

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

UNSTARRED QUESTION NO:98
ANSWERED ON:24.11.2014
INTERNET SERVICES BY TELECOM OPERATORS
Reddy Shri Ponguleti Srinivasa

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

- (a) whether the Telecom Regulatory Authority of India (TRAI) has amended the standards of Quality of Service for Wireless Data Services Regulations and issued instructions to the Telecom Operators offering Mobile Internet Services to subscribers in the country;
- (b) if so, the details thereof along with the instructions issued in this regard;
- (c) whether the Government has received complaints from the subscribers for non- compliance of said instructions by Telecom Operators; and
- (d) if so, the steps taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

- (a) Madam, TRAI has amended the Standards of Quality of Service for Wireless Data Services Regulations, 2012 through the Standards of Quality of Service for Wireless Data Services (Amendment) Regulations, 2014 dated 24th July 2014 to address the concerns of customers relating to download speed.
- (b) Under these instructions, TRAI has mandated the service providers to:
 - i) Indicate in all the data plans the minimum download speed available to customers and such speed shall be available to the consumer for not less than eighty percent of the usage time.
 - ii) Print the details of the minimum download speed available to the consumer on the vouchers of the wireless data plans and to publish on its website and in all advertisements of wireless data plan.
 - iii) Make available the details of minimum download speed offered at the complaint centres and sale outlets of Telecom Service Providers.
 - iv) Publish, at their web-site, the minimum download speed as measured according to the test methodology prescribed, for each data plan.
- (c) & (d) TRAI has intimated that few complaints relating to poor download speed have been received. The service providers and Industry Association have represented to TRAI about the difficulties in implementing these regulations. TRAI has held discussions with service providers about implementing the regulations and the service providers have been advised to implement the regulations in the light of the discussions in these meetings.