File No. 308-7/2012-QoS
TELECOM REGULATORY AUTHORITY OF INDIA
(Quality of Service Division)
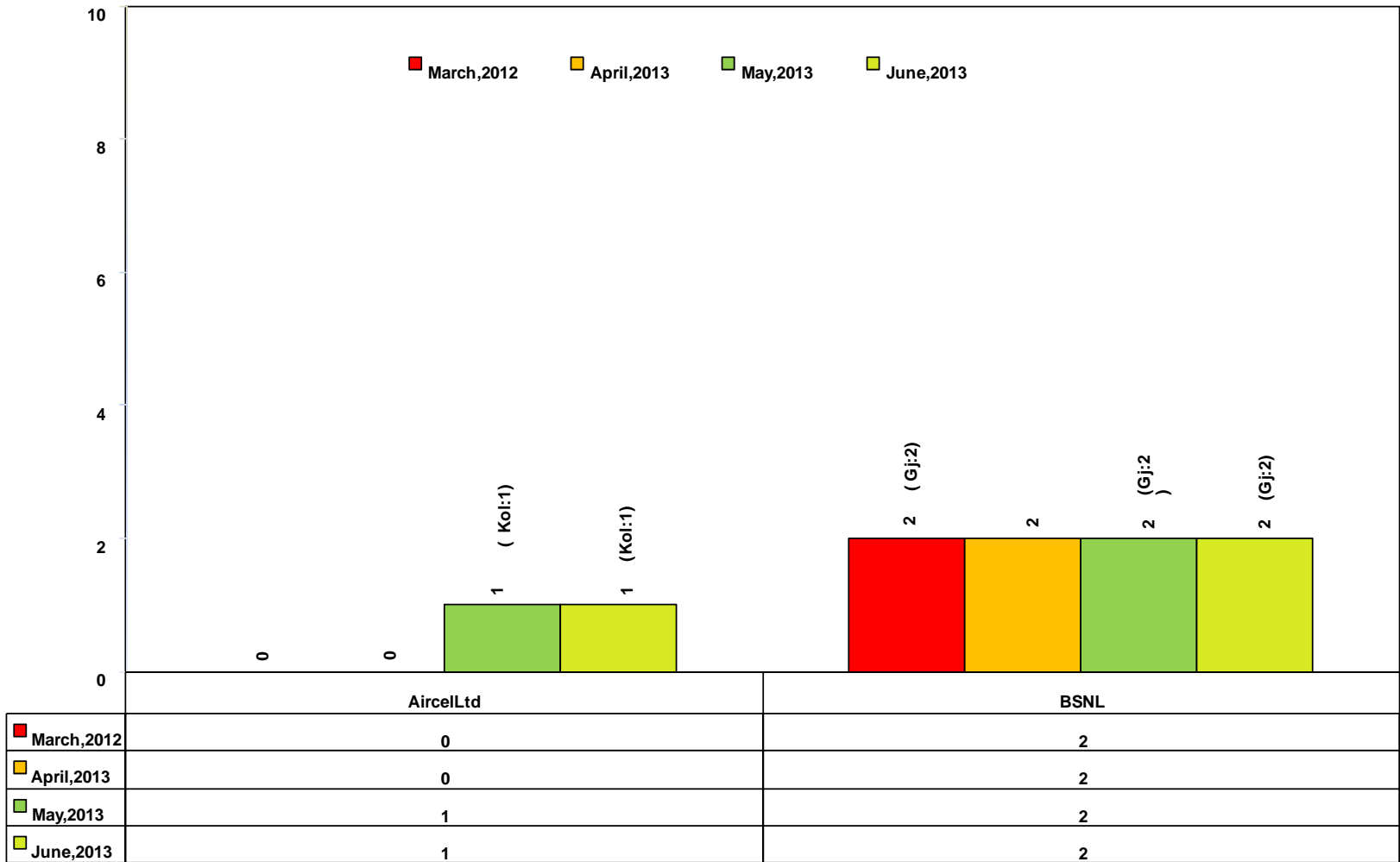
Dated: 10th September, 2013

Point of Interconnection (POIs) Congestion report of the Cellular Mobile Telephone Service Providers (CMTS) and Basic Telephone Service (Wireline) Providers for the months of April, May & June 2013.

