

Menaka Pathirana
Deputy Director Compliance
(Consumer Complaints /Public Awareness)
Telecommunications Regulatory Commission
of Sri Lanka

Telecommunications Regulatory Commission of Sri Lanka



Legislation

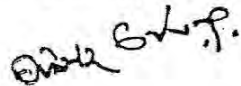
- ▶ Sri Lanka Telecommunications Act No. 25 of 1991
- ▶ Sri Lanka Telecommunications Amendment Act No. 27 of 1996

Issuance of Licenses

Celltel	-	1988
<u>SLTL</u>	-	<u>1991</u>
Hutch	-	1992
Mobitel	-	1993
Dialog	-	1993
Suntel	-	1996
Bell	-	1996
Airtel	-	2007

**UNDER SECTION 17(2) OF THE SRILANKA TELECOMMUNICATIONS ACT
NO. 25 OF 1991 AS AMENDED BY ACT NO.27 OF 1996, TO OPERATE A
TELECOMMUNICATIONS SYSTEM**

1. I, President Democratic Socialist Republic of Sri Lanka in the exercise of the powers conferred on me under section 17(2) of the Sri Lanka Telecommunications Act No. 25 of 1991 as amended by the Act, No 27 of 1996 (hereinafter referred to as "the Act") hereby grant to **Sri Lanka Telecom PLC**, a company duly incorporated in the Democratic Socialist Republic of Sri Lanka under the Companies Act No. 7 of 2007 bearing Company No. PQ7 (hereinafter referred to as "the Operator"), a Licence to operate a telecommunication system specified in Schedule 1 (hereinafter referred to as the "Licensed System") and authorise the Operator to do all or any of the acts specified in Schedule 2 subject to the Conditions set out in Schedule 3 and to revocation as provided in Schedule 4.
2. This Licence shall come into force on 09th February 2012 and shall be of 10 years' duration unless previously revoked in accordance with Schedule 4.
3. The Commission may amend the Licence from time to time where objectively justifiable and in a proportionate manner. Any amendment shall be made in accordance with Section 18 of the Telecommunications Act No. 25 of 1991 as amended.
4. The provisions of the Act and all Rules and Regulations made there under shall apply to the Operator for all purposes.



Mahinda Rajapaksa
President
Democratic Socialist Republic of Sri Lanka

Date:

Schedule 3 - Licence Conditions

Part I - Basic Obligations

Part II - Technical Obligations

Part III - International Service Obligations

Part IV - Inter Operator Obligations

Part V - Commercial Obligations

Part VI - Customer Service Obligations

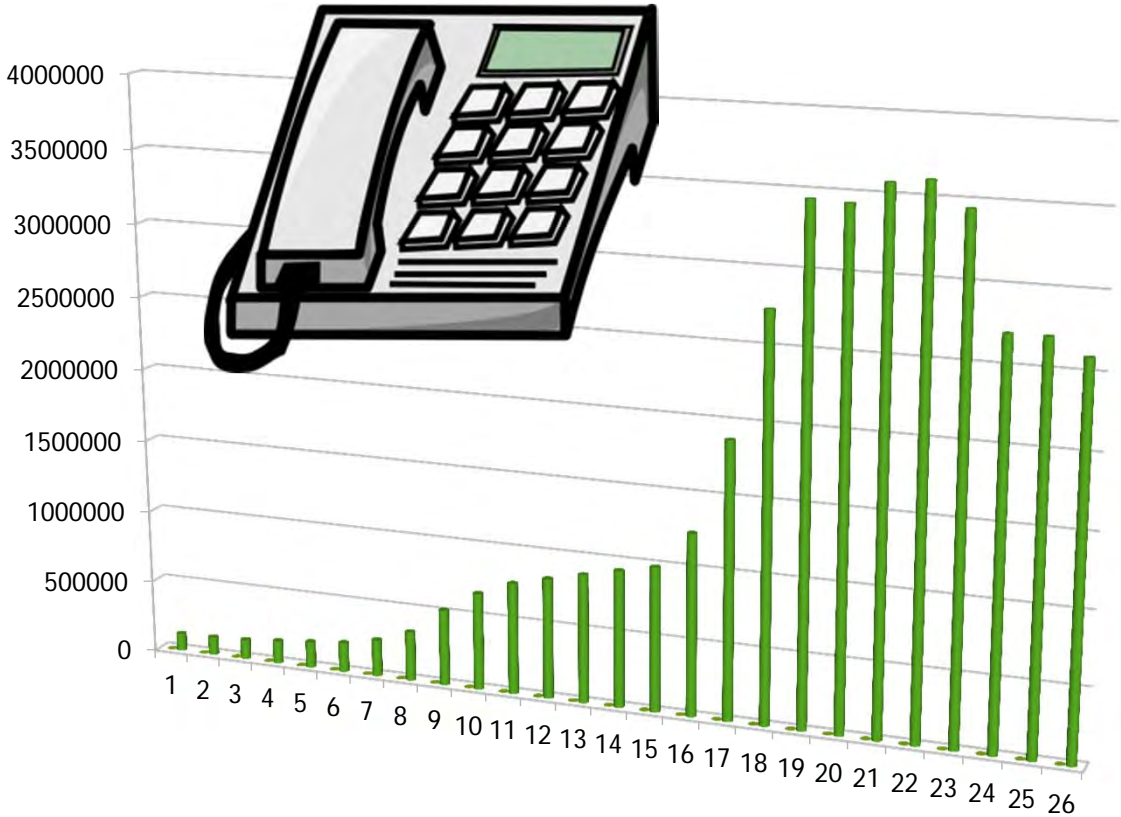
Part VII - Universal Service Obligations

