

**Telecom Regulatory Authority of India**  
**Quality of Service Division**  
28th September, 2007  
PRESS RELEASE No. 84 / 2007

**TRAI Releases Network/POIs congestion report of the  
Cellular Mobile Service Providers (CMSPs) for the  
Months of April, May and June, 2007**

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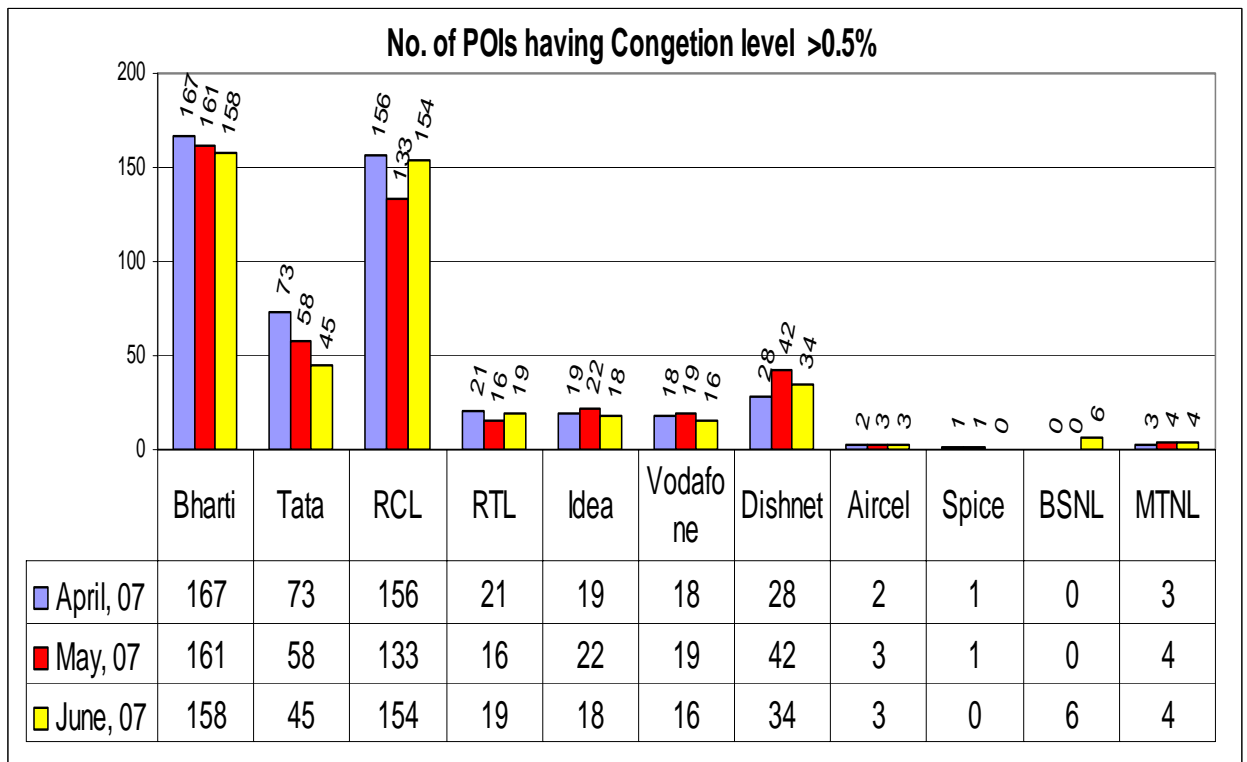
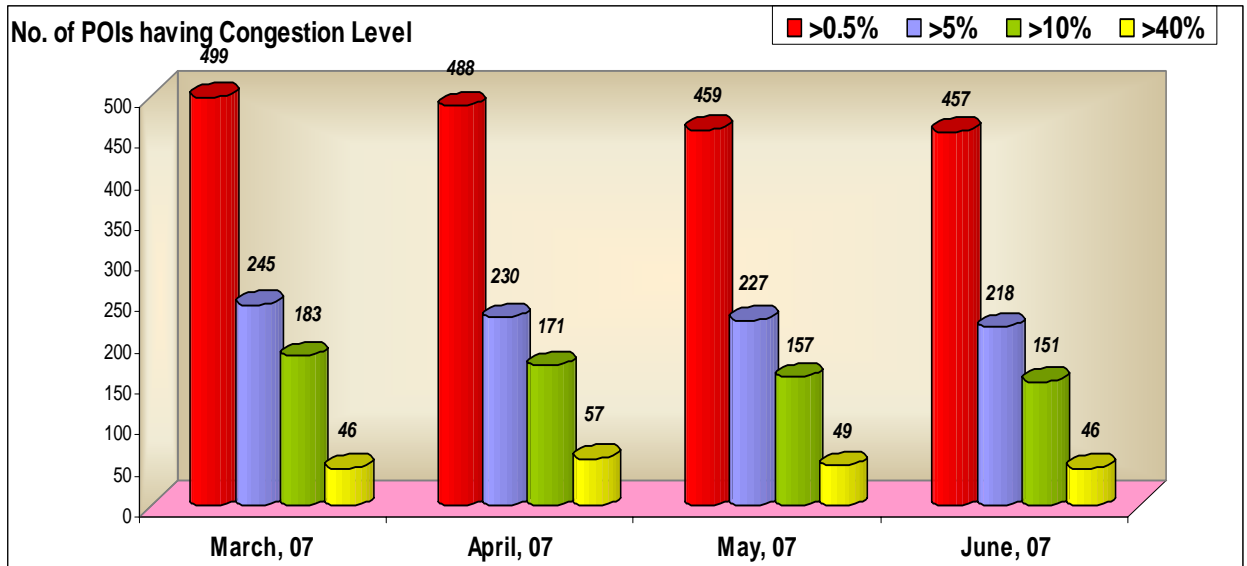
TRAI has been monitoring the level of congestion at the Point of Interconnection (POI) between various service providers on a monthly basis. This parameter signifies the ease with which a customer of one network is able to communicate with a customer of another network. This parameter also reflects as 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 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. M/s Reliance Communication Limited is furnishing the POI Congestion data for Basic (Wire-line) Service since April, 2006 and same is also included.
- The POI Congestion Report analysis for the month of April, 2007 to June, 2007 shows that the performance of the CMSPs with respect to the congestion on POIs has improved a little in the month of June, 2007 as compared with the performance in March, 2007. The number of POIs having congestion has decreased from 499 in March, 2007 to 457 in June, 2007.
- Out of these 457 POIs in June, 2007, in 218 POIs, the level of congestion is more than 5% as compared to 245 POIs in March, 2007.
- The number of such POIs where the level of congestion is more than 10% is 151 in June, 2007, whereas it was 183 in the month of March, 2007.
- The number of worst affected POIs where congestion level is more than 40% is 46 in the month of June, 2007 as also in March, 2007.
- In respect of POIs from Private CMSPs to BSNL, the number of POIs having congestion has decreased from 337 in March 2007 to 312 in June 2007.
- During the same period POI congestion among Private CMSPs has also decreased from 162 in March, 2007 to 145 in June, 2007.

