

Information note to the Press

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For Immediate Release

Telecom Regulatory Authority of India

TRAI issues “The Standards of Quality of Service of Basic Telephone Service (wireline) and Cellular Mobile Telephone Service (Second Amendment) Regulations, 2012 (24 of 2012)”.

New Delhi, 8th November, 2012: Telecom Regulatory Authority of India (TRAI) has today released “The Standards of Quality of Service of Basic Telephone Service (wireline) and Cellular Mobile Telephone Service (Second Amendment) Regulations, 2012 (24 of 2012)” on financial disincentives.

2. The purpose of these regulations is to prescribe financial disincentives on the service providers for failure to meet the prescribed Quality of Service (QoS) benchmarks for Basic Telephone Service (wireline) and Cellular Mobile Telephone Service.

3. Some of the provisions of these regulations are:-

- Financial disincentive on Cellular Mobile Telephone Service operators for non-compliance with the benchmark for the Network Service Quality Parameters at a rate not exceeding Rs 50,000 per parameter for the first non-compliance and Rs 1,00,000 per parameter for subsequent non-compliance of the benchmarks.
- Financial disincentive on Basic Telephone Service (wireline) and Cellular Mobile Telephone Service operators for non-compliance with the benchmark for the Customer Service Quality Parameters at a rate not exceeding Rs 50,000 per parameter.
- Provision of a deterrent against false reporting and delay in submission of report of the Quality of Service benchmarks.

4. The Standards of Quality of Service of Basic Telephone Service (wireline) and Cellular Mobile Telephone Service (Second Amendment) Regulations, 2012 (24 of 2012) have been placed on TRAI’s website. For any clarifications on the above Regulations contact Mr. A. Robert J. Ravi, Advisor (CA and QoS), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, New Delhi – 110002 (Tel No. 011-23230404, Fax No. 011-23213036, Email: advqos@traigov.in).

**Rajeev Agrawal,
Secretary, TRAI.**