Part VIII - Other Obligations

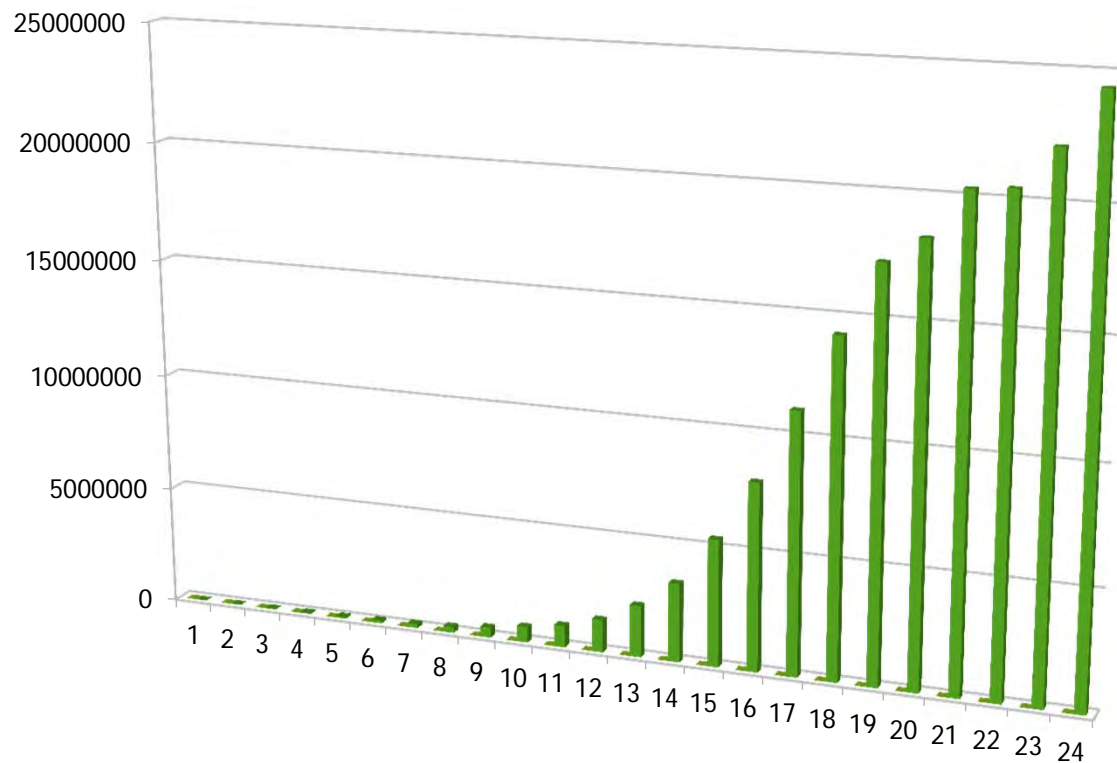
Telephone Subscribers

Year	fixed	mobile
2015	2.6 Mn	24 Mn

