

No. 305 – 22/2004 – QOS
Telecom Regulatory Authority of India
Quality of Service Division

Dated 23rd August, 2006

To

All Unified Access Service Providers
All Cellular Mobile Service Providers
All Basic service Providers

Subject: Direction under Section 13 read with sub-clause (i) and (v) of clause (b) of sub-section (1) of Section 11 of the TRAI Act, 1997- Certificate of Compliance in respect of Directions issued by TRAI on Quality of Service related matters.

TRAI has issued several directions to Telecom Service Providers in the past on various Quality of Service related aspects. While some of the directions were meant for one time compliance, others were to be complied on a continuing basis. The Authority feels it necessary to obtain periodical certificate of compliance from the service providers in order to ensure that those directions having continuous application are being complied by all the service providers.

2. Following directions **on Quality of Service matters** issued since March, 2005 are required to be complied with by service providers on an on-going basis:

- i) Direction under Section 13 of the TRAI Act 1997 dated 3rd March 2005 to all Basic service operators / UASPs – Submission of periodical reports pertaining to telecom service provision.
- ii) Direction dated 3rd May 2005 to all service providers on Premium Rate Services.
- iii) Direction dated 3rd May 2005 to all service providers on Value added Services.
- iv) Direction dated 29th June 2005 to all service providers on information to customers about complete details of the tariff plan.

3. The Authority in exercise of the powers conferred upon it under section 13 read with sub-clause (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), hereby directs all Unified Access Service Providers/ Cellular Mobile Service Providers/ Basic Service Providers to furnish to the Authority a certificate of compliance on the above directions regularly by 30th June every year. The certificates of compliance should categorically indicate that all these directions of the Authority are being complied with by them continuously and that there has been no breach of these directions during the year. The first certificate of compliance, covering the entire period from the date of issuance of the respective direction up to 30th June 2006, should reach TRAI by 30th September, 2006.

This issue with the approval of the Authority

(M.C.Chaube)
Advisor (QOS.)