

Telecom Regulatory Authority of India

Quality of Service Division

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TRAI Releases Network/POIs congestion report of the Cellular Mobile Service Providers (CMSPs) for the Months of October, November, December, 2007

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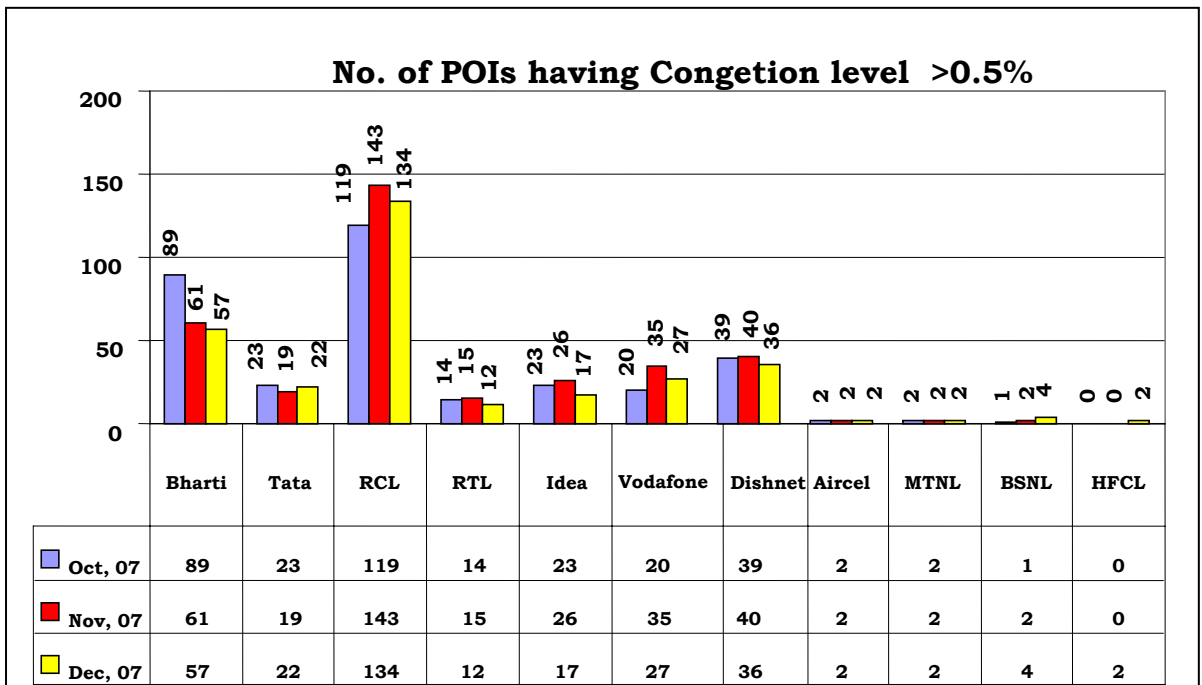
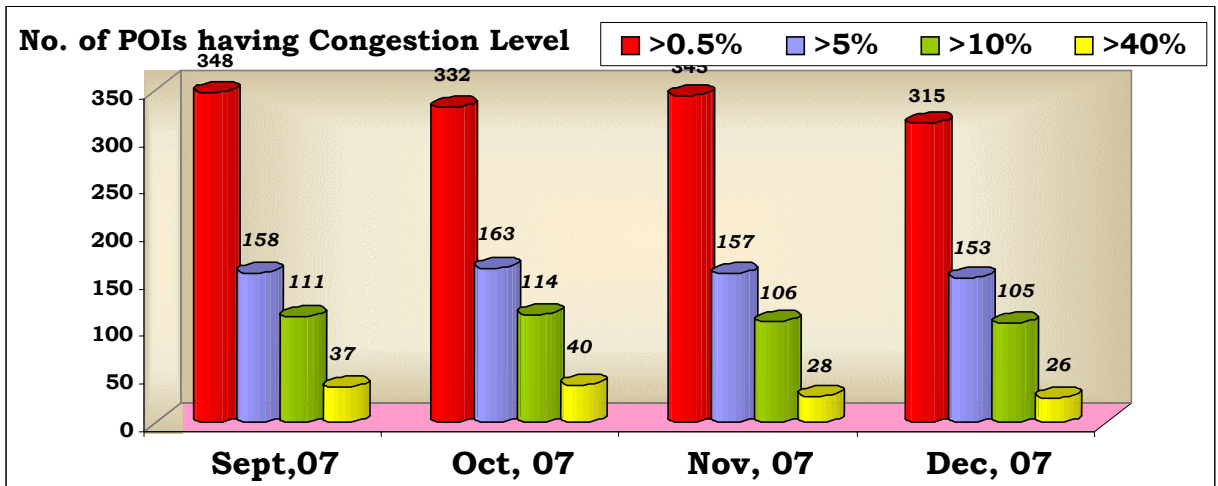
The growth of mobile network is taking place at a very rapid pace and about 6 to 8 million subscribers are added every month. In order to ensure seamless interconnection, TRAI has been monitoring the level of congestion at the Point of Interconnection (POI) between various service providers on a monthly 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 Regulation of July 2005 for this parameter is < 0.5%. This means out of 200 calls between two operators only one call should face congestion problem. The result of the monitoring reveals that in a number of areas, the degree of congestion between the operators is alarming. In a number of cities, the level of congestion between the networks of different operators is far more than this benchmark.

