

Information Note to the Press (Press Release No. 84/2018)

For Immediate Release

Telecom Regulatory Authority of India

New Delhi, the 31st of July, 2018: Telecom Regulatory Authority of India (TRAI) today notified the **Standards of Quality of Service amendment to the Quality of Service (QoS) of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Sixth Amendment) Regulations 2018 (7 of 2018)** that is proposed to specify parameters and benchmarks for packets dropped or lost in cases of Voice over LTE (VoLTE) Calls. It is available on TRAI website at <https://traai.gov.in/release-publication/regulations>. These regulations would come into force on 1st October 2018.

2. TRAI had initiated public consultation by releasing a consultation paper on 26/02/2018. After considering the written submissions received (12 comments) and the inputs received during the Open House Discussion held on 23/04/2018, these regulations are being notified.
3. Where service providers have launched LTE networks and are providing Voice over LTE (VoLTE), it was observed that instances of pauses or mute of voice were being experienced by the users during conversation while voice call continued. Such instances of mute were mainly due to drop or loss of voice packets in the networks. It was found that in case of LTE networks, it is appropriate to observe drop or loss of packets in terms of Packet Data Convergence Protocol (PDCP) Service Data Units (SDUs).
4. Packet drops may be observed on downlink as well as on uplink. It was decided to specify two additional parameters namely QoS Downlink PDCP SDUs Drop Rate (DL-PDR) and Uplink PDCP SDUs Drop Rate (UL-



PDR). Less than equal to 2% is set as benchmarks for both the parameters. These parameters are to be reported as part of QoS Periodic Monthly Report from the quarter starting from 1st October 2018.

5. In case of any clarifications Shri Asit Kadayan, Advisor (QOS), TRAI may be contacted at mail id: advqos@traai.gov.in or at Telephone Number +91-11-2323,0404.


~~(S.K. Gupta)~~
31.7.2018
Secretary, TRAI