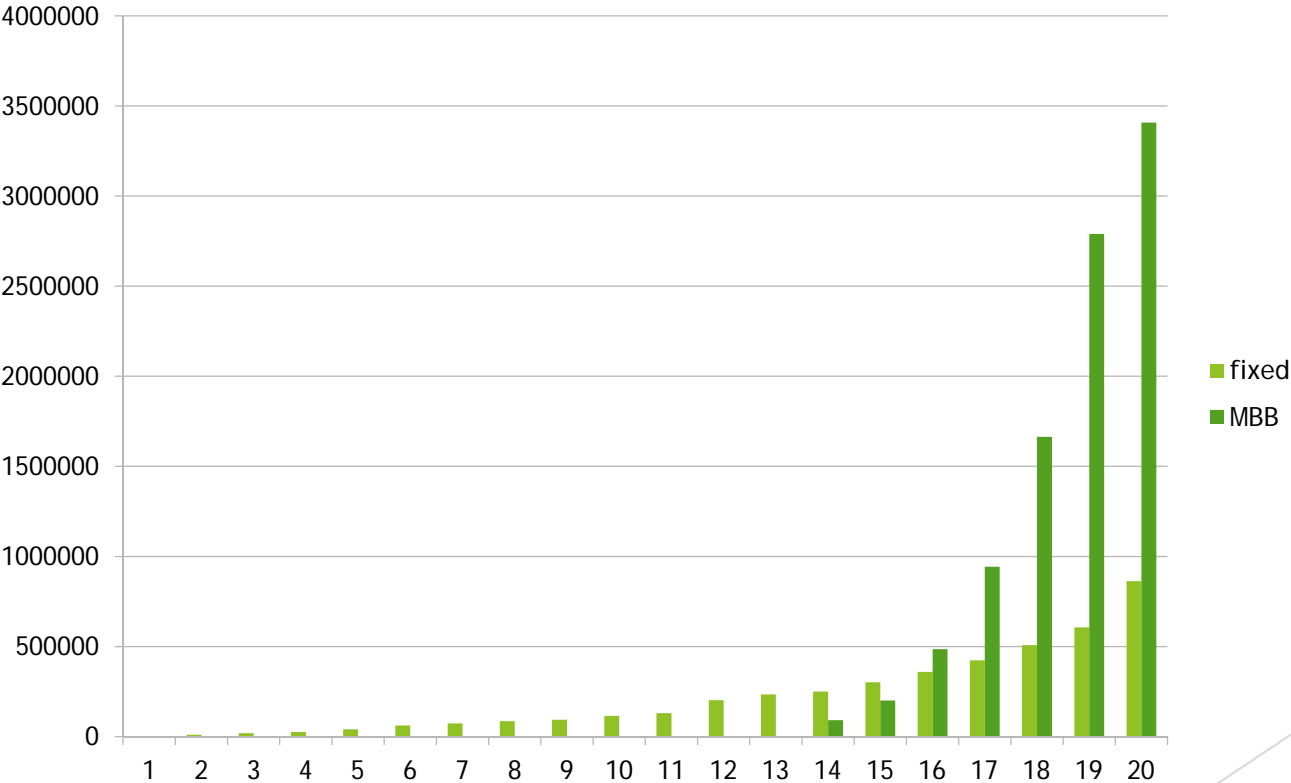
Fixed telephone subscribers



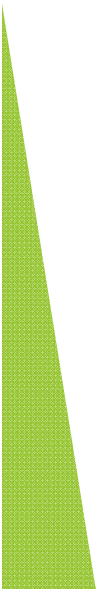