Cellular Mobile Service Providers have submitted their POIs Congestion Reports in TRAI for the months of October, November and December, 2007.

- We have included only the Service Providers who do not meet the TRAI stipulated POI Congestion benchmark of <0.5% in any of their service areas.
- The POI Congestion Report analysis for the month of October, 2007 to December, 2007 shows that the performance of the CMSPs with respect to the congestion on POIs has improved in the month of December, 2007 as compared with the performance in September, 2007. During the period Cellular Mobile Telephone Subscriber base has increased from 209 million in September 2007 to 233 million in December 2007. The number of POIs having congestion has decreased from 348 in September, 2007 to 315 in December, 2007.
- Out of these 315 POIs in December, 2007, in 153 POIs, the level of congestion is more than 5% as compared to 158 POIs in September, 2007.
- The number of such POIs where the level of congestion is more than 10% is 105 in December, 2007, whereas it was 111 in the month of September, 2007.
- The number of worst affected POIs where congestion level is more than 40% is 26 in the month of December, 2007 whereas it was 37 in the month of September, 2007.
- In respect of POIs from Private CMSPs to BSNL, the number of POIs having congestion has decreased from 217 in September 2007 to 203 in December 2007.

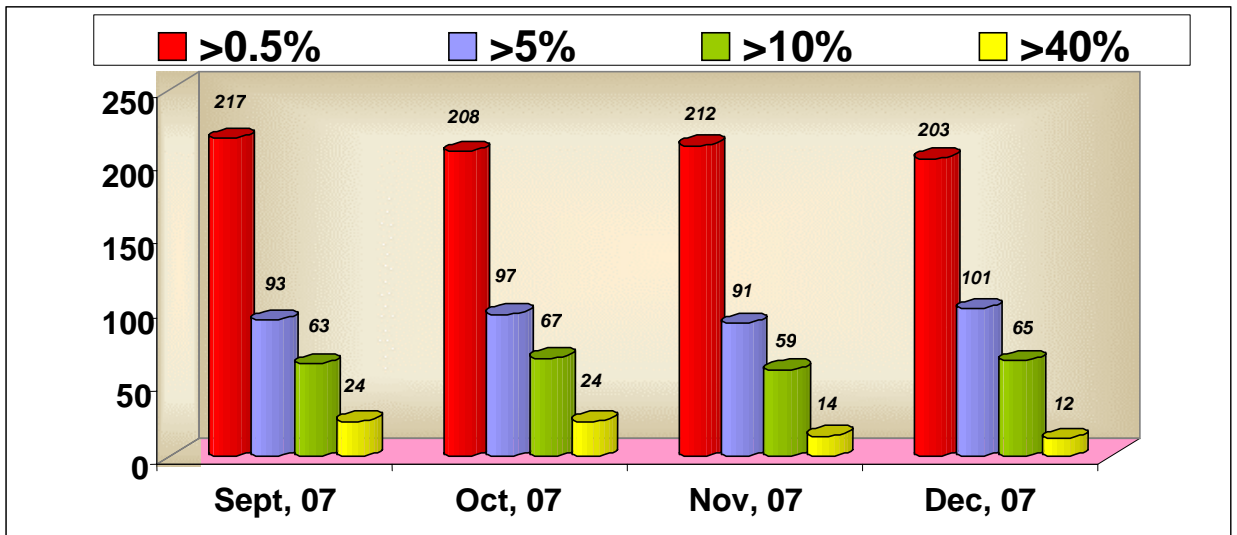
- During the same period POI congestion among Private CMSPs has also decreased from 129 in September, 2007 to 108 in December, 2007.
- Amongst the private service providers, Reliance Communications has the largest number of POIs having Congestion (134 POIs as of December' 07) followed by Bharti Airtel (57 POIs as of December' 07), Dishnet (36 POIs as of December' 07), Vodafone (27 POIs) and Tata (22 POIs) .
- The Circles/ States more affected due to POI congestion are Andhra Pradesh, Bihar, Maharashtra, Gujarat, Rajasthan and West Bengal.

