

# **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 April, May and June, 2008**

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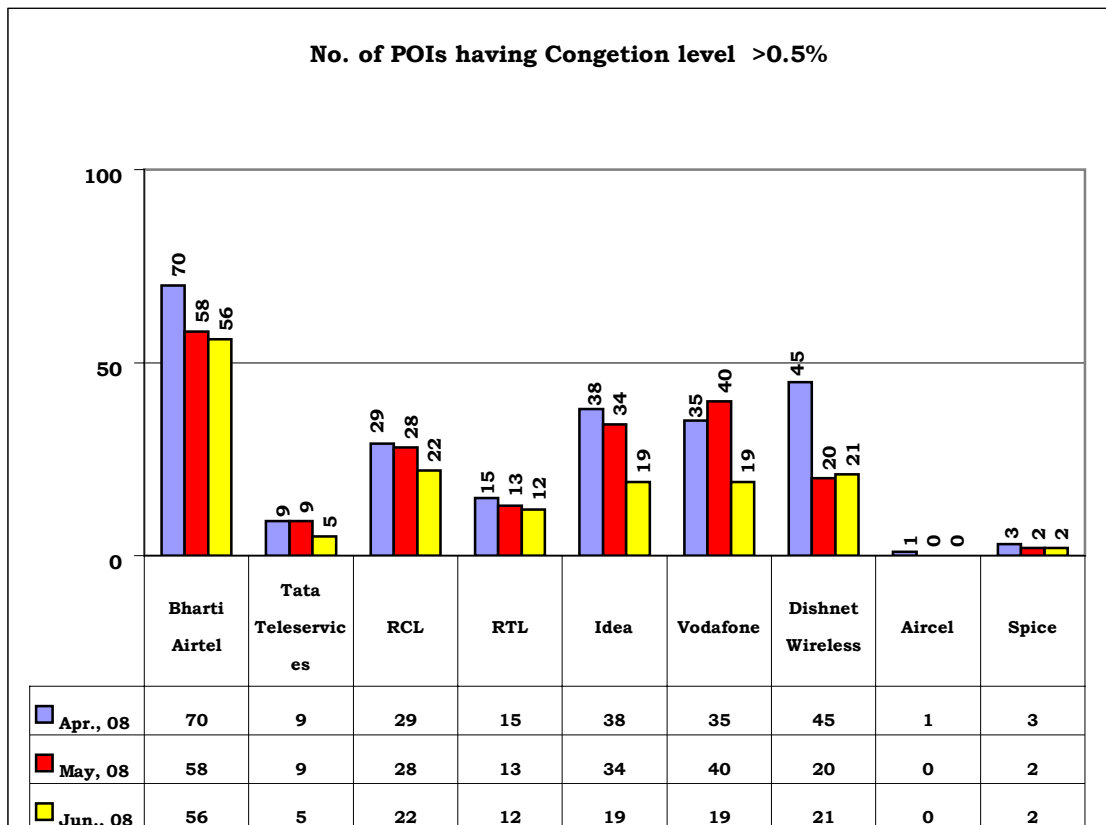
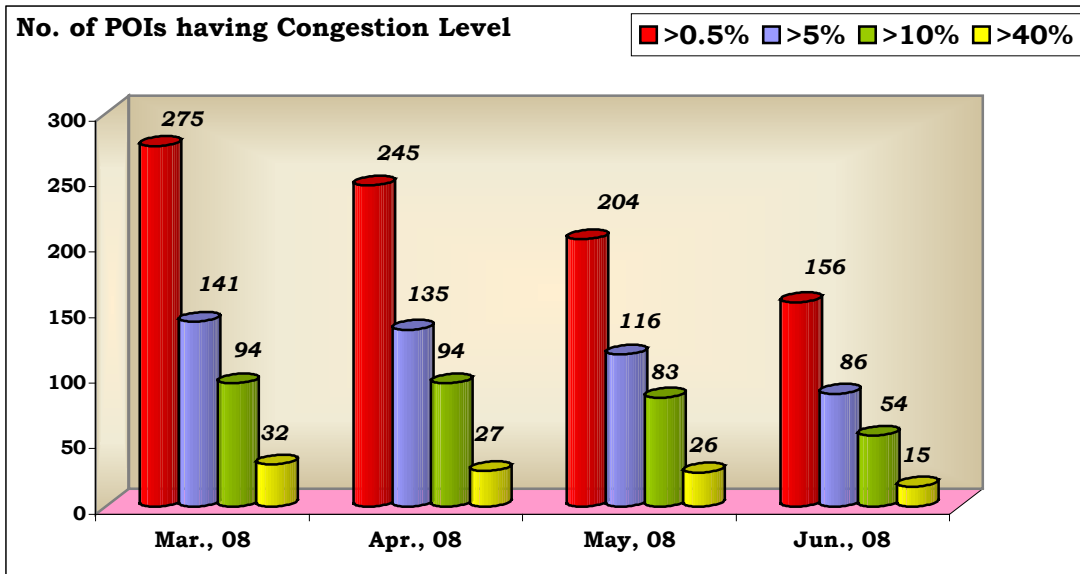
The growth of mobile network is taking place at a very rapid pace and about 8 million subscribers are added every month. In order to ensure seamless interconnection, TRAI has been monitoring the level of congestion at the Point of Interconnection (POI) between various service providers on a monthly basis. 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 April, May and June 2008.

