



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators January - March, 2012

New Delhi, India
1st August, 2012

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Snapshot

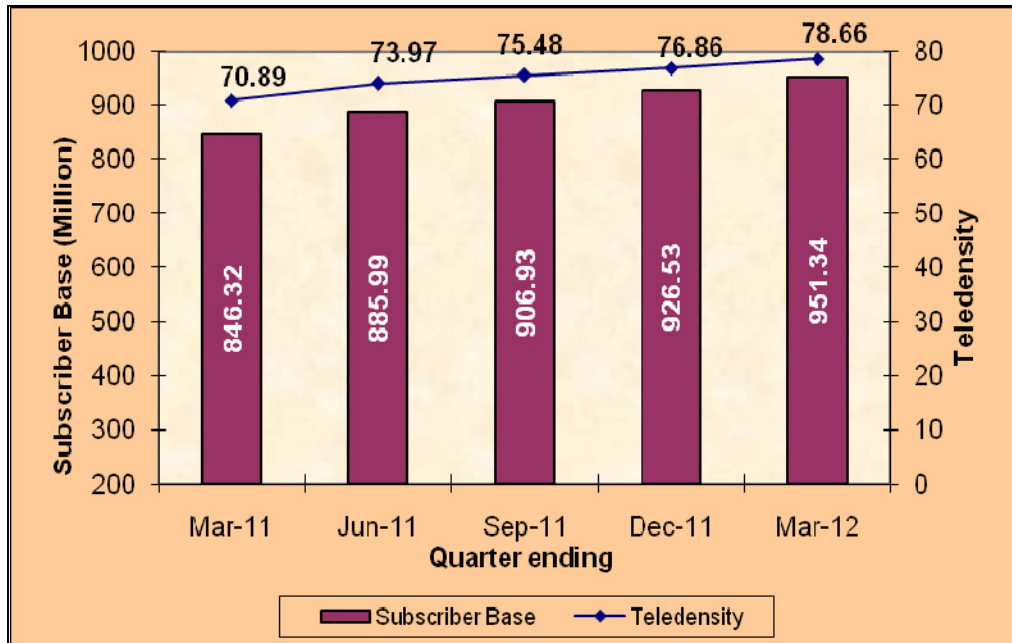
(Data As on 31 st March, 2012)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	951.34 Million
% change over the previous quarter	2.68%
Urban Subscribers	620.52 Million (65.23%)
Rural Subscribers	330.82 Million (34.77%)
Market share of Private Operators	86.31%
Market share of PSU Operators	13.69%
Teledensity	78.66
Urban Teledensity	169.55
Rural Teledensity	39.22
Wireless Subscribers	
Total Wireless Subscribers	919.17 Million
% change over the previous quarter	2.83%
Urban Subscribers	595.90 Million (64.83%)
Rural Subscribers	323.27 Million (35.17%)
GSM Subscribers	814.06 Million (88.56%)
CDMA Subscribers	105.11 Million (11.44%)
Market share of Private Operators	88.65%
Market share of PSU Operators	11.35%
Teledensity	76.00
Urban Teledensity	162.82
Rural Teledensity	38.33
Wireline Subscribers	
Total Wireline Subscribers	32.17 Million
% change over the previous quarter	-1.57%
Urban Subscribers	24.62 Million (76.54%)
Rural Subscribers	7.55 Million (23.46%)
Market share of Private Operators	19.41%
Market share of PSU Operators	80.59%
Teledensity	2.66
Urban Teledensity	6.73
Rural Teledensity	0.89
Village Public Telephones (VPT)	0.58 Million
Public Call Office (PCO)	2.01 Million

Internet / Broadband Subscribers	
Total Internet Subscribers	22.86 Million
% change over the previous quarter	2.10%
Broadband Subscribers	13.81 Million
Broadcasting & Cable Services	
Number of private satellite TV channels registered with Ministry of I&B	831
Number of Pay Channels	168
Number of private FM Radio Stations	245
DTH Subscribers registered with Pvt. SPs	46.25 Million
Number of Set Top Boxes in CAS areas	9,05,343
Telecom Financial Data (for the QE Mar-12)	
Gross Revenue during the quarter	₹ 49242.99 Crore
% change in GR over the previous quarter	-0.25%
Share of Public sector undertaking's in GR	12.73%
Adjusted Gross Revenue (AGR)	₹34457.07 Crore
% change in AGR over the previous quarter	1.10%
Monthly Average Revenue Per User (ARPU) for Access Services	₹97
Revenue & Usage Parameters (for the QE Mar-12)	
Monthly ARPU GSM Service	₹ 97
Monthly ARPU CDMA Full Mobility Service	₹ 75
Minutes of Usage (MOU) per subscriber per month GSM Service	346 Minutes
Minutes of Usage (MOU) per subscriber per month CDMA Full Mobility Service	229 Minutes
Minutes of Usage for Internet Telephony	236.40 Million

Executive Summary

1. The number of telephone subscribers in India increased from 926.53 million at the end of Dec-11 to 951.34 million at the end of Mar-12, registering a growth of 2.68% over the previous quarter as against 2.16% during the QE Dec-11. This reflects year-on-year (Y-O-Y) growth of 12.41% over the same quarter of last year. The overall Tele-density in India has reached 78.66 as on 31st March, 2012.

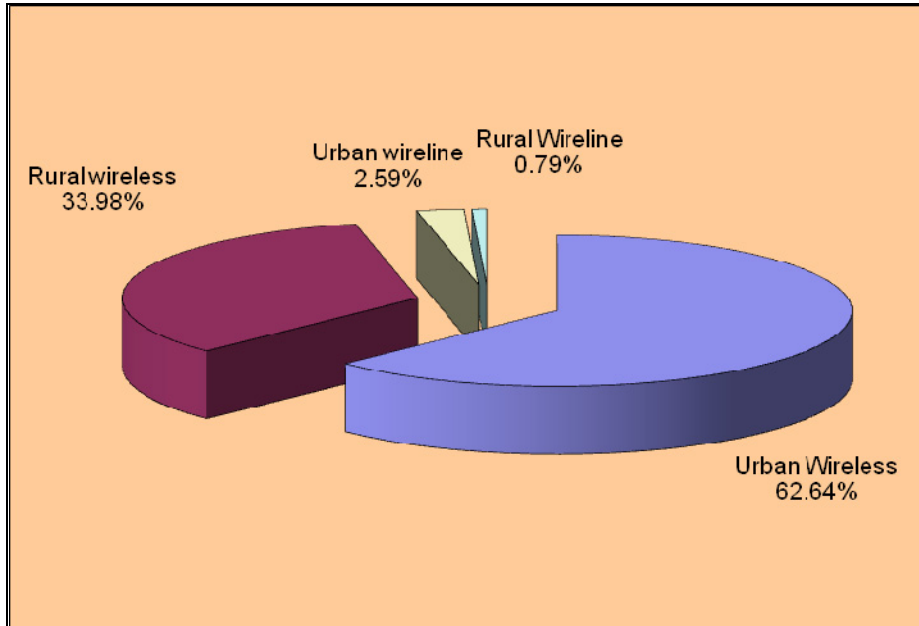
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas grew from 611.19 million at the end of Dec-11 to 620.53 million at the end of Mar-12, taking the Urban Teledensity from 167.85 to 169.55. Rural subscription increased from 315.33 million to 330.82 million, and the Rural Teledensity increased from 37.48 to 39.22. Share subscription in of Rural areas in total subscription has increased from 34.03% at the end of Dec-11 to 34.77% at the end of Mar-12.

3. About 37.61% of the total net additions have been in Urban areas as compared to 49.87% in the previous quarter. Rural subscription growth rate increased from 3.22% in QE Dec-11 to 4.91% in QE Mar-12, and Urban subscription growth rate declined from 1.63% in QE Dec-11 to 1.53% in QE Mar-12.

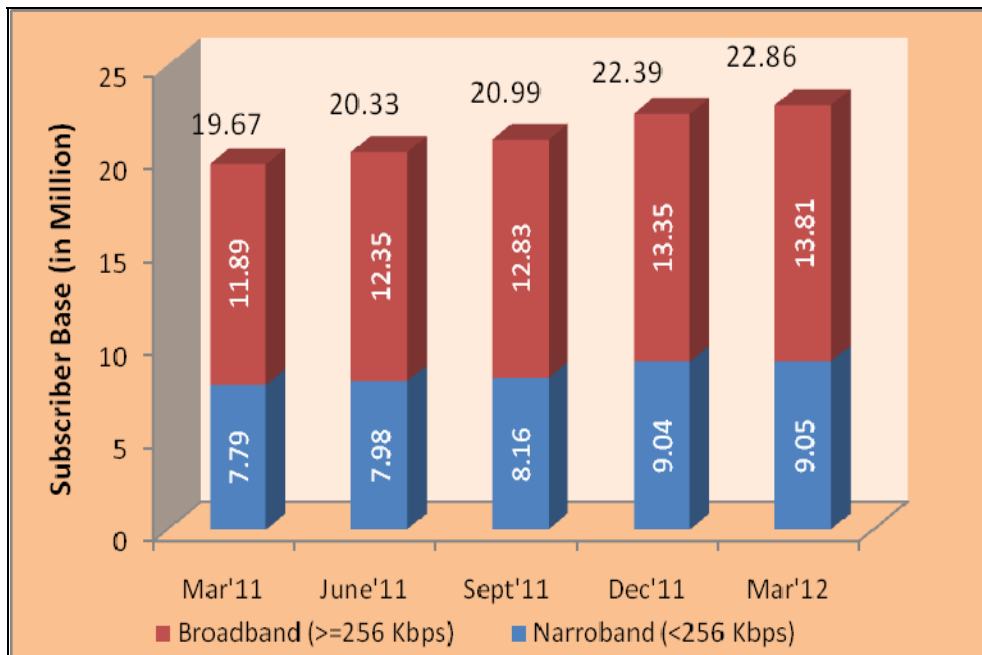
Composition of Telephone Subscribers



4. With 25.33 million net additions during the quarter, total wireless (GSM + CDMA) subscriber base registered a growth of 2.83% over the previous quarter and increased from 893.84 million at the end of Dec-11 to 919.17 million at the end of Mar-12. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Mar-12 is 13.26%. Wireless Teledensity increased from 74.15 at the end of Dec-11 to 76.00 at the end of Mar-12.
5. Wireline subscriber base further declined from 32.69 million at the end of Dec-11 to 32.17 million at the end of Mar-12, bringing down the wireline Teledensity from 2.71 at the end of Dec-11 to 2.66 at the end of Mar-12.

6. Internet subscribers increased from 22.39 million at the end of Dec-11 to 22.86 million at the end of Mar-12, registering a quarterly growth rate of 2.10%. Top 10 ISPs together hold 94.94% of the total Internet subscriber base.
7. Number of Broadband subscribers increased from 13.35 million at the end of Dec-11 to 13.81 million at the end of Mar-12, registering a quarterly growth of 3.44% and Y-O-Y growth of 16.18%.
8. Share of Broadband subscription in total Internet subscription increased from 59.6% at the end of Dec-11 to 60.4% at the end of Mar-12. 85% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

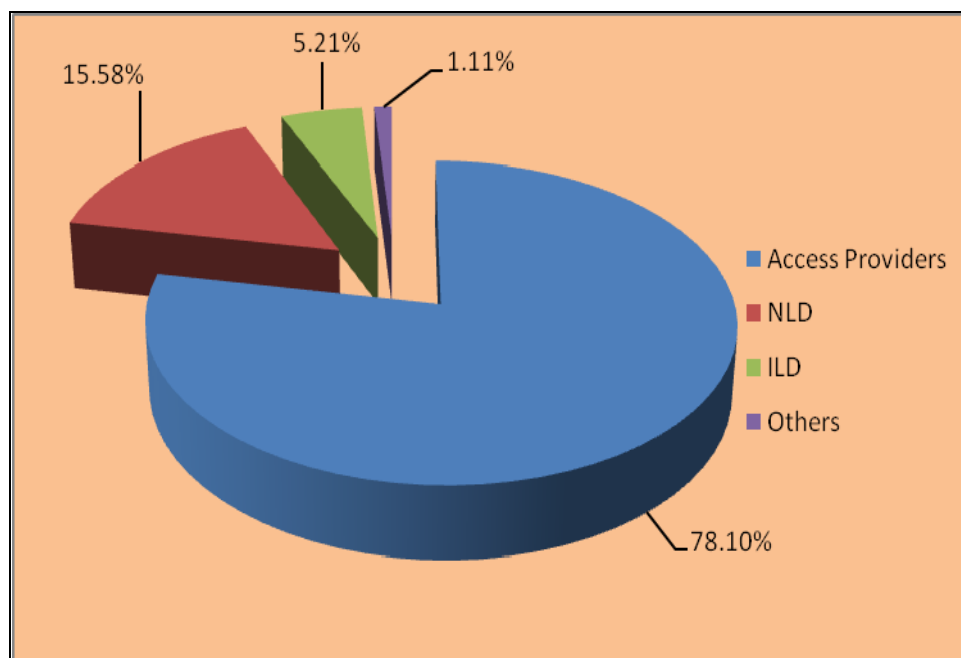
Trends in Internet/Broadband subscription



9. Monthly Average Revenue Per User (ARPU) for GSM service increased by 1.66%, from ₹96 in QE Dec-11 to ₹97 in QE Mar-12, with Y-O-Y decrease of 2.71%.
10. MOU per subscriber per month for GSM service increased by 4.09%, from 332 in QE Dec-11 to 346 in QE Mar-12. The Outgoing MOUs (167) increased by 3.98% and Incoming MOUs (179) by 4.20%.
11. Monthly ARPU for CDMA – full mobility service increased by 2.49%, from ₹73 in QE Dec-11 to ₹75 in QE Mar-12. ARPU for CDMA has increased by 14.54% on Y-O-Y basis.
12. The total MOU for CDMA per subscriber per month increased by 1.62%, from 226 in QE Dec-11 to 229 in QE Mar-12. The Outgoing MOUs (117) increased by 3.10% and Incoming MOUs (112) declined by 0.12%.
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Mar-12 has been ₹49,242.99 Crore and ₹34,457.07 Crore respectively. There has been a decrease of 0.25% in GR and an increase of 1.10% in AGR as compared to previous quarter. The year-on-year (Y-O-Y) growth in GR and AGR over the same quarter in last year has been 8.20% and 9.49% respectively. Pass-through charges accounted for 30.03% of the GR for the quarter ending Mar-12. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Mar-12 are -3.26% and 5.29% respectively.

14. Average license fee as percentage of AGR is 8.28% in QE Mar-12 as against 8.31% in previous quarter. The quarterly and the year-on-year (Y-O-Y) growth rates of the average license fee for QE Mar-12 are 0.67% and 10.15% respectively.
15. Access services contributed 78.10% of the total revenue of telecom services. In Access services Gross Revenue & Spectrum Charges increased by 2.00% & 1.45% respectively while AGR & License Fee decreased by 0.11% and 0.24% respectively in the quarter ending Mar-12 vis-à-vis previous quarter.
16. Monthly Average Revenue per User (ARPU) for Access Services based on AGR decreased from ₹100 in QE Dec-11 to ₹97 in QE Mar-12.

Composition of Gross Revenue



17. The performance of wireless service providers in terms of QoS during the quarter vis-à-vis that in previous quarter is depicted as under:

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS	Parameters showing no change in QoS
<ul style="list-style-type: none"> • Call Set-up Success Rate (within licensee's own network) • SDCCCH/Paging Chl. Congestion • TCH Congestion • Worst affected cells having more than 3% TCH drop (call drop) rate • Connection with good voice quality • Metering and billing credibility - post paid • Metering and billing credibility - pre paid • Resolution of billing/charging/validity complaints. • %age requests for Termination /Closure of service complied within 7 days • Time taken for refund of deposits after closures. 	<ul style="list-style-type: none"> • BTSs Accumulated downtime (not available for service) • Worst affected BTSs due to downtime • Call Drop Rate • Point of Inter-connection (POI) Congestion (No. of POIs not meeting the benchmark) • Accessibility of call centre/customer care • %age of calls answered by the operators (voice to voice) within 60 sec. 	<ul style="list-style-type: none"> • Period of applying credit /waiver/ adjustment to customer's account from the date of action of complaints.

18. The performance of wireline service providers in terms of QoS during the quarter vis-à-vis that in previous quarter is depicted as under:

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS	Parameters showing no change in QoS
<ul style="list-style-type: none"> • Faults incidences (No. of faults/100 Subs./month) • % faults repaired by next working day • % faults repaired within 5 days • Mean Time to Repair (MTTR). • Answer to Seizure Ratio (ASR). • Metering and billing credibility - post paid • Metering and billing credibility - pre paid 	<ul style="list-style-type: none"> • % faults repaired within 3 days • %age requests for Termination / Closure of service complied within 7 days. 	<ul style="list-style-type: none"> • Call Completion Rate (CRR) • Point of Interconnection (POI) Congestion.

<ul style="list-style-type: none"> • Resolution of billing/ charging/ validity complaints • Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints. • Accessibility of call centre/ customer care • Percentage of calls answered by the operators (voice to voice) within 60 seconds. • Time taken for refund of deposits after closures. 		
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19. At the end of Mar-12, total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 831. There are 168 pay TV channels in existence, as reported by 26 broadcasters/their distributors, as on QE Mar-12.

20. Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 356 whereas in the conventional analogue form, maximum number of channels being carried by any of the reported MSOs is 100 channels.

21. Apart from All India Radio, Prasar Bharti – a public broadcaster, there are 245 private FM Radio stations in operation at the end of Mar-12.

22. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.03.2012, their reported subscriber base is 46.25 million.

23. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 8,53,737 at the end of Dec-11 to 9,05,343 at the end of Mar-12.

Trends at a Glance

A. Wireline & Wireless Service

	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	QE Mar 2012	%age change over Mar- 2011	%age change over Jun- 2011	%age change over Sep- 2011	%age change over Dec- 2011
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Wireline	34.73	34.29	33.31	32.69	32.17	-7.37%	-6.19%	-3.43%	-1.57%
ii) Wireless	811.59	851.70	873.61	893.84	919.17	13.26%	7.92%	5.22%	2.83%
Total	846.32	885.99	906.93	926.53	951.34	12.41%	7.38%	4.90%	2.68%
Rural	282.23	298.05	305.51	315.33	330.82	17.21%	11.00%	8.29%	4.91%
Urban	564.08	587.94	601.42	611.19	620.53	10.01%	5.54%	3.18%	1.53%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - full mobility									
i) GSM	349	344	331	332	346	-0.90%	0.56%	4.64%	4.09%
ii) CDMA	263	238	230	226	229	-12.72%	-3.65%	-0.39%	1.62%
3) ARPU (Rs./sub/ month)									
Wireless - full mobility									
i) GSM	100	98	93	96	97	-2.71%	-0.17%	4.64%	1.66%
ii) CDMA	66	64	71	73	75	14.54%	16.89%	6.69%	2.49%
4) Teledensity									
Population in million (Estimated)									
	1194	1198	1202	1206	1209				
i) Wireline teledensity	2.91	2.86	2.77	2.71	2.66	-8.56%	-7.09%	-4.05%	-1.89%
ii) Wireless teledensity	67.98	71.11	72.70	74.15	76.00	11.80%	6.88%	4.54%	2.50%
Total Teledensity	70.89	73.97	75.48	76.86	78.66	10.96%	6.34%	4.22%	2.35%
Rural teledensity	33.79	35.60	36.40	37.48	39.22	16.08%	10.19%	7.76%	4.66%
Urban teledensity	157.32	163.13	166.01	167.85	169.55	7.78%	3.94%	2.13%	1.01%

B. Subscriber Base

(i) Wireline Subscribers Base (in Million)									
Service Provider	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	QE Mar 2012	%age change over Mar-2011	%age change over Jun-2011	%age change over Sep-2011	%age change over Dec-2011
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	25.22	24.72	23.68	23.00	22.47	-10.93%	-9.13%	-5.11%	-2.33%
MTNL	3.46	3.44	3.45	3.45	3.46	-0.18%	0.42%	0.36%	0.11%
Bharti	3.30	3.32	3.33	3.32	3.27	-0.79%	-1.56%	-1.75%	-1.43%
Reliance	1.23	1.24	1.26	1.27	1.27	2.88%	2.13%	0.71%	0.31%
Tata	1.28	1.33	1.36	1.40	1.44	12.39%	8.76%	6.06%	3.09%
Quadrant (HFCL)	0.19	0.19	0.20	0.20	0.20	5.55%	3.58%	2.06%	0.85%
Sistema	0.04	0.04	0.04	0.05	0.05	21.38%	14.26%	4.07%	-2.18%
Vodafone	-	-	-	-	0.02	-	-	-	-
Total	34.73	34.29	33.31	32.69	32.17	-7.37%	-6.19%	-3.43%	-1.57%

(ii) Wireless Subscriber Base (in Million)									
Service Provider	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	QE Mar 2012	%age change over Mar-2011	%age change over Jun-2011	%age change over Sep-2011	%age change over Dec-2011
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	162.20	169.19	172.78	175.65	181.28	11.76%	7.15%	4.92%	3.20%
Reliance	135.72	143.27	147.09	150.08	153.05	12.77%	6.83%	4.05%	1.98%
Vodafone	134.57	141.52	144.99	147.75	150.47	11.81%	6.32%	3.77%	1.84%
BSNL	91.83	93.73	95.79	96.76	98.51	7.27%	5.11%	2.84%	1.81%
Tata	89.14	90.99	88.77	83.49	81.75	-8.29%	-10.16%	-7.92%	-2.09%
Idea/Spice	89.50	95.11	100.18	106.38	112.72	25.94%	18.52%	12.52%	5.96%
Aircel/Dishnet	54.84	57.98	59.79	61.64	62.57	14.09%	7.92%	4.65%	1.51%
MTNL	5.47	5.50	5.58	5.68	5.83	6.57%	6.06%	4.46%	2.66%
Loop	3.09	3.15	3.20	3.24	3.27	5.59%	3.71%	2.20%	0.95%
Quadrant (HFCL)	1.47	1.40	1.22	1.19	1.33	-9.32%	-5.27%	8.61%	11.51%
Sistema	10.06	11.73	13.27	15.01	15.80	57.14%	34.78%	19.12%	5.31%
Unitech	22.79	26.33	29.65	36.31	42.43	86.17%	61.15%	43.09%	16.87%
S Tel	2.82	3.32	3.50	3.55	3.43	21.60%	3.40%	-1.89%	-3.36%
Videocon	7.11	7.13	6.27	5.44	5.95	-16.25%	-16.53%	-5.07%	9.35%
Etisalat	0.97	1.36	1.52	1.67	0.78	-19.19%	-42.42%	-48.39%	-53.16%
Total	811.59	851.70	873.61	893.84	919.17	13.26%	7.92%	5.22%	2.83%

C. Internet & Broadband Services

	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	QE Mar 2012	%age change over Mar- 2011 (12 months)	%age change over Jun- 2011 (9 months)	%age change over Sep- 2011 (6 months)	%age change over Dec- 2011 (3 months)
1) Subscriber's Base (in million)									
i) Internet (excluding Internet Access by wireless phone subscribers)	19.67	20.33	20.99	22.39	22.86	16.19%	12.44%	8.90%	2.10%
Narrowband Connections	7.79	7.98	8.16	9.04	9.05	16.21%	13.38%	10.94%	0.12%
- Broadband Connections (>=256 Kbps download speed)	11.89	12.35	12.83	13.35	13.81	16.18%	11.83%	7.60%	3.44%
ii) Wireless Data Subscribers	381.4	346.67	373.84	431.37	448.89	17.70%	29.49%	20.08%	4.06%

D. Telecom Financial Data

	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	QE Mar 2012	%age change over Mar- 2011 (12 months)	%age change over Jun- 2011 (9 months)	%age change over Sep- 2011 (6 months)	%age change over Dec- 2011 (3 months)
Telecom Sector									
i) Gross Revenue (Rs. in Crores)	45513.05	46891.61	49942.25	49365.18	49242.99	8.20%	5.01%	-1.40%	-0.25%
ii) Adjusted Gross Revenue (Rs. in Crores)	31470.63	32589.93	33460.52	34081.35	34457.07	9.49%	5.73%	2.98%	1.10%
Access Services									
Adjusted Gross Revenue (Rs. in Crores)	24500.33	26110.16	26360.44	27438.98	27408.03	11.87%	4.97%	3.97%	-0.11%
ARPU per month (AGR/ Average subscribers/3)	100	100	98	100	97	-2.79%	-3.08%	-0.81%	-2.59%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending March, 2012. It provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. The Executive Summary of various Telecom Services has been given in the beginning, followed by 'Performance Indicators at a Glance'. Chapter-1 depicts the growth pattern, in terms of Subscriber base and Teledensity, of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter-2 covers the key revenue and usage parameters. Chapter-3 gives the financial and accounting data. Chapter-4 covers performance of various service providers in terms of QoS. The information relating to Cable TV, DTH & Radio Broadcast services is provided in Chapter-5.

2. The Report has been prepared based on the information furnished by the Service Providers. It is also available on TRAI's website (www.trai.gov.in). Any suggestion pertaining to this report may please be addressed to Advisor(F&EA), TRAI; Tel. +91-11-23230752, Fax. +91-11-23236650 and e-mail: adveco@traigov.in or eco@traigov.in

Chapter 1 :

Subscription Data

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- The subscriber figures in wireless segment of M/s S-Tel are taken as on January, 2012, M/s Etisalat and M/s Loop (except Mumbai) are taken as on February, 2012.

Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 926.53 million at the end of Dec-11 to 951.34 million at the end of Mar-12, registering a growth of 2.68% over the previous quarter as against 2.16% during the QE Dec-11. This reflects year-on-year (Y-O-Y) growth of 12.41% over the same quarter of last year. The overall Teledensity in India has reached 78.66 as on 31st March, 2012.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

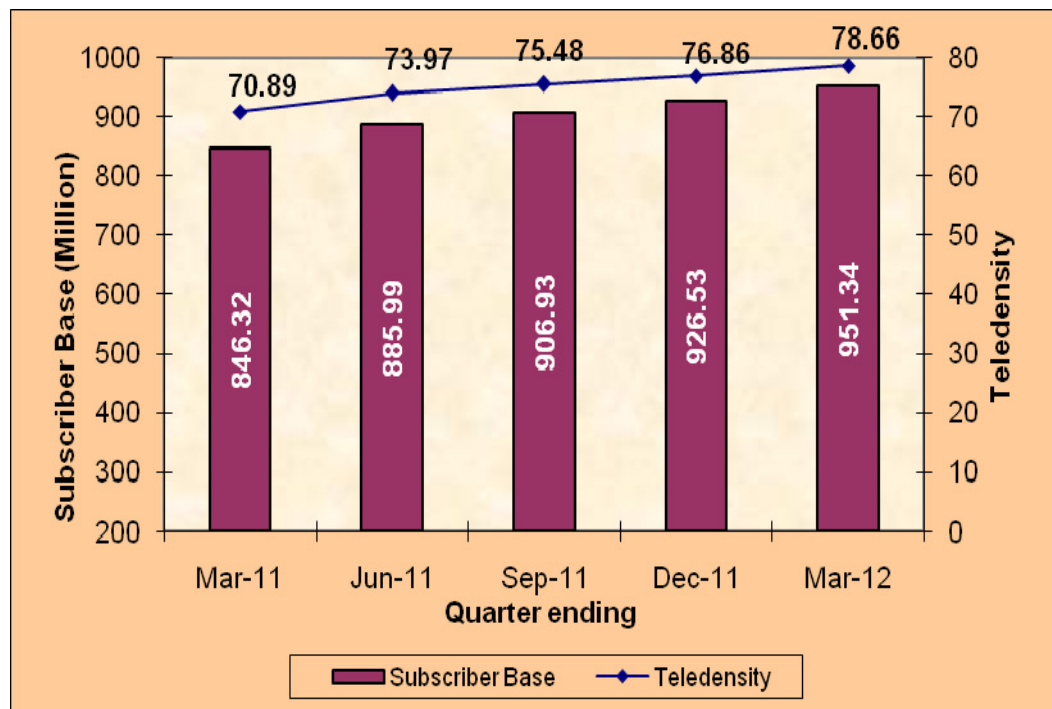
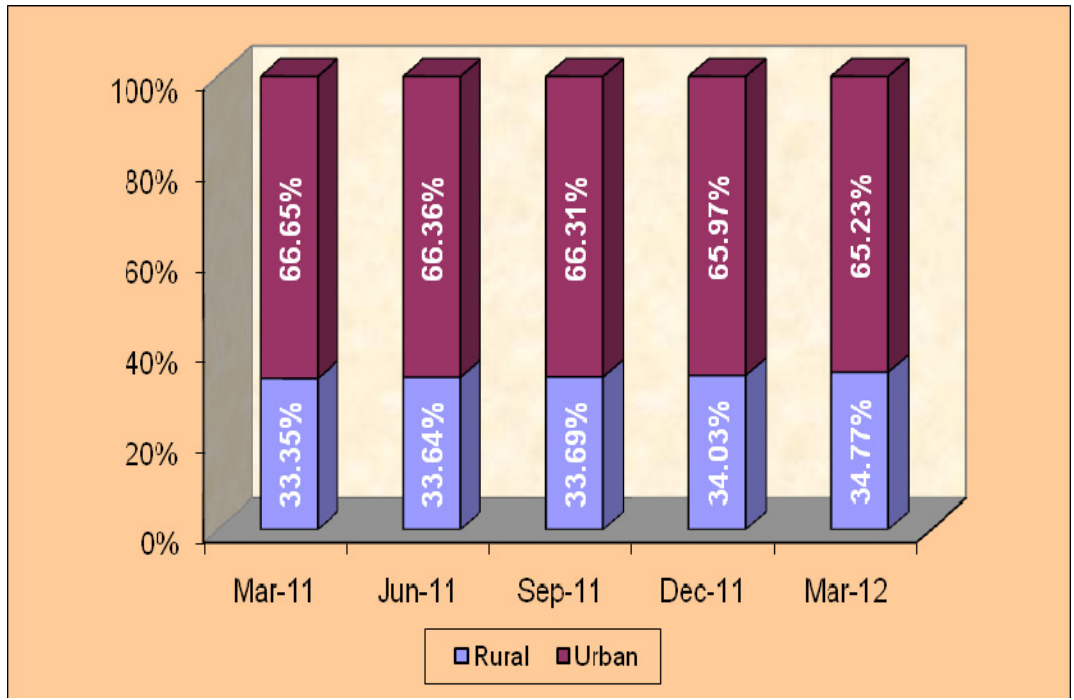


Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-11	282.23	564.08	33.79	157.32
Jun-11	298.05	587.94	35.60	163.13
Sep-11	305.51	601.42	36.40	166.01
Dec-11	315.33	611.19	37.48	167.85
Mar-12	330.82	620.53	39.22	169.55

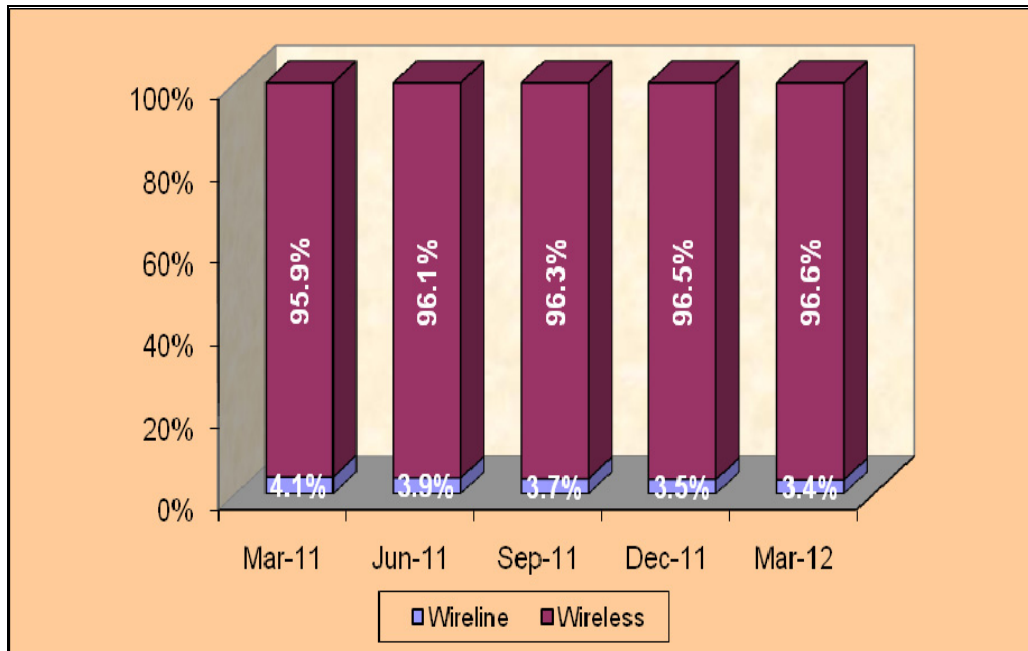
- 1.2 Subscription in Urban Areas grew from 611.19 million at the end of Dec-11 to 620.53 million at the end of Mar-12, taking the Urban Teledensity from 167.85 to 169.55. Rural subscription increased from 315.33 million to 330.82 million, and the Rural Teledensity increased from 37.48 to 39.22. The year-on-year (Y-O-Y) growth rate of Rural and Urban Teledensity from Mar-11 to Mar-12 is 16.08% and 7.78% respectively.
- 1.3 Rural subscription growth rate increased from 3.22% in QE Dec-11 to 4.91% in QE Mar-12, while Urban subscription growth rate marginally declined from 1.63% in QE Dec-11 to 1.53% in QE Mar-12. The Y-O-Y rates of growth in Rural and Urban subscribers are 17.21% and 10.01% respectively.
- 1.4 Rural subscription continues to show higher growth rate than urban.

Chart 1.2: Market Share - Rural & Urban



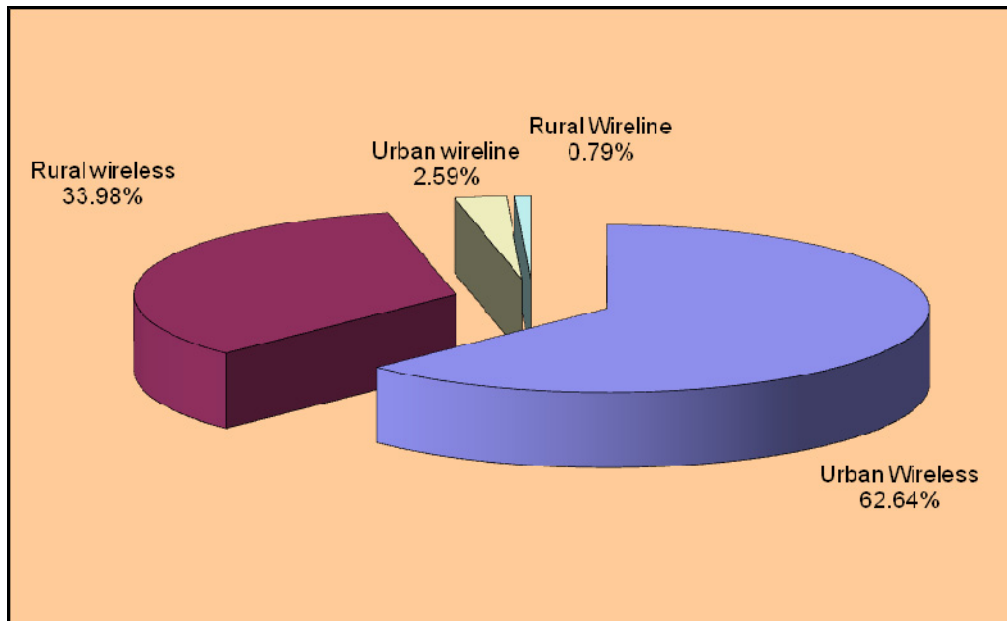
1.5 Share of Rural areas in total subscription has increased from 34.03% at the end of Dec-11 to 34.77% at the end of Mar-12. The year-on-year (Y-O-Y) growth of the market share of the Rural areas for Mar-12 is 2.17%.

Chart 1.3: Composition of Access subscription – Wireline & Wireless



1.6 The dominance of wireless segment in access services is steadily growing.

Chart 1.4: Composition of Telephone Subscribers at the end of the quarter

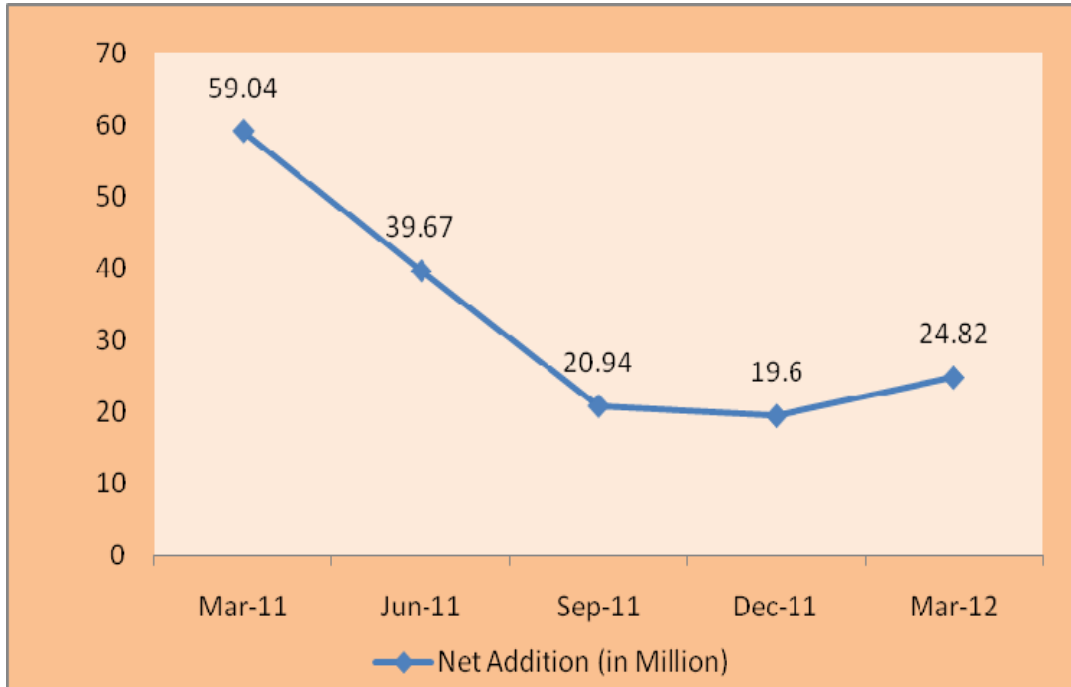


**Table 1.2: Service Area wise Access (Wireless +Wireline)
Subscribers**

Service Area	Subscribers (million)			
	Dec-11	Mar-12	Net Additions	Rate of Growth
Andhra Pradesh	68.00	69.19	1.19	1.75%
Assam	14.16	14.44	0.28	1.98%
Bihar	61.61	64.09	2.48	4.02%
Delhi	44.50	45.40	0.90	2.02%
Gujarat	52.88	55.15	2.28	4.30%
Haryana	22.12	23.15	1.03	4.64%
Himachal Pradesh	8.12	8.28	0.16	1.94%
Jammu & Kashmir	6.22	6.51	0.29	4.71%
Karnataka	56.51	58.41	1.90	3.35%
Kerala	37.36	37.21	-0.16	-0.42%
Madhya Pradesh	51.35	52.76	1.41	2.74%
Maharashtra	71.27	73.12	1.85	2.59%
Mumbai	40.24	39.29	-0.94	-2.34%
North East	8.52	8.77	0.25	2.95%
Orissa	25.96	27.08	1.12	4.32%
Punjab	33.16	33.39	0.23	0.70%
Rajasthan	48.47	50.32	1.85	3.82%
T.N. (incl. Chennai)	79.12	80.87	1.75	2.21%
U.P.(E)	73.14	76.35	3.21	4.39%
U.P.(W)	52.90	54.43	1.54	2.91%
Kolkata	25.53	26.17	0.64	2.52%
West Bengal	45.39	46.95	1.57	3.45%
All India	926.53	951.34	24.82	2.68%

1.7 During the quarter, J&K has recorded the highest growth rate of 4.71%, followed by Haryana (4.64%) and UP-E (4.39%). In terms of net additions, UP-E (3.21 million) is on the top position. Kerala & Mumbai have recorded –ve growth during the quarter.

Chart 1.5: Net Addition in Telephone Subscription (In millions)



1.8 The net additions in telephone subscribers increased in the quarter ending March-12.

**Table 1.3: Service Area wise Teledensity as on
31st March, 2012**

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	39.21	189.26	80.87
Assam	28.35	148.55	46.61
Bihar	25.58	196.24	48.90
Delhi	-	-	238.60
Gujarat	53.89	145.51	91.14
Haryana	55.92	153.97	89.42
Himachal Pradesh	76.77	469.37	120.67
J&K	30.84	119.51	54.82
Karnataka	44.08	185.62	97.22
Kerala	61.94	237.08	106.61
Madhya Pradesh	25.90	130.37	53.81
Maharashtra*	52.03	147.56	96.80
Mumbai*			
North East	37.37	153.93	65.72
Orissa	35.24	215.58	65.84
Punjab	64.59	180.95	113.13
Rajasthan	43.86	165.30	72.96
T.N. (incl Chennai)	56.20	164.40	116.61
U.P.(E)*	31.98	161.32	60.93
U.P.(W)*			
Kolkata*	43.42	171.45	79.91
W.B.*			
All India	39.22	169.55	78.66

* Population data/projections are available state-wise only

Notes:

1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi Service area, apart from the State of Delhi, includes wireless subscribers of the areas served by the local exchanges of Ghaziabad & Noida (in UP) and Gurgaon & Faridabad (in Haryana).

1.9 Himachal Pradesh has the highest Rural Teledensity of 76.77, followed by Punjab (64.59). Bihar continues to have the lowest Rural Teledensity of 25.58, followed by Madhya Pradesh (25.90).

Table 1.4: Growth in Subscribers

Service Provider	Subscriber base (millions)			Rate of Growth	Market Share – Dec-11	Market Share – Mar-12
	Dec-11	Mar-12	Net Additions			
Bharti	178.97	184.55	5.58	3.12%	19.32%	19.40%
Reliance	151.34	154.32	2.97	1.96%	16.33%	16.22%
Vodafone	147.75	150.48	2.74	1.85%	15.95%	15.82%
BSNL	119.77	120.98	1.22	1.01%	12.93%	12.72%
IDEA/Spice	106.38	112.72	6.34	5.96%	11.48%	11.85%
Tata	84.89	83.19	-1.70	-2.01%	9.16%	8.74%
Aircel/Dishnet	61.64	62.57	0.93	1.51%	6.65%	6.58%
Unitech	36.31	42.43	6.13	16.87%	3.92%	4.46%
Sistema	15.05	15.85	0.80	5.28%	1.62%	1.67%
MTNL	9.13	9.29	0.16	1.70%	0.99%	0.98%
Videocon	5.44	5.95	0.51	9.35%	0.59%	0.63%
S Tel	3.55	3.43	-0.12	-3.36%	0.38%	0.36%
Loop Mobile	3.24	3.27	0.03	0.95%	0.35%	0.34%
Quadrant (HFCL)	1.39	1.53	0.14	9.99%	0.15%	0.16%
Etisalat	1.67	0.78	-0.89	-53.16%	0.18%	0.08%
Total	926.53	951.34	24.82	2.68%	100%	100%

1.10 Bharti is the leading operator in Access segment in terms of number of subscribers. However, in terms of net additions during the quarter, Idea is on the 1st position, followed by Unitech & Bharti. Tata, S-Tel & Etisalat have recorded -ve growth during the quarter.

Table 1.5: Market Share of the operators in total rural subscribers base for the quarter ending Mar-12

Service Provider	No. of Total Subscribers (in millions)	No. of Rural Subscribers (in millions)	Percentage of Rural subscribers	Market share of Rural subscribers
Bharti	184.55	75.83	41.09%	22.92%
Vodafone	150.48	62.84	41.76%	18.99%
IDEA/Spice	112.72	60.51	53.68%	18.29%
BSNL	120.98	42.02	34.73%	12.70%
Reliance	154.32	34.02	22.05%	10.28%
Aircel/Dishnet	62.57	22.54	36.02%	6.81%
Tata	83.19	16.75	20.13%	5.06%
Unitech	42.43	12.11	28.55%	3.66%
Sistema	15.85	2.62	16.52%	0.79%
S Tel	3.43	1.58	46.09%	0.48%
Quadrant (HFCL)	1.53	0.0003	0.02%	0.0001%
Loop Mobile	3.27	-	-	-
Videocon	5.95	-	-	-
Etisalat	0.78	-	-	-
MTNL	9.29	-	-	-
Total	951.34	330.82	34.77%	100.00%

1.11 IDEA continues to be the Service provider with highest proportion of Rural subscribers (53.68%) to its total subscribers.

Section B: Wireless Service

Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31st March, 2012]

SLNo.	Service Provider	Area of Operation
1	Bharti	All India
2	Aircel Group	All India
3	Reliance Communications	All India (except Assam & NE)
4	Reliance Telecom	Kolkata, MP, WB, HP, Bihar, OR, Assam & NE
5	Vodafone	All India
6	Tata Teleservices	All India
7	IDEA (Including Spice)	All India
8	Sistema Shyam Telelink	All India
9	BSNL	All India (except Delhi & Mumbai)
10	MTNL	Delhi & Mumbai
11	Loop Telecom Private Ltd	Mumbai, MH, Kolkata, Gujarat, Karnataka, Punjab, Haryana, UP(W), Rajasthan, MP, Bihar, Orissa, Assam & NE
12	Quadrant (HFCL)	Punjab
13	Unitech	All India (except Delhi)
14	S Tel	Assam, NE, HP, Bihar & Orissa
15	Videocon	Mumbai, MH, Gujarat, AP, KTK, TN incl. Chennai, Kerala, Haryana, UP(W), UP(E), Raj, MP, WB, HP, Bihar & Orissa
16	Etisalat / Allianz	AP, Delhi, Gujarat, Karnataka, Kerala, Maharashtra, Punjab, Rajasthan, UP(E), Mumbai, TN (incl Chennai), Haryana, UP(W), MP & Bihar

1.12 Complete list of licensed Cellular (GSM & CDMA) Service providers as on 31st March, 2012 is at Annexure – 1.1

1.13 Total Wireless (GSM + CDMA) subscriber base increased from 893.84 million at the end of Dec-11 to 919.17 million at the end of Mar-12, thereby showing a growth of 2.83%. During this quarter 25.33 million subscribers were added. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Mar-12 is 13.26%. Wireless Teledensity increased from 74.15 to 76.00.

Chart 1.6: Wireless Subscriber Base and Teledensity

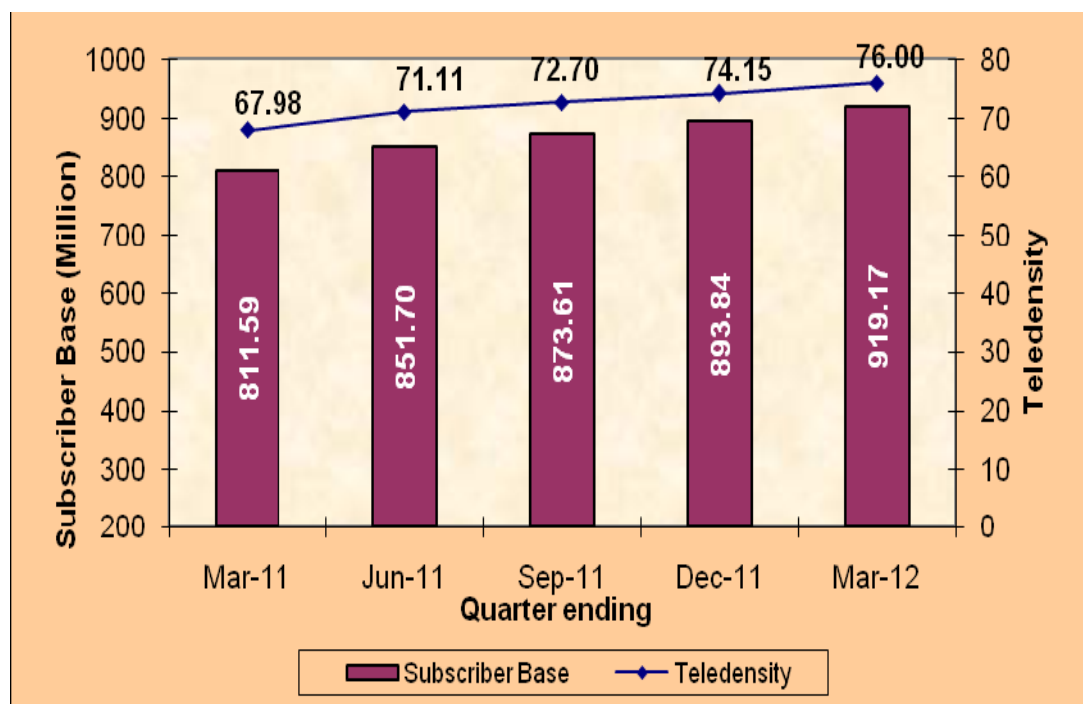


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-11	273.54	538.05	32.75	150.06
Jun-11	289.57	562.12	34.58	155.96
Sep-11	297.49	576.12	35.44	159.03
Dec-11	307.59	586.26	36.56	161.01
Mar-12	323.27	595.90	38.33	162.82

1.14 The Rural Wireless subscribers increased from 307.59 million at the end of Dec-11 to 323.27 million at the end of Mar-12.

