



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



Dated: 28th March, 2023

DIRECTION

Subject: Direction 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), regarding reporting of major network outages to TRAI.

F.No. D-22/1/(2)/2023-QoS Whereas the Telecom Regulatory Authority of India (hereinafter referred to as "the Authority"), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as "TRAI Act, 1997"), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services; ensure compliance of terms and conditions of licence; fix the terms and conditions of inter-connectivity between the service providers; ensure technical compatibility and effective inter-connection between different service providers; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication service;

2. And whereas the Authority noted that there have been major network outages in the country of prolonged duration especially in border and hilly areas, which adversely affect the quality of services being provided or even with no services to the consumers in those areas;

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"प्रभावी विनियमन - सुगम संचार"
"Effective Regulation - Ease of Communication"

3. And whereas in order to understand the root cause of major network outages and to get relevant support from local authorities (if needed) extended to the service providers, the Authority has decided to collect the information about such outages, at district level, throughout the country;

4. Now, therefore, the Authority, in exercise of the powers conferred upon 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), hereby directs all the Access Service Providers to electronically report to the Authority:-

(a). the incidences of major network outages affecting the telecom services to the entire consumers of a district(revenue district as defined by the Union/State Government) continuously for a period of more than four hours, within twenty four hours of their occurrence, in the format enclosed as **Annexure-I**;

(b). the root cause of such major network outage and corrective actions taken thereof, within seventy two hours of restoration of the services, in the format enclosed as **Annexure-II**;

5. The direction shall come into force with immediate effect.



(Tejpal Singh)
Advisor (QoS-I)

To

All Telecom Service Providers (TSPs) (including BSNL and MTNL)

Format for Initial Report

Annexure- I

1. Initial Report No. [LSA/Dist./date(DDMMYYYY)/Sl. No] :

2. Name of Service Provider:

3. License Service Area:

4. Reporting date:

5. No. of sites affected:

6. Approximate No. of consumer affected:

Sl. No.	Cell ID	Name of District	Name of State/UT	Outage duration			Reason (Fiber/ Hardware/ Power/backhaul/others)
				Start date and time	End date time (if applicable)	&	
1.							
2.							
...							

Format for submission of final Report with Root Cause Analysis(RCA)

- 1. Initial Report No. & Date:** (Same as in initial report)
- 2. Name of Service Provider:**
- 3. License Service Area:**
- 4. Incidence Date and time:**
- 5. Rectification Date and time:**
- 6. Time Taken in rectification :**
- 7. Final Report date :**
- 8. Reason of Fault (Natural Calamity/Fibre break/Power/System/Backhaul/Others) :**
- 9. Root Cause Analysis with details of fault :**
- 10. Measures taken to mitigate recurrence:**

