



भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
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Dated: 12<sup>th</sup> January, 2016

**DIRECTION**

**Subject:** Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (i) of section- 11, of the Telecom Regulatory Authority of India Act 1997 (24 of 1997) and regulation 9 of the Standards of Quality of Service of Basic Telephone Service (wire line) and Cellular Mobile Telephone service Regulations, 2009 (7 of 2009) dated the 20th March 2009 to submit data through web-service of network parameters;

**F.No. 305-3/2014-QoS(pt.)----** Whereas the Telecom Regulatory Authority of India (hereinafter referred as the Authority), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act), has been entrusted with discharge of certain functions, inter alia, to regulate the telecommunication services; ensure technical compatibility and effective inter-connection between different service providers; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect the interest of the consumers of telecommunications service;

2. And whereas the Authority has, in exercise of its power conferred by section 36, read with sub-clauses (i) and (v) of clause (b) and clause (d) of sub-section (1) of section 11, of TRAI Act, made the Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009 (hereinafter referred to as the regulations) providing that every service provider shall meet the Quality of Service benchmarks for cellular mobile service in respect of each parameter specified under the said regulations;

3. And whereas sub-regulation (3) of regulation 5 of regulations, inter alia, provides that the Authority may, from time to time, through audit and objective assessment of quality of service conducted either by its own officers or employees or through an agency appointed by it, verify and assess the performance by the cellular mobile telephone service provider of the Quality of service benchmarks of each parameter for the cellular mobile telephone service specified in sub-regulation (1);

4. And whereas sub-regulation (3) of regulation 8 of the regulations provides that the Authority may, from time to time, either by order or by direction, specify uniform record

keeping procedures and formats, including guidelines on measurement methodology for various Quality of Service parameters specified in these regulations, to be followed by the service providers;

5. And whereas regulation 9 of the regulations, inter alia, provides that every service provider shall submit to the Authority its compliance reports of benchmarks in respect of each Quality of Service parameter specified under regulation 3 and regulation 5 in such manner and format, at such periodic intervals and within such time limit, as may be specified by the Authority, from time to time, by an order or direction,

6. And whereas the Authority, in order to streamline the audit of data relating to network performance furnished by the service provider, held a meeting with the service provider on 14th September, 2015 wherein the service providers were asked to submit the said data through web-service to the server Telecom Consumer Complaints Monitoring System(TCCMS) portal of the Authority;

7. And whereas the Authority, as requested by the service provider during the meeting referred to in the preceding para, vide its e-mails dated the 15th September, 2015 and the 17th September, 2015 provided to the service providers the formats for submitting data through web-service;

8. And whereas another meeting was held with the service providers on the 21st September, 2015 to assess the preparedness of the service providers to submit data, relating to network performance, to the Authority through web-service and in the said meeting the representative of NIC gave presentation on type of information to be uploaded on server of TCCMS portal of the Authority, Cell Master data, daily Cell Network parameters;

9. And whereas the Authority vide its e-mail dated the 22nd September, 2015 sent to service providers the presentation in power point format provided by NIC and revised Performa for uploading of Cell Network data in the server of TCCMS portal of the Authority;

10. And whereas separate meeting with all the service providers were held at NIC on different dates wherein the technical and other issues relating to the implementation of web-service based submission of data were discussed and resolved;

11. And whereas the Authority held a meeting with the service providers on the 20<sup>th</sup> November, 2015 wherein all the service providers were asked to upload the master data and test the web-service for uploading daily cell network parameters data to server of TCCMS portal of the Authority;

12. And whereas in order to finalise the formats for submission of data through web-service, the Authority held a meeting with the COAI/AUSPI and service providers on the 27<sup>th</sup> November, 2015 wherein the service providers informed the Authority that they are in process of developing the web-service and testing was in the advance stage and

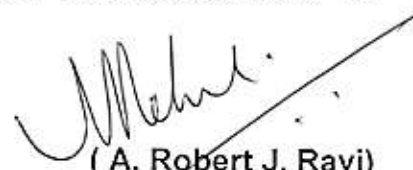
requested the Authority to forward the master excel sheet to all the service providers and in case any service provider requires any clarification, they may revert back to TRAI by 29.11.2015, failing which it will be presumed that no clarification is required by the service providers and accordingly, the master excel master sheets were forwarded to service providers through e-mail dated the 27<sup>th</sup> November. 2015;

13. And whereas the service providers have failed to upload the data through web-service to the server of TCCMS portal of the Authority;

14. And whereas on the request of the Cellular Operators Association India, a meeting was held by the Authority with the service providers on the 3rd December, 2015 wherein issues raised by the service providers were discussed and clarified and the outcome of the meeting was informed to all service providers vide e-mail dated the 3rd December, 2015;

15. Now therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (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) and sub-regulation (3) of regulation 8 and regulation 9 of the Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009, hereby directs all cellular mobile service providers to provide, within ten days of the date of issue of this Direction:-

- (i) The Master Cell data of network parameters in MS-excel as per the format number TRAI/webservice /1 at annexure-1, to the Authority; and
- (ii) Upload daily cell network parameters data to server of TCCMS portal of the Authority through web-service as per format number TRAI/webservice/2 at annexure-2.

  
( A. Robert J. Ravi)  
Advisor (QOS)

To

1. All Unified Access Service Providers.
2. Cellular Mobile service providers
3. Bharat Sanchar Nigam Ltd.
4. Mahanagar Telephone Nigam Ltd.

Copy to:

1. COAI
2. AUSPI.

TRAI/Webservice/1

Serial number
CELL CODE
CELL NAME
Latitude
Longitude
BSC Code
BTS
SWITCH TYPE
SERVICE AREA
SERVICE PROVIDER
Full rate Traffic
Half rate Traffic
Cell Bouncing Busy Hour(CBBH)

## TRAI/Webservice/2

Service Provider Name
Network Type 2G/3G/CDMA etc
Service Area
Date
Cell Code
Time Consistant Busy Hour(TCBH)
Equipped Capacity of N/W in Erlang
Total traffic handled in TCBH in Erlang
Total number of drops on TCH in TCBH
The total number of dropped SDCCH channels in a cell in TCBH
Number of released connection on SDCCH due to TCH and transcoder congestion in TCBH
Released TCH signalling connections due to transcoder resource congestion during the immediate assignment on TCH in TCBH
Call attempt on the SDCCH in TCBH
Congestion counter for cell(SDCCH) in TCBH
Successful MS channel establishments on SDCCH in TCBH
Number of first assignment attempts on TCH in TCBH
Number of assignment complete messages on TCH in TCBH
Calls with Voice Quality 0 in TCBH
Calls with Voice Quality 1 in TCBH
Calls with Voice Quality 2 in TCBH
Calls with Voice Quality 3 in TCBH
Calls with Voice Quality 4 in TCBH
Calls with Voice Quality 5 in TCBH
Calls with Voice Quality 6 in TCBH
Calls with Voice Quality 7 in TCBH
Traffic in CBBH
Dropped TCH Connection in CBBH
Number of TCH Assignment complete in CBBH
Sum of Successful Incoming Handovers in CBBH
Sum of Successful Outgoing Handovers in CBBH
Total OUTAGE during the day in minutes (exclude outages less than 60 min)

(Note :

Different sheets/webservice need to be prepared for each Network type)