File No. 304-3/2015-QoS
TELECOM REGULATORY AUTHORITY OF INDIA
(Quality of Service Division)
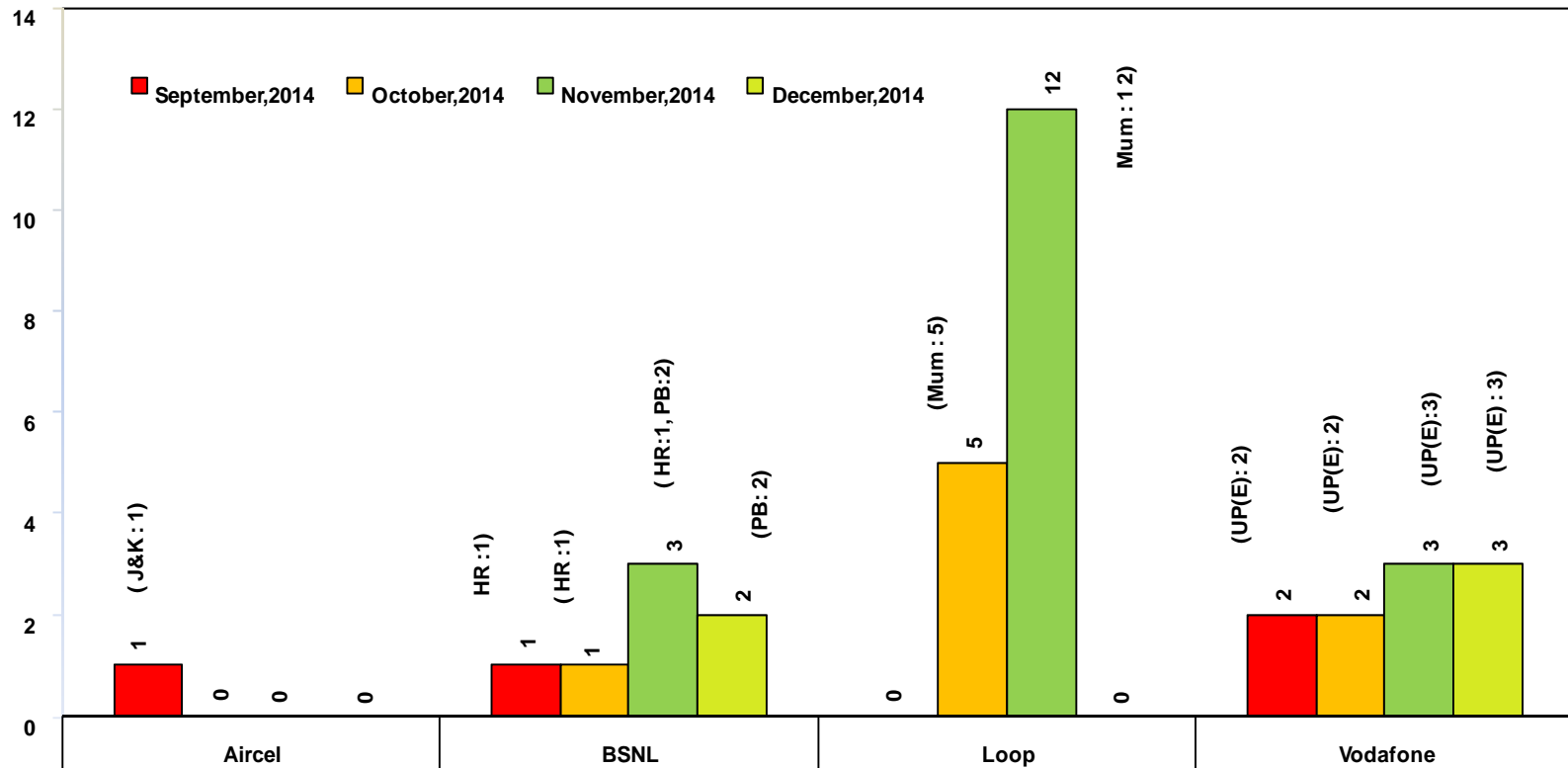
Dated: 13th February, 2015

Point of Interconnection (POIs) Congestion report of the Cellular Mobile Telephone Service Providers (CMTS) and Basic Telephone Service (Wireline) Providers for the months of October, November & December, 2014.