Mobile telephone subscribers



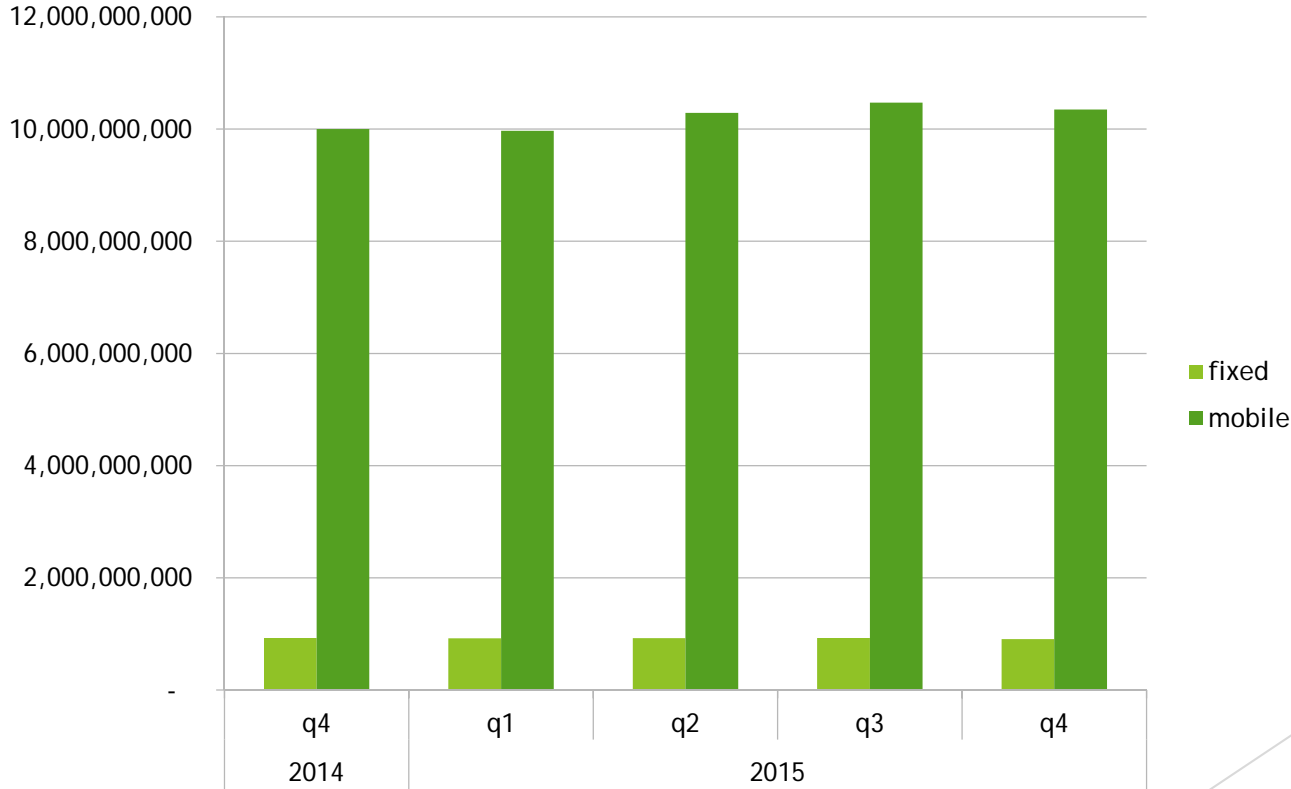
Fixed /Mobile broad band



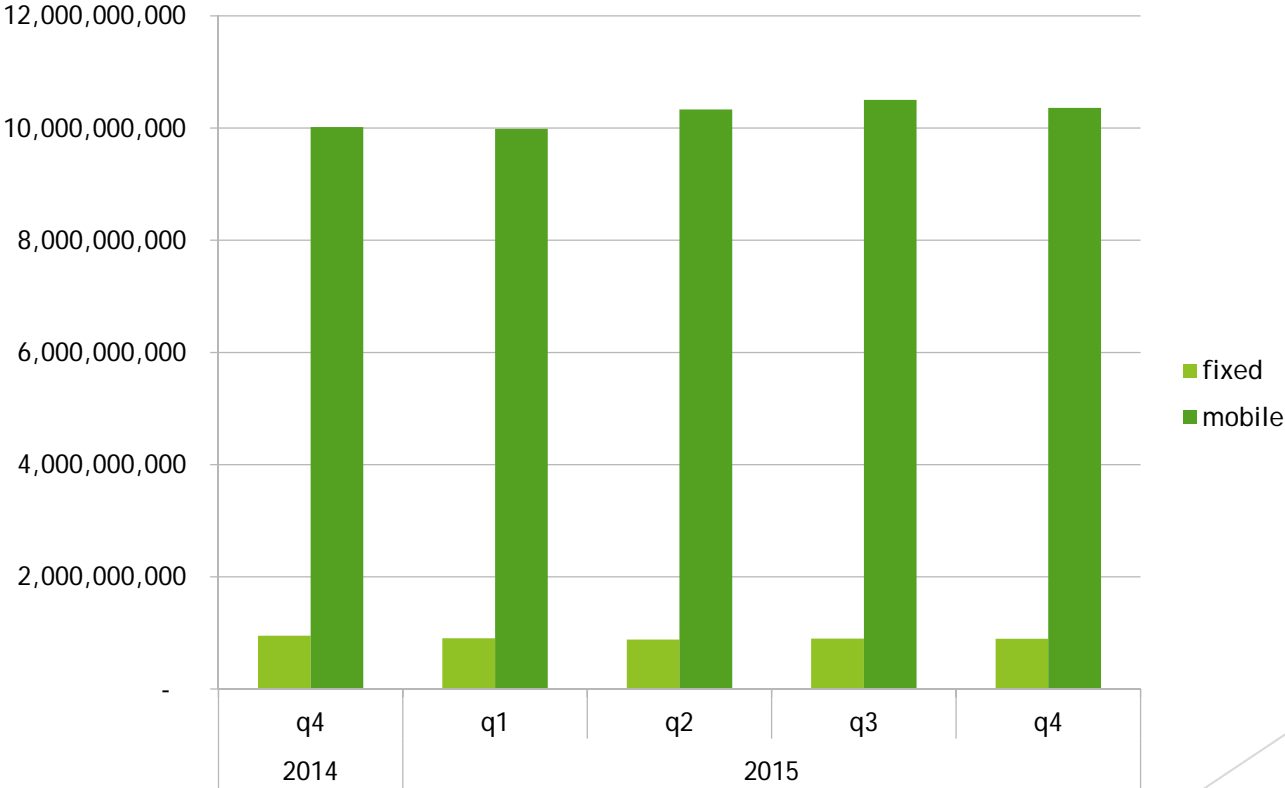