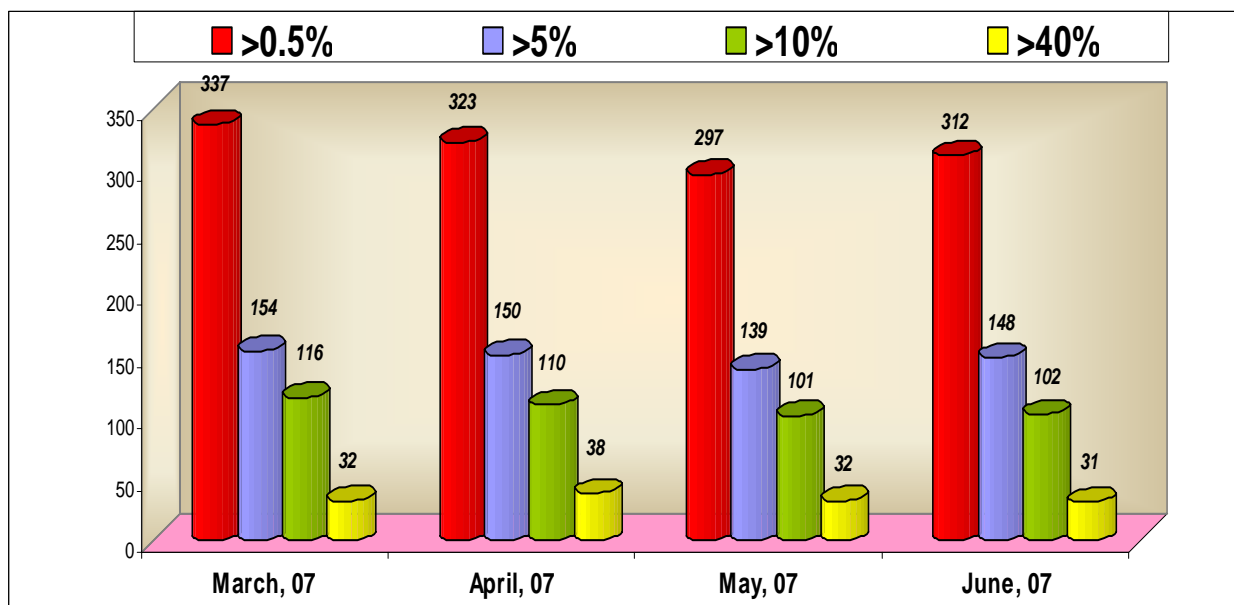
- The Circles/ States are badly affected due to POI congestion are Bihar, Gujarat, J & K, Karnataka, Madhya Pradesh, Maharashtra, North East, Orissa, Rajasthan, Tamilnadu and West Bengal.