TRAI has been monitoring the level of congestion at the Point of Interconnection (POI) between various service providers on monthly basis. This parameter signifies the ease with which a customer of one network is able to communicate with a customer of another network. This parameter also reflects as to how effective is the interconnection between two networks. The benchmark notified by TRAI in the QoS Regulations for this parameter is <0.5%. This means out of 200 calls between two operators only one call should face congestion. The result of the monitoring reveals that degree of congestion between the operators is generally within limit in most of the areas.
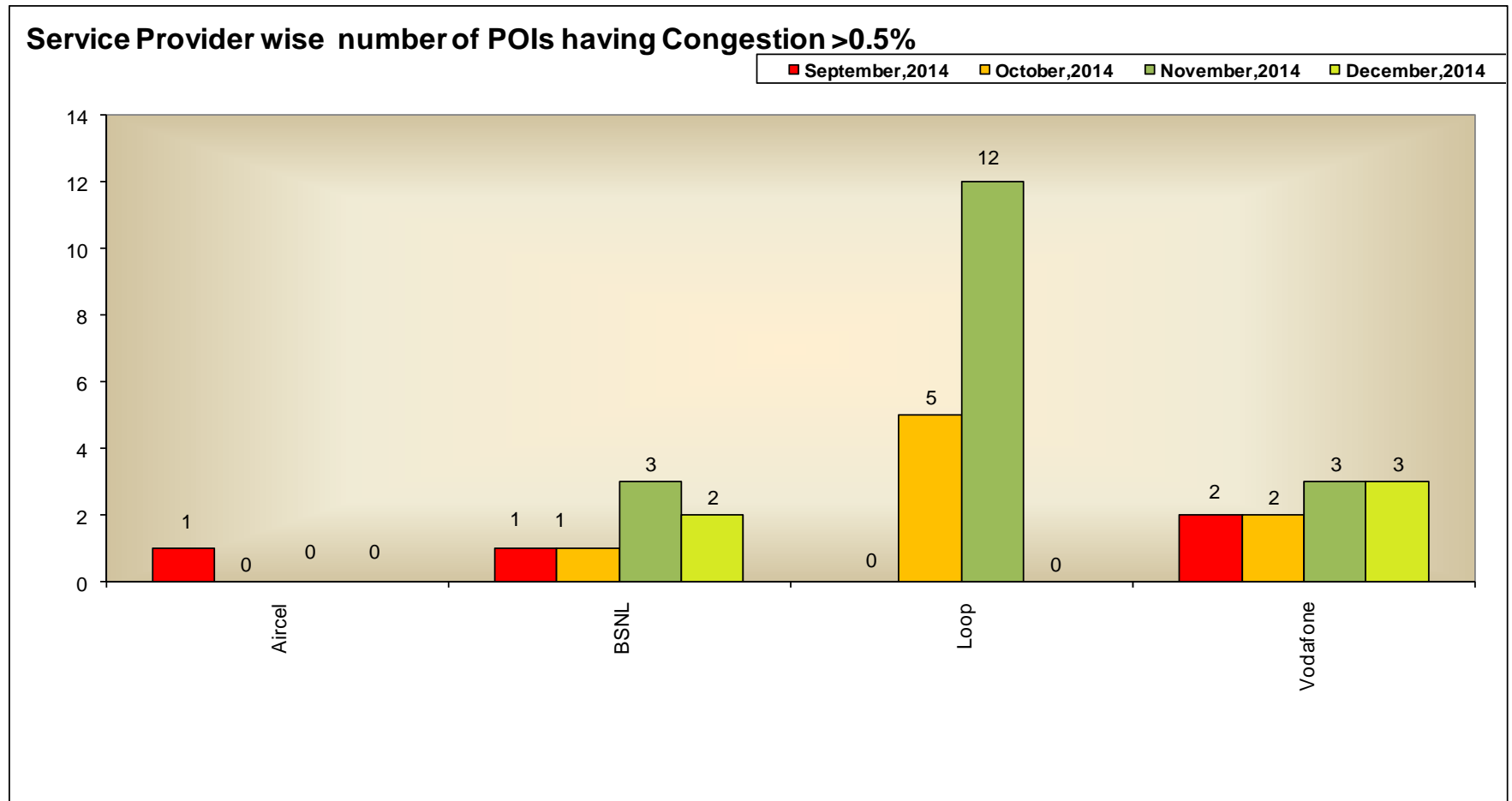
A.   Cellular Mobile Telephone Service :

