



## **Telecom Regulatory Authority of India**

### **The Indian Telecom Services Performance Indicators** July - September 2010

New Delhi, India  
12<sup>th</sup> January 2011

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## **Table of Contents**

Snapshot .....	i
Executive Summary.....	iii
Trends at a Glance.....	xi
Introduction .....	xiv
Chapter 1: Subscription Data.....	1
Section A: Access Service – An Overview .....	2
Section B: Wireless Service.....	10
Section C: Wireline Service .....	20
Section D: Internet Service .....	28
Section E: Other Value Added Services – PMRTS & VSAT.....	36
Chapter 2: Revenue and Usage .....	40
Section A: GSM – Full Mobility Service.....	41
Section B: CDMA – Full Mobility Service .....	46
Section C: Internet Services .....	51
Chapter 3: Financial Data of Telecom Service Sector .....	52
Chapter 4: Quality of Service (QoS).....	56
Section A: Quality of Service Performance of Wireless Service Providers .....	57
Section B: Quality of Service Performance of Wireline Service Providers.....	64
Section C: Quality of Service Performance of Dial-up/ Broadband Service.....	69
Chapter 5: Performance of Cable TV, DTH and Radio Broadcasting Services.....	74
Annexures .....	81
Annexure 1.1: Licensed Cellular (GSM & CDMA) Service Providers .....	82
Annexure 1.2: Wireless Subscriber Base.....	83
Annexure 1.3: Wireline Subscriber Base .....	87
Annexure 1.4: Service Provider wise details of PCOs .....	89
Annexure 1.5: Service Provider wise details of Village Public Telephones .....	92
Annexure 1.6: List of Internet Service Providers Providing Internet Telephony Services.....	95
Annexure 1.7: Internet Service Provider wise Subscriber Base .....	96
Annexure 1.8: Service Area wise PMRTS subscriber Base .....	105
Annexure 2.1: GSM Full Mobility Service – Service Area wise Statistics.....	107
Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics.....	108
Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Services.....	109
Annexure 4.2: Performance of QoS Parameters for Basic (Wire-line) Services .....	116
Annexure 4.3: Quality of Service Performance of Broadband Service Providers.....	119
Annexure 5.1: Broadcaster wise list of pay channels along with their reported a-la-carte rates .....	123
Annexure 5.2: List of operationalised private FM Radio Stations in India .....	138
Annexure 5.3: List of applicants who have been granted DTH License .....	144
Annexure 5.4: List of companies permitted by Ministry of I&B to set up teleports at various locations in India.....	145

# Snapshot

(Data As on 30<sup>th</sup> September 2010)

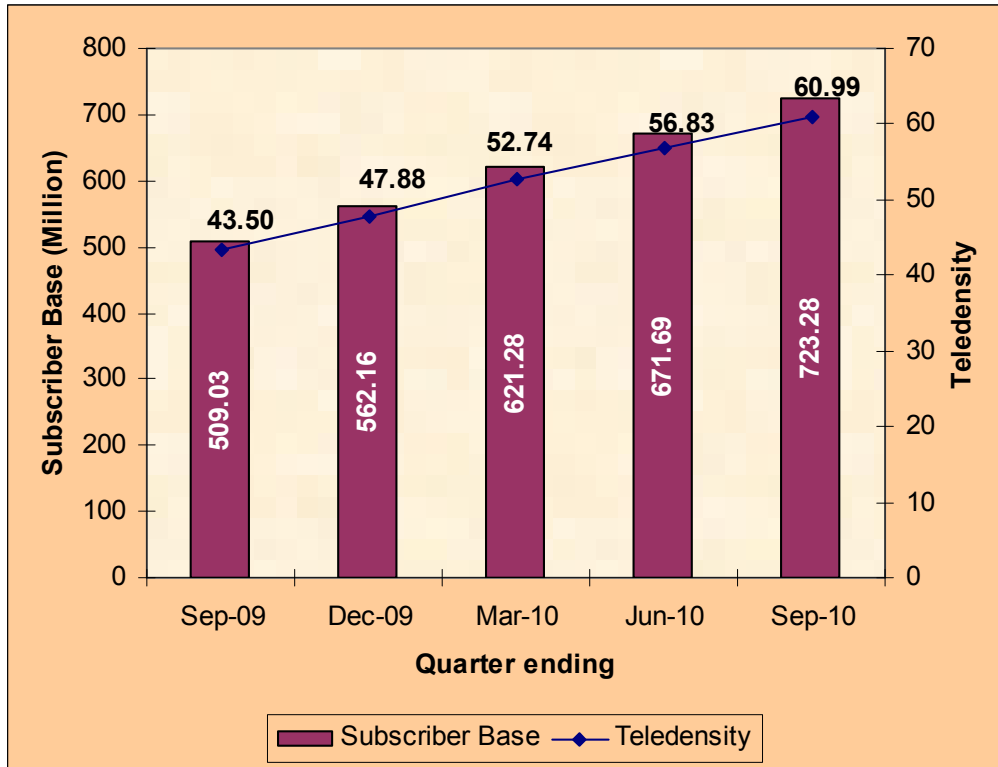
<b>Telecom Subscribers (Wireless +Wireline)</b>	
Total Subscribers	723.28 Million
% change over the previous quarter	7.68%
Urban Subscribers	487.07 Million (67.34%)
Rural Subscribers	236.21 Million (32.66%)
Teledensity	60.99
Urban Teledensity	137.25
Rural Teledensity	28.42
<b>Wireless Subscribers</b>	
Total Wireless Subscribers	687.71 Million
% change over the previous quarter	8.21%
Urban Subscribers	460.63 Million (66.98%)
Rural Subscribers	227.08 Million (33.02%)
GSM Subscribers	578.49 Million (84.12%)
CDMA Subscribers	109.22 Million (15.88%)
Teledensity	57.99
Urban Teledensity	129.80
Rural Teledensity	27.32
<b>Wireline Subscribers</b>	
Total Wireline Subscribers	35.57 Million
% change over the previous quarter	-1.70%
Urban Subscribers	26.44 Million (74.34%)
Rural Subscribers	9.13 Million (25.66%)
Teledensity	3.00
Urban Teledensity	7.45
Rural Teledensity	1.10
Village Public Telephones (VPT)	0.57 Million
Public Call Office (PCO)	3.52 Million
<b>Internet &amp; Broadband Subscribers</b>	
Total Internet Subscribers	17.90 Million
% change over the previous quarter	7.02%
Broadband Subscribers	10.31 Million

<b>Broadcasting &amp; Cable Services</b>	
Total Number of Registered Channels with I&B Ministry	526
Number of Pay Channels	154
Number of private FM Radio Stations	248
DTH Subscribers registered with Pvt. SPs	26.44 Million
Number of Set Top Boxes in CAS areas	775,876
<b>Telecom Financial Data (for the QE Sep-10)</b>	
Gross Revenue during the quarter	₹ 41,895.95 Crore
% change in GR over the previous quarter	1.22%
Share of Public sector undertaking's in GR	18.21%
Adjusted Gross Revenue (AGR)	₹ 29,736.20 Crores
% change in AGR over the previous quarter	-2.45%
<b>Revenue &amp; Usage Parameters (for the QE Sep-10)</b>	
Average Revenue Per User (ARPU) GSM	₹ 110
Average Revenue Per User (ARPU) CDMA	₹ 73
Minutes of Usage (MOU) GSM	368 Minutes
Minutes of Usage (MOU) CDMA	283 Minutes
Minutes of Usage for Internet Telephony	159.12 Million

## Executive Summary

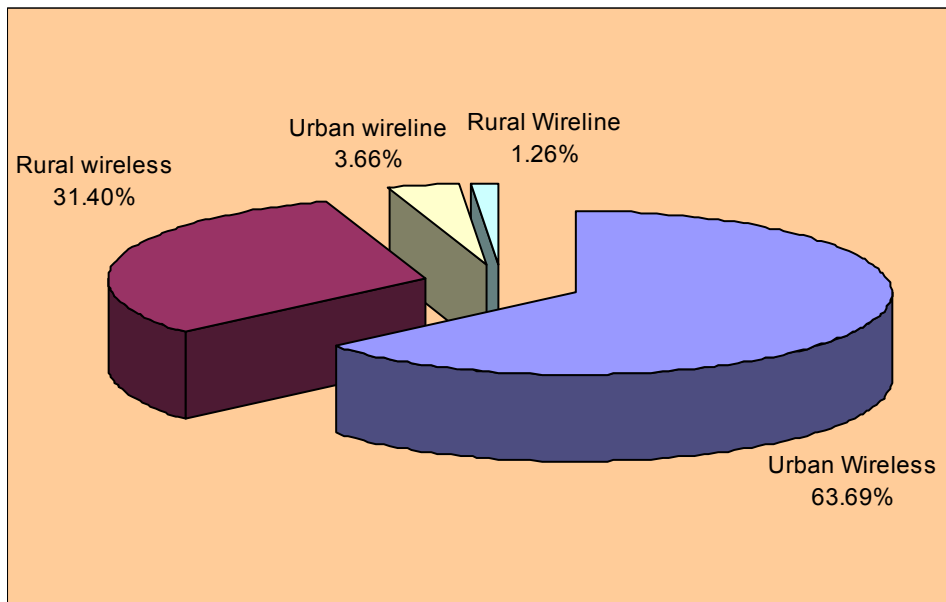
1. The number of telephone subscribers in India increased from 671.69 million in Jun-10 to 723.28 million at the end of Sep-10, registering a sequential growth of 7.68% over the previous quarter as against 8.11% during the QE Jun-10. This reflects year-on-year (Y-O-Y) growth of 42.09% over the same quarter of last year. The overall Teledensity in India has reached 60.99 as on 30<sup>th</sup> September 2010.

### **Trends in Telephone subscribers and Teledensity in India**



2. Subscription in Urban Areas grew from 452.59 million in Jun-10 to 487.07 million at the end of Sep-10, taking the Urban Teledensity from 128.20 to 137.25. Rural subscription increased from 219.09 million to 236.21 million, and the Rural Teledensity increased from 26.43 to 28.42. The share of Rural subscribers has increased slightly to 32.66% in total subscription from 32.62% in Jun-10.
  
3. About 66.83% of the total net additions have been in Urban areas as compared to 63.47% in the previous quarter. Rural subscription recorded a decline in rate of growth during the quarter, from 9.18% in Jun-10 to 7.81% in Sep-10. Rate of growth for Urban subscription increased marginally from 7.61% in QE Jun-10 to 7.62% in QE Sep-10.

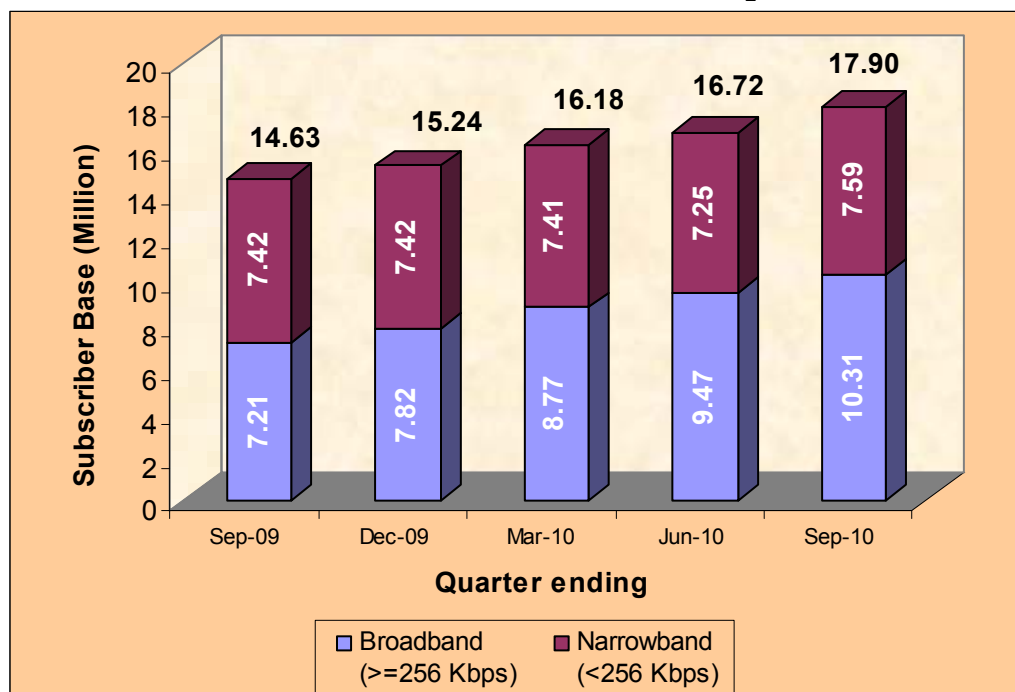
**Composition of Telephone Subscribers**



4. With 52.21 million net additions during the quarter, total wireless (GSM + CDMA) subscriber base registered a growth of 8.21% over the previous quarter and increased from 635.51 million at the end of Jun-10 to 687.71 million at the end of Sep-10. The year-on-year (Y-O-Y) growth over the same quarter of last year is 45.79%. Wireless Teledensity reached 57.99.
5. Wireline subscriber base further declined from 36.18 million at the end of Jun-10 to 35.57 million at the end of Sep-10, bringing down the wireline Teledensity from 3.06 in Jun-10 to 3.00 end of Sep-10.
6. Internet subscribers increased from 16.72 million at the end of Jun-10 to 17.90 million at the end of Sep-10, registering a quarterly growth rate of 7.02%. Top 10 ISPs together hold 95% of the total Internet subscriber base.
7. Number of Broadband subscribers increased from 9.47 million at the end of Jun-10 to 10.30 million at the end of Sep-10, registering a quarterly growth of 8.79% and Y-O-Y growth of 42.93%. The growth in the number of Broadband subscribers during the quarter and also on Y-O-Y basis is more or less similar to the growth in the over all telephone subscribers base.
8. Share of Broadband subscription in total Internet subscription increased from 56.7% in Jun-10 to 57.6% in Sep-10. 86.89% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.



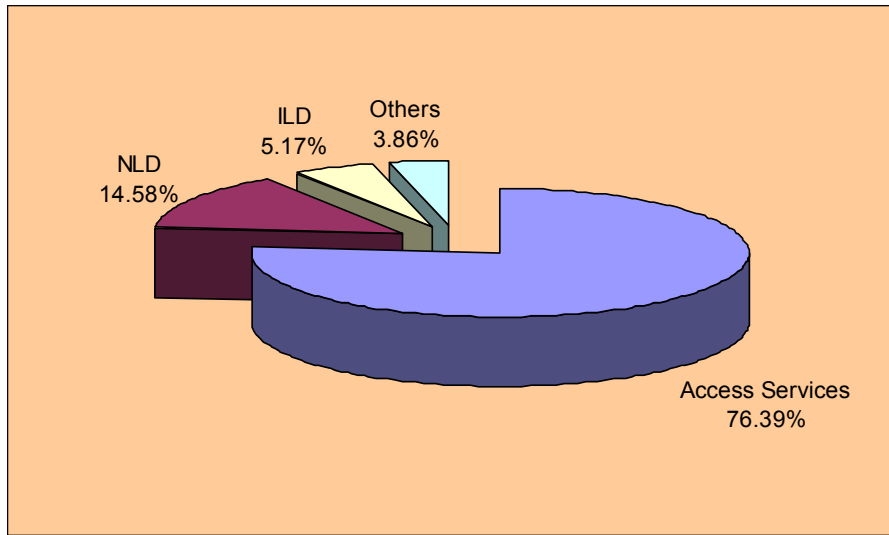
### Trends in Internet/Broadband subscription



9. Average Revenue Per User (ARPU) for GSM-Full Mobility service declined by 10.16%, from ₹122 in QE Jun-10 to ₹110 in QE Sep-10, with Y-O-Y decrease of 33.1%.
10. MOU per subscriber for GSM – full mobility service declined by 8.1%, from 401 in QE Jun-10 to 368 in QE Sep-10. The Outgoing MOUs (177) declined by 9.35% and Incoming MOUs (191) by 6.97%.
11. ARPU for CDMA – full mobility service declined by 1.34%, from ₹74 in QE Jun-10 to ₹73 in QE Sep-10. ARPU for CDMA has declined by 17.5% on Y-O-Y basis.

12. MOU per subscriber for CDMA-full mobility service declined by 5.26% from 299 in QE Jun-10 to 283 in QE Sep-10. The Outgoing MOUs (138) marginally declined by 5.21% while Incoming MOUs (145) declined by 5.30%.
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE Sep-10 has been ₹41,895.95 Crore and ₹29,736.20 Crore respectively. There has been an increase of 1.22% in GR while AGR declined by 2.45% as compared to previous quarter. The year-on-year (Y-O-Y) growth for Sep-10 over the same quarter in last year has been 7.83% and 2.13%. Pass-through charges accounted for 29.02% of the GR for the quarter ending Sep-10. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Sep-10 are 11.45% and 24.85% respectively.
14. Average licence fee as percentage of AGR is 8.31% in QE Sep-10 as against 8.10% in previous quarter. The quarterly and the year-on-year (Y-O-Y) growth rates of the average licence fee for QE Sep-10 are 0.19% and 0.91% respectively.
15. Access services contributed 76.39% of the total revenue of telecom services. In Access services GR, AGR & License Fee declined by 1.51%, 4.46% & 0.84% respectively, and Spectrum charges increased by 14.93% in the quarter ending Sep-10 vis-à-vis previous quarter.

### Composition of Gross Revenue



16. The performance of wireline service providers, in terms of various Quality of Service (QoS) parameters, in comparison to that in the previous quarter is summarized as under:

<b>Parameters showing Improvement in QoS</b>	<b>Parameters showing deterioration in QoS</b>	<b>Parameters showing no change in QoS</b>
<ul style="list-style-type: none"> <li>• % Fault repaired within 3 days</li> <li>• Answer to Seizure Ratio (ASR)</li> <li>• Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)</li> <li>• Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Fault incidences per 100 subs/month</li> <li>• % Fault repaired by next working day</li> <li>• % Fault repaired within 5 days</li> <li>• Call completion rate (in local network)</li> <li>• Resolution of billing/charging /Credit &amp; validity complaints</li> <li>• Time Taken for</li> </ul>	<ul style="list-style-type: none"> <li>• Mean time to Repair (MTTR)</li> <li>• Metering and billing credibility - post paid</li> </ul>

<ul style="list-style-type: none"> <li>• Accessibility of call centre/ customer care</li> <li>• %age of calls answered by the operators (voice to voice) within 60 sec.</li> <li>• Termination / Closure of service 100% within 7 days</li> </ul>	Refund of deposits after closures	
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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:

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

18. Total Number of channels registered with Ministry of I&B increased from 515 in Jun-10 to 526 in Sep-10. There are 154 pay TV channels in existence, as reported by 24 broadcasters/their distributors, as on QE Sep-10.
19. Maximum number of TV channels being carried by any of the reported MSOs is 319 whereas in the conventional analogue form, maximum number of channels being carried by the reported MSOs is 100 channels.
20. The number of private FM Radio stations in operation remained as 248 at the end of Sep-10.
21. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 30.9.2010, their reported subscriber base is 26.44 million.
22. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 7,70,519 in Jun-10 to 7,75,876 in Sep-10.

## Trends at a Glance

### A. Wireline & Wireless Services

	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010
						(12 months)	(9 months)	(6 months)	(3 months)
<b>1) Subscriber's Base (in million)</b>									
i) Wireline	37.31	37.06	36.96	36.18	35.57	-4.66%	-4.04%	-3.76%	-1.70%
ii) Wireless	471.73	525.09	584.32	635.51	687.71	45.79%	30.97%	17.69%	8.21%
<b>Total</b>	<b>509.03</b>	<b>562.16</b>	<b>621.28</b>	<b>671.69</b>	<b>723.28</b>	<b>42.09%</b>	<b>28.66%</b>	<b>16.42%</b>	<b>7.68%</b>
Rural	151.82	174.53	200.68	219.09	236.21	55.59%	35.34%	17.70%	7.81%
Urban	357.22	387.63	420.60	452.59	487.07	36.35%	25.65%	15.80%	7.62%
<b>2) Traffic (MOU) (minutes of use/ sub/month)</b>									
Wireless - Full mobility									
i) GSM	423	411	410	401	368	-13.0%	-10.5%	-10.2%	-8.1%
ii) CDMA	308	318	307	299	283	-8.2%	-11.0%	-7.6%	-5.3%
<b>3) ARPU (₹/sub/ month)</b>									
Wireless - Full mobility									
i) GSM	164	144	131	122	110	-33.1%	-23.6%	-16.5%	-10.2%
ii) CDMA	89	82	76	74	73	-17.5%	-11.3%	-4.3%	-1.3%
<b>4) Teledensity</b>									
Population in million (Estimated)									
	1170	1174	1178	1182	1186				
i) Wireline Teledensity	3.19	3.16	3.14	3.06	3.00	-5.94%	-5.00%	-4.40%	-2.02%
ii) Wireless Teledensity	40.31	44.72	49.60	53.59	57.99	43.84%	29.66%	16.91%	8.21%
<b>Total Teledensity</b>	<b>43.50</b>	<b>47.88</b>	<b>52.74</b>	<b>56.65</b>	<b>60.99</b>	<b>40.19%</b>	<b>27.38%</b>	<b>15.64%</b>	<b>7.66%</b>
Rural Teledensity	18.46	21.16	24.27	26.43	28.42	54.00%	34.31%	17.11%	7.54%
Urban Teledensity	102.79	110.96	119.77	128.20	137.25	33.52%	23.70%	14.60%	7.06%

## B. Wireline and Wireless Subscriber Base

<b>(i) Wireline Subscribers Base (in million)</b>									
Service Provider	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	28.45	28.10	27.83	26.94	26.22	-7.86%	-6.69%	-5.80%	-2.68%
MTNL	3.51	3.49	3.50	3.49	3.47	-1.01%	-0.48%	-0.64%	-0.31%
Bharti	2.93	2.99	3.07	3.15	3.22	9.77%	7.62%	4.87%	2.00%
Tata	1.00	1.10	1.16	1.20	1.23	23.48%	11.93%	6.24%	2.96%
Reliance	1.15	1.16	1.18	1.19	1.21	4.86%	3.53%	2.42%	1.29%
Quadrant(HFCL)	0.17	0.17	0.17	0.18	0.18	7.65%	8.44%	5.54%	2.65%
Sistema	0.10	0.05	0.05	0.04	0.04	-62.91%	-28.24%	-24.94%	3.69%
<b>Total</b>	<b>37.31</b>	<b>37.06</b>	<b>36.96</b>	<b>36.18</b>	<b>35.57</b>	<b>-4.67%</b>	<b>-4.04%</b>	<b>-3.76%</b>	<b>-1.70%</b>

<b>(ii) Wireless Subscriber Base (in million)</b>									
Service Provider	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	110.51	118.86	127.62	136.62	143.29	29.66%	20.55%	12.28%	4.88%
Reliance	86.12	93.80	102.42	110.81	117.34	36.25%	25.10%	14.56%	5.89%
Vodafone	82.85	91.40	100.86	109.06	115.55	39.48%	26.42%	14.57%	5.95%
Tata	46.80	57.33	65.94	72.53	79.07	68.97%	37.93%	19.91%	9.01%
BSNL	58.76	62.86	69.45	72.70	78.32	33.30%	24.59%	12.77%	7.74%
Idea/Spice	51.45	57.61	63.82	68.89	74.21	44.23%	28.82%	16.28%	7.73%
Aircel/Dishnet	25.73	31.02	36.86	41.68	46.52	80.79%	49.93%	26.19%	11.60%
Unitech	-	1.21	4.26	6.02	11.27	-	-	164.25%	87.06%
Sistema	1.96	2.99	3.78	5.10	6.64	238.61%	122.24%	75.85%	30.09%
MTNL	4.68	4.88	5.09	5.21	5.31	13.48%	8.93%	4.26%	1.93%
Videocon	-	-	0.032	1.94	4.48	-	-	-	130.76%
Loop	2.50	2.65	2.84	2.93	2.98	19.59%	12.61%	4.90%	1.95%
S Tel	-	0.14	1.01	1.33	1.64	-	-	63.11%	23.80%
Quadrant(HFCL)	0.38	0.34	0.33	0.67	1.02	169.44%	199.23%	211.57%	53.06%
Etisalat	-	-	0.0004	0.018	0.06	-	-	-	210.96%
<b>Total</b>	<b>471.73</b>	<b>525.09</b>	<b>584.32</b>	<b>635.51</b>	<b>687.71</b>	<b>45.79%</b>	<b>30.97%</b>	<b>17.69%</b>	<b>8.21%</b>

### C. Internet & Broadband Services

	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010
						(12 months)	(9 months)	(6 months)	(3 months)
<b>1) Subscriber's Base (in million)</b>									
i) Internet (excluding Internet access by wireless phone subscribers)	14.63	15.24	16.18	16.72	17.90	22.36%	17.41%	10.59%	7.02%
ii) Wireless Data subscribers	127.04	149.03	177.87	213.81	274.05	115.72%	83.89%	54.07%	28.17%
iii) <b>Broadband Connections</b> (>=256 Kbps download speed)	7.21	7.822483	8.77	9.47	10.31	42.93%	31.74%	17.46%	8.79%
<b>2) Minutes of Use (Dialup Internet) (MOU/ subs/month)</b>	334	324	361	389	486	45.32%	49.95%	34.57%	24.91%

### D. Telecom Financial Data

	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	QESep 2010	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010
						(12 months)	(9 months)	(6 months)	(3 months)
i) Gross Revenue (Rs. in million)	38854.65	39756.64	40265.12	41392.75	41895.95	7.83%	5.38%	4.05%	1.22%
ii) Adjusted Gross Revenue (Rs. in million)	29115.30	29125.67	28829.53	30481.93	29736.20	2.13%	2.10%	3.14%	-2.45%



## **Introduction**

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending September 2010. This report 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 deliberates 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.

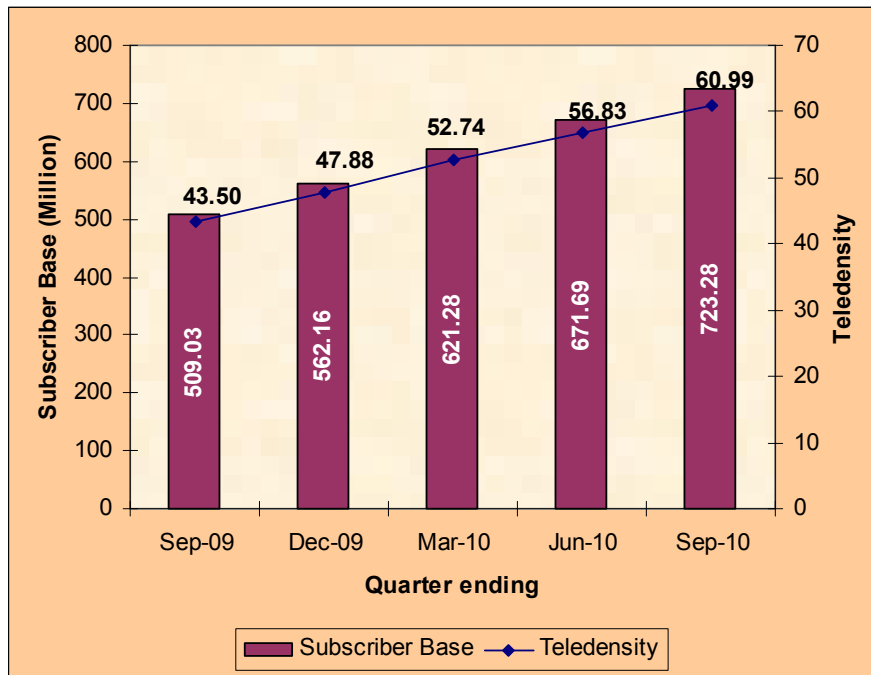
2. This performance indicator Report has been prepared based on the information furnished by the Service Providers. The report is also available on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)). Any suggestion pertaining to this report may please be addressed to Advisor (ER), TRAI; Tel.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

# **Chapter 1: Subscription Data**

## Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 671.69 million in Jun-10 to 723.28 million at the end of Sep-10, registering a sequential growth of 7.68% over the previous quarter as against 8.11% during the QE Jun-10. This reflects year-on-year (Y-O-Y) growth of 42.09% over the same quarter of last year. The overall Teledensity in India has reached 60.99 as on 30th September 2010

**Chart 1.1: Trends in Telephone Subscribers and Teledensity in India**



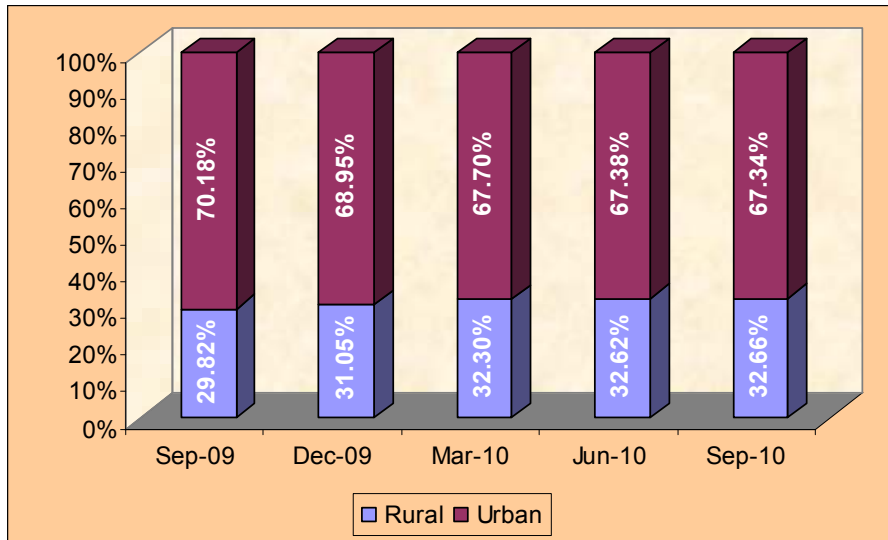
**Table 1.1: Subscriber Base & Teledensity – Rural & Urban**

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Sep-09	151.82	357.22	18.46	102.79
Dec-09	174.53	387.63	21.16	110.96
Mar-10	200.68	420.60	24.27	119.77
Jun-10	219.09	452.59	26.43	128.20
Sep-10	236.21	487.07	28.42	137.25

- 1.2 Subscription in Urban Areas grew from 452.59 million in Jun-10 to 487.07 million at the end of Sep-10, taking the Urban Teledensity from 128.20 to 137.25. Rural subscription increased from 219.09 million to 236.21 million, and the Rural Teledensity increased from 26.43 to 28.42. The year-on-year (Y-O-Y) growth rate of Rural and Urban Teledensity for Sep-10 is 54.00 and 33.52 respectively.
- 1.3 Rural subscription recorded a decline in rate of growth during the quarter. It declined from 9.18% in Jun-10 to 7.81% in Sep-10. Rate of growth for Urban subscription increased marginally from 7.61% in QE Jun-10 to 7.62% in QE Sep-10. The Y-O-Y rates of growth in Rural and Urban subscribers are 55.59% and 36.35% respectively.
- 1.4 The rates of growth in Rural subscribers - on Y-O-Y basis, over the previous and also QE Sep-10 over QE Jun-10 - compare

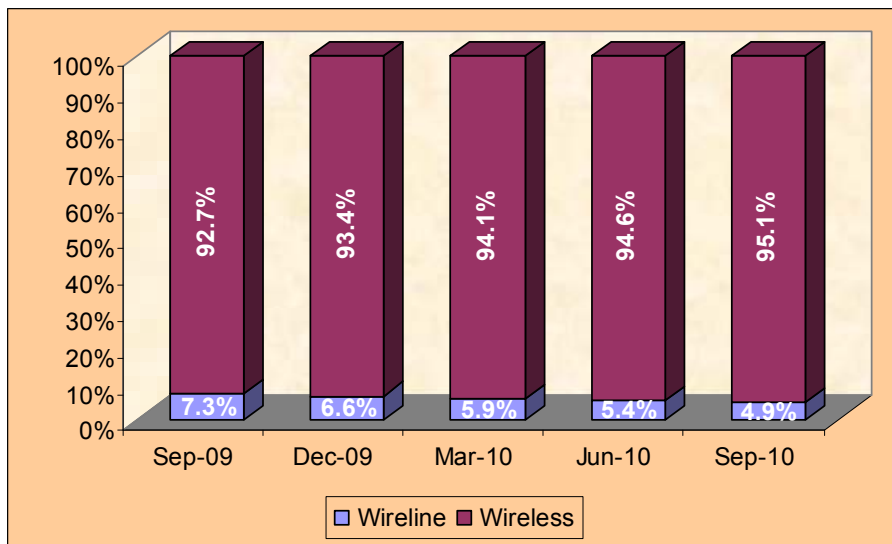
favourable to that in growth of Urban subscribers, which point towards reduction in Urban Rural disparities.

**Chart 1.2: Market Share - Rural & Urban**



1.5 Share of Rural areas in total subscription has increased to 32.66% from 32.62 %. The year-on-year (Y-O-Y) growth of the market share of the Rural areas for Sep-10 is 9.5%.

**Chart 1.3: Composition of Access subscription – Wireline & Wireless**

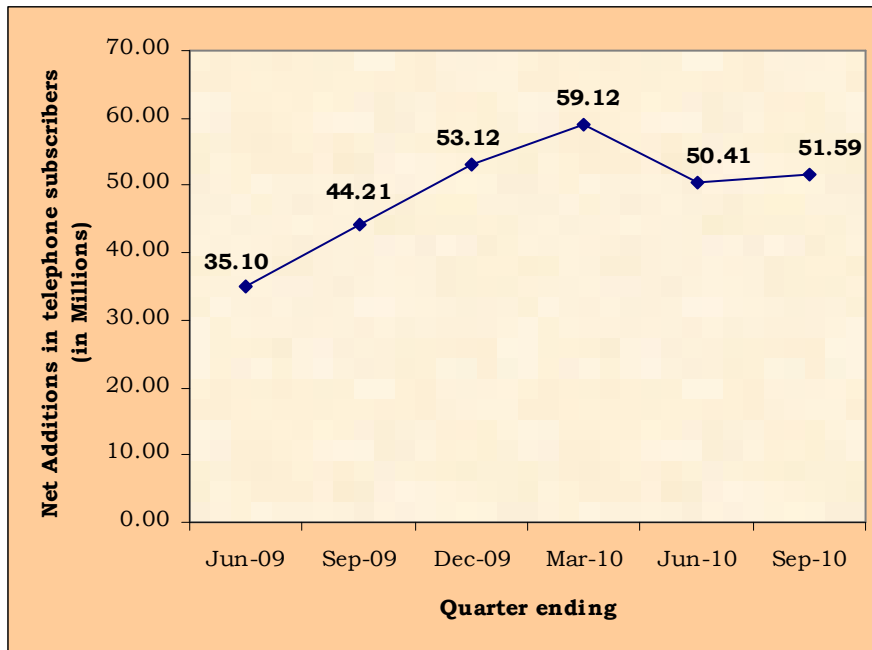


1.6 The dominance of wireless segment in access services is steadily growing.

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

Service Area	Subscribers (million)			
	Jun-10	Sep-10	Net Additions	Rate of change
Andhra Pradesh	51.63	55.13	3.50	6.78%
Assam	9.92	10.52	0.60	6.08%
Bihar	42.16	46.04	3.87	9.19%
Delhi	33.80	36.28	2.49	7.35%
Gujarat	37.14	40.91	3.77	10.16%
Haryana	16.22	17.86	1.63	10.06%
Himachal Pradesh	5.80	6.45	0.65	11.13%
Jammu & Kashmir	5.89	4.95	-0.93	-15.87%
Karnataka	43.35	45.83	2.49	5.73%
Kerala	29.01	31.42	2.41	8.31%
Madhya Pradesh	36.34	38.77	2.43	6.68%
Maharashtra	49.75	53.61	3.85	7.74%
Mumbai	32.08	34.25	2.17	6.77%
North East	6.09	6.48	0.40	6.52%
Orissa	17.55	19.19	1.64	9.35%
Punjab	23.40	25.54	2.14	9.14%
Rajasthan	37.11	39.02	1.92	5.17%
T.N. (incl. Chennai)	61.51	65.73	4.22	6.86%
U.P.(E)	50.84	54.78	3.93	7.74%
U.P.(W)	34.48	38.04	3.56	10.32%
Kolkata	18.92	20.59	1.68	8.86%
West Bengal	28.69	31.87	3.18	11.08%
<b>All India</b>	<b>671.69</b>	<b>723.28</b>	<b>51.59</b>	<b>7.68%</b>

**Chart 1.4: Net Addition in Telephone Subscription (In millions)**



1.7 In terms of net addition, there has been increasing trend form 35.10 million in QE Jun-09 to 59.12 million in QE Mar-10. During the QE Jun-10, a reversal in this trend was noticed. However, this quarter i.e. QE Sep-10, there has been an increase in net additions compared with the previous quarter.

**Table 1.3: Service Area wise Teledensity as on 30<sup>th</sup> September 2010**

<b>Service Area</b>	<b>Rural Teledensity</b>	<b>Urban Teledensity</b>	<b>Total Teledensity</b>
Andhra Pradesh	28.75	160.74	65.31
Assam	21.26	111.05	34.61
Bihar	17.89	149.71	35.84
Delhi	-	-	198.96
Gujarat	39.86	112.34	68.99
Haryana	44.19	123.42	70.68
Himachal Pradesh	61.11	372.69	95.34
J&K	25.76	88.42	42.51
Karnataka	29.47	159.01	77.47
Kerala	49.18	212.62	90.97
Madhya Pradesh	18.26	102.17	40.45
Maharashtra	37.81*	122.99*	77.23*
Mumbai			
North East	28.55	115.57	49.42
Orissa	24.85	159.15	47.26
Punjab	47.15	147.51	88.19
Rajasthan	33.59	135.45	57.92
T.N. (incl Chennai)	43.31	139.95	95.78
U.P.(E)	22.38*	121.44*	44.37*
U.P.(W)			
Kolkata	29.64*	129.91*	58.13*
W.B.			
<b>All India</b>	28.42	137.25	60.99

\* 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).



1.8 Himachal Pradesh has the highest Rural Teledensity of 61.11, followed by Kerala (49.18), Punjab (47.15), Haryana (44.19) and Tamil Nadu (Incl. Chennai) (43.31). Bihar continues to have the lowest Rural Teledensity of 17.89, followed by Madhya Pradesh (18.26).

**Table 1.4: Growth in Subscribers**

Service Provider	Subscriber base (millions)			Rate of Growth	Market Share - Jun-10	Market Share - Sep-10
	Jun-10	Sep-10	Net Additions			
Bharti	139.77	146.51	6.74	4.8%	20.81%	20.26%
Reliance	112.00	118.54	6.55	5.8%	16.67%	16.39%
Vodafone	109.06	115.55	6.49	6.0%	16.24%	15.98%
BSNL	99.64	104.54	4.90	4.9%	14.83%	14.45%
Tata	73.73	80.31	6.57	8.9%	10.98%	11.10%
IDEA	68.89	74.21	5.33	7.7%	10.26%	10.26%
Aircel/Dishnet	41.68	46.52	4.84	11.6%	6.21%	6.43%
Unitech	6.02	11.27	5.24	87.1%	0.90%	1.56%
MTNL	8.70	8.79	0.09	1.0%	1.29%	1.21%
Sistema	5.14	6.68	1.54	29.9%	0.77%	0.92%
Videocon	1.94	4.48	2.54	130.8%	0.29%	0.62%
Loop Mobile	2.93	2.98	0.06	2.0%	0.44%	0.41%
S Tel	1.33	1.64	0.32	23.8%	0.20%	0.23%
Quadrant (HFCL)	0.85	1.21	0.36	42.4%	0.13%	0.17%
Etisalat	0.02	0.057	0.04	211.0%	0.00%	0.01%
<b>Total</b>	<b>671.69</b>	<b>723.28</b>	<b>51.59</b>	<b>7.7%</b>	<b>100%</b>	<b>100%</b>

1.9 Bharti is the leading operator in Access segment in terms of number of subscribers as well as net additions during the quarter. In terms of growth rate, relatively new market entrants have attained higher rates, which can be mainly attributed to the low-base effect.

**Table 1.5: Subscribers (Rural & Urban) and Market share**

<b>Service Provider</b>	<b>Subscribers as on Sep-10 (in millions)</b>	<b>Rural Subscribers (in millions)</b>	<b>Percentage of Rural subscribers</b>	<b>Market share of Rural subscribers</b>
Bharti	146.51	56.23	38.4%	23.8%
Vodafone	115.55	43.10	37.3%	18.2%
BSNL	104.54	37.42	35.8%	15.8%
IDEA	74.21	36.01	48.5%	15.2%
Reliance	118.54	25.03	21.1%	10.6%
Tata	80.31	16.74	20.8%	7.1%
Aircel/Dishnet	46.52	16.63	35.7%	7.0%
Unitech	11.27	3.60	32.0%	1.5%
Sistema	6.68	1.02	15.3%	0.4%
S Tel	1.64	0.43	26.2%	0.2%
Quadrant (HFCL)	1.21	0.001	0.085%	0.0004%
MTNL	8.79	-	-	-
Videocon	4.48	-	-	-
Loop Mobile	2.98	-	-	-
Etisalat	0.06	-	-	-
<b>Total</b>	<b>723.28</b>	<b>236.21</b>	<b>32.7%</b>	<b>100%</b>

1.10 IDEA continues to have nearly half of its subscribers (48.5%) from Rural areas, against an all Indian average of 32.7%, as on Sep-10.

## Section B: Wireless Service

**Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 30<sup>th</sup> September 2010]**

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	Kolkata, TN (incl. Chennai), Karnataka, Kerala, Rajasthan, Haryana, Maharashtra, Mumbai, Delhi, Bihar, WB & AP
9	BSNL	All India (except Delhi & Mumbai)
10	MTNL	Delhi & Mumbai
11	Loop Telecom Private Ltd	Mumbai, Kolkata, Punjab, Haryana, Rajasthan, MP, Orissa, Assam & NE
12	Quadrant (HFCL)	Punjab
13	Unitech	AP, Karnataka, TN (incl. Chennai), Kerala, UP(W), UP(E), Bihar, Orissa, Mumbai, Kolkata, MH, Gujarat & WB
14	S Tel	Assam, NE, HP, Bihar & Orissa
15	Videocon	Haryana, TN (incl Chennai), Mumbai, Gujarat, Kerala, MH, AP, Karnataka, UP(W), UP(E), Rajasthan, 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

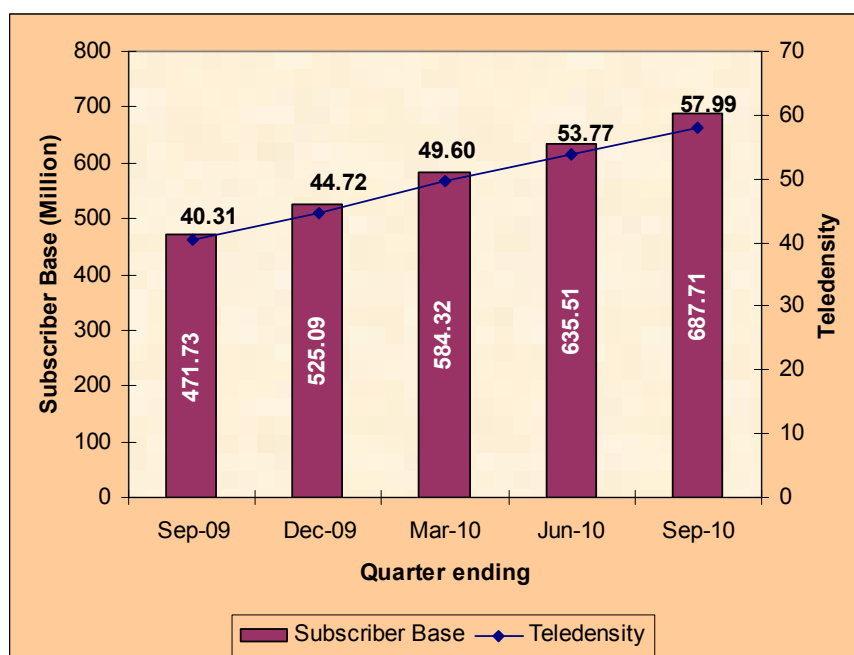
Licensees who started services during this quarter:

- S Tel (Assam & NE)
- Loop (Kolkata, Punjab, Haryana, Rajasthan, MP, Orissa, Assam & NE)
- Videocon (MH, AP, Karnataka, UP(W), UP(E), Rajasthan, MP, WB, HP, Bihar & Orissa)
- Aircel (Gujarat, Punjab & Rajasthan)
- Tata – GSM (Rajasthan)

Complete list of licensed Cellular (GSM & CDMA) Service providers as on 30<sup>th</sup> September 2010 is at Annexure – 1.1

1.11 Total Wireless (GSM + CDMA) subscriber base increased from 635.51 million at the end of Jun-10 to 687.71 Million at the end of Sep-10, thereby showing a growth of 8.21%. During this quarter 52.21 million subscribers were added. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Sep-10 is 45.79%. Wireless Teledensity increased from 53.77 to 57.99.

