

F.No.305-25/2008-QOS (Pt.II)

Dated: 10th August, 2009

To

All Basic Service Providers,
All Unified Access Service Providers,
All Cellular Mobile Service Providers,
Bharat Sanchar Nigam Limited,
Mahanagar Telephone Nigam Limited.

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 regulation 9 of the Standards of Quality of Service of Basic Telephone Service (wire line) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009 to submit compliance reports of benchmarks of quality of service parameters.

WHEREAS the Telecom Regulatory Authority of India (hereinafter referred to as 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 Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as the TRAI Act) made the Standards of Quality of Service of Basic Telephone Service (wire line) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009, (hereinafter referred to as the regulations) published in the Gazette of India Extraordinary No.41, Part III, Section 4 dated the 23rd March, 2009;

2. And whereas regulation 9 of the said regulations provides that every service provider shall submit to the Authority its compliance reports of benchmarks in respect of each quality of service parameter specified under regulation 3 and regulation 5 in such manner and format, at such periodic intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction;

3. And whereas, the Authority forwarded, vide its letter dated the 18th June, 2009, a draft direction and the draft reporting formats to all Unified Access Service Providers, Cellular Mobile Service Providers including Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited and invited comments from the said service providers on the draft direction and the draft reporting formats and also placed the said draft direction and the draft reporting formats on the website of the TRAI for comments from the service providers;

4. Now, therefore, 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) and regulation 9 of the Standards of Quality of Service of Basic Telephone Service (wire line) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009, the Authority hereby directs all the basic telephone service providers, unified access service providers and cellular mobile service providers including Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd. to submit compliance report, in writing and also in the electronic form in Microsoft Excel format duly signed by the authorized signatory of the service provider,:-

- (i) on quarterly basis, in respect of all the parameters for Basic Telephone Service (wire line) except parameter at Serial Number (v) specified under regulation 3 of the said regulations, in the format number TRAI/QoS/Basic/1-PMR, annexed as Annexure-I to this direction, within a period of forty five days of each quarter ending on the 31st March, the 30th June, the 30th September and the 31st December of every year, respectively;
- (ii) on monthly basis, in respect of parameter, for Basic Telephone Service (wire line) at Serial Number (v) of regulation 3 in the format number TRAI/QoS/Basic/2-POI, annexed as Annexure-II to this direction within a period of twenty one days of the end of each calendar month of the year;
- (iii) on monthly basis,-
 - (a) in respect of parameters of the Cellular Mobile Telephone Service at serial numbers (i), (ii) and (iii) under Network Service Quality Parameters at Serial Number A of regulation 5 in the format number TRAI/QoS/CMTS/1-PMR annexed as Annexure-III to this direction, and
 - (b) in respect of the parameter at serial number (iv) under the said Network Service Quality Parameters at Serial Number A of regulation 5 in the format number TRAI/QoS/CMTS/2-POI, annexed as Annexure-IV to this direction,
within a period of twenty one days of the end of each calendar month of the year;
- (iv) on quarterly basis, in respect of the parameters of the Cellular Mobile Telephone Service at serial numbers (v), (vi), (vii), (viii), (ix) and (x) of Customer Service Quality Parameters under Serial Number B of regulation 5 in the format number TRAI/QoS/CMTS/3-PMR, annexed as Annexure V to this direction, within a period of twenty one days of each quarter ending on the 31st March, the 30th June, the 30th September and the 31st December of the year, respectively;

(M.C. Chaube)
Advisor (QoS)