



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators July – September, 2021

New Delhi, India

10th January, 2022

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Snapshot

(Data as on Q.E. 30 th September, 2021)	
Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,189.15 Million
% change over the previous quarter	-1.12%
Urban Subscribers	659.09 Million
Rural Subscribers	530.06 Million
Market share of Private Operators	89.29%
Market share of PSU Operators	10.71%
Tele-density	86.89%
Urban Tele-density	138.72%
Rural Tele-density	59.33%
Wireless Subscribers	
Total Wireless Subscribers	1,166.02 Million
% change over the previous quarter	-1.25%
Urban Subscribers	637.89 Million
Rural Subscribers	528.13 Million
Market share of Private Operators	89.99%
Market share of PSU Operators	10.01%
Tele-density	85.20%
Urban Tele-density	134.26%
Rural Tele-density	59.11%
Total Wireless Data Usage during the quarter	34,568 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	63,043
Number of Very Small Aperture Terminals (VSAT)	2,89,557
Wireline Subscribers	
Total Wireline Subscribers	23.13 Million
% change over the previous quarter	6.42%
Urban Subscribers	21.20 Million
Rural Subscribers	1.93 Million
Market share of PSU Operators	45.98%
Market share of Private Operators	54.02%
Tele-density	1.69%
Rural Tele-density	0.22%
Urban Tele-density	4.46%
No. of Village Public Telephones (VPT)	68,606
No. of Public Call Office (PCO)	81,723

Telecom Financial Data	
Gross Revenue (GR) during the quarter	Rs.67,300 Crore
% change in GR over the previous quarter	3.86%
Adjusted Gross Revenue (AGR) during the quarter	Rs.53,510 Crore
% change in AGR over the previous quarter	4.24%
Share of Public sector undertakings in Access AGR	5.34%
Internet/Broadband Subscribers	
Total Internet Subscribers	834.29 Million
% change over previous quarter	0.07%
Narrowband subscribers	39.41 Million
Broadband subscribers	794.88 Million
Wired Internet Subscribers	24.47 Million
Wireless Internet Subscribers	809.82 Million
Urban Internet Subscribers	497.69 Million
Rural Internet Subscribers	336.60 Million
Total Internet Subscribers per 100 population	60.96
Urban Internet Subscribers per 100 population	104.75
Rural Internet Subscribers per 100 population	37.67
Broadcasting & Cable Services	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking only/both uplinking and downlinking	906
Number of Pay TV Channels as reported by broadcasters	348
Number of private FM Radio Stations (excluding All India Radio)	385
Number of total active subscribers with pay DTH operators	68.89 Million
Number of Operational Community Radio Stations	339
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service	Rs.108.16
Minutes of Usage (MOU) per subscriber per month - Wireless Service	827 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	187.74 Million
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	14.73 GB
Average revenue realization per subscriber per GB wireless data during the quarter	Rs.9.53

* For ARPU explanation please refer to footnote on Page 52

Executive Summary

1. The number of telephone subscribers in India decreased from 1,202.57 million at the end of Jun-21 to 1,189.15 million at the end of Sep-21, registering a decline rate of 1.12% over the previous quarter. This reflects Year-On-Year (Y-O-Y) growth rate of 1.75% over the same quarter of the last year. The overall Tele-density in India decreased from 88.07% as in QE Jun-21 to 86.89% as in QE Sep-21.

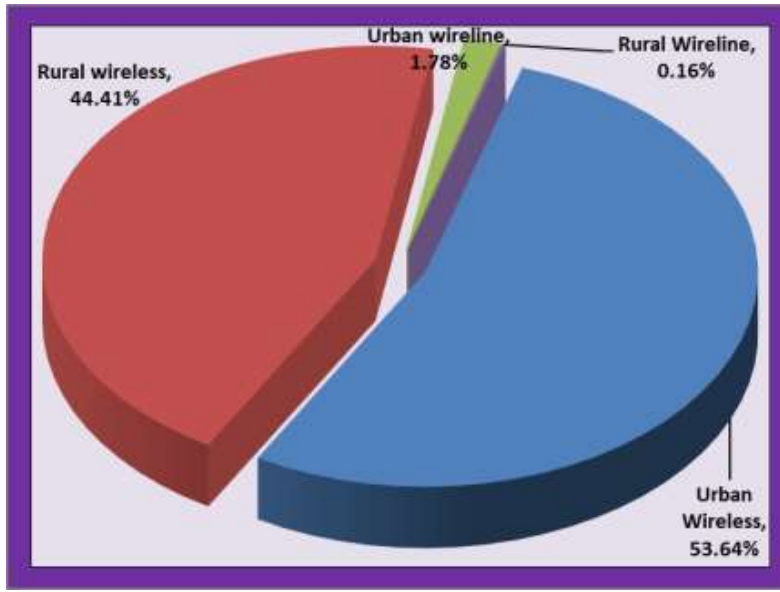
Trends in Telephone subscribers and Tele-density in India



2. Telephone subscribers in Urban areas decreased from 666.10 million at the end of Jun-21 to 659.09 million at the end of Sep-21 and Urban Tele-density also decreased from 140.86% to 138.72% during the same period.
3. Rural telephone subscribers decreased from 536.47 million at the end of Jun-21 to 530.06 million at the end of Sep-21 and Rural Tele-density also decreased from 60.10% to 59.33% during the same period.

4. Out of the total subscription, the share of Rural subscription decreased from 44.61% at the end of Jun-21 to 44.57% at the end of Sep-21.

Composition of Telephone Subscribers

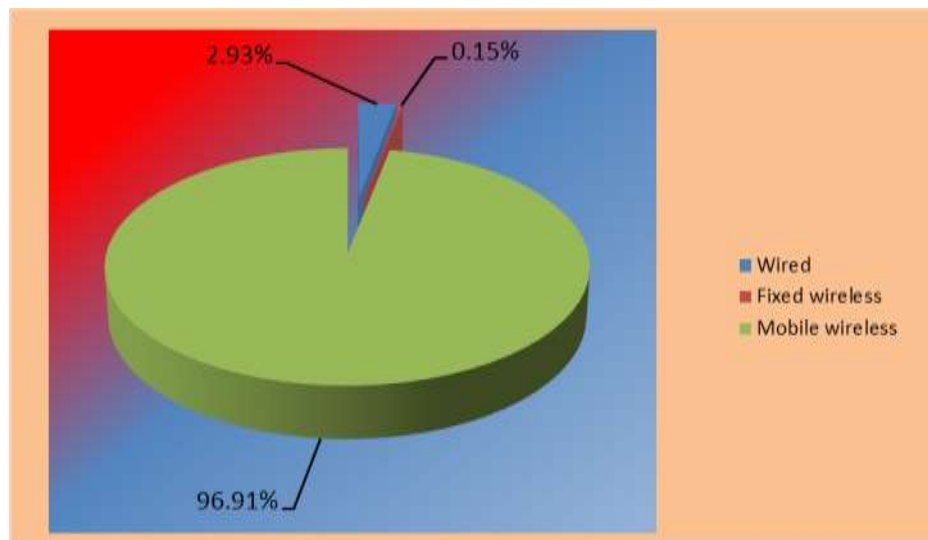


5. With a net decrease of 14.81 million subscribers during the quarter, the total wireless subscriber base decreased from 1,180.83 million at the end of Jun-21 to 1,166.02 million at the end of Sep-21, registering a decline rate of 1.25% over the previous quarter. On Y-O-Y basis, wireless subscriptions increased at the rate of 1.52% during the year.
6. Wireless Tele-density decreased from 86.48% at the end of Jun-21 to 85.20% at the end of Sep-21 with quarterly decline rate of 1.48%.
7. Wireline subscribers increased from 21.74 million at the end of Jun-21 to 23.13 million at the end of Sep-21 with a quarterly

growth rate of 6.42% and, on Y-O-Y basis, wireline subscriptions also increased by 15.21% at the end of QE Sep-21.

8. Wireline Tele-density increased from 1.59% at the end of Jun-21 to 1.69% at the end of Sep-21 with quarterly growth rate of 6.18%.
9. Total number of Internet¹ subscribers increased from 833.71 million at the end of Jun-21 to 834.29 million at the end of Sep-21, registering a quarterly growth rate of 0.07%. Out of 834.29 million internet subscribers, number of Wired Internet subscribers are 24.47 million and number of Wireless Internet subscribers are 809.82 million.

Composition of internet subscription



10. The Internet subscriber base is comprised of Broadband² Internet subscriber base of 794.88 million and Narrowband³ Internet subscriber base of 39.41 million.

¹ Internet: Interconnected global networks that use the internet protocol.

² Broadband: Internet access with a minimum capacity of greater or equal 512 Kbit/s in one or both directions.

³ Narrowband: Internet access with a capacity of less than 512 Kbit/s in one or both directions.

(Source-ITU)

11. The broadband Internet subscriber base increased by 0.27% from 792.78 million at the end of Jun-21 to 794.88 million at the end of Sep-21. However, the narrowband Internet subscriber base declined by 3.72% from 40.93 million at the end of Jun-21 to 39.41 million at the end of Sep-21.
12. Monthly Average Revenue per User (ARPU)⁴ for wireless service increased by 3.34%, from Rs.104.66 in QE Jun-21 to Rs.108.16 in QE Sep-21. On Y-O-Y basis, monthly ARPU for wireless service increased by 11.65% in this quarter.
13. Prepaid ARPU per month increased from Rs.99 in QE Jun-21 to Rs.102.16 in QE Sep-21, however, Postpaid ARPU per month decreased from Rs.215 in QE Jun-21 to Rs.212.28 in QE Sep-21.
14. On all India average, the overall Minutes of Usage (MOU)⁵ per subscriber per month for wireless service increased by 1.74% from 813 in QE Jun-21 to 827 in QE Sep-21.
15. Prepaid MOU per subscriber per month increased from 822 in QE Jun-21 to 837 in QE Sep-21. Postpaid MOU per subscriber per month increased from 640 in QE Jun-21 to 649 in QE Sep-21.
16. Gross Revenue⁶ (GR) and Adjusted Gross Revenue⁷ (AGR) of Telecom Service Sector for the Q.E. Sep-21 has been Rs.67,300/-

⁴ ARPU per month is calculated by dividing net subscribers' revenue by average number of subscribers.

⁵ MOU per subscriber per month is calculated by dividing total minutes of usage (incoming & outgoing) by average number of subscribers.

⁶ Gross Revenue is inclusive of installation charges, late fees, sale proceeds of handsets (or any other terminal equipment etc.), revenue on account of interest, dividend, value added services, supplementary services, access or interconnection charges, roaming charges, revenue from permissible sharing of infrastructure and any other miscellaneous revenue, without any set-off for related item of expense etc.

⁷ Adjusted Gross Revenue: The following shall be excluded from the Gross Revenue to arrive at the AGR:

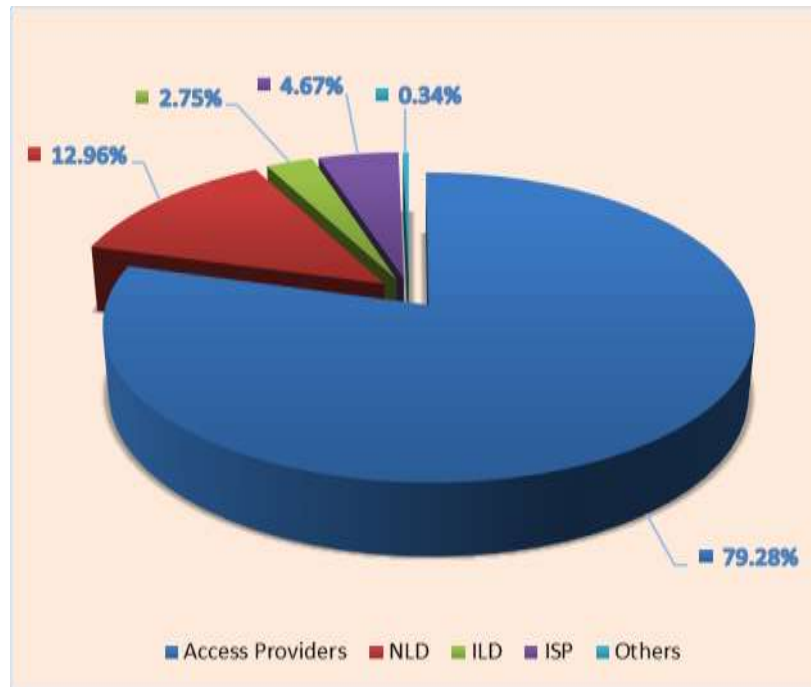
- Crore and Rs.53,510/- Crore respectively. GR increased by 3.86% and AGR increased by 4.24% in Q.E. Sep-21, as compared to previous quarter.
17. The Y-O-Y growth in GR and AGR in Q.E. Sep-21 over the same quarter in last year has been -1.36% and 17.07% respectively.
 18. Pass-through⁸ charges increased from Rs. Rs.13,466 Crore in QE Jun-21 to Rs.13,790 Crore in QE Sep-21 with quarterly growth rate of 2.40%. The Y-O-Y decline rate of 38.77% has been recorded in pass-through charges for QE Sep-21.
 19. The License Fee⁹ increased from Rs.4,103 Crore for the QE Jun-21 to Rs.4,271 Crore for the QE Sep-21. The quarterly and the Y-O-Y growth rates of license fee are 4.08% and 16.80% respectively in this quarter.

-
- I. PSTN related call charges (Access Charges) actually paid to other eligible/entitled telecommunication service providers within India;
 - II. Roaming revenues actually passed on to other eligible/entitled telecommunication service providers; and
 - III. Service Tax on provision of service and Sales Tax actually paid to the Government if gross revenue had included as component of Sales Tax and Service Tax

⁸ Pass through charges means the charges excluded from gross revenue to arrive at adjusted gross revenue for the purpose of levying licence fee.

⁹ License Fee means a fee payable by Licensee at prescribed intervals and rates for the period of the Licence.

Service-wise composition of Adjusted Gross Revenue



20. Access services contributed 79.28% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee, Spectrum Usage Charges (SUC)¹⁰ and Pass Through Charges increased by 4.26%, 3.87%, 3.87%, 6.49% and 5.92% respectively in QE Sep-21.
21. The performance of wireline service providers in terms of QoS during the quarter vis-à-vis that in the previous quarter is given below: -

¹⁰ Spectrum Usage Charge is payable by the licensees providing mobile access services, as a percentage of their Adjusted Gross Revenue (AGR).

(Source – DoT License Agreement)

Parameters showing improvement in QoS	Parameters showing deterioration in QoS
<ul style="list-style-type: none"> ❖ % Fault repaired by next working day (for urban areas) \geq 85% ❖ “Mean time to Repair” (MTTR) \leq 10Hs ❖ Accessibility of call centre/ customer care \geq 95% ❖ %age of calls answered by the operators (voice to voice) within 90 seconds \geq 95% 	<ul style="list-style-type: none"> ❖ “Fault repair” Fault incidences No. of faults per 100 subs/month) \leq 7 ❖ Time taken for refund of deposits after closures 100% within 60 days

22. The performance of Cellular Mobile service providers in terms of Quality of Service (QoS) during the quarter vis-à-vis that in the previous quarter is given as below: -

Parameters showing improvement in QoS	Parameters showing deterioration in QoS
<ul style="list-style-type: none"> ❖ Network QoS DCR Spatial Distribution Measure [Network_ QSD (90,90)] ❖ Network QoS DCR Temporal Distribution Measure [Network_ QTD (97,90)] ❖ 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 90 Seconds ❖ %age requests for Termination / Closure of service complied within 7 days 	<ul style="list-style-type: none"> ❖ Worst affected BSs due to down-time (%age) ❖ Resolution of billing/charging/validity complaints 100% within 6 weeks

23. A total number of 906 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking and downlinking, as on 30th September, 2021.
24. As per the reporting done by broadcasters in pursuance of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 dated 3rd March 2017, as amended, there are 348 satellite pay channels as on 30th September 2021, which include 252 SD (standard definition) satellite pay TV channels and 96 HD (high definition) satellite Pay TV channels.
25. Since the introduction of DTH Sector in the year 2003, Indian DTH (direct-to-home) services have displayed a phenomenal growth. During the QE 30th September 2021, there were 4 pay DTH service providers in the country.
26. Pay DTH has attained total active subscriber base of around 68.89 million in QE 30th September 2021. This is in addition the subscribers of DTH Free Dish (free DTH services of Doordarshan).
27. Apart from the radio stations operated by All India Radio – the public broadcaster, as on 30th September 2021, there are 385 operational private FM Radio stations in 112 cities with operational 34 Private FM Radio broadcasters.
28. The reported advertisement revenue during the quarter end 30th September 2021 in respect of 385 private FM Radio stations is Rs 294.78 crore as against Rs 148.02 crore in respect of 384 private FM Radio stations for the previous quarter i.e. 30th June 2021.
29. As per data received from MIB, as on 30th September 2021, 339 Community Radio Stations are operational in the country.

Trends at a Glance

A. Access Service (Wireline + Wireless)									
	QE Sep 2020	QE Dec 2020	QE Mar 2021	QE Jun 2021	QE Sep 2021	%age change over Sep-2020	%age change over Dec-2020	%age change over Mar-2021	%age change over Jun-2021
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber Base (in million)									
Wireline	20.08	20.05	20.24	21.74	23.13	15.21%	15.36%	14.29%	6.42%
Wireless	1148.58	1153.77	1180.96	1180.83	1166.02	1.52%	1.06%	-1.26%	-1.25%
Total	1168.66	1173.83	1201.20	1202.57	1189.15	1.75%	1.31%	-1.00%	-1.12%
Rural	524.39	525.92	537.42	536.47	530.06	1.08%	0.79%	-1.37%	-1.20%
Urban	644.26	647.91	663.77	666.10	659.09	2.30%	1.73%	-0.71%	-1.05%
2) Tele-density									
Wireline	1.48	1.48	1.49	1.59	1.69	14.11%	14.55%	13.77%	6.18%
Wireless	84.74	84.90	86.68	86.48	85.20	0.54%	0.35%	-1.71%	-1.48%
Total	86.22	86.38	88.17	88.07	86.89	0.77%	0.59%	-1.45%	-1.34%
Rural	58.96	59.05	60.27	60.10	59.33	0.62%	0.46%	-1.56%	-1.29%
Urban	138.25	138.34	141.03	140.86	138.72	0.34%	0.28%	-1.63%	-1.51%
3) Service Provider wise Subscribers Base (in Million) (wireless+wireline)									
Bharti Airtel	331.03	343.27	357.17	357.05	359.77	8.68%	4.80%	0.73%	0.76%
Vodafone Idea	296.00	284.78	284.23	273.88	270.56	-8.60%	-4.99%	-4.81%	-1.21%
Reliance Jio	406.21	411.53	426.25	440.59	429.48	5.73%	4.36%	0.76%	-2.52%
BSNL	126.73	125.88	125.28	122.88	121.28	-4.30%	-3.65%	-3.19%	-1.30%
MTNL	6.37	6.28	6.20	6.15	6.07	-4.62%	-3.24%	-2.03%	-1.24%
Tata Tele.	1.71	1.66	1.63	1.61	1.60	-6.59%	-3.65%	-1.89%	-0.78%
Reliance Com.	0.43	0.23	0.22	0.21	0.20	-54.33%	-15.37%	-10.54%	-5.63%
Quadrant	0.19	0.20	0.22	0.21	0.20	7.16%	-1.97%	-8.09%	-3.13%
Total	1168.66	1173.83	1201.20	1202.57	1189.15	1.75%	1.31%	-1.00%	-1.12%

B. Internet Services									
	QE Sep 2020	QE Dec 2020	QE Mar 2021	QE Jun 2021	QE Sep 2021	%age change over Sep-2020 (12 months)	%age change over Dec-2020 (9 months)	%age change over Mar-2021 (6 months)	%age change over Jun-2021 (3 months)
1) Subscriber's Base (in million)									
A. Wired Internet Subscribers	24.36	25.54	26.00	23.58	24.47	0.45%	-4.18%	-5.87%	3.79%
B. Wireless Internet Subscribers	752.09	769.64	799.31	810.13	809.82	7.68%	5.22%	1.32%	-0.04%
i. Mobile Wireless (Mobile & Dongle)	751.45	768.99	798.63	809.48	808.54	7.60%	5.14%	1.24%	-0.12%
ii. Fixed Wireless (Wi-Fi, Wi-Max, Point-to-Point Radio & VSAT)	0.64	0.66	0.68	0.66	1.28	99.75%	94.70%	89.10%	95.07%
Total Internet Subscribers	776.45	795.18	825.30	833.71	834.29	7.45%	4.92%	1.09%	0.07%
2) No. of Internet Subs per 100 Population	57.29	58.51	60.73	61.06	60.96	6.41%	4.18%	0.38%	-0.16%
C. Usage and Revenue for Wireless Services									
Traffic (MOU) (minutes of uses/subscriber/month)	761	785	818	813	827	8.60%	5.29%	1.13%	1.74%
ARPU (Rs./sub/month)	97	102	104	105	108	11.65%	6.40%	4.41%	3.34%
D. Telecom Financial Data									
	QE Sep 2020	QE Dec 2020	QE Mar 2021	QE Jun 2021	QE Sep 2021	%age change over Sep-2020 (12 months)	%age change over Dec-2020 (9 months)	%age change over Mar-2021 (6 months)	%age change over Jun-2021 (3 months)
1. Telecom Sector									
i) Gross Revenue (Rs.in Crores)	68228	71588	66784	64801	67300	-1.36%	-5.99%	0.77%	3.86%
ii) Adjusted Gross Revenue (Rs. in Crores)	45707	47623	48587	51335	53510	17.07%	12.36%	10.13%	4.24%
2. Access Services									
Adjusted Gross Revenue (Rs. in Crores)	36318	38273	38608	40840	42422	16.81%	10.84%	9.88%	3.87%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending 30th September, 2021. It provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. Chapter-1 depicts the growth pattern, in terms of Subscriber base and Tele-density of Wireline, Wireless, Internet and Value Added Services (VAS) as well as Wireless Data Usage. Chapter-2 covers the key revenue and usage parameters. Chapter-3 gives the financial and accounting data. Chapter-4 covers performance of various telecom 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) and under the link <http://www.trai.gov.in/release-publication/reports/performance-indicators-reports>). Any suggestion or any clarification pertaining to this report, Pr. Advisor (F&EA), TRAI may be contacted on Tel. +91-11-23221856, Fax. +91-11-23235249 and e-mail: mptangirala@traigov.in

Chapter 1 :

Subscription Data

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- In this report, Tele-density figures are derived from the subscriber data provided by the operators and projection of population from the 'Report of the Technical Group on Population Projections for India and States 2011 – 2036', which is available under the link

https://main.mohfw.gov.in/sites/default/files/Population%20Projection%20Report%202011-2036%20-%20upload_compressed_0.pdf

Section A : Access Service - An Overview

- 1.1 The number of telephone subscribers in India decreased from 1,202.57 million at the end of June-21 to 1,189.15 million at the end of September-21, registering a decline rate of 1.12% over the previous quarter. This reflects year-on-year (Y-O-Y) growth rate of 1.75% over the same quarter of last year. The overall Tele-density in India decreased from 88.07% as on 30th June, 2021 to 86.89% as on 30th September, 2021 with quarterly decline rate of 1.34%.