In order to ensure seamless interconnection, TRAI has been monitoring the level of congestion at the Point of Interconnection (POI) between various service providers on monthly basis. This parameter signifies the ease with which a customer of one network is able to communicate with a customer of another network. This parameter also reflects as to how effective is the interconnection between two networks. The benchmark notified by TRAI in the QoS Regulations for this parameter is <0.5%. This means out of 200 calls between two operators only one call should face congestion. The result of the monitoring reveals that degree of congestion between the operators is generally satisfactory in most of the areas.

A.   **Cellular Mobile Telephone Service :**

- Cellular Mobile Service Providers (CMSPs) have submitted their POIs Congestion Reports to TRAI for the months of April, May & June 2013.

- This report includes only the Service Providers who do not meet TRAI's stipulated POI Congestion benchmark of <0.5% in any of their service area.

- The number of POIs having congestion has increased from 2 in March 2013 to 3 POIs in June 2013.

- Out of 3 POIs having congestion in June 2013, 1 POI is having congestion more than 25%.

- M/s Aircel has Congestion in 1 POI in May and June,2013.

- M/s BSNL has congestion in 2 POIs in April, May and June,2013.

- The affected circles/states due to POI congestion is Gujarat with two POIs congestion and Kolkata 1 POI, as on June,2013.
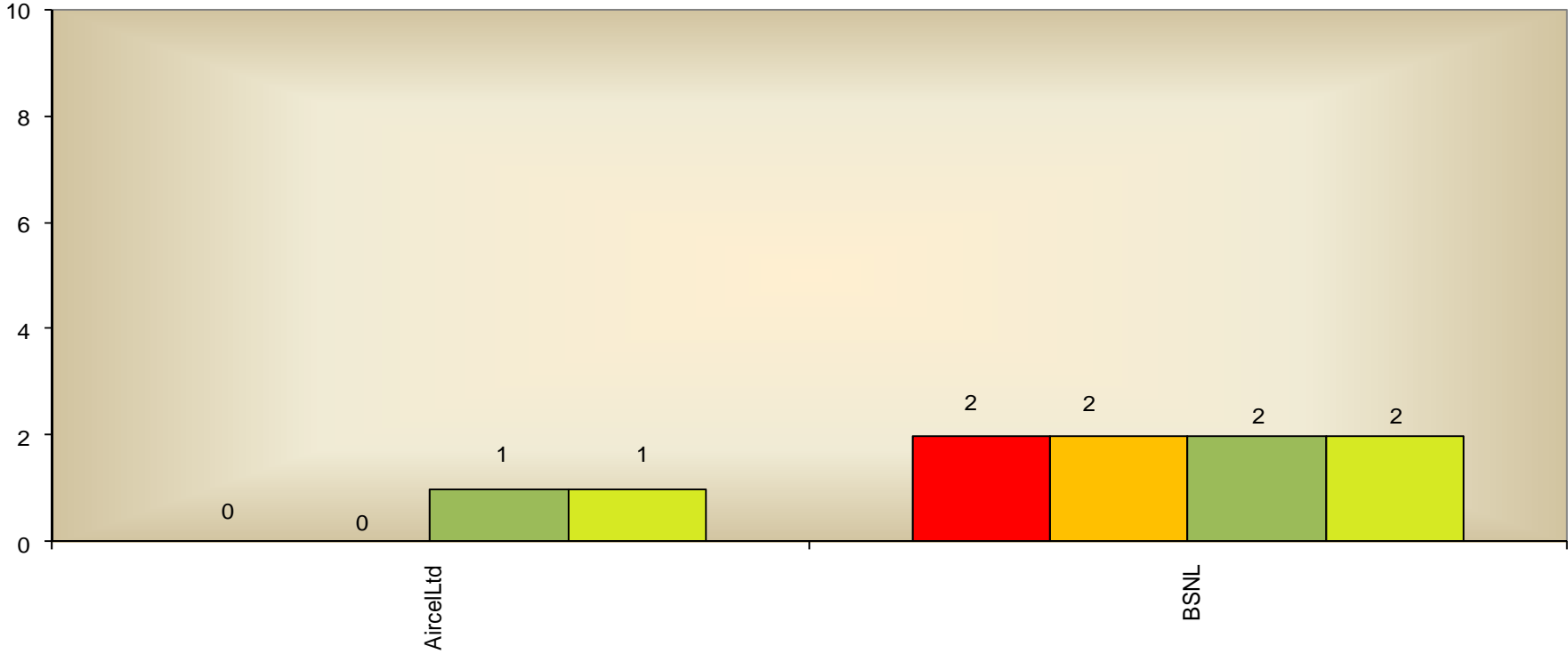
Service Provider wise & Service Area wise number of POIs having Congestion level >0.5%

