

File No. 308-7/2012-QoS
TELECOM REGULATORY AUTHORITY OF INDIA
(Quality of Service Division)

Dated: 15th May, 2013

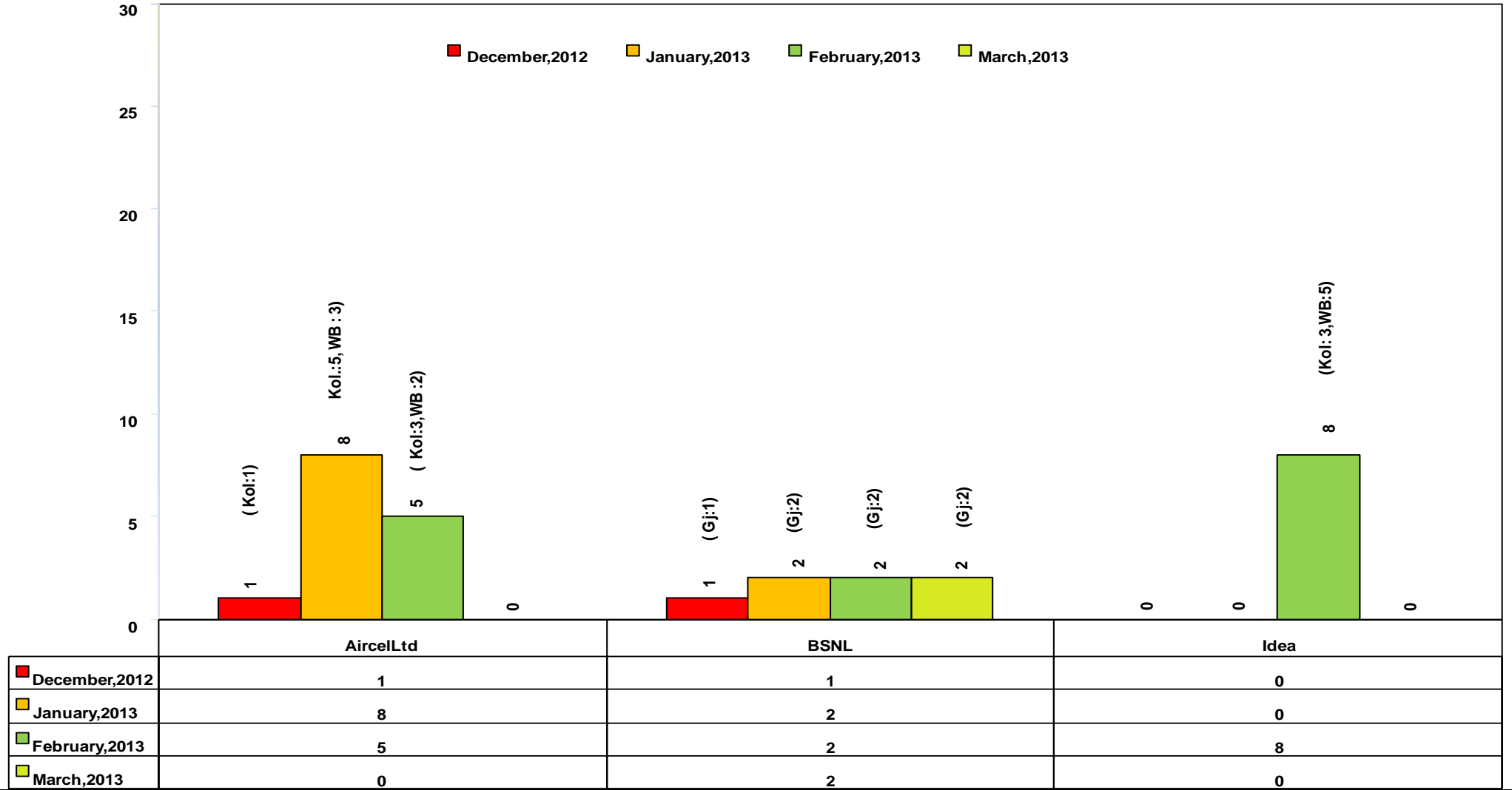
Point of Interconnection (POIs) Congestion report of the Cellular Mobile Telephone Service Providers (CMTS) and Basic Telephone Service (Wireline) Providers for the months of January, February & March 2013.