1.15 Rural subscription grew at the rate of 5.10% in QE Mar-11 as against 3.39% in QE Dec-11 and Urban subscription grew at the rate of 1.65% as against 1.76% in the previous quarter. The share of Rural wireless subscription increased to 35.17% in total wireless subscription.

Chart 1.7: Wireless Market Share – Rural & Urban

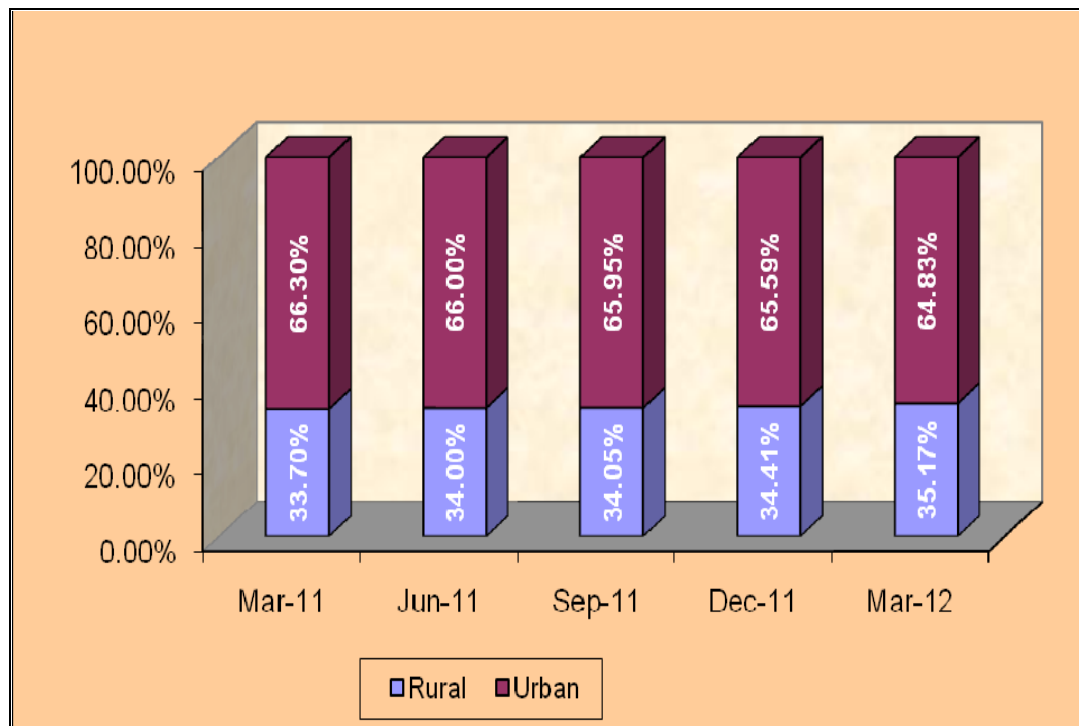


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (millions)			Rate of Growth	Market Share – Dec-11	Market Share – Mar-12
	Dec-11	Mar-12	Net Additions			
Bharti	175.65	181.28	5.63	3.20%	19.65%	19.72%
Vodafone	147.75	150.47	2.72	1.84%	16.53%	16.37%
IDEA/Spice	106.38	112.72	6.34	5.96%	11.90%	12.26%
Reliance	150.08	153.05	2.97	1.98%	16.79%	16.65%
Tata	83.49	81.75	-1.75	-2.09%	9.34%	8.89%
Aircel/Dishnet	61.64	62.57	0.93	1.51%	6.90%	6.81%
Loop	3.24	3.27	0.03	0.95%	0.36%	0.36%
Quadrant (HFCL)	1.19	1.33	0.14	11.51%	0.13%	0.14%
Sistema	15.01	15.80	0.80	5.31%	1.68%	1.72%
S Tel	3.55	3.43	-0.12	-3.36%	0.40%	0.37%
Unitech	36.31	42.43	6.13	16.87%	4.06%	4.62%
BSNL	96.76	98.51	1.75	1.81%	10.83%	10.72%
MTNL	5.68	5.83	0.15	2.66%	0.64%	0.63%
Videocon	5.44	5.95	0.51	9.35%	0.61%	0.65%
Etisalat	1.67	0.78	-0.89	-53.16%	0.19%	0.09%
Total	893.84	919.17	25.33	2.83%	-	-

1.16 Bharti remains the leading operator with 181.28 million subscribers at the end of Mar-12, followed by Reliance (153.05 million) and Vodafone (150.47 million). In terms of net additions during the quarter, Idea (6.34 million) has added the highest number of subscribers, followed by Unitech (6.13 Million) and Bharti (5.63 Million). Tata, S-Tel & Etisalat continued to record –ve growth.

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (million)			
	Dec-11	Mar-12	Net Additions	Rate of change
Andhra Pradesh	65.65	66.83	1.18	1.80%
Assam	13.93	14.21	0.28	2.02%
Bihar	61.00	63.48	2.48	4.06%
Delhi	41.62	42.49	0.87	2.09%
Gujarat	51.01	53.32	2.32	4.54%
Haryana	21.52	22.56	1.03	4.81%
Himachal Pradesh	7.81	7.97	0.17	2.12%
Jammu & Kashmir	6.01	6.31	0.30	4.92%
Karnataka	53.80	55.71	1.91	3.55%
Kerala	34.16	34.02	-0.14	-0.41%
Madhya Pradesh	50.15	51.62	1.47	2.93%
Maharashtra	68.60	70.47	1.87	2.72%
Mumbai	37.23	36.28	-0.95	-2.55%
North East	8.27	8.52	0.25	3.05%
Orissa	25.49	26.62	1.13	4.41%
Punjab	31.68	31.95	0.28	0.87%
Rajasthan	47.28	49.16	1.88	3.99%
T.N. (incl. Chennai)	75.77	77.68	1.91	2.52%
U.P.(E)	71.75	75.07	3.32	4.63%
U.P.(W)	52.08	53.64	1.56	2.99%
Kolkata	24.35	24.99	0.64	2.62%
West Bengal	44.69	46.27	1.58	3.53%
All India	893.84	919.17	25.33	2.83%

**Table 1.10: Service Area wise Wireless Teledensity as on
31st March, 2012**

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	38.11	182.18	78.11
Assam	28.16	144.73	45.87
Bihar	25.42	193.81	48.43
Delhi	-	-	223.29
Gujarat	52.84	139.60	88.11
Haryana	54.84	149.37	87.14
Himachal Pradesh	72.82	460.49	116.18
Jammu & Kashmir	30.39	114.35	53.10
Karnataka	42.80	175.81	92.74
Kerala	53.80	225.02	97.47
Madhya Pradesh	25.67	126.65	52.65
Maharashtra*	50.91	138.43	91.93
Mumbai*			
North East	36.75	148.09	63.83
Orissa	34.77	211.25	64.71
Punjab	62.03	172.81	108.24
Rajasthan	43.20	160.35	71.27
T.N. (incl. Chennai)	54.31	157.65	112.01
U.P.(E)*	31.71	157.95	59.97
U.P.(W)*			
Kolkata*	42.93	165.53	77.87
W.B.*			
All India	38.33	162.82	76.00

* Population data/projections are available state-wise only

Notes:

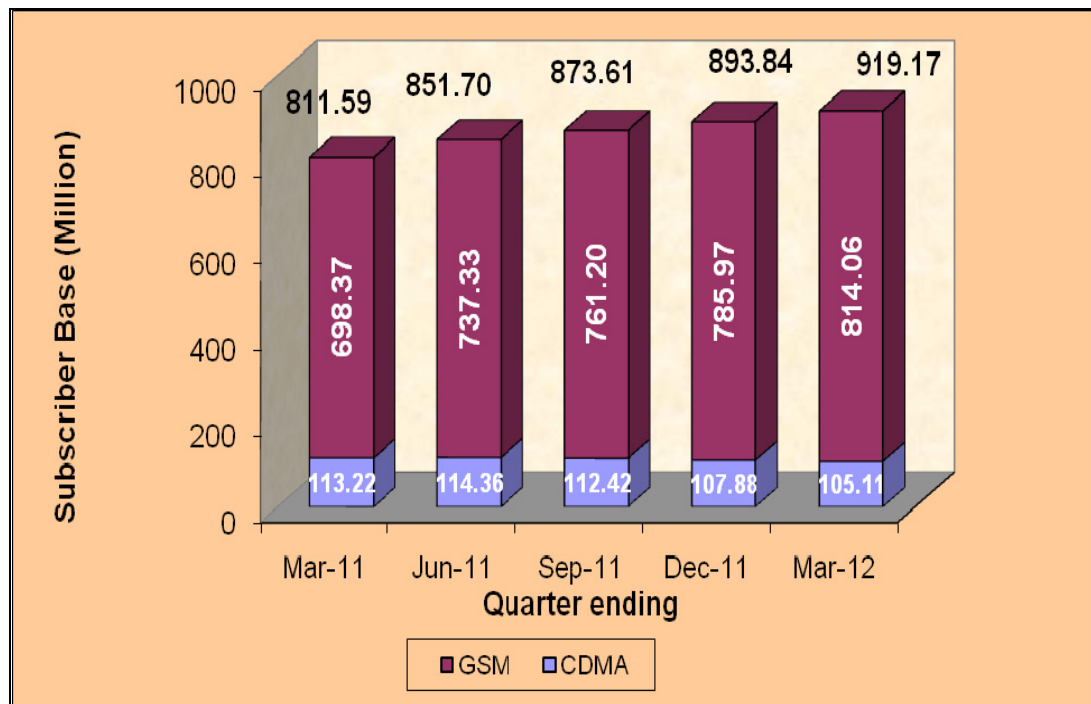
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the State of Delhi, includes the areas served by the local exchanges of Ghaziabad & Noida (in UP) and Gurgaon & Faridabad (in Haryana).

Table 1.11: Rural Wireless Subscribers and Market Share

Service Provider	Subscribers at the end of Mar-12 (in millions)	Rural Subscribers (in millions)		Percentage of Rural subscribers in total		Market Share of Rural Subscribers	
		Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12
Bharti	181.28	72.67	75.83	41.37%	41.83%	23.62%	23.46%
Vodafone	150.47	57.55	62.84	38.95%	41.76%	18.71%	19.44%
IDEA/Spice	112.72	56.28	60.51	52.90%	53.68%	18.30%	18.72%
BSNL	98.51	33.91	34.53	35.04%	35.05%	11.02%	10.68%
Reliance	153.05	33.36	34.02	22.23%	22.23%	10.85%	10.52%
Aircel/Dishnet	62.57	21.71	22.54	35.22%	36.02%	7.06%	6.97%
Tata	81.75	17.45	16.70	20.90%	20.43%	5.67%	5.17%
Unitech	42.43	10.56	12.11	29.09%	28.55%	3.43%	3.75%
Sistema	15.80	2.46	2.61	16.42%	16.52%	0.80%	0.81%
S Tel	3.43	1.64	1.58	46.08%	46.09%	0.53%	0.49%
Quadrant (HFCL)	1.33	0.0003	0.0003	0.02%	0.02%	0.0001 %	0.0001 %
Loop	3.27	0	0	0%	0%	0%	0.00%
MTNL	5.83	0	0	0%	0%	0%	0.00%
Videocon	5.95	0	0	0%	0%	0%	0.00%
Etisalat	0.78	0	0	0%	0%	0%	0.00%
Total	919.17	307.59	323.27	34.41%	35.17%	100%	100%

1.17 Detailed table on service provider wise subscriber base in each service area is at Annexure-1.2.

Chart 1.8: Wireless Subscription: GSM vs CDMA



1.18 CDMA subscriber base declined from 107.88 million at the end of Dec-11 to 105.11 million at the end of Mar-12. At the end of Mar-12, GSM subscribers constituted 88.56% of the wireless market.

GSM Services

1.19 The GSM subscribers were 814.06 million at the end of Mar-12 as against 785.97 million at the quarter ending Dec-11, showing a growth of 3.57%. Bharti with 181.28 million subscribers continues to be the largest GSM mobile operator, followed by Reliance(153.05 million).

Table 1.12: Group-wise Market Share (in terms of subscription) within GSM Service

Service Provider	Dec-11		Mar-12		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Bharti	175.65	22.35%	181.28	22.27%	5.63
Vodafone	147.75	18.80%	150.47	18.48%	2.72
Idea/Spice	106.38	13.53%	112.72	13.85%	6.34
Reliance	94.72	12.05%	96.99	11.91%	2.27
BSNL	92.43	11.76%	94.51	11.61%	2.08
Aircel /Dishnet	61.64	7.84%	62.57	7.69%	0.93
Tata	50.62	6.44%	52.77	6.48%	2.16
Unitech	36.31	4.62%	42.43	5.21%	6.13
Videocon	5.44	0.69%	5.95	0.73%	0.51
MTNL	5.43	0.69%	5.59	0.69%	0.16
S Tel	3.55	0.45%	3.43	0.42%	-0.12
Loop	3.24	0.41%	3.27	0.40%	0.03
Etisalat	1.67	0.21%	0.78	0.10%	-0.89
Quadrant (HFCL)	1.15	0.15%	1.30	0.16%	0.15
Total	785.97	100%	814.06	100%	28.10

1.20 Net additions increased from 24.77 million in quarter ending Dec-11 to 28.10 million in the quarter ending Mar-12.

CDMA Services

1.21 The CDMA subscriber base further declined from 107.88 million at the end of Dec-11 to 105.11 million at the end of Mar-12, thereby showing a -ve growth rate of 2.56%. Reliance with 56.06 million subscribers continues to be the largest CDMA mobile operator. However, in terms of net additions during the quarter, Sistema continued to add the highest number of subscribers (0.80 million), followed by Reliance (0.69 million), rest of the service providers recorded decline in subscribers.

Table 1.13: Market Share (in terms of subscription) within CDMA Service

Service Provider	Dec-11		Mar-12		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Reliance	55.36	51.32%	56.06	53.33%	0.69
Tata	32.88	30.48%	28.97	27.56%	-3.91
Sistema	15.01	13.91%	15.80	15.03%	0.80
BSNL	4.33	4.02%	4.00	3.81%	-0.33
MTNL	0.26	0.24%	0.25	0.24%	-0.01
Quadrant (HFCL)	0.04	0.04%	0.03	0.03%	-0.01
Total	107.88	100.00%	105.11	100.00%	-2.77

1.22 There has been a net decline of 2.77 million subscribers during the quarter ending Mar-12.

Section C: Wireline Service

Table 1.14: Service Providers providing Wireline service [as on 31st March, 2012]

Sl. No.	Name of the Service Provider	Area of Operation
1	BSNL	All India except Delhi & Mumbai
2	MTNL	Delhi & Mumbai
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamil Nadu (incl. Chennai), UP(East) and UP(West)
4	Tata Teleservices Ltd. & Tata Teleservices (Mah) Ltd.	All India
5	Quadrant Televentures Ltd. (HFCL)	Punjab
6	Sistema Shyam Telelink Ltd.	Rajasthan
7	Reliance Communications Ltd.	All India except Assam & North-East
8	Vodafone	Andhra Pradesh, Chennai, Delhi, Gujarat, Karnataka, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab and Rajasthan

Chart 1.9: Wireline Subscriber Base and Teledensity

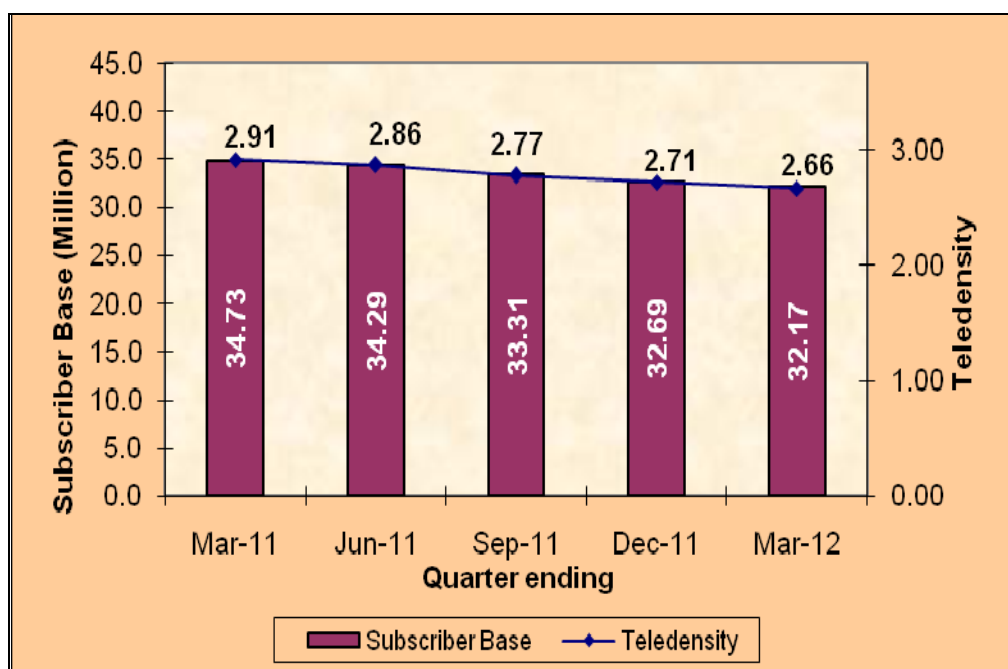


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-11	8.69	26.04	1.04	7.26
Jun-11	8.47	25.82	1.01	7.16
Sep-11	8.02	25.30	0.95	6.98
Dec-11	7.75	24.94	0.92	6.85
Mar-12	7.55	24.62	0.89	6.73

1.23 Wireline subscriber base further declined from 32.69 million at the end of Dec-11 to 32.17 million at the end of Mar-12. Wireline Teledensity is 2.66. Rural subscriber base has shown Y-o-Y decline of 13.17%, from 8.69 Million at the end of Mar-11 to 7.55 Million at the end of Mar-12. During the same period, Urban subscription recorded decline of 5.43%.

Chart 1.10: Wireline Market share – Rural & Urban

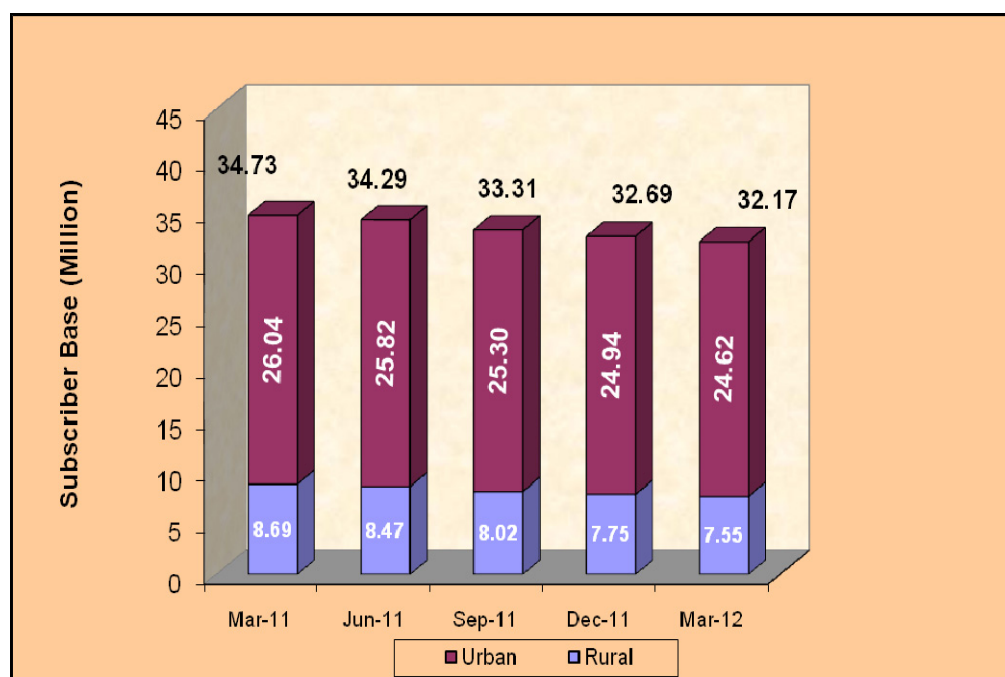


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share

Service Provider	Subscriber Base (million) Mar-12			Share of Rural subscription
	Rural	Urban	Total	
BSNL	7.49	14.98	22.47	33.35%
MTNL	-	3.46	3.46	
Bharti	-	3.27	3.27	
Reliance	0.002	1.27	1.27	0.13%
Tata	0.05	1.40	1.44	3.17%
Quadrant (HFCL)	-	0.20	0.20	
Sistema	0.01	0.04	0.05	15.06%
Vodafone	-	0.02	0.02	
Total	7.55	24.62	32.17	23.46%

Table 1.17: Service Provider wise growth in Subscribers

Service Provider	Subscriber Base (million)			Rate of change	Market share- Dec-11	Market share- Mar-12
	Dec-11	Mar-12	Net Additions			
BSNL	23.00	22.47	-0.536	-2.33%	70.38%	69.84%
MTNL	3.45	3.46	0.004	0.11%	10.57%	10.75%
Bharti	3.32	3.27	-0.047	-1.43%	10.15%	10.16%
Tata	1.40	1.44	0.043	3.09%	4.28%	4.48%
Reliance	1.27	1.27	0.004	0.31%	3.87%	3.95%
Quadrant (HFCL)	0.20	0.20	0.002	0.85%	0.61%	0.62%
Sistema	0.05	0.05	-0.001	-2.18%	0.15%	0.15%
Vodafone	-	0.02	0.018		0.00%	0.06%
Total	32.69	32.17	-0.514	-1.57%	100%	100%

Table 1.18: Service Area wise Wireline Subscribers

Service Area	Dec-11	Mar-12	Net Additions	Rate of Change
Andhra Pradesh	2.35	2.36	0.010	0.41%
Assam	0.23	0.23	-0.002	-0.79%
Bihar	0.61	0.61	0.001	0.20%
Delhi	2.89	2.91	0.028	0.96%
Gujarat	1.87	1.83	-0.039	-2.10%
Haryana	0.60	0.59	-0.009	-1.46%
Himachal Pradesh	0.32	0.31	-0.007	-2.29%
Jammu & Kashmir	0.21	0.20	-0.003	-1.44%
Karnataka	2.71	2.69	-0.016	-0.60%
Kerala	3.21	3.19	-0.016	-0.50%
Madhya Pradesh	1.20	1.14	-0.059	-4.94%
Maharashtra	2.67	2.65	-0.021	-0.81%
Mumbai	3.00	3.01	0.008	0.28%
North East	0.25	0.25	-0.001	-0.36%
Orissa	0.47	0.46	-0.005	-0.98%
Punjab	1.49	1.44	-0.043	-2.88%
Rajasthan	1.20	1.16	-0.033	-2.75%
T.N. (incl. Chennai)	3.35	3.19	-0.163	-4.86%
U.P.(E)	1.39	1.27	-0.115	-8.32%
U.P.(W)	0.82	0.80	-0.020	-2.46%
Kolkata	1.18	1.18	0.006	0.52%
W.B.	0.69	0.68	-0.014	-2.03%
All India	32.69	32.17	-0.514	-1.57%

1.24 A.P., Bihar, Delhi, M.P., Maharashtra, Rajasthan & Kolkata are the Service Areas which showed positive growth.

**Table 1.19: Service Area wise Wireline Teledensity as on
31st March, 2012**

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.10	7.08	2.76
Assam	0.19	3.82	0.74
Bihar	0.16	2.42	0.47
Delhi	-	-	15.31
Gujarat	1.05	5.91	3.03
Haryana	1.08	4.60	2.29
Himachal Pradesh	3.94	8.88	4.49
Jammu & Kashmir	0.44	5.16	1.72
Karnataka	1.27	9.81	4.48
Kerala	8.14	12.06	9.14
Madhya Pradesh	0.23	3.72	1.16
Maharashtra*	1.12	9.13	4.87
Mumbai*			
North East	0.62	5.84	1.89
Orissa	0.47	4.33	1.13
Punjab	2.55	8.15	4.89
Rajasthan	0.66	4.95	1.69
T.N.	1.89	6.75	4.60
U.P.(E)*	0.27	3.38	0.96
U.P.(W)*			
Kolkata*	0.49	5.92	2.04
W.B.*			
All India	0.89	6.73	2.66

* Population data/projections are available state-wise only

Notes:

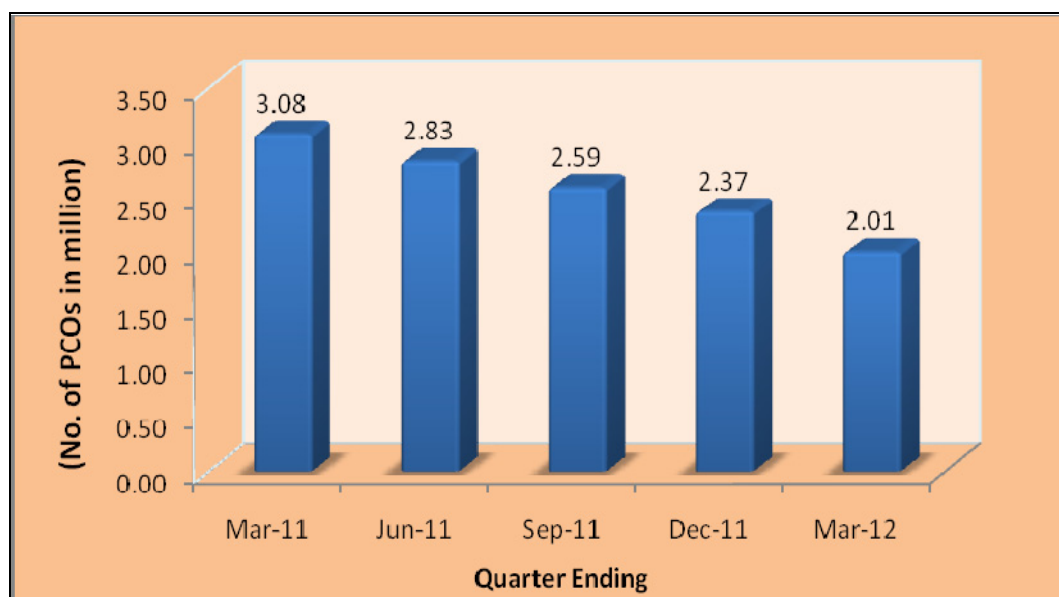
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

1.25 Detailed table on service provider wise subscriber base in each service area is at Annexure-1.3.

Public Call Offices (PCO)

1.26 Total number of PCOs in the country at the end of Mar-12 is 2.01 million as compared to 2.37 million at the end of Dec-11, showing a reduction of 0.37 million PCOs. Detailed table is at Annexure -1.4.

Chart 1.11: Number of PCOs



1.27 Number of PCOs continued to show declining trend. This quarter has recorded a decline of 15.54%. The year-on-year (Y-O-Y) decline over the same quarter of the last year is 34.96%.

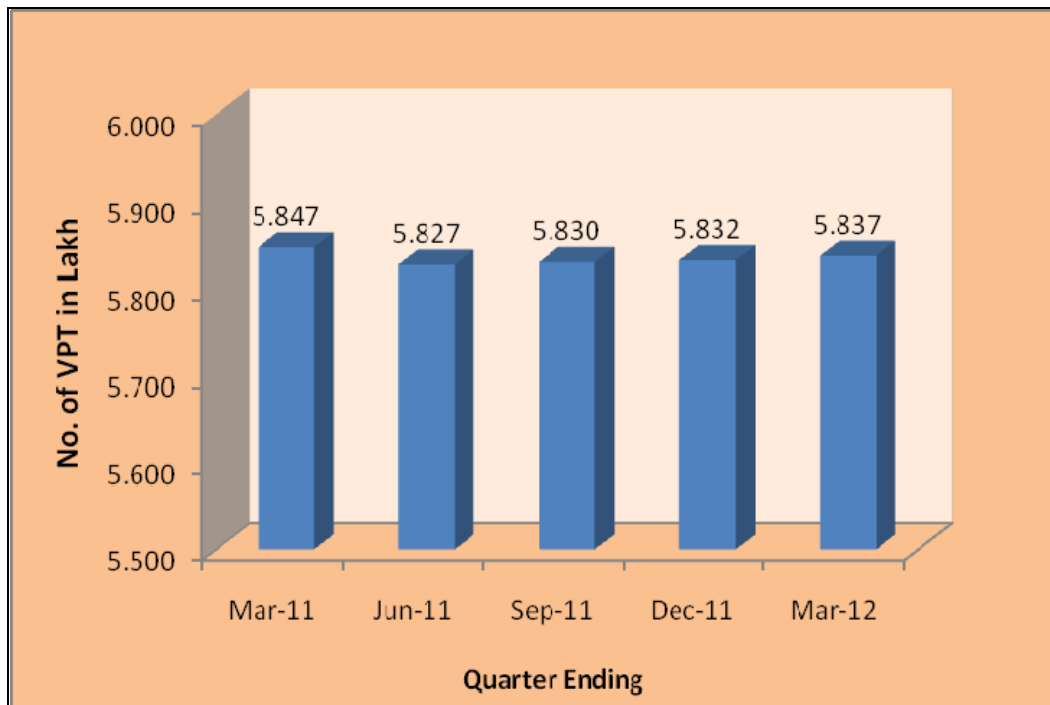
Table 1.20: Rate of change & Market share of PCOs

Service Provider	Dec-11	Mar-12	Rate of change	Market share (Mar-12)
BSNL	1.19	1.08	-9.38%	53.86%
MTNL	0.16	0.16	-0.85%	7.93%
Bharti	0.05	0.05	-8.92%	2.40%
Quadrant (HFCL)	0.01	0.01	-11.88%	0.28%
Sistema	0.02	0.02	-5.29%	0.98%
Tata	0.67	0.46	-31.99%	22.87%
Reliance	0.27	0.23	-12.52%	11.69%
Vodafone	-	-	-	-
Total	2.37	2.01	-15.54%	100.00%

Village Public Telephones (VPTs)

1.28 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs slightly increased from 583178 at the end of Dec-11 to 583718 at the end of Mar-12. At the end of Mar-12, 98.31% of the total inhabited villages in India have been connected. Detailed table is at Annexure -1.5.

Chart 1.12: Growth in VPTs

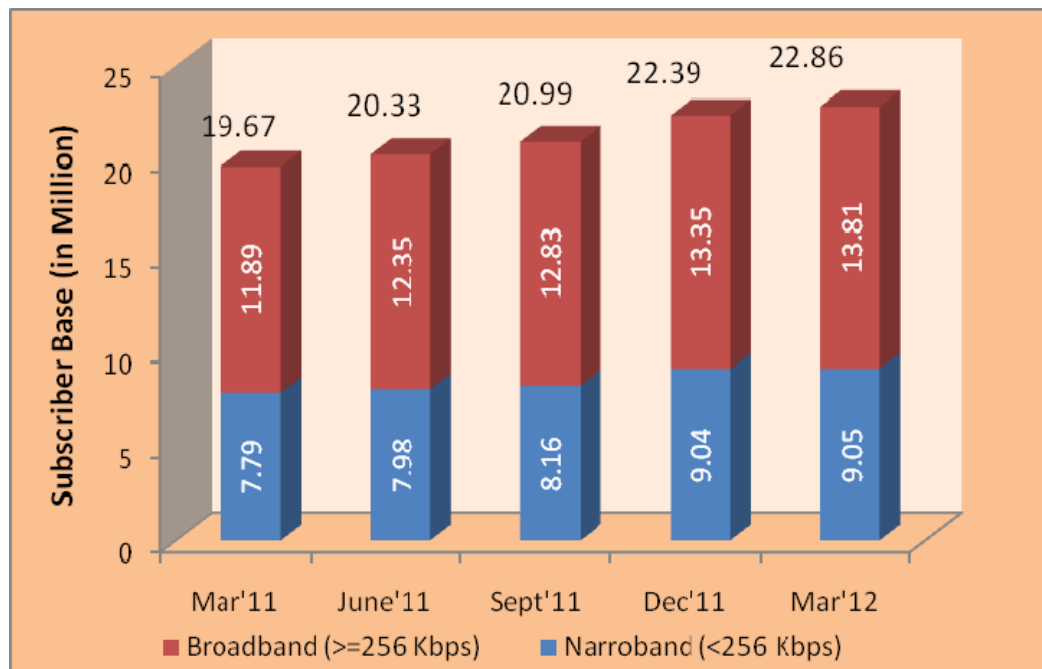


Section D: Internet Service

1.29 There are 22.86 million Internet subscribers at the end of Mar-12 as compared to 22.39 million at the end of Dec-11, registering a growth of 2.10%. Apart from this, 448.89 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.

1.30 Number of Broadband subscribers increased from 13.35 million at the end of Dec-11 to 13.81 million at the end of Mar-12, registering a quarterly growth of 3.44% and Y-O-Y growth of 16.18%.

Chart 1.13: Trends in Internet/Broadband subscription



1.31 Share of Broadband subscription in total Internet subscription increased from 59.6% at the end of Dec-11 to 60.4% at the end of Mar-12.

1.32 Number of Narrowband subscribers increased from 9.04 million at the end of Dec-11 to 9.05 million at the end of Mar-12, thereby showing a marginal growth rate of 0.11% as against a growth rate of 10.80% in the previous quarter i.e. QE Dec-11.

Table 1.21: Trends in subscribers (in Million) of PSUs Vs. Pvt. Internet Service Providers

Quarter ending	PSU ISPs	Private ISPs	Total	Share of PSUs
Mar-11	13.74	5.94	19.67	69.83%
Jun-11	14.07	6.26	20.33	69.22%
Sep-11	14.43	6.56	20.99	68.75%
Dec-11	14.85	7.55	22.39	66.30%
Mar-12	15.19	7.67	22.86	66.45%

1.33 The total Internet leased line customers stood at 51,227 at the end of Mar-12 as compared to 50,343 at the end of Dec-11, registering an increase of about 1.76%.

1.34 There are 8123 Cyber Cafes at the end of Mar-12 as compared to 7585 at the end of Dec-11 registering an increase of 7.09% during the quarter.

1.35 As per the reports available with the TRAI, 36 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

1.36 The International Internet bandwidth owned by various ISPs is reported to be 819 GB during this quarter as compared to 790 GB in QE Dec-11.

Table 1.22: Internet Subscriber Base & Market share of top 10 ISPs

S.No	ISP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	12646030	55.32%
2	Reliance Communications Infrastructure Limited	A	All India	3576691	15.65%
3	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2543572	11.13%
4	Bharti Airtel Ltd.	A	All India	1381630	6.04%
5	You Broadband & Cable India Private Limited	A	All India	421251	1.84%
6	Hathway Cable & Datacom Pvt. Ltd.	A	All India	361425	1.58%
7	Tikona Digital Networks Pvt Ltd	A	All India	278195	1.22%
8	Beam Telecom Pvt. Ltd.	B	Andhra Pardesh	201451	0.88%
9	Tata Communications Limited	A	All India	181855	0.80%
10	Tata Teleservices (Maharashtra) Ltd.	A	All India	111505	0.49%
	Total of Top 10 ISPs			21703605	94.94%
	Others			1156131	5.06%
	Grand Total			22859736	100.00%

1.37 BSNL holds 55.32% of the market share with reported subscriber base of 12.65 million Internet subscribers at the end of Mar-12. Reliance is at second position (3.58 million) followed by MTNL (2.54 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.

1.38 Top 10 ISPs together hold 94.94% of the total Internet subscriber base.

Chart 1.14: Growth achieved by top ten ISPs during the quarter

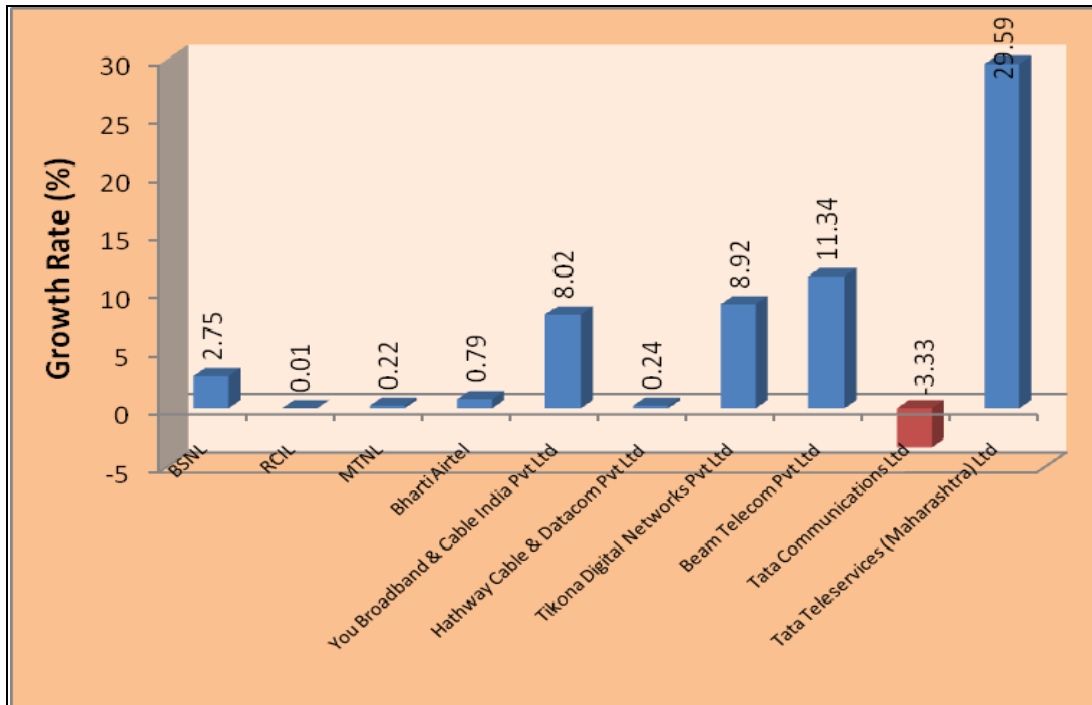


Chart 1.15: Technology trends for Internet Access (including Broadband)

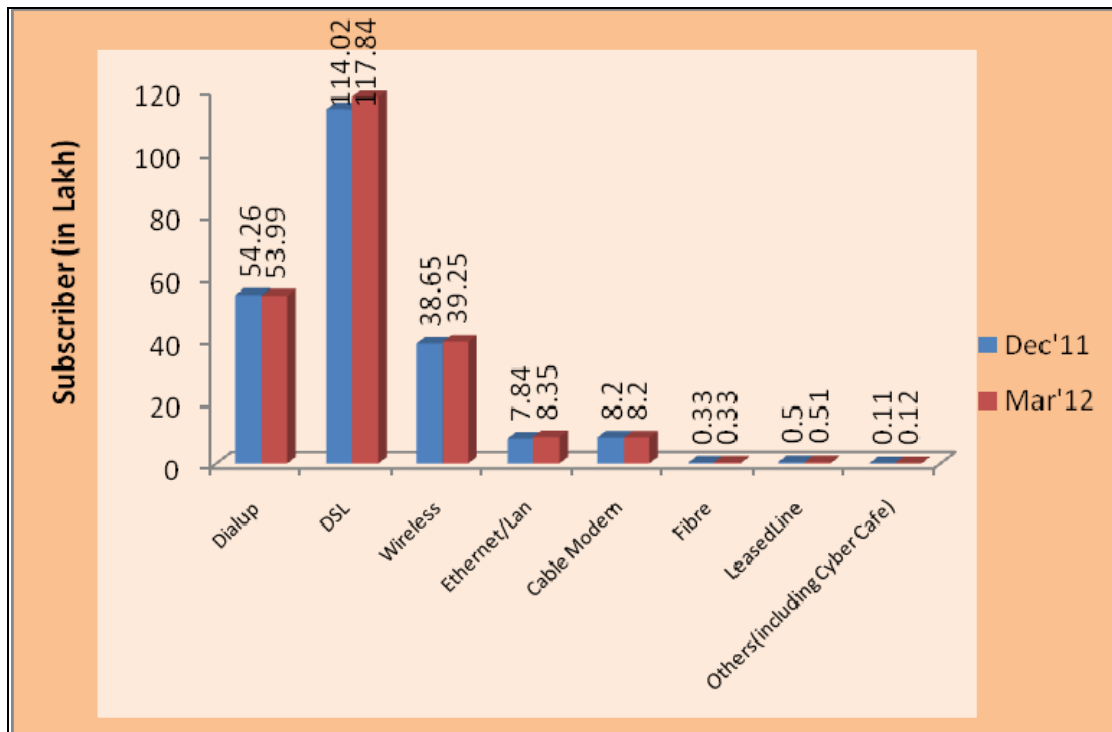
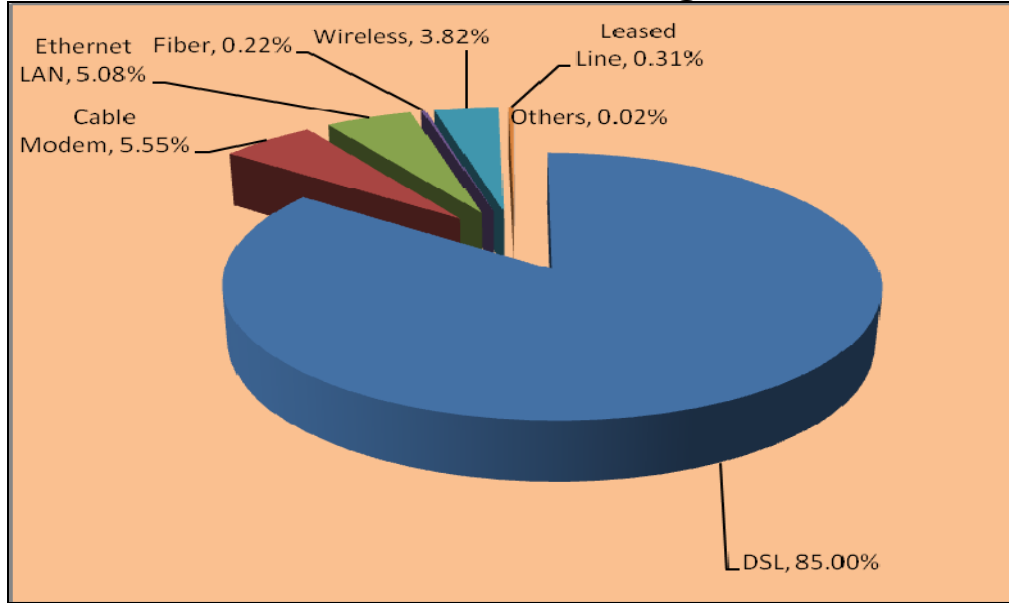
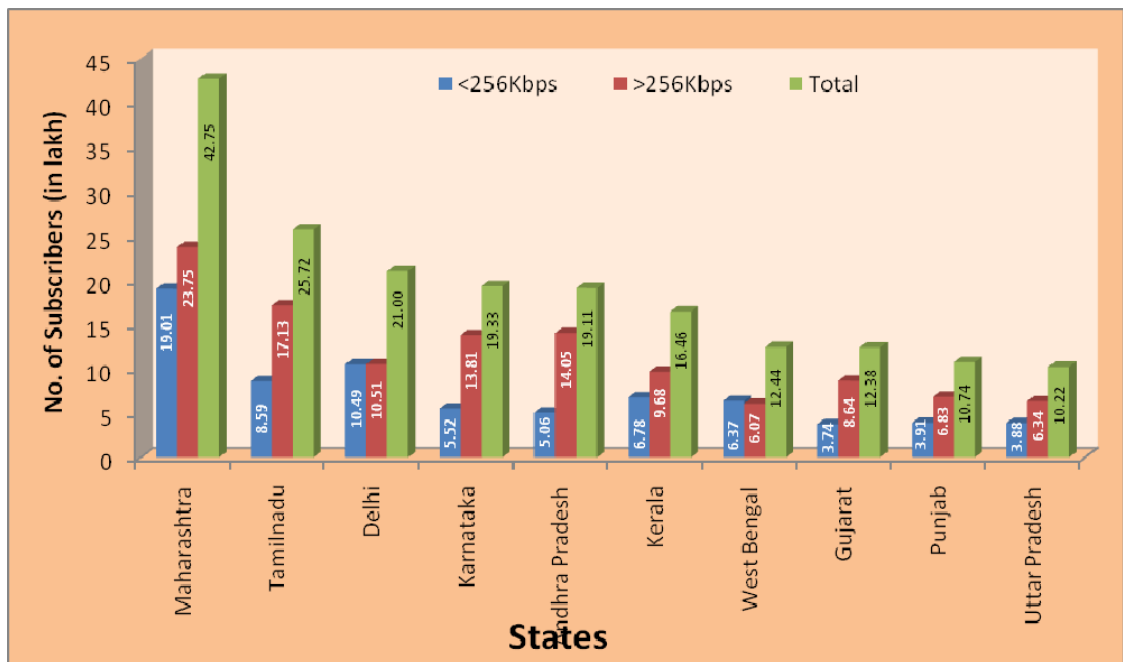


Chart 1.16: Broadband Access - Technologies & Market Share



1.39 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 85% of total broadband subscribers, followed by Cable Modem Technology (5.55%) and Ethernet LAN (5.08%).

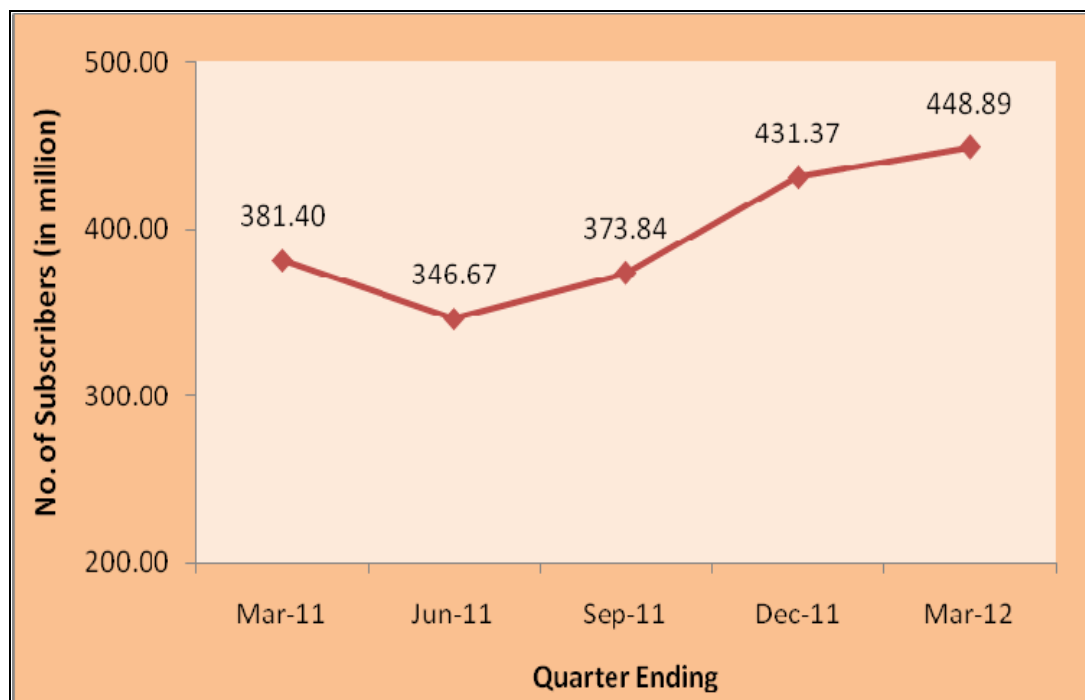
Chart 1.17: Speed Category wise data on Internet/broadband subscribers for top 10 States



1.40 Maharashtra is having largest Internet (<256 Kbps) and Broadband (>=256 Kbps) subscriber base in the country. Tamil Nadu is at second place in internet and broadband subscriber base.