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

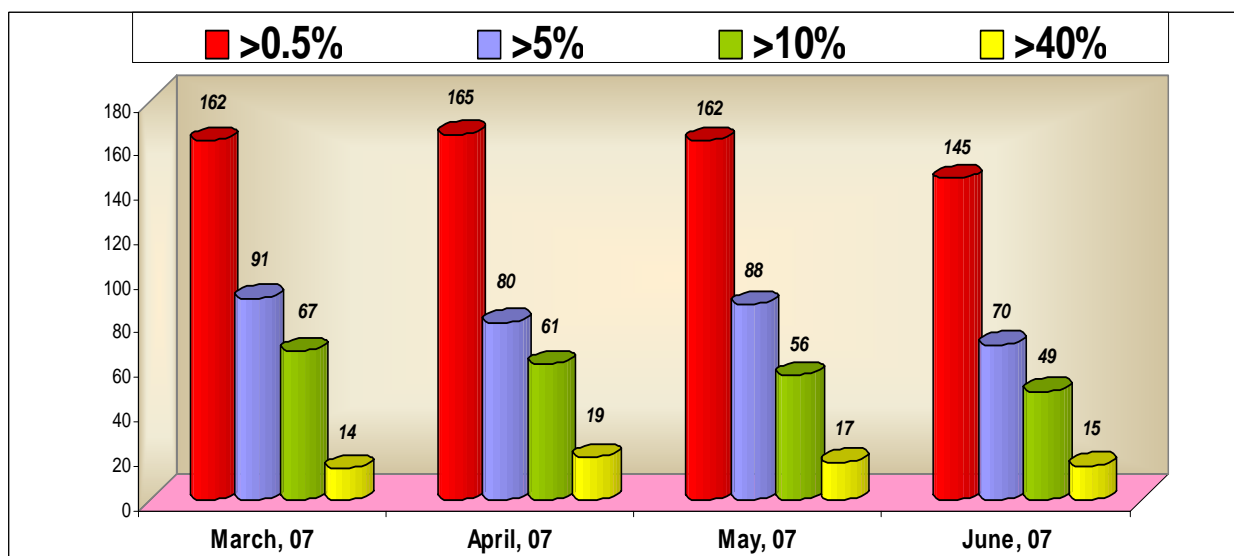


The POI congestion level between Private Service Providers and BSNL, and also among the Private Service Providers is given below in graphs: -

