

**F.No.305-12/2012-QoS**  
**Telecom Regulatory Authority of India**  
**Mahanagar Doorsanchar Bhavan,**  
**Jawaharlal Nehru Marg, Next to Zakir Hussain College,**  
**New Delhi – 10 002**

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New Delhi, Dated the 23<sup>rd</sup> May, 2013

**DIRECTION**

**Subject: Implementation of the Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) – reporting format regarding.**

F. No.305-12/2012-QOS---- Whereas the Telecom Regulatory Authority of India (hereinafter referred as the Authority), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), has been entrusted with discharge of certain functions, inter alia, to regulate the telecommunication services; to ensure the terms and conditions of license; lay-down the standards of quality of service to be provided by the service providers and to ensure the quality of service and conduct periodical survey of such services provided by the service providers so as to protect the interest of the consumers of telecommunication service;

2. And whereas in exercise of powers conferred by section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1), of section 11 of Telecom Regulatory Authority of India Act, 1997 (24 of 1997) the Authority made the Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) (hereinafter referred to as the regulations);

3. And whereas regulation 5 of the regulations provide 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 of the regulations 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.

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 5 of the regulations, the Authority hereby directs the Unified Access Service Providers and Cellular Mobile Service Providers providing the wireless data services to submit, on quarterly basis, within 15 days at the end of the quarter, the compliance reports, of benchmark in respect of the Quality of Service parameters specified in the regulations, for the period commencing from the quarter ending on June 2013, in the format annexed with this Direction duly signed by the authorised signatory and accompanied by the report in the electronic form (in Microsoft Excel) in non-writable CD bearing the signature of the authorised signatory.

(A. Robert. J. Ravi)  
Advisor (CA & QoS)

Encl: Annexure – I

To,  
All Unified Access Service Providers and Cellular Mobile Service Providers  
including BSNL and MTNL.

## Annexure-I

Name of the Service Providers:								
Name of the circle/Licensed Service Area:								
Report for quarter ending:								
Sl	Parameters	Benchmarks	Generations		Compliance Status			
					Month 1	Month 2	Month 3	Quarter
1	Service Activation /Provisioning	Within 4 hrs with 95% success rate.	All Generations					
2	Successful data transmission download attempts	>80%	All Generations					
3	Successful data transmission upload attempts	>75%	All Generations					
4	Minimum download speed (Kbps)	To be measured for each Plan and Reported to TRAI	CDMA	Plan 1				
				Plan 2				
				Plan 3				
			2G	Plan 1				
				Plan 2				
				Plan 3				
			3G	Plan 1				
				Plan 2				
				Plan 3				
			4G	Plans				
5	Average Throughput for Packet data (Kbps)	>75% of the subscribed speed.	CDMA	Plan 1				
				Plan 2				
				Plan 3				
			2G	Plan 1				
				Plan 2				
				Plan 3				
			3G	Plan 1				
				Plan 2				
				Plan 3				
			4G	Plans				
6	Latency	Data <250ms	All Generations					
7	PDP Context Activation Success	≥95%	All Generations					
8	Drop rate :	≤5%	All Generations					
					Signature with name and designation			
					E-mail address:			
					Telephone Number:			