

File No. 304-1/2014-QoS
TELECOM REGULATORY AUTHORITY OF INDIA
(Quality of Service Division)

Dated: 3rd December, 2014

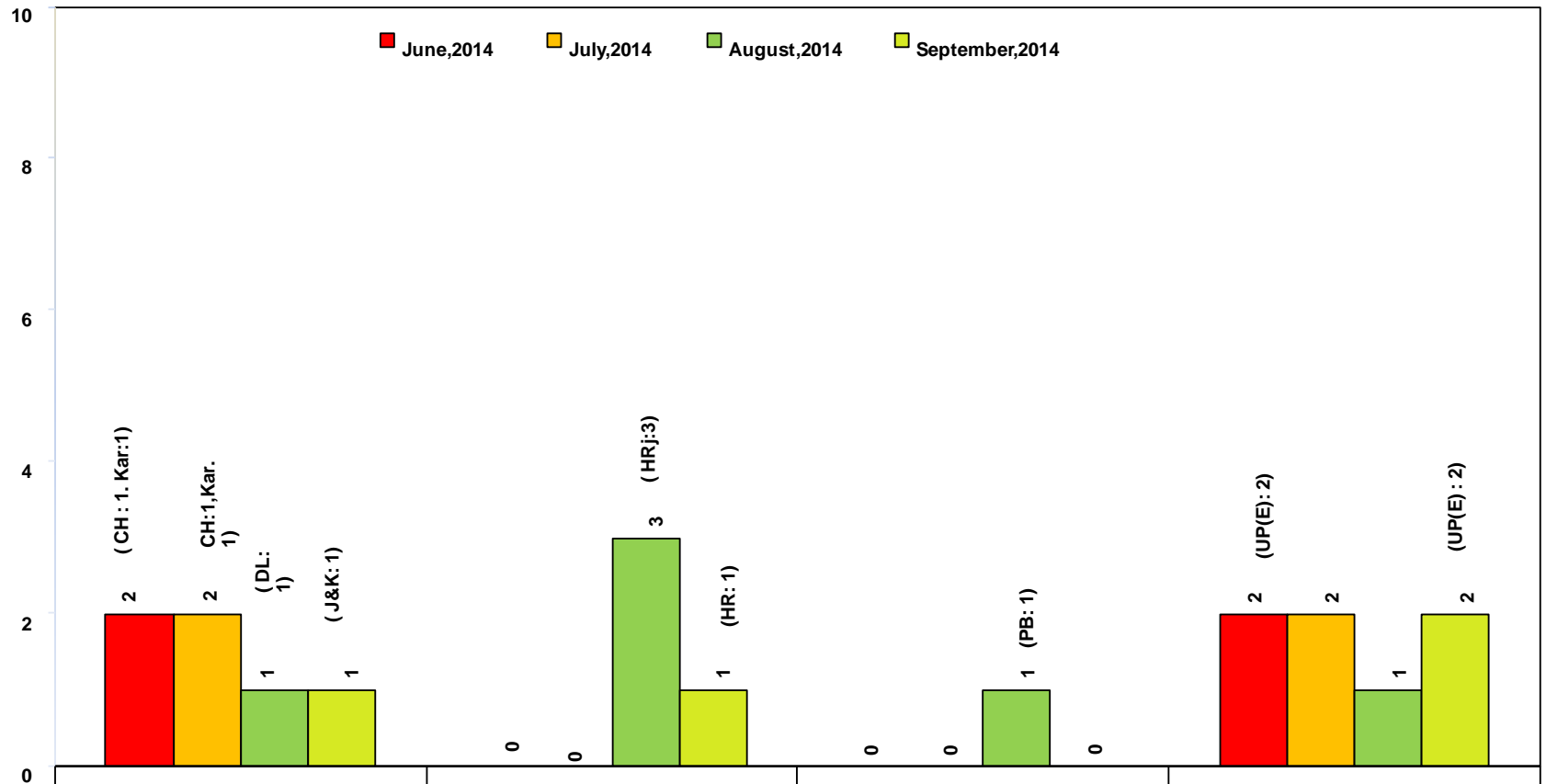
Point of Interconnection (POIs) Congestion report of the Cellular Mobile Telephone Service Providers (CMTS) and Basic Telephone Service (Wireline) Providers for the months of July, August & September, 2014.

