

TELECOM REGULATORY AUTHORITY OF INDIA

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**TRAI issues Direction to Cellular Mobile Service Providers for
ensuring Quality of Service**

TRAI had issued a Quality of Service (QoS) Regulation in July, 2000. This was subsequently modified in July, 2005 so as to benchmark various QoS parameters including Point of Interconnection (POI) Congestion for Basic and Cellular Mobile Services. TRAI has been monitoring the performance of the Quality of Service of Basic and Cellular Mobile Services, against the benchmarks prescribed by the Authority for various QOS parameters, through Quarterly Reports submitted by the service providers. TRAI has also been monitoring the level of congestion at the POIs between the service providers on a monthly basis so as to ensure effective interconnection between the networks of service providers. The benchmark prescribed by the Authority for the parameter “POI Congestion” is less than 0.5%.

2. The Performance Monitoring Report of Cellular Mobile Service Providers for the quarter ended 30th September, 2005 shows that all the service providers are not meeting some of the QoS benchmarks in some of the circles. The POI congestion report for the period July – September, 2005 also shows that there has been increasing congestion between the networks of cellular mobile operators. In about 193 locations the POI congestion level is more than 10% and in about 72 out of such locations the level of congestion is 40% or more. TRAI has, therefore, issued on 29th November, 2005 directions to all Cellular Mobile Service Providers to ensure, by 31st December, 2005, that the Quality of Service parameters, including the level of POI congestion, in its network should be strictly within the benchmark laid down by the Authority.

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