1.41 At the end of Mar-12, in 9 states out of the top 10 states, the number of broadband subscribers is more than the number of narrowband subscribers.

Chart 1.18: Growth of wireless subscribers capable of Accessing Data services/Internet



Note: The above chart depicts the number of subscribers who have subscribed to Data Services

1.42 48.84% of total wireless subscribers base are capable of Accessing Data Services/Internet at the end of Mar-12 as against 48.26% at the end of previous quarter.

Table 1.23: Service Provider wise details of Data Services

Subscriber Base of Data Services			
S.No.	Service Provider	Data Subscribers as on 31st March 2012 (in millions)	
1	Aircel	16.59	
2	Bharti	178.93	
3	Loop	3.26	
4	BSNL*	GPRS	81.79
		CDMA 2000 XI	0.02
5	HFCL#	1.30	
6	Vodafone	73.07	
7	Idea	18.79	
8	MTNL*	GPRS	4.68
		CDMA 2000 XI	0.04
9	RTL	4.39	
10	RCL*	GPRS	4.71
		CDMA 2000 XI	6.19
11	Sistema@	1.54	
12	Tata*	GPRS	2.06
		CDMA 2000 XI	2.79
13	S Tel	0.39	
14	Unitech#	42.43	
15	Etisalat	0.010	
16	Videocon#	5.95	
	Total	448.89	

Note : The details of Etisalat, S-Tel and Loop (except Mumbai) have been taken of December, 2011

* = Provides GSM & CDMA Based services.

@ = Provides CDMA based services only.

= As reported by M/s Videocon, M/s Unitech, M/s MTNL, Delhi & M/s HFCL for GSM Services, data services are enabled to all subscribers

Section E: Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.24: PMRTS Subscriber base – Service Provider wise

Sr. No.	Name of the Service Provider	Subscriber Base as on 31.12.11	Subscriber Base as on 31.03.12	%age Change	%age in Market Share
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	20682	22129	7.00	63.68
2	Procall Ltd.	6257*	6518	4.17	18.76
3	Smartalk Pvt Ltd.	1796	1546	-13.92	4.45
4	QuickCall	3509	3449	-1.71	9.92
5	Bhilwara Telenet Services Pvt.Ltd.	1092	1111	1.74	3.20
6	India Satcom Ltd.**	0	0	0.00	0.00
	Total	33336	34753	4.25	100.00

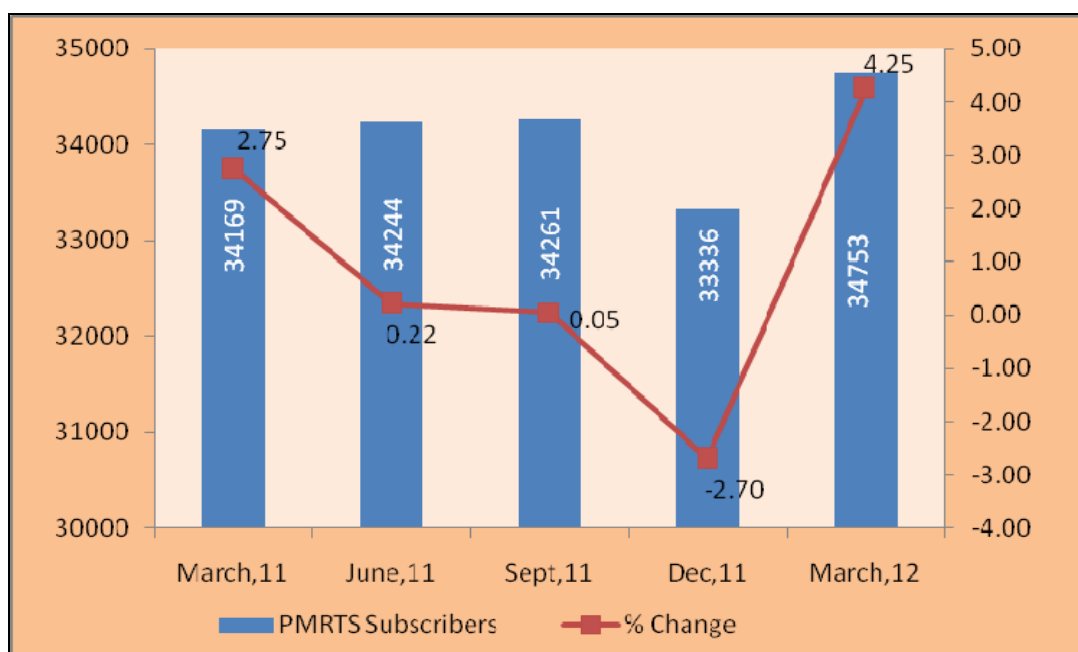
***The Subscriber base of M/s Procall were wrongly recorded inadvertently for Dec'11 and the same has been corrected in this report.**

****M/s India Satcom Ltd. reported that their MRTS department is non functional and they do not have any subscriber.**

1.43 The subscriber base of PMRTS increased from 33,336 at the end of QE Dec-11 to 34,753 at the end of Mar-11.

1.44 Detailed table on Service Area wise subscriber base is at Annexure-1.8.

Chart 1.19: Number of PMRTS subscribers & Rate of Change (%)



Very Small Aperture Terminal (VSAT)

Table 1.25: VSAT Service Providers currently providing service & subscriber base

Sr. No	Name of Service Provider	Subscriber base at the Quarter ending		%age change	Market Share (%)
		Dec-11	Mar-12		
1	Hughes Communications Ltd.	53053	55803	5.18	34.14
2	HCL Comnet	23739	23922	0.77	14.64
3	Bharti Airtel Limited	46108	46747	1.39	28.60
4	Bharti Broadband	149	148	-0.67	0.09
5	Essel Shyam	2728	2728	0.00	1.67
6	Tatanet Services	19314	20999	8.72	12.85
7	ITI	0	0	0.00	0.00
8	GNFC	0	0	0.00	0.00
9	BSNL	9269	10050	8.43	6.15
10	Infotel Satcom	1689	1689	0.00	1.03
11	Infinium India Ltd.	1373	1366	-0.51	0.84
	Total	157422	163452	3.83	100.00

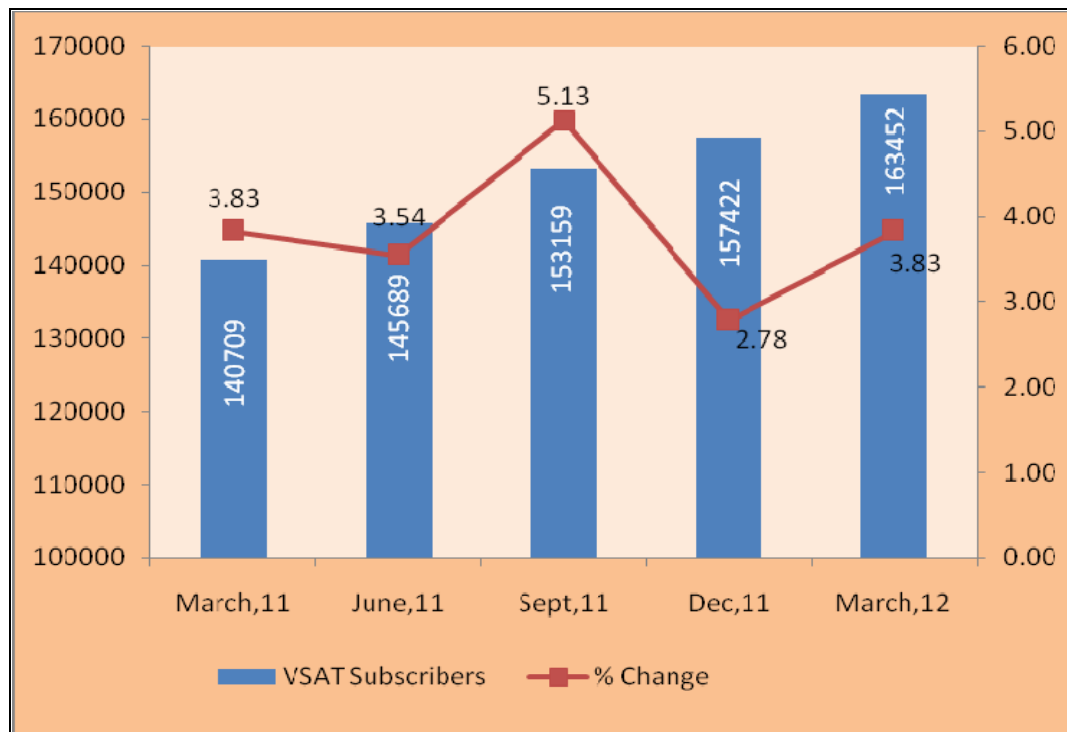
Note: M/s ITI and M/s GNFC have surrendered complete Bandwidth in extended C-Band with effect from 1st October 2009 and 15th March 2009 respectively. However, they have not surrendered their licenses. As of now their subscriber base is zero.

1.45 The total number of VSAT subscribers increased to 163452 at the end of Mar-12 from 157422 at the end of Dec-11. Net additions during the quarter has been 6030 and, the growth rate 3.83%.

1.46 Hughes Communication Limited with subscriber base of 55803 continues to be the market leader.

1.47 Bharti Broadband & Infinium India Ltd have registered slight decline in VSAT subscribers in this quarter.

Chart 1.20: Number of VSAT Subscribers & Rate of Change (%)



Chapter 2 : Revenue and Usage

-
- For all the parameters, Metros indicate data for Delhi, Mumbai & Kolkata. Data for Chennai service area has been included in Circle A, as part of TN
 - ARPU arrived after adjusting interconnect charges
 - The data contained in the section A & B covers the licensees, who have been providing service during the entire period from 1st January, 2012 to 31st March, 2012 in the various service areas.
 - Data in respect of (i) Loop Telecom Ltd, (ii) Etialat DB Telecom Pvt Ltd and (iii) S-Tel Pvt Ltd is not included, as they have not submitted the information.

Section A: GSM Service

Table 2.1: Key Indicators - GSM Service

Parameter	QE Mar-11	QE Dec-11	QE Mar-12	QoQ %age change over Dec-11	YoY %age change over Mar-11
Subscriber Base (million)	697.98	785.71	810.52	3.16%	16.12%
Share of Prepaid (%)	96.81%	96.95%	96.87%	-0.08%	0.06%
Incoming MOU* per sub. per month	180	171	179	4.20%	-0.55%
Outgoing MOU* per sub. per month	169	161	167	3.98%	-1.27%
Outgoing SMS per sub. per month	45	36**	37	4.95%	-16.36%
Average Revenue Per User (ARPU) per month	100	96	97	1.66%	-2.71%

* Minutes of Usage

** The data on outgoing SMS, as revised by Unitech for QE Dec-11 has been incorporated.

Chart 2.1: Outgoing Traffic Pattern - GSM Service

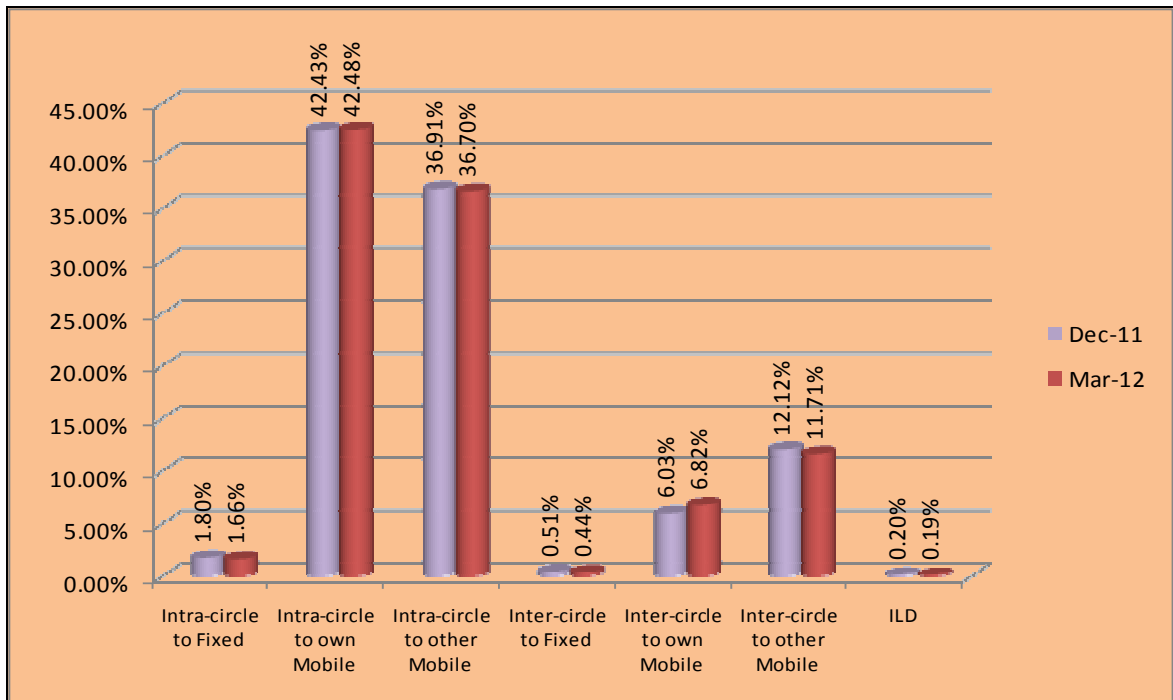
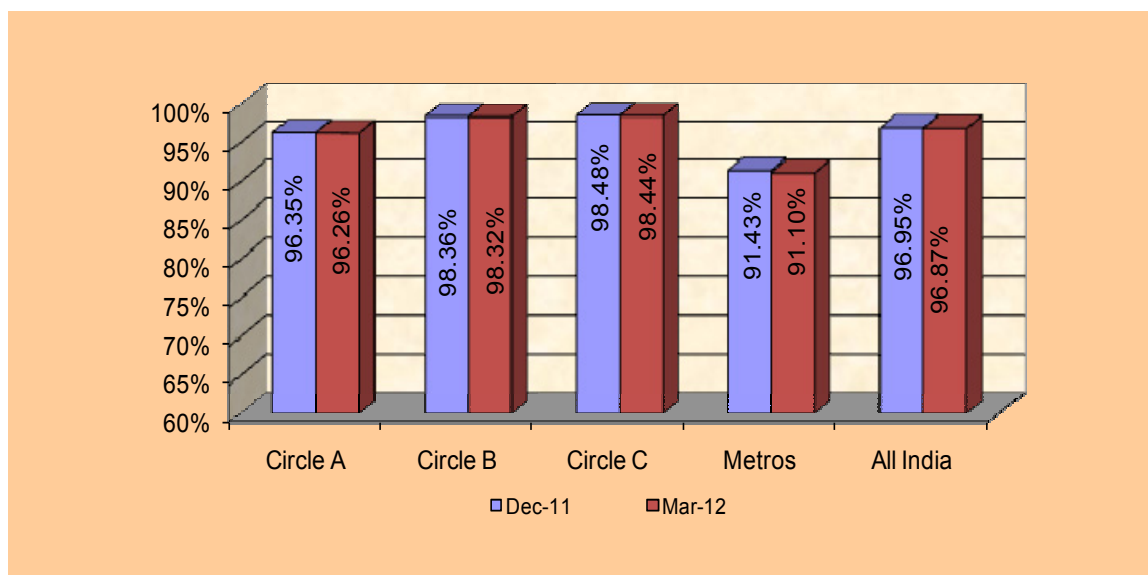


Chart 2.2: Proportion of prepaid subscribers - GSM Service



Note: Subscriber figures are closing figures as on the last day of the respective quarters

2.1 Market share of prepaid segment slightly declined from 96.95% at the end of Dec-11 to 96.87% at the end of Mar-12.

Table 2.2: Monthly ARPU - GSM Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	530	90	106
Circle B	540	78	86
Circle C	458	85	91
Metro	623	72	121
All India	554	83	97
All private SPs	591	85	100
BSNL/MTNL	366	67	80

2.2 The all India blended ARPU per month increased by 1.66% from ₹96 in QE Dec-11 to ₹97 in QE Mar-12.

2.3 Prepaid ARPU increased from ₹81 in Dec-11 to ₹83 in Mar-12 and Postpaid ARPU increased from ₹553 to ₹554 in this quarter.

Table 2.3: Composition of Revenue (%) - GSM Service

Item	Dec-11	Mar-12
Rental Revenue	20.42%	20.33%
Revenue from Calls	50.61%	51.02%
Revenue from SMS	7.20%	7.03%
Revenue from Roaming	8.73%	8.65%
Other Revenues *	13.04%	12.97%

* Other revenue includes revenue from other value added services, installation etc.

Table 2.4: MOU & SMS (per subscriber per month) - GSM Service

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	555	462	1016	87	157	158	315	51
Circle B	533	469	1002	60	144	170	314	25
Circle C	539	465	1004	50	174	218	391	23
Metro	506	380	886	84	171	147	318	47
All India	535	440	975	78	156	170	326	36

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	171	170	341	53
Circle B	151	175	326	25
Circle C	179	222	401	24
Metro	201	167	368	50
All India	167	179	346	37

2.4 The overall MOU per subscriber increased by 4.09%, from 332 in QE Dec-11 to 346 in QE Mar-12.

2.5 Prepaid MOU per subscriber increased by 4.41%, while the postpaid MOUs declined by 0.37%.

- 2.6 On an All India basis, postpaid subscribers have higher incoming as well as outgoing usage as compared to prepaid subscribers and postpaid subscribers make more outgoing calls than receiving, while prepaid subscribers receive more calls than making.
- 2.7 The overall ratio of incoming-outgoing MOUs remained unchanged at 52:48.
- 2.8 Outgoing SMS per subscriber per month increased by 4.95% from 36 in QE Dec-11 to 37 in QE Mar-12.

Table 2.5: Outgoing Traffic (MOU) Pattern - GSM Service

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	1.96%	39.98%	41.52%	0.42%	5.41%	10.52%	0.19%
Circle B	1.53%	46.67%	35.65%	0.36%	5.15%	10.49%	0.15%
Circle C	0.72%	53.22%	30.70%	0.29%	5.57%	9.44%	0.06%
Metros	2.33%	24.45%	32.76%	0.96%	17.49%	21.59%	0.43%
All India	1.66%	42.48%	36.70%	0.44%	6.82%	11.71%	0.19%

Average Subscriber outgo* per minute

- 2.9 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. The average outgo per outgoing minute (=Rental revenue plus call revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. The table below provides the figures for the quarter ending Mar-12.

Table 2.6: Average outgo* per outgoing minute - GSM Service**(₹ per month)**

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.63	0.51	0.52
Circle B	0.62	0.46	0.47
Circle C	0.61	0.42	0.43
Metros	0.75	0.52	0.57
All India	0.66	0.48	0.49

* Includes both Rental and call charges

2.9 All India average outgo per minute declined from ₹0.51 in the QE Dec-11 to ₹0.49 in the QE Mar-12.

Table 2.7: Trends of Key Parameters - GSM Service

Parameter	Mar-11	Jun-11	Sep-11	Dec-11	Mar-12
1. ARPU (₹ Per month)	100	98	93	96	97
2. MOU per subscriber per month	349	344	331	332	346
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	138	137	129	131	135
3.2 NLD (inter-circle)	31	30	30	30	32
3.3 ILD	0.4	0.4	0.3	0.3	0.3
4. Outgoing SMS per subscriber per month					
SMS	44	45	45	36	37
5. Average Outgo per outgoing minute (₹)	0.51	0.50	0.50	0.51	0.49

2.10 Service Area wise statistics are available at Annexure-2.1.

Section B: CDMA – Full Mobility Service

Table 2.8: Key Indicators – CDMA Full Mobility Service

Parameter	QE Dec-11	QE Mar-12	% Change
Subscriber Base in millions	91.6	89.6	-2.2%
Share of Prepaid (%)	93.4%	93.1%	-0.3%
Incoming MOUs per subs per month	112	112	0.1%
Outgoing MOUs per subs per month	113	117	3.1%
Outgoing SMS per subs per month	14	16	15.0%
ARPU (₹ Per month)	73	75	2.5%

Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service

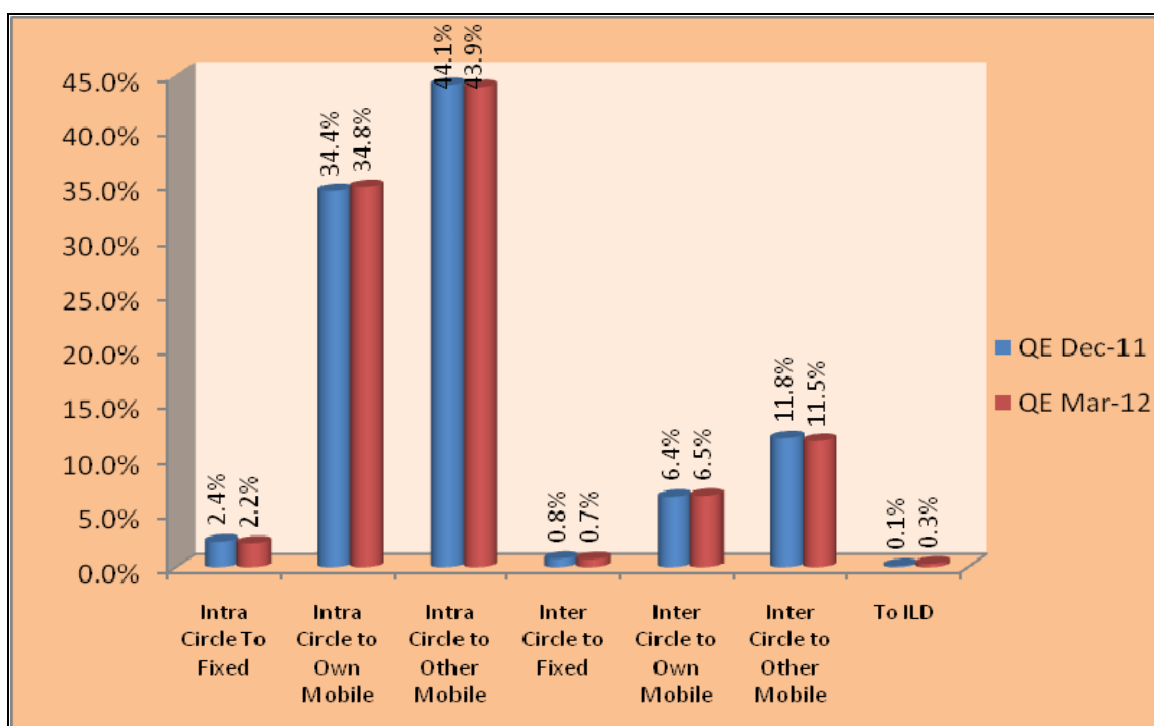
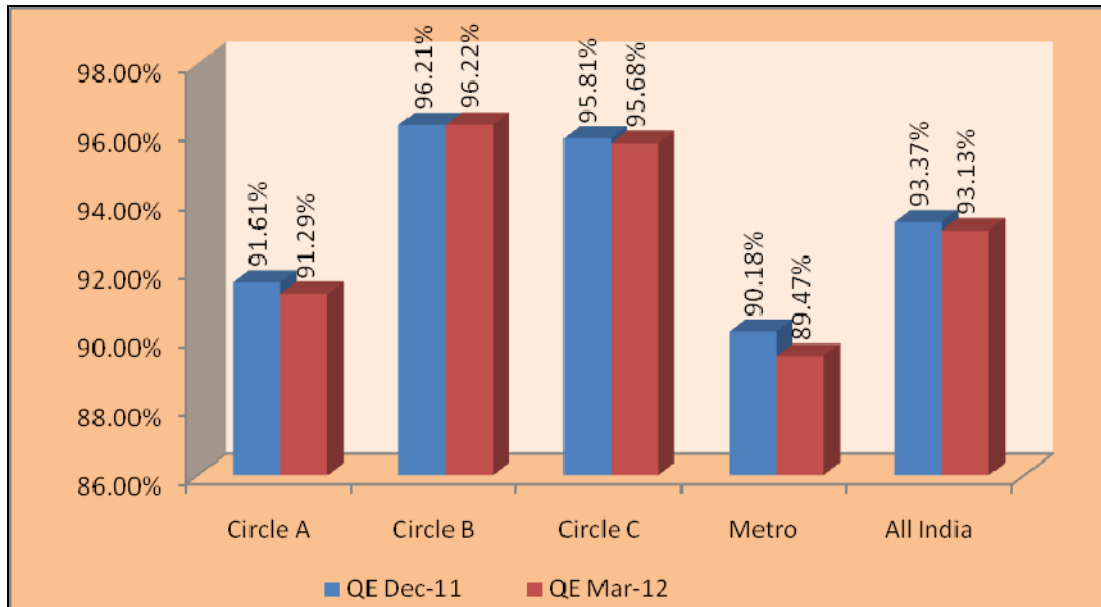


Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service



2.11 Market share of Prepaid segment slightly decreased from 93.50% in QE Dec-11 to 93.25% in QE Mar-12.

Table 2.9: Monthly ARPU – CDMA Full Mobility Service
(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	461	51	86
Circle B	350	39	51
Circle C	482	46	64
Metro	492	62	106
All India	450	48	75

2.12 The All India blended Average Revenue Per User (ARPU) per month has shown an increase of 2.49% from Rs. 73 in QE Dec-11 to Rs. 75 in QE Mar-12. ARPU for Prepaid service increased by 2.15% from Rs. 47 in QE Dec-11 to Rs. 48 in QE Mar-12. ARPU for Postpaid service decreased by 0.36% from Rs.451 in QE Dec-11 to Rs.450 in QE Mar-12.

Table 2.10: Composition of Revenue (%)– CDMA Full Mobility Service

Item	QE Dec-11	QE Mar-12
Rental Revenue	23.0%	22.4%
Revenue from Calls	41.7%	41.5%
Revenue from SMS	1.7%	1.9%
Revenue from Roaming	4.3%	3.2%
Other Revenues*	29.3%	31.0%

* Other revenue includes revenue from other value added services, installation etc.

Table 2.11: MOU & SMS (per subscriber per month) – CDMA Full Mobility Service

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	318	180	498	24	87	100	186	17
Circle B	465	260	726	16	103	104	206	12
Circle C	462	254	716	10	129	137	266	7
Metro	300	178	478	34	102	106	207	21
All India	351	200	551	25	100	106	206	15

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	106	107	213	17
Circle B	116	109	226	13
Circle C	143	142	285	7
Metro	122	113	235	22
All India	117	112	229	16

2.13 The total MOU per subscriber per month increased by 1.62%, from 226 in QE Dec-11 to 229 in QE Mar-12. The outgoing MOUs increased by 3.10% and the incoming MOUs increased by 0.12%.

2.14 Prepaid MOUs increased by 2.76% and postpaid MOUs decreased by 6.21%.

2.15 Outgoing SMS per subscriber per month has gone up to 16 in QE Mar-12 from 14 in QE Dec-11.

Table 2.12: Outgoing Traffic Pattern – CDMA Full Mobility Service

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	2.8%	31.9%	50.6%	0.8%	4.5%	8.6%	0.9%
Circle B	1.4%	38.6%	41.6%	0.6%	7.9%	9.7%	0.1%
Circle C	1.8%	34.1%	52.6%	0.6%	4.2%	6.7%	0.0%
Metros	2.9%	32.5%	34.7%	0.9%	8.1%	20.6%	0.2%
All India	2.2%	34.8%	43.9%	0.7%	6.5%	11.5%	0.3%

Table 2.13: Average outgo* per outgoing minute – CDMA Full Mobility Service

[₹ Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.92	0.46	0.58
Circle B	0.59	0.34	0.38
Circle C	0.44	0.30	0.32
Metros	0.89	0.45	0.56
All India	0.78	0.39	0.47

* Includes both Rental and call charges

2.16 All India average outgo per minute decreased from ₹ 0.49 in QE Dec-11 to ₹0.47 in QE Mar-12.

Table 2.14: Trends of Key Parameters – CDMA Full Mobility Service

Parameter	Mar-11	Jun-11	Sep-11	Dec-11	Mar-12
1. ARPU (₹ Per month)	66	64	71	73	75
2. MOU per subscriber per month	263	238	230	226	229
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	108	97	93	92	95
3.2 NLD (inter-circle)	24	22	23	22	22
3.3 ILD	0.16	0.19	0.18	0.15	0.37
4. Outgoing SMS per subscriber per month SMS	33	15	15	14	16
5. Average Outgo per outgoing minute (₹)	0.47	0.50	0.47	0.49	0.47

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Service

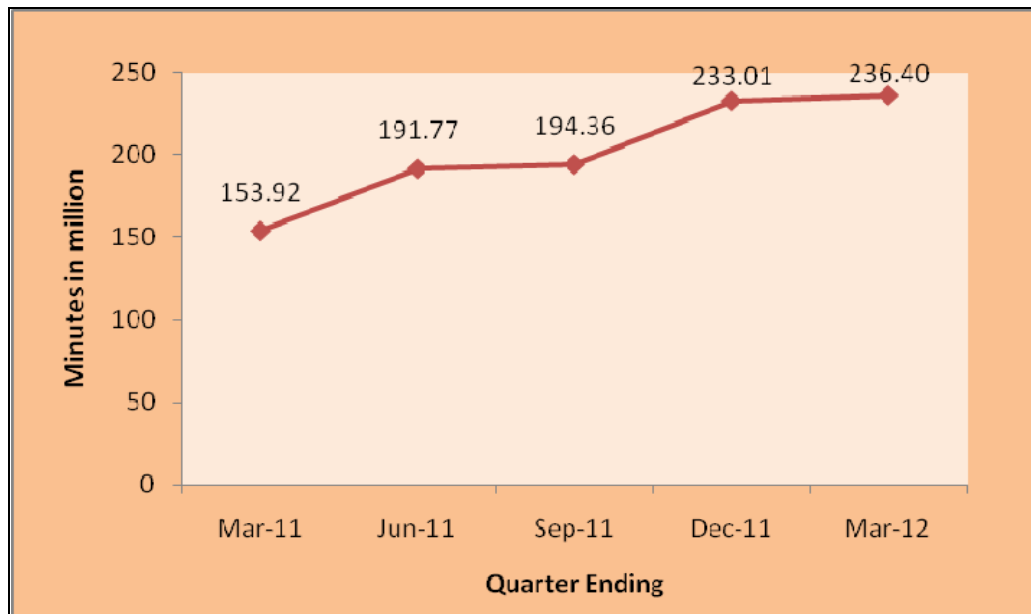
Revenue of ISPs

2.17 The total Revenue of the Internet Services as reported by ISPs was ₹2,923.90 crores for the quarter ending Mar-12 as compared to ₹2,673.94 crores for the quarter ending Dec-11, showing an increase of 9.35%.

Internet Telephony

2.18 Total Minutes of Usage (MOU) for Internet Telephony increased from 233.01 million in QE Dec-11 to 236.40 million in QE Mar-12.

Chart 2.5: Trends in MOU for Internet Telephony



Chapter 3 : Financial Data of Telecom Service Sector

Table 3.1: Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee (LF) & Spectrum Charges

Particulars	QE Mar-11 (₹ in Crore)	QE Dec-11 (₹ in Crore)	QE Mar-12 (₹ in Crore)	Q-O-Q % Change Over Dec-11	Y-O-Y % Change over Mar-11
Gross Revenue (GR)	45513.05	49365.18	49242.99	-0.25%	8.20%
Adjusted Gross Revenue (AGR)	31470.63	34081.35	34457.07	1.10%	9.49%
Pass Through (GR-AGR)	14042.42	15283.83	14785.92	-3.26%	5.29%
License Fee	2589.68	2833.53	2852.43	0.67%	10.15%
Spectrum Charges	1118.51	1245.29	1262.99	1.42%	12.92%

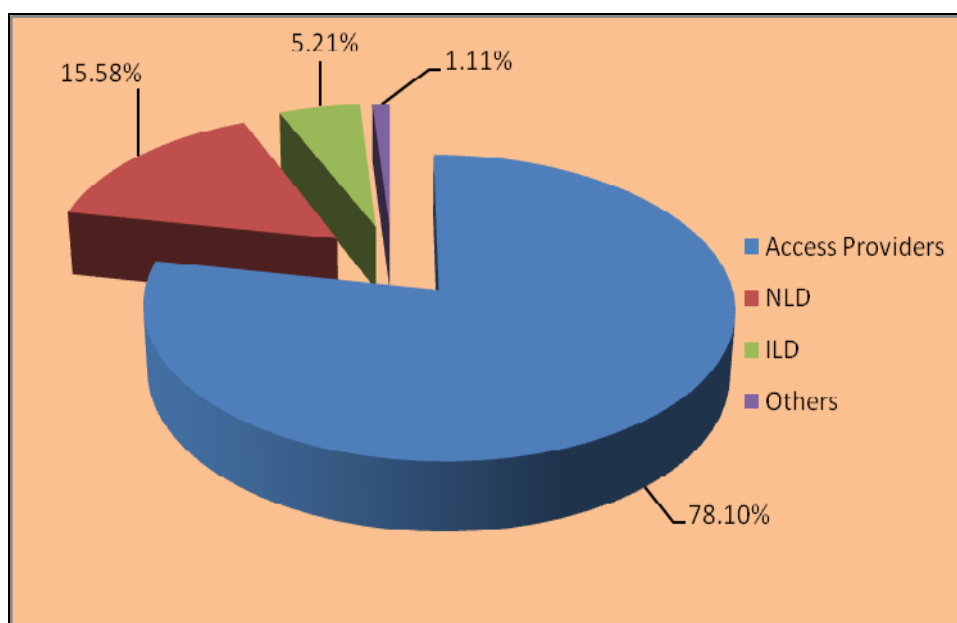
- 3.1 Gross Revenue declined by 0.25% while AGR increased by 1.10% in the QE Mar-12.
- 3.2 Pass through decreased by 3.26% in the QE Mar-12 while on annual basis it has increased by 5.29%.
- 3.3 Pass-through charges as % Gross Revenue: 30.03% as against 30.96% in the previous quarter.
- 3.4 Average License fee as % Adjusted Gross Revenue: 8.28%.
- 3.5 Public sector undertaking's share to GR: 12.73%.

Table 3.2: Service-wise Gross Revenue, Adjusted Gross Revenue (AGR), License Fee and Spectrum Charges

(₹ in Crore)

Service	GR	AGR	LF	Spectrum Charges
Access Providers	38457.04	27408.03	2429.18	1260.62
NLD	7671.17	5831.61	349.89	0.00
ILD	2566.32	1318.72	79.45	0.00
Others	548.46	-101.29	-6.08	2.37
Total	49242.99	34457.07	2852.43	1262.99

Chart 3.1: Composition of Gross Revenue



3.6 Access services contributed 78.10% of the total revenue of telecom services. In Access services Gross Revenue & Spectrum Charges increased by 2.00% & 1.45% respectively while AGR & License Fee decreased by 0.11% and 0.24% respectively during the quarter.

3.7 Monthly ARPU based on AGR for Access services is ₹97 for the Q.E. Mar-12. Chart below shows the trend in ARPU.

Chart 3.2: Trend in ARPU per month for Access Services

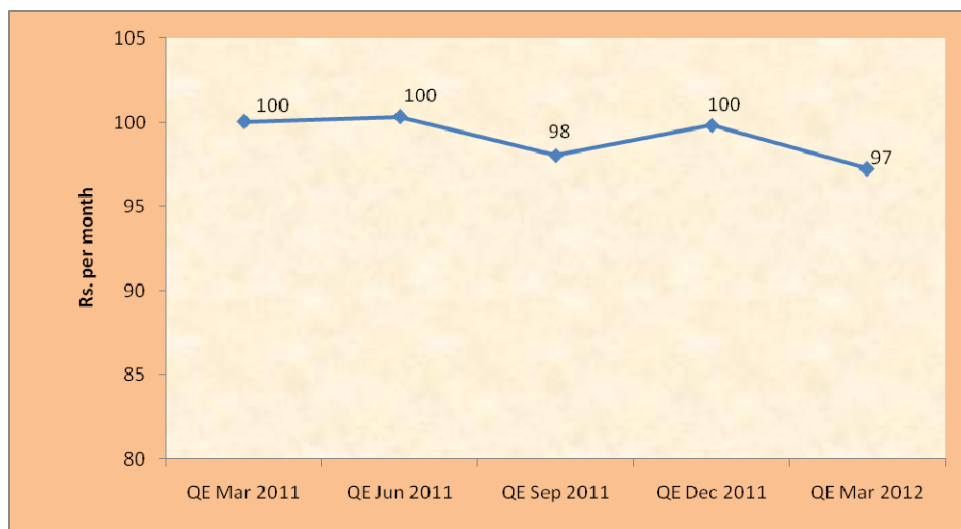


Table 3.3: Access Services – Service Provider wise Gross Revenue (₹ in Crore)

Service	QE Dec-11	QE Mar-12	% Change
Bharti	10487.65	10565.79	0.75%
Vodafone	7887.85	8204.11	4.01%
Idea	5080.89	5441.93	7.11%
BSNL	4166.73	4029.49	-3.29%
Reliance	3031.03	2996.53	-1.14%
Tata	3022.83	3194.84	5.69%
Aircel	1649.61	1750.94	6.14%
Unitech	807.75	865.02	7.09%
MTNL	775.21	765.10	-1.30%
Sistema Shyam	378.73	417.75	10.30%
Loop	178.04	175.09	-1.66%
Videocon	141.39	*	--
Quadrant Tele	46.71	50.44	7.99%
S Tel	29.18	*	--
Etisalat	18.32	*	--
Grand Total (Access)	37701.91	38457.03	2.00%

* Data not submitted

Table 3.4: Category-wise share in Access Services Gross Revenue (GR)

Category	Gross Revenue for QE Mar-12 (₹ in Cr.)	% age share of Gross Revenue
Metro	6973.78	18.13
A	14344.34	37.30
B	12666.43	32.94
C	4472.50	11.63
Total	38457.04	100.00

Notes:

1. *Source: Figures are un-audited and as submitted by the Operators.*
2. *The figures have been regrouped wherever considered necessary for analysis purpose.*
3. *The Spectrum charges (mostly) are now reported on “Payment for the current Quarter” basis. However, some operators are reporting on payment basis or on estimate basis on projected AGR for next quarter.*
4. *Metro area includes Delhi, Mumbai and Kolkata only. Chennai is clubbed with Tamilnadu.*

Chapter 4 : Quality of Service (QoS)

Section A: Quality of Service Performance of Wireless Service Providers

Table 4.1: QoS Summary - Wireless Service

S. No	Parameters	Bench- mark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending Dec-11		Quarter Ending Mar-12	
			Out Of 262(Nos.)	Out Of 262 (in %)	Out Of 229(Nos.)	Out Of 229 (in %)
I.	Network Related Parameters					
1	Network Availability					
(i)	BTSs Accumulated downtime (not available for service)	≤ 2%	1	0.38%	3	1.31%
(ii)	Worst affected BTSs due to downtime	≤ 2%	8	3.05%	8	3.49%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate (within licensee's own network)	≥ 95%	1	0.38%	0	0%
(ii)	SDCCH/ Paging Chl. Congestion	≤ 1%	2	0.76%	1	0.44%
(iii)	TCH Congestion	≤ 2%	3	1.15%	2	0.87%
3	Connection Maintenance (Retain ability)					
(i)	Call Drop Rate	≤ 2%	2	0.76%	2	0.87%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	≤ 3%	41	15.65%	21	9.17%
(iii)	Connection with good voice quality	≥ 95%	2	0.76%	0	0%

4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	$\leq 0.5\%$	12	4.58%	15	6.55%
II. Customer Service Quality Parameters						
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	$\leq 0.1\%$	4	1.53%	3	1.31%
(ii)	Metering and billing credibility - pre paid	$\leq 0.1\%$	4	1.53%	3	1.31%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	6	2.29%	2	0.87%
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	0	0%	0	0%
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	$\geq 95\%$	3	1.15%	3	1.31%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	$\geq 90\%$	50	19.08%	49	21.40%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	4	1.53%	3	1.31%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	9	3.44%	5	2.18%

4.1 The performance has improved in this quarter as compared to the previous quarter in respect of the following parameters :-

1. Call Set-up Success Rate (within licensee's own network)
2. SDCCH/ Paging Chl. Congestion
3. TCH Congestion
4. Worst affected cells having more than 3% TCH drop (call drop) rate
5. Connection with good voice quality
6. Metering and billing credibility - post paid

7. Metering and billing credibility - pre paid
8. Resolution of billing/ charging/ validity complaints.
9. %age requests for Termination / Closure of service complied within 7 days
10. Time taken for refund of deposits after closures

4.2 The performance has deteriorated in this quarter as compared to the previous quarter in respect of the following parameters:-

1. BTSs Accumulated downtime (not available for service)
2. Worst affected BTSs due to downtime
3. Call Drop Rate
4. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
5. Accessibility of call centre/ customer care
6. %age of calls answered by the operators (voice to voice) within 60 sec

4.3 The performance remained unchanged in this quarter as compared to the previous quarter in respect of the following parameters:-

1. Period of applying credit/ waiver/ adjustment to customer's account from the date of action of complaints.

Table 4.2: Parameter wise Performance of Wireless Service Providers

Parameter	Benchmark	Service Provider	Service Area	Performance
BTSs Accumulated downtime (not available for service) (%age)	≤ 2%	Aircel	J&K	2.08
		BSNL	BIH	2.62
		BSNL	NE	2.43
Worst affected BTSs due to downtime (%age)	≤ 2%	Aircel	BH	2.69
		Aircel	J&K	12.27
		BSNL	ASM	8.70
		BSNL	BIH	3.44
		BSNL	CHN	10.03
		BSNL	NE	5.50
		BSNL	UPW	7.22
SDCCH/ Paging Chl. Congestion (%age)	≤ 1%	BSNL	NE	1.67
		Vodafone	BH	2.92
TCH Congestion (%age)	≤ 2%	BSNL	NE	2.25
		BSNL	NE	2.07
Call Drop Rate (%age)	≤ 2%	BSNL	UPW	2.32
		BSNL	UPW	2.32
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 3%	Aircel	ASM	4.85
		Aircel	BH	4.45
		Aircel	HP	12.22
		Aircel	J&K	4.84
		Aircel	NE	4.82
		Aircel	WB	5.13
		BSNL	ASM	4.20
		BSNL	BH	4.09
		BSNL	HP	4.20
		BSNL	KOL	4.14
		BSNL	MH	4.93
		BSNL	MP	4.45
		BSNL	NE	8.77
		BSNL	PNJ	7.23
		BSNL	UPE	3.50
		BSNL	UPW	8.22
		BSNL	WB	4.70
		TATA GSM	UPE	5.22
		TATA GSM	WB	4.30
Vodafone	BH	12.46		
Vodafone	WB	4.38		
Point of Interconnection	≤ 0.5%	Aircel	AP	0.67

(POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)		BSNL	BH	1.00
		BSNL	GJ	1.00
		QTL GSM	PB	16.67
		Uninor	AP	0.67
		Uninor	BH	2.33
		Uninor	GUJ	1.00
		Uninor	KTK	1.33
		Uninor	MH	4.33
		Uninor	MBI	1.00
		Uninor	TN	1.67
		Uninor	UPE	0.67
		Uninor	UPW	1.67
		Uninor	WB	0.67
		Videocon	HR	0.67
		Metering and billing credibility - post paid	≤ 0.1%	Idea
Vodafone	HP			0.35
Vodafone	MP			0.18
Metering and billing credibility - pre paid	≤ 0.1%	Aircel	MP	1.58
		BSNL	WB	0.28
		Uninor	UPW	0.17
Resolution of billing/charging/validity complaints	100% within 4 weeks	BSNL	AP	99.00
		BSNL	NE	93.00
Accessibility of call centre/ customer care	≥ 95%	Airtel	UPE	85.00
		Vodafone	KOL	89.49
		Vodafone	WB	89.73
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Aircel	ASM	87.72
		Aircel	BH	86.01
		Aircel	KR	79.47
		Aircel	MH	87.42
		Aircel	MP	69.36
		Aircel	PB	80.69
		Aircel	RAJ	66.64
		Aircel	TN	82.61
		Aircel	UPE	76.56
		Aircel	UPW	87.12
		Airtel	AP	78.00
		Airtel	BH	85.00
		Airtel	DLI	80.00
		Airtel	GUJ	88.00
		Airtel	MH	79.00
Airtel	MP	80.00		
Airtel	MBI	89.00		
Airtel	PB	89.00		

		Airtel	RAJ	47.00
		Airtel	TN	81.00
		Airtel	UPE	76.00
		Airtel	UPW	83.00
		BSNL	AP	88.00
		BSNL	ASM	81.10
		BSNL	CHN	84.00
		BSNL	TN	85.00
		Idea	AP	80.29
		Idea	DL	86.90
		Idea	KOL	89.29
		Idea	KER	87.91
		Idea	RJ	87.40
		Idea	UP(E)	81.22
		Idea	UP(W)	86.32
		RCOM CDMA	CHN	88.44
		RCOM CDMA	TN	88.44
		RCOM GSM	GUJ	87.45
		RCOM GSM	KTK	88.36
		RCOM GSM	PB	88.59
		RCOM GSM	TN	82.27
		TATA CDMA	DLI	86.00
		TATA GSM	AP	87.00
		TATA GSM	GUJ	85.00
		TATA GSM	MBI	83.00
		TATA GSM	RAJ	88.00
		Uninor	BH	81.94
		Uninor	UPE	81.29
		Uninor	UPW	80.81
		Uninor	WB	87.90
Vodafone	RAJ	88.87		
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	Airtel	UPE	80.00
		Idea	AS	98.55
		Idea	KTK	97.71
Time taken for refund of deposits after closures	100% within 60 days	Airtel	KOL	3.43
		TATA CDMA	DLI	99.00
		TATA CDMA	MH	99.00
		TATA GSM	BH	50.00
		TATA GSM	MP	33.00

4.4 The detailed table on Service Provider wise performance of QoS parameters for Wireless Services is available at Annexure-4.1.

Section B: Quality of Service Performance of Wireline Service Providers

Table 4.3: QoS Summary - Wireline Service

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December, 2011		March, 2012	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(i)	Fault incidences per 100 subs/month	≤ 5	10	11.36%	8	9.09%
(ii) a	% Fault repaired by next working day	≥ 90%	9	10.23%	8	9.09%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	20	22.73%	24	27.27%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	19	21.59%	17	19.32%
(iii)	MTTR	<8Hrs	7	7.95%	5	5.68%
(iv) a	Call Completion Rate (in local network)	≥ 55%	2	2.27%	2	2.27%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	1	1.14%	0	0.00%
(v)	Point of Interconnection (POI) Congestion (No. of Pols not meeting benchmark)	≤ 0.5%	0	0.00%	0	0.00%
(vi)	Metering & billing credibility – Post-paid	≤ 0.1%	13	14.77%	2	2.27%
(vii)	Metering & billing credibility – Pre-paid #	≤ 0.1%	3	3.41%	0	0.00%
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	17	19.32%	1	1.14%
(ix)	Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	15	17.05%	5	5.68%
(x)	Response time to the customer for assistance	-	-	-	-	-
(x) a	Accessibility of call centre/ customer care	≥ 95%	15	17.05%	11	12.50%

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December,2011		March,2012	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	7	7.95%	5	5.68%
(xi)	Termination / closure of service	100% within 7 days	2	2.27%	17	19.32%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	5	5.68%	4	4.55%

NOTE : 1) As per “The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 “, the service providers who cannot measure and report Call Completion Rate (CCR) due to constraint in network architecture may opt to measure and report their performance on Answer to Seizure Ratio (ASR). M/s RCOM have reported the ASR for 20 licensed service areas. Therefore, * 68 Licensees for CCR and * 20 Licensees for ASR have been taken in to account for the analysis of these parameters.

