

Information note to the Press (Press Release No. 177/2012)

For Immediate Release

Telecom Regulatory Authority of India

TRAI issues a draft second amendment to the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) on financial disincentives.

New Delhi, 27th August, 2012: Telecom Regulatory Authority of India (TRAI) has today released a draft second amendment to the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) on financial disincentives, seeking comments of the stakeholders.

2. The purpose of these regulations is to prescribe financial disincentives on the service providers for failure to meet the prescribed Quality of Service (QoS) benchmarks for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service.

3. The regulations seek to prescribe a financial disincentive on Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service operators for non-compliance with the benchmark for the Network Service Quality Parameters at a rate not exceeding Rs 50,000 per parameter for the first non-compliance and Rs 1,00,000 per parameter for subsequent non-compliance of the benchmarks.

4. The regulations also seek to prescribe a financial disincentive on Cellular Mobile Telephone Service operators for non-compliance with the benchmark for the Customer Service Quality Parameters at a rate not exceeding Rs 50,000 per parameter for the non-compliance of the benchmarks. The regulations further provide for a deterrent against false or delayed reporting of the Quality of Service benchmarks.

5. The above draft second amendment to the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) on financial disincentives is available on TRAI's website www.trai.gov.in.

Stakeholders are requested to offer their comments, preferably in electronic form, to Shri A. Robert J. Ravi, Advisor (CA and QoS), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, New Delhi – 110002 (Tel No. 011-23230404, Fax No. 011-23213036, Email: advqos@traigov.in, by **11th September, 2012**.

Rajeev Agrawal,
Secretary, TRAI.