**Chart 1.5: Wireless Subscriber Base and Teledensity**



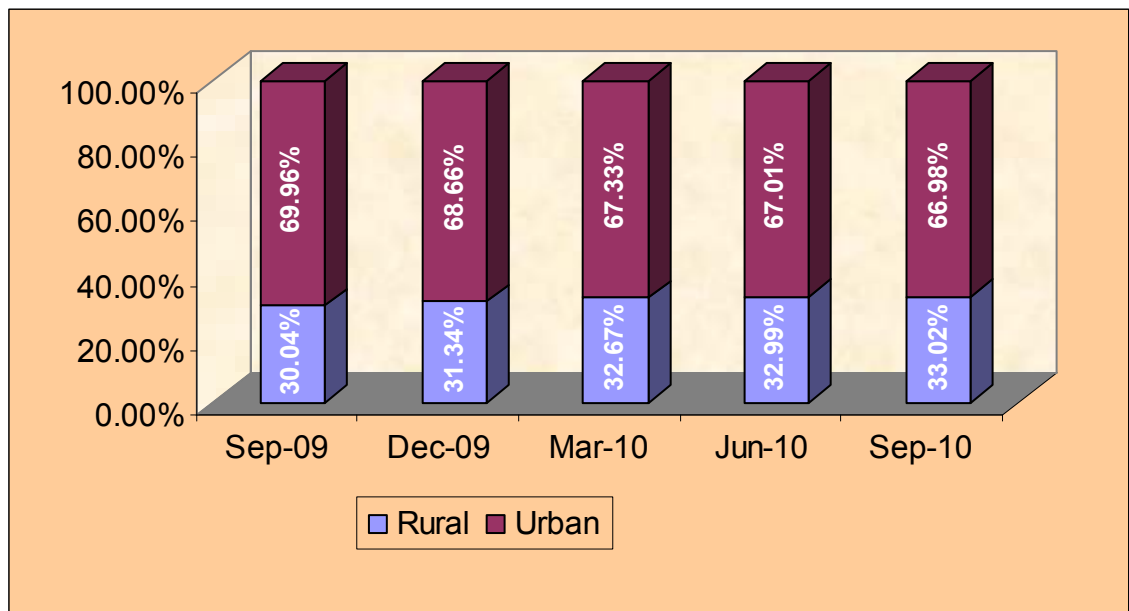
**Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban**

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Sep-09	141.68	330.04	17.22	94.98
Dec-09	164.57	360.52	19.95	103.20
Mar-10	190.88	393.45	23.08	112.03
Jun-10	209.63	425.87	25.29	120.63
Sep-10	227.08	460.63	27.32	129.80

1.12 The Rural Wireless subscribers increased from 209.63 million in Jun-10 to 227.08 million in Sep-10.

1.13 Rural subscription grew at the rate of 8.3% in QE Sep-10 as against 9.8% in QE Jun-10 and Urban subscription grew at the rate of 8.16% as against 8.24% in the previous quarter. The share of Rural wireless subscription increased to 33.02% in total wireless subscription.

**Chart 1.6: Wireless Market Share – Rural & Urban**



**Table 1.8: Growth in Wireless Subscribers**

<b>Service Provider</b>	<b>Subscriber Base (millions)</b>			<b>Rate of Growth</b>	<b>Market Share - Jun-10</b>	<b>Market Share - Sep-10</b>
	<b>Jun-10</b>	<b>Sep-10</b>	<b>Net Additions</b>			
Bharti	136.62	143.29	6.67	4.88%	21.50%	20.84%
Tata	72.53	79.07	6.54	9.01%	11.41%	11.50%
Reliance	110.81	117.34	6.53	5.89%	17.44%	17.06%
Vodafone	109.06	115.55	6.49	5.95%	17.16%	16.80%
BSNL	72.70	78.32	5.62	7.74%	11.44%	11.39%
IDEA	68.89	74.21	5.33	7.73%	10.84%	10.79%
Unitech	6.02	11.27	5.24	87.06%	0.95%	1.64%
Aircel	41.68	46.52	4.84	11.60%	6.56%	6.76%
Videocon	1.94	4.48	2.54	130.76%	0.31%	0.65%
Sistema	5.10	6.64	1.54	30.09%	0.80%	0.97%
Quadrant (HFCL)	0.67	1.02	0.35	53.06%	0.11%	0.15%
S Tel	1.33	1.64	0.32	23.80%	0.21%	0.24%
MTNL	5.21	5.31	0.10	1.93%	0.82%	0.77%
Loop Mobile (BPL)	2.93	2.98	0.06	1.95%	0.46%	0.43%
Etisalat	0.02	0.06	0.04	210.96%	0.00%	0.01%
<b>Total</b>	<b>635.51</b>	<b>687.71</b>	<b>52.21</b>	<b>8.21%</b>	-	-

1.14 Bharti is the leading operator with 143.29 million subscribers as on Sept-10, followed by Reliance (117.34 million) and Vodafone (115.55 million). In terms of net additions during the quarter, Bharti (6.67 Million) retained the top position, followed by Tata (6.54 Million) and Reliance (6.53 Million).

**Table 1.9: Service Area wise Wireless Subscribers**

Service Area	Subscribers (million)			
	Jun-10	Sep-10	Net Additions	Rate of change
T.N. (incl. Chennai)	57.97	62.22	4.25	7.32%
U.P.(E)	49.35	53.29	3.94	7.98%
Maharashtra	46.82	50.71	3.89	8.32%
Bihar	40.79	44.67	3.88	9.52%
Gujarat	35.07	38.86	3.79	10.82%
U.P.(W)	33.50	37.16	3.66	10.93%
Andhra Pradesh	49.21	52.74	3.53	7.17%
West Bengal	27.81	31.04	3.23	11.61%
Madhya Pradesh	34.80	37.31	2.50	7.20%
Karnataka	40.59	43.09	2.49	6.14%
Delhi	31.05	33.49	2.44	7.87%
Kerala	25.63	28.07	2.44	9.54%
Mumbai	29.11	31.27	2.16	7.43%
Punjab	21.81	23.96	2.15	9.85%
Rajasthan	35.63	37.63	2.00	5.61%
Haryana	15.46	17.16	1.70	10.99%
Kolkata	17.47	19.16	1.69	9.70%
Orissa	16.94	18.62	1.68	9.89%
Himachal Pradesh	5.45	6.11	0.65	11.98%
Assam	9.62	10.23	0.61	6.34%
North East	5.76	6.19	0.42	7.37%
Jammu & Kashmir	5.66	4.74	-0.93	-16.36%
<b>All India</b>	<b>635.51</b>	<b>687.71</b>	<b>52.21</b>	<b>8.21%</b>

**Table 1.10: Service Area wise Wireless Teledensity as on 30<sup>th</sup> Sept 2010**

<b>Service Area</b>	<b>Rural Teledensity</b>	<b>Urban Teledensity</b>	<b>Total Teledensity</b>
Andhra Pradesh	27.54	153.64	62.47
Assam	20.94	106.34	33.63
Bihar	17.45	144.68	34.78
Delhi	-	-	183.66
Gujarat	38.49	105.78	65.53
Haryana	42.74	118.01	67.91
Himachal Pradesh	56.60	362.89	90.25
Jammu & Kashmir	25.25	82.79	40.64
Karnataka	28.00	148.98	72.83
Kerala	40.38	200.36	81.29
Madhya Pradesh	17.90	97.39	38.93
Maharashtra	36.45*	113.42*	72.07*
Mumbai			
North East	27.76	108.70	47.18
Orissa	24.25	153.77	45.86
Punjab	44.09	138.61	82.74
Rajasthan	32.69	129.64	55.84
T.N. (incl. Chennai)	41.17	132.31	90.65
U.P.(E)	22.05*	117.51*	43.24*
U.P.(W)			
Kolkata	29.01*	122.68*	55.62*
W.B.			
<b>All India</b>	<b>27.32</b>	<b>129.80</b>	<b>57.99</b>

\* 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).

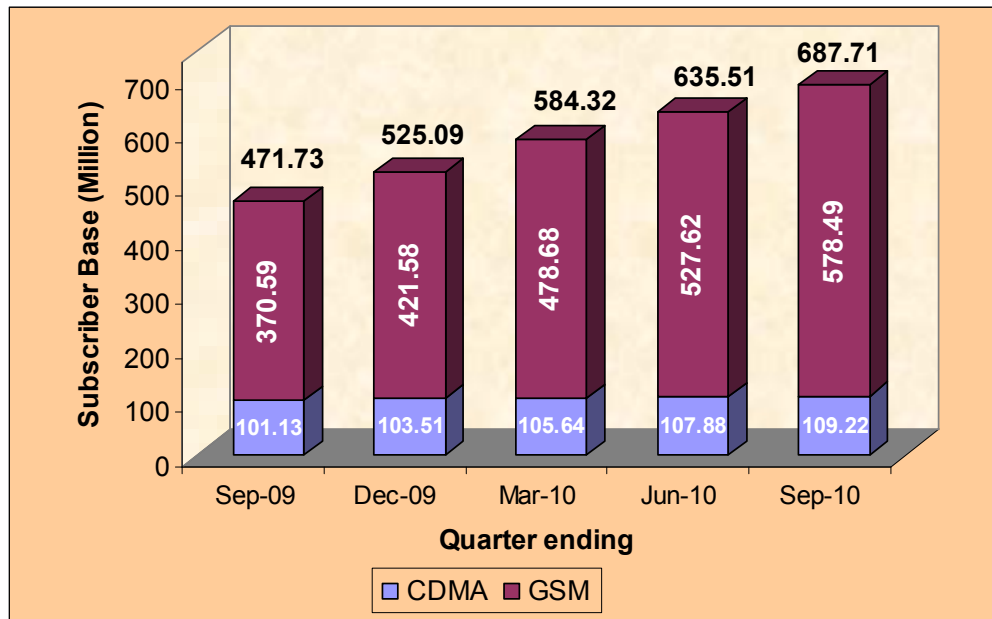


**Table 1.11: Rural Wireless Subscribers and Market Share**

Service Provider	Subscribers as on Sep-10 (in millions)	Rural Subscribers (in millions)		Percentage of Rural subscribers in total		Market Share of Rural Subscribers	
		Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10
<b>Bharti</b>	143.29	56.23	52.76	39.24%	38.61%	24.76%	25.17%
<b>Vodafone</b>	115.55	43.10	39.68	37.30%	36.39%	18.98%	18.93%
<b>Idea</b>	74.21	36.01	33.67	48.52%	48.87%	15.86%	16.06%
<b>BSNL</b>	78.32	28.33	26.21	36.17%	36.06%	12.48%	12.51%
<b>Reliance</b>	117.34	25.03	23.37	21.33%	21.09%	11.02%	11.15%
<b>Tata</b>	79.07	16.70	15.30	21.12%	21.10%	7.35%	7.30%
<b>Aircel / Dishnet</b>	46.52	16.63	15.44	35.75%	37.05%	7.32%	7.37%
<b>Unitech</b>	11.27	3.60	2.13	31.96%	35.32%	1.59%	1.01%
<b>Sistema</b>	6.64	1.02	0.72	15.37%	14.11%	0.45%	0.34%
<b>S Tel</b>	1.64	0.43	0.35	26.23%	26.41%	0.19%	0.17%
<b>Quadrant (HFCL)</b>	1.02	0.001	0.001	0.10%	0.16%	0.00%	0.00%
<b>MTNL</b>	5.31	0	0	0%	0%	0%	0%
<b>Videocon</b>	4.48	0	0	0%	0%	0%	0%
<b>Loop</b>	2.98	0	0	0%	0%	0%	0%
<b>Etisalat</b>	0.057	0	0	0%	0%	0%	0%
<b>Total</b>	<b>687.71</b>	<b>227.08</b>	<b>209.63</b>	<b>33.02%</b>	<b>32.99%</b>	<b>100%</b>	<b>100%</b>

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

**Chart 1.7: Wireless Subscription: GSM vs CDMA**



1.16 GSM subscription continues to grow at a faster rate. At the end of Sep-10, GSM subscribers constituted 84.12% of the wireless market.

### **GSM Services**

1.17 The GSM subscribers were 578.49 million at the quarter ending Sep-10 as against 527.62 million at the end of the previous quarter, showing a growth of 9.64%. Bharti with 143.29 million subscribers continues to be the largest GSM mobile operator, followed by Vodafone (115.55 million).

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

Service Provider	Jun-10		Sep-10		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Bharti	136.62	25.91%	143.29	24.77%	6.67
Vodafone	109.06	20.68%	115.55	19.97%	6.49
Idea	68.89	13.06%	74.21	12.83%	5.33
BSNL	66.74	12.66%	72.54	12.54%	5.80
Reliance	54.33	10.30%	62.05	10.73%	7.72
Aircel /Dishnet	41.68	7.90%	46.52	8.04%	4.84
Tata	32.82	6.23%	38.16	6.60%	5.33
Unitech	6.02	1.14%	11.27	1.95%	5.24
MTNL	4.90	0.93%	5.02	0.87%	0.11
Loop	2.93	0.56%	2.98	0.52%	0.06
Videocon	1.94	0.37%	4.48	0.77%	2.54
S Tel	1.33	0.25%	1.64	0.28%	0.32
Quadrant (HFCL)	0.34	0.07%	0.73	0.13%	0.38
Etisalat	0.02	0.00%	0.06	0.01%	0.04
<b>Total</b>	<b>527.62</b>	<b>100.00</b>	<b>578.49</b>	<b>100.00</b>	<b>50.87</b>

## **CDMA Services**

1.18 The CDMA subscriber base increased to 109.22 million during the quarter ending Sep-10 from 107.88 million at the end of previous quarter, thereby showing a growth rate of 1.23%. Reliance with 55.29 million subscribers continues to be the largest CDMA mobile operator. However, in terms of net additions during the quarter, Sistema added the highest number of subscribers (1.54 million), followed by Tata (1.20 million), rest of the service providers recorded decline in subscribers.

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

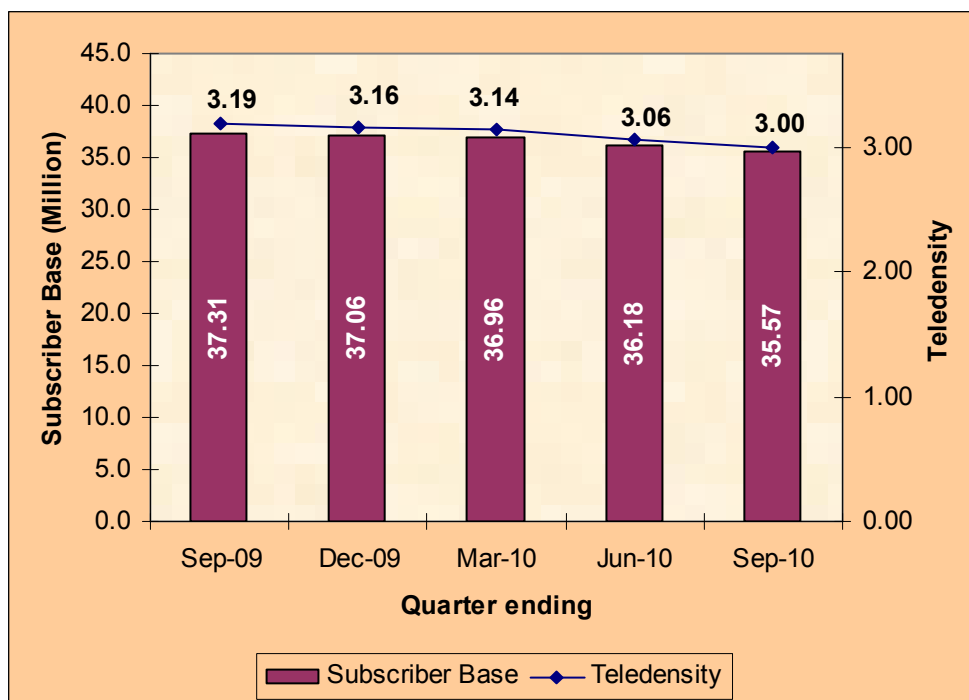
<b>Service Provider</b>	<b>Jun-10</b>		<b>Sep-10</b>		<b>Net Additions (in millions)</b>
	<b>No of Subscribers (in millions)</b>	<b>Market Share</b>	<b>No of Subscribers (in millions)</b>	<b>Market Share</b>	
Reliance	56.48	52.35%	55.29	50.62%	-1.19
Tata	39.71	36.81%	40.92	37.46%	1.20
BSNL	5.96	5.52%	5.78	5.30%	-0.17
Sistema	5.10	4.73%	6.64	6.08%	1.54
Quadrant (HFCL)	0.32	0.30%	0.30	0.27%	-0.03
MTNL	0.31	0.29%	0.30	0.27%	-0.01
<b>Total</b>	<b>107.88</b>		<b>109.22</b>		<b>1.33</b>

## Section C: Wireline Service

**Table 1.14: Service Providers providing Wireline service [as on 30<sup>th</sup> September 2010]**

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.	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Orissa, Punjab, Rajasthan, Tamil Nadu (incl. Chennai), UP(East), UP(West) and West Bengal
5	Quadrant Televentures Ltd. (HFCL)	Punjab
6	Sistema Shyam Telelink Ltd.	Rajasthan
7	Reliance Communications Ltd.	Andhra Pradesh, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, J&K, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, (Tamilnadu incl. Chennai), UP(East), UP(West) and West Bengal

**Chart 1.8: Wireline Subscriber Base and Teledensity**

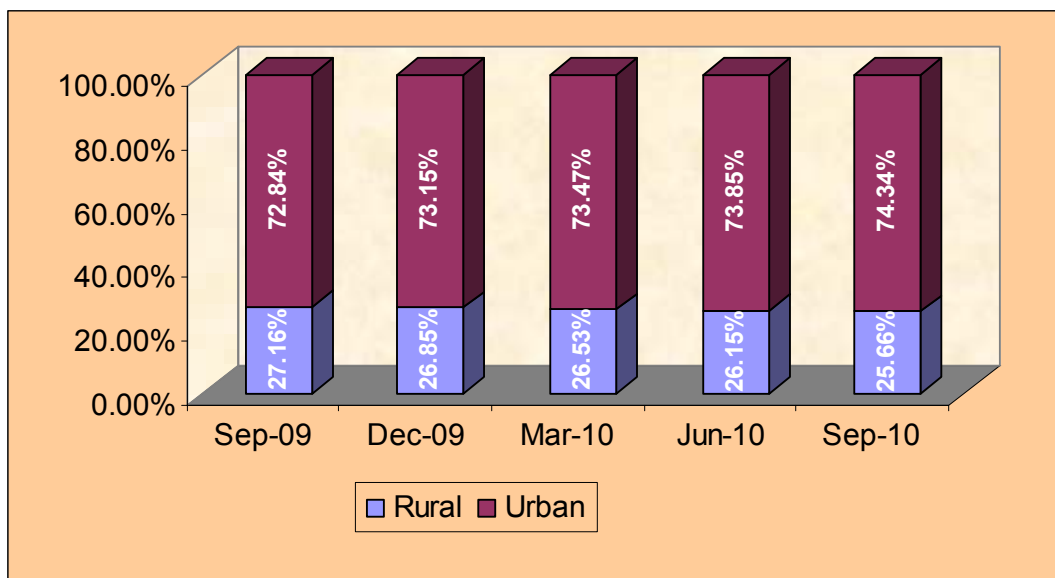


**Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban**

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Sep-09	10.13	27.17	1.23	7.82
Dec-09	9.95	27.11	1.21	7.76
Mar-10	9.80	27.15	1.19	7.73
Jun-10	9.46	26.72	1.14	7.57
Sep-10	9.13	26.44	1.10	7.45

1.19 Wireline subscriber base declined from 36.18 million at the end of Jun-10 to 35.57 in Sep-10. Wireline Teledensity is 3.00. Rural subscriber base has shown Y-o-Y decline of 9.93%, from 10.13 Million in Sep-09 to 9.13 Million in Sep-10. During the same period, Urban subscription recorded decline rate of 2.70%.

**Chart 1.9: Wireline Market share – Rural & Urban**



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

Service Provider	Subscriber Base (million)			Share of Rural subscription
	Rural	Urban	Total	
BSNL	9.09	17.13	26.22	34.66%
MTNL	-	3.47	3.47	-
Bharti	-	3.22	3.22	-
Tata	0.04	1.20	1.23	3.05%
Reliance	0.001	1.20	1.21	0.12%
Quadrant (HFCL)	-	0.18	0.18	-
Sistema	0.001	0.04	0.04	1.92%
<b>Total</b>	<b>9.13</b>	<b>26.44</b>	<b>35.57</b>	

**Table 1.17: Growth in Subscribers**

Service Provider	Subscriber Base (million)			Rate of change	Market share-Jun-10	Market share-Sep-10
	Jun-10	Sep-10	Net Additions			
Bharti	3.15	3.22	0.06	2.00%	8.71%	9.04%
Tata	1.20	1.23	0.04	2.96%	3.31%	3.47%
Reliance	1.19	1.21	0.02	1.29%	3.29%	3.39%
Quadrant (HFCL)	0.18	0.18	0.005	2.65%	0.49%	0.51%
Sistema	0.04	0.04	0.001	3.69%	0.10%	0.10%
MTNL	3.49	3.47	-0.01	-0.31%	9.63%	9.77%
BSNL	26.94	26.22	-0.72	-2.68%	74.46%	73.71%
<b>Total</b>	<b>36.18</b>	<b>35.57</b>	<b>-0.61</b>	<b>-1.70%</b>	<b>100</b>	<b>100</b>

**Table 1.18: Service Area wise Wireline Subscribers**

Service Area	Jun-10	Sep-10	Net Additions	Rate of Change
Andhra Pradesh	2.42	2.39	-0.031	-1.28%
Assam	0.30	0.30	-0.006	-1.94%
Bihar	1.37	1.37	-0.008	-0.61%
Delhi	2.75	2.79	0.041	1.49%
Gujarat	2.07	2.05	-0.021	-1.03%
Haryana	0.77	0.70	-0.067	-8.76%
Himachal Pradesh	0.35	0.34	-0.007	-2.05%
Jammu & Kashmir	0.23	0.22	-0.008	-3.63%
Karnataka	2.76	2.75	-0.008	-0.30%
Kerala	3.38	3.35	-0.033	-0.99%
Madhya Pradesh	1.54	1.47	-0.075	-4.88%
Maharashtra	2.94	2.89	-0.042	-1.42%
Mumbai	2.97	2.98	0.009	0.29%
North East	0.32	0.29	-0.028	-8.64%
Orissa	0.60	0.57	-0.035	-5.80%
Punjab	1.59	1.58	-0.010	-0.66%
Rajasthan	1.48	1.40	-0.080	-5.43%
T.N. (incl. Chennai)	3.54	3.52	-0.025	-0.71%
U.P.(E)	1.49	1.49	-0.005	-0.36%
U.P.(W)	0.98	0.88	-0.102	-10.42%
Kolkata	1.45	1.43	-0.019	-1.33%
W.B.	0.88	0.83	-0.050	-5.67%
<b>All India</b>	<b>36.18</b>	<b>35.57</b>	<b>-0.613</b>	<b>-1.70%</b>

1.20 Delhi & Mumbai are the only Service Areas which showed positive growth.



**Table 1.19: Service Area wise Wireline Teledensity  
as on 30<sup>th</sup> September 2010**

<b>Service Area</b>	<b>Rural Teledensity</b>	<b>Urban Teledensity</b>	<b>Total Teledensity</b>
Andhra Pradesh	1.20	7.10	2.83
Assam	0.32	4.71	0.98
Bihar	0.44	5.03	1.06
Delhi	-	-	15.31
Gujarat	1.36	6.57	3.45
Haryana	1.45	5.41	2.77
Himachal Pradesh	4.51	9.80	5.09
Jammu & Kashmir	0.50	5.63	1.87
Karnataka	1.47	10.03	4.64
Kerala	8.80	12.26	9.69
Madhya Pradesh	0.36	4.77	1.53
Maharashtra	1.36*	9.57*	5.16*
Mumbai			
North East	0.78	6.87	2.24
Orissa	0.60	5.39	1.40
Punjab	3.06	8.91	5.45
Rajasthan	0.90	5.81	2.08
T.N.	2.14	7.64	5.13
U.P.(E)	0.33*	3.93*	1.13*
U.P.(W)			
Kolkata	0.63*	7.23*	2.51*
W.B.			
<b>All India</b>	<b>1.10</b>	<b>7.45</b>	<b>3.00</b>

\* Population data/projections are available state-wise only

Notes:

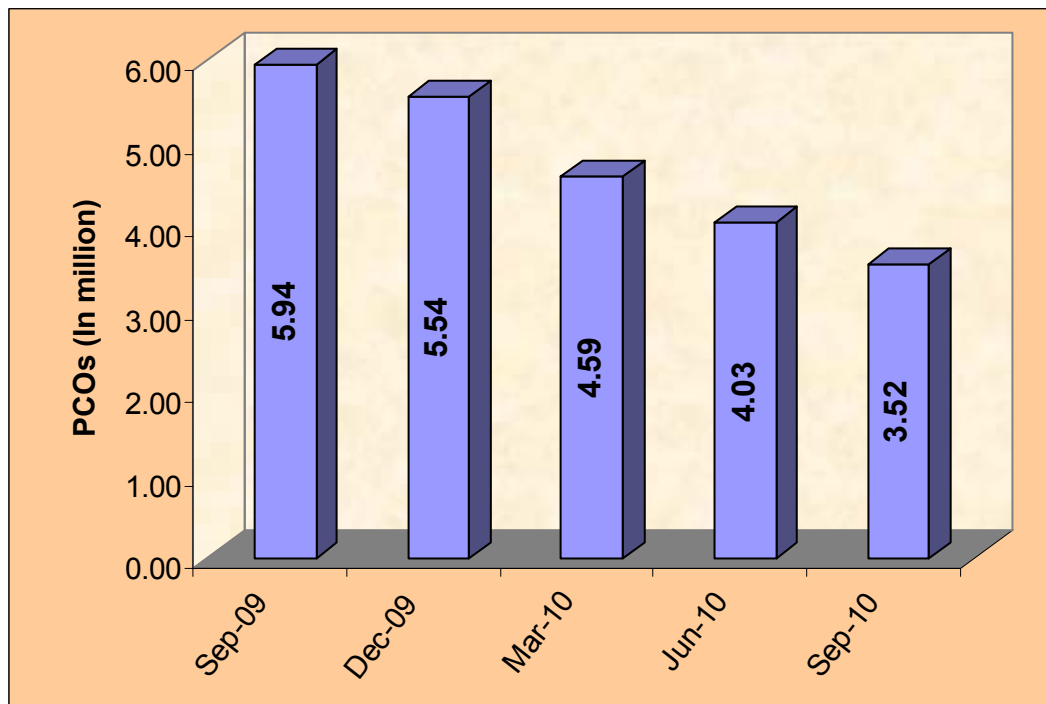
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

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

## Public Call Offices (PCO)

1.22 Total number of PCOs in the country at the end of Sep-10 is 3.52 million as compared to 4.03 million at the end of Jun-10, showing a reduction of 0.51 millions PCOs. Detailed table is at Annexure - 1.4.

**Chart 1.10: Number of PCOs**



1.23 Number of PCOs have further declined by 12.6% in the QE Sep-10. The year-on-year (Y-O-Y) decline over the same quarter of the last year is 40.72%.

**Table 1.20: Rate of change & Market share of PCOs**

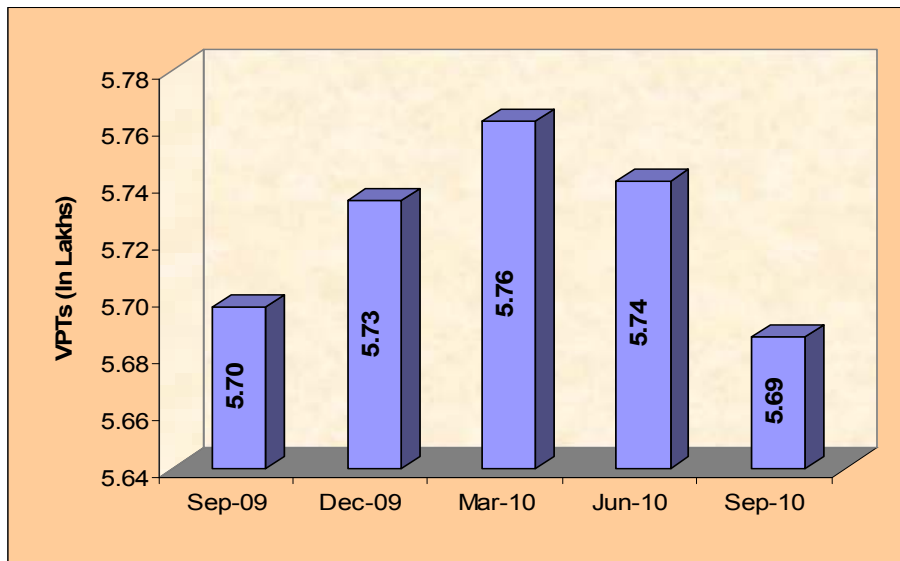
<b>Service Provider</b>	<b>Jun-10</b>	<b>Sep-10</b>	<b>Rate of change</b>	<b>Market share (Sep-10)</b>
BSNL	1.58	1.51	-4.0%	42.95%
MTNL	0.19	0.19	-2.7%	5.30%
Bharti	0.10	0.09	-13.8%	2.49%
Quadrant (HFCL)	0.02	0.02	-9.5%	0.45%
Sistema	0.02	0.02	1.6%	0.68%
Tata	1.02	0.99	-3.3%	28.09%
Reliance	1.09	0.70	-35.6%	20.02%
<b>Total</b>	<b>4.03</b>	<b>3.52</b>	<b>-12.6%</b>	<b>100.00%</b>

1.24 The data shows that all the service provides except Sistema, have recorded decline in number of PCOs.

## Village Public Telephones (VPTs)

1.25 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs further declined from 5.74 lakhs in Jun-10 to 5.69 lakhs in QE Sep-10. 95.8% of the total inhabited villages in India have been connected. Detailed table is at Annexure -1.5.

**Chart 1.11 : Growth in VPTs**

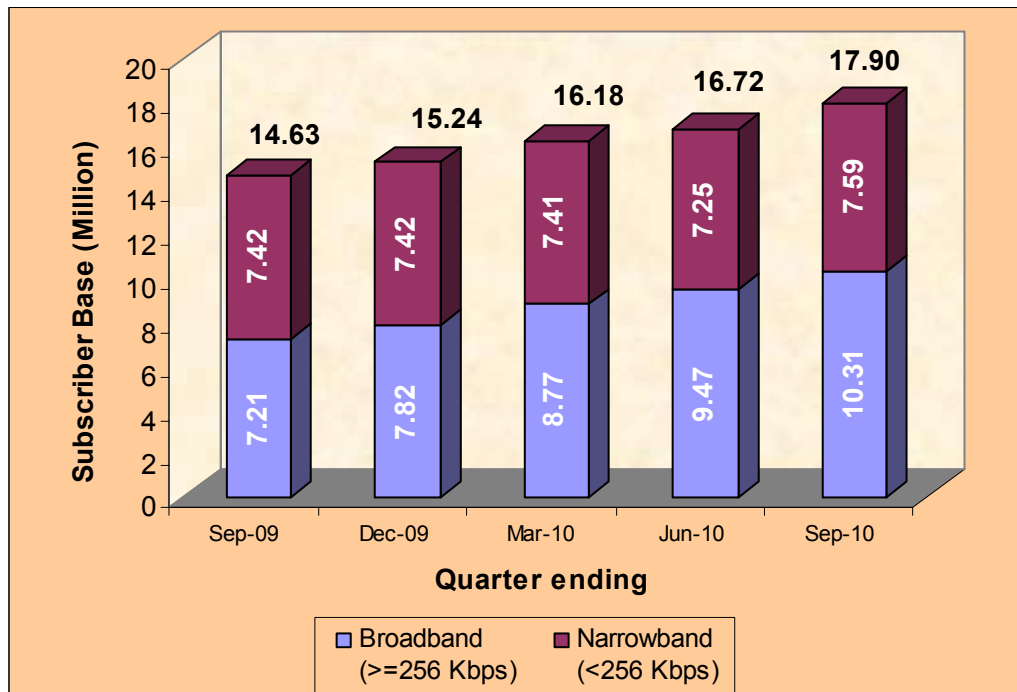


## Section D: Internet Service

1.26 There are 17.90 million Internet subscribers at the end of Sep-10 as compared to 16.72 million at the end of Jun-10, registering a growth of 7.02%. Apart from this, 274.05 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.

1.27 Number of Broadband subscribers increased from 9.47 million at the end of Jun-10 to 10.31 million at the end of Sep-10, registering a quarterly growth of 8.79% and Y-O-Y growth of 42.93%. The growth in the number of Broadband subscribers during the quarter and also on Y-O-Y basis is more or less similar to the growth in over all telephone subscribers base.

**Chart 1.12: Trends in Internet/Broadband subscription**



- 1.28 Share of Broadband subscription in total Internet subscription increased from 56.7% in Jun-10 to 57.6% in Sep-10.
- 1.29 Number of Narrowband subscribers increased from 7.25 million in Jun-10 to 7.59 million in Sep-10, thereby showing a growth rate of 4.71% as against a negative growth of 2.17% in the previous quarter i.e. QE Jun-10.

**Table 1.21: Trends in subscribers of PSUs Vs. Pvt. Internet Service Providers**

<b>Quarter ending</b>	<b>PSU ISPs</b>	<b>Private ISPs</b>	<b>Total</b>	<b>Share of PSUs</b>
Sep-09	10.30	4.33	14.63	70.4%
Dec-09	10.78	4.46	15.24	70.7%
Mar-10	11.50	4.68	16.18	71.1%
Jun-10	11.98	4.74	16.72	71.6%
Sep-10	12.53	5.36	17.90	70.0%

- 1.30 The total Internet leased line customers stood at 35,277 at the end of Sep-10 as compared to 32,213 at the end of Jun-10, registering an increase of 9.51%.
- 1.31 As per the reports available with the TRAI, 29 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

### **ISP Connectivity**

- 1.32 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 535 GB for International and 483 GB for National during this quarter as compared to 441 GB for International and 388 GB for National at the end of Jun-10.

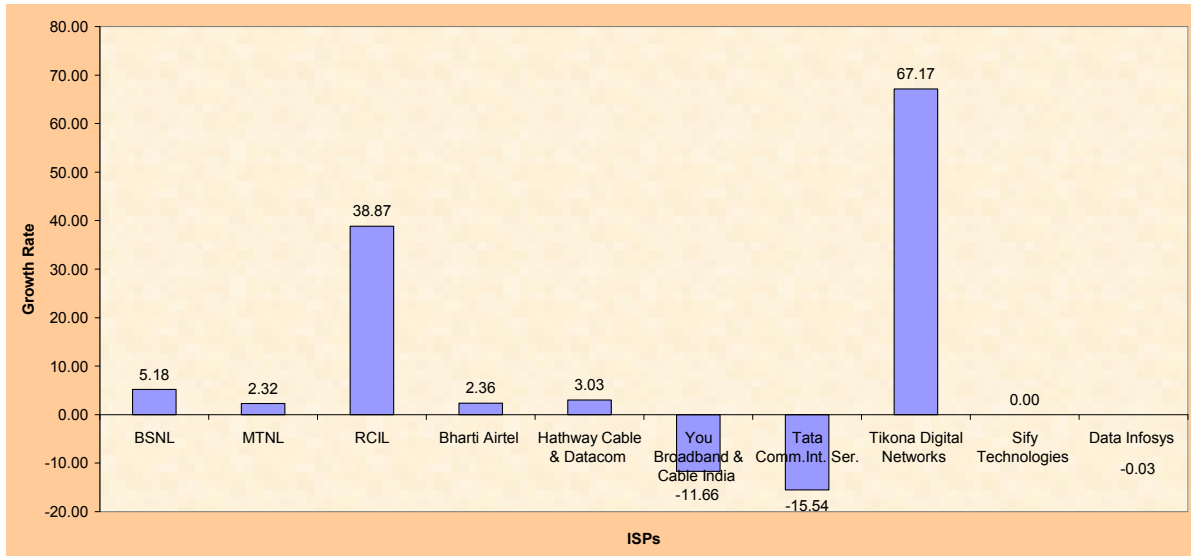
**Table 1.22: Internet Subscriber Base & Market share of top 10 ISPs**

<b>S.No</b>	<b>ISP</b>	<b>Category</b>	<b>Service Area</b>	<b>Subs</b>	<b>Share (%)</b>
1	Bharat Sanchar Nigam Ltd.	A	All India	10172299	56.84
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2362245	13.20
3	Reliance Communications Infrastructure Limited	A	All India	1829707	10.22
4	Bharti Airtel Ltd.	A	All India	1381921	7.72
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	333717	1.87
6	You Broadband & Cable India Private Limited	A	All India	251702	1.41
7	Tata Communications Internet Services Limited	A	All India	231610	1.29
8	Tikona Digital Networks Pvt Ltd	A	All India	174950	0.98
9	Sify Technologies Ltd.*	A	All India	162808	0.91
10	Data Infosys Ltd.	A	All India	104586	0.59
	<b>Total of Top 10 ISPs</b>			<b>17005545</b>	<b>95.03</b>
	<b>Others</b>			<b>889770</b>	<b>4.97</b>
	<b>Grand Total</b>			<b>17895315</b>	<b>100</b>

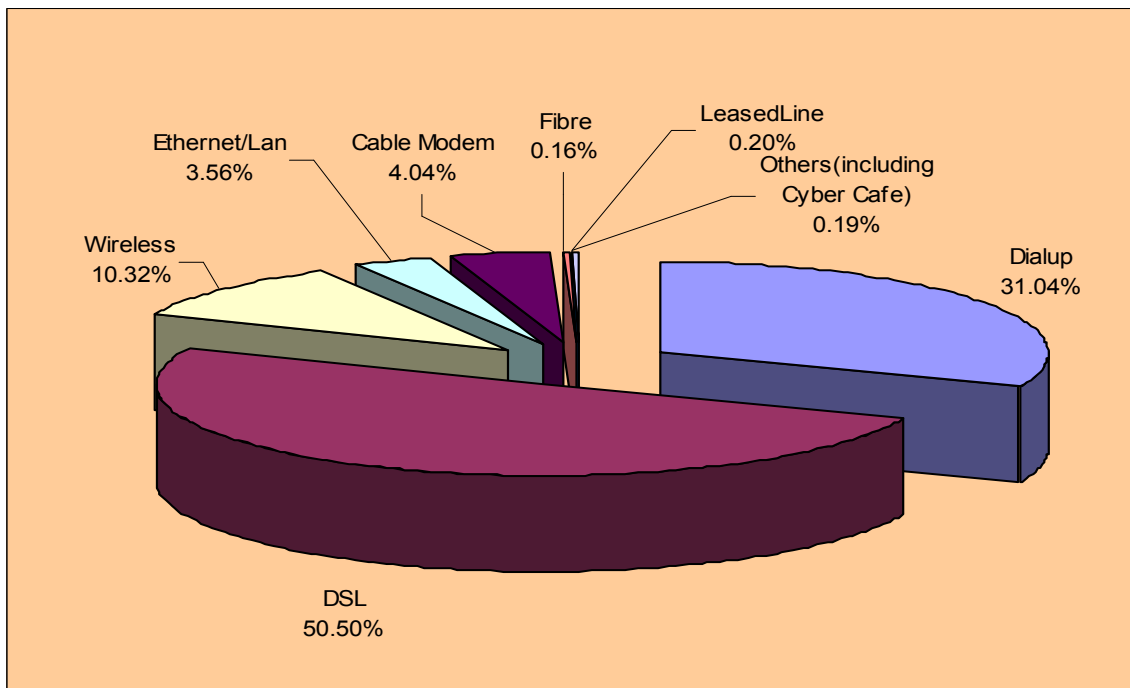
1.33 BSNL holds 56.84% of the market share with reported subscriber base of 10.17 million Internet subscribers at the end of Sep-10 as against 9.67 million at the end of Jun-10. MTNL is at second position (2.36 million) followed by Reliance (1.83 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.