▪ Cellular Mobile Service Providers (CMSPs) have submitted their POIs Congestion Reports to TRAI for the months of October, November & December, 2014.

▪ This report includes only the Service Providers who do not meet TRAI's stipulated POI Congestion benchmark of <0.5% in any of their service area.

▪ The number of POIs having congestion has increased from 4 POIs in September 2014 to 5 POIs in December, 2014.

▪ M/s Aircel has no POI congestion in month of October. November & December, 2014.

▪ M/s Vodafone has congestion in 2 POIs in October, 2014, 3 POIs in November and 3 POIs in December,2014.

▪ M/s Loop has congestion in   5 POIs in October,2014, 12 POIs in November. The CMTS Licence of M/s Loop has expired on 28th November, 2014. Now, the service of M/s Loop is closed.

▪ M/s BSNL has   congestion in 1 POI in October 2014, 3 POIs in November   and 2 POIs in December,2014

▪ The affected circles/states due to POI congestion are Haryana, Mumbai, Punjab and UP(E).

Service Provider wise & service Area wise number of POIs having Congestion level >0.5% (CMTS)

Legend:
- September,2014 (red)
- October,2014 (orange)
- November,2014 (green)
- December,2014 (yellow)

Chart annotations:
- Aircel: 1 (J&K : 1), 0, 0, 0
- BSNL: 1 (HR :1), 1 (HR :1), 3 (HR:1, PB:2), 2 (PB: 2)
- Loop: 0, 5 (Mum : 5), 12 (Mum : 12), 0
- Vodafone: 2 (UP(E): 2), 2 (UP(E): 2), 3 (UP(E):3), 3 (UP(E) : 3)

	Aircel	BSNL	Loop	Vodafone
September,2014	1	1	0	2
October,2014	0	1	5	2
November,2014	0	3	12	3
December,2014	0	2	0	3

(ii) Service Provider wise POI Congestion (CMTS)

Service Provider wise number of POIs having Congestion >0.5%

Legend: ■ September,2014 ▢ October,2014 ▢ November,2014 ▢ December,2014

Service Provider	September,2014	October,2014	November,2014	December,2014
Aircel	1	0	0	0
BSNL	1	1	3	2
Loop	0	5	12	0
Vodafone	2	2	3	3

(iii) Service Area wise POI Congestion (CMTS)

