

# **TELECOM REGULATORY AUTHORITY OF INDIA**

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## **TRAI releases Consultation Paper on Review of Quality of Service Parameters of Basic and Cellular Mobile Telephone Services**

TRAI today released a Consultation Paper on Review of Quality of Service Parameters of Basic and Cellular Mobile Telephone Services. TRAI has been monitoring the Quality of Service (QOS) of basic and cellular operators vis-à-vis the QOS parameters laid down vide TRAI's 'Regulation of Quality of Services of Basic and Cellular Mobile Telephone Services, 2000' dated 5<sup>th</sup> July 2000. The long term periods set for achieving the QOS benchmarks (i.e. 36 months for cellular mobile telephone service and 48 months for basic service) are already over and the performance of the operators vis-à-vis the QOS benchmarks is not satisfactory. The Authority had been discussing this matter with the service providers and during these meetings the Basic Service Operators had indicated certain constraints and had suggested a review of some specific parameters and their benchmarks because of these constraints. The Authority has released a consultation paper today incorporating suggestions of the Basic service operators, for initiating a consultation process on these by the other stakeholders also.

Further, the independent agency appointed by TRAI to conduct the QOS survey on behalf of TRAI has recommended that there is a need to review some QOS parameters for mobile services also. The Authority has examined these recommendations, discussed the matter with mobile operators and has also noted a number of new developments in the mobile sector since the QOS parameters were specified in the year 2000 (e.g. CDMA mobile phones), and has included in its consultation paper proposals for some changes in the QOS parameter for mobile service.

Based on the above, this Consultation Paper reviews the implementation of the present QOS parameters and presents a number of issues raised by the service providers on these parameters. It also discusses the need for prescribing new parameters and measures needed for effective implementation of the QOS benchmarks, including the possibility of imposing penalties in case of violation of the QOS parameters.

The Authority invites responses from the stakeholders on the issues raised in this paper by 21<sup>st</sup> March, 2005. For more details, please see the TRAI website at "www.traigov.in".

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