

Information Note to the Press (Press Release No.110/2019)

For Immediate Release

Telecom Regulatory Authority of India

New Delhi, the 1st of November, 2019: Telecom Regulatory Authority of India (TRAI) today notified the standards of quality of service of basic telephone service (wireline) and cellular mobile telephone service (seventh amendment) regulations, 2019 (8 of 2019) that is proposed to specify the duration of call alert for called party in telecommunication networks. It is available on TRAI website at <https://traai.gov.in/release-publication/regulations>. These regulations would come into force from 15 days from date of publication in the Official Gazette.

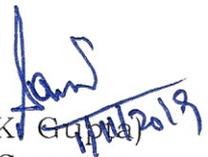
2. Recently, it was brought to the notice of the Authority that one of the Telecom Service Providers (TSPs) has reduced duration of alert to a lower value in comparison to values configured in rest of other networks and it is adversely affecting the customers' experience. It was also brought to notice that effective control to release the call when it remains unanswered, usually rests with the terminating network but lowering value of timer at originating leg of the call has shifted this control to originating end and is causing earlier release of even those calls for which terminating network has set higher values. This was reported to have resulted in significant rise in number of calls not released on the basis of response of the called party to the alert but on the originating network's initiation to release the call.

3. TRAI had initiated public consultation on 'Duration of alert for the called party' by releasing a consultation paper on 16/09/2019. After considering the written submissions received (10 comments) and the inputs received during the Open House Discussion held on 17/10/2019, these regulations are being notified.



4. With the enactment of these amendments, Access Provide would have to maintain the time duration of alert for an incoming voice call, which is neither answered nor rejected by the called party, to thirty seconds for Cellular Mobile Telephone Service and sixty seconds for Basic Telephone Service. The terminating network shall, on expiry of thirty second in case of Cellular Mobile Telephone Service and sixty seconds in case of Basic Telephone Service, release the incoming voice call and transmit the call release message to the originating network. However, originating network may release an unanswered call after ninety seconds in case the call release message is not received from the terminating network.

5. In case of any clarifications Shri Asit Kadayan, Advisor (QoS), TRAI may be contacted at email id: advgos@traigov.in or at Telephone Number +91-11-23230404.


(S.K. Gupta)
Secretary
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