Chart 1.1: Trends in Telephone Subscribers and Tele-density in India

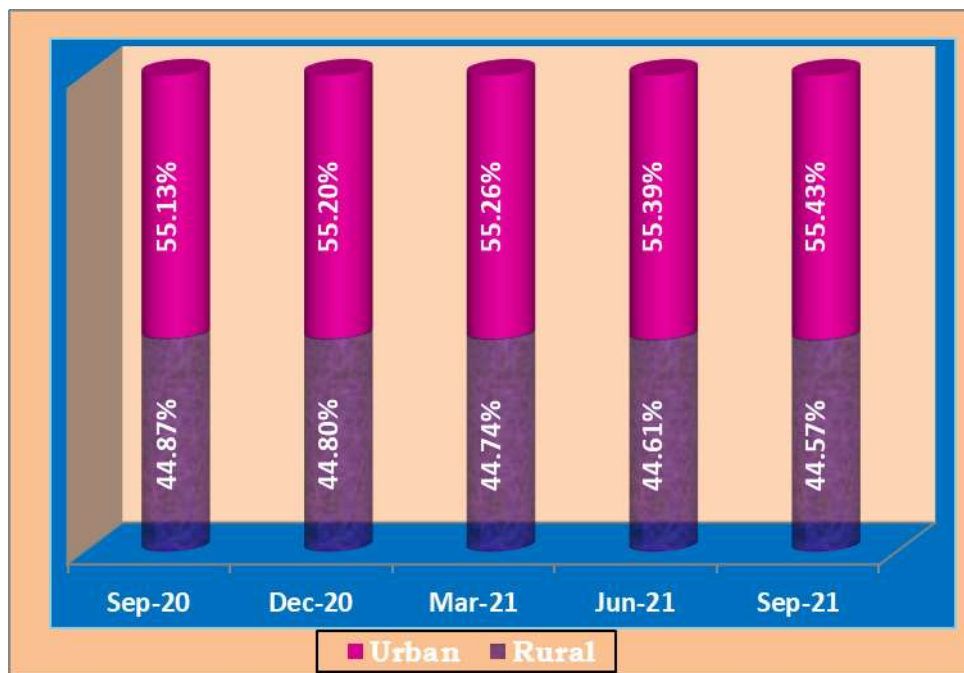


Table 1.1: Subscriber Base & Tele-density - Rural & Urban

Quarter ending	Subscriber Base (million)		Tele-density (%)	
	Rural	Urban	Rural	Urban
Sep-20	524.39	644.26	58.96	138.25
Dec-20	525.92	647.91	59.05	138.34
Mar-21	537.42	663.77	60.27	141.03
Jun-21	536.47	666.10	60.10	140.86
Sep-21	530.06	659.09	59.33	138.72

- 1.2 Telephone subscription in Urban areas decreased from 666.10 million at the end of June-21 to 659.09 million at the end of September-21 and Urban Tele-density also decreased from 140.86% to 138.72% at the end of the quarter.
- 1.3 Rural telephone subscription decreased from 536.47 million at the end of June-21 to 530.06 million at the end of September-21 and Rural Tele-density also decreased from 60.10% to 59.33% at the end of the quarter.
- 1.4 The Y-O-Y growth rates of Urban and Rural telephone subscriptions from September-20 to September-21 are 2.30% and 1.08% respectively. The Y-O-Y growth rates of Urban and Rural Tele-density from September-20 to September-21 are 0.34% and 0.62% respectively.

Chart 1.2: Market Share - Rural & Urban Subscribers



- 1.5 Share of subscriptions of rural areas in the total telephone subscriptions decreased from 44.61% at the end of June-21 to 44.57% at the end of September-21.

Chart 1.3: Composition of Access subscription - Wireline & Wireless



1.6 Share of wireline subscription in total telephone subscription increased from 1.81% at the end of June-21 to 1.95% at the end of September-21.

Chart 1.4: Composition of Rural-Urban Telephone Subscription at the end of the quarter

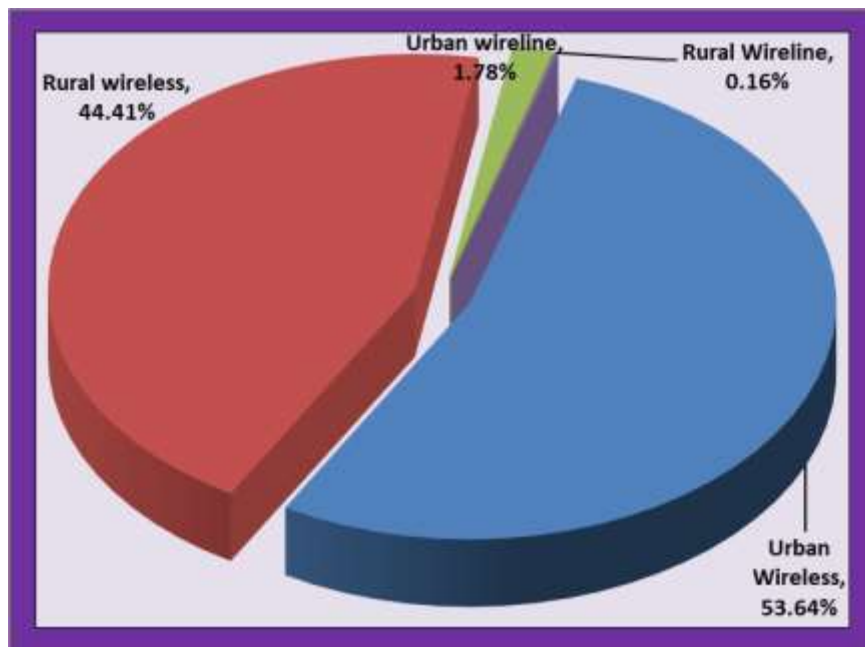


Table 1.2: Service Area wise Access (Wireless+Wireline) Subscriber base

Service Area	Subscribers (million)			
	Jun-21	Sep-21	Net Additions	Rate of Growth
Andhra Pradesh	89.30	88.16	-1.14	-1.28%
Assam	25.23	24.53	-0.69	-2.74%
Bihar	86.99	87.31	0.31	0.36%
Delhi	58.02	56.11	-1.91	-3.30%
Gujarat	70.96	69.71	-1.24	-1.75%
Haryana	28.32	28.32	0.00	0.00%
Himachal Pradesh	10.96	10.51	-0.45	-4.14%
Jammu & Kashmir	12.14	11.94	-0.19	-1.60%
Karnataka	70.11	69.26	-0.85	-1.21%
Kerala	46.44	45.41	-1.03	-2.21%
Madhya Pradesh	79.29	79.76	0.47	0.60%
Maharashtra	95.93	95.19	-0.74	-0.77%
Mumbai	40.29	38.28	-2.01	-4.98%
North East	12.62	12.17	-0.45	-3.56%
Odisha	35.04	34.04	-0.99	-2.83%
Punjab	39.64	38.76	-0.89	-2.24%
Rajasthan	66.10	65.31	-0.78	-1.18%
Tamil Nadu	84.70	83.80	-0.90	-1.07%
U.P.(E)	101.88	102.40	0.52	0.51%
U.P.(W)	64.22	64.97	0.75	1.16%
Kolkata	26.96	25.58	-1.38	-5.12%
West Bengal	57.44	57.63	0.19	0.33%
All India	1,202.57	1,189.15	-13.41	-1.12%

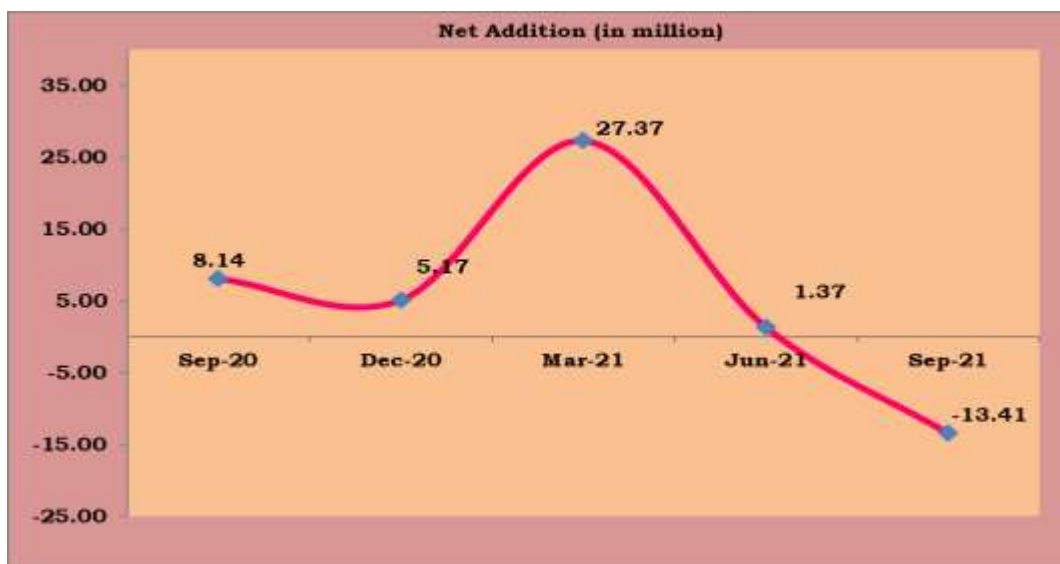
1.7 All service areas, except Bihar, Haryana, Madhya Pradesh, U.P.(E), U.P.(W) and West Bengal showed decline in their subscriber base during the quarter ending September-21. U.P.(W) service area showed maximum growth of 1.16% during the quarter.

Table 1.3: Service Area wise Rural-Urban Subscribers at QE Sep-21

Service Area	Number of Subscribers (in million)			
	Total	Rural	Urban	% of Rural Subscribers
Andhra Pradesh	88.16	43.66	44.50	49.53%
Assam	24.53	15.33	9.21	62.48%
Bihar	87.31	57.00	30.31	65.28%
Delhi	56.11	1.83	54.28	3.26%
Gujarat	69.71	27.37	42.35	39.25%
Haryana	28.32	12.49	15.82	44.12%
Himachal Pradesh	10.51	7.15	3.36	68.04%
Jammu & Kashmir	11.94	5.57	6.37	46.62%
Karnataka	69.26	26.97	42.29	38.95%
Kerala	45.41	20.38	25.03	44.88%
Madhya Pradesh	79.76	35.69	44.07	44.74%
Maharashtra	95.19	43.50	51.68	45.70%
Mumbai	38.28	1.22	37.06	3.19%
North East	12.17	6.30	5.87	51.79%
Odisha	34.04	22.21	11.83	65.24%
Punjab	38.76	13.15	25.61	33.92%
Rajasthan	65.31	35.53	29.78	54.40%
Tamil Nadu	83.80	24.58	59.22	29.33%
U.P.(E)	102.40	62.84	39.56	61.37%
U.P.(W)	64.97	30.68	34.29	47.22%
Kolkata	25.58	1.63	23.95	6.36%
West Bengal	57.63	34.98	22.65	60.69%
All India	1,189.15	530.06	659.09	44.57%

1.8 Only eight service areas have more than 50% share of rural subscribers in their total number of subscribers. Himachal Pradesh service area has maximum share of rural subscribers (68.04%) in its total telephone subscribers.

Chart 1.5: Trend of Net Addition/decline in Telephone Subscription



1.9 The net decrease in telephone subscription is 13.41 million during QE September-21 as compared to the net addition of 1.37 million during QE June-21.

Table 1.4 : Service Area wise Tele-density

Service Area/ States	As on 30 th June, 2021			As on 30 th Sep, 2021		
	Rural Tele-density (%)	Urban Tele-density (%)	Total Tele-density (%)	Rural Tele-density (%)	Urban Tele-density (%)	Total Tele-density (%)
Andhra Pradesh	82.45	122.51	98.53	80.62	121.68	97.17
Assam	53.49	172.41	71.75	51.41	169.75	69.62
Bihar	41.70	118.81	53.59	41.38	120.48	53.59
Delhi	-	-	280.28	-	-	269.76
Gujarat	75.92	125.02	99.68	74.44	122.18	97.61
Haryana	71.96	129.59	95.65	71.63	129.14	95.36
Himachal Pradesh	111.28	468.69	147.99	107.44	440.70	141.68
J&K	59.35	155.73	88.33	57.95	153.51	86.76
Karnataka	72.81	145.85	104.66	71.45	144.13	103.23

Service Area/ States	As on 30 th June, 2021			As on 30 th Sep, 2021		
	Rural Tele-density (%)	Urban Tele-density (%)	Total Tele-density (%)	Rural Tele-density (%)	Urban Tele-density (%)	Total Tele-density (%)
Kerala	203.64	101.65	130.43	206.67	97.10	127.42
Madhya Pradesh	43.36	135.11	69.26	43.34	135.76	69.47
Maharashtra (incl. Mumbai)*	69.37	148.84	107.83	68.57	144.56	105.45
North East	64.82	113.92	81.37	61.30	111.49	78.29
Orissa	64.06	147.15	79.49	61.87	144.13	77.19
Punjab	74.90	191.08	125.40	73.56	185.67	122.39
Rajasthan	61.81	142.39	83.07	60.52	141.31	81.86
Tamil Nadu	67.96	144.06	108.51	67.51	141.95	107.26
Uttar Pradesh (incl. UPE & UPW)*	50.87	122.60	68.31	50.72	124.36	68.66
West Bengal (incl. Kolkata)*	57.89	132.65	84.94	57.76	129.07	83.64
All India	60.10	140.86	88.07	59.33	138.72	86.89

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

Notes:-

1. Tele-density figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country are taken from projection of population from the 'Report of the Technical Group on Population Projections for India and States 2011 – 2036', which is available under the link https://main.mohfw.gov.in/sites/default/files/Population%20Projection%20Report%202011-2036%20-%20upload_compressed_0.pdf
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).
3. Data/information for Andhra Pradesh includes Telengana, Madhya Pradesh includes Chhatishgarh, Bihar includes Jharkhand, Maharashtra includes Goa, Uttar Pradesh includes Uttarakhand, West Bengal includes Sikkim and North-East includes Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland & Tripura states.

1.10 Kerala service area has the highest Rural Tele-density of 206.67 followed by Himachal Pradesh service area of 107.44. Bihar service area has the lowest Rural Tele-density of 41.38 followed by Madhya Pradesh service area with rural tele-density of 43.34 in QE September-21.

Table 1.5 : State/UT wise subscriber base (wireline+wireless)

Sl. No.	States/UT	Total Telephone Subscription (million)		
		Total	Rural	Urban
1	Andhra Pradesh	45.96	25.65	20.31
2	Arunachal Pradesh	1.32	0.81	0.51
3	Assam	24.53	15.33	9.21
4	Bihar	64.38	44.67	19.72
5	Chhattisgarh	21.05	10.21	10.84
6	Goa	2.41	0.82	1.59
7	Gujarat	68.79	27.03	41.76
8	Haryana	34.24	12.54	21.69
9	Himachal Pradesh	10.51	7.15	3.36
10	Jharkhand	22.92	12.33	10.59
11	Karnataka	69.26	26.97	42.29
12	Kerala	45.33	20.36	24.97
13	Madhya Pradesh	58.71	25.48	33.23
14	Maharashtra Incl. Mumbai	131.05	43.90	87.15
15	Manipur	2.34	1.05	1.29
16	Meghalaya	2.44	1.44	1.01
17	Mizoram	1.39	0.62	0.77
18	Nagaland	1.60	0.91	0.68
19	Odisha	34.04	22.21	11.83
20	Punjab	36.89	12.41	24.48
21	Rajasthan	65.31	35.53	29.78
22	Sikkim	0.98	0.58	0.41
23	Tamil Nadu	82.61	24.25	58.37
24	Telangana	42.20	18.01	24.19
25	Tripura	3.09	1.47	1.61
26	Uttar Pradesh (UPE + UPW)	162.20	87.03	75.18
27	Uttarakhand	13.14	6.50	6.64
28	West Bengal Incl. Kolkata	81.71	35.85	45.87
Union Territories				
1	Andaman & Nicobar Islands	0.51	0.18	0.33
2	Chandigarh	1.87	0.74	1.13
3	Dadra and Nagar Haveli and Daman and Diu	0.92	0.33	0.59
4	Delhi	42.22	1.77	40.44
5	Jammu & Kashmir	11.37	5.33	6.04
6	Ladakh	0.57	0.24	0.33
7	Lakshdweep	0.08	0.02	0.06
8	Puduchery	1.19	0.34	0.85
Total		1189.15	530.06	659.09

Table 1.6 : State/UT wise total Tele-density

Sl.No.	State/UT	Total Tele-density (%)		
		Total	Rural	Urban
1	Andhra Pradesh	86.89	128.22	236.17
2	Arunachal Pradesh	85.35	69.96	130.77
3	Assam	69.62	51.41	169.75
4	Bihar	51.86	40.96	130.52
5	Chhattisgarh	70.90	46.88	136.93
6	Goa	154.25	204.88	136.72
7	Gujarat	97.87	74.01	123.69
8	Haryana	115.29	71.91	177.04
9	Himachal Pradesh	141.68	107.44	440.70
10	Jharkhand	59.14	42.95	105.38
11	Karnataka	103.23	71.45	144.13
12	Kerala	127.43	206.48	97.12
13	Madhya Pradesh	68.97	42.06	135.39
14	Maharashtra Incl. Mumbai	104.84	67.72	144.81
15	Manipur	73.49	48.62	126.25
16	Meghalaya	73.89	54.69	147.92
17	Mizoram	114.07	112.38	115.48
18	Nagaland	72.37	73.82	70.51
19	Odisha	77.19	61.87	144.13
20	Punjab	121.13	69.41	194.60
21	Rajasthan	81.86	60.52	141.31
22	Sikkim	144.72	157.76	129.50
23	Tamil Nadu (incl. Chennai)	107.94	67.48	143.75
24	Telangana	111.54	89.57	136.46
25	Tripura	75.40	57.76	104.66
26	Uttar Pradesh (UPE +UPW)	69.83	49.18	135.84
27	Uttarakhand	114.59	87.47	164.44
28	West Bengal Incl. Kolkata	83.04	57.09	128.77
Union Territories				
1	Andaman & Nicobar Islands	126.51	79.18	188.47
2	Chandigarh	154.00	-	-
3	Dadra and Nagar Haveli and Daman and Diu	81.33	143.31	65.42
4	Delhi	202.95	-	-
5	Jammu & Kashmir	84.44	56.68	150.03
6	Ladakh	194.57	116.01	375.05
7	Lakshdweep	120.40	-	-
8	Puduchery	74.44	70.13	76.28
Total		86.89	59.33	138.72

Table 1.7 : Service Provider wise Growth/Decline in Subscriber base

Service Provider	Subscriber base (millions)			Rate of Growth (%)	Market Share in QE Jun-21 (%)	Market Share in QE Sep-21 (%)
	Jun-21	Sep-21	Net Additions			
Reliance Jio	440.59	429.48	-11.10	-2.52%	36.64%	36.12%
Bharti Airtel	357.05	359.77	2.72	0.76%	29.69%	30.25%
Vodafone Idea Ltd	273.88	270.56	-3.32	-1.21%	22.77%	22.75%
BSNL	122.88	121.28	-1.60	-1.30%	10.22%	10.20%
MTNL	6.15	6.07	-0.08	-1.24%	0.51%	0.51%
Tata Teleservices	1.61	1.60	-0.01	-0.78%	0.13%	0.13%
Reliance Com.	0.21	0.20	-0.01	-5.63%	0.02%	0.02%
Quadrant	0.21	0.20	-0.006	-3.13%	0.02%	0.02%
Total	1,202.57	1,189.15	-13.41	-1.12%	100	100

Note: 1. M/s Bharti Airtel Ltd has reported the wireless subscribers including the subscribers of M/s Tata Teleservices Ltd.