1.34 Top 10 ISPs together hold 95.03% of the total Internet subscriber base.

**Chart 1.13: Growth achieved by top ten ISPs during the quarter**

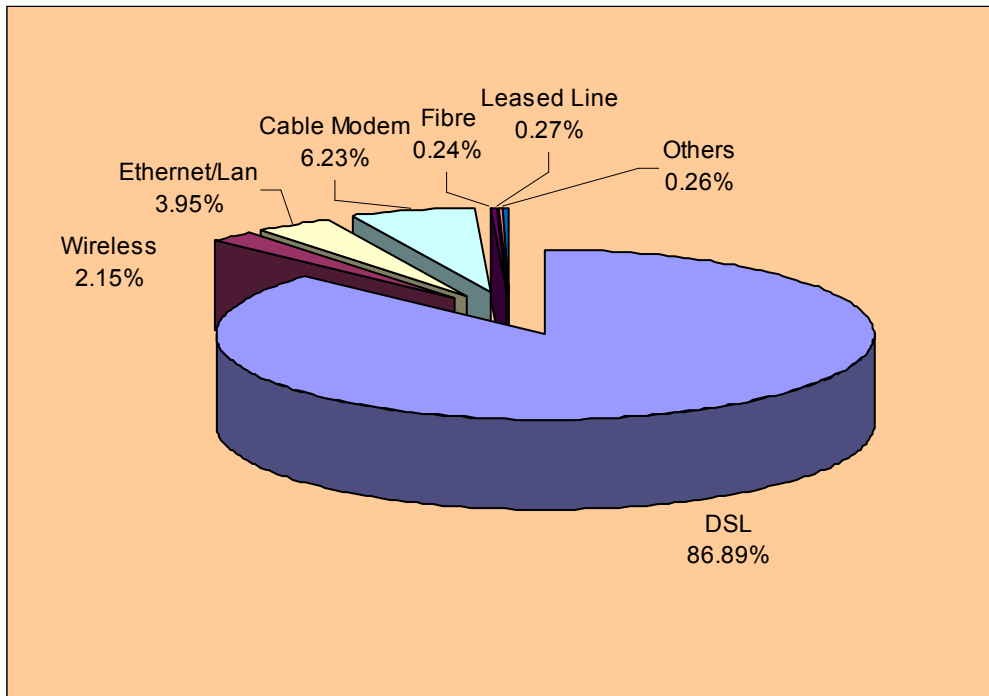


**Chart 1.14: Internet Access (including Broadband) - Technologies & Market Share**



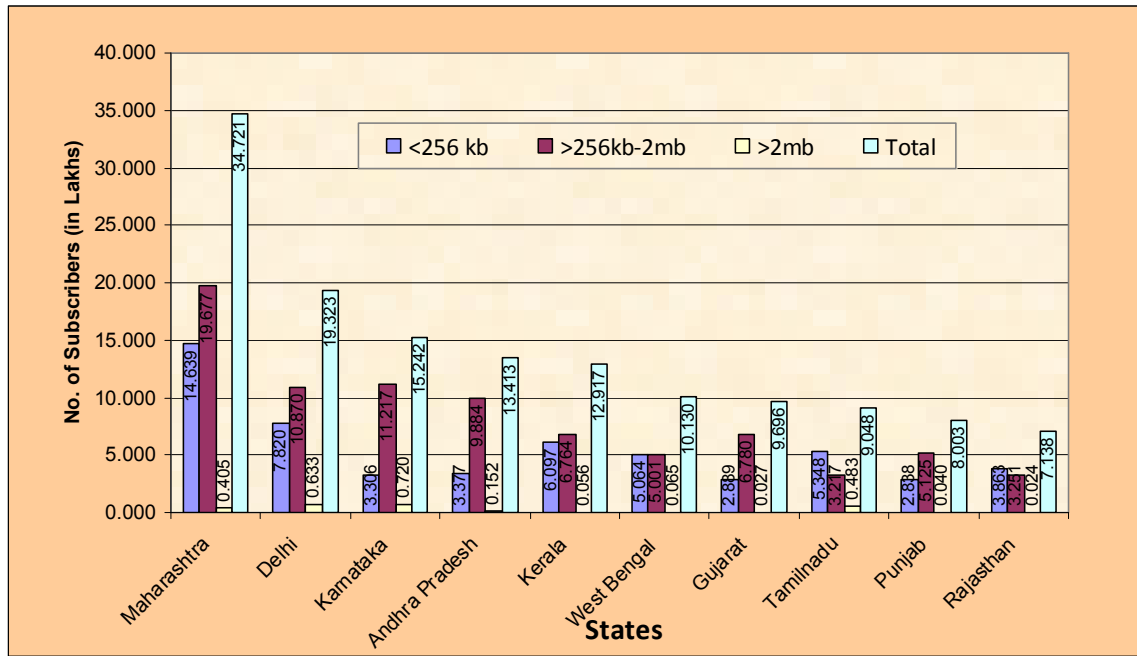


**Chart 1.15: Broadband Access - Technologies & Market Share**



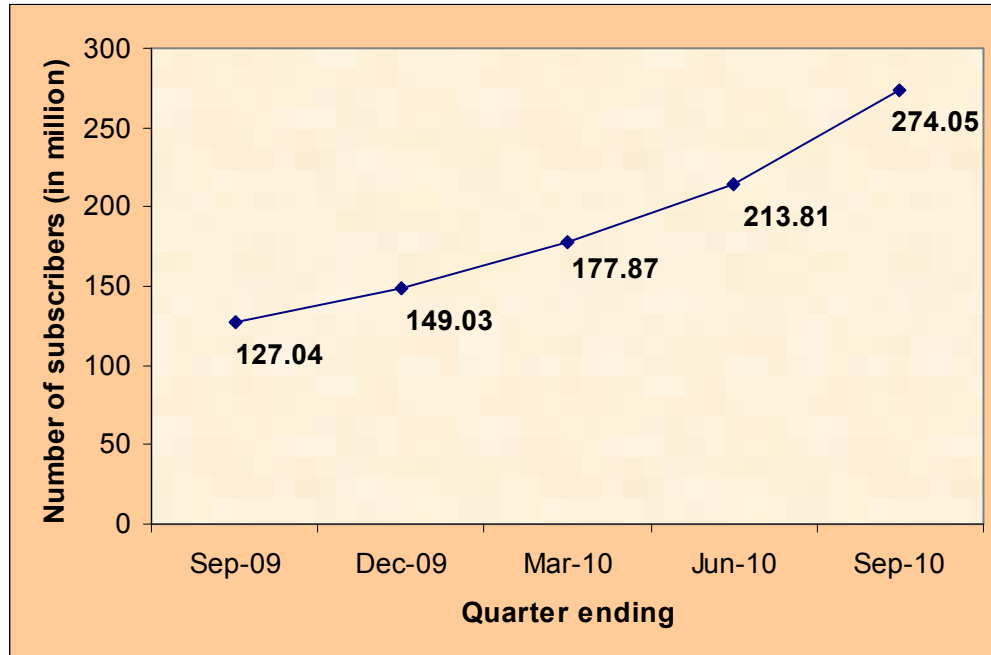
1.35 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 86.89% of total broadband subscribers. Cable Modem Technology follows with 6.23% connections.

**Chart 1.16: Speed Category wise data on Internet/broadband subscribers for top 10 States**



1.36 Maharashtra is having largest Internet (<256 Kbps) and Broadband (>=256 Kbps) subscriber base in the country.

**Chart 1.17: 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

1.37 39.85% of total wireless subscribers base are capable of Accessing Data Services/Internet at the end of Sep-10.

**Table 1.23: Service Provider wise details of Data Services**

S.No.	Subscriber Base of Data Services	
	Service Provider	Data Subscribers as on 30th September 2010 (in millions)
1	Aircel	5.73
2	Bharti	71.41
3	Loop	2.98
4	BSNL*	GPRS = 62.98 CDMA 2000 XI = 0.01
5	Quadrant (HFCL)	Nil
6	Vodafone	49.03
7	Idea	10.02
8	MTNL*	GPRS = 3.00 CDMA 2000 XI = 0.04
9	Reliance*	GPRS = 11.79 CDMA 2000 XI = 24.05
10	Sistema@	CDMA 2000 XI = 0.19
11	Tata*	GPRS = 15.95 CDMA 2000 XI = 1.12
12	S Tel	Nil
13	Unitech	11.27
14	Etisalat	Nil
15	Videocon	4.48
	<b>Total</b>	<b>274.05</b>

(Figures of BSNL for HP and Maharashtra are taken of June 2010)

\* = Provides GSM & CDMA Based services.

@ = Provide CDMA based services only.

## Section E: Other Value Added Services – PMRTS & VSAT

### Public Mobile Radio Trunk Services (PMRTS)

**Table 1.24: PMRTS Subscriber base – Service Provider wise**

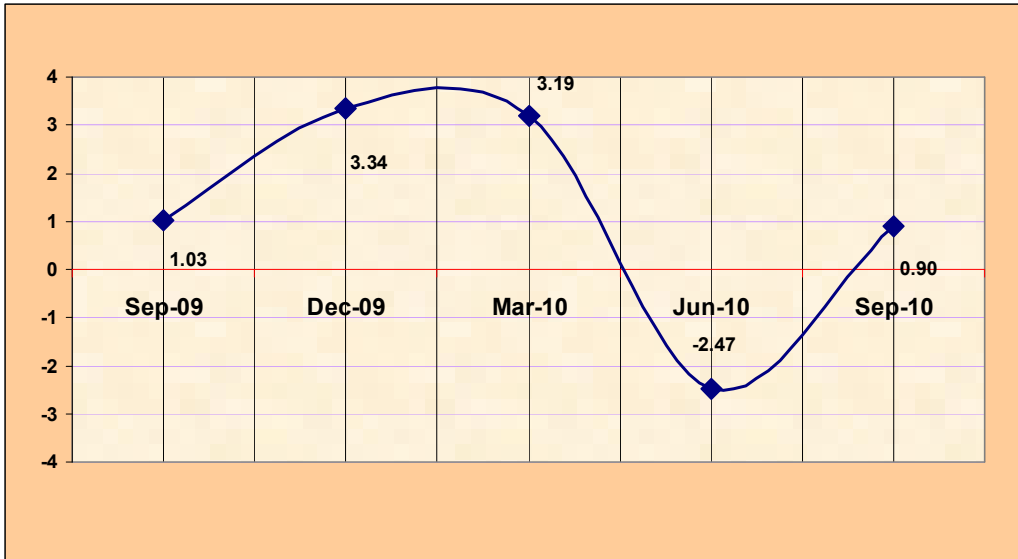
Sr. No.	Name of the Service Provider	Operative Area	Subscriber Base as on 30.06.10	Subscriber Base as on 30.09.10	%age Growth in Subscribers	%age in Market Share
1	<b>Arya Omnitalk Radio Trunking Services Pvt.Ltd.</b>	Delhi Metro, Maharashtra/ Mumbai/Pune, Kolkata, Gujarat, Karnataka, Tamilnadu,Andhra Pradesh, Madhya Pradesh	18713	19156	2.37%	58.37%
2	<b>Procall Ltd.</b>	Delhi, Jaipur, Gurgaon, Faridabad	6742	6561	-2.68%	19.99%
3	<b>Smartalk Pvt Ltd.</b>	Pune, Vashi, Mumbai	2478	2486	0.32%	7.58%
4	<b>QuickCall</b>	Bangalore, Hyderabad, Chennai	3243	3293	1.54%	10.03%
5	<b>Bhilwara Telenet Services Pvt.Ltd.</b>	Mumbai	1346	1320	-1.93%	4.02%
6	<b>*India Satcom Ltd.</b>	Bangalore	0	0	0	0.00%
	<b>Total</b>		<b>32522</b>	<b>32816</b>	0.90%	100.00%

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

1.38 The subscriber base of PMRTS increased from 32,522 in QE Jun-10 to 32816 in QE Sep-10.

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

**Chart 1.18: Growth rate (%) of PMRTS**



**Very Small Aperture Terminal (VSAT)**

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

Sr. No	Name of Service Provider	Quarter ending		%age change	Market Share (%)
		Jun-10	Sep-10		
1	<b>Hughes Communications Ltd.</b>	38463	40192	4.50	30.66
2	<b>HCL Comnet</b>	27425	25956	-5.36	19.80
3	<b>Bharti Airtel Limited, Bangalore</b>	39672	40733	2.67	31.07
4	<b>Bharti Broadband</b>	158	158	0.00	0.12
5	<b>Essel Shyam</b>	2728	2728	0.00	2.08
6	<b>Tatanet Services</b>	13133	13904	5.87	10.61
7	<b>*ITI</b>	0	0	-	-
8	<b>*GNFC</b>	0	0	-	-
9	<b>BSNL</b>	5951	5951	0.00	4.54
10	<b>Infotel Satcom</b>	876	1462	66.89	1.12
	<b>Total</b>	<b>128406</b>	<b>131084</b>	<b>2.09</b>	<b>100.00</b>

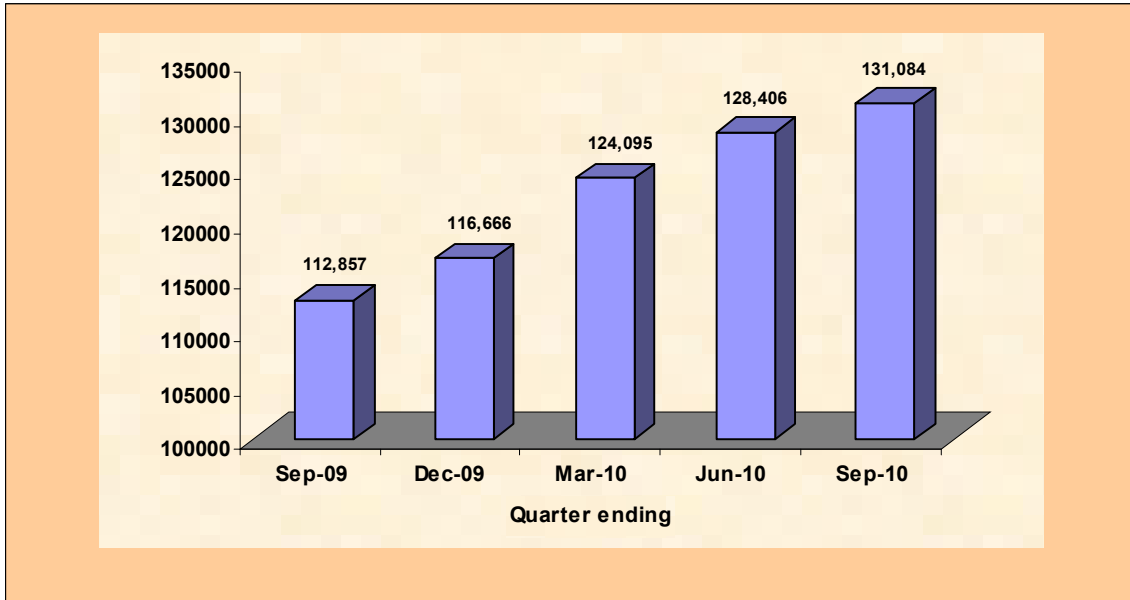
**\*M/s ITI and M/s GNFC have surrendered complete Bandwidth in extended C-Band with effect from 1<sup>st</sup> October 2009 and 15<sup>th</sup> March 2009 respectively.**

1.40 The total number of VSAT subscribers increased to 131084 at the end of Sep-10. Net additions during the quarter has been 2678 and, the growth rate 2.09%.

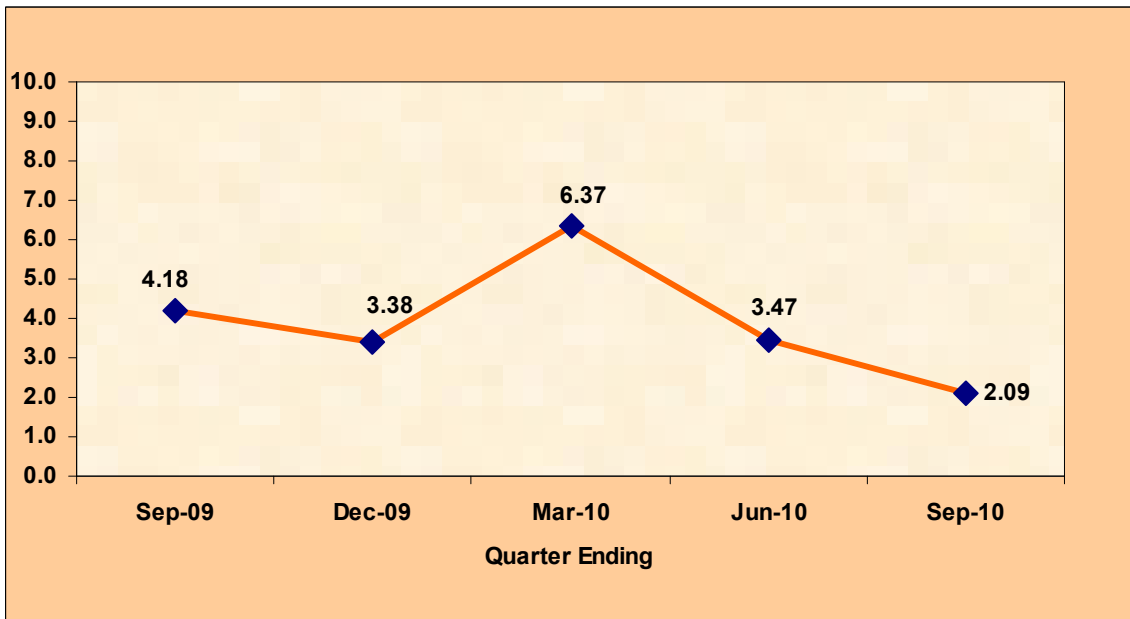
1.41 Bharti Airtel Ltd. continues to be the market leader with subscriber base of 40733, followed by Hughes Communication Limited (40192).

1.42 HCL Comnet System & Services Ltd. has registered decline (5.36%) in VSAT subscribers in this quarter.

**Chart 1.19: Number of VSAT connections**



**Chart 1.20: Growth rate (%) of VSAT Subscribers**





# 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 netting off interconnect charges
  - The data contained in the section A & B covers the licensees, who have been providing service during the entire period from 1st July 2010 to 30th September 2010 in the various service areas.

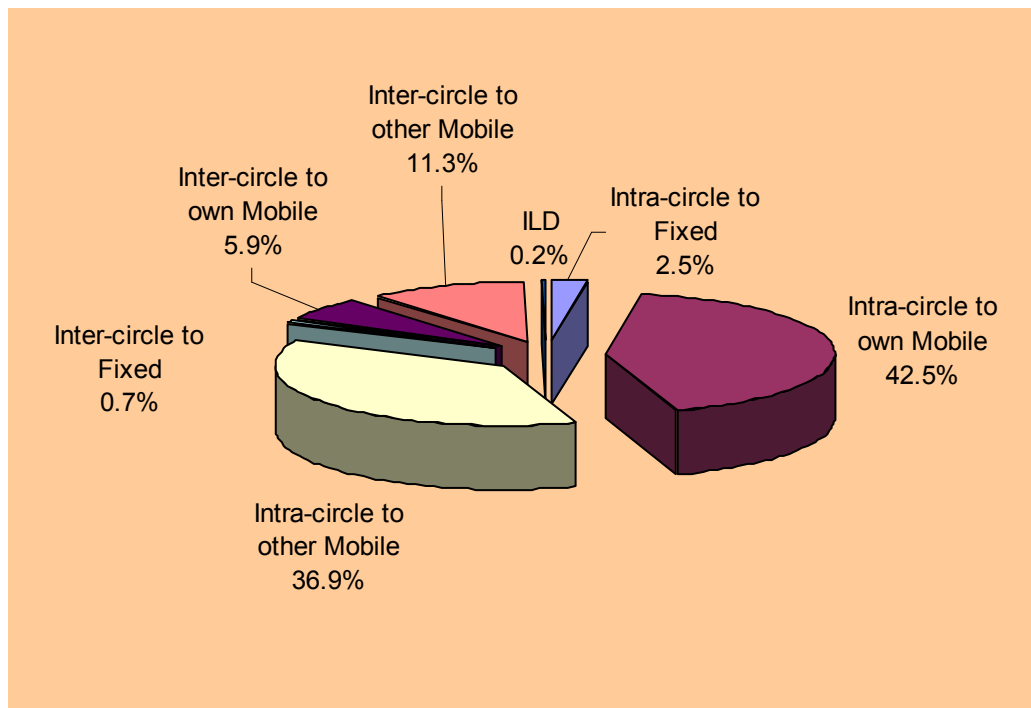
## Section A: GSM – Full Mobility Service

**Table 2.1: Key Indicators**

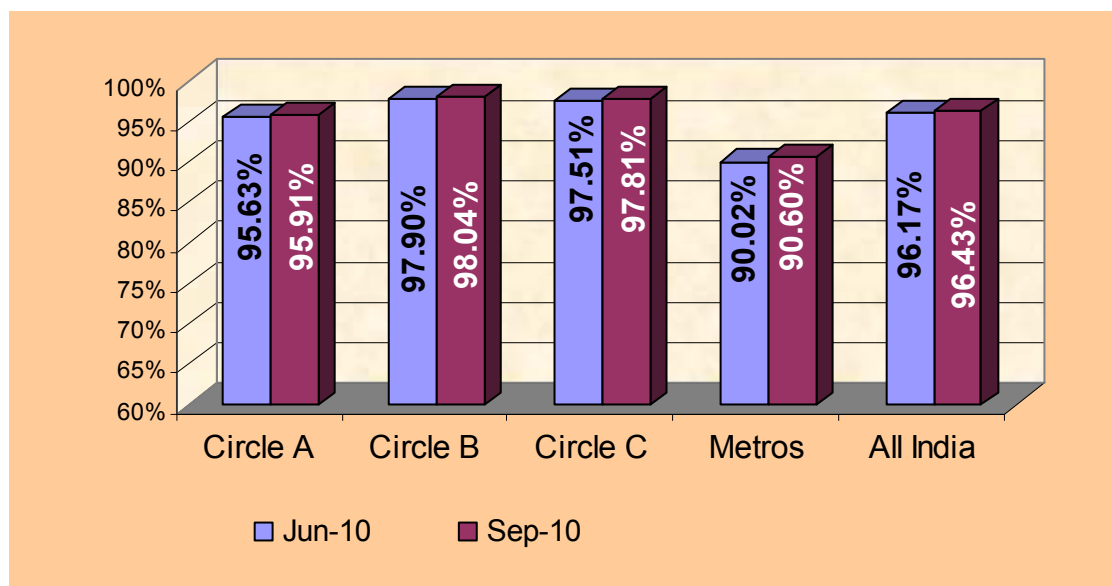
Parameter	Sep-09	Jun-10	Sep-10	Q-O-Q (% Change)	Y-O-Y (% Change)
Subscriber Base (million)	368	527	578	9.58%	56.95%
Share of Prepaid (%)	94.83%	96.17%	96.43%	0.27%	1.69%
Incoming MOU* per sub. per month	216	206	191	-6.97%	-11.39%
Outgoing MOU* per sub. per month	207	195	177	-9.35%	-14.74%
Outgoing SMS per sub. per month	29	40	44	10.30%	51.45%
Average Revenue Per User (ARPU)	164	122	110	-10.16%	-33.08%

\* Minutes of Usage

**Chart 2.1: Traffic pattern**



**Chart 2.2: Proportion of prepaid subscribers**



2.1 Share of prepaid subscription has grown from 96.17% in Jun-10 to 96.43% in Sep-10.

**Table 2.2: ARPU (₹ per month)**

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	502	100	117
Circle B	508	90	98
Circle C	372	94	101
Metro	596	87	136
<b>All India</b>	<b>518</b>	<b>94</b>	<b>110</b>
All private SPs	560	97	113
BSNL/MTNL	355	75	91

2.2 The all India blended ARPU per month has shown a decline of 10.2% from ₹122 in Jun-10 to ₹110 in Sep-10. The blended ARPU (₹136) as well as postpaid ARPU (₹596) are the highest in Metros,

where as the prepaid ARPU (at ₹87) is the lowest in Metros and highest in A category (₹117).

- 2.3 Prepaid ARPU declined from ₹106 in Jun-10 to ₹94 in Sep-10 while Postpaid ARPU increased from ₹509 to ₹518.

**Table 2.3: Composition of Revenue (%)**

Item	Jun-10	Sep-10
Rental Revenue	18.1%	19.1%
Revenue from Calls	58.1%	55.8%
Revenue from Roaming	7.9%	7.5%
Revenue from SMS	6.2%	6.7%
Other Revenues *	9.7%	10.9%

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

**Table 2.4: MOU & SMS (per subscriber per month)**

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	611	499	1110	97	157	165	323	68
Circle B	548	483	1031	77	156	185	341	26
Circle C	374	275	650	34	187	232	419	21
Metro	528	432	960	88	172	153	325	44
<b>All India</b>	<b>553</b>	<b>457</b>	<b>1010</b>	<b>85</b>	<b>162</b>	<b>181</b>	<b>344</b>	<b>43</b>

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	177	179	356	69
Circle B	163	191	355	27
Circle C	191	233	424	22
Metro	206	180	386	48
<b>All India</b>	<b>177</b>	<b>191</b>	<b>368</b>	<b>44</b>

- 2.4 The overall MOU per subscriber declined by 8.13%, from 401 in QE Jun-10 to 368 in QE Sep-10.
- 2.5 While the prepaid MOU per subscriber declined by 8.62%, the postpaid MOUs increased by 1.64%.
- 2.6 The overall ratio of incoming-outgoing MOUs has been 52:48, as against 51:49 in the previous quarter.
- 2.7 Outgoing SMS per subscriber has increased from 40 in QE Jun-10 to 44 in QE Sep-10.

**Table 2.5: Traffic pattern**

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	2.81%	40.80%	41.70%	0.59%	5.20%	8.66%	0.23%
Circle B	2.38%	45.93%	35.62%	0.57%	5.00%	10.27%	0.21%
Circle C	1.11%	51.36%	31.20%	0.52%	5.77%	9.86%	0.18%
Metros	3.30%	27.13%	33.34%	1.59%	10.81%	23.35%	0.48%
<b>All India</b>	<b>2.46%</b>	<b>42.52%</b>	<b>36.89%</b>	<b>0.70%</b>	<b>5.92%</b>	<b>11.26%</b>	<b>0.25%</b>

**Average Subscriber outgo\* per minute**

- 2.8 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 + Airtime revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. The table 2.6 provides the figures for the quarter ending Sep-10.

**Table 2.6: Average outgo per outgoing minute (₹ Per min)**

<b>Circle Category</b>	<b>Postpaid</b>	<b>Prepaid</b>	<b>Blended</b>
Circle A	0.66	0.57	0.58
Circle B	0.70	0.51	0.52
Circle C	0.89	0.45	0.47
Metros	0.82	0.57	0.63
<b>All India</b>	<b>0.73</b>	<b>0.53</b>	<b>0.55</b>

\* Outgo includes both Rental and call charges

2.9 All India average outgo per minute remained unchanged at the level of ₹0.55 as in QE Jun-10.

**Table 2.7: Trends of Key Parameters**

<b>Parameter</b>	<b>Sep-09</b>	<b>Dec-09</b>	<b>Mar-10</b>	<b>Jun-10</b>	<b>Sep-10</b>
<b>1. ARPU (₹ Per month)</b>	164	144	131	122	110
<b>2. MOU per subscriber per month</b>	423	411	410	401	368
<b>3. Outgoing MOU per subscriber per month</b>					
<b>3.1 Local (Intra-circle)</b>	178	169	167	162	145
<b>3.2 NLD (inter-circle)</b>	28	32	34	33	32
<b>3.3 ILD</b>	0.9	0.7	0.6	0.5	0.4
<b>4. Outgoing SMS per subscriber per month SMS</b>	29	32	38	40	44
<b>5. Average Outgo per outgoing minute (₹)</b>	0.71	0.64	0.57	0.55	0.55

2.10 The outgoing SMS per subscriber per month has been increasing steadily over the quarters. Whereas the MOU per subscriber per month has shown a sharp decline in the previous quarter.

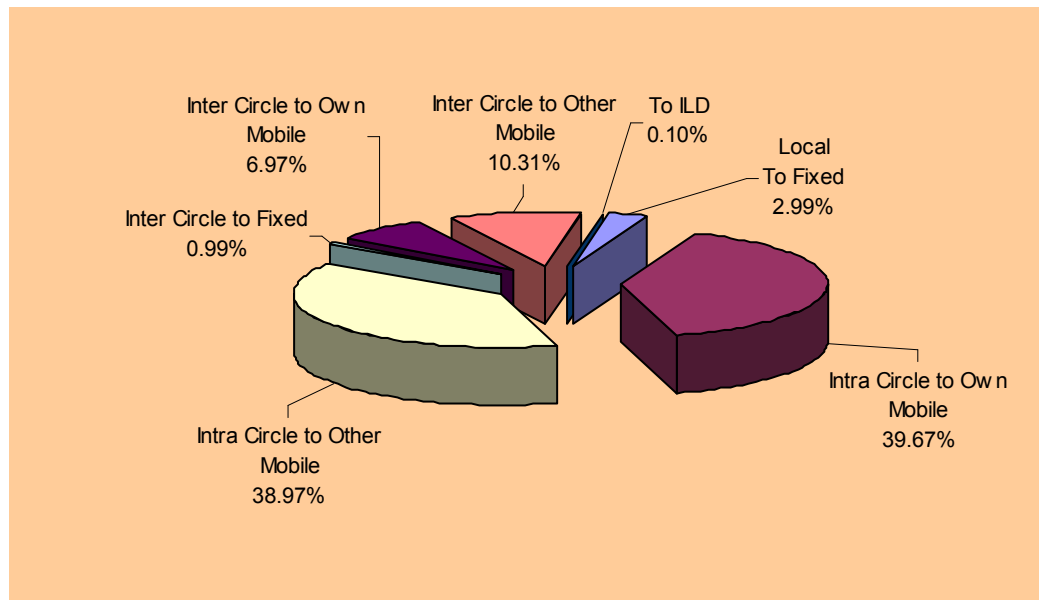
2.11 Service Area wise statistics are available at Annexure-2.1.

## Section B: CDMA – Full Mobility Service

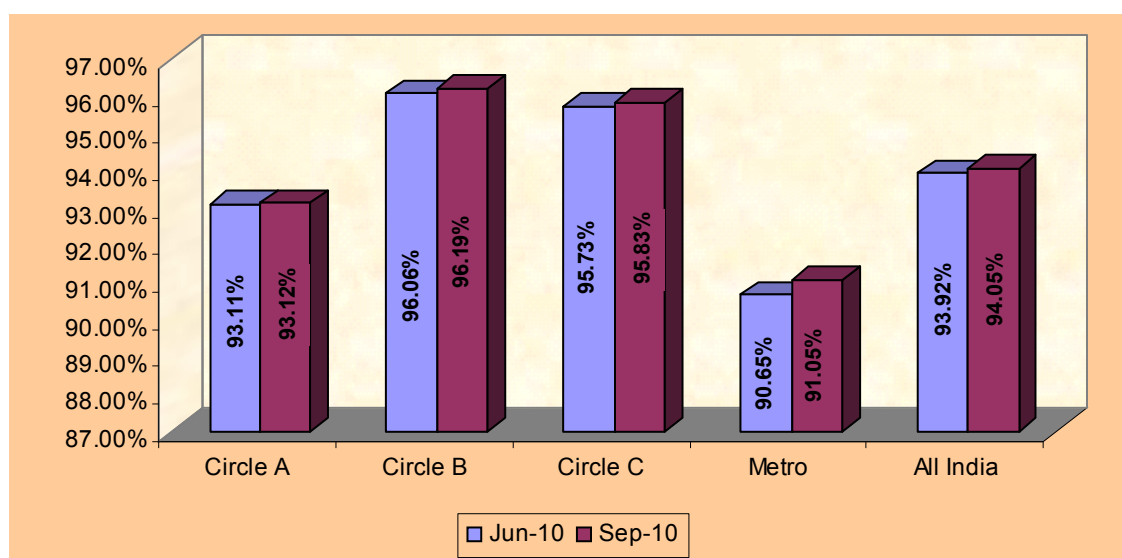
**Table 2.8: Key Indicators**

Parameter	Jun-10	Sep-10	% Change
Subscriber Base in millions	88.6	91.6	3.40%
Share of Prepaid (%)	93.92%	94.05%	0.14%
Incoming MOUs per subs per month	154	145	-5.30%
Outgoing MOUs per subs per month	146	138	-5.21%
Outgoing SMS per subs per month	13	15	13.29%
ARPU (₹ Per month)	74	73	-1.34%

**Chart 2.3: Traffic Pattern**



**Chart 2.4: Proportion of prepaid subscribers**



2.12 Market share of Prepaid segment has further increased from 93.92% in Jun-10 to 94.05% in Sep-10.

**Table 2.9: ARPU (₹ per month)**

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	449	50	78
Circle B	377	44	57
Circle C	453	53	69
Metro	498	54	95
<b>All India</b>	<b>448</b>	<b>49</b>	<b>73</b>

2.13 The all India Blended ARPU declined by 1.34% from ₹74 in Jun-10 to ₹73 in Sep-10. While ARPU for prepaid service declined by 3.92%, from ₹51 in Jun-10 to ₹49 in Sep-10, Postpaid ARPU increased by 3.46%, from ₹433 to ₹448, during the same period.



**Table 2.10: Composition of Revenue (%)**

Item	Jun-10	Sep-10
Rental Revenue	28.8%	31.2%
Revenue from Calls	52.6%	49.8%
Revenue from Roaming	1.4%	1.4%
Revenue from SMS	6.0%	4.9%
Other Revenues *	11.3%	12.7%

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

**Table 2.11: MOU & SMS (per subscriber per month)**

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	436	298	735	56	100	116	216	15
Circle B	549	346	895	18	124	150	275	9
Circle C	612	282	894	8	151	172	324	6
Metro	408	289	697	82	115	119	234	18
<b>All India</b>	<b>464</b>	<b>306</b>	<b>770</b>	<b>53</b>	<b>117</b>	<b>135</b>	<b>252</b>	<b>12</b>

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	124	129	253	18
Circle B	140	158	298	9
Circle C	170	177	347	6
Metro	142	135	277	23
<b>All India</b>	<b>138</b>	<b>145</b>	<b>283</b>	<b>15</b>

2.14 The total MOU per subscriber per month decreased by 5.26%, from 299 in QE Jun-10 to 283 in QE Sep-10. The outgoing MOUs decreased by 5.21% and the incoming MOUs by 5.30%.

2.15 Prepaid MOUs decreased by 5.15% and postpaid MOUs by 5.34%.

2.16 Outgoing SMS per subscriber per month increased from 13 in June-10 to 15 in Sep-10.

2.17 The overall ratio of incoming –outgoing MOUs is 51:49

**Table 2.12: Traffic Pattern**

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	3.93%	34.32%	46.15%	1.06%	6.19%	8.25%	0.11%
Circle B	2.07%	45.92%	37.09%	0.72%	6.27%	7.83%	0.10%
Circle C	1.44%	38.85%	44.10%	1.02%	6.93%	7.63%	0.03%
Metros	4.13%	36.22%	30.36%	1.34%	9.22%	18.60%	0.13%
<b>All India</b>	<b>2.99%</b>	<b>39.67%</b>	<b>38.97%</b>	<b>0.99%</b>	<b>6.97%</b>	<b>10.31%</b>	<b>0.10%</b>

**Table 2.13: Average outgo per outgoing minute**

[₹ Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.88	0.47	0.57
Circle B	0.59	0.35	0.39
Circle C	0.61	0.34	0.38
Metros	1.08	0.49	0.64
<b>All India</b>	<b>0.83</b>	<b>0.41</b>	<b>0.50</b>

\* Outgo includes both Rental and call charges

2.18 All India average outgo per minute increased from ₹ 0.48 in Jun-10 to ₹0.50 in Sep-10.

**Table 2.14: Trends of Key Parameters**

<b>Parameter</b>	<b>Sep-09</b>	<b>Dec-09</b>	<b>Mar-10</b>	<b>Jun-10</b>	<b>Sep-10</b>
<b>1. ARPU (₹ Per month)</b>	89	82	76	74	73
<b>2. MOU per subscriber per month</b>	308	318	307	299	283
<b>3. Outgoing MOU per subscriber per month</b>					
<b>3.1 Local (Intra-circle)</b>	116	122	118	120	113
<b>3.2 NLD (inter-circle)</b>	29	28	28	26	25
<b>3.3 ILD</b>	0.25	0.24	0.19	0.15	0.14
<b>4. Outgoing SMS per subscriber per month SMS</b>	10	14	13	13	15
<b>5. Average Outgo per outgoing minute (₹)</b>	0.57	0.52	0.49	0.48	0.50

Service Area wise statistics are available at Annexure-2.2.

## Section C: Internet Services

### Revenue of ISPs

2.19 The total Revenue of the Internet Services as reported by ISPs was ₹2,471.30 Crores for the quarter ending Sep-10 as compared to ₹2,416.52 crores for the quarter ending Jun-10, showing an increase of 2.27%.

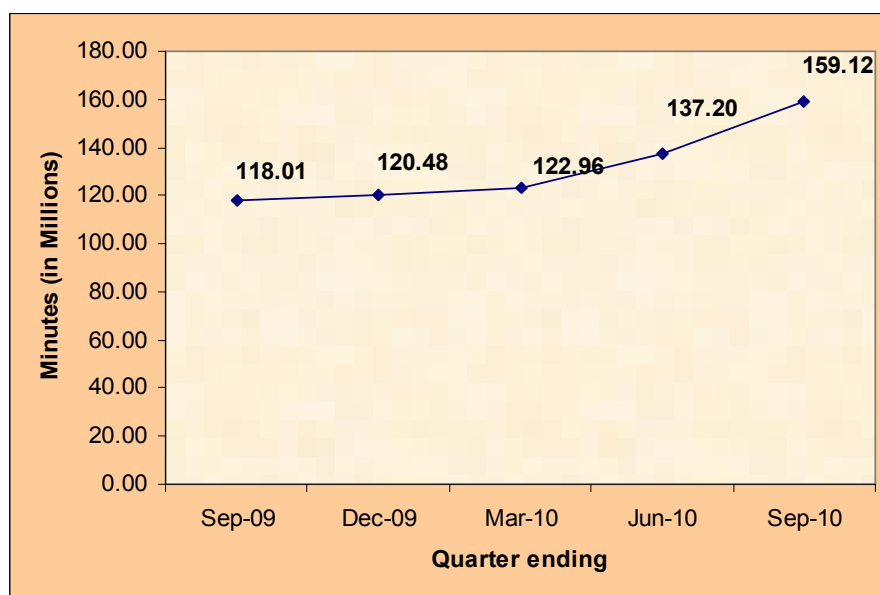
### Dial up Access

2.20 The average Minutes of Usage (MoU) per subscriber per month during the day time i.e. between 8 a.m to 8 p.m, increased from 275.52 in QE Jun-10 to 399 in QE Sep-10 and during night time i.e. between 8 p.m to 8 a.m., it has declined from 113.57 to 87.

### Internet Telephony

2.21 Total Minutes of Usage (MOU) for Internet Telephony has increased from 137.20 million in QE Jun-10 to 159.12 million in QE Sep-10.

**Chart 2.4: 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**

<b>Particulars</b>	QE Sep-2009 (₹ in Crore)	QE Jun-2010 (₹ in Crore)	QE Sep-2010 (₹ in Crore)	Q-O-Q % Change	Y-O-Y % Change
Gross Revenue (GR)	38854.65	41392.75	41895.95	1.22%	7.83%
Adjusted Gross Revenue (AGR)	29115.30	30481.93	29736.20	-2.45%	2.13%
Pass Through (GR-AGR)	9739.35	10910.81	12159.75	11.45%	24.85%
License Fee	2450.01	2467.82	2472.42	0.19%	0.91%
Spectrum Charges	856.90	785.6	896.25	14.08%	4.59%

- 3.1 While Gross Revenue increased by 1.22% in the QE Sep-10, AGR declined by 2.45% during the same period.
- 3.2 Pass through increased by 11.45% in the QE Sep-10 and on annual basis it has increased by 24.85%.
- 3.3 Pass-through charges as % Gross Revenue: 29.02% as against 26.36% in the previous quarter.
- 3.4 Average License fee as % Adjusted Gross Revenue: 8.31 %.
- 3.5 Public sector undertaking's share to Total GR: 18.21%.

**Table 3.2: Service-wise Gross Revenue, Adjusted Gross Revenue (AGR), Licence Fee and Spectrum Charges (₹ in Crore)**

Service	GR	AGR	LF	Spectrum Charges
<b>Access Providers</b>	32003.14	23809.17	2116.86	895.42
<b>NLD</b>	6107.91	4641.87	278.51	-
<b>ILD</b>	2167.52	918.97	55.15	-
<b>Others</b>	1617.36	366.19	21.90	0.83
<b>Total</b>	<b>41895.95</b>	<b>29736.20</b>	<b>2472.42</b>	<b>896.25</b>

3.6 Access services contributed 76.39% of the total revenue of telecom services. In Access services GR, AGR & License Fee declined by 1.51%, 4.46% & 0.84% respectively, and Spectrum charges increased by 14.93%.

**Table 3.3: Access Services – Service Provider wise Gross Revenue (₹ in Cr.)**

Service	QE Jun-10	QE Sep-10	% Change
Aircel	1332.26	1395.06	4.71
Bharti	9319.59	9164.86	-1.66
BSNL	5190.32	4520.52	-12.90
Etisalat	0.14	0.57	296.33
Quadrant Televentures Ltd.*	32.91	39.40	19.73
Idea#	3740.42	3717.27	-0.62
Loop	165.50	167.25	1.06
MTNL	853.63	865.59	1.40
Reliance	3218.43	3253.67	1.09
S Tel	11.81	17.82	50.88
Sistema Shyam	109.09	149.60	37.14
Tata	2324.07	2402.36	3.37
Unitech	64.07	148.08	131.12
Vodafone	6133.18	6161.09	0.46
<b>Grand Total</b>	<b>32495.42</b>	<b>32003.14</b>	<b>-1.51</b>

# Idea includes Spice Communications Limited w.e.f. March 1, 2010.

\* Quadrant Televentures Ltd.\* was earlier known by the name HFCL Infotel Limited.

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

<b>Category</b>	<b>Gross Revenue (₹ in Cr.)</b>	<b>% age share of Gross Revenue</b>
Metro	6123	19.13
A	12080	37.75
B	10289	32.15
C	3511	10.97
<b>Total</b>	<b>32003</b>	<b>100</b>

**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.*
5. *Quadrant Televentures Ltd. was formerly known as HFCL Infotel Limited.*



# **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	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending June, 2010		Quarter Ending September, 2010	
			Out Of 211 (Nos.)	Out Of 211 (in %)	Out Of 236* (Nos.)	Out Of 236* (in %)
<b>I.</b>	<b>Network Related Parameters</b>					
<b>1</b>	<b>Network Availability</b>					
(i)	BTSs Accumulated downtime (not available for service)	≤ 2%	8	3.8%	8	3.4%
(ii)	Worst affected BTSs due to downtime	≤ 2%	22	10.4%	25	10.6%
<b>2</b>	<b>Connection Establishment (Accessibility)</b>					
(i)	Call Set-up Success Rate (within licensee's own network)	≥ 95%	5	2.4%	2	0.8%
(ii)	SDCCH/ Paging Chl. Congestion	≤ 1%	10	4.7%	8	3.4%
(iii)	TCH Congestion	≤ 2%	8	3.8%	8	3.4%
<b>3</b>	<b>Connection Maintenance (Retainability)</b>					
(i)	Call Drop Rate	≤ 2%	9	4.3%	8	3.4%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	≤ 5%	32	15.2%	37	15.7%
(iii)	Connection with good voice quality	≥ 95%	10	4.7%	7	3.0%
<b>4</b>	<b>Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)</b>	≤ 0.5%	30	14.2%	29	12.3%
<b>II.</b>	<b>Customer Service Quality Parameters</b>					

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending June, 2010		Quarter Ending September, 2010	
			Out Of 211 (Nos.)	Out Of 211 (in %)	Out Of 236* (Nos.)	Out Of 236* (in %)
<b>5</b>	<b>Metering and Billing</b>					
(i)	Metering and billing credibility - post paid	≤ 0.1%	24	11.4%	22	9.3%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	42	19.9%	42	17.8%
(iii)	Resolution of billing/charging/validity complaints	<b>100% within 4 weeks</b>	12	5.7%	7	3.0%
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	<b>within 1 week of resolution of complaint</b>	2	0.9%	1	0.4%
<b>6</b>	<b>Response time to the customer for assistance</b>					
(i)	Accessibility of call centre/ customer care	≥ 95%	40	19.0%	32	13.6%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	59	28.0%	88	37.3%
<b>7</b>	<b>Termination / closure of service</b>					
(i)	%age requests for Termination / Closure of service complied within 7 days	<b>100% within 7 days</b>	19	9.0%	18	7.6%
(ii)	Time taken for refund of deposits after closures	<b>100% within 60 days</b>	27	12.8%	27	11.4%

\* NOTE : M/s Aircel (for HR, MP, PB & GJ services areas), M/s Loop Telecom (for Assam, HR, KOL, MP, NE, OR, PB & RJ service areas), M/s STel (for Assam & Bihar service areas), M/s Videocon (for AP, Bihar, HP, KTK, MH, MP, Orissa, RJ, UP-E, UP-W & WB service areas) have reported the PMR data for the first time, which have been included in this report. Hence, the total no. of licensees is 236 in this quarter.

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

- a. BTSs Accumulated downtime (not available for service)
- b. Call Set-up Success Rate (within licensee's own network)
- c. SDCCH/ Paging Chl. Congestion
- d. TCH Congestion
- e. Call Drop Rate
- f. Connection with good voice quality
- g. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
- h. Metering and billing credibility - post paid
- i. Metering and billing credibility - pre paid
- j. Resolution of billing/ charging/ validity complaints
- k. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
- l. Accessibility of call centre/ customer care
- m. %age requests for Termination / Closure of service complied within 7 days
- n. 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:-

- a. Worst affected BTSs due to downtime
- b. Worst affected cells having more than 3% TCH drop (call drop) rate
- c. %age of calls answered by the operators (voice to voice) within 60 sec.

