

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:4322

ANSWERED ON:19.12.2012

G SERVICES

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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) the number of 3G enabled towers installed along with the number of districts covered by 3G service so far, State-wise including Punjab;
- (b) the time frame fixed by the Government to provide 3G service in every district of the country;
- (c) the number of 3G enabled mobile towers proposed to be installed in various districts of Punjab and other States during the year 2012-13 and 2013-14, year-wise and State-wise;
- (d) whether the quality and download speed of 3G services offered by various telecom operators do not match the initially claimed and promised to customers and if so, the details thereof; and
- (e) the steps taken by the Government to launch the 3G services across the country and ensure that quality and download speed of the services started so far meet the quality benchmark?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

- (a) & (c) The number of 3G enabled towers installed as on 30.11.2012 and towers proposed to be installed during 2012-2013 and 2013-2014 in different LSAs (Licensed Service Areas) is given in Annexure-I.
- (b) The time frame for providing 3G service is governed by the roll-out obligation for 3G spectrum as per amendment in the UAS/CMTS licenses issued to successful bidders in the 3G spectrum auction. The relevant extracts are given in Annexure-II. Accordingly installation of tower is decided as per the rollout obligations and business requirement of the service provider.
- (d) & (e) TRAI has prescribed the network centric Quality of Service parameters and benchmarks for 3G Voice Services. These parameters help in assessing the performance of 3G operators in critical parameters such as Call drop, Voice quality, Network Congestion and Network Availability. As per these regulations the service providers are expected to submit their Performance Monitoring Reports for 3G services from the quarter ending December 2012. For data services TRAI has recently laid down the quality of service standards for Wireless Data Services, including 3G Services through the Standards of Quality of Service for Wireless Data Services Regulations, 2012 on 4th December 2012. These regulations will come into effect from 1st January 2013. Eventhough a service provider may be advertising certain speed, the actual speed may vary as per the number of users in the network and there could be customer dissatisfaction on account of relatively slow speed. Hence a parameter has been prescribed in the regulations to measure the average throughput, viz "Average throughput for Packet Data" the benchmark for which is >75% of the subscribed speed so as to protect the interest of consumers. The regulations also provide for measuring the minimum download speed for each plan by the service provider and such speed has to be reported to TRAI. In this regard, TRAI has mandated every Cellular Mobile Telephone Service provider or Unified Access Services provider to set up a test set up comprising of servers and test probes to cover the entire geographical area of coverage of different data services in the licensed service area.