2. M/s BSNL includes number of subscribers of its Virtual Network Operator (VNO).

1.11 M/s Reliance Jio Infocomm Ltd is the market leader with 36.12% in the access segment in terms of number of subscribers with 429.48 million subscribers at the end of September-21 followed by M/s Bharti Airtel Ltd with 359.77 million subscribers.

1.12 In term of net addition, Bharti Telemedia Ltd became the biggest gainer with net addition of 2.72 million telephone subscribers during the QE Sep-21.

Table 1.8: Market Share of the service providers in total rural subscriber base

Service Provider	No. of Total Subscribers (in millions)	No. of Rural Subscribers (in millions)	Percentage of Rural subscribers	Market share of Rural subscribers (%)
Reliance Jio	429.48	184.33	42.92%	34.78%
Bharti Airtel	359.77	170.00	47.25%	32.07%
Vodafone Idea Ltd	270.56	137.21	50.72%	25.89%
BSNL	121.28	38.41	31.67%	7.25%
Tata Teleservices	1.60	0.04	2.41%	0.01%
MTNL	6.07	0.05	0.74%	0.01%
Quadrant	0.20	0.02	12.51%	0.005%
Reliance Com.	0.20	0.00	0.09%	0.00%
Total	1,189.15	530.06	44.57%	100

1.13 M/s Vodafone Idea Ltd is the telecom service provider with highest proportion of rural telephone subscribers of 50.72% followed by Bharti Airtel of 47.25% to their total telephone subscribers at the end of September-21.

Section B : Wireless Service

Table 1.9: List of Wireless Access Service Providers currently providing service [As on 30th September, 2021]

Sl.No.	Service Provider	Licensed Service Areas
1	Bharti Airtel Ltd	All India
2	Reliance Jio Infocom Ltd	All India
3	Vodafone Idea Ltd	All India
4	BSNL	All India (except Delhi & Mumbai)
5	MTNL	Delhi & Mumbai
6	Reliance Communications Ltd / Reliance Telecom Ltd	All India (except Assam & North East) / Kolkata, Madhya Pradesh, West Bengal, Himachal Pradesh, Bihar, Odisha, Assam & North East

Source : DoT website

UL Access Services Licensees Virtual Network Operators (VNOs) who are providing services as on 30th September, 2021

1	Surftelecom Pvt. Ltd	All India
2	AdPay Mobile Payment India Pvt. Ltd	Tamil Nadu including Chennai

Source : As reported by telecom service providers

1.14 Number of total Wireless subscribers decreased from 1,180.83 million at the end of June-21 to 1,166.02 million at the end of September-21, thereby showing a quarterly decline rate of 1.25%. During the quarter, net decrease of 14.81 million wireless subscribers has been recorded.

1.15 The total wireless subscriber base recorded a Y-O-Y growth rate of 1.52% in QE September-21 over the same quarter in the previous year.

1.16 Wireless Teledensity in the country decreased from 86.48% at the end of June-21 to 85.20% at the end of September-21.

Chart 1.6: Wireless Subscriber Base and Teledensity



Table 1.10: Wireless Subscriber Base & Tele-density - Rural & Urban

Quarter ending	Subscriber Base (million)		Tele-density (%)	
	Rural	Urban	Rural	Urban
Sep-20	522.42	626.16	58.74	134.37
Dec-20	524.11	629.67	58.85	134.44
Mar-21	535.75	645.20	60.08	137.08
Jun-21	534.54	646.29	59.89	136.67
Sep-21	528.13	637.89	59.11	134.26

1.17 Number of Rural Wireless subscribers decreased from 534.54 million at the end of June-21 to 528.13 million at the end of September-21 and number of urban wireless subscribers also decreased from 646.29 million to 637.89 million during the quarter. Quarterly decline rates of Rural and Urban wireless subscriptions are 1.20% and 1.30% respectively during QE Sep-21.

1.18 The share of rural wireless subscription increased from 45.27% to 45.29% in total wireless subscription during QE September-21.

Chart 1.7: Wireless Market Share - Rural & Urban

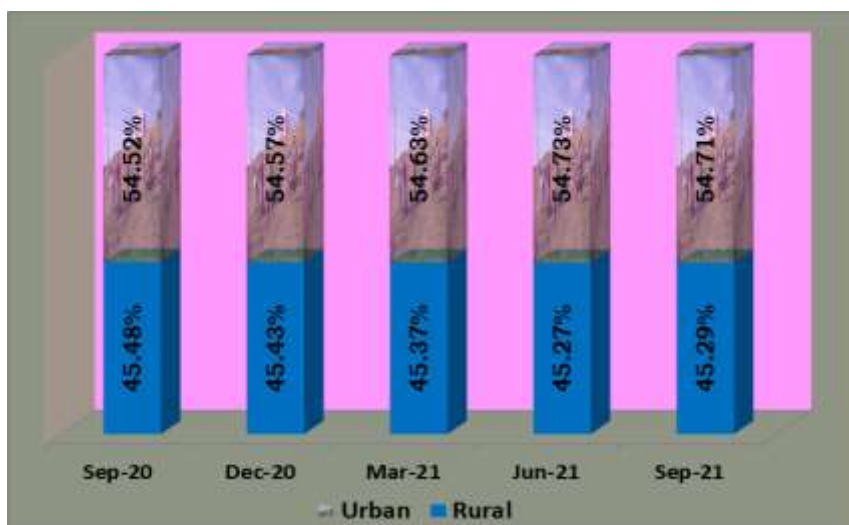


Table 1.11: Growth in Wireless Subscriber base

Service Provider	Subscriber Base (millions)			Rate of Growth (%)	Market Share Jun-21	Market Share Sep-21
	Jun-21	Sep-21	Net Additions			
Reliance Jio	436.69	424.84	-11.86	-2.71%	36.98%	36.43%
Bharti Airtel	352.11	354.47	2.36	0.67%	29.82%	30.40%
Vodafone Idea Ltd	273.33	269.99	-3.34	-1.22%	23.15%	23.15%
BSNL	115.40	113.45	-1.95	-1.69%	9.77%	9.73%
MTNL	3.29	3.27	-0.02	-0.49%	0.28%	0.28%
Reliance Com.	0.01	0.01	0.00	-36.57%	0.001%	0.001%
Total	1180.83	1,166.02	-14.81	-1.25%	100	100

1.19 M/s RJIL Limited is the market leader with a wireless subscriber base of 424.84 million which translates into market share of 36.43% w.r.t total wireless subscriber base. M/s Bharti Airtel Ltd. is at 2nd position with a total subscriber base of 354.47 million and market share of 30.40%. M/s Bharti Airtel Limited has reported the net additions of 2.36 million subscribers.

1.20 In terms of net additions during QE September-21, except M/s Bharti Airtel Limited, all service providers have showed negative growth in their wireless subscribers.

Table 1.12: Service Area wise Wireless Subscriber base

Service Area	Subscriber base (in million)			
	Jun-21	Sep-21	Net Additions	Rate of change (%)
Andhra Pradesh	87.68	86.40	-1.28	-1.46%
Assam	25.06	24.35	-0.71	-2.82%
Bihar	86.67	86.94	0.26	0.30%
Delhi	54.43	52.40	-2.03	-3.73%
Gujarat	70.00	68.69	-1.31	-1.88%
Haryana	28.04	28.01	-0.03	-0.12%
Himachal Pradesh	10.86	10.39	-0.46	-4.26%
Jammu & Kashmir	11.91	11.69	-0.22	-1.85%
Karnataka	67.82	66.83	-0.99	-1.45%
Kerala	45.09	44.11	-0.98	-2.18%
Madhya Pradesh	78.48	78.86	0.38	0.48%
Maharashtra	94.63	93.82	-0.81	-0.85%
Mumbai	37.24	35.21	-2.03	-5.46%
North East	12.49	12.03	-0.46	-3.71%
Orissa	34.77	33.75	-1.02	-2.92%
Punjab	38.90	37.98	-0.92	-2.37%
Rajasthan	65.55	64.69	-0.86	-1.31%
Tamil Nadu	82.59	81.56	-1.03	-1.25%
U.P.(E)	101.42	101.87	0.45	0.45%
U.P.(W)	63.79	64.46	0.66	1.04%
Kolkata	26.27	24.69	-1.57	-5.98%
West Bengal	57.14	57.29	0.16	0.28%
All India	1,180.83	1,166.02	-14.81	-1.25%

Table 1.13: Service Area wise Wireless Rural-Urban Subscriber base

Service Area	Subscriber base (in million)			
	Total	Rural	Urban	% of Rural Subscribers
Andhra Pradesh	86.40	43.50	42.89	50.35%
Assam	24.35	15.31	9.04	62.87%
Bihar	86.94	56.96	29.97	65.52%
Delhi	52.40	1.83	50.58	3.49%
Gujarat	68.69	27.30	41.39	39.74%
Haryana	28.01	12.45	15.56	44.44%
Himachal Pradesh	10.39	7.10	3.30	68.28%
Jammu & Kashmir	11.69	5.55	6.14	47.49%
Karnataka	66.83	26.88	39.96	40.21%
Kerala	44.11	19.72	24.39	44.72%
Madhya Pradesh	78.86	35.66	43.19	45.23%
Maharashtra	93.82	43.34	50.48	46.20%
Mumbai	35.21	1.22	33.99	3.47%
North East	12.03	6.29	5.74	52.32%
Orissa	33.75	22.17	11.58	65.69%
Punjab	37.98	13.04	24.94	34.34%
Rajasthan	64.69	35.49	29.20	54.87%
T.N. (incl. Chennai)	81.56	24.33	57.23	29.83%
U.P.(E)	101.87	62.81	39.06	61.66%
U.P.(W)	64.46	30.65	33.81	47.55%
Kolkata	24.69	1.63	23.07	6.59%
West Bengal	57.29	34.89	22.40	60.90%
All India	1,166.02	528.13	637.89	45.29%

1.21 Detailed table on service provider wise wireless subscriber base in each service area is at **Annexure-1.1**.

Table 1.14 : Service Area wise Wireless Tele-density

Service Area	As on 30 th June, 2021			As on 30 th September, 2021		
	Rural Tele-density (%)	Urban Tele-density (%)	Total Tele-density (%)	Rural Tele-density (%)	Urban Tele-density (%)	Total Tele-density (%)
A.P.	82.17	118.47	96.74	80.32	117.30	95.23
Assam	53.43	169.69	71.29	51.35	166.77	69.11
Bihar	41.68	117.65	53.39	41.35	119.14	53.36
Delhi	-	-	262.94	-	-	251.93
Gujarat	75.75	122.43	98.34	74.26	119.41	96.17
Haryana	71.71	127.68	94.72	71.36	127.01	94.32
H.P.	110.52	461.55	146.57	106.65	432.71	140.15
J&K	59.20	150.67	86.71	57.80	147.86	84.96
Karnataka	72.56	138.32	101.24	71.19	136.19	99.61
Kerala	196.55	99.17	126.64	200.00	94.59	123.76
M.P.	43.33	132.69	68.56	43.31	133.05	68.69
Maharashtra (incl. Mumbai)*	69.12	141.99	104.39	68.32	137.69	101.94
North East	64.71	111.64	80.53	61.19	108.97	77.36
Orissa	63.96	144.32	78.88	61.76	141.03	76.52
Punjab	74.29	186.43	123.03	72.95	180.80	119.92
Rajasthan	61.75	139.98	82.38	60.45	138.55	81.08
Tamil Nadu	67.29	139.58	105.81	66.82	137.18	104.39
Uttar Pradesh (incl. UPE&UPW)*	50.84	121.18	67.95	50.69	122.71	68.23
West Bengal (incl. Kolkata)*	57.76	130.10	83.94	57.62	125.93	82.41
All India	59.89	136.67	86.48	59.11	134.26	85.20

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

Notes:

1. Tele-density figures are derived from the subscriber data provided by the operators and the projection of population from the 'Report of the Technical Group on Population Projections for India and States 2011 – 2036', which is available under the link https://main.mohfw.gov.in/sites/default/files/Population%20Projection%20Report%202011-2036%20-%20upload_compressed_0.pdf
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).
3. Data/information for Andhra Pradesh includes Telengana, Madhya Pradesh includes Chhatisgarh, Bihar includes Jharkhand, Maharashtra includes Goa, Uttar Pradesh includes Uttarakhand, West Bengal includes Sikkim and North-East includes Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland & Tripura states.

Table 1.15 : State/UT wise Wireless Subscriber Base

Sl. No.	States/UT	Wireless Subscribers (in million)		
		Total	Rural	Urban
1	Andhra Pradesh	45.01	25.53	19.48
2	Arunachal Pradesh	1.30	0.80	0.50
3	Assam	24.35	15.31	9.04
4	Bihar	64.22	44.65	19.57
5	Chhattisgarh	20.85	10.20	10.65
6	Goa	2.34	0.80	1.53
7	Gujarat	67.77	26.97	40.80
8	Haryana	33.84	12.49	21.35
9	Himachal Pradesh	10.39	7.10	3.30
10	Jharkhand	22.72	12.32	10.40
11	Karnataka	66.83	26.88	39.96
12	Kerala	44.03	19.70	24.33
13	Madhya Pradesh	58.01	25.46	32.55
14	Maharashtra	126.69	43.76	82.93
15	Manipur	2.31	1.05	1.26
16	Meghalaya	2.41	1.43	0.98
17	Mizoram	1.37	0.62	0.75
18	Nagaland	1.58	0.91	0.67
19	Odisha	33.75	22.17	11.58
20	Punjab	36.29	12.30	24.00
21	Rajasthan	64.69	35.49	29.20
22	Sikkim	0.98	0.58	0.40
23	Tamil Nadu	80.42	24.00	56.42
24	Telangana	41.38	17.97	23.41
25	Tripura	3.05	1.47	1.58
26	Uttar Pradesh	161.23	86.98	74.25
27	Uttarakhand	12.97	6.48	6.48
28	West Bengal	80.54	35.78	44.76
Union Territories				
1	Andaman & Nicobar Islands	0.47	0.17	0.31
2	Chandigarh	1.68	0.74	0.94
3	Dadra and Nagar Haveli and Daman and Diu	0.91	0.33	0.59
4	Delhi	38.70	1.77	36.93
5	Jammu & Kashmir	11.13	5.32	5.81
6	Ladakh	0.57	0.24	0.33
7	Lakshdweep	0.08	0.02	0.06
8	Puduchery	1.14	0.33	0.81
Total		1166.02	528.13	637.89

Table 1.16 : State/UT wise Wireless Tele-density

Sl.No.	State/UT	Wireless Tele-density (%)		
		Total	Rural	Urban
1	Andhra Pradesh	85.10	74.97	103.40
2	Arunachal Pradesh	84.33	69.76	127.34
3	Assam	69.11	51.35	166.77
4	Bihar	51.72	40.94	129.58
5	Chhattisgarh	70.21	46.85	134.46
6	Goa	149.44	199.62	132.06
7	Gujarat	96.42	73.83	120.86
8	Haryana	113.97	71.64	174.22
9	Himachal Pradesh	140.15	106.65	432.71
10	Jharkhand	58.61	42.91	103.47
11	Karnataka	99.61	71.19	136.19
12	Kerala	123.77	199.82	94.61
13	Madhya Pradesh	68.15	42.04	132.60
14	Maharashtra	101.35	67.50	137.80
15	Manipur	72.59	48.52	123.64
16	Meghalaya	72.96	54.62	143.69
17	Mizoram	112.33	112.26	112.39
18	Nagaland	71.78	73.78	69.20
19	Odisha	76.52	61.76	141.03
20	Punjab	119.18	68.81	190.74
21	Rajasthan	81.08	60.45	138.55
22	Sikkim	143.90	157.69	127.80
23	Tamil Nadu	105.08	66.80	138.95
24	Telangana	109.39	89.38	132.08
25	Tripura	74.57	57.61	102.68
26	Uttar Pradesh	69.40	49.15	134.16
27	Uttarakhand	113.08	87.30	160.47
28	West Bengal	81.84	56.98	125.66
Union Territories				
1	Andaman & Nicobar Islands	118.29	72.88	177.72
2	Chandigarh	138.62	-	-
3	Dadra and Nagar Haveli and Daman and Diu	80.83	142.51	65.00
4	Delhi	186.05	-	-
5	Jammu & Kashmir	82.63	56.55	144.29
6	Ladakh	192.88	115.21	371.30
7	Lakshdweep	114.42	-	-
8	Puduchery	71.41	68.44	72.68
All India Tele-density		85.20	59.11	134.26

**Table 1.17 : Rural Wireless Subscriber base and Market Share
(as on 30.09.2021)**

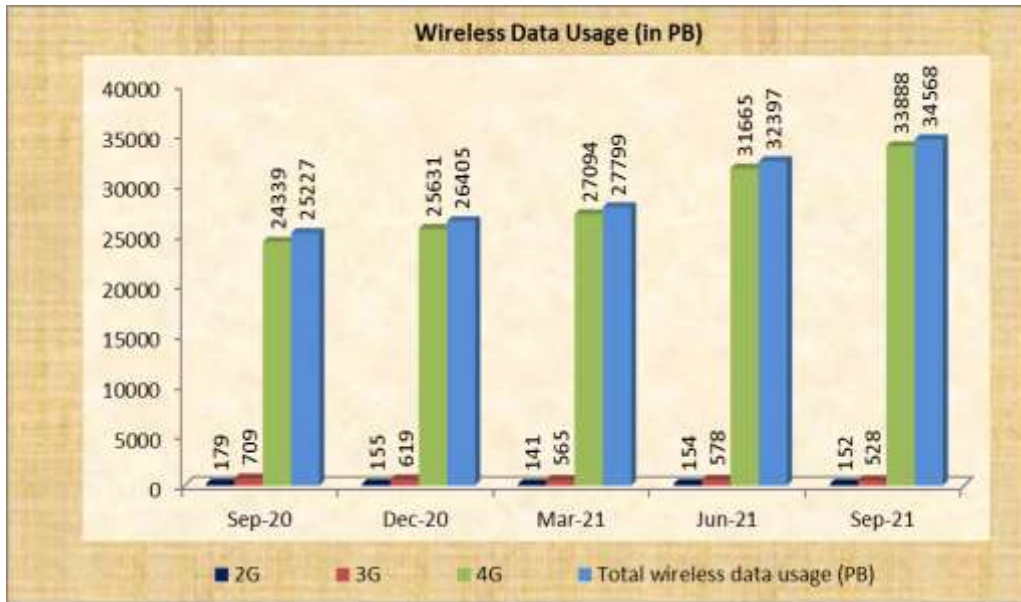
Service Provider	Total number of wireless Subscribers (in millions)	Rural Subscribers (in millions)	% of Rural subscribers in total	Market Share of Rural Subscribers (%)
Reliance Jio	424.84	184.29	43.38%	34.90%
Bharti Airtel*	354.47	170.00	47.96%	32.19%
Vodafone Idea Ltd	269.99	137.21	50.82%	25.98%
BSNL	113.45	36.58	32.25%	6.93%
MTNL	3.27	0.05	1.38%	0.01%
Reliance Com.	0.01	0.00	0.00%	0.00%
Total	1,166.02	528.13	45.29%	100

- Note:** 1. M/s Reliance Com. has not reported number of its rural wireless subscribers and hence its rural wireless subscription has been taken as NIL.
2. M/s Bharti Airtel Ltd has reported the wireless subscribers including the subscribers of M/s Tata Teleservices Ltd for QE September, 2021.