**Table 4.2: Parameter wise Performance of Wireless Service Providers**

<b>Parameters</b>	<b>Benchmark</b>	<b>Service Providers not meeting the Benchmarks</b>
<b>Network Availability</b>		
BTSs Accumulated downtime (not available for service) (%age)	≤ 2%	<b>BSNL</b> – NE (5.75%), RJ (2.22%) <b>Dishnet</b> – NE (2.31%) <b>STel</b> – Bihar (2.03%) <b>Etisalat</b> – Bihar (13.13%), Delhi (7.15%), HR (2.31%), UP-E (4.5%)
Worst affected BTSs due to downtime (%age)	≤ 2%	<b>BSNL</b> – Assam (4.17%), KOL (7.39%), MP (2.97%), NE (13.95%), PB (2.47%), RJ (11.53%), UP-E (4.99%), UP-W (6.55%), WB (2.25%) <b>Bharti Airtel</b> - NE (5.45%) <b>Dishnet</b> – Assam (5.86%), Bihar (4.28%), NE (17.39%) <b>STel</b> – Bihar (2.1%), HP (2.07%) <b>Uninor</b> – UP-W (2.4%) <b>Videocon</b> – MP (2.16%) <b>Etisalat</b> – AP (3.9%), Bihar (34.77%), Delhi (23.11%), HR (21.71%), MBI (11.04%), MP (4.17%), UP-E (17.71%), UP-W (11.67%)
<b>Connection Establishment (Accessibility)</b>		
Call Set-up Success Rate (within licensee's own network)	≥ 95%	<b>Dishnet</b> – J&K (93.65%), NE (90.82%)
SDCCH/ Paging Chl. Congestion (%age) ( <b>Benchmark</b> ≤ 1%)	≤ 1%	<b>BSNL</b> – MP (1.1%), NE (2.14%) <b>Bharti Airtel</b> – NE (1.27%) <b>Vodafone</b> – Bihar (1.14%) <b>Dishnet</b> – Assam (1.44%), J&K (2.47%), NE (9.37%)
TCH Congestion (%age)	≤ 2%	<b>BSNL</b> – MP (4.46%), NE (2.47%), UP-W (2.27%) <b>Bharti Airtel</b> – NE (2.12%) <b>Vodafone</b> – Bihar (2.58%) <b>Dishnet</b> – HP (2.28%), J&K (4.3%), NE (7.97%)
<b>Connection Maintenance (Retainability)</b>		
Call Drop Rate (%age)	≤ 2%	<b>BSNL</b> – MP (2.08%), NE (2.63%), UP-W (2.56%) <b>Dishnet</b> – HP (2.36%), J&K (2.34%), NE (2.33%) <b>Etisalat</b> – Delhi (2.33%), HR (2.06%)
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	<b>BSNL</b> – Assam (5.03%), KOL (5.55%), MP (13.18%), NE (8.56%), PB (11.43%), RJ (8.55%), UP-W (12.59%), WB (6.87%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		<p><b>Vodafone</b> – Bihar (6.11%), UP-E (7.32%)</p> <p><b>Idea</b> – AP (5.06%), GJ (13.95%), HP (15.9%), J&amp;K (11.28%), MBI (7.92%), MH (11.29%), MP (9.41%), PB (12.04%), RJ (11.49%), TN (7.97%), UP-E (8.06%)</p> <p><b>Dishnet</b> – Assam (14.91%), Bihar (17.76%), HP (31.46%), J&amp;K (19.11%), KOL (7.33%), NE (21.57%), OR (16.88%), UP-E (9.78%), WB (15.96%)</p> <p><b>STel</b> –Bihar (5.42%), HP (5.7%)</p> <p><b>Uninor</b> – UP-E (5.47%), UP-W (5.51%)</p> <p><b>Videocon</b> – HR (6.49%), KR (11.53%), TN (11.92%)</p>
Connection with good voice quality	≥ 95%	<p><b>Dishnet</b> – Assam (90.05%), Bihar (94.2%), HP (92.23%), J&amp;K (91.74%), NE (91.37%), Orissa (94.34%), WB (94.26%)</p>
<b>Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)</b>	≤ 0.5%	<p><b>BSNL</b> – Bihar (2), HP (4), (4.67), KOL (5), UP-W (1)</p> <p><b>Bharti Airtel</b> – Bihar, NE (each 1 POI)</p> <p><b>Aircel</b> – GJ &amp; MP (each 1), PB (4)</p> <p><b>Dishnet</b> – Bihar (2), HP (1), KOL (3), NE (3), OR (1)</p> <p><b>Sistema</b> – AP, KTK (each 1 POI)</p> <p><b>STel</b> – Bihar (3)</p> <p><b>Uninor</b> – AP (1), Bihar (9), GJ (3), KOL (2), MBI (3), MH (1), TN (6), UP-E (6), UP-W (7), WB (11)</p> <p><b>Videocon</b> – MBI (2), TN (1)</p>
<b>Metering and Billing</b>		
Metering and billing credibility - post paid	≤ 0.1%	<p><b>TTSL (CDMA)</b> - Delhi (0.24%), HP (0.12%)</p> <p><b>TTSL (GSM)</b> – GJ (0.22%), RJ (0.13%)</p> <p><b>Idea</b> – KOL (0.5%), MH (0.11%), TN (0.28%), UP-E (0.16%), WB (0.11%)</p> <p><b>Aircel</b> – AP (0.24%), Chennai (0.57%), Delhi (0.19%), KR (0.3%), MH (0.21%), MP (4.93%)</p> <p><b>Dishnet</b> – KOL (0.52%), UP-W (0.22%), WB (0.31%)</p> <p><b>Vodafone</b> – MH (0.14%), NE (0.12%), UP-W (0.12%)</p> <p><b>Uninor</b> – KR (0.3%)</p>
Metering and billing credibility - pre paid	≤ 0.1%	<p><b>BSNL</b> – KOL (0.2%), MP (0.31%), RJ (0.21%), WB (0.11%)</p> <p><b>TTSL (CDMA)</b> - Assam (0.17%), NE (0.15%)</p> <p><b>Idea</b> – Assam (0.44%)</p>

<b>Parameters</b>	<b>Benchmark</b>	<b>Service Providers not meeting the Benchmarks</b>
		<p><b>Aircel</b> – GJ (0.31%), MBI (0.15%), PB (0.17%), TN (0.12%)</p> <p><b>Dishnet</b> – BR (0.14%), HP (0.31%), KOL (0.41%), NE (0.64%), OR (0.31%), UP-E (0.15%), WB (0.4%)</p> <p><b>Sistema</b> – AP (0.12%), Delhi (0.41%), HR (0.43%), KTK (0.19%)</p> <p><b>Uninor</b> –AP (0.15%), Bihar (0.28%), GJ (0.24%), KOL (0.16%), KR (1%), MBI (0.18%), MH (0.34%), TN (0.12%), UP-W (0.15%), WB (0.33%)</p> <p><b>Videocon</b> – MP (0.15%)</p> <p><b>Vodafone</b> – OR (0.17%)</p> <p><b>Etisalat</b> – Bihar (0.58%), GJ (0.16%), MH (0.6%), MP (0.27%), PB (0.22%), RJ (0.31%), UP-E (0.48%), UP-W (0.44%)</p>
Resolution of billing/charging/validity complaints	<b>100% within 4 weeks</b>	<p><b>BSNL</b> – J&amp;K (92%), HP (99%), RJ (98%)</p> <p><b>TTSL (CDMA)</b> – MBI (92%), MH (94%)</p> <p><b>Uninor</b> – TN (98.29%)</p>
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	<b>within 1 week of resolution of complaint</b>	<b>Tata Tele. (CDMA)</b> – Mumbai (91%)
<b>Response time to the customer for assistance</b>		
Accessibility of call centre/ customer care	<b>≥ 95%</b>	<p><b>Bharti Airtel</b> – AP (85%), KOL (88.9%), KR (82%)</p> <p><b>RCOM (CDMA)</b> – UP-E (78%)</p> <p><b>RCOM (GSM)</b> – Delhi (92%), MH (81%), RJ (64%), UP-E (84%)</p> <p><b>RTL</b> - Assam (67%), Bihar (61%), HP (80%), KOL(87%), MP (60%), NE (67%), Orissa (60%), WB (78%)</p> <p><b>Idea</b> – J&amp;K (92%), RJ (88%)</p> <p><b>STel</b> - Bihar (91%), OR (93%)</p> <p><b>Uninor</b> – AP (87.48%), Bihar (74.32%), GJ (82.57%), KTK (92.59%), MH (92.43%), TN (88.1%), UP-E (72.36%), UP-W (65.87%), WB (93.43%)</p> <p><b>HFCL</b> – PB (93%)</p>
%age of calls answered by the operators (voice to voice) within 60 seconds	<b>≥ 90%</b>	<p><b>BSNL</b> – AP (85%), KOL (88.9%), KR (82%)</p> <p><b>Bharti Airtel</b> – Assam (83.5%), Bihar (88.1%), Delhi (88.1%), GJ (67.7%), J&amp;K (77.6%), KR(85.9%), MBI (73.3%), MH (67.2%), NE (81.8%), OR (58.1%), RJ (85.3%), TN (84.7%), WB (62.4%)</p> <p><b>RCOM (CDMA)</b> – AP (89%), Bihar (73%), HR (89%), KR (88%), MP (88%), OR (88%), UP-W</p>

<b>Parameters</b>	<b>Benchmark</b>	<b>Service Providers not meeting the Benchmarks</b>
		(80%) <b>RCOM (GSM)</b> – HR (87%), KR (89%), KTK (83%), MBI (87%), PB (88%), RJ (89%), UP-W (87 %) <b>RTL</b> – KOL (63.28%), MP (53.73%), WB (11.17%) <b>TTSL (GSM)</b> – AP (73.28%), Bihar (62.51%), Chennai (70.9%), HR (87.72%), Kol (83.37%), KTK (86.43%), MP (57.99%), PB (81.22%), RJ (74.63%), TN (80.47%), UP-E (84.1%), UP-W (86.16%), WB (66.4%) <b>Idea</b> – HR (87.39%), KTK (81.5%), MBI (87.63%), OR (88.18%), PB (60.97%), RJ (70.12%) <b>Aircel</b> – Chennai (72.7%), Delhi (86.58%), GJ (80.44%), HR (87.17%), KR (89.52%), KTK (87.3%), MBI (85.61%), MH (89.29%), MP (67.99%), PB (44.93%), TN (49.32%) <b>Dishnet</b> – Bihar (40.14%), HP (84.82%), J&K (88.3%), Orissa (58.89%), WB (89.38%) <b>Sistema</b> – MBI (81%), MH (82%), TN (80.71%) <b>Videocon</b> – MP (75%) <b>Vodafone</b> – AP (88.33%), KOL (70.89%), KTK (86.63%), MBI (76.29%), MH (69.49%), PB (83.24%), TN (85.84%), WB (88.5%) <b>Uninor</b> – Bihar (66.83%), GJ (65.61%), KOL (80.49%), MBI (79.01%), MH (67.32%), UP-W (82.95%), WB (70.44%)
<b>Termination / closure of service</b>		
Requests for Termination / Closure of service complied within 7 days	<b>100% within 7 days</b>	<b>TTSL (GSM)</b> – TN (96%) <b>Vodafone</b> – Assam (85%), KOL (97%), NE (81%), WB (95%) <b>Idea</b> – Assam (54%), KOL (71%), NE (25%), OR (83%), TN (97%), WB (50%) <b>Aircel</b> – MBI (79%), MH (62%)
Time taken for refund of deposits after closures	<b>100% within 60 days</b>	<b>BSNL</b> – NE (80%) <b>MTNL</b> – Mumbai (After 90 days ) <b>TTSL (CDMA)</b> – AP (96%), Assam (96%), Bihar (96%), Delhi (93%), GJ (95%), HP (94%), HR (94%), J&K (95%), Kol (97%), KR (95%), MBI (78%), MH (90%), MP (93%), NE (97%), PB (94%), RJ (91%), TN (98%), UP-E (88%), UP-W (95%), WB (93%) <b>TTSL (GSM)</b> – MBI (95.15%), MH (81.22%) <b>Idea</b> – J&K (95%) <b>Vodafone</b> – MH (64%)

4.3 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			
			June, 2010		September, 2010	
			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	13	14.77%	16	18.18%
(ii) a	% Fault repaired by next working day	≥ 90%	7	7.95%	10	11.36%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	40	45.45%	30	34.09%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	17	19.32%	19	21.59%
(iii)	MTTR	<8Hrs	10	11.36%	10	11.36%
(iv) a	Call Completion Rate (in local network)	≥ 55%	2 (out of 68 Licensees *)	2.94%	3 (out of 68 Licensees *)	4.41%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	1 (out of 20 Licenceses **)	1.14%	0	0.00%
(v)	Point of Interconnection (POI) Congestion (No. of POIs not meeting benchmark)	≤ 0.5%	5	5.68%	0	0.00%
(vi)	Metering & billing credibility – Post-paid	≤ 0.1%	1	1.14%	1	1.14%
(vii)	Metering & billing credibility – Pre-paid #	≤ 0.1%	-	-	-	-
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	1	1.14%	9	10.23%
(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	24	27.27%	3	3.41%
(x)	Response time to the customer for assistance					

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			June, 2010		September, 2010	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(x) a	Accessibility of call centre/ customer care	≥ 95%	31	35.23%	4	4.55%
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	22	25.00%	18	20.45%
(xi)	Termination / closure of service	100% within 7 days	9	10.23%	5	5.68%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	0	0.00%	3	3.41%

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 can not 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” because most of the service providers are not providing pre-paid service in Basic (Wireline) service.
- 3) In Assam, J&K and North East Circles, M/s TTSL is providing the Basic Service through PRI Lines given to the Corporate and not providing the individual / residential connections.

4.4 The performance has improved as compared to the previous quarter, in respect of the following parameters:

- a. % Fault repaired within 3 days
- b. Answer to Seizure Ratio (ASR)
- c. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
- d. Period of applying credit/ waiver/ adjustment to customer’s account from the date of resolution of complaints
- e. Accessibility of call centre/ customer care
- f. %age of calls answered by the operators (voice to voice) within 60 sec.
- g. Termination / Closure of service 100% within 7 days

4.5 The performance has deteriorated as compared to the previous quarter, in respect of the following parameters:

- a. Fault incidences per 100 subs/month
- b. % Fault repaired by next working day
- c. % Fault repaired within 5 days
- d. Call completion rate (in local network)
- e. Resolution of billing/charging/Credit & validity complaints
- f. Time Taken for Refund of deposits after closures

4.6 The performance of the Wireline Service Providers is at same level as compared to the previous quarter in respect of the parameter of “Mean Time to Repair (MTTR)” and “Metering and billing credibility - post paid”.

**Table 4.4: Parameter wise QoS of Wireline Service Providers**

Parameters	Benchmark	Service Providers not meeting the Benchmarks
<b>Fault incidences per 100 subs/month</b>	$\leq 5$	<b>BSNL</b> – Chattisgarh (6.39), GJ (5.43), HP (8.99), J&K (6.34), KOL (5.25), KR (6.75), MH (7.3), PB (6.9), UP-W (5.3), Uttaranchal (5.65), WB (5.68) <b>MTNL</b> – Delhi (10.71), Mumbai (11.35) <b>Bharti Airtel</b> – HR (5.49), MP (8.25) <b>HFCL</b> – PB (5.4)
<b>% Fault repaired by next working day</b>	$\geq 90\%$	<b>BSNL</b> – A&N (84.68%), HP (85.92%), J&K (59.04%), Kolkata (86.63%), KR (77.37%), MH (81.92%), NE-I (87.19%), PB (64.19%) <b>MTNL</b> – Delhi (73.78%), Mumbai (82.62%)
<b>% Fault repaired within 3 days</b>	$\geq 100\%$	<b>BSNL</b> – AP (96.37%), Bihar (98.91%), CHN (98.53%), Chattisgarh (98.78%), GJ (97.39%), HP (97.59%), J&K (75.25%), Kolkata (97.75%), Kerala (89.73%), KTK (96.72%), MH (87.3%), NE-I (98.79%), PB (97.59%), OR (98.53%), UP-E (98.94%), Uttaranchal (97.81%), WB (96.17%) <b>MTNL</b> – Delhi (86.15%), Mumbai (91.84%)

<b>Parameters</b>	<b>Benchmark</b>	<b>Service Providers not meeting the Benchmarks</b>
<b>% Fault repaired within 5 days</b>	<b>≥ 100%</b>	<b>BSNL</b> – Bihar (81%), HP (97.36%), J&K (87.47%), Kerala (88.77%), MH (97.4%), OR (98.49%), WB (97.33%)
<b>MTTR</b>	<b>&lt;8Hrs</b>	<b>BSNL</b> – AP (12.24 hrs.), KR (16.91 hrs.), MH (9.13 hrs.), NE-I (21.42 hrs.), PB (8.23 hrs.), WB (9.8 hrs.) <b>MTNL</b> Delhi (15.07 hrs.), Mumbai (22.01 hrs.) <b>Bharti Airtel</b> – HR (8.75 hrs.), UP-E (9.21hrs.)
<b>Call Completion Rate (in local network)</b>	<b>≥ 55%</b>	<b>BSNL</b> – J&K (51.09%), Kolkata (53.45%) <b>MTNL</b> – Delhi (52.71%)
<b>Answer to Seizure Ratio (ASR)</b>	<b>≥ 75 %</b>	<b>RCOM has met the benchmark</b>
Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	<b>≤ 0.5%</b>	<b>All the Licensees have met this benchmark</b>
<b>Metering &amp; billing credibility – Post-paid</b>	<b>≤ 0.1%</b>	<b>MTNL</b> – Delhi (0.18%)
<b>Metering &amp; billing credibility – Pre-paid</b>	<b>≤ 0.1%</b>	-
<b>Resolution of billing/charging/validity complaints</b>	<b>100% within 4 weeks</b>	<b>BSNL</b> – Bihar (40.72%), GJ (96.82%), HR (91.38%), J&K (98.56%), Jharkhand (85.81%), KTK (97.75%) <b>MTNL</b> – Delhi (89.5%)
<b>Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints</b>	<b>Within 1 week of resolution of complaint</b>	<b>Bharti Airtel</b> – KTK (92.56%), TN (88.09%) <b>Tata Tele.</b> – Mumbai (91%)
<b>Response time to the customer for assistance</b>		
Accessibility of call centre/ customer care	<b>≥ 95%</b>	<b>Tata Tele.</b> – KTK (93.54%) <b>HFCL</b> – PB (89.99%)
%age of calls answered by the operators (voice to voice) within 60 seconds	<b>≥ 90%</b>	<b>Bharti Airtel</b> – GJ, MH, Mum (85.33%), Delhi, HR, KOL, PB, RJ, UP-E, UP-W (84.68%) <b>Tata Tele.</b> – Assam (88.34%), Delhi (86.03%), KTK (86.36%), PB (86.42%), UP-W (88.58%)
<b>Termination / closure of service</b>		
%age requests for Termination / Closure of service complied within 7 days	<b>100% within 7 days</b>	<b>MTNL</b> – Delhi (98.82%), Mumbai

<b>Parameters</b>	<b>Benchmark</b>	<b>Service Providers not meeting the Benchmarks</b>
		(94.51%) <b>Bharti Airtel</b> – GJ (90.9%), MH (92.08%), Mumbai (89.55%)
Time taken for refund of deposits after closures	<b>100% within 60 days</b>	<b>Tata Tele.</b> – MH (81.82%), Mum (94.12%)

4.7 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

4.8 Out of 164 Dial-up Service providers, based on the subscriber base, this report covers only top 11 Service providers.


**Table 4.5: 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	-		
1	BHARAT SANCHAR NIGAM LTD.	0-4 hrs	16-30 Sec	90.00%	95.00%	100.00%	Nil	0.01	0-4 hrs
2	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Instantaneous	30 Sec	99.76%	99.99%	-	Nil	0.01	5 Min
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.005	15 Min
3	RELIANCE COMM. INFRASTRUCTURE LTD	Online	<20 Sec	98.00%	100.00%	-	Nil	NR	<8 hrs
4	BHARTI AIRTEL LTD.	Online	30-40 Sec	99.80%	100.00%	100.00%	<0.015%	<0.01	4.05 hrs
5	TATA COMMUNICATIONS	Online	30Sec	>80%	>90%	>99%	15.1 Min	<1%	10-15 Min
6	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR
7	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	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					ISP node unavailability in a month		GOS on the link connecting to PSTN node to ISP
			Time to Access	Probability of accessing the ISP node (%)						
				1st Attempt	2nd Attempt	3rd Attempt				
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	-	
8	ASIANET SATELITE COMMUNICATIONS	Immediate	10 Sec	98.00%	99.00%	100.00%	<30Min	0.002	27.20 hrs	
9	QUADRANT TELEVENTURES LTD.	NR	30Sec	99.00%	100.00%	-	Nil	0.005	2.70 hrs	
10	TATA TELESERVICES (MH) / HUGHES TELECOM	5 Min	20 Sec	99.00%	100.00%	Nil	Nil	0.001	7.68 hrs	
11	HCL INFINET LTD.	4 Min	24 Sec	99.40%	99.20%	99.10%	24 Min	0.01	17-19 hrs	

**Note:-**

NR= Not Reported

 Not meeting the benchmark

**Service Activation Time**

4.9 Quadrant Televentures Ltd. has not provided the data. All other ISPs 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 Operators 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 All the ISPs have met the TRAI benchmark for the parameter “ISP Node unavailability in a month (30 minutes)”.

### **Grade of Service**

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

### **Mean Time to Restore (MTTR)**

4.14 As reported by ISPs the Mean Time to Restore (MTTR) the faults varies from 5 minutes to 27:20 hrs.

## **B. Broadband Service**

4.15 Out of 105 Broadband Service providers, 19 Service Providers are having subscriber base > 10,000 and these 19 Service providers share the 98.79% of total subscriber base. This report covers performance of 17 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI, as the remaining two service providers i.e. Syscon Infoway and Hughes Communications Ltd, have not submitted the report.



**Table 4.6: Parameter-wise status of QoS benchmarks for Broadband service**

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	<b>Service Provisioning/ Activation Time</b>	100% in =< 15 working days	<b>BSNL:-</b> AP(93.30%), Chhattisgarh(99.80%) KTK(99.80%), Kerala(99.00%), MH(99.50%), Punjab(99.70%), Raj(99.50%) <b>MTNL:</b> - Delhi (88.41%), Mumbai (83.90%) <b>Tata Communications:</b> AP (99.74%) <b>Quadrant Televentures Ltd. (formerly HFCL Infotel Ltd_</b> - Punjab (99.52%) <b>Beam Cables _</b> Hyd(98.00%) <b>Spectranet _</b> All India (98.47%)
2	<b>Faults Repair /Restoration Time</b>		
	% of faults repaired by next working day	>90%	<b>BSNL:-</b> Kol(87.80%), NEI (82.40%) <b>MTNL:-</b> Delhi (58.00%), Mumbai (70.96%) <b>Tata Communications -</b> Assam (88.00%) <b>You Broadband &amp; Cable India Pvt. Ltd. (You Telecom):</b> All India (89.00%), AP (89.00%), Guj(84.00%) <b>Tikona Digital Networks -</b> All India (79.45%) <b>DVOIS Broadband Pvt. Ltd:</b> All India (84.00%) <b>Asianet Satellite Communications Ltd.:</b> Kerala (88.00%)
	% of faults repaired within 3 working day	=>99%	<b>BSNL:-</b> Assam(97.10%), Bihar(97.10%), NE I (78.90%), NE II(93.20%) <b>MTNL:-</b> Delhi (76.30%), Mumbai (84.59%) <b>Tata Communications-</b> Assam(94.00%), Guj(98.00%), HR(98.00%), Kerala(98.00%), MP(96.00%), MH(98.00%), TN(98.00%), UP(96.00%) <b>You Broadband &amp; Cable India Pvt Ltd-</b> All India (97.00%), AP (98.00%), Guj(96.00%) <b>Tikona Digital Networks-</b> All India (85.98%) <b>DVOIS Broadband Pvt. Ltd -</b> All India (87.00%) <b>Asianet Satellite Communications Ltd. -</b> Kerala (98.00%)
3	<b>Billing Performance</b>		
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	<b>BSNL:-</b> AP(99.10%) <b>MTNL :</b> Delhi(97.83%) <b>Bharti Airtel -</b> Kerala (99.50%), TN(99.97%) <b>Tata Communications-</b> UP (96.67%) <b>Tata Teleservices -</b> MH & Goa (99.63%) <b>Tikona Digital Networks -</b> All India (92.98%) <b>DVOIS -</b> All India (0.00%)

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	<b>BSNL-</b> AP(99.90%), MH(99.00%), Raj(99.80%) <b>Quadrant Televentures Ltd. (formerly HFCL Infotel Ltd.)-</b> Punjab(59.00%) <b>DVOIS Broadband Pvt. Ltd.-</b> All India (0.00%)
<b>4</b>	<b>Response Time to the Customer for assistance</b>		
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	<b>You Broadband &amp; Cable India Pvt. Ltd</b> All India(54.00%), AP(57.00%), Guj(46.00%), HR(42.00%), MH(57.00%)
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	<b>You Broadband &amp; Cable India Pvt. Ltd-</b> All India(60.00%), AP(64.00%), Guj(53.00%), HR(48.00%), KTK(68.00%), MH(64.00%), TN(66.00%) <b>Quadrant Televentures Ltd. (formerly HFCL Infotel Ltd -</b> Punjab(65.00%)
<b>5</b>	<b>Bandwidth utilisation/throughput</b>		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		<b>Bharti Airtel:</b> KTK(10 links), MP & CG (7 links), TN(10 link) <b>Alliance Broadband-</b> Kolkata (7 links) <b>Tikona Digital Networks -</b> All India (16 links) <b>DVOIS -</b> All India (85 links)
	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)		<b>BSNL-</b> AP(5 links), Assam(5 links), Bihar(5 links), Chhattisgarh(5 links), Chennai(5 links), Gujarat(5 links), HR(5 links), HP(5 links). J&K(5 links), Jharkhand(5 links), KTK(5 links), Kerala(5 links), Kol(5 links), MH(5 links), MP(5 links), NEI(5 links), NEII(5 links), Orissa(5 links), Punjab(5 links), Raj(5 links), TN(5 links), Uttaranchal(5 links) and A&N(5 links) <b>MTNL -</b> Delhi (1 link), Mumbai (4 links) <b>Bharti Airtel -</b> MP & CG (3 links) <b>Alliance Broadband -</b> Kolkata (1 link) <b>Tikona Digital Networks-</b> All India(26 links)
<b>6</b>	<b>Service availability /uptime (for all users) in %age</b>	<b>&gt;98%</b>	<b>Tata Communications:</b> TN (97.00%) <b>Ortel :</b> Orissa (97.38%)
<b>7.</b>	Packet loss (for wired broadband access) in %age	<b>Benchmark &lt;1%</b>	<b>Tata Communications-</b> AP(1.00%),

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**

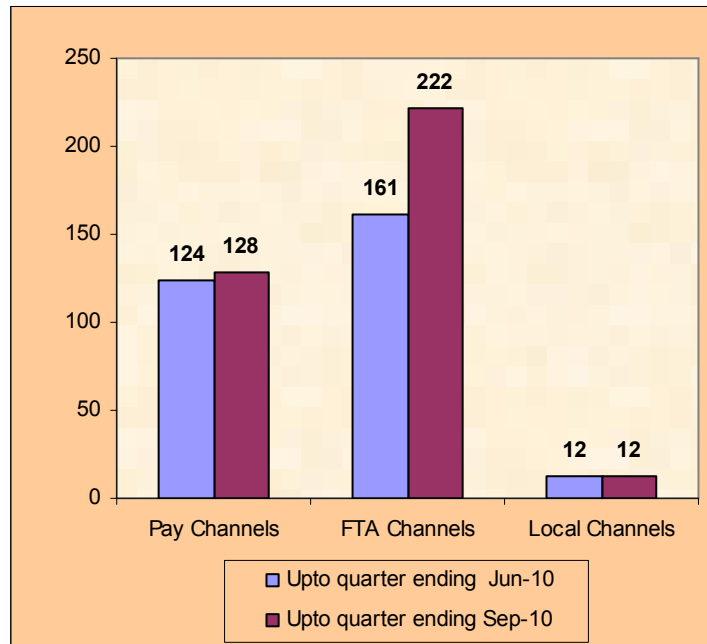
**Table 5.1: Key Parameters**

<b>S.No</b>	<b>Parameter</b>	<b>Jun-10</b>	<b>Sep-10</b>
1	Number of Broadcasters/ Distributors	24	24
2	Number of channels registered with Ministry of I&B	515	526
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	150	154
4	Maximum number of Pay TV Channels carried by certain cable operator	124	128
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	161	222
6	Private FM Radio stations in operation	248	248
7	Private DTH Operators	6	6
8	Licenseses of community radio stations	100	110
9	Operational community radio station	75	84
10	Teleport Service Providers in operation	68	68
11	Number of Set top boxes in CAS notified areas of Delhi , Mumbai, Kolkata and Chennai	7,70,519	7,75,876

**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**

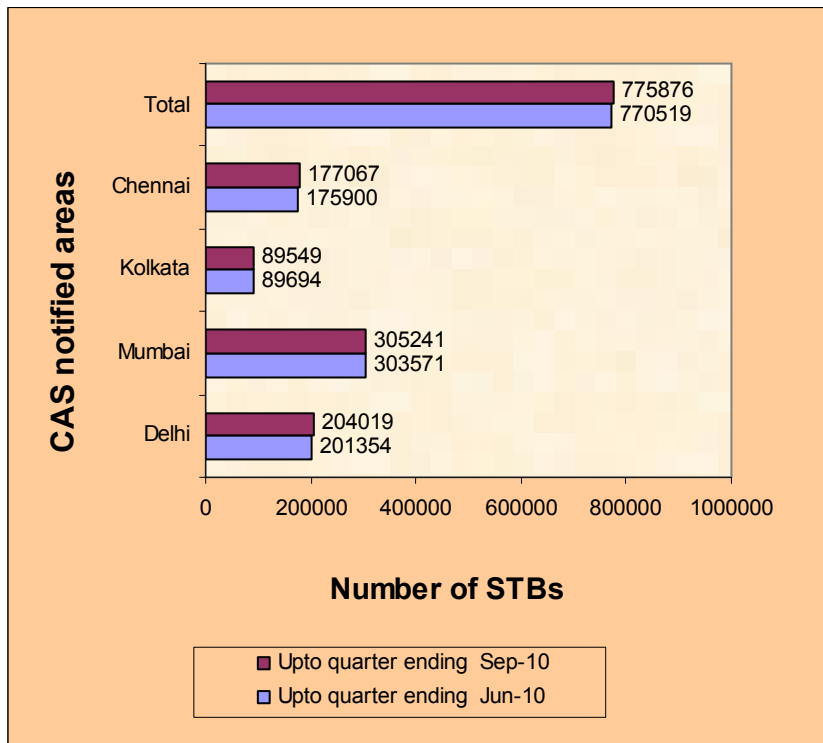


5.2 The maximum number of FTA and Pay Channels reportedly being carried in the cable networks are 222 and 128 respectively in the QE Sep-10. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

5.3 Maximum number of TV channels being carried by any of the reported MSOs is 319, whereas in conventional analogue form, the maximum number of channels being carried by the reported MSOs is 100 channels.

5.4 At the end of the quarter Jun-10, there were 7,70,519 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has increased to 7,75,876 at the end of Sep-10.

**Chart 5.2 : Set Top Boxes (STBs)**



### **Satellite TV Channels**

5.5 At the end of Sep-10, Total Number of channels registered with Ministry of I&B is 526. This includes 154 pay TV channels which are being broadcasted/ distributed by 24 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.

5.6 During the quarter ending September 2010, 3 new pay channels i.e “MAA Movies”, “MAA Junior” & “Ten Cricket” were launched and 2 channels i.e “IBN 7” & “IBN Lokmat” were converted from FTA to Pay by the broadcaster.

5.7 During the quarter, the distributor ship of following channels have also been changed:

<b>S.No</b>	<b>Name of the channel</b>	<b>From</b>	<b>To</b>
1	CNN-IBN, CNBC Awaaz, CNBC TV 18 & IBN 7	M/s Star Den Media Services Private Limited	M/s Sun 18 Media Service North and M/s Sun 18 Media Service South.
2	NEO Sports & NEO Cricket	M/s Neo Sports Broadcast Private Limited	M/s MSM Discovery India Private Limited
3	Colors, MTV, NICK & VH1	M/s MSM Discovery India Private Limited	M/s Sun 18 Media Service North and M/s Sun 18 Media Service South.

5.8 During the quarter, the name of two channels i.e “Discovery Travel & Living” & “Zee Sports” have been changed to “TLC” & “Ten Action+” respectively.

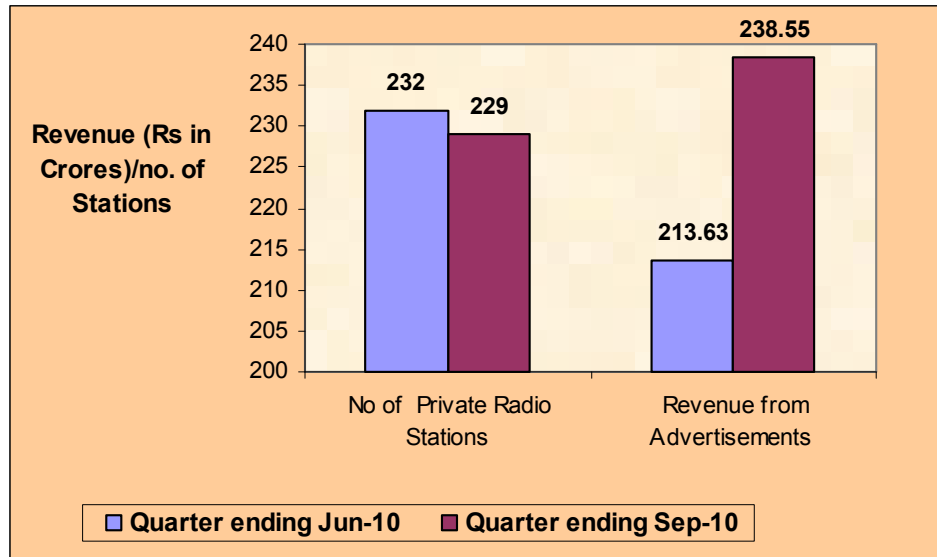
### **FM Radio Services**

5.9 Apart from All India Radio, there were 248 FM Radio station in operation as on as on 30<sup>th</sup> June 2010. No new private FM radio station came into operation during the quarter. The list of 248 FM Radio stations is at Annexure-5.2.

5.10 30 FM Radio Service Providers have reported revenue from Advertisement in respect of 229 Radio Stations and that amounts

to ₹238.55 Crores. In the previous quarter ₹213.63 crores were reported as the Advertisement revenue by 32 FM Service Providers in respect of 232 radio stations. 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

5.11 At the quarter ending Jun-10, out of 100 licensees of community radio stations, 75 stations were in operation. In the quarter ending September 30, 2010, 10 new licenses were issued. Now, in the quarter ending September 2010, out of 110 licensees, 84 stations are in operation.



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

	<b>Upto 30.9.2010</b>
Total No. of Applications Received	765
No of Licenses issued	110
No of Letters of Intent Issued	231
No of Applications rejected	118
No of stations operational	84

*Source: Ministry of Information & Broadcasting*

### **DTH Services**

5.12 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 30.9.2010, their reported subscriber base is 26.44 million. The list of DTH licensees is at Annexure-5.3.

### **Teleport Service**

5.13 Upto quarter ending Jun, 2010, there were 68 Teleport Service Providers in operation in India. In the quarter ending September 2010, no new license was issued. Now, at the quarter ending September 2010, there are 68 Teleport service providers are in operation. A list of the stations 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 Communications	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, Chennai & TN, Kol, KTK, Punjab, WB, Bihar, OR, Assam, NE & J&K	Delhi, MH, Gujarat, AP, Kerala, Haryana, UP-W, UP-E, Rajasthan, MP, HP
8	Sistema Shyam Telelink	All India (22)	All	
9	BSNL	All India (except Delhi & Mumbai) 21		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	M/s Etisalat DB Telecom Pvt. Ltd & M/s Allianz Private Ltd	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	Quadrant (HFCL)	Punjab (1)	Punjab	

Source: DoT and Service providers

UASLs	241
CMTSs	38
Total	279

### Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10
Andhra Pradesh	6,332,518	6,626,786	13,845,579	14,417,840	6,636,704	7,075,631	1,208,200	1,534,492	2,402,698	2,739,060
Assam	943,880	1,065,719	2,613,056	2,710,036	110,822	175,362	2,784,416	2,896,025	1,880,216	1,969,515
Bihar	3,791,641	4,058,424	12,001,986	12,901,274	3,433,890	3,738,930	3,663,155	3,999,191	3,814,873	3,949,869
Delhi	5,561,512	6,024,698	6,491,381	7,077,884	2,904,583	3,035,326	1,372,403	1,666,398	2,618,006	3,095,992
Gujarat	11,496,133	12,327,687	5,790,032	6,008,563	5,547,354	6,000,166	-	36,947	2,955,347	3,556,325
Haryana	3,109,554	3,274,177	1,558,754	1,660,048	2,278,797	2,471,611	26,892	159,346	1,435,053	1,852,471
Himachal Pradesh	214,339	251,494	1,369,033	1,468,592	284,518	344,923	591,385	668,579	887,642	971,880
Jammu & Kashmir	278,416	256,127	2,027,130	1,772,077	75,579	71,833	1,848,092	1,544,931	322,297	318,038
Karnataka	5,511,044	5,735,240	13,406,397	13,470,973	3,000,854	3,121,463	956,069	1,274,713	2,795,248	3,334,632
Kerala	4,447,067	4,709,123	3,202,136	3,352,122	5,662,302	6,002,217	1,451,172	1,740,945	1,131,964	1,289,756
Madhya Pradesh	2,111,656	2,276,334	7,322,377	7,719,594	8,000,802	8,401,422	17,976	289,114	4,939,635	5,341,270
Maharashtra	7,810,838	8,607,685	6,790,940	7,269,397	10,000,192	10,551,511	600,793	786,126	3,976,682	4,557,387
Mumbai	5,270,404	5,368,727	3,163,526	3,207,499	1,701,186	1,803,591	1,078,588	1,273,102	2,507,940	2,912,542
North East	587,657	647,660	1,563,518	1,657,241	47,176	86,595	1,812,468	1,902,068	528,185	565,444
Orissa	1,220,184	1,251,768	4,578,331	4,905,816	624,114	810,952	1,965,774	2,165,496	2,071,298	2,238,970
Punjab	3,291,478	3,491,130	4,949,787	5,403,251	3,476,138	3,759,869	-	176,166	1,747,046	2,021,301
Rajasthan	7,793,520	8,033,143	10,851,319	11,084,801	2,420,273	2,519,682	-	85	3,121,020	3,599,219
Tamil Nadu (incl. Chennai)	9,514,086	10,130,663	11,371,239	11,722,611	982,726	1,201,183	16,461,382	17,781,916	2,318,746	2,681,860
UP(E)	11,200,654	11,769,526	10,090,002	10,812,901	4,128,662	4,423,834	1,069,072	1,309,135	4,323,277	4,993,967
UP(W)	7,000,654	7,351,792	4,545,540	5,000,380	6,085,120	6,613,009	937,716	1,212,042	3,389,328	4,254,262
Kolkata	3,715,365	3,881,490	2,874,419	3,004,451	624,897	771,790	1,412,649	1,540,301	1,810,011	2,020,824
West Bengal	7,858,104	8,413,649	6,213,919	6,664,921	859,850	1,232,607	2,421,373	2,558,260	3,350,029	3,785,493
<b>Total</b>	<b>109,060,704</b>	<b>115,553,042</b>	<b>136,620,401</b>	<b>143,292,272</b>	<b>68,886,539</b>	<b>74,213,507</b>	<b>41,679,575</b>	<b>46,515,378</b>	<b>54,326,541</b>	<b>62,050,077</b>

**Annexure 1.2 (contd.)**

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10
Andhra Pradesh	5,291,552	5,100,408	4,528,582	5,010,065	3,359,201	3,418,860	4,446,965	5,200,054	286,446	277,328
Assam	-	-	-	-	104,486	110,150	1,068,575	1,160,693	112,453	113,998
Bihar	3,360,971	3,491,885	1,701,763	2,150,202	2,351,892	2,446,584	4,477,074	4,885,670	397,740	396,468
Delhi	3,857,222	3,926,056	-	-	5,304,555	5,554,031	-	-	-	-
Gujarat	3,261,381	2,957,090	753,022	1,220,556	1,625,314	1,689,786	3,053,762	3,209,243	314,240	310,596
Haryana	1,286,174	1,234,894	1,146,578	1,266,600	1,489,168	1,528,204	2,555,276	2,771,101	104,873	99,785
Himachal Pradesh	333,274	322,298	66,569	136,602	138,453	129,400	1,225,643	1,411,384	86,132	85,547
Jammu & Kashmir	34	30	-	-	90,096	84,717	926,146	596,209	95,292	92,433
Karnataka	3,598,322	3,457,539	4,732,569	5,343,091	1,447,381	1,445,488	3,803,196	4,116,656	457,151	449,296
Kerala	2,483,154	2,411,202	1,557,774	1,804,032	798,682	809,724	3,752,093	4,368,928	555,453	555,453
Madhya Pradesh	4,092,421	4,135,087	2,495,286	2,742,764	1,415,309	1,447,061	3,510,667	3,779,277	894,583	859,414
Maharashtra	3,795,321	3,544,286	2,916,424	3,451,699	5,529,278	5,583,202	4,652,724	5,007,984	562,689	512,133
Mumbai	3,861,499	3,808,381	1,983,693	2,221,037	2,827,195	3,113,326	-	-	-	-
North East	-	-	-	-	78,019	76,328	1,010,096	1,110,645	136,729	135,656
Orissa	783,178	750,474	1,514,857	1,640,457	693,956	708,599	2,508,922	2,913,214	220,344	220,675
Punjab	1,227,197	1,141,385	1,132,873	1,438,411	1,534,797	1,458,726	3,709,421	3,973,241	73,712	71,990
Rajasthan	2,557,578	2,448,607	-	295,607	2,776,143	2,854,628	4,339,354	4,839,650	323,341	305,296
Tamil Nadu (incl. Chennai)	4,433,339	4,260,947	3,586,159	3,657,969	1,097,969	1,126,617	5,832,786	6,217,937	456,699	442,734
UP(E)	5,118,900	5,164,707	1,690,081	1,966,574	1,721,247	1,752,692	8,235,999	8,706,623	477,238	477,347
UP(W)	3,310,178	3,357,299	1,108,699	1,337,574	2,683,690	2,832,654	3,419,635	3,673,624	212,941	184,473
Kolkata	1,978,393	1,933,539	1,036,997	1,231,143	1,578,647	1,662,241	1,893,604	2,066,597	44,770	46,511
West Bengal	1,849,704	1,841,179	871,752	1,241,589	1,065,790	1,082,726	2,316,446	2,528,464	146,121	147,398
<b>Total</b>	<b>56,479,792</b>	<b>55,287,293</b>	<b>32,823,678</b>	<b>38,155,972</b>	<b>39,711,268</b>	<b>40,915,744</b>	<b>66,738,384</b>	<b>72,537,194</b>	<b>5,958,947</b>	<b>5,784,531</b>

