



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators April - June 2011

New Delhi, India
9th November 2011

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Snapshot

(Data As on 30th June 2011)

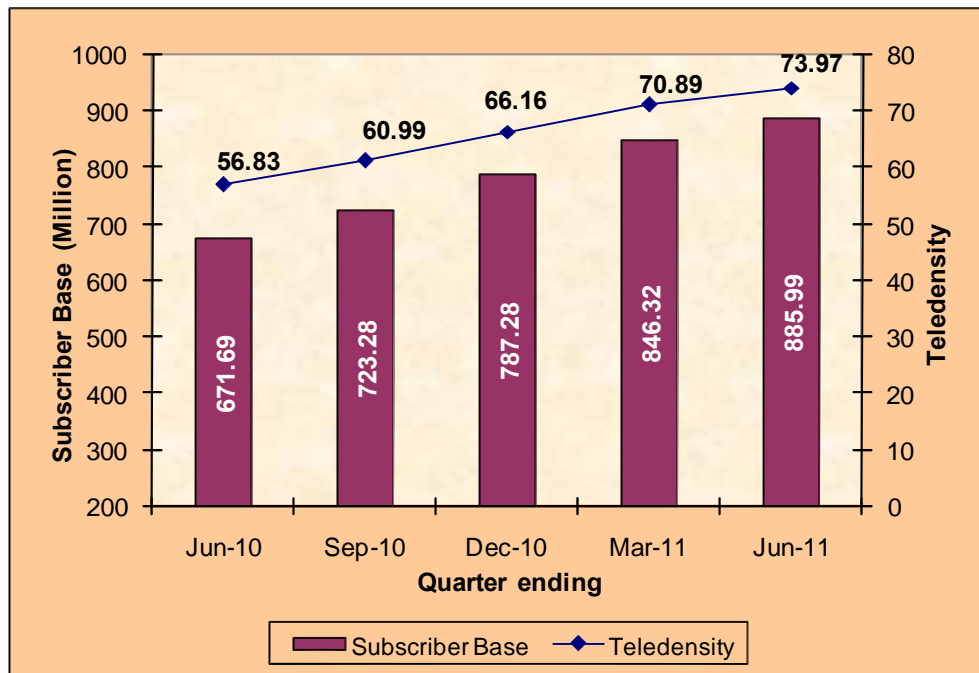
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	885.99 Million
% change over the previous quarter	4.69%
Urban Subscribers	587.94 Million (66.36%)
Rural Subscribers	298.05 Million (33.64%)
Market share of Private Operators	85.62%
Market share of PSU Operators	14.38%
Teledensity	73.97
Urban Teledensity	163.13
Rural Teledensity	35.60
Wireless Subscribers	
Total Wireless Subscribers	851.70 Million
% change over the previous quarter	4.94%
Urban Subscribers	562.12 Million (66.00%)
Rural Subscribers	289.57 Million (34.00%)
GSM Subscribers	737.33 Million (86.57%)
CDMA Subscribers	114.36 Million (13.43%)
Market share of Private Operators	88.35%
Market share of PSU Operators	11.65%
Teledensity	71.11
Urban Teledensity	155.96
Rural Teledensity	34.58
Wireline Subscribers	
Total Wireline Subscribers	34.29 Million
% change over the previous quarter	-1.26%
Urban Subscribers	25.82 Million (75.29%)
Rural Subscribers	8.47 Million (24.71%)
Market share of Private Operators	17.86%
Market share of PSU Operators	82.14%
Teledensity	2.86
Urban Teledensity	7.16
Rural Teledensity	1.01
Village Public Telephones (VPT)	0.58 Million
Public Call Office (PCO)	2.83 Million

Internet & Broadband Subscribers	
Total Internet Subscribers	20.33 Million
% change over the previous quarter	3.33%
Broadband Subscribers	12.35 Million
Broadcasting & Cable Services	
Total Number of Registered Channels with I&B Ministry	715
Number of Pay Channels	158
Number of private FM Radio Stations	245
DTH Subscribers registered with Pvt. SPs	38.5 Million
Number of Set Top Boxes in CAS areas	8,11,507
Telecom Financial Data (for the QE Jun-11)	
Gross Revenue during the quarter	₹ 46,891.61 Crore
% change in GR over the previous quarter	3.03%
Share of Public sector undertaking's in GR	17.27%
Adjusted Gross Revenue (AGR)	₹ 32,589.93 Crores
% change in AGR over the previous quarter	3.56%
ARPU for Access Services	₹ 100
Revenue & Usage Parameters (for the QE Jun-11)	
Average Revenue Per User (ARPU) GSM Service	₹ 98
Average Revenue Per User (ARPU) CDMA Full Mobility Service	₹ 64
Minutes of Usage (MOU) GSM Service	344 Minutes
Minutes of Usage (MOU) CDMA Full Mobility Service	238 Minutes
Minutes of Usage for Internet Telephony	191.77 Million

Executive Summary

1. The number of telephone subscribers in India increased from 846.32 million in Mar-11 to 885.99 million at the end of Jun-11, registering a sequential growth of 4.69% over the previous quarter as against 7.50% during the QE Mar-11. This reflects year-on-year (Y-O-Y) growth of 31.91% over the same quarter of last year. The overall Teledensity in India has reached 73.97 as on 30th June 2011.

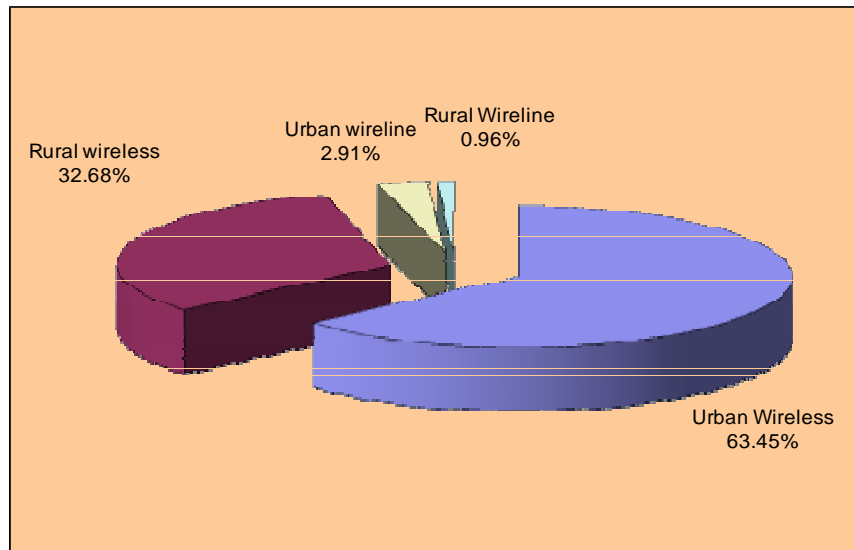
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas grew from 564.08 million at the end of Mar-11 to 587.94 million at the end of Jun-11, taking the Urban Teledensity from 157.32 to 163.13. Rural subscription increased from 282.23 million to 298.05 million, and the Rural Teledensity increased from 33.79 to 35.60. The share of Rural subscribers has further increased to 33.64% in total subscription from 33.35% at the end of Mar-11.

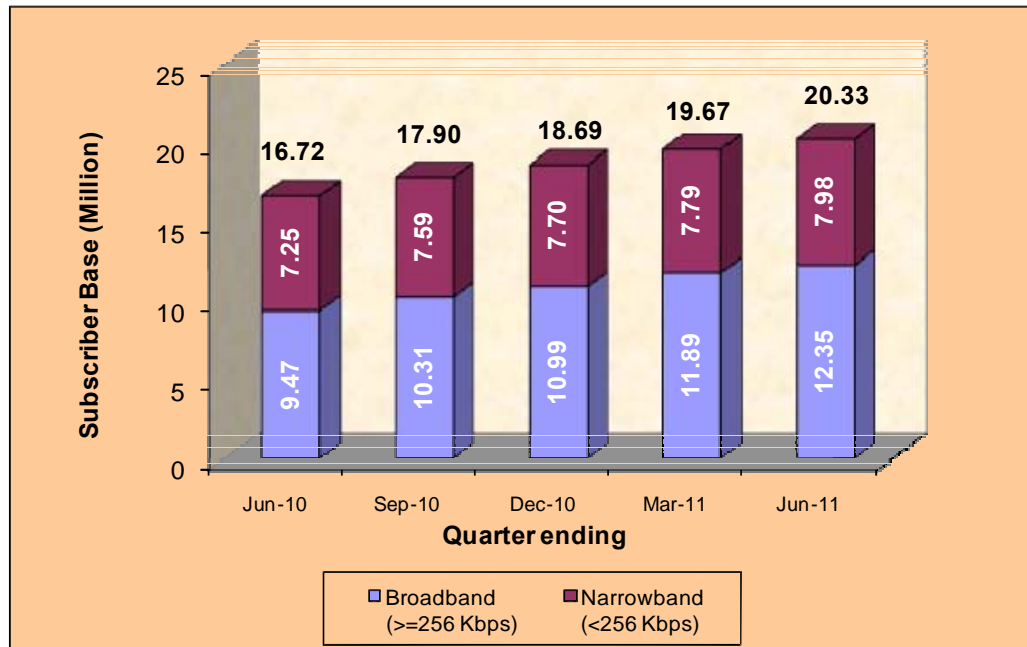
3. About 60.14% of the total net additions have been in Urban areas as compared to 61.96% in the previous quarter. Both, Urban and Rural subscription recorded a decline in rate of growth during the quarter. Rural subscription growth rate declined from 8.65% in Mar-11 to 5.60% in QE Jun-11, and Urban subscription declined from 6.93% in QE Mar-11 to 4.23% in QE Jun-11.

Composition of Telephone Subscribers



4. With 40.11 million net additions during the quarter, total wireless (GSM + CDMA) subscriber base registered a growth of 4.94% over the previous quarter and increased from 811.59 million at the end of Mar-11 to 851.70 million at the end of Jun-11. The year-on-year (Y-O-Y) growth over the same quarter of last year is 34.02%. Wireless Teledensity increased from 67.98 to 71.11.
5. Wireline subscriber base further declined from 34.73 million at the end of Mar-11 to 34.29 million at the end of Jun-11, bringing down the wireline Teledensity from 2.91 at the end of Mar-11 to 2.86 at the end of Jun-11.
6. Internet subscribers increased from 19.67 million at the end of Mar-11 to 20.33 million at the end of Jun-11, registering a quarterly growth rate of 3.33%. Top 10 ISPs together hold 94.53% of the total Internet subscriber base.
7. Number of Broadband subscribers increased from 11.89 million at the end of Mar-11 to 12.35 million at the end of Jun-11, registering a quarterly growth of 3.89% and Y-O-Y growth of 30.37%.
8. Share of Broadband subscription in total Internet subscription increased from 60.4% in Mar-11 to 60.7% at the end of Jun-11. 85.72% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

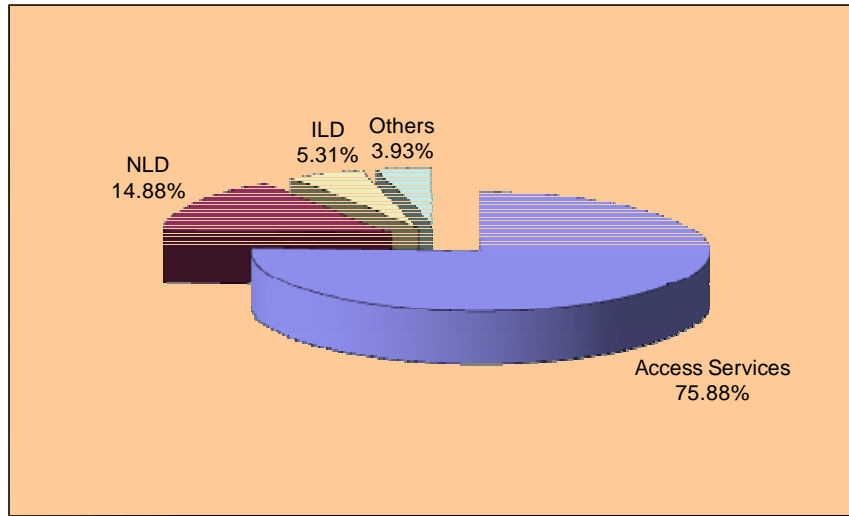
Trends in Internet/Broadband subscription



9. Average Revenue Per User (ARPU) for GSM service declined by 2.55%, from `100 in QE Mar-11 to `98 in QE Jun-11, with Y-O-Y decrease of 19.05%.
10. MOU per subscriber for GSM service declined by 1.45%, from 349 in QE Mar-11 to 344 in QE Jun-11. The Outgoing MOUs (167) declined by 1.46% and Incoming MOUs (177) by 1.44%.
11. ARPU for CDMA – full mobility service declined by 2.01%, from `66 in QE Mar-11 to `64 in QE Jun-11. ARPU for CDMA has declined by 12.91% on Y-O-Y basis.
12. MOU per subscriber for CDMA-full mobility service declined by 9.41% from 263 in QE Mar-11 to 238 in QE Jun-11. The Outgoing MOUs (120) declined by 9.43% while Incoming MOUs (118) declined by 9.39%.

13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE Jun-11 has been ₹46,891.61 Crore and ₹32,589.93 Crore respectively. There has been an increase of 3.03% and 3.56% in GR and AGR respectively as compared to previous quarter. The year-on-year (Y-O-Y) growth in GR and AGR over the same quarter in last year has been 13.28% and 6.92% respectively. Pass-through charges accounted for 30.50% of the GR for the quarter ending Jun-11. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Jun-11 are 1.85% and 31.08% respectively.
14. Average license fee as percentage of AGR is 8.28% in QE Jun-11 as against 8.23% in previous quarter. The quarterly and the year-on-year (Y-O-Y) growth rates of the average license fee for QE Jun-11 are 4.23% and 9.37% respectively.
15. Access services contributed 75.88% of the total revenue of telecom services. In Access services GR, AGR, License Fee & Spectrum charges increased by 4.43%, 6.57%, 6.52% & 4.58% respectively in the quarter ending Jun-11 vis-à-vis previous quarter.
16. Average Revenue per User (ARPU) for Access Services based on AGR remained unchanged at the level of ₹100.

Composition of Gross Revenue



17. 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:

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS	Parameters showing no change in QoS
<ul style="list-style-type: none"> • % Fault repaired within 5 days • Metering & billing credibility – Post paid • Accessibility of call centre/ customer care • %age of calls answered by the operators (voice to voice) within 60 sec. • Termination / Closure of service 100% within 7 days • Time taken for refund of deposits after closures 	<ul style="list-style-type: none"> • Fault incidences per 100 subs/month • % Fault repaired within 3 days • Answer to Seizure Ratio (ASR) • Point of Interconnection (POI) Congestion • Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints 	<ul style="list-style-type: none"> • % Fault repaired by next working day • MTTR • Call Completion Rate (in local network) • Resolution of billing/charging/ Credit & validity complaints

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

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS
<ul style="list-style-type: none"> • BTSs Accumulated downtime (not available for service) • Worst affected BTSs due to downtime • SDCCH/ Paging Chl. Congestion • TCH Congestion • Call Drop Rate • Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) • 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 • %age of calls answered by the operators (voice to voice) within 60 sec. • Time taken for refund of deposits after closures • Call Set-up Success Rate (within licensee's own network) • Connection with good voice quality 	<ul style="list-style-type: none"> • Worst affected cells having more than 3% TCH drop (call drop) rate • %age requests for Termination / Closure of service complied within 7 days

19. Total Number of channels registered with Ministry of I&B increased from 652 at the end of Mar-11 to 715 at the end of Jun-11. There are 158 pay TV channels in existence, as reported by 25 broadcasters/their distributors, as on QE Jun-11.

20. Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 300 whereas in the conventional analogue form, maximum number of channels being carried by any of the reported MSOs is 100 channels.
21. Apart from All India Radio, Prasar Bharti – a public broadcaster, there are 245 private FM Radio stations in operation at the end of Jun-11.
22. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 30.6.2011, their reported subscriber base is 38.5 million.
23. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 8,04,837 at the end of Mar-11 to 8,11,507 at the end of Jun-11.

Trends at a Glance

A. Wireline & Wireless Services

	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	QE Jun 2011	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010	%age change over Mar 2011
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Wireline	36.18	35.57	35.09	34.73	34.29	-5.22%	-3.58%	-2.27%	-1.26%
ii) Wireless	635.51	687.71	752.19	811.59	851.70	34.02%	23.85%	13.23%	4.94%
Total	671.69	723.28	787.28	846.32	885.99	31.91%	22.50%	12.54%	4.69%
Rural	219.09	236.21	259.78	282.23	298.05	36.04%	26.18%	14.73%	5.60%
Urban	452.59	487.07	527.50	564.08	587.94	29.91%	20.71%	11.46%	4.23%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - Full mobility									
i) GSM	401	368	360	349	344	-14.16%	-6.56%	-4.37%	-1.45%
ii) CDMA	299	283	270	263	238	-20.40%	-15.98%	-11.82%	-9.41%
3) ARPU (₹/sub/ month)									
Wireless - Full mobility									
i) GSM	122	110	105	100	98	-20.07%	-11.03%	-6.95%	-2.55%
ii) CDMA	74	73	68	66	64	-12.91%	-11.75%	-5.73%	-2.01%
4) Teledensity									
Population in million (Estimated)	1182	1186	1190	1194	1198				
i) Wireline Teledensity	3.06	3.00	2.95	2.91	2.86	-6.46%	-4.53%	-2.91%	-1.58%
ii) Wireless Teledensity	53.59	57.99	63.22	67.98	71.11	32.70%	22.63%	12.49%	4.60%
Total Teledensity	56.65	60.99	66.16	70.89	73.97	30.59%	21.29%	11.80%	4.35%
Rural Teledensity	26.43	28.42	31.18	33.79	35.60	34.68%	25.24%	14.17%	5.34%
Urban Teledensity	128.20	137.25	147.88	157.32	163.13	27.24%	18.85%	10.31%	3.69%

B. Wireline and Wireless Subscriber Base

(i) Wireline Subscribers Base (in million)									
Service Provider	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	QE Jun 2011	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010	%age change over Mar 2011
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	26.94	26.22	25.65	25.22	24.72	-8.22%	-5.69%	-3.60%	-1.98%
MTNL	3.49	3.47	3.47	3.46	3.44	-1.20%	-0.90%	-0.68%	-0.59%
Bharti	3.15	3.22	3.26	3.30	3.32	5.35%	3.28%	1.98%	0.78%
Reliance	1.19	1.21	1.22	1.23	1.24	4.42%	3.10%	1.76%	0.73%
Tata	1.20	1.23	1.27	1.28	1.33	10.50%	7.33%	4.38%	3.34%
Quadrant (HFCL)	0.18	0.18	0.19	0.19	0.19	8.54%	5.73%	4.09%	1.90%
Sistema	0.04	0.04	0.04	0.04	0.04	14.15%	10.09%	3.98%	6.23%
Total	36.18	35.57	35.09	34.73	34.29	-5.22%	-3.58%	-2.27%	-1.26%

(ii) Wireless Subscriber Base (in million)									
Service Provider	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	QE Jun 2011	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010	%age change over Mar 2011
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	136.62	143.29	152.50	162.20	169.19	23.84%	18.07%	10.95%	4.30%
Reliance	110.81	117.34	125.65	135.72	143.27	29.29%	22.10%	14.02%	5.56%
Vodafone	109.06	115.55	124.26	134.57	141.52	29.76%	22.47%	13.89%	5.16%
BSNL	72.70	78.32	86.71	91.83	93.73	28.93%	19.67%	8.09%	2.06%
Tata	72.53	79.07	84.23	89.14	90.99	25.45%	15.08%	8.02%	2.08%
Idea/Spice	68.89	74.21	81.78	89.50	95.11	38.07%	28.16%	16.30%	6.26%
Aircel/Dishnet	41.68	46.52	50.17	54.84	57.98	39.11%	24.65%	15.57%	5.72%
MTNL	5.21	5.31	5.40	5.47	5.50	5.54%	3.54%	1.88%	0.47%
Loop	2.93	2.98	3.04	3.09	3.15	7.64%	5.58%	3.47%	1.81%
Quadrant (HFCL)	0.67	1.02	1.61	1.47	1.40	110.05%	37.24%	-12.90%	-4.28%
Sistema	5.10	6.64	8.43	10.06	11.73	129.77%	76.62%	39.03%	16.59%
Unitech	6.02	11.27	18.51	22.79	26.33	-	-	42.25%	15.52%
S Tel	1.33	1.64	2.32	2.82	3.32	-	-	43.27%	17.60%
Videocon	1.94	4.48	7.320	7.11	7.13	-	-	-	0.34%
Etisalat	0.02	0.06	0.2649	0.968	1.36	-	-	-	40.33%
Total	635.51	687.71	752.19	811.59	851.70	34.02%	23.85%	13.23%	4.94%

C. Internet & Broadband Services

	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	QE Jun 2011	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010	%age change over Mar 2011
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Internet (excluding Internet Access by wireless phone subscribers)	16.72	17.90	18.69	19.67	20.33	21.59%	13.61%	8.80%	3.33%
- Narrowband Connections	7.25	7.59	7.70	7.79	7.98	10.12%	5.16%	3.68%	2.49%
- Broadband Connections (>=256 Kbps download speed)	9.47	10.31	10.99	11.89	12.35	30.37%	19.83%	12.38%	3.89%
ii) Wireless Data Subscribers	213.81	274.05	332.43	381.4	346.67	62.14%	26.50%	4.28%	-9.11%
2) Minutes of Use (Dialup Internet) (MOU/ subs/month)	389	486	411	395	547	40.58%	12.55%	33.09%	38.48%

D. Telecom Financial Data

	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	QE Jun 2011	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010	%age change over Mar 2011
						(12 months)	(9 months)	(6 months)	(3 months)
A. Telecom Sector									
i) Gross Revenue (Rs. in Crores)	41392.75	41895.95	42916.81	45513.05	46891.61	13.28%	11.92%	9.26%	3.03%
ii) Adjusted Gross Revenue (Rs. in Crores)	30481.93	29736.20	29925.37	31470.63	32589.93	6.92%	9.60%	8.90%	3.56%
B. Access Services									
Adjusted Gross Revenue (Rs. in Crores)	24921.93	23809.17	24239.72	24500.33	26110.16	4.77%	9.66%	7.72%	6.57%
ARPU per month (AGR/ Average subscribers/3)	129	114	107	100	100	-21.96%	-11.83%	-6.36%	0.30%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending June 2011. It provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. The Executive Summary of various Telecom Services has been given in the beginning, followed by 'Performance Indicators at a Glance'. Chapter-1 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. The Report has been prepared based on the information furnished by the Service Providers. It is also available on TRAI's website (www.trai.gov.in). Any suggestion pertaining to this report may please be addressed to Advisor (ER), TRAI; Tel. +91-11-23230752, Fax. +91-11-23236650 and e-mail: adveco@trai.gov.in or eco@trai.gov.in

Chapter 1 :

Subscription Data

Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 846.32 million in Mar-11 to 885.99 million at the end of Jun-11, registering a sequential growth of 4.69% over the previous quarter as against 7.50% during the QE Mar-11. This reflects year-on-year (Y-O-Y) growth of 31.91% over the same quarter of last year. The overall Teledensity in India has reached 73.97 as on 30th June 2011.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

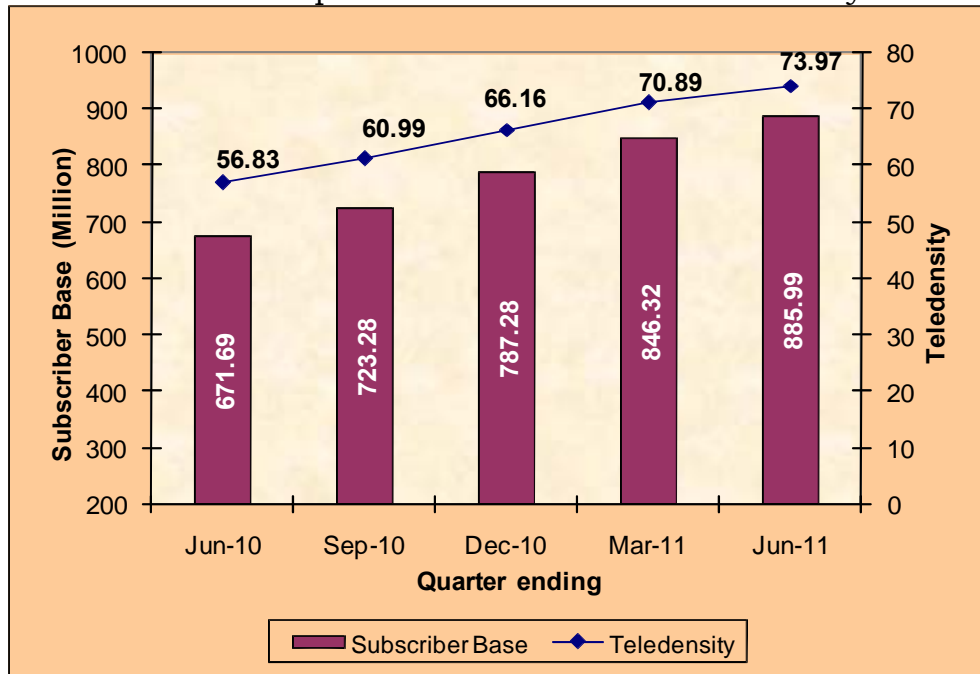


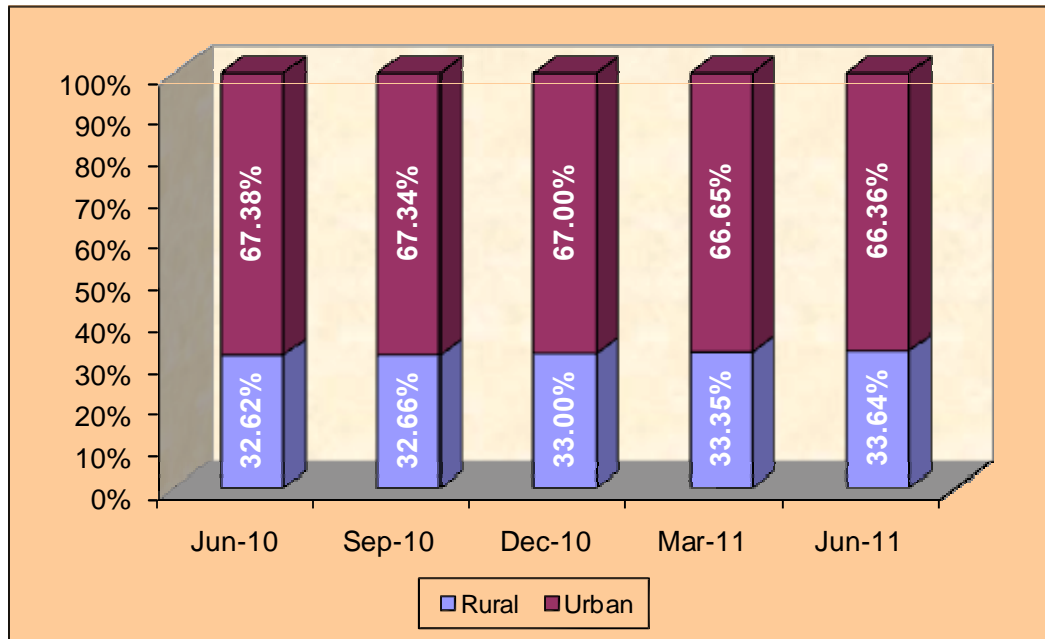
Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Jun-10	219.09	452.59	26.43	128.20
Sep-10	236.21	487.07	28.42	137.25
Dec-10	259.78	527.50	31.18	147.88
Mar-11	282.23	564.08	33.79	157.32
Jun-11	298.05	587.94	35.60	163.13

- 1.2 Subscription in Urban Areas grew from 564.08 million at the end of Mar-11 to 587.94 million at the end of Jun-11, taking the Urban Teledensity from 157.32 to 163.13. Rural subscription increased from 282.23 million to 298.05 million, and the Rural Teledensity increased from 33.79 to 35.60. The year-on-year (Y-O-Y) growth rate of Rural and Urban Teledensity for Mar-11 is 34.68 and 27.24 respectively.
- 1.3 Both, Urban and Rural subscription recorded a decline in rate of growth during the quarter. Rural subscription growth rate declined from 8.65% in Mar-11 to 5.60% in QE Jun-11, and Urban subscription declined from 6.93% in QE Mar-11 to 4.23% in QE Jun-11. The Y-O-Y rates of growth in Rural and Urban subscribers are 36.64% and 29.91% respectively.

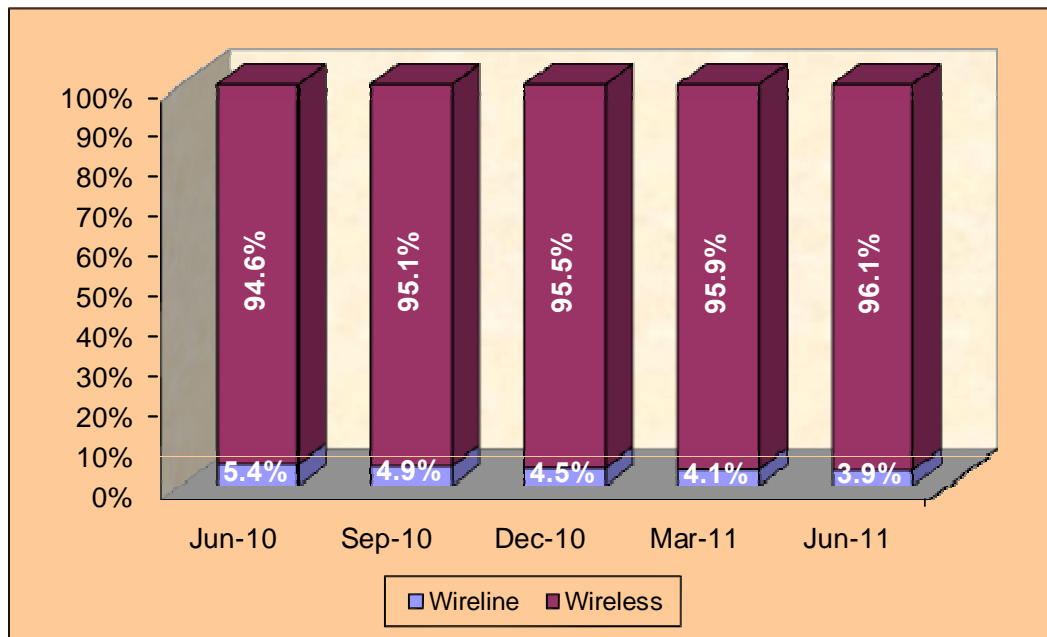
1.4 Rural subscription continues to show higher growth rate than urban, and resulting in reduction in Urban Rural disparities.

Chart 1.2: Market Share - Rural & Urban



1.5 Share of Rural areas in total subscription has increased to 33.64% at the end of Jun-11 from 33.35% at the end of Mar-11. The year-on-year (Y-O-Y) growth of the market share of the Rural areas for Jun-11 is 3.13 as against 3.24% in the previous quarter.

Chart 1.3: Composition of Access subscription – Wireline & Wireless



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

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

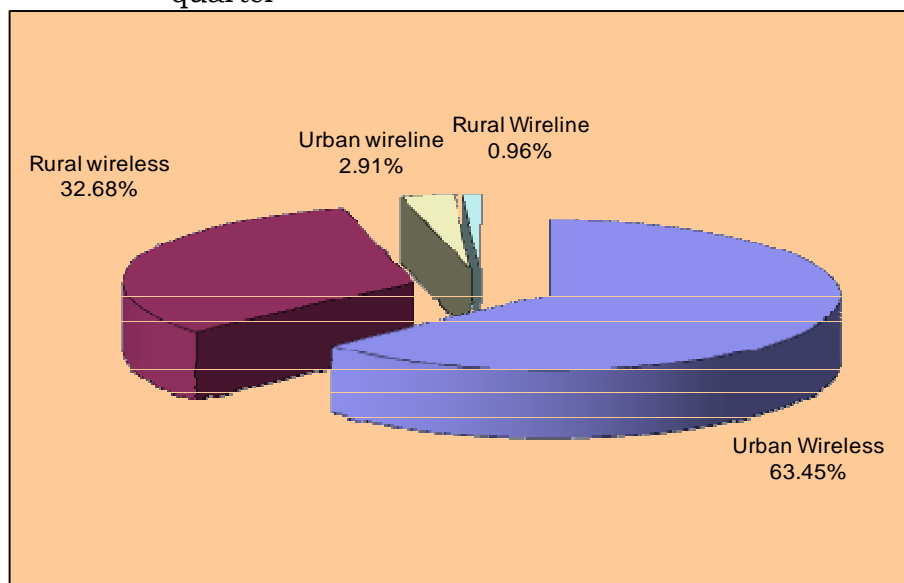
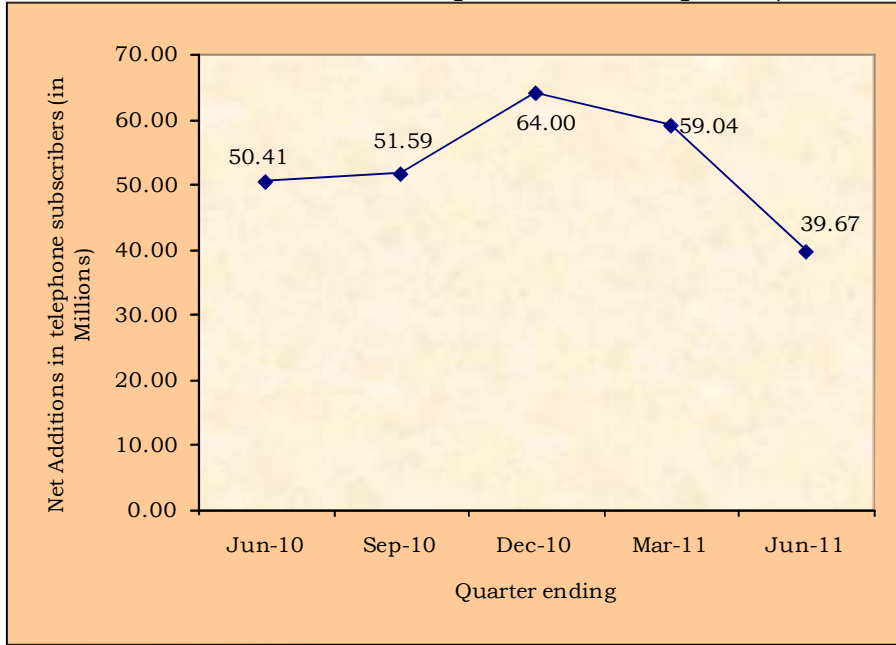


Table 1.2: Service Area wise Access (Wireless +Wireline)
Subscribers

Service Area	Subscribers (million)			
	Mar-11	Jun-11	Net Additions	Rate of Growth
Andhra Pradesh	63.05	64.91	1.87	2.96%
Assam	11.93	12.95	1.02	8.53%
Bihar	54.74	58.53	3.79	6.93%
Delhi	41.66	44.02	2.36	5.68%
Gujarat	48.90	50.74	1.83	3.74%
Haryana	21.04	21.82	0.78	3.73%
Himachal Pradesh	7.55	7.70	0.15	1.99%
Jammu & Kashmir	5.97	6.04	0.06	1.08%
Karnataka	52.19	53.95	1.76	3.36%
Kerala	34.66	36.04	1.37	3.96%
Madhya Pradesh	47.21	49.46	2.25	4.77%
Maharashtra	64.57	67.37	2.80	4.33%
Mumbai	37.79	39.49	1.70	4.49%
North East	7.45	8.01	0.56	7.52%
Orissa	22.99	24.27	1.29	5.60%
Punjab	30.34	31.70	1.36	4.49%
Rajasthan	44.39	45.71	1.32	2.97%
T.N. (incl. Chennai)	73.09	76.15	3.06	4.18%
U.P.(E)	65.15	69.03	3.89	5.96%
U.P.(W)	46.62	50.16	3.54	7.60%
Kolkata	24.61	25.02	0.41	1.67%
West Bengal	40.42	42.92	2.50	6.18%
All India	846.32	885.99	39.67	4.69%

- 1.7 During the quarter, Assam has recorded the highest growth rate of 8.53%, followed by UP-W (7.60%) and NE (7.52%). However, in terms of net additions, UP-E (3.89 million) is on the top position, followed by Bihar (3.79 million) and UP-W (3.54 million).

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



1.8 The net additions during the quarter have further decreased.

Table 1.3: Service Area wise Teledensity as on 30th June 2011

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	35.53	182.84	76.38
Assam	25.95	133.91	42.18
Bihar	23.43	182.33	45.10
Delhi	-	-	236.32
Gujarat	48.39	138.18	84.68
Haryana	54.57	145.57	85.33
Himachal Pradesh	72.23	440.51	113.05
J&K	29.79	109.74	51.29
Karnataka	35.33	183.21	90.48
Kerala	55.01	246.04	103.79
Madhya Pradesh	24.38	124.57	51.02
Maharashtra	48.27*	144.24*	92.96*
Mumbai			
North East	35.12	140.52	60.57
Orissa	30.62	201.61	59.39
Punjab	59.93	177.28	108.40
Rajasthan	39.91	153.30	67.03
T.N. (incl Chennai)	51.65	158.28	110.37
U.P.(E)	28.61*	152.59*	56.25*
U.P.(W)			
Kolkata	39.91*	162.37*	74.75*
W.B.			
All India	35.60	163.13	73.97

* Population data/projections are available state-wise only

Notes:

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

1.9 Himachal Pradesh has the highest Rural Teledensity of 72.23, followed by Punjab (59.93), Kerala (55.01), Haryana (54.57) and Tamil Nadu (Incl. Chennai) (51.65). Bihar has continues to have the lowest Rural Teledensity of 23.43, followed by Madhya Pradesh (24.38).

