

Dated: 8<sup>th</sup> February, 2010

**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 sub-regulation (2) of regulation 10 of Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) for publishing information relating to performance with respect to Quality of Service benchmark on the website of service providers.

F.No.303-5/2009 (QoS) -----Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority], established under section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as the TRAI Act, 1997), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services, protect the interests of consumers of the telecom sector, 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 service provided by the service providers so as to protect the interest of the consumers of telecommunications 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, 1997, made the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20<sup>th</sup> March, 2009, (hereinafter referred to as the regulations);

3. And whereas sub-regulation (2) of regulation 10 of the regulations provides that every service provider shall publish, for the information of the consumers, its performance with respect to the benchmark of Quality of Service parameter specified in regulation 3,

regulation 4, regulation 5 and regulation 6 of the regulations, in such manner and in such format, as may be directed by the Authority from time to time;

4. And whereas the Authority has devised three separate formats for publication of quality of service performance on quarterly basis for Basic Telephone Service and Cellular Mobile Telephone Service which are attached as Format-1, Format-2 and Format-3 with this Direction;

5. And whereas in respect of Basic Telephone Service (Wireline), the Quality of Service performance shall be published in Format-1, and in respect of Cellular Mobile Telephone Service the Network Service Quality performance shall be published in Format-2 and Customer Service Quality performance shall be published in Format-3;

6. Now therefore, in exercise of the powers conferred by 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 and sub-regulation (2) of regulation 10 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20<sup>th</sup> March, 2009, the Authority hereby directs all basic telephone service providers, unified access service providers and cellular mobile service providers including Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd. to publish on their website, the performance with respect to the benchmark of Quality of Service parameter specified in regulation 3, regulation 4, regulation 5 and regulation 6 of the regulations, in respective Formats attached with this Direction, within forty five days of issuance of this Direction and thereafter forty five days after the end of every quarter.

**(M.C. Chaube)**  
**Advisor (QOS)**

To

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

**Format -1**

**BASIC TELEPHONE SERVICE (WIRELINER)**

**Quality of Service performance for the quarter ending .....**

S. No.	Name of Service Area/ Circle	Fault incidences (no. of faults/100 subscribers / month) (Bench mark : ≤ 5)	Fault repair by next working day (Bench mark: ≥90%)	Mean Time to Repair (MTTR) (Bench mark: ≤8 hours)	Customer Care/ Helpline		Metering and Billing / charging				Closure of telephone/ termination of service on request from customer (Benchmark : within 7 days 100%)	Call Completion Rate (Bench mark: ≥55%) OR Answer to Seizure Ratio (ASR) (Bench mark : ≥75%)	Total No. of POIs where congestion is >0.5%
					Accessibility of Call Centre Number (Bench mark: ≥95% calls should get connected and answered)	Response time to the customer for operator assistance (Bench mark: within 60 seconds: ≥ 90% calls to be answered by operator)	Post-paid – Metering and Billing credibility (Bench mark: ≤0.1% of bills should be disputed over a billing cycle)	Pre-paid - Metering and credit & debit credibility (Bench mark: ≤0.1% of complaints over a month)	Percentage of Billing / charging complaints resolved (Bench mark: =100% within 4 weeks)	Time taken for refund of deposits or any payments/ refund due to customer after termination of service or any other reason (Bench mark : 100% within 60 days)			
<b>1.</b>	<b>2.</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>

**Format -2**  
**CELLULAR MOBILE TELEPHONE SERVICE**

**Network Service Quality Performance for the Quarter ending .....**

*Note: The traffic parameters under column 2 and 3 to be measured on 24 hours basis, column 8 to be measured during Cell Bouncing Busy Hour (Cell BBH), and the traffic parameters under column 4,5, 6,7, 9 and 10 to be measured during Time Consistent Busy Hour (TCBH) of the network comprising of all the MSCs/GMSCs in the Licensed Service Area*

Name of Service Area / City	Network Availability		Call Set-up Success Rate (within licensee's own network) (Benchmark: $\geq 95\%$ )	Connection Establishment		Connection Maintenance			Total no. of POIs where congestion is $> 0.5\%$
	BTSS Accumulated downtime (not available for service) (Benchmark: $\leq 2\%$ )	%age of worst affected BTS due to downtime (Benchmark: $\leq 2\%$ )		SDCCCH/Paging Chl. Congestion (%age) (Benchmark $\leq 1\%$ )	TCH Congestion (%age) (Benchmark: $\leq 2\%$ )	Call Drop Rate (%age) (Benchmark: $\leq 2\%$ )	%age of worst affected cells having more than 3% TCH drop rate (Benchmark: $\leq 5\%$ upto 31.03.2011, thereafter $\leq 3\%$ )	Connection with good voice quality (Benchmark: $\geq 95\%$ )	
1	2	3	4	5	6	7	8	9	10

SDCCCH/Paging Channel —Stand-alone dedicated control channel (GSM)/Paging Channel (CDMA), TCH—Traffic channel

**Format - 3**

**CELLULAR MOBILE TELEPHONE SERVICE**

**Customer Service Quality performance for quarter ending -----**

Name of Service Area	Parameters and benchmarks						
	Customer Care/ Helpline		Metering and Billing /charging				Closure of telephone/ termination of service on request from customer (Benchmark: within 7 days = 100%)
	Accessibility of Call Centre Number (Benchmark: ≥95% calls should get connected and answered)	Response time to the customer for operator assistance (Benchmark: within 60 seconds: ≥90% calls to be answered by operator)	Post-paid - Metering and Billing credibility (Benchmark: ≤0.1% of bills should be disputed over a billing cycle)	Pre-paid - Metering and credit & debit credibility (Benchmark: ≤0.1% of complaints over a month)	Percentage of Billing/charging complaints resolved (Benchmark: =100% within 4 weeks)	Time taken for refund of deposits or any payments/refund due to customer after closure of telephone/ termination of service or any other reason (Benchmark: 100% within 60 days)	
1	2	3	4	5	6	7	8