

**TELECOM REGULATORY AUTHORITY OF INDIA**

**NOTIFICATION**

New Delhi, the 21 August, 2014

**F. No. 305-01/2014-QoS.-----** In exercise of the powers conferred upon it under section 36, 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), the Telecom Regulatory Authority of India hereby makes the following regulations further to amend the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009), namely: -

**THE STANDARDS OF QUALITY OF SERVICE OF BASIC TELEPHONE SERVICE  
(WIRELINER) AND CELLULAR MOBILE TELEPHONE SERVICE (THIRD AMENDMENT)  
REGULATIONS, 2014 (12 OF 2014)**

**1.** (1) These regulations may be called the Standards of Quality of Service of Basic Telephone Service (wireline) and Cellular Mobile Telephone Service (Third Amendment) Regulations, 2014.

(2) They shall come into force from the date of their publication in the Official Gazette.

**2.** In regulation 3 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) (hereinafter referred to as the principal regulations), in sub-regulation (1), in the table, -

(a) under the column 'Benchmark', ---

(i) against serial number (i), for the character and figure " ≤ 5 ", the character and figure " ≤ 7 ", shall be substituted;

(ii) against serial number (ii), ---

(A) under the heading "For urban areas", for the words, character and figures "By next working day: ≥ 90% and within 3 days: 100%", the character, figures and words "By next working day: ≥ 85% and within five days: 100%" shall be substituted;

(B) under the heading "For rural and hilly areas", for the words, character and figures "By next working day: ≥ 90% and within 5 days: 100%", the characters, figures and words "By next working day: ≥ 75% and within 7 days: 100%" shall be substituted;

(iii) against serial number (iii), for the character, figure and letters " ≤ 8 Hrs", the character, figure and letters " ≤ 10 hours" shall be substituted;

(iv) (a) against serial number (viii), for the figures, character and words "100% within 4 weeks", the figures, character and words " ≥ 98% within four weeks and 100% within six weeks" shall be substituted;


(b) against serial number (iv), the entries appearing under the columns 'Name of Parameter', 'Benchmark', and 'Averaged over a period' shall be deleted;

(c) against serial number (x), ---

(i) under the column 'Name of Parameter', in parameter (b), for the figure and word "60 seconds", the words "ninety seconds" shall be substituted;

(ii) against parameter (b), under the column 'Benchmark', for the character and figures " ≥ 90%", the character and figures " ≥ 95%" shall be substituted;

**3.** In regulation 5 of the principal regulations, in sub-regulation (1), in the table, ---

  
सुधीर गुप्ता/SUDHIR GUPTA  
सचिव/Secretary  
भारतीय दूरसंचार विनियामक प्राधिकरण  
Telecom Regulatory Authority of India  
नई दिल्ली-110002/New Delhi-110002

(a) against serial number (vii), under the column 'Benchmark', for the figure, character and words "100% within 4 weeks", the figure, character and words " ≥ 98% within four weeks and 100% within six weeks" shall be substituted;

(b) against serial number (viii), ---

(i) under the column 'Name of Parameter', in parameter (b), for the figure and words "60 seconds", the words "ninety seconds" shall be substituted;

(ii) under the column 'Benchmark', against parameter (b), for the characters and figure " ≥ 90%", the characters and figure " ≥ 95%" shall be substituted;

  
सुधीर गुप्ता/SUDHIR GUPTA (Sudhir Gupta)  
सचिव/Secretary  
भारतीय दूरसंचार विनियामक प्राधिकरण  
Telecom Regulatory Authority of India  
नई दिल्ली-110002/New Delhi-110002  
Secretary

Note.1. —The principal regulations were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 20<sup>th</sup> March, 2009 vide notification number No. 305-25/2008-QoS dated the 20<sup>th</sup> March, 2009.

Note.2. —The principal regulations were amended by issuing The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Amendment) Regulations, 2012 (10 of 2012) dated 7<sup>th</sup> May, 2012.

Note.3. —The principal regulations were further amended by issuing The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Second Amendment) Regulations, 2012 (24 of 2012) dated 8<sup>th</sup> November, 2012.

Note.4. —The Explanatory Memorandum explains the objects and reasons of the "Standards of Quality of Service of Basic Telephone Service (wireline) and Cellular Mobile Telephone Service (Third Amendment) Regulations, 2014.