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 within limit in most of the areas.

A. Cellular Mobile Telephone Service :

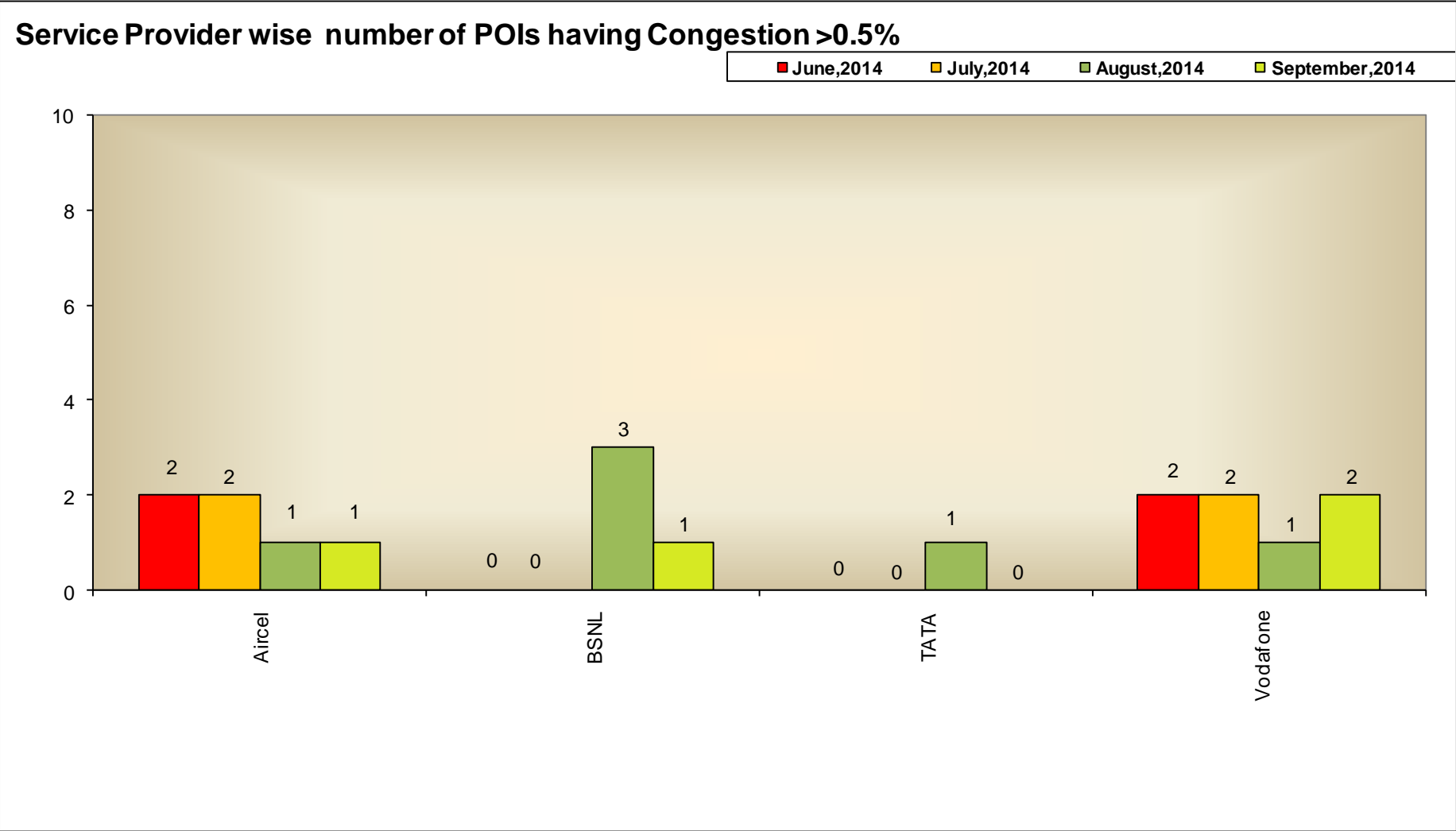
- Cellular Mobile Service Providers (CMSPs) have submitted their POIs Congestion Reports to TRAI for the months of July, August & September, 2014.
- This report includes only the Service Providers who do not meet TRAI's stipulated POI Congestion benchmark of <0.5% in any of their service area.
- The number of POIs having congestion is same for June 2014 as well as September, 2014. (4 POIs)
- M/s Aircel has congestion in 2 POIs in July, 2014, 1 POI in August and 1 POI in September, 2014.
- M/s Vodafone has congestion in 2 POIs in July, 2014, 1 POI in August and 2 POIs in September, 2014
- M/s Tata has congestion in 1 POI in August, 2014
- M/s BSNL has congestion in 3 POIs in August and 1 POI in September, 2014
- The affected circles/states due to POI congestion are Chennai, Delhi, Haryana, Karnataka, J&K, Punjab and UP(E).

