

Telecom Regulatory Authority of India
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TRAI AMENDS QUALITY OF SERVICE REGULATIONS FOR VOIP
(VOICE OVER INTERNET PROTOCOL) INTERNATIONAL LONG
DISTANCE SERVICES IN THE INTEREST OF CONSUMERS
OF REMOTE AREAS

1. TRAI has notified a revised regulation on Quality of Service for VOIP based International Long Distance Service (First Amendment), 2004.

2. **Background:**

After opening up ILD sector for new operators and permitting them to deploy VOIP technology in the International long distance network, TRAI stipulated Quality of Service benchmarks for these services in November 2002 to protect the interest of consumers. As this technology was not considered to be mature enough at that time, benchmarks were fixed for two classes of service, i.e. "Toll Quality" and "Below Toll Quality", with the condition that below toll quality service should be offered at lower price to the consumers.

3. **Salient Features:**

3.1 With technology advance, it has now become easier for VOIP based ILD operators to deliver "Toll Quality" service. It is noteworthy that none of the ILD operators, including the incumbent VSNL, is offering the option of "Below Toll Quality" ILD service to the customers. Therefore, in the revised notification TRAI has modified the QOS benchmarks by specifying only "Toll Quality" service.

3.2 The Authority has, however, noted that if an international satellite link is used in to provide the service, the achievement of toll quality service is not normally possible. Satellite links allow for VOIP service to be made available to customers in remote areas and other areas where international optical fibre

connectivity is not available. Keeping this in view, the Authority has allowed, in case of satellite link, a QOS which is slightly below toll quality.

3.3 As per the conditions of International Long Distance license, the Performance Bank Guarantee of an ILD operator will not be released, unless the mandated QOS benchmarks are met.

4. The Regulation is available on TRAI's website www.trai.gov.in

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