Table 1.4: Growth in Subscribers

Service Provider	Subscriber base (millions)			Rate of Growth	Market Share – Mar-11	Market Share – Jun-11
	Mar-11	Jun-11	Net Additions			
Bharti	165.50	172.51	7.01	4.23%	19.56%	19.47%
Reliance	136.95	144.51	7.56	5.52%	16.18%	16.31%
Vodafone	134.57	141.52	6.95	5.16%	15.90%	15.97%
BSNL	117.06	118.45	1.39	1.19%	13.83%	13.37%
IDEA/Spice	89.50	95.11	5.61	6.26%	10.58%	10.73%
Tata	90.42	92.32	1.90	2.10%	10.68%	10.42%
Aircel/Dishnet	54.84	57.98	3.14	5.72%	6.48%	6.54%
Unitech	22.79	26.33	3.54	15.52%	2.69%	2.97%
Sistema	10.10	11.77	1.67	16.55%	1.19%	1.33%
MTNL	8.94	8.94	0.01	0.06%	1.06%	1.01%
Videocon	7.11	7.13	0.02	0.34%	0.84%	0.80%
S Tel	2.82	3.32	0.50	17.60%	0.33%	0.37%
Loop Mobile	3.09	3.15	0.06	1.81%	0.37%	0.36%
Quadrant (HFCL)	1.66	1.60	-0.06	-3.57%	0.20%	0.18%
Etisalat	0.97	1.36	0.39	40.33%	0.11%	0.15%
Total	846.32	885.99	39.67	4.69%	100%	100%

1.10 Bharti is the leading operator in Access segment in terms of number of subscribers. However, in terms of net additions during the quarter, Reliance is on the 1st position, followed by Bharti & Vodafone. Quadrant continued to record –ve growth during the quarter.

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

Service Provider	Subscribers as on Jun-11 (in millions)	Rural Subscribers (in millions)	Percentage of Rural subscribers	Market share of Rural subscribers
Bharti	172.51	69.25	40.14%	23.2%
Vodafone	141.52	54.72	38.67%	18.4%
IDEA/Spice	95.11	50.18	52.76%	16.8%
BSNL	118.45	41.90	35.38%	14.1%
Reliance	144.51	31.51	21.80%	10.6%
Aircel/Dishnet	57.98	20.64	35.59%	6.9%
Tata	92.32	18.54	20.09%	6.2%
Unitech	26.33	7.88	29.94%	2.6%
Sistema	11.77	2.03	17.23%	0.7%
S Tel	3.32	1.40	42.16%	0.5%
Quadrant (HFCL)	1.60	0.000	0.02%	0.0001%
Loop Mobile	3.15	-	-	-
Videocon	7.13	-	-	-
Etisalat	1.36	-	-	-
MTNL	8.94	-	-	-
Total	885.99	298.05	33.64%	100%

1.11 IDEA continues to be the Service provider with highest proportion of Rural subscribers to its total subscribers, and this proportion has risen from 51.62% at the end of Mar-11 to 52.76% at the end of Jun-11.

Section B: Wireless Service

Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 30th June 2011]

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	Assam, HP, Kolkata, TN (incl. Chennai), Karnataka, Kerala, Rajasthan, Haryana, Maharashtra, Mumbai, Delhi, Bihar, WB, AP, MP, Gujarat, UP(E) UP(W), Orissa & Punjab
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:

- Sistema (Assam & HP)

Complete list of licensed Cellular (GSM & CDMA) Service providers as on 30th June 2011 is at Annexure – 1.1

1.12 Total Wireless (GSM + CDMA) subscriber base increased from 811.59 Million at the end of Mar-11 to 851.70 million at the end of Jun-11, thereby showing a growth of 4.94%. During this quarter 40.11 million subscribers were added. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Jun-11 is 34.02%. Wireless Teledensity increased from 67.98 to 71.11.

Chart 1.6: Wireless Subscriber Base and Teledensity

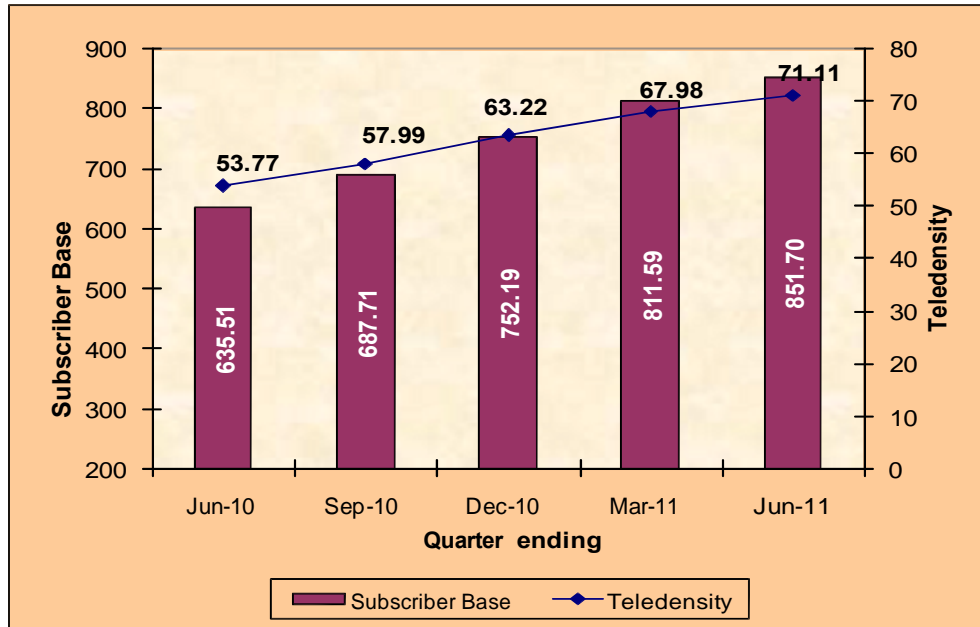


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Jun-10	209.63	425.87	25.29	120.63
Sep-10	227.08	460.63	27.32	129.80
Dec-10	250.89	501.30	30.11	140.53
Mar-11	273.54	538.05	32.75	150.06
Jun-11	289.57	562.12	34.58	155.96

1.13 The Rural Wireless subscribers increased from 273.54 million at the end of Mar-11 to 289.57 million at the end of Jun-11.

1.14 Rural subscription grew at the rate of 5.86% in QE Jun-11 as against 9.03% in QE Mar-11 and Urban subscription grew at the rate of 4.48% as against 7.33% in the previous quarter. The share of Rural wireless subscription increased to 34.00% in total wireless subscription.

Chart 1.7: Wireless Market Share – Rural & Urban

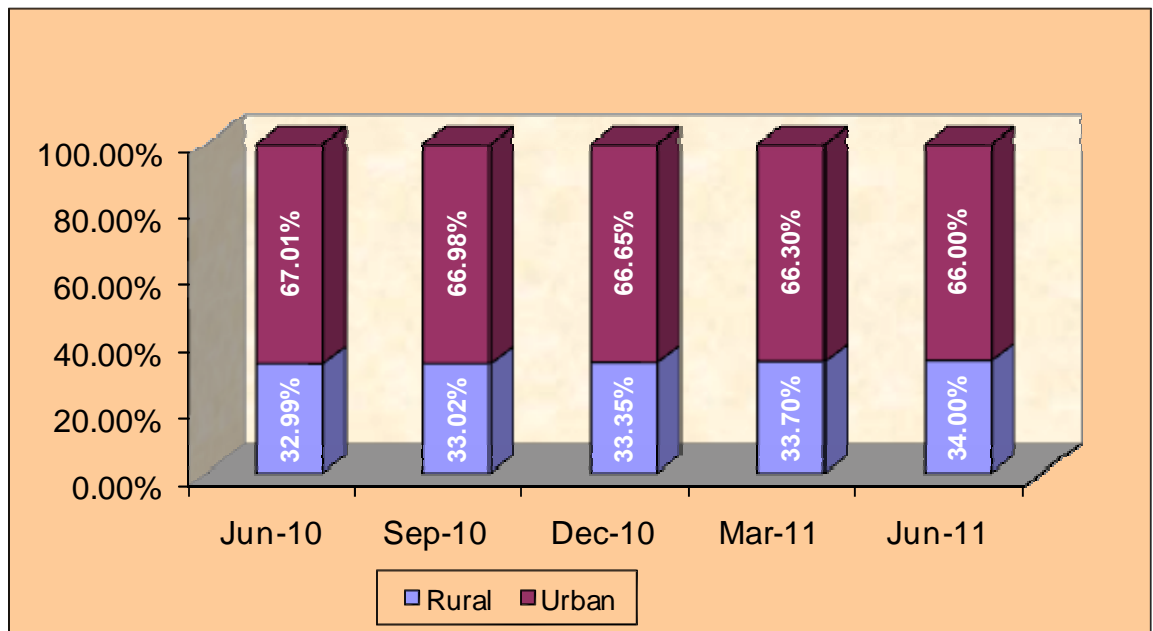


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (millions)			Rate of Growth	Market Share – Mar-11	Market Share – Jun-11
	Mar-11	Jun-11	Net Additions			
Bharti	162.20	169.19	6.98	4.30%	19.99%	19.86%
Reliance	135.72	143.27	7.55	5.56%	16.72%	16.82%
Vodafone	134.57	141.52	6.95	5.16%	16.58%	16.62%
IDEA/Spice	89.50	95.11	5.61	6.26%	11.03%	11.17%
BSNL	91.83	93.73	1.89	2.06%	11.32%	11.00%
Tata	89.14	90.99	1.85	2.08%	10.98%	10.68%
Aircel/Dishnet	54.84	57.98	3.14	5.72%	6.76%	6.81%
Unitech	22.79	26.33	3.54	15.52%	2.81%	3.09%
Sistema	10.06	11.73	1.67	16.59%	1.24%	1.38%
Videocon	7.11	7.13	0.02	0.34%	0.88%	0.84%
MTNL	5.47	5.50	0.03	0.47%	0.67%	0.65%
S Tel	2.82	3.32	0.50	17.60%	0.35%	0.39%
Loop	3.09	3.15	0.06	1.81%	0.38%	0.37%
Quadrant (HFCL)	1.47	1.40	-0.06	-4.28%	0.18%	0.16%
Etisalat	0.97	1.36	0.39	40.33%	0.12%	0.16%
Total	811.59	851.70	40.11	4.94%	-	-

1.15 Bharti is the leading operator with 169.19 million subscribers at the end of Jun-11, followed by Reliance (143.27 million) and Vodafone (141.52 million). In terms of net additions during the quarter, Reliance (7.55 million) has added the highest number of subscribers, followed by Bharti (6.98 Million) and Vodafone (6.95 Million). Quadrant continued to record -ve growth.

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (million)			
	Mar-11	Jun-11	Net Additions	Rate of change
U.P.(E)	63.68	67.57	3.90	6.12%
Bihar	53.54	57.34	3.80	7.09%
U.P.(W)	45.77	49.31	3.55	7.75%
T.N. (incl. Chennai)	69.63	72.76	3.13	4.50%
Maharashtra	61.72	64.56	2.85	4.61%
West Bengal	39.66	42.19	2.53	6.39%
Delhi	38.82	41.17	2.35	6.06%
Madhya Pradesh	45.83	48.13	2.31	5.04%
Andhra Pradesh	60.68	62.56	1.88	3.11%
Gujarat	46.96	48.82	1.86	3.96%
Karnataka	49.45	51.22	1.77	3.58%
Mumbai	34.80	36.50	1.70	4.89%
Kerala	31.36	32.76	1.40	4.45%
Punjab	28.76	30.15	1.39	4.83%
Rajasthan	43.10	44.47	1.37	3.19%
Orissa	22.42	23.70	1.29	5.74%
Assam	11.67	12.69	1.02	8.73%
Haryana	20.39	21.19	0.80	3.93%
North East	7.18	7.75	0.57	7.93%
Kolkata	23.21	23.64	0.42	1.82%
Himachal Pradesh	7.22	7.37	0.15	2.14%
Jammu & Kashmir	5.75	5.82	0.07	1.14%
All India	811.59	851.70	40.11	4.94%

Table 1.10: Service Area wise Wireless Teledensity as on 30th June 2011

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	34.40	175.79	73.61
Assam	25.72	129.68	41.34
Bihar	23.03	178.10	44.18
Delhi	-	-	221.01
Gujarat	47.21	132.00	81.48
Haryana	53.33	140.66	82.85
Himachal Pradesh	67.90	431.11	108.17
Jammu & Kashmir	29.30	104.26	49.46
Karnataka	33.93	173.29	85.91
Kerala	46.49	233.91	94.35
Madhya Pradesh	24.10	120.22	49.65
Maharashtra	47.00*	134.87*	87.92*
Mumbai			
North East	34.47	134.43	58.61
Orissa	30.02	196.23	57.99
Punjab	57.05	168.55	103.10
Rajasthan	39.16	148.11	65.23
T.N. (incl. Chennai)	49.64	151.01	105.46
U.P.(E)	28.30*	148.80*	55.16*
U.P.(W)			
Kolkata	39.37*	155.55*	72.43*
W.B.			
All India	34.58	155.96	71.11

* Population data/projections are available state-wise only

Notes:

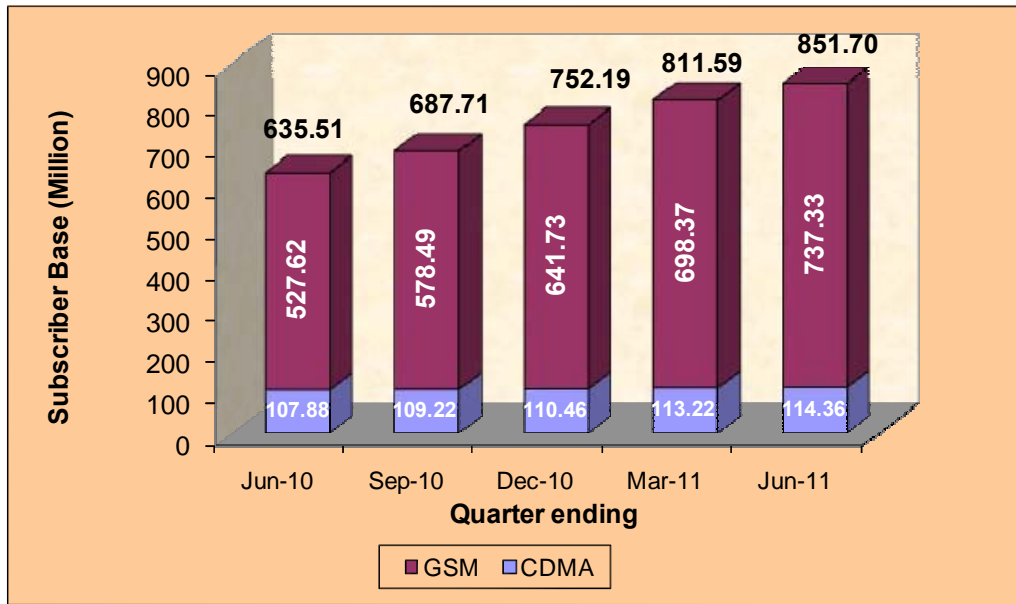
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the State of Delhi, includes 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 Jun-11 (in millions)	Rural Subscribers (in millions)		Percentage of Rural subscribers in total		Market Share of Rural Subscribers	
		Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11
Bharti	169.19	65.73	69.25	40.52%	40.93%	24.03%	23.91%
Vodafone	141.52	51.62	54.72	38.36%	38.67%	18.87%	18.90%
Idea /Spice	95.11	46.05	50.18	51.45%	52.76%	16.83%	17.33%
BSNL	93.73	32.77	33.48	35.69%	35.72%	11.98%	11.56%
Reliance	143.27	29.47	31.50	21.72%	21.99%	10.77%	10.88%
Aircel / Dishnet	57.98	19.43	20.64	35.43%	35.59%	7.10%	7.13%
Tata	90.99	18.46	18.50	20.71%	20.33%	6.75%	6.39%
Unitech	26.33	6.86	7.88	30.08%	29.94%	2.51%	2.72%
Sistema	11.73	2.35	2.02	23.40%	17.24%	0.86%	0.70%
S Tel	3.32	0.80	1.40	28.22%	42.16%	0.29%	0.48%
Quadrant (HFCL)	1.40	0.001	0.0003	0.04%	0.02%	0.0002%	0.0001%
Loop	3.15	0	0	0%	0%	0%	0%
MTNL	5.50	0	0	0%	0%	0%	0%
Videocon	7.13	0	0	0%	0%	0%	0%
Etisalat	1.36	0	0	0%	0%	0%	0%
Total	851.70	273.54	289.57	33.70%	34.00%	100%	100%

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

Chart 1.8: Wireless Subscription: GSM vs CDMA



1.17 GSM subscription continues to grow at a faster rate. At the end of Jun-11, GSM subscribers constituted 86.57% of the wireless market.

GSM Services

1.18 The GSM subscribers were 737.33 million at the end of Jun-11 as against 698.37 million at the quarter ending Mar-11, showing a growth of 5.58%. Bharti with 169.19 million subscribers continues to be the largest GSM mobile operator, followed by Vodafone (141.52 million).

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

Service Provider	Mar-11		Jun-11		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Bharti	162.20	23.23%	169.19	22.95%	6.98
Vodafone	134.57	19.27%	141.52	19.19%	6.95
Idea/Spice	89.50	12.82%	95.11	12.90%	5.61
BSNL	86.27	12.35%	88.43	11.99%	2.16
Reliance	81.06	11.61%	88.23	11.97%	7.17
Aircel /Dishnet	54.84	7.85%	57.98	7.86%	3.14
Tata	46.72	6.69%	49.06	6.65%	2.35
Unitech	22.79	3.26%	26.33	3.57%	3.54
Videocon	7.11	1.02%	7.13	0.97%	0.02
MTNL	5.19	0.74%	5.23	0.71%	0.04
S Tel	2.82	0.40%	3.32	0.45%	0.50
Loop	3.09	0.44%	3.15	0.43%	0.06
Etisalat	0.97	0.14%	1.36	0.18%	0.39
Quadrant (HFCL)	1.23	0.18%	1.30	0.18%	0.07
Total	698.37	100%	737.33	100%	38.96

1.19 Net addition further decreased from 56.64 million in quarter ending Mar-11 to 38.96 million in quarter ending Jun-11.

CDMA Services

1.20 The CDMA subscriber base increased to 114.36 million during the quarter ending Jun-11 from 113.22 million at the end of previous quarter, thereby showing a growth rate of 1.01%. Reliance with 55.03 million subscribers continues to be the largest CDMA mobile operator. However, in terms of net additions during the quarter, Sistema continued to add the highest number of subscribers (1.67 million), followed by Reliance (0.38 million), rest of the service providers recorded decline in subscribers.

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

Service Provider	Mar-11		Jun-11		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Reliance	54.65	48.27%	55.03	48.12%	0.38
Tata	42.42	37.47%	41.93	36.66%	-0.49
Sistema	10.06	8.88%	11.73	10.25%	1.67
BSNL	5.57	4.92%	5.30	4.63%	-0.27
MTNL	0.28	0.25%	0.27	0.24%	-0.01
Quadrant (HFCL)	0.24	0.21%	0.11	0.09%	-0.13
Total	113.22	100.00%	114.36	100.00%	1.14

1.21 Net addition decreased from 2.76 million in quarter ending Mar-11 to 1.14 million in quarter ending Jun-11.

Section C: Wireline Service

Table 1.14: Service Providers providing Wireline service [as on 30th June 2011]

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 1.9: Wireline Subscriber Base and Teledensity

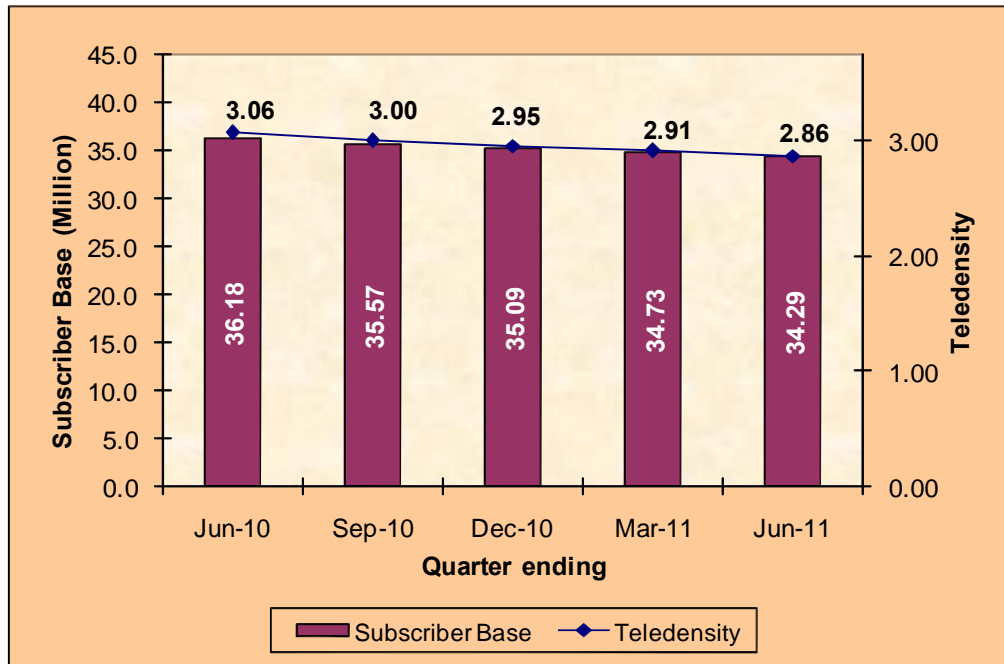


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Jun-10	9.46	26.72	1.14	7.57
Sep-10	9.13	26.44	1.10	7.45
Dec-10	8.88	26.21	1.07	7.35
Mar-11	8.69	26.04	1.04	7.26
Jun-11	8.47	25.82	1.01	7.16

1.22 Wireline subscriber base further declined from 34.73 million at the end of Mar-11 to 34.29 million at the end of Jun-11. Wireline Teledensity is 2.86. Rural subscriber base has shown Y-o-Y decline of 10.42%, from 9.46 Million at the end of Jun-10 to 8.47 Million at the end of Jun-11. During the same period, Urban subscription recorded decline rate of 3.37%.

Chart 1.10: Wireline Market share – Rural & Urban

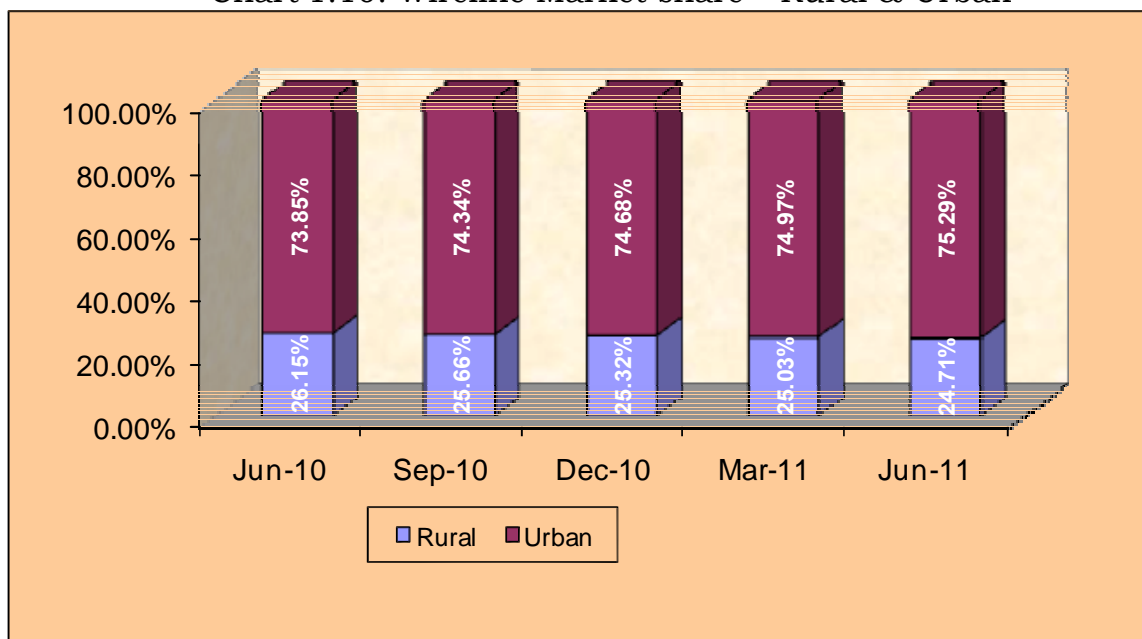


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share

Service Provider	Subscriber Base (million)			Share of Rural subscription
	Rural	Urban	Total	
BSNL	8.42	16.30	24.72	34.06%
MTNL	-	3.44	3.44	-
Bharti	-	3.32	3.32	-
Tata	0.04	1.28	1.33	3.37%
Reliance	0.002	1.24	1.24	0.13%
Quadrant (HFCL)	-	0.19	0.19	-
Sistema	0.005	0.04	0.04	13.18%
Total	8.47	25.82	34.29	24.71%

Table 1.17: Growth in Subscribers

Service Provider	Subscriber Base (million)			Rate of change	Market share-Mar-11	Market share-Jun-11
	Mar-11	Jun-11	Net Additions			
BSNL	25.22	24.72	-0.500	-2.0%	72.63%	72.10%
MTNL	3.46	3.44	-0.021	-0.6%	9.97%	10.04%
Bharti	3.30	3.32	0.026	0.8%	9.49%	9.69%
Tata	1.28	1.33	0.043	3.3%	3.69%	3.86%
Reliance	1.23	1.24	0.009	0.7%	3.55%	3.63%
Quadrant (HFCL)	0.19	0.19	0.004	1.9%	0.55%	0.56%
Sistema	0.04	0.04	0.002	6.2%	0.11%	0.12%
Total	34.73	34.29	-0.437	-1.3%	100%	100%

Table 1.18: Service Area wise Wireline Subscribers

Service Area	Mar-11	Jun-11	Net Additions	Rate of Change
Andhra Pradesh	2.37	2.35	-0.015	-0.64%
Assam	0.26	0.26	-0.002	-0.59%
Bihar	1.20	1.19	-0.002	-0.20%
Delhi	2.84	2.85	0.012	0.41%
Gujarat	1.95	1.92	-0.030	-1.55%
Haryana	0.65	0.63	-0.017	-2.56%
Himachal Pradesh	0.34	0.33	-0.005	-1.34%
Jammu & Kashmir	0.22	0.22	-0.001	-0.39%
Karnataka	2.74	2.73	-0.016	-0.57%
Kerala	3.30	3.28	-0.023	-0.69%
Madhya Pradesh	1.38	1.33	-0.057	-4.11%
Maharashtra	2.85	2.80	-0.050	-1.76%
Mumbai	2.99	2.99	-0.003	-0.10%
North East	0.27	0.26	-0.009	-3.40%
Orissa	0.57	0.57	0.000	0.04%
Punjab	1.58	1.55	-0.029	-1.83%
Rajasthan	1.29	1.23	-0.055	-4.29%
T.N. (incl. Chennai)	3.46	3.39	-0.073	-2.11%
U.P.(E)	1.47	1.46	-0.010	-0.70%
U.P.(W)	0.86	0.85	-0.005	-0.55%
Kolkata	1.40	1.39	-0.012	-0.84%
W.B.	0.76	0.72	-0.036	-4.74%
All India	34.73	34.29	-0.437	-1.26%

1.23 Delhi and Orissa are the only Service Areas which showed positive growth.

Table 1.19: Service Area wise Wireline Teledensity as on 30th June 2011

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.13	7.04	2.77
Assam	0.23	4.24	0.83
Bihar	0.40	4.24	0.92
Delhi	-	-	15.30
Gujarat	1.18	6.18	3.20
Haryana	1.24	4.91	2.48
Himachal Pradesh	4.32	9.40	4.89
Jammu & Kashmir	0.49	5.48	1.83
Karnataka	1.40	9.91	4.57
Kerala	8.52	12.13	9.44
Madhya Pradesh	0.29	4.35	1.37
Maharashtra	1.26*	9.37*	5.04*
Mumbai			
North East	0.65	6.09	1.97
Orissa	0.59	5.37	1.40
Punjab	2.89	8.73	5.30
Rajasthan	0.74	5.19	1.81
T.N.	2.01	7.27	4.91
U.P.(E)	0.31*	3.79*	1.09*
U.P.(W)			
Kolkata	0.53*	6.82*	2.32*
W.B.			
All India	1.01	7.16	2.86

* Population data/projections are available state-wise only

Notes:

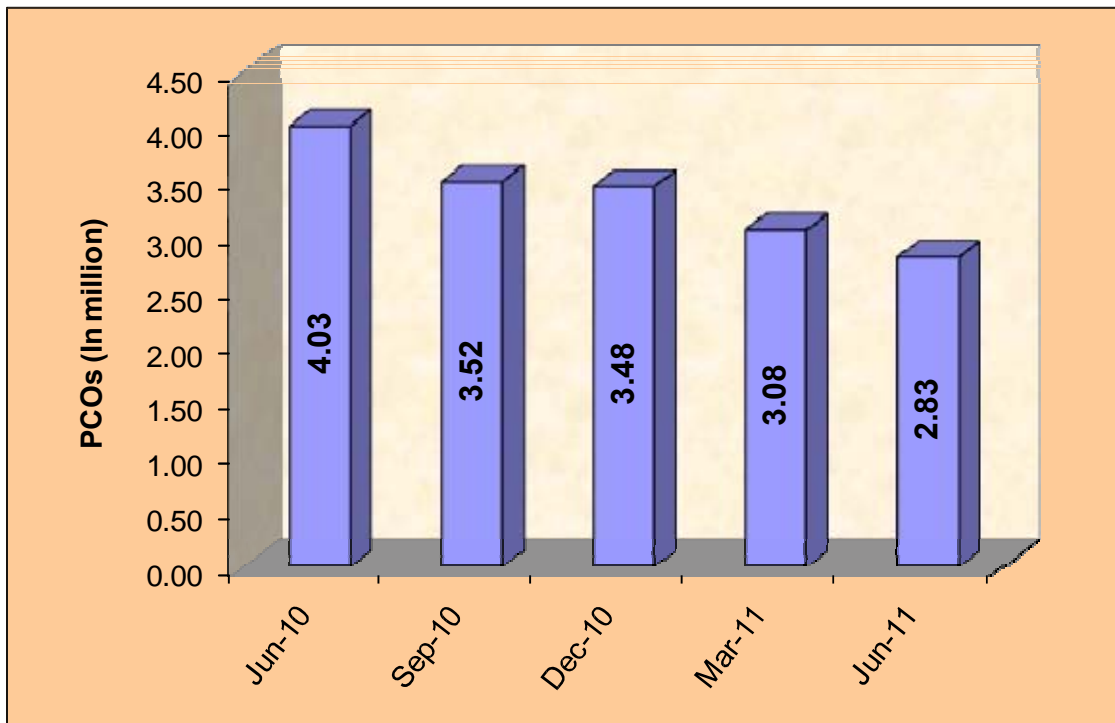
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

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

Public Call Offices (PCO)

1.25 Total number of PCOs in the country at the end of Jun-11 is 2.83 million as compared to 3.08* million at the end of Mar-11, showing a reduction of 0.25 million PCOs. Detailed table is at Annexure - 1.4.

Chart 1.11: Number of PCOs



1.26 Number of PCOs continued to show declining trend. This quarter has recorded a decline of 8.19%. The year-on-year (Y-O-Y) decline over the same quarter of the last year is 29.70%.

* PCO subscriber base for QE Mar-11 reported by M/s Reliance subsequently, has been updated in this report.

Table 1.20: Rate of change & Market share of PCOs

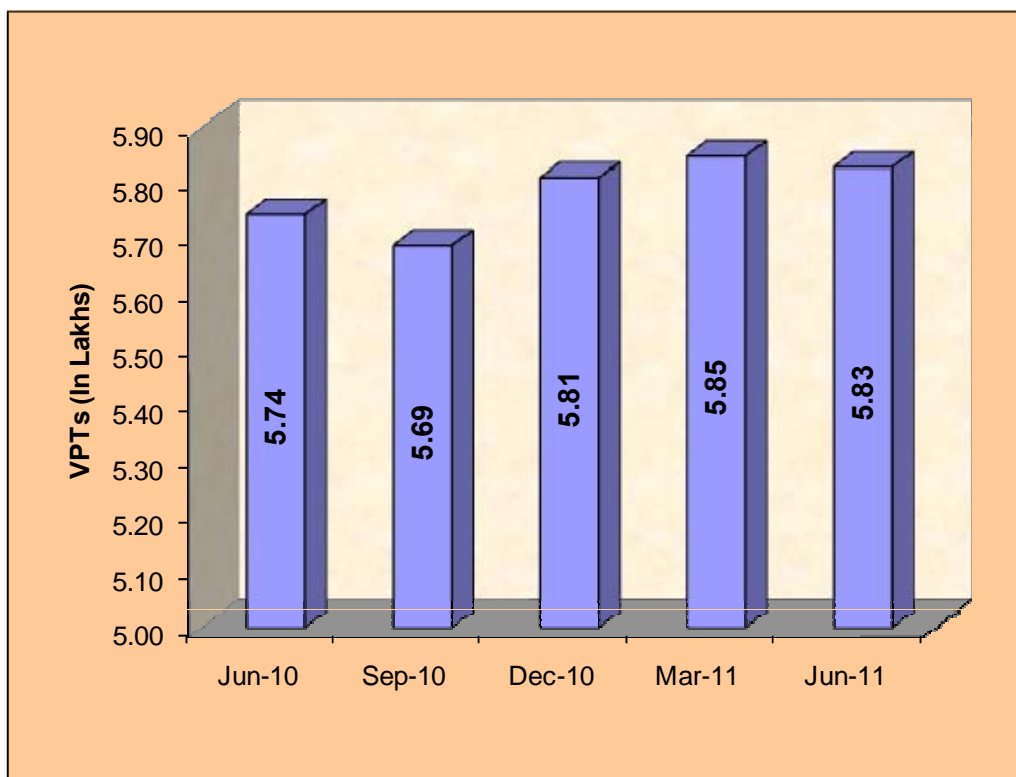
Service Provider	Mar-11	Jun-11	Rate of change	Market share (Jun-11)
BSNL	1.39	1.34	-4.17%	47.20%
MTNL	0.18	0.16	-6.96%	5.77%
Bharti	0.07	0.07	-8.02%	2.30%
Quadrant (HFCL)	0.01	0.01	-14.75%	0.39%
Sistema	0.02	0.02	-15.67%	0.71%
Tata	0.98	0.88	-10.51%	30.95%
Reliance	0.43*	0.36	-15.91%	12.67%
Total	3.08	2.83	-8.19%	100.00%

* PCO subscriber base for QE Mar-11 reported by M/s Reliance subsequently, has been updated in this report

Village Public Telephones (VPTs)

1.27 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs decreased from 5.85 lakhs at the end of Mar-11 to 5.83 lakhs at the end of QE Jun-11. At the end of Jun-11, 98.1% of the total inhabited villages in India have been connected. Detailed table is at Annexure -1.5.

Chart 1.12: Growth in VPTs

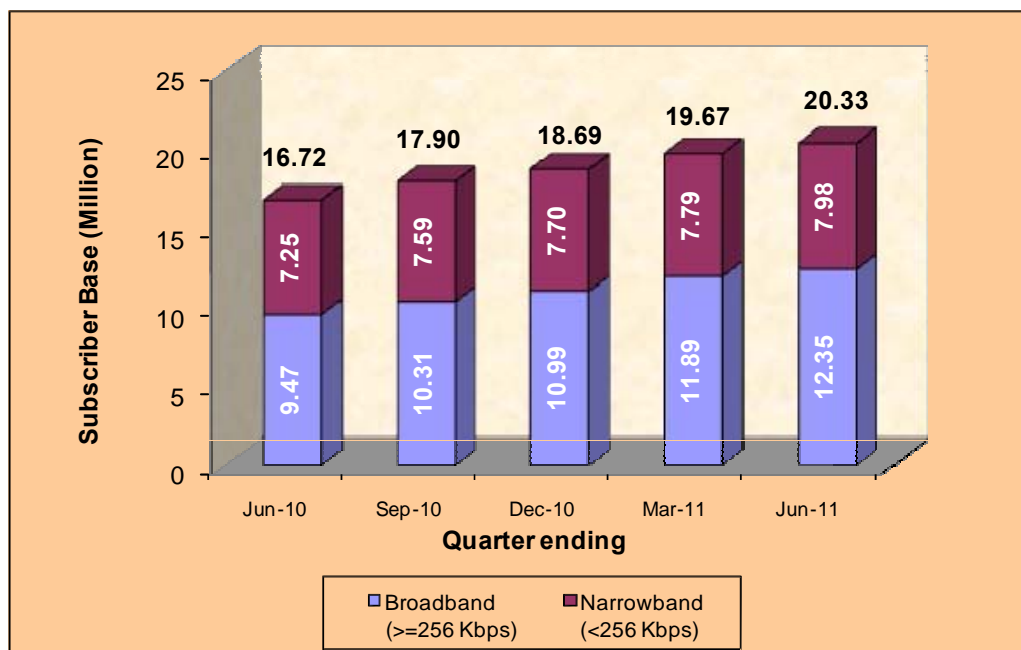


Section D: Internet Service

1.28 There are 20.33 million Internet subscribers at the end of Jun-11 as compared to 19.67 million at the end of Mar-11, registering a growth of 3.33%. Apart from this, 346.67 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.

1.29 Number of Broadband subscribers increased from 11.89 million at the end of Mar-11 to 12.35 million at the end of Jun-11, registering a quarterly growth of 3.89% and Y-O-Y growth of 30.37%.

Chart 1.13: Trends in Internet/Broadband subscription



1.30 Share of Broadband subscription in total Internet subscription increased from 60.4% at the end of Mar-11 to 60.7% at the end of Jun-11.

