



भारतीय दूरसंचार विनियामक प्राधिकरण  
**Telecom Regulatory Authority of India**  
[भारत सरकार / Government of India]



Dated: 19-09-2024

### DIRECTION

**Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated 02<sup>nd</sup> August 2024, regarding submission of reports to the Authority.**

**F. No. RG-17/(3)/2022-QoS** ---- Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the "Authority"), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as "TRAI Act"), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services; ensure compliance of terms and conditions of license; ensure technical compatibility and effective inter-connection between different service providers; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such services provided by the service providers so as to protect the interest of the consumers of telecommunication service;

2. And whereas the Authority, in exercise of the powers conferred upon it under section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the TRAI Act, made the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated the 2<sup>nd</sup> August 2024 (hereinafter referred to as 'the regulations'), which shall come into force with effect from 1<sup>st</sup> October 2024;

3. And whereas regulation 13 of the regulations provides for reporting by the service providers and the said regulation reads as under:-

**"13. Reporting.—** (1) *Every service provider shall create or upgrade their system within six months of notification of these regulations for collection of primary data, its storage, processing, performance report generation and their online submission to the Authority, in respect of each QoS parameters specified under regulation 4, regulation 6, regulation 7, regulation 9 and*

*regulation 10 in such manner and format, at such intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction.*

*(2) Every service provider shall establish a system for live monitoring of network availability and report to the Authority in such manner, format and frequency as may be specified by the Authority by an order or direction.*

*(3) The benchmark of each QoS parameters specified in sub-regulation (1) shall be measured, reported, and complied at license or authorised Service Area level, as may be specified by the Authority, from time to time, by an order or direction:*

*Provided that the Authority may, from time to time, by an order or direction, specify certain QoS parameters to be measured and reported to the Authority for specific States or Union Territories or districts for a specific purpose and period.”;*

4. And whereas the Authority, vide its letter No. RG-17/(3)/2022-QoS dated 13<sup>th</sup> August 2024, requested all service providers to furnish, latest by 23<sup>rd</sup> August 2024, inputs on the -

(i) format, manner and timeline for submission of performance monitoring reports of Access (Wireline), Access (Wireless) and Broadband (Wireline) services with respect to the benchmark of QoS parameters specified in regulation 4, regulation 6, regulation 7, regulation 9 and regulation 10, as applicable;

(ii) format, manner and timeline for publication of performance with respect to the benchmark of QoS parameters specified in regulation 4, regulation 6, regulation 7, regulation 9 and regulation 10, as applicable, by the service provider;

(iii) format, manner and timeline for publication of service wise geospatial coverage maps by the service provider on its website;

5. And whereas a meeting was held with service providers on 21<sup>st</sup> August 2024 to discuss, *inter alia*, the key aspects of the regulations and during the said meeting, on the request of service providers, the last date for submission of input, as sought vide letter dated 13<sup>th</sup> August 2024, was extended till 27<sup>th</sup> August 2024 and the same was conveyed to all service providers, vide the Minutes of Meeting dated 27<sup>th</sup> August, 2024;

6. And whereas the Authority has observed that the service providers have not submitted their input, as sought vide letter dated 13<sup>th</sup> August 2024, by the extended date of submission i.e., 27<sup>th</sup> August 2024;

7. Now, therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), hereby directs all service providers, having (i) Unified Access

Service License; (ii) Unified License with authorization for Access Service; (iii) Internet Service Authorization under any License; and (iv) Authorization under the Telecommunications Act, 2023 for providing Access or Broadband Service, to submit, -

