

Information Note to the Press (Press Release No. 85/2018)

For Immediate Release

Telecom Regulatory Authority of India

New Delhi, the 31st of July, 2018: Telecom Regulatory Authority of India (TRAI) today notified **Directions on Quality of Service (QoS) for Voice Calls for LTE users via Circuit Switched Fall Back (CSFB) option** that is proposed to measure, and report call set up delays. It is available on TRAI website at <https://traai.gov.in/release-publication/directions>. These directions would come into force from 1st October 2018.

2. TRAI had initiated public consultation by releasing a consultation paper on 26/02/2018. After considering the written submissions received (12 comments) and the inputs received during the Open House Discussion held on 23/04/2018, these directions are being notified.
3. Where service providers have launched LTE networks but are yet to launch Voice over LTE (VoLTE) service, it is observed that users experience relatively longer time to set up voice call in comparison to the time required for voice calls in either on 2G or 3G networks. The main reason for delay in set up of voice calls in such cases is due to redirection of user to another radio access network, different from the 4G network to which he/ she may be latched. User equipment has to perform certain functions to switch to this new radio network and set up voice calls. This delay is not under control of service provider.
4. However, there may be other reasons as well to add further delay in setting up of voice calls such as inappropriate configurations in the networks. Measurements and typical values of delays are required to be conducted in real environment in various scenarios at number of



locations over a time period before considering any particular parameter or benchmark in this regard. It was decided that directions may be issued to service providers to conduct tests, collect data and report to TRAI on regular basis.

5. The salient features of the directions are:
 - a) To measure call set up delay for mobile originating and terminating calls on sample basis in the networks where LTE has been launched but Voice over LTE (VoLTE) is yet to be launched.
 - b) Measurements are to be taken by the access providers in every quarter of the year and reported to TRAI. Measurements to be made in various locations of the identified cities or districts in the service area.
 - c) Service providers are required to conduct such tests on at least 20 locations in each identified cities or districts. At least 5 cities or districts are to be identified for carrying out these tests.
6. The measures outlined above would provide details about the call set up delay experienced by the users.
7. In case of any clarifications Shri Asit Kadayan, Advisor (QOS), TRAI may be contacted at mail id: advqos@traigov.in or at Telephone Number +91-11-2323,0404.


31-7-2018
(S.K. Gupta)
Secretary, TRAI