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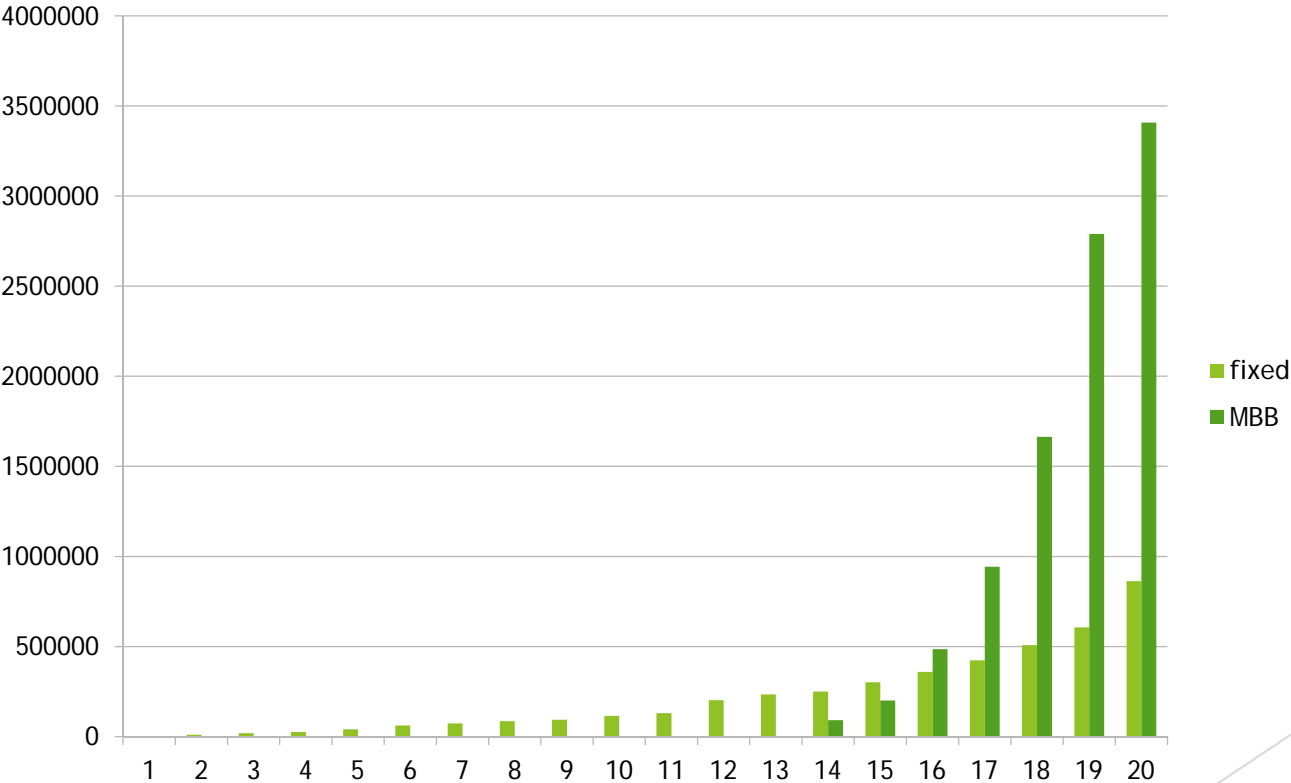
Incoming calls minutes