In order to ensure seamless interconnection, 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 satisfactory in most of the areas.

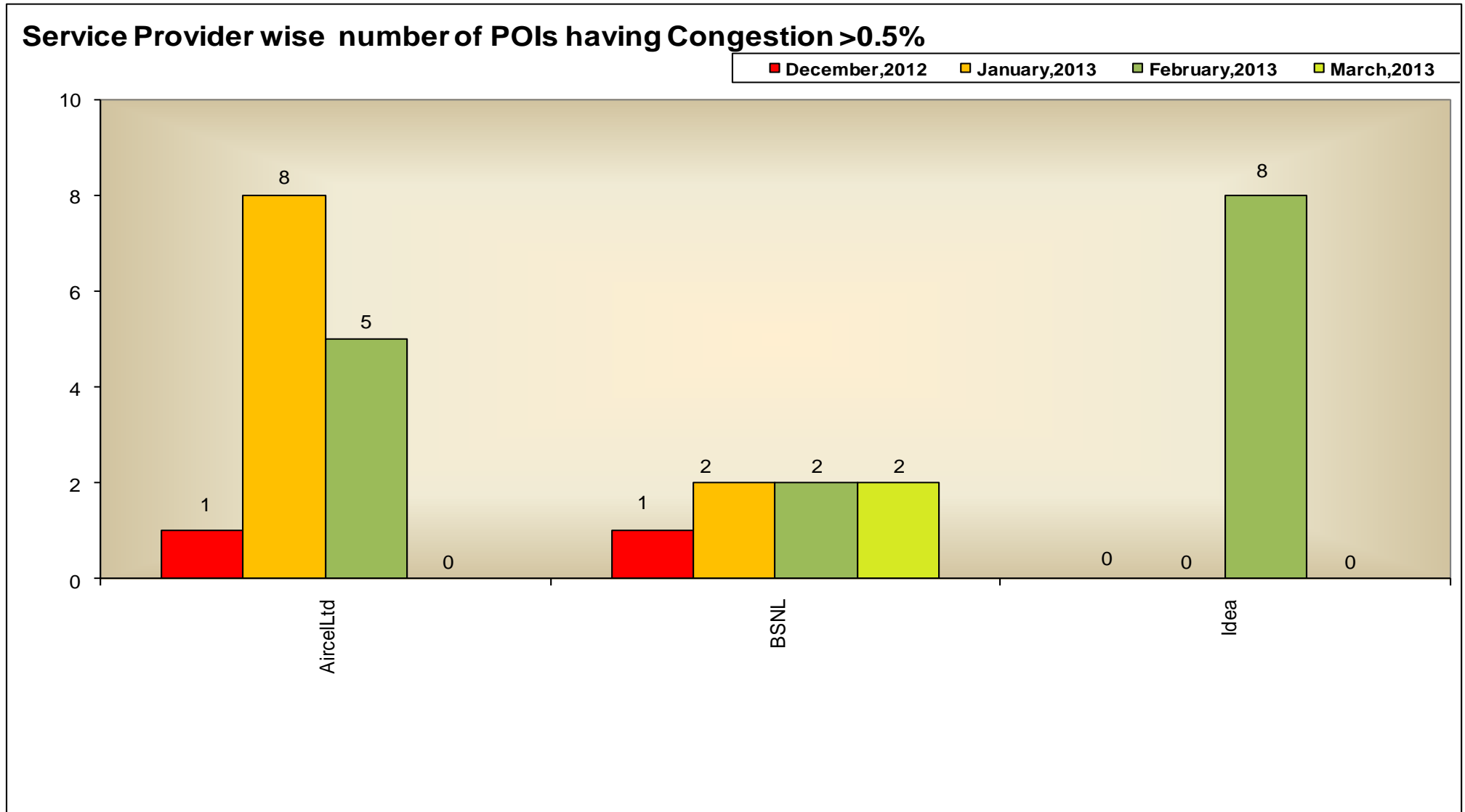
A. Cellular Mobile Telephone Service :

