

**Information note to the Press (Press Release No. 20/2014)**

For Immediate Release

**Telecom Regulatory Authority of India**

**TRAI issues consultation paper on amendment to “The Standards of Quality of Service for Wireless Data Services Regulations, 2012”.**

**New Delhi, 21<sup>st</sup> April, 2014:** TRAI, with a view to protect the interests of the consumers, issued the consultation paper on amendment to “The Standards of Quality of Service for Wireless Data Services Regulations, 2012”, to examine the benchmark for “minimum download speed” being offered through various technologies, so that the minimum download speeds are transparently made available to the consumers.

2. TRAI has laid down the Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) on 4<sup>th</sup> December, 2012. These regulations contain a parameter ‘Minimum download speed’, which indicates the minimum download speed provided or available to various consumers who have subscribed to different tariff plans for wireless data services. The download speed in these regulations is defined as the data transmission rate that is achieved for downloading a test file from a test server to a test device.
3. The Authority had not specified any benchmark for the parameter ‘minimum download speed’. The service provider has to measure the ‘minimum download speed’ for each plan and report to the Authority.
4. The Authority has been receiving complaints from consumers regarding the poor download speed experienced by them. The Authority after examining the issue has felt that the minimum download speed for the wireless data services provided through various wireless technologies should be transparently available with the consumers.
5. The highlights of the consultation paper are:-

- a. The Authority seeks to prescribe a minimum download speed for wireless data services, based on the data on minimum download speed reported by the service providers in the last three quarters
  - b. The Authority proposes that along with each tariff plan for data services, the minimum download speed should necessarily be mentioned on all sale vouchers, website, advertisements etc.
6. The consultation paper on amendment to "The Standards of Quality of Service for Wireless Data Services Regulations, 2012", containing the above issues is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in) . Stakeholders are requested to offer their comments, preferably in electronic form, to Shri A. Robert J. Ravi, Advisor (CA & QoS), Telecom Regulatory Authority of India, MahanagarDoorsancharBhawan, JawaharLal Nehru Marg, New Delhi - 110002(Tel No. 011-23230404, Fax No. 011-23213036, e-mail: [advqos@traigov.in](mailto:advqos@traigov.in), by 5<sup>th</sup>May, 2014.

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