2) # None of the SPs have reported for the parameter “Metering and billing credibility - pre paid” except M/s BSNL because most of the service providers are not providing pre-paid service in Basic (Wireline) service.

3) M/s Vodafone has intimated that they have recently launched the wire-line services for enterprise customers.

**Table 4.4: QoS Parameters not reported by the service providers
- wireline**

S. No	Service Provider	Parameters
1	BSNL	<ul style="list-style-type: none"> • Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark). • Metering and Billing credibility - post paid(A&N). • Metering and Billing credibility - pre paid(A&N,AP,ASM). • Resolution of billing/charging/validity complaints(All circles). • Period of applying credit/ waiver/ adjustment to customer's account the date of resolution of complaints(All circles). • Time taken for refund of deposits after closures (All circles).
2	Tata Teleservices	<ul style="list-style-type: none"> • Accessibility of call centre/ customer care(WB) • Percentage of calls answered by the operators (voice to voice) within 60 seconds(WB) • %age requests for Termination / Closure of service complied within 7 days(UP(W),WB)
3	RCOM	<ul style="list-style-type: none"> • Mean Time to Repair (MTTR) (All circles) • Call Completion Rate (All circles) • Accessibility of call centre/ customer care(All circles) • %age requests for Termination / Closure of service complied within 7 days(All circles)
4	MTNL	<ul style="list-style-type: none"> • Answer to Seizure Ratio (ASR)(Delhi, Mumbai circles) • Metering and Billing credibility - pre paid(Delhi).

4.5 The performance has improved in this quarter as compared to the previous quarter in respect of the following parameters:-

- Faults incidences (No. of faults/100 Subs./month)
- % Fault repaired by next working day
- % of faults repaired within 5 days

- Mean Time to Repair (MTTR).
- Answer to Seizure Ratio (ASR)
- Metering and billing credibility - post paid
- Metering and Billing credibility - pre paid
- Resolution of billing/ charging/ validity complaints
- Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints.
- Accessibility of call centre/ customer care
- Percentage of calls answered by the operators (voice to voice) within 60 seconds.
- Time taken for refund of deposits after closures.

4.6 The performance has deteriorated in this quarter as compared to the previous quarter in respect of the following parameters:-

- % of faults repaired within 3 days
- %age requests for Termination / Closure of service complied within 7 days.

4.7 The performance of the Basic Telephone Service (Wireline) Service Providers is at same level as compared to the previous quarter in respect of the following parameter:-

- Call Completion Rate (CCR).
- Point of Interconnection (POI) Congestion

Table 4.5: Parameter wise QoS of Wireline Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	≤ 5	BSNL: HP(6.53), J&K(5.01), KOL(8.98), KR(5.65), MH(6.28), Uttaranchal(5.50) MTNL: Delhi(7.02), Mumbai(7.02).
% Fault repaired by next working day	≥ 90%	BSNL: A&N(84.29%), HP(89.65%), J&K(72.78%), KOL(42.16%), KR(76.99%), MH(82.29%), WB(82.27%) MTNL: Delhi(88.30%)
% Fault repaired within 3 days	≥ 100%	BSNL: A&N(90.49%), AP(99.19%), ASM(99.90%), BR(98.21%), Ch(98.55%) Chhattisgarh,(99.08%), GUJ(98.78%), HP(97.05%), J&K(89.87%), JHAR(99.11%), KOL(51.04%), KR(89.34%), KTK(97.44%), MH(86.90%), PB(99.82%), RAJ(99.55%), TN(96.51%), UPE(99.47%), UPW(99.50%), UTT(97.97%), WB(93.19%) MTNL: DEL(95.23%), Mumbai(97.87%) HFCL: PUN(99.85%)
% Fault repaired within 5 days	≥ 100%	BSNL: A&N(98.33%), AP(99.98%), BR(99.97%), CH(99.37%), GUJ(99.87%), HP(99.33%), J&K(98.18%), KR(89.31%), KTK(93.64%), MH(98.41%), PB(99.91%), RAJ(99.98%), TN(99.29%), UPE(99.79%), UPW(99.93%), UTT(99.98%), WB(98.07%).
MTTR	<8Hrs	BSNL: KER(18.29), MH(8.31), WB(8.58) MTNL: Mumbai(10.90) HFCL: Punjab(9.01 hrs.)
Call Completion Rate (in local network)	≥ 55%	BSNL: MH(54.72%), NE-II(40.74%)
Metering and billing credibility - post paid	≤ 0.1%	BHARTI: KTK(0.14%), MP(0.15%)
Resolution of billing/charging/validity complaints (Benchmark 100% within 4 weeks)	100% within 4 weeks	MTNL: DEL(91.01%)
Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints	1 week of resolution of complaint	BHARTI: DEL(98.39%), KTK(98.79%), MH(99.08%), MP(98.13%), TN(98.39%),

Accessibility of call centre/ customer care	≥ 95%	BSNL: AP(93.95%),BR(94.96%),HP(91.19%),HR(92.99%),J&K(91.87%), MH(93.05%),RJ(92.78%),TN(94.86%),UPE(91.65%),Uttara nchal(93.08%). BHARTI: MH(94.39%),
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	BSNL: Chhattisgarh(57.33%),HP(85.33%),MH(80.00%),MP(89.00%), RJ(82.67%),
%age requests for Termination / Closure of service complied within 7 days	≥ 100% within 7 days	BSNL: A&N(92.73%),AP(99.47%),BR(76.16%),HP(99.77%), J&K(95.30%), JHAR(99.58%),KOL(34.41%),KR(95.77%),KTK(99.98%),M H(98.02%), MP(99.28%),NEI(85.00%),OR(98.56%),UTT(89.44%),WB(9 7.21%) MTNL: Delhi(90.56%), Mumbai(95.50%)
Time taken for refund of deposits after closures	100% within 60 days)	BHARTI: AP(99.38%),KER((99.30%),KTK(99.86%),TN(98.70%)

4.8 Detailed table containing QOS parameters for all the Wireline Service Providers is given in Annexure-4.2.

Section C: Quality of Service Performance of Dial-up/ Broadband Service

A. Dial-up service

- a. Out of 188 Internet Service Provider, who have submitted their Performance Monitoring Reports to TRAI for the quarter ending March, 2012 only 14 ISPs are providing Dial-up service. However, all the 14 ISPs do not come under the purview of Top twenty Internet service providers. The following Dial-up Access services that come under top twenty have been taken into account for the analysis in this quarter.

Table 4.6: Performance on ISPs Quality of Service


Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days
1	BHARAT SANCHAR NIGAM LTD.	Same day	34 Sec	99.00%	99.90%	99.90%	1%	99.90%	<7 hrs
2	RELIANCE COMM. INFRASTRUCTURE LTD	Online	<25 Sec	98.00%	100.00%	-	Nil	NR	<8 hrs
3	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Instantaneous	30 Sec	99.78%	99.99%	-	Nil	0.01	5 Min
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.005	15 Min
4	BHARTI AIRTEL LTD.	Online	30-40 Sec	99.80%	100.00%	100.00%	<0.015% (DNF)	<0.01	9.07 hrs
5	TATA COMMUNICATIONS LTD	Online	30Sec	80.00%	90.00%	99.00%	51 hrs	<1%	10-15 Min

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days		
6	TATA TELESERVICES (MH) LTD.	Online Immediate	17 Sec	99.00%	100.00%	NA	100.00%	0.001	6.52 hrs
7	QUADRANT TELEVENTURES LTD.	NR	30Sec	99.99%	100.00%	-	NA	0.002	3.25 hrs
8	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR
9	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min
10	BROADBAND PACENET INDIA PVT.LTD.	99.95%	100.00 %	80.00%	99.00%	100.00%	<2%	98.00%	72 hrs

Note:-

NR= Not Reported

DNF-Data Not in Format

 Not meeting the benchmark

Service Activation Time

4.9 M/s Quadrant Televentures Ltd. has not reported the data. All the other ISPs who have reported the data have met the TRAI benchmark of 6 hrs.

Time to Access

4.10 All the ISPs except M/s Bharti Airtel Ltd. have met the TRAI benchmark of 30 sec.

Probability of Accessing the ISP Node

4.11 All the Internet Service Providers have met this benchmark of 80% for first attempt, 90% for second attempt and 99% for third attempt in this quarter.

ISP Node unavailability

4.12 M/s Quadrant Televentures Ltd. has not reported the data. All other ISPs except M/s Tata Communications Ltd. have met the TRAI benchmark for the parameter “ISP node unavailability in a month **(30 Minutes)**”.

Grade of Service

4.13 M/s Reliance Comm. Infrastructure Ltd. has not reported the data. All other ISPs who have reported the data met the benchmark for this parameter.

Mean Time to Restore (MTTR)

4.14 M/s Sify Ltd. has not reported the data. All other ISPs except M/s Broadband Pacenet India Pvt. Ltd have met the TRAI benchmark.

B. Broadband Service

4.15 Out of 155 Broadband Service providers, 30 Service Providers are having subscriber base > 10,000 and these 30 Service providers share the 99.15% of total subscriber base. This report covers performance of 28 broadband Service Providers vis-à-vis the QoS

benchmarks prescribed by TRAI, as the remaining service providers viz. Zylog have not submitted their PMR for the QE March, 2012, and the newly added service provider in the QE March, 2012, M/s Meghbela cable & Broadband Ser(P) Ltd. with subscriber base more than 10000 have also not submitted their PMR.

Table 4.7: Parameter-wise status of QoS benchmarks for Broadband service

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	<p>Service Provisioning/ Activation Time</p> <ul style="list-style-type: none"> • %age of connections provided within 15 days of registration of demand 	100% in =< 15 working days	<p>BSNL AP(99.90%), Assam(98.60%), KTK(99.98%), NEI(92.30%) WB(96.30%), A&N(75.70%) MTNL – Delhi(96.51%) Mumbai(91.14%) Sify – All India (95.71%) Quadrant Televentures – Punjab(99.85%) Tata Teleservices- MH&Goa(96.00%) Beam Telecom - Hyd(98.66%) Tikona- All India(95.88%) Rajesh Multichannel- Mumbai(94.00%) Spectranet- All India(99.40%) Tata Communications- AP(99.56%), MP&CG(99.00%), Punjab(96.00%)</p>
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	<p>BSNL- Chennai(67.40%), NEI(86.50%) WB(88.40%), A&N(72.80%) MTNL – Delhi (84.90%) Mumbai(89.52%) Sify- All India (24.00%) You Broadband - All India(87.46%) MH(86.60%), KTK(77.80%), TN(79.85%), AP(82.84%) Tata Communications – HP(88.00%),</p>

	% of faults repaired within 3 working day	=>99%	<u>BSNL-</u> Chennai(96.70%) J&K(97.50%), NEI(96.40%), TN(97.80%) WB(98.30%), A&N(95.30%) <u>MTNL -</u> Delhi(96.67%) Mumbai(96.52%) <u>Sify-</u> All India(29.00%) <u>You Broadband-</u> All India(98.42%) MH(98.08%), Guj(98.78%), KTK(98.26%), TN(98.00%),AP(97.79%) <u>Tata Communications-</u> Mumbai(97.00%) Orissa(96.00%), TN&Pond.(98.00%)
3	Billing Performance		
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	<u>MTNL -</u> Delhi (98.11%) <u>You Broadband -</u> TN (0.00%)
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	<u>Vasai Cable-</u> Mumbai (58.03%)
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	<u>MTNL-</u> Mumbai(72.69%) <u>Beam Telecom-</u> Hyd(79.76%)

5	Bandwidth utilisation/throughput		
No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0		Alliance - Kolkata (7 links) Noida Software- All India (200 links) Five Network- All India (12 links)
No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0		MTNL- Delhi (1.33 links) Five Network- All India (5193 links)
Broadband Connection Speed available(download) from ISP node to user	Benchmark > 80%		BSNL - A&N(15.00%)
6.	Service availability/uptime (for all users) in %age		
Service availability/uptime (for all users) in %age	Benchmark >98%		Hathway- Guj(97.00%) Syscon Infoway - Mumbai(96.00%) Tata Communications- TN&Pond.(93.00%) Ortel- Orissa(95.27%)

4.16 Detailed table containing QoS parameters for all the Broadband Service Providers is given in Annexure-4.3.

Chapter 5 :

Performance of Cable TV, DTH and Radio Broadcasting Services

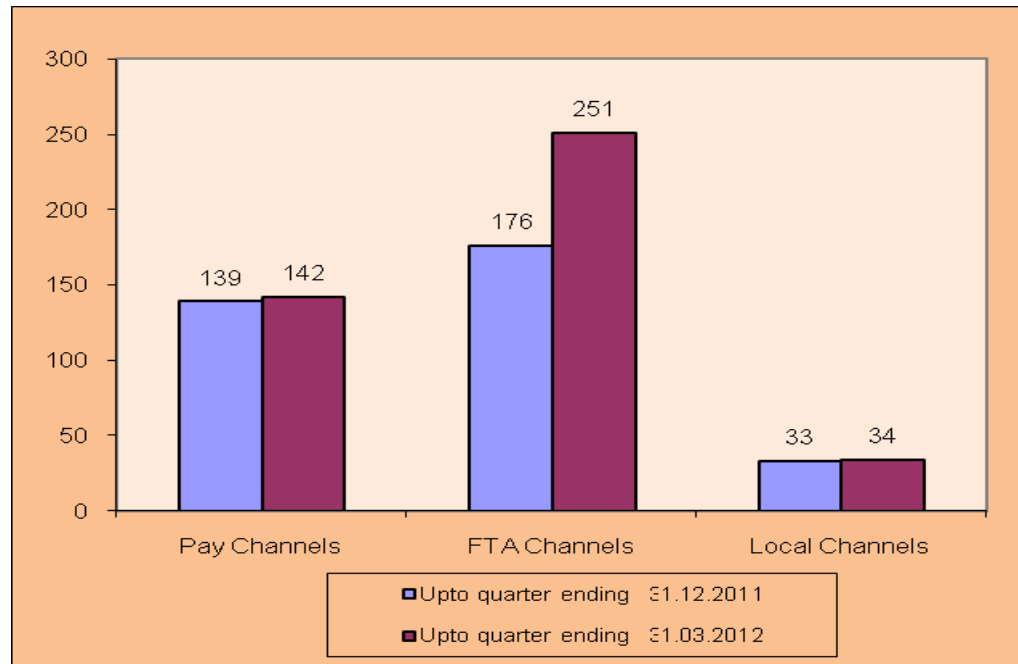
Table 5.1: Key Parameters

S.No	Parameter	QE Dec-11	QE Mar-12
1	Number of Broadcasters/ Distributors	25	26
2	Number of private satellite TV channels registered with Ministry of I&B	825	831
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	163	168
4	Maximum number of Pay TV Channels carried by certain cable operator	139	142
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	176	251
6	Private FM Radio stations in operation	245	245
7	Private DTH Operators	6	6
8	Licensees of community radio stations	160	167
9	Operational community radio station	121	130
10	Number of Set top boxes in CAS notified areas of Delhi , Mumbai, Kolkata and Chennai	8,53,737	9,05,343

Cable TV Services

5.1 Chart 5.1 depicts the maximum number of Free-to-Air (FTA) channels, Pay channels and local channels being carried by the Multi System Operators (MSOs) in their network across the country. This is based on the reports received from some of the major service providers regarding the number of channels being carried by them in their networks analogue and/or in digital form. These channels have been reported across different networks of the service providers having different combinations of pay, FTA and Local channels in their network.

Chart 5.1: Maximum number of TV Channels being carried by certain Cable operators in their networks

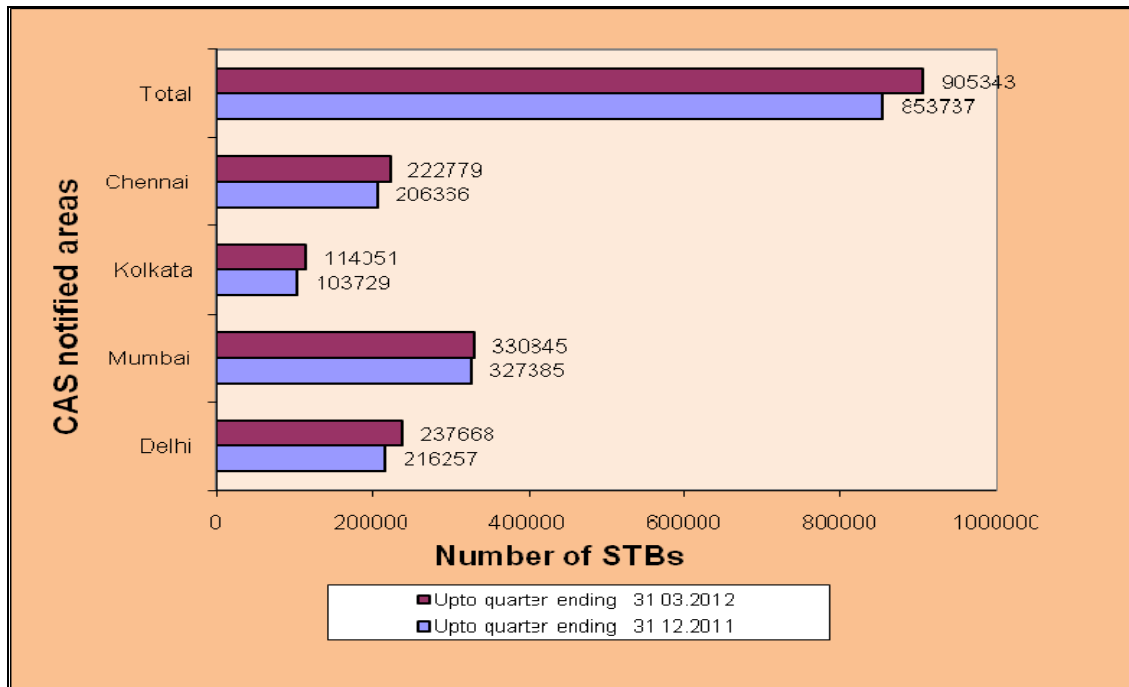


5.2 The maximum number of FTA and Pay Channels reportedly being carried in the cable networks are 251 and 142 respectively in the QE Mar-12. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

5.3 Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 356, whereas in conventional analogue form, the maximum number of channels being carried any by the reported MSOs is 100 channels.

5.4 At the end of the quarter Dec-11, there were 8,53,737 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has increased to 9,05,343 at the end of Mar-12.

Chart 5.2: Set Top Boxes (STBs)



Satellite TV Channels

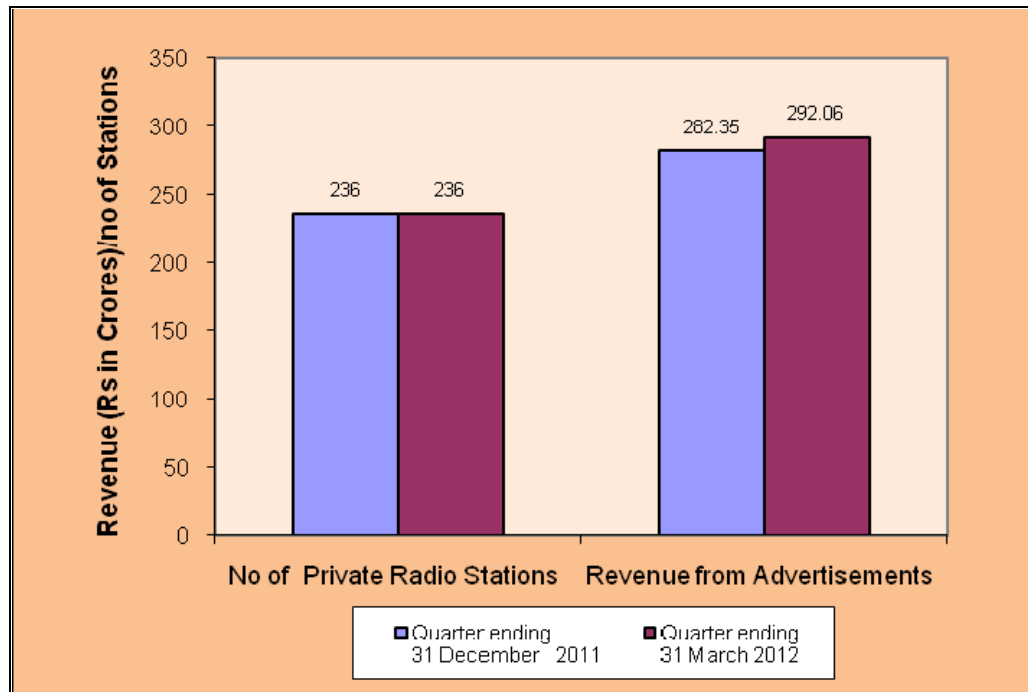
- 5.5 At the end of Mar-12, total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 831.
- 5.6 There are 168 pay TV channels which have been taken on records in respect of their rates as on March, 2012. These 168 channels are being broadcasted/ distributed by 26 broadcasters or their authorized agents/aggregators. The list of broadcasters/distributors of pay TV channels alongwith the reported rates of pay channels for Non-CAS areas are at Annexure-5.1.
- 5.7 During the quarter ending Mar-12, 5 new pay channels i.e. (i) Jaya TV, (ii) Jaya Plus, (iii) Jaya Max, (iv) J Movies & (v) Big CBS Spark Punjabi were launched by the broadcasters/distributors.

FM Radio Services

5.8 Apart from All India Radio of Prasar Bharti – a public broadcaster, there are 245 FM Radio stations in operation at the end of Mar-12. The list of 245 private FM Radio stations is at Annexure-5.2.

5.9 The total Advertisement Revenue during the quarter ending Dec-11 in respect of 236 private FM Radio stations was ₹282.35 crore and for quarter ending Mar-12 in respect of 236 private FM Radio stations, the total Advertisement Revenue was ₹292.06 crore. The reports prepared on the basis of reports submitted by the FM Radio service providers. However, the details do not pertain to the same set of service providers.

Chart 5.3: Comparative position of Revenue from FM Radio Stations



Community Radio

5.10 At the quarter ending Dec-11, out of 160 licensees of community radio stations, 121 stations were in operation. In the quarter ending Mar-12, 7 licenses were issued. Now, out of 167 licensees, 130 Community Radio Station stations are in operation, as per the information available on the website of Ministry of Information & Broadcasting.

Table 5.2: Status of applications for community radio station licenses received from Ministry of Information and Broadcasting

	As on 31.03.2012
Total No. of Applications Received	1028
No. of Licenses issued	167
No. of Letters of Intent Issued	363
No. of Applications rejected	385
No. of stations operational	130

Source: Ministry of Information & Broadcasting

DTH Services

5.11 Besides the free DTH service of Doordarshan- a public broadcaster, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.03.2012, their reported registered subscriber base is 46.25 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.12 As per the information available on the website of Ministry of Information and Broadcasting, there are 87 numbers of permitted Teleports as on 29.12.2011. A list of the permitted Teleports is at Annexure-5.4.

Annexures

Annexure 1.1: Licensed Cellular (GSM & CDMA) Service Providers

Sl. No	Service Provider	Area for which licensed with No.	UASL	CMTS
1	Bharti	All India (22)	All India except NE	North East
2	Aircel Group	All India (23)	All India except Chennai & TN	Chennai & Tamil Nadu
3	Reliance Gommunications	All India (except Assam & NE) (20)	All	
4	Reliance Telecom	Kolkata, MP, WB, HP, Bihar, OR, Assam & NE (8)	All	
5	Vodafone	All India (23)	All	
6	Tata Teleservices	All India (22)	All	
7	IDEA	All India (22)	Mumbai, TN incl. Chennai, Kol, KTK, Pb, WB, Bihar, OR, Assam, NE & J&K	Delhi, Mah., Guj., AP, Kerala, Haryana, UP-W, UP-E, Raj., MP, HP
8	Shyam Telelink	All India (22)	All	
9	BSNL	All India (except Delhi & Mumbai) 20		All
10	MTNL	Delhi Mumbai (2)		All
11	Loop Telecom Private Ltd	All India (22)	All except Mumbai	Mumbai
12	Unitech Group	All India (22)	All	
13	Videocon Telecommunications. Ltd.	All India except Pb (21)	All	
14	Etisalat DB Telecom Pvt. Ltd & Allianz	Delhi, Mumbai, Mah, Guj, AP, Ktk, Chennai & TN, KR, Punjab, HR, UP (W), UP (E), Raj, MP & Bihar (15)	All	
15	Spice Communications	Delhi, Mah, AP, KTK, Punjab, Har (6)	All	
16	S Tel Ltd	HP, Bihar, Orissa, Assam, NE, J&K (6)	All	
17	HFCL	Punjab (1)	Punjab	

Source: DoT and Service providers

UASLs	240
CMTSs	37
Total	277

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12
Andhra Pradesh	4,839,582	4,873,479	5,353,603	5,285,685	2,403,747	2,412,226	8,605,785	8,804,278	229,531	215,963
Assam	-	-	-	-	127,243	127,909	1,493,374	1,161,479	105,113	103,900
Bihar	3,584,608	3,586,327	2,905,782	3,147,814	2,006,691	1,816,991	5,627,274	5,747,811	394,780	386,867
Delhi	4,088,918	4,092,789	-	-	4,933,285	4,570,698	-	-	-	-
Gujarat	2,901,236	2,952,425	2,523,430	2,624,036	1,312,461	1,118,329	3,827,939	4,000,739	255,240	231,887
Haryana	1,092,941	1,102,032	1,635,454	1,842,336	1,145,872	1,042,502	2,901,815	2,972,891	26,966	26,031
Himachal Pradesh	331,964	305,441	282,075	293,703	115,904	108,580	1,650,694	1,609,793	69,228	67,783
Jammu & Kashmir	4	23	-	-	115,815	117,824	912,294	969,904	79,144	76,531
Karnataka	3,344,956	3,399,474	5,754,527	6,276,336	1,042,458	1,024,798	6,178,981	6,552,974	381,533	361,714
Kerala	2,402,172	2,418,493	1,868,626	2,020,537	464,989	432,049	6,467,952	6,775,671	340,436	336,779
Madhya Pradesh	4,412,958	4,505,849	3,657,512	3,848,327	1,098,049	992,105	4,277,809	4,537,780	499,675	282,073
Maharashtra	3,467,665	3,539,785	4,579,836	4,682,703	4,862,082	4,019,410	5,689,187	6,020,021	214,559	206,044
Mumbai	3,917,961	3,960,798	2,531,622	2,537,107	2,807,805	2,107,084	-	-	-	-
North East	-	-	-	-	75,908	75,173	1,406,606	1,466,940	146,808	149,408
Orissa	803,796	820,489	1,846,963	2,036,478	546,573	480,818	4,103,086	4,314,273	131,243	130,341
Punjab	1,001,213	1,000,898	2,148,736	1,949,783	1,397,660	1,175,537	4,673,097	4,630,076	58,105	57,261
Rajasthan	2,366,570	2,339,438	1,852,340	1,894,234	2,082,615	1,857,055	5,479,462	5,444,689	217,733	207,161
Tamil Nadu (incl. Chennai)	4,152,343	4,207,125	3,478,418	3,824,012	787,431	713,481	9,041,321	9,283,006	448,937	439,308
UP(E)	5,193,467	5,347,053	3,220,791	3,490,409	1,312,676	1,157,269	9,781,355	9,667,435	458,229	449,328
UP(W)	3,341,500	3,410,858	2,636,922	2,674,718	2,339,792	1,997,281	4,515,054	4,644,821	157,969	155,316
Kolkata	2,130,203	2,158,943	1,837,791	1,982,015	1,268,708	1,082,733	2,352,114	2,389,618	36,861	36,660
West Bengal	1,988,309	2,034,025	2,501,469	2,363,943	629,165	541,769	3,442,306	3,514,875	82,210	83,559
Total	55,362,366	56,055,744	50,615,897	52,774,176	32,876,929	28,971,621	92,427,505	94,509,074	4,334,300	4,003,914

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		Quadrant (HFCL) (GSM)		Quadrant (HFCL) (CDMA)		Loop (GSM)	
	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12
Andhra Pradesh	-		-		612,536	655,133	-	-	-	-	-	-
Assam	-		-		930	1,193	-	-	-	-	325	325
Bihar	-		-		1,534,689	1,615,323	-	-	-	-	324	364
Delhi	2,648,421	2,751,762	134,821	134,197	1,080,970	1,179,004	-	-	-	-	-	-
Gujarat	-		-		118,862	157,323	-	-	-	-	69	73
Haryana	-	-	-	-	221,355	220,922	-	-	-	-	95	88
Himachal Pradesh	-	-	-	-	33	127	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	20	22	-	-	-	-	-	-
Karnataka	-	-	-	-	2,046,800	2,180,666	-	-	-	-	521	653
Kerala	-	-	-	-	613,862	640,096	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	1,772	2,324	-	-	-	-	220	307
Maharashtra	-	-	-	-	679,159	735,759	-	-	-	-	325	413
Mumbai	2,776,981	2,833,320	120,942	113,119	733,740	524,083	-	-	-	-	3,230,733	3,261,069
North East	-	-	-	-	150	174	-	-	-	-	41	41
Orissa	-	-	-	-	285	580	-	-	-	-	912	965
Punjab	-	-	-	-	617	891	1,153,117	1,302,893	39,475	27,017	145	145
Rajasthan	-	-	-	-	2,349,997	2,391,815	-	-	-	-	389	421
Tamil Nadu (incl. Chennai)	-	-	-	-	1,697,304	1,728,581	-	-	-	-	-	-
UP(E)	-	-	-	-	417,579	529,153	-	-	-	-	-	-
UP(W)	-	-	-	-	416,312	540,239	-	-	-	-	8	8
Kolkata	-	-	-	-	802,124	863,204	-	-	-	-	2,274	2,369
West Bengal	-	-	-	-	1,677,432	1,836,427	-	-	-	-	-	-
Total	5,425,402	5,585,082	255,763	247,316	15,006,528	15,803,039	1,153,117	1,302,893	39,475	27,017	3,236,381	3,267,241

Annexure 1.2 (contd.)

Service Area	Stel (GSM)		Unitech (GSM)		Videocon (GSM)		Etisalat (GSM)		Total		
	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Net Additions
Andhra Pradesh	-	-	2,823,204	3,724,608	10,941	10,933	33,681	16,217	65,645,401	66,827,458	1,182,057
Assam	89,789	79,992	94	273	-	-	-	-	13,926,481	14,208,075	281,594
Bihar	2,059,787	2,029,624	4,204,457	4,664,653	20,515	20,094	40,221	16,974	61,004,978	63,481,021	2,476,043
Delhi	-	-	-	-	-	-	760,160	423,731	41,618,163	42,489,287	871,124
Gujarat	-	-	3,054,752	3,731,428	1,149,514	1,222,364	31,457	16,840	51,006,284	53,321,886	2,315,602
Haryana	-	-	165	432	773,634	925,500	14,177	7,161	21,523,973	22,558,305	1,034,332
Himachal Pradesh	457,963	454,924	61	122	78,588	78,241	-	-	7,806,198	7,971,334	165,136
Jammu & Kashmir	-	-	23	165	-	-	-	-	6,011,170	6,306,835	295,665
Karnataka	-	-	1,572,226	2,084,904	11,946	11,189	27,844	14,240	53,801,988	55,713,994	1,912,006
Kerala	-	-	719,519	700,122	247,419	153,351	12,246	5,435	34,155,318	34,016,112	(139,206)
Madhya Pradesh	-	-	769	1,076	1,062,933	1,243,694	73,767	35557	50,154,563	51,622,367	1,467,804
Maharashtra	-	-	3,865,221	4,610,448	13,739	13,118	33,768	15568	68,600,066	70,469,385	1,869,319
Mumbai	-	-	1,326,201	1,461,112	903,068	925,437	465,247	143732	37,233,805	36,284,655	(949,150)
North East	34,536	32,083	32	65	-	-	-	-	8,266,334	8,518,317	251,983
Orissa	907,306	833,665	1,297,817	1,379,320	10,670	10,673	-	-	25,493,468	26,618,935	1,125,467
Punjab	-	-	328	606	-	-	17,902	8986	31,675,829	31,952,095	276,266
Rajasthan	-	-	282	903	10,568	10,832	34,815	18756	47,275,538	49,159,964	1,884,426
Tamil Nadu (incl. Chennai)	-	-	1,426,080	2,143,260	1,101,925	1,276,541	30,511	13448	75,766,512	77,678,330	1,911,818
UP(E)	-	-	6,534,887	7,022,779	16,724	16,712	48,198	25300	71,751,043	75,074,369	3,323,326
UP(W)	-	-	4,386,953	5,013,924	8,830	8,477	46,092	20346	52,079,835	53,637,361	1,557,526
Kolkata	-	-	1,550,799	1,957,168	1,967	4,151	-	-	24,353,164	24,990,125	636,961
West Bengal	-	-	3,542,995	3,934,556	19,902	20,281	-	-	44,693,423	46,272,843	1,579,420
Total	3,549,381	3,430,288	36,306,865	42,431,924	5,442,883	5,951,588	1,670,086	782,291	893,843,534	919,173,053	25,329,519

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		Quadrant (HFCL)		Sistema		Tata	
	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12
Andhra Pradesh	125,010	125,358	88,155	88,960	-	-	-	-	171,570	175,835
Assam	-	-	-	-	-	-	-	-	2,595	2,625
Bihar	-	-	4,790	4,859	-	-	-	-	9,899	10,325
Delhi	1,073,939	1,079,056	181,861	183,355	-	-	-	-	75,034	79,752
Gujarat	54,932	55,259	111,453	109,190	-	-	-	-	66,713	67,788
Haryana	23,758	23,891	4,784	4,969	-	-	-	-	17,302	20,046
Himachal Pradesh	-	-	4,462	4,462	-	-	-	-	1,829	1,991
Jammu & Kashmir	-	-	-	-	-	-	-	-	327	343
Karnataka	489,456	490,490	110,426	110,636	-	-	-	-	118,385	125,082
Kerala	55,416	55,778	55,773	56,298	-	-	-	-	12,337	12,336
Madhya Pradesh	299,205	241,167	35,417	34,574	-	-	-	-	9,495	11,893
Maharashtra	69,995	70,135	100,860	102,093	-	-	-	-	223,657	233,342
Mumbai	330,555	330,903	229,521	231,160	-	-	-	-	542,151	547,664
North East	-	-	-	-	-	-	-	-	234	244
Orissa	-	-	4,113	4,143	-	-	-	-	7,194	7,170
Punjab	105,396	105,683	33,016	31,266	198,744	200,432	-	-	15,508	15,072
Rajasthan	39,150	39,257	25,253	25,922	-	-	47,699	46,659	5,485	5,844
Tamil Nadu (incl. Chennai)	484,083	484,652	146,167	148,173	-	-	-	-	61,821	64,626
U.P.(E)	50,239	50,420	40,080	40,811	-	-	-	-	13,078	13,375
U.P.(W)	24,062	24,252	5,683	5,477	-	-	-	-	7,444	7,751
Kolkata	92,099	93,648	81,789	81,175	-	-	-	-	30,325	32,225
West Bengal	-	-	2,228	2,227	-	-	-	-	5,719	6,041
Total	3,317,295	3,269,949	1,265,831	1,269,750	198,744	200,432	47,699	46,659	1,398,102	1,441,370

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Vodafone		Total	
	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12	Dec-11	Mar-12
Andhra Pradesh	-	-	1,966,602	1,970,060		780	2,351,337	2,360,993
Assam	-	-	229,088	227,229		-	231,683	229,854
Bihar	-	-	594,446	595,139		-	609,135	610,323
Delhi	1,554,281	1,563,034	-			7,740	2,885,115	2,912,937
Gujarat	-	-	1,637,087	1,598,630		30	1,870,185	1,830,897
Haryana	-	-	554,818	542,975		-	600,662	591,881
Himachal Pradesh	-	-	309,242	301,845		-	315,533	308,298
Jammu & Kashmir	-	-	206,966	203,969		-	207,293	204,312
Karnataka	-	-	1,989,078	1,963,247		1,620	2,707,345	2,691,075
Kerala	-	-	3,082,352	3,065,384		-	3,205,878	3,189,796
Madhya Pradesh	-	-	853,788	851,068		30	1,197,905	1,138,732
Maharashtra	-	-	2,273,011	2,240,187		270	2,667,523	2,646,027
Mumbai	1,899,485	1,894,695	-			5,760	3,001,712	3,010,182
North East	-	-	253,057	252,129		-	253,291	252,373
Orissa	-	-	456,115	451,480		30	467,422	462,823
Punjab	-	-	1,132,502	1,089,917		90	1,485,166	1,442,460
Rajasthan	-	-	1,079,720	1,046,625		90	1,197,307	1,164,397
Tamil Nadu (incl. Chennai)	-	-	2,662,526	2,493,352		720	3,354,597	3,191,523
U.P.(E)	-	-	1,284,226	1,167,606		-	1,387,623	1,272,212
U.P.(W)	-	-	779,736	759,356		-	816,925	796,836
Kolkata	-	-	972,575	975,123		690	1,176,788	1,182,861
West Bengal	-	-	686,839	672,411		-	694,786	680,679
Total	3,453,766	3,457,729	23,003,774	22,467,732	0	17,850	32,685,211	32,171,471

Annexure 1.4: Service Provider wise details of PCOs

S. No.	Name of the Circle/Service Area	Service Provider	Dec-11	Mar-12	Net PCO added/ decreased during the QE Mar-12	Percentage Growth/ Decline for the QE Mar-12
1	Andaman & Nicobar	BSNL	416	412	-4	-0.96%
2	Andhra Pradesh	BSNL	107407	106242	-1165	-1.08%
		TATA	61078	53811	-7267	-11.90%
		Reliance	71134	63537	-7597	-10.68%
		Bharti	638	596	-42	-6.58%
		Vodafone	-	0	0	0.00%
3	Assam	BSNL	23271	19307	-3964	-17.03%
		TATA	590	462	-128	-21.69%
4	Bihar(including Jharkhand)	BSNL	74665	73990	-675	-0.90%
		Reliance	8122	7137	-985	-12.13%
		TATA	27,591	19248	-8343	-30.24%
5	Delhi	Bharti	4069	3936	-133	-3.27%
		MTNL	61291	60972	-319	-0.52%
		TATA	47332	40765	-6567	-13.87%
		Reliance	4406	3566	-840	-19.06%
		Vodafone	-	0	0	0.00%
6	Gujarat	BSNL	49964	47343	-2621	-5.25%
		Reliance	12362	10920	-1442	-11.66%
		TATA	43368	31980	-11388	-26.26%
		Bharti	36	35	-1	-2.78%
		Vodafone	-	0	0	0.00%
7	Haryana	BSNL	11166	10665	-501	-4.49%
		Bharti	378	361	-17	-4.50%
		Reliance	966	829	-137	-14.18%
		TATA	8173	4143	-4030	-49.31%
8	Himachal Pradesh	BSNL	7206	7002	-204	-2.83%
		Reliance	1162	1117	-45	-3.87%
		TATA	2538	2158	-380	-14.97%
9	Jammu & Kashmir	BSNL	9832	9652	-180	-1.83%
		TATA	427	352	-75	-17.56%
10	Karnataka	BSNL	166401	160259	-6142	-3.69%
		Bharti	14691	13018	-1673	-11.39%
		TATA	44894	39995	-4899	-10.91%
		Reliance	27473	23671	-3802	-13.84%
		Vodafone	-	0	0	0.00%
11	Kerala	BSNL	65737	62563	-3174	-4.83%
		Reliance	8762	7343	-1419	-16.19%
		Bharti	1313	1140	-173	-13.18%
		TATA	5700	4342	-1358	-23.82%
12	Madhya Pradesh (Including Chattisgarh)	BSNL	42741	39648	-3093	-7.24%
		Bharti	8450	7918	-532	-6.30%
		Reliance	6730	5792	-938	-13.94%
		TATA	14416	12285	-2131	-14.78%
		Vodafone	-	0	0	0.00%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	Dec-11	Mar-12	Net PCO added/ decreased during the QE Mar-12	Percentage Growth/ Decline for the QE Mar-12
13	Maharashtra	BSNL & MTNL	256,565	249408	-7157	-2.79%
		TATA	275,993	134017	-141976	-51.44%
		Bharti	101	95	-6	-5.94%
		Reliance	43,032	37547	-5485	-12.75%
		Vodafone	-	0	0	0.00%
	Mumbai	MTNL	99042	97998	-1044	-1.05%
		TATA	81,220	24227	-56993	-70.17%
		Bharti	65	61	-4	-6.15%
		Reliance	17120	15290	-1830	-10.69%
	Maharashtra excluding Mumbai	Vodafone	-	0	0	0.00%
		BSNL	157523	151410	-6113	-3.88%
		Tata	194773	109790	-84983	-43.63%
		Bharti	36	34	-2	-5.56%
14	North East	Reliance	25912	22257	-3655	-14.11%
		Vodafone	-	0	0	0.00%
15	Orissa	BSNL	14710	13442	-1268	-8.62%
		TATA	198	156	-42	-21.21%
		BSNL	14714	13155	-1559	-10.60%
		Reliance	1040	841	-199	-19.13%
16	Punjab	TATA	7786	6887	-899	-11.55%
		Vodafone	-	0	0	0.00%
		BSNL	15621	15400	-221	-1.41%
		Quadrant Televentures	6,330	5578	-752	-11.88%
		Reliance	4232	3570	-662	-15.64%
		Bharti	558	513	-45	-8.06%
17	Rajasthan	TATA	15195	12758	-2437	-16.04%
		Vodafone	-	0	0	0.00%
		BSNL	35525	34777	-748	-2.11%
		Bharti	329	297	-32	-9.73%
		Sistema Shyam	20853	19749	-1104	-5.29%
		Reliance	6114	5091	-1023	-16.73%
		TATA	10740	7555	-3185	-29.66%
18	Tamil Nadu	Vodafone	-	0	0	0.00%
		BSNL	204,736	145172	-59564	-29.09%
		TATA	50,193	43097	-7096	-14.14%
		Bharti	21,121	19174	-1947	-9.22%
		Reliance	43,035	37162	-5873	-13.65%
	Chennai	Vodafone	-	0	0	0.00%
		BSNL	74455	19507	-54948	-73.80%
		Reliance	8681	8029	-652	-7.51%
	Tamil nadu	Vodafone	-	0	0	0.00%
		BSNL	130281	125665	-4616	-3.54%
		TATA	50193	43097	-7096	-14.14%
		Bharti	21121	19174	-1947	-9.22%
		Reliance	34354	29133	-5221	-15.20%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	Dec-11	Mar-12	Net PCO added/ decreased during the QE Mar-12	Percentage Growth/ Decline for the QE Mar-12	
19	Uttar Pradesh (East)	BSNL	106642	97992	-8650	-8.11%	
		Reliance	8944	7708	-1236	-13.82%	
		Bharti	468	414	-54	-11.54%	
		TATA	10636	7122	-3514	-33.04%	
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	30554	27027	-3527	-11.54%	
		Reliance	6790	5946	-844	-12.43%	
		Bharti	453	424	-29	-6.40%	
		TATA	17448	12993	-4455	-25.53%	
21	West Bengal	BSNL	53,356	44858	-8498	-15.93%	
		Reliance	13,608	12597	-1011	-7.43%	
		Bharti	177	151	-26	-14.69%	
		TATA	30,135	24503	-5632	-18.69%	
		Vodafone	-	0	0	0.00%	
	Kolkata	BSNL	18066	10830	-7236	-40.05%	
		Reliance	4210	3915	-295	-7.01%	
		Bharti	177	151	-26	-14.69%	
		TATA	13966	11730	-2236	-16.01%	
	West Bengal (excluding Kolkata)	BSNL	35290	34028	-1262	-3.58%	
		Reliance	9398	8682	-716	-7.62%	
		TATA	16169	12773	-3396	-21.00%	
	TOTAL			23,74,828	20,05,728	-3,69,100	-15.54%

Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-11	QE Mar-12	Net VPT added/ decreased during the QE Mar-12	Percentage Growth/ Decline for the QE Mar-12
1	Andaman & Nicobar	BSNL	350	350	0	0.00%
2	Andhra Pradesh	BSNL	24001	24040	39	0.16%
		TATA	1358	1358	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
3	Assam	BSNL	24326	24411	85	0.35%
4	Bihar(including Jharkhand)	BSNL	67739	67739	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
5	Delhi	Bharti	0	0	0	0.00%
		MTNL	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
6	Gujarat	BSNL	16932	16932	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
7	Haryana	BSNL	6678	6678	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
8	Himachal Pradesh	BSNL	17406	17406	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
9	Jammu & Kashmir	BSNL	6353	6363	10	0.16%
10	Karnataka	BSNL	27449	27449	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
11	Kerala	BSNL	1372	1372	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
12	Madhya Pradesh (Including Chattisgarh)	BSNL	70156	70164	8	0.01%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-11	QE Mar-12	Net VPT added/ decreased during the QE Mar-12	Percentage Growth/ Decline for the QE Mar-12
13	Maharashtra (including Mumbai)	BSNL& MTNL	39743	39746	3	0.01%
		Bharti	0	0	0	0.00%
		TATA	2267	2267	0	0.00%
		Reliance	0	0	0	0.00%
	Mumbai	MTNL	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Maharashtra Excluding Mumbai	BSNL	39743	39746	3	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	2267	2267	0	0.00%
	14	North East	BSNL	12506	12745	239
15	Orissa	BSNL	44858	44858	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
16	Punjab	BSNL	12065	12065	0	0.00%
		Quadrant (formerly HFCL)	70	52	-18	-25.71%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
17	Rajasthan	BSNL	38838	38838	0	0.00%
		Bharti	0	0	0	0.00%
		Sistema Shyam	3010	3010	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
18	Tamil Nadu (including Chennai)	BSNL	15492	15492	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
	Chennai	BSNL	1655	1655	0	0.00%
		Reliance	0	0	0	0.00%
	Tamil Nadu (excluding Chennai)	BSNL	13837	13837	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-11	QE Mar-12	Net VPT added/ decreased during the QE Mar-12	Percentage Growth/ Decline for the QE Mar-12
19	U P (East)	BSNL	74121	74121	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
20	UP (West) (incl. Uttaranchal)	BSNL	39004	38994	-10	-0.03%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	0	0	0	0.00%
21	West Bengal	BSNL	37084	37268	184	0.50%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Vodafone	-	0	0	0.00%
	Kolkata	BSNL	567	567	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Vodafone	-	0	0	0.00%
	West Bengal (excluding Kolkata)	BSNL	36517	36701	184	0.50%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Total			583178	583718	540

Annexure 1.6: List of Internet Service Providers Providing Internet Telephony Service

S.No.	Name of the Service Provider
1	Alliance Broadband Services Pvt. Ltd.
2	Apna Telelink Ltd.
3	Asianet Satellite Communications Ltd.
4	Bharat Sanchar Nigam Ltd.
5	Blazenet Ltd.
6	City Online Services Ltd
7	Citycom Networks Pvt. Ltd.
8	Cordia LT Communications Pvt Ltd
9	Data Infosys Ltd.
10	delDSL Internet Pvt Ltd
11	Digital2Virtual ISP Pvt. Ltd.
12	Dishnet Wireless Ltd
13	Fast Lynx Internet Service Pvt Ltd
14	Karuturi Telecom Private Limited
15	Mahanagar Telephone Nigam Ltd.
16	Manipal Ecommerce Ltd.
17	My Own Infotech Pvt. Ltd
18	Nettlinx Ltd.
19	Novanet Ltd.
20	Opto Network Pvt. Ltd.
21	Ortel Communication Ltd.
22	Pipetel Communications Pvt. Ltd.
23	Pulse Telesystems Pvt. Ltd.*
24	QBC Infotech Pvt. Ltd.
25	Sify Technologies Ltd.
26	Swastik Netvision Telecom P.Ltd
27	Swiftmail Communications Ltd.
28	Syntel Telecom Ltd.
29	Tata Communications Limited
30	Tata Teleservices (Maharashtra) Ltd.
31	Trikon Electronics Pvt. Ltd.
32	Tulip Telecom Limited
33	VIVA Communications Pvt Ltd
34	World Phone Internet Services Pvt Ltd
35	You Broadband & Cable India Private Limited
36	Zylog Systems(India) Ltd.)