- Cellular Mobile Service Providers (CMSPs) have submitted their POIs Congestion Reports to TRAI for the months of January, February & March 2013.
- 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 POI Congestion Report shows that the performance of the CMSPs with respect to the congestion on POIs has no improved in the month of March 2013 as compared with the performance in December 2012. The number of POIs having congestion has unchanged from 2 in December 2012 to 2 in March 2013.
- Out of these 2 POIs having congestion in March 2013, 1 POI is having congestion more than 25% in March 2013.
- M/s BSNL has POI congestion of 2 numbers in January, February and March, 2013.
- M/s Aircel has POI Congestion of 8 numbers in January and 5 numbers in February, 2013. However, there is no congestion in March, 2013.
- For M/s Idea, there is no congestion in January and March, 2013. However, M/s Idea has POI Congestion of 8 numbers in the month of February 2013.
- The affected circles/states due to POI congestion is Gujarat with two POIs congestion.

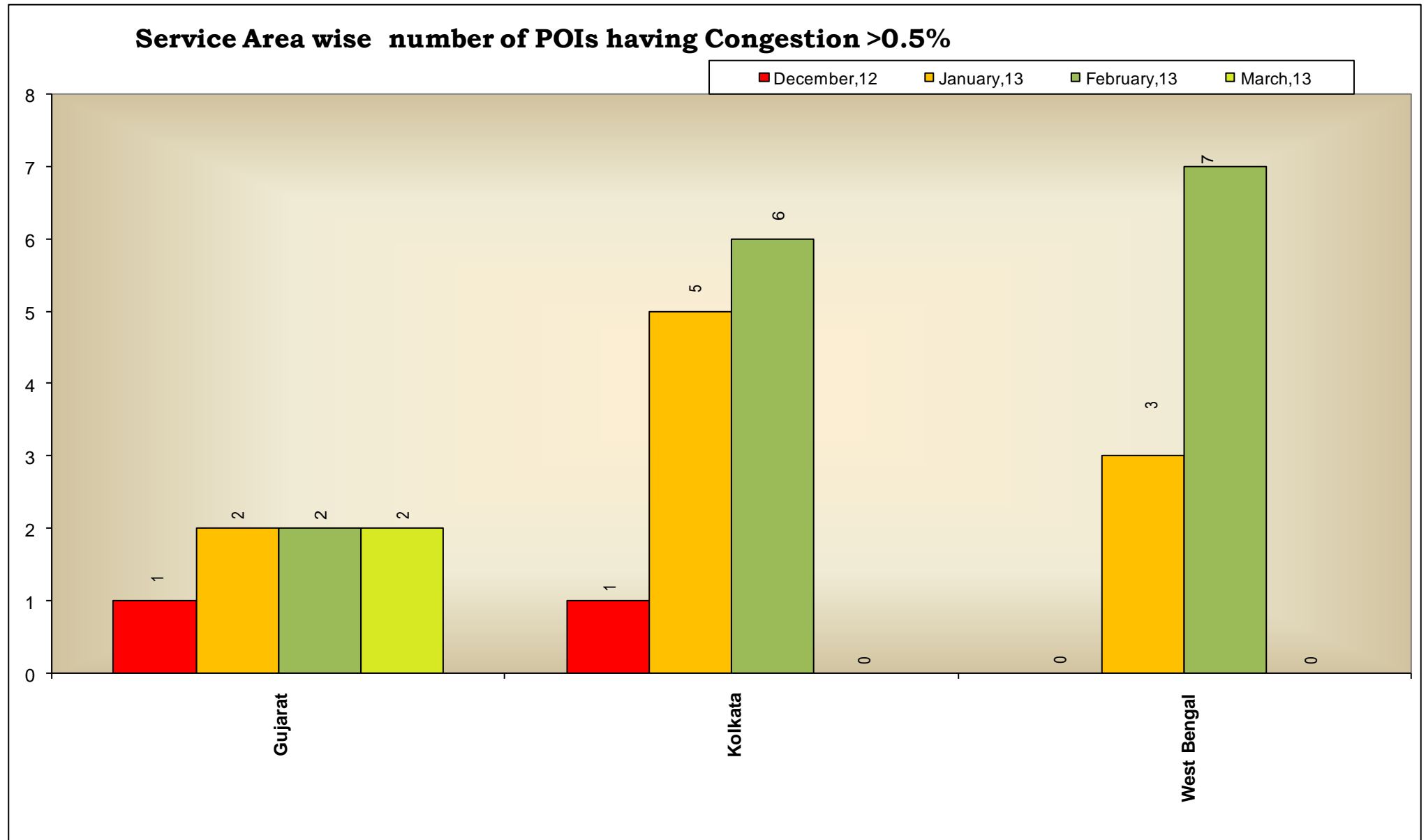
Service Provider wise & Service Area wise number of POIs having Congestion level >0.5%



