

Information note to the Press (Press Release No. 07/2008/QoS)
Telecom Regulatory Authority of India

For Immediate release

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TRAI appoints Independent Agencies for undertaking (1) survey for (a) assessing implementation and effectiveness of the 'Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (b) Customer Perception of Service; and (2) Audit and Assessment of Quality of Service of Basic, Cellular Mobile and Broadband Service Providers

New Delhi, 15th January, 2008 - TRAI has appointed independent agencies, on zonal basis, for undertaking survey and audit and assessment of Quality of Service provided by Basic Service (wireline), Basic Service (Wireless) & Cellular Mobile Service and Broadband Service Providers during the year 2008. The survey will be undertaken by M/s IMRB International in the North and South Zone, M/s Market Pulse in West Zone and Voluntary Organization in the Interest of Consumer Education (VOICE) in North Zone. The Audit and Assessment of Quality of Service will be undertaken by M/s IMRB International in the North, South and East Zone and M/s TCIL in West Zone.

The focus of the survey will be on assessing implementation and effectiveness of the 'Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (b) Customer Perception of Service. The audit and assessment of Quality of Service for basic service will be undertaken on sample basis in 524 urban exchanges and 1298 rural exchanges spread over 10% of the Short Distance Charging Areas (SDCAs) in the country. For cellular mobile telephone service all the Mobile Switching Centres in a service area will be audited, including taking live measurements at these Mobile Switching Centres. In the case of Broadband Service, audit and assessment of Quality of Service will be undertaken at 5% (five per cent) of the Points of Presence of ISP spread over in 10% (ten per cent) SDCAs in each service area.

TRAI had a meeting with all the service providers and survey/ audit agencies on 8th January, 2008 in order that there may not be any ambiguity in understanding the procedure of survey/audit, collection of the data, calculation of the parameters etc. This meeting was attended by all the basic and cellular mobile service providers and major Internet Service Providers providing Broadband Service.

The work on survey and audit and assessment of Quality of Service will commence in January, 2008 itself and the survey agencies would be

approaching the consumers as per the sample design for recording their views on the grievance redressal mechanism provided by service providers and on their perception of Quality of Service on various parameters. The Authority requests the consumers to extend all cooperation to the representatives of survey agencies who may approach them with the Questionnaire specified by TRAI.

The survey shall enable TRAI to evaluate the effectiveness of implementation of 'Telecom Consumers Protection and Redressal of Grievances Regulations, 2007' by service providers and give fair idea about the quality of service perceived by consumers. Also the audit and assessment of Quality of Service through independent agencies will enable the Authority to have independent assessment of the Quality of Service provided by service providers.

Contact Details in case of any clarifications:

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