Annexure 1.7: Internet Service Provider wise Subscriber Base

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-12	Total Internet Connections as on Dec-11	% Growth
1.	Bharat Sanchar Nigam Ltd.	A	All India	3730881	8915149	12646030	12307235	2.75
2.	Reliance Communications Infrastructure Limited	A	All India	3383884	192807	3576691	3576179	0.01
3.	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1499718	1043854	2543572	2537913	0.22
4.	Bharti Airtel Ltd.	A	All India	8906	1372724	1381630	1370783	0.79
5.	You Broadband & Cable India Private Limited	A	All India	44621	376630	421251	389983	8.02
6.	Hathway Cable & Datacom Pvt. Ltd.	A	All India	1497	359928	361425	360571	0.24
7.	Tikona Digital Networks Pvt Ltd	A	All India	1304	276891	278195	255411	8.92
8.	Beam Telecom Pvt. Ltd.	B	Andhra Pradesh	0	201451	201451	180926	11.34
9.	Tata Communications Limited	A	All India	50501	131354	181855	188118	-3.33
10.	Tata Teleservices (Maharashtra) Ltd.	A	All India	377	111128	111505	86043	29.59
11.	Quadrant Televentures Ltd.(HFCL Infotel Ltd.)	B	Punjab Telecom Circle	7516	101531	109047	104969	3.88
12.	Asianet Satellite Communications Ltd.	B	Kerala	4938	102375	107313	112954	-4.99
13.	Sify Technologies Ltd.	A	All India	28765	59498	88263	89456	-1.33
14.	Data Infosys Ltd.	A	All India	80120	458	80578	101578	-20.67
15.	Syscon Infoway Pvt Ltd	B	Mumbai	1925	69086	71011	69148	2.69
16.	Ortel Communication Ltd.	A	Orissa, W.B. , A.P.Chattisgarh	0	52456	52456	53464	-1.89
17.	D-Vois Broadband Private Limited	A	All India/Karnataka	35	51074	51109	48091	6.28
18.	Five Network Solution (India) Ltd.	A	All India	47070	4	47074	42875	9.79
19.	Zylog Systems(India) Ltd.)	A	All India	14853	27038	41891	37872	10.61
20.	Broadband Pacenet (I) Pvt. Ltd.	A	All India	157	37480	37637	35469	6.11
21.	Spectra ISP Network Pvt. Ltd.	A	All India	685	34881	35566	31679	12.27
22.	Ankhnnet Informations Pvt. Ltd	B	Mumbai	31778	32	31810	31810	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-12	Total Internet Connections as on Dec-11	% Growth
23.	Indusind Media & Communications Limited	A	All India	1231	28174	29405	28043	4.86
24.	Tikona Infinet Ltd.	A	All India	27697	1000	28697	28667	0.10
25.	Chandra Net Pvt. Limited	B	Ahmedabad,	53	26796	26849	26018	3.19
26.	Nivayah Infrastructure & Telecom Services Ltd.	A	All India	0	25175	25175	24089	4.51
27.	Alliance Broadband Services Pvt. Ltd.	B	Kolkata	182	24349	24531	21910	11.96
28.	Shyam Internet Services Ltd	B	Rajasthan	16195	3023	19218	18636	3.12
29.	Gujarat Telelink Pvt Ltd	B	Gujarat	1165	17782	18947	14876	27.37
30.	Vodafone Essar Gujarat Ltd.	B	Gujarat	18001	0	18001	18001	0.00
31.	Meghbela Cable & Broadband Servies (P) Ltd	B	Kolkata	4821	10910	15731	12543	25.42
32.	Noida Software Technology Park Ltd.	A		208	15316	15524	6991	122.06
33.	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	15	13347	13362	13056	2.34
34.	Wish Net Pvt. Ltd.	B		98	12887	12985	11925	8.89
35.	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	7027	5587	12614	12255	2.93
36.	Vasai Cable Pvt. Ltd.	C		9	12148	12157	12801	-5.03
37.	IOL Netcom Limited	B	Mumbai	9222	751	9973	9973	0.00
38.	Honesty Net Solutions (I) Pvt Ltd	B	Mumbai	3030	5809	8839	8839	0.00
39.	Home Systems Pvt. Ltd.	B	Mumbai	0	8730	8730	6727	29.78
40.	City Online Services Ltd	B	A.P.& Karnataka	57	6382	6439	6439	0.00
41.	Spacenet Internet Services Pvt Ltd	B	Delhi	18	4320	4338	4506	-3.73
42.	DEN Networks Ltd	A	All India	780	3222	4002	3674	8.93
43.	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	65	3662	3727	4037	-7.68
44.	Swiftmail Communications Ltd.	A	All India	909	2639	3548	4424	-19.80
45.	HCL Comnet Systems & Services Ltd.	A	All India	3454	0	3454	3455	-0.03
46.	Descon Ltd	B	Kolkata & West Bengal	3328	1	3329	3329	0.00
47.	Dishnet Wireless Ltd	A	All India	32	3100	3132	2739	14.35
48.	Siliguri Internet & Cable TV Pvt. Ltd.			0	3067	3067	2933	4.57
49.	Blazenet Ltd.	B	Gujarat	10	2910	2920	2920	0.00
50.	Narmada Cyberzone Pvt Ltd	C	Gujarat	1803	1072	2875	2754	4.39

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-12	Total Internet Connections as on Dec-11	% Growth
51.	F/X Wireless Technology Services Pvt. Ltd.	B	Mumbai	163	2696	2859	2860	-0.03
52.	RailTel Corporation of India Ltd.	A	All India	0	2840	2840	2840	0.00
53.	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	9	2807	2816	2745	2.59
54.	Geocity Network Solutions Pvt. Ltd.	B	Delhi	2	2509	2511	2724	-7.82
55.	Nettlinx Ltd.	B	A.P.	32	2326	2358	3238	-27.18
56.	Hughes Comm. India Ltd.	A	All India	27	2270	2297	2439	-5.82
57.	Bhupati Hotels Pvt. Ltd	B	A.P.	34	2249	2283	2283	0.00
58.	Symbois Creations Pvt. Ltd.	C	Nagaland	1	2276	2277	2252	1.11
59.	Atria Convergence Technologies Pvt. Ltd.	A	Karnataka	0	2163	2163	1297	66.77
60.	Value Healthcare Ltd.	B	Mumbai	1928	13	1941	1986	-2.27
61.	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	0	1845	1845	1684	9.56
62.	Ishan Netsol Pvt Ltd	B	Gujarat	1693	84	1777	1390	27.84
63.	Kaizen Infonet Pvt Ltd	B	Gujarat	351	1368	1719	2707	-36.50
64.	North East Dataa Network Pvt Ltd.	B	Karnataka	6	1671	1677	1747	-4.01
65.	Trikon Electronics Pvt. Ltd.	B	Mumbai	0	1558	1558	1533	1.63
66.	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	18	1536	1554	1538	1.04
67.	Star Broadband Services (I) Pvt Ltd	B	Delhi	0	1552	1552	1552	0.00
68.	Yashash Cable Network Pvt Ltd	B	karnataka	28	1355	1383	1205	14.77
69.	Speed Online.net Pvt. Ltd.	C	Rajkot	895	435	1330	1093	21.68
70.	Wan and Lan Internet Pvt. Ltd.	B		98	1158	1256	1256	0.00
71.	Cordia LT Comm. Pvt Ltd	A	All India	241	983	1224	1224	0.00
72.	Touch Net India Pvt. Ltd.	C		120	1097	1217	1190	2.27
73.	CJM Consultancy Services Pvt. Ltd.	B	Delhi	0	1199	1199	1266	-5.29
74.	CJ Online Pvt. Ltd.	C	Gzb.	259	915	1174	947	23.97
75.	Readylink Internet Services Pvt Ltd	B	ROTN	10	1129	1139	1077	5.76
76.	Capture Network Systems Pvt. Ltd.	B	Gujarat	3	996	999	791	26.30
77.	IKF Technologies Ltd	A	All India	568	351	919	919	0.00
78.	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	148	746	894	819	9.16
79.	Intermedia Cable Comm. Pvt Ltd	C	Pune/Nasik	451	425	876	859	1.98
80.	Pioneer eLabs Ltd.	B	A.P.	611	108	719	719	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-12	Total Internet Connections as on Dec-11	% Growth
81.	Pipetel Communications Pvt. Ltd.			0	538	538	573	-6.11
82.	Rajdhani Telecom Pvt. Ltd.		Guwahati	129	397	526	511	0.00
83.	S.S.Netcom Pvt Ltd	B	North East	22	498	520	520	0.00
84.	Software Technology Park of India(STPI)	A	All India	39	458	497	481	0.00
85.	delDSL Internet Pvt Ltd	B	Delhi & Gurgaon	6	461	467	455	2.64
86.	ERNET India	A	All India	187	264	451	446	1.12
87.	World Phone Internet Services Pvt Ltd	A	All India	0	407	407	412	-1.21
88.	Pacific Internet India Pvt. Ltd.	A	All India	0	343	343	343	0.00
89.	Apna Telelink Ltd.	C	Jalandhar	0	325	325	325	0.00
90.	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	142	135	277	277	0.00
91.	Khetan Cable Network (P) Ltd	C	Indore SSA	242	26	268	268	0.00
92.	Rida Communication Pvt. Ltd.	C	Aligarh SSA	6	248	254	244	4.10
93.	Tulip Telecom Limited	A	All India	1	233	234	677	-65.44
94.	Primenet Global Ltd.	A	All India	0	218	218	218	0.00
95.	Bhiwani Comm. Pvt. Ltd.	C	Rohtak	120	94	214	213	0.47
96.	Sab Industires Ltd.	B,C	Punjab, Karnal, Ambala, Hisar	94	107	201	180	11.67
97.	Vainavi Industries Ltd.	B	Andhra Pradesh	200	0	200	200	0.00
98.	Rainbow Communications (India) Pvt Ltd	C	Salem SSA	195	2	197	197	0.00
99.	Amber Online Services Ltd.	B	Andhra Pradesh	3	188	191	472	-59.53
100.	United Telecoms Ltd.	B		0	187	187	143	30.77
101.	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	184	0	184	200	-8.00
102.	Nihar Internet Services (P) Ltd	C	Ghaziabad-SSA	82	100	182	182	0.00
103.	Bohra Pratisthan Pvt. Ltd	C	Udaipur SSA	140	35	175	175	0.00
104.	VIVA Communications Pvt Ltd	A	Chennai	0	174	174	174	0.00
105.	Netcom Online Solutions India Pvt Ltd.	B	Tamil Nadu	60	98	158	158	0.00
106.	Sanyog Networks Pvt Ltd	C	Tripura SSA	152	2	154	154	0.00
107.	Tatanet Services Ltd	A	All India	0	151	151	58	160.34
108.	Mynet Services India Pvt. Ltd.*	C	Tamil Nadu SSA	7	143	150	205	-26.83

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-12	Total Internet Connections as on Dec-11	% Growth
109	Micky Online Pvt Ltd	C	Moradabad	130	0	130	130	0.00
110	Verizon Communications India Pvt. Ltd.	A	All India	0	127	127	127	0.00
111	QBC Infotech Pvt. Ltd.	B	Mumbai	0	125	125	125	0.00
112	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	2	118	120	120	0.00
113.	Trans Virtual Pvt. Ltd.	C	Assam	3	117	120	120	0.00
114.	Microsense Pvt. Ltd.	A	All India	0	109	109	0	-
115.	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	0	106	106	106	0.00
116.	Karuturi Telecom Private Limited	A	All India	0	105	105	95	10.53
117.	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	89	15	104	118	-11.86
118.	Madura Cable Net Pvt. Ltd.	C	Madurai SSA	90	12	102	4	2450.00
119.	iCAN Solutions Private Limited	B	Mumbai	32	63	95	95	0.00
120.	Oasis Cable Pvt Ltd.	C	Haridwar SSA	77	16	93	93	0.00
121.	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	0	89	89	17	423.53
122.	Tarang Communications Pvt. Ltd.	C	Guwahati SSA	1	82	83	83	0.00
123.	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	3	78	81	81	0.00
124.	Eronet Broadband Service India Pvt. Ltd.	C	Erode	11	69	80	80	0.00
125.	Aeroway Networks Pvt Ltd.	C	Mysore SSA	67	9	76	78	-2.56
126.	Harisree Cable Net Pvt. Ltd.	C	Kannur SSA	8	57	65	71	-8.45
127.	Limras Eronet Broadband Service Pvt Ltd	A	Tamil Nadu SSA	53	5	58	58	0.00
128.	Guj Info Petro Ltd. (GIPL)	A	Gujarat	0	56	56	55	1.82
129.	NetMagic Solutions(P) Ltd.	A	All India	0	56	56	44	27.27
130.	RS Broadband Service India Pvt Ltd.	B	Tamil Nadu SSA	41	15	56	56	0.00
131.	Nelco Ltd.	A	All India	0	53	53	80	-33.75
132.	Wire and Wireless India Ltd.	A	All India	1	44	45	45	0.00
133.	Konark Infocomm Pvt Ltd	C	Ghaziabad	41	1	42	42	0.00
134.	Dreamzcraft Info Solutions Pvt Ltd	C	Dehradun SSA	12	28	40	40	0.00
135.	Adya Tech One Services Pvt Ltd	C	Ghaziabad	9	27	36	34	5.88

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-12	Total Internet Connections as on Dec-11	% Growth
136.	Chemical And Metallurgical Design Co. Ltd	B	Delhi	0	35	35	35	0.00
137.	West Bengal Elec. Ind. Dev. Corp. Ltd.	B	Kolkata, WB	0	31	31	31	0.00
138.	Essel Shyam Communications Limited	A	All India	30	0	30	67	-55.22
139.	Reach Network India Pvt. Ltd.	A	All India	2	28	30	36	-16.67
140.	Power Grid Corporation of India Ltd.	A	All India	0	25	25	24	4.17
141.	Dream Plus Multi Services Pvt. Ltd.	B	Bihar	3	20	23	297	-92.26
142	Kelnet Communication Services Pvt. Ltd	C	Trivandrum	0	23	23	23	0.00
143	AT&T Global Network Services India Pvt. Ltd.	A	All India	0	21	21	21	0.00
144	Devas Multimedia Pvt.Ltd.	A	Bengalore , karnataka	0	18	18	20	-10.00
145	Financial Technologies Communications Ltd.	A	Mumbai	0	16	16	13	23.08
146	Nextgen Comm. Ltd.	A	All India	5	7	12	10	20.00
147	STN Communication & Advertising Pvt Ltd.	C	Guwahati	0	10	10	6	66.67
148	Virtela India Pvt. Ltd.	B	Mumbai, Bangalore	0	9	9	9	0.00
149	Godrej Infotech Ltd.	B	Mumbai	4	3	7	7	0.00
150	Novanet Ltd.	B		0	7	7	7	0.00
151	Equant Network Services India Pvt. Ltd	A	All India	0	6	6	0	-
152	ABT Ltd.	C	Coimbatore SSA	0	5	5	5	0.00
153	BT Global Comm. India Pvt. Ltd	A	All India	0	5	5	3	66.67
154	Citycom Networks Pvt. Ltd.	A	All India	0	5	5	0	-!
155	My Own Infotech Pvt. Ltd	C	Surat SSA	5	0	5	5	0.00
156	Vishwashakti Technologies Pvt Ltd.	B	Hyderabad	0	5	5	5	0.00
157	Opto Network Pvt. Ltd.	A	All India	0	4	4	4	0.00
158	Astro Network India Pvt. Ltd.	A	All India	0	3	3	3	0.00
159	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	0	3	3	4	-25.00
160	Fast Lynx Internet Service Pvt Ltd	B	Punjab	3	0	3	3	0.00
161	S&A Internet Services Private Limited	A	All India	0	3	3	0	-
162	Manipal Ecommerce Ltd.	B	Karnataka	1	1	2	2	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-12	Total Internet Connections as on Dec-11	% Growth
163	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	2	0	2	2	0.00
164	National Stock Exchange of India Ltd	A	ALL INDIA	0	2	2	2	0.00
165	Infotel Broadband Services Pvt Ltd	A	All India	0	1	1	1	0.00
166	L&T Finance Ltd.(L&T Netcom Ltd.)	A	All India	0	1	1	1	0.00
167	Pan India Network Infravest Pvt. Ltd.	B	Mumbai,	0	1	1	2	0.00
168	Virgo Global Media Ltd	B	Andhra Pradesh	1	0	1	1	0.00
169	Advanced Financial Services Pvt Ltd	B	Hyderabad, Andhra Pradesh	0	0	0	0	0.00
170	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	0	0	0	0	0.00
172	GTL Ltd.(surrendered)	A	All India	0	0	0	0	0.00
173	Gujarat Narmada Valley Fertilizer Co. Ltd. GNFC)	A	All India	0	0	0	0	0.00
174	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
175	ISP Services (India) Pvt. Ltd.	C	Trichy	0	0	0	0	0.00
176	Karuturi Global Ltd.	B	Karnataka	0	0	0	0	0.00
177	Kerala State Electronics Development Corp Ltd.(Keltron)	C	Thiruvananthapuram	0	0	0	0	0.00
178	Phonic Net	B	Mumbai	0	0	0	73	0.00
189	Reliance Wimax Limited (Gateway Systems (I) Ltd)	A	All India	0	0	0	0	0.00
180	S tel Pvt. Ltd.	A	All India	0	0	0	0	0.00
181	Sisam Technologies Pvt. Ltd.			0	0	0	0	0.00
182	Space Online Ltd	B	Gujarat	0	0	0	0	0.00
183	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
184	Swastik Netvision Telecom P.Ltd	B	Gujarat	0	0	0	0	0.00
185	Syntel Telecom Ltd.	B	Mumbai	0	0	0	0	0.00
186	Tata Internet Services Ltd.	A	All India	0	0	0	0	0.00
187	Trak Online Net India Pvt.Ltd	A	All India	0	0	0	0	0.00
188	Urban Communications Infrastructure Pvt. Ltd.	B		0	0	0	0	0.00
189	Vcare Call Centres India Pvt. Ltd.			0	0	0	0	0.00
	Total			9049374	13810362	22859736	22390449	2.10

Annexure 1.8: Service Area wise PMRTS subscriber Base

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			31.12.11	31.03.12
1	Delhi(Faridabad/ Gurgaon)	Arya Omnitalk Radio Trunking Servives Pvt.Ltd.	1431	1500
		Procall(Delhi)	4511	4812
		Procall (Faridabad)	309	328
		Procall (Gurgaon)	1055	990
		Total	7306	7630
2	Mumbai(Navi Mumbai/Vashi)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4078	4551
		Smartalk (Mumbai)	640	537
		Smartalk (Vashi)	376	340
		Bhilwara Telenet(Mumbai)	1092	1111
		Total	6186	6539
3	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1388	1763
		Total	1388	1763
4	TN(Chennai)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3316	3591
		Quick Calls	946	969
		Total	4262	4560
5	Karnataka (Bangalore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4389	4374
		Quick Calls	1142	1023
		India Satcom	0	0
		Total	5531	5397
6	Andhra Pradesh (Vishakhapatnam)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2283	2385
		Total	2283	2385
7	Madhya Pradesh (Indore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	724	754
		Total	724	754

Service area wise Comparative Subscriber Base of PMRTS Service Operators				
Sr. No.	Operative Area	Service Providers	Subscriber Base	
			31.12.11	31.03.12
8	Jaipur	Procall	382	388
		Total	382	388
9	Gujrat(Ahmedabad/Surat/Baroda/ Bharuch)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3073	3211
		Total	3073	3211
10	Pune	Smartalk	780	669
		Total	780	669
11	Hyderabad	Quick Calls	1421	1457
		Total	1421	1457
Grand Total			33336	34753
*The Subscriber base figure pertaining to M/s Procall were wrongly recorded inadvertently for Dec'11, has been corrected in this Report.				

Annexure 2.1: GSM Service – Service Area wise Statistics for QE Mar-12

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber	Outgoing MOU / subs/month	Incoming MOU / subs/month	Total MOU/ sub/month.
AP	97.20%	113	44	177	185	362
Gujarat	95.79%	95	40	171	150	321
Karnataka	96.20%	109	80	184	176	361
MH	95.89%	108	43	168	164	332
TN (incl. Chennai)	96.18%	103	58	161	170	331

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU /sub /month	Incoming MOU / sub / month	Total MOU/ sub/month
Haryana	98.30%	75	30	152	146	298
Kerala	97.16%	120	45	164	204	368
MP	98.32%	85	23	147	148	294
Punjab	95.39%	98	40	183	182	365
Rajasthan	98.55%	97	25	152	167	319
UP(E)	99.10%	84	16	149	206	355
UP(W)	98.66%	74	28	144	159	303
WB	99.41%	65	13	132	166	299

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU / sub / month	Incoming MOU / sub / month	Total MOU/ sub/month
Assam	96.37%	118	46	218	244	461
Bihar	99.66%	79	11	148	221	369
HP	98.57%	74	33	184	184	368
J&K	91.40%	160	3	334	298	632
NE	96.83%	119	97	210	197	406
Orissa	99.18%	79	17	177	210	387

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU /sub /month	Incoming MOU / sub / month	Total MOU/ sub/month
Kolkata	95.58%	80	39	157	161	318
Delhi	89.83%	144	54	224	187	411
Mumbai	89.31%	124	53	206	150	357

Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics for QE Mar-12

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU /sub /month	Incoming MOU /sub / month	Total MOU/ sub/ month
MH	93%	77	19	126	109	235
Guj	89%	75	24	99	91	190
TN	90%	88	13	77	85	162
Karnataka	91%	101	14	99	109	208
AP	92%	87	19	120	128	248

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU /sub /month	Incoming MOU / sub / month	Total MOU/ sub/ month
WB	99%	45	5	119	125	244
Rajasthan	96%	50	13	116	96	212
UP(E)	98%	47	16	100	120	220
MP	97%	45	9	132	119	251
Kerala	93%	63	9	66	77	142
UP(W)	97%	49	17	134	112	246
Haryana	94%	56	17	122	108	230
Punjab	88%	79	13	140	93	233

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU /sub /month	Incoming MOU / sub / month	Total MOU/ sub/ month
Orissa	95%	53	6	138	134	273
Bihar	98%	54	8	146	149	295
HP	91%	86	7	105	90	195
J&K	54%	281	2	195	154	349
North East	77%	288	25	95	68	163
Assam	55%	333	11	102	64	167

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU /sub /month	Incoming MOU / sub / month	Total MOU/ sub/ month
Kolkata	93%	73	9	120	135	255
Delhi	90%	99	28	138	116	254
Mumbai	87%	136	21	100	95	195

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service

	Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters							
			Network Availability		Connection Establishment			Connection Maintenance			POI	Metering and Billing			Response time to the		Termination / closure		
			BTSS Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point or interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit waiver/ adjustment to customer's account from the date of union of	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied 1.00	Time taken for refund of deposits after closures
≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days			
1	AP	Aircel	0.01	0.00	99.40	0.04	0.01	0.70	1.27	98.24	0.67	0.02	0.02	100.00	100.00	100.00	93.13	100.00	100.00
2		Airtel	0.04	0.00	99.75	0.10	0.10	0.45	0.91	99.38	0.00	0.00	0.00	100.00	100.00	99.94	78.00	100.00	100.00
3		BSNL	1.03	0.00	97.33	0.87	1.90	1.00	2.87	97.43	0.00	0.00	0.00	99.00	100.00	100.00	88.00	100.00	100.00
4		Idea	0.02	0.00	99.97	0.42	0.63	0.82	2.98	97.52	0.00	0.06	0.01	100.00	100.00	99.51	80.29	100.00	100.00
5		MTS	0.18	0.00	98.90	0.00	0.00	0.43	1.11	100.00	0.00	0.00	0.00	100.00	100.00	98.20	94.00	100.00	100.00
6		RCOM CDMA	0.07	0.08	99.47	0.00	0.11	0.35	0.28	98.92	0.00	0.09	0.04	100.00	100.00	99.32	92.71	100.00	100.00
		RCOM GSM	0.08	0.09	99.69	0.01	0.04	0.39	0.03	99.10	0.00	0.10	0.10	100.00	100.00	99.31	91.65	100.00	100.00
7		TATA CDMA	0.02	0.00	99.16	0.00	0.06	0.46	0.41	99.37	0.00	0.00	0.00	100.00	100.00	100.00	96.00	100.00	100.00
		TATA GSM	0.03	0.10	98.81	0.11	0.28	0.66	2.52	98.14	0.00	0.00	0.00	100.00	100.00	100.00	87.00	100.00	100.00
8		Uninor	0.06	0.00	99.02	0.15	0.14	1.23	1.74	98.89	0.67	0.00	0.01	100.00	0.00	96.51	98.56	0.00	0.00
9	Videocon	0.66	0.00	99.60	0.61	0.00	0.57	0.00	99.63	0.00	0.00	0.00	100.00	100.00	100.00	95.87	0.00	0.00	
10	Vodafone	0.02	0.03	99.16	0.13	0.49	0.54	2.79	98.91	0.00	0.13	0.03	100.00	100.00	100.00	97.81	100.00	100.00	
11	AS	Idea	0.18	0.60	98.83	0.50	0.83	0.92	2.30	96.68	0.00	0.00	0.00	100.00	100.00	97.05	93.98	98.55	100.00
12		MTS	0.79	0.00	99.69	0.00	0.07	0.40	0.82	99.45	0.00	0.00	0.00	0.00	100.00	100.00	100.00	0.00	0.00
13		Aircel	0.31	1.91	96.84	0.78	1.69	1.35	4.85	95.38	0.00	0.00	0.04	100.00	100.00	100.00	87.72	100.00	100.00
14		Airtel	0.18	0.43	98.94	0.10	0.30	1.37	1.49	99.67	0.00	0.00	0.00	100.00	100.00	99.69	94.00	100.00	100.00
15		BSNL	1.07	8.70	97.33	0.93	1.93	1.97	4.20	96.00	0.00	0.00	0.00	100.00	100.00	100.00	81.10	100.00	100.00
16		RTL	0.28	0.86	98.77	0.03	0.25	0.65	0.19	98.19	0.00	0.07	0.04	100.00	100.00	98.99	96.96	100.00	100.00
17		TATA CDMA	0.06	0.00	99.37	0.00	0.04	0.32	0.22	99.56	0.00	0.00	0.01	100.00	100.00	100.00	98.00	100.00	100.00
18		Uninor	0.93	0.39	99.55	0.00	0.00	0.30	0.92	98.90	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00
19		Vodafone	0.61	1.69	98.55	0.28	0.68	0.76	1.45	97.34	0.00	0.05	0.02	100.00	100.00	99.32	93.71	100.00	100.00
20		Aircel	1.06	2.69	98.05	0.34	1.40	1.35	4.45	95.05	0.00	0.00	0.15	100.00	100.00	100.00	86.01	100.00	100.00
21	Airtel	0.18	0.33	99.13	0.19	0.38	0.39	1.61	99.21	0.00	0.00	0.00	100.00	100.00	98.29	85.00	100.00	100.00	
22	BSNL	2.62	3.44	97.32	0.65	1.11	2.02	4.09	96.38	1.00	0.04	0.11	100.00	100.00	99.00	91.25	100.00	100.00	
23	Idea	0.77	1.80	97.86	0.58	1.81	1.40	2.77	95.41	0.00	0.04	0.01	100.00	100.00	94.77	99.45	100.00	100.00	
24	MTS	0.97	0.41	99.57	0.00	0.11	0.78	2.55	97.92	0.00	0.00	0.01	100.00	100.00	100.00	92.00	0.00	0.00	
25	BH	RCOM CDMA	0.41	1.02	97.83	0.00	1.25	1.02	1.34	98.73	0.00	0.10	0.10	100.00	100.00	99.15	92.60	100.00	100.00
26		RTL	0.10	0.42	97.98	0.47	0.21	0.54	0.61	97.91	0.00	0.08	0.10	100.00	100.00	98.72	96.97	100.00	100.00
27		TATA CDMA	0.05	0.10	98.63	0.00	0.37	0.84	1.65	99.12	0.00	0.00	0.01	100.00	100.00	100.00	96.00	100.00	100.00
		TATA GSM	0.01	0.00	98.66	0.08	0.12	0.93	2.61	97.68	0.00	0.00	0.00	100.00	100.00	96.00	91.00	100.00	50.00
28		Uninor	1.50	1.31	98.13	0.40	1.16	1.50	2.55	95.63	2.33	0.00	0.03	100.00	0.00	96.15	81.94	0.00	0.00
29		Vodafone	0.47	0.79	95.42	1.05	2.92	1.80	12.46	96.87	0.00	0.01	0.04	100.00	100.00	100.00	97.81	100.00	100.00
30	Videocon	1.59	0.00	99.40	0.30	0.05	0.84	0.00	98.05	0.00	0.00	0.00	100.00	100.00	96.30	95.87	0.00	0.00	

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters										Customer Service Quality Parameters							
			Network Availability		Connection Establishment			Connection Maintenance			POI	Metering and Billing				Response time to the		Termination / closure		
			BTSs Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop rate (%age))	Connection with good voice quality	POI or reconnection (POI) Congestion (No. of POIs not meeting the benchmark (Averaged over a period of quarter))	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/waiver/adjustment to customer's account from the date of inton of	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied 1.00	Time taken for refund of deposits after closures	
≤ 2%	≤ 2%	≥ 95%	≤ 4%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days				
31	CHN	Aircel	1.90	0.00	97.97	0.27	0.69	0.45	1.49	98.54	0.00	0.06	0.03	100.00	100.00	100.00	89.79	100.00	100.00	
32		BSNL	0.90	10.03	100.00	0.20	0.30	0.73	1.57	100.00	0.00	0.00	0.10	100.00	100.00	100.00	84.00	100.00	100.00	
33		TATA CDMA	0.02	0.00	99.34	0.00	0.02	0.23	0.00	99.61	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
		TATA GSM	0.07	0.34	97.74	0.10	0.06	0.89	1.47	98.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
34		Vodafone	0.10	0.85	99.52	0.10	0.17	0.52	0.72	98.72	0.00	0.02	0.03	100.00	100.00	100.00	97.56	100.00	100.00	
35		Idea	0.01	0.03	99.56	0.05	0.06	0.47	0.42	97.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
36		RCOM CDMA*	0.11	0.26	99.48	0.00	0.15	0.37	0.38	99.16	0.00	0.06	0.02	100.00	100.00	99.06	88.44	100.00	100.00	
		RCOM GSM*	0.08	0.09	99.86	0.01	0.01	0.28	0.02	99.47	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
37		Airtel*	0.02	0.06	99.67	0.04	0.07	0.50	0.32	98.99	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
38		Idea	0.07	0.03	99.73	0.22	0.69	0.64	1.71	98.33	0.00	0.14	0.00	100.00	100.00	99.32	86.90	100.00	100.00	
39	DL	MTS	0.07	0.23	99.19	0.00	0.18	0.39	1.73	99.97	0.00	0.00	0.00	100.00	100.00	98.93	95.80	100.00	100.00	
40		Aircel	0.23	1.14	97.95	0.07	0.09	0.76	1.95	97.09	0.00	0.10	0.04	100.00	100.00	100.00	89.77	100.00	100.00	
41		Airtel	0.01	0.00	99.88	0.04	0.06	0.61	0.96	99.02	0.00	0.00	0.00	100.00	100.00	99.81	80.00	100.00	100.00	
42		MTNL CDMA	1.63	1.05	98.78	0.31	0.31	1.69	1.05	99.00	0.00	0.01	0.00	100.00	100.00	98.69	0.00	100.00	100.00	
		MTNL GSM	0.30	1.51	97.76	0.12	1.65	1.75	2.71	97.95	0.00	0.03	0.01	100.00	100.00	99.90	91.85	100.00	100.00	
43		RCOM CDMA	0.09	0.03	98.86	0.00	1.02	0.61	0.95	98.90	0.00	0.09	0.09	100.00	100.00	99.30	91.55	100.00	100.00	
		RCOM GSM	0.18	0.18	99.58	0.09	0.09	0.67	0.08	98.92	0.00	0.10	0.10	100.00	100.00	98.37	89.90	100.00	100.00	
44		TATA CDMA	0.01	0.00	98.96	0.00	0.00	0.57	0.76	98.29	0.00	0.00	0.01	100.00	100.00	98.00	86.00	100.00	99.00	
45		Vodafone	0.02	0.00	99.99	0.49	1.11	0.98	3.12	97.72	0.00	0.04	0.01	100.00	100.00	100.00	98.60	100.00	100.00	
46		GJ	BSNL	0.65	1.41	98.46	0.34	1.41	1.70	1.98	100.00	1.00	0.00	0.00	100.00	100.00	96.00	92.00	100.00	100.00
47	Idea		0.03	0.02	99.36	0.17	0.22	1.05	2.23	96.06	0.00	0.04	0.00	99.73	100.00	98.95	93.59	100.00	100.00	
48	MTS		0.09	0.00	99.47	0.00	0.00	0.27	1.97	99.88	0.00	0.00	0.00	100.00	100.00	95.04	91.94	100.00	0.00	
49	Videcon		0.05	0.00	99.12	0.08	0.20	0.56	0.50	98.59	0.00	0.00	0.04	100.00	100.00	96.36	92.00	0.00	0.00	
50	Aircel		0.03	0.00	98.82	0.02	0.03	0.36	0.86	97.86	0.00	0.07	0.00	100.00	100.00	100.00	91.15	100.00	100.00	
51	Airtel		0.05	0.07	99.21	0.12	0.18	1.06	1.34	98.81	0.00	0.00	0.00	100.00	100.00	100.00	88.00	100.00	100.00	
	RCOM CDMA		0.08	0.11	99.42	0.00	0.14	0.22	0.34	99.18	0.00	0.10	0.10	100.00	100.00	98.05	95.93	100.00	100.00	
52	RCOM GSM		0.08	0.09	99.70	0.01	0.03	0.47	0.03	98.84	0.00	0.10	0.10	100.00	100.00	98.89	87.45	100.00	100.00	
	TATA CDMA		0.00	0.00	98.99	0.00	0.03	0.47	1.32	99.05	0.00	0.00	0.00	100.00	100.00	97.00	91.00	100.00	100.00	
53	TATA GSM		0.02	0.01	97.78	0.12	0.31	1.00	2.72	97.56	0.00	0.00	0.00	100.00	100.00	98.00	85.00	100.00	100.00	
54	Uninor	0.02	0.00	97.08	0.31	0.35	1.49	2.03	96.85	1.00	0.00	0.02	99.52	0.00	97.29	98.39	0.00	0.00		
55	Vodafone	0.04	0.16	98.56	0.54	0.42	0.84	1.14	97.45	0.00	0.07	0.01	100.00	100.00	100.00	91.26	100.00	100.00		
56	HP	Aircel	0.06	0.00	98.43	0.02	0.27	1.09	12.22	95.67	0.00	0.00	0.01	100.00	100.00	100.00	90.31	100.00	100.00	
57		Airtel	0.02	0.00	99.21	0.08	0.14	0.84	2.42	98.85	0.00	0.00	0.00	100.00	100.00	99.28	94.00	100.00	100.00	
58		BSNL	1.90	1.83	95.67	0.73	1.80	1.87	4.20	95.53	0.00	0.10	0.10	100.00	100.00	100.00	93.00	100.00	100.00	
59		Idea	0.16	0.00	98.18	0.29	1.16	1.24	2.61	95.25	0.00	0.00	0.00	100.00	100.00	99.40	98.00	100.00	100.00	
60		MTS	0.11	0.00	96.80	0.00	0.00	0.58	0.00	99.00	0.00	0.00	0.00	100.00	0.00	100.00	95.30	0.00	0.00	
61		RCOM CDMA	0.16	0.27	99.41	0.00	0.09	0.72	0.75	98.94	0.00	0.08	0.02	100.00	100.00	99.85	95.43	100.00	100.00	
62		RTL	0.39	0.63	98.76	0.01	0.08	0.66	0.20	98.11	0.00	0.07	0.04	100.00	100.00	98.98	95.55	100.00	100.00	
63		TATA CDMA	0.00	0.00	98.74	0.00	0.25	0.27	1.37	98.80	0.00	0.00	0.00	100.00	100.00	99.00	96.00	100.00	100.00	
		TATA GSM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	99.00	98.00	100.00	100.00	
64		Uninor	0.76	0.00	99.13	0.41	0.00	0.30	0.78	98.86	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00	
65	Videcon	0.48	0.00	99.33	0.08	0.01	0.88	0.00	98.22	0.00	0.00	0.00	100.00	100.00	96.58	94.00	0.00	0.00		
66	Vodafone	0.03	0.00	98.95	0.24	1.05	1.15	2.79	97.06	0.00	0.35	0.02	100.00	100.00	100.00	98.15	100.00	100.00		

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters							
			Network Availability		Connection Establishment			Connection Maintenance			POI	Metering and Billing			Response time to the		Termination / closure		
			BTSs Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDDCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of lation of	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied 1.00	Time taken for refund of deposits after closure
≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days			
67	HR	Aircel	0.03	0.00	97.94	0.02	0.00	0.80	1.74	98.19	0.00	0.07	0.02	100.00	100.00	100.00	93.34	100.00	100.00
68		Airtel	0.04	0.06	99.36	0.08	0.12	0.52	0.80	98.75	0.00	0.00	0.00	100.00	100.00	100.00	90.00	100.00	100.00
69		BSNL	1.50	1.90	98.00	0.17	0.50	1.90	2.97	95.47	0.00	0.10	0.00	100.00	100.00	100.00	94.00	100.00	100.00
70		Idea	0.12	0.00	99.66	0.28	0.30	0.75	2.44	96.92	0.00	0.13	0.00	100.00	100.00	100.00	99.40	93.45	100.00
71		MTS	0.15	0.20	99.65	0.01	0.00	0.51	1.72	99.82	0.00	0.00	0.06	100.00	100.00	100.00	96.18	95.37	100.00
72		RCOM CDMA	0.10	0.04	99.55	0.00	0.14	0.53	0.65	99.00	0.00	0.10	0.05	100.00	100.00	100.00	99.66	92.61	100.00
		RCOM GSM	0.10	0.05	99.82	0.03	0.02	0.52	0.05	99.26	0.00	0.10	0.06	100.00	100.00	100.00	99.27	92.44	100.00
73		TATA CDMA	0.02	0.00	99.99	0.00	0.07	0.59	1.96	98.32	0.00	0.00	0.00	100.00	100.00	100.00	99.00	94.00	100.00
		TATA GSM	0.05	0.13	99.03	0.02	0.20	0.58	0.90	96.83	0.00	0.00	0.00	100.00	100.00	100.00	99.00	90.00	100.00
74		Uninor	0.63	0.00	99.83	0.18	0.00	0.49	1.37	98.08	0.00	0.00	0.00	0.00	0.00	100.00	99.73	0.00	0.00
75		Videcon	0.03	0.00	98.54	0.02	0.22	0.67	1.47	98.43	0.67	0.00	0.04	100.00	100.00	100.00	95.02	90.01	0.00
76		Vodafone	0.04	0.12	98.54	0.32	0.70	0.74	0.99	97.63	0.00	0.01	0.01	100.00	100.00	100.00	99.97	98.19	100.00
77		Idea	0.30	0.76	99.27	0.10	0.20	1.27	2.72	95.64	0.00	0.06	0.05	100.00	100.00	100.00	96.87	95.79	100.00
78		MTS	0.41	0.00	99.72	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	100.00	0.00	100.00	96.00	0.00	0.00
79	Aircel	2.08	12.27	97.49	0.37	1.95	1.11	4.84	95.15	0.00	0.02	0.02	100.00	100.00	100.00	91.52	100.00	100.00	
80	Airtel	0.04	0.05	99.20	0.08	0.13	0.77	1.50	98.82	0.00	0.00	0.00	100.00	100.00	100.00	99.00	92.00	100.00	
81	J & K	RCOM GSM	0.45	1.15	99.29	0.05	0.16	0.70	0.24	98.44	0.00	0.10	0.10	100.00	100.00	100.00	99.12	94.97	100.00
82		TATA CDMA	0.12	0.00	99.16	0.00	0.17	0.83	2.16	99.27	0.00	0.00	0.00	100.00	100.00	100.00	98.00	96.00	100.00
83		Uninor	0.68	0.00	98.95	0.18	0.05	0.09	1.28	97.07	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00
84		Vodafone	0.07	0.31	99.05	0.16	0.48	1.06	2.78	97.67	0.00	0.05	0.05	100.00	100.00	100.00	98.57	100.00	100.00
85		BSNL	1.90	1.90	98.00	0.90	1.90	2.00	2.90	98.00	0.00	0.10	0.10	100.00	100.00	100.00	95.00	100.00	100.00
86		Aircel	0.07	0.21	98.04	0.10	0.03	0.58	0.83	97.54	0.00	0.07	0.13	100.00	100.00	100.00	93.86	100.00	3.43
87		BSNL	0.51	1.56	99.14	0.63	0.65	0.74	4.14	99.76	0.00	0.00	0.00	100.00	100.00	100.00	100.00	97.70	100.00
88	KOL	Idea	0.07	0.52	98.57	0.23	0.45	0.90	0.58	96.61	0.00	0.06	0.01	100.00	100.00	100.00	99.32	89.29	100.00
89		MTS	0.00	0.00	99.55	0.00	0.03	0.66	0.91	98.94	0.00	0.00	0.00	100.00	100.00	100.00	100.00	90.67	100.00
90		RCOM CDMA	0.07	0.14	99.42	0.00	0.14	0.39	0.34	99.06	0.00	0.10	0.07	100.00	100.00	100.00	99.80	94.21	100.00
91		RTL	0.08	0.30	99.29	0.01	0.05	0.56	0.08	98.50	0.00	0.10	0.09	100.00	100.00	100.00	98.90	99.17	100.00
92		TATA CDMA	0.02	0.00	98.93	0.00	0.04	0.80	0.54	98.00	0.00	0.00	0.01	100.00	100.00	100.00	99.00	98.00	100.00
		TATA GSM	0.01	0.00	98.31	0.06	0.07	0.84	0.95	97.51	0.00	0.00	0.01	100.00	100.00	100.00	99.00	95.00	100.00
93		Uninor	0.07	0.00	98.98	0.19	0.10	1.55	2.22	97.29	0.00	0.00	0.04	100.00	0.00	100.00	98.20	92.14	0.00
94		Videcon	0.52	0.80	98.52	0.37	0.06	0.80	0.00	99.20	0.00	0.00	0.00	100.00	100.00	100.00	95.80	95.87	0.00
95		Vodafone	0.04	0.05	99.63	0.16	0.37	0.71	1.22	98.38	0.00	0.01	0.01	100.00	100.00	100.00	89.49	98.91	100.00
96		Airtel*	0.01	0.02	99.72	0.04	0.05	0.62	0.10	98.80	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00
97	Aircel	0.01	0.03	99.64	0.02	0.02	0.57	0.68	97.86	0.00	0.10	0.07	100.00	100.00	100.00	100.00	79.47	100.00	
98	Airtel	0.01	0.01	99.52	0.09	0.10	0.64	1.17	98.23	0.00	0.00	0.00	100.00	100.00	100.00	100.00	91.00	100.00	
99	Idea	0.03	0.01	99.86	0.35	0.54	0.71	1.45	95.51	0.00	0.02	0.00	100.00	100.00	100.00	98.57	87.91	100.00	
100	MTS	0.02	0.00	99.15	0.00	0.00	0.32	0.89	100.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00	92.13	0.00	
101	KR	RCOM CDMA	0.01	0.00	99.50	0.00	0.09	0.41	0.57	99.10	0.00	0.09	0.02	100.00	100.00	100.00	99.27	93.27	100.00
		RCOM GSM	0.01	0.00	99.92	0.00	0.01	0.06	0.02	99.39	0.00	0.09	0.06	100.00	100.00	100.00	99.24	91.82	100.00
		TATA CDMA	0.00	0.00	98.91	0.00	0.00	0.57	0.61	99.06	0.00	0.00	0.00	100.00	100.00	100.00	98.00	100.00	100.00
		TATA GSM	0.00	0.00	98.10	0.09	0.13	0.74	1.88	97.74	0.00	0.00	0.00	100.00	100.00	100.00	99.00	100.00	100.00
		Uninor	0.03	0.00	99.09	0.09	0.24	1.00	0.96	97.13	0.00	0.00	0.02	100.00	0.00	100.00	98.55	99.49	0.00
		Videcon	0.02	0.00	98.78	0.00	0.00	0.39	0.94	98.62	0.00	0.00	0.02	100.00	100.00	100.00	99.07	91.60	0.00
105	BSNL	0.27	0.43	98.00	0.27	1.97	0.50	1.57	99.90	0.00	0.00	0.10	100.00	100.00	100.00	99.00	92.00	100.00	
106	Vodafone	0.01	0.02	98.42	0.43	0.89	0.66	1.17	97.15	0.00	0.09	0.02	100.00	100.00	100.00	98.17	100.00	100.00	