Wireless Data Usage

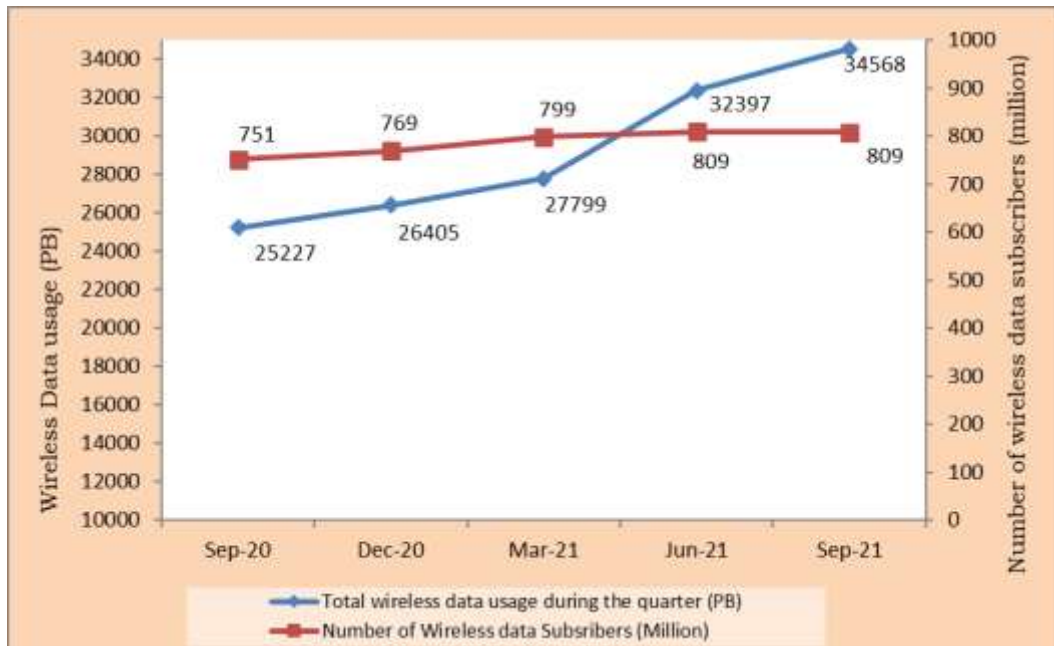
- 1.22 Volume of total wireless data usage increased from 32,397 PB during Q.E. June-21 to 34,568 PB during Q.E. September-21 with quarterly growth rate of 6.70%. Out of total data wireless usage, 2G data usage was 152 PB, 3G data usage was 528 PB and 4G data usage was 33,888 PB during the quarter.
- 1.23 Total number of wireless data subscribers decreased from 809.48 million at the end of June-21 to 808.55 million at the end of September-21.
- 1.24 The contribution of 2G, 3G and 4G data usage in total volume of wireless data usage are about 0.44%, 1.53% and 98.03% respectively during the QE September-21.
- 1.25 Technology-wise trend of growth in volume of wireless data usage is depicted in the following chart.

Chart 1.8: Trend of technology wise wireless data usase (in PB)



1.26 The following chart depicts the trend of number of wireless data subscribers and volume of wireless data usage in QE Sep-21.

Chart 1.9: Trend of Wireless data subscribers (million) and volume of wireless data usage (PB)



Section C : Wireline Service

Table 1.18 : Service Providers providing Wireline Service

[As on 30th September, 2021]

Sl. No.	Name of the Service Provider	Area of Operation
1	Bharti Airtel Ltd	Andhra Pradesh (excluding Telangana) Delhi, Gujarat, Haryana, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh (excluding Chhattisgarh), Chhattisgarh, Maharashtra (excluding Mumbai & Goa), Mumbai, Punjab, Rajasthan, Tamil Nadu (excluding Chennai), Chennai, UP-East and UP-West (excluding Uttarakhand), Uttarakhand.
2	BSNL	All India except Delhi & Mumbai
3	MTNL	Delhi & Mumbai
4	Quadrant Televentures Ltd.	Punjab
5	Reliance Communications Ltd.	Andhra Pradesh (excluding Telangana), Telangana, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh (excluding Chhattisgarh), Chhattisgarh, Maharashtra (Excluding Mumbai & Goa) Goa, Mumbai, Odisha, Punjab, Rajasthan, Tamil Nadu (excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim))
6.	Tata Teleservices Ltd. & Tata Teleservices (Maharashtra) Ltd	Andhra Pradesh (Excluding Telangana), Telangana, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Maharashtra (excluding Mumbai & Goa), Goa, Mumbai, Madhya Pradesh (Excluding Chhattisgarh), Chhattisgarh, Odisha, Punjab, Rajasthan, Tamil Nadu (Excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)
7	Vodafone Idea Ltd	Andhra Pradesh (Excluding Telangana), Telangana, Assam, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh (Excluding Chhattisgarh), Chhattisgarh, Maharashtra (Excluding Mumbai & Goa), Goa, Mumbai Meghalaya, Odisha, Punjab, Rajasthan, Tamil Nadu (Excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)
8	Reliance Jio	Andhra Pradesh (Excluding Telangana), Telangana, Assam, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh (Excluding Chhattisgarh), Chhattisgarh, Maharashtra (Excluding Mumbai), Mumbai, Goa, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Odisha, Punjab, Rajasthan, Tamil Nadu (Excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)

1.27 Total number of Wireline subscribers increased from 21.74 million at the end of Jun-21 to 23.13 million at the end of Sep-21 with quarterly growth rate of 6.42%. Overall Wireline Teledensity in the country increased from 1.59% at the end of Jun-21 to 1.69% at the end of Sep-21.

1.28 Urban wireline subscriber base increased by 7.07% from 19.80 million at the end of Jun-21 to 21.20 million at the end of Sep-21. Rural wireline subscription decreased by 0.23%, from 1.933 million to 1.929 million during the same period.

Chart 1.10: Wireline Subscriber Base and Tele-density

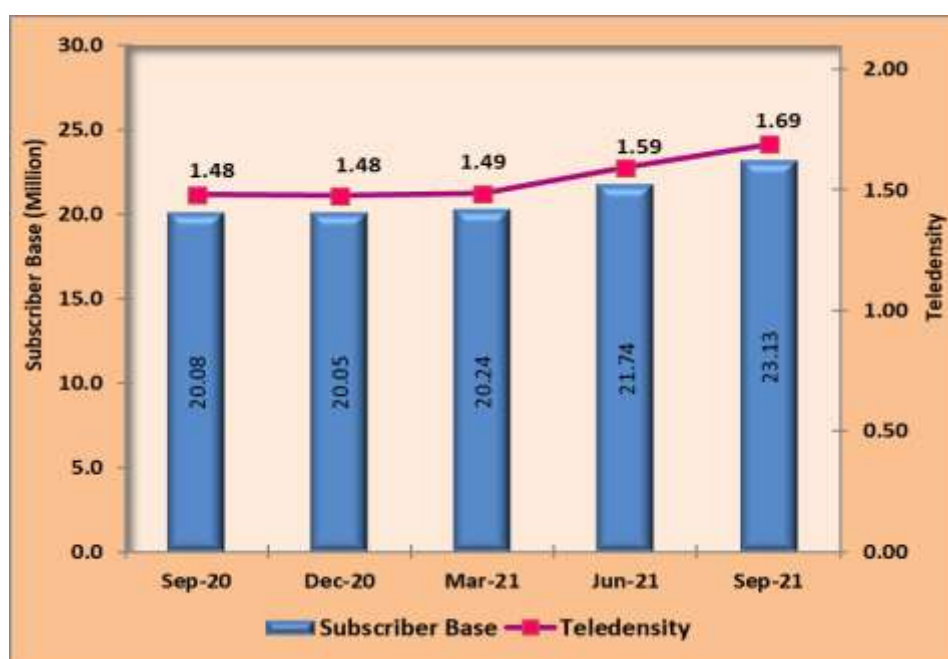


Table 1.19: Wireline Subscriber Base & Tele-density - Rural & Urban

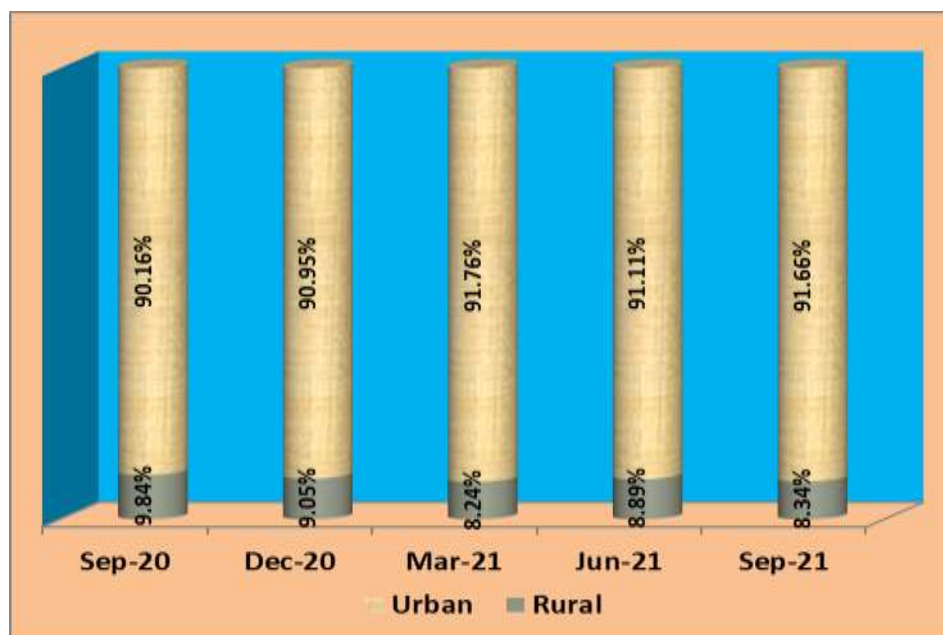
Quarter ending	Subscriber Base (million)		Tele-density (%)	
	Rural	Urban	Rural	Urban
Sep-20	1.98	18.10	0.22	3.88
Dec-20	1.81	18.24	0.20	3.89
Mar-21	1.67	18.57	0.19	3.95
Jun-21	1.93	19.80	0.22	4.19
Sep-21	1.93	21.20	0.22	4.46

**Table 1.20 : Service Provider wise Wireline Subscriber base
(Rural - Urban) – As on 30.09.2021**

Service Provider	Subscriber Base (million)			Percentage of Rural subscribers	Share of Rural subscription
	Rural	Urban	Total		
BSNL	1.82	6.01	7.83	23.28%	94.50%
Bharti	0.00	5.30	5.30	--	0.00%
MTNL	0.00	2.80	2.80	--	0.00%
Tata Tele.	0.04	1.56	1.60	2.41%	2.00%
Reliance Com.	0.0002	0.19	0.19	0.09%	0.01%
Quadrant	0.02	0.17	0.20	12.51%	1.29%
Vodafone Idea	0.00	0.57	0.57	--	0.00%
Reliance Jio	0.043	4.60	4.65	0.92%	2.21%
Total	1.93	21.20	23.13	8.34%	100%

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

Chart 1.11: Composition of Wireline Subscriber base - Rural & Urban



1.30 Market Share of Rural wireline subscription decreased from 8.89% in QE Jun-21 to 8.34% in QE Sep-21.

Table 1.21 : Service Provider wise growth in Wireline Subscriber base

Service Provider	Subscriber Base (million)			Rate of change (%)	Market share-Jun-21(%)	Market share-Sep-21(%)
	Jun-21	Sep-21	Net Addition			
Reliance Jio	3.89	4.65	0.75	19.29	17.92	20.08
Quadrant	0.21	0.20	-0.01	-3.13	0.94	0.86
Bharti Airtel	4.94	5.30	0.36	7.30	22.72	22.91
Vodafone Idea	0.54	0.57	0.02	4.10	2.50	2.45
MTNL	2.86	2.80	-0.06	-2.09	13.18	12.12
Tata Tele.	1.61	1.60	-0.01	-0.78	7.40	6.90
BSNL	7.48	7.83	0.35	4.66	34.42	33.85
Reliance Com	0.20	0.19	-0.01	-4.16	0.91	0.82
Total	21.74	23.13	1.40	6.42	100	100

Table 1.22: Service Area wise Wireline Subscriber base & Net Additions (in million)

Service Area	Jun-21	Sep-21	Net Additions	Rate of Change (%)
Andhra Pradesh	1.62	1.76	0.14	8.71%
Assam	0.16	0.18	0.02	9.69%
Bihar	0.32	0.37	0.05	14.94%
Delhi	3.59	3.71	0.12	3.31%
Gujarat	0.96	1.03	0.07	7.34%
Haryana	0.28	0.31	0.03	12.48%
Himachal Pradesh	0.11	0.11	0.01	7.97%
Jammu & Kashmir	0.22	0.25	0.03	11.46%
Karnataka	2.29	2.43	0.14	6.00%
Kerala	1.35	1.30	-0.04	-3.18%
Madhya Pradesh	0.80	0.90	0.10	12.07%
Maharashtra	1.30	1.36	0.07	5.07%
Mumbai	3.05	3.07	0.03	0.83%
North East	0.13	0.14	0.01	10.21%
Orissa	0.27	0.29	0.02	8.93%
Punjab	0.75	0.78	0.03	4.39%
Rajasthan	0.54	0.62	0.08	14.40%
Tamil Nadu	2.11	2.24	0.13	6.16%
U.P.(E)	0.47	0.53	0.07	14.50%
U.P.(W)	0.42	0.51	0.08	19.92%
Kolkata	0.69	0.88	0.19	27.60%
West Bengal	0.31	0.34	0.03	9.49%
All India	21.74	23.13	1.40	6.42%

1.31 Kolkata service area showed maximum growth of 27.60% and only Kerala service area showed decline of 3.18% in their wireline subscriber base during the quarter ending Sep-21.

**Table 1.23: Service Area wise Wireline Rural-Urban
Subscriber Base (in million)**

Service Area	Total Subscribers	Rural Subscribers	Urban Subscribers	% of Rural Subscribers
Andhra Pradesh	1.76	0.16	1.60	9.09%
Assam	0.18	0.02	0.16	9.89%
Bihar	0.37	0.03	0.34	8.94%
Delhi	3.71	0.00	3.71	0.00%
Gujarat	1.03	0.07	0.96	6.42%
Haryana	0.31	0.05	0.26	15.65%
Himachal Pradesh	0.11	0.05	0.06	46.44%
Jammu & Kashmir	0.25	0.01	0.23	5.73%
Karnataka	2.43	0.10	2.33	4.06%
Kerala	1.30	0.66	0.65	50.42%
Madhya Pradesh	0.90	0.02	0.88	2.31%
Maharashtra	1.36	0.16	1.20	11.95%
Mumbai	3.07	0.00	3.07	0.03%
North East	0.14	0.01	0.13	7.67%
Orissa	0.29	0.04	0.25	13.32%
Punjab	0.78	0.11	0.67	13.87%
Rajasthan	0.62	0.04	0.58	6.48%
Tamil Nadu	2.24	0.25	1.99	11.24%
U.P.(E)	0.53	0.03	0.50	6.00%
U.P.(W)	0.51	0.03	0.48	5.36%
Kolkata	0.88	0.00	0.88	0.00%
West Bengal	0.34	0.09	0.25	25.51%
All India	23.13	1.93	21.20	8.34%

1.32 Kerala service area has the maximum share 50.42% of rural wireline subscriber in its total wireline subscriber base at the end of Sep-21.

Table 1.24: Service Area wise Wireline Tele-density

Service Area	As on 30 th June, 2021			As on 30 th September, 2021		
	Rural Tele-density (%)	Urban Tele-density (%)	Total Tele-density (%)	Rural Tele-density (%)	Urban Tele-density (%)	Total Tele-density (%)
Andhra Pradesh	0.28	4.04	1.79	0.30	4.38	1.94
Assam	0.06	2.72	0.47	0.06	2.99	0.51
Bihar	0.02	1.16	0.20	0.02	1.33	0.23
Delhi	-	-	17.34	-	-	17.83
Gujarat	0.17	2.59	1.34	0.18	2.77	1.44
Haryana	0.25	1.91	0.93	0.28	2.13	1.04
Himachal Pradesh	0.77	7.14	1.42	0.79	7.99	1.53
Jammu & Kashmir	0.15	5.06	1.63	0.15	5.65	1.81
Karnataka	0.24	7.53	3.42	0.26	7.94	3.62
Kerala	7.10	2.48	3.79	6.67	2.51	3.66
Madhya Pradesh	0.03	2.42	0.70	0.03	2.71	0.78
Maharashtra (incl. Mumbai)*	0.25	6.85	3.44	0.25	6.97	3.51
North East	0.11	2.28	0.84	0.11	2.52	0.92
Orissa	0.11	2.83	0.61	0.11	3.10	0.67
Punjab	0.61	4.65	2.36	0.61	4.87	2.46
Rajasthan	0.07	2.41	0.68	0.07	2.76	0.78
Tamil Nadu (incl. Chennai)	0.67	4.49	2.70	0.69	4.77	2.87
Uttar Pradesh (incl. UPE & UPW)*	0.03	1.41	0.37	0.03	1.66	0.43
West Bengal (incl. Kolkata)*	0.13	2.55	1.00	0.14	3.14	1.22
All India	0.22	4.19	1.59	0.22	4.46	1.69

* Population data/projections are available state-wise only

Note: - 1. Tele-density figures are derived from the subscriber data provided by the operators and projection of population from the 'Report of the Technical Group on Population Projections for India and States 2011 – 2036', which is available under the link https://main.mohfw.gov.in/sites/default/files/Population%20Projection%20Report%202011-2036%20-%20upload_compressed_0.pdf

2. Data/information for Andhra Pradesh includes Telengana, Madhya Pradesh includes Chhatishgarh, Bihar includes Jharkhand, Maharashtra includes Goa, Uttar Pradesh includes Uttarakhand, West Bengal includes Sikkim and North-East includes Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland & Tripura states.