Service Provider wise & service Area wise number of POIs having Congestion level >0.5% (CMTS)

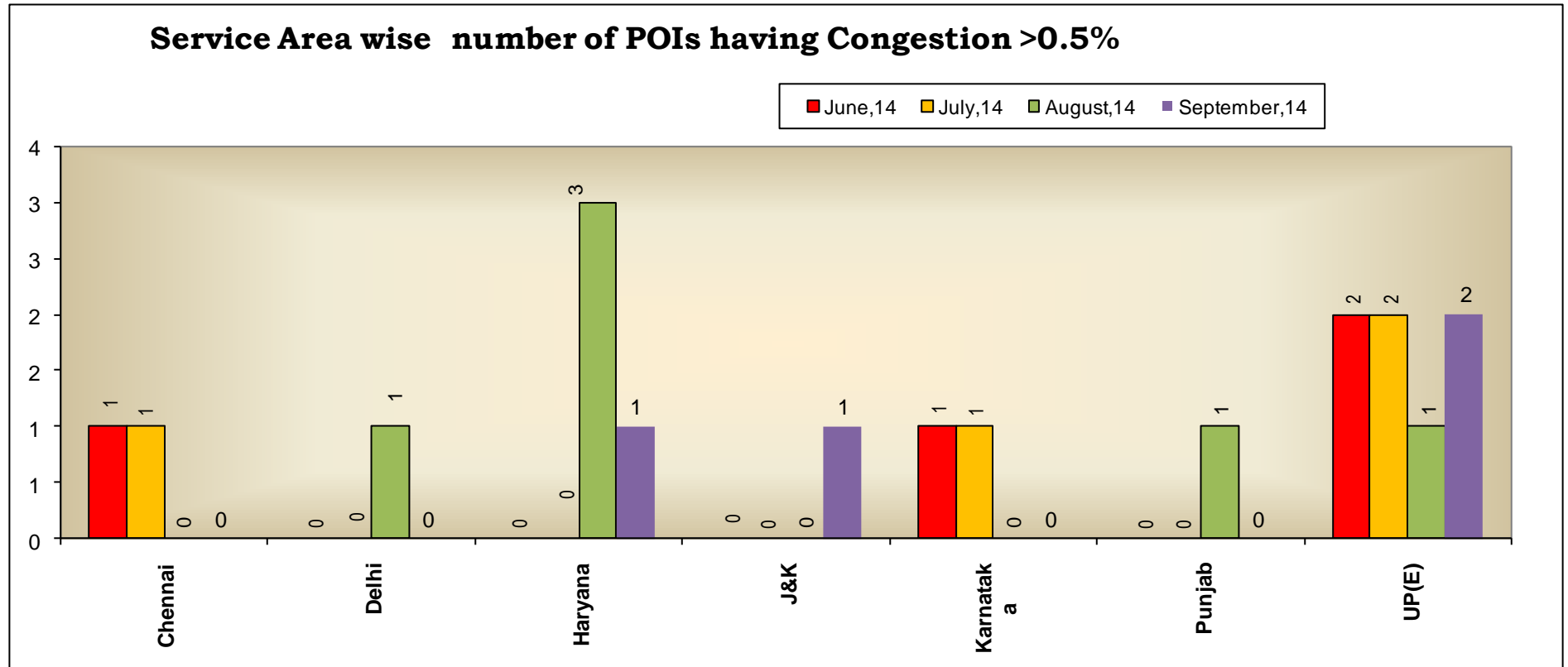


	AircelLtd	BSNL	TATA	Vodafone
■ June,2014	2	0	0	2
■ July,2014	2	0	0	2
■ August,2014	1	3	1	1
■ September,2014	1	1	0	2

(ii) Service Provider wise POI Congestion (CMTS)



(iii) Service Area wise POI Congestion (CMTS)

