

File No. 304-5/2016-QoS

**TELECOM REGULATORY AUTHORITY OF INDIA
(Quality of Service Division)**

Dated: 22nd June, 2016

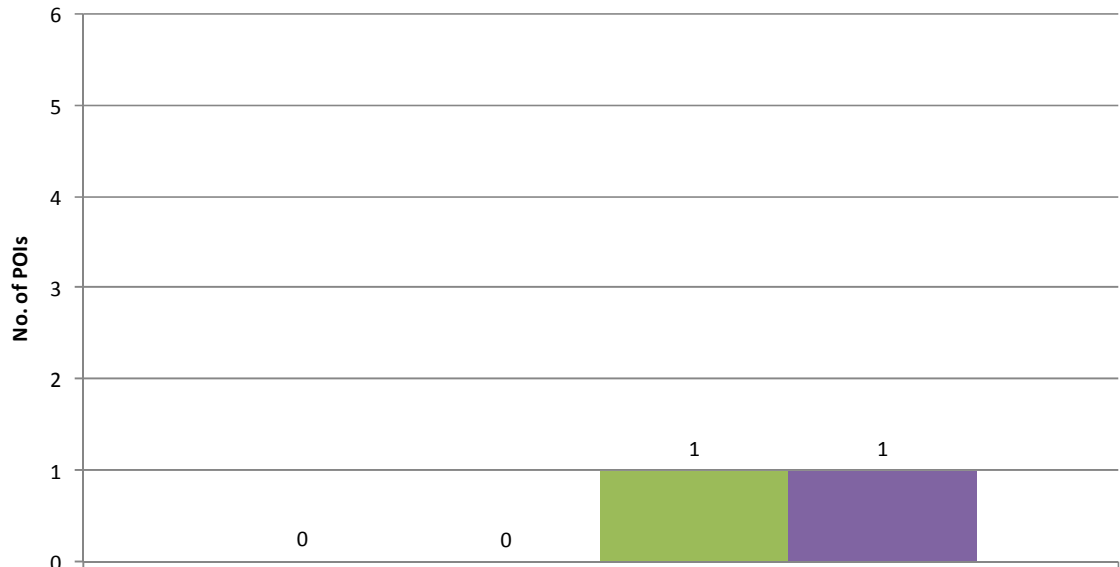
Point of Interconnection (POIs) Congestion report of the Cellular Mobile Telephone Service Providers (CMTS) and Basic Telephone Service (Wireline) Providers for the months of January, February and March, 2016.

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 January, February and March, 2016.
- 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 has increased from zero POI in December, 2015 to 1 POI in March, 2016.
- The affected circles/ States due to POI congestion is Jammu and Kashmir.

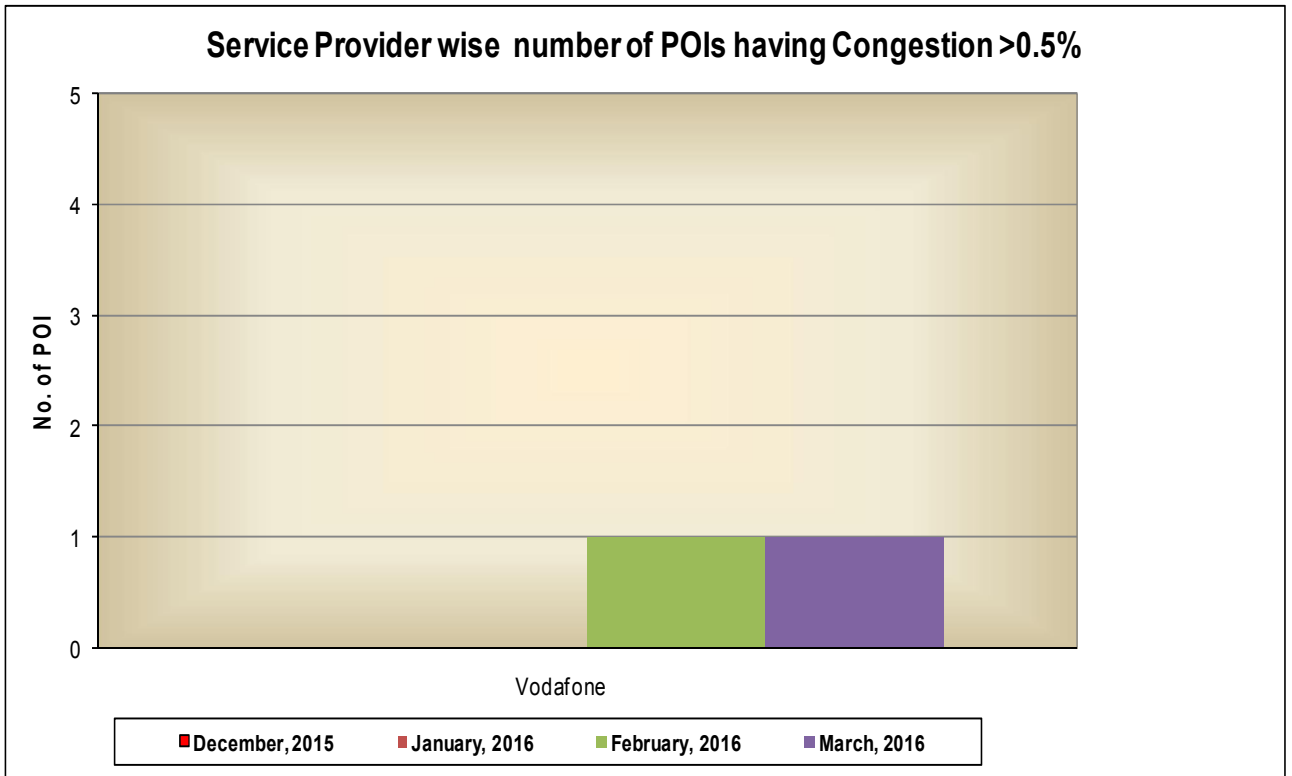
Service Provider wise & service Area wise number of POIs having Congestion level >0.5%