**Annexure 1.2 (contd.)**

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		Quadrant (HFCL) (GSM)		Quadrant (HFCL) (CDMA)		Loop (GSM)	
	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10
Andhra Pradesh	-	-	-	-	31,106	109,336	-	-	-	-	-	-
Assam	-	-	-	-	-	-	-	-	-	-	-	-
Bihar	-	-	-	-	380,093	487,686	-	-	-	-	-	0
Delhi	2,328,857	2,390,348	139,796	138,708	464,943	574,998	-	-	-	-	-	-
Gujarat	-	-	-	-	-	-	-	-	-	-	-	-
Haryana	-	-	-	-	52,842	75,832	-	-	-	-	-	53
Himachal Pradesh	-	-	-	-	-	-	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	-	-	-	-	-	-	-	-
Karnataka	-	-	-	-	384,227	634,397	-	-	-	-	-	-
Kerala	-	-	-	-	227,935	287,615	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	-	-	-	-	-	-	-	63
Maharashtra	-	-	-	-	61,671	196,080	-	-	-	-	-	-
Mumbai	2,573,523	2,625,631	168,359	156,567	231,830	371,347	-	-	-	-	2,926,797	2,983,482
North East	-	-	-	-	-	-	-	-	-	-	-	0
Orissa	-	-	-	-	-	-	-	-	-	-	-	96
Punjab	-	-	-	-	-	-	344,535	727,261	323,790	295,683	-	35
Rajasthan	-	-	-	-	1,445,328	1,641,269	-	-	-	-	-	80
Tamil Nadu (incl. Chennai)	-	-	-	-	649,807	843,605	-	-	-	-	-	-
UP(E)	-	-	-	-	-	-	-	-	-	-	-	-
UP(W)	-	-	-	-	-	-	-	-	-	-	-	-
Kolkata	-	-	-	-	421,872	505,206	-	-	-	-	-	90
West Bengal	-	-	-	-	751,222	911,099	-	-	-	-	-	-
<b>Total</b>	<b>4,902,380</b>	<b>5,015,979</b>	<b>308,155</b>	<b>295,275</b>	<b>5,102,876</b>	<b>6,638,470</b>	<b>344,535</b>	<b>727,261</b>	<b>323,790</b>	<b>295,683</b>	<b>2,926,797</b>	<b>2,983,899</b>

**Annexure 1.2 (contd.)**

Service Area	Stel (GSM)		Unitech (GSM)		Videocon (GSM)		Etisalat (GSM)		Total		
	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Net Additions
Andhra Pradesh	-	-	837,130	1,223,875	-	16	674	2,765	49,207,355	52,736,516	3,529,161
Assam	-	25,866	-	-	-	-	-	-	9,617,904	10,227,364	609,460
Bihar	614,554	769,225	800,203	1,395,209	-	20	1,092	2,233	40,790,927	44,672,870	3,881,943
Delhi	-	-	-	-	-	-	3,910	7,388	31,047,168	33,491,827	2,444,659
Gujarat	-	-	133,500	708,884	137,873	834,160	1,425	4,344	35,069,383	38,864,347	3,794,964
Haryana	-	-	-	-	412,123	760,000	618	1,695	15,456,702	17,155,817	1,699,115
Himachal Pradesh	255,976	311,841	-	-	-	3,600	-	-	5,452,964	6,106,140	653,176
Jammu & Kashmir	-	-	-	-	-	-	-	-	5,663,082	4,736,395	(926,687)
Karnataka	-	-	499,781	699,924	-	15	750	3,398	40,592,989	43,086,825	2,493,836
Kerala	-	-	313,329	410,569	44,726	330,233	515	1,104	25,628,302	28,073,023	2,444,721
Madhya Pradesh	-	-	-	-	-	309,682	1,303	5,572	34,802,015	37,306,654	2,504,639
Maharashtra	-	-	118,393	640,160	-	20	1,483	4,526	46,817,428	50,712,196	3,894,768
Mumbai	-	-	98,141	443,168	716,520	983,734	1,040	2,116	29,110,241	31,274,250	2,164,009
North East	-	6,999	-	-	-	-	-	-	5,763,848	6,188,636	424,788
Orissa	455,976	528,341	307,576	486,058	-	20	-	-	16,944,510	18,620,936	1,676,426
Punjab	-	-	-	-	-	-	646	2,289	21,811,420	23,960,738	2,149,318
Rajasthan	-	-	-	-	-	20	1,337	4,534	35,629,213	37,626,621	1,997,408
Tamil Nadu (incl. Chennai)	-	-	633,664	883,967	631,122	1,260,562	735	3,900	57,970,459	62,216,471	4,246,012
UP(E)	-	-	1,294,982	1,907,886	-	100	1,210	5,228	49,351,324	53,290,520	3,939,196
UP(W)	-	-	807,266	1,340,291	-	70	1,458	5,491	33,502,225	37,162,961	3,660,736
Kolkata	-	-	76,504	498,787	-	-	-	-	17,468,128	19,162,970	1,694,842
West Bengal	-	-	103,186	628,882	-	20	-	-	27,807,496	31,036,287	3,228,791
<b>Total</b>	<b>1,326,506</b>	<b>1,642,272</b>	<b>6,023,655</b>	<b>11,267,660</b>	<b>1,942,364</b>	<b>4,482,272</b>	<b>18,196</b>	<b>56,583</b>	<b>635,505,083</b>	<b>687,710,364</b>	<b>52,205,281</b>

### Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		Quadrant (HFCL)		Sistema		Tata	
	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10
Andhra Pradesh	119,249	121,897	83,515	83,741	-	-	-	-	151,540	152,285
Assam	-	-	-	-	-	-	-	-	767	1,239
Bihar	-	-	3,354	3,829	-	-	-	-	7,398	8,146
Delhi	988,851	1,019,936	172,885	173,209	-	-	-	-	47,185	51,791
Gujarat	49,775	51,910	116,291	116,662	-	-	-	-	55,123	57,043
Haryana	22,634	22,930	3,072	3,732	-	-	-	-	11,288	12,370
Himachal Pradesh	-	-	3,437	3,741	-	-	-	-	1,429	1,532
Jammu & Kashmir	-	-	12	18	-	-	-	-	67	128
Karnataka	476,799	481,370	100,702	102,035	-	-	-	-	108,525	110,762
Kerala	52,716	53,660	53,399	53,765	-	-	-	-	9,882	10,097
Madhya Pradesh	306,511	303,026	33,082	33,379	-	-	-	-	4,149	4,656
Maharashtra	64,904	67,835	84,120	87,562	-	-	-	-	179,924	189,574
Mumbai	317,745	324,626	201,601	209,610	-	-	-	-	503,645	512,964
North East	-	-	-	-	-	-	-	-	99	123
Orissa	-	-	3,459	3,793	-	-	-	-	5,521	5,677
Punjab	98,668	101,359	39,868	39,692	178,280	183,010	-	-	12,843	13,254
Rajasthan	36,774	37,990	21,427	21,431	-	-	35,773	37,092	4,085	4,382
Tamil Nadu (incl. Chennai)	467,985	474,572	137,323	137,815	-	-	-	-	53,798	54,441
U.P.(E)	47,726	47,798	34,057	34,079	-	-	-	-	9,740	10,196
U.P.(W)	23,488	23,507	5,190	5,404	-	-	-	-	5,414	5,652
Kolkata	79,254	83,871	93,066	90,972	-	-	-	-	24,326	25,292
West Bengal	-	-	734	1,459	-	-	-	-	2,553	3,175
<b>Total</b>	<b>3,153,079</b>	<b>3,216,287</b>	<b>1,190,594</b>	<b>1,205,928</b>	<b>178,280</b>	<b>183,010</b>	<b>35,773</b>	<b>37,092</b>	<b>1,199,301</b>	<b>1,234,779</b>



**Annexure 1.3 (contd.)**

Service Area	MTNL		BSNL		Total		
	Jun-10	Sep-10	Jun-10	Sep-10	Jun-10	Sep-10	Net Additions
Andhra Pradesh	-	-	2,068,704	2,034,108	2,423,008	2,392,031	-30,977
Assam	-	-	301,634	295,293	302,401	296,532	-5,869
Bihar	-	-	1,363,086	1,353,544	1,373,838	1,365,519	-8,319
Delhi	1,541,286	1,546,202	-	-	2,750,207	2,791,138	40,931
Gujarat	-	-	1,848,319	1,822,636	2,069,508	2,048,251	-21,257
Haryana	-	-	730,546	661,235	767,540	700,267	-67,273
Himachal Pradesh	-	-	347,073	339,434	351,939	344,707	-7,232
Jammu & Kashmir	-	-	226,381	218,097	226,460	218,243	-8,217
Karnataka	-	-	2,069,433	2,053,135	2,755,459	2,747,302	-8,157
Kerala	-	-	3,262,563	3,227,547	3,378,560	3,345,069	-33,491
Madhya Pradesh	-	-	1,196,828	1,124,325	1,540,570	1,465,386	-75,184
Maharashtra	-	-	2,606,970	2,549,308	2,935,918	2,894,279	-41,639
Mumbai	1,943,892	1,928,340	-	-	2,966,883	2,975,540	8,657
North East	-	-	321,895	294,060	321,994	294,183	-27,811
Orissa	-	-	593,591	558,180	602,571	567,650	-34,921
Punjab	-	-	1,258,547	1,240,431	1,588,206	1,577,746	-10,460
Rajasthan	-	-	1,380,428	1,297,365	1,478,487	1,398,260	-80,227
Tamil Nadu (incl. Chennai)	-	-	2,883,585	2,850,853	3,542,691	3,517,681	-25,010
U.P.(E)	-	-	1,400,541	1,394,572	1,492,064	1,486,645	-5,419
U.P.(W)	-	-	946,424	843,746	980,516	878,309	-102,207
Kolkata	-	-	1,253,514	1,230,682	1,450,160	1,430,817	-19,343
West Bengal	-	-	877,942	826,646	881,229	831,280	-49,949
<b>Total</b>	<b>3,485,178</b>	<b>3,474,542</b>	<b>26,938,004</b>	<b>26,215,197</b>	<b>36,180,209</b>	<b>35,566,835</b>	<b>-613,374</b>

### Annexure 1.4: Service Provider wise details of PCOs

S. No.	Name of the Circle/Service Area	Service Provider	30 <sup>th</sup> June 2010	30 <sup>th</sup> September 2010	Net PCO added/ decreased during the Q.E. Sept.' 10	Percentage Growth/ Decline for the Q.E. 30.09.2010
1	Andaman & Nicobar	<b>BSNL</b>	589	570	-19	-3.23
2	Andhra Pradesh	<b>BSNL</b>	151364	143565	-7,799	-5.15
		<b>TATA</b>	110149	109757	-392	-0.36
		<b>Reliance</b>	209484	165934	-43,550	-20.79
		<b>Bharti</b>	1358	1166	-192	-14.14
3	Assam	<b>BSNL</b>	30605	30587	-18	-0.06
		<b>TATA</b>	2016	2128	112	5.56
4	Bihar (including Jharkhand)	<b>BSNL</b>	82494	82155	-339	-0.41
		<b>Reliance</b>	33712	25430	-8,282	-24.57
		<b>TATA</b>	65,756	59,598	-6,158	-9.36
5	Delhi	<b>Bharti</b>	8512	7060	-1,452	-17.06
		<b>MTNL</b>	68034	66773	-1,261	-1.85
		<b>TATA</b>	32889	35433	2,544	7.74
		<b>Reliance</b>	26179	15974	-10,205	-38.98
6	Gujarat	<b>BSNL</b>	73191	67979	-5,212	-7.12
		<b>Reliance</b>	124530	32510	-92,020	-73.89
		<b>TATA</b>	62311	59582	-2,729	-4.38
		<b>Bharti</b>	151	133	-18	-11.92
7	Haryana	<b>BSNL</b>	21745	17825	-3,920	-18.03
		<b>Bharti</b>	1006	860	-146	-14.51
		<b>Reliance</b>	4626	3218	-1,408	-30.44
		<b>TATA</b>	11281	12667	1,386	12.29
8	Himachal Pradesh	<b>BSNL</b>	9716	9345	-371	-3.82
		<b>Reliance</b>	5973	4949	-1,024	-17.14
		<b>TATA</b>	4256	4365	109	2.56
9	Jammu & Kashmir	<b>BSNL</b>	10798	10711	-87	-0.81
		<b>TATA</b>	198	252	54	27.27
10	Karnataka	<b>BSNL</b>	208460	201266	-7,194	-3.45
		<b>Bharti</b>	28450	24561	-3,889	-13.67
		<b>TATA</b>	87900	86708	-1,192	-1.36
		<b>Reliance</b>	95659	69833	-25,826	-27.00
11	Kerala	<b>BSNL</b>	100825	95193	-5,632	-5.59
		<b>Reliance</b>	42923	31013	-11,910	-27.75
		<b>Bharti</b>	2905	2202	-703	-24.20
		<b>TATA</b>	14096	13382	-714	-5.07
12	Madhya Pradesh (Including Chattisgarh)	<b>BSNL</b>	59189	58127	-1,062	-1.79
		<b>Bharti</b>	18658	16139	-2,519	-13.50
		<b>Reliance</b>	28598	20498	-8,100	-28.32
		<b>TATA</b>	30376	30148	-228	-0.75

**Annexure 1.4 (Contd.)**

S. No.	Name of the Circle/Service Area	Service Provider	30 <sup>th</sup> June 2010	30 <sup>th</sup> September 2010	Net PCO added/ decreased during the Q.E. Sept.' 10	Percentage Growth/ Decline for the Q.E. 30.09.2010
13	<b>Maharashtra (including Mumbai)</b>	<b>BSNL &amp; MTNL</b>	<b>322907</b>	<b>309851</b>	-13,056	-4.04
		<b>TATA</b>	<b>310231</b>	<b>291084</b>	-19,147	-6.17
		<b>Bharti</b>	<b>246</b>	<b>211</b>	-35	-14.23
		<b>Reliance</b>	<b>151555</b>	<b>107709</b>	-43,846	-28.93
	Mumbai	<b>MTNL</b>	123602	119717	-3,885	-3.14
		<b>TATA</b>	141,144	97,234	-43,910	-31.11
		<b>Bharti</b>	180	150	-30	-16.67
		<b>Reliance</b>	56049	35085	-20,964	-37.40
	Maharashtra excluding Mumbai	<b>BSNL</b>	199305	190134	-9,171	-4.60
		<b>Tata</b>	169087	193850	24,763	14.65
		<b>Bharti</b>	66	61	-5	-7.58
		<b>Reliance</b>	95506	72624	-22,882	-23.96
14	North East	<b>BSNL</b>	17639	16671	-968	-5.49
		<b>TATA</b>	1034	1059	25	2.42
15	Orissa	<b>BSNL</b>	17530	17485	-45	-0.26
		<b>Reliance</b>	10104	6538	-3,566	-35.29
		<b>TATA</b>	26859	24659	-2,200	-8.19
16	Punjab	<b>BSNL</b>	18280	17539	-741	-4.05
		<b>Quadrant (formerly HFCL)</b>	17605	15939	-1,666	-9.46
		<b>Reliance</b>	13476	11640	-1,836	-13.62
		<b>Bharti</b>	1633	1474	-159	-9.74
		<b>TATA</b>	33075	33237	162	0.49
17	Rajasthan	<b>BSNL</b>	45919	43247	-2,672	-5.82
		<b>Bharti</b>	944	789	-155	-16.42
		<b>Sistema Shyam</b>	23676	24061	385	1.63
		<b>Reliance</b>	96967	20206	-76,761	-79.16
		<b>TATA</b>	20232	19455	-777	-3.84
18	<b>Tamil Nadu (including Chennai)</b>	<b>BSNL</b>	<b>263335</b>	<b>254514</b>	-8,821	-3.35
		<b>TATA</b>	<b>93487</b>	<b>93256</b>	-231	-0.25
		<b>Bharti</b>	<b>34673</b>	<b>30576</b>	-4,097	-11.82
		<b>Reliance</b>	<b>141712</b>	<b>107782</b>	-33,930	-23.94
	Chennai	<b>BSNL</b>	77168	76770	-398	-0.52
		<b>Reliance</b>	27122	19632	-7,490	-27.62
	Tamil nadu (excluding Chennai)	<b>BSNL</b>	186167	177744	-8,423	-4.52
		<b>TATA</b>	93487	93256	-231	-0.25
		<b>Bharti</b>	34673	30576	-4,097	-11.82
		<b>Reliance</b>	114590	88150	-26,440	-23.07

**Annexure 1.4 (Contd.)**

<b>S. No.</b>	<b>Name of the Circle/Service Area</b>	<b>Service Provider</b>	<b>30<sup>th</sup> June 2010</b>	<b>30<sup>th</sup> September 2010</b>	<b>Net PCO added/ decreased during the Q.E. Sept.' 10</b>	<b>Percentage Growth/ Decline for the Q.E. 30.09.2010</b>
19	Uttar Pradesh (East)	<b>BSNL</b>	118981	117106	-1,875	-1.58
		<b>Reliance</b>	41449	28176	-13,273	-32.02
		<b>Bharti</b>	1547	1139	-408	-26.37
		<b>TATA</b>	27228	27164	-64	-0.24
20	Uttar Pradesh (West) (including Uttranchal)	<b>BSNL</b>	38646	34657	-3,989	-10.32
		<b>Reliance</b>	29606	21117	-8,489	-28.67
		<b>Bharti</b>	1190	1025	-165	-13.87
		<b>TATA</b>	29829	30007	178	0.60
21	<b>West Bengal (including Kolkata)</b>	<b>BSNL</b>	<b>106492</b>	<b>102976</b>	-3,516	-3.30
		<b>Reliance</b>	<b>37681</b>	<b>32213</b>	-5,468	-14.51
		<b>Bharti</b>	481	381	-100	-20.79
		<b>TATA</b>	<b>59623</b>	<b>54769</b>	-4,854	-8.14
	Kolkata	<b>BSNL</b>	57416	56460	-956	-1.67
		<b>Reliance</b>	12857	10557	-2,300	-17.89
		<b>Bharti</b>	481	381	-100	-20.79
		<b>TATA</b>	22344	22563	219	0.98
	West Bengal (excluding Kolkata)	<b>BSNL</b>	49076	46516	-2,560	-5.22
		<b>Reliance</b>	24824	21656	-3,168	-12.76
		<b>TATA</b>	37279	32206	-5,073	-13.61
	<b>TOTAL</b>			<b>4 026 834</b>	<b>3 519 308</b>	<b>- 507 526</b>

### Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	30 <sup>th</sup> June 2010	30 <sup>th</sup> September 2010	Net VPT added/ decreased during the QE Sept.'10	Percentage Growth/ Decline for the Q.E. 30.09.2010
1	Andaman & Nicobar	<b>BSNL</b>	341	341	0	0.00
2	Andhra Pradesh	<b>BSNL</b>	23390	23642	252	1.08
		<b>TATA</b>	1358	1358	0	0.00
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
3	Assam	<b>BSNL</b>	23998	24018	20	0.08
4	Bihar(including Jharkhand)	<b>BSNL</b>	66635	67138	503	0.75
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
5	Delhi	<b>Bharti</b>	0	0	0	0.00
		<b>MTNL</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
6	Gujarat	<b>BSNL</b>	16916	16919	3	0.02
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	4115	4115	0	0.00
		<b>TATA</b>	0	0	0	0.00
7	Haryana	<b>BSNL</b>	6678	6678	0	0.00
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
8	Himachal Pradesh	<b>BSNL</b>	17331	17352	21	0.12
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
9	Jammu & Kashmir	<b>BSNL</b>	6024	6181	157	2.61
10	Karnataka	<b>BSNL</b>	24720	27436	2716	10.99
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
11	Kerala	<b>BSNL</b>	1372	1372	0	0.00
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
12	Madhya Pradesh (Including Chattisgarh)	<b>BSNL</b>	70095	70120	25	0.04
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00

**Annexure 1.5 (contd.)**

<b>S. No.</b>	<b>Name of the Circle/Service Area</b>	<b>Service Provider</b>	<b>30<sup>th</sup> June 2010</b>	<b>30<sup>th</sup> September 2010</b>	<b>Net VPT added/ decreased during the QE Sept.'10</b>	<b>Percentage Growth/ Decline for the Q.E. 30.09.2010</b>
13	<b>Maharashtra (including Mumbai)</b>	<b>BSNL&amp; MTNL</b>	<b>39365</b>	<b>29388</b>	-9977	-25.34
		<b>Bharti</b>	<b>0</b>	<b>0</b>	0	0.00
		<b>TATA</b>	<b>2267</b>	<b>2267</b>	0	0.00
		<b>Reliance</b>	<b>0</b>	<b>0</b>	0	0.00
	Mumbai	<b>MTNL</b>	0	0	0	0.00
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
	Maharashtra Excluding Mumbai	<b>BSNL</b>	39365	29388	-9977	-25.34
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	2267	2267	0	0.00
14	North East	<b>BSNL</b>	10028	10123	95	0.95
15	Orissa	<b>BSNL</b>	43260	43281	21	0.05
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
16	Punjab	<b>BSNL</b>	12063	12063	0	0.00
		<b>Quadrant (formerly HFCL)</b>	150	134	-16	-10.67
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
17	Rajasthan	<b>BSNL</b>	38803	38819	16	0.04
		<b>Bharti</b>	0	0	0	0.00
		<b>Sistema Shyam</b>	3010	3010	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
18	<b>Tamil Nadu (including Chennai)</b>	<b>BSNL</b>	<b>15481</b>	<b>15481</b>	0	0.00
		<b>Bharti</b>	<b>0</b>	<b>0</b>	0	0.00
		<b>TATA</b>	<b>0</b>	<b>0</b>	0	0.00
		<b>Reliance</b>	<b>0</b>	<b>0</b>	0	0.00
	Chennai	<b>BSNL</b>	1655	1655	0	0.00
		<b>Reliance</b>	0	0	0	0.00
	Tamil Nadu (excluding Chennai)	<b>BSNL</b>	13826	13826	0	0.00
		<b>TATA</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>Bharti</b>	0	0	0	0.00

**Annexure 1.5 (contd.)**

<b>S. No.</b>	<b>Name of the Circle/Service Area</b>	<b>Service Provider</b>	<b>30<sup>th</sup> June 2010</b>	<b>30<sup>th</sup> September 2010</b>	<b>Net VPT added/ decreased during the QE Sept. '10</b>	<b>Percentage Growth/ Decline for the Q.E. 30.09.2010</b>
19	U P (East)	<b>BSNL</b>	74123	74123	0	0.00
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
20	UP (West) (incl. Uttaranchal)	<b>BSNL</b>	38470	38706	236	0.61
		<b>Reliance</b>	0	0	0	0.00
		<b>Bharti</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
21	<b>West Bengal (including Kolkata)</b>	<b>BSNL</b>	<b>34127</b>	<b>34564</b>	437	1.28
		<b>Bharti</b>	<b>0</b>	<b>0</b>	0	0.00
		<b>Reliance</b>	<b>0</b>	<b>0</b>	0	0.00
		<b>TATA</b>	<b>0</b>	<b>0</b>	0	0.00
	Kolkata	<b>BSNL</b>	567	567	0	0.00
		<b>Bharti</b>	0	0	0	0.00
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
	West Bengal (excluding Kolkata)	<b>BSNL</b>	33560	33997	437	1.30
		<b>Reliance</b>	0	0	0	0.00
		<b>TATA</b>	0	0	0	0.00
<b>Total</b>			<b>574,120</b>	<b>568,629</b>	<b>-5,491</b>	<b>0.96</b>

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

<b>S.No.</b>	<b>Name of the Service Provider</b>
1	Narmada Cyberzone Pvt Ltd
2	Swiftmail Communications Ltd.
3	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).
4	Pulse Telesystems Pvt. Ltd.
5	Nettlinx Ltd.
6	Chemical And Metallurgical Design Co. Ltd
7	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)
8	Quick Online Pvt. Ltd.
9	Hughes Communications India Ltd.
10	Value Healthcare Ltd.
11	NetMagic Solutions(P) Ltd.
12	Opto Network Pvt. Ltd.
13	Syscon Infoway Pvt Ltd
14	Sanchar Telenetwork Pvt Ltd
15	Power Grid Corporation of India Ltd.
16	Data Infosys Ltd.
17	ISP Services (India) Pvt. Ltd.
18	Chandra Net Pvt. Limited
19	Godrej Infotech Ltd.
20	Advanced Financial Services Pvt Ltd
21	Adya Tech One Services Pvt Ltd
22	Alliance Broadband Services Pvt. Ltd.
23	Atria Convergence Technologies Pvt. Ltd.*
24	Broadband Pacenet (I) Pvt. Ltd*
25	Cable Combine Communication Pvt. Ltd.
26	Honesty Net Solutions (I) Pvt Ltd*
27	IOL Netcom Limited*
28	M/s Bohra Pratisthan Pvt. Ltd*
29	Meghbela Cable & Broadband Servies (P) Ltd*

\* ISPs have not submitted report for the qtr.ending Sep'10



### 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 Sep-2010	Total Internet Connections as on Jun-2010	% Growth
1	Bharat Sanchar Nigam Ltd.	A	All India	3837079	6335220	10172299	9671180	5.18
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1457175	905070	2362245	2308706	2.32
3	Reliance Communications Infrastructure Limited	A	All India	1658482	171225	1829707	1317550	38.87
4	Bharti Airtel Ltd.	A	All India	3840	1378081	1381921	1350033	2.36
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	2806	330911	333717	323896	3.03
6	You Broadband & Cable India Private Limited	A	All India	56223	195479	251702	284926	-11.66
7	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	85572	146038	231610	274224	-15.54
8	Tikona Digital Networks Pvt Ltd	A	All India	1303	173647	174950	104653	67.17
9	Sify Technologies Ltd.*	A	All India	102711	60097	162808	162808	0.00
10	Data Infosys Ltd.	A	All India	104115	471	104586	104615	-0.03
11	Asianet Satellite Communications Ltd.	B	Kerala	15168	84741	99909	93598	6.74
12	HFCL Infotel Ltd.	B	Punjab Telecom Circle	2257	86319	88576	83807	5.69
13	Beam Telecom Pvt. Ltd.	B	Andhra Pardesh	13	82912	82925	64993	27.59
14	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	A	All India	18358	63906	82264	79669	3.26
15	Spectra Net Ltd(Punj Lloyd)	A	All India	27770	36947	64717	59174	9.37
16	Ortel Communication Ltd.	A	Orissa, West Bengal, Andhra Pradesh, Chattisgarh	0	47498	47498	40844	16.29

**Annexure 1.7 (contd.)**

<b>S. No.</b>	<b>Name of ISP</b>	<b>Category</b>	<b>Geographical Area of Operation</b>	<b>Narrowband Connection (&lt;256 Kbps)</b>	<b>Broadband Connections (&gt;256 Kbps)</b>	<b>Total Internet Connections as on Sep-2010</b>	<b>Total Internet Connections as on Jun-2010</b>	<b>% Growth</b>
17	D-Vois Broadband Private Limited*	A	All India/Karnataka	8481	36742	45223	45223	0.00
18	HCL Ininet Ltd.	A	All India	41225	725	41950	41827	0.29
19	Ankhnet Informations Pvt. Ltd*	B	Mumbai	31778	32	31810	31810	0.00
20	Syscon Infoway Pvt Ltd	B	Mumbai	1811	28493	30304	22757	33.16
21	Broadband Pacenet (I) Pvt. Ltd*	A	Mumbai	12445	9722	22167	22167	0.00
22	Alliance Broadband Services Pvt. Ltd.*	B	Kolkata	20660	1110	21770	21770	0.00
23	Vodafone Essar Gujarat Ltd.*	B	Gujarat	18001	0	18001	18001	0.00
24	Chandra Net Pvt. Limited	B	Ahmedabad, Gujarat	9370	8167	17537	15176	15.56
25	Shyam Internet Services Ltd	B	Rajasthan	14573	2601	17174	16927	1.46
26	Indusind Media & Communications Limited (In2cable (I) Ltd.)	A	All India	3780	9885	13665	13968	-2.17
27	Hughes Communications India Ltd.	A	All India	1211	10609	11820	11439	3.33
28	Tata Communications Limited	A	All India	3952	7564	11516	10786	6.77
29	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	6274	3946	10220	9600	6.46
30	IOL Netcom Limited*	B	Mumbai	0	9973	9973	9973	0.00
31	Meghbela Cable & Broadband Servies (P) Ltd*	B	Kolkata	4677	4796	9473	9473	0.00
32	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	14	8513	8527	7834	8.85
33	Honesty Net Solutions (I) Pvt Ltd*	B	Mumbai	2887	5532	8419	8419	0.00
34	Gujarat Telelink Pvt Ltd	B	Gujarat	1609	4692	6301	5459	15.42

**Annexure 1.7 (contd.)**

<b>S. No.</b>	<b>Name of ISP</b>	<b>Category</b>	<b>Geographical Area of Operation</b>	<b>Narrowband Connection (&lt;256 Kbps)</b>	<b>Broadband Connections (&gt;256 Kbps)</b>	<b>Total Internet Connections as on Sep-2010</b>	<b>Total Internet Connections as on Jun-2010</b>	<b>% Growth</b>
35	RailTel Corporation of India Ltd.*	A	All India	0	5996	5996	5996	0.00
36	Trikon Electronics Pvt. Ltd.	B	Mumbai	2083	2934	5017	4928	1.81
37	Spacenet Internet Services Pvt Ltd	B	Delhi	2427	2370	4797	4923	-2.56
38	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	116	3983	4099	4004	2.37
39	Swiftmail Communications Ltd.	A	All India	1535	2049	3584	3301	8.57
40	DEN Networks Ltd	A	All India	1392	1968	3360	4449	-24.48
41	Descon Ltd*	B&B	Kolkata & West Bengal Telecom Circle	3328	1	3329	3329	0.00
42	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)*	A	All India	3328	1	3329	3329	0.00
43	HCL Comnet Systems & Services Ltd.	A	All India	3147	0	3147	3147	0.00
44	Blazenet Ltd.*	B	Gujarat	30	2770	2800	2800	0.00
45	Kaizen Infonet Pvt Ltd	B&C	Gujarat Circle & Surat SSA	1475	1236	2711	2203	23.06
46	Geocity Network Solutions Pvt. Ltd.	B	Delhi	14	2350	2364	2275	3.91
47	Bhupati Hotels Ltd	B	Visakhapatnam	34	2249	2283	2528	-9.69
48	Narmada Cyberzone Pvt Ltd	C	Gujarat	2247	0	2247	2110	6.49
49	Nettlinx Ltd.	B	Andhra Pradesh	53	2191	2244	2361	-4.96
50	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	21	2183	2204	2055	7.25
51	Value Healthcare Ltd.	B	Mumbai	2056	21	2077	2070	0.34
52	Cable Combine Communication Pvt. Ltd.*	C	Siliguri SSA	88	1946	2034	2034	0.00
53	Star Broadband Services (I) Pvt Ltd	B	Delhi	98	1521	1619	1642	-1.40

**Annexure 1.7 (contd.)**

<b>S. No.</b>	<b>Name of ISP</b>	<b>Category</b>	<b>Geographical Area of Operation</b>	<b>Narrowband Connection (&lt;256 Kbps)</b>	<b>Broadband Connections (&gt;256 Kbps)</b>	<b>Total Internet Connections as on Sep-2010</b>	<b>Total Internet Connections as on Jun-2010</b>	<b>% Growth</b>
54	Dishnet Wireless Ltd	A	All India	21	1592	1613	1350	19.48
55	F/X Wireless Technology Services Pvt. Ltd.	B	Mumbai	459	1005	1464	1127	29.90
56	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	23	1425	1448	1416	2.26
57	CJM Consultancy Services Pvt. Ltd.	B	Delhi	7	1370	1377	1367	0.73
58	IKF Technologies Ltd*	A	All India	697	609	1306	5	26020.00
59	Cordia LT Communications Pvt Ltd	A	All India	241	983	1224	1169	4.70
60	Digital2Virtual ISP Pvt. Ltd.*	B	Gujarat	505	525	1030	1030	0.00
61	ERNET India	A	All India	428	601	1029	1061	-3.02
62	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	948	29	977	943	3.61
63	NetMagic Solutions(P) Ltd.	A	All India	0	936	936	899	4.12
64	Speed Online.net Pvt. Ltd.	C	Rajkot	646	238	884	888	-0.45
65	Intermedia Cable Communication Pvt Ltd	C	Pune/Nasik	669	201	870	3189	-72.72
66	North East Dataa Network Pvt Ltd	B	Karnataka	9	712	721	725	-0.55
67	Pioneer eLabs Ltd *	B	Andhra Pradesh	611	108	719	719	0.00
68	Yashash Cable Network Pvt Ltd	C	Mysore SSA	28	690	718	628	14.33
69	Bhiwani Communications Pvt. Ltd.	C	Rohtak	526	155	681	666	2.25
70	Ishan Netsol Pvt Ltd	B	Gujarat	166	445	611	885	-30.96
71	Amber Online Services Ltd.	B	Andhra Pradesh	566	4	570	858	-33.57
72	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	520	33	553	584	-5.31
73	S.S.Netcom Pvt Ltd*	B	North East Circle	22	498	520	520	0.00

**Annexure 1.7 (contd.)**

<b>S. No.</b>	<b>Name of ISP</b>	<b>Category</b>	<b>Geographical Area of Operation</b>	<b>Narrowband Connection (&lt;256 Kbps)</b>	<b>Broadband Connections (&gt;256 Kbps)</b>	<b>Total Internet Connections as on Sep-2010</b>	<b>Total Internet Connections as on Jun-2010</b>	<b>% Growth</b>
74	Trak Online Net India Pvt.Ltd	A	All India	11	496	507	499	1.60
75	Astro Network India Pvt. Ltd.	A	All India	261	219	480	509	-5.70
76	Software Technology Park of India(STPI)*	A	All India	45	420	465	465	0.00
77	CJ Online Pvt. Ltd.	C	Ghaziabad	79	367	446	397	12.34
78	World Phone Internet Services Pvt Ltd*	A	All India	0	345	345	345	0.00
79	delDSL Internet Pvt Ltd	C	Delhi & Gurgaon	16	319	335	293	14.33
80	Sab Industires Ltd. (Sab Infotech)	B,C	Punjab, Karnal, Ambala, Hisar	236	76	312	340	-8.24
81	Rida Communication Pvt. Ltd.	C	Aligarh SSA	7	280	287	286	0.35
82	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	269	10	279	841	-66.83
83	M/s Bohra Pratisthan Pvt. Ltd*	C	Udaipur SSA	198	75	273	273	0.00
84	Pacific Internet India Pvt. Ltd.	A	All India	0	272	272	268	1.49
85	Wire and Wireless India Ltd.	A	Across India	21	250	271	271	0.00
86	Micky Online Pvt Ltd	C	Moradabad	260	0	260	265	-1.89
87	Khetan Cable Network (P) Ltd	C	Indore SSA	231	20	251	234	7.26
88	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	16	233	249	439	-43.28
89	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	127	112	239	278	-14.03
90	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	233	0	233	265	-12.08
91	City Online Services Ltd*	B	Andhra Pradesh & Karnataka	63	157	220	220	0.00

**Annexure 1.7 (contd.)**

<b>S. No.</b>	<b>Name of ISP</b>	<b>Category</b>	<b>Geographical Area of Operation</b>	<b>Narrowband Connection (&lt;256 Kbps)</b>	<b>Broadband Connections (&gt;256 Kbps)</b>	<b>Total Internet Connections as on Sep-2010</b>	<b>Total Internet Connections as on Jun-2010</b>	<b>% Growth</b>
92	Atria Convergence Technologies Pvt. Ltd.*	B	Karnataka	55	147	202	202	0.00
93	Vainavi Industries Ltd*	B	Andhra Pradesh	200	0	200	200	0.00
94	Rainbow Communications (India) Pvt Ltd*	C	Salem SSA	195	2	197	197	0.00
95	Primenet Global Ltd.	A	All India	45	150	195	211	-7.58
96	Mynet Services India Pvt. Ltd.	C	Tamil Nadu SSA	26	149	175	154	13.64
97	Sanyog Networks Pvt Ltd*	C	Tripura SSA	166	1	167	167	0.00
98	Nihar Internet Services (P) Ltd	C	Ghaziabad -SSA	70	90	160	134	19.40
99	Dreamzcraft Info Solutions Pvt Ltd*	C	Dehradun SSA	141	17	158	158	0.00
100	Netcom Online Solutions India Pvt Ltd	B	Tamil Nadu	55	96	151	165	-8.48
101	Readylink Internet Services Pvt Ltd	B	ROTN	18	130	148	142	4.23
102	Adya Tech One Services Pvt Ltd*	C	Ghaziabad SSA	66	70	136	136	0.00
103	Verizon Communications India Pvt. Ltd. (Worldcom Communications* )	A	All India	0	127	127	127	0.00
104	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	1	107	108	106	1.89
105	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	91	12	103	102	0.98
106	Nelco Ltd.	A	All India	65	35	100	150	-33.33
107	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).	A	All India	1	96	97	112	-13.39
108	iCAN Solutions Private Limited*	B	Mumbai	32	63	95	95	0.00
109	Oasis Cable Pvt Ltd*	C	Haridwar SSA	77	16	93	93	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 Sep-2010	Total Internet Connections as on Jun-2010	% Growth
110	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)*	A	Chennai	2	86	88	88	0.00
111	Aeroway Networks Pvt Ltd	C	Mysore SSA	84	0	84	98	-14.29
112	Tarang Communications Pvt. Ltd.*	C	Guwahati SSA	1	82	83	83	0.00
113	Eronet Broadband Service India Pvt. Ltd.*	C	Erode	11	69	80	80	0.00
114	BT Global Communications India Pvt. Ltd(i2i Enterprise Ltd.)	A	All India	0	69	69	24	187.50
115	Essel Shyam Communications Limited*	A	All India	58	9	67	67	0.00
116	Fast Lynx Internet Service Pvt Ltd	B	Punjab	67	0	67	39	71.79
117	Harisree Cable Net Pvt. Ltd.	C	Kannur SSA	8	53	61	57	7.02
118	Guj Info Petro Ltd. (GIPL)	A	Gujarat	5	55	60	64	-6.25
119	Limras Eronet Broadband Service Pvt Ltd*	A	Tamil Nadu SSA	53	5	58	58	0.00
120	RS Broadband Service India Pvt Ltd	B	Tamil Nadu SSA	41	15	56	607	-90.77
121	Ice Network Pvt. Ltd.*	B	Bangalore	38	16	54	54	0.00
122	ISP Services (India) Pvt. Ltd.	C	Trichy	31	22	53	66	-19.70
123	Reach Network India Pvt. Ltd.	A	All India	7	42	49	49	0.00
124	Konark Infocomm Pvt Ltd *	C	Ghaziabad SSA	41	1	42	<b>42</b>	0.00
125	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	0	36	36	14	157.14
126	Chemical And Metallurgical Design Co. Ltd	B	Delhi	0	28	28	30	-6.67

**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 Sep-2010	Total Internet Connections as on Jun-2010	% Growth
127	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	0	20	20	18	11.11
128	Kelnet Communication Services Pvt. Ltd*	C	Trivandrum	10	8	18	18	0.00
129	STN Communication & Advertising Pvt Ltd.	C	Guwahati	1	16	17	57	-70.18
130	AT&T Global Network Services India Private Limited	A	All India	0	15	15	11	36.36
131	Power Grid Corporation of India Ltd.	A	All India	0	14	14	14	0.00
132	Nextgen Communications Ltd(RPG Infotech Ltd).*	A	All India	5	7	12	12	0.00
133	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	0	9	9	9	0.00
134	Virtela India Pvt. Ltd.	B	Mumbai, Bangalore	0	9	9	9	0.00
135	Godrej Infotech Ltd.	B	Mumbai	5	4	9	9	0.00
136	ABT Ltd.	C	Coimbatore SSA	0	5	5	5	0.00
137	Tatanet Services Ltd	A	All India	0	5	5	3	66.67
138	My Own Infotech Pvt. Ltd*	C	Surat SSA	5	0	5	5	0.00
139	Vishwashakti Technologies Pvt Ltd*	B	Hyderabad	0	5	5	5	0.00
140	Opto Network Pvt. Ltd.	A	All India	0	4	4	4	0.00
141	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	4	0	4	4	0.00
142	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	1	2	3	3	0.00
143	National Stock Exchange of India Ltd	A	ALL INDIA	0	3	3	3	0.00
144	Manipal Ecommerce Ltd.	B	Karnataka	1	1	2	2	0.00
145	Compucom (I) Pvt. Ltd.	C	Jaipur	0	2	2	2	0.00
146	Phonic Net Pvt Ltd*	B	Mumbai	2	0	2	2	0.00
147	Tata Internet Services Ltd.*	A	All India	2	0	2	2	0.00



**Annexure 1.7 (contd.)**

<b>S. No.</b>	<b>Name of ISP</b>	<b>Category</b>	<b>Geographical Area of Operation</b>	<b>Narrowband Connection (&lt;256 Kbps)</b>	<b>Broadband Connections (&gt;256 Kbps)</b>	<b>Total Internet Connections as on Sep-2010</b>	<b>Total Internet Connections as on Jun-2010</b>	<b>% Growth</b>
148	L&T Finance Ltd.(L&T Netcom Ltd.)*	A	All India	0	1	1	1	0.00
149	Karuturi Global Ltd (Mar)*	B	Karnataka	0	1	1	1	0.00
150	Virgo Global Media Ltd (Online Media Solutions Ltd)*	B	Andhra Pradesh	1	0	1	1	0.00
151	Kerala State Electronics Development Corp Ltd.(Keltron)*	C	Thiruvananthapuram	0	0	0	0	0.00
152	Vcare Call Centre India Pvt. Ltd.			0	0	0		0.00
153	GTL Ltd.	A	All India	0	0	0	0	0.00
154	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	0	0	0	0	0.00
155	Equant Network Services India Pvt. Ltd.	A	All India	0	0	0	0	0.00
156	Reliance Wimax Limited (Gateway Systems (I) Ltd)	A	All India	0	0	0	0	0.00
157	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
158	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
159	S tel Pvt. Ltd.	A	All India	0	0	0	0	0.00
160	Infotel Broadband Services Pvt Ltd	A	All India	0	0	0	1	0.00
161	Eastern Teleservices Pvt Ltd	C	Jamshedpur SSA	0	0	0	0	0.00
162	Apna Telelink Ltd.	C	Jalandhar	0	0	0	0	0.00
163	Advanced Financial Services Pvt Ltd	B	Hyderabad, Andhra Pradesh	0	0	0	0	0.00
164	Global One India Pvt Ltd*	A	All India		0	0	0	0.00
165	S&A Internet Services Private Limited*	A	All India		0	0	0	0.00
166	Space Online Ltd*	B	Gujarat	0	0	0	0	0.00
167	Swastik Netvision Telecom P.Ltd*	B	Gujarat	0	0	0	0	0.00
	<b>Total</b>			<b>7590045</b>	<b>10305270</b>	<b>17895315</b>	<b>16720800</b>	<b>7.02</b>

\* ISP's have not submitted the report for the quarter September 2010

**Annexure 1.8: Service Area wise PMRTS subscriber Base**

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			30.06.10	30.09.10
1	Delhi(Faridabad/ Gurgaon)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1372	1440
		Procall(Delhi)	4973	4928
		Procall (Faridabad)	216	224
		Procall (Gurgaon)	1115	1013
		<b>Total</b>	<b>7676</b>	<b>7605</b>
2	Mumbai(Navi Mumbai/Vashi)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3412	3517
		Smartalk (Mumbai)	791	755
		Smartalk (Vashi)	782	788
		Bhilwara Telenet(Mumbai)	1346	1320
		<b>Total</b>	<b>6331</b>	<b>6380</b>
3	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1362	1370
		<b>Total</b>	<b>1362</b>	<b>1370</b>
4	TN(Chennai)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3276	3378
		Quick Calls	1037	921
		<b>Total</b>	<b>4313</b>	<b>4299</b>
5	Karnataka (Bangalore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4177	4327
		Quick Calls	1062	1114
		*India Satcom	0	0
		<b>Total</b>	<b>5239</b>	<b>5441</b>
6	Andhra Pradesh (Vishakhapatnam)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2032	2063
		<b>Total</b>	<b>2032</b>	<b>2063</b>
7	Madhya Pradesh (Indore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	648	606
		<b>Total</b>	<b>648</b>	<b>606</b>
8	Jaipur	Procall	438	396
		<b>Total</b>	<b>438</b>	<b>396</b>