Table 1.25: State/UT wise Wireline Subscriber base

Sl. No.	States/UT	Wireline Subscribers (in million)		
		Total	Rural	Urban
1	Andhra Pradesh	0.95	0.12	0.83
2	Arunachal Pradesh	0.02	0.002	0.01
3	Assam	0.18	0.02	0.16
4	Bihar	0.16	0.02	0.14
5	Chhattisgarh	0.20	0.01	0.20
6	Goa	0.08	0.02	0.05
7	Gujarat	1.02	0.06	0.96
8	Haryana	0.39	0.05	0.35
9	Himachal Pradesh	0.11	0.05	0.06
10	Jharkhand	0.20	0.01	0.19
11	Karnataka	2.43	0.10	2.33
12	Kerala	1.30	0.66	0.64
13	Madhya Pradesh	0.70	0.01	0.68
14	Maharashtra Incl. Mumbai	4.36	0.14	4.22
15	Manipur	0.03	0.00	0.03
16	Meghalaya	0.03	0.002	0.03
17	Mizoram	0.02	0.001	0.02
18	Nagaland	0.01	0.000	0.01
19	Odisha	0.29	0.04	0.25
20	Punjab	0.59	0.11	0.49
21	Rajasthan	0.62	0.04	0.58
22	Sikkim	0.006	0.0003	0.01
23	Tamil Nadu	2.19	0.24	1.95
24	Telangana	0.81	0.04	0.78
25	Tripura	0.03	0.004	0.03
26	Uttar Pradesh (UPE+UPW)	0.98	0.05	0.93
27	Uttarakhand	0.17	0.01	0.16
28	West Bengal Incl. Kolkata	1.18	0.07	1.11
Union Territories				
1	Andaman & Nicobar Islands	0.03	0.01	0.02
2	Chandigarh	0.19	0.002	0.19
3	Dadra and Nagar Haveli and Daman and Diu	0.006	0.002	0.004
4	Delhi	3.52	0.00	3.52
5	Jammu & Kashmir	0.24	0.01	0.23
6	Ladakh	0.005	0.002	0.003
7	Lakshdweep	0.004	0.002	0.003
8	Puduchery	0.05	0.01	0.04
Total		23.13	1.93	21.20

Table 1.26: State/UT wise Wireline Tele-density

Sl.No.	State/UT	Wireline Tele-density		
		Total (%)	Rural (%)	Urban (%)
1	Andhra Pradesh	3.33	0.47	8.50
2	Arunachal Pradesh	1.02	0.20	3.44
3	Assam	0.51	0.06	2.99
4	Bihar	0.13	0.02	0.95
5	Chhattisgarh	0.69	0.04	2.47
6	Goa	4.81	5.26	4.66
7	Gujarat	1.45	0.18	2.83
8	Haryana	1.33	0.28	2.82
9	Himachal Pradesh	1.53	0.79	7.99
10	Jharkhand	0.53	0.04	1.91
11	Karnataka	3.62	0.26	7.94
12	Kerala	3.66	6.66	2.51
13	Madhya Pradesh	0.82	0.02	2.79
14	Maharashtra Incl. Mumbai	3.49	0.22	7.01
15	Manipur	0.90	0.09	2.61
16	Meghalaya	0.93	0.07	4.23
17	Mizoram	1.74	0.12	3.09
18	Nagaland	0.59	0.04	1.31
19	Odisha	0.67	0.11	3.10
20	Punjab	1.95	0.60	3.87
21	Rajasthan	0.78	0.07	2.76
22	Sikkim	0.82	0.07	1.70
23	Tamil Nadu	2.87	0.68	4.80
24	Telengana	2.15	0.19	4.38
25	Tripura	0.84	0.15	1.98
26	Uttar Pradesh (UPE + UPW)	0.42	0.03	1.68
27	Uttarakhand	1.51	0.17	3.97
28	West Bengal incl. Kolkata	1.20	0.11	3.11
Union Territories				
1	Andaman & Nicobar Islands	8.23	6.30	10.75
2	Chandigarh	15.38	71.82	15.27
3	Dadra and Nagar Haveli and Daman and Diu	0.50	0.80	0.42
4	Delhi	16.90	0.00	17.00
5	Jammu & Kashmir	1.81	0.13	5.75
6	Ladakh	1.69	0.80	3.75
7	Lakshdweep	5.97	108.85	3.78
8	Puduchery	3.03	1.70	3.60
Total		1.69	0.22	4.46

Public Call Offices (PCO)

1.33 Total number of PCOs in the country decreased from 120,175 at the end of Jun-21 to 81,723 at the end of Sep-21. Detailed table of service provider wise PCOs is available at **Annexure-1.3**.

Chart 1.12: Trend of Number of PCOs



1.34 Number of PCOs continued show declining trend over the year. It has recorded a overall quarterly decline rate of 32% and on Y-O-Y basis decline rate of 47.34% at the QE Sep-21.

Table 1.27: Rate of change & Market share of PCOs

Service Provider	Jun-21	Sep-21	Rate of change (%)	Market share (%) (Sep-21)
BSNL	63,841	58,029	-9.10	71.01
MTNL	51,889	19,316	-62.77	23.64
Bharti	3,957	3,917	-1.01	4.79
Quadrant	488	461	-5.53	0.56
Total	120,175	81,723	-32.00%	100

Village Public Telephones (VPTs)

- 1.35 There are 5,93,731 inhabited villages in India as per census 2001. During the Q.E. Sep-21, there are 68,606 villages having Village Public Telephones (VPTs).
- 1.36 Number of VPTs remained same i.e. 68,606 at the end of Sep-21 as were at the end of Jun-21.
- 1.37 As per the information received in TRAI, at the end of Sep-21, only M/s BSNL was providing VPT in the country. Service area wise detailed table of VPT is available at **Annexure-1.4**.

Chart 1.13: Trend of number of VPTs



Section D: Internet Service

1.38 This section summarizes information submitted by internet service providers for the quarter ending Sep-21. **Part-I** consists of information of Internet service (narrowband+broadband), **Part-II** consists of broadband service and **Part-III** covers narrowband service.

Part-I: Internet Service (broadband + narrowband)

1.39 As per reports received from 584 operators as compared to 468 operators in last quarter, total number of internet subscribers increased from 833.71 million at the end of Jun-21 to 834.29 million at the end of Sep-21 with quarterly growth rate of 0.07%. Out of total 834.29 million internet subscribers, 794.88 million were broadband subscribers and 39.41 million were narrowband subscribers.

1.40 Wired Internet subscribers increased from 23.58 million at the end of Jun-21 to 24.47 million at the end of Sep-21 with quarterly growth rate of 3.79%. Wireless Internet subscribers decreased from 810.13 million at the end of Jun-21 to 809.82 million at the end of Sep-21 with quarterly decline rate of 0.04%.

1.41 The number of Broadband subscribers increased from 792.78 million at the end of Jun-21 to 794.88 million at the end of Sep-21 with quarterly growth rate of 0.27%. However, the number of Narrowband subscribers declined from 40.93 million at the end of Jun-21 to 39.41 million at the end of Sep-21 with quarterly decline rate of 3.72%.

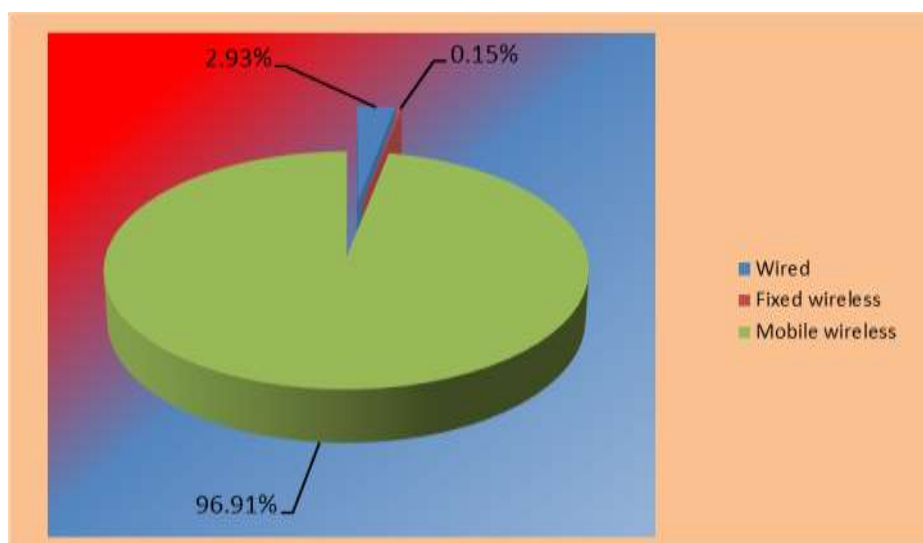
Table 1.28: Trend of Internet subscriber base

Segment	Mode of Access								Total Subscribers (in million)	
	Wired Subscribers (in million)		Wireless Subscribers (in million)							
			Fixed Wireless (Wi-Fi, Wi-Max, Radio & VSAT)		Mobile Wireless (Phone + Dongle)		Total Wireless			
	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21
Broadband	23.52	24.39	0.65	1.28*	768.61	769.22	769.26	770.49	792.78	794.88
Narrowband	0.06	0.08	0.01	0.01	40.87	39.32	40.88	39.33	40.93	39.41
Total	23.58	24.47	0.66	1.28	809.48	808.54	810.13	809.82	833.71	834.29

***Note:** Increasing trend due to reporting in Wi-Fi segment by Bharat Sanchar Nigam Ltd.

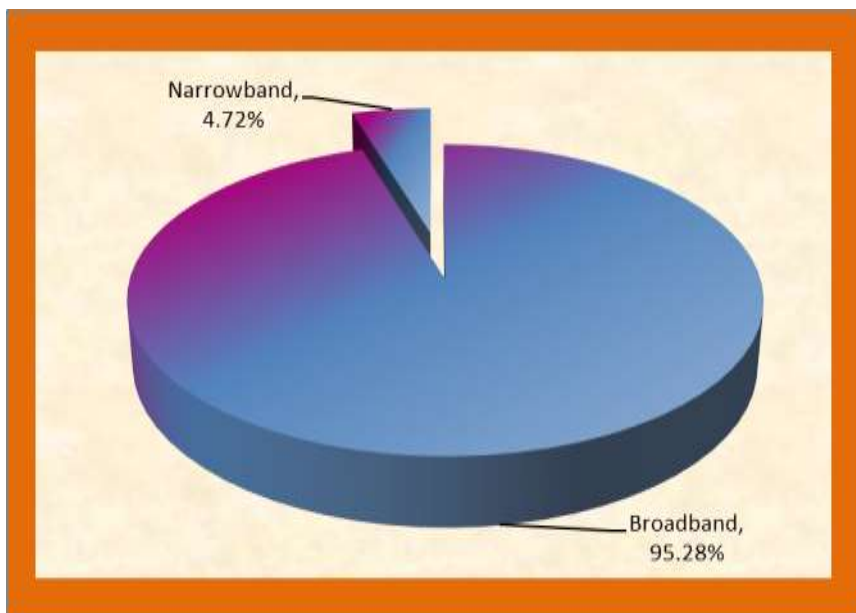
1.42 The following charts present the composition of Internet Subscribers by mode of access and composition of Broadband & Narrowband subscription as on 30th September, 2021.

Chart 1.14: Composition of Internet subscription



1.43 Out of total internet subscribers, 96.91% subscribers are using Mobile devices for access of internet service. Wired internet subscribers are only 2.93% in total internet subscribers at the end of Sep-21.

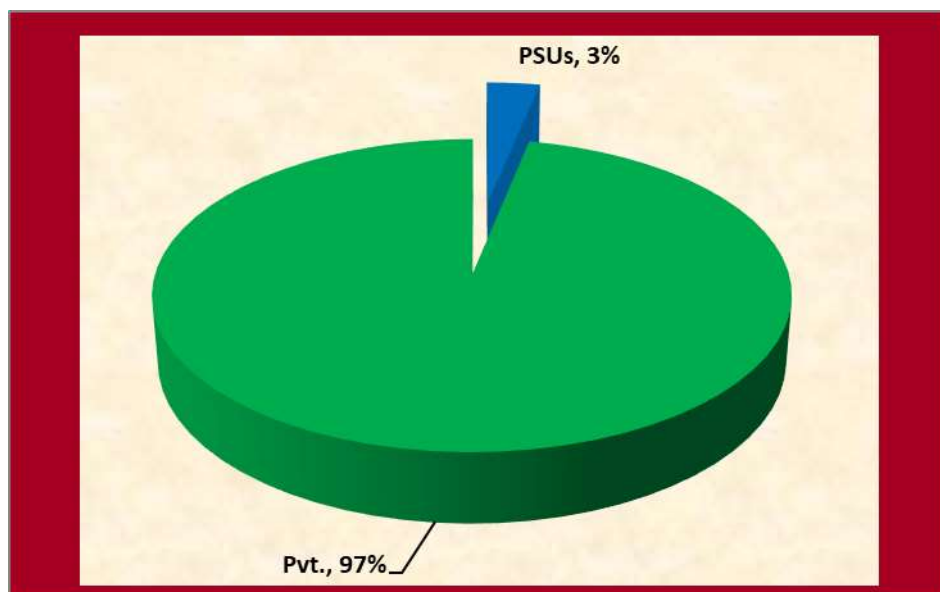
Chart 1.15 : Composition of Broadband & Narrowband subscription



1.44 Out of total internet subscribers, 95.28% subscribers are using broadband for access of internet.

1.45 Share of private internet service providers in total internet subscriber base is 97%, at QE Sep-21. The following charts present the composition of market share of PSUs and Private Internet service providers.

Chart 1.16 : Market share of PSUs and Private Internet Service Providers



1.46 The urban/rural break up of internet subscribers are as per the following table: -

Table 1.29: Break up of Rural-Urban internet subscriber base (in millions)

Telecom Service Area	Narrowband		Broadband		Total (Sep-21)		Total (Jun-2021)	
	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban
Andhra Pradesh	1.60	1.32	26.98	34.31	28.58	35.63	28.89	35.49
Assam	0.56	0.24	9.17	6.14	9.74	6.37	10.19	6.50
Bihar	2.63	0.80	33.93	20.56	36.56	21.37	36.25	20.56
Delhi	0.25	3.50	0.54	40.80	0.79	44.30	0.82	44.46
Gujarat	0.57	0.75	15.91	34.08	16.49	34.83	16.44	35.14
Haryana	0.40	0.37	7.79	10.27	8.19	10.64	8.13	10.71
Himachal Pradesh	0.14	0.10	4.14	2.21	4.28	2.30	4.43	2.40
Jammu & Kashmir	0.21	0.12	3.56	4.49	3.78	4.61	3.78	4.65
Karnataka	1.15	1.14	17.23	30.60	18.38	31.74	18.37	31.27
Kerala	0.56	0.54	12.87	16.21	13.42	16.75	13.25	17.16
Kolkata	0.05	0.75	1.22	15.97	1.28	16.73	1.41	17.58
Madhya Pradesh	1.44	1.05	22.62	32.35	24.06	33.40	23.60	32.50
Maharashtra	1.58	1.19	28.56	40.28	30.14	41.47	29.98	41.23
Mumbai	0.01	1.68	1.11	27.74	1.13	29.42	1.30	31.10
North East	0.19	0.13	4.65	4.33	4.84	4.46	4.86	4.30
Orissa	0.69	0.21	13.67	7.29	14.36	7.50	14.58	7.53
Punjab	0.39	0.51	8.88	18.07	9.27	18.58	9.41	19.26
Rajasthan	1.11	0.79	21.12	22.39	22.23	23.18	22.30	23.01
Tamil Nadu	0.96	1.60	15.05	40.08	16.01	41.68	15.83	40.57
UP (East)	2.95	1.06	32.51	27.40	35.45	28.45	35.56	27.94
UP (West)	1.06	0.88	16.15	24.39	17.21	25.27	17.33	24.93
West Bengal	1.66	0.48	18.74	18.51	20.40	18.99	20.17	18.55
Grand Total	20.18	19.23	316.42	478.46	336.60	497.69	336.87	496.84
	39.41		794.88		834.29		833.71	

Table 1.30: Internet Subscriber Base and Market Share of top 10 Service Providers

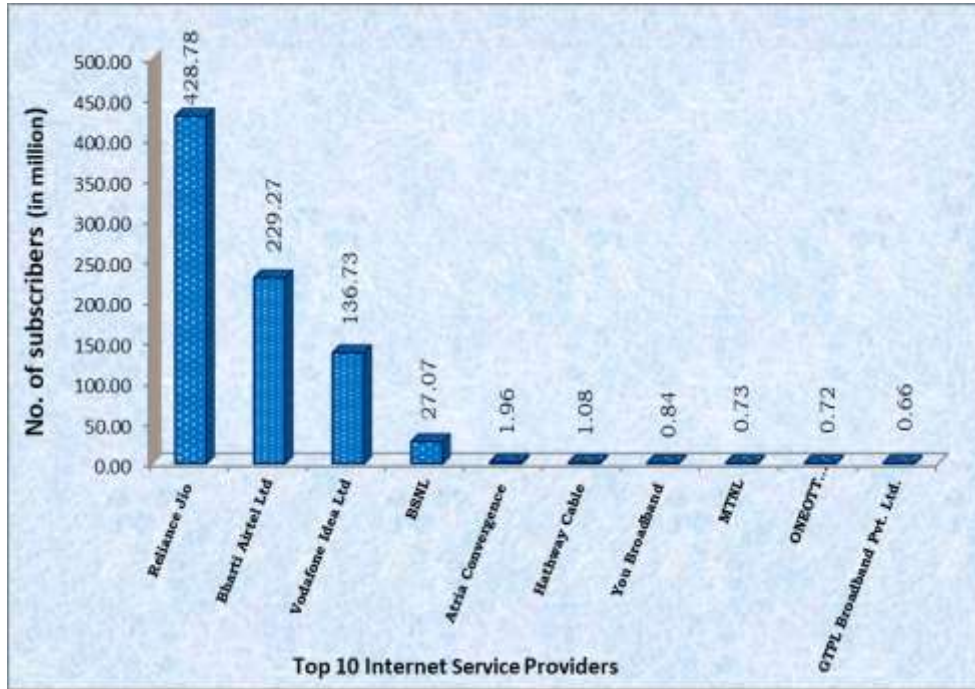
S.No	ISP	No. of Subscribers (In million)	Share (%)
1	Reliance Jio Infocomm Ltd	428.78	51.39
2	Bharti Airtel Ltd.	229.27	27.48
3	Vodafone Idea Limited	136.73	16.39
4	Bharat Sanchar Nigam Ltd.	27.07	3.24
5	Atria Convergence Technologies Pvt. Ltd.	1.96	0.24
6	Hathway Cable & Datacom Pvt. Ltd.	1.08	0.13
7	You Broadband India Pvt. Ltd.	0.84	0.10
8	Mahanagar Telephone Nigam Ltd.	0.73	0.09
9	ONEOTT iNTERTAINMENT LTD	0.72	0.09
10	GTPL Broadband Pvt. Ltd.	0.66	0.08
Total of Top 10 ISPs		827.82	99.22
Others		6.47	0.78
Grand Total		834.29	100

1.47 Reliance Jio holds the top position with 51.39% of market share of internet subscribers followed by Bharti Airtel Ltd with 27.48% at the QE Sep-21. M/s Vodafone Idea Ltd held the third position in respect of internet subscriber base with market share of 16.39%.

1.48 Out of total 584 internet service providers, top 10 Service Providers together hold 99.22% of total internet subscriber base at the QE Sep-21. Detailed table of number of internet subscriber base (broadband and narrowband) of all the service providers is available at **Annexure-1.5**.

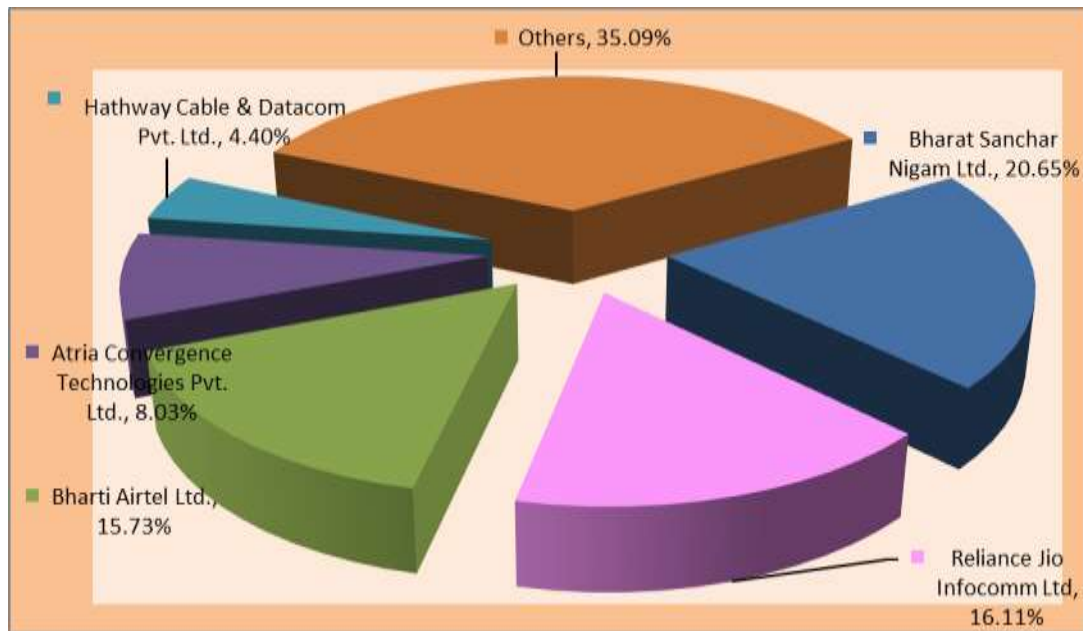
1.49 The following chart depicts the internet subscriber base of top ten Internet Service Providers (ISPs) in the QE Sep-21.