1.31 Number of Narrowband subscribers increased from 7.79 million at the end of Mar-11 to 7.98 million at the end of Jun-11, thereby showing a growth rate of 2.49% as against a growth rate of 1.17% in the previous quarter i.e. QE Mar-11.

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

Quarter ending	PSU ISPs	Private ISPs	Total	Share of PSUs
Jun-10	11.98	4.74	16.72	71.6%
Sep-10	12.53	5.36	17.90	70.0%
Dec-10	13.03	5.66	18.69	69.7%
Mar-11	13.74	5.94	19.67	69.8%
Jun-11	14.07	6.26	20.33	69.2%

1.32 The total Internet leased line customers stood at 46,626 at the end of Jun-11 as compared to 45,275 at the end of Mar-11, registering an increase of about 2.98%.

1.33 There are 7958 Cyber Cafes at the end of Jun-11 as compared to 8409 at the end of Mar-11 registering a decline of 5.36% during the quarter.

1.34 As per the reports available with the TRAI, 33 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

1.35 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 715 GB for International and 492 GB for National during this quarter as compared to 610 GB for International and 403 GB for National at the end of Mar-11.

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

S.No	ISP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	11630484	57.21%
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2442157	12.01%
3	Reliance Communications Infrastructure Limited	A	All India	2427278	11.94%
4	Bharti Airtel Ltd.	A	All India	1446715	7.12%
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	355574	1.75%
6	You Broadband & Cable India Private Limited(YOU Telecom India Pvt. Ltd).	A	All India	287011	1.41%
7	Tikona Digital Networks Pvt Ltd	A	All India	226555	1.11%
8	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	164198	0.81%
9	Beam Telecom Pvt. Ltd.	B	Andhra Pradesh	129750	0.64%
10	Asianet Satellite Communications Ltd.	B	Kerala	109561	0.54%
	Total of Top 10 ISPs			19219283	94.53%
	Others			1111517	5.47%
	Grand Total			20330800	100.00%

1.36 BSNL holds 57.21% of the market share with reported subscriber base of 11.63 million Internet subscribers at the end of Jun-11 as against 11.32 million at the end of Mar-11. MTNL is at second position (2.44 million) followed by Reliance (2.43 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.

1.37 Top 10 ISPs together hold 94.53% of the total Internet subscriber base.

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

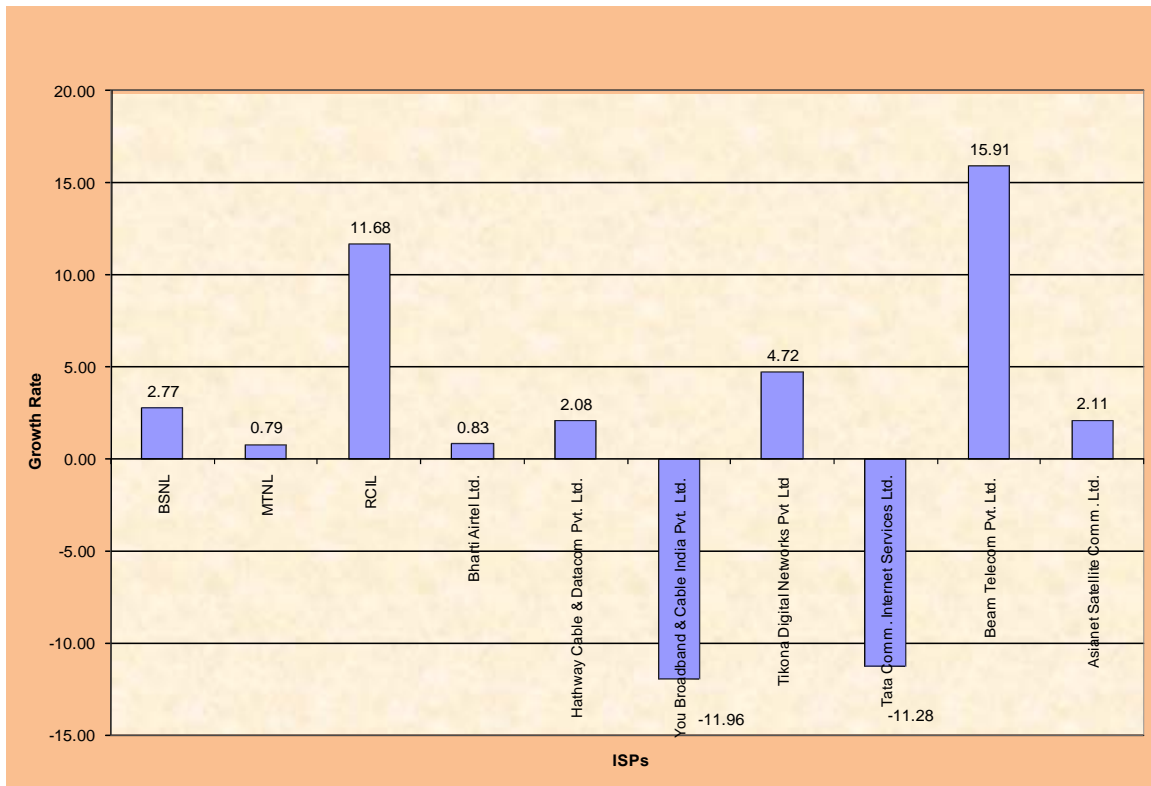


Chart 1.15: Technology trends for Internet Access (including Broadband)

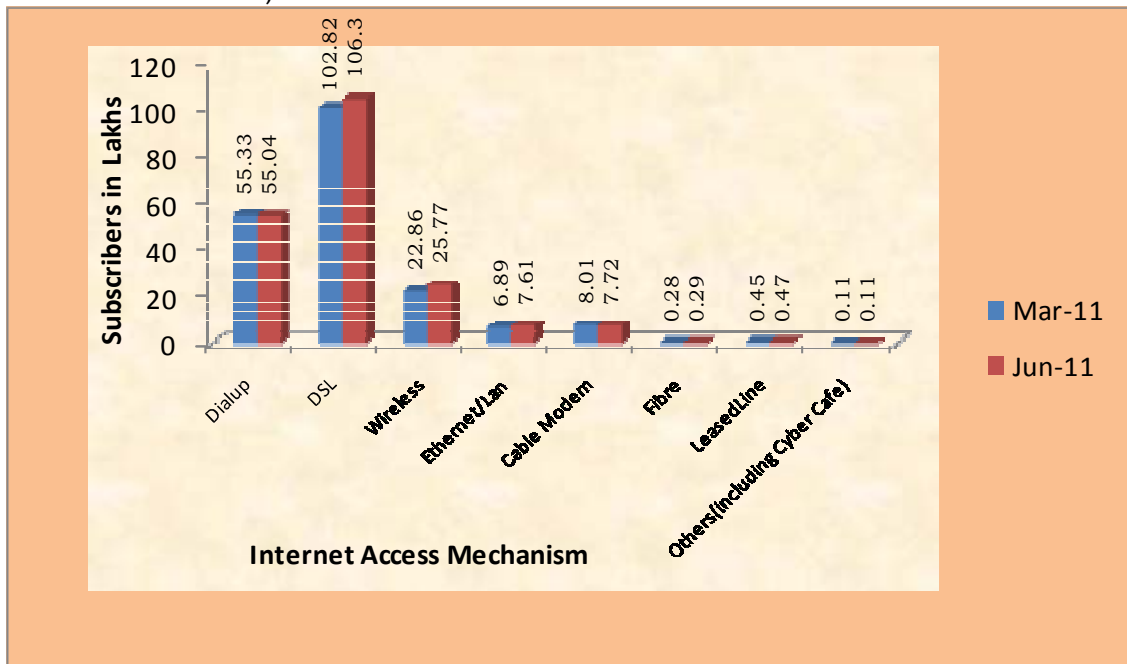
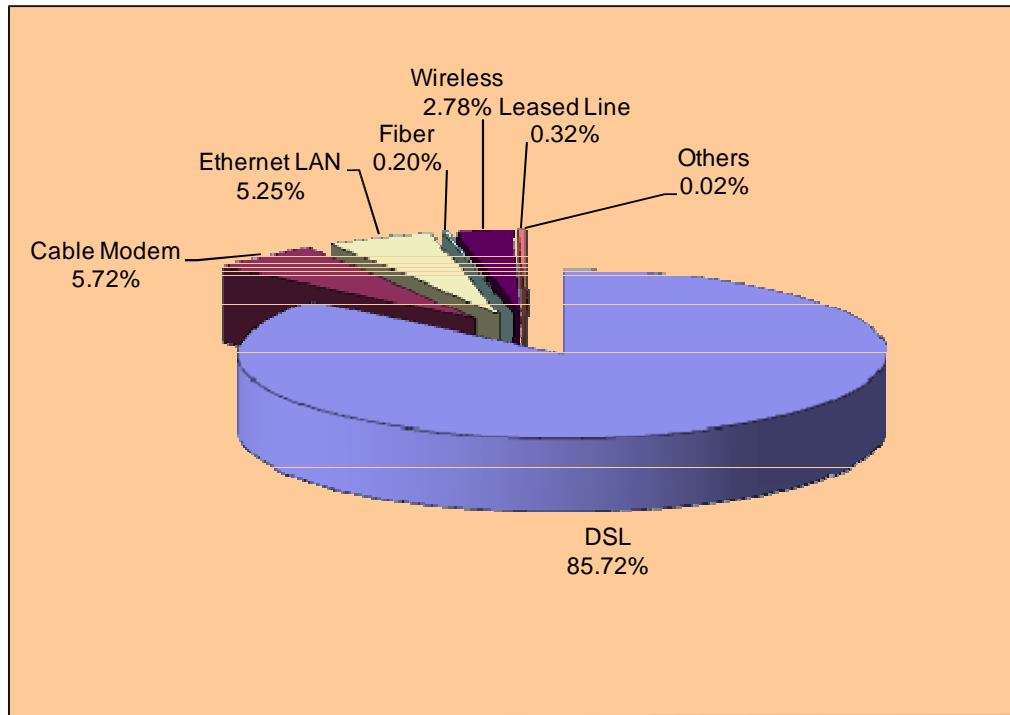
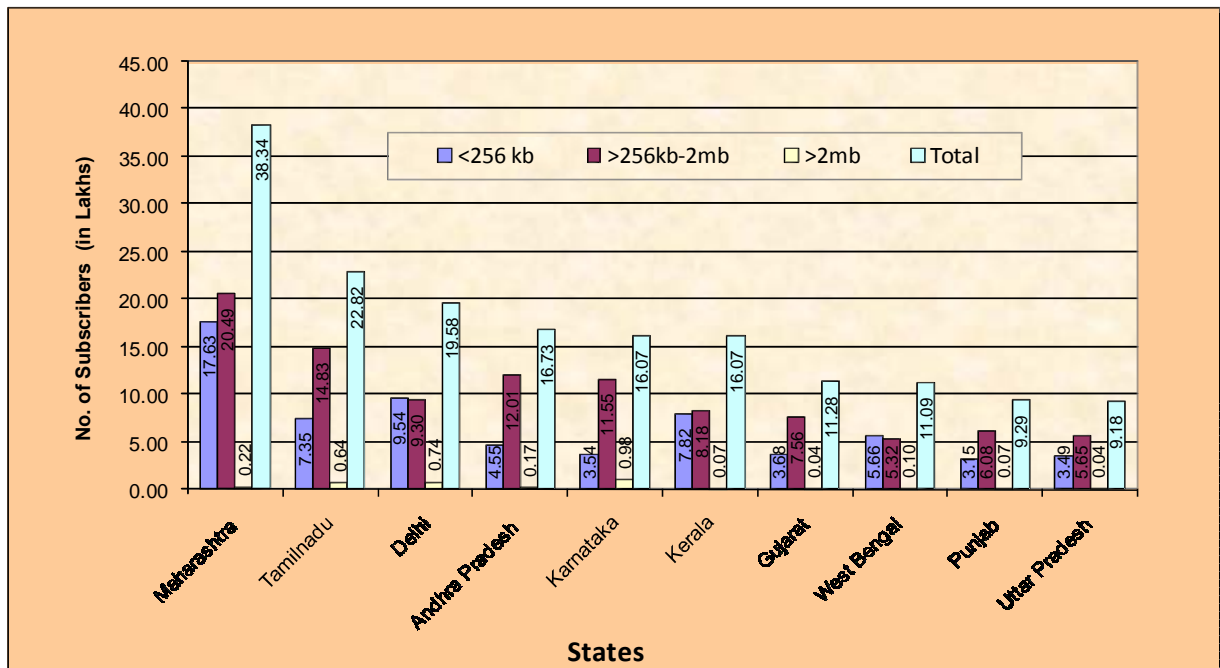


Chart 1.16: Broadband Access - Technologies & Market Share



1.38 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 85.72% of total broadband subscribers, followed by Cable Modem Technology (5.72%) and Ethernet LAN (5.25%).

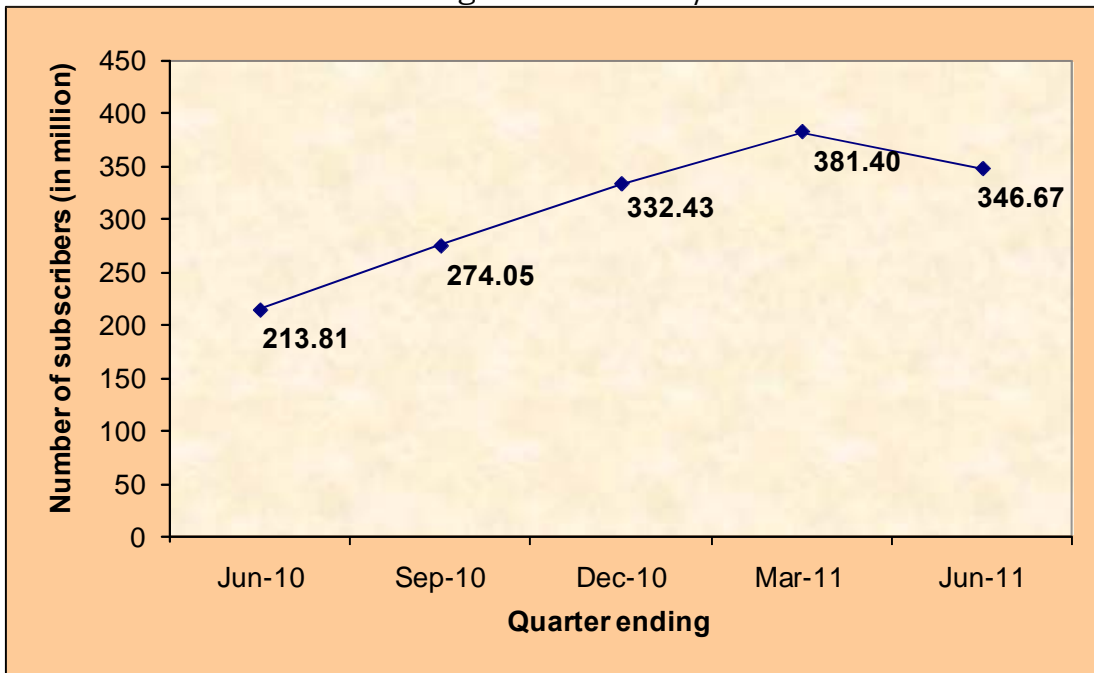
Chart 1.17: Speed Category wise data on Internet/broadband subscribers for top 10 States



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

1.40 At the end of Jun-11, in 9 out of top 10 states, the number of broadband subscribers is more than the number of Internet subscribers.

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



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

1.41 40.70% of total wireless subscribers base are capable of Accessing Data Services/Internet at the end of Jun-11 as against 46.99% at the end of previous quarter.

Table 1.23: Service Provider wise details of Data Services

S.No.	Subscriber Base of Data Services	
	Service Provider	Data Subscribers as on 30 th June 2011 (in millions)
1	Aircel	11.08
2	Bharti	131.38
3	Loop	3.15
4	BSNL*	GPRS = 69.26 CDMA 2000 XI = 0.01
5	HFCL#	GPRS = 1.30
6	Vodafone	63.69
7	Idea	13.93
8	MTNL*	GPRS = 2.94 CDMA 2000 XI = 0.08
9	RTL	1.81
10	RCL*	GPRS = 2.60 CDMA 2000 XI = 7.39
11	Sistema@	CDMA 2000 XI = 0.82
12	Tata*	GPRS = 1.04 CDMA 2000 XI = 1.95
13	S Tel#	0.83
14	Unitech#	26.33
15	Etisalat	0.03
16	Videocon#	7.13
	Total	346.67

* = Provides GSM & CDMA Based services.

@ = Provide CDMA based services only.

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

Section E: Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.24: PMRTS Subscriber base – Service Provider wise

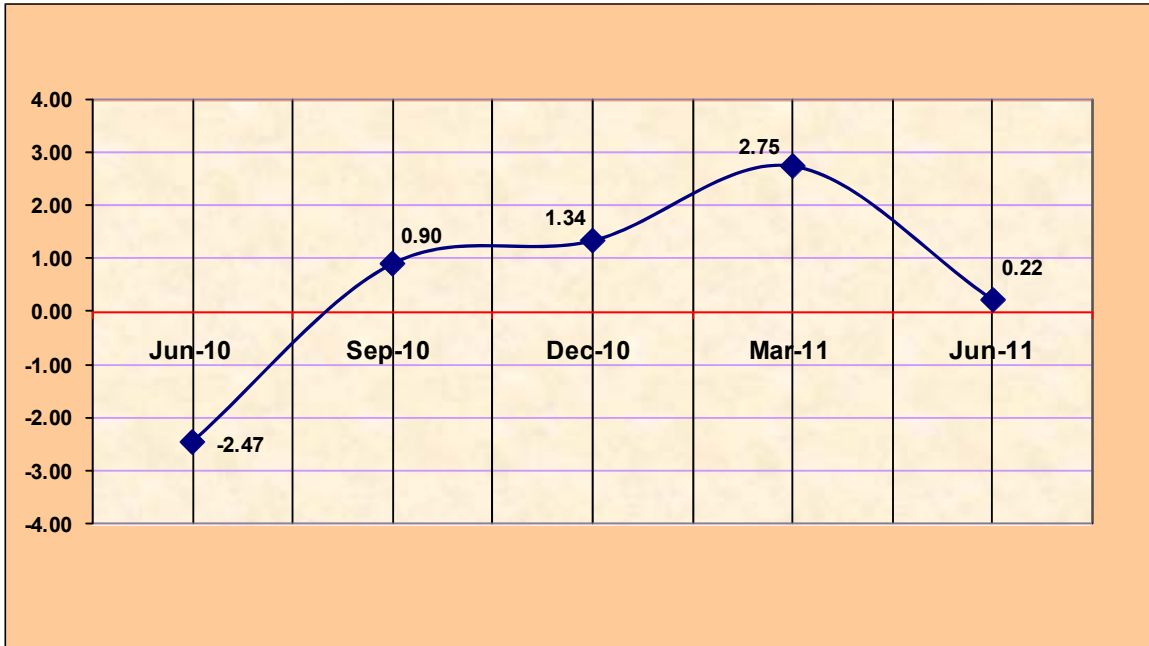
Sr. No.	Name of the Service Provider	Subscriber Base as on 31.03.11	Subscriber Base as on 30.06.11	%age Growth in Subscribers	%age in Market Share
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	20921	21144	1.07	61.75
2	Procall Ltd.	6202	6116	-1.39	17.86
3	Smartalk Pvt Ltd.	2276	2293	0.75	6.70
4	QuickCall	3443	3299	-4.18	9.63
5	Bhilwara Telenet Services Pvt.Ltd.	1327	1392	4.90	4.06
6	*India Satcom Ltd.	0	0	0.00	0.00
	Total	34169	34244	0.22	100.00

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

1.42 The subscriber base of PMRTS increased from 34,169 in QE Mar-11 to 34,244 at the end of Jun-11.

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

Chart 1.19: 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 (%)
		Mar-11	Jun-11		
1	Hughes Communications Ltd.	43870	46900	6.91	32.19
2	HCL Comnet	25427	24373	-4.15	16.73
3	Bharti Airtel Limited, Bangalore	43894	44825	2.12	30.77
4	Bharti Broadband	158	156	-1.27	0.11
5	Essel Shyam	2728	2728	0.00	1.87
6	Tatanet Services	*15414	16984	10.19	11.66
7	ITI	0	0	0.00	0.00
8	GNFC	0	0	0.00	0.00
9	BSNL	7740	8200	5.94	5.63
10	Infotel Satcom	1478	1523	3.04	1.05
	Total	140709	145689	3.54	100.00

* Corrected data provided by Tatanet Services for QE March,2011

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

1.44 The total number of VSAT subscribers increased to 145689 at the end of Jun-11. Net additions during the quarter has been 4980 and, the growth rate 3.54%.

1.45 Hughes Communication Limited with subscriber base of 46900 has attained highest market share, shifting Bharti Airtel Limited from the top position to 2nd position.

1.46 HCL Comnet and Bharti Broadband have registered decline in VSAT subscribers in this quarter.

Chart 1.20: Number of VSAT connections

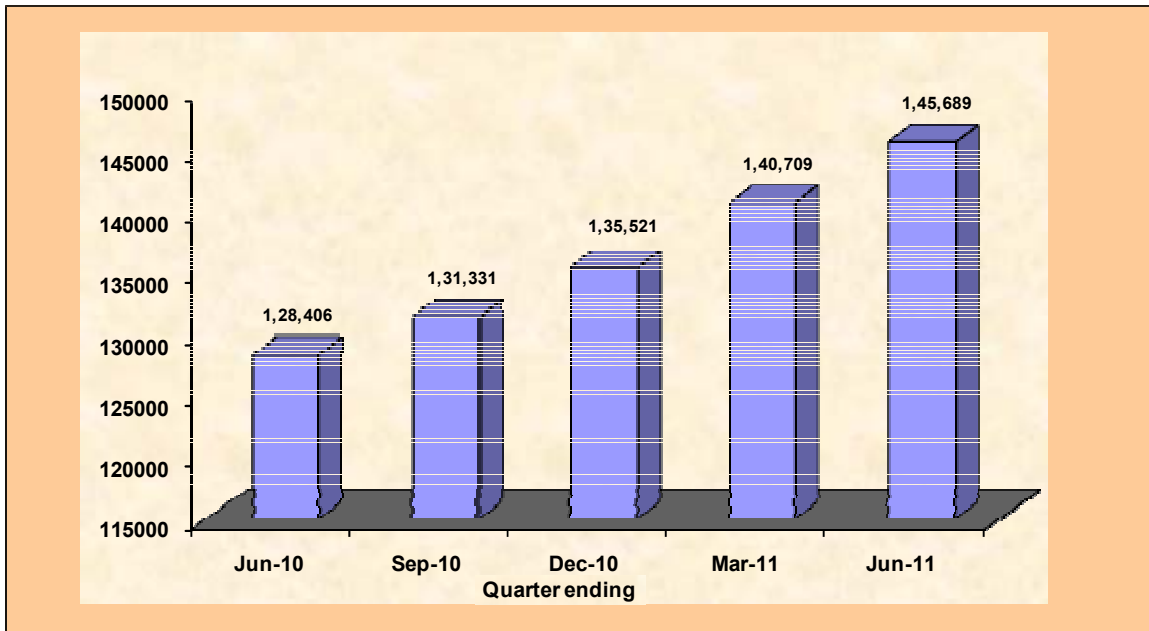
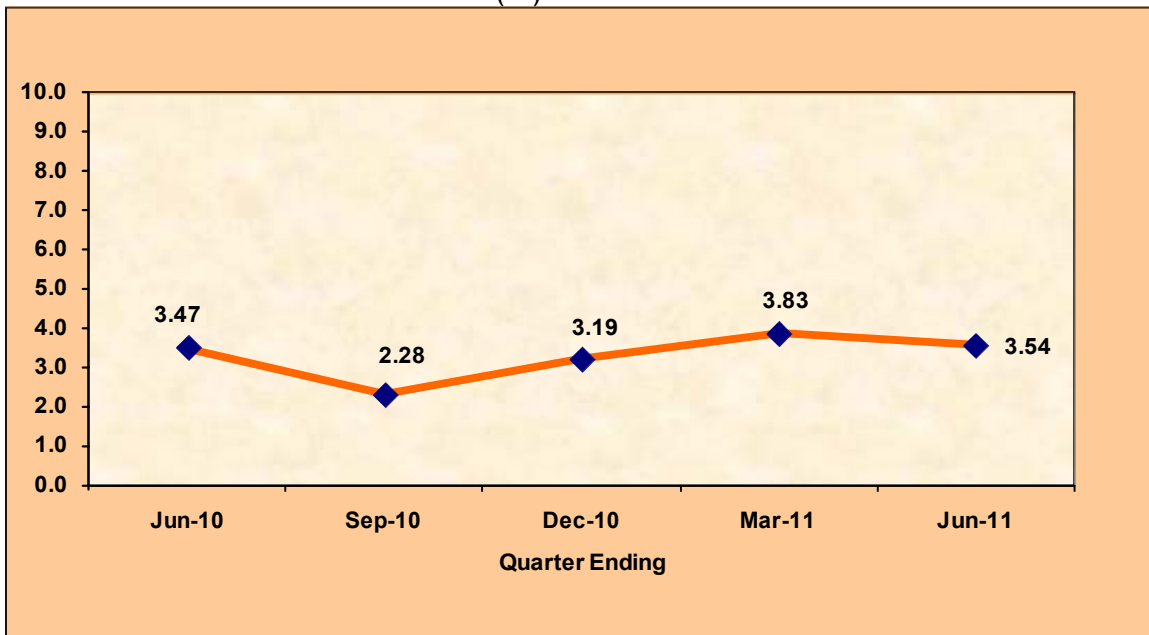


Chart 1.21: Growth Rate (%) of VSAT Subscribers



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 April 2011 to 30th June 2011 in the various service areas.

Section A: GSM Service

Table 2.1: Key Indicators - GSM Service

Parameter	Jun-10	Mar-11	Jun-11	%age Change QoQ	%change YoY
Subscriber Base (million)	526.18	697.98	736.14	5.47%	39.90%
Share of Prepaid (%)	96.16%	96.81%	96.91%	0.11%	0.78%
Incoming MOU* per sub. per month	206	180	177	-1.44%	-14.08%
Outgoing MOU* per sub. per month	195	169	167	-1.46%	-14.48%
Outgoing SMS per sub. per month	40.0	44.6	45.3	1.49%	13.14%
Average Revenue Per User (ARPU)	120	100	98	-2.55%	-19.05%

* Minutes of Usage

Chart 2.1: Outgoing Traffic Pattern - GSM Service

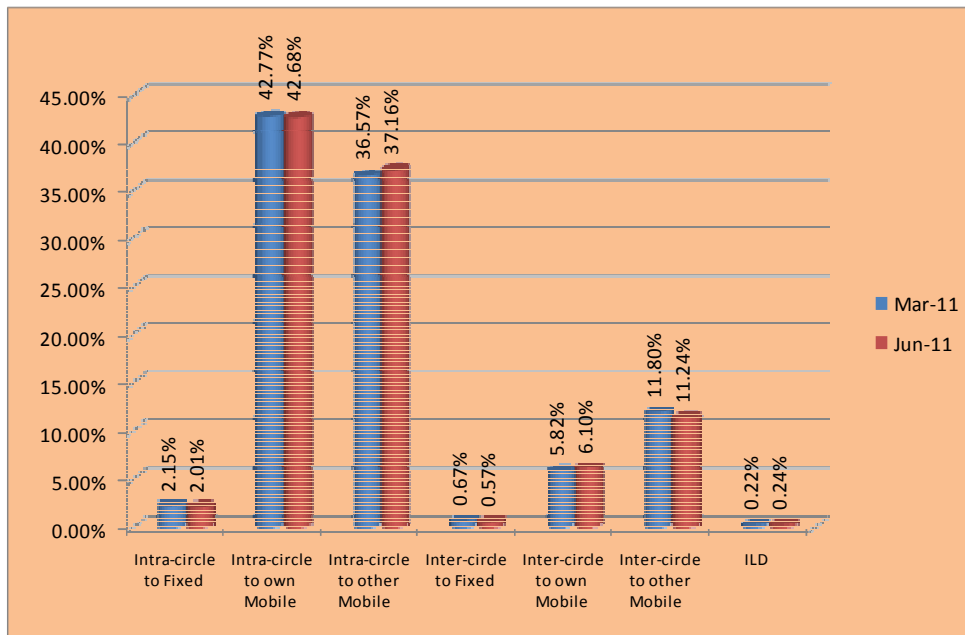
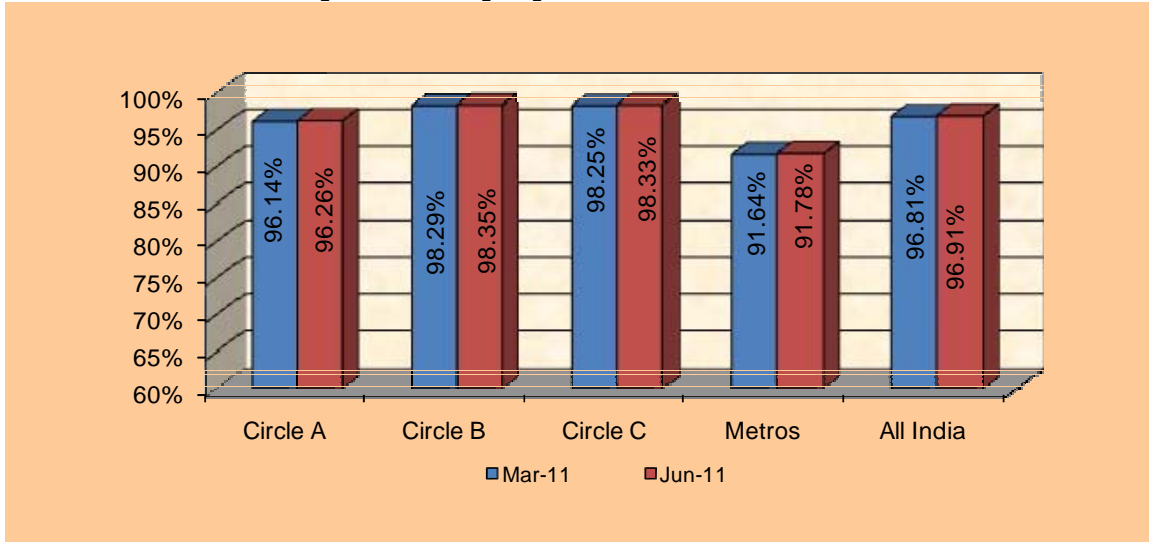


Chart 2.2: Proportion of prepaid subscribers - GSM Service



2.1 Share of prepaid subscription has grown from 96.81% at the end of Mar-11 to 96.91% at the end of Jun-11.

Table 2.2: ARPU - GSM Service

(` per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	516	89	105
Circle B	547	79	87
Circle C	441	84	90
Metro	660	72	121
All India	557	83	98
All private SPs	608	85	100
BSNL/MTNL	351	67	81

2.2 The all India blended ARPU per month has shown a decline of 2.55% from `100 in QE Mar-11 to `98 in QE Jun-11.

2.3 Prepaid ARPU declined from `84 in Mar-11 to `83 in Jun-11 and Postpaid ARPU declined from `564 to `557.

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

Item	Mar-11	Jun-11
Rental Revenue	19.46%	19.27%
Revenue from Calls	53.26%	52.84%
Revenue from SMS	7.04%	7.08%
Revenue from Roaming	8.27%	8.32%
Other Revenues *	11.97%	12.49%

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

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

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	583	469	1052	92	153	158	312	73
Circle B	549	478	1026	63	147	169	316	27
Circle C	495	415	911	38	176	212	388	20
Metro	502	381	883	84	161	141	302	46
All India	546	442	989	80	155	168	323	44

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	170	170	340	73
Circle B	154	174	328	28
Circle C	181	216	397	20
Metro	189	161	350	49
All India	167	177	344	45

2.4 The overall MOU per subscriber declined by 1.45%, from 349 in QE Mar-11 to 344 in QE Jun-11.

2.5 Prepaid MOU per subscriber declined by 1.27%, the postpaid MOUs declined by 0.43%.

2.6 Postpaid subscribers have higher incoming as well as outgoing usage as compared to prepaid subscribers and postpaid subscribers make more outgoing calls than receiving, while prepaid subscribers receive more calls than making.

2.7 The overall ratio of incoming-outgoing MOUs is 51:49.

2.8 Outgoing SMS per subscriber increased from 44.6 in QE Mar-11 to 45.3 in QE Jun-11.

Table 2.5: Outgoing Traffic Pattern - GSM Service

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	2.30%	40.41%	42.29%	0.52%	4.61%	9.67%	0.20%
Circle B	1.91%	47.10%	35.38%	0.45%	4.67%	10.19%	0.30%
Circle C	0.94%	51.62%	32.13%	0.40%	5.45%	9.39%	0.06%
Metros	2.73%	24.78%	33.37%	1.33%	15.79%	21.55%	0.44%
All India	2.01%	42.68%	37.16%	0.57%	6.10%	11.24%	0.24%

Average Subscriber outgo* per minute

2.9 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. The average outgo per outgoing minute (Rental revenue + Airtime revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. The table 2.6 provides the figures for the quarter ending Jun-11.

Table 2.6: Average outgo per outgoing minute - GSM Service

(` per month)

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.63	0.51	0.53
Circle B	0.63	0.46	0.47
Circle C	0.70	0.42	0.43
Metros	0.80	0.52	0.58
All India	0.68	0.48	0.50

* Outgo includes both Rental and call charges

2.9 All India average outgo per minute marginally declined from `0.51 in QE Mar-11 to `0.50 in QE Jun-11.

Table 2.7: Trends of Key Parameters - GSM Service

Parameter	Jun-10	Sep-10	Dec-10	Mar-11	Jun-11
1. ARPU (` Per month)	122	110	105	100	98
2. MOU per subscriber per month	401	368	360	349	344
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	162	145	143	138	137
3.2 NLD (inter-circle)	33	32	31	31	30
3.3 ILD	0.5	0.4	0.4	0.4	0.4
4. Outgoing SMS per subscriber per month SMS	40	44	46	44	45
5. Average Outgo per outgoing minute (`)	0.55	0.55	0.52	0.51	0.50

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

Section B: CDMA – Full Mobility Service

Table 2.8: Key Indicators – CDMA Full Mobility Service

Parameter	Mar-11	Jun-11	% Change
Subscriber Base in millions	95.3	96.3	0.99%
Share of Prepaid (%)	94.03%	94.01%	-0.02%
Incoming MOUs per subs per month	131	118	-9.39%
Outgoing MOUs per subs per month	132	120	-9.43%
Outgoing SMS per subs per month	33	15	-55.12%
ARPU (₹ Per month)	66	64	-2.01%

Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service

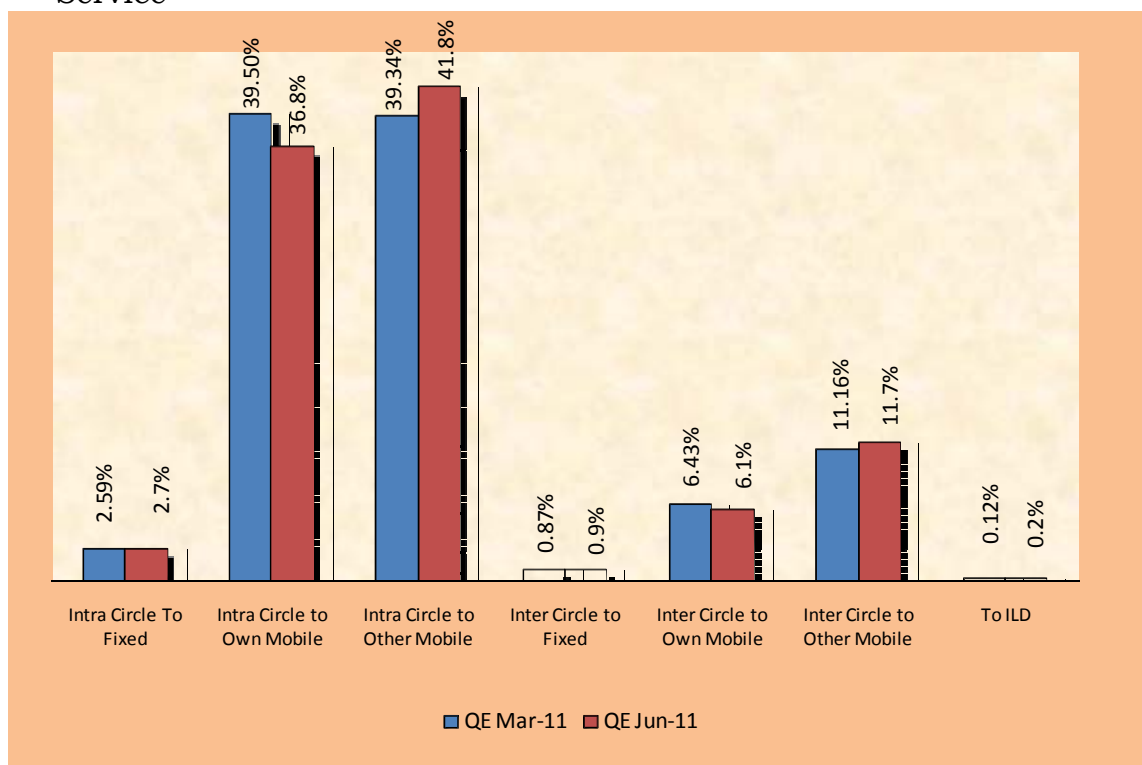
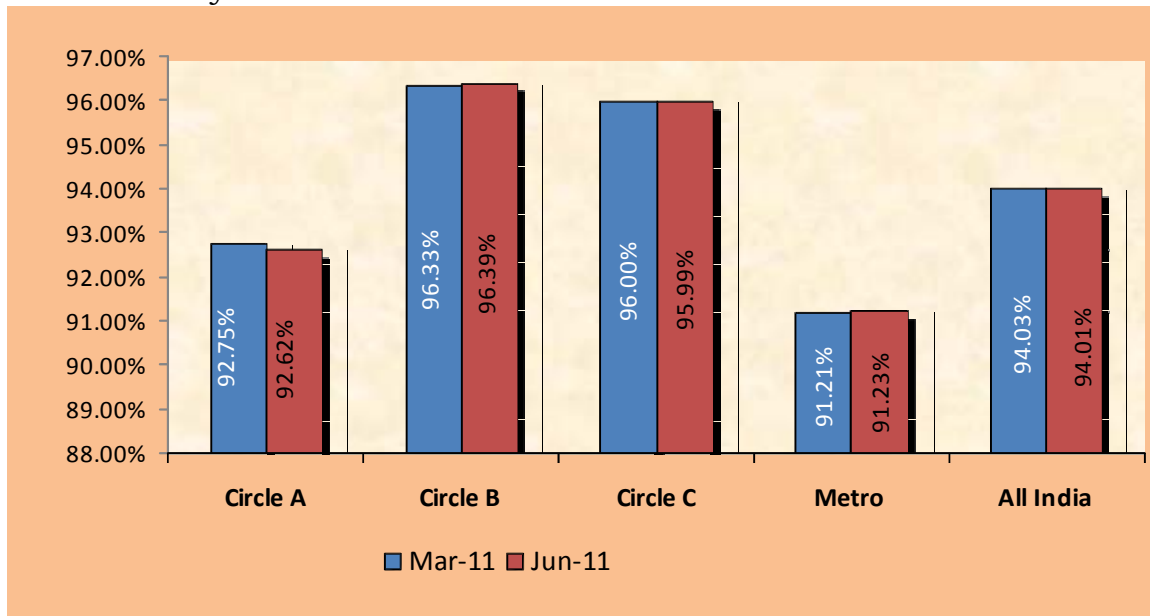


Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service



2.11 Market share of Prepaid segment slightly decreased from 94.03% in Mar-11 to 94.01% in Jun-11.

Table 2.9: ARPU – CDMA Full Mobility Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	400	46	72
Circle B	351	39	50
Circle C	456	42	59
Metro	403	48	79
All India	380	43	64

2.12 The all India blended Average Revenue Per User (ARPU) per month has shown a decline of 2.01% from Rs. 66 in Mar-11 to Rs. 64 in

Jun-11. ARPU for prepaid service declined by 2.31% from Rs. 44 in Mar-11 to Rs. 43 in Jun-11. ARPU for Postpaid service has declined by 5.14% from Rs. 400 in Mar-11 to Rs. 380 in Jun-11.