- i. in respect of **access service (wireless)**, the **compliance report** as per the format specified at **Annexure-I** to this Direction, within a period of **fifteen (15) days** from the end of respective quarter or month, as applicable, and the report of **significant network outage** as per the format specified at **Annexure-II** to this Direction, within 24 hours of the start of the outage;
- ii. in respect of **access service (wireline)**, the **compliance report** as per the format specified at **Annexure-III** to this Direction, within a period of **fifteen (15) days** from the end of respective quarter;
- iii. in respect of **broadband (wireline) service**, the **compliance report** as per the format specified at **Annexure-IV** to this Direction, within a period of **fifteen (15) days** from the end of respective quarter,

and strictly follow the guidelines as specified at **Annexure-V** to this Direction while submitting the reports to the Authority;

8. This direction shall come into force with effect from **1<sup>st</sup> October 2024**.

Enclosures: As above

Signed by

Tejpal Singh

Date: 19-09-2024 16:54:11

**Advisor (QoS-I)**

To **All Service Providers having:**

- i. Unified Access Service License;
- ii. Unified License with authorization for Access Service;
- iii. Internet Service Authorization under any License; and
- iv. Authorization under the Telecommunications Act, 2023 for providing Access or Broadband Service.

**Performance Monitoring Report for Access service (wireless)**

1

**Basic Details**

<b>Name of the Service Provider</b>	
<b>Name of the LSA</b>	
<b>Report for the Quarter/ Month ending</b>	
<b>Year</b>	

2

**Network Details at the end of reporting period**

<b>Technology</b>	<b>Number of Base Stations</b>	<b>Number of Cells</b>
2G		
3G		
4G		
5G		
<b>Total</b>	<b>0</b>	<b>0</b>































**Performance Monitoring Report for Access service (wireline)**

Name of the Service Provider	
Report for the Quarter ending	Year

LSA Code	Number of Subscribers at the end of reporting period		Service Provisioning			Fault Repair							Point of Interconnection		Number of total billing and charging complaints reported	Billing and charging complaints not found valid	Billing and charging complaints	
			Total number of connections for which demand note paid by the customer	Total number of connections provisioned after 7 working days of payment of demand note	Provision of a service within 7 working days of payment of demand note by the customer	Total no. of faults reported	Fault incidences (No. of faults per 100 subscribers)	Fault repair by next working day	No. of faults repaired after three working days	Fault repair within three working days	No. of subscribers, to whom rent rebate/ validity extension provided		Mean Time to Repair (MTTR)	Point of Interconnection (POI) Congestion (90th percentile value)				Total number of working Pol
	Postpaid	Prepaid																
Benchmark	-	-	-	-	≥ 98%	-	≤ 5	≥ 85%	-	≥ 99%			≤ 10 hrs	≤ 0.5%	-	-	-	≤ 0.1%
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Details of exclusions, if any (Please mention date and time along with reason, the performance of which is excluded from overall performance)																		







**Guidelines to be followed while submitting the Compliance Reports for Access (wireless), Access (wireline) and Broadband (wireline) services and Significant network outage**

**A. Mode of Submission of Reports:**

- i. All reports are required to be submitted in online mode through the portal developed by TRAI in this regard by pushing the details through Application Programmable Interfaces (APIs).
- ii. Each service provider shall require to enable secure Application Programmable Interfaces (APIs) for submission of the reports.
- iii. However, till the APIs are developed and tested, reports may also be submitted by uploading of excel file on the portal.
- iv. Compliance report for Broadband (wireline) can be submitted either through API or through uploading of excel file on the portal.

**B. Common guideline for submission of compliance report for Access (wireless), Access (wireline) and Broadband (wireline) services and Significant network outage:**

- i. LSA code, as given below, should be filled:

S No	LSA Name	LSA Code	S No	LSA Name	LSA Code
1	Andhra Pradesh	AP	12	Madhya Pradesh	MP
2	Assam	AS	13	Maharashtra	MH
3	Bihar	BR	14	Mumbai	MUM
4	Delhi	DL	15	North East	NE
5	Gujarat	GJ	16	Odisha	OR
6	Haryana	HR	17	Punjab	PB
7	Himachal Pradesh	HP	18	Rajasthan	RJ
8	Jammu And Kashmir	JK	19	Tamil Nadu	TN
9	Karnataka	KT	20	Uttar Pradesh (East)	UPE
10	Kerala	KR	21	Uttar Pradesh (West)	UPW
11	Kolkata	KOL	22	West Bengal	WB