Service Area wise number of POIs having Congestion >0.5%

Legend: ■ September,14 ■ October,14 ■ November,14 ■ December,14

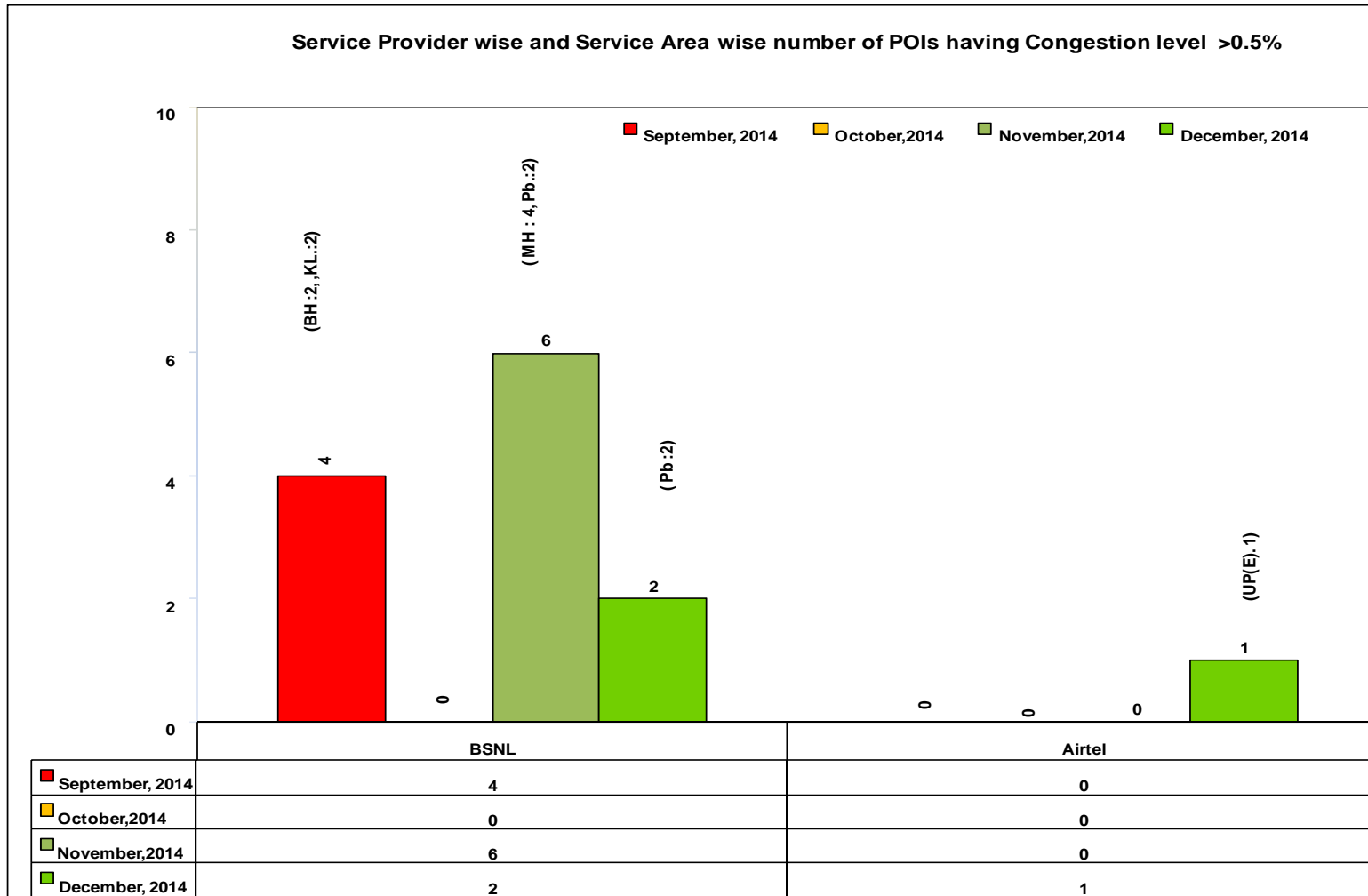| Service Area	September,14	October,14	November,14	December,14
Haryana	1	1	1	0
J&K	1	0	0	0
Mumbai	0	5	12	0
Punjab	0	0	2	2
