



भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA  
भारत सरकार /Government of India



New Delhi, Dated 14<sup>th</sup> December, 2017

**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) for publishing information relating to performance with respect to Quality of Service benchmarks on the website of service providers.**

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 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);

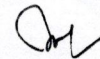
3. And whereas sub-regulation (2) of Regulation 10 of the Regulations provides that every service provider shall publish, for the information of the consumers, its performance with respect to the benchmark of Quality of Service parameters specified in Regulation 3, Regulation 4, Regulation 5 and Regulation 6 of the Regulations, in such manner and in such formats, as may be directed by the Authority from time to time;



4. And whereas the Authority, vide its Direction No. 303-5/2009-QoS dated 08.02.2010, directed all the Basic Service Providers, Unified Access Service Providers, Cellular Mobile Service Providers, Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd. to publish on their website, on quarterly basis, the performance with respect to the benchmark of Quality of Service parameters specified in Regulation 3, Regulation 4, Regulation 5 and Regulation 6 of the Regulations, in the specified Formats attached with the said Direction, within forty five days after the end of every quarter;

5. 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);

8. 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 sub-regulation (2) of Regulation 10 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-2 annexed to the Direction No. 303-5/2009-QoS dated the 8<sup>th</sup> February, 2010 referred to in para 4 above, hereby directs the Unified Access Service Providers and Cellular Mobile Telephone Service Providers, including Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd., to publish on their website, on quarterly basis, the performance with respect to the benchmark of Quality of Service parameters specified in Regulation 5 of the Regulations, in the Revised Format-2 attached with this Direction, within forty five days after the end of every quarter



**(Asit Kadayan)**  
**Advisor (QoS)**

Encl: **Revised Format - 2**

To,

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



**CELLULAR MOBILE TELEPHONE SERVICE**  
**Network Service Quality Performance Report for the Quarter ending .....**

Name of Service Area	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
	BS Accumulated down-time (not available for service) (%age)	Worst affected BSs due to down-time (%age)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network)	SDCCH/Paging Channel Congestion/RRC Congestion (%age)	TCH, RAB and E-RAB Congestion (%age)	Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)] (indicator for dropped call rate)	Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)] (indicator for dropped call rate)	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	Total No. of Point of Interconnection (POI) where congestion is more than >0.5%
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	
1	2	3	4	5	6	7	8	9	10
AP									
ASM									
BH									
CHN									
DLI									
HP									
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RAJ									
TN									
UPW									
WB									

BS - Base Station and includes BTS, Node B and eNode B.  
RRC —Radio Resource Controller  
RAB—Radio Access Bearer  
eNode B - Evolved Node B  
BTS - Base Transceiver Station

Node B - A Base Station that acts as a logical node in a Universal Terrestrial Access Network based on Wideband CDMA(WCDMA) technology.