Out going calls minutes



Subscribers Fixed/MBB



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How was our broadband ?

- ▶ Broad band was introduced by SLTL in 2003
- ▶ 512 was the highest speed available for domestic customers
- ▶ No competition in the market
- ▶ Customers had no choice
- ▶ cust

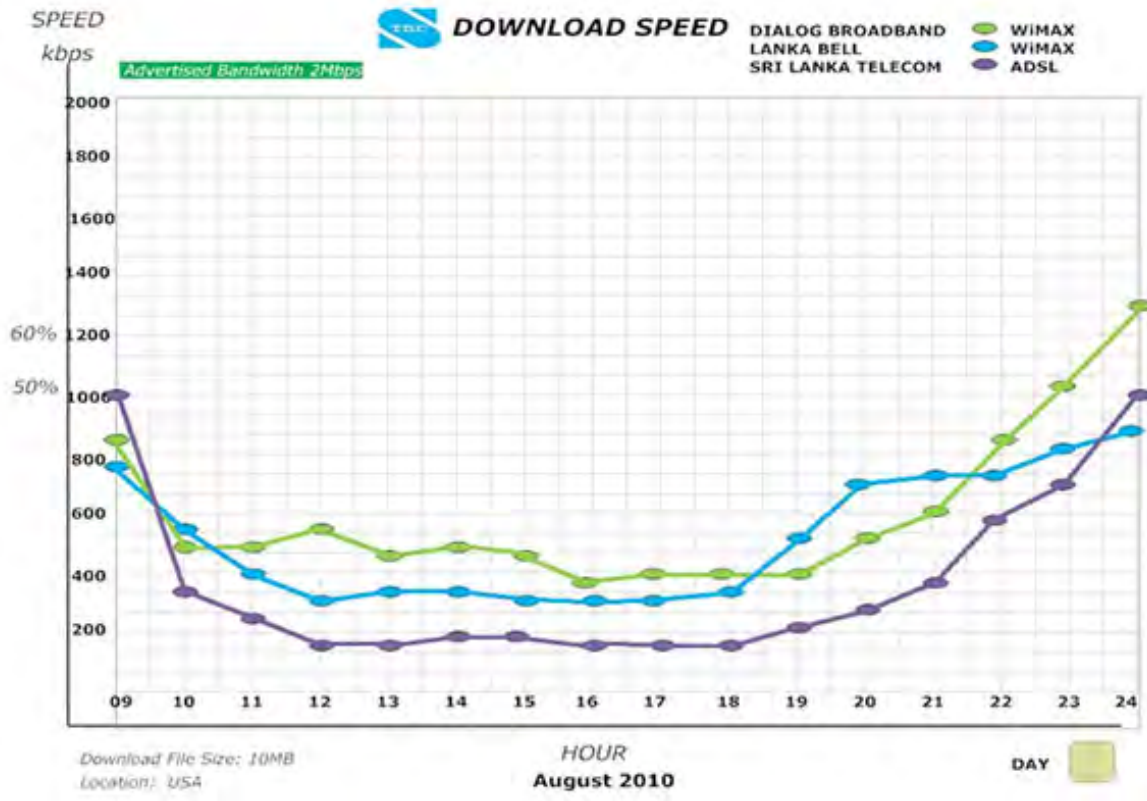
How was our broadband ?