- 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 April, 2008 to June, 2008 shows that the performance of the CMSPs with respect to the congestion on POIs has improved in the month of June, 2008 as compared with the performance in March, 2008. During the period Cellular Mobile Telephone Subscriber base has increased from 261.07 million in March 2008 to 286.87 million in June 2008. The number of POIs having congestion has decreased from 275 in March, 2008 to 156 in June, 2008.
- Out of these 156 POIs in June, 2008, in 86 POIs, the level of congestion is more than 5% as compared to 141 POIs in March, 2008.
- The number of such POIs where the level of congestion is more than 10% is 54 in June, 2008, whereas it was 94 in the month of March, 2008.
- The number of worst affected POIs where congestion level is more than 40% is 15 in the month of June, 2008 whereas it was 32 in the month of March, 2008.
- In respect of POIs from Private CMSPs to BSNL/MTNL, the number of POIs having congestion has decreased from 118 in March, 2008 to 94 in June, 2008.
- During the same period POI congestion among Private CMSPs has also decreased from 157 in March, 2008 to only 62 in June, 2008.

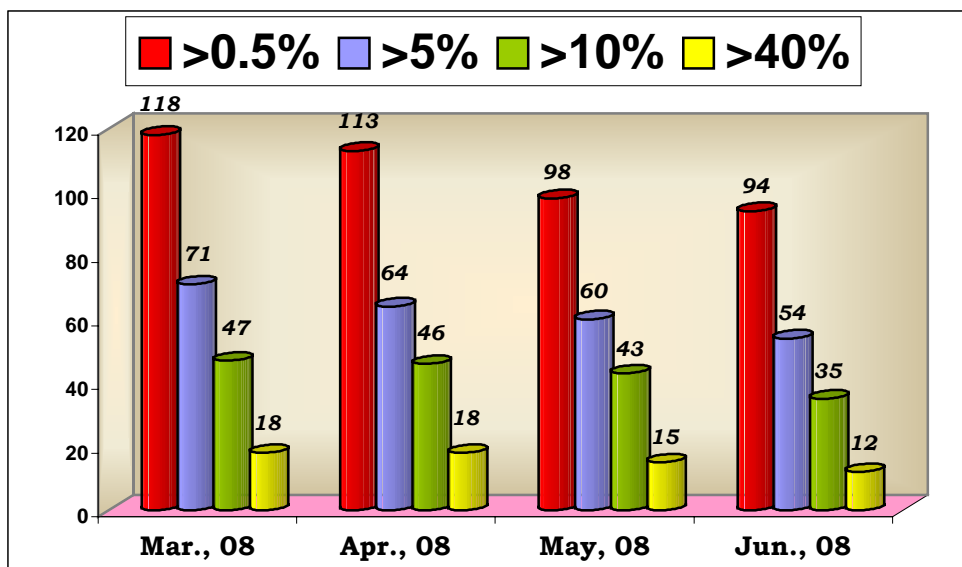
- It is clear from the above that the level of congestion on the POIs between Private CMSPs and BSNL/MTNL & between Private CMSPs has improved in this quarter as compared to the last quarter.
- Amongst the private service providers, Bharti Airtel has the largest number of POIs having Congestion (56 POIs as of June '08) followed by Reliance Communications (22 POIs as of June '08), Dishnet Wireless (21 POIs as of June '08), Vodafone (19 POIs) and Idea (19 POIs) .
- The Circles/ States more affected due to POI congestion are Bihar, Maharashtra, Gujarat, Haryana, North East and Himachal Pradesh.

