

Information note to the Press (Press Release no. 48/2015)

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

TRAI issues a Consultation Paper on Compensation to the consumers in the event of dropped calls.

New Delhi, the 4th September, 2015: Telecom Regulatory Authority of India (TRAI) has today released a Consultation Paper on compensation to the consumers in the event of dropped calls for comments of the stakeholders.

Call drop represents the service provider's inability to maintain a call once it has been correctly established i.e. calls dropped or interrupted prior to their normal completion by the user, the cause of the early termination being within the service provider's network.

In the past one year, consumers, at various fora, have raised the issue of call drops, complaining that their experience of making voice calls has deteriorated. In order to assess the problem, TRAI, in the months of June/ July, 2015, conducted special drive-tests on certain routes of Mumbai and Delhi, in which, it was found that Call Drop Rate of most of the telecom service providers (TSPs) were higher than the permissible limit of $\leq 2\%$ set by the Authority. TRAI has prescribed financial disincentives on TSPs for failure to meet the quality of service benchmarks (including call drop) so as to strengthen the effectiveness and compliance of the regulations.

TRAI is of the view that the problem of call drops needs to be examined in its entirety and requires adoption of a multi-pronged approach. It is also considering to make it mandatory for the TSPs to make periodic disclosures about their network capacities and the steps taken to optimize their networks to address the problem of call drops. On the lines of Independent Drive Tests (IDT) undertaken in the cities of Mumbai and Delhi in June/July, 2015, the




Authority would be conducting such tests across various cities in the country. While all these steps are being contemplated, the Authority cannot remain a silent spectator to the problem of call drops encountered by the consumers.

In this background, TRAI has issued a consultation paper on the issue of call drops and various possible methods for compensating the consumers for call drops, namely:

- (i) Provision of not charging for the dropped calls
 - (a) consumers should not be charged for a call that got dropped within five seconds
 - (b) In addition, if the call gets dropped any time after five seconds, the last pulse of the call (minute/second) which got dropped should not be charged.
- (ii) Provision of providing credit to the consumers for dropped calls
 - (a) Credit of talk-time in minutes/ seconds, or
 - (b) Credit of talk-time in monetary terms

The Consultation Paper has been placed on TRAI's website www.trai.gov.in. The Authority would take a decision on the subject matter after considering the views of the stakeholders. Stakeholders are requested to furnish their written comments by 21st September, 2015 to Smt. Vinod Kotwal, Advisor (F&EA), TRAI. The comments may also be sent by e-mail to advisorfea1@traigov.in. Written counter comments may be sent by 28th September, 2015. Comments and counter comments would be posted on TRAI's website www.trai.gov.in. For any clarification/information, Advisor (F&EA) may be contacted at Tel. No. +91-11-23230752, Fax: +91-11-23236650.


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