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

Item	Mar-11	Jun-11
Rental Revenue	30.6%	31.3%
Revenue from Calls	47.1%	46.7%
Revenue from SMS	1.5%	1.7%
Revenue from Roaming	5.0%	5.0%
Other Revenues *	15.8%	15.3%

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

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

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	376	253	629	31	95	105	200	14
Circle B	509	315	824	18	102	111	214	10
Circle C	495	275	770	9	125	131	256	7
Metro	339	232	571	22	100	103	203	23
All India	401	261	662	24	102	109	211	14

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	116	116	232	16
Circle B	117	118	236	11
Circle C	139	137	276	7
Metro	121	114	235	23
All India	120	118	238	15

2.13 The total MOU per subscriber per month decreased by 9.41%, from 263 in Q.E Mar-11 to 238 in Q.E Jun-11. The outgoing MOUs decreased by 9.43% and the incoming MOUs decreased by 9.39%.

2.14 Prepaid MOUs decreased by 9.74% and postpaid MOUs by 7.90%.

2.15 Outgoing SMS per subscriber per month has decreased from 33 in QE Mar-11 to 15 in QE Jun-11. This decline is on account of discontinuation of promotional offers on Push SMS category by Tata, the same were launched during QE Dec-10. It is also evident from Table 2.14 that the decline is not per se and the SMS numbers have regained their normal level from QE Jun-11.

Table 2.12: Outgoing Traffic Pattern – CDMA Full Mobility Service

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	3.2%	31.7%	50.0%	1.0%	4.8%	9.1%	0.2%
Circle B	1.8%	42.4%	40.5%	0.7%	5.7%	8.9%	0.1%
Circle C	2.6%	36.0%	45.8%	0.7%	5.8%	9.1%	0.0%
Metros	3.4%	35.0%	31.0%	1.0%	8.5%	20.9%	0.2%
All India	2.7%	36.8%	41.8%	0.9%	6.1%	11.7%	0.2%

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

[₹ Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	1.00	0.42	0.56
Circle B	0.69	0.34	0.40
Circle C	0.87	0.31	0.39
Metros	1.14	0.46	0.63
All India	0.94	0.39	0.50

* Outgo includes both Rental and call charges

2.16 All India average outgo per minute increased from ₹ 0.47 in Mar-11 to ₹ 0.50 in Jun-11.

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

Parameter	Jun-10	Sep-10	Dec-10	Mar-11	Jun-11
1. ARPU (₹ Per month)	74	73	68	66	64
2. MOU per subscriber per month	299	283	270	263	238
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	120	113	111	108	97
3.2 NLD (inter-circle)	26	25	25	24	22
3.3 ILD	0.15	0.14	0.13	0.16	0.19
4. Outgoing SMS per subscriber per month SMS	13	15	29	33	15
5. Average Outgo per outgoing minute (₹)	0.48	0.50	0.48	0.47	0.50

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Service

Revenue of ISPs

2.17 The total Revenue of the Internet Services as reported by ISPs was ₹2,350.34 crores for the quarter ending Jun-11 as compared to ₹2,685.38 crores for the quarter ending Mar-11, showing a decrease of 12.48%. This decline is on account of BSNL.

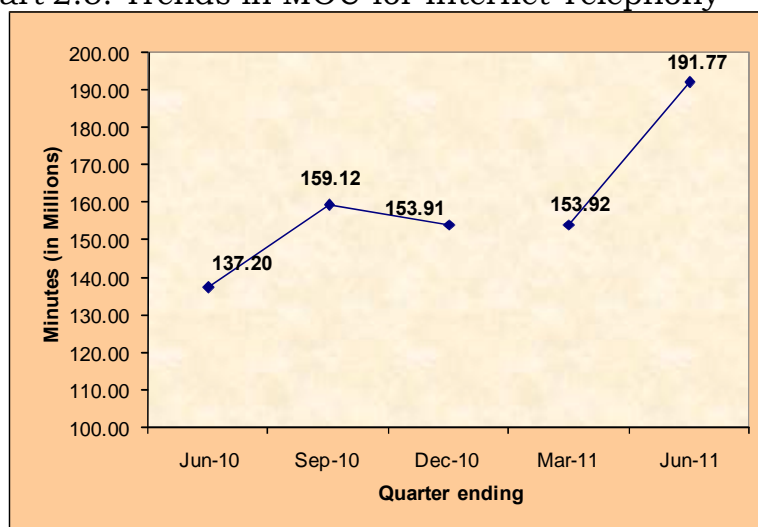
Dial up Access

2.18 The average Minutes of Usage (MoU) per subscriber per month during the day time i.e. between 8 a.m to 8 p.m, substantially increased from 312 in QE Mar-11 to 430 in QE Jun-11 and during night time i.e. between 8 p.m to 8 a.m., it increased from 83 to 117.

Internet Telephony

2.19 Total Minutes of Usage (MOU) for Internet Telephony recorded sharp increase from 153.92 million in QE Mar-11 to 191.77 million in QE Jun-11.

Chart 2.5: Trends in MOU for Internet Telephony



Chapter 3 : Financial Data of Telecom Service Sector

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

Particulars	QE Jun-10 (` in Crore)	QE Mar-11 (` in Crore)	QE Jun-11 (` in Crore)	Q-O-Q % Change	Y-O-Y % Change
Gross Revenue (GR)	41392.75	45513.05	46891.61	3.03%	13.28%
Adjusted Gross Revenue (AGR)	30481.93	31470.63	32589.93	3.56%	6.92%
Pass Through (GR-AGR)	10910.82	14042.42	14301.68	1.85%	31.08%
License Fee	2467.82	2589.68	2699.14	4.23%	9.37%
Spectrum Charges	785.60	1118.51	1169.62	4.57%	48.88%

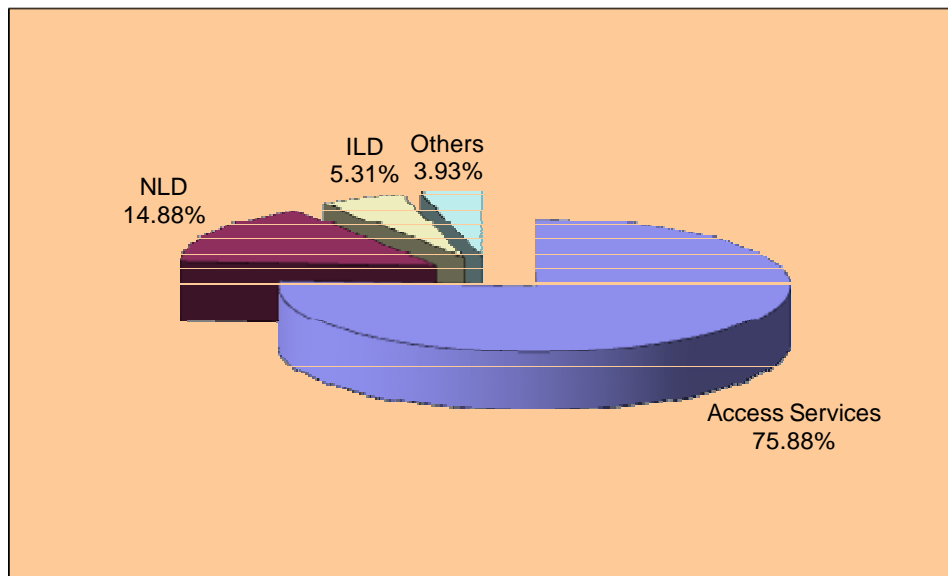
- 3.1 Gross Revenue and AGR increased by 3.03% & 3.56% respectively in the QE Jun-11.
- 3.2 Pass through increased by 1.85% in the QE Jun-11 and on annual basis it has increased by 31.08%.
- 3.3 Pass-through charges as % Gross Revenue: 30.5% as against 30.85% in the previous quarter.
- 3.4 Average License fee as % Adjusted Gross Revenue: 8.28%.
- 3.5 Public sector undertaking's share to GR: 17.27%.

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

(₹ in Crore)

Service	GR	AGR	LF	Spectrum Charges
Access Providers	35583.54	26110.16	2310.34	1168.83
NLD	6975.25	5323.31	319.39	-
ILD	2487.85	1047.51	62.86	-
Others	1844.97	108.96	6.54	0.79
Total	46891.61	32589.93	2699.14	1169.62

Chart 3.1: Composition of Gross Revenue



3.6 Access services contributed 75.88% of the total revenue of telecom services. In Access services GR, AGR, License Fee & spectrum Charges increased by 4.43%, 6.57%, 6.52% & 4.58% respectively during the quarter.

3.7 Monthly ARPU based on AGR for Access services is ₹100. Chart below shows the trend in ARPU.

Chart 3.2: Trend in ARPU per month for Access Services

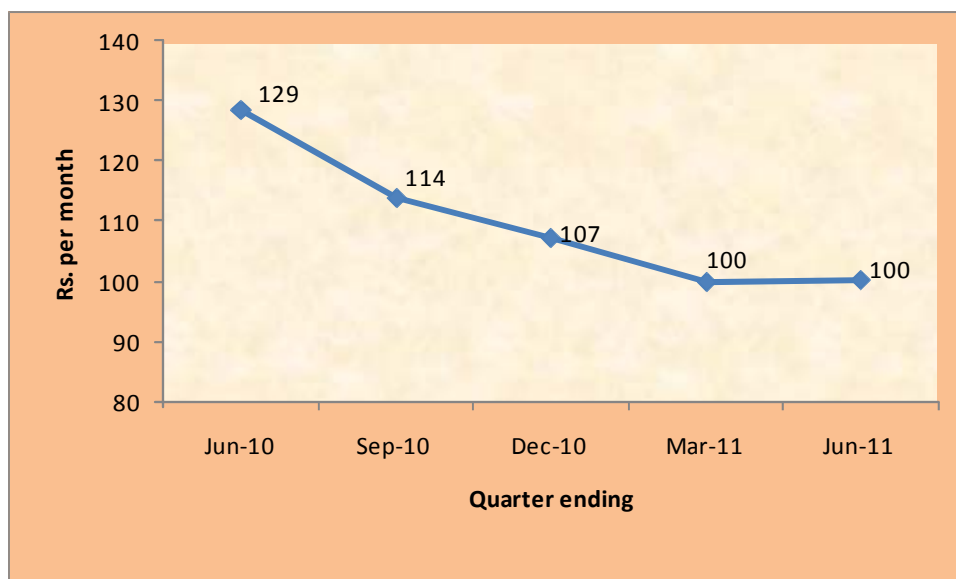


Table 3.3: Access Services – Service Provider wise Gross Revenue

(₹ in Crore)

Service	QE Mar-11	QE Jun-11	% Change
Bharti	9541.69	10212.96	7.04
Vodafone	6765.74	6893.91	1.89
Idea	4307.00	4600.77	6.82
BSNL	4307.46	4427.80	2.79
Reliance	3097.25	3014.90	-2.66
Tata	2719.58	2865.66	5.37
Aircel	1454.65	1541.09	5.94
MTNL	790.69	750.62	-5.07
Unitech	402.96	538.90	33.74
Sistema Shyam	237.02	279.05	17.73
Loop	185.44	186.05	0.33
Videocon	168.95	162.18	-4.01
Quadrant Televentures	51.45	51.40	-0.09
S Tel	35.21	38.52	9.41
Etisalat	8.69	19.73	126.92
Grand Total	34073.79	35583.54	4.43

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

Category	Gross Revenue for QE Jun-11 (` in Cr.)	% age share of Gross Revenue
Metro	6551.12	18.41
A	13221.27	37.16
B	11794.83	33.15
C	4016.32	11.29
Total	35583.54	100.00

Notes:

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

Chapter 4 : Quality of Service (QoS)

Section A: Quality of Service Performance of Wireless Service Providers

Table 4.1: QoS Summary - Wireless Service

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks				
			Quarter Ending March, 2011		Quarter Ending June, 2011		
			Out Of 242 (Nos.)	Out Of 242 (in %)	Out Of 246(Nos.)	Out Of 246 (in %)	
<i>I.</i>	<i>Network Related Parameters</i>						
1	Network Availability						
(i)	BTSs Accumulated downtime (not available for service)	$\leq 2\%$	8	3.3%	1	0.4%	
(ii)	Worst affected BTSs due to downtime	$\leq 2\%$	22	9.1%	9	3.7%	
2	Connection Establishment (Accessibility)						
(i)	Call Set-up Success Rate (within licensee's own network)	$\geq 95\%$	4	1.7%	2	0.8%	
(ii)	SDCCH/ Paging Chl. Congestion	$\leq 1\%$	6	2.5%	2	0.8%	
(iii)	TCH Congestion	$\leq 2\%$	6	2.5%	3	1.2%	
3	Connection Maintenance (Retainability)						
(i)	Call Drop Rate	$\leq 2\%$	5	2.1%	3	1.2%	
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	$\leq 5\%$	39	16.1%	40	16.3%	
(iii)	Connection with good voice quality	$\geq 95\%$	4	1.7%	4	1.6%	
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	$\leq 0.5\%$	42	17.4%	19	7.8%	
<i>II.</i>	<i>Customer Service Quality Parameters</i>						

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending March, 2011		Quarter Ending June, 2011	
			Out Of 242 (Nos.)	Out Of 242 (in %)	Out Of 246(Nos.)	Out Of 246 (in %)
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	13	5.4%	4	1.6%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	30	12.4%	9	3.7%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	10	4.1%	6	2.4%
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	3	1.2%	2	0.8%
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	25	10.3%	15	6.1%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	98	40.5%	79	32.2%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	3	1.2%	9	3.7%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	25	10.3%	15	6.1%

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) Worst affected BTSs due to downtime
- c) SDCCH/ Paging Chl. Congestion
- d) TCH Congestion
- e) Call Drop Rate
- f) Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
- g) Metering and billing credibility - post paid
- h) Metering and billing credibility - pre paid
- i) Resolution of billing/ charging/ validity complaints
- j) Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
- k) Accessibility of call centre/ customer care
- l) %age of calls answered by the operators (voice to voice) within 60 sec.
- m) Time taken for refund of deposits after closures
- n) Call Set-up Success Rate (within licensee's own network)
- o) Connection with good voice quality

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

- a) Worst affected cells having more than 3% TCH drop (call drop) rate
- b) %age requests for Termination / Closure of service complied within 7 days

Table 4.2: Parameter wise Performance of Wireless Service Providers

Parameter	Benchmark	Service Provider	Service Area	Performance
BTSs Accumulated downtime (not available for service) (%age)	≤ 2%	BSNL	NE	2.06
Worst affected BTSs due to downtime (%age)	≤ 2%	BSNL	AS	13.93
		BSNL	KOL	4.85
		BSNL	MP	2.11
		BSNL	NE	7.14
		TTSL-CDMA	NE	3.88
		Etisalat	RAJ	3.05
		BSNL	UPE	2.70
		BSNL	UPW	10.21
Call Set-up Success Rate (within licensee's own network)	≥ 95%	Vodafone	BH	91%
		Aircel/Dishnet	NE	88%
SDCCH/ Paging Chl. Congestion (%age)	≤ 1%	BSNL	NE	2.09
		BSNL	UPW	1.01
TCH Congestion (%age)	≤2%	BSNL	MP	2.57
		BSNL	NE	2.83
		Uninor	WB	2.19
Call Drop Rate (%age)	≤2%	BSNL	MP	2.07
		BSNL	NE	2.51
		BSNL	UPW	2.67
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 3%	BSNL	AP	4.11
		BSNL	AS	4.97
		BSNL	BH	4.90
		Idea	BH	3.21
		Sistema	BH	3.87
		Uninor	BH	4.84
		Etisalat	DL	8.14
		BSNL	GJ	3.50
		Etisalat	GJ	3.14
		Uninor	GJ	4.39
		BSNL	HP	4.87
		BSNL	HR	4.63
		Etisalat	HR	5.33
		BSNL	J&K	4.80
		BSNL	KOL	4.43
		BSNL	KTK	4.69
		TTSL-GSM	KTK	3.14
		Etisalat	Mum	6.80
		BSNL	MH	4.83
		Etisalat	MH	5.94
Uninor	MH	4.36		
BSNL	MP	5.05		
Etisalat	MP	4.68		
BSNL	NE	8.08		
BSNL	OR	4.49		
Uninor	OR	3.95		

Parameter	Benchmark	Service Provider	Service Area	Performance
		BSNL	PB	8.57
		Etisalat	PB	6.23
		BSNL	RAJ	4.98
		Etisalat	RAJ	6.12
		TTSL-CDMA	RAJ	3.43
		BSNL	UPE	4.50
		TTSL-GSM	UPE	5.11
		Uninor	UPE	4.83
		BSNL	UPW	14.51
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 3%	TTSL-GSM	UPW	3.37
		Uninor	UPW	4.67
		BSNL	WB	6.42
		Sistema	WB	3.88
		Uninor	WB	4.86
Connection with good voice quality	≥ 95%	Aircel/Dishnet	AS	92%
		Aircel/Dishnet	J&K	93%
		Aircel/Dishnet	NE	92%
		RCOM-GSM	TN	33%
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	Uninor	AP	2.33
		Aircel/Dishnet	AS	1.00
		LOOP Telecom	AS	1.00
		Uninor	BH	22.33
		Etisalat	DL	2.33
		Aircel/Dishnet	J&K	0.67
		Uninor	KOL	1.33
		Aircel	KER	0.67
		Aircel	Mum	1.00
		Etisalat	Mum	2.00
		LOOP Mobile	Mum	1.00
		Uninor	MH	0.67
		Etisalat	MP	0.67
		Aircel	RAJ	2.33
		Videocon	TN	0.67
		Uninor	TN	5.33
		Uninor	UPE	3.67
		Uninor	UPW	9.67
Uninor	WB	8.33		
Metering and billing credibility - post paid	≤ 0.1%	Aircel	GJ	0.27
		Aircel	KER	1.24
		Aircel	MP	0.30
		RCOM-GSM	UPW	1.00
Metering and billing credibility - pre paid	≤ 0.1%	Aircel/Dishnet	BH	0.24
		BSNL	BH	0.27
		Aircel/Dishnet	KOL	0.17
		BSNL	KOL	0.22
		Aircel	KER	0.29
		Aircel	MP	0.16
		Aircel/Dishnet	OR	1.26
		Aircel	TN	0.24
Aircel/Dishnet	WB	0.11		

Parameter	Benchmark	Service Provider	Service Area	Performance
Resolution of billing/charging/validity complaints	100% within 4 weeks	LOOP Telecom	AS	86
		LOOP Mobile	Mum	86
		LOOP Telecom	MP	93
		LOOP Telecom	NE	20
		BSNL	RAJ	98
		Idea	TN	83
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	100% within 1 week of resolution of complaint	TTSL-CDMA	Mum	77.18
		TTSL-CDMA	MH	84
Accessibility of call centre/ customer care	≥ 95%	RTL	AS	67
		RTL	BH	83
		RCOM-GSM	DL	38
		TTSL-CDMA	GJ	94
		RTL	HP	88
		RTL	KOL	63
		RCOM-GSM	MH	43
		TTSL-CDMA	MP	78
		RTL	MP	46
		Idea	NE	83
		RTL	NE	49
		RTL	OR	46
		RCOM-GSM	UPE	72
		RCOM-GSM	UPW	66
		RTL	WB	63
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Airtel	AP	85
		BSNL	AP	53
		RCOM-GSM	AP	88
		TTSL-CDMA	AP	87
		Vodafone	AP	86
		Airtel/Dishnet	AS	88
		Airtel	AS	70
		Vodafone	AS	58
		Airtel/Dishnet	BH	83
		RTL	BH	80
		Vodafone	BH	74
		Airtel	CH	87
		Airtel	DL	78
		Airtel	DL	88
		Etisalat	DL	82
Idea	DL	75		
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	RCOM-GSM	DL	86
		Vodafone	DL	89
		Airtel	GJ	47
		Idea	GJ	83
		RCOM-GSM	GJ	88
		TTSL-CDMA	GJ	85
		Airtel/Dishnet	HP	85

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Airtel	HR	80
		Idea	HP	87
		Idea	HR	82
		RCOM-GSM	HR	82
		TTSL-GSM	HR	88
		Airtel/Dishnet	J&K	88
		Idea	J&K	72
		Airtel/Dishnet	KOL	85
		TTSL-GSM	KOL	87
		RCOM-CDMA	KER	81
		RCOM-GSM	KER	78
		Vodafone	KER	53
		BSNL	KER	45
		Airtel	KTK	89
		Airtel	KR	82
		Idea	KTK	65
		RCOM-CDMA	KTK	89
		RCOM-GSM	KTK	87
		Vodafone	KTK	60
		TTSL-CDMA	Mum	84
		Vodafone	Mum	82
		BSNL	MH	89
		TTSL-CDMA	MH	84
		Airtel	MP	81
		BSNL	MP	82
		RTL	MP	65
		TTSL-CDMA	MP	77
		TTSL-GSM	MP	87
		Vodafone	MP	79
		Airtel	NE	74
		BSNL	NE	88
		Idea	NE	89
		Vodafone	NE	73
		Airtel/Dishnet	OR	87
		Airtel	OR	87
		Airtel	PB	86
		Idea	PB	45
		TTSL-GSM	PB	85
		Idea	RAJ	64
		TTSL-GSM	RAJ	88
Airtel	TN	33		
RCOM-GSM	TN	89		
Vodafone	TN	73		
Airtel/Dishnet	UPE	82		
Airtel	UPE	82		
TTSL-CDMA	UPE	78		
TTSL-GSM	UPE	80		
Vodafone	UPE	87		
Airtel/Dishnet	UPW	86		

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Airtel	UPW	84
		RCOM-GSM	UPW	86
		TTSL-GSM	UPW	72
		Airtel/Dishnet	WB	68
		Airtel	WB	88
		RTL	WB	77
		TTSL-GSM	WB	85
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	TTSL-GSM	KOL	99
		Vodafone	KOL	99
		TTSL-GSM	KER	98
		TTSL-GSM	MP	99
		Vodafone	OR	99
		QTL-CDMA	PB	92
		Idea	PB	99
		Vodafone	UPE	99
		Vodafone	WB	99
Time taken for refund of deposits after closures	100% within 60 days	Idea	AP	80
		TTSL-CDMA	AP	99
		TTSL-GSM	AP	90
		TTSL-GSM	BH	67
		TTSL-CDMA	GJ	99
		MTNL	Mum	20
		TTSL-CDMA	Mum	99
		TTSL-GSM	MH	99
		TTSL-CDMA	MP	99
		TTSL-GSM	MP	63
		TTSL-GSM	OR	89
		TTSL-CDMA	PB	99
		TTSL-CDMA	TN	99
		TTSL-GSM	TN	79
TTSL-CDMA	WB	99		

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			
			March 2011		June 2011	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(i)	Fault incidences per 100 subs/month	≤ 5	10	11.36%	12	13.64%
(ii) a	% Fault repaired by next working day	≥ 90%	10	11.36%	10	11.36%
(ii) b	% Fault repaired within 3 days <i>(for urban areas)</i>	≥ 100%	26	29.54%	27	30.68%
(ii) c	% Fault repaired within 5 days <i>(for rural & hilly areas)</i>	≥ 100%	18	20.45%	17	19.32%
(iii)	MTRR	<8Hrs	6	6.81%	6	6.81%
(iv) a	Call Completion Rate (in local network)	≥ 55%	3	3.41%	3	3.41%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	0	0.00%	1	1.14%
(v)	Point of Interconnection (POI) Congestion (No. of POIs not meeting benchmark)	≤ 0.5%	0	0.00%	1	1.14%
(vi)	Metering & billing credibility – Post-paid	≤ 0.1%	9	10.22%	4	4.55%
(vii)	Metering & billing credibility – Pre-paid #	≤ 0.1%	-	-	-	-
(viii)	Resolution of billing/charging/Credit validity complaints &	100% within 4 weeks	1	1.14%	1	1.14%
(ix)	Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	6	6.81%	7	7.95%

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December, 2010		March, 2011	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(x)	Response time to the customer for assistance					
(x) a	Accessibility of call centre/ customer care	≥ 95%	26	29.54%	13	14.77%
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	22	25.00%	12	13.64%
(xi)	Termination / closure of service	100% within 7 days	18	20.45%	7	7.95%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	6	6.81%	0	0.00%

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.

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

S.No.	Service Provider	Parameters
1	BSNL	(i) Point of Interconnection (POI) Congestion. (ii) Resolution of billing/Charging/Credit & validity complaints. (iii) Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints.
2	Sistema Shyam	(i) Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints. (ii) %age requests for Termination / Closure of service complied within 7 days.
3	Bharti Airtel	"%age requests for Termination / Closure of service complied within 7 days".
4	Tata Teleservices	(i) Fault repaired by next working day (AS, J&K, NE, UPW circles). (ii) Fault repaired within 3 days for urban areas (AS, J&K, MH, UPW circles). (iii) Fault repaired within 5 days (AS, J&K, NE, UPW circles). (iv) MTTR (AS, J&K, NE, UPW circles). (v) Call completion rate (HP, NE, WB circles). (vi) Resolution of billing/Charging/Credit & validity complaints (AS, J&K, NE, RAJ, TN, WB circles) (vii) Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints (AS, BR, CH, GJ, HP, J&K, KOL, KER, MP, NE, OR, PB, RJ, TN, UPE, UPW, WB circles). (ix) Accessibility of call centre/customer care (TN circles). (x) %age of calls answered by the operators within 60 seconds (TN circle). (xi) %age requests for Termination / Closure of service complied within 7 days.
5	HFCL	"% of faults repaired within 5 days".
6	RCOM	(i) MTTR (WB circle). (ii) Call completion rate (CCR).

- 4.4 The performance has improved as compared to the previous quarter, in respect of the following parameters:
- a. % Fault repaired within 5 days
 - b. Metering & billing credibility – Post paid
 - c. Accessibility of call centre/ customer care
 - d. %age of calls answered by the operators (voice to voice) within 60 sec.
 - e. Termination / Closure of service 100% within 7 days
 - f. Time taken for refund of deposits after closures
- 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 within 3 days
 - c. Answer to Seizure Ratio (ASR)
 - d. Point of Interconnection (POI) Congestion
 - e. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
- 4.6 The performance of the Wireline Service Providers is at same level as compared to the previous quarter in respect of the following parameters:
- a. % Fault repaired by next working day
 - b. MTTR
 - c. Call Completion Rate (in local network)
 - d. Resolution of billing/charging/Credit & validity complaints

Table 4.5: Parameter wise QoS of Wireline Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	≤ 5	BSNL-Chattisgarh(5.60), HP(6.81), J&K(6.15), Kolkata(5.86), Kerala(6.32),MH(6.33),UPW(5.11), Uttranchal(5.35),WB(5.67) MTNL-DEL(6.06),Mumbai(7.39) Bharti-MP(6.52)
% Fault repaired by next working day	≥ 90%	BSNLA&N(83.35%),HP(86.96%),J&K(69.76%), Kolkata(88.19%),Kerala(72.79%),MH(82.00%), WB(85.55%) MTNL-DEL(84.63%),Mumbai(85.39%) HFCL- PB(87.43%)
% Fault repaired within 3 days	≥ 100%	BSNL-AP (97.06%), Assam(97.40%), Bihar (91.30%), CHN(98.58%), Chhatisgarh(98.92%), GJ (97.82%),HP (97.29%), J&K (83.19%), Jharkhand (98.07%),Kolkata (97.78%),Kerala (88.65%), KTK (97.72%), MH (86.96%)NE-I (99.35%), OR (99.96%), PB(99.55%), Raj(99.17%), TN(99.05%),UP E(99.29%), UPW(99.50%), Uttranchal(98.04%), WB(92.56%) MTNL-MUM(93.50%), DEL(92.62%) Bharti-MP(98.45%) Tata-Karnataka(98.14%) HFCL-PB(97.26%)
% Fault repaired within 5 days	≥ 100%	BSNL-AP(99.90%),Bihar(91.27%), Chattisgarh (98.51%, CHN (99.35%), GJ (99.76%), HP (97.80%),J&K (93.05%), Kerala (86.91%), KTK (95.20%), MH (98.51%), NE- (99.88%),PB(99.48%) , Raj(99.96%), UPE(99.41%), UP W(99.95%), Uttranchal(98.37%),WB(97.23%)
MTTR	<8Hrs	BSNL-AP (8.68 hrs.), KR (18.20 hrs.), NE-I (17.12 hrs.), WB (8.67 hrs.) MTNL-MUM(17.36) HFCL-PB(10.16 hrs.)
Call Completion Rate (in local network)	≥ 55%	BSNL-Kolkata (51.33%),MH(54.62%) MTNL-DEL(54.24%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Answer to Seizure Ratio (ASR)	≥ 75 %	MTNL-MUM(55.71%)
Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	≤ 0.5%	Bharti-MP(0.67%)
Metering & billing credibility – Post-paid	≤ 0.1%	MTNL-Delhi (0.14%) BhartiDelhi(0.12%),Maharashtra(0.11%),Punjab(0.11%)
Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints (Benchmark 1 week of resolution of complaint)	Benchmark 1 week of resolution of complaint	Bharti-DEL(99.21%),HR(97.92%),Kolkata(98.54%), PB(98.89%),UPE(99.28%) Tata-Maharashtra(89.00%), Mumbai(75.00%)
Accessibility of call centre/ customer care	≥ 95%	BSNL-AP(90.28%),BR(93.63%),HP(90.40%),HR(92.47%),J&K(91.61%),KTK(92.47%),MH(86.49%),MP(93.35%),RAJ(94.48%),TN(93.84%), UPE(92.28%), Uttranchal(92.91%) HFCL-PB(77.11%)
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	BSNL-BH(85.33%),Chattisgarh(88.67%),HR(87.00%),Jharkhand(88.33%),OR(81.33%) RAJ(84.67%),TN(93.84%),UPE(92.28%), Uttranchal(92.91%) Tata-Kerala(85.88%),MP(77.49%) HFCL-Punjab(74.00%)
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	BSNL-AP(99.81%), Bihar(99.85%), HP(98.97%), Kerala(99.64%), Maharashtra(99.22%), MTNL-Mumbai(96.43%), Delhi(90.07%)

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 4.6: Performance on ISPs Quality of Service


Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days
1	BHARAT SANCHAR NIGAM LTD.	Same day	36 Sec	98.00%	99.90%	99.90%	1%	99.90%	0-4 hrs
2	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Instantaneous	30 Sec	99.75%	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% (DNF)	<0.01	6.32 hrs
5	TATA COMMUNICATIONS	Online	30Sec	80.00%	90.00%	99.00%	37.38 hrs	<1%	10-15 Min
6	ASIANET SATELITE COMMUNICATIONS	Immediate	10 Sec	98.00%	99.00%	100.00%	<30Min	0.002	37.16 hrs
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	Time to Access	Service Accessibility			ISP node unavailability in a month	GOS on the link connecting to PSTN node to ISP	
				1st Attempt	2nd Attempt	3rd Attempt			
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days
8	QUADRANT TELEVENTURES LTD.	NR	30Sec	99.99%	100.00%	-	NR	0.002	3.48 hrs
9	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR
10	TATA TELESERVICES (MH)	Immediate	20 Sec	99.00%	100.00%	-	Nil	0.001	7.38 hrs
11	HCL INFINET LTD.	4 Min	24 Sec	99.40%	99.20%	99.10%	24 Min	0.002	17-19 hrs

Note:-

NR= Not Reported

DNF-Data Not in Format

 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 Quadrant Televentures Ltd. has not provided the data. All other ISPs except M/S Tata Communications Limited have met the TRAI benchmark for the parameter “ISP Node unavailability in a month (30 minutes)”.

Grade of Service

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

Mean Time to Restore (MTTR)

4.14 M/s Sify Ltd. has not reported the data. As reported by other ISPs the Mean Time to Restore (MTTR) the faults varies from 5 minutes to 24:15 hrs.

B. Broadband Service

4.15 Out of 116 Broadband Service providers, 26 Service Providers are having subscriber base > 10,000 and these 28 Service providers share the 99.21% of total subscriber base. This report covers performance of 22 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI, as the remaining six service providers i.e. M/s Syscon Infoway, M/s D-Vois, M/s Hughes Communications and M/s Softeng Computers, did not submit their performance monitoring report during the quarter inspite of having the requisite subscribers base. However, M/s Gujarat Telelink, M/s Vasai Cable being the newly added service providers in the category of service providers having more than 10000

subscribers base have also not submitted the PMR, for this quarter.