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters							
			Network Availability		Connection Establishment			Connection Maintenance			POI	Metering and Billing			Response time to the		Termination / closure		
			BTSS Accumulated downtime (not available for service) (%age)	Worst affected BTSS due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDDCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of uction of	Accessibility of call centres/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied 1,00	Time taken for refund of deposits after closures
≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days			
67	HR	Aircel	0.03	0.00	97.94	0.02	0.00	0.80	1.74	98.19	0.00	0.07	0.02	100.00	100.00	100.00	93.34	100.00	100.00
68		Airtel	0.04	0.06	99.36	0.08	0.12	0.52	0.80	98.75	0.00	0.00	0.00	100.00	100.00	100.00	90.00	100.00	100.00
69		BSNL	1.50	1.90	98.00	0.17	0.50	1.90	2.97	95.47	0.00	0.10	0.00	100.00	100.00	100.00	94.00	100.00	100.00
70		Idea	0.12	0.00	99.66	0.28	0.30	0.75	2.44	96.92	0.00	0.13	0.00	100.00	100.00	99.40	93.45	100.00	100.00
71		MTS	0.15	0.20	99.65	0.01	0.00	0.51	1.72	99.82	0.00	0.00	0.06	100.00	100.00	96.18	95.37	100.00	100.00
72		RCOM CDMA	0.10	0.04	99.55	0.00	0.14	0.53	0.65	99.00	0.00	0.10	0.05	100.00	100.00	99.66	92.61	100.00	100.00
		RCOM GSM	0.10	0.05	99.82	0.03	0.02	0.52	0.05	99.26	0.00	0.10	0.06	100.00	100.00	99.27	92.44	100.00	100.00
73		TATA CDMA	0.02	0.00	99.99	0.00	0.07	0.59	1.96	98.32	0.00	0.00	0.00	100.00	100.00	99.00	94.00	100.00	100.00
		TATA GSM	0.05	0.13	99.03	0.02	0.20	0.58	0.90	96.83	0.00	0.00	0.00	100.00	100.00	99.00	90.00	100.00	100.00
74		Uninor	0.63	0.00	99.83	0.18	0.00	0.49	1.37	98.08	0.00	0.00	0.00	0.00	0.00	100.00	99.73	0.00	0.00
75		Videcon	0.03	0.00	98.54	0.02	0.22	0.67	1.47	98.43	0.67	0.00	0.04	100.00	100.00	95.02	90.01	0.00	0.00
76		Vodafone	0.04	0.12	98.54	0.32	0.70	0.74	0.99	97.63	0.00	0.01	0.01	100.00	100.00	99.97	98.19	100.00	100.00
77		Idea	0.30	0.76	99.27	0.10	0.20	1.27	2.72	95.64	0.00	0.06	0.05	100.00	100.00	96.87	95.79	100.00	100.00
78		MTS	0.41	0.00	99.72	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	100.00	0.00	100.00	96.00	0.00	0.00
79	Aircel	2.08	12.27	97.49	0.37	1.95	1.11	4.84	95.15	0.00	0.02	0.02	100.00	100.00	100.00	91.52	100.00	100.00	
80	Airtel	0.04	0.05	99.20	0.08	0.13	0.77	1.50	98.82	0.00	0.00	0.00	100.00	100.00	99.00	92.00	100.00	100.00	
81	RCOM GSM	0.45	1.15	99.29	0.05	0.16	0.70	0.24	98.44	0.00	0.10	0.10	100.00	100.00	99.12	94.97	100.00	100.00	
82	TATA CDMA	0.12	0.00	99.16	0.00	0.17	0.83	2.16	99.27	0.00	0.00	0.00	100.00	100.00	98.00	96.00	100.00	100.00	
83	Uninor	0.68	0.00	98.95	0.18	0.05	0.09	1.28	97.07	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00	
84	Vodafone	0.07	0.31	99.05	0.16	0.48	1.06	2.78	97.67	0.00	0.05	0.05	100.00	100.00	100.00	98.57	100.00	100.00	
85	BSNL	1.90	1.90	98.00	0.90	1.90	2.00	2.90	98.00	0.00	0.10	0.10	100.00	100.00	100.00	95.00	100.00	100.00	
86	Aircel	0.07	0.21	98.04	0.10	0.03	0.58	0.83	97.54	0.00	0.07	0.13	100.00	100.00	100.00	93.86	100.00	3.43	
87	BSNL	0.51	1.56	99.14	0.63	0.65	0.74	4.14	99.76	0.00	0.00	0.00	100.00	100.00	100.00	97.70	100.00	100.00	
88	Idea	0.07	0.52	98.57	0.23	0.45	0.90	0.58	96.61	0.00	0.06	0.01	100.00	100.00	99.32	89.29	100.00	100.00	
89	MTS	0.00	0.00	99.55	0.00	0.03	0.66	0.91	98.94	0.00	0.00	0.00	100.00	100.00	100.00	90.67	100.00	100.00	
90	RCOM CDMA	0.07	0.14	99.42	0.00	0.14	0.39	0.34	99.06	0.00	0.10	0.07	100.00	100.00	99.80	94.21	100.00	100.00	
91	RTL	0.08	0.30	99.29	0.01	0.05	0.56	0.08	98.50	0.00	0.10	0.09	100.00	100.00	98.90	99.17	100.00	100.00	
92	TATA CDMA	0.02	0.00	98.93	0.00	0.04	0.80	0.54	98.00	0.00	0.00	0.01	100.00	100.00	99.00	98.00	100.00	100.00	
	TATA GSM	0.01	0.00	98.31	0.06	0.07	0.84	0.95	97.51	0.00	0.00	0.01	100.00	100.00	99.00	95.00	100.00	100.00	
93	Uninor	0.07	0.00	98.98	0.19	0.10	1.55	2.22	97.29	0.00	0.00	0.04	100.00	0.00	98.20	92.14	0.00	0.00	
94	Videcon	0.52	0.80	98.52	0.37	0.06	0.80	0.00	99.20	0.00	0.00	0.00	100.00	100.00	95.80	95.87	0.00	0.00	
95	Vodafone	0.04	0.05	99.63	0.16	0.37	0.71	1.22	98.38	0.00	0.01	0.01	100.00	100.00	89.49	98.91	100.00	100.00	
96	Airtel*	0.01	0.02	99.72	0.04	0.05	0.62	0.10	98.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
97	Aircel	0.01	0.03	99.64	0.02	0.02	0.57	0.68	97.86	0.00	0.10	0.07	100.00	100.00	100.00	79.47	100.00	100.00	
98	Airtel	0.01	0.01	99.52	0.09	0.10	0.64	1.17	98.23	0.00	0.00	0.00	100.00	100.00	100.00	91.00	100.00	100.00	
99	Idea	0.03	0.01	99.86	0.35	0.54	0.71	1.45	95.51	0.00	0.02	0.00	100.00	100.00	98.57	87.91	100.00	100.00	
100	MTS	0.02	0.00	99.15	0.00	0.00	0.32	0.89	100.00	0.00	0.00	0.00	100.00	100.00	100.00	92.13	0.00	0.00	
101	RCOM CDMA	0.01	0.00	99.50	0.00	0.09	0.41	0.57	99.10	0.00	0.09	0.02	100.00	100.00	99.27	93.27	100.00	100.00	
	RCOM GSM	0.01	0.00	99.92	0.00	0.01	0.06	0.02	99.39	0.00	0.09	0.06	100.00	100.00	99.24	91.82	100.00	100.00	
102	TATA CDMA	0.00	0.00	98.91	0.00	0.00	0.57	0.61	99.06	0.00	0.00	0.00	100.00	100.00	100.00	98.00	100.00	100.00	
	TATA GSM	0.00	0.00	98.10	0.09	0.13	0.74	1.88	97.74	0.00	0.00	0.00	100.00	100.00	99.00	99.00	100.00	100.00	
103	Uninor	0.03	0.00	99.09	0.09	0.24	1.00	0.96	97.13	0.00	0.00	0.02	100.00	0.00	98.55	99.49	0.00	0.00	
104	Videcon	0.02	0.00	98.78	0.00	0.00	0.39	0.94	98.62	0.00	0.00	0.02	100.00	100.00	99.07	91.60	0.00	0.00	
105	BSNL	0.27	0.43	98.00	0.27	1.97	0.50	1.57	99.90	0.00	0.00	0.10	100.00	100.00	99.00	92.00	100.00	100.00	
106	Vodafone	0.01	0.02	98.42	0.43	0.89	0.66	1.17	97.15	0.00	0.09	0.02	100.00	100.00	100.00	98.17	100.00	100.00	

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters							
			Network Availability		Connection Establishment			Connection Maintenance			POI	Metering and Billing			Response time to the		Termination / closure		
			BTSs Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDDCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of lution of	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied 1.00	Time taken for refund of deposits after closure
≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days			
67		Aircel	0.03	0.00	97.94	0.02	0.00	0.80	1.74	98.19	0.00	0.07	0.02	100.00	100.00	100.00	93.34	100.00	100.00
68		Airtel	0.04	0.06	99.36	0.08	0.12	0.52	0.80	98.75	0.00	0.00	0.00	100.00	100.00	100.00	90.00	100.00	100.00
69		BSNL	1.50	1.90	98.00	0.17	0.50	1.90	2.97	95.47	0.00	0.10	0.00	100.00	100.00	100.00	94.00	100.00	100.00
70		Idea	0.12	0.00	99.66	0.28	0.30	0.75	2.44	96.92	0.00	0.13	0.00	100.00	100.00	100.00	93.45	100.00	100.00
71		MTS	0.15	0.20	99.65	0.01	0.00	0.51	1.72	99.82	0.00	0.00	0.06	100.00	100.00	100.00	96.18	95.37	100.00
		RCOM CDMA	0.10	0.04	99.55	0.00	0.14	0.53	0.65	99.00	0.00	0.10	0.05	100.00	100.00	100.00	99.66	92.61	100.00
72	HR	RCOM GSM	0.10	0.05	99.82	0.03	0.02	0.52	0.05	99.26	0.00	0.10	0.06	100.00	100.00	100.00	99.27	92.44	100.00
		TATA CDMA	0.02	0.00	99.99	0.00	0.07	0.59	1.96	98.32	0.00	0.00	0.00	100.00	100.00	100.00	99.00	94.00	100.00
73		TATA GSM	0.05	0.13	99.03	0.02	0.20	0.58	0.90	96.83	0.00	0.00	0.00	100.00	100.00	100.00	99.00	90.00	100.00
74		Uninor	0.63	0.00	99.83	0.18	0.00	0.49	1.37	98.08	0.00	0.00	0.00	0.00	0.00	100.00	99.73	0.00	0.00
75		Videcon	0.03	0.00	98.54	0.02	0.22	0.67	1.47	98.43	0.67	0.00	0.04	100.00	100.00	100.00	95.02	90.01	0.00
76		Vodafone	0.04	0.12	98.54	0.32	0.70	0.74	0.99	97.63	0.00	0.01	0.01	100.00	100.00	100.00	99.97	98.19	100.00
77		Idea	0.30	0.76	99.27	0.10	0.20	1.27	2.72	95.64	0.00	0.06	0.05	100.00	100.00	100.00	96.87	95.79	100.00
78		MTS	0.41	0.00	99.72	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	100.00	0.00	100.00	96.00	0.00	0.00
79		Aircel	2.08	12.27	97.49	0.37	1.95	1.11	4.84	95.15	0.00	0.02	0.02	100.00	100.00	100.00	91.52	100.00	100.00
80		Airtel	0.04	0.05	99.20	0.08	0.13	0.77	1.50	98.82	0.00	0.00	0.00	100.00	100.00	100.00	99.00	92.00	100.00
81	J & K	RCOM GSM	0.45	1.15	99.29	0.05	0.16	0.70	0.24	98.44	0.00	0.10	0.10	100.00	100.00	100.00	99.12	94.97	100.00
82		TATA CDMA	0.12	0.00	99.16	0.00	0.17	0.83	2.16	99.27	0.00	0.00	0.00	100.00	100.00	100.00	98.00	96.00	100.00
83		Uninor	0.68	0.00	98.95	0.18	0.05	0.09	1.28	97.07	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00
84		Vodafone	0.07	0.31	99.05	0.16	0.48	1.06	2.78	97.67	0.00	0.05	0.05	100.00	100.00	100.00	98.57	100.00	100.00
85		BSNL	1.90	1.90	98.00	0.90	1.90	2.00	2.90	98.00	0.00	0.10	0.10	100.00	100.00	100.00	95.00	100.00	100.00
86		Aircel	0.07	0.21	98.04	0.10	0.03	0.58	0.83	97.54	0.00	0.07	0.13	100.00	100.00	100.00	93.86	100.00	3.43
87		BSNL	0.51	1.56	99.14	0.63	0.65	0.74	4.14	99.76	0.00	0.00	0.00	100.00	100.00	100.00	99.00	97.70	100.00
88		Idea	0.07	0.52	98.57	0.23	0.45	0.90	0.58	96.61	0.00	0.06	0.01	100.00	100.00	100.00	99.32	89.29	100.00
89		MTS	0.00	0.00	99.55	0.00	0.03	0.66	0.91	98.94	0.00	0.00	0.00	100.00	100.00	100.00	90.67	100.00	100.00
90		RCOM CDMA	0.07	0.14	99.42	0.00	0.14	0.39	0.34	99.06	0.00	0.10	0.07	100.00	100.00	100.00	99.80	94.21	100.00
91	KOL	RTL	0.08	0.30	99.29	0.01	0.05	0.56	0.08	98.50	0.00	0.10	0.09	100.00	100.00	100.00	98.90	99.17	100.00
		TATA CDMA	0.02	0.00	98.93	0.00	0.04	0.80	0.54	98.00	0.00	0.00	0.01	100.00	100.00	100.00	99.00	98.00	100.00
92		TATA GSM	0.01	0.00	98.31	0.06	0.07	0.84	0.95	97.51	0.00	0.00	0.01	100.00	100.00	100.00	99.00	95.00	100.00
93		Uninor	0.07	0.00	98.98	0.19	0.10	1.55	2.22	97.29	0.00	0.00	0.04	100.00	0.00	100.00	98.20	92.14	0.00
94		Videcon	0.52	0.80	98.52	0.37	0.06	0.80	0.00	99.20	0.00	0.00	0.00	100.00	100.00	100.00	95.80	95.87	0.00
95		Vodafone	0.04	0.05	99.63	0.16	0.37	0.71	1.22	98.38	0.00	0.01	0.01	100.00	100.00	100.00	89.49	98.91	100.00
96		Airtel*	0.01	0.02	99.72	0.04	0.05	0.62	0.10	98.80	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00
97		Aircel	0.01	0.03	99.64	0.02	0.02	0.57	0.68	97.86	0.00	0.10	0.07	100.00	100.00	100.00	79.47	100.00	100.00
98		Airtel	0.01	0.01	99.52	0.09	0.10	0.64	1.17	98.23	0.00	0.00	0.00	100.00	100.00	100.00	91.00	100.00	100.00
99		Idea	0.03	0.01	99.86	0.35	0.54	0.71	1.45	95.51	0.00	0.02	0.00	100.00	100.00	100.00	98.57	87.91	100.00
100		MTS	0.02	0.00	99.15	0.00	0.00	0.32	0.89	100.00	0.00	0.00	0.00	100.00	100.00	100.00	92.13	0.00	0.00
		RCOM CDMA	0.01	0.00	99.50	0.00	0.09	0.41	0.57	99.10	0.00	0.09	0.02	100.00	100.00	100.00	99.27	93.27	100.00
101	KR	RCOM GSM	0.01	0.00	99.92	0.00	0.01	0.06	0.02	99.39	0.00	0.09	0.06	100.00	100.00	100.00	99.24	91.82	100.00
		TATA CDMA	0.00	0.00	98.91	0.00	0.00	0.57	0.61	99.06	0.00	0.00	0.00	100.00	100.00	100.00	98.00	100.00	100.00
102		TATA GSM	0.00	0.00	98.10	0.09	0.13	0.74	1.88	97.74	0.00	0.00	0.00	100.00	100.00	100.00	99.00	100.00	100.00
103		Uninor	0.03	0.00	99.09	0.09	0.24	1.00	0.96	97.13	0.00	0.00	0.02	100.00	0.00	100.00	98.55	99.49	0.00
104		Videcon	0.02	0.00	98.78	0.00	0.00	0.39	0.94	98.62	0.00	0.00	0.02	100.00	100.00	100.00	99.07	91.60	0.00
105		BSNL	0.27	0.43	98.00	0.27	1.97	0.50	1.57	99.90	0.00	0.00	0.10	100.00	100.00	100.00	99.00	92.00	100.00
106		Vodafone	0.01	0.02	98.42	0.43	0.89	0.66	1.17	97.15	0.00	0.09	0.02	100.00	100.00	100.00	98.17	100.00	100.00

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters										Customer Service Quality Parameters									
			Network Availability		Connection Establishment			Connection Maintenance			POI		Metering and Billing				Response time to the			Termination / closure		
			BTSs Accumulated downtime (not available for service) (%/agg)	Worst affected BTSs due to downtime (%/agg)	Call Set-up Success Rate (Within licensee's own network)	SBOCH Flighing CH Congestion (%/agg)	TCH Congestion (%/agg)	Call Drop Rate (%/agg)	Worst affected calls having more than 3% TCH drop (call drop) rate (%/agg)	Connection with good voice quality	Port in use connection (POC) Congestion (No. of POCs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing creditability - post paid	Metering and billing creditability - pre paid	Resolution of billing/changing/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of telecon of	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%/agg requests for Termination / Closure of service complied 1,00	Time taken for refund of deposits after closure			
≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days						
107	KTK	Aircel	0.06	0.10	99.50	0.03	0.04	0.68	1.63	98.64	0.00	0.05	0.13	100.00	100.00	100.00	93.72	100.00	100.00			
108		Airtel	0.22	0.74	99.39	0.10	0.15	0.38	1.89	99.10	0.00	0.00	0.00	100.00	100.00	99.54	94.00	100.00	100.00			
109		BSNL	0.87	1.87	99.00	0.27	1.27	1.17	2.50	98.57	0.00	0.00	0.00	100.00	100.00	100.00	94.00	100.00	100.00			
110		Idea	0.05	0.15	97.46	0.35	1.04	1.13	1.20	97.20	0.00	0.19	0.01	100.00	100.00	98.59	98.55	97.71	100.00			
111		MTS	0.17	0.20	99.05	0.00	0.22	0.69	0.62	98.24	0.00	0.00	0.00	100.00	100.00	97.52	94.87	100.00	100.00			
112		RCOM CDMA	0.17	0.23	99.28	0.00	0.27	0.41	0.54	98.91	0.00	0.09	0.02	100.00	100.00	97.96	92.18	100.00	100.00			
		RCOM GSM	0.21	0.58	99.72	0.02	0.02	0.45	0.03	99.22	0.00	0.10	0.09	100.00	100.00	99.32	88.36	100.00	100.00			
		TATA CDMA	0.03	0.00	99.19	0.00	0.04	0.24	0.17	99.01	0.00	0.00	0.01	100.00	100.00	99.00	97.00	100.00	100.00			
113		TATA GSM	0.07	0.11	98.17	0.10	0.49	0.69	2.70	98.39	0.00	0.01	0.00	100.00	100.00	100.00	94.00	100.00	100.00			
		Uninor	0.04	0.00	99.13	0.07	0.05	1.18	1.52	98.47	1.33	0.00	0.00	100.00	0.00	96.20	94.36	0.00	0.00			
115		Videcon	0.25	0.00	99.67	0.30	0.06	0.11	0.00	99.26	0.00	0.00	0.00	100.00	100.00	100.00	95.87	0.00	0.00			
116	Vodafone	0.01	0.01	99.01	0.22	0.60	0.63	1.96	98.82	0.00	0.08	0.06	100.00	100.00	100.00	98.49	100.00	100.00				
117	MB	Idea	0.02	0.00	99.20	0.08	0.31	1.57	2.87	98.65	0.00	0.05	0.06	100.00	100.00	98.47	97.10	100.00	100.00			
118		MTNL CDMA	0.37	0.13	97.93	0.51	0.01	1.19	0.14	97.53	0.13	0.08	0.04	100.00	100.00	96.09	92.04	100.00	100.00			
		MTNL GSM	0.54	1.11	98.08	0.15	0.05	1.24	2.02	96.81	0.00	0.06	0.02	100.00	100.00	95.56	93.02	100.00	100.00			
		MTS	0.10	0.00	99.35	0.00	0.00	0.27	2.02	100.00	0.00	0.00	0.00	100.00	100.00	96.00	91.00	100.00	100.00			
120		Aircel	0.01	0.00	98.09	0.05	0.03	0.75	1.71	97.82	0.00	0.02	0.06	100.00	100.00	100.00	92.51	100.00	100.00			
121		Airtel	0.01	0.00	99.85	0.02	0.03	0.56	0.10	99.65	0.00	0.00	0.00	100.00	100.00	99.80	89.00	100.00	100.00			
122		Loop Mobile	0.03	0.06	99.19	0.06	0.01	0.50	0.40	98.27	0.00	0.04	0.11	100.00	100.00	98.90	98.73	100.00	100.00			
123		RCOM CDMA	0.20	0.37	99.30	0.00	0.44	0.39	0.62	99.04	0.00	0.10	0.10	100.00	100.00	99.35	95.66	100.00	100.00			
		RCOM GSM	0.17	0.34	99.69	0.02	0.03	0.55	0.02	99.10	0.00	0.10	0.10	100.00	100.00	99.43	93.09	100.00	100.00			
		TATA CDMA	0.02	0.18	99.08	0.00	0.04	0.57	1.31	97.19	0.00	0.00	0.00	100.00	100.00	99.00	93.00	100.00	100.00			
124	TATA GSM	0.01	0.00	99.56	0.14	0.14	0.80	2.07	97.32	0.00	0.00	0.00	100.00	100.00	99.00	83.00	100.00	100.00				
	Uninor	0.03	0.00	98.94	0.12	0.06	1.77	2.35	97.77	1.00	0.00	0.01	100.00	0.00	97.93	97.80	0.00	0.00				
126	Videcon	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	96.28	92.92	0.00	0.00				
127	Vodafone	0.10	0.15	99.99	0.13	0.53	0.76	2.85	97.80	0.00	0.13	0.02	99.98	100.00	99.99	97.17	100.00	100.00				
128	MH	Aircel	0.04	0.05	99.70	0.01	0.01	0.56	1.68	98.51	0.00	0.02	0.09	100.00	100.00	100.00	87.42	99.75	100.00			
129		Airtel	0.04	0.04	99.27	0.03	0.04	0.54	0.83	99.23	0.00	0.00	0.00	100.00	100.00	99.93	79.00	100.00	100.00			
130		BSNL	1.43	1.70	95.33	0.90	1.83	1.97	4.93	98.10	0.00	0.05	0.10	100.00	100.00	99.50	96.50	100.00	100.00			
131		Idea	0.43	1.75	98.22	0.83	1.11	1.30	2.76	97.30	0.00	0.08	0.06	100.00	100.00	98.17	94.84	100.00	100.00			
132		MTS	0.17	0.00	99.10	0.00	0.17	0.37	2.72	100.00	0.00	0.00	0.00	100.00	100.00	100.00	91.47	100.00	100.00			
133		RCOM CDMA	0.26	0.97	99.12	0.00	0.51	0.48	0.72	98.82	0.00	0.10	0.08	100.00	100.00	99.40	95.02	100.00	100.00			
		RCOM GSM	0.40	1.11	99.52	0.04	0.05	0.50	0.02	98.89	0.00	0.10	0.10	100.00	100.00	98.80	92.27	100.00	100.00			
		TATA CDMA	0.02	0.03	98.28	0.00	0.28	1.06	2.39	96.84	0.00	0.00	0.00	100.00	100.00	99.00	94.00	100.00	99.00			
134		TATA GSM	0.01	0.00	99.06	0.24	0.31	0.84	2.77	96.82	0.00	0.00	0.00	100.00	100.00	98.00	92.00	100.00	100.00			
135		Uninor	0.16	0.90	96.31	0.73	0.69	1.58	2.80	96.18	4.33	0.00	0.02	100.00	0.00	97.53	95.16	0.00	0.00			
136	Videcon	0.85	0.00	99.09	0.19	0.00	0.41	0.00	99.85	0.00	0.00	0.00	100.00	100.00	100.00	95.87	0.00	0.00				
137	Vodafone	0.16	0.63	97.80	0.83	0.90	0.84	2.45	97.55	0.00	0.07	0.02	100.00	100.00	99.98	96.30	100.00	100.00				
138	MP	Airtel	1.00	1.04	99.56	0.22	0.05	0.61	1.82	99.07	0.00	0.09	1.58	100.00	100.00	100.00	69.36	100.00	100.00			
139		Aircel	0.08	0.17	98.93	0.18	0.11	1.13	1.52	96.37	0.00	0.00	0.00	100.00	100.00	99.92	80.00	100.00	100.00			
140		BSNL	1.10	1.82	96.00	0.87	1.75	1.98	4.45	97.52	0.00	0.00	0.10	100.00	100.00	100.00	97.00	100.00	100.00			
141		Idea	0.55	0.30	99.08	0.09	0.22	0.60	2.26	99.10	0.00	0.04	0.00	100.00	100.00	97.49	93.43	100.00	100.00			
142		MTS	0.35	0.00	99.05	0.00	0.01	0.37	2.32	98.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
143		RCOM CDMA	0.34	1.10	99.30	0.00	0.10	0.41	0.34	99.05	0.00	0.10	0.09	100.00	100.00	98.95	95.70	100.00	100.00			
144		RTL	0.25	0.98	98.80	0.08	0.51	0.64	0.99	97.91	0.00	0.10	0.08	100.00	100.00	98.96	99.34	100.00	100.00			
145		TATA CDMA	0.02	0.00	99.42	0.00	0.01	0.59	0.64	99.25	0.00	0.00	0.02	100.00	100.00	100.00	90.00	100.00	100.00			
		TATA GSM	0.02	0.07	98.05	0.18	0.28	0.91	1.26	97.72	0.00	0.02	0.00	100.00	100.00	98.00	93.00	100.00	33.00			
146		Uninor	0.68	0.46	99.29	0.10	0.05	0.26	1.67	99.28	0.00	0.00	0.00	0.00	0.00	100.00	99.77	0.00	0.00			
147	Videcon	0.20	0.78	99.17	0.07	0.11	0.83	1.60	98.39	0.00	0.00	0.01	100.00	100.00	96.28	92.16	0.00	0.00				
148	Vodafone	0.11	0.04	98.21	0.29	1.10	0.96	2.11	97.82	0.00	0.18	0.04	100.00	100.00	100.00	97.35	99.95	100.00				

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters										Customer Service Quality Parameters							
			Network Availability		Connection Establishment		Connection Maintenance			POI (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and Billing			Response time to the		Termination / closure				
			ERS/Account limited downtime (not available for service) (%/qtr)	Worst affected ERS due to downtime (%/qtr)	Call Set-up Success Rate (with in 30 seconds on network)	SMDCH Ping/CH Congestion (%/qtr)	TCH Congestion (%/qtr)	Call Drop Rate (%/qtr)	Worst affected calls having more than 3% TCH Drop (call drop) rate (%/qtr)		Connection with good video quality	Misring and billing creditability - post paid	Misring and billing creditability - pre paid	Resolution of billing/creditability complaints	Period of applying credit/waiver/adjustment to customer's account for the state of functional	Accessibility of call center/customer care	Percentage of calls answered by the operators (voice to video) within 60 seconds	%/qtr requests for Termination/ Closure of service completed 100	The telese for refund of deposits after closure	
≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days				
149	NE	Aircel	0.39	1.90	97.23	0.79	1.75	1.89	4.82	95.38	0.00	0.01	0.01	100.00	100.00	100.00	96.64	100.00	100.00	
150		Airtel	0.50	1.25	97.24	0.46	0.96	1.16	2.01	99.78	0.00	0.00	0.00	100.00	100.00	99.79	93.00	100.00	100.00	
151		BSNL	2.43	5.50	96.17	1.67	2.25	2.07	8.77	96.50	0.00	0.05	0.05	93.00	100.00	98.50	92.65	100.00	100.00	
152		Idea	0.82	1.86	96.63	0.82	1.98	1.65	2.65	95.63	0.00	0.00	0.00	100.00	100.00	98.47	94.31	100.00	100.00	
153		MTS	1.69	0.00	99.57	0.00	0.03	0.33	0.88	99.01	0.00	0.00	0.00	100.00	100.00	100.00	100.00	0.00	0.00	
154		RTL	0.32	0.98	98.47	0.05	0.59	0.64	0.52	98.41	0.00	0.01	0.02	100.00	100.00	98.95	98.55	100.00	100.00	
155		TATA CDMA	0.60	0.00	98.98	0.00	0.22	0.33	0.83	99.55	0.00	0.00	0.00	100.00	100.00	98.00	98.00	100.00	100.00	
156		Uninor	0.74	0.33	99.85	0.02	0.00	0.29	0.26	98.43	0.00	0.00	0.00	100.00	100.00	100.00	100.00	0.00	0.00	
157		Vodafone	0.85	1.59	98.41	0.29	0.76	0.82	2.83	97.26	0.00	0.07	0.01	100.00	100.00	99.97	95.83	100.00	100.00	
158		Aircel	0.22	1.70	98.75	0.30	0.92	1.29	3.47	96.14	0.00	0.03	0.00	100.00	100.00	100.00	98.64	100.00	100.00	
159		Airtel	0.14	0.80	99.26	0.05	0.14	0.54	1.74	98.61	0.00	0.00	0.00	100.00	100.00	99.79	94.00	100.00	100.00	
160		Idea	0.29	0.32	98.25	0.07	0.42	0.53	2.26	97.13	0.00	0.05	0.00	100.00	100.00	98.97	90.19	100.00	100.00	
161		MTS	0.31	0.00	98.57	0.00	0.00	1.70	0.51	98.47	0.00	0.00	0.00	100.00	100.00	100.00	90.00	0.00	0.00	
162		RCOM CDMA	0.21	0.05	99.52	0.00	0.02	0.66	0.83	99.15	0.00	0.10	0.07	100.00	100.00	98.02	94.46	100.00	100.00	
163	RTL	0.04	0.03	98.15	0.09	0.34	0.58	0.78	98.08	0.00	0.09	0.06	100.00	100.00	98.90	97.44	100.00	100.00		
164	TATA GSM	0.03	0.00	98.57	0.00	0.02	0.75	1.35	99.13	0.00	0.00	0.03	100.00	100.00	100.00	96.00	100.00	100.00		
165	TATA CDMA	0.01	0.00	99.13	0.03	0.09	0.61	1.44	98.15	0.00	0.00	0.00	100.00	100.00	97.00	95.00	100.00	100.00		
166	Uninor	0.38	0.39	96.51	0.60	1.85	1.89	2.02	96.14	0.00	0.00	0.00	100.00	100.00	98.18	96.26	0.00	0.00		
167	Videcon	0.93	0.00	99.25	0.49	0.00	0.82	0.00	98.98	0.00	0.00	0.00	100.00	100.00	95.71	95.87	0.00	0.00		
168	Vodafone	0.10	0.12	98.20	0.44	1.04	0.98	0.75	98.41	0.00	0.05	0.04	100.00	100.00	99.99	98.93	100.00	100.00		
169	BSNL	0.80	0.97	96.33	0.87	1.83	1.90	2.93	98.00	0.00	0.00	0.00	100.00	100.00	100.00	94.00	100.00	100.00		
170	Aircel	0.05	0.00	98.05	0.03	0.02	0.67	1.65	96.94	0.00	0.00	0.02	100.00	100.00	100.00	80.69	100.00	100.00		
171	Airtel	0.03	0.02	99.22	0.07	0.16	0.64	1.24	98.92	0.00	0.00	0.00	100.00	100.00	99.00	89.00	100.00	100.00		
172	Idea	0.05	0.01	97.70	0.30	0.91	1.21	2.70	97.94	0.00	0.07	0.01	100.00	100.00	99.44	95.42	100.00	100.00		
173	MTS	0.00	0.00	99.73	0.00	0.00	0.37	1.32	99.51	0.00	0.00	0.00	100.00	100.00	100.00	94.00	0.00	0.00		
174	QTL CDMA	0.29	0.00	98.67	0.38	0.77	1.71	0.63	97.79	0.00	0.05	0.00	100.00	100.00	100.00	90.00	100.00	100.00		
175	QTL GSM	0.09	0.17	97.90	0.05	0.35	0.83	1.29	97.90	16.67	0.00	0.04	100.00	100.00	95.70	92.57	0.00	0.00		
176	RCOM CDMA	0.07	0.03	99.19	0.00	0.15	0.34	0.28	98.89	0.00	0.10	0.03	100.00	100.00	98.86	90.70	100.00	100.00		
177	RCOM GSM	0.08	0.02	99.65	0.02	0.03	0.56	0.05	99.18	0.00	0.10	0.07	100.00	100.00	99.19	88.59	100.00	100.00		
178	TATA CDMA	0.02	0.00	98.68	0.00	0.09	0.91	2.11	99.40	0.00	0.00	0.00	100.00	100.00	100.00	95.00	100.00	100.00		
179	TATA GSM	0.03	0.04	99.09	0.02	0.12	0.61	1.16	96.47	0.00	0.00	0.00	100.00	100.00	100.00	90.00	100.00	100.00		
180	Uninor	1.00	0.00	98.99	0.00	0.00	0.21	1.28	97.72	0.00	0.00	0.00	100.00	100.00	100.00	100.00	0.00	0.00		
181	Vodafone	0.02	0.02	99.01	0.08	0.29	0.75	2.32	97.72	0.00	0.09	0.01	100.00	100.00	100.00	97.15	100.00	100.00		
182	BSNL	0.30	1.63	98.00	1.00	1.17	2.00	2.28	95.40	0.00	0.01	0.03	100.00	100.00	100.00	92.34	100.00	100.00		
183	Airtel	0.02	0.00	96.97	0.02	0.09	0.79	0.87	96.65	0.00	0.03	0.04	100.00	100.00	100.00	66.64	100.00	100.00		
184	Airtel	0.10	0.16	99.33	0.22	0.32	1.21	2.60	98.92	0.00	0.00	0.00	100.00	100.00	98.00	47.00	100.00	100.00		
185	BSNL	1.80	2.00	99.00	0.20	0.77	1.37	3.00	98.37	0.00	0.10	0.10	100.00	100.00	97.00	91.00	100.00	100.00		
186	RCOM CDMA	0.42	1.18	99.31	0.00	0.17	0.44	0.60	98.86	0.00	0.10	0.10	100.00	100.00	99.18	93.83	100.00	100.00		
187	RCOM GSM	0.39	1.00	99.66	0.08	0.04	0.58	0.04	99.09	0.00	0.09	0.10	100.00	100.00	98.83	90.57	100.00	100.00		
188	TATA CDMA	0.01	0.00	98.92	0.00	0.10	0.58	2.59	98.92	0.00	0.00	0.01	100.00	100.00	97.00	93.00	100.00	100.00		
189	TATA GSM	0.01	0.00	98.21	0.07	0.07	0.84	1.44	98.12	0.00	0.01	0.00	100.00	100.00	99.00	88.00	100.00	100.00		
190	Vodafone	0.11	0.71	99.07	0.33	0.21	0.86	1.54	97.70	0.00	0.10	0.06	100.00	100.00	100.00	88.87	100.00	100.00		
191	Idea	0.08	0.10	98.36	0.29	0.89	1.57	2.72	96.06	0.00	0.04	0.04	100.00	100.00	97.21	87.40	100.00	100.00		
192	MTS	0.07	0.00	99.45	0.00	0.09	0.62	0.99	99.39	0.00	0.00	0.00	100.00	100.00	98.05	94.00	100.00	100.00		
193	Uninor	0.97	0.00	98.77	0.00	0.01	0.19	1.22	98.18	0.00	0.00	0.00	100.00	100.00	100.00	100.00	0.00	0.00		
194	Videcon	0.81	0.00	99.27	0.29	0.08	0.64	0.00	99.12	0.00	0.00	0.04	100.00	100.00	95.06	95.87	0.00	0.00		
195	Aircel	1.54	1.12	98.22	0.87	1.34	0.58	1.55	95.28	0.00	0.13	0.14	100.00	100.00	100.00	82.61	100.00	100.00		
196	Airtel	0.04	0.24	99.50	0.15	0.12	0.62	1.34	98.19	0.00	0.00	0.00	100.00	100.00	99.91	81.00	100.00	100.00		
197	BSNL	0.50	1.90	97.67	0.10	0.33	1.17	3.00	99.00	0.00	0.00	0.00	100.00	100.00	100.00	85.00	100.00	100.00		
198	RCOM CDMA	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10	0.01	100.00	100.00	97.77	88.44	100.00	100.00		
199	RCOM GSM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10	0.05	100.00	100.00	98.87	82.27	100.00	100.00		
200	TATA CDMA	0.02	0.00	98.75	0.00	0.26	0.92	1.67	99.04	0.00	0.00	0.00	100.00	100.00	99.00	100.00	100.00	100.00		
201	TATA GSM	0.08	0.82	98.23	0.11	0.18	0.60	1.56	98.21	0.00	0.00	0.00	100.00	100.00	99.00	95.00	100.00	100.00		
202	Uninor	0.05	0.00	99.26	0.06	0.06	1.09	1.53	98.74	1.67	0.00	0.02	100.00	100.00	96.59	95.63	0.00	0.00		
203	Videcon	0.24	1.42	98.78	0.05	0.08	0.72	1.55	98.07	0.00	0.00	0.06	100.00	100.00	95.20	90.38	0.00	0.00		
204	Vodafone	0.10	0.65	98.39	0.35	1.02	0.81	2.58	97.33	0.00	0.03	0.01	100.00	100.00	100.00	96.50	100.00	100.00		
205	Idea	0.01	0.03	99.53	0.05	0.08	0.41	0.76	97.99	0.00	0.09	0.02	100.00	100.00	97.87	91.96	100.00	100.00		
206	MTS	0.11	0.00	99.24	0.00	0.00	0.54	2.06	99.96	0.00	0.00	0.00	100.00	100.00	99.85	90.43	0.00	0.00		

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters							
			Network Availability		Connection Establishment			Connection Maintenance			POI	Metering and Billing				Response time to the		Termination / closure	
			BTSS Accumulated downtime (not available for service) (%/age)	Worst affected BTSS due to downtime (%/age)	Call Set-up Success Rate (within licensee's own network)	SDCC/ Paging Chl. Congestion (%/age)	TCH Congestion (%/age)	Call Drop Rate (%/age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%/age)	Connection with good voice quality	Port-to-port connection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of litigation of	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied 1.00	Time taken for refund of deposits after closures
≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days			
199		Airtel	0.41	1.82	98.82	0.14	0.59	0.44	0.83	97.12	0.00	0.03	0.01	100.00	100.00	100.00	76.56	80.00	100.00
200		Airtel	0.21	0.45	99.55	0.09	0.26	0.97	2.83	98.51	0.00	0.00	0.00	100.00	100.00	85.00	76.00	100.00	100.00
201		BSNL	0.61	1.90	97.00	0.70	1.60	1.50	3.50	97.67	0.00	0.10	0.10	100.00	100.00	95.00	90.00	100.00	100.00
202		Idea	0.23	0.42	99.97	0.91	1.71	1.17	2.85	96.34	0.00	0.12	0.01	100.00	100.00	99.76	81.22	100.00	100.00
203		MTS	0.14	0.00	99.49	0.00	0.00	0.52	1.06	99.99	0.00	0.00	0.00	100.00	100.00	98.00	99.00	0.00	0.00
		RCOM CDMA	0.35	0.95	98.79	0.00	0.67	0.77	1.19	99.13	0.00	0.10	0.10	100.00	100.00	98.60	93.03	100.00	100.00
		RCOM GSM	0.40	0.98	98.76	0.13	0.22	0.86	0.04	98.34	0.00	0.09	0.10	100.00	100.00	98.90	94.69	100.00	100.00
		TATA CDMA	0.03	0.00	98.45	0.00	0.03	0.80	2.69	98.53	0.00	0.00	0.01	100.00	100.00	100.00	96.00	100.00	100.00
		TATA GSM	0.01	0.00	97.39	0.22	1.04	1.09	5.22	96.85	0.00	0.01	0.00	100.00	100.00	99.00	96.00	100.00	100.00
204	UPE	Uninor	1.05	0.78	96.71	0.47	1.95	1.60	2.59	95.78	0.67	0.00	0.05	100.00	0.00	96.59	81.29	0.00	0.00
206		Vodafone	0.24	1.56	96.80	0.75	1.08	1.29	2.61	95.65	0.00	0.08	0.05	100.00	100.00	100.00	97.13	100.00	100.00
207		Videcon	0.48	0.00	99.01	0.13	0.22	0.43	0.00	98.36	0.00	0.00	0.00	100.00	100.00	96.55	95.87	0.00	0.00
208		Airtel	0.50	1.84	98.12	0.29	0.38	0.60	2.69	96.37	0.00	0.08	0.01	100.00	100.00	100.00	87.12	100.00	100.00
209		Airtel	0.08	0.02	99.42	0.12	0.27	0.44	0.59	98.82	0.00	0.00	0.00	100.00	100.00	99.00	83.00	100.00	100.00
210		BSNL	1.28	7.22	97.33	0.83	1.75	2.32	8.22	97.20	0.00	0.00	0.00	100.00	100.00	100.00	94.00	100.00	100.00
211		Idea	0.07	0.32	99.86	0.96	1.34	0.94	2.98	99.80	0.00	0.06	0.01	100.00	100.00	99.10	86.32	100.00	100.00
212		MTS	0.11	0.00	99.39	0.00	0.00	0.49	1.63	99.73	0.00	0.00	0.00	100.00	100.00	98.00	97.00	0.00	0.00
		RCOM CDMA	0.25	0.30	98.91	0.00	0.59	0.76	0.89	99.09	0.00	0.10	0.09	100.00	100.00	97.43	96.80	100.00	100.00
		RCOM GSM	0.32	1.11	99.42	0.08	0.19	0.75	0.04	98.72	0.00	0.09	0.10	100.00	100.00	98.81	97.06	100.00	100.00
		TATA CDMA	0.04	0.00	98.86	0.00	0.18	0.66	0.95	97.83	0.00	0.00	0.00	100.00	100.00	99.00	94.00	100.00	100.00
		TATA GSM	0.04	0.00	98.74	0.04	0.19	0.78	2.17	97.29	0.00	0.03	0.00	100.00	100.00	99.00	95.00	100.00	100.00
213	UPW	Uninor	0.52	1.55	97.75	0.19	1.63	1.36	2.66	95.73	1.67	0.00	0.17	100.00	0.00	97.13	80.81	0.00	0.00
214		Vodafone	0.19	1.08	97.75	0.71	0.93	1.15	2.61	96.84	0.00	0.08	0.02	100.00	100.00	100.00	97.13	100.00	100.00
215		Videcon	0.50	0.00	98.99	0.32	0.27	0.67	0.00	97.95	0.00	0.00	0.00	100.00	100.00	96.67	95.87	0.00	0.00
216		Airtel	0.21	0.93	97.02	0.39	0.42	1.56	5.13	95.83	0.00	0.00	0.08	100.00	100.00	100.00	95.18	100.00	0.00
217		Airtel	0.03	0.11	99.50	0.06	0.10	0.58	1.10	99.20	0.00	0.00	0.00	100.00	100.00	99.92	90.00	100.00	100.00
218		BSNL	1.35	2.15	97.50	0.57	0.93	0.97	4.70	97.53	0.00	0.02	0.28	100.00	100.00	100.00	96.59	100.00	100.00
219		Idea	0.05	0.58	96.20	0.63	1.75	1.18	2.80	97.21	0.00	0.00	0.01	100.00	100.00	98.69	89.89	100.00	100.00
220		MTS	0.11	0.30	99.17	0.00	0.29	1.00	2.51	98.29	0.00	0.00	0.00	100.00	100.00	100.00	91.90	100.00	0.00
221		RCOM CDMA	0.19	0.41	99.02	0.00	0.37	0.61	0.52	98.84	0.00	0.10	0.07	100.00	100.00	99.44	94.21	100.00	100.00
222		RTL	0.21	0.82	98.55	0.02	0.33	0.70	1.02	98.22	0.00	0.09	0.09	100.00	100.00	98.99	98.59	100.00	100.00
223		TATA CDMA	0.07	0.00	98.75	0.00	0.29	0.80	2.70	99.02	0.00	0.02	0.01	100.00	100.00	100.00	98.00	100.00	100.00
224		TATA GSM	0.01	0.00	98.82	0.05	0.05	0.83	4.30	97.62	0.00	0.00	0.00	100.00	100.00	98.00	96.00	100.00	100.00
225		Uninor	1.23	1.41	97.27	0.27	1.90	1.63	1.84	96.19	0.67	0.00	0.00	100.00	0.00	97.48	87.90	0.00	0.00
226		Videcon	0.61	0.00	98.92	0.58	0.13	0.95	0.00	98.84	0.00	0.00	0.00	100.00	100.00	95.70	95.87	0.00	0.00
227		Vodafone	0.04	0.23	96.81	1.03	1.30	1.30	4.38	95.17	0.00	0.01	0.01	100.00	100.00	89.73	97.82	100.00	100.00

Note: 1.RCOM CDMA* & RCOM GSM* = Data pertains to CH & TN for Network related parameters only

2. Airtel CH*- Incl in TN & KOL*-Incl in WB for Customer related parameters only

Annexure 4.2: Performance of QoS Parameters for Basic (Wire-line) Service

Sl. No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs./month)	Fault Repair			Rant Rebate	Mean Time to Repair (MTTR)	Call Completion Rate (CCR)	Answer to Seizure Ratio	POI Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and Billing				Response time to the customer for Assistance		Termination / closure of service	
				% of faults repaired by next working day	% of faults repaired within 3 days	% of faults repaired within 5 days						Metering and Billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Resolution of complaints on applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
			≤5	By next working day: ≥ 90%	For urban areas: ≥ 100%	For rural and hilly areas: ≥ 100%		≤ 8 Hrs	≥ 55%	≥ 75 %	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
1	A&N	BSNL	2.02	84.29%	90.49%	98.33%		7.11	64.65%	NR	NR	NR	NR	NR	NR	100.00%	95.00%	92.73%	NR
2	AP	RCOM	0.37	100.00%	100.00%	NA		NR	NR	87.90%	0.00%	0.02%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
3		TCL	2.52	97.51%	100.00%	100.00%		4.55	93.91%	NA	0.00%	0.05%	NA	100.00%	100.00%	95.18%	92.92%	100.00%	100.00%
4		Bharti	1.56	96.11%	100.00%	NA		2.86	92.83%	NA	0.00%	0.07%	NA	100.00%	100.00%	100.00%	97.32%	100.00%	99.38%
5		BSNL	2.73	94.96%	99.19%	99.98%		7.19	71.19%	NR	NR	NR	NR	NR	NR	93.95%	91.67%	99.47%	NR
6	ASS	TCL	0.00	NA	NA	NA		0.00	86.3%	NA	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	NA	0.00%
7		BSNL	4.67	96.68%	99.90%	100.00%		2.94	70.00%	NR	NR	NR	NR	NR	NR	96.26%	97.67%	100.00%	NR
8	BR	RCOM	0.00	100.00%	100.00%	NA		NR	NR	97.17%	0.00%	NIL	NA	NA	100.00%	NR	93.82%	NR	100.00%
9		TCL	0.52	100.00%	100.00%	100.00%		3.84	84.87%	NA	0.00%	0.00%	NA	NA	NA	96.70%	91.00%	100.00%	0.00%
10		BSNL	3.86	91.45%	98.21%	99.97%		6.57	71.39%	NR	NR	NR	NR	NR	NR	94.96%	97.67%	76.16%	NR
11	CH	RCOM	0.25	100.00%	100.00%	NA		NR	NR	86.86%	0.00%	0.03%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
12		TCL	0.06	100.00%	100.00%	100.00%		4.28	86.41%	NA	0.00%	0.03%	NA	100.00%	100.00%	98.66%	97.83%	100.00%	0.00%
13		BSNL	2.96	97.38%	98.55%	99.37%		7.01	84.29%	NR	NR	NR	NR	NR	NR	95.06%	94.08%	100.00%	NR
14	CHHATTISGARH	BSNL	4.56	96.44%	99.08%	100.00%		5.60	69.20%	NR	NR	NR	NR	NR	NR	95.63%	57.33%	100.00%	NR
15	DL	RCOM	0.31	100.00%	100.00%	NA		NR	NR	93.80%	0.00%	0.05%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
16		MTNL	7.02	88.30%	95.23%	NA	19037	6.95	55.78%	NR	0.00%	0.04%	NR	91.01%	*	99.90%	98.69%	90.56%	100.00%
17		TCL	0.14	94.50%	100.00%	100.00%		6.80	99.02%	NA	0.00%	0.02%	NA	100.00%	100.00%	95.30%	91.00%	100.00%	0.00%
18		Bharti	1.62	96.87%	100.00%	NA		4.63	94.72%	NA	0.00%	0.05%	NA	100.00%	98.39%	98.81%	97.41%	100.00%	100.0%

Annexure 4.2 (Contd.)

19	GJ	RCOM	0.69	100.00%	100.00%	NA		NR	NR	86.17%	0.00%	0.04%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
20		TCL	0.74	96.32%	100.00%	100.00%		4.00	100.00%	NA	0.00%	0.01%	NA	100.00%	NA	98.59%	98.01%	100.00%	0.00%
21		Bharti	1.21	98.18%	100.00%	NA		2.95	90.30%	NA	0.00%	0.03%	NA	100.00%	100.00%	99.97%	96.17%	100.00%	100.0%
22		BSNL	4.79	94.65%	98.78%	99.87%		5.57	68.77%	NR	NR	NR	NR	NR	NR	99.83%	95.80%	100.00%	NR
23	HP	RCOM	0.00	100.00%	100.00%	NA		NR	NR	82.18%	0.00%	NIL	NA	NA	100.00%	NR	93.82%	NR	100.00%
24		TCL	0.00	NA	NA	NA		0.00	NA	NA	NA	0.05%	NA	100.00%	0.00%	96.30%	91.00%	0.00%	0.00%
25		BSNL	6.53	89.65%	97.05%	99.33%		6.58	68.83%	NR	NR	NR	NR	NR	NR	91.19%	85.33%	99.77%	NR
26	HR	RCOM	0.00	100.00%	100.00%	NA		NR	NR	86.90%	0.00%	NIL	NA	NA	100.00%	NR	93.82%	NR	100.00%
27		TCL	0.01	100.00%	100.00%	100.00%		4.62	99.76%	NA	0.00%	0.02%	NA	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%
28		Bharti	1.79	99.24%	100.00%	NA		4.71	95.26%	NA	0.00%	0.01%	NA	100.00%	100.00%	99.40%	97.73%	100.00%	100.0%
29		BSNL	4.49	98.26%	100.00%	100.00%		6.53	78.37%	NR	NR	NR	NR	NR	NR	92.99%	93.33%	100.00%	NR
30	J&K	TCL	0.00	NA	NA	NA		NIL	99.54%	NA	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	0.00%	0.00%
31		BSNL	5.01	72.78%	89.87%	98.18%		6.01	63.59%	NR	NR	NR	NR	NR	NR	91.87%	93.33%	95.30%	NR
32	Jhar	BSNL	2.83	95.36%	99.11%	100.00%		6.66	70.80%	NR	NR	NR	NR	NR	NR	96.32%	95.00%	99.58%	NR
33	KOL	RCOM	0.55	100.00%	100.00%	NA		NR	NR	85.88%	0.00%	0.06%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
34		TCL	0.43	100.00%	100.00%	100.00%		2.07	95.96%	NA	0.00%	0.02%	NA	100.00%	100.00%	97.00%	93.60%	0.00%	100.00%
35		Bharti	1.73	99.17%	100.00%	NA		4.04	98.48%	NA	0.00%	0.03%	NA	100.00%	100.00%	98.99%	97.44%	100.00%	100.0%
36		BSNL	8.98	42.16%	51.04%	0.00%		7.42	59.95%	NR	NR	NR	NR	NR	NR	98.75%	100.00%	34.41%	NR
37	KR	RCOM	0.47	100.00%	100.00%	NA		NR	NR	86.87%	0.00%	0.02%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%

Annexure 4.2 (Contd.)