UP(E)	2	2	3	3
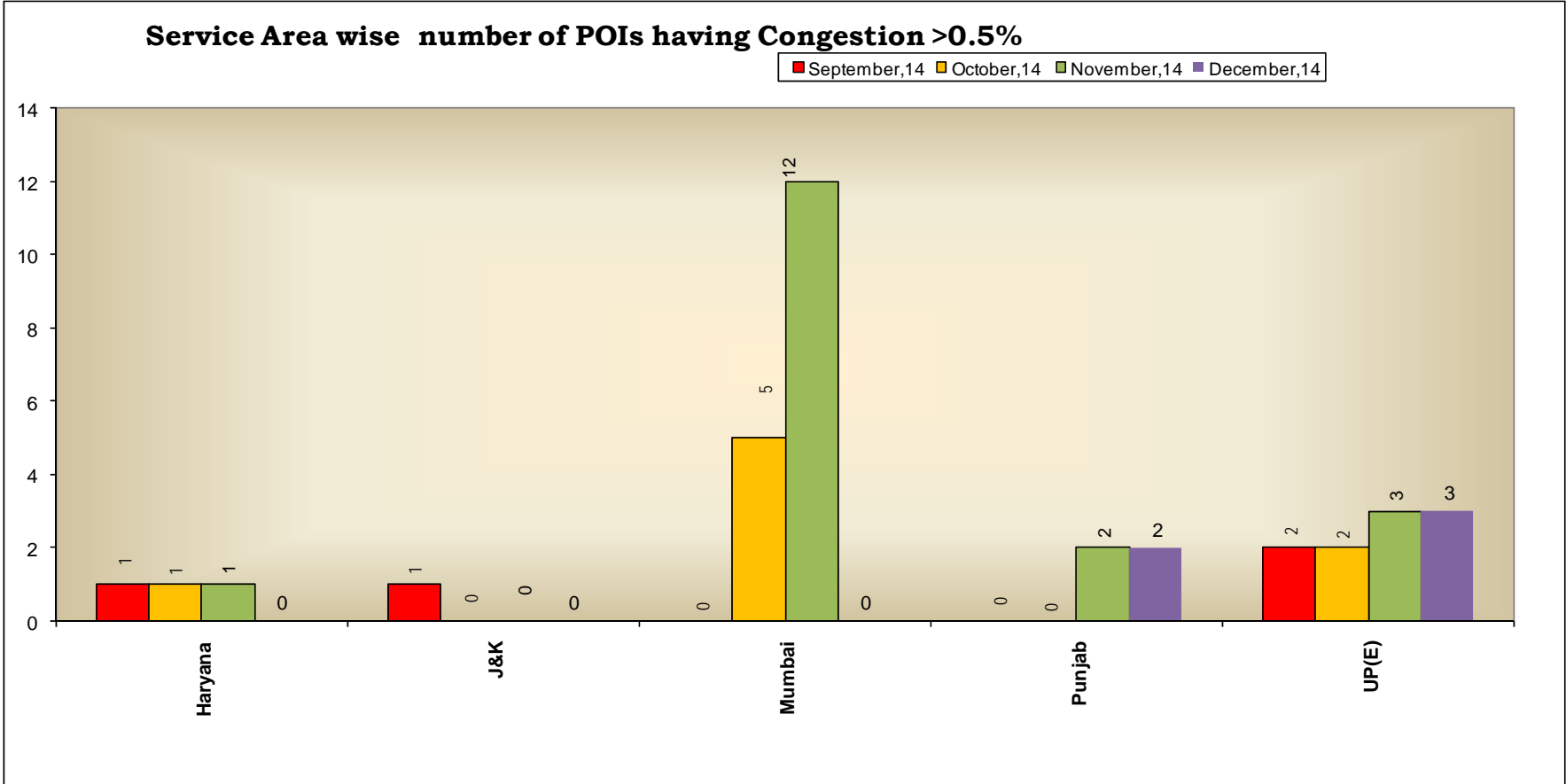
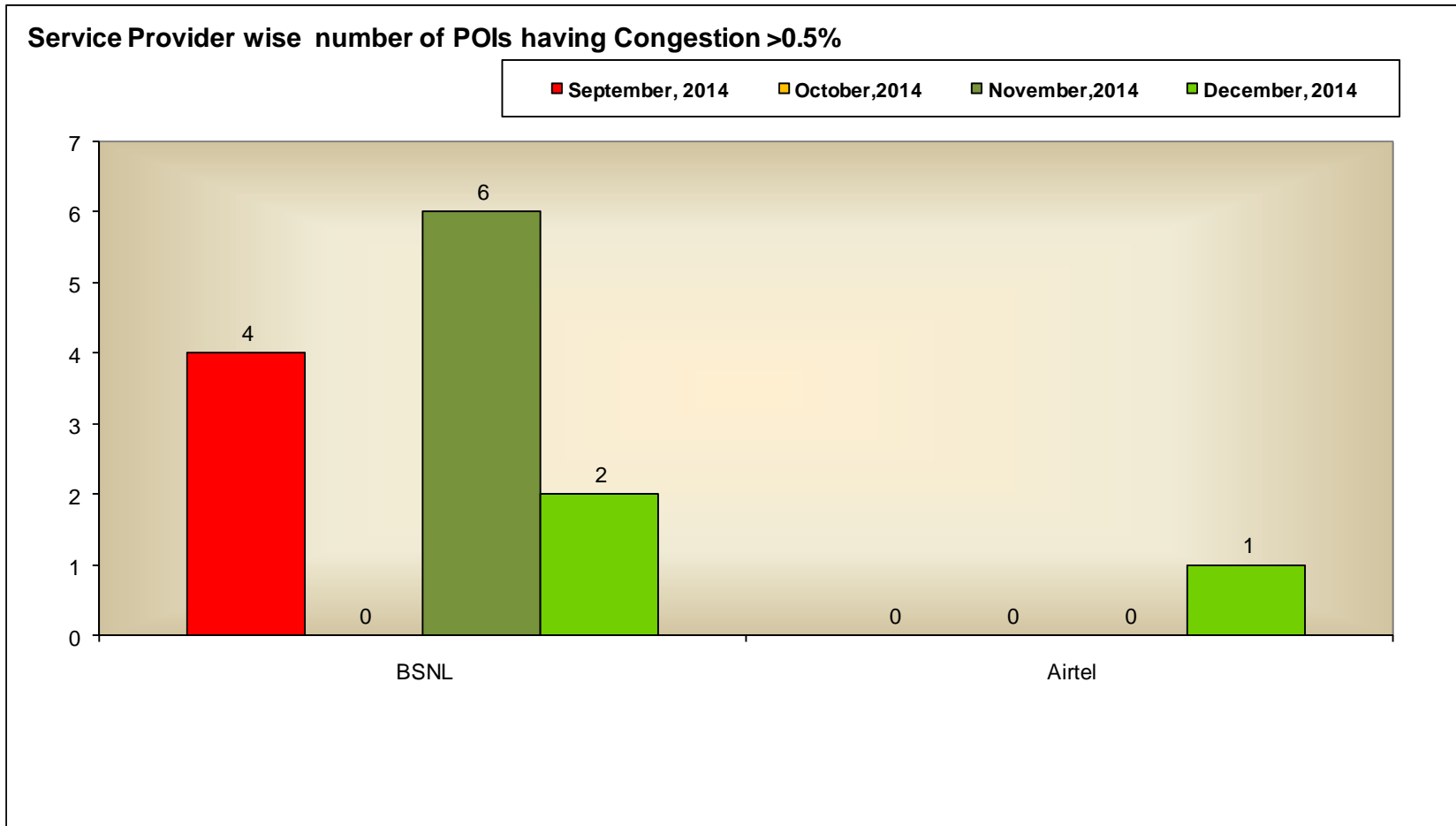**Basic Telephone Service (Wireline) :**

