

**Information note to Press (Press Release no. 7/2023)**

For Immediate Release

**Telecom Regulatory Authority of India**


New Delhi, —2<sup>nd</sup> February, 2023: The Telecom Regulatory Authority of India (TRAI) has laid down the standards of Quality of Service (QoS) for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service vide '*The Standards of Quality of Service of Basic Telephone Service (wireline) and Cellular Mobile Telephone Service Regulations, 2009*' as amended from time to time.

2. TRAI monitors performance of various telecom services provided by Telecom Service Providers (TSP) by collecting Performance Monitoring Report (PMR) on quarterly basis. The PMRs are published on TRAI website [www.traigov.in](http://www.traigov.in). TRAI also conducts audit & objective assessment to assess the performance of the service providers in respect of the prescribed QoS benchmark.

3. Regular interactions are held with concerned stakeholders through meetings, consultation papers and open house discussion to review the status of QoS and measures to further improve the consumer experience.

4. As QoS improvement is an ongoing exercise, it requires close assessment and monitoring especially with the fast-paced network expansion and introduction of latest technology like 5G.

5. Accordingly, a meeting has been scheduled with TSPs on 17<sup>th</sup> February 2023, to discuss measures and action plan for improvement in QoS, review of QoS standards, QoS of 5G services and unsolicited commercial communications.

  
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