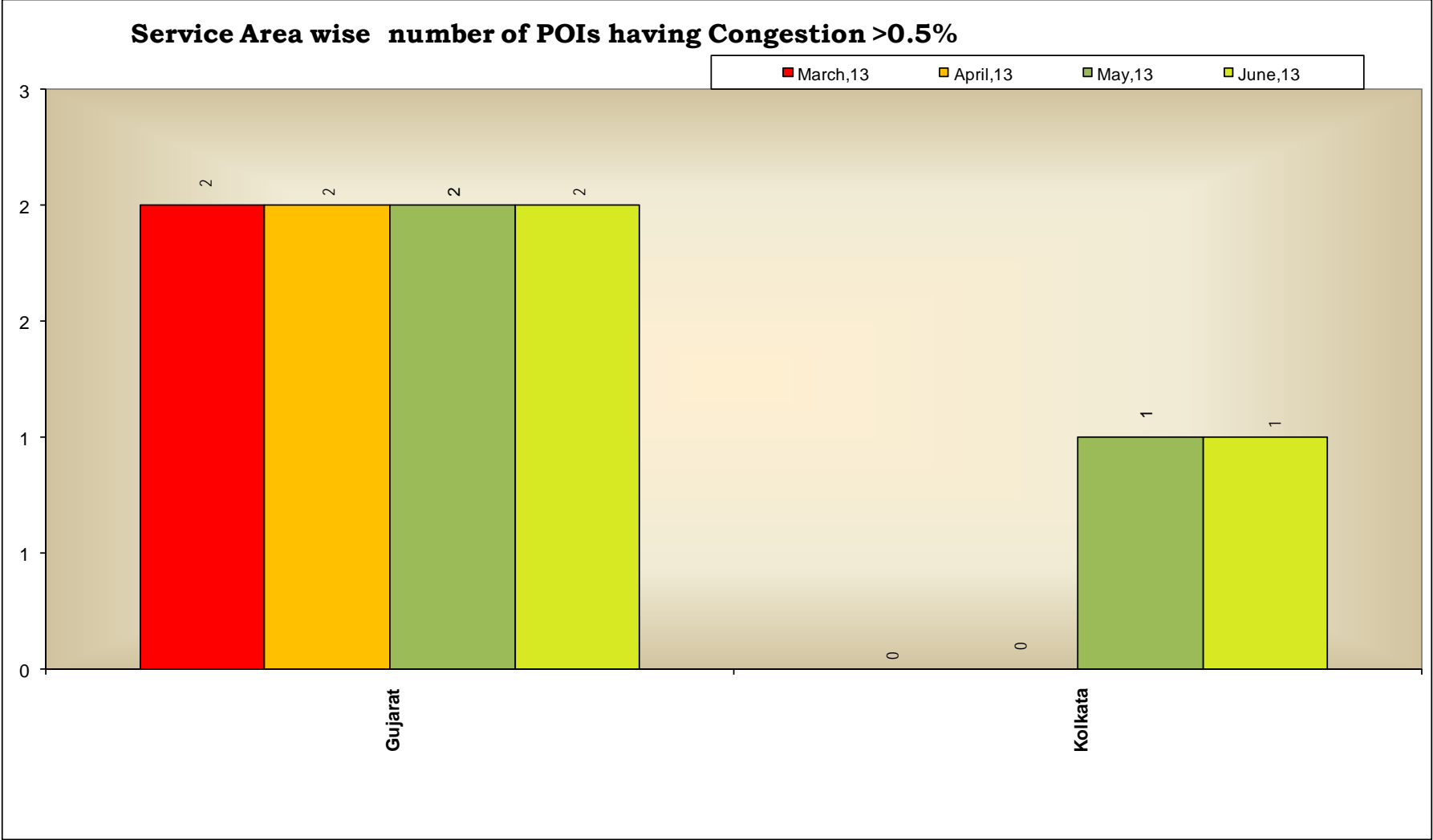|	AircelLtd	BSNL
March,2012	0	2
April,2013	0	2
May,2013	1	2
June,2013	1	2

