

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

UNSTARRED QUESTION NO:2193

ANSWERED ON:18.12.2013

MOBILE PHONE TARIFF

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

- (a) whether there are reports of tariff war among companies in the Telecom Sector;
- (b) if so, the details thereof and the reaction of the Government thereto;
- (c) whether the telecom companies have come together to hike the mobile tariff;
- (d) if so, the details thereof and the action taken by the Government to neutralise the same;
- (e) whether the quality of mobile data services is very poor and that operators have not expanded 3G network in many areas; and
- (f) if so, the measures being taken to bring quality service to the consumers along with reduction in prices for mobile data services?

Answer

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

(a) to (d) As per the existing tariff framework, tariff for telecommunication access services including mobile data services is under forbearance except for national Roaming and Rural Fixed Line Services. The service providers have the flexibility to decide various tariff components for different service areas of their operation. Tariff hikes and tariff reductions are done by service providers taking into account several factors including input costs, level of competition and other commercial considerations.

(e) & (f) Telecom Regulatory Authority of India (TRAI) monitors the performance of cellular mobile service providers against the benchmarks for various Quality of Service parameters laid down by TRAI through the standards of Quality of Service for Wireless Data. Services Regulations, 2012 dated 04.12.2012. As per the performance monitoring report received from service providers for the quarter ending September, 2013 the service providers are generally meeting the benchmarks specified by TRAI. The non-compliance with the benchmarks is observed for the following:-For QE Sept,2013

Service provider	Parameters	Benchmarks	Generations	Quarterly Performance
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Vodafone	Service Activation/ Provisioning	95% success rate	Within 4 hrs with All Generations	Kolkata 79.23
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Bharti Airtel	Service Activation/ Provisioning	95% success rate	Within 4 hrs with All Generations	Gujarat 94
				Maharashtra 94
				Mumbai 93
				Rajasthan 91

Uninor	Latency	Data<250ms	All Generations	Andhra Pradesh 421.72
				Gujarat 447.56
				Maharashtra 482.94
				& Goa

With a vision to provide secure, reliable, affordable and high quality converged telecommunication services anytime, anywhere for an accelerated inclusive socio-economic development, National Telecom Policy-2012 (NTP-12) has been approved by the Government on 31.05.2012.