**Annexure 1.8 (Contd.)**

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			30.06.10	30.09.10
9	Gujrat(Ahmedabad/Surat/Baroda/ Bharuch)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2434	2455
		<b>Total</b>	<b>2434</b>	<b>2455</b>
10	Pune	Smartalk	905	943
		<b>Total</b>	<b>905</b>	<b>943</b>
11	Hyderabad	Quick Calls	1144	1258
		<b>Total</b>	<b>1144</b>	<b>1258</b>
<b>Grand Total</b>			<b>32522</b>	<b>32816</b>

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

## Annexure 2.1: GSM Full Mobility Service – Service Area wise Statistics

### Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber	O/G MOU /subs	I/C MOU /subs	Total MOU/ sub.
AP	97.2%	123	48	175	189	365
Karnataka	96.1%	118	107	181	176	357
MH	95.3%	117	39	183	174	357
TN (incl. Chennai)	95.8%	114	97	175	189	364
Gujarat	94.9%	112	44	169	158	327

### Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
Kerala	96.7%	126	53	169	207	376
Punjab	94.4%	118	53	230	235	465
Rajasthan	98.4%	99	26	158	171	328
MP	98.2%	97	25	152	159	311
UP(E)	99.0%	95	18	154	217	371
UP(W)	98.3%	91	20	161	181	342
Haryana	98.4%	84	31	180	173	353
WB	99.4%	81	10	138	180	317

### Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
J&K	85.9%	146	4	353	308	661
NE	95.4%	131	65	213	204	417
Assam	95.2%	126	32	231	261	492
HP	98.2%	100	28	272	241	513
Orissa	99.1%	90	18	182	227	408
Bihar	99.7%	88	15	149	222	371

### Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
Delhi	88.9%	163	66	240	208	447
Mumbai	89.5%	135	41	197	158	355
Kolkata	95.0%	96	33	169	172	341

## Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics

### Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
MH	95%	66	17	126	128	255
Gujarat	92%	74	33	116	122	238
TN	93%	79	18	99	112	210
Karnataka	92%	88	9	117	125	243
AP	93%	86	15	146	147	293

### Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
WB	99%	48	4	153	143	297
Rajasthan	97%	53	11	131	134	265
UP(E)	98%	55	9	152	255	407
MP	97%	56	7	157	148	305
Kerala	94%	68	7	86	100	187
UP(W)	97%	58	11	140	150	289
Haryana	93%	61	12	134	126	259
Punjab	90%	71	10	148	117	265

### Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Orissa	95%	63	4	170	162	332
Bihar	98%	63	6	170	186	356
HP	92%	78	5	120	127	247
J& K	48%	199	0	412	228	640
North East	81%	196	25	171	95	266
Assam	65%	249	7	160	88	248

### Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Kolkata	94%	74	7	117	113	230
Delhi	91%	92	29	161	147	308
Mumbai	89%	112	25	128	130	258

### Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Services

Name of Service Area	Name of Service Provider	Network Related Parameters								Customer Service Quality Parameters								
		Network Availability		Connection Establishment (Accessibility)		Connection Maintenance (Retainability)			POI	Metering and Billing			Response time to the customer for assistance		Termination / closure of service			
		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)	TOH Congestion (%/age)	Call Drop Rate (%/age)	Worst affected calls having more than 3% TOH 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 inton 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
		<b>Benchmark</b>																
		≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	Within 1 week of resolution of	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
AP	Aircel	0.02%	0.00%	99.40%	0.03%	0.04%	0.41%	2.61%	97.82%	0	0.24%	0.06%	100%	100%	100%	94.80%	99.14%	100%
	Airtel	0.01%	0.07%	99.67%	0.12%	0.20%	0.54%	1.14%	99.15%	0	0.03%	0.00%	100%	100%	100%	95.70%	100%	100%
	BSNL	0.79%	0.00%	95.54%	0.29%	0.88%	1.28%	3.81%	98.33%	0	0.10%	0.00%	100%	100%	98.00%	85.00%	100%	100%
	Etisalat	0.76%	3.90%	99.06%	0.02%	0.01%	0.31%	0.07%	98.77%	0	NA	0.00%	NA	NA	98.46%	99.11%	NA	NA
	Idea	0.01%	0.00%	99.95%	0.22%	0.34%	0.80%	5.06%	95.97%	0	0.03%	0.01%	100%	100%	100%	96.63%	100%	100%
	RCOM - CDMA	0.08%	0.02%	99.50%	0.00%	0.05%	0.58%	2.15%	98.81%	0	0.06%	0.02%	100%	100%	100%	89.00%	100%	100%
	RCOM - GSM	0.09%	0.02%	99.60%	0.07%	0.09%	0.43%	2.54%	98.59%	0	0.06%	0.04%	100%	100%	100%	90.00%	100%	100%
	Sistema	NA	NA	NA	NA	NA	NA	NA	NA	1	NA	0.12%	100%	100%	98%	90.48%	NA	NA
	TTSL CDMA	0.02%	0.00%	99.82%	0.00%	0.02%	0.22%	0.29%	99.65%	0	0.01%	0.03%	100%	100%	98%	95.51%	100%	96%
	TTSL GSM	0.04%	0.01%	99.70%	0.03%	0.07%	0.98%	4.35%	96.96%	0	0.02%	0.001%	100%	100%	100%	73.28%	100%	NA
	Uninor	0.06%	0.05%	99.43%	0.09%	0.04%	0.42%	3.65%	98.53%	1	NA	0.15%	100%	NA	87.48%	97.87%	NA	NA
	Videocon	0.23%	0.00%	97.84%	0.00%	0.00%	1.09%	0.00%	99.18%	0	NA	0.0%	NA	NA	100%	100.00%	NA	NA
	Vodafone	0.02%	0.02%	99.43%	0.09%	0.23%	0.69%	4.74%	98.56%	0	0.09%	0.022%	100%	100%	100%	88.33%	100%	100%
	ASM	Airtel	0.34%	0.71%	98.19%	0.30%	1.42%	1.71%	2.17%	98.06%	0	0.02%	0.00%	100%	100%	100%	83.50%	100.0%
BSNL		1.23%	4.17%	96.73%	0.97%	1.90%	2.00%	5.03%	96.00%	0	0.00%	0.00%	100%	100%	100.00%	96.28%	100%	100%
Dishnet		0.78%	5.86%	96.29%	1.44%	1.85%	1.75%	14.91%	90.05%	0	0.06%	0.00%	100%	100%	100%	94.87%	100%	100%
Idea		0.36%	0.13%	99.24%	0.51%	0.45%	1.26%	4.18%	96.99%	0	0.07%	0.44%	100%	100%	96%	91.80%	54%	NA
LOOP Telecom		0.27%	0.00%	99.96%	0.05%	0.00%	0.00%	0.00%	100.00%	0	NA	NA	NA	NA	NA	NA	NA	NA
RTL		0.10%	0.22%	98.17%	0.74%	0.84%	0.85%	2.57%	95.70%	0	0.04%	0.02%	100%	100%	67%	92.74%	100%	100%
STel		1.04%	1.72%	97.66%	0.06%	0.16%	0.47%	4.82%	96.00%	0	NA	0.03%	100%	100%	99%	95.00%	NA	NA
TTSL CDMA		0.18%	0.13%	99.46%	0.00%	0.04%	0.50%	0.34%	99.78%	0	0.02%	0.17%	100%	100%	98%	94.83%	100%	96%
Vodafone		0.21%	0.59%	98.62%	0.05%	0.18%	1.28%	2.87%	97.44%	0	0.06%	0.025%	100%	100%	100%	97.89%	85%	100%

### Annexure 4.1 (Contd.)

21	BR	Airtel	0.14%	0.76%	97.26%	0.83%	1.72%	1.84%	3.47%	96.51%	1	0.01%	0.00%	100%	100%	98%	88.10%	100%	100%
22		BSNL	1.26%	1.85%	96.97%	0.51%	1.22%	1.78%	4.86%	96.85%	2	0.07%	0.05%	100%	100%	100.00%	94.15%	100%	100%
23		Dishnet	0.65%	4.28%	97.92%	0.23%	1.36%	1.86%	17.76%	94.20%	2	0.00%	0.14%	100%	100%	100%	40.14%	100%	100%
24		Etisalat	13.13%	34.77%	99.16%	0.59%	0.00%	0.28%	0.51%	99.17%	0	NA	0.58%	100%	NA	99.21%	99.31%	NA	NA
25		Idea	1.35%	1.59%	99.68%	0.84%	1.80%	1.56%	3.82%	95.72%	0	0.07%	0.00%	100%	100%	99%	96.96%	100%	100%
26		RCOM - CDMA	0.68%	1.27%	99.46%	0.00%	1.13%	0.97%	0.43%	96.30%	0	0.07%	0.06%	100%	100%	95%	73.00%	100%	100%
27		RTL	0.26%	1.32%	98.01%	0.72%	1.20%	1.18%	2.16%	95.91%	0	0.09%	0.05%	100%	100%	61%	99.61%	100%	100%
28		Sistema	1.86%	1.84%	99.23%	0.00%	0.23%	0.30%	1.47%	99.41%	0	NA	0.01%	100%	100%	100%	91.00%	NA	NA
29		STel	2.03%	2.10%	98.61%	0.52%	1.00%	0.56%	5.42%	97.12%	3	NA	0.06%	100%	100%	91%	95.00%	NA	NA
30		TTSL CDMA	0.11%	0.16%	99.62%	0.00%	0.03%	0.57%	0.08%	99.61%	0	0.04%	0.04%	100%	100%	99%	96.10%	100%	96%
	TTSL GSM	0.12%	0.28%	97.34%	0.18%	0.46%	0.91%	0.80%	98.33%	0	0.01%	0.001%	100%	100%	98%	62.51%	100.0%	NA	
31	Uninor	1.51%	0.38%	98.49%	0.14%	0.10%	1.56%	4.29%	95.47%	9	NA	0.28%	100%	NA	74.32%	66.83%	NA	NA	
32	Videoccon	0.25%	0.00%	99.06%	0.01%	0.00%	0.91%	1.39%	98.84%	0	NA	0.0%	NA	NA	100%	100.00%	NA	NA	
33	Vodafone	0.38%	1.53%	95.89%	1.14%	2.58%	1.32%	6.11%	96.06%	0	0.02%	0.009%	100%	100%	100%	96.80%	100%	100%	
34	Airtel	0.18%	0.12%	98.23%	0.33%	0.22%	0.42%	0.29%	97.61%	0	0.57%	0.02%	100%	100%	100%	72.70%	100%	100%	
35	Airtel	0.08%	0.00%	99.23%	0.11%	0.11%	0.57%	0.38%	98.61%	0	0.04%	0.07%	100%	100%	Included in TN		100%	100%	
36	BSNL	0.20%	0.40%	100.00%	0.23%	0.43%	0.77%	2.10%	100.00%	0	0.00%	0.10%	100%	100%	95.00%	97.50%	100%	100%	
37	CHN	RCOM - CDMA	0.14%	0.00%	99.56%	0.00%	0.15%	0.68%	1.28%	98.95%	0	0.04%	0.02%	100%	100%	100%	91.00%	100%	100%
		RCOM - GSM	0.11%	0.00%	99.65%	0.06%	0.30%	0.44%	1.01%	98.95%	0	NR	NR	NR	NR	NR	NR	NR	NR
		TTSL CDMA	0.02%	0.00%	99.63%	0.00%	0.02%	0.21%	0.00%	99.64%	0	0.01%	0.06%	100%	100%	NA	NA	NA	NA
38		TTSL GSM	0.08%	0.10%	99.15%	0.07%	0.05%	0.46%	0.99%	98.57%	0	0.00%	0.002%	100%	100%	98%	70.90%	100%	NA
39	Vodafone	0.08%	0.38%	99.71%	0.07%	0.07%	0.58%	1.18%	98.98%	0	0.02%	0.056%	100%	100%	100%	91.72%	100%	100%	
40	Airtel	0.09%	0.21%	97.27%	0.07%	0.19%	1.15%	4.65%	96.96%	0	0.19%	0.10%	100%	100%	100%	86.58%	100%	100%	
41	Airtel	0.01%	0.00%	99.88%	0.05%	0.05%	0.60%	0.87%	99.12%	0	0.06%	0.08%	100%	100%	100%	88.10%	100%	100%	
42	Etisalat	7.15%	23.11%	98.00%	0.20%	0.05%	2.33%	0.84%	98.19%	0	NA	0.09%	100%	NA	98.37%	99.06%	NA	NA	
43	Idea	0.05%	0.04%	99.79%	0.12%	0.77%	0.84%	2.35%	98.04%	0	0.05%	0.01%	100%	100%	98%	95.54%	100%	100%	
44	DL	MTNL	0.01%	0.05%	96.47%	0.26%	0.03%	1.40%	4.79%	98.00%	0	0.05%	0.02%	100%	100%	99.80%	98.86%	100%	100%
		RCOM - CDMA	0.21%	0.00%	99.00%	0.00%	0.54%	0.89%	2.67%	98.66%	0	0.07%	0.03%	100%	100%	100%	93.00%	100%	100%
45		RCOM - GSM	0.40%	0.83%	99.59%	0.21%	0.51%	0.47%	0.67%	98.34%	0	0.09%	0.05%	100%	100%	92%	91.00%	100%	100%
46	Sistema	0.20%	0.00%	98.91%	0.00%	0.00%	0.27%	1.84%	98.91%	0	NA	0.41%	100%	100%	100%	90.50%	100%	100%	
47	TTSL CDMA	0.02%	0.00%	99.77%	0.00%	0.02%	0.39%	0.17%	99.60%	0	0.24%	0.05%	100%	100%	98%	89.62%	100%	93%	
48	Vodafone	0.03%	NA	99.14%	0.25%	0.63%	1.19%	4.64%	98.09%	0	0.02%	0.005%	100%	100%	100%	95.47%	100%	100%	
49	Airtel	Circle is working on ICR and Radio KPIs submitted by Airtel partner (Tata Teleservice) is applicable for Airtel also.									1	0.00%	0.31%	100%	100%	100%	80.44%	NA	NA
50	Airtel	0.04%	0.13%	98.97%	0.17%	0.40%	0.82%	0.84%	99.19%	0	0.01%	0.01%	100%	100%	99%	67.70%	100%	100%	
51	BSNL	0.63%	1.86%	97.17%	0.41%	1.23%	1.50%	4.27%	98.00%	0	0.04%	0.02%	100%	100%	99.00%	91.00%	100%	100%	
52	Etisalat	0.16%	0.00%	99.00%	0.45%	0.00%	1.72%	0.87%	98.59%	0	NA	0.16%	100%	100%	99.03%	99.17%	NA	NA	
53	Idea	0.06%	0.06%	99.25%	0.43%	0.29%	1.52%	13.95%	95.92%	0	0.05%	0.02%	100%	100%	99%	92.65%	100%	100%	
54	GJ	RCOM - CDMA	0.13%	0.14%	99.58%	0.00%	0.09%	0.51%	0.45%	98.99%	0	0.04%	0.04%	100%	100%	100%	90.00%	100%	100%
		RCOM - GSM	0.11%	0.13%	99.59%	0.06%	0.30%	0.37%	1.80%	98.67%	0	0.07%	0.04%	100%	100%	97%	92.00%	100%	100%
		TTSL CDMA	0.00%	0.00%	99.63%	0.00%	0.01%	0.47%	0.39%	99.57%	0	0.03%	0.06%	100%	100%	99%	93.92%	100%	95%
55	TTSL GSM	0.07%	0.14%	99.13%	0.11%	0.07%	0.78%	4.87%	98.15%	0	0.22%	0.003%	100%	100%	99%	90.89%	100.0%	NA	
56	Uninor	0.16%	0.30%	98.49%	0.01%	0.04%	1.24%	3.45%	97.49%	3	NA	0.24%	100%	NA	82.57%	65.61%	NA	NA	
57	Videoccon	0.13%	0.53%	97.53%	0.05%	0.53%	0.87%	5.00%	97.33%	0	NA	0.1%	100%	100%	100%	93.00%	NA	NA	
58	Vodafone	0.06%	0.22%	99.28%	0.20%	0.22%	1.01%	2.62%	97.73%	0	0.05%	0.006%	100%	100%	100%	97.41%	100%	100%	

## Annexure 4.1 (Contd.)

59	HP	Airtel	0.07%	0.06%	99.07%	0.12%	0.20%	1.00%	3.69%	98.55%	0	0.01%	0.00%	100%	100%	100%	90.50%	100%	100%
60		BSNL	1.94%	1.90%	95.30%	0.80%	1.80%	1.90%	4.88%	95.60%	4	0.10%	0.10%	99%	100%	100.00%	91.00%	100%	100%
61		Dishnet	0.08%	0.00%	97.21%	0.20%	2.28%	2.36%	31.46%	92.23%	1	0.09%	0.31%	100%	100%	100%	84.82%	100%	100%
62		Idea	0.05%	0.00%	98.77%	0.42%	0.55%	1.76%	15.90%	96.40%	0	0.00%	0.01%	100%	100%	99%	97.33%	100%	100%
63		RCOM - CDMA	0.30%	0.37%	99.83%	0.00%	0.19%	0.84%	1.39%	98.95%	0	0.09%	0.05%	100%	100%	100%	96.00%	100%	100%
64		RTL	0.18%	0.96%	98.37%	0.46%	0.57%	1.04%	2.39%	96.22%	0	0.08%	0.03%	100%	100%	80%	90.60%	100%	100%
65		STel	0.93%	2.07%	97.47%	0.19%	0.14%	0.75%	5.70%	96.42%	0	NA	0.04%	100%	100%	96%	95.00%	NA	NA
66		TTSL CDMA	0.00%	0.00%	99.43%	0.00%	0.11%	0.32%	0.74%	99.54%	0	0.12%	0.04%	100%	100%	98%	93.64%	100%	94%
67		Videcon	1.24%	0.00%	98.19%	0.25%	0.00%	1.06%	0.00%	98.94%	0	NA	0.0%	100%	100%	99%	100.00%	NA	NA
68	Vodafone	0.01%	0.00%	99.62%	0.04%	0.16%	1.63%	1.14%	97.26%	0	0.03%	0.006%	100%	100%	100%	97.99%	100%	100%	
69	HR	Airtel	Circle is working on ICR and Radio KPIs submitted by Airtel partner (Tata Teleservice) is applicable for Airtel also.								0	NA	0.08%	100%	100%	100%	87.17%	NA	NA
70		Airtel	0.10%	0.09%	99.30%	0.12%	0.23%	0.58%	0.81%	98.69%	0	0.02%	0.01%	100%	100%	100%	93.60%	100%	100%
71		BSNL	1.53%	1.90%	95.54%	0.70%	1.38%	1.94%	4.37%	96.07%	0	0.05%	0.02%	100%	NA	100.00%	90.00%	NA	NA
72		Etisalat	2.31%	21.71%	98.60%	0.02%	0.01%	2.06%	0.12%	97.93%	0	NA	0.06%	100%	NA	98.94%	99.28%	NA	NA
73		Idea	0.09%	0.10%	99.94%	0.24%	0.88%	1.03%	4.78%	96.88%	0	0.05%	0.01%	100%	100%	99%	87.39%	100%	100%
74		LOOP Telecom	0.00%	0.00%	98.05%	0.02%	0.00%	0.00%	0.00%	97.50%	0	NA	0%	NA	NA	100%	100.00%	-	NA
75		RCOM - CDMA	0.44%	0.12%	99.29%	0.00%	0.37%	0.89%	0.60%	98.05%	0	0.08%	0.04%	100%	100%	100%	89.00%	100%	100%
75		RCOM - GSM	0.28%	0.12%	99.52%	0.23%	0.17%	0.47%	3.15%	98.78%	0	0.07%	0.05%	100%	100%	100%	87.00%	100%	100%
76		Sistema	0.14%	0.00%	98.62%	0.00%	0.00%	0.81%	3.78%	99.30%	0	NA	0.43%	100%	100%	96%	94.95%	100%	100%
77		TTSL CDMA	0.01%	0.00%	99.72%	0.00%	0.02%	0.43%	0.31%	99.58%	0	0.05%	0.02%	100%	100%	98%	91.42%	100%	94%
77	TTSL GSM	0.03%	0.00%	99.30%	0.00%	0.03%	1.20%	4.57%	96.00%	0	0.04%	0.003%	100%	100%	100%	87.72%	100%	NA	
78	Videcon	0.14%	0.26%	97.75%	0.05%	0.14%	0.76%	6.49%	98.46%	0	NA	0.0%	100%	100%	98%	100.00%	NA	NA	
79	Vodafone	0.06%	0.20%	98.72%	0.29%	0.64%	1.26%	4.15%	96.76%	0	0.02%	0.007%	100%	100%	100%	98.65%	100%	100%	
80	J&K	Airtel	0.15%	0.48%	99.05%	0.11%	0.09%	0.87%	1.39%	98.53%	0	0.02%	0.03%	100%	100%	88%	77.60%	100%	100%
81		BSNL	1.89%	1.90%	98.00%	0.90%	1.90%	2.00%	4.83%	98.00%	0	0.01%	0.06%	92%	100%	100.00%	91.00%	100%	100%
82		Dishnet	0.20%	1.11%	93.65%	2.47%	4.30%	2.34%	19.11%	91.74%	3	0.00%	0.04%	100%	100%	100%	88.30%	100%	100%
84		Idea	0.22%	1.23%	98.54%	0.17%	0.53%	1.65%	11.28%	97.15%	0	0.01%	0.01%	100%	100%	92%	92.33%	100%	95%
84		RCOM - GSM	0.35%	0.95%	99.42%	0.14%	0.54%	0.43%	2.16%	98.04%	0	0.02%	0.04%	100%	100%	NR	91.00%	100%	100%
85		TTSL CDMA	0.04%	0.13%	99.41%	0.00%	0.03%	0.61%	0.43%	99.26%	0	0.03%	0.09%	100%	100%	97%	90.36%	100%	95%
86		Vodafone	0.00%	0.00%	97.98%	0.49%	1.27%	1.48%	3.01%	97.90%	0	0.04%	0.024%	100%	100%	100%	96.57%	100%	100%
87	KOL	Airtel	0.10%	0.19%	99.55%	0.05%	0.09%	0.72%	0.18%	98.72%	0	0.02%	0.03%	100%	100%	Included in WB		100%	100%
88		BSNL	1.35%	7.39%	99.19%	0.64%	1.71%	0.89%	5.55%	99.71%	5	0.00%	0.20%	100%	100%	95.00%	88.90%	100%	100%
89		Dishnet	0.04%	0.00%	97.62%	0.07%	0.32%	1.05%	7.33%	97.65%	3	0.52%	0.41%	100%	100%	100%	92.44%	100%	100%
90		Idea	0.05%	0.22%	96.83%	0.08%	0.14%	0.57%	3.24%	98.49%	0	0.50%	0.02%	100%	100%	98%	94.50%	71%	NA
91		LOOP Telecom	0.04%	0.40%	99.75%	0.25%	0.00%	0.30%	0.00%	99.90%	0	NA	0%	NA	NA	100%	100.00%	NA	NA
92		RCOM - CDMA	0.10%	0.00%	99.71%	0.00%	0.22%	0.61%	1.15%	98.59%	0	0.06%	0.06%	100%	100%	96%	93.00%	100%	100%
93		RTL	0.01%	0.00%	99.27%	0.18%	0.15%	0.82%	1.56%	97.14%	0	0.08%	0.03%	100%	100%	87%	63.28%	100%	100%
94		Sistema	0.06%	0.00%	98.13%	0.00%	0.22%	1.18%	1.53%	99.93%	0	NA	0.08%	100%	100%	100%	93.38%	NA	NA
95		TTSL CDMA	0.03%	0.00%	99.67%	0.00%	0.02%	0.52%	0.18%	99.68%	0	0.03%	0.06%	100%	100%	99%	92.63%	100%	97%
95		TTSL GSM	0.03%	0.02%	99.34%	0.03%	0.04%	0.54%	1.60%	98.73%	0	0.00%	0.003%	100%	100%	97%	83.37%	100%	100%
96	Uninor	0.05%	0.18%	99.48%	0.02%	0.02%	0.48%	4.01%	99.11%	2	NA	0.16%	100%	NA	96.08%	80.49%	NA	NA	
97	Vodafone	0.04%	0.11%	99.02%	0.08%	0.42%	0.76%	0.88%	98.61%	0	0.01%	0.002%	100%	100%	100%	70.89%	97%	100%	



## Annexure 4.1 (Contd.)

98	KR	Aircel	0.02%	0.02%	99.36%	0.01%	0.03%	0.56%	3.84%	97.38%	0	0.3%	0.05%	100%	100%	100%	89.52%	100%	100%
99		Airtel	0.02%	0.02%	99.62%	0.17%	0.17%	0.63%	1.09%	98.24%	0	0.05%	0.00%	100%	100%	100%	85.90%	100%	100%
100		BSNL	0.37%	0.70%	99.00%	0.07%	1.27%	0.70%	2.67%	99.90%	0	0.00%	0.00%	100%	100%	100.00%	82.00%	100%	100%
101		Etisalat	0.04%	0.00%	98.90%	0.00%	0.00%	0.78%	0.12%	97.18%	0	NA	0.00%	NA	NA	99.56%	100.00%	NA	NA
102		Idea	0.07%	0.04%	99.72%	0.22%	0.53%	0.94%	1.53%	96.11%	0	0.06%	0.00%	100%	100%	99%	95.56%	100%	100%
103		RCOM - CDMA	0.03%	0.00%	99.70%	0.00%	0.04%	0.75%	2.08%	99.03%	0	0.08%	0.04%	100%	100%	100%	88.00%	100%	100%
104		RCOM - GSM	0.02%	0.00%	99.57%	0.01%	0.04%	0.49%	2.73%	98.98%	0	0.05%	0.04%	100%	100%	100%	89.00%	100%	100%
104		Sistema	0.03%	0.00%	99.10%	0.00%	0.00%	0.26%	0.62%	99.44%	0	NA	0.05%	100%	100%	99%	90.44%	NA	NA
105		TTSL CDMA	0.01%	0.00%	99.83%	0.00%	0.00%	0.23%	0.06%	99.66%	0	0.00%	0.02%	100%	100%	97%	93.27%	100%	95%
105		TTSL GSM	0.02%	0.07%	99.21%	0.07%	0.04%	0.59%	1.41%	97.68%	0	0.01%	0.005%	100%	100%	100%	92.86%	100%	NA
106	Uninor	0.09%	0.03%	98.92%	0.05%	0.01%	0.89%	0.67%	99.13%	0	0.30%	1.00%	NA	NA	97.39%	NA	NA	NA	
107	Videocon	0.15%	0.00%	99.82%	0.02%	0.01%	1.63%	11.53%	97.13%	0	NA	0.1%	100%	100%	100%	91.00%	NA	NA	
108	Vodafone	0.02%	0.04%	99.17%	0.06%	0.56%	0.65%	0.87%	97.34%	0	0.09%	0.027%	100%	100%	100%	92.68%	100%	100%	
109	KTK	Aircel	0.04%	0.00%	98.67%	0.16%	0.32%	0.47%	2.35%	98.07%	0	0.10%	0.10%	100%	100%	100%	87.30%	100%	100%
110		Airtel	0.25%	0.04%	98.79%	0.45%	0.48%	1.40%	4.54%	98.20%	0	0.04%	0.01%	100%	100%	100%	92.00%	100%	100%
111		BSNL	1.69%	1.94%	98.00%	0.23%	0.84%	1.33%	3.80%	98.33%	0	0.05%	0.04%	100%	100%	98.00%	92.72%	100%	100%
112		Etisalat	0.49%	1.83%	99.52%	0.01%	0.00%	0.00%	0.06%	98.38%	0	NA	0.03%	100%	NA	99.30%	99.86%	NA	NA
113		Idea	0.05%	0.14%	99.85%	0.03%	0.42%	1.24%	4.66%	97.00%	0	0.10%	0.02%	100%	100%	99%	81.50%	99.84%	100%
114		RCOM - CDMA	0.11%	0.07%	99.47%	0.00%	0.05%	0.60%	1.23%	98.92%	0	0.07%	0.05%	100%	100%	100%	90.00%	100%	100%
114		RCOM - GSM	0.12%	0.15%	99.63%	0.11%	0.42%	0.38%	2.22%	98.82%	0	0.07%	0.03%	100%	100%	100%	83.00%	100%	100%
115		Sistema	0.12%	0.00%	98.25%	0.00%	0.24%	0.44%	1.07%	99.79%	1	NA	0.19%	100%	100%	97%	92.82%	NA	NA
116		TTSL CDMA	0.03%	0.00%	99.76%	0.00%	0.05%	0.21%	0.16%	99.66%	0	0.01%	0.06%	100%	100%	95%	92.58%	100%	99%
116		TTSL GSM	0.05%	0.03%	99.64%	0.06%	0.11%	1.08%	4.80%	96.99%	0	0.00%	0.004%	100%	100%	100%	86.43%	99.9%	100%
117	Uninor	0.02%	0.00%	99.47%	0.03%	0.01%	0.40%	4.67%	99.04%	0	NA	0.09%	100%	NA	92.59%	93.74%	NA	NA	
118	Videocon	0.21%	0.00%	97.96%	0.00%	0.00%	1.33%	0.00%	99.03%	0	NA	0.0%	NA	NA	100.00%	100.00%	NA	NA	
119	Vodafone	0.06%	0.09%	99.59%	0.06%	0.13%	0.70%	4.98%	98.77%	0	0.08%	0.048%	100%	100%	100%	86.63%	100%	100%	
120	MBI	Aircel	0.03%	0.05%	98.13%	0.11%	0.01%	0.90%	2.70%	98.14%	0	0.10%	0.15%	100%	100%	100%	85.61%	79%	100%
121		Airtel	0.05%	0.28%	99.39%	0.01%	0.04%	0.83%	0.81%	98.80%	0	0.02%	0.02%	100%	100%	100%	73.30%	100.0%	100%
122		Etisalat	1.61%	11.04%	99.62%	0.02%	0.12%	1.57%	0.24%	98.26%	0	NA	0.00%	NA	NA	97.76%	98.92%	NA	NA
123		Idea	0.02%	0.00%	99.27%	0.10%	0.17%	1.20%	7.92%	98.86%	0	0.06%	0.04%	100%	100%	95%	87.63%	100%	100%
124		LOOP Mobile	0.26%	1.46%	99.99%	0.15%	0.08%	0.90%	1.00%	98.19%	0	0.03%	0.04%	100%	100%	97.24%	94.73%	100%	100%
125		MTNL	0.01%	0.01%	98.33%	0.01%	0.02%	0.02%	0.04%	96.00%	0	0.08%	0.005%	100%	100%	99%	96.98%	100%	After 90 days
126		RCOM - CDMA	0.12%	0.14%	99.51%	0.00%	0.12%	0.59%	0.23%	98.93%	0	0.07%	0.04%	100%	100%	100%	94.00%	100%	100%
126		RCOM - GSM	0.11%	0.08%	99.60%	0.23%	0.47%	0.32%	0.59%	98.48%	0	0.08%	0.04%	100%	100%	100%	87%	100%	100%
127		Sistema	0.10%	0.00%	99.10%	0.00%	0.00%	0.14%	1.49%	99.54%	0	NA	0.02%	100%	100%	99%	81.00%	100%	100%
128		TTSL CDMA	0.02%	0.06%	99.48%	0.00%	0.02%	0.53%	0.43%	99.73%	0	0.06%	0.02%	92%	91%	97%	93.53%	100%	78%
128	TTSL GSM	0.04%	0.08%	98.95%	0.70%	1.04%	1.24%	2.45%	97.48%	0	0.08%	0.006%	100%	100%	95.36%	96.25%	100.0%	95.15%	
129	Uninor	0.09%	0.19%	99.44%	0.02%	0.04%	0.49%	3.92%	99.04%	3	NA	0.18%	100%	NA	94.52%	79.01%	NA	NA	
130	Videocon	Circle is working on ICR and Radio KPIs submitted by the partner (Loop) is applicable for Videocon also.									2	NA	0.1%	100%	100%	100%	92.00%	NA	NA
131	Vodafone	0.01%	0.00%	99.03%	0.10%	0.37%	0.80%	1.50%	98.44%	0	0.00%	0.01%	100%	100%	100%	76.29%	100%	100%	

## Annexure 4.1 (Contd.)

132	MH	Airtel	0.09%	0.14%	98.83%	0.02%	0.03%	0.44%	3.52%	98.02%	0	0.21%	0.04%	100%	100%	100%	89.29%	62%	100%	
133		Airtel	0.23%	1.07%	98.87%	0.38%	0.55%	1.13%	2.27%	98.35%	0	0.02%	0.03%	100%	100%	100%	100%	67.20%	100%	100%
134		BSNL	0.87%	1.77%	98.00%	0.67%	1.80%	1.30%	5.00%	98.40%	0	0.00%	0.10%	100%	100%	100.00%	90.70%	100%	100%	
135		Etisalat	0.75%	1.96%	98.23%	0.36%	0.00%	1.40%	0.05%	98.23%	0	NA	0.60%	100%	100%	98.35%	99.27%	NA	NA	
136		Idea	0.30%	1.58%	96.88%	0.87%	1.68%	1.88%	11.29%	96.79%	0	0.11%	0.09%	100%	100%	99%	95.01%	100%	100%	
137		RCOM - CDMA	0.22%	0.23%	99.07%	0.00%	0.39%	0.76%	0.99%	98.39%	0	0.07%	0.03%	100%	100%	98%	92.00%	100%	100%	
		RCOM - GSM	0.25%	0.72%	99.57%	0.17%	0.59%	0.31%	1.83%	98.32%	0	0.08%	0.04%	100%	100%	81%	98.00%	100%	100%	
138		Sistema	0.16%	0.00%	99.17%	0.00%	0.00%	1.16%	1.16%	99.56%	0	NA	0.001%	100%	100%	97%	82.00%	100%	100%	
139		TTSL CDMA	0.05%	0.00%	98.80%	0.00%	0.61%	0.78%	2.83%	96.15%	0	0.04%	0.02%	94%	100%	96%	93.58%	100%	90%	
		TTSL GSM	0.06%	0.07%	98.98%	0.24%	1.44%	0.95%	3.25%	96.86%	0	0.07%	0.026%	99.94%	100%	95.87%	96.95%	100%	81.22%	
140		Uninor	0.40%	0.49%	98.46%	0.01%	0.01%	0.96%	1.37%	95.56%	1	NA	0.34%	100%	NA	92.43%	67.32%	NA	NA	
141		Videocon	0.30%	0.00%	98.34%	0.00%	0.00%	0.56%	0.00%	99.45%	0	NA	0.0%	NA	NA	100%	100.00%	NA	NA	
142		Vodafone	0.15%	0.63%	98.10%	0.51%	1.00%	1.05%	4.66%	96.53%	0	0.14%	0.069%	100%	100%	100%	69.49%	100%	64%	
143		Airtel	Circle is working on ICR and Radio KPIs submitted by Airtel partner (Tata Teleservice) is applicable for Airtel also.									1	4.93%	0.10%	100%	100%	100%	67.99%	100%	100%
144	Airtel	0.24%	1.24%	98.78%	0.17%	0.39%	1.60%	3.10%	97.28%	0	0.02%	0.00%	100%	100%	100%	96.70%	100%	100%		
145	BSNL	0.97%	2.97%	97.08%	1.10%	4.46%	2.08%	13.18%	98.17%	0	0.01%	0.31%	100%	100%	100.00%	90.68%	100%	100%		
146	Etisalat	0.63%	4.17%	99.41%	0.15%	0.01%	1.45%	0.43%	98.13%	0	NA	0.27%	100%	NA	98.71%	99.64%	NA	NA		
147	Idea	1.03%	1.79%	97.47%	0.63%	1.07%	1.26%	9.41%	95.15%	0	0.03%	0.01%	100%	100%	97%	97.38%	100%	100%		
148	LOOP Telecom	0.02%	0.00%	95.88%	0.18%	0.00%	0.88%	0.02%	97.88%	0	NA	0%	NA	NA	100%	100.00%	NA	NA		
147	RCOM - CDMA	0.44%	0.90%	99.85%	0.00%	0.17%	1.03%	0.43%	98.40%	0	0.07%	0.07%	100%	100%	98%	88.00%	100%	100%		
149	RTL	0.11%	0.27%	97.00%	0.65%	0.78%	1.08%	2.80%	96.67%	0	0.07%	0.05%	100%	100%	60%	53.73%	100%	100%		
150	TTSL CDMA	0.01%	0.00%	99.63%	0.00%	0.01%	0.51%	0.06%	99.46%	0	0.06%	0.08%	100%	100%	98%	93.88%	100%	93%		
	TTSL GSM	0.03%	0.06%	98.72%	0.26%	0.17%	0.75%	2.04%	98.06%	0	0.00%	0.001%	100%	100%	100%	57.99%	100%	NA		
151	Videocon	0.60%	2.16%	98.31%	0.56%	0.46%	0.74%	3.75%	98.82%	0	NA	0.15%	100%	100%	100%	75.00%	NA	NA		
152	Vodafone	0.16%	0.55%	98.38%	0.16%	0.62%	1.60%	4.47%	97.25%	0	0.08%	0.055%	100%	100%	100%	93.75%	100%	100%		
153	Airtel	1.41%	5.45%	96.22%	1.27%	2.12%	1.72%	3.78%	96.19%	1	0.01%	0.00%	100%	100%	100%	81.80%	100%	100%		
154	BSNL	5.75%	13.95%	96.30%	2.14%	2.47%	2.63%	8.56%	96.74%	0	0.05%	0.05%	100%	100%	98.50%	96.15%	100%	80%		
155	Dishnet	2.31%	17.39%	90.82%	9.37%	7.97%	2.33%	21.57%	91.37%	3	0.01%	0.64%	100%	100%	100%	92.01%	100%	100%		
156	Idea	1.74%	0.24%	99.06%	0.26%	0.56%	1.76%	4.79%	96.74%	0	0.04%	0.10%	100%	100%	95%	94.78%	25%	NA		
157	LOOP Telecom	0.10%	0.00%	99.57%	0.00%	0.00%	0.00%	0.00%	100.00%	0	NA	NA	NA	NA	NA	NA	NA	NA		
158	RTL	0.17%	0.77%	97.35%	0.56%	1.25%	0.91%	3.10%	95.12%	0	0.05%	0.02%	100%	100%	67%	96.85%	100%	100%		
159	STel	1.23%	0.48%	95.98%	0.05%	0.02%	0.67%	2.74%	95.40%	0	NA	0.01%	100%	100%	96%	95.00%	NA	NA		
160	TTSL CDMA	0.63%	0.63%	99.56%	0.00%	0.45%	0.43%	0.43%	99.30%	0	0.00%	0.15%	100%	100%	98%	95.86%	100%	97%		
161	Vodafone	0.43%	1.43%	96.22%	0.81%	1.68%	1.43%	3.84%	97.13%	0	0.12%	0.012%	100%	100%	100%	97.74%	81%	100%		
162	Airtel	0.13%	0.71%	98.33%	0.26%	0.94%	1.51%	3.46%	97.41%	0	0.01%	0.01%	100%	100%	90%	58.10%	100.0%	100%		
163	BSNL	0.79%	1.19%	97.51%	0.89%	1.57%	1.95%	4.93%	98.00%	0	0.04%	0.04%	100%	100%	99.62%	91.78%	100%	100%		
164	Dishnet	0.11%	0.50%	99.01%	0.26%	0.54%	1.57%	16.88%	94.34%	1	0.02%	0.31%	100%	100%	100%	58.89%	100%	100%		
165	Idea	0.03%	0.07%	97.67%	0.26%	0.99%	0.62%	3.01%	97.78%	0	0.03%	0.02%	100%	100%	98%	88.18%	83%	100%		
166	LOOP Telecom	1.96%	0.00%	99.19%	0.14%	0.05%	0.19%	0.00%	100.00%	0	NA	0.00%	NA	NA	100%	100.00%	NA	NA		
167	RCOM - CDMA	0.26%	0.42%	99.83%	0.00%	0.11%	0.85%	0.53%	98.79%	0	0.04%	0.06%	100%	100%	100%	88.00%	100%	100%		
168	RTL	0.12%	0.30%	97.97%	0.48%	1.13%	0.98%	2.35%	96.12%	0	0.06%	0.03%	100%	100%	60%	95.94%	100%	100%		
169	STel	0.29%	0.00%	97.81%	0.08%	0.03%	0.45%	1.29%	98.00%	0	NA	0.06%	100%	100%	93%	95.00%	NA	NA		
170	TTSL CDMA	0.09%	0.00%	99.61%	0.00%	0.00%	0.55%	0.14%	99.62%	0	0.01%	0.08%	100%	100%	99%	96.15%	100%	100%		
	TTSL GSM	0.02%	0.02%	98.76%	0.06%	0.03%	0.77%	1.47%	98.32%	0	0.02%	0.003%	100%	100%	99%	93.18%	100.0%	NA		
171	Uninor	0.71%	0.17%	98.96%	0.37%	0.03%	1.43%	1.37%	99.01%	0	NA	0.02%	100%	NA	94.94%	97.51%	NA	NA		
172	Videocon	0.29%	0.00%	98.07%	0.00%	0.00%	1.58%	0.00%	99.12%	0	NA	0.00%	NA	NA	100%	100.00%	NA	NA		
173	Vodafone	0.13%	0.46%	99.19%	0.08%	0.46%	1.48%	3.02%	98.08%	0	0.02%	0.170%	100%	100%	100%	92.57%	100%	100%		