(ii) **Service Provider wise POI Congestion (CMTS)**

Service Provider wise number of POIs having Congestion >0.5%

Legend: ■ March,2012 ■ April,2013 ■ May,2013 ■ June,2013

Aircel Ltd: 0, 0, 1, 1

BSNL: 2, 2, 2, 2

(iii) Service Area wise POI Congestion (CMTS)

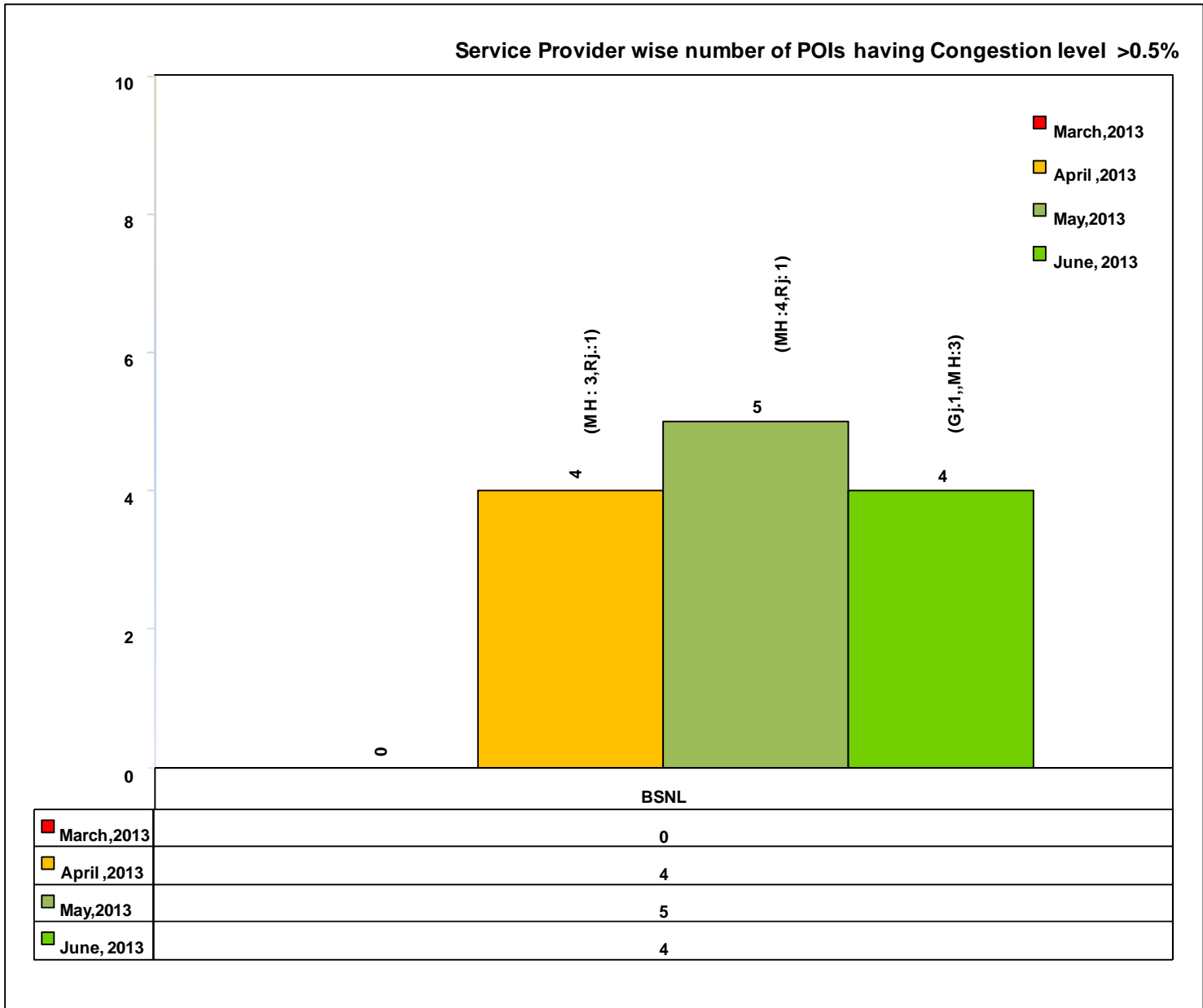Service Area wise number of POIs having Congestion >0.5%
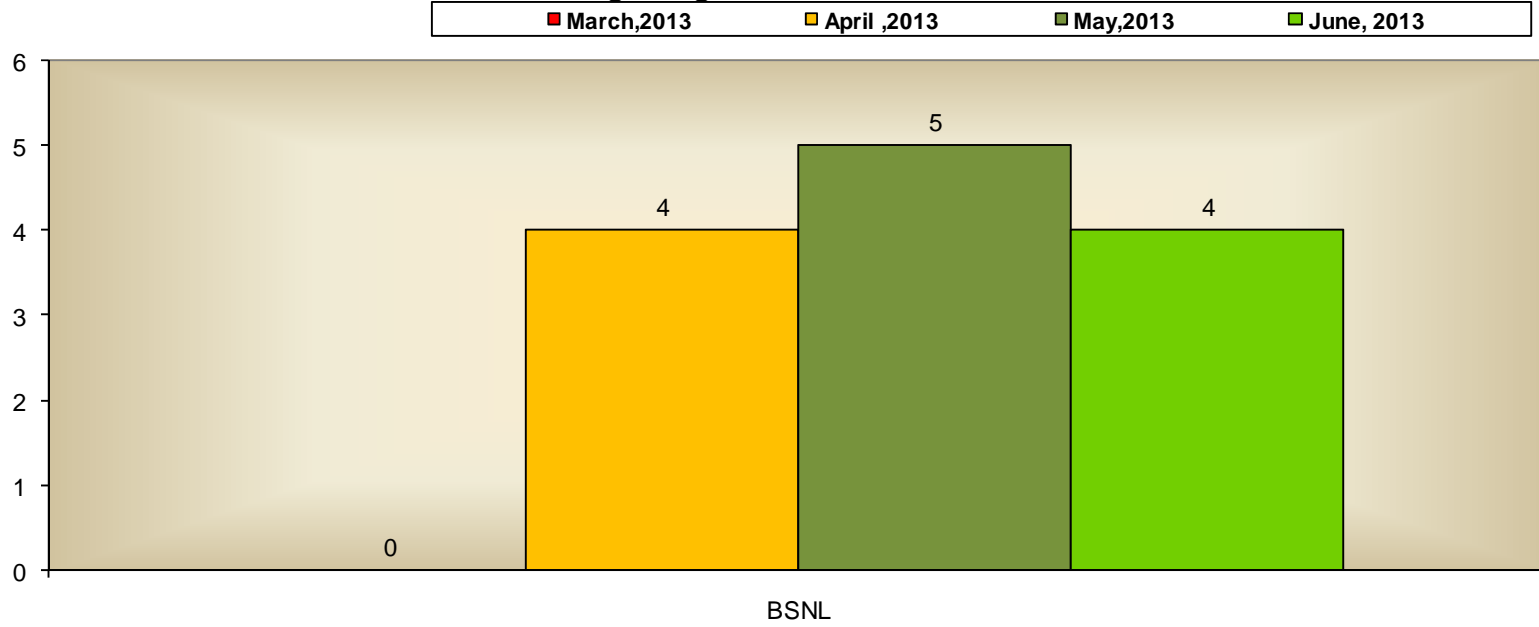
Basic Telephone Service (Wireline) :

