<u>Information Note to the Press (Press Release No. 19 /2019)</u>

<u>**For Immediate Release**</u>

<u>**Telecom Regulatory Authority of India**</u>

New Delhi, the 5th of March, 2019: Telecom Regulatory Authority of India (TRAI) today released a Report on 'Mobile Network QoS on Delhi Airport and Dhaula Kuan'. Full text of the report is available on TRAI's website at www.trai.gov.in.

2.   TRAI undertook an extensive drive test and general inspection of the Delhi Airport Area (includes, airport terminal area, runway and apron area etc), Airport Express Line and Approach Roads from Dhaula Kuan to Airport. The deficiencies in the area have been identified and highlighted in the report. Additionally, probable solutions to the issues have been addressed in the report. Technologies and innovative solutions which may be deployed to improve network Quality of Service (QoS) have also been mentioned.

4.   Key findings of report are summarized below:

a) Assessment of quality of service, in this specific area, measured on average Drop Call Rate (DCR) basis is satisfactory for almost all Telecom Service providers (TSPs).

b) However, in certain patches of tested and inspected areas, issues related to poor network have been observed. Capabilities of IBS deployed at Terminal 3 is not same as of outdoor network and due to this QoS is affected. The degree of extent of problems varies in different pockets and scenarios. Poor quality is linked with infrastructure deficiencies. In order to overcome such deficiencies agencies such as GMR, Ministry of Civil

Aviation, Ministry of Defence (MoD), who are controlling the area and granting the permissions to install towers, are required to own the responsibilities to solve the problem of the quality of mobile networks in their areas and extend the necessary support to TSPs to take remedial measures.

c) Authorities are required to change the model of selecting Infrastructure Provider (IP) from current practice of selecting bidders giving higher revenue to bidders who is offering lower cost to build and maintain QoS.

d) TSPs need to explore and deploy more innovative solutions to maintain performance of network at a level which is required to maintain good quality experience of the users.

e) TSPs need to coordinate on more regular basis with authorities controlling the area and buildings, such as GMR/DIAL, DMRC, Ministry of Defence (MoD) to improve upon the services.

f) Testing in areas difficult to approach need to be carry out by TSPs on regular basis of the area so as to optimize their networks.

g) DoT need to examine various structural issues highlighted in the report in solving the problems of QoS.

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