The analysis of the degree of congestion in these POIs is given below:-

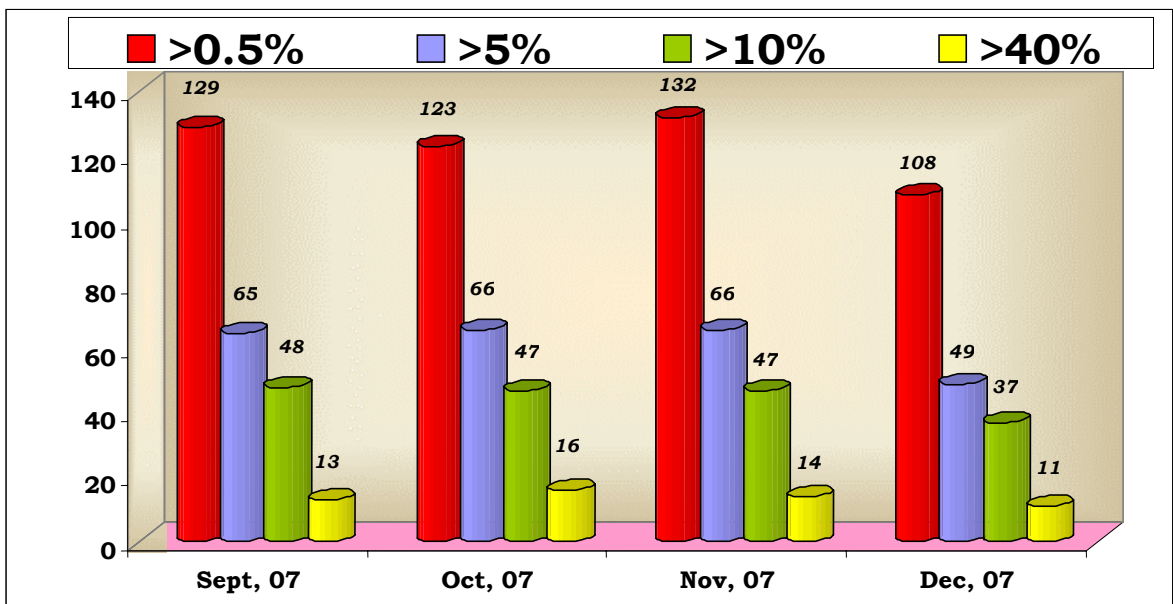


The POI congestion level between Private Service Providers and BSNL, and also among the Private Service Providers is given below in graphs: -

Number of POIs having congestion level between Private Service Providers and BSNL



Number of POIs having congestion level among the Private Service Providers



Critical Analysis – Operator wise: -

The worst affected POIs where Congestion level on point of interconnections (POIs) is more than 40%, from Private Service Providers to BSNL and Private Service Providers to Private Service Providers for the month of December, 2007: -