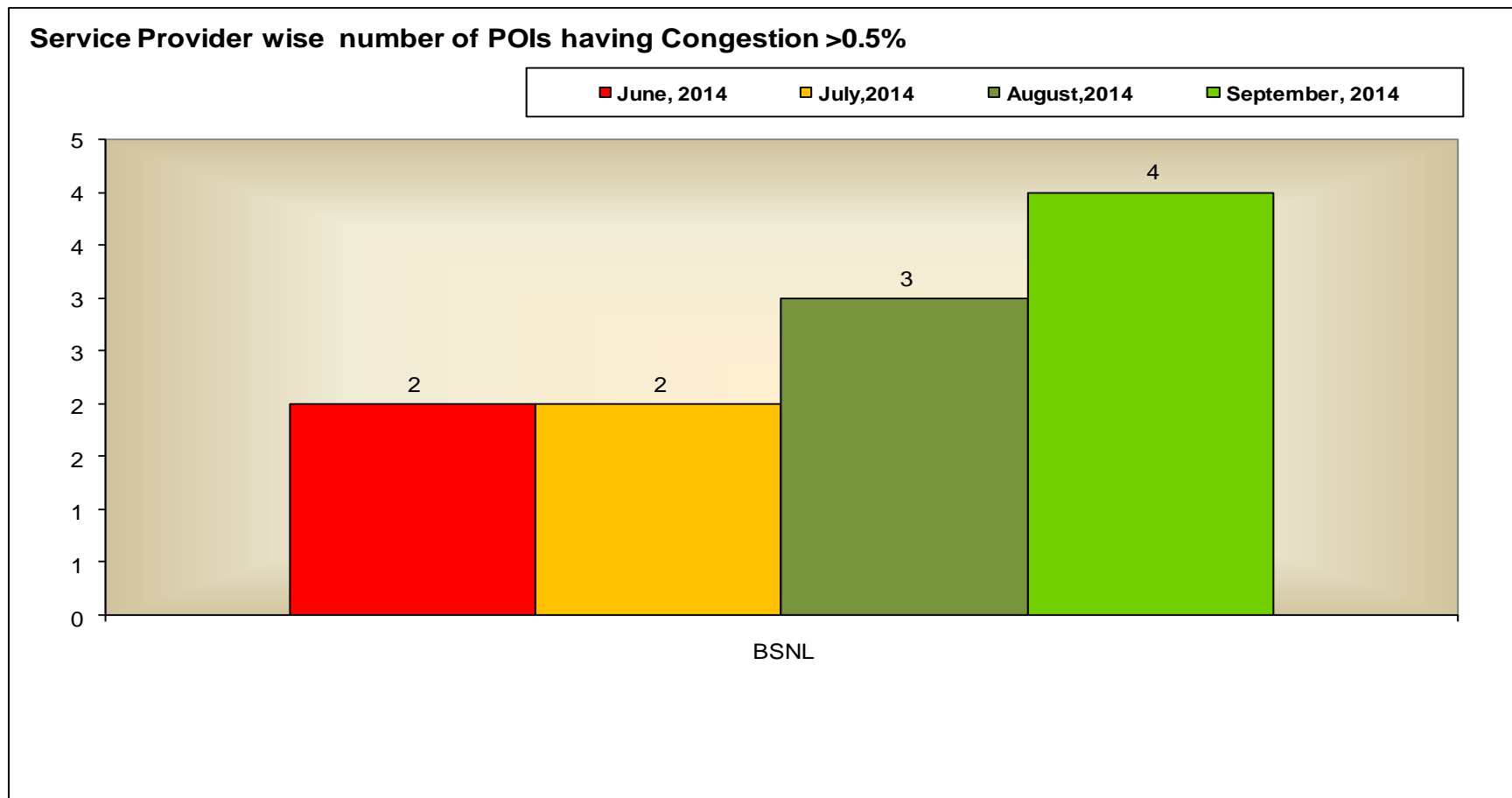


Basic Telephone Service (Wireline) :

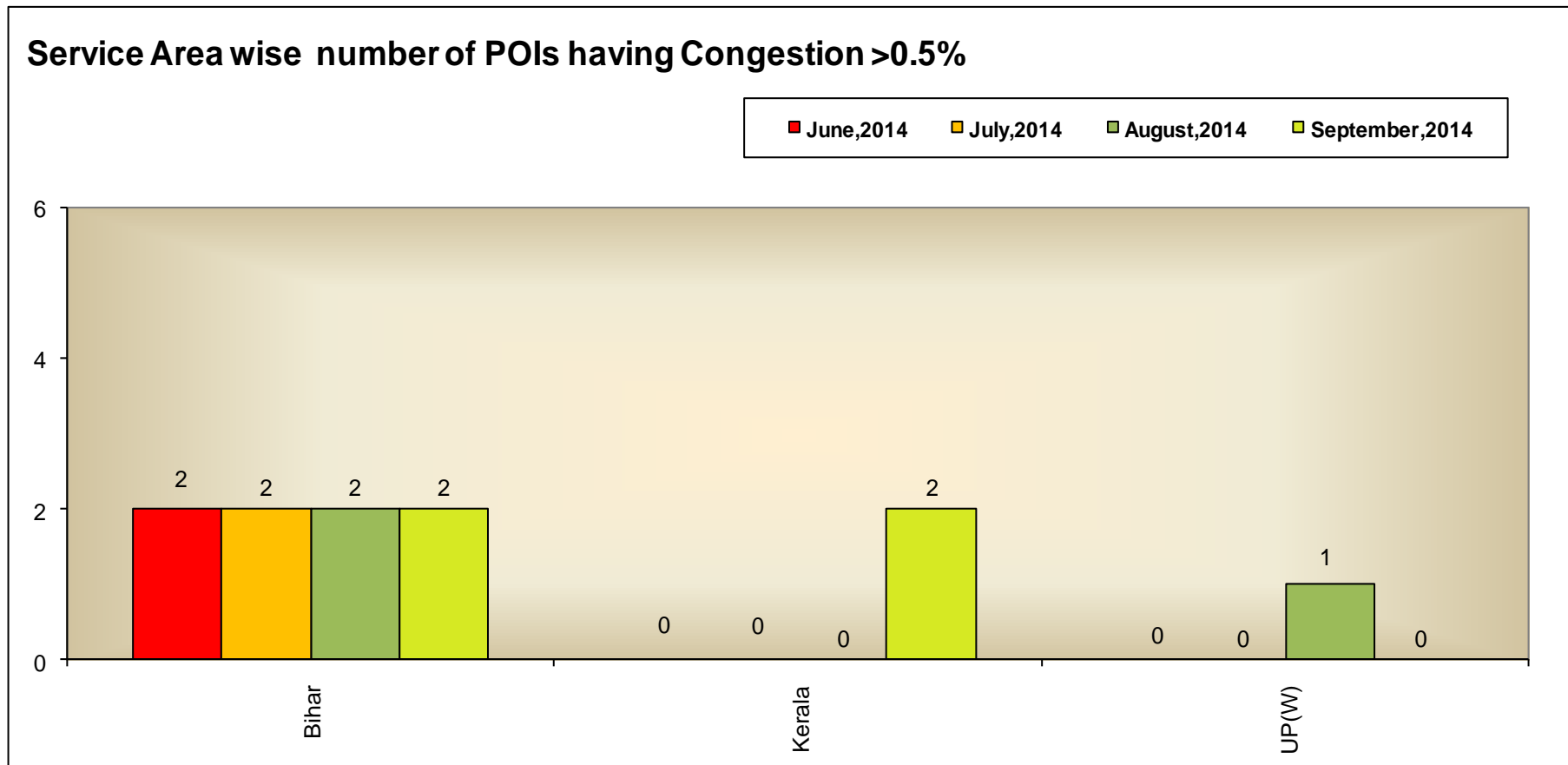
As per the Regulations, 2009, Basic Telephone Service (Wireline) Providers have submitted their POIs Congestion Reports to TRAI for the months of July, August and September 2014.

