

File No. 308-7/2012-QoS
TELECOM REGULATORY AUTHORITY OF INDIA
(Quality of Service Division)

Dated: 21th November, 2013

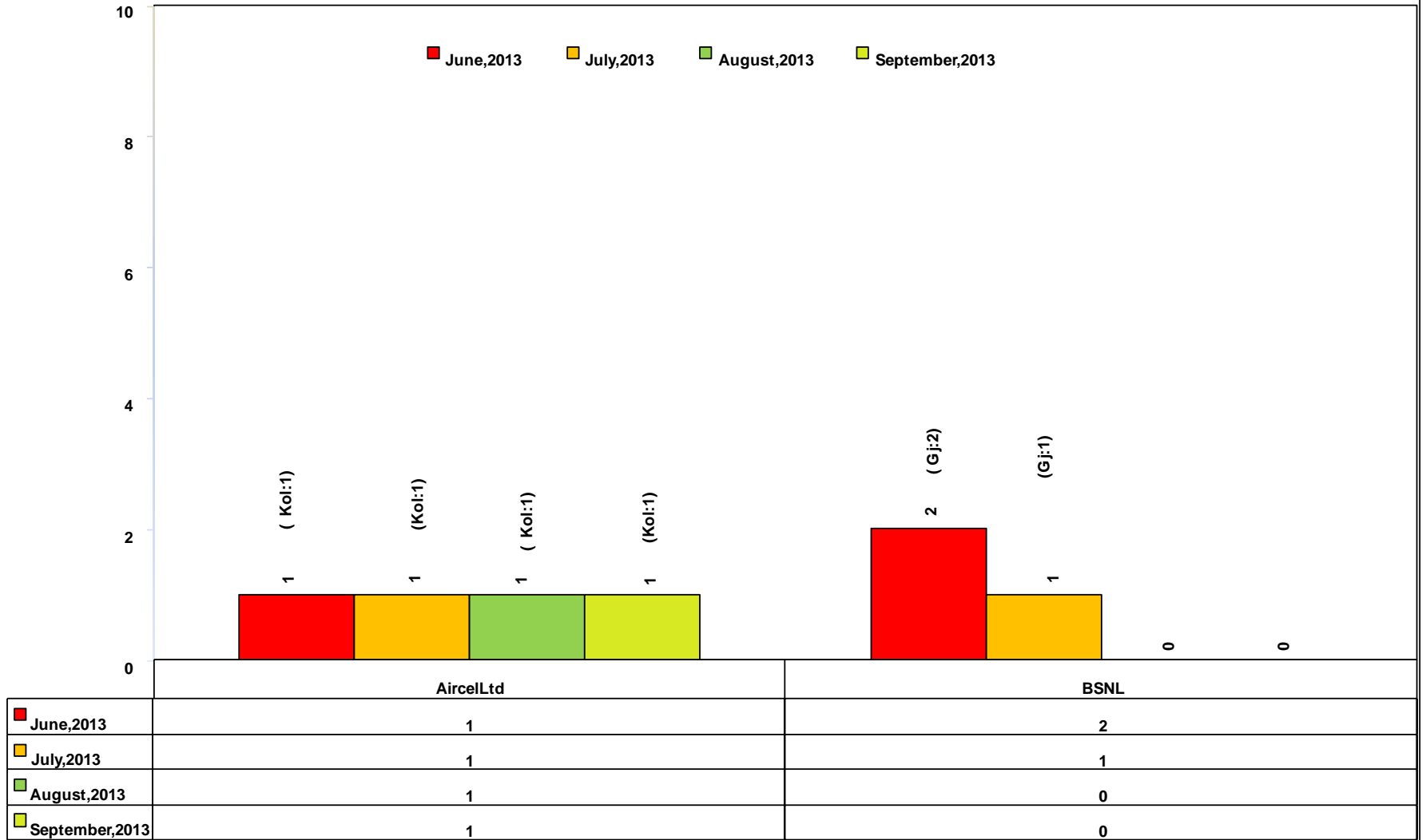
Point of Interconnection (POIs) Congestion report of the Cellular Mobile Telephone Service Providers (CMTS) and Basic Telephone Service (Wireline) Providers for the months of July, August & September, 2013.

In order to ensure seamless interconnection, TRAI has been monitoring the level of congestion at the Point of Interconnection (POI) between various service providers on monthly basis. This parameter signifies the ease with which a customer of one network is able to communicate with a customer of another network. This parameter also reflects as to how effective is the interconnection between two networks. The benchmark notified by TRAI in the QoS Regulations for this parameter is <0.5%. This means out of 200 calls between two operators only one call should face congestion. The result of the monitoring reveals that degree of congestion between the operators is generally satisfactory in most of the areas.