POIs between Private Operators and BSNL					
Bharti Airtel	Tata Teleservi-ces	Reliance Com/ Reliance Telecom	Vodafone	Dishnet Wireless	Bharat Sanchar Nigam Ltd.
J&K:- Cellone Srinagar =46.50% North East Cellone Shillong= 43.00%	Rajasthan:- Level - 2 Bhilwara Mobile=78.65% Bihar: - Cellone Patna =59.56%	Reliance Comm. West Bengal:- Level -2 Raiganj =52.99% Himachal Pradesh:- Level -2 Hamirpur = 45.86%	Haryana:- Cellone =42.12%	North East:- Level – 2 Itanagar =76.27% J&K:- Cellone Srinagar = 67.60% Bihar:- Cellone Patna = 93.04% Level – 1 Patna =41.54%	Gujarat:- (With Pvt. Opr.) Bharti =78.90%
POIs among the Private Operators					
Bharti Airtel	Tata Teleservices	Reliance Com/ Reliance Telecom	Vodafone	Dishnet	BSNL
NIL	Andhra Pradesh:- Idea Tandem =59.00% Delhi:- (With MTNL) Tis Hazari =47.10% Shakti Nagar =49.10% Wazirpur =154.94%	Andhra Pradesh:- Vodafone =54.33 Karnataka: - Bharti =65.25%	Rajasthan:- VSNL NLD =40.94%	West Bengal:-) RIM Kharagpur =52.19% VSNL Kolkata NLD =52.40% Nil Bihar:- Airtel Patna MSC1=44.52% Airtel Patna MSC2 =70.82% Airtel Muzaffarpur =69.59%	NIL

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.

The show cause notices issued to six Service Providers for not meeting Quality of Service in respect of POI Congestion are subjudice in TDSAT since March, 2006. Therefore, the authority is unable to take further action in cases of non-compliance. The sequence of events is produced below in this regard.

Sl. No.	Date	Sequence of Events
1.	20.03.2006	Appeal filed by COAI
2.	21.03.2006	first hearing of the case
3.	18.04.2006	TRAI filed its reply to the appeal
4.	27.04.2006	Adjourned for filing of rejoinder
5.	22.05.2006	Rejoinder filed by COAI.
6.	16.10.2006	Ajourned at the request of appellant's counsel
7.	21.11.2006	BSNL and MTNL were impleaded as respondents by the Hon'ble TDSAT and they were directed to file replies
8.	14.12.2006	Matter was adjourned to 31.01.2007
9.	31.01.2007	The case was adjourned to 15.03.07
10.	15.03.2007	Adjourned to 26.04.2007
11.	26.04.2007	The Hon'ble Tribunal passed an order directing that since the pleadings are now completed, case be listed on 23.05.2007
12.	23.05.2007	The Hon'ble Tribunal, adjourned case for 17.07.07. The submission of TRAI opposing the adjournment was recorded in Order
13.	17.07.2007	The case was adjourned to 18.7.07
14.	18.07.2007	The case was adjourned to 14.8.07
15.	14.08.2007	Hon'ble Chairman, TDSAT directed that this Appeal is to be heard on priority basis and be listed on 16.08.07 as part-heard.
16.	16.08.2007	The case was adjourned to 21.8.07
17.	21.08.2007	The case was adjourned for 26.9.2007
18.	26.09.2007	TRAI was directed to file latest congestion report within two weeks. The appellant was granted time to file rejoinder, if any, within two weeks thereafter.
19.	24.10.2007	The latest congestion report was accordingly filed by the TRAI before Hon'ble TDSAT .
20.	13.12.2007	The case was adjourned to 7.2.2008

The sequence of events of the case, as given above, would show that the appellant association and its members (service providers), have been enjoying the benefit of the Hon'ble TDSAT's observations that it expects parties not to proceed further after the matter has come before it. Therefore, the Authority has not taken any further steps in furtherance of the show cause notices issued to the service providers and the explanations offered by the service providers in response to the said show cause notices. Because of the fact that even the latest congestion report has now become a part of the pending appeal proceedings, the Authority is left with no option but to await the final decision of the Hon'ble TDSAT as the pending case has effectively tied the hands of the Authority from taking any steps against the service providers for ensuring quality of service being provided by the service providers.

The network congestion report of all CMSPs for the period October, November and December, 2007 is placed at TRAI website – www.traigov.in

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Authorised for issue

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