Chart 1.17 : Subscriber base of top ten ISPs



1.50 Out of total 24.47 million wired internet subscribers, BSNL holds 20.65% market share with 5.05 million subscribers, followed by Bharti with 3.94 million subscribers.

Chart 1.18 : Composition of Wired Internet subscribers



1.51 In wireless internet segment, Reliance Jio holds 52.46% market share with 424.84 million subscribers followed by Bharti Airtel Ltd with 27.84% of 225.42 million wireless internet subscribers at the QE Sep-21.

Chart 1.19 : Composition of Wireless Internet subscription

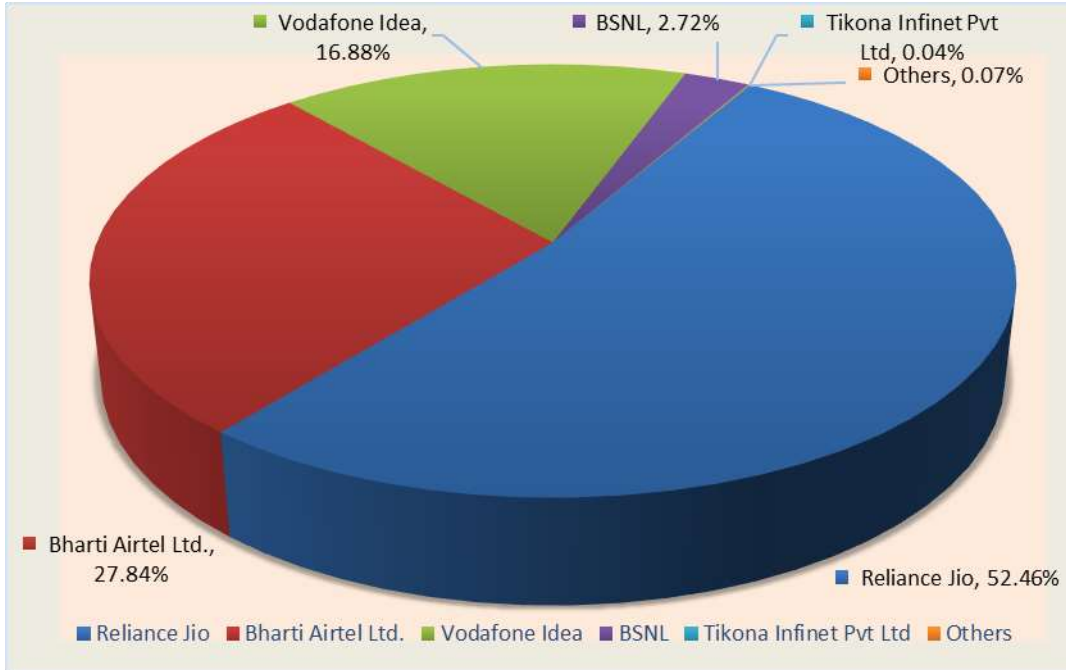


Chart 1.20 : Technology trend for Wireless Internet Access

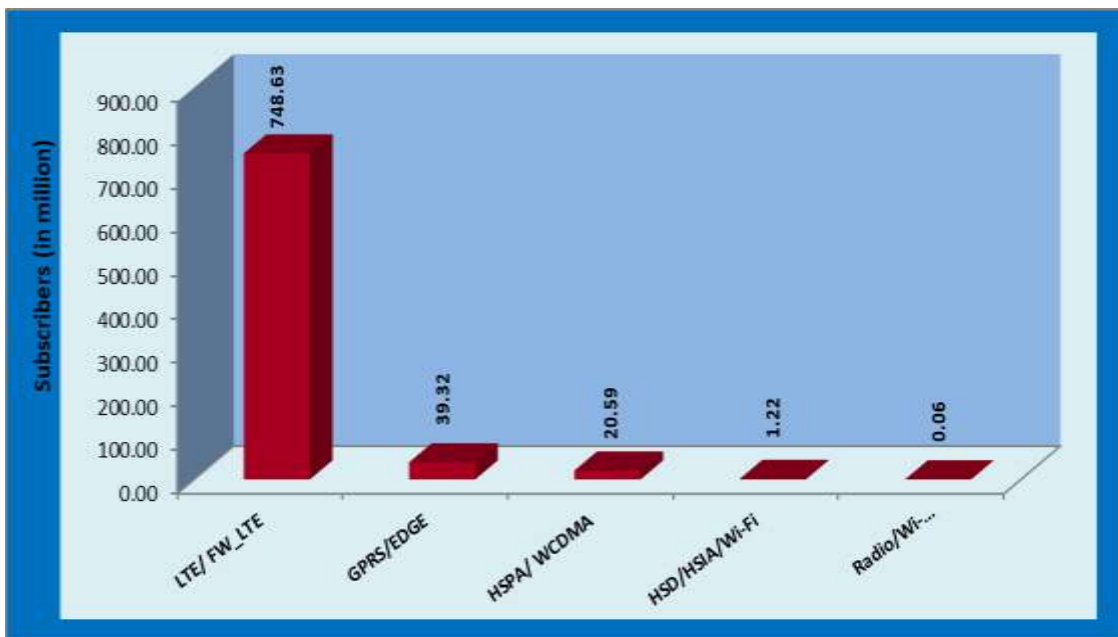
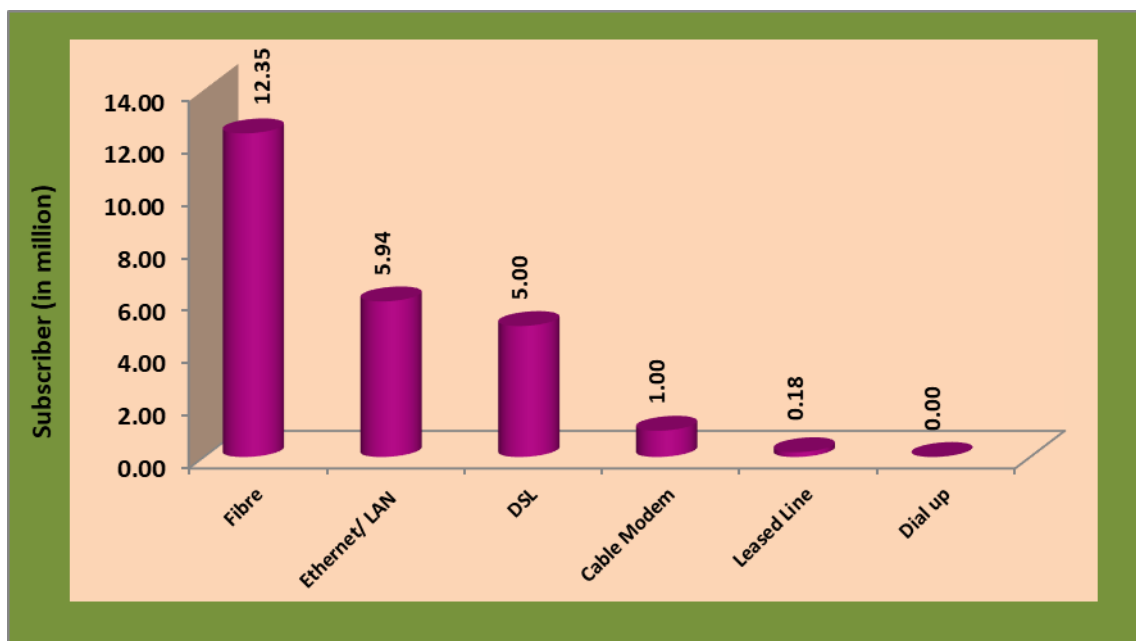


Chart 1.21: Technology trend for Wired Internet Access



1.52 Top five service areas in terms of internet subscriptions (wired+wireless) are Maharashtra (71.61 million), Andhra Pradesh including Telengana (64.22 million), U.P.(East) (63.91 million), Bihar (57.92 million) and Tamil Nadu (57.70 million).

Table 1.31 : Service Area wise number of Internet Subscribers per 100 population at the end of Sep-21

Service Area	Internet Subscribers (in million)			No. of Internet subscribers per 100 population		
	Rural	Urban	Total	Rural	Urban	Total
Andhra Pradesh	28.58	35.63	64.22	52.78	97.44	70.78
Assam	9.74	6.37	16.11	32.65	117.56	45.72
Bihar	36.56	21.37	57.92	26.54	84.93	35.55
Delhi	0.79	44.30	45.09	-	-	216.76
Gujarat	16.49	34.83	51.31	44.84	100.49	71.85
Haryana	8.19	10.64	18.83	46.98	86.83	63.42
Himachal Pradesh	4.28	2.30	6.58	64.33	302.48	88.80
Jammu & Kashmir	3.78	4.61	8.39	39.33	111.01	60.95
Karnataka	18.38	31.74	50.13	48.69	108.20	74.72

Service Area	Internet Subscribers (in million)			No. of Internet subscribers per 100 population		
	Rural	Urban	Total	Rural	Urban	Total
Kerala	13.42	16.75	30.18	136.12	64.99	84.67
Madhya Pradesh	1.28	16.73	18.00	1.55	51.52	15.68
Maharashtra	24.06	33.40	57.46	83.10	122.05	101.98
Mumbai	30.14	41.47	71.61			
North East	1.13	29.42	30.54	10.94	558.94	196.44
Orissa	4.84	4.46	9.31	13.49	54.37	21.10
Punjab	14.36	7.50	21.86	80.33	54.40	69.03
Rajasthan	9.27	18.58	27.85	15.79	88.14	34.90
Tamil Nadu	22.23	23.18	45.42	61.06	55.58	58.13
UP (East)	16.01	41.68	57.70	27.91	118.11	49.89
UP (West)	35.45	28.45	63.91			
Kolkata	17.21	25.27	42.48	59.35	122.57	82.29
West Bengal	20.40	18.99	39.39			
Total	336.60	497.69	834.29	37.67	104.75	60.96

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

Notes:

- No. of total internet subscribers per 100 population is derived from the subscriber data provided by the operators and the and the projection of population from the 'Report of the Technical Group on Population Projections for India and States 2011 – 2036', which is available under the link https://main.mohfw.gov.in/sites/default/files/Population%20Projection%20Report%202011-2036%20-%20upload_compressed_0.pdf
- Data/information for Andhra Pradesh includes Telengana, Madhya Pradesh includes Chhatishgarh, Bihar includes Jharkhand, Maharashtra includes Goa, Uttar Pradesh includes Uttarakhand, West Bengal includes Sikkim and North-East includes Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland & Tripura states.

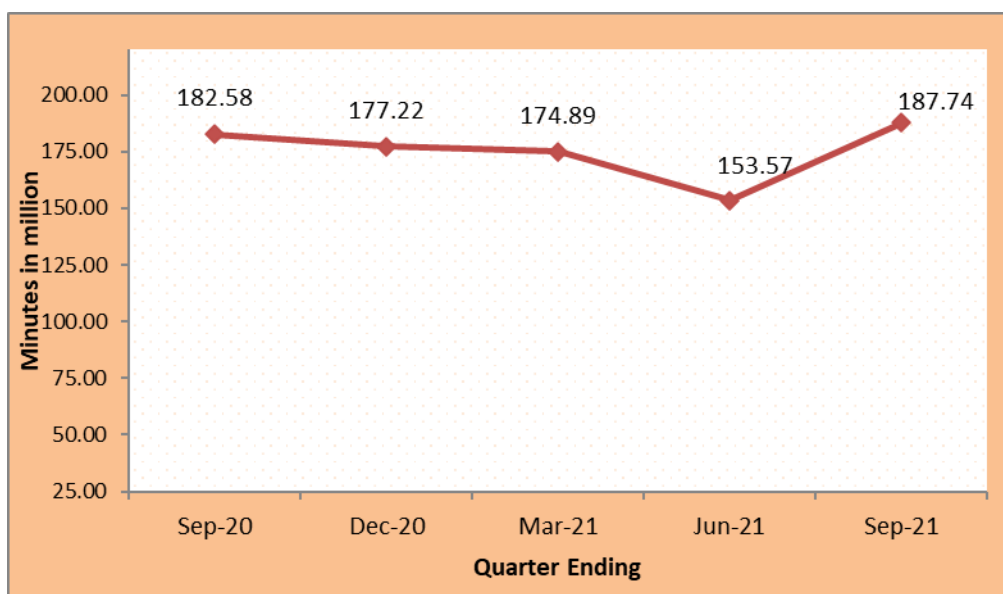
ISP Connectivity

1.53 The International Internet bandwidth owned by various service providers is reported to be 25,921 Gbps during the quarter ending Sep-21 as compare to 22,941 Gbps during the previous quarter.

Internet Telephony

1.54 As per the reports received from 13 service providers, providing Internet Telephony services, the total outgoing minutes of usage for internet telephony increased from 153.57 million minutes at the end of Jun-21 to 187.74 million minutes at the end of Sep-21. List of Internet Telephony Service providers is available at **Annexure-1.6**.

Chart 1.22 : Trends in MOU for Internet Telephony



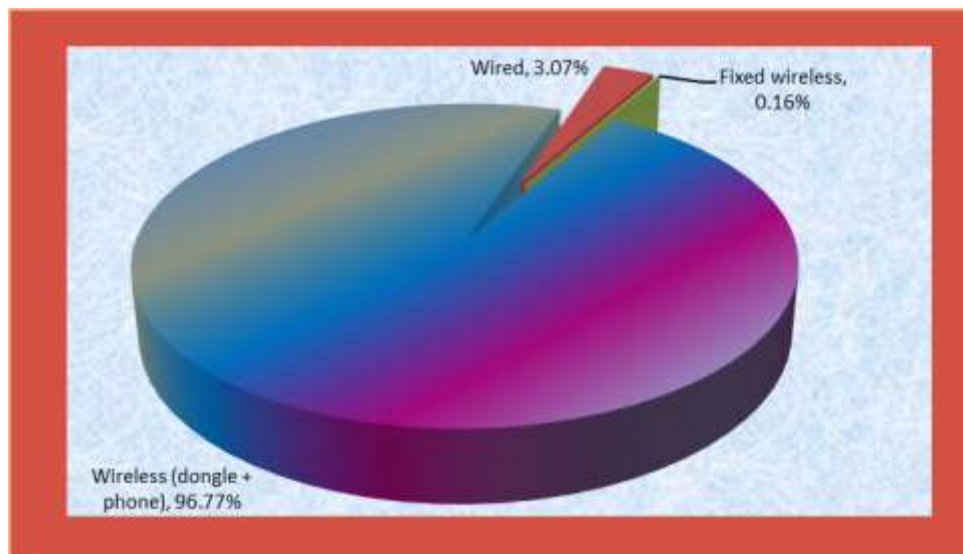
Part-II : Broadband Service (Download Speed \geq 512 Kbps)

1.55 The total number of broadband subscribers increased from 792.78 million at the end of Jun-21 to 794.88 million at the end of Sep-21. Out of which number of wired broadband subscribers are 24.39 million and wireless broadband subscribers are 770.49 million.

1.56 Top five broadband (wired+wireless) service providers in term of subscribers are Reliance Jio (428.78 million), Bharti Airtel (207.30 million), Vodafone Idea Ltd (122.37 million), BSNL (24.15 million) and Atria Convergence (1.96 million).

- 1.57 In wired broadband segment, BSNL holds 20.71% market share with 5.05 million subscribers followed by Reliance Jio Infocomm Ltd. with 3.94 million subscribers in QE Sep-21.
- 1.58 In wireless broadband segment, Reliance Jio holds 55.14% market share with 424.84 million subscribers followed by Bharti Airtel Ltd 26.40% with 203.45 million subscribers in QE Sep-21.
- 1.59 Top five service areas in respect of broadband subscriptions at Q.E. Sep-21 are Maharashtra (68.84 million, Andhra Pradesh including Telengana (61.30 million), U.P.-East (59.90 million), Tamil Nadu (55.14 million) and Madhya Pradesh (54.97 million).

Chart 1.23 : Composition of Broadband subscription – Technology wise

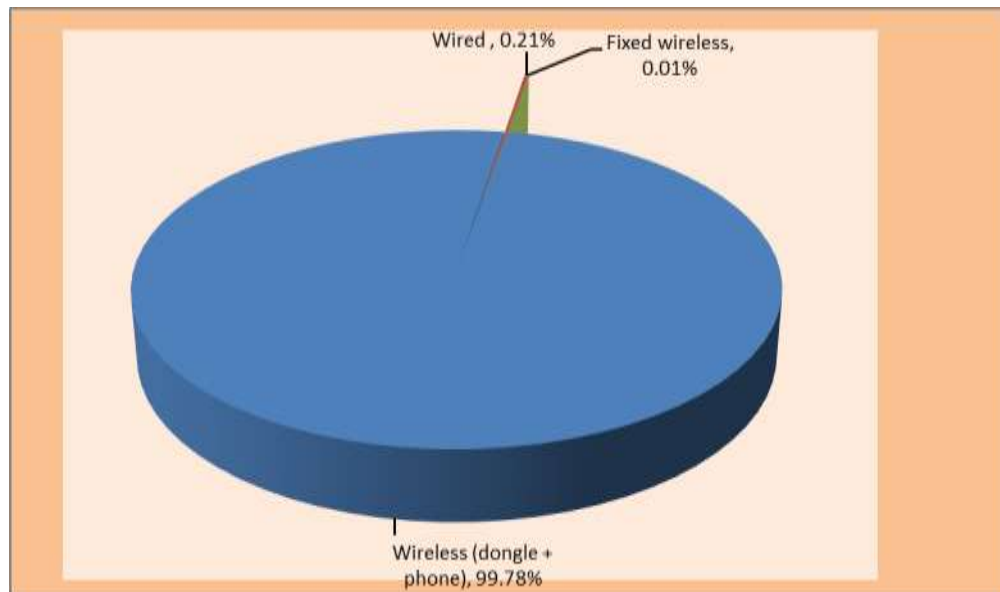


- 1.60 Mobile Device Users (dongle+phone) constitute 96.77% of total broadband subscribers at the end of Sep-21.

Part-III : Narrowband Service (Download Speed <512 Kbps)

- 1.61 Total number of narrowband subscribers declined from 40.93 million at the end of Jun-21 to 39.41 million at the end of Sep-21 with the quarterly decline rate of 3.72%. Out of 39.41 million narrowband subscribers, Wired Narrowband subscribers are 0.08 million and Wireless Narrowband subscribers are 39.33 million.
- 1.62 The top five narrowband (wired+wireless) service providers in term of subscriber base are Bharti Airtel (21.97 million), Vodafone Idea Ltd (14.36 million), BSNL (2.91 million), MTNL (0.08 million) and You Broadband (0.01 million) at the end of Sep-21.
- 1.63 In wired narrowband segment, You Broadband India Pvt Ltd holds 17.87% market share with 0.01 million subscribers followed by Five Internet Solutions Pvt. Ltd. with 0.008 million subscribers.
- 1.64 In wireless narrowband segment, Bharti Airtel holds 55.88% market share with 21.97 million subscribers followed by Vodafone Idea Ltd with 14.36 million subscribers.

Chart 1.24 : Composition of Narrowband subscription – Technology wise



Section E : Other Value Added Services - PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

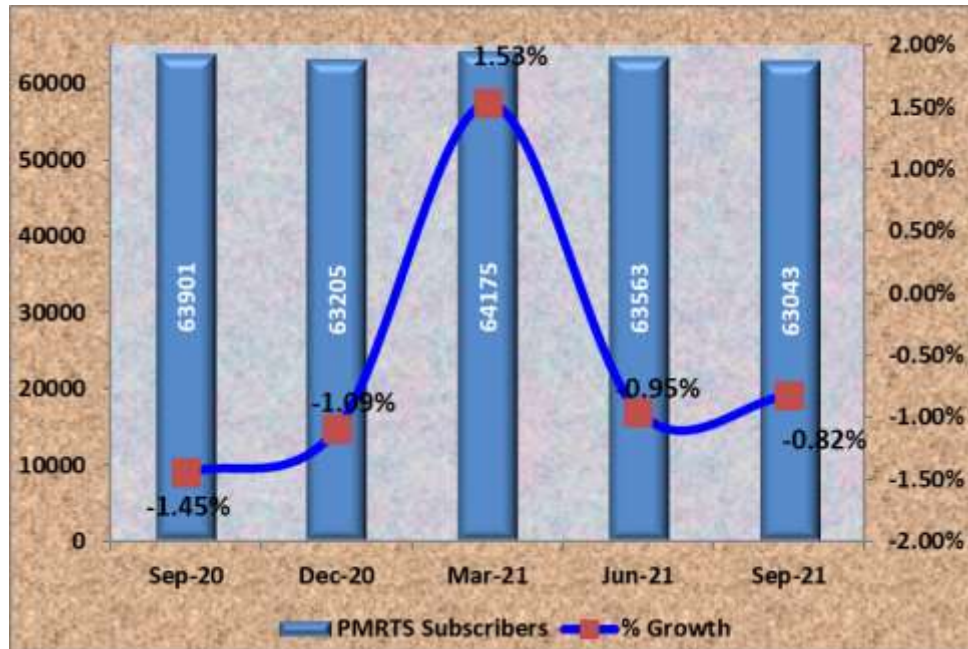
1.65 The subscriber base of PMRTS decreased from 63,563 at the end of Jun-21 to 63,043 at the end of Sep-21 with quarterly decline rate of 0.82%.