- ▶ ADSL service was extremely low speed
- ▶ Customers received service 10% out of the total declared
- ▶ till year 2010 stagnated

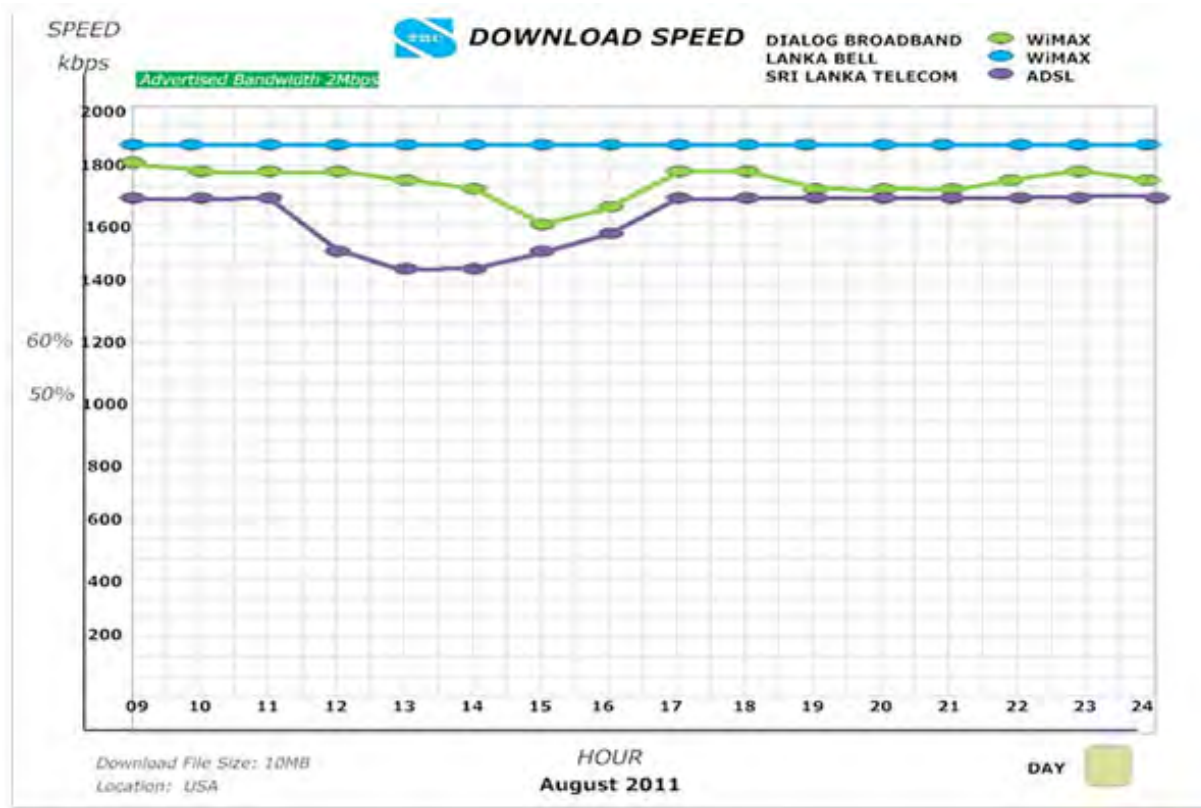
Regulatory intervention

- ▶ Competition was introduced
- ▶ with 3GHSPA introduction Price per GB

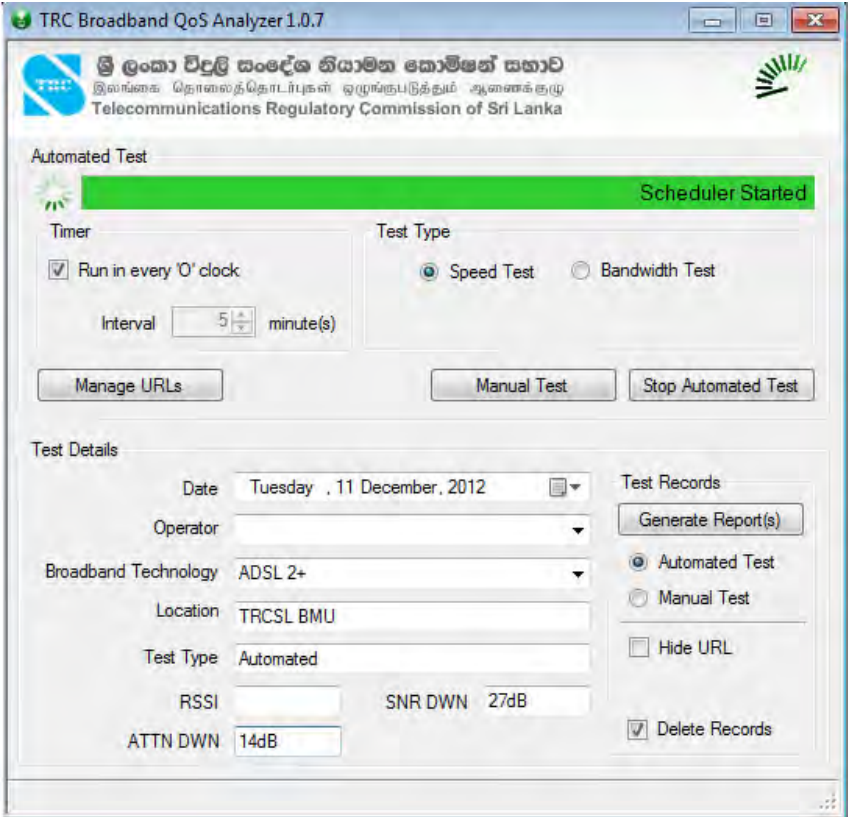
Regulatory intervention



TRCSL initiatives

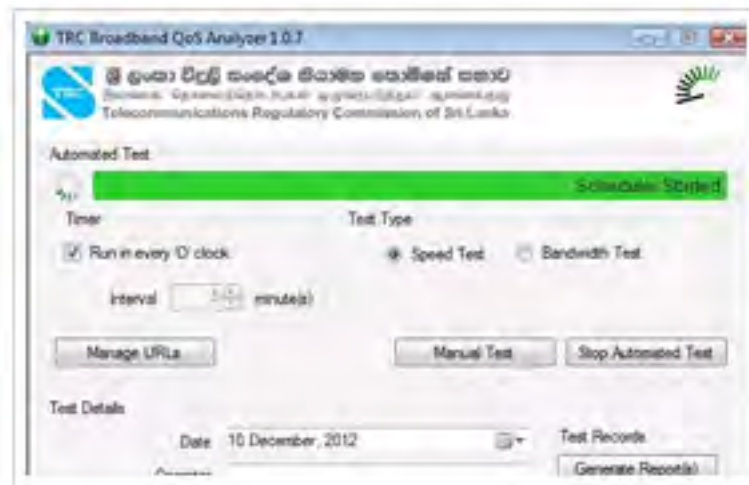


Developed a tool to test QoS with programme features



Introductory Program held for Service Providers

Subscribers measure speed easily



Triparty centric mechanism

- ▶ Regulator
- ▶ Operator
- ▶ Subscriber



Your Speed : 12.56 Mbps Your IP :112.134.220.198
ISP : Server : USA Type : Speed
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Introduced another feature

- ▶ IP address
- ▶ download speed
- ▶ server location
- ▶ date and time of the test etc.

Another milestone

- ▶ Broad band web portal
- ▶ Separate web page
- ▶ 1.tarrif
- ▶ 2.Coverage map/area list
- ▶ 3.Connection fee
- ▶ 4.Rental / related charges
- ▶ 5.Upload down load band width

- ▶ If it is volume based data package
- ▶ Web based metering facility
- ▶ Metering record must be updated within an acceptable time
- ▶ parameters that are required for configuration of modems routers smart phones must be published

- ▶ Service interruptions notified immediately

Where are we now ?

- ▶ Fixed broad band
- ▶ ADSL/Wi Max/
- ▶ 4GLTE (limited to urban)

Where are we now ?

- ▶ Speed increased to 4MbPS /8MbPS
- ▶ Healthy competition
- ▶ Reduced cost
- ▶ Increased quality

Where are we now ?

- ▶ Sri Lanka is the no. 01 in the world - lowest entry level fixed broadband charges -US\$ 10
- ▶ One of the first countries narrow the bandwidth offered and actual speed delivered
- ▶ (Source ITU report measuring information society 2012)

Thank You