

Information Note to the Press (Press Release No. 73/2019)

For Immediate Release

Telecom Regulatory Authority of India

New Delhi, the 16th of September 2019: Telecom Regulatory Authority of India (TRAI) today released a Consultation Paper on 'Duration of alert for the called party'. Full text of the consultation paper is available on TRAI's website at www.trai.gov.in.

2. In telecommunication networks, ring tone is used to alert the called party about the incoming call. Configuration of duration of ringing time on lower side might save network resources but it may cause concerns related to network performances and customer experience if duration is much lower than the typical time one takes to answer the call. It may cause poor Answer-to-Seizure Ratio (ASR) and impact the pattern of outgoing and incoming Minutes of Usage (MoU) on Point of Interconnection (PoI). Keeping in view the impact of ring duration on quality of service experience and network performances, it is important to discover the appropriate values.

3. The objective of this consultation Paper is to discover values for duration of ringing which should be configured by all the telecommunication service providers to forced release calls in case no answer condition persists beyond the given duration. It further seeks inputs on appropriate measures to be taken in this regard. The paper also explores the possibility of customisation of ringing duration by the customer.

4. Comments on the issues raised in the consultation paper are invited from the stakeholders by September 30, 2019 and counter comments, if any, by October 07, 2019. The comments and counter-comments may be sent, preferably in electronic format at advqos@traai.gov.in. For any clarifications or information, Shri Asit Kadayana, Advisor (QOS), TRAI may be contacted at Telephone Number +91-11-23230404, FAX Number +91-11-23213036.


(S.K. Gupta)
Secretary
TRAI

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