(ii) Service Provider wise POI Congestion (CMTS)



(iii) Service Area wise POI Congestion (CMTS)

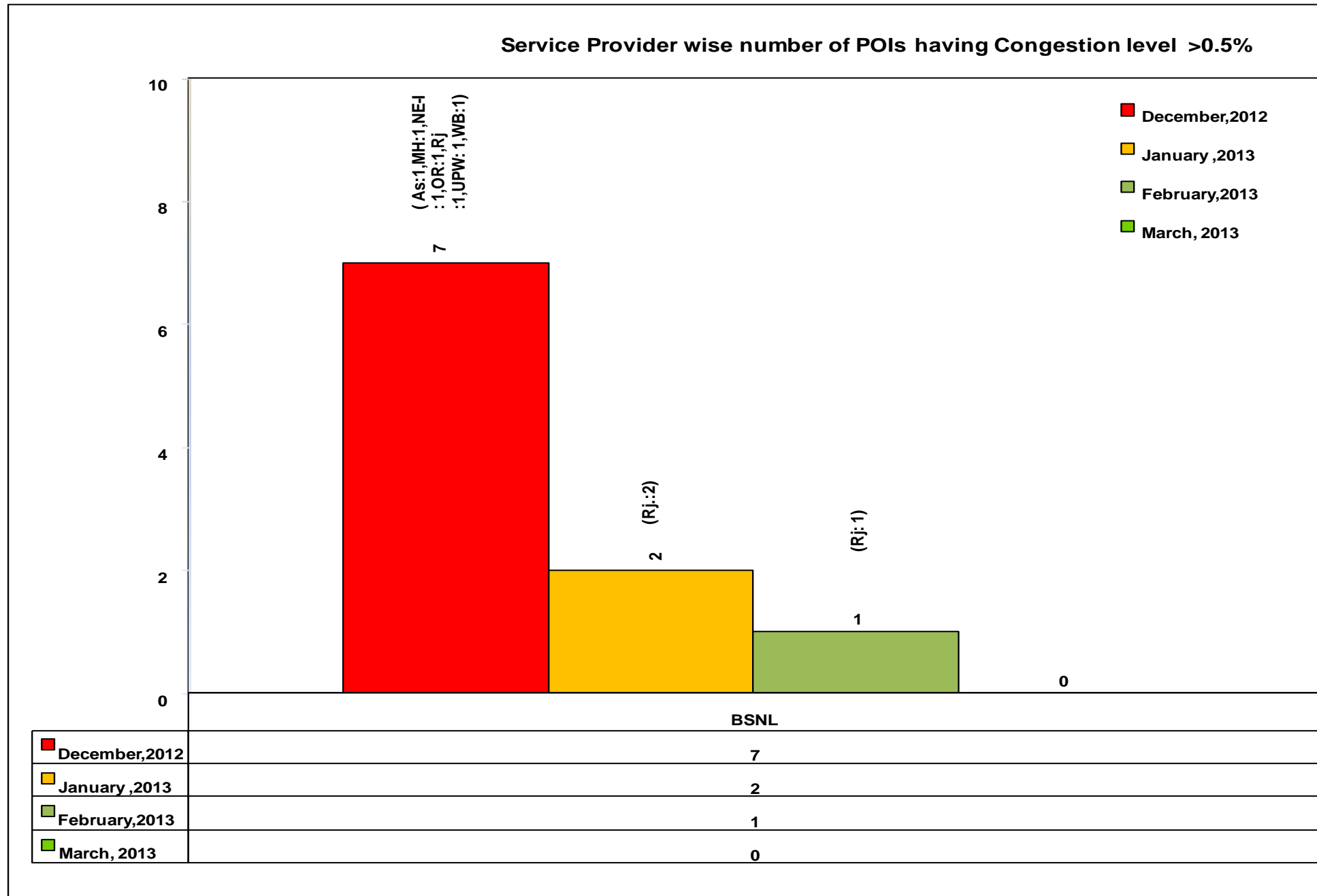


Basic Telephone Service (Wireline) :