## Annexure 4.1 (Contd.)

174	PB	Aircel	Circle is working on ICR and Radio KPIs submitted by Aircel partner (Tata Teleservice) is applicable for Aircel also.							4	0.00%	0.17%	100%	100%	100%	44.93%	NA	NA	
175		Airtel	0.05%	0.05%	99.12%	0.14%	0.17%	0.72%	1.27%	98.92%	0	0.03%	0.02%	100%	100%	100%	92.00%	100%	100%
176		BSNL	0.44%	2.47%	98.48%	0.84%	1.93%	1.23%	11.43%	95.77%	0	0.01%	0.09%	100%	100%	100%	91.00%	100%	100%
177		Etisalat	0.24%	0.00%	98.82%	0.06%	0.04%	1.96%	0.08%	97.76%	0	NA	0.22%	100%	NA	98.67%	99.76%	NA	NA
178		HFCL - CDMA	0.02%	0.00%	99.21%	0.00%	0.00%	0.01%	0.02%	98.00%	0	0.01%	0.01%	100%	100%	93%	99.00%	100%	100%
		HFCL - GSM	0.35%	0.66%	97.52%	0.06%	0.21%	0.66%	4.46%	98.07%	0	NA	0.04%	100%	100%	NR	NR	NR	NR
179		Idea	0.06%	0.42%	98.33%	0.26%	1.10%	1.59%	12.04%	97.44%	0	0.10%	0.00%	100%	100%	99%	60.97%	100%	100%
180		LOOP Telecom	0.00%	0.00%	98.40%	0.02%	0.00%	0.00%	0.00%	98.00%	0	NA	0.00%	NA	NA	100%	100.00%	NA	NA
181		RCOM - CDMA	0.11%	0.00%	99.14%	0.00%	0.19%	0.64%	0.24%	98.70%	0	0.06%	0.04%	100%	100%	100%	94.00%	100%	100%
182		TTSL CDMA	0.00%	0.00%	99.62%	0.00%	0.01%	0.47%	0.05%	99.71%	0	0.06%	0.03%	100%	100%	98%	90.88%	100%	94%
		TTSL GSM	0.03%	0.00%	99.30%	0.03%	0.04%	1.18%	3.92%	95.78%	0	0.04%	0.004%	100%	100%	100%	81.22%	100%	NA
183		Vodafone	0.04%	0.14%	98.95%	0.10%	0.31%	1.01%	4.83%	97.76%	0	0.04%	0.00%	100%	100%	100%	83.24%	100%	100%
184		RCOM - GSM	0.07%	0.00%	99.60%	0.13%	0.29%	0.36%	2.61%	98.33%	0	0.08%	0.06%	100%	100%	100%	88.00%	100%	100%
185		RJ	Airtel	0.12%	0.33%	99.39%	0.18%	0.26%	1.01%	2.93%	98.92%	0	0.02%	0.01%	100%	100%	100%	85.30%	100%
186	BSNL		2.22%	11.53%	98.40%	0.18%	0.84%	1.69%	8.55%	97.98%	0	0.05%	0.21%	98%	100%	100%	91.00%	99%	100%
187	Etisalat		0.50%	0.00%	99.22%	0.05%	0.01%	1.67%	0.13%	98.12%	0	NA	0.31%	100%	100%	98.78%	99.26%	NA	NA
188	Idea		0.10%	0.02%	98.82%	0.58%	0.86%	1.71%	11.49%	97.20%	0	0.03%	0.03%	100%	100%	88%	70.12%	100%	100%
189	LOOP Telecom		0.49%	0.00%	99.00%	0.01%	0.00%	1.13%	0.00%	99.00%	0	NA	0.00%	NA	NA	100%	100.00%	NA	NA
190	RCOM - CDMA		0.23%	0.73%	99.43%	0.00%	0.09%	0.88%	0.38%	98.15%	0	0.08%	0.07%	100%	100%	100%	94.00%	100%	100%
	RCOM - GSM		0.44%	1.46%	99.46%	0.12%	0.09%	0.44%	1.67%	98.57%	0	0.08%	0.06%	100%	100%	64%	89.00%	100%	100%
191	Sistema		0.23%	0.00%	98.43%	0.00%	0.27%	0.70%	4.02%	99.00%	0	0.04%	0.02%	100%	100%	95%	94.00%	100%	100%
192	TTSL CDMA		0.02%	0.00%	99.76%	0.00%	0.03%	0.50%	0.24%	99.63%	0	0.06%	0.03%	100%	100%	99%	93.17%	100%	91%
	TTSL GSM		0.04%	0.00%	99.27%	0.07%	0.10%	0.63%	4.21%	98.64%	0	0.13%	0.003%	100%	100%	100%	74.63%	100%	NA
193	Videcon	0.47%	0.00%	96.78%	0.03%	0.00%	1.53%	0.00%	99.54%	0	NA	0.0%	NA	NA	100%	100.00%	NA	NA	
194	Vodafone	0.19%	1.07%	99.35%	0.18%	0.18%	1.22%	4.79%	97.18%	0	0.09%	0.022%	100%	100%	100%	97.69%	100%	100%	
195	TN	Aircel	0.21%	0.09%	97.54%	0.43%	0.49%	0.51%	1.29%	96.55%	0	0.04%	0.12%	100%	100%	100%	49.32%	100%	100%
196		Airtel	0.10%	0.11%	98.98%	0.27%	0.37%	0.95%	2.04%	96.60%	0	0.04%	0.08%	100%	100%	100%	84.70%	100%	100%
197		BSNL	0.39%	1.11%	97.05%	0.39%	0.84%	0.75%	3.15%	99.00%	0	0.00%	0.00%	100%	100%	100%	95.00%	100%	100%
198		Etisalat	0.13%	0.00%	99.22%	0.14%	0.00%	0.68%	0.20%	98.52%	0	NA	0.00%	NA	NA	99%	99.43%	NA	NA
199		Idea	0.01%	0.00%	98.81%	0.03%	0.12%	0.83%	7.97%	98.12%	0	0.28%	0.00%	100%	100%	99%	93.20%	97%	NA
200		RCOM - CDMA	0.05%	0.00%	99.67%	0.00%	0.04%	0.56%	1.20%	99.04%	0	0.08%	0.02%	100%	100%	100%	90.00%	100%	100%
		RCOM - GSM	0.04%	0.00%	99.60%	0.02%	0.12%	0.46%	2.11%	98.94%	0	0.07%	0.05%	100%	100%	100%	94.00%	100%	100%
201		Sistema	0.14%	0.00%	98.52%	0.00%	0.00%	0.30%	2.49%	99.38%	0	NA	0.03%	100%	100%	99%	80.71%	NA	NA
202		TTSL CDMA	0.03%	0.00%	99.59%	0.00%	0.01%	0.47%	0.16%	99.85%	0	0.01%	0.07%	100%	100%	97%	94.01%	100%	98%
		TTSL GSM	0.06%	0.08%	99.30%	0.08%	0.08%	0.44%	1.38%	98.56%	0	0.07%	0.002%	100%	100%	100%	80.47%	96.0%	NA
203		Uninor	0.04%	0.03%	99.44%	0.02%	0.03%	0.37%	4.90%	99.18%	6	NA	0.12%	98.29%	NA	88.10%	97.29%	NA	NA
204	Videcon	0.38%	0.01%	99.45%	0.22%	0.02%	1.00%	11.92%	97.61%	1	NA	0.0%	100%	100%	100%	90.00%	NA	NA	
205	Vodafone	0.03%	0.03%	98.87%	0.18%	0.64%	0.81%	2.48%	97.10%	0	0.04%	0.041%	100%	100%	100%	85.84%	100%	100%	

### Annexure 4.1 (Contd.)

206		Airtel	0.19%	0.71%	99.18%	0.14%	0.33%	1.13%	3.99%	98.32%	0	0.04%	0.00%	100%	100%	98%	91.40%	100%	100%
207		BSNL	0.73%	4.99%	97.67%	0.60%	1.43%	1.53%	3.50%	97.33%	0	0.08%	0.07%	100%	100%	99%	93.59%	100%	100%
208		Dishnet	0.31%	1.24%	98.86%	0.12%	0.28%	0.73%	9.78%	98.40%	0	0.09%	0.15%	100%	100%	100%	91.43%	100%	100%
209		Etisalat	4.50%	17.71%	99.60%	0.82%	0.05%	0.39%	0.42%	99.22%	0	NA	0.48%	100%	NA	98.31%	98.92%	NA	NA
210		Idea	0.41%	0.19%	99.67%	0.94%	1.95%	1.30%	8.06%	96.35%	0	0.16%	0.10%	100%	100%	100%	99.16%	100%	100%
211	UP-E	RCOM - CDMA	0.43%	1.16%	98.49%	0.00%	0.65%	0.96%	0.95%	97.20%	0	0.08%	0.04%	100%	100%	78%	90.00%	100%	100%
		RCOM - GSM	0.33%	0.39%	99.40%	0.45%	0.66%	0.39%	1.53%	97.95%	0	0.08%	0.05%	100%	100%	84%	94.00%	100%	100%
212		TTSL CDMA	0.03%	0.00%	99.64%	0.00%	0.07%	0.50%	0.17%	99.35%	0	0.04%	0.03%	100%	100%	98%	90.46%	100%	88%
		TTSL GSM	0.08%	0.02%	99.22%	0.02%	0.05%	1.12%	3.34%	96.08%	0	0.00%	0.001%	100%	100%	100%	84.10%	100%	NA
213		Uninor	1.14%	0.45%	97.34%	0.29%	0.38%	1.89%	5.47%	95.28%	6	NA	0.09%	100%	NA	72.36%	92.49%	NA	NA
214		Videocon	0.48%	0.00%	98.08%	0.46%	0.05%	1.16%	0.00%	99.90%	0	NA	0.0%	NA	NA	100%	100.00%	NA	NA
215		Vodafone	0.39%	1.99%	98.02%	0.63%	0.81%	1.69%	7.32%	95.51%	0	0.10%	0.021%	100%	100%	100%	97.62%	99%	100%
216		Airtel	0.37%	0.86%	97.34%	0.44%	0.87%	0.92%	4.52%	97.81%	0	0.03%	0.01%	100%	100%	100%	90.30%	100%	100%
217		BSNL	1.70%	6.55%	96.52%	1.03%	2.27%	2.56%	12.59%	97.13%	1	0.00%	0.00%	100%	100%	100%	94.00%	100%	100%
218		Dishnet	0.26%	0.21%	98.66%	0.35%	0.21%	0.62%	3.66%	97.96%	0	0.22%	0.01%	100%	100%	100%	91.97%	NA	NA
219		Etisalat	1.76%	11.67%	96.76%	0.35%	0.19%	0.32%	0.24%	98.95%	0	NA	0.44%	100%	100%	98.94%	99.45%	NA	NA
220		Idea	0.12%	0.45%	99.83%	0.66%	1.42%	1.00%	4.95%	99.82%	0	0.08%	0.00%	100%	100%	97%	96.69%	100%	100%
221	UP-W	RCOM - CDMA	0.27%	0.29%	98.95%	0.00%	0.51%	1.06%	1.55%	97.50%	0	0.06%	0.06%	100%	100%	100%	80.00%	100%	100%
		RCOM - GSM	0.41%	1.24%	99.46%	0.14%	0.52%	0.39%	2.21%	97.91%	0	0.07%	0.05%	100%	100%	100%	87.00%	100%	100%
222		TTSL CDMA	0.06%	0.00%	99.73%	0.00%	0.05%	0.46%	0.24%	99.60%	0	0.05%	0.03%	100%	100%	98%	91.88%	100%	95%
		TTSL GSM	0.07%	0.00%	99.42%	0.00%	0.00%	1.20%	2.80%	96.48%	0	0.07%	0.003%	100%	100%	100%	86.16%	100%	NA
223		Uninor	0.92%	0.63%	96.79%	0.11%	0.65%	1.89%	5.51%	95.55%	7	NA	0.15%	100%	NA	65.87%	82.95%	NA	NA
224		Videocon	0.43%	0.00%	98.51%	0.53%	0.00%	1.26%	0.00%	99.56%	0	NA	0.0%	NA	NA	100%	100.00%	NA	NA
225		Vodafone	0.39%	1.43%	96.91%	0.74%	1.79%	1.27%	3.97%	96.62%	0	0.12%	0.008%	100%	100%	100%	96.99%	100%	100%
226		Airtel	0.15%	0.79%	98.93%	0.23%	0.70%	1.25%	1.64%	98.78%	0	0.01%	0.01%	100%	100%	96%	62.40%	100%	100%
227		BSNL	0.92%	2.25%	97.50%	0.64%	1.05%	0.99%	6.87%	97.57%	0	0.06%	0.11%	100%	100%	100%	93.91%	100%	100%
228		Dishnet	0.24%	1.15%	97.69%	0.59%	1.71%	1.57%	15.96%	94.26%	0	0.31%	0.4%	100%	100%	100%	89.38%	100%	100%
229		Idea	0.18%	1.02%	96.15%	0.48%	0.33%	0.79%	4.12%	97.45%	0	0.11%	0.04%	100%	100%	97%	91.63%	50%	100%
230		RCOM - CDMA	0.37%	1.50%	99.25%	0.00%	0.43%	1.02%	0.29%	97.67%	0	0.08%	0.05%	100%	100%	96%	93.00%	100%	100%
231		RTL	0.13%	0.29%	98.49%	0.43%	0.58%	0.92%	1.89%	97.51%	0	0.06%	0.03%	100%	100%	78%	11.17%	100%	100%
232	WB	Sistema	0.35%	1.15%	98.05%	0.00%	0.19%	1.23%	3.36%	99.10%	0	NA	0.09%	100%	100%	100%	92.72%	NA	NA
233		TTSL CDMA	0.07%	0.00%	99.64%	0.00%	0.04%	0.47%	0.17%	99.73%	0	0.05%	0.02%	100%	100%	99%	96.89%	100%	93%
	TTSL GSM	0.09%	0.20%	98.22%	0.13%	0.12%	1.04%	1.28%	98.23%	0	NR	0.004%	100%	100%	98%	66.40%	NA	NA	
234		Uninor	2.00%	2.40%	98.19%	0.41%	0.05%	1.66%	4.35%	95.16%	11	NA	0.33%	100%	NA	93.43%	70.44%	NA	NA
235		Videocon	0.49%	0.00%	98.45%	0.16%	0.00%	0.72%	0.00%	99.31%	0	NA	0.0%	NA	NA	100%	100%	NA	NA
236		Vodafone	0.16%	1.04%	96.82%	0.59%	1.63%	1.83%	4.08%	95.45%	0	0.02%	0.001%	100%	100%	100%	88.50%	95%	100%

■ Benchmark not met

NR - Data Not Reported

NA - Not Applicable

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

Sl. No.	Name of Service Area	Name of Service Provider	Faults incidences ( No. of faults/100 Subs./month)	Fault Repair			Rent 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	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	%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%
1	A&N	BSNL	4.35	84.68%	100%	100%	NA	7.87	60.81%	NA	NR	0.00%	NA	NA	NR	NR	NR	NR	100%
2	AP	Bharti Airtel	3.00	99.13%	100%	NA	NA	2.39	91.46%	NA	0.00	0.00%	NA	100.00%	100.00%	99.97%	94.14%	100.00%	100%
3		BSNL	4.47	92.22%	96.37%	99.87%	NA	12.24	68.74%	NA	NR	0.01%	NA	100.00%	NR	NR	NR	NR	100%
4		RCOM	1.00	100%	100%	NA	NA	02:32	NA	87.17%	0.00	0.01%	NA	100%	100%	96.00%	92.00%	100%	100%
5		TTSL	1.99	90.73%	100%	100%	NA	6.11	98.69%	NA	0.00	0.10%	NA	100%	100%	96.16%	90.47%	100%	100%
6	ASM	BSNL	4.57	93.66%	99.69%	100%	NA	3.74	68.58%	NA	NR	0.02%	NA	NA	NR	NR	NR	NR	100%
7		TTSL	0.00	NA	NA	NA	NA	0.00	98.52%	NA	NA	0.00%	NA	NA	NA	94.60%	88.34%	NA	NA
8	BR	BSNL	3.32	93.34%	98.91%	81.00%	46	7.43	67.39%	NA	NR	0.01%	NA	40.72%	NR	NR	NR	NR	100%
9		RCOM	0.00	NA	NA	NA	NA	NA	NA	96.36%	0.00	NA	NA	NA	100%	96.00%	92.00%	NA	100%
10		TTSL	1.94	94.19%	100%	100%	NA	5.52	98.61%	NA	0.00	0.05%	NA	100%	100%	95.76%	90.83%	100%	100%
11	CH	BSNL	2.82	96.82%	98.53%	99.24%	2329	7.15	80.70%	NA	NR	0.00%	NA	100%	NR	NR	NR	NR	100%
12		RCOM	0.56	100%	100%	NA	NA	02:27	NA	86.15%	0.00	0.03%	NA	100%	100%	96.00%	92.00%	100%	100%
13		TTSL	0.64	91.08%	100%	100%	NA	4.56	98.43%	NA	0.00	0.01%	NA	100%	100%	96.61%	91.75%	100%	100%
14	Chattisgarh	BSNL	6.39	94.39%	98.78%	99.63%	255	5.97	68.22%	NA	NR	0.01%	NA	100%	NR	NR	NR	NR	100%
15	DL	Bharti Airtel	3.37	95.88%	99.91%	NA	3629	7.69	94.05%	NA	0.00	0.05%	NA	100%	100.00%	98.90%	84.68%	100.00%	100%
16		MTNL	10.71	73.78%	86.15%	NA	60387	15.07	52.71%	NA	0.00	0.18%	NA	89.50%	*	99.64%	99.37%	98.82%	100%
17		RCOM	0.45	100%	100%	NA	NA	02:30	NA	88.89%	0.00	0.04%	NA	100%	100%	96.00%	92.00%	100%	100%
18		TTSL	0.47	93.53%	100%	100%	NA	7.37	99.07%	NA	0.00	0.09%	NA	100%	100%	94.86%	86.03%	100%	100%
19	GJ	Bharti Airtel	2.32	98.10%	100%	NA	222	3.89	90.49%	NA	0.00	0.01%	NA	99.57%	100.00%	99.90%	85.33%	90.90%	100%
20		BSNL	5.43	94.27%	97.39%	99.17%	1652	6.74	66.63%	NA	NR	0.05%	NA	96.82%	NR	NR	NR	NR	100%
21		RCOM	2.25	100%	100%	NA	NA	02:08	NA	84.55%	0.00	0.03%	NA	100%	100%	96.00%	92.00%	100%	100%
22		TTSL	1.69	95.59%	100%	100%	NA	4.51	100.00%	NA	0.00	0.09%	NA	100%	100%	98.67%	94.81%	100%	100%

## Annexure 4.2 (Contd.)

23	HP	BSNL	8.99	85.92%	97.59%	97.36%	630	7.25	67.91%	NA	NR	0.00%	NA	100%	NR	NR	NR	NR	100%
24		RCOM	0.00	NA	NA	NA	NA	NA	NA	80.96%	0.00	NA	NA	NA	100%	96.00%	92.00%	100%	100%
25		TTSL	0.15	100%	100%	100%	NA	0.49	NA	NA	NA	0.08%	NA	100%	100%	96.90%	89.30%	NA	100%
26	HR	Bharti Airtel	5.49	94.49%	99.91%	NA	45	8.75	96.79%	NA	0.00	0.03%	NA	100%	100.00%	96.15%	84.68%	100%	100%
27		BSNL	4.72	95.91%	99.93%	100%	619	6.96	76.12%	NA	NR	0.01%	NA	91.38%	NR	NR	NR	NR	100%
28		RCOM	0.00	NA	NA	NA	NA	NA	NA	85.83%	0.00	NA	NA	NA	100%	96.00%	92.00%	100%	100%
29	J&K	TTSL	0.08	100%	100%	100%	NA	7.68	98.58%	NA	0.00	0.02%	NA	100%	100%	96.66%	89.87%	100%	100%
30		BSNL	6.34	59.04%	75.25%	87.47%	NA	7.46	51.09%	NA	NR	0.01%	NA	98.56%	NR	NR	NR	NR	100%
31		TTSL	0.00	NA	NA	NA	NA	0.00	96.01%	NA	NA	0.00%	NA	NA	NA	97.77%	91.71%	NA	NA
32	Jharkhand	BSNL	3.05	95.19%	99.66%	100%	NA	6.55	70.74%	NA	NR	0.03%	NA	85.81%	NR	NR	NR	NR	100%
33	KOL	Bharti Airtel	3.34	97.43%	100%	NA	NA	6.67	94.09%	NA	0.00	0.04%	NA	100%	100.00%	96.15%	84.68%	100%	100%
34		BSNL	5.25	86.63%	97.75%	NA	3544	7.33	53.45%	NA	NR	0.06%	NA	NA	NR	NR	NR	NR	100%
35		RCOM	0.82	100%	100%	NA	NA	02:24	NA	79.68%	0.00	0.04%	NA	100%	100%	96.00%	92.00%	100%	100%
36	KR	TTSL	1.04	96.62%	100%	100%	NA	5.21	99.22%	NA	0.00	0.04%	NA	100%	100%	96.82%	89.88%	100%	NA
37		Bharti Airtel	2.73	99.64%	100%	NA	NA	3.01	93.38%	NA	0.00	0.04%	NA	100%	100.00%	99.98%	94.52%	100%	100%
38		BSNL	6.75	77.37%	89.73%	88.77%	52509	16.91	73.15%	NA	NR	0.02%	NA	DNF	NR	NR	NR	NR	100%
39	KTK	RCOM	0.90	100%	100%	NA	NA	02:33	NA	75.78%	0.00	0.01%	NA	100%	100%	96.00%	92.00%	100%	100%
40		TTSL	0.09	100%	100%	100%	NA	5.88	98.88%	NA	0.00	0.00%	NA	NA	NA	95.41%	90.25%	100%	100%
41		Bharti Airtel	3.77	97.89%	100%	NA	NA	2.88	90.62%	NA	0.00	0.03%	NA	100%	92.56%	99.98%	95.38%	100%	100%
42	MH	BSNL	4.60	94.74%	96.72%	99.78%	10147	6.66	68.96%	NA	NR	0.02%	NA	97.75%	NR	NR	NR	NR	100%
43		RCOM	0.33	100%	100%	NA	NA	02:27	NA	83.12%	0.00	0.02%	NA	100%	100%	96.00%	92.00%	100%	100%
44		TTSL	0.29	90.70%	100%	100%	NA	3.11	98.65%	NA	0.00	0.03%	NA	100%	100%	93.54%	86.36%	100%	100%
45	MP	Bharti Airtel	2.41	97.34%	100%	NA	311	3.82	89.63%	NA	0.00	0.02%	NA	100%	100.00%	100.00%	85.33%	92.08%	100%
46		BSNL	7.30	81.92%	87.30%	97.40%	805	9.13	58.52%	NA	NR	0.01%	NA	99.75%	NR	NR	NR	NR	100%
47		RCOM	0.46	100%	100%	NA	NA	02:19	NA	84.01%	0.00	0.04%	NA	100%	100%	96.00%	92.00%	100%	100%
48	MUM	TTSL	0.71	91%	100%	NA	NA	7.05	79%	NA	0.00	0.01%	NA	100%	100%	95.00%	92.00%	100%	81.82%
49		Bharti Airtel	8.25	97.21%	99.36%	NA	3194	3.88	86.33%	NA	0.00	0.01%	NA	100%	100.00%	99.55%	95.34%	100%	100%
50		BSNL	3.41	95.88%	100%	100%	NA	4.54	72.94%	NA	NR	0.04%	NA	DNF	NR	NR	NR	NR	100%
51	NE	RCOM	1.09	100%	100%	NA	NA	02:22	NA	86.33%	0.00	0.05%	NA	100%	100%	96.00%	92.00%	100%	100%
52		TTSL	0.08	100%	100%	100%	NA	6.90	99.27%	NA	0.00	0.06%	NA	100%	100%	98.52%	94.83%	100%	NA
53		Bharti Airtel	1.32	94.64%	99.45%	NA	1256	5.29	90.81%	NA	0.00	0.01%	NA	100%	100.00%	99.90%	85.33%	89.55%	100%
54	NE - I	MTNL	11.35	82.62%	91.84%	NA	97230	22.01	56.39%	NA	0.00	0.05%	NA	100%	100%	96.32%	96.32%	94.51%	100%
55		RCOM	0.32	100%	100%	NA	NA	02:30	NA	86.68%	0.00	0.03%	NA	100%	100%	96.00%	92.00%	100%	100%
56		TTSL	0.80	96.60%	100%	NA	NA	5.44	66.90%	NA	0.00	0.01%	NA	100%	91%	97.00%	93.00%	100%	94.12%
57	NE - II	TTSL	0.00	NA	NA	NA	NA	0.00	NA	NA	NA	NA	NA	NA	NA	96.09%	91.51%	NA	NA
58	OR	BSNL	4.75	87.19%	98.79%	99.01%	NA	24.42	62.53%	NA	NR	0.00%	NA	DNF	NR	NR	NR	NR	100%
59		RCOM	2.06	97.54%	100%	100%	NA	7.22	65.44%	NA	NR	0.00%	NA	NA	NR	NR	NR	NR	100%
60		BSNL	4.48	92.28%	98.53%	98.49%	NA	7.13	64.14%	NA	NR	0.00%	NA	DNF	NR	NR	NR	NR	100%
61	OR	RCOM	0.00	NA	NA	NA	NA	NA	NA	93.58%	0.00	NA	NA	NA	100%	96.00%	92.00%	NA	100%
62		TTSL	1.94	100%	100%	100%	NA	2.20	99.81%	NA	0.00	0.00%	NA	NA	100%	96.19%	92.52%	100%	100%

### Annexure 4.2 (Contd.)

63	PB	Bharti Airtel	3.55	97.53%	100%	NA	81	6.50	97.52%	NA	0.00	0.05%	NA	100%	100.00%	96.15%	84.68%	100%	100%
64		BSNL	6.90	64.19%	97.59%	99.64%	69	8.23	68.56%	NA	NR	0.02%	NA	NA	NR	NR	NR	NR	NR
65		HFCL	5.40	93.4%	99.1%	NA	268	7.9	55.52%	NA	NA	0.03%	NA	100%	100%	89.99%	90.33%	100%	100%
66		RCOM	1.36	100%	100%	NA	NA	02:28	NA	92.04%	0.00	0.03%	NA	100%	100%	96.00%	92.00%	100%	100%
67		TTSL	4.71	99.83%	100%	100%	NA	3.55	98.59%	NA	0.00	0.05%	NA	100%	100%	95.33%	86.42%	100%	100%
68	RJ	Bharti Airtel	1.99	99.01%	100%	NA	1	5.46	89.83%	NA	0.00	0.05%	NA	100%	100.00%	96.15%	84.68%	100%	100%
69		BSNL	4.52	95.39%	99.06%	99.72%	210	6.53	66.20%	NA	NR	0.00%	NA	100%	NR	NR	NR	NR	100%
70		RCOM	0.92	100%	100%	NA	NA	02:15	NA	90.22%	0.00	0.03%	NA	100%	100%	96.00%	92.00%	100%	100%
71		Sistema	4.93	94%	NA	100%	NA	4.97	96.94%	NA	0.00	0.09%	NA	NA	NA	95.00%	90.00%	100%	100%
72		TTSL	0.08	100%	100%	100%	NA	7.15	100.00%	NA	0.00	0.08%	NA	100%	100%	96.45%	90.24%	NA	100%
73	TN	Bharti Airtel	2.98	98.15%	100%	NA	NA	2.81	90.31%	NA	0.00	0.04%	NA	100%	88.09%	99.67%	92.98%	100%	99.87%
74		BSNL	2.89	96.23%	99.49%	99.98%	NA	5.53	80.05%	NA	NR	0.01%	NA	NA	NR	NR	NR	NR	100%
75		RCOM	1.00	100%	100%	NA	NA	02:33	NA	78.67%	0.00	0.01%	NA	100%	100%	96.00%	92.00%	100%	100%
76		TTSL	0.20	100%	100%	100%	NA	3.72	NA	NA	0.00	0.00%	NA	NA	100%	96.61%	91.75%	100%	100%
77		BSNL	3.70	96.38%	98.94%	99.65%	NA	6.59	70.53%	NA	NR	0.00%	NA	NA	NR	NR	NR	NR	100%
78	UP-E	Bharti Airtel	4.41	95.76%	100%	NA	87	9.21	98.76%	NA	0.00	0.05%	NA	100%	100%	99.27%	84.68%	100%	100%
79		RCOM	2.19	100%	100%	NA	NA	02:08	NA	90.64%	0.00	0.05%	NA	100%	100%	96.00%	92.00%	100%	100%
80		TTSL	4.21	100%	100%	100%	NA	1.36	99.98%	NA	0.00	0.09%	NA	100%	100%	97.00%	91.69%	100%	100%
81		BSNL	5.30	95.26%	99.54%	99.86%	193	6.29	67.44%	NA	NR	0.04%	NA	NA	NR	NR	NR	NR	100%
82	UP-W	Bharti Airtel	4.18	97.69%	100%	NA	33	6.56	88.22%	NA	0.00	0.06%	NA	100%	100%	98.90%	84.68%	100%	100%
83		RCOM	0.00	NA	NA	NA	NA	NA	89.81%	0.00	NA	NA	NA	100%	96.00%	92.00%	NA	100%	
84		TTSL	0.13	100%	100%	100%	NA	3.79	98.85%	NA	0.00	0.08%	NA	100%	NA	95.60%	88.58%	100%	100%
85	Uttaranchal	BSNL	5.65	95.47%	97.81%	99.99%	92	5.91	65.39%	NA	NR	0.00%	NA	NA	NR	NR	NR	NR	100%
86	WB	BSNL	5.68	93.36%	96.17%	97.33%	236	9.80	64.30%	NA	NR	0.03%	NA	DNF	NR	NR	NR	NR	100%
87		RCOM	0.00	NA	NA	NA	NA	NA	76.93%	0.00	NA	NA	NA	100%	96.00%	92.00%	100%	100%	
88		TTSL	0.35	100%	100%	100%	NA	1.44	NA	NA	0.00%	NA	NA	NA	NA	97.44%	93.03%	100%	NA

■ Benchmark not met

NR - Data Not Reported

NA - Not Applicable

DNF - Data not in format

\* NOTE : M/s MTNL (Delhi), for the parameter "Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints" has informed that the credit is given in the next billing cycle.

### Annexure 4.3: Quality of Service Performance of Broadband Service Providers

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)			
																				100%	>90%	>99%
<b>1</b>	<b>BSNL</b>																					
1.1	Andhra Pradesh	93.30%	93.60%	99.70%	12	0.40%	99.10%	99.90%	88.20%	95.80%	0	5	82.90%	93.40%	99.40%	0.00%	18.3	237.3	0			
1.2	Assam	100.00%	93.50%	97.10%	0	0.20%	100.00%	100.00%	89.90%	94.40%				97.10%	100.00%							
1.3	Bihar	100.00%	92.30%	97.10%	0	0.10%	100.00%	100.00%	100.00%	100.00%				87.60%	99.90%							
1.4	Chhattisgarh	99.80%	94.40%	99.70%	80	0.10%	100.00%	100.00%	81.50%	90.60%				93.20%	99.50%							
1.5	Chennai	100.00%	92.00%	100.00%	0	0.10%	100.00%	100.00%	88.40%	97.00%				90.20%	99.90%							
1.6	Gujrat	100.00%	95.90%	99.80%	0	0.10%	100.00%	100.00%	74.30%	88.40%				88.20%	100.00%							
1.7	Haryana	100.00%	94.90%	100.00%	0	0.10%	100.00%	100.00%	84.30%	93.70%				92.10%	99.70%							
1.8	Himachal Pradesh	100.00%	95.10%	100.00%	0	0.00%	100.00%	100.00%	85.30%	93.10%				86.80%	99.30%							
1.9	Jammu & Kashmir	100.00%	91.80%	99.90%	0	0.20%	100.00%	100.00%	80.30%	91.50%				88.70%	98.80%							
1.10	Jharkhand	100.00%	94.00%	100.00%	3820	0.10%	100.00%	100.00%	84.10%	92.40%				90.30%	98.50%							
1.11	Karnataka	99.80%	95.10%	99.40%	371	0.10%	100.00%	100.00%	86.70%	95.50%				92.80%	99.80%							
1.12	Kerala	99.00%	93.30%	100.00%	10	0.20%	100.00%	100.00%	80.80%	91.60%				88.20%	99.90%							
1.13	Kolkata	100.00%	87.80%	99.90%	0	0.50%	100.00%	100.00%	94.20%	100.00%				83.70%	99.90%							
1.14	Maharashtra	99.50%	93.20%	99.80%	4866	0.10%	100.00%	99.00%	83.60%	93.00%				89.20%	99.70%							
1.15	Madhya Pradesh	100.00%	97.30%	100.00%	0	0.10%	100.00%	100.00%	89.70%	96.90%				92.20%	99.80%							
1.16	North East I	100.00%	82.40%	78.90%	0	0.00%	100.00%	100.00%	147.70%	83.00%				84.10%	99.40%							
1.17	North East II	100.00%	91.40%	93.20%	0	0.30%	100.00%	100.00%	84.40%	94.90%				89.80%	98.80%							
1.18	Orissa	100.00%	94.40%	100.00%	0	0.10%	100.00%	100.00%	88.60%	97.10%				92.50%	99.60%							
1.19	Punjab	99.70%	95.50%	99.50%	166	0.00%	100.00%	100.00%	83.00%	91.70%				88.60%	99.60%							
1.20	Rajasthan	99.50%	94.20%	99.70%	304	0.10%	100.00%	99.80%	81.30%	88.50%				86.50%	99.90%							
1.21	Tamil Nadu	100.00%	93.70%	100.00%	0	0.10%	100.00%	100.00%	88.40%	94.60%				92.20%	100.00%							
1.22	Uttaranchal	100.00%	96.30%	100.00%	55	0.00%	100.00%	100.00%	87.70%	98.20%				94.50%	99.20%							
1.23	A&N	100.00%	90.60%	100.00%	0	0.00%	100.00%	100.00%	96.70%	100.00%				100.00%	99.70%							



**Annexure 4.3 (Contd.)**

<b>2</b>	<b>MTNL</b>																		
2.1	Delhi	88.41%	58.00%	76.30%	31721	0.13%	97.83%	100.00%	99.60%	99.83%	0	1	83.35%	95.00%	99.66%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	83.90%	70.96%	84.59%	41427	0.015%	100.00%	NA	66.19%	85.22%	0	4	89.57%	C/DNF	C/DNF	C/DNF	C/DNF	C/DNF	NA
<b>3</b>	<b>Bharti Airtel Ltd.</b>																		
3.1	Andhra Pradesh	100.00%	97.86%	100.00%	0	0.00%	100.00%	100.00%	88.38%	92.05%	0	0	79.76%	105.79%	99.99%	0.00%	49	284	NA
3.2	Delhi	100.00%	96.93%	99.68%	1665	0.03%	100.00%	100.00%	87.31%	92.47%	0	0	84.49%	100.00%	99.95%	0.00%	22	2	NA
3.3	Gujarat	100.00%	95.44%	99.78%	4	0.02%	100.00%	100.00%	90.51%	94.29%	0	NA	80.74%	99.00%	99.98%	0.00%	49	50	NA
3.4	Haryana	100.00%	98.47%	99.97%	11	0.02%	100.00%	100.00%	87.31%	92.47%	0	NA	NA	100.00%	99.71%	0.00%	40	2	NA
3.5	Karnataka	100.00%	98.36%	100.00%	0	0.01%	100.00%	100.00%	91.42%	94.28%	10	0	87.33%	101.73%	99.98%	0.00%	49	311	NA
3.6	Kerala	100.00%	99.43%	100.00%	0	0.01%	99.50%	100.00%	92.67%	94.95%	0	NA	NA	102.38%	100.00%	0.00%	68	281	NA
3.7	Kolkata	100.00%	97.77%	99.96%	0	0.02%	100.00%	100.00%	87.31%	92.47%	0	0	78.79%	100.00%	99.97%	0.00%	25	1	NA
3.8	Madhya Pradesh & CG	100.00%	92.26%	99.36%	518	0.00%	100.00%	100.00%	94.32%	97.53%	7	3	84.35%	99.00%	99.95%	0.00%	62	91	NA
3.9	Maharashtra	100.00%	95.35%	99.55%	6	0.02%	100.00%	100.00%	90.51%	94.29%	0	NA	84.03%	99.00%	99.96%	0.00%	50	51	NA
3.10	Mumbai	100.00%	93.24%	99.63%	25	0.01%	100.00%	100.00%	90.51%	94.29%	NA	0	86.43%	99.00%	99.93%	0.00%	48	55	NA
3.11	Punjab	100.00%	98.67%	99.94%	47	0.04%	100.00%	100.00%	87.31%	92.47%	0	0	77.49%	100.00%	99.95%	0.00%	30	5	NA
3.12	Rajasthan	100.00%	99.75%	100.00%	0	0.04%	100.00%	100.00%	87.31%	92.47%	0	NA	NA	100.00%	99.97%	0.00%	15	2	NA
3.13	Tamilnadu	100.00%	99.27%	100.00%	0	0.01%	99.97%	100.00%	90.95%	94.75%	10	0	87.75%	106.25%	99.98%	0.00%	54	267	NA
3.14	UP - East	100.00%	96.90%	99.82%	45	0.03%	100.00%	100.00%	87.31%	92.47%	0	NA	NA	100.00%	99.98%	0.00%	14	2	NA
3.15	UP - West	100.00%	98.71%	99.77%	6	0.04%	100.00%	100.00%	87.31%	92.47%	0	NA	NA	100.00%	99.97%	0.00%	24	2	NA
<b>4</b>	<b>Tata Communications</b>																		
4.1	Andhra Pradesh	99.74%	98.00%	100.00%		0.14%	100.00%	100.00%							99.00%				
4.2	Assam	NR	88.00%	94.00%		NR	100.00%	NR							NR				
4.3	Delhi	100.00%	98.00%	100.00%		0.30%	100.00%	100.00%							100.00%				
4.4	Gujarat	100.00%	92.00%	98.00%		0.43%	100.00%	100.00%							99.00%				
4.5	Haryana	NR	92.00%	98.00%		0.95%	100.00%	NR							NR				
4.6	Jammu & Kashmir	NR	100.00%	100.00%		NR	100.00%	NR							NR				
4.7	Karnataka	100.00%	99.00%	100.00%		0.26%	100.00%	100.00%							100.00%				
4.8	Kerala	100.00%	91.00%	98.00%		0.14%	100.00%	100.00%							99.00%				
4.9	Madhya Pradesh	100.00%	90.00%	96.00%	3365	1.14%	100.00%	NR	97.88%	97.97%	0	0	51.42%	C/DNF	NR	0.00%	C/DNF	C/DNF	NA
4.10	Maharashtra	100.00%	94.00%	98.00%		0.37%	100.00%	100.00%							99.00%				
4.11	Orissa	NR	92.00%	100.00%		NR	100.00%	NR							NR				
4.12	Punjab	100.00%	97.00%	100.00%		0.08%	100.00%	100.00%							NR				
4.13	Rajasthan	NR	94.00%	99.00%		1.59%	100.00%	NR							NR				
4.14	Tamil Nadu	100.00%	90.00%	98.00%		0.25%	100.00%	100.00%							97.00%				
4.15	Uttar Pradesh	NR	92.00%	96.00%		0.49%	100.00%	NR							NR				
4.16	West Bengal	100.00%	97.00%	99.00%		0.19%	100.00%	100.00%							99.00%				
4.17	Bihar	NR	95.00%	99.00%		NR	100.00%	NR							NR				

### Annexure 4.3 (Contd.)

<b>5</b>	<b>Hathway</b>																		
5.1	Andhra Pradesh	100.00%	98.00%	100.00%	508	0.48%	100.00%	100.00%	86.00%	92.00%	0	0	89.00%	85.00%	100.00%	1.00%	80	320	NA
5.2	Delhi	100.00%	97.00%	99.00%	46	1.26%	100.00%	100.00%	76.00%	81.00%	0	0	85.00%	85.00%	100.00%	0.98%	80	300	NA
5.3	Gujarat	100.00%	90.00%	99.47%	0	0.00%	100.00%	100.00%	85.00%	NA	0	0	89.00%	85.00%	100.00%	0.98%	100	350	NA
5.4	Haryana	100.00%	100.00%	100.00%	0	NA	NA	NA	DNF	DNF	NR	DNF	NA	85.00%	100.00%	0.98%	100	320	NA
5.5	Karnataka	100.00%	93.00%	99.00%	82	1.62%	100.00%	100.00%	89.00%	92.00%	0	0	89.00%	85.00%	100.00%	0.98%	80	320	NA
5.6	Maharashtra	100.00%	91.00%	99.00%	6013	0.80%	100.00%	100.00%	87.00%	96.00%	0	0	89.00%	85.00%	99.00%	0.98%	80	325	NA
5.7	Punjab	100.00%	98.00%	99.00%	22	1.16%	100.00%	100.00%	99.00%	NA	0	0	87.00%	85.00%	99.96%	0.98%	80	300	NA
5.8	Goa	100.00%	96.00%	100.00%	0	0.00%	NA	100.00%	97.00%	100.00%	0	0	89.00%	85.00%	100.00%	0.98%	100	350	NA
5.9	Uttar Pradesh	100.00%	97.00%	99.00%	31	1.04%	96.67%	100.00%	DNF	DNF	NR	NA	84.00%	85.00%	99.88%	0.97%	100	320	NA
<b>6</b>	<b>YOU Broadband</b>																		
	All India	100.00%	89.00%	97.00%	1167	0.43%	100.00%	100.00%	54.00%	60.00%	NA	0	74.82%	85.48%	98.52%	0.00%	15	259	NA
6.1	Andhra Pradesh	100.00%	89.00%	98.00%	149	0.43%	100.00%	100.00%	57.00%	64.00%	NA	0	75.36%	86.53%	98.50%	0.00%	15	265	NA
6.2	Gujarat	100.00%	84.00%	96.00%	772	0.38%	100.00%	100.00%	46.00%	53.00%	NA	0	73.50%	85.57%	98.40%	0.00%	11	258	NA
6.3	Haryana	100.00%	94.00%	99.00%	19	0.42%	100.00%	100.00%	42.00%	48.00%	NA	0	75.76%	85.09%	98.89%	0.00%	19	266	NA
6.4	Karnataka	100.00%	98.00%	100.00%	1	0.37%	100.00%	100.00%	61.00%	68.00%	NA	0	71.43%	85.27%	99.47%	0.00%	6	235	NA
6.5	Maharashtra	100.00%	93.00%	99.00%	214	0.53%	100.00%	100.00%	57.00%	64.00%	NA	0	76.42%	84.94%	98.47%	0.00%	24	261	NA
6.6	Tamilnadu	100.00%	96.00%	99.00%	12	0.11%	100.00%	100.00%	60.00%	66.00%	NA	0	78.85%	84.79%	99.00%	0.00%	10	262	NA
<b>7</b>	<b>SIFY</b>																		
	All India	100.00%	90.00%	100.00%	223	0.00%	0.00%	0.00%	99.00%	100.00%	0	0	85.00%	95.00%	100.00%	C/DNF	C/DNF	C/DNF	NA
<b>8</b>	<b>Reliance</b>																		
	All India	100.00%	100.00%	100.00%	0	0.12%	100.00%	100.00%	74.00%	82.00%	0	0	38.03%	NR	99.70%	C/DNF	DNF	DNF	NA
<b>9</b>	<b>Quadrant Televentures Ltd.(Formerly HFCL Infotel Ltd.)</b>																		
	Punjab	99.52%	98.15%	99.79%	17	0.04%	100.00%	100.00%	59.00%	65.00%	0	0	61.98%	100.00%	99.85%	0.00%	60	310	NA
<b>10</b>	<b>Ortel</b>																		
	Orissa	100.00%	91.31%	100.00%	0	1.31%	100.00%	100.00%	100.00%	100.00%	0	0	72.87%	92.93%	97.38%	0.06%	87	258	NA
<b>11</b>	<b>Tata Teleservices (Maharashtra) Ltd.</b>																		
	Maharashtra & Goa	100.00%	91.16%	100.00%	NA	0.29%	99.63%	100.00%	95.20%	97.41%	NR	NR	66.00%	90.00%	99.63%	0.37%	46	217	NA
<b>12</b>	<b>Beam Cables</b>																		
	Hyderabad	98.00%	91.33%	99.00%	2990	1.59%	100.00%	NA	63.00%	81.00%	0	0	48.33%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA

**Annexure 4.3 (Contd.)**

13	<b>Alliance Broadband</b>																		
	Kolkata	100.00%	97.00%	100.00%	0	0.07%	100.00%	NA	97.00%	99.00%	7	1	NR	DNF	99.00%	1.00%	NA	NA	NA
14	<b>Spectranet</b>																		
	All India	98.47%	99.00%	100.00%	0	0.00%	0.00%	0.00%	100.00%	100.00%	0	0	76.00%	DNF	99.99%	C/DNF	C/DNF	C/DNF	NA
15	<b>Tikona Digital Networks</b>																		
	All India	100.00%	79.45%	85.98%	5381	4.74%	92.98%	100.00%	88.26%	90.97%	16	26	77.67%	97.00%	99.76%	NA	NR	NR	NR
16	<b>DVOIS Broadband Pvt Ltd</b>																		
	All India	100.00%	84.00%	87.00%	762	0.46%	0.00%	0.00%	64.00%	83.00%	0	0	0.00%	93.00%	99.46%	0.10%	NR	NR	NR
17	<b>Asianet Satellite Communications Ltd.</b>																		
	Kerala	100.00%	88.00%	98.00%	0	0.64%	100.00%	100.00%	NR	NR	0	0	80.00%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA
	<b>Abbreviation</b>	<b>DNF</b> = Data not as per Format				<b>NR</b> = Data not reported by the Service Provider							<b>NA</b> = Not Applicable			<b>C/DNF</b> = 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 30<sup>th</sup> September 2010)

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

### Annexure 5.1 (Contd.)

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
		14	Zee Business	05.14	As on 01.12.2007, rate of the channel was ₹ 4.80 Reported revised rate of ₹05.14 w.e.f. 01.01.2009.
		15	Zee Classic	10.70	As on 01.12.2007, rate of the channel was ₹10.00 Reported revised rate of ₹10.70 w.e.f. 01.01.2009.
		16	Zee Action	10.70	As on 01.12.2007, rate of the channel was ₹ 10.00 Reported revised rate of ₹ 10.70 w.e.f. 01.01.2009.
		17	Zee Premier	11.98	As on 01.12.2007, rate of the channel was ₹11.20 Reported revised rate of ₹11.98 w.e.f. 01.01.2009.
		18	Zee Telugu	11.13	As on 01.12.2007, rate of the channel was ₹ 10.40 Reported revised rate of ₹11.13 w.e.f. 01.01.2009.
		19	Zee Kannada	07.98	As on 01.12.2007, rate of the channel was ₹7.46 Reported revised rate of ₹ 07.98 w.e.f. 01.01.2009.
		20	ETC Punjabi	09.63	As on 01.12.2007, rate of the channel was ₹ 9.00 Reported revised rate of ₹09.63 w.e.f. 01.01.2009.
		21	ETC	03.21	As on 01.12.2007, rate of the channel was ₹ 3.00 Reported revised rate of ₹ 03.21 w.e.f. 01.01.2009.
		22	Zing <sup>(iv)</sup>	05.35	As on 01.12.2007, rate of the channel was ₹ 5.00 Reported revised rate of ₹ 05.35 w.e.f. 01.01.2009.
		23	Zee Jagran	02.14	As on 01.12.2007, rate of the channel was ₹ 2.00 Reported revised rate of ₹02.14 w.e.f. 01.01.2009.
		24	Zee Smile	06.57	As on 01.12.2007, rate of the channel was ₹ 6.14 Reported revised rate of ₹06.57 w.e.f. 01.01.2009.
		25	24 Ghante	06.42	As on 01.12.2007, rate of the channel was ₹6.00 Reported revised rate of ₹06.42 w.e.f. 01.01.2009.
		26	24 Taas	09.09	As on 01.12.2007, rate of the channel was ₹ 8.50 Reported revised rate of ₹09.09 w.e.f. 01.01.2009.
		27	Zee Talkies	16.58	As on 01.12.2007, rate of the channel was ₹15.50 Reported revised rate of ₹16.58 w.e.f. 01.01.2009.
		28	WB	6.60	Newly launched channel, W.e.f. 15.03.2009

### Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates( in ₹)	Remarks
		29	REAL	13.00	Newly launched channel, W.e.f. 02.03.2009
		30	Zee 24 Ghantalu	5.60	Newly launched channel, W.e.f. 02.04.2009
		31	Zee Salaam	15.00	Newly launched channel, W.e.f. 01.02.2010
<p><b>Note:</b></p> <p><b>i)</b> 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><b>ii)</b> Channel "Zee Next" was distributed @ ₹20.00 upto 04.03.2009. The distribution of this channel suspended from 05.03.2009 for public viewing.</p> <p><b>iii)</b> Channel "Zee Gujarati" was distributed @ ₹ 01.60 upto 31.05.2009. The distribution of this channel discontinued from 01.06.2009.</p> <p><b>iv)</b> Prior to 01.05.2009, the name of the channel "Zing" was "Zee Music"</p> <p><b>v).</b> 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><b>vi)</b> 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><b>vii)</b> The distribution of channel "Ten Sports" was shifted to M/s Taj Television India Private Limited w.e.f 01.02.2010.</p>					

**Annexure 5.1 (Contd.)**

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
2	M/s MSM Discovery India Private Limited	32	SET(Sony Entertainment Television)	21.40	As on 01.12.2007, the rate of channel was ₹20.00  W.e.f. 01.01.2009, rate of the channel increased to ₹ 21.40 .
		33	MAX	18.19	As on 01.12.2007, rate of the channel was ₹17.00  W.e.f. 01.01.2009, rate of the channel increased to ₹18.19 .
		34	Discovery	16.05	As on 01.12.2007, rate of the channel was ₹15.00  W.e.f. 01.01.2009, rate of the channel increased to ₹16.05 .
		35	Animal Planet	05.35	As on 01.12.2007, rate of the channel was ₹ 5.00  W.e.f. 01.01.2009, rate of the channel increased to ₹ 5.35 .
		36	AXN	15.52	As on 01.12.2007, rate of the channel was ₹ 14.50  W.e.f. 01.01.2009, rate of the channel increased to ₹15.52 .
		37	Animax	02.14	As on 01.12.2007, rate of the channel was ₹ 2.00  W.e.f. 01.01.2009, rate of the channel increased to ₹ 2.14 .
		38	TLC *	09.63	As on 01.12.2007, rate of the channel was ₹9.00  W.e.f. 01.01.2009, rate of the channel increased to ₹ 9.63 .
		39	SAB TV	14.70	As on 01.12.2007, rate of the channel was ₹13.74  W.e.f. 01.01.2009, rate of the channel increased to ₹14.70 .
		40	SET PIX	12.84	As on 01.12.2007, rate of the channel was ₹ 12.00  W.e.f. 01.01.2009, rate of the channel increased to ₹ 12.84 .
		41	NDTV 24X7	09.10	As on 01.12.2007, rate of the channel was ₹8.50  W.e.f. 01.01.2009, rate of the channel increased to ₹ 9.10 .
		42	NDTV Profit	06.42	As on 01.12.2007, the rate of the channel was ₹ 6.00  W.e.f. 01.01.2009, rate of the channel increased to ₹ 6.42 .
		43	Aaj Tak	07.49	As on 01.12.2007, the rate of the channel was ₹ 7.00  W.e.f. 01.01.2009, rate of the channel increased to ₹7.49 .