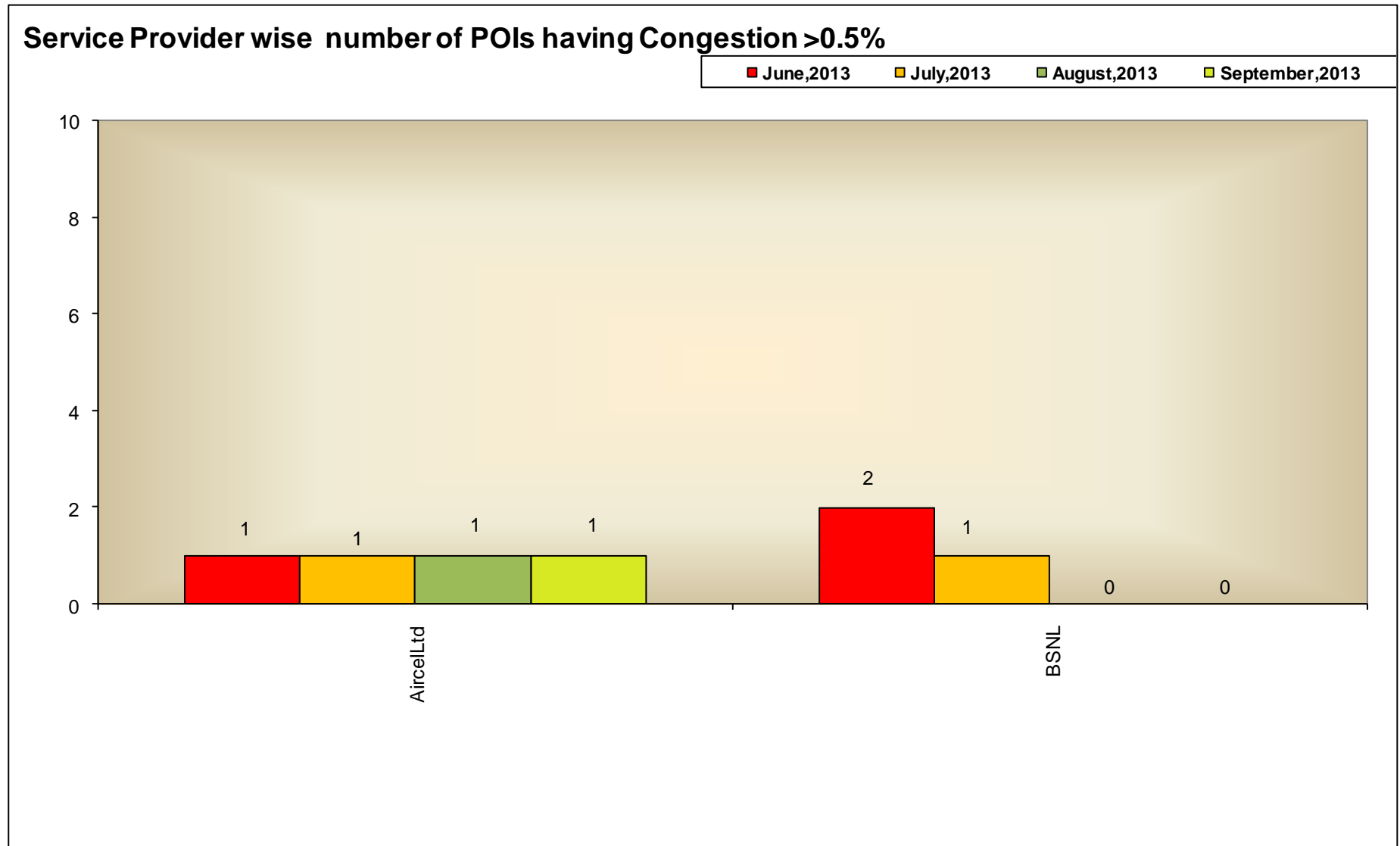
A. Cellular Mobile Telephone Service :

- Cellular Mobile Service Providers (CMSPs) have submitted their POIs Congestion Reports to TRAI for the months of July, August & September 2013.
- This report includes only the Service Providers who do not meet TRAI's stipulated POI Congestion benchmark of <0.5% in any of their service area.
- The number of POIs having congestion has decreased from 3 in June 2013 to 1 POI in September, 2013.
- M/s Aircel is having Congestion in 1 POI in July, August and September,2013.
- M/s BSNL is having congestion in 1 POI in July,2013.
- The affected circle/state due to POI congestion is Kolkata 1 POI.

