



सत्यमेव जयते

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



No.102-6/2018-NSL-II

Date: 21<sup>st</sup> December, 2018

**To,**  
**The Secretary,**  
**Department of Telecommunications,**  
Ministry of Communications  
Sanchar Bhawan, Ashoka Road,  
New Delhi – 110 001

**[Kind attention: DDG (AS)]**

**Subject: DoT back reference dated 31<sup>st</sup> August, 2018 on TRAI recommendations “Introduction of UL (VNO) for Access Service authorization for category ‘B’ license with districts of a State as a service area” – reg.**

Kindly refer to the Department of Telecommunications (DoT) reference back on the subject mentioned above wherein vide letter No.20-562/2016/AS-I (Pt.) dated 31<sup>st</sup> August, 2018 DoT has communicated to the Authority that:-

*TC has agreed with the requirement to submit SLA (Service Level Agreement) to Licensor / TRAI. Accordingly, TRAI is asked to design & prescribe a model SLA framework in this regard.*

2. In this regard, the Authority has made its view that respective Quality of Service parameters/ benchmarks prescribed for parent NSO (TSP) should be equally applicable on UL (VNO) licensees too. In order to comply with Clause 28 of UL (VNO) license and to enforce & ensure the prescribed QoS parameters, the VNO licensee may include service level agreement as part of their commercial agreement with parent NSO. However, instead of prescribing template SLA, it may be left to their mutual commercial agreement.

3. According to the above, enclosed find the response of the Authority on reference back received on the subject. As per the practice, copy of the response has been placed on TRAI website [www.trai.gov.in](http://www.trai.gov.in).

This issues with the approval of the Authority.

**Encl: As above**

  
**(U.K. Srivastava)**  
**Secretary I/c**  
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