- ii. Correct State/ UT and District should be filled as mentioned on Local Government Directory (<https://lgedirectory.gov.in/>). Further, State/ UT code, as given below, should be filled:

S No	State/ UT Name	State/ UT Code	S No	State/ UT Name	State/ UT Code
1	Andaman And Nicobar Islands	AN	19	Madhya Pradesh	MP
2	Andhra Pradesh	AP	20	Maharashtra	MH
3	Arunachal Pradesh	ARP	21	Manipur	MN
4	Assam	AS	22	Meghalaya	MG
5	Bihar	BR	23	Mizoram	MZ
6	Chandigarh	CHD	24	Nagaland	NG
7	Chhattisgarh	CG	25	Odisha	OR
8	Delhi	DL	26	Puducherry	PD
9	Goa	GO	27	Punjab	PB
10	Gujarat	GJ	28	Rajasthan	RJ
11	Haryana	HR	29	Sikkim	SK
12	Himachal Pradesh	HP	30	Tamil Nadu	TN
13	Jammu And Kashmir	JK	31	Telangana	TL
14	Jharkhand	JH	32	The Dadra And Nagar Haveli And Daman And Diu	DN
15	Karnataka	KT	33	Tripura	TR
16	Kerala	KR	34	Uttar Pradesh	UP
17	Ladakh	LD	35	Uttarakhand	UK
18	Lakshadweep	LK	36	West Bengal	WB

- iii. All details in the prescribed format should be filled properly. No cell/ row/ column should be left blank.
- iv. Wherever benchmark against a QoS parameter is prescribed in terms of percentage (%), value for that QoS parameter is to be filled in decimal (upto two decimal places) without putting '%' symbol. E.g. 90% is to be filled as '90.00'.
- v. For other benchmarks also, decimal (upto two decimal places) is to be filled.
- vi. Apart from QoS parameters specified in the regulations, supporting information has been sought as a part of the compliance report. This supporting information is required to compute the performance against the specified QoS parameter. Wherever the supporting information is provided, performance against the respective QoS parameter shall be calculated automatically (highlighted in yellow). However, the service provider may verify that the computed value is correct.

- vii. In case, performance of some period, due to force majeure or otherwise, has been excluded from calculating the overall performance against a QoS parameter, then details of such exclusion including period of exclusion, reason for exclusion etc. is to be mentioned in the last row of the compliance report below the respective QoS parameter.

**C. Specific guideline for submission of compliance report of Access (wireless):**

- i. All sheets of Annexure-I (i.e., Basic details, PMR, Supporting Info, Cell\_Master, Downtime, CBBH, DCR\_CS, DCR\_PS, DL\_PDR, UL\_PDR, Call\_established), completely filled, are required to be submitted at once for a particular LSA.
- ii. Following values are allowed to be filled against the specified parameters:

<b>S. No.</b>	<b>Particular</b>	<b>Values allowed</b>
1	Name of the Service Provider	Airtel, BSNL, MTNL, RJIL, VIL
2	Cell Global Identity (CGI)	CGI should be unique and not be repeated. Each different CGI should be filled in separate row.
3	Pin Code	Correct PIN should be filled. It should be six digits numeric value.
4	City/town/Village	Name should be mentioned in same manner for different cells under column 'City/ town/ Village'
5	Site (Location) ID	Physical ID of the site, if any, else name of location may be filled. It should be mentioned in same manner for different cells.
6	Lat and Long	It should be accurate to 5 decimal places.
7	Base Station ID	Base Station ID of the respective CGI should be filled.
8	Type of site	Macro/ Micro/ IBS/ Small Cell/ Other
9	Technology	2G, 3G, 4G, 5G
10	Mode	FDD/ TDD/ NA (NA stands for 'Not Applicable')
11	Radiating frequency band (MHz)	It should be number without mentioning MHz like 900, 1800, 2100 etc.
12	Types of Media Connectivity	Fiber/ Microwave/ Satellite/ Other