### Annexure 5.1 (Contd.)

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
		44	Headlines Today	03.21	As on 01.12.2007, the rate of the channel was ₹3.00 W.e.f. 01.01.2009, rate of the channel increased to ₹ 3.21 .
		45	Tez	02.14	As on 01.12.2007, the rate of the channel was ₹ 2.00 W.e.f. 01.01.2009, rate of the channel increased to ₹ 2.14 .
		46	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 @ ₹ 10.00.
		47	Discovery Science	12.00	Newly launched channel, W.e.f. 01.01.2010
		48	Discovery Turbo	10.00	Newly launched channel, W.e.f. 01.01.2010
		49	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.
		50	Neo Cricket	35.45	
<p>* Prior to 01.09.2010, the name of the channel "TLC " was "Discovery Travel &amp; 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 &amp; M/s SUN 18 Media Services South w.e.f 13.08.2010 &amp; 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.)**

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
3	M/s SUN 18 Media Services North – other than South India Territory*	51	SUN TV	13.26	As on 01.12.2007, the rate of the channel was ₹12.40 W.e.f. 06.03.2009, rate of the channel increased to ₹13.26 .
		52	Gemini TV	11.02	As on 01.12.2007, the rate of the channel was ₹ 10.30 W.e.f. 06.03.2009, rate of the channel increased to ₹ 11.02 .
		53	Udaya TV	12.30	As on 01.12.2007, the rate of the channel was ₹ 11.50 W.e.f. 06.03.2009, rate of the channel increased to ₹12.30.
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]	54	K TV	16.06	As on 01.12.2007, the rate of the channel was ₹ 15.00 W.e.f. 06.03.2009, rate of the channel increased to ₹16.06.
		55	Gemini Comedy (vi)	05.68	As on 01.12.2007, the rate of the channel was ₹5.30 W.e.f. 06.03.2009, rate of the channel increased to ₹5.68.
		56	Udaya Movies	15.40	As on 01.12.2007, the rate of the channel was ₹14.40 W.e.f. 06.03.2009, rate of the channel increased to ₹15.40 .
		57	Sun Music	07.50	As on 01.12.2007, the rate of the channel was ₹7.00 W.e.f. 06.03.2009, rate of the channel increased to ₹7.50.
		58	Gemini Music (vii)	07.50	As on 01.12.2007, the rate of the channel was ₹ 7.00 W.e.f. 06.03.2009, rate of the channel increased to ₹ 7.50 .
		59	Sun News	01.50	As on 01.12.2007, the rate of the channel was ₹1.40 W.e.f. 06.03.2009, rate of the channel increased to ₹ 1.50
		60	Gemini News	08.02	As on 01.12.2007, the rate of the channel was ₹7.50 W.e.f. 06.03.2009, rate of the channel increased to ₹ 8.02 .
		61	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was ₹ 7.35 W.e.f. 06.03.2009, rate of the channel increased to ₹7.86 .
		62	Gemini Movies	18.20	As on 01.12.2007, the rate of the channel was ₹ 17.00 W.e.f. 06.03.2009, rate of the channel increased to ₹18.20 .
		63	Chintu TV (v)	13.37	W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids).
		64	Udaya Comedy (viii)	16.06	As on 01.12.2007, the rate of the channel was ₹15.00 W.e.f. 06.03.2009, rate of the channel increased to ₹16.06 .

**Annexure 5.1 (Contd.)**

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
		65	Kushi TV <sup>(iv)</sup>	13.37	W.e.f 09.04.2009, Udaya News (Kannada News) was converted to Kushi TV (Telugu Kids).
		66	Chutti TV	13.37	Converted from FTA to Pay w.e.f 17.11.2009
		67	Udaya II	07.49	Converted from FTA to Pay w.e.f 17.11.2009
		68	Adithya TV	18.19	Converted from FTA (Telugu-Music) to Pay (Tamil-Movies) w.e.f 17.11.2009.
		69	Surya TV	12.31	Converted from FTA to Pay w.e.f 01.04.2010
		70	Kiran TV	18.19	Converted from FTA to Pay w.e.f 01.04.2010
		71	The Disney Channel	09.52	Prior to 01.04.2010, these channels were distributed by M/s Star Den Media Services Private Limited.
		72	Disney XD <sup>(xiv)</sup>	09.52	
		73	Hangama TV	08.35	W.e.f 1.4.2010, the distribution of these channels were shifted to M/s Sun Distribution Services.
		74	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.
		75	IBN Lokmat	7.86	The channel has been converted from FTA to Pay w.e.f 14.08.2010.
		76	Colors	21.40	Earlier these channels were distributed by M/s MSM Discovery India Private Limited upto 13.07.2010.
		77	MTV	7.49	
		78	NICK	6.42	
		79	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.)**

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
		80	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 ₹7.50 (CNBC TV 18), ₹2.00 (CNN-IBN) &amp; ₹ 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 ₹08.50 (CNBC TV 18), ₹05.00 (CNN IBN) and ₹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 ₹7.50 (CNBC TV 18), ₹2.00 (CNN-IBN) &amp; ₹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"> <li>1) 7.50 (CNBC TV 18)</li> <li>2) 2.00 (CNN-IBN)</li> <li>3) 3.50 (CNBC Awaaz)</li> </ol> <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 ₹9.10 (CNBC TV 18), ₹5.35 (CNN-IBN) &amp; ₹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>
		81	CNN-IBN	05.35	
		82	CNBC Awaaz	04.82	

## Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates( in ₹)	Remarks
i)					Prior to 06.03.2009, channel "Adithya TV" was distributed @ ₹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 ₹1.60. W.e.f 06.03.2009, the rate of the channel increased to ₹1.72. W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids) @ ₹13.37
xiii)					As on 01.12.2007, the rate of the channel "Kushi TV" was ₹1.50. W.e.f 06.03.2009, the rate of the channel increased to ₹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.)

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
5.	M/s STAR DEN Media Services Private Limited  The discounts if any, given on bouquet rate to existing affiliate(s) will also be extended to a-la-carte rate(s) in the same proportion as the discounted bouquet rate.	83	Star Plus	18.73	As on 01.12.2007, rate of the channel was ₹17.50  W.e.f. 01.01.2009, rate of the channel increased to ₹18.73 .
		84	Star Gold	17.66	As on 01.12.2007, rate of the channel was ₹16.50  W.e.f. 01.01.2009, rate of the channel increased to ₹17.66 .
		85	Star Movies	17.66	As on 01.12.2007, rate of the channel was ₹16.50  W.e.f. 01.01.2009, rate of the channel increased to ₹17.66 .
		86	Star World	04.87	As on 01.12.2007, rate of the channel was ₹4.55  W.e.f. 01.01.2009, rate of the channel increased to ₹4.87 .
		87	Vijay TV	04.28	As on 01.12.2007, rate of the channel was ₹4.00 (₹ 11.80 in Tamilnadu)  W.e.f. 01.01.2009, rate of the channel increased to ₹ 4.28 (₹12.63 in Tamilnadu).
		88	NGC	06.15	As on 01.12.2007, rate of the channel was ₹5.75  W.e.f. 01.01.2009, rate of the channel increased to ₹6.15 .
		89	The Fox History and Entertainment Channel	04.71	As on 01.12.2007, rate of the channel was ₹ 4.40  W.e.f. 01.01.2009, rate of the channel increased to ₹ 4.71 .
		90	Channel (V)	01.07	As on 01.12.2007, rate of the channel was ₹ 1.00  W.e.f. 01.01.2009, rate of the channel increased to ₹1.07 .
		91	Star One	21.94	As on 01.12.2007, rate of the channel was ₹ 20.50  W.e.f. 01.01.2009, rate of the channel increased to ₹21.94 .
		92	Times Now	09.10	As on 01.12.2007, rate of the channel was ₹ 8.50  W.e.f. 01.01.2009, rate of the channel increased to ₹9.10 .
		93	Zoom	08.35	As on 01.12.2007, rate of the channel was ₹ 7.80  W.e.f. 01.01.2009, rate of the channel increased to ₹ 8.35 .
		94	The MGM	06.42	M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ ₹6.00  W.e.f. 01.01.2009, rate of the channel increased to ₹ 6.42 .
		95	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 @ ₹ 12.

### Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates( in ₹)	Remarks
		96	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 @ ₹ 6.00.
		97	FX	15.50	From 01.08.2009 to 31.01.2010, these channels were distributed by M/s Fox Channels (India) Private Limited.  W.e.f 01.02.2010, the distribution of these channels were shifted to M/s Star Den Media Services Private Limited.
		98	FOX CRIME	15.50	
		99	BABY TV	13.25	
		100	Nat Geo Wild	16.00	
		101	Nat Geo Adventure	16.00	
		102	Nat GEO Music	07.40	
6	M/s Ushodaya Enterprises Private Limited	103	ETV	10.70	As on 01.12.2007, rate of the channel was ₹ 10.00  W.e.f. 01.11.2009, rate of the channel increased to ₹10.70 .
		104	ETV 2	05.99	As on 01.12.2007, rate of the channel was ₹5.60  W.e.f. 01.11.2009, rate of the channel increased to ₹ 5.99
		105	ETV Bangla	11.12	As on 01.12.2007, rate of the channel was ₹10.40  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .
		106	ETV Marathi	11.12	As on 01.12.2007, rate of the channel was ₹10.40  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .
		107	ETV Kannada	11.12	As on 01.12.2007, rate of the channel was ₹10.40  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .
		108	ETV Gujarathi	11.12	As on 01.12.2007, rate of the channel was ₹10.40  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .
		109	ETV Oriya	11.12	As on 01.12.2007, rate of the channel was ₹10.40  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .
		110	ETV UP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of ₹ 10.40.  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .
		111	ETV Bihar	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of ₹ 10.40.  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .

**Annexure 5.1 (Contd.)**

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
		112	ETV Urdu	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ ₹10.40  W.e.f. 01.11.2009, rate of the channel increased to ₹ 11.12 .
		113	ETV Rajasthan	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ ₹10.40  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .
		114	ETV MP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ ₹10.40  W.e.f. 01.11.2009, rate of the channel increased to ₹11.12 .
7	M/s UTV Global Broadcasting Limited	115	Bindass	10.00	
		116	UTV Action <sup>(v)</sup>	10.00	
		117	World Movies	10.00	Newly launched channel, reported vide letter dated 11.02.2008
		118	UTV Movies	15.00	Newly launched channel, reported vide letter dated 11.03.2008
		119	Bloomberg UTV <sup>(vi)</sup>	08.50	Newly launched channel, reported vide letter dated 02.04.2008
8.	M/s BBC World (India) Private Limited	120	BBC World	05.00	
9.	M/s BBC Worldwide Channels Private Limited	121	BBC Entertainment	06.50	Prior to 01.07.2009, these channels were distributed by M/s BBC World (India) Private Limited
		122	Cbeebies	06.50	
10.	M/s ESPN Software India Private Limited	123	ESPN	35.45	As on 01.12.2007, rate of the channel was ₹33.13  W.e.f. 01.01.2009, rate of the channel to ₹35.45
		124	Star Sports	35.45	As on 01.12.2007, rate of the channel was ₹ 33.13  W.e.f. 01.01.2009, rate of the channel to ₹35.45
		125	Star Cricket	29.96	As on 01.12.2007, rate of the channel was ₹28.00  W.e.f. 01.01.2009, rate of the channel to ₹29.96

**Annexure 5.1 (Contd.)**

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹)</b>	<b>Remarks</b>
11.	M/s Raj Television Limited	126	Raj TV	11.77	As on 01.12.2007, rate of the channel was ₹ 11.00 (₹7.72 in Andhra Pradesh).  W.e.f. 01.01.2009, rate of the channel to ₹11.77(₹8.26 in Andhra Pradesh).
		127	Raj Digital Plus	08.26	As on 01.12.2007, rate of the channel was ₹7.72 (₹4.68 in Andhra Pradesh)  W.e.f. 01.01.2009, rate of the channel increased to ₹8.26 (₹5.01 in Andhra Pradesh) .
		128	Vissa TV	05.01	As on 01.12.2007, rate of the channel was ₹4.68 (₹ 11.00 in Andhra Pradesh)  W.e.f. 01.01.2009, rate of the channel increased to ₹5.01 (₹11.77 in Andhra Pradesh).
12	M/s 9X Media Private Limited <sup>(iii)</sup>	129	9XM	07.00	
		130	9X	20.50	
13.	M/s Turner General Entertainment Networks India Private Limited <sup>(iii)</sup>	131	NDTV 'Imagine'	20.50	Newly launched channel w.e.f. 21.01.2008
		132	NDTV Lumiere	15.00	Newly launched channel w.e.f. 10.10.2008
		133	NDTV Showbiz	08.00	Newly launched channel w.e.f. 15.08.2008
14	New Delhi Television Ltd	134	NDTV Good Times	09.63	This channel was converted from FTA to Pay channel w.e.f 03.05.2008 @ ₹9.00.  W.e.f 01.07.2009, rate of the channel increased to ₹9.63.
15.	M/s Sahara India Commercial Corporation Limited	135	Firangi	15.00	Newly launched channel w.e.f. 25.02.2008
		136	Sahara One	20.50	Converted from FTA to Pay W.e.f. 06.06.2008
		137	Filmy	16.50	Converted from FTA to Pay W.e.f. 06.06.2008
16.	M/s B4U Television Network (India) Private Limited	138	B4U Movies	06.65	Reported on 25.11.2010, the rate of the channel revised from ₹ 6.00 to ₹6.65.
17.	M/s MAA Television Network Limiter	139	MAA TV	06.00	As on 01.12.2007, the rate of the channel was ₹5.50  W.e.f. 01.08.2009, rate of the channel increased to ₹6.00.
		140	MAA Music	07.50	As on 01.01.2008, the rate of the channel was ₹ 7.00  W.e.f. 01.08.2009, rate of the channel increased to ₹7.50.
		141	MAA Movies	18.50	Newly launched channel w.e.f. 07.07.2010
		142	MAA Junior	13.50	Newly launched channel w.e.f. 07.07.2010
18.	M/s TV Today Network Limited	143	Dilli Aaj Tak	08.50	



**Annexure 5.1 (Contd.)**

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates/ in ₹</b>	<b>Remarks</b>
19.	M/s Allied Infotainment Distribution Private Limited	144	E-24	15.00	Newly launched channel w.e.f. 27.03.2008
20	M/s Turner International India Private Limited	145	Boomerang	10.00	
		146	TCM Turner Classic Movies	10.00	
21	M/s Orissa Television Ltd	147	Tarang	10.70	As on 06.11.2008, the rate of the channel was ₹10/- W.e.f 01.06.2010, rate of the channel increased to ₹10.70.
		148	Tarang Music	05.35	As on 01.04.2009, the rate of the channel was ₹5/- W.e.f 01.06.2010, rate of the channel increased to ₹5.35.
		149	Prarthana	05.35	As on 14.04.2010, the rate of the channel was ₹ 5/- W.e.f 01.06.2010, rate of the channel increased to ₹5.35.
22	M/s Times Global Broadcasting Company Limited	150	ET NOW	08.50	Newly launched channel w.e.f. 27.06.2009.
23	Taj Television India Private Limited M/s Allied Infotainment Distribution Private Limited	151	Ten Action+ <sup>(vii)</sup>	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.
		152	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.
		153	Ten Cricket	35.45	Newly launched channel w.e.f. 10.08.2010
24	M/s Asianet Communications Limited	154	Asianet Plus	07.00	The channel has been converted from FTA to Pay w.e.f 29.01.2010.

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in ₹</b>	<b>Remarks</b>
					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@ ₹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 01.01.2010, these channels are being distributed by M/s Sahara India Commercial Corporation 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"

**Note :** Channels not mentioned in the list may be considered as Free to Air (FTA) channel for Non CAS areas.

**Annexure 5.2: List of operationalised private FM Radio Stations in India**

[As on 30/9/2010]

<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>	<b>Date of Operationalisation</b>
1	DELHI	CLEAR MEDIA	01.09.2006
2	DELHI	DIGITAL RADIO	29.04.2003
3	DELHI	E.N.I.L.	29.04.2003
4	DELHI	H.T. MUSIC	30.10.2006
5	DELHI	M.B.P.L.	29.04.2003
6	DELHI	RADIO MID-DAY	23.09.2006
7	DELHI	RADIO TODAY BROADCASTING LTD	28.05.2007
8	DELHI	ADLABS FILMS	24-09-2006
9	MUMBAI	ADLABS FILMS	14.11.2006
10	MUMBAI	DIGITAL RADIO	29.04.2002
11	MUMBAI	E.N.I.L.	29.04.2002
12	MUMBAI	H.T. MUSIC	15.01.2007
13	MUMBAI	M.B.P.L.	21.05.2002
14	MUMBAI	RADIO TODAY BROADCASTING LTD	26.01.2008
15	MUMBAI	RADIO MID-DAY	29.04.2003
16	KOLKATA	ADLABS FILMS	21.10.2006
17	KOLKATA	RADIO TODAY BROADCASTING LTD	04.10.2007
18	KOLKATA	ANANDA OFFSET	28.02.2007
19	KOLKATA	DIGITAL RADIO	03.05.2003
20	KOLKATA	E.N.I.L.	03.05.2003
21	KOLKATA	HITZ FM	03.05.2003
22	KOLKATA	INDIA FM	03.05.2003
23	KOLKATA	H.T. MUSIC	23.01.2008
24	CHENNAI	ADLABS FILMS	27.09.2006
25	CHENNAI	E.N.I.L.	05.05.2003
26	CHENNAI	M.B.P.L.	10.07.2006
27	CHENNAI	MALAR PUBLICATIONS	02.10.2006
28	CHENNAI	MUTHOOT FINANCE	04.01.2008
29	CHENNAI	NOBLE BROADCASTING	18.01.2007
30	CHENNAI	RADIO MID-DAY	10.01.2007
31	CHENNAI	SUN TV	05.05.2003
32	AGARTALA	POSITIVE RADIO	07.08.2007
33	AGRA	ADLABS FILMS	18.08.2007
34	AGRA	PAN INDIA	28.05.2008
35	AGRA	SHRI PURAN MULTIMEDIA	08.07.2007
36	AHMEDABAD	E.N.I.L.	10.12.2001
37	AHMEDABAD	M.B.P.L.	25.07.2007
38	AHMEDABAD	RADIO MID-DAY	26.08.2007
39	AHMEDABAD	SOUTH ASIA	20.04.2008
40	AHMEDABAD	SYNERGY MEDIA	21.07.2007
41	AHMEDNAGAR	B.A.G. INFOTAINMENT	01.03.2008
42	AHMEDNAGAR	M.B.P.L.	07.02.2008

## Annexure 5.2 (Contd.)

<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>	<b>Date of Operationalisation</b>
43	AJMER	ADLABS FILMS	28/08/2007
44	AJMER	KUSHAL GLOBAL	12.09.2007
45	AJMER	SYNERGY MEDIA	31.08.2007
46	AKOLA	M.B.P.L.	13.03.2008
47	ALIGARH	ADLABS FILMS	08.12.2006
48	ALLAHABAD	ADLABS FILMS	29.10.2007
49	ALLAHABAD	PAN INDIA	29.05.2008
50	ALLAHABAD	SOUTH ASIA	18.03.2008
51	AMRITSAR	ADLABS FILMS	01.08.2007
52	AMRITSAR	PAN INDIA	26.01.2008
53	AMRITSAR	RADIO TODAY BROADCASTING LTD	15.05.2008
54	AMRITSAR	SYNERGY MEDIA	27-7-2007
55	ASANSOL	ADLABS FILMS	29.06.2007
56	ASANSOL	SOUTH ASIA	03.06.2008
57	AURANGABAD	E.N.I.L.	24.07.2007
58	AURANGABAD	SOUTH ASIA	21.04.2008
59	BANGALORE	ADLABS FILMS	09.10.2006
60	BANGALORE	E.N.I.L.	17.04.2006
61	BANGALORE	H.T. MUSIC	06.03.2007
62	BANGALORE	INDIA RADIO VENTURES	01.10.2006
63	BANGALORE	KAL RADIO	06.11.2006
64	BANGALORE	M.B.P.L.	10.06.2001
65	BANGALORE	RADIO MID-DAY	01.08.2006
66	BAREILY	ADLABS FILMS	30.03.2007
67	BAREILY	SHRI PURAN MULTIMEDIA	09.04.2007
68	BHOPAL	ADLABS FILMS	20.05.2007
69	BHOPAL	E.N.I.L.	26.05.2007
70	BHOPAL	SOUTH ASIA	06.11.2007
71	BHOPAL	SYNERGY MEDIA	26.05.2007
72	BHUBANESHWAR/ CUTTAK	ADLABS FILMS	14.04.2007
73	BHUBANESHWAR/ CUTTAK	EASTERN MEDIA	04.05.2007
74	BHUBANESHWAR/ CUTTAK	SOUTH ASIA	28.06.2007
75	BIKANER	ADLABS FILMS	19.01.2007
76	BILASPUR	SYNERGY MEDIA	27.09.2007
77	CHANDIGARH	ADLABS FILMS	12.02.2007
78	CHANDIGARH	SYNERGY MEDIA	19.02.2007
79	COCHIN	KAL RADIO	17.05.2008
80	COCHIN	MALAYALLA MANORAMA	18.05.2008
81	COCHIN	THE MATHRABHUMI	17.05.2008
82	COIMBATORE	E.N.I.L.	03.11.2007
83	COIMBATORE	M.B.P.L.	12.11.2007
84	COIMBATORE	MALAR PUBLICATIONS	29.10.2007
85	COIMBATORE	SUN TV	07.03.2003
86	DHULE	B.A.G. INFOTAINMENT	15.08.2007
87	GANGTOK	CHINAR CIRCUITS	10.08.2008
88	GANGTOK	PCM CEMENTS	31.01.2009
89	GORAKHPUR	SHRI PURAN MULTIMEDIA	03.06.2007
90	GULBERGA	KAL RADIO	02.06.2008
91	GUWAHATI	ADLABS FILMS	14.04.2007
92	GUWAHATI	POSITIVE RADIO	13.04.2007

## Annexure 5.2 (Contd.)

<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>	<b>Date of Operationalisation</b>
93	GUWAHATI	PURVY BROADCASTING	09.10.2007
94	GUWAHATI	SOUTH ASIA	11.04.2008
95	GWALIOR	ADLABS FILMS	06.08.2007
96	GWALIOR	GWALIOR FARMS	04.08.2007
97	GWALIOR	ITM SOFTWARE	07.09.2007
98	GWALIOR	SYNERGY MEDIA	06.08.2007
99	HISSAR	ADLABS FILMS	02.03.2007
100	HISSAR	B.A.G. INFOTAINMENT	18.06.2007
101	HISSAR	SHRI PURAN MULTIMEDIA	21.03.2007
102	HISSAR	SINGLA PROPERTY	17.03.2007
103	HYDERABAD	ADLABS FILMS	25.09.2006
104	HYDERABAD	E.N.I.L.	19.04.2006
105	HYDERABAD	KAL RADIO	06.11.2006
106	HYDERABAD	M.B.P.L.	30.05.2006
107	INDORE	ADLABS FILMS	03.08.2007
108	INDORE	E.N.I.L.	01.10.2001
109	INDORE	SOUTH ASIA	09.12.2007
110	INDORE	SYNERGY MEDIA	11.08.2007
111	ITANAGAR	POSITIVE RADIO	05.08.2008
112	JABALPUR	B.A.G. INFOTAINMENT	01.03.2008
113	JABALPUR	E.N.I.L.	15.02.2008
114	JABALPUR	SOUTH ASIA	19.03.2008
115	JABALPUR	SYNERGY MEDIA	15.02.2008
116	JAIPUR	E.N.I.L.	17.04.2006
117	JAIPUR	M.B.P.L.	08.09.2006
118	JAIPUR	RAJASTHAN PATRIKA	15.08.2006
119	JAIPUR	SOUTH ASIA	06.11.2006
120	JAIPUR	SYNERGY MEDIA	28.05.2006
121	JALANDHAR	ADLABS FILMS	14.04.2007
122	JALANDHAR	E.N.I.L.	24.04.2007
123	JALANDHAR	SHRI PURAN MULTIMEDIA	14.04.2007
124	JALANDHAR	SYNERGY MEDIA	19.04.2007
125	JALGOAN	B.A.G. INFOTAINMENT	22.04.2008
126	JALGOAN	M.B.P.L.	21.05.2008
127	JAMMU	ADLABS FILMS	07.12.2006
128	JAMSHED PUR	ADLABS FILMS	07.11.2007
129	JAMSHED PUR	SOUTH ASIA	13.04.2008
130	JAMSHED PUR	NEUTRAL PUBLICATION	18.07.2008
131	JHANSI	ADLABS FILMS	19.01.2007
132	JODHPUR	ADLABS FILMS	14.12.2007
133	JODHPUR	KUSHAL GLOBAL	14.12.2007
134	JODHPUR	RADIO TODAY BROADCASTING LTD	01.06.2008
135	JODHPUR	SYNERGY MEDIA	20.12.2007
136	KANNUR	ASIANET COMMUNICATION	13.01.2008
137	KANNUR	KAL RADIO	12.03.2008
138	KANNUR	MALAYALLA MANORAMA	30.12.2007
139	KANNUR	THE MATHRABHUMI	30.12.2007
140	KANPUR	ADLABS FILMS	14.06.2007
141	KANPUR	E.N.I.L.	16.06.2007
142	KANPUR	SOUTH ASIA	28.01.2008
143	KARNAL	B.A.G. INFOTAINMENT	18.06.2007
144	KARNAL	SHRI PURAN MULTIMEDIA	02.04.2007

## Annexure 5.2 (Contd.)

<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>	<b>Date of Operationalisation</b>
145	KOLHAPUR	E.N.I.L.	18.09.2007
146	KOLHAPUR	PUDHARI PUBLICATION	21.09.2007
147	KOLKATA	RADIO MID-DAY	12.12.2008
148	KOTA	ADLABS FILMS	21.01.2008
149	KOTA	RAJASTHAN PATRIKA	25.02.2008
150	KOTA	SYNERGY MEDIA	02.02.2008
151	KOZIKODE	KAL RADIO	07.12.2007
152	KOZIKODE	MALAYALLA MANORAMA	29.11.2007
153	LUCKNOW	E.N.I.L.	13.08.2007
154	LUCKNOW	M.B.P.L.	10.12.2001
155	LUCKNOW	SOUTH ASIA	06.11.2007
156	MADURAI	E.N.I.L.	28-09.2007
157	MADURAI	KAL RADIO	05.10.2007
158	MADURAI	MALAR PUBLICATIONS	01.10.2007
159	MANGALORE	ADLABS FILMS	24.11.2007
160	MANGALORE	E.N.I.L.	24.11.2007
161	MANGALORE	KAL RADIO	21.02.2008
162	MUZAFFARPUR	B.A.G. INFOTAINMENT	01.08.2007
163	MYSORE	ADLABS FILMS	14.10.2007
164	MYSORE	KAL RADIO	07.12.2007
165	NAGPUR	E.N.I.L.	18.10.2007
166	NAGPUR	M.B.P.L.	21.10.2007
167	NAGPUR	SOUTH ASIA	04.05.2008
168	NAGPUR	SYNERGY MEDIA	21.10.2007
169	NANDED	M.B.P.L.	15.05.2008
170	NASIK	E.N.I.L.	06.07.2007
171	NASIK	SOUTH ASIA	16.04.2008
172	PANAJI	ADLABS FILMS	22.05.2007
173	PANAJI	E.N.I.L.	22.05.2007
174	PANAJI	INDIA RADIO VENTURES	25.06.2007
175	PATIALA	ADLABS FILMS	01.08.2007
176	PATIALA	B.A.G. INFOTAINMENT	18.06.2007
177	PATIALA	PAN INDIA	26.01.2008
178	PATIALA	RADIO TODAY BROADCASTING LTD	01.06.2008
179	PATNA	E.N.I.L.	02.04.2007
180	PONDICHERRY	ADLABS FILMS	01.12.2007
181	PONDICHERRY	KAL RADIO	20.12.2007
182	PONDICHERRY	MALAR PUBLICATIONS	22.12.2007
183	PUNE	E.N.I.L.	18.10.2002
184	PUNE	M.B.P.L.	06.04.2008
185	PUNE	RADIO MID-DAY	12.05.2008
186	PUNE	SOUTH ASIA	22.07.2008
187	RACHI	ADLABS FILMS	24.10.2007
188	RACHI	B.A.G. INFOTAINMENT	15.11.2007
189	RACHI	SHRI PURAN MULTIMEDIA	27.10.2007
190	RACHI	NEUTRAL PUBLICATION	18.07.2008
191	RAIPUR	E.N.I.L.	11.01.2008
192	RAIPUR	RAJASTHAN PATRIKA	10.02.2009
193	RAIPUR	RANEKA FINCOM	15.01.2008
194	RAIPUR	SYNERGY MEDIA	16.01.2008
195	RAJAHMUNDRY	KAL RADIO	19.01.2008

## Annexure 5.2 (Contd.)

<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>	<b>Date of Operationalisation</b>
196	RAJKOT	ADLABS FILMS	13.06.2007
197	RAJKOT	E.N.I.L.	13.06.2007
198	RAJKOT	SOUTH ASIA	18.04.2008
199	ROURKELA	ADLABS FILMS	06.01.2008
200	ROURKELA	EASTERN MEDIA	22.01.2008
201	SANGLI	M.B.P.L.	08.02.2008
202	SHILONG	POSITIVE RADIO	16.10.2007
203	SHILONG	SOUTH ASIA	13.06.2008
204	SHOLAPUR	ADLABS FILMS	08.11.2007
205	SHOLAPUR	M.B.P.L.	14.11.2007
206	SILIGURI	CHINAR CIRCUITS	12.03.2008
207	SILIGURI	PCM CEMENTS	14.11.2007
208	SILIGURI	SYNTECH INFORMATICS	24.11.2007
209	SILIGURI	SOUTH ASIA	25.10.2008
210	SRI-NAGAR	ADLABS FILMS	10.12.2006
211	SURAT	ADLABS FILMS	29.08.2007
212	SURAT	E.N.I.L.	21.08.2007
213	SURAT	SYNERGY MEDIA	27.08.2007
214	SURAT	M.B.P.L.	22.08.2007
215	THIRUVANANTHA PURAM	ADLABS FILMS	29.01.2008
216	THIRUVANANTHA PURAM	E.N.I.L.	29.01.2008
217	THIRUVANANTHA PURAM	KAL RADIO	06.02.2008
218	THIRUVANANTHA PURAM	THE MATHRABHUMI	29.01.2008
219	THRISSUR	ASIANET COMMUNICATION	23.12.2007
220	THRISSUR	KAL RADIO	26.12.2007
221	THRISSUR	MALAYALLA MANORAMA	14.12.2007
222	THRISSUR	THE MATHRABHUMI	14.12.2007
223	TIRUCHI	KAL RADIO	17.01.2008
224	TIRUCHI	MALAR PUBLICATIONS	14.01.2008
225	TIRUNELVELI	MALAR PUBLICATIONS	13.10.2007
226	TIRUNELVELI	SUN TV	07.03.2003
227	TIRUPATI	ADLABS FILMS	01.08.2007
228	TIRUPATI	KAL RADIO	27.08.2007
229	TUTICORIN	KAL RADIO	05.10.2007
230	TUTICORIN	MALAR PUBLICATIONS	15.10.2007
231	UDAIPUR	ADLABS FILMS	03.08.2007
232	UDAIPUR	RAJASTHAN PATRIKA	27.08.2007
233	UDAIPUR	SYNERGY MEDIA	07.07.2007
234	VADODARA	ADLABS FILMS	05.06.2007
235	VADODARA	E.N.I.L.	05.06.2007
236	VADODARA	M.B.P.L.	11.06.2007
237	VADODARA	SOUTH ASIA	17.04.2008
238	VARANASI	E.N.I.L.	14.07.2007

## Annexure 5.2 (Contd.)

<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>	<b>Date of Operationalisation</b>
239	VARANASI	PAN INDIA	29.05.2008
240	VARANASI	SHRI PURAN MULTIMEDIA	20.07.2007
241	VARANASI	SOUTH ASIA	29.12.2007
242	VIJAYWADA	E.N.I.L.	11.12.2007
243	VIJAYWADA	KAL RADIO	25.12.2007
244	VISHAKAPATNAM	ADLABS FILMS	27.10.2007
245	VISHAKAPATNAM	E.N.I.L.	26.10.2007
246	VISHAKAPATNAM	M.B.P.L.	29.10.2007
247	VISHAKAPATNAM	UDAYA TV	06.02.2003
248	WARANGAL	KAL RADIO	28.05.2008

**Source:** Website of Ministry of Information & Broadcasting as on 30.09.2010



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

- 1. M/s. Tata Sky Ltd.,**  
3<sup>rd</sup> 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-19, Sector-16A, Film City,  
Noida-201301  
Tel: 91-120-2511064-78  
Fax: 91-120-2511186
  
- 3. SUN Direct TV(P) Ltd.**  
4/1017, 3<sup>rd</sup> Cross Street, 9<sup>th</sup> Link, Nehru Nagar,  
Kottivakkam, Chennai-600 041  
Tel: 044-4341 1434  
Fax: 044-4341 1010
  
- 4. Bharti Telemedia Ltd.**  
Reliance Centre, 3<sup>rd</sup> Floor,  
Wing-B, Maharaja Ranjit Singh Marg,  
New Delhi – 110 002  
Tel: 011-30332832  
Fax: 011-30320569
  
- 5. BIG CBS Networks Private Limited**  
BHQ, 4<sup>th</sup> Floor,  
Dhirubai Ambani Knowledge City  
Navi Mumbai- 400 710  
Fax: 022-3037 1099
  
- 6. M/s Bharat Business Channel Ltd.**  
12<sup>th</sup> Floor, Videocon Tower  
Block E-1, Jhandewalan Extension  
New Delhi – 110 055  
Tel: 41593100/41593114  
Fax; 41593150

**Annexure 5.4: List of companies permitted by Ministry of I&B to set up teleports at various locations in India**

[As on 30/9/2010]

<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>
1	New Delhi	M/s TV Today Network Limited
2	Greater Noida	M/s Jain Studios Limited
3	Chennai	M/s Sun TV Network Limited
4	Mumbai	M/s Entertainment Television Network Limited
5	Hyderabad	M/s Ushodaya Enterprises Limited
6	NOIDA, Mumbai, Aroor (Kerala)	M/s Essel Shyam Communications Limited
7	Thiruvananthapuram (Kerala)	M/s Asianet Communications Limited
8	NOIDA	M/s Sahara Sanchar Limited
9	New Delhi, Mumbai, NOIDA	M/s Television Eighteen India Limited
10	New Delhi	M/s New Delhi Television Limited
11	Kochi (Kerala)	M/s Indiavision Satellite Communications Ltd
12	Greater Noida	M/s Noida Software Technology Park Ltd
13	NOIDA	M/s DISH TV
14	Guwahati, Noida	M/s Positiv Television Private Ltd
15	Mumbai	M/s Channel Guide India Ltd
16	Chennai	M/s Coxswain Technologies Limited
17	NOIDA	M/s Independent News Service Pvt Limited
18	Gurgaon, Kolkata, Chennai, Hyderabad, Noida	M/s Indiasign Private Limited
19	Hyderabad	M/s Associated Broadcasting Co Private Limited
20	Bhopal	M/s A V Entertainment Private Limited
21	Thiruvananthapuram	M/s Amrita Enterprises Private Limited
22	Chennai	M/s Mavis Satcom Limited
23	New Delhi, Mumbai, Chennai, Kolkata, Cochin, Chennai	M/s Videsh Sanchar Nigam Ltd
24	Mumbai	M/s Lamhas Satellite Services Limited
25	Thiruvananthapuram	M/s Malayalam Communications Limited
26	Mumbai	M/s Sanskar Info TV Private Limited
27	Mumbai	M/s Bennett, Coleman & Co Limited
28	New Delhi	M/s Senior Media Limited
29	Ahmedabad	M/s Lok Prakashan Limited
30	Kolkata	M/s Calcutta Television Network Pvt Ltd
31	Rajpura (Punjab)	M/s Kohinoor Broadcasting Corpn Ltd
32	Bhubaneshwar	M/s Kamyab TV Private Limited
33	Bangalore	M/s Kasthuri Media's Private Limited
34	Kolkata	M/s SST Media Private Limited
35	Alapuzza	M/s MM TV Limited
36	Hyderabad	M/s IN Cablenet (Andhra) Limited
37	Hyderabad	M/s Indira Television Limited
38	New Delhi	M/s Tata Sky Limited
39	NOIDA	M/s Media Content & Communications Services (India) Private Limited
40	Bangalore	M/s Satish Sugars Limited

### Annexure 5.4 (Contd.)

<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>
41	Delhi	M/s MH One TV Network Limited
42	New Delhi	M/s S TV Enterprises Limited
43	Surat	M/s AIRR X Media Limited
44	New Delhi	M/s Broadcast Equipment (India) Private Ltd
45	Hyderabad	M/s Winning Edge Communications Limited
46	Hyderabad	M/s Rachna Television Private Limited
47	Bhubneshwar	M/s Ortel Communications Limited
48	Hyderabad	M/s Sowbhagya Exports Limited
49	NOIDA	M/s Pragya Vision Private Limited
50	Guwahati	M/s Brahmaputra Tele-Productions Pvt Limited
51	New Delhi	M/s G-Next Media Private Limited
52	Bhubaneshwar	M/s Eastern Media Limited
53	Jaipur	M/s Rajasthan Patrika Private Limited
54	Guwahati	M/s Pride East Entertainment Private Limited
55	New Delhi	M/s Vintage Studio Private Limited
56	NOIDA	M/s Skyline TeleMedia Private Limited
57	NOIDA	M/s Information TV Private Limited
58	Mumbai	M/s Unilazer Export & Management Consultants Limited
59	Hyderabad	M/s Comsat Systems Private Limited
60	Trupati	Sri Venkateswara Bhakti Channel Pvt Limited
61	NOIDA	Bharati Teleport Limited
62	Chennai	Tata Communications Limited
63	Kolkata	Roys Institute of Competitive Examination Pvt Limited
64	Chennai	Essel Shyam Communication Limited
65	NOIDA	Independent News Service Pvt Limited
66	Chennai	Raj Television Network Limited
67	Chandigarh	Kansan News Pvt Limited
68	Chennai	Tata Communications Limited

**Source:** Ministry of Information & Broadcasting