

Information note to the Press (Press Release No. 28/2014)

For Immediate Release

Telecom Regulatory Authority of India


TRAI issues consultation paper on “Review of the Standards of Quality of Service of Basic Telephone Services (Wireline) and Cellular Mobile Telephone Services”

New Delhi, 21stMay, 2014: TRAI today issued a consultation paper on “Review of the Standards of Quality of Service of Basic Telephone Services (Wireline) and Cellular Mobile Telephone Services”.

2. Under the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009), TRAI had prescribed certain benchmarks for various parameters pertaining to wire line and Cellular Mobile services. TRAI has been monitoring the performance of Telecom Service Providers (TSPs) against these benchmarks through submission of compliance report by the TSPs and has been imposing financial disincentives on TSPs, wherever there has been failure to comply with the benchmarks by them.
3. The TSPs have been representing to the Authority that though they have always tried to meet the benchmarks as laid down for QoS, in certain cases, there were practical difficulties in achieving the prescribed benchmarks. Accordingly, they have requested the Authority to revise the benchmarks for some of the QoS parameters.
4. The Authority observed that the benchmarks for some of these parameters are under the control of TSPs and with some extra efforts, the prescribed benchmark could be achieved. However, for some of the parameters, there could be practical and genuine difficulties in achieving the benchmarks.



5. Hence the Authority seeks the views of all the stakeholders on the various constraints/difficulties pointed out by the TSPs in achieving the Quality of Service benchmarks. The various QoS parameters, against which the TSPs have sought revision of benchmarks are:
- a. Fault incidences.
 - b. Fault Repair by next working day.
 - c. Mean Time to Repair.
 - d. Resolution of billing complaints:
 - e. Period of applying the credit or waiver or adjustment to customer's account from the date of resolution of complaints.
 - f. Response time to the customer for assistance -- Percentage of calls answered by the operators (voice to voice) within 60 seconds.
 - g. Termination or closure of service:
6. The consultation paper on "Review of the Standards of Quality of Service of Basic Telephone Services (Wireline) and Cellular Mobile Telephone Services" is placed on the TRAI's website www.trai.gov.in. Stakeholders are requested to offer their comments, preferably in electronic form, to Shri A. Robert J. Ravi, Advisor (CA & QoS), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, New Delhi - 110002 (Tel No. 011-23230404, Fax No. 011-23213036, e-mail: advqos@trai.gov.in, by 12th June, 2014 and counter comments by 19th June 2014.


Sudhir Gupta,
Secretary, TRAI