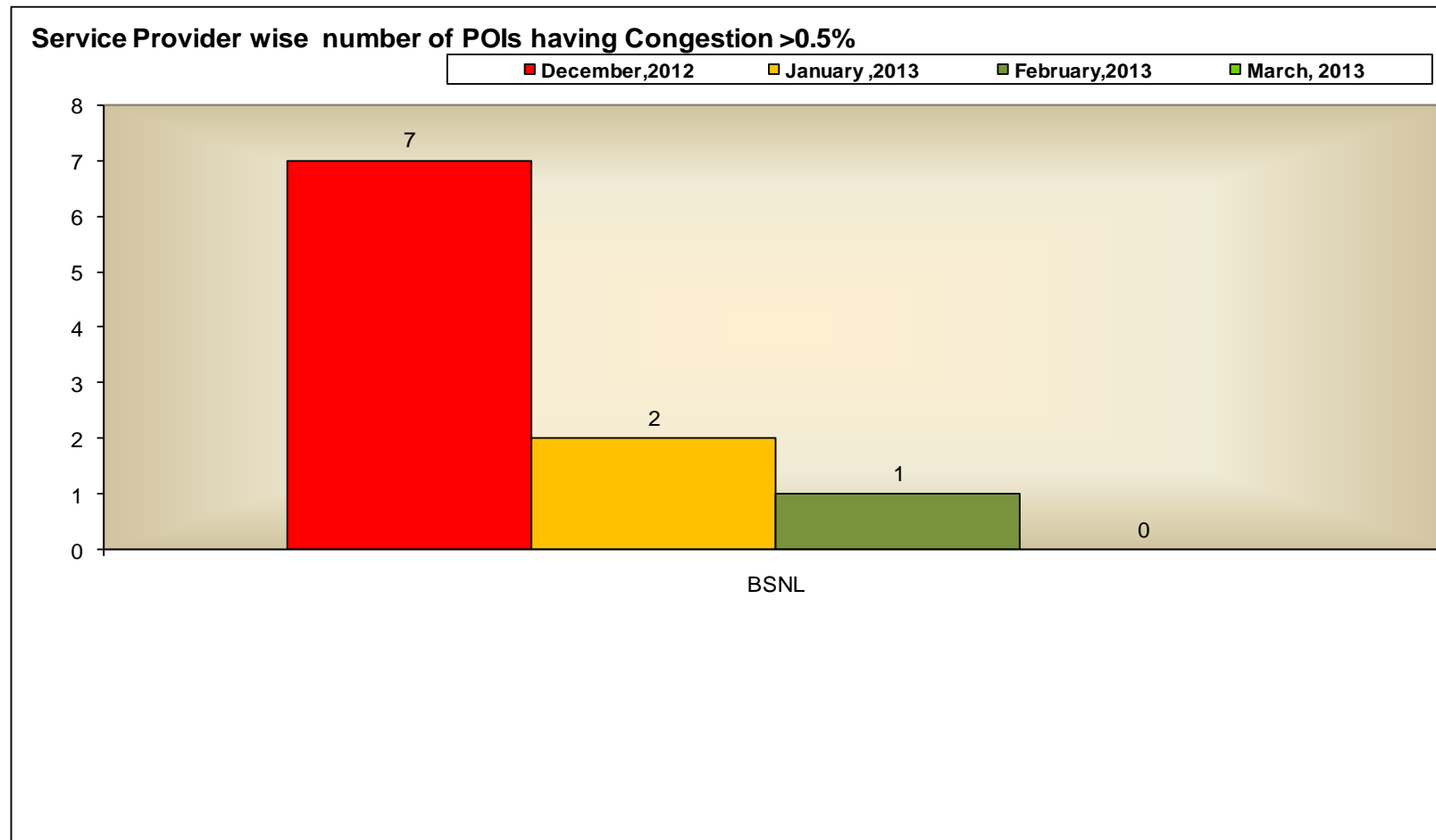
As per the Regulations, 2009, Basic Telephone Service (Wireline) Providers have submitted their POIs Congestion Reports to TRAI for the months of January, February and March 2013.