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

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in =< 15 working days	<p><u>BSNL</u> AP(98.30%), Assam(99.00%) Chhattisgarh(99.60%) KTK(99.40%), MH(99.90%), UPE(99.30%)</p> <p><u>MTNL</u>: - Delhi (78.20%), Mumbai (84.95%) <u>Tata Communications</u>: Tamilnadu & Pondicherry(99.00%) <u>You Broadband</u> - All India (99.00%), Guj(98.00%), KTK99.33%), MH(99.00%) <u>Quadrant Televentures</u> - Punjab(99.79%) <u>Beam Telecom</u> - Hyd(98.00%) <u>Broadband Pacenet</u> - MP(80.00%) <u>Rajesh Multichannel</u>- Mumbai(18.00%) <u>Chandranet</u>- Guj(93.56%) <u>Spectranet</u> - All India(98.91%)</p>
2	Faults Repair /Restoration Time		
	% of faults repaired within 3 working day	=>99%	<p><u>BSNL</u>- BH(97.80%), Chhattisgarh(97.50%)J&K(98.60%), UPE(98.80%) <u>MTNL</u>:- Delhi (77.95%), Mumbai (86.38%) <u>Bharti Airtel</u>- AP(96.20%), Delhi(98.14%), KTK(97.03%), KR(96.42%), Kol(97.48%), MP&CG(97.20%), Mumbai(98.40%), TN(95.34%), UPW(98.35%)</p> <p><u>Tata Communications</u>- HR(97.00%), HP(93.00%), Mum(96.00%), Raj(96.00%), TN& Pondicherry(98.00%), UPW(90.00%), Kol(98.00%)</p> <p><u>Hathway</u> - MH(98.40%), <u>You Broadband</u>: All India(98.20%), AP(97.79%), Guj(97.16%), MH(98.81%), TN(97.33%) <u>Broadband Pacenet</u>- MP(6.00%), Raj(1.00%) <u>Tikona Digital Networks</u>- All India (93.44%) <u>Zylog Systems (India) Ltd.</u>- (97.00%), RoTN(96.00%), Chennai(98.00%), AP(98.00%), Punjab(95.00%), Guj(97.00%)</p>

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
3	Billing Performance		
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	<u>BSNL</u> :- AP (99.60%), J&K(98.70%), MH(98.90%), Punjab(99.90%), TN(99.90%),Uttaranchal(99.90%), UPE(99.90%) <u>MTNL</u> : Delhi(95.14%) <u>Tikona Digital Networks- All India</u> (97.39%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	<u>BSNL</u> - J&K(99.92%), TN(99.80%) <u>You Broadband- All India</u> (99.19%), AP(99.23%), Guj(99.08%), MH(96.83%) <u>Rajesh Multichannel- Mumbai</u> (0.00%)
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	<u>MTNL</u> - Mumbai (48.28%) <u>Tikona Digital Networks- All India</u> (51.00%)
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	<u>MTNL</u> - Mumbai (52.21%) <u>Bharti Airtel</u> - Delhi(78.21%), HR(78.21%), KTK(71.88%), Kol(78.21%), Punjab(78.21%), Raj(78.21%), UPE(78.21%), UPW(78.21%) <u>Quadrant Televentures Ltd.- Punjab</u> (72.00%) <u>Broadband Pacenet- Mumbai</u> (25.00%), Mumbai-Pune (25.00%), All India (25.00%) <u>Tikona Digital Networks – All India</u> (57.00%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	<u>Alliance - Kolkata</u> (7 links) <u>Tikona Digital Networks - All India</u> (1 link) <u>Five Network Solutions(I) Ltd.-All India</u> (12 links)
	No. of Upstream links for International	Benchmark 0	<u>BSNL</u> All service areas (3 links) <u>MTNL</u> - Delhi (1 links), Mumbai (6 Links) <u>Tikona Digital Networks- All India</u> (1

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
	connectivity having bandwidth utilisation >90% during peak hours (TCBH)		link) <u>Indusland Media & Communications Ltd.</u> – All India (1 Link) <u>Five Network Solutions(I) Ltd.-</u> All India 12 links) <u>Chandranet Pvt. Ltd-</u> Guj(1 link)
	%age International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Benchmark <90% %	<u>Broadband Pacenet India Pvt. Ltd.-</u> MP(94.00%), Guj(92.80%) <u>Rajesh Multichannel-</u> Mumbai(96.00%) <u>Chandranet Pvt. Ltd.-</u> Guj(95.00%)
	Broadband Connection Speed available(download) from ISP node to user	(benchmark >80%)	<u>BSNL-</u> A&N(43.30%)
	Service availability/uptime (for all users) in %age	Benchmark >98%	<u>Tata Communications-</u> KR& Lakshdweep(97.00%), Mumbai(97.00%), TN& Pondicherry(94.00%) <u>Broadband Pacenet-</u> KR& Lakshdweep(97.00%), Mumbai(97.00%), TN& Pondicherry(94.00%) <u>Rajesh Multichannel-</u> Mumbai(96.00%) <u>Chandranet Pvt. Ltd.-</u> Guj(95.00%)

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

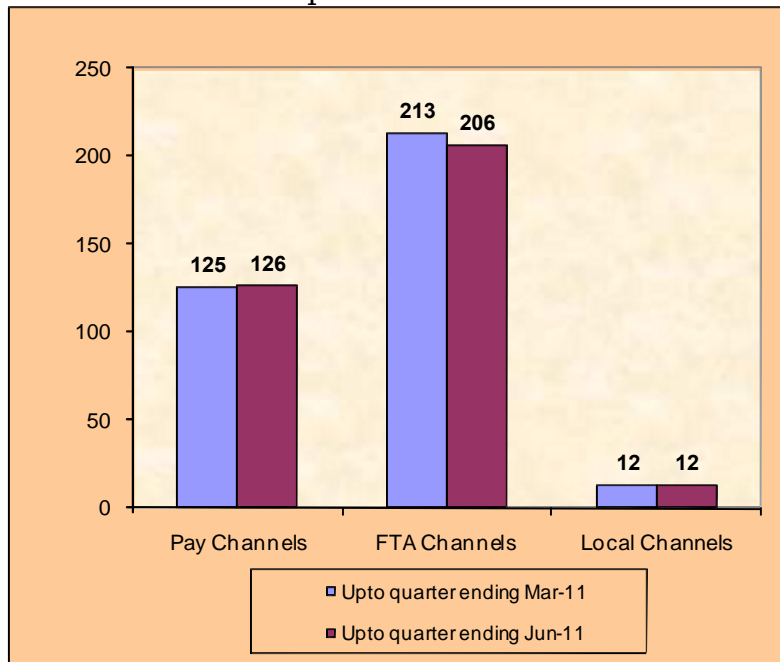
Table 5.1: Key Parameters

S.No	Parameter	Mar-11	Jun-11
1	Number of Broadcasters/ Distributors	24	25
2	Number of channels registered with Ministry of I&B	652	715
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	155	158
4	Maximum number of Pay TV Channels carried by certain cable operator	125	126
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	213	206
6	Private FM Radio stations in operation	245	245
7	Private DTH Operators	6	6
8	Licensees of community radio stations	130	144
9	Operational community radio station	108	111
10	Number of permitted Teleports	84	87
11	Number of Set top boxes in CAS notified areas of Delhi , Mumbai, Kolkata and Chennai	8,04,837	8,11,507

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

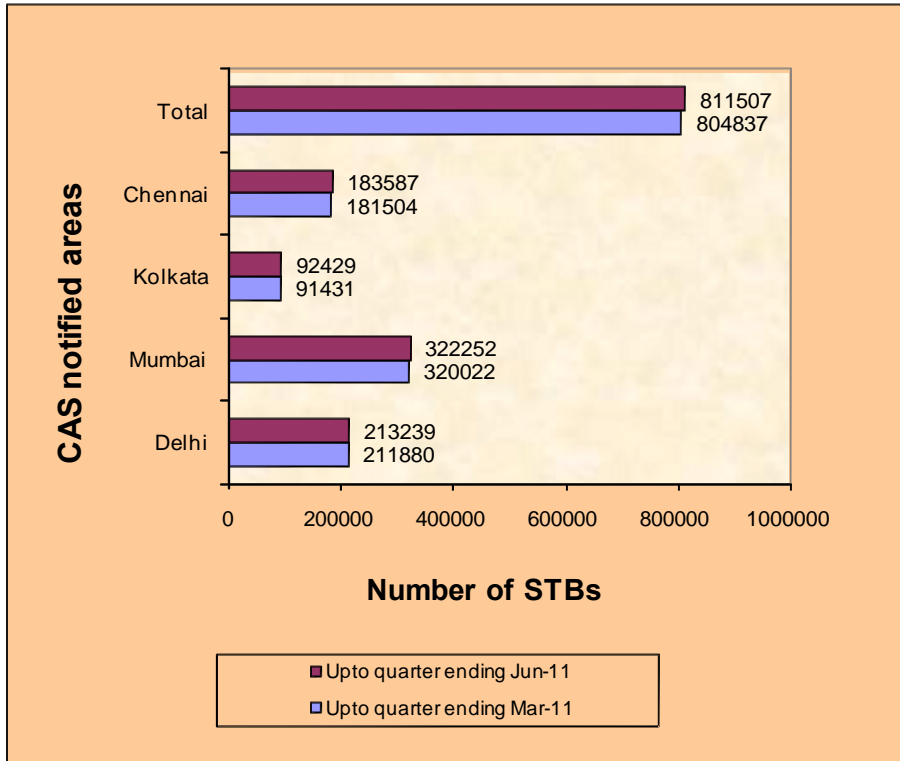


5.2 The maximum number of FTA and Pay Channels reportedly being carried in the cable networks are 206 and 126 respectively in the QE Jun-11. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

5.3 Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 300, whereas in conventional analogue form, the maximum number of channels being carried any by the reported MSOs is 100 channels.

5.4 At the end of the quarter Mar-11, there were 8,04,837 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has increased to 8,11,507 at the end of Jun-11.

Chart 5.2: Set Top Boxes (STBs)



Satellite TV Channels

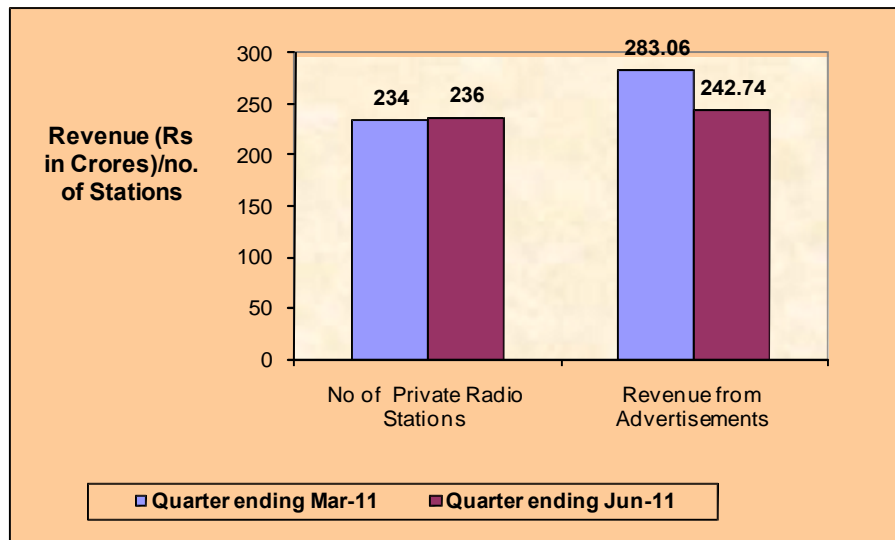
5.5 At the end of Jun-11, total Number of channels registered with Ministry of I&B is 715. This includes 158 pay TV channels which are being broadcasted/ distributed by 25 broadcasters or their authorized agents/aggregators. The list of broadcasters/distributors of pay TV channels alongwith the reported rates of pay channels for Non-CAS areas are at Annexure-5.1.

5.6 During the quarter ending June 2011, 3 new pay channels i.e “BIG CBS Prime,” “BIG CBS Love” & “BIG CBS Spark” were launched by the broadcaster (M/s BIG CBS Networks Limited).

FM Radio Services

- 5.7 Apart from All India Radio of Prasar Bharti – a public broadcaster, there are 245 FM Radio stations in operation at the end of Jun-11. The list of 245 private FM Radio stations is at Annexure-5.2.
- 5.8 The total Advertisement Revenue during the quarter ending Mar-11 in respect of 234 private FM Radio stations was Rs 283.06 and for quarter ending Jun-11 in respect of 236 private Radio stations, the total Advertisement Revenue was Rs 242.74. The reports prepared on the basis of reports submitted by the FM Radio service providers. However, the details do not pertain to the same set of service providers.

Chart 5.3: Comparative position of Revenue from FM Radio Stations



Community Radio

5.9 At the quarter ending Mar-11, out of 130 licensees of community radio stations, 108 stations were in operation. In the quarter ending Jun-11, 14 licenses were issued. Now, out of 144 licensees, 111 stations are in operation.

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

	As on 30.06.2011
Total No. of Applications Received	886
No of Licenses issued	144
No of Letters of Intent Issued	322
No of Applications rejected	169
No of stations operational	111

Source: Ministry of Information & Broadcasting

DTH Services

5.10 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 30.6.2011, their reported subscriber base is 38.5 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.11 As per the information available on the website of Ministry of Information and Broadcasting, there are 87 total numbers of permitted Teleports as on 15.06.2011. A list of the permitted Teleports is at Annexure-5.4.

Annexures

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

SL NO	Service Provider	Area for which licensed with No.	UASL	CMTS
1	Bharti	All India (22)	All India except NE	North East
2	Aircel Group	All India (23)	All India except Chennai & TN	Chennai & Tamil Nadu
3	Reliance 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, TN incl. Chennai, 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) 20		All
10	MTNL	Delhi & Mumbai (2)		All
11	Loop Telecom Private Ltd	All India (22)	All except Mumbai	Mumbai
12	Unitech Group	All India (22)	All	
13	Videocon Telecommunications Ltd.	All India except Pb (21)	All	
14	M/s Etisalat DB Telecom Pvt. Ltd & M/s Allianz Private Ltd	Delhi, Mumbai, Mah, Guj, AP, Ktk, TN incl. Chennai, 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	240
CMTSs	37
Total	277

Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea/Spice (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11
Andhra Pradesh	71,84,085	73,47,024	1,63,30,634	1,72,43,746	80,51,133	84,28,994	16,91,631	16,68,170	40,11,978	35,58,286
Assam	13,98,440	16,50,109	30,49,141	33,56,891	3,21,871	3,03,279	31,55,796	34,29,987	20,80,137	22,15,464
Bihar	50,11,319	52,44,148	1,51,37,040	1,60,76,532	44,98,378	48,96,810	45,39,136	48,43,688	47,28,969	51,70,856
Delhi	72,73,088	77,88,376	79,88,121	83,01,831	37,26,043	39,91,264	20,69,914	22,18,190	41,14,559	47,25,928
Gujarat	1,43,08,706	1,49,10,573	66,24,977	67,04,802	69,49,010	71,42,471	4,07,313	5,60,123	47,76,817	50,36,664
Haryana	38,83,846	41,70,943	20,72,122	21,81,265	30,65,849	32,77,517	4,65,644	5,59,344	25,99,621	27,45,239
Himachal Pradesh	3,20,725	3,57,430	16,29,159	16,96,464	4,50,007	3,65,532	7,45,994	6,77,256	11,58,891	12,85,564
Jammu & Kashmir	5,00,316	5,65,253	19,75,414	18,68,985	1,26,510	1,28,808	17,42,815	17,63,924	4,70,633	4,61,691
Karnataka	64,39,219	65,91,039	1,45,70,437	1,48,92,871	40,00,296	43,66,930	16,24,583	16,95,561	44,10,285	45,69,961
Kerala	52,46,322	55,35,177	34,24,958	34,59,776	65,86,675	70,26,922	21,12,495	23,58,360	14,44,016	16,38,193
Madhya Pradesh	27,15,822	31,35,580	92,10,939	95,47,099	1,10,97,347	1,18,39,576	6,72,860	7,34,560	66,98,027	73,12,022
Maharashtra	1,12,40,357	1,19,62,824	84,47,877	87,94,416	1,28,21,438	1,34,27,497	9,61,237	10,49,697	57,40,740	61,41,074
Mumbai	57,76,011	58,87,113	34,50,682	35,98,710	20,00,466	23,48,402	11,75,693	11,49,736	35,73,488	38,87,742
North East	7,94,227	8,61,826	19,58,240	21,03,288	2,23,909	2,24,701	20,24,048	21,97,151	6,26,568	7,06,894
Orissa	22,08,525	23,38,159	51,71,425	55,24,753	9,49,899	6,46,442	23,72,508	25,08,395	28,66,816	33,40,210
Punjab	39,81,357	41,32,392	62,07,947	65,91,185	44,12,171	46,65,114	6,10,145	6,68,480	30,45,815	34,92,092
Rajasthan	85,21,641	87,11,277	1,22,63,647	1,25,61,588	29,64,458	30,92,185	6,49,466	8,65,678	45,41,003	50,43,433
Tamil Nadu (incl. Chennai)	1,09,18,417	1,14,44,549	1,25,76,335	1,28,51,196	12,43,410	13,46,172	1,94,73,743	2,04,93,642	38,70,215	45,34,570
UP(E)	1,34,00,305	1,42,37,217	1,20,50,513	1,30,44,951	55,87,104	63,69,289	20,18,290	20,56,803	68,46,776	72,72,287
UP(W)	87,49,100	92,34,369	60,04,516	63,41,180	77,87,250	90,52,503	17,33,248	19,24,818	58,57,688	63,26,407
Kolkata	42,78,094	43,73,647	36,18,140	36,88,633	8,95,129	7,34,402	17,60,820	15,63,412	29,00,152	32,76,850
West Bengal	1,04,19,784	1,10,40,815	84,41,216	87,56,085	17,44,965	14,34,008	28,35,911	29,93,777	47,01,047	54,90,321
Total	13,45,69,706	14,15,19,840	16,22,03,480	16,91,86,247	8,95,03,318	9,51,08,818	5,48,43,290	5,79,80,752	8,10,64,241	8,82,31,748

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11
Andhra Pradesh	47,66,195	47,77,528	53,61,414	54,80,493	34,93,136	30,51,048	70,30,323	77,19,973	2,78,217	2,76,477
Assam	-	-	-	-	1,20,249	1,20,853	13,75,989	14,19,161	1,08,018	1,08,371
Bihar	36,06,308	36,79,978	26,06,669	27,19,084	26,09,928	26,97,338	55,81,696	56,93,926	3,98,561	3,94,499
Delhi	39,42,581	39,61,569	-	-	58,24,667	60,11,585	-	-	-	-
Gujarat	28,71,173	28,98,363	17,80,572	20,31,702	17,62,762	17,79,187	36,92,681	37,54,312	2,84,788	2,72,644
Haryana	11,48,568	11,54,027	14,51,685	14,84,253	15,27,947	15,45,734	29,64,196	29,68,572	93,279	81,307
Himachal Pradesh	3,42,126	3,50,010	2,57,146	2,79,214	1,36,861	1,42,057	15,96,336	16,27,828	74,078	71,546
Jammu & Kashmir	213	8	-	-	1,05,003	1,12,972	7,51,092	8,36,144	82,290	81,842
Karnataka	33,15,945	33,23,438	57,15,317	58,14,836	14,81,725	12,07,681	52,66,113	55,63,005	4,39,184	4,37,811
Kerala	23,69,016	23,84,416	18,97,707	19,11,519	8,13,270	8,18,882	54,17,530	56,15,155	5,47,784	4,13,053
Madhya Pradesh	42,35,831	42,62,030	34,92,558	36,21,157	14,98,821	15,04,889	42,25,019	41,97,205	7,93,611	7,54,849
Maharashtra	33,93,989	34,00,039	44,16,023	46,19,786	57,57,815	58,92,461	61,23,218	60,13,772	4,73,091	4,12,720
Mumbai	38,54,615	38,68,276	25,43,388	26,73,005	34,05,820	34,98,834	-	-	-	-
North East	-	-	-	-	86,518	78,721	12,98,063	13,97,232	1,41,446	1,43,365
Orissa	7,70,176	7,83,700	18,41,716	18,76,844	7,32,154	7,40,280	36,11,164	37,69,178	2,20,535	2,19,767
Punjab	10,08,328	9,85,873	19,27,035	20,25,778	15,13,619	15,27,809	45,10,459	45,80,127	66,566	63,136
Rajasthan	23,97,229	23,52,142	13,00,575	14,56,876	28,40,501	25,70,779	54,05,521	54,23,050	2,85,558	2,81,087
Tamil Nadu (incl. Chennai)	40,85,289	41,46,188	37,48,733	37,88,968	11,70,217	11,69,608	79,75,782	81,76,319	4,42,809	4,52,105
UP(E)	52,13,530	52,35,417	27,32,750	29,87,034	17,68,400	17,92,068	95,87,894	97,03,099	4,81,750	4,79,979
UP(W)	34,52,088	34,71,945	19,53,303	22,71,211	29,90,762	28,37,979	42,34,815	43,45,827	1,66,859	1,65,166
Kolkata	20,07,485	20,72,534	16,67,961	16,91,339	16,93,817	17,30,373	24,49,713	24,15,848	37,527	37,368
West Bengal	18,73,615	19,25,929	20,20,536	23,30,122	10,89,633	10,98,325	31,71,085	32,09,517	1,49,486	1,51,483
Total	5,46,54,300	5,50,33,410	4,67,15,088	4,90,63,221	4,24,23,625	4,19,29,463	8,62,68,689	8,84,29,250	55,65,437	52,98,575

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		Quadrant (HFCL) (GSM)		Quadrant (HFCL) (CDMA)		Loop (GSM)	
	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11
Andhra Pradesh	-	-	-	-	3,33,551	4,54,468	-	-	-	-	-	-
Assam	-	-	-	-	-	8	-	-	-	-	62	86
Bihar	-	-	-	-	7,88,238	10,25,557	-	-	-	-	-	-
Delhi	24,99,778	25,25,309	1,37,407	1,36,791	6,92,568	8,11,361	-	-	-	-	-	-
Gujarat	-	-	-	-	47,913	62,372	-	-	-	-	-	-
Haryana	-	-	-	-	1,25,170	1,48,881	-	-	-	-	107	104
Himachal Pradesh	-	-	-	-	-	22	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	-	-	-	-	-	-	-	-
Karnataka	-	-	-	-	12,57,771	15,33,296	-	-	-	-	-	-
Kerala	-	-	-	-	4,96,170	5,47,148	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	351	592	-	-	-	-	88	93
Maharashtra	-	-	-	-	4,29,715	5,30,488	-	-	-	-	-	-
Mumbai	26,93,496	27,04,330	1,42,400	1,32,630	6,36,461	7,41,115	-	-	-	-	30,92,398	31,47,900
North East	-	-	-	-	-	-	-	-	-	-	5	20
Orissa	-	-	-	-	43	109	-	-	-	-	374	536
Punjab	-	-	-	-	87	93	12,27,904	12,98,404	2,38,733	1,05,446	99	100
Rajasthan	-	-	-	-	19,05,243	20,83,180	-	-	-	-	242	245
Tamil Nadu (incl. Chennai)	-	-	-	-	13,80,106	14,92,320	-	-	-	-	-	-
UP(E)	-	-	-	-	54,618	1,31,445	-	-	-	-	-	-
UP(W)	-	-	-	-	52,258	1,23,919	-	-	-	-	-	-
Kolkata	-	-	-	-	6,54,386	6,79,173	-	-	-	-	829	1,224
West Bengal	-	-	-	-	12,02,285	13,59,533	-	-	-	-	-	-
Total	51,93,274	52,29,639	2,79,807	2,69,421	1,00,56,934	1,17,25,080	12,27,904	12,98,404	2,38,733	1,05,446	30,94,204	31,50,308

Annexure 1.2 (contd.)

Service Area	Stel (GSM)		Unitech (GSM)		Videocon (GSM)		Etisalat (GSM)		Total		
	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Net Additions
Andhra Pradesh	-	-	21,21,111	25,21,021	9,370	10,416	14,058	23,330	6,06,76,836	6,25,60,974	18,84,138
Assam	61,008	85,015	-	-	-	-	-	-	1,16,70,711	1,26,89,224	10,18,513
Bihar	15,10,671	18,97,964	24,98,032	29,53,045	12,276	16,897	14,020	26,518	5,35,41,241	5,73,36,840	37,95,599
Delhi	-	-	-	-	-	-	5,49,815	6,98,910	3,88,18,541	4,11,71,114	23,52,573
Gujarat	-	-	18,12,632	20,29,601	16,23,746	16,15,387	14,553	20,654	4,69,57,643	4,88,18,855	18,61,212
Haryana	-	-	-	-	9,84,990	8,64,065	6,483	9,268	2,03,89,507	2,11,90,519	8,01,012
Himachal Pradesh	4,29,007	4,28,377	-	-	75,602	89,150	-	-	72,15,932	73,70,450	1,54,518
Jammu & Kashmir	-	-	-	-	-	-	-	-	57,54,286	58,19,627	65,341
Karnataka	-	-	9,07,986	11,96,133	8,951	10,458	11,899	18,137	4,94,49,711	5,12,21,157	17,71,446
Kerala	-	-	5,71,614	6,69,904	4,27,742	3,70,125	5,709	8,760	3,13,61,008	3,27,57,390	13,96,382
Madhya Pradesh	-	-	-	-	11,53,790	11,77,802	30,110	46,778	4,58,25,174	4,81,34,232	23,09,058
Maharashtra	-	-	18,83,706	22,82,932	10,181	12,581	16,859	23,882	6,17,16,246	6,45,64,169	28,47,923
Mumbai	-	-	9,32,609	11,29,213	13,03,194	13,74,012	2,19,185	3,60,332	3,47,99,906	3,65,01,350	17,01,444
North East	31,553	41,121	-	-	-	-	-	-	71,84,577	77,54,319	5,69,742
Orissa	7,88,652	8,64,937	8,73,785	10,78,406	7,597	9,591	-	-	2,24,15,369	2,37,01,307	12,85,938
Punjab	-	-	-	-	-	-	7,857	11,864	2,87,58,122	3,01,47,893	13,89,771
Rajasthan	-	-	-	-	8,665	9,584	16,630	22,841	4,31,00,379	4,44,73,945	13,73,566
Tamil Nadu (incl. Chennai)	-	-	12,93,045	13,21,818	14,38,395	15,22,515	16,117	23,574	6,96,32,613	7,27,63,544	31,30,931
UP(E)	-	-	38,94,958	42,13,665	20,022	20,001	22,475	31,607	6,36,79,385	6,75,74,862	38,95,477
UP(W)	-	-	27,53,068	31,77,271	9,744	9,537	22,309	32,080	4,57,67,008	4,93,14,212	35,47,204
Kolkata	-	-	12,49,336	13,70,569	-	-	-	-	2,32,13,389	2,36,35,372	4,21,983
West Bengal	-	-	20,00,259	23,86,633	11,695	17,765	-	-	3,96,61,517	4,21,94,313	25,32,796
Total	28,20,891	33,17,414	2,27,92,141	2,63,30,211	71,05,960	71,29,886	9,68,079	13,58,535	81,15,89,101	85,16,95,668	4,01,06,567

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		Quadrant (HFCL)		Sistema		Tata	
	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11
Andhra Pradesh	1,24,400	1,25,336	86,143	86,690	-	-	-	-	1,56,570	1,62,598
Assam	-	-	-	-	-	-	-	-	2,099	2,325
Bihar	-	-	4,382	4,611	-	-	-	-	8,576	9,116
Delhi	10,59,694	10,71,796	1,76,311	1,77,962	-	-	-	-	56,381	62,008
Gujarat	54,417	55,010	1,16,518	1,15,519	-	-	-	-	61,286	63,630
Haryana	23,104	23,491	3,951	4,307	-	-	-	-	13,925	15,606
Himachal Pradesh	-	-	4,154	4,431	-	-	-	-	1,699	1,701
Jammu & Kashmir	-	-	18	18	-	-	-	-	166	187
Karnataka	4,87,382	4,90,299	1,05,898	1,07,499	-	-	-	-	1,08,798	1,12,253
Kerala	55,037	55,478	53,194	53,861	-	-	-	-	10,346	11,060
Madhya Pradesh	3,04,533	3,04,761	32,862	33,332	-	-	-	-	5,898	6,970
Maharashtra	69,562	69,959	95,829	97,438	-	-	-	-	2,05,584	2,10,633
Mumbai	3,30,500	3,31,514	2,20,316	2,23,539	-	-	-	-	5,23,503	5,29,015
North East	-	-	-	-	-	-	-	-	160	195
Orissa	-	-	4,024	4,015	-	-	-	-	6,575	6,765
Punjab	1,04,465	1,05,257	37,736	36,422	1,89,900	1,93,500	-	-	15,048	15,836
Rajasthan	38,721	39,147	22,855	23,322	-	-	38,440	40,836	4,428	4,810
Tamil Nadu (incl. Chennai)	4,81,294	4,84,501	1,39,560	1,40,994	-	-	-	-	53,298	56,925
U.P.(E)	49,718	50,308	36,568	37,729	-	-	-	-	11,359	12,081
U.P.(W)	23,806	23,977	5,437	5,271	-	-	-	-	6,437	7,203
Kolkata	89,286	90,902	86,145	84,012	-	-	-	-	26,072	28,839
West Bengal	-	-	2,290	2,287	-	-	-	-	4,229	5,494
Total	32,95,919	33,21,736	12,34,191	12,43,259	1,89,900	1,93,500	38,440	40,836	12,82,437	13,25,250

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Total		
	Mar-11	Jun-11	Mar-11	Jun-11	Mar-11	Jun-11	Net Additions
Andhra Pradesh	-	-	20,01,056	19,78,372	23,68,169	23,52,996	-15,173
Assam	-	-	2,55,584	2,53,835	2,57,683	2,56,160	-1,523
Bihar	-	-	11,83,267	11,80,087	11,96,225	11,93,814	-2,411
Delhi	15,46,432	15,38,695	-	-	28,38,818	28,50,461	11,643
Gujarat	-	-	17,14,975	16,82,786	19,47,196	19,16,945	-30,251
Haryana	-	-	6,09,130	5,90,058	6,50,110	6,33,462	-16,648
Himachal Pradesh	-	-	3,31,623	3,26,810	3,37,476	3,32,942	-4,534
Jammu & Kashmir	-	-	2,16,149	2,15,276	2,16,333	2,15,481	-852
Karnataka	-	-	20,40,456	20,16,969	27,42,534	27,27,020	-15,514
Kerala	-	-	31,82,212	31,57,485	33,00,789	32,77,884	-22,905
Madhya Pradesh	-	-	10,40,334	9,81,701	13,83,627	13,26,764	-56,863
Maharashtra	-	-	24,82,216	24,24,908	28,53,191	28,02,938	-50,253
Mumbai	19,17,537	19,04,681	-	-	29,91,856	29,88,749	-3,107
North East	-	-	2,69,235	2,60,043	2,69,395	2,60,238	-9,157
Orissa	-	-	5,60,504	5,60,552	5,71,103	5,71,332	229
Punjab	-	-	12,31,817	11,99,005	15,78,966	15,50,020	-28,946
Rajasthan	-	-	11,82,757	11,23,811	12,87,201	12,31,926	-55,275
Tamil Nadu (incl. Chennai)	-	-	27,83,666	27,02,597	34,57,818	33,85,017	-72,801
U.P.(E)	-	-	13,69,941	13,57,156	14,67,586	14,57,274	-10,312
U.P.(W)	-	-	8,19,478	8,14,006	8,55,158	8,50,457	-4,701
Kolkata	-	-	11,99,651	11,85,656	14,01,154	13,89,409	-11,745
West Bengal	-	-	7,50,854	7,13,694	7,57,373	7,21,475	-35,898
Total	34,63,969	34,43,376	2,52,24,905	2,47,24,807	3,47,29,761	3,42,92,764	-4,36,997

Annexure 1.4: Service Provider wise details of PCOs

S. No.	Name of the Circle/Service Area	Service Provider	QE Mar-11	QE Jun-11	Net PCO added/ decreased during the QE Jun-11	Percentage Growth/ Decline for the QE Jun-11
1	Andaman & Nicobar	BSNL	517	496	-21	-4.06%
2	Andhra Pradesh	BSNL	127961	118546	-9,415	-7.36%
		TATA	94719	81174	-13,545	-14.30%
		Reliance	111744	94647	-17,097	-15.30%
		Bharti	865	786	-79	-9.13%
3	Assam	BSNL	27380	27335	-45	-0.16%
		TATA	1360	1230	-130	-9.56%
4	Bihar(including Jharkhand)	BSNL	81682	78078	-3,604	-4.41%
		Reliance	11430	8569	-2,861	-25.03%
		TATA	60,681	63,355	2,674	4.41%
5	Delhi	Bharti	5472	6889	1,417	25.90%
		MTNL	65237	62164	-3,073	-4.71%
		TATA	40915	42614	1,699	4.15%
		Reliance	11042	9214	-1,828	-16.55%
6	Gujarat	BSNL	58392	56178	-2,214	-3.79%
		Reliance	21120	18355	-2,765	-13.09%
		TATA	66879	52873	-14,006	-20.94%
		Bharti	86	70	-16	-18.60%
7	Haryana	BSNL	14634	13384	-1,250	-8.54%
		Bharti	653	514	-139	-21.29%
		Reliance	1355	1059	-296	-21.85%
		TATA	11907	11498	-409	-3.43%
8	Himachal Pradesh	BSNL	8532	8007	-525	-6.15%
		Reliance	1569	1344	-225	-14.34%
		TATA	4115	3385	-730	-17.74%
9	Jammu & Kashmir	BSNL	10721	10626	-95	-0.89%
		TATA	480	581	101	21.04%
10	Karnataka	BSNL	188121	180536	-7,585	-4.03%
		Bharti	19488	17795	-1,693	-8.69%
		TATA	69019	54872	-14,147	-20.50%
		Reliance	43718	36588	-7,130	-16.31%
11	Kerala	BSNL	85734	82375	-3,359	-3.92%
		Reliance	16806	12833	-3,973	-23.64%
		Bharti	1779	1624	-155	-8.71%
		TATA	10717	7887	-2,830	-26.41%
12	Madhya Pradesh (Including Chattisgarh)	BSNL	55462	51214	-4,248	-7.66%
		Bharti	12946	10452	-2,494	-19.26%
		Reliance	12516	10393	-2,123	-16.96%
		TATA	26027	20779	-5,248	-20.16%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Mar-11	QE Jun-11	Net PCO added/ decreased during the QE Jun-11	Percentage Growth/ Decline for the QE Jun-11
13	Maharashtra (including Mumbai)	BSNL & MTNL	285,008	270,758	-14,250	-5.00%
		TATA	357,796	338,367	-19,429	-5.43%
		Bharti	150	122	-28	-18.67%
		Reliance	69,111	58,320	-10,791	-15.61%
	Mumbai	MTNL	110320	101173	-9,147	-8.29%
		TATA	94,916	93,080	-1,836	-1.93%
		Bharti	98	79	-19	-19.39%
		Reliance	25086	22269	-2,817	-11.23%
	Maharashtra excluding Mumbai	BSNL	174688	169585	-5,103	-2.92%
		Tata	262880	245287	-17,593	-6.69%
		Bharti	52	43	-9	-17.31%
		Reliance	44025	36051	-7,974	-18.11%
14	North East	BSNL	16500	15151	-1,349	-8.18%
		TATA	836	801	-35	-4.19%
15	Orissa	BSNL	16978	16880	-98	-0.58%
		Reliance	2658	1927	-731	-27.50%
		TATA	12670	10104	-2,566	-20.25%
16	Punjab	BSNL	16792	16348	-444	-2.64%
		Quadrant Televentures	12817	10926	-1,891	-14.75%
		Reliance	6691	6009	-682	-10.19%
		Bharti	1227	812	-415	-33.82%
		TATA	28777	24430	-4,347	-15.11%
17	Rajasthan	BSNL	40671	39706	-965	-2.37%
		Bharti	586	413	-173	-29.52%
		Sistema Shyam	23866	20126	-3,740	-15.67%
		Reliance	11835	9664	-2,171	-18.34%
		TATA	16056	14002	-2,054	-12.79%
18	Tamil Nadu (including Chennai)	BSNL	230,440	216,454	-13,986	-6.07%
		TATA	79,387	66,500	-12,887	-16.23%
		Bharti	25,748	23,998	-1,750	-6.80%
		Reliance	66,870	58,396	-8,474	-12.67%
	Chennai	BSNL	75121	74750	-371	-0.49%
		Reliance	13332	11572	-1,760	-13.20%
	Tamil nadu (excluding Chennai)	BSNL	155319	141704	-13,615	-8.77%
		TATA	79387	66500	-12,887	-16.23%
		Bharti	25748	23998	-1,750	-6.80%
		Reliance	53538	46824	-6,714	-12.54%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Mar-11	QE Jun-11	Net PCO added/decreased during the QE Jun-11	Percentage Growth/Decline for the QE Jun-11
19	Uttar Pradesh (East)	BSNL	111361	109802	-1,559	-1.40%
		Reliance	12105	10118	-1,987	-16.41%
		Bharti	845	739	-106	-12.54%
		TATA	21764	16718	-5,046	-23.19%
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	32272	32199	-73	-0.23%
		Reliance	8703	6519	-2,184	-25.09%
		Bharti	817	771	-46	-5.63%
		TATA	27376	23019	-4,357	-15.92%
21	West Bengal (including Kolkata)	BSNL	95,740	93,456	-2,284	-2.39%
		Reliance	17,331	14,787	-2,544	-14.68%
		Bharti	253	246	-7	-2.77%
		TATA	47,813	42,142	-5,671	-11.86%
	Kolkata	BSNL	53872	53246	-626	-1.16%
		Reliance	7392	6764	-628	-8.50%
		Bharti	253	246	-7	-2.77%
		TATA	19383	17835	-1,548	-7.99%
	West Bengal (excluding Kolkata)	BSNL	41868	40210	-1,658	-3.96%
		Reliance	9939	8023	-1,916	-19.28%
		TATA	28430	24307	-4,123	-14.50%
		TOTAL		30,83,631	28,31,049	- 2,52,582

Note: PCO subscriber base for the QE Mar-11 in r/o M/s Reliance(RCL) has been updated in this report

Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	QE Mar-11	QE Jun-11	Net VPT added/ decreased during the QE Jun-11	Percentage Growth/ Decline for the QE Jun-11
1	Andaman & Nicobar	BSNL	343	349	6	1.75%
2	Andhra Pradesh	BSNL	23,961	23,975	14	0.06%
		TATA	1,358	1,358	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
3	Assam	BSNL	24,221	24,245	24	0.10%
4	Bihar(including Jharkhand)	BSNL	67,730	67,730	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
5	Delhi	Bharti	0	0	0	0.00%
		MTNL	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
6	Gujarat	BSNL	16,932	16,932	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	4,115	0	-4,115	-100.00%
		TATA	0	0	0	0.00%
7	Haryana	BSNL	6,678	6,678	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
8	Himachal Pradesh	BSNL	17,387	17,389	2	0.01%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
9	Jammu & Kashmir	BSNL	6,343	6,343	0	0.00%
10	Karnataka	BSNL	27,448	27,448	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
11	Kerala	BSNL	1,372	1,372	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
12	Madhya Pradesh (Including Chattisgarh)	BSNL	70,155	70,155	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Mar-11	QE Jun-11	Net VPT added/ decreased during the QE Jun-11	Percentage Growth/ Decline for the QE Jun-11
13	Maharashtra (including Mumbai)	BSNL& MTNL	39,741	39,741	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	2,267	2,267	0	0.00%
		Reliance	0	0	0	0.00%
	Mumbai	MTNL	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Maharashtra Excluding Mumbai	BSNL	39,741	39,741	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	2,267	2,267	0	0.00%
14	North East	BSNL	12,258	12,405	147	1.20%
15	Orissa	BSNL	44,750	44,851	101	0.23%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
16	Punjab	BSNL	12,065	12,065	0	0.00%
		Quadrant (formerly HFCL)	119	106	-13	-10.92%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
17	Rajasthan	BSNL	38,838	38,838	0	0.00%
		Bharti	0	0	0	0.00%
		Sistema Shyam	3,010	3,010	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
18	Tamil Nadu (including Chennai)	BSNL	15,492	15,492	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
	Chennai	BSNL	1,655	1,655	0	0.00%
		Reliance	0	0	0	0.00%
	Tamil Nadu (excluding Chennai)	BSNL	13,837	13,837	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Mar-11	QE Jun-11	Net VPT added/ decreased during the QE Jun-11	Percentage Growth/ Decline for the QE Jun-11
19	U P (East)	BSNL	74,121	74,121	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
20	UP (West) (incl. Uttaranchal)	BSNL	37,193	38,993	1,800	4.84%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	0	0	0	0.00%
21	West Bengal (including Kolkata)	BSNL	36,835	36,874	39	0.11%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Kolkata	BSNL	567	567	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	West Bengal (excluding Kolkata)	BSNL	36,268	36,307	39	0.11%
		Reliance	0	0	0	0.00%
TATA		0	0	0	0.00%	
Total			5,84,732	5,82,737	-1,995	-0.34%

