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**PART I : SECTION (I) — GENERAL**

**Government Notifications**

L.D.B./5/91.

**SRI LANKA TELECOMMUNICATIONS ACT, No. 25 OF 1991**

RULES made by the Telecommunications Regulatory Commission of Sri Lanka under Section 68 read with Section 5 (r) of the Sri Lanka Telecommunications Act, No. 25 of 1991, as amended by Sri Lanka Telecommunications (Amendment) Act, No. 27 of 1996, and approved by the Minister of Posts and Telecommunications.

Telecommunications Regulatory Commission of Sri Lanka.

On this day of 15th August, 2001.

**Rules**

1. These rules may be cited as the Quality of Service Standards Rules, No. 2 of 2001.
2. The Quality of Service Standards set out in Schedule A hereto, shall come into effect on 1st October, 2001.
3. The Quality of Service Standards set out in Schedule B hereto, shall come into effect on 1st January, 2002.
4. The Quality of Service Standards set out in Schedule A and Schedule B hereto, shall apply to an operator running a fixed access telephone service.
5. The operator referred to in rule 4 shall submit to the Commission a Quarterly information in respect of the indicators specified in Schedule A and Schedule B hereto, in the form set out in Schedule C hereto, not later than fifteen days after the end of each quarter.
6. The information submitted under rule (5) shall be published by the Commission from time to time for the information and assistance of the customers or potential customers in at least one daily newspaper published in Sinhala, Tamil and English.
7. Where an operator falls below the specified standards for two or more consecutive quarters the Commission may require reports to be submitted monthly in respect of such indicator.
8. The information submitted by the operator referred to in rule 5 shall be subject to an audit by the Commission.
9. In monitoring Quality of Service Standards the Commission may issued directives either financial or otherwise to an operator referred to in rule 4, to ensure conformity with the Quality of Service Standards specified in Schedule A, and Schedule B hereto.

10. In these rules, unless the context otherwise requires :

" Act " means the Sri Lanka Telecommunications Act, No. 25 of 1991, as amended by Act, No. 27 of 1996 ;

" Commission " means the Telecommunications Regulatory Commission of Sri Lanka established under the Act ;

" Indicators " shall include operator assistance answer, directory assistance answer, timely services to applicants, call completion ratio and out of service trouble reports cleared within standards ;

" Fixed Access Telephone Service " means the provision of wireless or wireline telephone service terminating or originating on a fixed location ; and

" Operator " means an operator within the meaning of the Act.

#### SCHEDULE A

##### *Interface 1 : Operator Services*

##### *Indicator 1.1 : Operator Assistance Answer*

*Definition.*—The average length of time in seconds taken to answer calls received by the assistance operators.

*Measurement Method.*—All incoming calls to the switchboards of assistance operators are measured to determine the average length of time before each call is answered.

*Geographical Basis.*—Company-wide.

*Standard.*—30 seconds.

##### *Indicator 1.2 : Directory Assistance Answer*

*Definition.*—The average length of time in seconds taken to answer calls received by the directory assistance operators.

*Measurement Method.*—All incoming calls to directory assistance are measured to determine the average length of time before each call is answered.

*Geographical Basis.*—Company-wide.

*Standard.*—30 seconds.

#### SCHEDULE B

##### *Interface 2 : Service Acquisition*

##### *Indicator 2.1 : Timely Service to Applicants*

*Definition.*—The percentage of customers requesting a new line who are served within the appropriate time period.

*Measurement Method.*—Completed orders are recorded for applications received during two time periods, January 1st through June 30th, and July 1st through December 31st, for each group the percentage completed within the appropriate time period is determined.

*Geographical Basis.*—Two regions are established : within the Colombo secondary switching area, and outside the Colombo secondary switching area.

*Standard :*

- (a) Colombo
  - (i) First half of the year : 80% (85%) of applicants receive a new line by the end of the year ; and
  - (ii) Second half of the year : 85% (90%) of applicants receive a new line by the end of the following year.
- (b) Outside Colombo
  - (i) First half of the year : 70% (75%) of applicants receive a new line by the end of the year ; and
  - (ii) Second half of the year : 75% (80%) of applicants receive a new line by the end of the following year.

For the purpose of calculating these percentages, the number of applicants shall be deemed to be the lesser of (a) the actual number of applicants, and (b) 125 percent of the number of applicants for the immediately preceding corresponding period.

*Interface 3 : Network Efficiency*

*Indicator 3.1 : Call Completion Ratio*

*Definition.*—The percentage of calls attempted during peak hours which yield an answer signal.

*Measurement Method.*—Licensees measure and report the call completion ratio, during peak hours.

*Geographical Basis.*—Company-wide.

*Standard.*—37% (42%).

*Interface 4 : Repair*

*Indicator 4.1 : Out-of-Service Trouble Reports Cleared Within Standard*

*Definition.*—The percentage of the total of initial out-of-service trouble reports cleared within the appropriate time period.

*Measurement Method.*—Trouble report data gathered at each repair bureau is compiled by the licensee and reported by two time periods.

*Geographical Basis.*—Company-wide.

*Standard :*

50% (60%) cleared within 24 hours.

100% cleared within seven working days.

SCHEDULE C

FORMAT FOR QUARTERLY REPORTS

*Name of Operator—Quality of Service Indicators*

<i>Indicator</i>	<i>Region</i>	<i>Standard</i>	<i>Month—Year</i>
1.1	Company-wide	30 seconds	
1.2	Company-wide	30 seconds	
2.1	Colombo	80%/85%	
	Outside Colombo	70%/75%	
3.1	Company-wide	37%	
4.1	Company-wide	50%	