- 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,2013 has improved as compared with the performance in December 2012. The number of POIs having congestion has decreased from 7 in December 2012 to '**NIL**' in March 2013.
- **Nil** POI Congestion in the month March 2013.

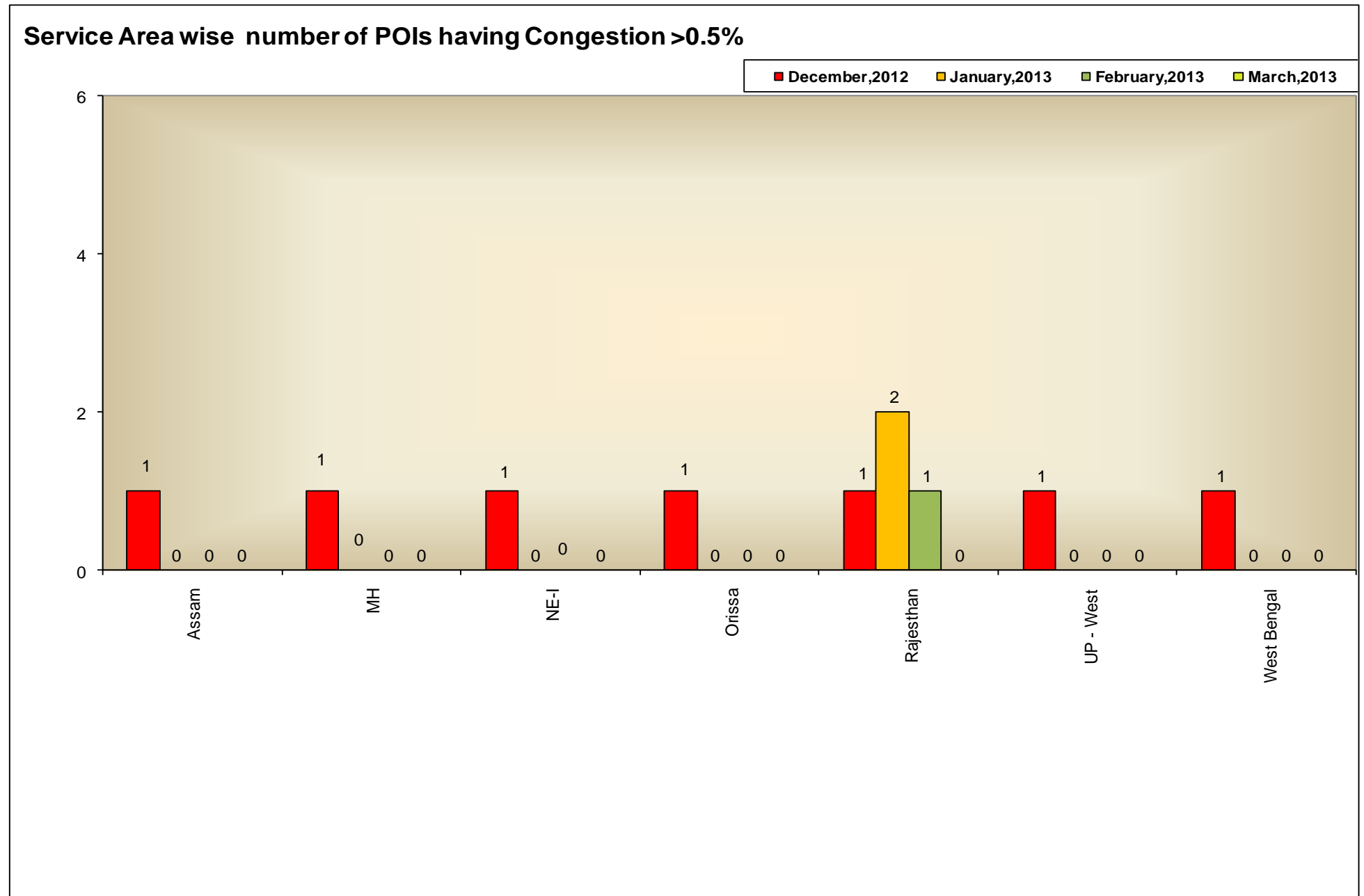
Service provider wise and Service Area wise POI Congestion (Basic Telephone Service-wireline)