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

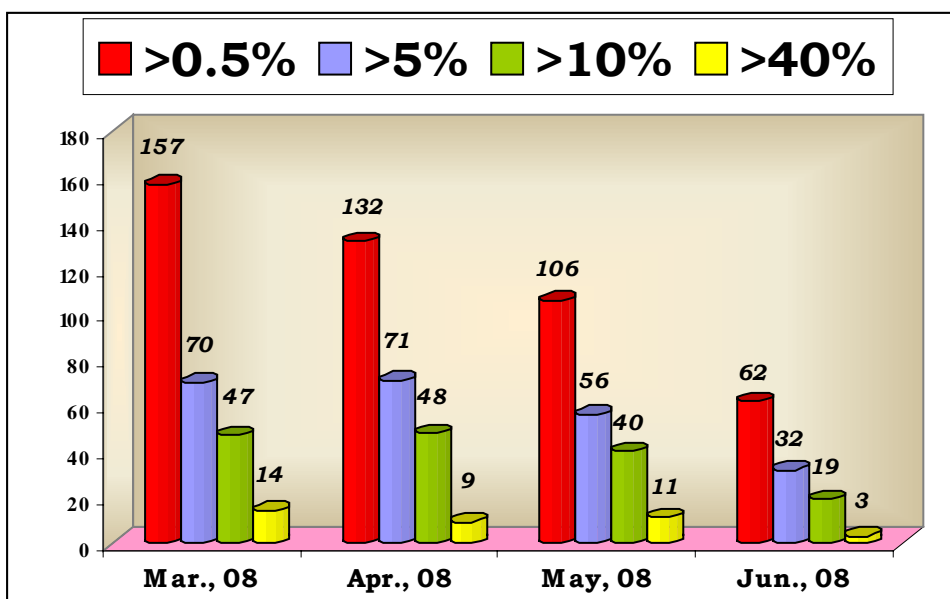


The POI congestion level between Private Service Providers and BSNL, and also among the Private Service Providers is given below in graphs: -

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



**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 June, 2008 :-

<b>POIs between Private Operators and BSNL</b>					
<b>Bharti Airtel</b>	<b>Tata Teleservices</b>	<b>Reliance Com/ Reliance Telecom</b>	<b>Idea Cellular</b>	<b>Vodafone</b>	<b>Dishnet Wireless</b>
-	<b>Bihar: - Cellone Patna =70.00%</b>	<b>Reliance Telecom</b>  <b>North East :- Cellone Shilong = 72.21%</b>	<b>UP-W :- Level -2</b> Kotdwar = 51.86%  <b>Himachal Pradesh :- Cellone = 43.25%</b>	<b>Haryana :- Cellone = 83.68%</b>  -	<b>West Bengal :- Level - 1</b> Durgapur Local = 46.74% Durgapur NLD = 55.62% Siliguri = 56.76%  <b>Bihar:- Level - 1</b> Patna = 79.09% Ranchi = 74.21%  <b>Himachal Pradesh:- Level-2</b> Shimla Local = 72.57% Shimla NLD = 81.85%

<b>POIs among the Private Operators</b>					
<b>Bharti Airtel</b>	<b>Tata Teleservices</b>	<b>Reliance Com/ Reliance Telecom</b>	<b>Idea Cellular</b>	<b>Vodafone</b>	<b>Dishnet Wireless</b>
<b>Rajasthan :- Reliance Comm. = 42.25%</b>  <b>Tamilnadu :- Reliance Fixed -Coimbatore = 63.65%</b>	-	-	-	<b>Haryana :- Reliance NLD = 61.29%</b>	-

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.

<b>Sl. No.</b>	<b>Date</b>	<b>Sequence of Events</b>
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	Adjourned 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 15.03.2007
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 18.7.2007
14.	18.07.2007	The case was adjourned to 14.8.2007
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 21.8.2007
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
21.	07.02.2008	The counsel of appellant sought time to file the latest congestion report of the Cellular Mobile Service Providers for the QE September 2007 along with response to the TRAI's report filed earlier. The case was adjourned to 10.3.2008 .
22.	10.03.2008	The TDSAT Chairman was not available.
23.	17.03.2008	The counsel of appellant mentioned that they have filed their affidavit on the latest congestion report of the TRAI and also requested for a short adjournment. The case be listed for early hearing.
24.	06.05.2008	The case was adjourned to 9.7.2008
25.	09.07.2008	The case was adjourned to 29.8.2008

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 April, May and June, 2008 is placed at TRAI website – [www.traigov.in](http://www.traigov.in)

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Authorised for issue

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