- 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 September,2014 has increased from 2 in June 2014 to 4 in September 2014.
- M/s BSNL has congestion in 2 POIs in July, 3 POIs in August and 4 POIs in September,2014.
- The affected Circles/ States due to POI congestion are Bihar, Kerala and UP(W).

(iv) Service Provider wise POI Congestion (Basic WireLine)



(v) Service Area wise POI Congestion (Basic Wire Line)



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)
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- consumer dissatisfaction

Contact Address in case any clarification required:

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Authorised for issue

Advisor (CA & QoS)

Analysis - Service Area wise (CMTS) No. of POIs having congestion level > 0.5% and >25%									
SL. No.	Circles	June,2014		July,2014		August,2014		September,2014	
		>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
1	Chennai	1	0	1	0	0	0	0	0
2	Delhi	0	0	0	0	1	0	0	0
3	Haryana	0	0	0	0	3	0	1	0
4	J&K	0	0	0	0	0	0	1	0
5	Karnataka	1	0	1	0	0	0	0	0
6	Punjab	0	0	0	0	1	0	0	0
7	UP(E)	2	0	2	0	1	0	2	0
Total		4	0	4	0	6	0	4	0

Analysis - Service Provider wise (CM TS) No. of POI having congestion level 0.5% and >25%								
Operators	June, 2014		July,2014		August,2014		September, 2014	
	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
Aircel Ltd.	2	0	2	0	1	0	1	0
Bharti Airtel	0	0	0	0	0	0	0	0
BSNL	0	0	0	0	3	0	1	0
Idea	0	0	0	0	0	0	0	0
Loop Mobile	0	0	0	0	0	0	0	0
MTNL	0	0	0	0	0	0	0	0
Quadrant Televentures	0	0	0	0	0	0	0	0
RCOM	0	0	0	0	0	0	0	0
RTL	0	0	0	0	0	0	0	0
Sistema	0	0	0	0	0	0	0	0
Tata Teleservices	0	0	0	0	1	0	0	0
Uninor	0	0	0	0	0	0	0	0
Videocon	0	0	0	0	0	0	0	0
Vodafone	2	0	2	0	1	0	2	0
Total	4	0	4	0	6	0	4	0

**Service Area wise (Basic Telephone-Wireline) No. of POIs having congestion level
0.50% &>25%**

SL. No.	Circles	June,2014		July,2014		August,2014		September,2014	
1	Bihar	2	1	2	1	2	0	2	0
2	Kerala	0	0	0	0	0	0	2	2
3	UP(W)	0	0	0	0	1	0	0	0
Total		2	1	2	1	3	0	4	0

Service Provider wise POI Congestion of Basic Telephone Service (Wireline)					
SL. No.		June, 2014	July,2014	August,2014	September, 2014
1	BSNL	2	2	3	4
	Total	2	2	3	4