Table 1.32 : PMRTS Subscriber base - Service Provider wise

Sl. No	Name of the Service Provider	Subscriber Base as on 30.06.2021	Subscriber Base as on 30.09.2021	Net Addition	% Growth in subscribers in QE Sep-21
1	Arya Omnitalk Radio Trunking Services Pvt. Ltd.	52647	51,985	-662	-1.26
2	Procall Ltd.	3428	3,450	22	0.64
3	Quick Call	2041	2,044	3	0.15
4	Inative Networks Pvt Ltd	1820	1,820	0	0.00
5	Smartalk Pvt Ltd	1533	1,554	21	1.37
6	Bhilwara Telenet Services Pvt Ltd	866	864	-2	-0.23
7	Wiwonet Solutions Pvt Ltd	777	851	74	9.52
8	Airtalk Solutions & Services Pvt Ltd	451	475	24	5.32
Total		63,563	63,043	-520	-0.82

1.66 Detailed table on Service Area wise subscriber base of PMRTS as on 30th September, 2021 is available at **Annexure-1.7**.

Chart 1.25 : Number of PMRTS subscribers & Rate of Growth (%)



Very Small Aperture Terminal (VSAT)

1.67 The total number of VSAT subscribers decreased from 289,392 at the end of Jun-21 to 289,557 at the end of Sep-21. Net increase during the quarter has been 165 at the growth rate of 0.06%.

Chart 1.26 : Number of VSAT Subscribers & Rate of Growth (%)



Table 1.33 : VSAT Service Providers currently providing service & their subscriber base

Sr. No	Name of Service Providers	Subscriber base at the Quarter ending		Net Addition	%age Growth	Market Share (%) Jun-21
		Jun-21	Sep-21			
1	Hughes Communications Ltd.	1,29,724	1,32,727	3003	2.31	45.84
2	Nelco Ltd.	74,704	75,535	831	1.11	26.09
3	Bharti Airtel Limited	66,919	63,908	-3011	-4.50	22.07
4	HCL Comnet	7,784	7,784	0	0.00	2.69
5	BSNL	7,650	7,002	-648	-8.47	2.42
6	Infotel Satcom	2,561	2,551	-10	-0.39	0.88
7	Cloudcast Digital Ltd	50	50	0	0.00	0.02
Total		2,89,392	2,89,557	165	0.06	100

1.68 Hughes Communication Limited continues to be the market leader with 45.84% share in VSAT with subscriber base of 132,727 followed by Nelco Ltd. with 75,535 at the end of Sep-21.

1.69 In term of net addition, Hughes Communication Limited added maximum number of VSAT subscribers (3003 subscribers) during the QE Sep-21. Bharti Airtel Limited, BSNL, and Infotel Satcom have registered decline in their VSAT subscribers during the quarter.

Chapter 2 :

Revenue and Usage

Wireless Services

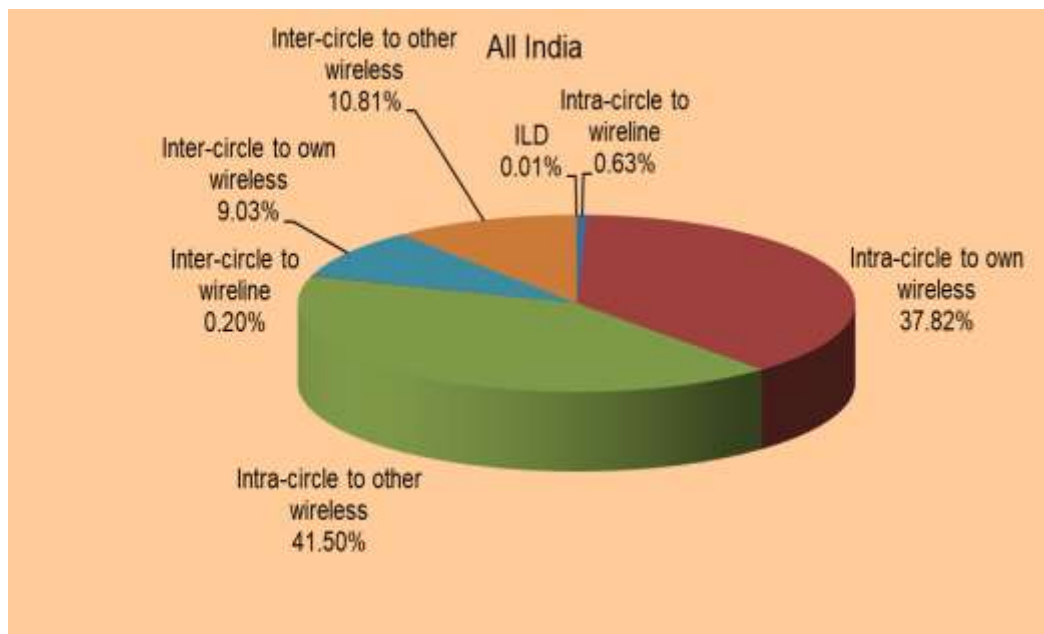
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- For all the parameters, Metros indicate data for Delhi, Mumbai & Kolkata. Data for Chennai service area has been included in Circle A, as part of TN.
 - ARPU arrived after adjusting interconnect usage charges and roaming settlement charges.
 - The data contained in this section covers the licensees, who have been providing service during the entire period from 1st July, 2021 to 30th September, 2021 in the various service areas.

Table 2.1: Key Indicators – Wireless Services

Parameter	Sep-21	Jun-21	Sep-20	QoQ %age change	YoY %age change
Share of Prepaid (%)	94.21%	94.81%	95.39%	-0.62%	-1.23%
Incoming MOU per subscriber per month	413.28	405.43	381.35	1.94%	8.37%
Outgoing MOU per subscriber per month	413.66	407.40	380.08	1.54%	8.84%
No. of Outgoing SMS per subscriber per month	14.71	15.13	15.71	-2.74%	-6.33%
Average Revenue Per User (ARPU) per month (₹)	108.16	104.66	96.87	3.34%	11.65%

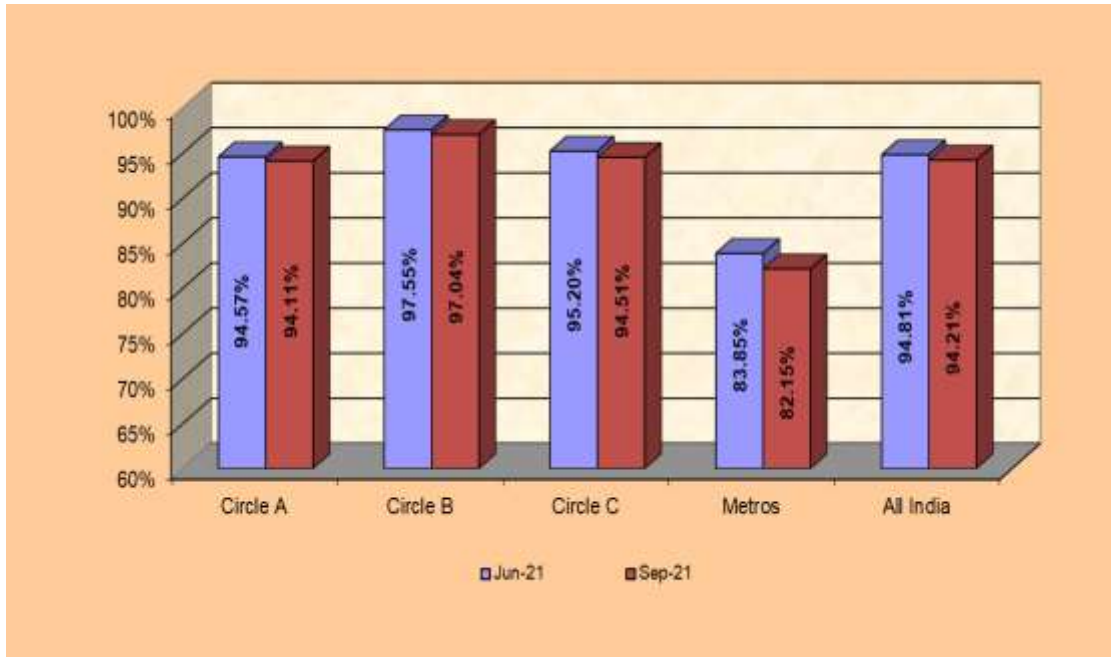
2.1 The following chart presents % break-up of outgoing minutes from Home Service Area (HSA) in the QE Sep-21.

Chart 2.1: % Break-up of Outgoing minutes from Home Service Area (HSA)



2.2 The following chart presents pre-paid subscribers as a % of total subscribers as on the last day of the respective quarters for various categories of circles.

Chart 2.2: Proportion of prepaid subscribers



Note: Based on subscriber figures as on the last day of the quarter.

- 2.3 The market share of pre-paid segment has decreased from 94.81% at the end of Jun-21 to 94.21% at the end of Sep-21.
- 2.4 The ARPU per month (all India blended) increased from Rs.104.66 in QE Jun-21 to Rs.108.16 in QE Sep-21 with quarterly growth rate of 3.34%. Year-on-Year basis, ARPU per month increased by 11.65% in this quarter.
- 2.5 The ARPU per month for pre-paid segment is Rs.102.16 and ARPU per month for postpaid segment is Rs.212.28 in QE Sep-21.
- 2.6 The following table presents the ARPU per month for various categories of circles and various platforms for payment viz. post-paid and pre-paid.

Table 2.2: Monthly ARPU – Wireless Services in QE Jun-21

Circle Category	ARPU per month (in Rs.)		
	Post-paid	Pre-paid	Blended
Circle A	251.52	115.94	123.57
Circle B	204.52	97.40	100.29
Circle C	192.10	100.47	105.16
Metros	181.56	74.30	92.19
All India	212.28	102.16	108.16
All private SPs	215.82	109.07	115.17
BSNL/MTNL	151.94	41.30	44.65

2.7 The following table presents the composition of ARPU per month for QE Sep-21.

Table 2.3: Composition of ARPU per month - Wireless Services

S. No.	Item	Revenue (excl. service tax) per subscriber per month (in Rs.)	Share of total revenue from subscribers
1	Usage from Home Service Area		
1.1.	Rental Revenue	0.72	0.6%
1.2.	Revenue from calls	14.17	12.2%
1.3.	Revenue from SMS	0.16	0.1%
1.4.	Revenue from data usage	97.36	83.8%
1.5.	Revenue from other VAS	1.31	1.1%
1.6.	Other revenue	1.91	1.6%
2	Usage outside Home Service Area		
2.1.	Revenue from out-roamers	0.50	0.4%
3	Total revenue from subscribers (1+2)	116.12	100%
4	Net inter-operator settlement charges receivable *	-7.96	
5	Net Revenue (ARPU) per month (3+4)	108.16	

* includes Interconnect Usages Charges and roaming settlement charges

#There is a difference in ARPU calculated by TRAI and the figures published by TSPs in their financial statements. This is because each TSP has a different methodology to calculate the ARPU. For example, one of the TSPs calculated ARPU by dividing the service revenue by the average number of subscribers during the quarter. Another TSP calculated ARPU by dividing operating revenue as given in the P&L account for the quarter by the average subscriber base for the current and previous quarters. Further, TRAI calculates ARPU per month as Quarterly Revenue adjusted for interconnect usage charges and roaming settlement charges divided by average subscribers during the quarter for its own regulatory analysis. Therefore, the different methods result in a TRAI ARPU figure being less than what a TSP would declare in its quarterly financial results or presents to investors/Credit rating agencies.

2.8 From the above table, it may be seen that the net inter-operator settlement charges payable (Rs.7.96) accounted for 6.86% of the total revenue from subscribers in the Q.E. Sep-2021.

2.9 On an all India average, the overall MOU per subscriber per month increased by 1.74% from 813 in Q.E. Jun-21 to 827 in Q.E. Sep-21.

2.10 The following table presents the total MOU (usage from, and outside, the home service area) per subscriber per month for various categories of circles and various platforms for payment viz. post-paid and pre-paid during Q.E. Sep-21.

Table 2.4: MOU per subscriber per month - QE Sep-21

Circle category	MOU per subscriber per month								
	Post-paid			Pre-paid			Blended		
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing MOU	Incoming MOU	Total MOU	Outgoing MOU	Incoming MOU	Total MOU
Circle A	333	300	634	380	370	750	378	366	743
Circle B	401	367	768	411	421	832	411	419	830
Circle C	476	413	889	498	528	1026	497	522	1019
Metro	261	211	472	453	417	870	421	383	803
All India	346	303	649	418	420	837	414	413	827

Note: MOU indicates total usage i.e. usage from and outside HSA

2.11 The overall ratio of incoming MOUs and outgoing MOUs for the Q.E. Sep-21 is 50:50.

2.12 Average number of Outgoing SMS per subscriber per month is 15 in QE Sep-2021. The following table presents the outgoing SMS usage (usage from and outside, the home service area) per subscriber per month for various categories of circles and various categories of subscribers viz. post-paid and pre-paid during Q.E. Sep-2021.

Table 2.5: No. of Outgoing SMS per subscriber per month during QE Sep-21

Circle category	Outgoing SMS per subscriber per month		
	Post-paid	Pre-paid	Blended
Circle A	47	14	16
Circle B	36	12	13
Circle C	20	17	17
Metro	41	11	16
All India	39	13	15

Note: No. of Outgoing SMS indicate total usage i.e. usage from and outside HSA

Chart 2.3 : Minutes of Usage by Out-roamers as a % of Total Minutes of Usage during Q.E. Sep-2021

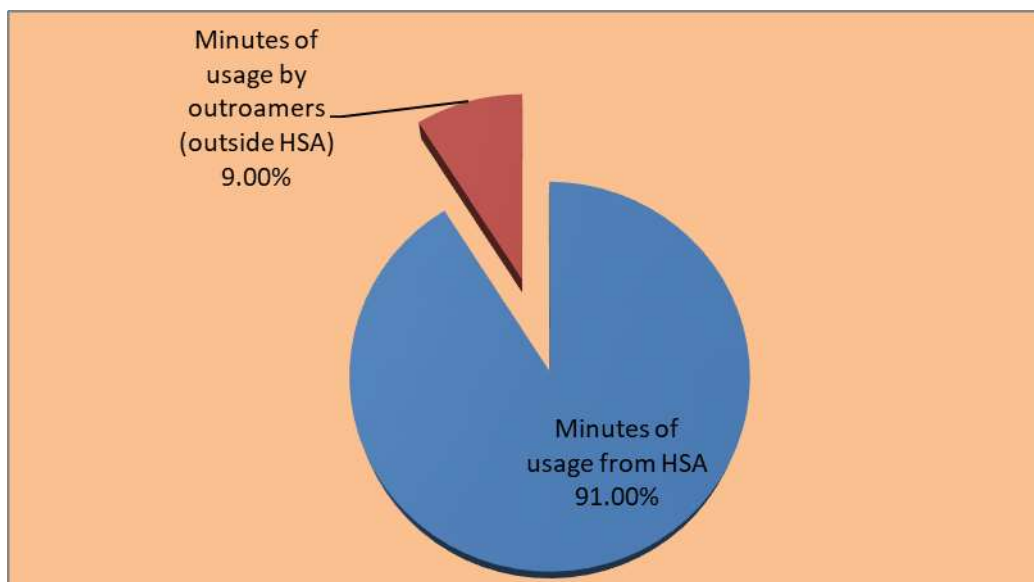
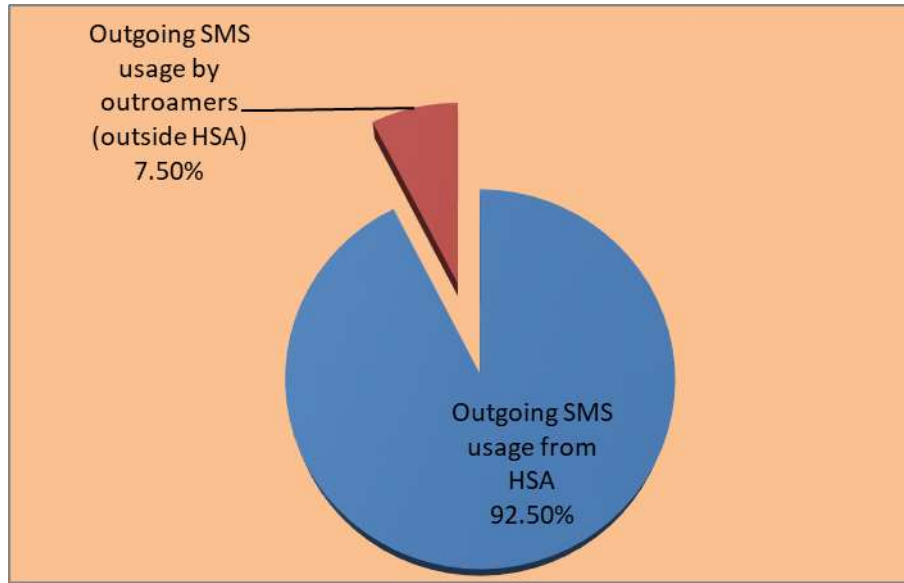


Chart 2.4: Outgoing SMS Usage by Out-roamers as a % of Total No. of Outgoing SMS Usage during Q.E. Sep-2021



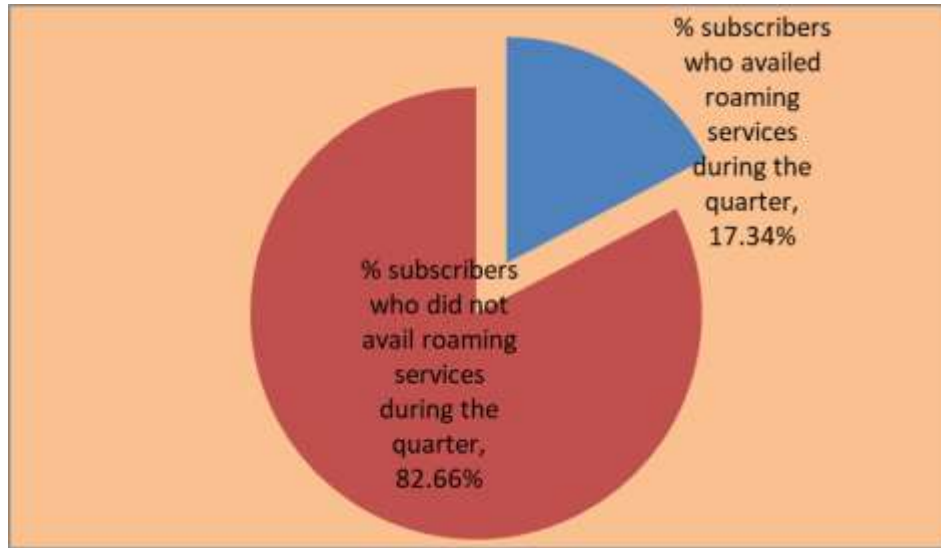
2.13 The following table presents the percentage break-up of outgoing minutes of usage from home service area between various categories of termination networks in the Q.E. Sep-21.