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

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

* ISPs have not submitted report for the qtr.ending June 2011

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 Jun-2011	Total Internet Connections as on Mar-2011	% Growth
1	Bharat Sanchar Nigam Ltd.	A	All India	3804660	7825824	11630484	11316919	2.77
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1480838	961319	2442157	2422921	0.79
3	Reliance Communications Infrastructure Limited	A	All India	2238280	188998	2427278	2173463	11.68
4	Bharti Airtel Ltd.	A	All India	2519	1444196	1446715	1434799	0.83
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	2157	353417	355574	348345	2.08
6	You Broadband & Cable India Private Limited (YOU Telecom India Pvt. Ltd).	A	All India	49846	237165	287011	325993	-11.96
7	Tikona Digital Networks Pvt Ltd	A	All India	1304	225251	226555	216351	4.72
8	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	55110	109088	164198	185070	-11.28
9	Beam Telecom Pvt. Ltd.	B	Andhra Pradesh	0	129750	129750	111943	15.91
10	Asianet Satellite Communications Ltd.	B	Kerala	10735	98826	109561	107298	2.11
11	Data Infosys Ltd.	A	All India	104115	453	104568	104579	-0.01
12	Quadrant Televentures Ltd.(HFCL Infotel Ltd.)	B	Punjab Telecom Circle	6473	92266	98739	95670	3.21
13	Sify Technologies Ltd.	A	All India	31453	61818	93271	102705	-9.19
14	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	A	All India	543	83363	83906	85857	-2.27
15	Softeng Computers Pvt. Ltd.	A	All India	0	72135	72135	72658	-0.72
16	Ortel Communication Ltd.	A	Orissa, West Bengal, Andhra Pradesh, Chattisgarh	0	52967	52967	51740	2.37
17	Syscon Infoway Pvt Ltd	B	Mumbai	2533	45993	48526	42493	14.20
18	HCL Infinet Ltd.	A	All India	41128	945	42073	42075	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 Jun-2011	Total Internet Connections as on Mar-2011	% Growth
19	D-Vois Broadband Private Limited	A	All India/Karnataka	122	38191	38313	43850	-12.63
20	Five Network Solution (India) Ltd.	A	All India	0	34856	34856	31352	11.18
21	Ankhnet Informations Pvt. Ltd	B	Mumbai	31778	32	31810	31810	0.00
22	Spectra ISP Network Pvt. Ltd.(Punj Lloyd)	A	All India	1121	29074	30195	24460	23.45
23	Zylog Systems(India) Ltd.)	A		281	29102	29383	0	0.00
24	Broadband Pacenet (I) Pvt. Ltd.	A	Mumbai	13736	13719	27455	27455	0.00
25	Chandra Net Pvt. Limited	B	Ahmedabad, Gujarat	12878	11678	24556	23149	6.08
26	Indusind Media & Communications Limited (In2cable (I) Ltd.)	A	All India	1678	21570	23248	15854	46.64
27	Alliance Broadband Services Pvt. Ltd.	B	Kolkata	7186	14877	22063	21938	0.57
28	Vodafone Essar Gujarat Ltd.	B	Gujarat	18001	0	18001	18001	0.00
29	Shyam Internet Services Ltd	B	Rajasthan	14572	2877	17449	17047	2.36
30	Tata Communications Limited	A	All India	3581	9918	13499	13672	-1.27
31	Gujarat Telelink Pvt Ltd	B	Gujarat	1681	11053	12734	9724	30.95
32	Hughes Communications India Ltd.	A	All India	1088	11337	12425	12002	3.52
33	Meghbela Cable & Broadband Services (P) Ltd	B	Kolkata	5562	6698	12260	12260	0.00
34	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	8252	3431	11683	11052	5.71
35	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	14	11602	11616	10446	11.20
36	Vasai Cable Pvt. Ltd.	C		0	10766	10766		0.00
37	IOL Netcom Limited	B	Mumbai	0	9973	9973	9973	0.00
38	Wish Net Pvt. Ltd.	B		0	9753	9753		0.00
39	Honesty Net Solutions (I) Pvt Ltd	B	Mumbai	3030	5809	8839	8839	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 Jun-2011	Total Internet Connections as on Mar-2011	% Growth
40	RailTel Corporation of India Ltd.	A	All India	0	5996	5996	5996	0.00
41	Trikon Electronics Pvt. Ltd.	B	Mumbai	2028	3217	5245	5245	0.00
42	Noida Software Technology Park Ltd.	A		0	4934	4934		0.00
43	Swiftmail Communications Ltd.	A	All India	1268	3206	4474	4781	-6.42
44	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	89	4067	4156	4242	-2.03
45	Spacenet Internet Services Pvt Ltd	B	Delhi	14	4095	4109	4234	-2.95
46	Home Systems Pvt. Ltd.	B	Mumbai	1	3623	3624	1804	100.89
47	Descon Ltd	B	Kolkata & West Bengal Telecom Circle	3328	1	3329	3329	0.00
48	HCL Comnet Systems & Services Ltd.	A	All India	3307	0	3307	3147	5.08
49	Netlinx Ltd.	B	Andhra Pradesh	36	3225	3261	3014	8.20
50	DEN Networks Ltd	A	All India	960	2300	3260	3178	2.58
51	Blazenet Ltd.	B	Gujarat	10	2910	2920	2920	0.00
52	Kaizen Infonet Pvt Ltd	B	Gujarat Circle & Surat SSA	1311	1396	2707	2707	0.00
53	Geocity Network Solutions Pvt. Ltd.	B	Delhi	12	2610	2622	2472	6.07
54	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	14	2578	2592	2375	9.14
55	Narmada Cyberzone Pvt Ltd	C	Gujarat	1715	873	2588	2491	3.89
56	Dishnet Wireless Ltd	A	All India	9	2386	2395	2163	10.73
57	Bhupati Hotels Pvt. Ltd	B	Visakhapatnam	34	2249	2283	2283	0.00
58	City Online Services Ltd	B	Andhra Pradesh & Karnataka	57	2203	2260	220	927.27
59	F/X Wireless Technology Services Pvt. Ltd.	B	Mumbai	244	1800	2044	1814	12.68
60	Value Healthcare Ltd.	B	Mumbai	2016	17	2033	2045	-0.59
61	Atria Convergence Technologies Pvt. Ltd.	A	Karnataka	2	2020	2022	202	900.99
62	North East Dataa Network Pvt Ltd.	B	Karnataka	12	1579	1591	951	67.30

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 Jun-2011	Total Internet Connections as on Mar-2011	% Growth
63	Star Broadband Services (I) Pvt Ltd	B	Delhi	36	1494	1530	1590	-3.77
64	Wan and Lan Internet Pvt. Ltd.	B		81	1431	1512		0.00
65	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	18	1470	1488	1469	1.29
66	CJM Consultancy Services Pvt. Ltd.	B	Delhi	8	1378	1386	1431	-3.14
67	Ishan Netsol Pvt Ltd	B	Gujarat	312	1048	1360	1334	1.95
68	Cordia LT Communications Pvt Ltd	A	All India	241	983	1224	1224	0.00
69	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	1157	63	1220	1060	15.09
70	Speed Online.net Pvt. Ltd.	C	Rajkot	832	341	1173	1194	-1.76
71	Touch Net India Pvt. Ltd.	C		443	698	1141		0.00
72	Yashash Cable Network Pvt Ltd	C	Mysore SSA	29	1077	1106	962	14.97
73	Readylink Internet Services Pvt Ltd	B	ROTN	306	773	1079	1021	5.68
74	NetMagic Solutions(P) Ltd.	A	All India	0	1057	1057	1067	-0.94
75	IKF Technologies Ltd	A	All India	568	351	919	321	186.29
76	ERNET India	A	All India	363	544	907	937	-3.20
77	Intermedia Cable Communication Pvt Ltd	C	Pune/Nasik	586	255	841	814	3.32
78	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	151	603	754	838	-10.02
79	Pioneer eLabs Ltd.	B	Andhra Pradesh	611	108	719	719	0.00
80	Software Technology Park of India(STPI)	A	All India	55	543	598	602	-0.66
81	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	8	543	551	650	-15.23
82	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	492	39	531	531	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 Jun-2011	Total Internet Connections as on Mar-2011	% Growth
83	S.S.Netcom Pvt Ltd	B	North East Circle	22	498	520	520	0.00
84	Capture Network Systems Pvt. Ltd.	B		3	512	515		0.00
85	Trak Online Net India Pvt.Ltd	A	All India	11	484	495	495	0.00
86	Amber Online Services Ltd.	B	Andhra Pradesh	3	448	451	570	-20.88
87	CJ Online Pvt. Ltd.	C	Ghaziabad	50	397	447	447	0.00
88	World Phone Internet Services Pvt Ltd	A	All India	0	395	395	395	0.00
89	delDSL Internet Pvt Ltd	B	Delhi & Gurgaon	10	352	362	376	-3.72
90	Pacific Internet India Pvt. Ltd.	A	All India	0	295	295	295	0.00
91	Dream Plus Multi Services Pvt. Ltd.	B	Bihar	11	283	294	158	86.08
92	Khetan Cable Network (P) Ltd	C	Indore SSA	242	27	269	270	-0.37
93	Rida Communication Pvt. Ltd.	C	Aligarh SSA	8	245	253	272	-6.99
94	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	114	116	230	233	-1.29
95	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	228	0	228	219	4.11
96	Sab Industires Ltd. (Sab Infotech)	B,C	Punjab, Karnal, Ambala, Hisar	130	79	209	286	-26.92
97	Mynet Services India Pvt. Ltd.	C	Tamil Nadu SSA	35	170	205	187	9.63
98	Vainavi Industries Ltd.	B	Andhra Pradesh	200	0	200	200	0.00
99	Rainbow Communications (India) Pvt Ltd	C	Salem SSA	195	2	197	197	0.00
100	Bhiwani Communications Pvt. Ltd.	C	Rohtak	96	83	179	709	-74.75
101	Bohra Pratisthan Pvt. Ltd	C	Udaipur SSA	140	35	175	273	-35.90
102	Nihar Internet Services (P) Ltd	C	Ghaziabad-SSA	70	90	160	160	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 Jun-2011	Total Internet Connections as on Mar-2011	% Growth
103	Wire and Wireless India Ltd.	A	Across India	27	132	159	276	-42.39
104	Netcom Online Solutions India Pvt Ltd.	B	Tamil Nadu	60	98	158	158	0.00
105	Sanyog Networks Pvt Ltd	C	Tripura SSA	1	144	145	145	0.00
106	Micky Online Pvt Ltd	C	Moradabad	138	0	138	260	-46.92
107	Adya Tech One Services Pvt Ltd	C	Ghaziabad SSA	66	70	136	136	0.00
108	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)	A	Chennai	0	136	136	136	0.00
109	Verizon Communications India Pvt. Ltd. (Worldcom Communications).	A	All India	0	127	127	127	0.00
110	Trans Virtual Pvt. Ltd.	C		0	116	116		0.00
111	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	1	114	115	115	0.00
112	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	98	16	114	110	3.64
113	Nelco Ltd.	A	All India	41	71	112	127	-11.81
114	Astro Network India Pvt. Ltd.	A	All India	0	108	108	108	0.00
115	Symbois Creations Pvt. Ltd.	C		0	108	108		0.00
116	iCAN Solutions Private Limited	B	Mumbai	32	63	95	95	0.00
117	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).	A	All India	0	95	95	95	0.00
118	Oasis Cable Pvt Ltd.	C	Haridwar SSA	77	16	93	93	0.00
119	Fast Lynx Internet Service Pvt Ltd	B	Punjab	86	0	86	61	40.98
120	Tarang Communications Pvt. Ltd.	C	Guwahati SSA	1	82	83	83	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 Jun-2011	Total Internet Connections as on Mar-2011	% Growth
121	Aeroway Networks Pvt Ltd.	C	Mysore SSA	81	0	81	75	8.00
122	Eronet Broadband Service India Pvt. Ltd.	C	Erode	11	69	80	80	0.00
123	Phonic Net Pvt Ltd.	B	Mumbai	0	73	73	73	0.00
124	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	0	70	70	68	2.94
125	Harisree Cable Net Pvt. Ltd.	C	Kannur SSA	8	61	69	69	0.00
126	Madura Cable Net Pvt. Ltd.	C		54	15	69		0.00
127	United Telecoms Ltd.	B		0	69	69		0.00
128	Essel Shyam Communications Limited	A	All India	58	9	67	67	0.00
129	Dreamzcraft Info Solutions Pvt Ltd	C	Dehradun SSA	45	17	62	131	-52.67
130	ISP Services (India) Pvt. Ltd.	C	Trichy	37	24	61	61	0.00
131	BT Global Communications India Pvt. Ltd.(i2i Enterprise Ltd.)	A	All India	0	60	60	60	0.00
132	Limras Eronet Broadband Service Pvt Ltd	A	Tamil Nadu SSA	53	5	58	58	0.00
133	Guj Info Petro Ltd. (GIPL)	A	Gujarat	3	54	57	60	-5.00
134	Apna Telelink Ltd.	C	Jalandhar	0	57	57	0	0.00
135	RS Broadband Service India Pvt Ltd.	B	Tamil Nadu SSA	41	15	56	56	0.00
136	Primenet Global Ltd.	A	All India	41	6	47	238	-80.25
137	Konark Infocomm Pvt Ltd	C	Ghaziabad SSA	41	1	42	42	0.00
138	Reach Network India Pvt. Ltd.	A	All India	5	37	42	47	-10.64
139	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	1	35	36	36	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 Jun-2011	Total Internet Connections as on Mar-2011	% Growth
140	Chemical And Metallurgical Design Co. Ltd	B	Delhi	0	35	35	35	0.00
141	Devas Multimedia Pvt.Ltd.	A		0	25	25		0.00
142	STN Communication & Advertising Pvt Ltd.	C	Guwahati	7	13	20	20	0.00
143	AT&T Global Network Services India Private Limited	A	All India	0	18	18	15	20.00
144	Kelnet Communication Services Pvt. Ltd	C	Trivandrum	0	17	17	18	-5.56
145	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	0	16	16	16	0.00
146	Power Grid Corporation of India Ltd.	A	All India	0	16	16	17	-5.88
147	Tatanet Services Ltd	A	All India	0	16	16	7	128.57
148	Nextgen Communications Ltd(RPG Infotech Ltd).	A	All India	5	7	12	12	0.00
149	Virtela India Pvt. Ltd.	B	Mumbai, Bangalore	0	9	9	9	0.00
150	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	0	8	8	8	0.00
151	Novanet Ltd.	B		0	8	8		0.00
152	Financial Technologies Communications Ltd.	A		0	7	7		0.00
153	Godrej Infotech Ltd.	B	Mumbai	4	3	7	8	-12.50
154	ABT Ltd.	C	Coimbatore SSA	0	5	5	5	0.00
155	My Own Infotech Pvt. Ltd	C	Surat SSA	5	0	5	5	0.00
156	Vishwashakti Technologies Pvt Ltd.	B	Hyderabad	0	5	5	5	0.00
157	Opto Network Pvt. Ltd.	A	All India	0	4	4	4	0.00
158	National Stock Exchange of India Ltd	A	ALL INDIA	0	3	3	3	0.00
159	Compucom (I) Pvt. Ltd.	C	Jaipur	0	2	2	2	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Jun-2011	Total Internet Connections as on Mar-2011	% Growth
160	Manipal Ecommerce Ltd.	B	Karnataka	1	1	2	2	0.00
161	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	2	0	2	3	-33.33
162	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	0	2	2	3	-33.33
163	Infotel Broadband Services Pvt Ltd	A	All India	0	1	1	1	0.00
164	Karuturi Global Ltd (Mar)	B	Karnataka	0	1	1	1	0.00
165	L&T Finance Ltd.(L&T Netcom Ltd.)	A	All India	0	1	1	1	0.00
166	Virgo Global Media Ltd (Online Media Solutions Ltd).	B	Andhra Pradesh	1	0	1	1	0.00
167	Advanced Financial Services Pvt Ltd	B	Hyderabad, Andhra Pradesh	0	0	0	0	0.00
168	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	0	0	0	0	0.00
169	Cable Combine			0	0	0	2034	-100.00
170	Equant Network Services India Pvt. Ltd.	A	All India	0	0	0	0	0.00
171	GTL Ltd.	A	All India	0	0	0	0	0.00
172	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)	A	All India	0	0	0	0	0.00
173	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
174	Kerala State Electronics Development Corp Ltd.(Keltron)*	C	Thiruvananthapuram	0	0	0	0	0.00
175	Reliance Wimax Limited (Gateway Systems (I) Ltd)	A	All India	0	0	0	0	0.00
176	S tel Pvt. Ltd.	A	All India	0	0	0	0	0.00
177	S&A Internet Services Private Limited	A	All India	0	0	0	0	0.00
178	Space Online Ltd	B	Gujarat	0	0	0	0	0.00
179	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
180	Swastik Netvision Telecom P.Ltd	B	Gujarat	0	0	0	0	0.00
181	Syntel Telecom Ltd.	B		0	0	0		0.00
182	Tata Internet Services Ltd.	A	All India	0	0		0	0.00
183	Urban Communications Infrastructure Pvt. Ltd.	B		0	0			0.00
184	Vcare Call Centres India Pvt. Ltd.			0	0		0	0.00
	Total			7981719	12349081	20330800	19674983	3.33

* ISP's have not submitted the report for the quarter June 2011

Annexure 1.8: Service Area wise PMRTS subscriber Base

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			31.3.11	30.6.11
1	Delhi(Faridabad/ Gurgaon)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1383	1388
		Procall(Delhi)	4581	4428
		Procall (Faridabad)	201	303
		Procall (Gurgaon)	1045	1017
		Total	7210	7136
2	Mumbai(Navi Mumbai/Vashi)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3799	3925
		Smartalk (Mumbai)	700	799
		Smartalk (Vashi)	762	737
		Bhilwara Telenet(Mumbai)	1327	1392
		Total	6588	6853
3	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1511	1560
		Total	1511	1560
4	TN(Chennai)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3506	3321
		Quick Calls	956	929
		Total	4462	4250
5	Karnataka (Bangalore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	5133	5223
		Quick Calls	1092	980
		*India Satcom	0	0
		Total	6225	6203
6	Andhra Pradesh (Vishakhapatnam)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2205	2282
		Total	2205	2282
7	Madhya Pradesh (Indore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	689	702
		Total	689	702
8	Jaipur	Procall	375	368
		Total	375	368

Annexure 1.8 (Contd.)

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			31.3.11	30.6.11
9	Gujrat(Ahmedabad/Surat /Baroda/ Bharuch)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2695	2743
		Total	2695	2743
10	Pune	Smartalk	814	757
		Total	814	757
11	Hyderabad	Quick Calls	1395	1390
		Total	1395	1390
Grand Total			34169	34244
*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 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	97.47%	112	68	178	187	365
Gujarat	95.76%	96	44	162	148	311
Karnataka	96.40%	107	110	181	174	355
MH	95.41%	106	38	170	163	333
TN (incl. Chennai)	96.22%	104	101	159	174	333

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
Haryana	98.47%	71	32	152	147	299
Kerala	97.20%	116	64	162	198	360
MP	98.41%	86	24	148	150	298
Punjab	95.34%	100	45	181	182	363
Rajasthan	98.57%	98	34	159	173	333
UP(E)	99.12%	87	17	156	205	361
UP(W)	98.67%	77	21	148	163	311
WB	99.46%	66	10	132	156	288

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
Assam	96.00%	120	32	224	246	470
Bihar	99.69%	80	13	148	209	357
HP	98.56%	79	28	181	186	368
J&K	90.71%	152	3	358	311	669
NE	96.35%	117	66	201	190	391
Orissa	99.24%	76	15	177	207	383

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	95.89%	79	38	151	157	308
Delhi	90.69%	142	65	211	180	391
Mumbai	90.19%	126	41	191	143	334

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%	54	7	112	112	223
Guj	91%	65	29	108	100	208
TN	92%	73	15	91	98	189
Karnataka	92%	95	11	114	121	234
AP	92%	81	21	145	141	286

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%	43	4	111	114	224
Rajasthan	97%	50	13	130	126	256
UP(E)	98%	48	11	117	134	251
MP	97%	48	8	138	128	266
Kerala	94%	60	8	69	81	150
UP(W)	97%	48	13	108	119	227
Haryana	94%	48	15	117	107	223
Punjab	89%	73	11	129	99	228

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	96%	48	5	145	107	252
Bihar	98%	50	7	139	146	285
HP	93%	72	15	106	96	202
J&K	53%	264	2	279	188	467
North East	77%	244	20	107	70	177
Assam	57%	306	9	118	72	190

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%	68	8	117	124	242
Delhi	91%	88	22	141	123	265
Mumbai	90%	72	32	95	95	190

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service

Name of Service Area	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			
			BTS Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point 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 intimation of complaints	Accessibility of call center/customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service completed within 7 days	Time taken for refund of deposits after closures
			≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
1	AP	Aircel	0.02	0.00	99%	0.02	0.02	0.37	0.01	98%	0.00	0.00	0.00	100	100	100	95.00	100	100
2		Airtel	0.14	0.05	100%	0.14	0.13	0.55	1.10	99%	0.00	0.00	0.00	100.00	100.00	99.92	85.00	100.00	100.00
3		BSNL	1.23	0.00	98%	0.67	1.76	1.07	4.11	98%	0.00	0.10	0.00	100	100	97	53	100	100
4		Etisalat	0.09	0.00	99%	0.02	0.00	0.12	1.29	99%	0.00	0.00	0.00	100	0	99	100	0	0
5		Idea	0.02	0.00	100%	0.22	0.48	0.63	2.97	98%	0.00	0.00	0.00	100	100	99	92	100	80
6		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	100	90	100	100
6		RCOM-GSM	0.10	0.00	100%	0.10	0.06	0.35	0.01	99%	0.00	0.00	0.00	100	100	100	88	100	100
7		Sistema	0.18	0.00	98.62%	0.00	0.00	0.29	0.91	100%	0.00	0.00	0.02	100	100	97	93	NA	NA
8		TTSL-CDMA	0.02	0.00	99.25%	0.00	0.26	0.38	0.31	99%	0.00	0.00	0.00	100	100	0	0	0	0
8		TTSL-GSM	0.04	0.00	98%	0.08	0.17	0.75	2.86	98%	0.00	0.00	0.00	100	100	100	96	100	100
9		Uninor	0.05	0.00	99%	0.10	0.07	0.71	1.14	99%	2.33	0.00	0.10	100	0	98	97	0	0
10	Videocon	0.21	0.00	99%	0.22	0.00	0.72	0.00	100%	0.00	0.00	0.00	100	100	97	95	0	0	
11	Vodafone	0.02	0.00	99%	0.00	0.01	0.01	0.03	99%	0.00	0.00	0.00	100	100	100	86	100	100	
12	AS	Aircel/Dishnet	0.64	3.89	98%	0.98	1.43	1.22	0.07	92%	1.00	0.01	0.02	100	100	100	88	100	100
13		Airtel	0.14	0.76	97%	0.29	1.39	1.59	1.81	99%	0.00	0.00	0.00	100.00	100.00	100.00	70.00	100.00	100.00
14		BSNL	1.37	13.93	97%	0.97	1.98	1.97	4.97	97%	0.00	0.01	0.00	100	100	100	95	100	100
15		Idea	0.09	0.22	99%	0.58	0.44	1.43	2.79	97%	0.00	0.00	0.00	100	100	96	93	100	100
16		LOOP Telecom	0.00	0.00	99%	0.10	0.00	0.01	0.00	98%	1.00	0.00	0.00	0	100	98	97	100	100
17		RTL	0.00	0.00	99%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	67	95	100	100
18		Sistema	0.14	0.00	100%	0.00	0.00	0.00	0.00	100%	0.00	0.00	0.00	100	NA	NA	NA	NA	NA
19		Stel	0.00	0.00	99%	0.00	0.00	0.00	0.00	98%	0.00	0.00	0.00	100	100	99	96	0	0
20		TTSL-CDMA	0.23	0.00	100%	0.00	0.04	0.46	0.71	99%	0.00	0.00	0.00	100	100	0	0	0	0
21		Vodafone	0.66	1.84	98%	0.01	0.01	0.01	0.03	98%	0.00	0.00	0.00	100	100	100	58	100	100

Annexure 4.1 (Contd.)

22	BH	Aircel/Dishnet	1.25	9.40	98%	0.39	1.30	1.24	0.09	96%	0.00	0.00	0.24	100	100	100	83	100	100	
23		Airtel	0.08	0.54	98%	0.88	0.99	1.53	2.46	97%	0.00	0.00	0.00	100	100	100	97	94	100	
24		BSNL	1.06	1.83	97%	0.51	1.24	1.40	4.90	97%	0.01	0.07	0.27	100	100	100	91	100	100	
25		Etisalat	0.31	0.55	96%	0.00	0.00	0.00	1.30	99%	0.00	0.00	0.00	100	0	99	99	0	0	
26		Idea	1.36	1.36	98%	0.91	1.89	1.51	3.21	96%	0.00	0.00	0.00	100	100	96	98	100	100	
27		RCOM-CDMA	0.01	0.02	100%	0.00	0.01	0.01	0.01	97%	0.00	0.00	0.00	100	100	100	95	100	100	
28		RTL	0.00	0.00	98%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	83	80	100	100	
29		Sistema	1.82	1.19	99%	0.00	0.16	0.88	3.87	66%	0.00	0.00	0.05	100	100	100	90	NA	NA	
30		Stel	0.00	0.00	98%	0.00	0.00	0.00	0.00	97%	0.00	0.00	0.00	100	100	99	94	0	0	
31		TTSL-CDMA	0.13	0.19	100%	0.00	0.04	0.34	1.24	99%	0.00	0.00	0.00	100	100	0	0	0	0	
31		TTSL-GSM	0.11	0.49	98%	0.24	0.44	0.44	1.03	97%	0.00	0.00	0.00	100	100	100	91	100	100	
32		Uninor	1.71	1.39	97%	0.44	1.41	1.46	4.84	96%	22.33	0.00	0.10	100	0	96	92	0	0	
33		Videcon	1.04	0.00	99%	0.35	0.01	1.34	0.93	99%	0.00	0.00	0.00	100	100	97	95	0	0	
34		Vodafone	0.59	1.71	91%	0.03	0.05	0.02	0.13	96%	0.00	0.00	0.00	100	100	100	74	100	100	
35	CH	Aircel	0.20	0.00	98%	0.56	0.52	0.41	0.00	99%	0.00	0.06	0.02	100	100	100	87	100	100	
36		Airtel	0.06	0.04	99%	0.15	0.10	0.75	0.77	98%	0.00	0.00	0.00	100	100	0	0	100	100	
37		BSNL	0.30	0.63	100%	0.20	0.20	0.70	2.03	100%	0.00	0.00	0.10	100	100	99	97	100	100	
38		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.01	99%	0.00	0.00	0.00	100	100	100	91	100	100	
38		RCOM-GSM	0.12	0.00	100%	0.04	0.05	0.21	0.00	99%	0.00	0.00	0.00	0	0	0	0	0	0	
39		TTSL-CDMA	0.01	0.00	100%	0.00	0.01	0.20	0.13	99%	0.00	0.00	0.00	100	100	0	0	0	0	
39		TTSL-GSM	0.02	0.00	97%	0.07	0.09	0.68	0.63	98%	0.00	0.00	0.00	0	0	0	0	0	0	
40		Vodafone	0.00	0.00	99%	0.00	0.00	0.01	0.01	99%	0.00	0.00	0.00	100	100	100	93	100	100	
41		DL	Aircel	0.27	0.51	98%	0.10	0.06	0.75	0.02	97%	0.00	0.09	0.10	100	100	100	78	100	100
42			Airtel	0.01	0.00	100%	0.04	0.06	0.60	0.92	99%	0.00	0.00	0.00	100	100	100	88	100	100
43	Etisalat		0.18	0.57	97%	0.09	0.60	0.87	8.14	97%	2.33	0.00	0.03	100	100	98	82	0	0	
44	Idea		0.14	0.27	100%	0.32	0.65	0.69	2.16	98%	0.00	0.00	0.00	100	100	99	75	100	100	
45	MTNL		0.00	0.00	97%	0.00	0.00	0.02	0.05	98%	0.00	0.00	0.01	100	100	100	100	100	100	
46	MTNL-CDMA		1.62	1.20	99%	0.32	0.36	1.64	1.20	98%	0.00	0.01	0.00	100	100	97	0	100	100	
47	RCOM-CDMA		0.00	0.00	100%	0.00	0.00	0.00	0.01	99%	0.00	0.00	0.00	100	100	100	92	100	100	
47	RCOM-GSM		0.30	0.56	100%	0.19	0.31	0.32	0.01	100%	0.00	0.00	0.00	100	100	38	86	100	100	
48	Sistema		0.14	0.26	99%	0.00	0.00	0.23	0.50	100%	0.00	0.06	0.07	100	100	97	92	100	100	
49	TTSL-CDMA		0.01	0.00	99%	0.00	0.02	0.61	1.48	99%	0.00	0.00	0.00	100	100	0	0	0	0	
50	Vodafone		0.04	0.00	99%	0.00	0.01	0.01	0.04	98%	0.00	0.00	0.00	100	100	100	89	100	100	
51	GJ	Aircel	0.09	0.00	99%	0.04	0.10	0.40	0.02	99%	0.00	0.27	0.08	100	100	100	47	100	100	
52		Airtel	0.14	0.63	99%	0.09	0.21	1.19	1.19	97%	0.00	0.00	0.00	100	100	100	91	100	100	
53		BSNL	0.54	1.46	98%	0.26	1.38	1.58	3.50	100%	0.01	0.04	0.02	100	100	99	91	100	100	
54		Etisalat	0.05	0.00	100%	0.02	0.00	0.50	3.14	98%	0.00	0.00	0.00	100	0	99	99	0	0	
55		Idea	0.07	0.12	99%	0.28	0.21	0.88	2.53	97%	0.00	0.00	0.00	100	100	99	83	100	100	
56		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	100	92	100	100	
56		RCOM-GSM	0.08	0.08	100%	0.04	0.04	0.32	0.01	98%	0.00	0.00	0.00	100	100	100	88	100	100	
57		Sistema	0.16	0.29	99%	0.00	0.00	0.31	1.60	100%	0.00	0.00	0.02	100	100	97	96	NA	NA	
58		TTSL-CDMA	0.00	0.00	100%	0.00	0.00	0.28	0.44	99%	0.00	0.00	0.00	100	100	0	0	0	0	
58		TTSL-GSM	0.03	0.15	96%	0.25	1.29	1.06	2.66	98%	0.00	0.00	0.00	100	100	100	100	100	100	
59		Uninor	0.02	0.00	98%	0.02	0.06	1.54	4.39	97%	0.00	0.00	0.50	100	0	98	90	0	0	
60		Videcon	0.05	0.00	99%	0.07	0.23	0.68	0.32	98%	0.33	0.00	0.00	100	100	97	92	0	0	
61	Vodafone	0.03	0.00	99%	0.00	0.00	0.01	0.02	97%	0.00	0.00	0.00	100	100	100	93	100	100		

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62	HP	Aircel/Dishnet	0.05	0.00	99%	0.07	0.41	0.90	0.13	95%	0.00	0.00	0.07	100	100	100	85	100	100
63		Airtel	0.04	0.09	99%	0.12	0.27	1.02	3.01	99%	0.00	0.00	0.00	100	100	100	92	100	100
64		BSNL	1.87	1.83	95%	0.70	1.87	1.90	4.87	96%	0.02	0.10	0.10	100	100	100	96	100	100
65		Idea	0.31	0.00	99%	0.53	0.90	1.66	2.62	96%	0.00	0.00	0.00	100	100	99	87	100	100
66		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.00	100%	0.00	0.00	0.00	100	100	100	94	100	100
67		RTL	0.00	0.00	99%	0.00	0.00	0.00	0.00	97%	0.00	0.00	0.00	100	100	88	95	100	100
68		Sistema	0.15	0.28	99%	0.00	0.00	0.27	1.05	100%	0.00	0.00	0.00	100	100	100	100	NA	NA
69		Stel	0.00	0.00	99%	0.00	0.00	0.00	0.00	97%	0.00	0.00	0.00	100	100	100	95	0	0
70		TTSL-CDMA	0.00	0.00	100%	0.00	0.06	0.17	0.82	100%	0.00	0.00	0.00	100	100	0	0	0	0
71		Videocon	0.28	0.00	98%	0.00	0.56	0.90	0.00	100%	0.00	0.00	0.00	100	100	98	96	0	0
72	Vodafone	0.01	0.00	100%	0.00	0.00	0.01	0.03	97%	0.00	0.00	0.00	100	100	100	98	100	100	
73	HR	Aircel	0.90	0.40	98%	0.25	0.31	1.15	0.01	98%	0.00	0.00	0.09	100	100	100	91	100	100
74		Airtel	0.09	0.22	99%	0.13	0.23	0.62	0.76	99%	0.00	0.00	0.00	100.00	100.00	99.78	80.00	100.00	100.00
75		BSNL	1.38	1.95	96%	0.27	0.68	1.91	4.63	97%	0.00	0.10	0.06	100	100	100	95	0	0
76		Etsalat	0.13	0.00	99%	0.04	0.00	0.46	5.33	98%	0.00	0.00	0.00	100	0	99	99	0	0
77		Idea	0.15	0.03	100%	0.43	0.54	0.80	2.94	97%	0.00	0.00	0.00	100	100	99	82	100	100
78		LOOP Telecom	0.01	0.00	100%	0.17	0.00	0.00	0.00	100%	0.00	0.00	0.00	DNF	0	100	100	0	0
79		RCOM-CDMA	0.00	0.00	99%	0.00	0.00	0.00	0.01	99%	0.00	0.00	0.00	100	100	100	92	100	100
80		RCOM-GSM	0.16	0.08	100%	0.21	0.17	0.28	0.01	98%	0.00	0.00	0.00	100	100	100	82	100	100
81		Sistema	0.13	0.00	99%	0.00	0.00	0.44	1.40	100%	0.00	0.00	0.05	100	100	97	91	NA	NA
81		TTSL-CDMA	0.02	0.00	100%	0.00	0.07	0.28	0.82	98%	0.00	0.00	0.00	100	100	0	0	0	0
82	TTSL-GSM	0.04	0.05	98%	0.02	0.50	0.77	1.69	97%	0.00	0.00	0.00	100	100	100	100	100	100	
82	Videocon	0.16	0.30	98%	0.05	0.82	0.74	0.87	98%	0.00	0.00	0.00	100	100	98	97	0	0	
83	Vodafone	0.14	0.75	98%	0.00	0.01	0.01	0.02	97%	0.00	0.00	0.00	100	100	100	95	100	100	
84	J&K	Aircel/Dishnet	0.15	0.76	96%	0.43	3.32	1.11	0.06	93%	0.67	0.00	0.04	100	100	100	88	100	100
85		Airtel	0.14	0.67	99%	0.12	0.16	0.80	1.66	99%	0.00	0.00	0.00	100	100	97	91	100	100
86		Idea	0.21	1.11	99%	0.19	0.31	1.66	2.69	97%	0.00	0.00	0.00	100	100	97	72	100	100
87		RCOM-GSM	0.34	1.11	99%	0.15	0.75	0.34	0.01	97%	0.00	0.00	0.00	100	100	100	96	100	100
88		Vodafone	0.00	0.00	99%	0.00	0.00	0.01	0.03	98%	0.00	0.00	0.00	100	100	100	98	100	100
89		TTSL-CDMA	0.07	0.00	99%	0.00	0.10	0.68	1.00	99%	0.00	0.00	0.00	100	100	0	0	0	0
90	KOL	BSNL	1.90	1.74	98%	0.90	1.90	2.00	4.80	98%	0.00	0.05	0.06	100	100	100	95	100	100
91		Aircel/Dishnet	0.02	0.00	98%	0.19	0.05	0.55	0.02	98%	0.00	0.01	0.17	100	100	100	85	100	100
92		Airtel	0.05	0.12	99%	0.06	0.07	0.75	0.10	98%	0.00	0.00	0.00	100	100	0	0	100	100
93		BSNL	1.01	4.85	99%	0.60	0.76	0.72	4.43	100%	0.01	0.00	0.22	100	100	100	95	100	100
94		Idea	0.06	0.43	98%	0.14	0.41	0.71	1.34	99%	0.00	0.00	0.00	100	100	99	98	100	100
95		LOOP Telecom	0.01	0.00	99%	0.32	0.00	0.02	0.01	98%	0.00	0.00	0.00	DNF	0	100	100	0	0
96		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.01	0.02	99%	0.00	0.00	0.00	100	100	100	93	100	100
97		RTL	0.00	0.00	100%	0.00	0.00	0.00	0.00	98%	0.00	0.00	0.00	100	100	63	97	100	100
98		Sistema	0.00	0.00	98%	0.00	0.28	0.82	1.60	98%	0.00	0.00	0.09	100	100	100	90	NA	NA
99		TTSL-CDMA	0.04	0.00	99%	0.00	0.00	0.87	2.25	97%	0.00	0.00	0.00	100	100	0	0	0	0
99	TTSL-GSM	0.01	0.00	98%	0.11	0.13	0.83	1.38	98%	0.00	0.00	0.00	100	100	100	100	100	100	
100	Uninor	0.08	0.00	99%	0.12	0.10	1.46	2.45	97%	1.33	0.00	0.00	100	0	98	97	0	0	
101	Vodafone	0.04	0.07	100%	0.00	0.00	0.01	0.01	99%	0.00	0.00	0.00	100	100	100	95	99	100	