38	KR	Bharti	1.44	95.71%	100.00%	NA		3.06	94.12%	NA	0.00%	0.04%	NA	100.00%	100.00%	100.00%	95.15%	100.00%	99.30%
39		TCL	0.03	100.00%	100.00%	100.00%		3.52	98.44%	NA	0.00%	0.00%	NA	100.00%	0.00%	100.00%	99.05%	100.00%	0.00%
40		BSNL	5.65	76.99%	89.34%	89.31%		18.29	73.68%	NR	NR	NR	NR	NR	NR	96.53%	96.51%	95.77%	NR
41	KTK	RCOM	0.15	100.00%	100.00%	NA		NR	NR	87.34%	0.00%	0.02%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
42		TCL	0.24	98.65%	100.00%	100.00%		4.02	83.00%	NA	0.00%	0.01%	NA	100.00%	100.00%	99.79%	99.63%	100.00%	0.00%
43		Bharti	2.45	94.02%	100.00%	NA		3.27	94.45%	NA	0.00%	0.14%	NA	100.00%	98.79%	100.00%	97.01%	100.00%	99.86%
44		BSNL	4.01	93.37%	97.44%	93.64%		5.82	70.58%	NR	NR	NR	NR	NR	NR	98.32%	99.83%	99.98%	NR
45	MH	RCOM	0.33	100.00%	100.00%	NA		NR	NR	88.06%	0.00%	0.03%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
46		TCL	0.30	97.79%	100.00%	100.00%		4.07	98.47%	NA	0.00%	0.03%	NA	100.00%	100.00%	95.80%	90.80%	100.00%	100.00%
47		Bharti	1.15	97.58%	100.00%	NA		3.48	91.75%	NA	0.00%	0.02%	NA	100.00%	99.08%	94.39%	93.48%	100.00%	100.0%
48		BSNL	6.28	82.29%	86.90%	98.41%		8.31	54.72%	NR	NR	NR	NR	NR	NR	93.05%	80.00%	98.02%	NR
49	MP	RCOM	0.68	100.00%	100.00%	NA		NR	NR	89.42%	0.00%	0.06%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
50		TCL	0.03	100.00%	100.00%	100.00%		5.86	99.88%	NA	0.00%	0.00%	NA	0.00%	NA	95.10%	91.00%	100.00%	0.00%
51		Bharti	4.74	97.87%	100.00%	NA		3.43	88.09%	NA	0.00%	0.15%	NA	100.00%	98.13%	98.99%	94.97%	100.00%	100.0%
52		BSNL	3.26	96.53%	100.00%	100.00%		3.75	73.06%	NR	NR	NR	NR	NR	NR	95.66%	89.00%	99.28%	NR
53	Mum	RCOM	0.27	100.00%	100.00%	NA		NR	NR	83.38%	0.00%	0.04%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
54		MTNL	7.02	94.15%	97.87%	NA		10.90	57.98%	NR	0.29%	0.03%	NA	100.00%	100.00%	97.39%	97.39%	95.50%	100.00%
55		Bharti	0.82	95.60%	100.00%	NA		4.66	94.15%	NA	0.00%	0.03%	NA	100.00%	100.00%	99.97%	95.91%	100.00%	100.0%
56	NE	TCL	0.00	NA	NA	NA		0.00	80.54%	NA	0.00%	0.00%	NA	NA	0.00%	NA	100.00%	NA	0.00%

Annexure 4.2 (Contd.)

57	NE - I	BSNL	4.44	93.69%	100.00%	100.00%		7.59	68.44%	NR	NR	NR	NR	NR	NR	96.51%	95.00%	85.00%	NR
58	NE - II	BSNL	3.11	95.19%	100.00%	100.00%		5.85	40.74%	NR	NR	NR	NR	NR	NR	95.85%	98.33%	100.00%	NR
59	OR	RCOM	0.00	100.00%	100.00%	NA		NR	NR	91.25%	0.00%	NIL	NA	NA	100.00%	NR	93.82%	NR	100.00%
60		TCL	0.94	100.00%	100.00%	100.00%		1.54	99.98%	NA	0.00%	0.01%	NA	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%
61		BSNL	4.16	96.58%	100.00%	100.00%		6.45	68.22%	NR	NR	NR	NR	NR	NR	96.59%	98.33%	98.56%	NR
62	PB	RCOM	0.67	100.00%	100.00%	NA		NR	NR	94.54%	0.00%	0.03%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
63		HFCL	4.37	90.88%	99.85%	0.00%		9.01	55.74%	N/A	NIL	0.04%	N/A	100.00%	100.00%	100.00%	94.00%	100.00%	100.00%
64		TCL	0.08	100.00%	100.00%	100.00%		2.30	72.91%	NA	0.00%	0.07%	NA	100.00%	0.00%	98.41%	96.38%	100.00%	0.00%
65		Bharti	1.79	96.49%	100.00%	NA		5.65	94.70%	NA	0.00%	0.03%	NA	100.00%	100.00%	99.40%	97.50%	100.00%	100.0%
66		BSNL	3.88	96.76%	99.82%	99.91%		5.53	70.66%	NR	NR	NR	NR	NR	NR	95.42%	94.33%	100.00%	NR
67	RJ	RCOM	0.67	100.00%	100.00%	NA		NR	NR	93.38%	0.00%	0.06%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
68		Sistema Shyam	2.49	97.00%	100.00%	100.00%		5.28	98.21%	NA	NIL	0.00	NIL	100.00%	100.00%	99.00%	90.67%	100.00%	100.00%
69		TCL	0.00	0.00%	0.00%	NA		0.00	100.00%	NA	0.00%	0.00%	NA	0.00%	0.00%	100.00%	100.00%	100.00%	0.00%
70		Bharti	1.34	95.80%	100.00%	NA		3.93	90.69%	NA	0.00%	0.03%	NA	100.00%	100.00%	98.99%	97.33%	100.00%	100.0%
71		BSNL	4.47	96.53%	99.55%	99.98%		6.13	71.90%	NR	NR	NR	NR	NR	NR	92.78%	82.67%	100.00%	NR
72	ROM	TCL	0.24	96.46%	100.00%	100.00%		4.87	97.26%	NA	0.00%	0.03%	NA	100.00%	100.00%	96.50%	93.20%	100.00%	100.00%
73	TN	RCOM	0.48	100.00%	100.00%	NA		NR	NR	89.11%	0.00%	0.02%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
74		TCL	0.01	100.00%	100.00%	100.00%		0.00	NA	NA	0.00%	0.00%	NA	0.00%	NA	98.66%	97.83%	100.00%	0.00%
75		Bharti	2.59	94.83%	100.00%	NA		3.32	93.43%	NA	0.00%	0.07%	NA	100.00%	98.39%	100.00%	96.99%	100.00%	98.70%

Annexure 4.2 (Contd.)

76	TN	BSNL	3.24	92.28%	96.51%	99.29%		5.42	81.34%	NR	NR	NR	NR	NR	NR	94.86%	97.67%	100.00%	NR
77	UP-E	RCOM	0.82	100.00%	100.00%	NA		NR	NR	94.90%	0.00%	0.07%	NA	100.00%	100.00%	NR	93.82%	NR	100.00%
78		TCL	0.48	100.00%	100.00%	100.00%		2.62	99.15%	NA	0.00%	0.00%	NA	0.00%	NA	100.00%	100.00%	0.00%	0.00%
79		Bharti	1.35	99.75%	100.00%	NA		3.35	93.52%	NA	0.00%	0.02%	NA	100.00%	100.00%	99.92%	97.51%	100.00%	100.0%
80		BSNL	3.37	96.18%	99.47%	99.79%		6.34	72.38%	NR	NR	NR	NR	NR	NR	91.65%	90.33%	100.00%	NR
81	UP-W	RCOM	0.00	100.00%	100.00%	NA		NR	NR	89.59%	0.00%	NIL	NA	NA	100.00%	NR	93.82%	NR	100.00%
82		TCL	0.00	0.00%	0.00%	0.00%		7.35	100.00%	NA	0.00%	0.00%	NA	0.00%	NA	100.00%	100.00%	-	0.00%
83		Bharti	2.08	95.49%	100.00%	NA		5.40	95.74%	NA	0.00%	0.04%	NA	100.00%	100.00%	99.92%	97.68%	100.00%	100.0%
84		BSNL	4.64	95.32%	99.50%	99.93%		5.96	72.87%	NR	NR	NR	NR	NR	NR	96.93%	94.17%	100.00%	NR
85	UTTARAN CHAL	BSNL	5.50	93.35%	97.97%	99.98%		4.59	62.72%	NR	NR	NR	NR	NR	NR	93.08%	95.67%	89.44%	NR
86	WB	RCOM	0.00	100.00%	100.00%	NA		NR	NR	83.68%	0.00%	NIL	NA	NA	100.00%	NR	93.82%	NR	100.00%
87		TCL	0.00	0.00%	NA	NA		NR	NA	NA	NA	0.00%	NA	NA	NA	-	-	-	0.00%
88		BSNL	4.63	82.27%	93.19%	98.07%		8.58	64.19%	NR	NR	NR	NR	NR	NR	95.51%	91.00%	97.21%	NR

Annexure 4.3: Quality of Service Performance of Broadband Service Providers

Performance Monitoring Report on Quality of Service of Broadband Service Providers for Quarter Ending March, 2012																			
Sl. No.	Service Operators	Service Provisioning		Faults Repair		Billing Performance				Response Time to the Customer for assistance		Bandwidth utilisation/throughput				Packet Loss	Network latency (for wired broadband access)		
		%age of connections provided within 15 days of registration of demand	% of faults repaired by next working day (>90%)	% of faults repaired within 3 working day	Rent Rebate	%age of bills disputed	%age of billing complaints resolved within 4 weeks	%age of cases to whom refund of deposits is made within 60 days of closures	%age of calls answered by operator (Voice to voice) within 60 sec	%age of calls answered by operator (Voice to voice) within 90 sec	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)
1	BSNL																		
1.1	Andhra Pradesh	99.90%	96.20%	99.80%	608	0.00%	100.00%	100.00%	88.00%	95.40%	0	3	79.40%	92.10%	100.00%	0.10%	53.7	235.3	0
1.2	Assam	98.60%	93.30%	99.00%	0	0.10%	100.00%	100.00%	86.30%	94.60%				97.50%	100.00%				
1.3	Bihar	100.00%	93.10%	99.30%	0	0.10%	100.00%	100.00%	100.00%	100.00%				87.80%	99.90%				
1.4	Chhattisgarh	100.00%	95.10%	99.60%	182	0.20%	100.00%	100.00%	81.10%	89.80%				90.90%	99.60%				
1.5	Chennai	100.00%	67.40%	96.70%	0	0.30%	100.00%	100.00%	92.80%	100.00%				84.70%	100.00%				
1.6	Gujrat	100.00%	93.60%	99.60%	48	0.00%	100.00%	100.00%	81.90%	90.50%				89.70%	99.60%				
1.7	Haryana	100.00%	95.00%	100.00%	172	0.10%	100.00%	100.00%	85.10%	93.20%				92.20%	99.60%				
1.8	Himachal Pradesh	100.00%	93.90%	99.80%	0	0.00%	100.00%	100.00%	82.80%	92.00%				84.90%	99.30%				
1.9	Jammu & Kashmir	100.00%	95.40%	97.50%	0	0.10%	100.00%	100.00%	79.30%	85.30%				90.00%	99.00%				
1.10	Jharkhand	100.00%	92.90%	100.00%	100	0.10%	100.00%	100.00%	82.20%	91.70%				88.00%	99.50%				
1.11	Karnataka	99.98%	94.60%	99.50%	514	0.10%	100.00%	100.00%	86.30%	94.60%				93.10%	99.90%				
1.12	Kerala	100.00%	91.10%	99.60%	35	0.30%	100.00%	100.00%	78.60%	89.20%				88.10%	99.70%				
1.13	Kolkata	100.00%	93.50%	99.80%	0	0.20%	100.00%	100.00%	72.00%	87.70%				83.70%	99.80%				
1.14	Maharashtra	100.00%	96.40%	100.00%	605	0.00%	100.00%	100.00%	86.20%	93.90%				92.50%	99.70%				
1.15	Madhya Pradesh	100.00%	95.70%	100.00%	4	0.10%	100.00%	100.00%	89.00%	95.00%				92.70%	99.80%				
1.16	North East I	92.30%	86.50%	96.40%	104	0.10%	100.00%	100.00%	75.80%	92.00%				91.20%	99.40%				
1.17	North East II	100.00%	95.30%	100.00%	0	0.20%	100.00%	100.00%	94.20%	97.10%				92.70%	99.00%				
1.18	Orissa	100.00%	92.80%	100.00%	103	0.20%	100.00%	100.00%	86.90%	95.80%				90.70%	99.70%				
1.19	Punjab	100.00%	94.90%	99.60%	349	0.00%	100.00%	100.00%	79.60%	91.40%				88.40%	99.60%				
1.20	Rajasthan	100.00%	96.40%	100.00%	0	0.10%	100.00%	100.00%	82.00%	92.10%				91.10%	99.90%				
1.21	Tamil Nadu	100.00%	91.00%	97.80%	0	0.10%	100.00%	100.00%	91.50%	96.50%				95.10%	99.90%				
1.22	Uttaranchal	100.00%	93.00%	100.00%	0	0.00%	100.00%	100.00%	88.30%	96.60%				95.60%	99.30%				
1.23	UP East	100.00%	92.50%	99.20%	273	0.20%	100.00%	100.00%	87.40%	94.40%				94.40%	99.80%				
1.24	UP West	100.00%	93.50%	99.60%	118	0.00%	100.00%	100.00%	78.40%	90.20%				92.00%	99.80%				
1.25	West Bengal	96.30%	88.40%	98.30%	101	0.20%	100.00%	100.00%	81.80%	92.00%				89.60%	99.50%				
1.26	A&N	75.70%	72.80%	95.30%	0	0.00%	100.00%	100.00%	96.70%	100.00%				15.00%	100.00%				
2	MTNL																		
2.1	Delhi	96.51%	84.90%	96.67%	9029	0.11%	98.11%	100.00%	99.32%	99.68%	0	1.33	82.85%	95.00%	99.87%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	91.14%	89.52%	96.52%	9405	0.010%	100.00%	NA	69.98%	72.69%	0	0	81.56%	80.00%	98.00%	1.00%	70	350	NA

Annexure 4.3 (Contd.)

3	Bharti Airtel Ltd.																		
3.1	Andhra Pradesh	100.00%	91.03%	99.63%	6	0.04%	100.00%	100.00%	97.00%	98.00%	0	0	0.15%	105.47%	100.00%	0.00%	69	259.67	NA
3.2	Delhi	100.00%	96.79%	99.60%	127	0.03%	100.00%	100.00%	97.00%	98.00%	0	0	0.68%	100.00%	99.97%	0.00%	28	3.67	NA
3.3	Gujarat	100.00%	98.37%	100.00%	0	0.02%	100.00%	100.00%	92.00%	95.00%	0	NA	0.47%	99.00%	99.98%	0.30%	46	48.13	NA
3.4	Haryana	100.00%	98.86%	100.00%	7	0.01%	100.00%	100.00%	97.00%	99.00%	0	NA	NA	100.00%	99.99%	0.00%	32	3.67	NA
3.5	Karnataka	100.00%	92.80%	100.00%	0	0.11%	100.00%	100.00%	96.00%	97.00%	0	0	0.70%	98.88%	99.96%	0.00%	76	273.33	NA
3.6	Kerala	100.00%	95.01%	100.00%	0	0.03%	100.00%	100.00%	92.00%	94.00%	0	NA	NA	101.07%	99.92%	0.00%	95	283.33	NA
3.7	Kolkata	100.00%	97.77%	99.60%	5	0.02%	100.00%	100.00%	96.00%	98.00%	0	0	0.63%	100.00%	99.97%	0.00%	26	4.67	NA
3.8	Madhya Pradesh & CG	100.00%	98.87%	99.92%	18	0.04%	100.00%	100.00%	93.00%	96.00%	0	0	0.38%	95.00%	99.95%	0.08%	78	91.45	NA
3.9	Maharashtra	100.00%	97.77%	99.59%	3	0.01%	100.00%	100.00%	78.00%	84.00%	0	NA	0.42%	86.00%	99.98%	0.09%	48	50.1	NA
3.10	Mumbai	100.00%	97.42%	99.81%	14	0.02%	100.00%	100.00%	90.00%	94.00%	NA	0	0.68%	87.00%	99.94%	0.05%	56	57.57	NA
3.11	Punjab	100.00%	98.45%	99.82%	8	0.02%	100.00%	100.00%	97.00%	98.00%	0	0	0.81%	100.00%	99.98%	0.00%	35	8.64	NA
3.12	Rajasthan	100.00%	99.38%	100.00%	0	0.03%	100.00%	100.00%	96.00%	98.00%	0	NA	0.50%	100.00%	99.96%	0.00%	36	4.33	NA
3.13	Tamilnadu	100.00%	92.28%	100.00%	0	0.08%	100.00%	100.00%	98.00%	99.00%	0	0	0.56%	110.35%	99.99%	0.00%	68	260.33	NA
3.14	UP - East	100.00%	99.50%	100.00%	0	0.03%	100.00%	100.00%	97.00%	99.00%	0	NA	NA	100.00%	100.00%	0.00%	17	3.67	NA
3.15	UP - West	100.00%	96.50%	99.87%	35	0.03%	100.00%	100.00%	97.00%	98.00%	0	NA	NA	100.00%	99.94%	0.00%	26	3.67	NA
4	Hathway																		
4.1	Andhra Pradesh	100.00%	98.00%	100.00%	28	1.78%	100.00%	100.00%	98.00%	100.00%	0	0	86.00%	85.00%	99.72%	0.99%	80	310	NA
4.2	Delhi	100.00%	99.00%	99.00%	83	1.53%	100.00%	100.00%	71.00%	86.00%	0	0	87.00%	85.00%	99.00%	0.98%	12	310	NA
4.3	Gujarat	100.00%	95.00%	99.27%	0	0.00%	100.00%	100.00%	81.00%	94.00%	0	0	87.00%	85.00%	97.00%	0.98%	80	310	NA
4.4	Haryana	100.00%	100.00%	100.00%	0	0.00%	NA	NA	DNF	DNF	DNF	DNF	NA	85.00%	100.00%	0.99%	10	320	NA
4.5	Karnataka	100.00%	95.00%	100.00%	214	1.81%	100.00%	100.00%	88.00%	91.00%	0	0	86.00%	90.00%	100.00%	0.99%	80	320	NA
4.6	Maharashtra	100.00%	90.00%	99.00%	2304	0.98%	100.00%	100.00%	90.00%	96.00%	0	0	86.00%	85.00%	99.00%	0.98%	80	310	NA
4.7	Punjab	100.00%	98.00%	99.00%	50	1.49%	100.00%	100.00%	99.00%	NA	NR	0	86.00%	85.00%	99.40%	0.98%	80	325	NA
4.8	Goa	100.00%	91.00%	99.00%	0	0.00%	NA	DNF	100.00%	100.00%	0	0	87.00%	85.00%	99.00%	0.98%	80	310	NA
4.9	Uttar Pradesh	100.00%	99.00%	99.00%	0	0.74%	100.00%	100.00%	DNF	DNF	0	0	88.00%	85.00%	99.00%	0.98%	28	290	NA
4.10	Chhatisgarh	100.00%	99.00%	100.00%	0	1.81%	100.00%	100.00%	100.00%	NA	0	0	88.00%	85.00%	100.00%	0.98%	13	310	NA
5	SIFY																		
	All India	95.71%	24.00%	29.00%	693	NA	NA	NA	96.00%	97.49%	0	0	77.00%	NR	100.00%	0.00%	40	255	NR
6	Quadrant Televentures Ltd.(Formerly HFCL Infotel Ltd.)																		
	Punjab	99.85%	97.54%	99.95%	1	0.00%	100.00%	100.00%	88.00%	92.00%	0	0	79.00%	100.00%	99.91%	0.00%	80	330	NA

Annexure 4.3 (Contd.)

7	Tata Teleservices (Maharashtra) Ltd.																	
	Maharashtra & Goa	96.00%	93.05%	100.00%	0	1.00%	100.00%	100.00%	86.23%	92.55%	NR	NR	70.00%	87.40%	99.91%	0.00%	39	203
8	Beam Cables																	
	Hyderabad	98.66%	90.00%	99.00%	1346	2.00%	100.00%	NA	78.16%	79.76%	0	0	55.46%	80.00%	99.00%	1.00%	100	300
9	Alliance Broadband																	
	Kolkata	100.00%	99.00%	100.00%	0	0.09%	100.00%	NA	98.00%	99.00%	7	0	NR	DNF	99.00%	1.00%	NA	NA
10	Broadband Pacenet India Private Ltd.																	
10.1	Mumbai	100.00%	92.00%	100.00%	7	0.00%	100.00%	NA	75.00%	90.00%	0	0	77.00%	DNF	99.00%	1.00%	50	280
10.2	Mumbai-Pune	100.00%	92.00%	100.00%	6	NR	100.00%	NA	75.00%	100.00%	0	0	47.00%	DNF	99.00%	1.00%	50	280
10.3	All India	100.00%	91.00%	99.50%	0	0.00%	NA	NA	71.00%	100.00%	0	0	73.00%	DNF	99.00%	1.00%	75	310
10.4	Madhya Pradesh	100.00%	93.00%	100.00%	0	0.00%	100.00%	NA	73.00%	100.00%	0	0	68.00%	DNF	99.00%	1.00%	50	280
10.5	Gujarat	100.00%	94.00%	100.00%	0	0.00%	100.00%	NA	80.00%	100.00%	0	0	77.00%	DNF	99.00%	1.00%	50	280
10.6	Rajasthan	100.00%	95.00%	100.00%	0	0.00%	NA	NA	85.00%	100.00%	0	0	72.50%	DNF	99.00%	1.00%	50	280
10.7	Andhra Pradesh	100.00%	90.00%	100.00%	0	2.00%	100.00%	NA	87.00%	90.00%	0	0	77.42%	DNF	99.00%	1.00%	50	280
11	Tikona Digital Networks																	
	All India	95.88%	98.66%	99.25%	NR	0.69%	100.00%	100.00%	DNF	DNF	0	0	81.42%	99.00%	100.00%	NR	NR	NR
12	Asianet Satellite Communications Ltd.																	
	Kerala	100.00%	90.37%	99.04%	NR	151.00%	100.00%	100.00%	NR	NR	0	0	68.03%	90.00%	99.46%	1.00%	50	270
13	Zylog Systems(India)Ltd.																	
13.1	ROTN	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.2	Chennai	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.3	Andhra Pradesh	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.4	Karnataka	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.5	Punjab	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.6	Gujarat	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR

Annexure 4.3 (Contd.)

14	IndusInd Media & Communications Ltd. (Broadband Division)																		
	All India	100.00%	97.00%	99.00%	38	0.00%	100.00%	NA	100.00%	100.00%	0	0	78.12%	80.00%	98.00%	1.00%	45	260	NA
15	Rajesh Multichannel Pvt. Ltd.																		
	Mumbai	94.00%	98.00%	NR	0	0.00%	100.00%	100.00%	92.00%	87.00%	0	NR	86.00%	NR	99.00%	NR	NR	NR	NR
16	Chandranet Pvt. Ltd.																		
	Gujarat	100.00%	94.96%	99.87%	35	NR	100.00%	100.00%	80.31%	95.24%	0	0	87.00%	96.00%	98.00%	NR	NR	NR	NR
17	Gujarat Telelink Pvt. Ltd.																		
	Gujarat	100.00%	97.00%	99.00%	85	0.14%	100.00%	100.00%	97.00%	98.00%	NA	0	87.33%	89.00%	99.58%	0.00%	11	300	NA
18	Syscon Infoway Pvt Ltd.																		
	Mumbai	100.00%	97.00%	100.00%	0	0.00%	100.00%	NA	93.00%	92.00%	0	0	83.00%	100.00%	96.00%	0.00%	10	250	NR
19	D-Vois Broadband																		
	All India	100.00%	97.30%	99.28%	NR	0.42%	NR	NR	96.00%	97.00%	0	0	0.00%	90.00%	100.00%	0.10%	C/DNF	C/DNF	C/DNF
20	Wish Net Private Ltd																		
	Kolkata	100.00%	98.92%	100.00%	0	0.07%	100.00%	NA	81.00%	97.67%	0	0	74.32%	DNF	99.00%	1.00%	NA	NA	NA
21	Tata Communications																		
21.1	Andhra Pradesh	99.56%	98.00%	100.00%	654	0.00%	100.00%	100.00%	75.66%	80.53%	DNF	0	41.73%	93.04%	98.00%	0.39%	50	245	NA
21.2	Assam	100.00%	100.00%	100.00%		NA	NA	NA							100.00%				
21.3	Delhi & NCR	100.00%	99.00%	100.00%		0.00%	100.00%	100.00%							99.00%				
21.4	Gujarat & Daman & Du	100.00%	98.00%	100.00%		0.00%	100.00%	100.00%							98.00%				
21.5	Haryana	NA	95.00%	99.00%		NA	NA	NA							100.00%				
21.6	Himachal Pradesh	NA	88.00%	100.00%		NA	NA	NA							100.00%				
21.7	Jammu & Kashmir	NA	96.00%	100.00%		NA	NA	NA							100.00%				
21.8	Karnataka	100.00%	99.00%	100.00%		0.00%	100.00%	100.00%							99.00%				
21.9	Kerala & Lakshadweep	100.00%	96.00%	99.00%		0.00%	100.00%	100.00%							98.00%				
21.10	Madhya Pradesh & Chhattisgarh	99.00%	97.00%	99.00%		0.00%	100.00%	NA							98.00%				
21.11	Maharashtra & Goa	100.00%	99.00%	100.00%		0.00%	100.00%	100.00%							99.00%				
21.12	Mumbai	100.00%	91.00%	97.00%		0.00%	100.00%	100.00%							99.00%				
21.13	North Eastern	NA	100.00%	100.00%		NA	NA	NA							100.00%				
21.14	Orissa	NA	96.00%	96.00%		NA	NA	NA							100.00%				
21.15	Punjab	96.00%	99.00%	100.00%	0.00%	100.00%	100.00%	100.00%											
21.16	Rajasthan	NA	98.00%	99.00%	0.00%	100.00%	100.00%	100.00%											
21.17	Tamil Nadu & Pondicherry	100.00%	92.00%	98.00%	0.00%	100.00%	100.00%	93.00%											
21.18	Uttar Pradesh - East	NA	98.00%	100.00%	NA	NA	NA	98.00%											
21.19	Uttar Pradesh -West	NA	100.00%	100.00%	NA	NA	NA	100.00%											
21.20	West Bengal	NA	NA	NA	NA	NA	NA	100.00%											
21.21	Kolkata	100.00%	99.00%	100.00%	0.00%	100.00%	100.00%	99.00%											
21.22	Bihar & Jharkhand	NA	100.00%	100.00%	NA	NA	NA	100.00%											
22	Ortel Communications																		
	Orissa	100.00%	92.00%	100.00%	NA	NA	NA	NA	100.00%	100.00%	0	0	77.00%	94.33%	95.27%	0.00%	59	169.33	NA

Annexure 4.3 (Contd.)

23	Reliance Communications																		
	All India	100.00%	100.00%	100.00%	NA	0.15%	898.00%	100.00%	94.00%	96.00%	0	0	52.47%	90.00%	99.64%	1.00%	DNF	DNF	DNF
24	You Broadband																		
24.1	All India	100.00%	87.46%	98.42%	1060	0.10%	100.00%	100.00%	88.00%	91.67%	NA	0	74.20%	85.54%	98.90%	0.00%	12	259	NA
24.2	Maharashtra	100.00%	86.60%	98.08%	334	0.03%	100.00%	100.00%	86.67%	90.67%	NA	0	75.24%	85.06%	98.78%	0.00%	18	267	NA
24.3	Gujarat	100.00%	90.74%	98.78%	362	0.09%	100.00%	100.00%	89.00%	92.67%	NA	0	74.85%	85.73%	99.02%	0.00%	12	253	NA
24.4	Karnataka	100.00%	77.80%	98.26%	49	0.02%	100.00%	100.00%	88.33%	92.00%	NA	0	70.00%	85.91%	98.71%	0.00%	7	241	NA
24.5	Tamilnadu	100.00%	79.85%	98.00%	67	0.02%	0.00%	100.00%	87.67%	91.00%	NA	0	68.52%	85.25%	98.48%	0.00%	8	256	NA
24.6	Haryana	100.00%	92.45%	99.35%	7	0.02%	100.00%	100.00%	87.67%	91.00%	NA	0	73.81%	85.98%	99.06%	0.00%	4	257	NA
24.7	Andhra Pradesh	100.00%	82.84%	97.79%	241	0.04%	100.00%	100.00%	89.33%	92.33%	NA	0	74.47%	85.50%	98.90%	0.00%	14	273	NA
25	Spectranet																		
	All India	99.40%	99.00%	99.00%	0	0.00%	NA	NA	100.00%	100.00%	0	0	71.41%	DNF	99.00%	1.00%	DNF	DNF	DNF
26	Five Networks																		
	All India	100.00%	99.50%	100.00%	NA	NR	100.00%	100.00%	NA	NA	12	5193	NR	85.73%	98.00%	1.00%	NA	280	NA
27	Vasai Cables																		
	Mumbai(Kalyan SSA)	100.00%	94.58%	99.55%	0	0.69%	100.00%	NA	58.03%	83.07%	0	0	80.00%	80.00%	99.58%	1.00%	4	255	NR
28	Softeng Computers																		
	All India	100.00%	100.00%	100.00%	0	NR	100.00%	100.00%	89.66%	99.00%	0	0	0.00%	95.00%	99.00%	0.23%	50	253	NA
29	Noida Software Technology																		
	All India	100.00%	100.00%	100.00%	0	NA	NA	NA	80.00%	100.00%	200	NA	NA	98.00%	99.20%	1.00%	30	250	NA
30	Meghbela Cable & Broadband																		
	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
		DNF = Data not as per Format				NR = Data not reported by the Service Provider						NA = Not Applicable				C/DNF = Complied the parameter but Data is not in the required format			

**Annexure 5.1: Broadcaster wise list of pay channels along with their reported a-la-carte rates
(As reported to TRAI upto 31st March 2012)**

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
1	M/s Media Pro Enterprise India Private Limited	1	Zee TV	13.88	As on 01.12.2007, the rate of the channel was Rs. 12.97. Reported revised rate of Rs. 13.88 w.e.f. 01.01.2009.
		2	Zee Cinema	13.88	As on 01.12.2007, the rate of the channel was Rs. 12.97 Reported revised rate of Rs. 13.88 w.e.f. 01.01.2009.
		3	Cartoon Network	13.37	As on 01.12.2007, the rate of the channel was Rs. 12.50 Reported revised rate of Rs. 13.37 w.e.f. 01.01.2009.
		4	Zee Marathi	08.56	As on 01.12.2007, the rate of the channel was Rs. 8.00 Reported revised rate of Rs. 08.56 w.e.f. 01.01.2009.
		5	Zee News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 Reported revised rate of Rs. 08.02 w.e.f. 01.01.2009.
		6	CNN	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 Reported revised rate of Rs. 01.60 w.e.f. 01.01.2009.
		7	Zee Café	08.56	As on 01.12.2007, the rate of the channel was Rs. 8.00 Reported revised rate of Rs. 08.56 w.e.f. 01.01.2009.
		8	Zee Studios	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 Reported revised rate of Rs. 07.49 w.e.f. 01.01.2009.
		9	Zee Bangla	08.67	As on 01.12.2007, the rate of the channel was Rs. 8.10 Reported revised rate of Rs. 08.67 w.e.f. 01.01.2009.
		10	Zee Punjabi	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 Reported revised rate of Rs. 01.60 w.e.f. 01.01.2009.
		11	Zee Trendz	01.07	As on 01.12.2007, the rate of the channel was Rs. 1.00 Reported revised rate of Rs. 01.07 w.e.f. 01.01.2009.
		12	HBO	16.69	As on 01.12.2007, rate of the channel was Rs. 15.60 Reported revised rate of Rs. 16.69 w.e.f. 01.01.2009.
		13	POGO	13.37	As on 01.12.2007, rate of the channel was Rs. 12.50 Reported revised rate of Rs. 13.37 w.e.f. 01.01.2009.

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		14	Zee Business	05.14	As on 01.12.2007, rate of the channel was Rs. 4.80 Reported revised rate of Rs. 05.14 w.e.f. 01.01.2009.
		15	Zee Classic	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 Reported revised rate of Rs. 10.70 w.e.f. 01.01.2009.
		16	Zee Action	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 Reported revised rate of Rs. 10.70 w.e.f. 01.01.2009.
		17	Zee Premier	11.98	As on 01.12.2007, rate of the channel was Rs. 11.20 Reported revised rate of Rs. 11.98 w.e.f. 01.01.2009.
		18	Zee Telugu	11.13	As on 01.12.2007, rate of the channel was Rs. 10.40 Reported revised rate of Rs. 11.13 w.e.f. 01.01.2009.
		19	Zee Kannada	07.98	As on 01.12.2007, rate of the channel was Rs. 7.46 Reported revised rate of Rs. 07.98 w.e.f. 01.01.2009.
		20	ETC Punjabi	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 Reported revised rate of Rs. 09.63 w.e.f. 01.01.2009.
		21	ETC	03.21	As on 01.12.2007, rate of the channel was Rs. 3.00 Reported revised rate of Rs. 03.21 w.e.f. 01.01.2009.
		22	Zing (iv)	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 Reported revised rate of Rs. 05.35 w.e.f. 01.01.2009.
		23	Zee Jagran	02.14	As on 01.12.2007, rate of the channel was Rs. 2.00 Reported revised rate of Rs. 02.14 w.e.f. 01.01.2009.
		24	Zee Smile	06.57	As on 01.12.2007, rate of the channel was Rs. 6.14 Reported revised rate of Rs. 06.57 w.e.f. 01.01.2009.
		25	24 Ghante	06.42	As on 01.12.2007, rate of the channel was Rs. 6.00 Reported revised rate of Rs. 06.42 w.e.f. 01.01.2009.
		26	24 Taas	09.09	As on 01.12.2007, rate of the channel was Rs. 8.50 Reported revised rate of Rs. 09.09 w.e.f. 01.01.2009.
		27	Zee Talkies	16.58	As on 01.12.2007, rate of the channel was Rs. 15.50 Reported revised rate of Rs. 16.58 w.e.f. 01.01.2009.
		28	WB	6.60	Channel launched on. 15.03.2009
		29	REAL	13.00	Channel launched on. 02.03.2009
		30	Zee 24 Ghantalu	5.60	Channel launched on 02.04.2009
		31	Zee Salaam	15.00	Channel launched on 01.02.2010

Annexure 5.1 (Contd.)

		32	Imagine TV	20.50	<p>Earlier, this channel was distributed by M/s Turner M/s Turner General Entertainment Networks India Private Limited upto 20.05.2011.</p> <p>W.e.f 20.05.2011, the distribution of this channel was shifted to M/s Zee Turner Limited.</p> <p>W.e.f 01.07.2011, the distribution of this channel was again shifted to M/s Media Pro Enterprise India Private Limited.</p>
		33	Star Plus	18.73	<p>As on 01.12.2007, rate of the channel was Rs. 17.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 18.73 .</p>
		34	Star Gold	17.66	<p>As on 01.12.2007, rate of the channel was Rs. 16.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .</p>
		35	Star Movies	17.66	<p>As on 01.12.2007, rate of the channel was Rs. 16.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .</p>
		36	Star World	04.87	<p>As on 01.12.2007, rate of the channel was Rs. 4.55</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 4.87 .</p>
		37	Vijay TV	04.28	<p>As on 01.12.2007, rate of the channel was Rs. 4.00 (Rs 11.80 in Tamilnadu)</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 4.28 (Rs 12.63 in Tamilnadu).</p>
		38	NGC	06.15	<p>As on 01.12.2007, rate of the channel was Rs. 5.75</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 6.15 .</p>
		39	Fox traveller channel	04.71	<p>As on 01.12.2007, rate of the channel was Rs. 4.40</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 4.71 .</p>
		40	Channel (V)	01.07	<p>As on 01.12.2007, rate of the channel was Rs. 1.00</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 1.07 .</p>
		41	Life Ok (earlier name "Star One")	21.94	<p>As on 01.12.2007, rate of the channel was Rs. 20.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 21.94 .</p>
		42	The MGM	06.42	<p>M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ Rs. 6.00</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .</p>

Annexure 5.1 (Contd.)

	43	Star Jalsha	12.00	Earlier, "Star Jalsha " was distributed by M/s Star Den as a FTA channel upto 04.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 12.
	44	Star Ananda	06.00	Earlier, "Star Ananda"" was distributed by M/s Media Content & Communications Service (India) Private Limited as a FTA channel upto 4.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 6.00.
	45	FX	15.50	
	46	FOX CRIME	15.50	
	47	BABY TV	13.25	
	48	Nat Geo Wild	16.00	
	49	Nat Geo Adventure	16.00	
	50	Nat GEO Music	07.40	
	51	NDTV 24X7	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
	52	NDTV Profit	06.42	As on 01.12.2007, the rate of the channel was Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .
	53	NDTV Good Times	09.63	This channel was converted from FTA to Pay channel w.e.f 03.05.2008 @ Rs 9.00. W.e.f 01.07.2009, rate of the channel increased to Rs 9.63.
	54	Suvarna	12.00	Converted from FTA to Pay w.e.f 1.11.2010.
	55	Asianet Plus	07.00	The channel has been converted from FTA to Pay w.e.f 29.01.2010.
<p>Note:</p> <p>i) Channel "Reality TV" was distributed @ 1.50 upto 31.08.2008. The distribution of this channel ceased from 01.09.2008 for public viewing.</p> <p>ii) Channel "Zee Next" was distributed @ Rs 20.00 upto 04.03.2009. The distribution of this channel suspended from 05.03.2009 for public viewing.</p> <p>iii) Channel "Zee Gujarati" was distributed @ Rs 01.60 upto 31.05.2009. The distribution of this channel discontinued from 01.06.2009.</p> <p>iv) Prior to 01.05.2009, the name of the channel "Zing" was "Zee Music"</p> <p>v). Channel "Play TV" was distributed @ 4.28 upto 30.12.2009. The distribution of this channel suspended from 31.12.2009 for public viewing.</p> <p>vi) The distribution of channel "Zee Sports" (now Ten Action +) was shifted to M/s Taj Television India Private Limited w.e.f 01.02.2010.</p> <p>vii) The distribution of Zee and Star Den channels were shifted to M/s Media Pro Enterprise India Private Limited w.e.f 01.07.2011.</p>				

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
2	M/s MSM Discovery India Private Limited	56	SET(Sony Entertainment Television)	21.40	As on 01.12.2007, the rate of channel was Rs. 20.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.40 .
		57	MAX	18.19	As on 01.12.2007, rate of the channel was Rs. 17.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.19 .
		58	Discovery	16.05	As on 01.12.2007, rate of the channel was Rs. 15.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 16.05 .
		59	Animal Planet	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 5.35 .
		60	AXN	15.52	As on 01.12.2007, rate of the channel was Rs. 14.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 15.52 .
		61	Animax	02.14	As on 01.12.2007, rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .
		62	TLC *	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.63 .
		63	SAB TV	14.70	As on 01.12.2007, rate of the channel was Rs. 13.74 W.e.f. 01.01.2009, rate of the channel increased to Rs 14.70 .
		64	SET PIX	12.84	As on 01.12.2007, rate of the channel was Rs. 12.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 12.84 .
		65	Aaj Tak	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 7.49 .
		66	Headlines Today	03.21	As on 01.12.2007, the rate of the channel was Rs. 3.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 3.21 .
		67	Tez	02.14	As on 01.12.2007, the rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		68	Channel 8 (Sony AATH)	10.00	Earlier, "Channel 8" was distributed by M/s Bengla Entertainment Private Limited as a FTA channel. W.e.f. 01.04.2009, this channel was converted to Pay channel @ Rs 10.00.
		69	Discovery Science	12.00	Channel launched on 01.01.2010
		70	Discovery Turbo	10.00	Channel launched on 01.01.2010
		71	Neo Sports	26.60	Prior to 01.09.2010, these channels were distributed by M/s Neo Sports Broadcast Private Limited. W.e.f 01.09.2010, the distribution of these channels were shifted to M/s MSM Discovery Private Limited.
		72	Neo Cricket	35.45	
		73	Discovery Channel – Tamil	16.05	Channel launched on 01.08.2011
<p>* Prior to 01.09.2010, the name of the channel "TLC " was "Discovery Travel & Living"</p> <p>The distribution of three channels namely "Colors", "MTV", "NICK" and VH 1 were shifted to M/s Sun 18 Media Services North & M/s SUN 18 Media Services South w.e.f 13.08.2010 & 13.07.2010 respectively. During the period from 13.07.2010 to 12.08.2010, M/s Kal Cable Comm Pvt Limited was the authorized distributor of these channels. However, M/s Sun 18 Media Services South collected subscription payment for Viocom 18 channels on behalf of Kal Comm Pvt Limited.</p>					

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
3	M/s SUN 18 Media Services North - other than South India Territory*	74	SUN TV	13.26	As on 01.12.2007, the rate of the channel was Rs. 12.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 13.26 .
4	M/s SUN 18 Media Services South -South India Territory* * South India Territories comprising of the states of Tamil Nadu, Karnataka, AP and Kerela as well as the Union Territories of Pondicherry, Lakshadweep and Andaman & Nicobar Islands]	75	Gemini TV	11.02	As on 01.12.2007, the rate of the channel was Rs. 10.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 11.02 .
		76	Udaya TV	12.30	As on 01.12.2007, the rate of the channel was Rs. 11.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 12.30.
		77	K TV	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06.
		78	Gemini Comedy (vi)	05.68	As on 01.12.2007, the rate of the channel was Rs. 5.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 5.68.
		79	Udaya Movies	15.40	As on 01.12.2007, the rate of the channel was Rs. 14.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 15.40 .
		80	Sun Music	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50.
		81	Gemini Music (vii)	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50 .
		82	Sun News	01.50	As on 01.12.2007, the rate of the channel was Rs. 1.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 1.50
		83	Gemini News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 8.02 .
		84	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was Rs. 7.35 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.86 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		85	Gemini Movies	18.20	As on 01.12.2007, the rate of the channel was Rs. 17.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 18.20 .
		86	Chintu TV (v)	13.37	W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids).
		87	Udaya Comedy (viii)	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06 .
		88	Kushi TV (iv)	13.37	W.e.f 09.04.2009, Udaya News (Kannada News) was converted to Kushi TV (Telugu Kids).
		89	Chutti TV	13.37	Converted from FTA to Pay w.e.f 17.11.2009
		90	Udaya II	07.49	Converted from FTA to Pay w.e.f 17.11.2009
		91	Adithya TV	18.19	Converted from FTA (Telugu-Music) to Pay (Tamil-Movies) w.e.f 17.11.2009.
		92	Surya TV	12.31	Converted from FTA to Pay w.e.f 01.04.2010
		93	Kiran TV	18.19	Converted from FTA to Pay w.e.f 01.04.2010
		94	The Disney Channel	09.52	Prior to 01.04.2010, these channels were distributed by M/s Star Den Media Services Private Limited.
		95	Disney XD (xiv)	09.52	
		96	Hangama TV	08.35	W.e.f 1.4.2010, the distribution of these channels were shifted to M/s Sun Distribution Services.
		97	IBN 7	7.49	Earlier, "IBN 7" was distributed by M/s Star Den Media Services Private Limited as a FTA channel upto 14.08.2010. W.e.f 14.08.2010, the channel has been converted from FTA to Pay.
		98	IBN Lokmat	7.86	The channel has been converted from FTA to Pay w.e.f 14.08.2010.
		99	Colors	21.40	
		100	MTV	7.49	Earlier these channels were distributed by M/s MSM Discovery India Private Limited upto 13.07.2010.
		101	NICK	6.42	
		102	VH 1	3.21	W.e.f 13.08.2010, the distribution of these channels were shifted to M/s Sun 18 Media Services.

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		103	CNBC TV 18	09.10	<p>These channels were distributed by M/s Zee Turner Limited upto 31.03.2008 at a-la-carte rate of Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz) respectively. M/s Star Den started distributing these channels w.e.f. 01.04.2008 at a-la-carte rate of Rs 08.50 (CNBC TV 18), Rs 05.00 (CNN-IBN) and Rs 04.50 (CNBC Awaaz). M/s Star Den has been directed vide TRAI's Direction dated 28.08.2008 to reduce the a-la-carte rates of these channels from the reported level to Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz). Broadcaster has approached Hon'ble TDSAT against this direction vide Appeal No 11(C) of 2008. M/s Star Den has given an undertaking to Hon'ble TDSAT during the course of the hearing on October 1, 2008 for a-la-carte offering of the channels. The relevant extract of the interim order dated 1st October, 2008 is as under:-</p> <p>"...The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".</p> <p>The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-</p> <ol style="list-style-type: none"> 1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN) 3) 3.50 (CNBC Awaaz) <p>The matter was heard on 18.02.2009 by the Hon'ble TDSAT and the appeal has been disposed of by the Hon'ble TDSAT by passing following order:</p> <p>"In view of the judgement of this Tribunal dated 15.01.2009, the appeal does not survive".</p> <p>TRAI has filed an appeal in the Hon'ble Supreme Court of India against the order of Hon'ble TDSAT judgement dated 15.01.2009. Matter is sub-judice.</p> <p>W.e.f. 01.01.2009, rate of the channels increased to Rs 9.10 (CNBC TV 18), Rs 5.35 (CNN-IBN) & Rs 4.82 (CNBC Awaaz) .</p> <p>W.e.f 13.08.2010, the distribution of these three channels were shifted to M/s SUN 18 Media Services North and M/s SUN 18 Media Service South.</p>
		104	CNN-IBN	05.35	
		105	CNBC Awaaz	04.82	

Annexure 5.1 (Contd.)