(ii) Service provider wise POI Congestion (Basic Telephone Service-wireline)



(iii) Service Area wise POI congestion (Basic Telephone Service-Wireline)



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

- 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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Contact Address in case any clarification required:

Advisor (CA &QoS), TRAI
Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg (Old Minto Road),
New Delhi - 110002.
Telephone – 011 - 23230404

Authorised for issue

Advisor (CA & QoS)

| Analysis - Service Area wise (CMTS) No. of POIs having congestion level > 0.5% and >25% | | | | | | | | | |
|--|-------------------------|----------------------|----------------|---------------------|----------------|----------------------|----------------|-------------------|----------------|
| SL. No. | Circles | December,2012 | | January,2013 | | February,2013 | | March,2013 | |
| | | >0.5% | >25% | >0.5% | >25% | >0.5% | >25% | >0.5% | >25% |
| 1 | Andhra Pradesh | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | Assam | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Bihar | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Chennai | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Delhi | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Gujarat | 1 | 1 | 2 | 1 | 2 | 0 | 2 | 1 |
| 7 | Haryana | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | Himachal Pradesh | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | J & K | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | Karnataka | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | Kerala | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | Kolkata | 1 | 0 | 5 | 0 | 6 | 0 | 0 | 0 |
| 13 | Madhya Pradesh | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | Maharashtra | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | Mumbai | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | North East | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Orissa | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | Punjab | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | Rajasthan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20 | Tamilnadu | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21 | UP - East | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | UP - West | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23 | West Bengal | 0 | 0 | 3 | 1 | 7 | 1 | 0 | 0 |
| Total | | 2 | 1 | 10 | 2 | 15 | 1 | 2 | 1 |

| Analysis - Service Provider wise (CMTS) No. of POI having congestion level 0.5% and >25% | | | | | | | | |
|--|----------------|----------|---------------|----------|----------------|----------|-------------|----------|
| Operators | December, 2012 | | January, 2013 | | February, 2013 | | March, 2013 | |
| | >0.5% | >25% | >0.5% | >25% | >0.5% | >25% | >0.5% | >25% |
| Aircel Ltd. | 1 | 0 | 8 | 1 | 5 | 1 | 0 | 0 |
| Bharti Airtel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BSNL | 1 | 1 | 2 | 1 | 2 | 0 | 2 | 1 |
| Etisalat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Idea | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 0 |
| Loop Mobile | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MTNL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Quadrant Televentures | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RCOM | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RTL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| S Tel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sistema | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Tata Teleservices | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Uninor | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Videocon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Vodafone | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2 | 1 | 10 | 2 | 15 | 1 | 2 | 1 |

Comparative POI Congestion level of Basic Telephone Service (Wireline) Providers

| SL. No. | Circles | December,2012 | | January,2013 | | February,2013 | | March,2013 | |
|--------------|---------|---------------|----------|--------------|----------|---------------|----------|------------|----------|
| | | >0.5% | >25% | >0.5% | >25% | >0.5% | >25% | >0.5% | >25% |
| 1 | BSNL | 7 | 6 | 2 | 1 | 1 | 1 | 0 | 0 |
| Total | | 7 | 6 | 2 | 1 | 1 | 1 | 0 | 0 |

| Analysis - No. of POIs having congestion level Licence Service Area wise (Basic Telephone-Wireline) | | | | | | | | | |
|--|-------------|----------------|----------|---------------|----------|---------------|----------|------------|----------|
| SL. No. | Circles | December, 2012 | | January, 2013 | | February,2013 | | March,2013 | |
| | | >0.5% | >25% | >0.5% | >25% | >0.5% | >25% | >0.5% | >25% |
| 1 | Assam | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | MH | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | NE | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Orissa | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Rajasthan | 1 | 1 | 2 | 1 | 1 | 1 | 0 | 0 |
| 6 | UP(W) | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | West Bengal | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 7 | 6 | 2 | 1 | 1 | 1 | 0 | 0 |