRAI Act), has been entrusted with discharge of certain functions, inter alia, to regulate the telecommunication services; to ensure compliance of terms and conditions of licence; 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 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 Basic Telephone Service (Wireline) & Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) (hereinafter referred to as the Regulations);

3. And whereas Regulation 9 of the said Regulations provides that every service provider shall submit to the Authority its compliance reports of benchmarks in respect of each quality of service parameter specified under Regulation 3 and Regulation 5 in such manner and format, at such periodic intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction;

4. 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 authorised signatory of the service provider, on monthly basis, in the formats annexed as Annexure-III and Annexure-IV to the said direction, in respect of quality of service parameters of the Cellular Mobile
Telephone Service, mentioned at serial numbers (i), (ii), (iii) and (iv) under Network Service Quality Parameters at serial Number A of Regulation 5 of the Regulations;

5. And whereas the Authority, vide its Direction F.No.305-7/2013-QOS dated the 29th July, 2015, 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 authorised signatory of the service provider, on monthly basis within twenty one days from the end of each calendar month, in the formats annexed as Annexure-I to the said direction, in respect of 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 for forty two cities including four Metro cities (district wise) as per Annexure II to the said direction;

6. And whereas the parameters, benchmarks and method and assessment period for parameters specified at serial numbers (i), (ii), (iii) and (iv) under Network Service Quality Parameters at serial Number A of Regulation 5 of the Regulations were amended vide the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Fifth Amendment) Regulations, 2017 (4 of 2017);

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 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), the Authority, in supersession of format number TRAI/QoS/CMTS/1-PMR and format number TRAI/QoS/CMTS/2-POI annexed as Annexure-III and Annexure-IV to the direction F.No.305-25/2008-QOS (Pt.II) dated the 10th August, 2009, referred to in para 4 above, and direction F.No.305-7/2013-QOS dated the 29th July, 2015, referred to in para 6 above, hereby directs the Unified Access Service Providers and Cellular Mobile Service Providers, including Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd., to submit their compliance reports, within a period of twenty one days of the end of each quarter ending on the 31st March, the 30th June, the 30th September and the 31st December of the year, respectively, in writing and also in the electronic form in Microsoft Excel format, duly signed by the authorised signatory of the service provider, on quarterly basis, in respect of the parameters of the Cellular Mobile Telephone Service at serial numbers (i), (ii), (iii) and (iv) under Network Service Quality Parameters at Serial Number A of Regulation 5 of the Regulations, in the format TRAI/QoS/CMTS-Revised, annexed as Annexure-I to this direction.

(Asit Kadayen)
Advisor (QoS)

Encl: Annexure – I

To,
All Unified Access Service Providers and Cellular Mobile Service Providers including BSNL and MTNL.