As per the Regulations, 2009, Basic Telephone Service (Wireline) Providers have submitted their POIs Congestion Reports to TRAI for the months of April, May and June 2013.

- This report includes only the Service Providers who do not meet the TRAI's stipulated POI Congestion benchmark of <0.5% in any of their service area.

- The POI Congestion Report shows that the performance of the Basic Telephone Service (Wireline) providers with respect to the congestion on POIs in the month of June,2013 has deteriorated as compared with the performance in March 2013. The number of POIs having congestion has increased from Nil in March 2013 to 4 in June 2013.

- The circles/states affected due to POI Congestion are MH(3 POIs) and Gj. (1POI) for the month of June 2013.

Service provider wise and Service Area wise POI Congestion (Basic Telephone Service-wireline)

Service Provider wise number of POIs having Congestion level >0.5%

Legend:
- March,2013
- April ,2013
- May,2013
- June, 2013

Bar chart for BSNL:
- March,2013: 0
- April,2013: 4 (M H : 3,Rj.:1)
- May,2013: 5 (MH :4,Rj: 1)
- June,2013: 4 (Gj.1,,M H:3)

	BSNL
March,2013	0
April ,2013	4
May,2013	5
June, 2013	4

Service Provider wise number of POIs having Congestion >0.5%

Legend: ■ March,2013 ■ April ,2013 ■ May,2013 ■ June, 2013

Values for BSNL:
- March,2013: 0
- April ,2013: 4
- May,2013: 5
- June, 2013: 4

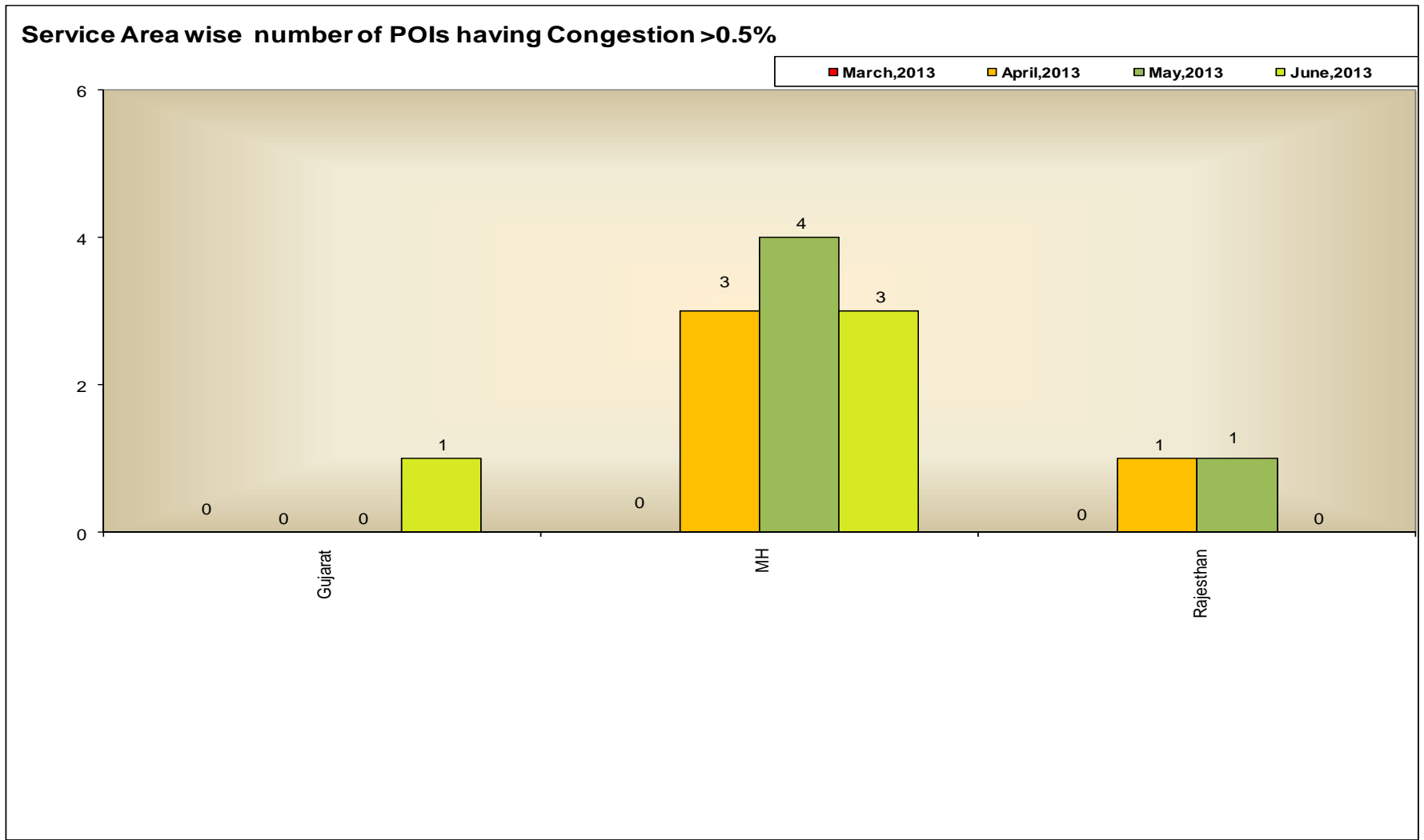(iii) **Service Area wise POI congestion (Basic Telephone Service-Wireline)**