     As per the Regulations, 2009, Basic Telephone Service (Wireline) Providers have submitted their POIs Congestion Reports to TRAI for the months of October, November & December, 2014.

▪ This report includes only the Service Providers who do not meet the TRAI's stipulated POI Congestion benchmark of <0.5% in any of their service area.

▪ The POI Congestion Report shows that the performance of the Basic Telephone Service (Wireline) providers with respect to the congestion on POIs in the month of December,2014 has decreased from 4 in September 2014 to 3 in December 2014.

▪ M/s BSNL has congestion in no POI in October, 6 POIs in November and 2 POIs in December,2014.

▪ M/s Airtel has congestion in 1 POI in December,2014.

• The affected Circles/ States due to POI congestion are MH, Punjab and UP(W).
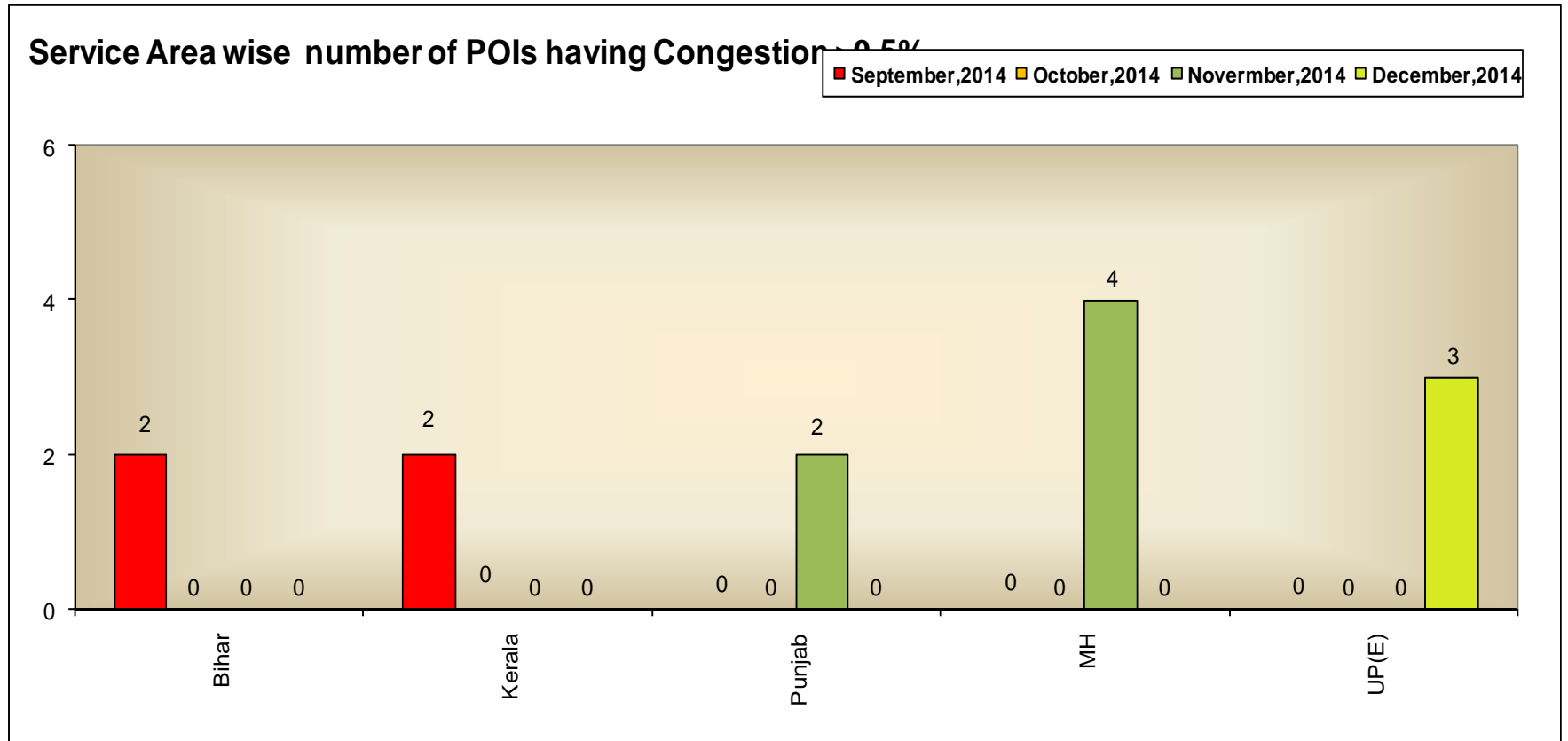
(iv) Service Provider wise POI Congestion (**Basic Telephone Service (Wireline**)