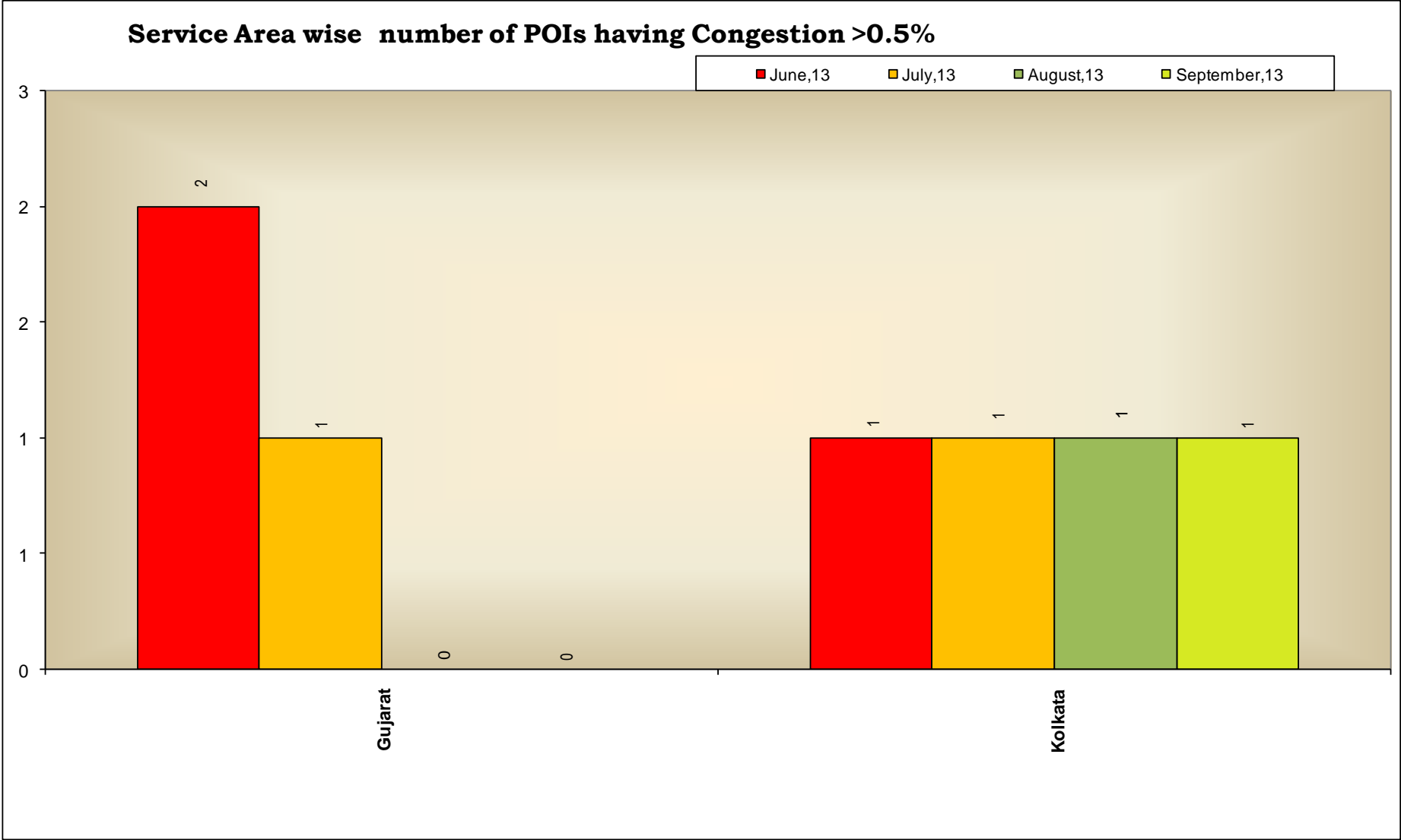
Service Provider wise & Service Area wise number of POIs having Congestion level >0.5%



(ii) Service Provider wise POI Congestion (CMTS)



(iii) Service Area wise POI Congestion (CMTS)



Basic Telephone Service (Wireline) :

As per the Regulations, 2009, Basic Telephone Service (Wireline) Providers have submitted their POIs Congestion Reports to TRAI for the months of July, August and September 2013.

- This report includes only the Service Providers who do not meet the TRAI's stipulated POI Congestion benchmark of <0.5% in any of their service area.
- The POI Congestion Report shows that the performance of the Basic Telephone Service (Wireline) providers with respect to the congestion on POIs in the month of September, 2013 has improved as compared with the performance in June 2013. The number of POIs having congestion has decreased from 4 in June 2013 to Nil in September 2013.

The non-provisioning and insufficient provisioning of telecom circuit resource as per traffic requirements leads to:

- inter-network congestion at the Point of Interconnection (POI)
 - loss of calls
 - repeated call attempts by consumers
 - deterioration in Quality of Service (QoS)
 - consumer dissatisfaction
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Authorised for issue

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Analysis –Service provider wise (CMTS) No. of POI having level level 0.5%and > 25%

SL. No.	Circles	June,2013		July,2013		August,2013		September,2013	
		>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
1	BSNL	2	0	1	0	0	0	0	0
2	Aircel	1	1	1	1	1	1	1	1
Total		3	1	2	1	1	1	1	1

Analysis - Service Area wise (CMTS) No. of POIs having congestion level > 0.5% and >25%									
SL. No.	Circles	June,2013		July,2013		August,2013		September,2013	
		>0.5%	>25%	>0.5%	>25%	>0.5%	>25%	>0.5%	>25%
1	Gujarat	2	0	1	0	0	0	0	0
2	Kolkata	1	1	1	1	1	1	1	1
	Total	3	1	2	1	1	1	1	1

