

The Telecom Regulatory Authority of India (TRAI) is planning to review the outcome of the call service quality norms operational in the industry since the last two years.

Further, the regulator will likely issue a consultation paper focused on examining the need for improvisation in quality of service (QoS) in the backdrop of technological changes.

TRAI had tightened the rules in October 2017 in order to maintain its watch on service quality in the sector and had also asked players to abide by the new benchmarks.

TRAI mentioned that it has been two years since the regulator tweaked QoS norms.

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