

Draft Direction

**F.No.305-25/2008-QOS/2
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhavan, J.L.N. Marg (Old Minto Road),
New Delhi – 110 002**

Dated ----- June, 2009

To

All Basic Service Providers, Unified Access Service Providers,
Cellular Mobile Service Providers, BSNL and MTNL.

Subject: Implementation of “Standards of Quality of Service (QoS) of Basic Telephone Services (wire line) and Cellular Mobile Telephone Service Regulations, 2009” - reporting format regarding.

WHEREAS in exercise of the powers conferred upon it under section 36 and 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), read with Notification No. 41 published under No.305-25/2009-QOS on the 23rd March, 2009 in the Official Gazette, Part III, Section 4, TRAI has notified the Standards of Quality of Service of Basic Telephone Service (wire line) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) (hereinafter referred to as ‘QoS regulations’). These regulations shall come into force with effect from the 1st day of July, 2009.

2. WHEREAS regulation 9 of the said QoS regulations 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.

3. NOW, THEREFORE, in exercise of the powers vested with 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 regulation 9 of the said QoS regulations, Telecom Regulatory Authority of India hereby, directs that the Basic Service Providers, Unified Access Service Providers and Cellular Mobile Service Providers providing Basic Telephone Service (wire line) and Cellular Mobile Telephone Service shall report actual performance achieved vis a vis the Quality of Service Standards prescribed in the above said QoS regulations with effect from the month ending July, 2009 for the parameters to be reported on monthly basis

and with effect from quarter ending September, 2009 for the parameters to be reported on quarterly basis in the manner indicated below:

a) the performance monitoring report (PMR) shall be in the form and format number TRAI/QoS/Basic/1-PMR on quarterly basis and format number TRAI/QoS/Basic/2-POI on monthly basis annexed to this direction in respect of the Basic Telephone Service (wire line);

b) the performance monitoring report (PMR) shall be in the form and format number TRAI/QoS/CMTS/1-PMR on monthly basis, format number TRAI/QoS/CMTS/2-POI on monthly basis and format number TRAI/QoS/CMTS/3-PMR on quarterly basis , annexed to this direction in respect of the Cellular Mobile Telephone Service;

c) the quarterly PMR (format number TRAI/QoS/Basic/1-PMR) for Basic Telephone Service (wire line) shall be submitted to the Authority within 45 days from the end of the respective quarter and the monthly Point of Interconnection (POI) congestion report for Basic Service (wire line) (format number TRAI/QoS/Basic/2-POI) shall be submitted within 21 days from the end of the respective month;

d) the monthly PMR (format number TRAI/QoS/CMTS/1-PMR) and the monthly Point of Interconnection (POI) congestion report for Cellular Mobile Telephone Service (format number TRAI/QoS/CMTS/2-POI) shall be submitted within 21 days from the end of the respective month. The quarterly PMR (format number TRAI/QoS/CMTS/3-PMR) for Cellular Mobile Telephone Service shall be submitted to the Authority within 21 days from the end of the respective quarter;

e) the information in respect of the annexed formats shall be given in print form duly signed by the Authorized signatory and in electronic form (in Microsoft Excel format in a non writable CD bearing the signature of the authorized signatory on the top);

(M.C. Chaube)
Advisor (QOS)

Encl: Reporting formats:-

(i) TRAI/QoS/Basic/1-PMR on quarterly basis and (ii) TRAI/QoS/Basic/2- POI on monthly basis for basic telephone service (wire line);

(iii)TRAI/QoS/CMTS/1-PMR on monthly basis, (iv) TRAI/QoS/CMTS/2-POI on monthly basis and (v) TRAI/QoS/CMTS/3-PMR on quarterly basis for cellular mobile telephone service.