

**Information note to the Press (Press Release No. 46/2014)**

For Immediate Release

**Telecom Regulatory Authority Of India**

**TRAI releases “Standards of Quality of Service for Wireless Data Services (Amendment) Regulations, 2014”.**

**New Delhi, 24<sup>TH</sup> July, 2014:** The Telecom Regulatory Authority of India (TRAI) today issued the “Standards of Quality of Service for Wireless Data Services (Amendment) Regulations, 2014”, prescribing measures for protecting the interest of telecom customers subscribing for wireless data services.


TRAI had laid down the Quality of Service standards for wireless data services through the Standards of Quality of Service for Wireless Data Services Regulations, 2012 on 4<sup>th</sup> December, 2012. In these regulations, “minimum download speed” is one of the Quality of Service parameters. It was mandated that the telecom service providers (TSPs) will measure the minimum download speed according to the test methodology prescribed, for each of the data plans offered. Since TRAI has been receiving complaints from mobile users about poor download speed, the Authority had undertaken a public consultation in April-May, 2014 on the issue of whether benchmarks to be prescribed for the minimum download speed and also about publication of the performance of service providers in this regard. The Authority, after considering the comments of TSPs and also keeping in view the interest of consumers has issued the Standards of Quality of Service for Wireless Data Services (Amendment) Regulations, 2014 mandating the TSPs to

- (a) indicate in all the data plans the minimum download speed available to customers and such speed shall be available to the consumer for not less than eighty percent of the usage time
- (b) print the details of minimum download speed available to the consumer on the vouchers of the wireless data plans and to publish on its website and in all advertisements of wireless data plan.
- (c) make available the details of minimum download speed offered at the complaint centres and sale outlets of TSPs.
- (d) Publish, at their website, the minimum download speed as measured according to the test methodology prescribed, for each data plan.

  
**सुधीर गुप्ता/SUDHIR GUPTA**  
सचिव/Secretary  
भारतीय दूरसंचार विनियामक प्राधिकरण  
Telecom Regulatory Authority of India  
नई दिल्ली-110002/New Delhi-110002

TRAI will publish, every quarter, the performance of TSPs as reported by the TSPs, against minimum download speed for each data plan offered at its website [www.trai.gov.in](http://www.trai.gov.in).

4. The “**Standards of Quality of Service for Wireless Data Services (Amendment) Regulations, 2014**” have already been placed on TRAI’s website ([www.trai.gov.in](http://www.trai.gov.in)). For any further clarifications please contact Mr. A.Robert J. Ravi, Advisor (CA&QOS) on 011-23230404 or e-mail: [advqos@trai.gov.in](mailto:advqos@trai.gov.in).



(Sudhir Gupta)

Secretary  
सुधीर गुप्ता/SUDHIR GUPTA  
सचिव/Secretary  
भारतीय दूरसंचार विनियामक प्राधिकरण  
Telecom Regulatory Authority of India  
नई दिल्ली-110002/New Delhi-110002