Service Area wise number of POIs having Congestion >0.5%

Legend: March,2013 | April,2013 | May,2013 | June,2013

The non-provisioning and insufficient provisioning of telecom circuit resource as per traffic requirements leads to:

➢ inter-network congestion at the Point of Interconnection (POI)

➢ loss of calls

➢ repeated call attempts by consumers

➢ deterioration in Quality of Service (QoS)

➢ consumer dissatisfaction

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Authorised for issue

Advisor (CA & QoS)

SL. No.	Circles	March,2013		April,2013		May,2013		June,2013	
		>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
1	BSNL	2	1	2	1	2	0	2	0
2	Aircel	0	0	0	0	1	0	1	1
Total		2	1	2	1	3	0	3	1

Analysis –Service provider wise (CMTS) No. of POI having level level 0.5%and > 25%

		March,2013		April,2013		May,2013		June,2013	
SL. No.	**Circles**	**>0.5%**	**>25%**	**>0.5%**	**>25%**	**>0.5%**	**>25%**	**>0.5%**	**>25%**
6	**Gujarat**	2	1	2	1	2	0	2	0
12	**Kolkata**	0	0	0	0	1	0	1	1
	Total	**2**	**1**	**2**	**1**	**3**	**0**	**3**	**1**

Analysis - Service Area wise (CMTS) No. of POIs having congestion level > 0.5% and >25%

SL. No.	Circles	March,2013		April,2013		May,2013		June,2013	
		>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
1	BSNL	0	0	4	0	5	3	4	1
Total		0	0	4	0	5	3	4	1

Comparative POI Congestion level of Basic Telephone Service (Wireline) Providers

SL. No.	Circles	March, 2013		April, 2013		May,2013		June,2013	
		>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
1	Gujarat	0	0	0	0	0	0	1	1
2	MH	0	0	3	0	4	3	3	0
3	Rajasthan	0	0	1	0	1	0	0	0
	Total	0	0	4	1	5	3	4	1

Analysis - No. of POIs having congestion level Licence Service Area wise (Basic Telephone-Wireline)