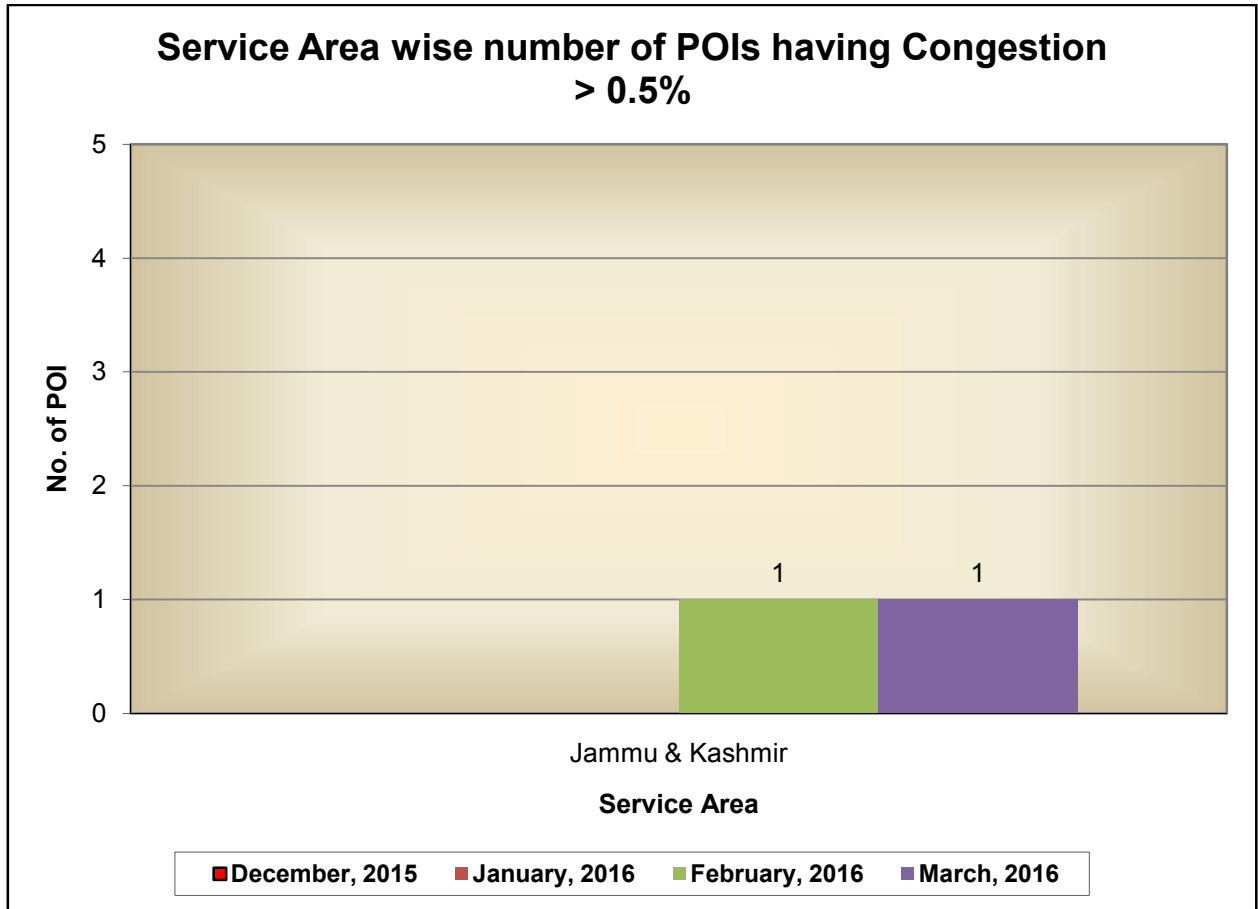
	0	0	1	1
	Vodafone Jammu and Kashmir			
■ December, 2015	0			
■ January, 2016	0			
■ February, 2016	1			
■ March, 2016	1			

Service Provider and Service Area

(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 January, February and March, 2016.

- 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 March, 2016 has remained unchanged from Nil POI in December, 2015 to Nil POI in March, 2016.
- There are no affected Circles/ States due to POI congestion.

The non-provisioning and insufficient provisioning of telecom circuit resource as per traffic requirements leads to:

- Intra and inter-network congestion at the Point of Interconnection (POI)
 - loss of calls
 - repeated call attempts by consumers
 - deterioration in Quality of Service (QoS)
 - consumer dissatisfaction
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Authorised for issue

Advisor (QoS)

Analysis - Service Provider wise (CMTS) No. of POI having congestion level 0.5% and >25%								
Operators	December, 2015		January, 2016		February, 2016		March, 2016	
	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
Vodafone	0	0	0	0	1	0	1	0
Total	0	0	0	0	1	0	1	0

Analysis - Service Area wise (CMTS) No. of POI having congestion level 0.5% and >25%								
Circles	December, 2015		January, 2016		February, 2016		March, 2016	
	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
Jammu & Kashmir	0	0	0	0	1	0	1	0
Total	0	0	0	0	1	0	1	0

Annexure-A**POI Congestion Report (Cellular) of M/s Vodafone Limited for the month of January, February and March, 2016**

Name of Circle and POIs	Benchmark <0.5%		
	January, 2016	February, 2016	March, 2016
Jammu & Kashmir			
<i>POI with Private Operators</i>			
<i>Cellone POI</i>	0.00%	1.06%	3.20%