13	Whether Cell is a part of network slicing?	Yes/ No
14	Date of Commissioning of Base Station and Date of De-commissioning of Base Station, if any	In DD-MMM-YY format like 01-JAN-24
15	TCBH and CBBH	It should be starting time of the TCBH/ CBBH in 24 Hours format like busy hour of 1 to 2 pm should be written as 13:00.  TCBH is as defined in the regulations, whereas CBBH should be one-hour period in a day during which the cell experiences the maximum traffic.

- iii. Details of all Base Stations/ cells of all technology working in the LSA should be provided. All Base Stations/ cells working for at least one day in the reporting period should be included.
- iv. In sheet 'Downtime', cell wise downtime of each day of the reporting period in decimal hours (upto two decimal places) is to be mentioned. Like 90 minutes downtime is to be reported as 1.50.
- v. In sheets 'DCR\_CS', 'DCR\_PS', 'DL\_PDR' and 'UL\_PDR', cell wise DCR and PDR of each day of the reporting period observed during CBBH is to be mentioned in decimal (upto two decimal places). Further CBBH of each cell of each day of the reporting period is to be mentioned in sheet 'CBBH' in 24 Hours format.
- vi. DCR and PDR values will be in % ranging from 0 to 100 (upto two decimal places). However, there is no need to place % sign against each DCR/ PDR value.
- vii. Apart from decimal DCR/ PDR value, only following applicable codes, as prescribed in the regulation, can be filled: DNE, NOP, NAV and NDM. No other value should be filled in DCR/ PDR cells.
- viii. In sheets 'Call\_established', total number of cells successfully established in each cell during CBBH of each day of the reporting period is to be provided.

**D. Specific guideline for submission of Significant network outage report:**

- i. Incidences of significant network outages (services not available in a district for more than 4 hours) are to be reported to the Authority in **Annexure-II** within 24 hours of their occurrence.
- ii. While submitting the report only Part-I of Annexure-II is to be submitted.

- iii. Action taken report including root cause of such significant network outage and corrective actions taken thereof are to be reported to the Authority in **Annexure-II**, within 72 hours of restoration of the services. Part-I of Annexure-II should be same as reported earlier and details of action taken are to be filled in Part-II.
- iv. All other guidelines as mentioned for Access (wireless) as applicable for this report are to be followed.

**E. Specific guideline for submission of compliance report of Access (wireline):**

- i. Details of multiple LSAs can be submitted in single file.
- ii. Following values are allowed to be filled against the specified parameters:

<b>S. No.</b>	<b>Particular</b>	<b>Values allowed</b>
1	Name of the Service Provider	Airtel, APSFL, BSNL, MTNL, QTL, RJIL, TTML, TTSL, VIL, VMIPL

- iii. Service providers, who are providing both access (wireline) and broadband (wireline) service, are required to report the performance of 'Customer Service' related parameters in access (wireline) compliance report only. However, the report should include the performance of 'Customer Service' related parameters for both the services i.e., access (wireline) and broadband (wireline).

**F. Specific guideline for submission of compliance report of Broadband (wireline):**

- i. All service providers having Cat-A license/ authorisation are required to submit single compliance report on 'All India' basis. Whereas service providers having Cat-B or Cat-C license/ authorisation are required to submit the compliance report on LSA basis.
- ii. Details of 'Category of License or Authorisation' is to be filled in compliance report as Cat-A/ Cat-B/ Cat-C.
- iii. Details of multiple service areas can be submitted in single file.
- iv. Name of service provider should be filled uniformly for all compliance reports. However, unique code, if any allotted by the Authority, may be filled in the compliance report in place of name of the service provider.

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