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102	KER	Aircel	0.01	0.00	99%	0.03	0.04	0.53	0.02	98%	0.67	1.24	0.29	100	100	100	92	100	100
103		Airtel	0.04	0.12	99%	0.35	0.20	1.11	1.78	96%	0.00	0.00	0.00	100	100	100	82	100	100
104		Etisalat	0.00	0.00	100%	0.00	0.00	0.64	1.44	98%	0.00	0.00	0.00	100	0	99	100	0	0
105		Idea	0.11	0.09	100%	0.30	0.58	0.99	1.74	96%	0.00	0.00	0.00	100	100	99	96	100	100
106		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.01	99%	0.00	0.00	0.00	100	100	100	81	100	100
		RCOM-GSM	0.03	0.00	100%	0.07	0.09	0.27	0.01	99%	0.00	0.00	0.00	100	100	100	78	100	100
107		Sistema	0.01	0.00	99%	0.00	0.00	0.41	0.30	100%	0.00	0.00	0.02	100	100	99	90	NA	NA
108		TTSL-CDMA	0.01	0.00	100%	0.00	0.00	0.29	0.73	99%	0.00	0.00	0.00	100	100	100	0	0	0
		TTSL-GSM	0.04	0.07	98%	0.12	0.13	0.90	2.25	98%	0.00	0.00	0.00	100	100	100	100	100	100
109		Uninor	0.21	0.00	99%	0.04	0.04	1.16	0.66	98%	0.00	0.00	0.10	100	0	99	99	0	0
110		Videocon	0.07	0.00	100%	0.02	0.24	1.15	1.04	98%	0.00	0.00	0.00	100	100	98	95	0	0
111		Vodafone	0.02	0.02	98%	0.00	0.01	0.01	0.01	97%	0.00	0.00	0.00	100	100	100	53	100	100
112	BSNL	0.81	1.87	99%	0.32	1.45	0.62	1.96	100%	0.00	0.00	0.00	100	100	100	45	100	100	
113	KTK	Aircel	0.08	0.15	99%	0.04	0.07	0.43	0.01	98%	0.00	0.06	0.10	100	100	100	89	100	100
114		Airtel	0.20	0.04	99%	0.40	0.53	1.04	3.05	98%	0.00	0.00	0.00	100	100	100	95	100	100
115		BSNL	1.35	1.79	99%	0.33	0.87	1.08	4.69	99%	0.00	0.02	0.04	100	100	98	90	100	100
116		Etisalat	0.16	0.00	100%	0.02	0.00	0.14	1.60	99%	0.00	0.00	0.00	100	0	99	100	0	0
117		Idea	0.04	0.15	100%	0.21	0.51	1.37	2.65	97%	0.00	0.00	0.00	100	100	98	65	100	100
		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.01	100%	0.00	0.00	0.00	100	100	100	89	100	100
118		RCOM-GSM	0.15	0.26	100%	0.59	0.17	0.32	0.01	99%	0.00	0.00	0.00	100	100	100	87	100	100
		Sistema	0.22	0.22	98%	0.00	0.40	0.63	1.10	99%	0.00	0.03	0.05	100	100	97	95	NA	NA
119		TTSL-CDMA	0.02	0.00	100%	0.00	0.07	0.14	0.25	100%	0.00	0.00	0.00	100	100	0	0	0	0
		TTSL-GSM	0.07	0.14	98%	0.10	0.41	0.95	3.14	97%	0.00	0.00	0.00	100	100	100	100	100	100
120		Uninor	0.03	0.00	99%	0.03	0.01	0.77	0.65	99%	0.00	0.00	0.30	100	0	97	96	0	0
121		Videocon	0.00	0.00	98%	0.08	0.09	0.90	0.00	99%	0.00	0.00	0.00	100	100	97	95	0	0
122	Vodafone	0.03	0.00	99%	0.00	0.00	0.01	0.04	99%	0.00	0.00	0.00	100	100	100	60	100	100	
123	Mum	Aircel	0.07	0.02	99%	0.07	0.01	0.78	0.02	98%	1.00	0.03	0.01	100	100	100	95	100	100
124		Airtel	0.03	0.16	100%	0.01	0.03	0.78	0.41	99%	0.00	0.00	0.00	100	100	99	90	100	100
125		Etisalat	0.06	0.39	98%	0.03	0.60	0.47	6.80	98%	2.00	0.00	0.01	100	0	99	98	0	0
126		Idea	0.02	0.00	99%	0.07	0.15	1.19	2.75	99%	0.00	0.00	0.00	100	100	98	90	100	100
127		LOOP Mobile	0.00	0.00	99%	0.10	0.00	0.01	0.00	98%	1.00	0.00	0.00	0	100	98	97	100	100
128		MTNL	0.00	0.00	99%	0.00	0.01	0.02	0.03	97%	0.00	0.00	0.00	100	100	96	92	100	20
		MTNL-CDMA	0.41	0.05	9803%	0.51	0.01	1.10	0.83	98%	0.21	0.08	0.02	100	100	96	94	100	100
129		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.01	99%	0.00	0.00	0.00	100	100	100	91	100	100
		RCOM-GSM	0.25	0.32	99%	0.14	0.16	0.89	0.01	99%	0.00	0.00	0.00	100	100	100	94	100	100
130		Sistema	0.03	0.00	99%	0.00	0.00	0.18	1.14	99%	0.00	0.10	0.08	100	100	99	97	100	NA
131		TTSL-CDMA	0.01	0.04	99%	0.00	0.20	0.58	1.85	96%	0.00	0.00	0.00	100	77	0	0	0	0
		TTSL-GSM	0.03	0.05	99%	0.23	0.24	0.98	2.27	97%	0.00	0.00	0.09%	100	100	100	92	100	100
132	Uninor	0.07	0.00	99%	0.04	0.02	1.09	1.53	98%	0.33	0.00	0.10	100	0	98	98	0	0	
133	Vodafone	0.04	0.02	100%	0.00	0.00	0.01	0.02	98%	0.00	0.00	0.00	100	100	100	82	100	100	
134																			
135																			

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136	MH	Airtel	0.07	0.08	100%	0.02	0.02	0.45	0.03	98%	0.00	0.04	0.01	100	100	100	94	100	100	
137		Airtel	0.12	0.30	99%	0.12	0.20	0.99	1.93	99%	0.00	0.00	0.00	100	100	99	91	100	100	
134		BSNL	0.99	1.54	0%	0.82	1.77	1.75	4.83	98%	0.00	0.01	0.04	100	100	100	89	100	100	
138		Etisalat	0.37	0.05	99%	0.33	0.01	0.54	5.94	98%	0.00	0.00	0.00	100	0	99	99	0	0	
139		Idea	0.37	1.75	98%	0.78	1.53	1.16	2.83	97%	0.00	0.00	0.00	100	100	99	92	100	100	
140		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	100	94	100	100	
		RCOM-GSM	0.49	1.35	100%	0.27	0.24	0.26	0.01	98%	0.00	0.00	0.00	100	100	100	43	90	100	
141		Sistema	0.03	0.00	99%	0.00	0.00	0.30	1.91	100%	0.00	0.09	0.10	100	100	97	97	100	NA	
		TTSL-CDMA	0.03	0.03	98%	0.00	0.20	0.99	2.52	96%	0.00	0.00	0.00	100	100	0	0	0	0	
142		TTSL-GSM	0.03	0.02	99%	0.16	0.20	0.94	2.47	97%	0.00	0.00	0.00	100	100	100	100	100	100	
		Uninor	0.15	0.67	98%	0.02	0.10	1.37	4.38	97%	0.67	0.00	0.10	100	0	98	93	0	0	
144		Videocon	0.86	0.00	97%	0.46	0.77	0.53	0.00	99%	0.00	0.00	0.00	100	100	97	95	0	0	
145		Vodafone	0.19	0.64	98%	0.01	0.01	0.01	0.03	97%	0.00	0.00	0.00	100	100	100	91	100	100	
146		MP	Airtel	0.00	0.00	0%	0.00	0.00	0.00	0.00	0%	0.33	0.30	0.16	100	100	100	81	100	100
147	Airtel		0.43	1.97	99%	0.35	0.29	1.19	1.12	96%	0.01	0.00	0.00	100	100	100	90	100	100	
148	BSNL		1.44	2.11	96%	0.98	2.57	2.07	5.05	98%	0.00	0.02	0.04	100	100	100	82	100	100	
149	Etisalat		0.10	0.57	99%	0.10	0.01	0.62	4.68	98%	0.67	0.00	0.00	100	0	99	99	0	0	
150	Idea		0.96	1.58	97%	0.57	0.72	1.15	2.68	98%	0.00	0.00	0.00	100	100	99	96	100	100	
151	LOOP Telecom		0.00	0.00	98%	0.01	0.00	0.01	0.01	98%	0.00	0.00	0.00	0	0	0	100	0	0	
152	RCOM-CDMA		0.00	0.00	100%	0.00	0.00	0.00	0.01	99%	0.00	0.00	0.00	100	100	99	94	100	100	
153	RTL		0.00	0.00	100%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	46	65	100	100	
154	Sistema		0.45	0.00	98%	0.00	0.00	0.48	2.07	99%	0.00	0.00	0.00	100	100	100	100	NA	NA	
155	TTSL-CDMA		0.02	0.00	100%	0.00	0.00	0.38	0.36	99%	0.00	0.00	0.00	100	84	0	0	0	0	
	TTSL-GSM		0.01	0.00	98%	0.34	0.32	0.92	1.64	98%	0.00	0.00	0.00	100	100	100	100	100	100	
156	Videocon		0.28	0.74	99%	0.04	0.21	0.72	0.73	99%	0.00	0.00	0.00	100	100	95	93	0	0	
157	Vodafone		0.05	0.03	98%	0.00	0.01	0.01	0.03	98%	0.00	0.00	0.00	100	100	100	79	100	100	
158	NE		Airtel/Dishnet	1.32	12.16	88%	9.74	10.83	2.11	0.18	92%	0.00	0.00	0.02	100	100	100	92	100	100
159		Airtel	0.97	2.23	95%	0.91	1.91	1.57	2.72	99%	0.00	0.00	0.00	100	100	100	74	100	100	
160		BSNL	2.06	7.14	96%	2.09	2.83	2.51	8.08	97%	0.00	0.05	0.05	100	100	98	88	100	100	
161		Idea	0.99	1.18	96%	0.81	1.50	1.89	2.84	96%	0.00	0.00	0.00	100	100	100	83	89	100	
162		LOOP Telecom	0.01	0.00	98%	0.08	0.00	0.00	0.00	100%	0.00	0.00	0.00	0	0	100	100	0	0	
163		RTL	0.00	0.00	98%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	49	97	100	100	
		Stel	0.00	0.00	99%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	99	97	0	0	
165		TTSL-CDMA	0.70	3.88	99%	0.00	0.04	0.39	0.50	100%	0.00	0.00	0.00	100	100	0	0	0	0	
166		Vodafone	0.45	0.91	97%	0.01	0.02	0.01	0.03	97%	0.00	0.00	0.00	100	100	100	73	100	100	
167		OR	Airtel/Dishnet	0.22	1.55	99%	0.30	0.96	0.94	0.07	96%	0.33	0.03	1.26	100	100	100	87	100	100
168			Airtel	0.36	1.70	98%	0.54	0.83	1.40	2.75	96%	0.00	0.00	0.00	100	100	97	96	100	100
169			BSNL	0.69	1.04	97%	0.87	1.76	1.95	4.49	98%	0.00	0.04	0.03	100	100	95	92	100	100
170			Idea	0.14	0.03	98%	0.11	0.21	0.58	2.85	97%	0.00	0.00	0.00	100	100	99	95	100	100
171			LOOP Telecom	0.00	0.00	100%	0.05	0.00	0.00	0.00	98%	0.00	0.00	0.00	DNF	0	100	100	0	0
172	RCOM-CDMA		0.00	0.00	100%	0.00	0.00	0.01	0.00	99%	0.00	0.00	0.00	100	100	100	94	100	100	
173	RTL		0.00	0.00	100%	0.00	0.00	0.00	0.00	98%	0.00	0.00	0.00	100	100	46	90	100	100	
174	Sistema		0.70	0.00	100%	0.00	0.00	0.00	0.00	100%	0.00	0.00	0.00	100	100	100	100	NA	NA	
175	Stel		0.00	0.00	99%	0.00	0.00	0.00	0.00	98%	0.00	0.00	0.00	100	100	100	96	0	0	
176	TTSL-CDMA		0.02	0.00	99%	0.00	0.00	0.18	0.38	100%	0.00	0.00	0.00	100	100	0	0	0	0	
	TTSL-GSM		0.03	0.04	99%	0.22	0.30	0.39	0.49	98%	0.00	0.00	0.00	100	100	100	100	100	100	
177	Uninor		0.74	0.13	98%	0.45	0.28	1.67	3.95	97%	0.00	0.00	0.00	100	0	99	97	0	0	
178	Videocon		0.98	0.00	99%	0.65	0.79	0.58	0.00	99%	0.00	0.00	0.00	100	100	97	95	0	0	
179	Vodafone		0.05	0.09	98%	0.00	0.01	0.01	0.03	98%	0.00	0.00	0.00	100	100	100	93	99	100	

Annexure 4.1 (Contd.)

180	PB	Aircel	0.83	0.28	98%	0.20	0.05	1.06	0.02	97%	0.00	0.01	0.00	100	100	100	86	100	100
181		Airtel	0.07	0.15	99%	0.12	0.16	0.67	1.29	99%	0.00	0.00	0.00	100	100	100	87	100	100
182		BSNL	0.48	1.97	99%	0.76	0.55	1.53	8.57	95%	0.00	0.01	0.01	100	100	100	96	100	100
183		Etisalat	0.05	0.00	99%	0.00	0.01	1.36	6.23	99%	0.00	0.00	0.00	100	0	99	100	0	0
184		QTL-CDMA	0.00	0.00	99%	0.00	0.00	0.01	0.02	98%	0.00	0.00	0.00	0	100	100	96	92	100
184		QTL-GSM	0.00	0.01	98%	0.00	0.00	0.01	0.01	98%	0.00	0.00	0.00	100	100	100	93	0	0
185		Idea	0.06	0.65	98%	0.46	1.65	1.31	2.35	97%	0.00	0.00	0.00	100	100	98	45	99	100
186		LOOP Telecom	0.00	0.00	98%	0.21	0.00	0.00	0.00	98%	0.00	0.00	0.00	0	0	100	100	0	0
187		RCOM-CDMA	0.00	0.00	99%	0.00	0.00	0.01	0.00	99%	0.00	0.00	0.00	100	100	100	94	100	100
187		RCOM-GSM	0.10	0.00	100%	0.15	0.34	0.33	0.01	99%	0.00	0.00	0.00	100	100	100	93	100	100
188		Sistema	0.00	0.00	97%	0.00	0.00	0.00	1.79	98%	0.00	0.00	0.00	100	100	100	100	NA	NA
188		TTSL-CDMA	0.01	0.00	100%	0.00	0.01	0.23	0.61	100%	0.00	0.00	0.00	100	100	100	0	0	0
189		TTSL-GSM	0.02	0.00	98%	0.22	0.31	0.94	2.40	96%	0.00	0.00	0.00	100	100	100	100	100	100
190		Vodafone	0.02	0.05	99%	0.00	0.00	0.01	0.03	98%	0.00	0.00	0.00	100	100	100	94	100	100
191	RAJ	Aircel	0.14	0.00	97%	0.02	0.02	1.35	0.08	97%	2.33	0.00	0.05	100	100	100	93	100	100
192		Airtel	0.10	0.25	99%	0.21	0.28	1.00	2.67	99%	0.00	0.00	0.00	100	100	100	93	100	100
193		BSNL	1.81	2.00	99%	0.15	0.71	1.35	4.98	98%	0.00	0.08	0.08	98	100	100	91	100	100
194		Etisalat	0.30	3.05	99%	0.07	0.14	0.53	6.12	99%	0.00	0.00	0.00	100	0	99	99	0	0
195		Idea	0.13	0.08	98%	0.52	1.25	1.27	2.88	97%	0.00	0.00	0.00	100	100	98	64	100	100
196		LOOP Telecom	0.01	0.00	99%	0.04	0.00	0.00	0.00	100%	0.00	0.00	0.00	DNF	0	100	100	0	0
197		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	100	94	100	100
197		RCOM-GSM	0.31	0.73	100%	0.22	0.15	0.32	0.02	99%	0.00	0.00	0.00	100	100	100	91	100	100
198		Sistema	0.14	0.00	99%	0.00	0.16	0.51	2.29	99%	0.00	0.04	0.02	100	100	96	96	100	100
199		TTSL-CDMA	0.02	0.00	99%	0.00	0.09	0.78	3.43	99%	0.00	0.00	0.00	100	100	0	0	0	0
199		TTSL-GSM	0.02	0.00	97%	0.11	0.29	1.03	2.15	98%	0.00	0.00	0.00	100	100	100	100	100	100
200		Videcon	0.23	0.00	99%	0.16	0.34	0.95	0.00	99%	0.00	0.00	0.00	100	100	97	95	0	0
201	Vodafone	0.06	0.31	99%	0.00	0.00	0.01	0.02	98%	0.00	0.00	0.00	100	100	100	93	100	100	
202	TN	Aircel	0.26	0.23	99%	0.52	0.65	0.47	0.01	96%	0.00	0.10	0.24	100	100	100	33	100	100
203		Airtel	0.08	0.18	98%	0.51	0.38	0.90	1.87	97%	0.00	0.00	0.00	100	100	100	91	100	100
204		BSNL	0.43	1.53	99%	0.19	0.59	0.71	2.43	99%	0.00	0.02	0.01	100	100	100	93	100	100
205		Etisalat	0.04	0.01	99%	0.25	0.00	0.18	1.46	98%	0.00	0.00	0.00	100	0	99	100	0	0
205		RCOM-CDMA	0.00	0.00	100%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	100	91	100	100
206		RCOM-GSM	0.04	0.00	100%	0.08	0.06	0.27	0.01	99%	0.00	0.00	0.00	100	100	100	89	100	100
207		Sistema	0.06	0.00	99%	0.00	0.00	0.67	1.30	100%	0.00	0.00	0.01	100	100	100	92	NA	NA
207		TTSL-CDMA	0.02	0.00	98%	0.00	1.09	1.25	1.12	99%	0.00	0.00	0.00	100	100	0	0	0	0
208		TTSL-GSM	0.02	0.00	98%	0.11	0.14	0.56	1.58	99%	0.00	0.00	0.00	100	100	100	100	100	100
209		Videcon	0.07	0.01	99%	0.11	0.23	1.06	1.83	98%	0.67	0.00	0.00	100	100	96	91	0	0
210		Vodafone	0.02	0.07	98%	0.00	0.01	0.01	0.02	97%	0.00	0.00	0.00	100	100	100	73	100	100
211		Idea	0.01	0.00	99%	0.03	0.08	0.64	2.27	98%	0.00	0.00	0.00	83	100	99	91	100	100
212	Uninor	0.02	0.00	99%	0.04	0.02	0.90	0.82	99%	5.33	0.00	0.00	100	0	97	97	0	0	

Annexure 4.1 (Contd.)

213	UPE	Aircel/Dishnet	0.28	1.24	98%	0.12	0.59	0.74	0.02	96%	0.00	0.00	0.05	100	100	100	82	100	100
214		Airtel	0.29	0.50	99%	0.12	0.31	1.09	2.96	98%	0.00	0.00	0.00	100	100	99	82	100	100
215		BSNL	0.65	2.70	96%	0.67	1.67	1.67	4.50	96%	0.00	0.07	0.06	100	100	98	94	100	100
216		Etsalat	0.41	0.00	99%	0.00	0.00	0.01	1.37	99%	0.00	0.00	0.00	100	0	99	99	0	0
217		Idea	0.21	0.34	100%	0.93	1.93	1.08	2.77	96%	0.00	0.00	0.00	100	100	100	95	100	100
218		RCOM-GSM	0.60	1.81	100%	0.48	0.89	0.47	0.03	100%	0.00	0.00	0.00	100	100	72	91	100	100
		RCOM-CDMA	0.00	0.01	99%	0.00	0.01	0.01	0.02	98%	0.00	0.00	0.00	100	100	100	90	100	100
219		Sistema	0.27	0.00	99%	0.00	0.00	0.27	0.00	99%	0.00	0.00	0.01	100	100	99	93	NA	NA
220		TTSL-CDMA	0.04	0.00	100%	0.00	0.00	0.20	0.51	100%	0.00	0.00	0.00	100	100	0	0	0	0
		TTSL-GSM	0.19	0.33	97%	0.20	1.29	1.37	5.11	97%	0.00	0.00	0.00	100	100	100	100	100	100
221		Uninor	1.98	1.76	95%	0.81	2.00	1.91	4.83	96%	3.67	0.00	0.00	100	0	97	95	0	0
222		Videocon	1.39	1.34	98%	0.78	0.37	1.57	0.45	97%	0.00	0.00	0.00	100	100	97	95	0	0
223		Vodafone	0.18	0.99	98%	0.00	0.01	0.02	0.05	96%	0.00	0.00	0.00	100	100	100	87	99	100
224		UPW	Aircel/Dishnet	0.95	1.93	98%	0.37	0.55	0.64	0.02	97%	0.00	0.06	0.02	100	100	100	86	100
225	Airtel		0.20	0.38	99%	0.43	0.77	0.92	1.28	97%	0.00	0.00	0.00	100	100	100	84	100	100
226	BSNL		1.44	10.21	96%	1.01	1.75	2.67	14.51	97%	0.00	0.00	0.00	100	100	100	92	100	100
227	Etsalata		0.31	0.00	99%	0.00	0.00	0.01	1.71	99%	0.00	0.00	0.00	100	0	99	99	0	0
228	Idea		0.04	0.02	100%	0.98	1.14	0.97	2.98	100%	0.00	0.00	0.00	100	100	99	94	100	100
229	RCOM-GSM		0.23	0.60	100%	0.22	0.23	0.30	0.02	99%	0.00	1.00	0.00	100	100	66	86	100	100
	RCOM-CDMA		0.00	0.00	100%	0.00	0.00	0.01	0.02	97%	0.00	0.00	0.00	100	100	100	91	100	100
230	Sistema		0.08	0.00	99%	0.00	0.00	0.89	2.87	98%	0.00	0.00	0.01	100	100	99	94	NA	NA
231	TTSL-CDMA		0.03	0.00	100%	0.00	0.00	0.21	0.47	99%	0.00	0.00	0.00	100	100	0	0	0	0
	TTSL-GSM		0.09	0.08	98%	0.08	0.19	1.02	3.37	97%	0.00	0.00	0.00	100	100	100	100	100	100
232	Uninor		1.06	1.22	96%	0.29	1.86	1.39	4.67	96%	3.67	0.00	0.10	100	0	97	97	0	0
233	Vodafone		0.19	0.75	98%	0.00	0.01	0.01	0.03	96%	0.00	0.00	0.00	100	100	100	92	100	100
234	Videocon		0.61	1.56	98%	0.61	0.43	1.14	1.13	96%	0.00	0.00	0.00	100	100	97	95	0	0
235	WB		Aircel/Dishnet	0.58	2.60	98%	0.74	0.88	1.30	0.09	95%	0.50	0.00	0.11	100	100	100	68	100
236		Airtel	0.13	0.33	99%	0.30	0.79	1.45	1.83	99%	0.00	0.00	0.00	100	100	95	88	100	100
237		BSNL	0.95	2.29	98%	0.58	0.99	0.80	6.42	98%	0.00	0.07	0.08	100	100	100	93	100	100
238		Idea	0.10	0.84	97%	0.39	0.89	1.05	2.81	98%	0.00	0.00	0.00	100	100	99	95	100	100
239		RCOM-CDMA	0.00	0.01	100%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	100	93	100	100
240		RTL	0.00	0.00	100%	0.00	0.00	0.00	0.00	99%	0.00	0.00	0.00	100	100	63	77	100	100
241		Sistema	0.34	1.05	98%	0.00	0.18	1.09	3.81	97%	0.00	0.00	0.07	100	100	100	90	NA	NA
242		TTSL-CDMA	0.07	0.00	100%	0.00	0.00	0.34	0.39	100%	0.00	0.00	0.00	100	100	0	0	0	0
		TTSL-GSM	0.01	0.00	99%	0.08	0.10	0.43	0.87	97%	0.00	0.00	0.00	100	100	100	100	100	100
243		Uninor	1.47	1.53	95%	0.90	2.19	1.58	4.86	95%	8.33	0.00	0.00	100	0	97	92	0	0
244		Videocon	0.22	0.00	99%	0.05	0.23	1.58	0.00	99%	0.00	0.00	0.00	100	100	97	95	0	0
245		Vodafone	0.05	0.10	97%	0.01	0.02	0.02	0.03	96%	0.00	0.00	0.00	100	100	100	94	99	100

Note:-
DNF- Data not in format
NA-Not Available

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

Sl. No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs./month)	Fault Repair			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 within 3 days	% of faults repaired within 5 days	≤ 8 Hrs						≥ 55%	≥ 75 %	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
1	A&N	BSNL	3.59	83.35%	100.00%	100.00%	NIL	7.80	61.01%	NR	NR	NIL	NR	NR	100.00%	93.67%	100.00%	100.00%				
2		RCOM	0.48	100.00%	100.00%	NA	NIL	02:24	NR	88.03%	NIL	0.02%	NR	100.00%	100.00%	96.00%	91.00%	100.00%				
3	AP	Airtel	2.78	97.88%	100.00%	NA	NIL	2.40	91.01%	NA	NIL	0.01%	NA	100.00%	100.00%	99.98%	91.44%	NR				
4		TTSL	1.86	98.61%	100.00%	100.00%	NIL	5.48	98.80%	NA	NIL	0.09%	NA	100.00%	100.00%	97.01%	91.54%	NR				
5		BSNL	3.56	94.46%	97.06%	99.90%	NIL	8.68	68.21%	NR	NR	NIL	NR	NR	90.28%	91.00%	99.81%	100.00%				
6	ASM	TTSL	NIL	NR	NR	NR	NIL	NR	98.60%	NA	NIL	NIL	NA	NR	NR	97.63%	90.10%	NR				
7		BSNL	4.43	92.62%	97.40%	100.00%	NIL	3.30	68.43%	NR	NR	0.02%	NR	NR	96.27%	97.33%	100.00%	100.00%				
8	BR	RCOM	NIL	NIL	NIL	NA	NIL	NIL	NR	96.26%	NIL	NIL	NR	NA	100.00%	96.00%	91.00%	No Termination request received				
9		TTSL	3.51	100.00%	100.00%	100.00%	NIL	3.92	98.60%	NA	NIL	0.02%	NA	100.00%	NR	98.67%	94.58%	NR				
10		BSNL	2.83	95.65%	91.30%	91.27%	NIL	6.81	71.71%	NR	NR	0.01%	NR	NR	93.63%	85.33%	99.85%	100.00%				
11		RCOM	0.29	100.00%	100.00%	NA	NIL	02:22	NR	88.05%	NIL	0.02%	NR	100.00%	100.00%	96.00%	91.00%	100.00%				
12	CH	TTSL	0.39	92.98%	100.00%	100.00%	NIL	6.66	98.99%	NA	NIL	0.01%	NA	100.00%	NR	98.01%	94.43%	NR				
13		BSNL	2.78	98.15%	98.58%	99.35%	NIL	7.01	82.10%	NR	NR	NIL	NR	NR	95.66%	90.97%	100.00%	100.00%				
14	Chattisgarh	BSNL	5.60	95.73%	98.92%	98.51%	NIL	5.95	60.98%	NR	NR	NIL	NR	NR	95.37%	88.67%	100.00%	100.00%				
15		MTNL	6.06	84.63%	92.62%	NA	17436	7.92	54.24%	NR	NIL	0.14%	NR	89.26%	99.56%	98.57%	90.07%	100.00%				
16	DL	RCOM	0.30	100.00%	100.00%	NA	NIL	02:18	NR	90.21%	NIL	0.02%	NR	100.00%	100.00%	96.00%	91.00%	100.00%				
17		Airtel	2.32	96.94%	100.00%	NA	2814	5.79	95.12%	NA	NIL	0.12%	NA	100.00%	99.21%	98.57%	93.92%	NR				
18		TTSL	0.95	95.78%	100.00%	100.00%	NIL	7.92	99.09%	NA	NIL	0.07%	NA	100.00%	100.00%	97.44%	92.16%	NR				
19		RCOM	1.06	100.00%	100.00%	NA	NIL	02:01	NR	83.58%	NIL	0.03%	NR	100.00%	100.00%	96.00%	91.00%	100.00%				
20	GJ	Airtel	1.38	98.50%	100.00%	NA	NIL	2.83	91.72%	NA	NIL	0.04%	NA	100.00%	100.00%	99.71%	93.31%	NR				
21		TTSL	1.97	98.32%	100.00%	100.00%	NIL	4.59	100.00%	NA	NIL	0.05%	NA	100.00%	NR	97.85%	92.95%	NR				
22		BSNL	4.83	93.75%	97.82%	99.76%	NIL	5.61	68.05%	NR	NR	0.04%	NR	NR	98.77%	94.33%	100.00%	100.00%				
23	HP	RCOM	NIL	NIL	NIL	NA	NIL	NIL	NR	80.18%	NIL	NIL	NR	NA	100.00%	96.00%	91.00%	No Termination request received				
24		TTSL	0.14	100.00%	100.00%	100.00%	NIL	2.79	NR	NA	NIL	0.07%	NA	100.00%	NR	99.53%	98.45%	NR				
25		BSNL	6.81	86.96%	97.29%	97.90%	NIL	7.31	67.57%	NR	NR	NIL	NR	NR	90.40%	90.67%	98.97%	100.00%				
26	HR	RCOM	NIL	NIL	NIL	NIL	NIL	NIL	NR	84.43%	NIL	NIL	NR	NA	100.00%	96.00%	91.00%	No Termination request received				
27		Airtel	3.15	99.52%	100.00%	NA	7	4.32	96.77%	NA	NIL	0.06%	NA	100.00%	97.92%	97.95%	93.92%	NR				
28		TTSL	0.28	92.50%	100.00%	100.00%	NIL	6.79	99.82%	NA	NIL	0.06%	NA	100.00%	100.00%	98.91%	96.75%	NR				
29		BSNL	4.70	96.75%	100.00%	100.00%	NIL	6.68	76.48%	NR	NR	NIL	NR	NR	92.47%	87.00%	100.00%	100.00%				

Annexure 4.2 (Contd.)

81	UP-W	RCOM	NIL	NIL	NIL	NA	NIL	NIL	NR	89.08%	NIL	NIL	NR	NA	100.00%	96.00%	91.00%	No Termination request received	100.00%
82		Airtel	2.45	95.74%	100.00%	NA	387	5.83	91.38%	NA	NIL	0.06%	NA	100.00%	100.00%	98.57%	93.92%	NR	100.00%
83		TTSL	NIL	NR	NR	NR	NIL	NR	99.51%	NA	NIL	0.07%	NA	100.00%	NR	98.43%	95.16%	NR	NIL
84		BSNL	5.11	94.33%	99.50%	99.95%	NIL	6.30	76.40%	NR	NR	0.05%	NR	NR	NR	96.17%	95.00%	100.00%	100.00%
85	UTT	BSNL	5.35	93.57%	98.04%	98.37%	NIL	5.32	67.39%	NR	NR	NIL	NR	NR	NR	92.91%	88.67%	100.00%	100.00%
86	WB	RCOM	NIL	NIL	NIL	NA	NIL	NR	NR	77.71%	NIL	NIL	NR	NA	100.00%	96.00%	91.00%	No Termination request received	100.00%
87		TTSL	0.76	100.00%	100.00%	100.00%	NIL	3.11	NR	NA	NA	NIL	NA	NR	NR	95.02%	94.31%	NR	NIL
88		BSNL	5.67	85.55%	92.56%	97.23%	NIL	8.67	64.43%	NR	NR	0.03%	NR	NR	NR	98.09%	91.74%	100.00%	100.00%

Benchmark not met

NR - Data Not Reported

NA - Not Applicable

* 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)
1	BSNL																		
1.1	Andhra Pradesh	98.30%	92.70%	99.80%	8	0.00%	99.60%	100.00%	89.00%	95.50%				93.10%	99.80%				
1.2	Assam	99.00%	91.00%	99.60%	0	0.20%	100.00%	100.00%	86.20%	93.90%				97.90%	99.90%				
1.3	Bihar	100.00%	88.70%	97.80%	0	0.00%	100.00%	100.00%	100.00%	100.00%				87.90%	99.90%				
1.4	Chhattisgarh	99.60%	91.50%	97.50%	231	0.10%	100.00%	100.00%	80.22%	90.70%				91.10%	99.60%				
1.5	Chennai	100.00%	93.30%	100.00%	0	0.20%	100.00%	100.00%	91.40%	100.00%				84.00%	100.00%				
1.6	Gujrat	100.00%	93.30%	99.60%	32	0.00%	100.00%	100.00%	77.80%	89.40%				88.90%	99.80%				
1.7	Haryana	100.00%	95.10%	100.00%	97	0.00%	100.00%	100.00%	87.30%	94.20%				93.80%	99.60%				
1.8	Himachal Pradesh	100.00%	94.20%	100.00%	0	0.00%	100.00%	100.00%	84.60%	92.50%				84.00%	99.50%				
1.9	Jammu & Kashmir	100.00%	94.30%	98.60%	0	0.10%	98.70%	99.90%	80.80%	92.80%				91.20%	98.50%				
1.10	Jharkhand	100.00%	95.20%	100.00%	0	0.40%	100.00%	100.00%	82.20%	92.70%				91.20%	99.60%				
1.11	Karnataka	99.40%	95.80%	99.30%	412	0.10%	100.00%	100.00%	86.70%	95.70%				92.70%	100.00%				
1.12	Kerala	100.00%	93.10%	99.70%	32	0.30%	100.00%	100.00%	74.90%	89.50%				87.10%	100.00%				
1.13	Kolkata	100.00%	89.50%	100.00%	0	0.20%	100.00%	100.00%	95.50%	100.00%				83.00%	99.90%				
1.14	Maharashtra	99.90%	92.50%	100.00%	2044	0.10%	98.90%	100.00%	88.80%	93.30%	0	3	78.10%	90.50%	99.50%	0.04%	26.3	233.7	0
1.15	Madhya Pradesh	100.00%	96.90%	100.00%	0	0.10%	100.00%	100.00%	91.90%	97.00%				93.40%	99.90%				
1.16	North East I	100.00%	94.20%	100.00%	0	0.10%	100.00%	100.00%	88.40%	93.80%				84.90%	99.50%				
1.17	North East II	100.00%	95.70%	99.90%	0	0.00%	100.00%	100.00%	85.00%	94.00%				88.20%	98.70%				
1.18	Orissa	100.00%	94.90%	100.00%	20	0.10%	100.00%	100.00%	87.70%	96.70%				92.90%	99.50%				
1.19	Punjab	100.00%	94.80%	99.50%	196	0.10%	99.90%	100.00%	81.40%	91.50%				88.40%	99.70%				
1.20	Rajasthan	100.00%	98.10%	99.80%	0	0.20%	100.00%	100.00%	85.00%	95.70%				89.50%	99.90%				
1.21	Tamil Nadu	100.00%	94.40%	100.00%	0	0.00%	99.90%	99.80%	90.50%	97.00%				92.60%	100.00%				
1.22	Uttaranchal	100.00%	95.10%	99.80%	42	0.00%	99.90%	100.00%	88.70%	98.30%				94.30%	99.10%				
1.23	UP East	99.30%	93.60%	98.80%	153	0.10%	99.90%	100.00%	87.90%	95.00%				91.40%	99.60%				
1.24	UP West	100.00%	93.80%	99.50%	109	0.20%	100.00%	100.00%	74.70%	86.80%				89.40%	99.70%				
1.25	West Bengal	100.00%	96.20%	100.00%	57	1.00%	100.00%	100.00%	87.10%	96.70%				92.60%	99.50%				
1.26	A&N	100.00%	91.30%	100.00%	0	0.00%	100.00%	100.00%	84.30%	99.30%				43.30%	100.00%				
2	MTNL																		
2.1	Delhi	78.20%	63.47%	77.95%	12907	0.08%	95.14%	100.00%	99.75%	99.85%	0	1	82.00%	95.00%	99.73%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	84.95%	74.22%	86.38%	43178	0.008%	100.00%	NA	48.28%	52.21%	0	6	81.34%	C/DNF	C/DNF	C/DNF	70	350	NA

Annexure 4.3 (Contd.)

