

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

UNSTARRED QUESTION NO:3107  
ANSWERED ON:23.08.2006  
QUALITY OF WLL SERVICE .  
Jha Shri Raghunath

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

- (a) Whether any survey on quality of the Wireless in Local Loop (WLL) telephone service in rural and urban areas was conducted;
- (b) If so, the details thereof;
- (c) The details of service norms prescribed by the Telephone Regulatory Authority of India (TRAI) for operating WLL; and
- (d) The steps taken by the Bharat Sanchar Nigam Limited (BSNL) to ensure adherence to the quality of service norms fixed by the TRAI?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) As per the Telecom Regulatory Authority of India

(TRAI) Act, TRAI is mandated to monitor the Quality of Services (QoS). TRAI has not conducted separately any survey for the Wireless in Local Loop (WLL) services. TRAI has conducted survey on Customer Perception of Service for Cellular Mobile Services, which include WLL services. This survey was for the service area as a whole and not separately for rural and urban areas.

(c) The QoS norms for Basic Service (Wireless) and Cellular Mobile Telephone Service prescribed by TRAI is given in the Annexure.

(d) The various steps taken by BSNL to ensure adherence to the QoS norms fixed by TRAI include upgradation of Customer end equipment with enhanced battery backup, upgradation of WLL exchange to CDMA 2000-1 X, increasing the number of WLL Base Trans-receive Stations (BTS) etc.