- i) Prior to 06.03.2009, channel "Adithya TV" was distributed @ Rs. 03.00. W.e.f. 06.03.2009, the channel "Adithya" has been converted from Pay to FTA. W.e.f 17.11.2009, the channel "Adithya TV" has been converted from FTA (Telugu Music) to Pay (Tamil Movies) channel @ 18.19/-.
- ii) Prior to 01.04.2010, the "SUN Distribution Services" was known as " Channel Plus".
- iii) Prior to 27.07.2009, the name of the channel "Navvulu" was "Gemini Cable Vision"
- iv) Prior to 09.04.2009, the name of the channel "Kushi (Telugu Kids) was "Udaya News (Kannada news)"
- v) Prior to 09.04.2009, the name of the channel "Chintu TV (Kannada Kids)" was "Teja News (Telugu News)"
- vi) Prior to 01.10.2010, , the name of the channel "Gemini Comedy" was "Teja TV"
- vii) Prior to 01.10.2010, , the name of the channel "Gemini Movies" was "Navvulu"
- viii) Prior to 01.10.2010 , the name of the channel "Udaya Comedy" was "Ushe TV"
- ix) Prior to 13.08.2010, three channels namely "CNBC- TV 18, CNN-IBN & CNBC Awaaz were distributed by M/s Star Den Media Service Private Limited. W.e.f 13.08.2010, the distribution of these three channels were shifted to M/s SUN 18 Media Services.
- x) Prior to 01.09.2010, the distribution of SUN Channels were distributed by M/s Sun Distributions Services. W.e.f 01.09.2010, the distribution of these channels were shifted to M/s SUN 18 Media Services North and M/s Sun 18 Media Services South.
- xi) Earlier four channels namely "Colors", "NICK", VH 1" & "MTV" were distributed by M/s MSM Discovery India Private Limited. W.e.f 13.08.2010, the distribution of these channels were shifted to M/s Sun 18 Media Services. During the period from 13.07.2010 to 12.08.2010, M/s Sun 18 Media Services collected subscription payment for Viocom 18 channels on behalf of Kal Comm Pvt Limited who were authorized distributor in South India.
- xii) As on 01.12.2007, the rate of the channel, "Chintu TV" was Rs 1.60. W.e.f 06.03.2009, the rate of the channel increased to Rs 1.72. W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids) @ Rs 13.37
- xiii) As on 01.12.2007, the rate of the channel "Kushi TV" was Rs 1.50. W.e.f 06.03.2009, the rate of the channel increased to Rs 1.60. W.e.f 09.04.2009, Udaya News (Kannada News) was converted to Kushi TV (Telugu Kids) @ 13.37.
- xiv) Prior to 14.11.2009, the name of the channel "Disney XD" was "Toon Disney "

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
5	M/s Ushodaya Enterprises Private Limited	106	ETV	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 W.e.f. 01.11.2009, rate of the channel increased to Rs 10.70 .
		107	ETV 2	05.99	As on 01.12.2007, rate of the channel was Rs. 5.60 W.e.f. 01.11.2009, rate of the channel increased to Rs 5.99
		108	ETV Bangla	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		109	ETV Marathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		110	ETV Kannada	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		111	ETV Gujarathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		112	ETV Oriya	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		113	ETV UP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		114	ETV Bihar	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		115	ETV Urdu	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		116	ETV Rajasthan	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
117	ETV MP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .		

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
6	M/s UTV Global Broadcasting Limited	118	Bindass	10.00	
		119	UTV Action(v)	10.00	
		120	World Movies	10.00	Channel launched on 03.02.2008
		121	UTV Movies	15.00	Launching of channel, reported vide letter dated 11.03.2008
		122	Bloomberg UTV (vi)	08.50	Launching of channel, reported vide letter dated 15.04.2008
		123	UTV Action – Telugu	18.35	Channel launched on 26.06.2011
7	M/s BBC World (India) Private Limited	124	BBC World	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 14.02.2011, rate of the channel increased to Rs 5.35
8	M/s BBC Worldwide Channels Private Limited	125	BBC Entertainment	06.95	As on 01.12.2007, rate of the channel was Rs. 6.50 W.e.f. 14.02.2011, rate of the channel increased to Rs 6.95
		126	Cbeebies	06.95	As on 01.12.2007, rate of the channel was Rs. 6.50 W.e.f. 14.02.2011, rate of the channel increased to Rs 6.95
9	M/s ESPN Software India Private Limited	127	ESPN	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		128	Star Sports	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		129	Star Cricket	29.96	As on 01.12.2007, rate of the channel was Rs. 28.00 W.e.f. 01.01.2009, rate of the channel to Rs 29.96
		130	ESPNEWS	9.10	Newly launched channel w.e.f. 19.07.2011
10	M/s Raj Television Limited	131	Raj TV	11.77	As on 01.12.2007, rate of the channel was Rs. 11.00 (Rs. 7.72 in Andhra Pradesh). W.e.f. 01.01.2009, rate of the channel to Rs 11.77(Rs 8.26 in Andhra Pradesh).
		132	Raj Digital Plus	08.26	As on 01.12.2007, rate of the channel was Rs. 7.72 (Rs 4.68 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 8.26 (Rs 5.01 in Andhra Pradesh) .
		133	Vissa TV	05.01	As on 01.12.2007, rate of the channel was Rs. 4.68 (Rs. 11.00 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 5.01 (Rs 11.77 in Andhra Pradesh).
11	M/s 9X Media Private Limited(iii)	134	9XM	07.00	
		135	9X	20.50	

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
12	M/s Turner General Entertainment Networks India Private Limited(ii)	136	NDTV Lumiere	15.00	Channel launched on 10.10.2008
		137	NDTV Showbiz	08.00	Channel launched on 15.08.2008
13	M/s ABS Media Services Private Limited	138	Sahara One	20.50	Converted from FTA to Pay W.e.f. 06.06.2008
		139	Filmy	16.50	Converted from FTA to Pay W.e.f. 06.06.2008
14.	M/s B4U Television Network (India) Private Limited	140	B4U Movies	06.65	Reported on 25.11.2010, the rate of the channel revised from Rs. 6.00 to Rs 6.65.
15.	M/s MAA Television Network Limitet	141	MAA TV	06.00	As on 01.12.2007, the rate of the channel was Rs. 5.50 W.e.f. 01.08.2009, rate of the channel increased to Rs 6.00.
		142	MAA Music	07.50	As on 01.01.2008, the rate of the channel was Rs. 7.00 W.e.f. 01.08.2009, rate of the channel increased to Rs 7.50.
		143	MAA Movies	18.50	Channel launched on 07.07.2010
		144	MAA Junior	13.50	Channel launched on 07.07.2010
16	M/s TV Today Network Limited	145	Dilli Aaj Tak	08.50	
17.	M/s Allied Infotainment Distribution Private Limited	146	E-24	15.00	Channel launched on. 27.03.2008
18	M/s Turner International India Private Limited	147	Boomerang	10.00	
		148	TCM Turner Classic Movies	10.00	
19	M/s Odisha Television Ltd	149	Tarang	10.70	As on 06.11.2008, the rate of the channel was Rs 10/- W.e.f 01.06.2010, rate of the channel increased to Rs 10.70.
		150	Tarang Music	05.00	
		151	Prarthana	05.00	
20	M/s Media Network & Distribution (India) Limited	152	ET NOW	08.50	Channel launched on. 27.06.2009.
		153	Times Now	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		154	Zoom	08.35	As on 01.12.2007, rate of the channel was Rs. 7.80 W.e.f. 01.01.2009, rate of the channel increased to Rs 8.35 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates/ in ₹	Remarks
21	M/s Taj Television India Private Limited	155	Ten Action+ (vii)	11.13	Prior to 01.02.2010, the channel 'Zee Sports' (now Ten Action +) was distributed by M/s Zee Turner Limited @ 11.13. W.e.f 01.02.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		156	Ten Sports	16.05	Channel "Ten Sports" was distributed by M/s MSM Discovery India Private Limited upto 31.03.2008. W.e.f 01.04.2008, channel "Ten Sports" shifted to M/s Zee Turner Limited. Channel "'Ten Sports' was distributed by M/s Zee Turner Limited upto 31.01.2010. W.e.f 31.01.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		157	Ten Cricket	35.45	Channel launched on 10.08.2010
22	M/s BIG CBS Networks Limited	158	BIG CBS PRIME	14	Channel launched on 15.11.2010
		159	BIG CBS LOVE	11	Channel launched on 15.03.2011
		160	BIG CBS SPARK	11	Channel launched on 02.05.2011
		161	BIG CBS SPARK Punjabi	11	Channel launched on 14.01.2012
23	M/s Reliance Television Private Limited	162	BIG MAGIC	11	Converted from FTA to Pay w.e.f 15.09.2011
24	M/s Paul Entertainment Pvt Limited	163	9X Tashan	5	Channel launched on 31.08.2011
25	M/s Sarthak Entertainment Pvt Limited	164	Sarthak TV	9.50	Converted from FTA to Pay w.e.f 20.05.2011
26	Mavis Satcom Limited	165	Jaya TV	9	Converted from FTA to Pay w.e.f 16.12.2011
		166	Jaya Plus	4	Converted from FTA to Pay w.e.f 16.12.2011
		167	Jaya Max	6	Converted from FTA to Pay w.e.f 16.12.2011
		168	J Movies	6	Converted from FTA to Pay w.e.f 16.12.2011

Annexure 5.1 (Contd.)

- i) W.e.f 10.10.2009, the channel "NewsX has been converted from Pay to FTA. Prior to this, the channel was distributed by M/s INX News Private Limited as pay channel@ Rs 8.50.
- ii) Prior to 01.04.2010, the name of the company " M/s Turner General Entertainment Networks India Private Limited " was "M/s NDTV Imagine Limited "
- iii) Prior to 30.10.2010, the name of the company " M/s 9X Media Private Limited " was "M/s INX Media Private Limited "
- iv) Prior to 01.04.2010, three channels namely Sahara One, Filmy & Firangi were distributed by M/s Mega Reach Distributors (India) Pvt Limited. W.e.f , "Firangi" channel has been converted from Pay to FTA w.e.f 09.09.2011. W.e.f 22.10.2010, "Sahara one" and "Filmy" channels are being distributed by M/s ABS Media Services Private Limited
- v) Prior to 10.12.2009, , the name of the channel "UTV Action " was "Bindass Movies
- vi) Prior to 25.09.2009, the name of the channel "Bloomberg UTV " was "UTVi"
- vii) Prior to 23.09.2010 , the name of the channel "Ten Action +" was "Zee Sports"

Annexure 5.2: List of operational private FM Radio Stations in India

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
1	DELHI	CLEAR MEDIA	HIT-FM	01.09.2006	
2	DELHI	DIGITAL RADIO	RED-FM	29.04.2003	ALREADY IN OPERATION FROM PHASE-I
3	DELHI	E.N.I.L.	RADIO- MIRCHI	29.04.2003	ALREADY IN OPERATION FROM PHASE-I
4	DELHI	H.T. MEDIA	FEVER 104	30.10.2006	
5	DELHI	M.B.P.L.	RADIO-CITY	29.04.2003	ALREADY IN OPERATION FROM PHASE-I
6	DELHI	RADIO-ONE LTD.	RADIO-ONE [1]	23.09.2006	
7	DELHI	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	28.05.2007	
8	DELHI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24-09-2006	
9	MUMBAI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.11.2006	
10	MUMBAI	DIGITAL RADIO	RED-FM	29.04.2002	ALREADY IN OPERATION FROM PHASE-I
11	MUMBAI	E.N.I.L.	RADIO- MIRCHI	29.04.2002	ALREADY IN OPERATION FROM PHASE-I
12	MUMBAI	H.T. MEDIA	FEVER 104	15.01.2007	
13	MUMBAI	M.B.P.L.	RADIO-CITY	21.05.2002	ALREADY IN OPERATION FROM PHASE-I
14	MUMBAI	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	26.01.2008	
15	MUMBAI	RADIO-ONE LTD.	RADIO-ONE [1]	29.04.2003	ALREADY IN OPERATION FROM PHASE-I
16	KOLKATA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	21.10.2006	
17	KOLKATA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	04.10.2007	
18	KOLKATA	ANANDA OFFSET	FRIEND 91.9	28.02.2007	
19	KOLKATA	DIGITAL RADIO	RED-FM	03.05.2003	ALREADY IN OPERATION FROM PHASE-I

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
20	KOLKATA	E.N.I.L.	RADIO- MIRCHI	03.05.2003	ALREADY IN OPERATION FROM PHASE-I
21	KOLKATA	HITZ FM	POWER-FM	03.05.2003	ALREADY IN OPERATION FROM PHASE-I
22	KOLKATA	INDIA FM	AMAR-FM	03.05.2003	ALREADY IN OPERATION FROM PHASE-I
23	KOLKATA	RADIO-ONE LTD.	RADIO-ONE [1]	12.12.2008	
24	KOLKATA	H.T. MEDIA	FEVER 104	23.01.2008	
25	CHENNAI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	27.09.2006	
26	CHENNAI	E.N.I.L.	RADIO- MIRCHI	05.05.2003	ALREADY IN OPERATION FROM PHASE-I
27	CHENNAI	M.B.P.L.	RADIO-CITY	10.07.2006	
28	CHENNAI	MALAR PUBLICATIONS	HELLO-FM	02.10.2006	
29	CHENNAI	MUTHOOT BROADCASTING PVT. LTD.	CHENNAI LIVE	04.01.2008	
30	CHENNAI	NOBLE BROADCASTING	AAHAA-FM	18.01.2007	
31	CHENNAI	RADIO-ONE LTD.	RADIO-ONE [1]	10.01.2007	
32	CHENNAI	SUN TV	SURYANA FM	05.05.2003	ALREADY IN OPERATION FROM PHASE-I
33	AGARTALA	POSITIVE RADIO	OOLALA FM	07.08.2007	
34	AGRA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	18.08.2007	
35	AGRA	SHRI PURAN MULTIMEDIA	MANTRA FM	08.07.2007	
36	AHMEDABAD	E.N.I.L.	RADIO- MIRCHI	10.12.2001	ALREADY IN OPERATION FROM PHASE-I
37	AHMEDABAD	M.B.P.L.	RADIO-CITY	25.07.2007	
38	AHMEDABAD	RADIO-ONE LTD.	RADIO-ONE [1]	26.08.2007	
39	AHMEDABAD	SOUTH ASIA	S. FM	20.04.2008	
40	AHMEDABAD	D. B. CORP.	MY-FM	21.07.2007	
41	AHMEDNAGAR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.03.2008	
42	AHMEDNAGAR	M.B.P.L.	RADIO-CITY	07.02.2008	
43	AJMER	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	28-08-2007	
44	AJMER	D. B. CORP.	MY-FM	31.08.2007	
45	AKOLA	M.B.P.L.	RADIO-CITY	13.03.2008	
46	ALIGARH	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	08.12.2006	
47	ALLAHABAD	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.10.2007	
48	ALLAHABAD	SOUTH ASIA	S. FM	18.03.2008	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
49	AMRITSAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007	
50	AMRITSAR	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	15.05.2008	
51	AMRITSAR	D. B. CORP.	MY-FM	27-07-2007	
52	ASANSOL	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.06.2007	
53	ASANSOL	SOUTH ASIA	S. FM	03.06.2008	
54	AURANGABAD	E.N.I.L.	RADIO- MIRCHI	24.07.2007	
55	AURANGABAD	SOUTH ASIA	S. FM	21.04.2008	
56	BANGALURU	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	09.10.2006	
57	BANGALURU	E.N.I.L.	RADIO- MIRCHI	17.04.2006	
58	BANGALURU	H.T. MEDIA	FEVER 104	06.03.2007	
59	BANGALURU	INDIA RADIO VENTURES	RADIO- INDIGO	01.10.2006	
60	BANGALURU	KAL RADIO	S. FM	06.11.2006	
61	BANGALURU	M.B.P.L.	RADIO-CITY	10.06.2001	ALREADY IN OPERATION FROM PHASE-I
62	BANGALURU	RADIO-ONE LTD.	RADIO-ONE [1]	01.08.2006	
63	BAREILLY	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	30.03.2007	
64	BAREILLY	SHRI PURAN MULTIMEDIA	MANTRA FM	09.04.2007	
65	BHOPAL	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	20.05.2007	
66	BHOPAL	E.N.I.L.	RADIO- MIRCHI	26.05.2007	
67	BHOPAL	SOUTH ASIA	S. FM	06.11.2007	
68	BHOPAL	D. B. CORP.	MY-FM	26.05.2007	
69	BHUBANESHWAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007	
70	BHUBANESHWAR	EASTERN MEDIA	CHOCOLATE	04.05.2007	
71	BHUBANESHWAR	SOUTH ASIA	S. FM	28.06.2007	
72	BIKANER	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	19.01.2007	
73	BILASPUR	D. B. CORP.	MY-FM	27.09.2007	
74	CHANDIGARH	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	12.02.2007	
75	CHANDIGARH	D. B. CORP.	MY-FM	19.02.2007	
76	COIMBATORE	E.N.I.L.	RADIO- MIRCHI	03.11.2007	
77	COIMBATORE	M.B.P.L.	RADIO-CITY	12.11.2007	
78	COIMBATORE	MALAR PUBLICATIONS	HELLO-FM	29.10.2007	
79	COIMBATORE	SUN TV	SURYANA FM	07.03.2003	ALREADY IN OPERATION FROM PHASE-I
80	DHULE	B.A.G. INFOTAINMENT	RADIO- DHAMAL	15.08.2007	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
81	GANGTOK	CHINAR CIRCUITS	NINE-91.9 FM	10.08.2008	
82	GANGTOK	PCM CEMENTS	MISTY FM	31.01.2009	
83	GANGTOK	SOUTH ASIA	S.FM		
84	GORAKHPUR	SHRI PURAN MULTIMEDIA	MANTRA FM	03.06.2007	
85	GULBERGA	KAL RADIO	S. FM	02.06.2008	
86	GUWAHATI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007	
87	GUWAHATI	POSITIVE RADIO	OOLALA FM	13.04.2007	
88	GUWAHATI	PURVY BROADCASTING	GUP-SHUP	09.10.2007	
89	GUWAHATI	SOUTH ASIA	S. FM	11.04.2008	
90	GWALIOR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	06.08.2007	
91	GWALIOR	GWALIOR FARMS	CHASKA	04.08.2007	
92	GWALIOR	ITM SOFTWARE	SUNO LEMON	07.09.2007	
93	GWALIOR	D. B. CORP.	MY-FM	06.08.2007	
94	HISSAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	02.03.2007	
95	HISSAR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007	
96	HISSAR	SHRI PURAN MULTIMEDIA	MANTRA FM	21.03.2007	
97	HYDERABAD	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	25.09.2006	
98	HYDERABAD	E.N.I.L.	RADIO- MIRCHI	19.04.2006	
99	HYDERABAD	KAL RADIO	S. FM	06.11.2006	
100	HYDERABAD	M.B.P.L.	RADIO-CITY	30.05.2006	
101	INDORE	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	03.08.2007	
102	INDORE	E.N.I.L.	RADIO- MIRCHI	01.10.2001	ALREADY IN OPERATION FROM PHASE-I
103	INDORE	SOUTH ASIA	S. FM	09.12.2007	
104	INDORE	D. B. CORP.	MY-FM	11.08.2007	
105	ITANAGAR	POSITIVE RADIO	OOLALA FM	05.08.2008	
106	JABALPUR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.03.2008	
107	JABALPUR	E.N.I.L.	RADIO- MIRCHI	15.02.2008	
108	JABALPUR	SOUTH ASIA	S. FM	19.03.2008	
109	JABALPUR	D. B. CORP.	MY-FM	15.02.2008	
110	JAIPUR	E.N.I.L.	RADIO- MIRCHI	17.04.2006	
111	JAIPUR	M.B.P.L.	RADIO-CITY	08.09.2006	
112	JAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	15.08.2006	
113	JAIPUR	SOUTH ASIA	S. FM	06.11.2006	
114	JAIPUR	D. B. CORP.	MY-FM	28.05.2006	
115	JALANDHAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007	
116	JALANDHAR	E.N.I.L.	RADIO- MIRCHI	24.04.2007	
117	JALANDHAR	SHRI PURAN MULTIMEDIA	MANTRA FM	14.04.2007	
118	JALANDHAR	D. B. CORP.	MY-FM	19.04.2007	
119	JALGOAN	B.A.G. INFOTAINMENT	RADIO- DHAMAL	22.04.2008	
120	JALGOAN	M.B.P.L.	RADIO-CITY	21.05.2008	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
121	JAMMU	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	07.12.2006	
122	JAMSHED PUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	07.11.2007	
123	JAMSHED PUR	SOUTH ASIA	S. FM	13.04.2008	
124	JAMSHED PUR	NEUTRAL PUBLICATION	DHOOM FM	18.07.2008	
125	JHANSI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	19.01.2007	
126	JODHPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.12.2007	
127	JODHPUR	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.06.2008	
128	JODHPUR	D. B. CORP.	MY-FM	20.12.2007	
129	KANNUR	ASIANET RADIO PVT. LTD.	BEST FM	13.01.2008	
130	KANNUR	KAL RADIO	S. FM	12.03.2008*	
131	KANNUR	MALAYALLA MANORAMA	MANGO FM	30.12.2007	
132	KANNUR	THE MATHRABHUMI	CLUB-FM	30.12.2007	
133	KANPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.06.2007	
134	KANPUR	E.N.I.L.	RADIO- MIRCHI	16.06.2007	
135	KANPUR	SOUTH ASIA	S. FM	28.01.2008	
136	KARNAL	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007	
137	KARNAL	SHRI PURAN MULTIMEDIA	MANTRA FM	02.04.2007	
138	KOCHI	KAL RADIO	S. FM	17.05.2008*	
139	KOCHI	MALAYALLA MANORAMA	MANGO FM	18.05.2008	
140	KOCHI	THE MATHRABHUMI	CLUB-FM	17.05.2008	
141	KOLHAPUR	E.N.I.L.	RADIO- MIRCHI	18.09.2007	
142	KOLHAPUR	PUDHARI PUBLICATION	TOMOTO FM	21.09.2007	
143	KOTA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	21.01.2008	
144	KOTA	RAJASTHAN PATRIKA	RADIO- TADKA	25.02.2008	
145	KOTA	D. B. CORP.	MY-FM	02.02.2008	
146	KOZHICKODE	KAL RADIO	S. FM	07.12.2007	
147	KOZHICKODE	MALAYALLA MANORAMA	MANGO FM	29.11.2007	
148	LUCKNOW	E.N.I.L.	RADIO- MIRCHI	13.08.2007	
149	LUCKNOW	M.B.P.L.	RADIO-CITY	10.12.2001	ALREADY IN OPERATION FROM PHASE-I
150	LUCKNOW	SOUTH ASIA	S. FM	06.11.2007	
151	MADURAI	E.N.I.L.	RADIO- MIRCHI	28-09.2007	
152	MADURAI	KAL RADIO	S. FM	05.10.2007	
153	MADURAI	MALAR PUBLICATIONS	HELLO-FM	01.10.2007	
154	MANGALORE	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24.11.2007	
155	MANGALORE	E.N.I.L.	RADIO- MIRCHI	24.11.2007	
156	MANGALORE	KAL RADIO	S. FM	21.02.2008	
157	MUZAFFARPUR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.08.2007	
158	MYSORE	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.10.2007	
159	MYSORE	KAL RADIO	S. FM	07.12.2007	
160	NAGPUR	E.N.I.L.	RADIO- MIRCHI	18.10.2007	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
161	NAGPUR	M.B.P.L.	RADIO-CITY	21.10.2007	
162	NAGPUR	SOUTH ASIA	S. FM	04.05.2008	
163	NAGPUR	D. B. CORP.	MY-FM	21.10.2007	
164	NANDED	M.B.P.L.	RADIO-CITY	15.05.2008	
165	NASIK	E.N.I.L.	RADIO- MIRCHI	06.07.2007	
166	NASIK	SOUTH ASIA	S. FM	16.04.2008	
167	PANAJI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	22.05.2007	
168	PANAJI	E.N.I.L.	RADIO- MIRCHI	22.05.2007	
169	PANAJI	INDIA RADIO VENTURES	RADIO INDIGO	25.06.2007	
170	PATIALA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007	
171	PATIALA	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007	
172	PATIALA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.06.2008	
173	PATNA	E.N.I.L.	RADIO- MIRCHI	02.04.2007	
174	PUDUCHERRY (UT)	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.12.2007	
175	PUDUCHERRY (UT)	KAL RADIO	S. FM	20.12.2007	
176	PUDUCHERRY (UT)	MALAR PUBLICATIONS	HELLO-FM	22.12.2007	
177	PUNE	E.N.I.L.	RADIO- MIRCHI	18.10.2002	ALREADY IN OPERATION FROM PHASE-I
178	PUNE	M.B.P.L.	RADIO-CITY	06.04.2008	
179	PUNE	RADIO-ONE LTD.	RADIO-ONE [1]	12.05.2008	
180	PUNE	SOUTH ASIA	S. FM	22.07.2008	
181	RAIPUR	E.N.I.L.	RADIO- MIRCHI	11.01.2008	
182	RAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	10.02.2009	
183	RAIPUR	RANEKA FINCOM	RANGILA 104.8	15.01.2008	
184	RAIPUR	D. B. CORP.	MY-FM	16.01.2008	
185	RAJAHMUNDRY	KAL RADIO	S. FM	19.01.2008	
186	RAJKOT	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	13.06.2007	
187	RAJKOT	E.N.I.L.	RADIO- MIRCHI	13.06.2007	
188	RAJKOT	SOUTH ASIA	S. FM	18.04.2008	
189	RANCHI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24.10.2007	
190	RANCHI	B.A.G. INFOTAINMENT	RADIO- DHAMAL	15.11.2007	
191	RANCHI	SHRI PURAN MULTIMEDIA	MANTRA FM	27.10.2007	
192	RANCHI	NEUTRAL PUBLICATION	DHOOM FM	18.07.2008	
193	ROURKELA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	06.01.2008	
194	ROURKELA	EASTERN MEDIA	RADIO- CHOCOLATE	22.01.2008	
195	SANGLI	M.B.P.L.	RADIO-CITY	08.02.2008	
196	SANGLI	PUDHARI PUBLICATION	TOMOTO FM	21.09.2009	
197	SHILLONG	POSITIVE RADIO	OOLALA FM	16.10.2007	
198	SHILLONG	SOUTH ASIA	S. FM	13.06.2008	
199	SHIMLA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	25.06.2009	Freq. change 14-09-2009

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
200	SHIMLA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.10.2009	
201	SHIMLA	B.A.G. INFOTAINMENT	RADIO- DHAMAL	30.11.2009	
202	SHOLAPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	08.11.2007	
203	SHOLAPUR	M.B.P.L.	RADIO-CITY	14.11.2007	
204	SILIGURI	CHINAR CIRCUITS	NINE-91.9 FM	12.03.2008	
205	SILIGURI	PCM CEMENTS	MISTY FM	14.11.2007	
206	SILIGURI	SYNTECH INFORMATICS	HIGH FM	24.11.2007	
207	SILIGURI	SOUTH ASIA	S. FM	25.10.2008	
208	SRI-NAGAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	10.12.2006	
209	SURAT	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.08.2007	
210	SURAT	E.N.I.L.	RADIO- MIRCHI	21.08.2007	
211	SURAT	D. B. CORP.	MY-FM	27.08.2007	
212	SURAT	M.B.P.L.	RADIO-CITY	22.08.2007	
213	THIRUVANANTHA-PURAM	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.01.2008	
214	THIRUVANANTHA-PURAM	E.N.I.L.	RADIO- MIRCHI	29.01.2008	
215	THIRUVANANTHA-PURAM	KAL RADIO	S. FM	06.02.2008	
216	THIRUVANANTHA-PURAM	THE MATHRABHUMI	CLUB-FM	29.01.2008	
217	THRISSUR	ASIANET RADIO PVT. LTD.	BEST FM	23.12.2007	
218	THRISSUR	KAL RADIO	S. FM	26.12.2007	Frq. Change 18-9-2009
219	THRISSUR	MALAYALLA MANORAMA	MANGO FM	14.12.2007	
220	THRISSUR	THE MATHRABHUMI	CLUB-FM	14.12.2007	
221	TIRUCHI	KAL RADIO	S. FM	17.01.2008	
222	TIRUCHI	MALAR PUBLICATIONS	HELLO-FM	14.01.2008	
223	TIRUNELVELI	MALAR PUBLICATIONS	HELLO-FM	13.10.2007	
224	TIRUNELVELI	SUN TV	SURYANA FM	07.03.2003	ALREADY IN OPERATION FROM PHASE-I
225	TIRUPATI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007	
226	TIRUPATI	KAL RADIO	S. FM	27.08.2007	
227	TUTICORIN	KAL RADIO	S. FM	05.10.2007	
228	TUTICORIN	MALAR PUBLICATIONS	HELLO-FM	15.10.2007	
229	UDAIPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	03.08.2007	
230	UDAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	27.08.2007	
231	UDAIPUR	D. B. CORP.	MY-FM	07.07.2007	
232	VADODARA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	05.06.2007	
233	VADODARA	E.N.I.L.	RADIO- MIRCHI	05.06.2007	
234	VADODARA	M.B.P.L.	RADIO-CITY	11.06.2007	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
235	VADODARA	SOUTH ASIA	S. FM	17.04.2008	
236	VARANASI	E.N.I.L.	RADIO- MIRCHI	14.07.2007	
237	VARANASI	SHRI PURAN MULTIMEDIA	MANTRA FM	20.07.2007	
238	VARANASI	SOUTH ASIA	S. FM	29.12.2007	
239	VIJAYWADA	E.N.I.L.	RADIO- MIRCHI	11.12.2007	
240	VIJAYWADA	KAL RADIO	S. FM	25.12.2007	
241	VISHAKAPATNAM	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	27.10.2007	
242	VISHAKAPATNAM	E.N.I.L.	RADIO- MIRCHI	26.10.2007	
243	VISHAKAPATNAM	M.B.P.L.	RADIO-CITY	29.10.2007	
244	VISHAKAPATNAM	UDAYA TV	VISAKHA FM	06.02.2003	ALREADY IN OPERATION FROM PHASE-I
245	WARANGAL	KAL RADIO	S. FM	28.05.2008	

Source: Ministry of Information & Broadcasting

Annexure 5.3: List of applicants who have been granted DTH License

- 1. M/s. Tata Sky Ltd.,**
3rd Floor, Bombay Dyeing A.O. Building,
Pandurang Budhkar Marg, Worli,
Mumbai – 400 025
Tel: 022-6613 3000
Fax-022-6613 3030/6616 3013
- 2. M/s Dish TV India Ltd.**
FC-9, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186
- 3. SUN Direct TV(P) Ltd.**
Murasoli Maran Towers, 73, MRC Nagar,
Main Road, MRC Nagar, Chennai – 28
PH: 044-44676767
- 4. Bharti Telemedia Ltd.**
Airtel centre, Plot No 16, Udyog Vihar Phase IV, ,
Gurgaon – 122015
Ph: 0124-4222222
- 5. Reliance Big TV Pvt. Ltd.**
3rd Floor, B-Wing,
Reliance Centre, Maharaja Ranjit Singh Marg,
New Delhi – 110 002
Ph: 011-30332832
- 6. M/s Bharat Business Channel Ltd.**
Uplink Centre, Plot No 1D,
Udyog Vihar, Industrial Area,
Greater NOIDA, Distt, Gautam Budh Nagar , - 201 306
PH: 0120-6141000

**Annexure 5.4: List of permitted teleports at various locations in India
[As on 29/12/2011]**

Sr.No	Name of Teleport	Address	Location	Date of Permission
1	TV TODAY NETWORK LIMITED	TV TODAY NETWORK LIMITED FC-8, SECTOR-16A, NOIDA(UP)	NEW DELHI	22-Nov-00
2	SUN TV LTD.	R.S NO. 4288/7273 & 116, BLOCK NO. 94, MRC NAGAR CHENNAI-600018	CHENNAI	12-Mar-01
3	ENTERTAINMENT TELEVISION NETWORK PVT.LTD.	7B, SHAH INDUSTRIAL ESTATE, OFF VEERA DESAI ROAD, ANDHERI W, MUMBAI-400053	MUMBAI	23-May-01
4	USHODAYA ENTERPRISES LTD.	6-3-570, EENADU COMPLEX, SOMAJIGUDA, HYDERABAD-500082	HYDERABAD	23-May-01
5	ESSEL SHYAM COMMUNICATION LIMITED	C-34, SECTOR-62, ELECTRONIC CITY, NOIDA-201307	NOIDA	3-Sep-01
6	ASIANET INFRASTRUCTURE PVT. LTD.	ASIANET STUDIO/COMPLEX, PULIYARAKONAM P.O. THIRUVANANTHAPURAM KERALA	THIRUVANANTHAPURAM	17-Oct-01
7	ESSEL SHYAM COMMUNICATION LTD.	C-34, ELECTRONIC CITY, SECTOR -62, NOIDA-201307	NOIDA-2	7-Feb-02
8	SAHARA SANCHAR LIMITED	SAHARA INDIA COMPLEX, C-2, C-3, SECTOR XI NOIDA-201301 U.P	NOIDA	12-Feb-02
9	TELEVISION EIGHTEEN INDIA LIMITED	VIDEOCON TOWER, E-1 RANI JHANSI ROAD, JHANDEWALAN EXTN., NEW DELHI-110055	NEW DELHI	18-Mar-02
10	NEW DELHI TELEVISION LTD (NDTV)	ARCHANA COMPLEX, GREATER KAILASH-I NEW DELHI-110048	NEW DELHI	11-Jun-02
11	INDIAVISION SATELLITE COMMUNICATIONS LTD.	TATU'S TOWER, 32/1787, PADIVATTOM, NH BY-PASS ROAD, KOCHI (KERALA) 682024	KOCHI - KERALA	7-Nov-02
12	NOIDA SOFTWARE TECHNOLOGY PARK LTD.	B-23-25, POCKET C, SURAJPUR INDUSTRIAL AREA, GREATER NOIDA(U.P)	GREATER NOIDA	27-Jan-03
13	DISH TV INDIA LIMITED (Formerly known as ASC Enterprises Ltd.)	FC-19, SECTOR-16A, NOIDA-201301 (U.P.)	NOIDA	2-Apr-03
14	POSITIVE TELEVISION PVT. LTD.	7 C, DOCTORS LANE, GOL MARKET, NEW DELHI-110001	GUWAHATI	9-Jun-03
15	CHANNEL GUIDE INDIA LTD.	BOKADIA MANSION, 3RD FLOOR, 229, PRINCESS STREET, MUMBAI	MUMBAI	15-Sep-03
16	INDIASIGN PVT. LTD.	A-49, SECTOR 18, ELECTRONICS CITY, HARTRON COMPLEX, GURGAON (HARYANA)	GURGAON	18-Nov-03
17	ASSOCIATED BROADCASTING CO PVT. LTD.	NO.97, ROAD NO.3, BANJARA HILLS, HYDERABAD-500034	HYDERABAD	24-Nov-03

Annexure 5.4 (Contd.)

18	AV ENTERTAINMENT PVT. LTD.	240, ZONE-I, M.P.NAGER, BHOPAL(M.P)	BHOPAL	15-Dec-03
19	TELEVISION EIGHTEEN INDIA LIMITED	EMPIRE COMPLEX, 414, SENAPATI BAPAT MARG, LOWER PAREL, MUMBAI-400013	MUMBAI	19-Mar-04
20	AMRITA ENTERPRISES PVT. LTD.	TC NO. 15/1069, AMRITA, GANDHI NAGER, VAZHUTHANCADU, THIRUVANANTHAPURAM-695014	THIRUVANANTHAPURAM	20-Apr-04
21	MAVIS SATCOM LIMITED	NO.48 NP, JAWAHARLAL NEHRU ROAD, EKKATUTHANGAL, CHENNAI-600092	CHENNAI	22-Apr-04
22	TATA COMMUNICATIONS LTD VSNL	VSNL, TECHNICAL COMPLEX, SDF BUILDING, SALT LAKE, KOLKATTA-700091	KOLKATTA	14-May-04
23	TATA COMMUNICATIONS LTD VSNL	VSNL, VSB, KAKKANAD, THIRKKAKARA, ERNAKULAM, COACHIN-682030	COCHIN	14-May-04
24	TATA COMMUNICATIONS LTD VSNL	VSNL, THIRUVELLUVAR SATELLITE EARTH STATION, REDHILLS ROAD, AMBATTUR, CHENNAI-600053	CHENNAI	14-May-04
25	TATA COMMUNICATIONS LTD VSNL	VSNL, VSB, BANGLA SAHAB ROAD, NEW DELHI-110001	NEW DELHI	14-May-04
26	TATA COMMUNICATIONS LTD VSNL	VSNL, VSB, FORT, MG ROAD, MUMBAI-400001	MUMBAI	14-May-04
27	LAMHAS SATELLITE SERVICES LTD.	161, TOWER 1, INTERNATIONAL INFOTECH PARK, VASHI, NAVI MUMBAI	MUMBAI	10-Aug-04
28	MALAYALAM COMMUNICATIONS LTD.	MALAYALAM COMMUNICATIONS LTD. CHANDRAGIRI 61, VIKRAMPURAM HILLS, KOWDIAR P.O., THIRUVANANTHAPURAM-695003	THIRUVANANTHAPURAM	22-Dec-04
29	SANSKAR INFO TV PVT. LTD.	B-10, MELKAY BUILDING, OPP. MAROL TELEPHONE EXCHANGE, CENTRAL ROAD, MIDC, ANDHERI E, MUMBAI-400093	MUMBAI	23-Feb-05
30	BENNETT COLEMAN AND CO LTD.	BENNETT, COLEMAN & CO. LTD., THE TIMES OF INDIA BUILDING DR. D.N. ROAD, MUMBAI-400001	MUMBAI	2-May-05
31	SENIOR MEDIA LTD.	SENIOR MEDIA LTD. NO.3, SIRI FORT ROAD, NEW DELHI-49	NEW DELHI	5-May-05
32	LOK PRAKASHAN LTD.	LOK PRAKASHAN LTD. 57 CHOWRINGHEE ROAD, HORIZON, 3RD FLOOR, KOLKATA-700071	AHMEDABAD	6-May-05
33	CALCUTTA TELEVISION NETWORK PVT. LTD.	CALCUTTA TELEVISION NETWORK PVT. LTD. 89 M.BROAD BIRATI, KOLKATA-70051	KOLKATA	22-Aug-05
34	KOHINOOR BROADCASTING CORPORATION LTD.	KOHINOOR BROADCASTING CORPORATION LTD. TAGORE COMPLEX, MODEL TOWN, PATIALA-147001, PUNJAB	RAJPURA - PUNJAB	9-Sep-05
35	TELEVISION EIGHTEEN INDIA LIMITED	VIDEOCON TOWER, E-1 RANI JHANSI ROAD, JHANDEWALAN EXTN., NEW DELHI-110055	NOIDA	14-Sep-05

Annexure 5.4 (Contd.)

36	KAMYAB TV PVT. LTD. (Formerly known as MD TV Pvt. Ltd.)	KAMYAB TV PVT. LTD. 168, EKAMRAB MARG, UNIT-6 BHUBANESWER-751001	BHUBANESHWER	30-Sep-05
37	KASTURI MEDIA PVT. LTD.	KASTHURI MEDIAS PVT. LTD. NO.286, 3RD MAIN ROAD, J.P. NAGER, BANGLORE-560078	BANGALORE	10-Nov-05
38	SST MEDIA PVT. LTD.	57 J.L NEHRU ROAD HORIZON 3RD FLOOR, KOLKATA-700071	KOLKATA	30-Nov-05
39	ESSEL SHYAM COMMUNICATION LTD.	ROYAL PALAMS,SURVEY NO. 169,NEAR UNIT 26, AAREY MILK COLONY, GOREGAON EAST, MUMBAI- 400065	MUMBAI	2-Dec-05
40	MM TV LTD.	MM TV LTD. POST BOX NO. 106, KANDATHIL VARGHESE MAPPILLAI MEMORIAL SOCIETY BUILDING KKRROAD, KOTTAYAM-686001, KERALA	ALAPUZZA	2-Mar-06
41	IN CABLENET ANDHRA LTD.	IN CABLENET ANDHRA LTD. 98, OM PLAZA, DOMALGUDA, HYDERABAD-500029	HYDERABAD	9-Mar-06
42	INDRA TELEVISION LTD.	INDRA TELEVISION LTD. MEGA CITY NO. 338, ROAD NO.3, ARORA COLONY BANJARA HILLS HYDERABAD-500034	HYDERABAD	7-Jun-06
43	SUN TV LTD.	RS NO. 4288/7273 & 116, BLOCK NO. 94, MRC NAGAR CHENNAI-600018	CHENNAI	14-Jul-06
44	MEDIA CONTENT AND COMMUNICATION SERVICES INDIA PRIVATE LIMITED	DLF CNTRE,7TH FLOOR,4 SNANSAD MARG, NEW DELHI-110001	NOIDA	20-Sep-06
45	TATA SKY LIMITED	TATA SKY LTD. 3RD FLOOR,C-1,WADIA INTERNATIONAL CENTRE BOMBAY DYEING,PANDURANG BUDHAR MARG,WORLI,MUMBAI-400025	NEW DELHI	20-Sep-06
46	SATISH SUGERS LTD.	VAISHNAVI BHAVANA,89/1, 1ST A MAIN ROAD,INDUSTRIAL SUBRUB, 2ND STAGE, YESHWANTHPUR,BANGLORE-560022	BANGALORE	26-Sep-06
47	SHITAL FIBRES LTD.	SHITAL FIBRES LTD.A-17, FOCAL POINT EXTENSION ,P.O.BOX NO. 407 AND 449, JALLANDHAR-144004	JALANDHAR	29-Sep-06
48	MH ONE TV NETWORK LTD.	MH ONE TV NETWORK LTD. 2,SSID INDUSTRIAL AREA, GT KARNAL ROAD, DELHI-33	DELHI	23-Nov-06
49	STV ENTERPRISES LTD.	268 MASJID KOTH, NEAR UDAI PARK MARKET, NEW DELHI-110049	NEW DELHI	11-Jan-07
50	ARR X MEDIA LTD.	502 ASHWIN MEHTA PARKS,ATHWALINES SURAT GUJARAT	SURAT	13-Mar-07
51	BROADCAST EQUIPMENTS INDIA PVT. LTD.	370-371/2, FIRST FLOOR, HOSPITAL ROAD, JANGPURA, NEW DELHI-110014	NEW DELHI	21-May-07
52	WINNING COMMUNICATIONS LTD.	WINNING EDGE COMMUNICATIONS LTD. 301,SWARNA JAYANTHI COMPLEX, AMEERPET, HYDERABAD-500038	HYDERABAD	25-May-07
53	INDIASIGN PVT. LTD.	GL 34/1 SALT LAKE ELECTRONIC COMPLEX SECTOR-5, KOLKATTA WEST BANGAL	KOLKATA	15-Jun-07
54	INDIASIGN PVT. LTD.		CHENNAI	15-Jun-07

Annexure 5.4 (Contd.)

55	RACHANA TELEVISION PVT. LTD.	PLOT NO. 564-A-19-III, ROAD NO.92, JUBILEE HILLS, HYDERABAD-500033	HYDERABAD	15-Jun-07
56	ORTEL COMMUNICATIONS LTD.	ORTEL COMMUNICATIONS LTD. B-7/122A, SAFDARJUNG ENCLAVE, NEW DELHI-110029	BHUBAN ESHWER	25-Jun-07
57	SOWBHAGYA EXPORTS LTD.	SOWBHAGYA EXPORTS LTD. 77/14 SKDNAGER, SRINAGER COLONY HYDERABAD-500073 ANDHRA PRADESH	HYDERABAD	4-Jul-07
58	ESSEL SHYAM COMMUNICATIONS LTD.	C-138, NARAINA INDUSTRIAL AREA-I, NEW DELHI-28	AROOR KERALA	5-Jul-07
59	PRAGYA VISION PVT. LTD.	FC-13, SECTOR 16A, FILM CITY, NOIDA-201301	NOIDA	5-Sep-07
60	BRAHMAPUTRA TELEVISION PRODUCTIONS PVT. LTD.	13TH MILE TAMULIKUCHI BYRNIHAT RIBHOI MEGHALAYA	GUWAHATI	25-Sep-07
61	G. NEXT MEDIA PVT. LTD.	78, OKHALA INDUSTRIAL ESTATE PHASE-III, NEW DELHI-110020	NEW DELHI	5-Oct-07
62	INDIASIGN PVT. LTD.	1343,ROAD NO. 67, JUBILEE HILL, HYDERABAD	HYDERABAD	14-Mar-08
63	TATA COMMUNICATIONS LIMITED	THIRUVALLUR SATELLITE EARTH STATION,226, RED HILLS ROAD, AMBATTUR, CHENNAI-600053	CHENNAI-2	6-May-08
64	POSITIVE TELEVISION PVT. LTD.	POSSITIVE TELEVISION PVT. LTD. 7C, DOCTOR'S LANE, GOL MARKET,NEW DELHI-110001	NOIDA	23-May-08
65	EASTERN MEDIA LTD.	A/62,NAYAPALLI, BHUBANESWAR-751003, ORISSA	BHUBAN ESHWER	2-Jul-08
66	RAJASTHAN PATRIKA PRIVATE LIMITED	BESARGARH, JLN MARG, JAIPUR-302004	JAIPUR	5-Aug-08
67	PRIDE EAST ENTERTAINMENT PVT. LIMITED	NEWS LIVE, 55B, G.S.ROAD, CHRISTIANBARTI, DISPUR, GUWAHATI-78	GUWAHATI	13-Aug-08
68	INDIASIGN PVT. LTD.	1343,ROAD NO. 67, JUBILEE HILL, HYDERABAD	HYDERABAD (Location shifted from Noida)	17-Sep-08
69	VINTAGE STUDIO PVT. LTD.	23/24, EAST PATEL NAGAR,NEW DELHI-110008	NEW DELHI	5-Jan-09
70	SKYLINE TELE MEDIA SERVICES PVT. LTD.	C-4,SHIVALIK,NEAR MALVIYA NAGAR MARKET,NEW DELHI-110017	NOIDA	27-May-09
71	INFORMATION TV PVT. LTD.	275,CAPTAIN MARG,SRINIVASPURI,NEW DELHI-110065	NEW DELHI	3-Jun-09
72	UNILAZER EXPORTS AND MANAGEMENT CONSULTANTS LIMITED	PARIJAT HOUSE, 1076, DR. E.MOSES ROAD, WORLI, NAKA, MUMBAI-400018	MUMBAI	26-Jun-09
73	COMSAT SYSTEM PVT. LTD.	PLOT NO. 22/A, IDA, MALLAPUR, HYDERABAD-50076	HYDERABAD	14-Oct-09
74	BHARTI TELEPORTS LIMITED	THE GRAND HOTEL, VASANT KUNJ, PHASE-II, NELSON MANDELA ROAD, NEW DELHI-110070	Noida	11-Nov-09

Annexure 5.4 (Contd.)

75	SRI VENKATESWARA BHAKT CHANNEL PVT. LTD.	THIRUNILAYAM,HIMAYATH NAGAR,HYDERABAD	DRUPATI	11-Nov-09
76	TATA COMMUNICATIONS LIMITED	THIRUVALLUVAR SATELLITE EARTH STATION,226,RED HILLS ROAD,AMBATTUR,CHENNAI-600053	CHENNAI -3	13-Jan-10
77	ROYS INSTITUTE OF COMPETITIVE EXAMINATION PVT. LTD	11/1 B.T ROAD BELGHORIA KOLKATA-700056 24 PARGANAS NORTH WEST BENGAL	KOLKATA	1-Apr-10
78	INDEPENDENT NEWS SERVICES PVT. LTD.	PLOT NO. 17B & 17C, SECTOR 16A, FILM CITY NOIDA(UP)	NOIDA -2	28-Apr-10
79	RAJ TELEVISION NETWORK LTD.	32,POES ROAD, 2ND STREET, TEYNAMPET, CHENNAI-600018	CHENNAI	5-May-10
80	ESSEL SHYAM COMMUNICATION LTD.	C-138, NARAINA INDUSTRIAL AREA-I, NEW DELHI-28	NOIDA -3	12-May-10
81	KANSAN NEWS PRIVATE LIMITED	HOUSE NO. 18, SECTOR-18,CHANDIGARH	CHANDIGARH	13-May-10
82	TATA COMMUNICATIONS LTD. VSNL	TATA COMMUNICATIONS LTD. VIDESH SANCHAR BHAWAN MAHATMA GANDHI ROAD, MUMBAI-400001	CHENNAI -4	4-Jun-10
83	DISH TV INDIA LTD.	PLOT NO.18, SECTOR 16A, NOIDA-201301	NOIDA	6-Apr-11
84	AASTHA BROADCASTING NETWORK LIMITED	AASTHA BHAWAN, A-105, SECTOR-5, NOIDA-201301	NOIDA	2-May-11
85	MAHUA MEDIA PRIVATE LIMITED	FC 17A & 17B, SECTOR 16A, FILM CITY, NOIDA-201301	NOIDA	25-May-11
86	RTR Broadcast Pvt. Ltd.	D-38, RDC, Raj Nagar, Ghaziabad	Ghaziabad	7-Sep-11
87	Silver Star Communication Ltd.	NO. 24, VI MAIN ROAD, KASTURIBANAGAR, ADYAR, CHENNAI-600020 INDIA	CHENNAI	2-Nov-11

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