

Information note to the Press

For Immediate Release

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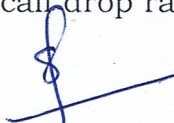
Telecom Regulatory Authority of India

TRAI issues Consultation Paper on “Review of network related Quality of Service standards for Cellular Mobile Telephone Service.”

New Delhi 5th August, 2016: Telecom Regulatory Authority of India (TRAI) today issued a consultation Paper on “Review of network related Quality of Service standards for Cellular Mobile Telephone Service”.

2. In the wake of phenomenal growth in cellular mobile telephone service, technology changes that have taken place in the recent times and increasing concerns of consumers relating to Quality of Service perceived by them, there is a need to review the Quality of Service parameters and benchmarks so as to streamline the monitoring of the parameters, its measurement and the regulatory framework. This could lead to better Quality of Experience by users. With these objectives, the Authority has released a Consultation Paper today for initiating a consultation process to review the network related Quality of Service standards.

3. This consultation paper describes the various parameters and respective benchmarks for assessment of Quality of Service of 2G and 3G networks. The Authority seeks the views of the stakeholders as to how to bring about changes in these benchmarks and possibly add parameters, if required, to improve the Quality of Service experience by the customers. It also envisaged to add relevant parameters for 4G/BWA services also, in view of their deployment in the network. The consultation paper seeks to know from the stakeholders as to what will be the appropriate way to calculate call drop rates through meta data



analysis of CDRs. The mechanism of imposing of financial disincentives in case of below the bench mark performance has also been raised in this consultation paper.

4. The consultation paper on "Review of network related Quality of Service standards for Cellular Mobile Telephone Service" is placed on the TRAI's website www.trai.gov.in. Stakeholders are requested to submit their comments, preferably in electronic form, to Shri U.K. Srivastava, Pr. Advisor (NSL) on the e-mail address pradvnsl@trai.gov.in by 26th August 2016 and counter comments by 2nd September 2016. The comments can also be faxed to 011-23213036. All comments will be posted on the TRAI's website. For any further clarifications please contact Shri U.K. Srivastava, Pr. Advisor (NSL) on telephone No. 011-23232291.


(Sudhir Gupta)
Secretary