6	YOU Broadband																		
6.1	All India	99.00%	91.77%	98.20%	1513	0.71%	100.00%	99.19%	78.22%	84.44%	NA	0	74.54%	87.49%	98.69%	0.00%	11	256	NA
6.2	Andhra Pradesh	100.00%	90.29%	97.79%	193	0.62%	100.00%	99.23%	79.00%	85.33%	NA	0	75.00%	86.34%	98.60%	0.00%	14	273	NA
6.3	Gujarat	98.00%	90.00%	97.16%	768	0.64%	100.00%	99.08%	77.00%	83.33%	NA	0	73.67%	85.87%	98.73%	0.00%	12	247	NA
6.4	Haryana	100.00%	95.96%	100.00%	14	0.67%	100.00%	100.00%	78.00%	84.33%	NA	0	75.00%	86.80%	99.10%	0.00%	4	251	NA
6.5	Karnataka	99.33%	94.00%	99.00%	27	0.16%	100.00%	100.00%	79.00%	85.00%	NA	0	71.15%	86.18%	98.96%	0.00%	7	238	NA
6.6	Maharashtra	99.00%	91.66%	98.81%	392	0.89%	100.00%	96.83%	77.00%	83.33%	NA	0	76.46%	92.48%	98.64%	0.00%	16	264	NA
6.7	Tamilnadu	100.00%	88.53%	97.33%	119	0.40%	100.00%	100.00%	79.33%	85.33%	NA	0	61.03%	86.65%	98.38%	0.00%	4	259	NA
7	SIFY																		
	All India	100.00%	90.00%	99.00%	195	NA	NA	NA	85.00%	93.00%	0	0	85.00%	DNF	100.00%	C/DNF	68	295	0
8	Reliance																		
	All India	100.00%	100.00%	100.00%	0	0.09%	100.00%	100.00%	85.00%	89.00%	0	0	53.42%	DNF	99.69%	C/DNF	DNF	DNF	NA
9	Quadrant Televentures Ltd.(Formerly HFCL Infotel Ltd.)																		
	Punjab	99.79%	97.99%	99.40%	48	0.03%	100.00%	100.00%	65.00%	72.00%	0	0	62.00%	100.00%	99.66%	0.00%	49	292	NA
10	Ortel																		
	Orissa	100.00%	95.20%	100.00%	NR	NA	NA	NA	100.00%	100.00%	0	0	75.01%	95.00%	99.70%	0.06%	87	258	NA
11	Tata Teleservices (Maharashtra) Ltd.																		
	Maharashtra & Goa	100.00%	92.07%	100.00%	DNF	0.65%	100.00%	100.00%	84.24%	87.65%	NR	NR	47.00%	86.77%	99.55%	0.00%	32	58	NA
12	Beam Cables																		
	Hyderabad	98.00%	88.33%	99.00%	NR	1.13%	100.00%	NA	63.00%	81.00%	0	0	71.00%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA
13	Alliance Broadband																		
	Kolkata	100.00%	99.00%	100.00%	0	0.08%	100.00%	NA	98.00%	99.00%	7	0	NR	DNF	99.00%	1.00%	NA	NA	NA
14	Broadband Pacenet India Private Ltd.																		
14.1	Mumbai	100.00%	NR	NR	3	NR	NR	NR	75.00%	25.00%	0	0	75.00%	DNF	92.00%	C/DNF	50	280	NA
14.2	Mumbai-Pune	100.00%	NR	NR	3	NR	NR	NA	75.00%	25.00%	0	0	76.00%	DNF	92.00%	C/DNF	50	280	NA
14.3	All India	100.00%	93.00%	99.50%	0	NR	NR	NR	75.00%	25.00%	0	0	74.00%	NR	97.00%	C/DNF	75	310	NA
14.4	Madhya Pradesh	80.00%	94.00%	6.00%	5	NR	NR	NR	100.00%	NA	0	0	94.00%	DNF	92.00%	C/DNF	50	280	NA
14.5	Gujarat	100.00%	97.60%	100.00%	0	NR	NR	NR	100.00%	NA	0	0	92.80%	DNF	92.00%	C/DNF	50	280	NA
14.6	Rajasthan	100.00%	9.00%	1.00%	0	NR	NR	NR	100.00%	NA	0	0	60.00%	DNF	92.00%	C/DNF	50	280	NA
15	Tikona Digital Networks																		
	All India	100.00%	87.97%	93.44%	NR	2.63%	97.39%	100.00%	51.00%	57.00%	1	1	75.66%	98.86%	99.15%	NR	NR	NR	NR
16	Asianet Satellite Communications Ltd.																		
	Kerala	100.00%	90.31%	99.66%	NR	0.03%	100.00%	100.00%	NR	NR	0	0	77.56%	DNF	99.00%	C/DNF	C/DNF	C/DNF	NA
17	Zylog Systems(India)Ltd.																		
17.1		100.00%	89.00%	97.00%	213	NR	100.00%	100.00%	100.00%	NR	0	0	85.00%	90.00%	99.60%	NA	44	300	NA
17.2	ROTN	100.00%	85.00%	96.00%	75	NR	100.00%	100.00%	100.00%	NR	0	0	83.00%	90.00%	99.60%	NA	44	300	NA
17.3	Chennai	100.00%	88.00%	98.00%	40	NR	100.00%	100.00%	100.00%	NR	0	0	82.00%	90.00%	99.60%	NA	44	300	NA
17.4	Andhra Pradesh	100.00%	94.00%	98.00%	38	NR	100.00%	100.00%	100.00%	NR	0	0	83.00%	90.00%	99.60%	NA	44	300	NA
17.5	Karnataka	100.00%	96.00%	99.00%	10	NR	100.00%	100.00%	100.00%	NR	0	0	82.00%	90.00%	99.70%	NA	44	300	NA
17.6	Punjab	100.00%	89.00%	95.00%	48	NR	100.00%	100.00%	100.00%	NR	0	0	82.00%	90.00%	99.60%	NA	44	300	NA
17.7	Gujarat	100.00%	89.00%	97.00%	2	NR	100.00%	100.00%	100.00%	NR	0	0	83.00%	90.00%	99.70%	NA	44	300	NA

Annexure 4.3 (Contd.)

18	IndusInd Media & Communications Ltd. (Broadband Division)																		
	All India	100.00%	97.00%	99.00%	37	0.00%	100.00%	NA	100.00%	100.00%	0	1	71.11%	C/DNF	98.00%	5.00%	45	260	NA
19	Five Network Solutions(I) Ltd.																		
	All India	100.00%	99.50%	100.00%	NA	NR	100.00%	100.00%	NA	NA	12	12	NR	95.00%	98.00%	C/DNF	NA	271	NA
20	Rajesh Multichannel Pvt. Ltd.																		
	Mumbai	18.00%	98.00%	NR	0	0.00%	100.00%	0.00%	93.00%	85.00%	0	0	96.00%	NR	96.00%	NR	NR	NR	NR
21	Chandranet Pvt. Ltd.																		
	Gujarat	93.56%	90.18%	99.10%	23	NR	DNF	DNF	98.09%	99.44%	0	1	95.00%	98.00%	95.00%	NR	NR	NR	NR
22	Spectranet																		
	All India	98.91%	99.00%	100.00%	0	NA	NA	NA	100.00%	100.00%	0	0	70.00%	DNF	C/DNF	C/DNF	DNF	DNF	0
	Abbreviation	DNF= Data not as per Format				NR= Data not reported by the Service Provider						NA = Not Applicable			C/DNF= Complied the parameter but Data is not in the required format				

Annexure 5.1: Broadcaster wise list of pay channels along with their reported a-la-carte rates

(As reported to TRAI upto 30th June 2011)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		29	REAL	13.00	Channel launched on. 02.03.2009
		30	Zee 24 Ghantalu	5.60	Channel launched on 02.04.2009
		31	Zee Salaam	15.00	Channel launched on 01.02.2010
		<p>Note:</p> <p>i) Channel "Reality TV" was distributed @ 1.50 upto 31.08.2008. The distribution of this channel ceased from 01.09.2008 for public viewing.</p> <p>ii) Channel "Zee Next" was distributed @ Rs 20.00 upto 04.03.2009. The distribution of this channel suspended from 05.03.2009 for public viewing.</p> <p>iii) Channel "Zee Gujarati" was distributed @ Rs 01.60 upto 31.05.2009. The distribution of this channel discontinued from 01.06.2009.</p> <p>iv) Prior to 01.05.2009, the name of the channel "Zing" was "Zee Music"</p> <p>v). Channel "Play TV" was distributed @ 4.28 upto 30.12.2009. The distribution of this channel suspended from 31.12.2009 for public viewing.</p> <p>vi) The distribution of channel "Zee Sports" (now Ten Action +) was shifted to M/s Taj Television India Private Limited w.e.f 01.02.2010.</p> <p>vii) The distribution of channel "Ten Sports" was shifted to M/s Taj Television India Private Limited w.e.f 01.02.2010.</p>			

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		44	Headlines Today	03.21	As on 01.12.2007, the rate of the channel was Rs. 3.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 3.21 .
		45	Tez	02.14	As on 01.12.2007, the rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .
		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 @ Rs 10.00.
		47	Discovery Science	12.00	Channel launched on 01.01.2010
		48	Discovery Turbo	10.00	Channel launched on 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 & Living"</p> <p>The distribution of three channels namely "Colors", "MTV", "NICK" and VH 1 were shifted to M/s Sun 18 Media Services North & M/s SUN 18 Media Services South w.e.f 13.08.2010 & 13.07.2010 respectively. During the period from 13.07.2010 to 12.08.2010, M/s Kal Cable Comm Pvt Limited was the authorized distributor of these channels. However, M/s Sun 18 Media Services South collected subscription payment for Viocom 18 channels on behalf of Kal Comm Pvt Limited.</p>					

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
3	M/s SUN 18 Media Services North - other than South India Territory*	51	SUN TV	13.26	As on 01.12.2007, the rate of the channel was Rs. 12.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 13.26 .
4	M/s SUN 18 Media Services South -South India Territory* * South India Territories comprising of the states of Tamil Nadu, Karnataka, AP and Kerela as well as the Union Territories of Pondicherry, Lakshadweep and Andaman & Nicobar Islands]	52	Gemini TV	11.02	As on 01.12.2007, the rate of the channel was Rs. 10.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 11.02 .
		53	Udaya TV	12.30	As on 01.12.2007, the rate of the channel was Rs. 11.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 12.30.
		54	K TV	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06.
		55	Gemini Comedy (vi)	05.68	As on 01.12.2007, the rate of the channel was Rs. 5.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 5.68.
		56	Udaya Movies	15.40	As on 01.12.2007, the rate of the channel was Rs. 14.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 15.40 .
		57	Sun Music	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50.
		58	Gemini Music (vii)	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50 .
		59	Sun News	01.50	As on 01.12.2007, the rate of the channel was Rs. 1.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 1.50
		60	Gemini News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 8.02 .
		61	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was Rs. 7.35 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.86 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		62	Gemini Movies	18.20	As on 01.12.2007, the rate of the channel was Rs. 17.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 18.20 .
		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 Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06 .
		65	Kushi TV ^(iv)	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	
		70	Kiran TV	18.19	
		71	The Disney Channel	09.52	Converted from FTA to Pay w.e.f 01.04.2010 Converted from FTA to Pay w.e.f 01.04.2010 Prior to 01.04.2010, these channels were distributed by M/s Star Den Media Services Private Limited. W.e.f 1.4.2010, the distribution of these channels
		72	Disney XD ^(xiv)	09.52	
		73	Hangama TV	08.35	
		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.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		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 Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz) respectively. M/s Star Den started distributing these channels w.e.f. 01.04.2008 at a-la- carte rate of Rs 08.50 (CNBC TV 18), Rs 05.00 (CNN IBN) and Rs 04.50 (CNBC Awaaz). M/s Star Den has been directed vide TRAI's Direction dated 28.08.2008 to reduce the a-la-carte rates of these channels from the reported level to Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz). Broadcaster has approached Hon'ble TDSAT against this direction vide Appeal No 11(C) of 2008. M/s Star Den has given an undertaking to Hon'ble TDSAT during the course of the hearing on October 1, 2008 for a-la-carte offering of the channels. The relevant extract of the interim order dated 1st October, 2008 is as under:-</p> <p>"....The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".</p> <p>The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-</p> <ol style="list-style-type: none"> 1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN) 3) 3.50 (CNBC Awaaz) <p>The matter was heard on 18.02.2009 by the Hon'ble TDSAT and the appeal has been disposed of by the Hon'ble TDSAT by passing following order:</p> <p>"In view of the judgement of this Tribunal dated 15.01.2009, the appeal does not survive".</p> <p>TRAI has filed an appeal in the Hon'ble Supreme Court of India against the order of Hon'ble TDSAT judgement dated 15.01.2009. Matter is sub-judice.</p> <p>W.e.f. 01.01.2009, rate of the channels increased to Rs 9.10 (CNBC TV 18), Rs 5.35 (CNN-IBN) & Rs 4.82 (CNBC Awaaz) .</p> <p>W.e.f 13.08.2010, the distribution of these three</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 @ Rs. 03.00. W.e.f. 06.03.2009, the channel "Adithya" has been converted from Pay to FTA. W.e.f 17.11.2009, the channel "Adithya TV" has been converted from FTA (Telugu Music) to Pay (Tamil Movies) channel @ 18.19/-.
ii)					Prior to 01.04.2010, the "SUN Distribution Services" was known as " Channel Plus".
iii)					Prior to 27.07.2009, the name of the channel "Navvulu" was "Gemini Cable Vision"
iv)					Prior to 09.04.2009, the name of the channel "Kushi (Telugu Kids) was "Udaya News (Kannada news)"
v)					Prior to 09.04.2009, the name of the channel "Chintu TV (Kannada Kids)" was "Teja News (Telugu News)"
vi)					Prior to 01.10.2010, , the name of the channel "Gemini Comedy" was "Teja TV"
vii)					Prior to 01.10.2010, , the name of the channel "Gemini Movies" was "Navvulu"
viii)					Prior to 01.10.2010 , the name of the channel "Udaya Comedy" was "Ushe TV"
ix)					Prior to 13.08.2010, three channels namely "CNBC- TV 18, CNN-IBN & CNBC Awaaz were distributed by M/s Star Den Media Service Private Limited. W.e.f 13.08.2010, the distribution of these three channels were shifted to M/s SUN 18 Media Services.
x)					Prior to 01.09.2010, the distribution of SUN Channels were distributed by M/s Sun Distributions Services. W.e.f 01.09.2010, the distribution of these channels were shifted to M/s SUN 18 Media Services North and M/s Sun 18 Media Services South.
xi)					Earlier four channels namely "Colors", "NICK", VH 1" & "MTV" were distributed by M/s MSM Discovery India Private Limited. W.e.f 13.08.2010, the distribution of these channels were shifted to M/s Sun 18 Media Services. During the period from 13.07.2010 to 12.08.2010, M/s Sun 18 Media Services collected subscription payment for Viocom 18 channels on behalf of Kal Comm Pvt Limited who were authorized distributor in South India.
xii)					As on 01.12.2007, the rate of the channel, "Chintu TV" was Rs 1.60. W.e.f 06.03.2009, the rate of the channel increased to Rs 1.72. W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids) @ Rs 13.37
xiii)					As on 01.12.2007, the rate of the channel "Kushi TV" was Rs 1.50. W.e.f 06.03.2009, the rate of the channel increased to Rs 1.60. W.e.f 09.04.2009, Udaya News (Kannada News) was converted to Kushi TV (Telugu Kids) @ 13.37.
xiv)					Prior to 14.11.2009, the name of the channel "Disney XD" was "Toon Disney "

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
5.	M/s 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 Rs. 17.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.73 .
		84	Star Gold	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		85	Star Movies	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		86	Star World	04.87	As on 01.12.2007, rate of the channel was Rs. 4.55 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.87 .
		87	Vijay TV	04.28	As on 01.12.2007, rate of the channel was Rs. 4.00 (Rs 11.80 in Tamilnadu) W.e.f. 01.01.2009, rate of the channel increased to Rs 4.28 (Rs 12.63 in Tamilnadu).
		88	NGC	06.15	As on 01.12.2007, rate of the channel was Rs. 5.75 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.15 .
		89	The Fox History and Entertainment Channel	04.71	As on 01.12.2007, rate of the channel was Rs. 4.40 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.71 .
		90	Channel (V)	01.07	As on 01.12.2007, rate of the channel was Rs. 1.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 1.07 .
		91	Star One	21.94	As on 01.12.2007, rate of the channel was Rs. 20.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.94 .
		92	Times Now	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		93	Zoom	08.35	As on 01.12.2007, rate of the channel was Rs. 7.80 W.e.f. 01.01.2009, rate of the channel increased to Rs 8.35 .
		94	The MGM	06.42	M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks		
		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 @ Rs 12.		
		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 @ Rs 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.		
		98	FOX CRIME	15.50			
		99	BABY TV	13.25			
		100	Nat Geo Wild	16.00			
				101	Nat Geo Adventure	16.00	W.e.f 01.02.2010, the distribution of these channels were shifted to M/s Star Den Media Services Private Limited.
				102	Nat GEO Music	07.40	
		103	Suvarna	12.00	Converted from FTA to Pay w.e.f 1.11.2010.		
6	M/s Ushodaya Enterprises Private Limited	104	ETV	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 W.e.f. 01.11.2009, rate of the channel increased to Rs 10.70 .		
		105	ETV 2	05.99	As on 01.12.2007, rate of the channel was Rs. 5.60 W.e.f. 01.11.2009, rate of the channel increased to Rs 5.99		
		106	ETV Bangla	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .		
		107	ETV Marathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .		
		108	ETV Kannada	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .		
		109	ETV Gujarathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .		
		110	ETV Oriya	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .		

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		111	ETV UP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		112	ETV Bihar	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		113	ETV Urdu	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		114	ETV Rajasthan	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		115	ETV MP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
7	M/s UTV Global Broadcasting Limited	116	Bindass	10.00	
		117	UTV Action ^(v)	10.00	
		118	World Movies	10.00	Channel launched on 03.02.2008
		119	UTV Movies	15.00	Launching of channel, reported vide letter dated 11.03.2008
		120	Bloomberg UTV ^(vi)	08.50	Launching of channel, reported vide letter dated 15.04.2008
8.	M/s BBC World (India) Private Limited	121	BBC World	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 14.02.2011, rate of the channel increased to Rs 5.35
9.	M/s BBC Worldwide Channels Private Limited	122	BBC Entertainment	06.95	As on 01.12.2007, rate of the channel was Rs. 6.50 W.e.f. 14.02.2011, rate of the channel increased to Rs 6.95
		123	Cbeebies	06.95	As on 01.12.2007, rate of the channel was Rs. 6.50 W.e.f. 14.02.2011, rate of the channel increased to Rs 6.95
10.	M/s ESPN Software India Private Limited	124	ESPN	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		125	Star Sports	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		126	Star Cricket	29.96	As on 01.12.2007, rate of the channel was Rs. 28.00 W.e.f. 01.01.2009, rate of the channel to Rs 29.96

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
11.	M/s Raj Television Limited	127	Raj TV	11.77	As on 01.12.2007, rate of the channel was Rs. 11.00 (Rs. 7.72 in Andhra Pradesh). W.e.f. 01.01.2009, rate of the channel to Rs 11.77(Rs 8.26 in Andhra Pradesh).
		128	Raj Digital Plus	08.26	As on 01.12.2007, rate of the channel was Rs. 7.72 (Rs 4.68 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 8.26 (Rs 5.01 in Andhra Pradesh) .
		129	Vissa TV	05.01	As on 01.12.2007, rate of the channel was Rs. 4.68 (Rs. 11.00 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 5.01 (Rs 11.77 in Andhra Pradesh).
12	M/s 9X Media Private Limited ⁽ⁱⁱⁱ⁾	130	9XM	07.00	
		131	9X	20.50	
13.	M/s Turner General Entertainment Networks India Private Limited ⁽ⁱⁱ⁾	132	NDTV 'Imagine'	20.50	Channel launched on 21.01.2008
		133	NDTV Lumiere	15.00	Channel launched on 10.10.2008
		134	NDTV Showbiz	08.00	Channel launched on 15.08.2008
14	New Delhi Television Ltd	135	NDTV Good Times	09.63	This channel was converted from FTA to Pay channel w.e.f 03.05.2008 @ Rs 9.00. W.e.f 01.07.2009, rate of the channel increased to Rs 9.63.
15.	M/s Sahara India Commercial Corporation Limited	136	Firangi	15.00	Channel launched on 25.02.2008
		137	Sahara One	20.50	Converted from FTA to Pay W.e.f. 06.06.2008
		138	Filmy	16.50	Converted from FTA to Pay W.e.f. 06.06.2008
16.	M/s B4U Television Network (India) Private Limited	139	B4U Movies	06.65	Reported on 25.11.2010, the rate of the channel revised from Rs. 6.00 to Rs 6.65.
17.	M/s MAA Television Network Limiter	140	MAA TV	06.00	As on 01.12.2007, the rate of the channel was Rs. 5.50 W.e.f. 01.08.2009, rate of the channel increased to Rs 6.00.
		141	MAA Music	07.50	As on 01.01.2008, the rate of the channel was Rs. 7.00 W.e.f. 01.08.2009, rate of the channel increased to Rs 7.50.
		142	MAA Movies	18.50	Channel launched on 07.07.2010
		143	MAA Junior	13.50	Channel launched on 07.07.2010
18.	M/s TV Today Network Limited	144	Dilli Aaj Tak	08.50	

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
19.	M/s Allied Infotainment Distribution Private Limited	145	E-24	15.00	Channel launched on. 27.03.2008
20	M/s Turner International India Private Limited	146	Boomerang	10.00	
		147	TCM Turner Classic Movies	10.00	
21	M/s Orissa Television Ltd	148	Tarang	10.70	As on 06.11.208, the rate of the channel was Rs 10/- W.e.f 01.06.2010, rate of the channel increased to Rs 10.70.
		149	Tarang Music	05.00	
		150	Prarthana	05.00	
22	M/s Times Global Broadcasting Company Limited	151	ET NOW	08.50	Channel launched on. 27.06.2009.
23	Taj Television India Private Limited	152	Ten Action+ (vii)	11.13	Prior to 01.02.2010, the channel 'Zee Sports' (now Ten Action +) was distributed by M/s Zee Turner Limited @ 11.13. W.e.f 01.02.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		153	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.
		154	Ten Cricket	35.45	Channel launched on 10.08.2010
		24	M/s Asianet Communications Limited	155	Asianet Plus
25	M/s BIG CBS Networks Limited	156	BIG CBS PRIME	14	Channel lauched on 15.11.2010
		157	BIG CBS LOVE	11	Channel lauched on 15.03.2011
		158	BIG CBS SPARK	11	Channel lauched on 02.05.2011

Annexure 5.1 (Contd.)

<i>S. No</i>	<i>Name of the Broadcaster</i>	<i>S.No</i>	<i>Name of the channel</i>	<i>Reported Rates(in `)</i>	<i>Remarks</i>
					<p>i) W.e.f 10.10.2009, the channel "NewsX has been converted from Pay to FTA. Prior to this, the channel was distributed by M/s INX News Private Limited as pay channel@ Rs 8.50.</p> <p>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 "</p> <p>iii) Prior to 30.10.2010, the name of the company " M/s 9X Media Private Limited " was "M/s INX Media Private Limited "</p> <p>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.</p> <p>v) Prior to 10.12.2009, , the name of the channel "UTV Action " was "Bindass Movies</p> <p>vi) Prior to 25.09.2009, the name of the channel "Bloomberg UTV " was "UTVi"</p>

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

[As on 30/6/2011]

S.No	Name of the Company	Station
1	Adlabs Films Ltd	Ajmer
		Aligarh
		Allahabad
		Asansol
		Bareilly
		Bhopal
		Bhubneshwar
		Bikaner
		Chandigarh
		Chennai
		Guwahati
		Gwalior
		Hissar
		Indore
		Jalandhar
		Jammu
		Jamshedpur
		Jhansi
		Jodhpur
		Kota
		Mangalore
		Mysore
		Panaji
		Patiala
		Pondicherry
		Rajkot
		Ranchi
		Rourkela
		Shimla
		Sholapur
		Srinagar
		Surat
		Thiruvananthapuram
		Tirupati
		Udaipur
		Vadodara
		Vishakapatnam
		Agra
		Amritsar
		Bangalore
		Delhi
		Hyderabad
		Kanpur
		Kolkata
		Mumbai
		Total Stations
		45
2	Ananda Offset Pvt Ltd	Kolkata
		Total Stations
		1

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
3	Asianet Communications Ltd	Kannur
		Trissur
	Total Stations	2
4	BAG Infotainment Pvt. Ltd	Ahmednagar
		Dhule
		Hissar
		Jabalpur
		Jalgaon
		Muzzafarpur
		Patiala
		Ranchi
		Shimla
		Karnal
	Total Stations	10
5	Century Communication Ltd	Ahmednagar
		Bilaspur
		Daman
		Gulbarga
		Mangalore
		Rajamundri
		Tirunelveli
		Tuticorin
		Warangal
	Total Stations	9
6	Chinar Circuits Ltd	Gangtok
		Siliguri
	Total Stations	2
7	Clear Media India Pvt Ltd	Delhi
	Total Stations	1
8	Eastern Media Ltd	Bhubneshwa
		Rourkela
	Total Stations	2
9	Entertainment Network (India) Limited	Aurangabad
		Bangalore
		Bhopal
		Coimbatore
		Hyderabad
		Jabalpur
		Jaipur
		Jalandhar
		Kanpur
		Kolhapur
		Lucknow
		Madurai
		Mangalore
		Nagpur
		Nasik
		Panaji
		Patna
		Raipur
		Rajkot
		Surat
		Thiruvananthapuram
		Vadodara

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
		Varanasi
		Vijayawada
		Vishakapatnam
	Total Stations	25
10	Gwalior Farms Pvt Ltd	Gwalior
	Total Station	1
11	HT Music and Entertainment Company Ltd	Bangalore
		Delhi
		Kolkata
		Mumbai
	Total Station	4
12	Indigo Mass Communication Pvt. Ltd	Panaji
		Bangalore
	Total Station	2
13	ITM Software and Entertainments Pvt Ltd	Gwalior
	Total Station	1
14	Kal Radio Ltd	Cochin
		Gulbarga
		Kannur
		Kozhikod
		Madurai
		Mangalore
		Mysore
		Pondicherry
		Rajamundri
		Thiruvananthapuram
		Tiruchy
		Tirupati
		Trissur
		Tuticorin
		Vijayawada
		Warangal
		Bangalore
		Hyderabad
	Total Station	18
15	Kushal Global Ltd	Ajmer
		Jodhpur
	Total Station	2
16	Malar Publication Ltd	Chennai
		Coimbatore
		Madurai
		Pondicherry
		Tiruchy
		Tirunelveli
		Tuticorin
	Total Station	7
17	Music Broadcast Pvt Ltd	Chennai
		Hyderabad
		Ahmednagar
		Akola
		Coimbatore
		Jalgaon
		Nanded

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
		Sangli
		Sholapur
		Surat
		Vadodara
		Vishakapatnam
		Ahmedabad
		Jaipur
		Nagpur
		Pune
	Total Station	16
18	Muthoot Finance Ltd	Chennai
	Total Station	1
19	Neutral Publishing House. Ltd	Jamshedpur
		Ranchi
	Total Station	2
20	Noble Broadcasting Corporation Pvt Ltd	Chennai
	Total Station	1
21	Pan India Network Infravest Pvt Ltd	Agra
		Jalgaon
		Nanded
		Patiala
		Varanasi
		Akola
		Allahabad
		Amritsar
	Total Station	8
22	PCM Cement Concrete Pvt Ltd	Gangtok
		Siliguri
	Total Station	2
23	Positive Radio Pvt Ltd	Agartala
		Guwahati
		Itanagar
		Shillong
	Total Station	4
24	Pudhari Publication Pvt. Ltd	Kolhapur
		Sangli
	Total Station	2
25	Purvy Broadcasts Pvt Ltd	Guwahati
	Total Station	1
26	Radio Mid-Day West (India) Ltd	Ahmedabad
		Bangalore
		Chennai
		Kolkata
		Delhi
		Pune
	Total Station	6

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
27	Radio Today Broadcasting Pvt Ltd	Amritsar
		Delhi
		Jodhpur
		Kolkata
		Mumbai
		Patiala
		Shimla
	Total Station	7
28	Rajasthan Patrika Pvt. Ltd	Jaipur
		Kota
		Raipur
		Udaipur
	Total Station	4
29	Raneka Fincom Pvt. Ltd	Raipur
	Total Station	1
30	Shri Puran Multimedia Ltd	Gorakhpur
		Agra
		Karnal
		Bareilly
		Hissar
		Jalandhar
		Varanasi
	Total Station	7
31	Singla Property Dealers Pvt Ltd	Hisar
	Total Station	1
32	South Asia FM Ltd	Ahmedabad
		Allahabad
		Asansol
		Aurangabad
		Bhopal
		Bhubneshwar
		Guwahati
		Indore
		Jabalpur
		Jamshedpur
		Kanpur
		Lucknow
		Nagpur
		Rajkot
		Vadodara
		Varanasi
		Jaipur
		Pune
		Aizwal
		Gangtok
		Nasik
		Shillong
		Siliguri
	Total Station	23

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
33	Sri Pura Multimedia Ltd	Ranchi
	Total Station	1
34	Synergy Media Entertainment Ltd	Chandigarh
		Gwalior
		Jalandhar
		Jodhpur
		Kota
		Raipur
		Udaipur
		Ahmedabad
		Ajmer
		Amritsar
		Bhopal
		Bilaspur
		Indore
		Jabalpur
		Jaipur
		Nagpur
		Surat
	Total Station	17
35	Syntech Infomatics Pvt Ltd	Siliguri
	Total Station	1
36	The Mathrubhumi Printing & Publishing Co. Ltd	Cochin
		Kannur
		Thiruvananthapuram
		Trissur
	Total Station	4
37	The Malayala Manorama Co. Ltd	Cochin
		Kozhikod
		Trissur
		Kannur
	Total Station	4
	Grand Total	245

Source: Ministry of Information & Broadcasting

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

1. M/s. Tata Sky Ltd.,
3rd Floor, Bombay Dyeing A.O. Building,
Pandurang Budhkar Marg, Worli,
Mumbai – 400 025
Tel: 022-6613 3000
Fax-022-6613 3030/6616 3013
2. M/s Dish TV India Ltd.
FC-19, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186
3. SUN Direct TV(P) Ltd.
4/1017, 3rd Cross Street, 9th Link, Nehru Nagar,
Kottivakkam, Chennai-600 041
Tel: 044-4341 1434
Fax: 044-4341 1010
4. Bharti Telemedia Ltd.
Unitech World Cyber Park
Tower-B, 8th Floor
Sector -39, Gurgaon – 122 001
Tel: 95124-424 4000
Fax: 95124-424 4282
5. Reliance Big TV Pvt. Ltd.
BHQ, 4th Floor,
Dhirubai Ambani Knowledge City
Navi Mumbai- 400 710
Fax: 022-3037 1099
6. M/s Bharat Business Channel Ltd.
12th Floor, Videocon Tower
Block E-1, Jhandewalan Extension
New Delhi – 110 055
Tel: 41593100/41593114
Fax; 41593150

Annexure 5.4: List of permitted teleports at various locations in India

[As on 15/6/2011]

S.No.	NAME OF COMPANY	DATE OF PERMISSION	LOCATION OF TELEPORT
1	TV TODAY NETWORK LTD.	22/11/2000	NEW DELHI
2	JAIN STUDIOS LTD.	12/02/2001	NOIDA
3	SUN TV LTD.	12/03/2001	CHENNAI
4	ENTERTAINMENT TV NETWORK LTD.	23/05/2001	MUMBAI
5	USHODAYA ENTERPRISES LTD.	23/05/2001	HYDERABAD
6	ESSEL SYAM COMMUNICATION LTD.	03/09/2001	NOIDA
7	ASIANET INFRASTRUCTURE PVT. LTD.	17/10/2001	THIRUVANANTHAPURAM
8	ESSEL SYAM COMMUNICATION LTD.	07/02/2002	NOIDA
9	SAHARA SANCHAR LIMITED	12/02/2002	NOIDA
10	TELEVISION EIGHTEEN INDIA LTD.	18/03/2002	NEW DELHI
11	NEW DELHI TELEVISION LTD.	11/06/2002	NEW DELHI
12	INDIAVISION SATELLITE COMMUNICATIONS LTD.	07/11/2002	KOCHI(KERALA)
13	NOIDA SOFTWARE TECHNOLOGY PARK LTD.	27/01/2003	GREATER NOIDA
14	DISH TV INDIA LTD. (formerly ASC ENTERPRISES LTD.)	02/04/2003	NOIDA
15	POSITIV TELEVISION PVT. LTD.	09/06/2003	GUWAHATI
16	CHANNEL GUIDE INDIA LTD.	15/09/2003	MUMBAI
17	INDEPENDENT NEWS SERVICES LTD.	07/11/2003	NOIDA
18	INDIASIGN PVT. LTD.	18/11/2003	GURGAON
19	ASSOCIATED BROADCASTING COMPANY PVT. LTD.	24/11/2003	HYDERABAD
20	AV ENTERTAINMENT PVT. LTD.	15/12/2003	BHOPAL
21	TELEVISION EIGHTEEN INDIA LTD.	19/03/2004	MUMBAI
22	AMRITA ENTERPRISES PVT. LTD.	20/04/2004	THIRUVANANTHAPURAM
23	MAVIS SATCOM LIMITED	22/04/2004	CHENNAI
24	VSNL	14/05/2004	NEW DELHI
25	VSNL	14/05/2004	MUMBAI
26	VSNL	14/05/2004	CHENNAI
27	VSNL	14/05/2004	KOLKATA
28	VSNL	14/05/2004	COCHIN
29	LAMHAS SATELLITE SERVICES LTD.	10/08/2004	MUMBAI
30	MALAYALAM COMMUNICATIONS LTD.	22/12/2004	THIRUVANANTHAPURAM
31	SANSKAR INFO TV PVT. LTD.	23/02/2005	MUMBAI
32	BENNET COLMAN & CO. LTD.	02/05/2005	MUMBAI
33	SENIOR MEDIA LTD.	05/05/2005	
34	LOK PRAKASHAN LTD.	06/05/2005	AHMEDABAD
35	CALCUTTA TELEVISION NETWORK PVT. LTD.	22/08/2005	KOLKATA
36	KOHINOOR BROADCAST CORPORATION LTD.	09/09/2005	RAJPURA (PUNJAB)
37	TELEVISION EIGHTEEN INDIA LTD.	14/09/2005	NOIDA
38	MD TV PVT. LTD.	30/09/2005	BHUBANESHWAR
39	KASTURI MEDIA PVT. LTD.	10/11/2005	BANGALORE
40	SST MEDIA PVT. LTD.	30/11/2005	KOLKATA
41	ESSEL SYAM COMMUNICATION LTD.	02/12/2005	MUMBAI
42	MM TV LTD.	02/03/2006	ALAPUZZA

Annexure 5.4 (Contd.)

S.No.	NAME OF COMPANY	DATE OF PERMISSION	LOCATION OF TELEPORT
43	IN CABLENET (ANDHRA) LTD.	09/03/2006	HYDERABAD
44	INDIRA TELEVISION LTD.	07/06/2006	HYDERABAD
45	SUN TV LTD.	14/07/2006	CHENNAI
46	TATA SKY	20/09/2006	NEW DELHI
47	MEDIA CINTENT & COMMUNICATIONS SERVICES (INDIA) PVT. LTD.	20/09/2006	NOIDA
48	SATISH SUGARS LTD.	28/09/2006	BANGALORE
49	SHITAL FIBRE LTD.	29/09/2006	JALANDHAR
50	STV ENTERPRISES LTD.	23/11/2006	DELHI
51	AIRR X MEDIA LTD.	11/01/2007	NEW DELHI
52	BROADCAST EQUIPMENT (INDIA) PVT. LTD.	13/03/2007	SURAT
53	PVT. LTD.	21/05/2007	NEW DELHI
54	INDIASIGN PVT. LTD.	25/05/2007	HYEDRABAD
55	INDIASIGN PVT. LTD.	15/06/2007	KOLKATA
56	WINNING EDGE COMMUNICATIONS LTD.	15/06/2007	CHENNAI
57	RACHNA TELEVISION PVT. LTD.	15/06/2007	HYDERABAD
58	ORTEL COMMUNICATIONS LTD.	25/06/2007	BHUBANESHWER
59	ESSEL SYAM COMMUNICATION LTD.	04/07/2007	HYDERABAD
60	SOWBHAGAYA EXPORTS LTD.	05/07/2007	AROOR(KERALA)
61	PRAGAYA VISION PVT. LTD.	05/09/2007	NOIDA
62	BRAHMAPUTRA TELE-PRODUCTIONS PVT. LTD.	25/09/2007	GUAWAHATI
63	G. NEXT MEDIA PVT. LTD.	05/10/2007	NEW DELHI
64	INDIASIGN PVT. LTD.	14/03/2008	HYDERABAD
65	TATA COMMUNICATION LTD. (VSNL)	06/05/2008	CHENNAI
66	POSITIVE TELEVISION PVT. LTD.	23/05/2008	NOIDA
67	EASTERN MEDIA LTD.	02/07/2008	BHUBANESHWAR
68	RAJASTHAN PATRIKA PVT. LTD.	05/08/2008	JAIPUR
69	PRIDE EAST ENTERTAINMENT PVT. LTD.	13/08/2008	GUWAHATI
70	INDIASIGN PVT. LTD.	17/09/2008	NOIDA
71	VINTAGE STUDIO PVTT. LTD.	05/01/2009	NEW DELHI
72	SKYLINE MEDIA TELESERVICES PVT. LTD.	27/05/2009	NOIDA
73	INFORMATION TV PVT. LTD.	03/06/2009	NEW DELHI
74	UNILAZER EXPORTS & MENEAGEMENT CONSULTANTS LTD.	26/06/2009	MUMBAI
75	COSMAT SYSTEM PVT. LTD.	14/10/2009	HYDERABAD
76	SRI VENKARESHWARA BHAKTI	11/11/2009	TIRUPATI
77	BHARTI TELEPORTS LTD.	11/11/2009	NOIDA
78	TATA COMMUNICATION LTD.	13/01/2010	CHENNAI
79	ROY'S INSTITUTE OF COMPETITIVE EXAMINATION PT. LTD.	01/04/2010	KOLKATA
80	INDEPENDENT NEWS SERVICES LTD.	28/04/2010	NOIDA
81	RAJ TELEVISION NETWORK LTD.	05/05/2010	CHENNAI
82	ESSEL SYAM COMMUNICATION LTD.	12/05/2010	NOIDA
83	KANSAN NEWS PVT. LTD.	13/05/2010	CHANDIGARH
84	TATA COMMUNICATION LTD.	04/06/2010	CHENNAI
85	DISH TV INDIA LIMITED	08/04/2011	NOIDA

Annexure 5.4 (Contd.)

S.No.	NAME OF COMPANY	DATE OF PERMISSION	LOCATION OF TELEPORT
86	AASTHA BROADCASTING NETWORK LIMITED	02/05/2011	NOIDA
87	MAHUAA MEDIA PRIVATE LIMITED	25/05/2011	NOIDA

Source: Ministry of Information & Broadcasting

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