

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

UNSTARRED QUESTION NO:429

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BROADBAND INTERNET SPEED

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

- (a) whether the Government is aware of the poor internet connection speed and high internet, costs in the Country;
- (b) if so, the details thereof and the steps taken by the Government in this regard;
- (c) the average broadband speed of major internet services providers in the country, company-wise;
- (d) whether the country has lower broadband internet speed as compared to other countries;
- (e) if so, the details thereof and the reasons therefor along with the complaints received by the Government regarding slow internet speed during the current financial year; and
- (f) the action taken by the Government in this regard?

Answer

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

(a)to (f) Madam, Telecom Regulatory Authority of India (TRAI) monitors the performance of broadband service and wireless data service against the Quality of Service benchmarks laid down by TRAI through regulations, issued from time to time, through quarterly performance monitoring reports received from service providers.

As per the performance monitoring report for the quarter ending September, 2014, for broadband service (wire-line) all the service providers are meeting the benchmark for the parameter Broadband Connection Speed available (download) from ISP node to user, the benchmark of which is more than 80%.

As regards wireless data service, the minimum download speed (kbps) and average throughput for packet data (kbps) reported by the service providers for the quarter ending December, 2014 are attached as Annexure-A.

Further, in India Broadband is defined as "a data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 512 Kbps to an individual subscriber from the the point of presence

(POP) of the service provider intending to provide Broadband service", which may not be the case in other countries.

As per the present tariff framework in the country, the tariff for internet service is under forbearance. The telecom service providers (TSPs) have the flexibility to offer different tariff plans and schemes for Internet with multiple combinations of fixed charges, periods of validity, download/upload speeds and usage charges, different tariff combinations are being offered by the TSPs taking into account several factors including inputs costs, level of competition and other commercial consideration. Thus, the Internet tariffs differ from tariff plan to tariff plan and for different service areas.

TRAI has received 383 complaints from consumers relating to poor broadband speed. These complaints were forwarded to the concerned service providers for remedial action.

For improving Quality of Service, TRAI has been pursuing with service providers for improving Quality of Service. Wherever the qualities of service benchmarks are not met by them, Financial Disincentives are imposed on them by TRAI, in accordance with the provisions of the regulations.