

For Immediate Release

Information Note to the Press (Press Release No. 19/2023)

Telecom Regulatory Authority of India

TRAI issues Directions to All Telecom Service Providers to submit Quality of Service (QoS) reports for each State and Union Territory(UT).

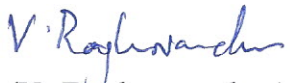
New Delhi, 24th February 2023 - TRAI has issued the “Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations (7 of 2009) dated the 20th March 2009 as amended time to time. Currently, Telecom Service Providers (TSPs) are submitting QoS performance report on License Service Area (LSA) basis.

2. The Authority has observed that submission of State and Union Territory wise report for QoS parameters is essential for optimum analysis of QoS being provided by TSPs. This will also help respective State/UT Governments in facilitating service providers in improving QoS in the State/UT as and when required.

3. Accordingly, the TSPs have been directed to submit State and Union Territory-wise reports, in respect of QoS parameters specified in regulation 3 for Basic(wireline) Services and ‘Network Service Quality Parameters’ of regulation 5 for Cellular Mobile Telephone Services, on quarterly basis starting from the quarter ending 31.03.2023.

4. LSA wise data, as currently being submitted through various Performance Monitoring Reports, shall continue to be submitted as per schedule defined in the Regulation.

5. For any clarification/information Shri Tejpal Singh, Advisor (QoS) TRAI may be contacted at Tel. No. 011-23233602.


(V. Raghunandan)
Secretary, TRAI