**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 June, 2007: -

<b>POIs between Private Operators and BSNL</b>				
<b>Bharti Airtel</b>	<b>Tata Teleservi-ces</b>	<b>Reliance Com/Reliance Telecom</b>	<b>Aircel Cellular</b>	<b>Dishnet Wireless</b>
<b>Bihar:-</b> <b>Level 2:-</b> Sasaram = 60.30% Shaharsa = 94.10% Dumka = 42.00%  <b>Chennai:-</b> <b>Cellone</b> = 45.90%  <b>J&amp;K:-</b> Cellone Jammu =75.60% Cellone S nagar =74.40% <b>Level 1 (Virtual) -</b> Jammu = 80.40%  <b>Madhya Pradesh:-</b> <b>Level 2:-</b> Seoni =71.60% Ratlam = 49.00%  <b>Orissa :-</b> Baripada = 45.80%  <b>Rajasthan:-</b> <b>Level 2:-</b> RJ MSC Cell 1 =41.10%  <b>Tamilnadu:-</b> Cellone=67.70%  <b>West Bengal:-</b> <b>Level 2:-</b> Asansol STD=91.70% Purulia = 63.40%	<b>Rajasthan:-</b> <b>Level - 2</b> Bhilwara Mobile=54.20%  <b>Bihar: -</b> <b>Level - 2</b> Patna = 76.00% Darbhanga = 87.00% Chhapra=63.00% Ranchi = 47.00% Muzaffarpur = 86.00%  <b>UP-West:-</b> <b>Level – 1</b> Agra=68.39%  <b>Level - 2</b> Modinagar = 63.29%	<b>Reliance Communication</b>  <b>West Bengal:-</b> <b>Level – 2</b> Jhalda =44.90%  <b>Karnataka:-</b> <b>Level – 2</b> Hasan=57.10% Kolar=56.00%  <b>UP-East:-</b> Farukhabad=49.30%  <b>Reliance Telecom</b>  <b>Madhya Pradesh: -</b> Cellone = 62.48% <b>Bihar:-</b> Cellone = 81.55%  <b>Noth East:-</b> Shillong = 53.03%	<b>Tamilnadu:-</b> Cell one= 88.00%	<b>J&amp;K:-</b> <b>Level 1</b> Cellone=60.77%
<b>POIs among the Private Operators</b>				
<b>Bharti Airtel</b>	<b>Tata Teleservices</b>	<b>Reliance Com/Reliance Telecom</b>	<b>Aircel Cellular</b>	<b>Dishnet</b>
<b>Madhya Pradesh:-</b> Idea Raipur=44.70%  <b>Orissa:-</b> RTL = 45.80% Aircel = 43.20%  <b>West Bengal:-</b> Reliance CDMA=70.80% Hutch GMSC = 58.00% RIM = 77.10%	<b>Bihar:-</b> Airtel = 41.00%  <b>Andhra Pradesh: -</b> Idea = 51.90%	<b>Reliance Telecom</b>  <b>Orissa:-</b> Airtel Bhuvneshwar = 41.94% <b>North East:-</b> RCL = 61.69%	Nil	<b>West Bengal:-</b> Hutch =56.01% RTL = 52.75%  <b>Bihar:-</b> Airtel Patna = 47.61% Airtel = 88.20%  <b>Orissa:-</b> Airtel Local=57.56%

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.

It may be recalled that the powers of TRAI regarding regulation of interconnection and related POI Congestion matters are facing legal challenge. Hon'ble TDSAT in its judgment on interconnection matters in the year 2005 had determined against TRAI's contention that it has powers to regulate interconnection matters amongst the service providers. This matter is presently before the Hon'ble Supreme Court. In the case of another important Direction of TRAI issued on 7<sup>th</sup> June, 2005, for providing interconnection within 90 days of payment by interconnection seeker, TDSAT, by an interim order has directed TRAI not to take any action if interconnection is not provided within 90 days for any reason. The lack of finality as regards powers of TRAI, in the matter of interconnection between service providers, has further aggravated the congestion complaints and Quality of Service parameters are not being met by the majority of the service providers. TRAI issued show cause notices in March, 2006 to telecom service providers who were in non-compliance of quality of service parameters. This matter is also before Hon'ble TDSAT. In view of the legal complexities, the Authority is unable to move effectively against defaulting service providers.

The network congestion report of all CMSPs for the period April, May and June, 2007 is placed at TRAI website – [www.traigov.in](http://www.traigov.in)

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Authorised for issue

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