Service Provider wise and Service Area wise number of POIs having Congestion level >0.5%

	September, 2014	October,2014	November,2014	December, 2014
	BSNL		Airtel	
September, 2014	4		0	
October,2014	0		0	
November,2014	6		0	
December, 2014	2		1	

(v) Service Provider wise POI Congestion (Basic Telephone Service (Wireline)

Service Provider wise number of POIs having Congestion >0.5%

Legend: ■ September, 2014 ☐ October,2014 ■ November,2014 ■ December, 2014

BSNL: September 4, October 0, November 6, December 2
Airtel: September 0, October 0, November 0, December 1

(vi) Service Provider wise POI Congestion (Basic Telephone Service wireline)

Service Area wise number of POIs having Congestion > 0.5%

Legend: ■ September,2014 ■ October,2014 ■ Novermber,2014 ■ December,2014

Service Area	September,2014	October,2014	Novermber,2014	December,2014
Bihar	2	0	0	0
Kerala	2	0	0	0
Punjab	0	0	2	0
MH	0	0	4	0
UP(E)	0	0	0	3

The non-provisioning and insufficient provisioning of telecom circuit resource as per traffic requirements leads to:

➢ inter-network congestion at the Point of Interconnection (POI)

➢ loss of calls

➢ repeated call attempts by consumers

➢ deterioration in Quality of Service (QoS)

➢

➢ consumer dissatisfaction

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Authorised for issue

Advisor (CA & QoS)

SL. No.	Circles	September,2014		October,2014		November,2014		December,2014	
		>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
1	Haryana	1	0	1	0	1	0	0	0
2	J&K	1	0	0	0	0	0	0	0
3	Mumbai	0	0	5	4	12	12	0	0
4	Punjab	0	0	0	0	2	0	2	0
5	UP(E)	2	0	2	0	3	1	3	0
	Total	4	0	8	4	18	13	5	0

Analysis - Service Area wise (CMTS) No. of POIs having congestion level > 0.5% and >25%

Analysis - Service Provider wise (CMTS) No. of POI having congestion level 0.5% and >25%								
Operators	September, 2014		October,2014		November,2014		December, 2014	
	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
Aircel Ltd.	1	0	0	0	0	0	0	0
Bharti Airtel	0	0	0	0	0	0	0	0
BSNL	1	0	1	0	3	0	2	0
Idea	0	0	0	0	0	0	0	0
Loop Mobile	0	0	5	4	12	12	NR	NR
MTNL	0	0	0	0	0	0	0	0
Quadrant Televentures	0	0	0	0	0	0	0	0
RCOM	0	0	0	0	0	0	0	0
RTL	0	0	0	0	0	0	0	0
Sistema	0	0	0	0	0	0	0	0
Tata Teleservices	0	0	0	0	0	0	0	0
Uninor	0	0	0	0	0	0	0	0
Videocon	0	0	0	0	0	0	0	0
Vodafone	2	0	2	0	3	1	3	0
Total	4	0	8	4	18	13	5	0

Service Provider wise POI Congestion of Basic Telephone Service (Wireline)					
SL. No.	Name of Service provider	September, 2014	October,2014	November,2014	December, 2014
1	BSNL	4	0	6	2
2	Airtel	0	0	0	1

SL. No.	Circles	September,2014		October,2014		Novermber,2014		December,2014	
		Service Area wise (Basic Telephone-Wireline) No. of POIs having congestion level 0.50% &>25%							
1	Bihar	2	0	0	0	0	0	0	0
2	Kerala	2	2	0	0	0	0	0	0
3	MH	0	0	0	0	4	0	0	0
4	Punjab	0	0	0	0	2	0	0	0
5	UP(E)	0	0	0	0	0	0	3	0
	Total	4	2	0	0	6	0	3	0