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PART II

Statutory Notifications (S. R. O.)

GOVERNMENT OF PAKISTAN

PAKISTAN TELECOMMUNICATION AUTHORITY

NOTIFICATION

Islamabad, the 12th April, 2012

[A notification to amend the Cellular Mobile Network Quality of Service Regulations, 2011 published in the Gazette of Pakistan Extra-ordinary Part II vide S.R.O 309(I)/2011 dated 14th April, 2011]

S. R. O. 737 (I)/2012.—In exercise of powers conferred under clause (o) of sub-section (2) of section 5 of the Pakistan Telecommunication (Re-organization) Act, 1996 the Pakistan Telecommunication Authority hereby notifies the following amendments in the Cellular Mobile Network Qos Regulations 2011, namely:—

1. **Short title and commencement.**—(1) These Regulations shall be called the Cellular Mobile Network Quality of Service (Amendment) Regulations, 2012.

(2) These regulations shall come into force from the date of gazette notification.

(3667)

2. **Amendment of regulation 4, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1279 sub-clause (i) of clause (a) of regulation 4 shall be substituted and read as follows:—

“(i) Network Accessibility & Network Downtime

Network Accessibility*

“The probability that mobile services are available to an end customer by display of the network indicator on the mobile test equipment throughout the entire duration of the samples”

Benchmark

Network Accessibility should be > 99%

*To be measured through drive test/survey in accordance with the methodology provided at Annex-A.

Network Downtime **

“The probability that mobile services are not available to end customer”.

Benchmark

Network Down-time should be <1%

**To be measured as average across all sites from the Network Management System (NMS) of the operator.”

3. **Amendment of regulation 4, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1279 sub-clause (ii) of clause (a) of regulation 4 shall be substituted and read as follows:

“Grade of Service

“The probability that the end customer cannot access the mobile services when requested if it is offered by display of the network indicator on the mobile equipment.

Grade of Service (%)=(total no. of unsuccessful calls/total no. of calls)
*100%.

Benchmark

Grade of Service should be $\leq 2\%$.”

4. **Amendment of regulation 4, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1281 in sub-clause (ii) of clause (b) of regulation 4 the ‘Benchmark’ shall be substituted and read as follows:—

“Benchmark

End-to-End Delivery should be \leq 12 seconds”

5. **Amendment of regulation 5, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1281 regulation 5 shall be omitted.

6. **Amendment of regulation 6, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1281 regulation 6 shall be omitted.

7. **Amendment of regulation 7, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1281 clause (a) of sub-regulation (1) of regulation 7 shall be substituted and read as follows:

“(a) To monitor the quality of telecommunication service being provided by the Licensee and adherence to the criteria laid down in the License and Regulations, each Licensee shall conduct end-to-end drive tests and surveys at intervals as required by the Authority. The Licensee shall procure the test instruments and equipment as and when required for the purpose”.

8. **Amendment of regulation 7, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1282 clause (b) of sub-regulation (1) of regulation 7 shall be substituted and read as follows:

“The tests and surveys shall be so designed as to give the overall as well as the detailed picture of the network, of the Quality of Service provided by the Licensee with fifteen (15) days prior intimation to the Authority.”

9. **Amendment of regulation 7, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1282 after clause (f) of regulation 7 a new clause (g) shall be inserted and read as follows:

“Unless otherwise stated in these regulations, the reporting periods, which are periods of time over which measurements are taken and recorded shall be one month starting on 1st January of the applicable calendar year or as the Authority may from time to time specify. The Licensee shall consolidate and maintain the reports for each month and submit the record on a quarterly basis”.

10. **Amendment of regulation 8, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1283 sub-regulation (7) of regulation 8 shall be substituted and read as follows:

“The Licensee shall immediately take all remedial measures to remove the shortfalls identified in the inspection report and submit compliance report within thirty (30) days of the issuance of the inspection report, in confirmation that all stated shortfalls have been removed:

Provided that Authority shall provide the opportunity to remove the shortfalls identified in the inspection report for the same city, against/on account of only two tests carried out in a calendar year and not thereafter”.

11. **Amendment of regulation 8, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1283 after sub-regulation (7) a new sub-regulation (8) of regulation 8 shall be inserted and read as follows:

“(8) The Authority shall measure the performance of the Licensees using modes for collection of data or documents, including but not limited to surprise drive tests etc. The main aspects of the methodology for taking measurements through drive tests shall be as specified in Annex-A to these regulations. The Authority may review or define new thresholds as and when required.”

12. **Amendment of Annex-A, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1284 clause (d) appearing in Annex-A shall be substituted and read as follows:

“(d) **A and B party**

- (i) *A-party(originating number)*
 - moving continuously during drive test
- (ii) *B Party(terminating number)*
 - moving
 - static”

13. **Amendment of Annex-B, S.R.O. 309(I) 2011 of 2011.**—In the Cellular Mobile Network Quality of Service Regulations, 2011, at page 1285 in Part-B of Annex-B the ‘Minimum Target’ for ‘End to End SMS Delivery’ shall be substituted and read as follows:

“≤ 12 seconds”

[No. 78/Regs/PTA/2010.]

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DD (L & R)-I.