Table 2.6: % Break-up of Outgoing minutes from Home Service Area (HSA) during the Q.E. Sep- 2021

Category	% Intra-circle to wireline	% Intra-circle to own wireless	% Intra-circle to other wireless	% Inter-circle to wireline	% Inter-circle to own wireless	% Inter-circle to other wireless	% ILD
Circle A	0.69%	39.90%	45.78%	0.18%	6.09%	7.36%	0.01%
Circle B	0.62%	37.04%	42.44%	0.18%	8.76%	10.94%	0.01%
Circle C	0.38%	41.24%	35.47%	0.19%	10.99%	11.73%	0.00%
Metros	1.01%	27.30%	34.45%	0.37%	16.47%	20.37%	0.03%
All India	0.63%	37.82%	41.50%	0.20%	9.03%	10.81%	0.01%

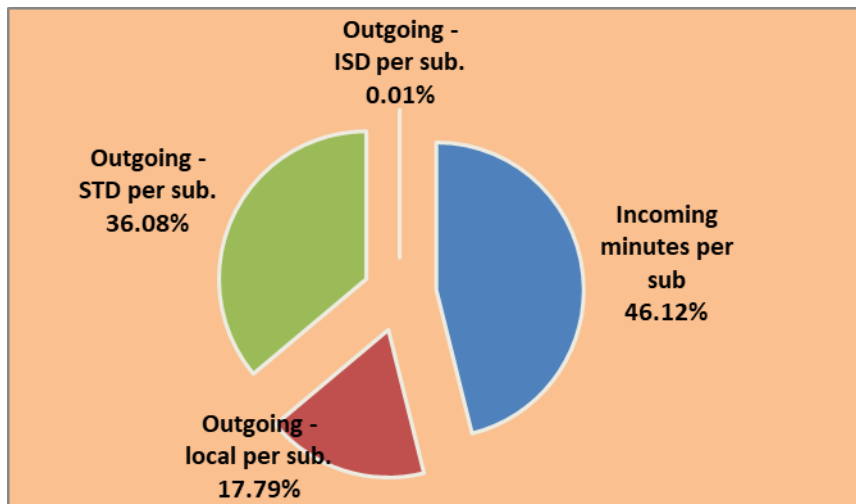
2.14 The following chart presents the share of outroamers (who had availed roaming services) as a percentage of total subscribers during Q.E. Sep-21.

Chart 2.5: % subscribers availed roaming services during the QE Sep-21



2.15 The usage pattern of outroamers i.e. usage from outside the home service area shows that incoming minutes accounts for 46.12% of the total minutes of usage by outroamers in QE Sptember-2021 as against 45.63% in the June-21 quarter. The chart given below presents the break-up of minutes of usage of outroamers.

Chart 2.6: % Break-up of minutes of usage of out-roamers (usage from outside the Home Service Area)



2.16 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and variable (call) charges. Therefore, average revenue per outgoing minute of usage from Home Service Area (HSA) as defined below would be a realistic indicator of average tariff levels.

8. Average Revenue per Outgoing Minute of usage from HSA

$$= \frac{\text{Revenue from Calls}}{\text{No. of outgoing minutes from HSA}}$$

Table 2.7: Average revenue per outgoing minute from HSA in QE Sep-21

(In Rs. per minute)

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.05	0.04	0.04
Circle B	0.04	0.04	0.04
Circle C	0.01	0.03	0.03
Metros	0.06	0.03	0.04
All India	0.04	0.04	0.04

2.17 All India average revenue per outgoing minute is the same as in previous quarter, i.e., Rs. 0.04 in Q.E. September-21.

Table 2.8: Trends of Key Parameters - Wireless Services

Parameter	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21
1. ARPU (Rs. Per month)	96.87	101.65	103.58	104.66	108.16
2. Average revenue Realization per subscriber per GB wireless data (in Rs.)	10.95	11.01	10.77	9.80	9.53
3. MOU per subscriber per month	761	785	818	813	827
4. Outgoing MOU per subscriber per month					
4.1 Local (Intra-circle)	296	300	306	313	312
4.2 NLD (inter-circle)	84	92	100	94	102
4.3 ILD	0.07	0.06	0.06	0.05	0.05
5. Average no. of Outgoing SMS per subscriber per month	16	16	16	15	15
6. Average revenue per outgoing minute from HSA (in Rs.)	0.05	0.05	0.05	0.04	0.04

2.18 Service Area wise statistics are available at **Annexure-2.1**.

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 Sep-20 (Rs. in Crore)	QE Jun-21 (Rs. in Crore)	QE Sep-21 (Rs. in Crore)	Q-O-Q % Change	Y-O-Y % Change
Gross Revenue (GR)	68,228	64,801	67,300	3.86	-1.36
Adjusted Gross Revenue (AGR)	45,707	51,335	53,510	4.24	17.07
Pass Through Charges (GR-AGR)	22,521	13,466	13,790	2.40	-38.77
License Fee (LF)	3,656	4,103	4,271	4.08	16.80
Spectrum Usage Charges (SUC)	1,451	1,646	1,741	5.76	19.99

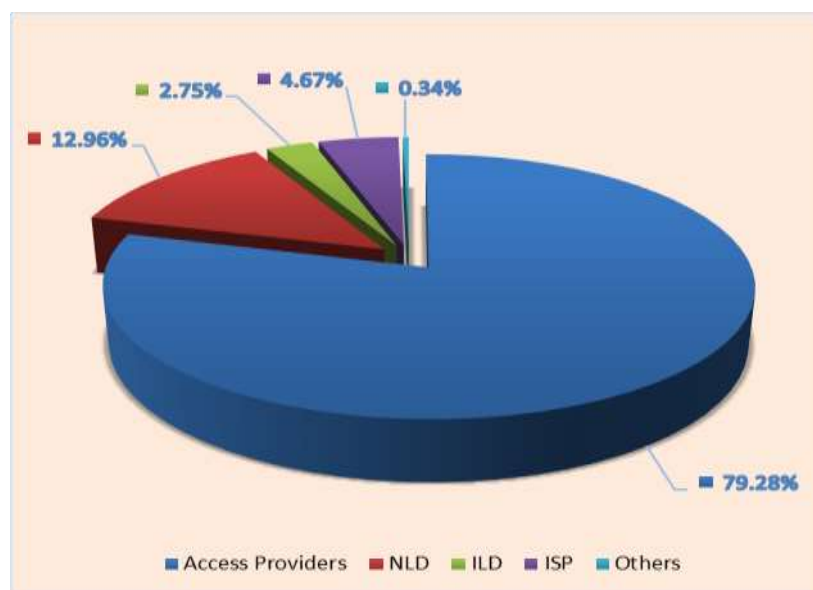
- 3.1 Gross Revenue (GR) increased by 3.86% and Adjusted Gross Revenue (AGR) increased by 4.24% during QE Sep-21. On YoY basis GR decreased by 1.36% however, AGR increased by 17.07% in QE Sep-21.
- 3.2 Pass through charges increased by 2.40% in QE Sep-21, however, on YoY basis it is decreased by 38.77.
- 3.3 Pass-through charges as a percentage of Gross Revenue are 20.49% in QE Sep-21 as against 27.78% in the previous quarter.

Table 3.2: Service-wise Gross Revenue, Adjusted Gross Revenue, License Fee and Spectrum Charges for QE Sep-21

(in Rs. Crore)

Service	GR	AGR	LF	Spectrum Usage Charges
Access Providers	52,537.14	42,421.72	3,394.59	1,736.79
NLD	7,113.42	6,936.21	548.45	-
ILD	3,086.69	1,471.71	117.76	-
ISP	4,363.29	2,498.84	199.98	-
Others	199.45	181.82	9.76	3.76
Total	67,299.99	53,510.30	4,270.53	1,740.55

Chart 3.1: Composition of Adjusted Gross Revenue



3.4 Access services contributed 79.28% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Pass Through Charges, Adjusted Gross Revenue (AGR), License Fee and Spectrum Usage Charges (SUC)¹¹ increased by 4.26%, 5.92%, 3.87%, 3.87%, and 6.49% respectively in QE Sep-21.

Table 3.3: Access Services - Service Provider wise Adjusted Gross Revenue
(Rs.in Crore)

Service Provider	QE Jun-21	QE Sep-21	% Change
Reliance Jio	17843.56	18467.47	3.50
Bharti Airtel	13696.06	14730.85	7.56
Vodafone Idea	6238.18	6337.58	1.59
BSNL	2122.75	1934.73	-8.86
Tata Tele.	551.90	554.33	0.44
MTNL	326.70	331.56	1.49
Reliance Com.	60.43	53.40	-11.64

¹¹ Spectrum Usage Charge is payable by the licensees providing mobile access services, as a percentage of their Adjusted Gross Revenue (AGR).

(Source – DoT License Agreement)

Service Provider	QE Jun-21	QE Sep-21	% Change
Quadrant	0.67	2.22	232.82
V-Con Mobile & Infra Pvt. Ltd.	0.20	9.57	4636.91
Grand Total (Access)	40840.46	42421.72	3.87%

3.5 Public Sector Undertakings' share in the Access AGR of telecom services is 5.34% in the QE Sep-21.

Table 3.4: Category-wise share in Adjusted Gross Revenue (AGR) of Access Services

Category	AGR of Access Services for QE Sep-21 (in crore)	%age share of AGR
Metro	5,079.84	11.97
A	16,237.83	38.28
B	15,227.54	35.90
C	5,876.52	13.85
Total	42,421.72	100

Notes: -

1. Figures are **un-audited** and as submitted by the TSPs.
2. A copy of quarterly Statement(s) of Revenue and Licence Fee and Spectrum Charges filed with the licensor(DoT) is submitted by Telecom Service Providers to TRAI in reference to TRAI's Order No.14-11/2009-FA, dated 9th August, 2010.
3. The figures have been re-grouped wherever considered necessary for analysis purpose.
4. Percentage of contribution of Five TSPs of Public Sector (BSNL, MTNL, Rail Tel, Power Grid, Oil India and Bharat Broadband) to AGR in NLD Service and two TSPs of Public Sector (BSNL/MTNL) in Access Services and BSNL in ILD Services.
5. For all the parameters metros indicate data for Delhi, Mumbai and Kolkata. Data for Chennai Service Area has been included as part of Tamil Nadu
6. From this quarter onwards ISPs is not included in 'Others'.

Chapter 4 : Quality of Service (QoS)

Section A: Quality of Service Performance of Wireless Service Providers

Table 4.1: QoS Summary - Wireless Service

Summary of Performance of Service providers comparative to the previous quarter against identified parameters

S.N	Parameters	Bench mark	Performance in respect of UASL/CMTS Licensees for the Parameters and Benchmarks			
			For Quarter Ending June, 2021		For Quarter Ending September, 2021	
			Out Of 88 (Nos.)	Out Of 88 (Nos.)	Out Of 88 (Nos.)	Out Of 88 (%)
I.	Network Related Parameters					
1	Network Availability					
(i)	BS Accumulated down-time (not available for service) (%age)	≤ 2%	0	0%	0	0%
(ii)	Worst affected BSs due to down-time (%age)	≤ 2%	0	0%	2	2.27%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable(within licensee's own network)	≥ 95%	0	0%	0	0%
(ii)	SDCCH/ Paging Channel Congestion/ RRC Congestion (%age)	≤ 1%	0	0%	0	0%
(iii)	TCH, RAB and E-RAB congestion (%age)	≤ 2%	0	0%	0	0%
3	Connection Maintenance (Retain ability)					
(i)	Network QoS DCR Spatial Distribution Measure [Network_QSD (90,90)]	≤ 2%	2	2.27%	1	1.14%
(ii)	Network QoS DCR Temporal Distribution Measure [Network_QTD (97,90)]	≤ 3%	2	2.27%	1	1.14%
4	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	≥ 95%	0	0%	0	0%
5	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of	≤ 0.5%	0	0%	0	0%

	quarter)					
6	Down Link (DL) Packet Drop Rate or DL-PDR	≤ 2%	0	0%	0	0%
7	Up Link (UL) Packet Drop Rate or UL-PDR	≤ 2%	1	1.14%	1	1.14%
II.	Customer Service Quality Parameters					
8	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	0	0%	0	0%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	0	0%	0	0%
(iii)	Resolution of billing/charging / validity complaints	98% within 4 weeks	0	0%	0	0%
	Resolution of billing/charging/ validity complaints	100% within 6 weeks	0	0%	1	1.14%
(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	1	1.14%	0	0%
9	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	4	4.55%	0	0%
(ii)	%age of calls answered by the operators (voice to voice) within 90 seconds	≥ 95%	15	17.05 %	8	9.09%
10	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	3	3.41%	0	0%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	0	0%	0	0%

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

- i. Network QoS DCR Spatial Distribution Measure [Network_QSD (90,90)]

- ii. Network QoS DCR Temporal Distribution Measure [Network_QTD (97,90)]
- iii. Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints
- iv. Accessibility of call centre/customer care
- v. %age of calls answered by the operators (voice to voice) within 90 Seconds
- vi. %age requests for Termination / Closure of service complied within 7 days

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

- i. Worst affected BSs due to down-time (%age)
- ii. Resolution of billing/charging/validity complaints 100% within 6 weeks

Table 4.2: Parameter wise Analysis of Non-compliance of QoS Benchmarks for Wireless Service Providers

Parameter	Benchmark	Service Provider	Service Area	Performance in QE Sep 2021 (in %)
Worst affected BSs due to down-time (%age)	≤ 2%	BSNL	Andhra Pradesh	5.69
			Uttar Pradesh (East)	4.98
Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)]	≤ 2%	BSNL	West Bengal	5.86
Network QoS DCR Temporal Distribution Measure [Network_	≤ 3%	BSNL	West Bengal	6.60

Parameter	Benchmark	Service Provider	Service Area	Performance in QE Sep 2021 (in %)
QTD(97,90]				
Up Link (UL) Packet Drop Rate or UL-PDR	≤ 2%	BSNL	West Bengal	2.15
Resolution of billing/charging complaints	100% within 6 weeks	VIL	Kolkata	99.96
Percentage of calls answered by the operators (voice to voice) within 90 seconds	≥ 95%	Airtel	Andhra Pradesh	91.00
			Karnataka	91.00
			Kerala	88.00
			Kolkata	94.00
			North East	91.00
			West Bengal	92.00
		BSNL	Andhra Pradesh	87.80
			Karnataka	91.17

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

Summary of Performance of service providers against identified parameters

S. No.	Parameters	Benchmark	No of license areas where operators not meeting the benchmarks			
			June, 2021		September, 2021	
			Out of 101 In Nos.	Out of 101 In %age	Out of 101 In Nos.	Out of 101 In %age
(i)	“Fault repair” Fault incidences No. of faults per 100 subs/month)	≤ 7	0	0.00%	1	0.99%
(ii)	% Fault repaired by next working day (for urban areas)	≥ 85%	7	6.93%	5	4.95%
	% Fault repaired within 5 days (for urban areas)	≥100%	2	1.98%	2	1.98%
(iii)	% Fault repaired by next working day (for rural and hilly areas)	≥ 75%	0	0.00%	0	0.00%
	% Fault repaired within 7 days (for rural and hilly areas)	≥100%	0	0.00%	0	0.00%
(iv)	“Mean time to Repair”(MTTR)	≤10Hs	7	6.93%	5	4.95%
(v)	“Point of Interconnection” (POI) Congestion (No. of PoIs not meeting benchmark)	≤ 0.5%	0	0.00%	0	0.00%
(vi)	“Metering and Billing” Metering and billing credibility - post-paid	≤ 0.1%	0	0.00%	0	0.00%
	Metering and Billing credibility -pre-paid	≤ 0.1%	0	0.00%	0	0.00%
(vii)	Resolution of billing/charging /Credit & validity complaints	98% within 4 weeks	0	0.00%	0	0.00%
	Resolution of billing/charging / Credit & validity complaints	100% within 6 weeks	0	0.00%	0	0.00%

(viii)	Period of applying credit /waiver/adjustment to customer's	1 week of resolution of complaint	0	0.00%	0	0.00%
(ix)	“Response time to the customer for assistance” Accessibility of call centre/ customer care	≥ 95%	7	6.93%	0	0.00%
	%age of calls answered by the operators (voice to voice) within 90 seconds	≥ 95%	18	17.82%	17	16.83%
(x)	“Termination / closure of service”- %age of request for Termination / closure of service complied within 7 days	100% within 7 days	1	0.99%	1	0.99%
(xi)	Time taken for refund of deposits after closures	100% within 60 days	4	3.96%	6	5.94%

NOTE: Most of the SPs have not reported for the parameter “Metering and billing credibility - pre paid” due to not providing pre-paid service in Basic (Wire line) service.

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

- i. % Fault repaired by next working day (for urban areas) ≥ 85%
- ii. “Mean time to Repair” (MTTR) ≤ 10Hs
- iii. Accessibility of call centre/ customer care ≥ 95%
- iv. %age of calls answered by the operators (voice to voice) within 90 seconds ≥ 95%

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

- i. “Fault repair” Fault incidences No. of faults per 100 subs/month) ≤ **7**
- ii. Time taken for refund of deposits after closures **100% within 60 days**

**Table 4.4: Parameter wise Analysis of Non-compliance of QoS
Benchmarks for Wireline Service Providers**

Parameters	Benchmarks	Service Provider	Service areas	Parameters not met
Faults incidences (No. of faults/ 100 Subs./ month)	≤7	TTSL	Madhya Pradesh	8.10
% of faults repaired by next working day	For urban areas by next working day: ≥85%	MTNL	Delhi	52.63%
			Mumbai	65.00%
		TTSL	Andhra Pradesh	72.69%
			Gujarat	83.56%
			Mumbai	74.77%
% of faults repaired within 5 days	For urban areas: ≥ 100%	MTNL	Delhi	78.64%
			Mumbai	83.60%
Mean Time to Repair (MTTR)	≤ 10 Hrs	MTNL	Delhi	33.95
			Mumbai	30.49
		TTSL	Andhra Pradesh	16.61
			Haryana	15.05
			Mumbai	15.83
Percentage of calls answered by the operators (voice to voice) within 90 seconds	≥95%	Airtel	Andhra Pradesh	87.00%
			Delhi	87.00%
			Gujarat	85.00%
			Haryana	88.00%
			Jammu & Kashmir	83.00%
			Kolkata	86.00%
			Kerala	83.00%
			Karnataka	88.00%
			Madhya Pradesh	87.00%
			Maharashtra	86.00%
			Mumbai	88.00%
			Punjab	87.00%
			Rajasthan	83.00%
			Tamil Nadu	86.00%
			UP-E	92.00%
		UPW	87.00%	
MTNL		Mumbai	85.36%	

Parameters	Benchmarks	Service Provider	Service areas	Parameters not met
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	MTNL	Mumbai	98.39%
Time taken for refund of deposits after closures	100% within 60 days	BSNL	Assam	0.00%
			Gujarat	0.00%
			Kolkata	0.00%
			Punjab	98.90%
		Rajasthan	0.00%	
		MTNL	Mumbai	28.45%

4.6 Detailed table containing QoS parameters for all the Wireline Service Providers is given in **Annexure-4.2**.

Section C : Quality of Service Performance of Broadband (wireline) Service

- 4.7 There are 477 Service Providers providing broadband (wireline) service at the end of Sep, 2021. Total number of broadband (wireline) subscriber base of all the broadband service providers is 2,43,87,708 in quarter ending September, 2021 as compared to 2,34,77,389 in quarter ending June, 2021..
- 4.8 Out of 477 broadband service providers providing broadband (wireline) service, only 77 service providers are having subscriber base more than 10,000 subscribers and share 98.11% of total subscriber base in this quarter. The total number of broadband subscribers (wireline) of service providers having more than 10,000 subscriber base, has increased from 2,30,61,953 at the end of June, 2021 (for 71 service providers) to 2,39,27,405 at the end of September, 2021 (for 77 service providers).
- 4.9 Service providers namely M/s. Airfiber Networks Pvt Ltd., M/s. Angel Air Network Solutions Pvt. Ltd., M/s. Excell Media Pvt. Ltd., M/s. Stampede Communications Pvt. Ltd. & M/s. Ultranet Infotech Solution Pvt. Ltd. (5 new entrants) and M/s. Dwan Supports Pvt. Ltd., M/s. Ethernet Xpress India Pvt. Ltd. & M/s Signum Digital Networks Pvt. Ltd. have not submitted their Performance Monitoring Report (PMR) in this quarter.

**Table 4.5 : Summary of Performance of Broadband Service Providers
against identified parameters**

S. No.	Parameters	Benchmark	Quarter Ending		Quarter Ending	
			June, 2021		September, 2021	
			Out of 121	Out of 121	Out of 126	Out of 126
1	Service Provisioning	100% in =<15 working days				
1.2	%age of connections provided within 15 days of registration of demand	100%	2	1.65%	2	1.59%
2	Faults Repair					
2.2	% of faults repaired by next working day (>90%)	>90%	6	4.96%	5	3.97%
2.3	% of faults repaired within 3 working day	=>99%	6	4.96%	4	3.17%
3	Billing Performance					
3.3	%age of bills disputed	<2%	0	0.00%	0	0.00%
3.4	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	0	0.00%	0	0.00%
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	2	1.65%	2	1.59%
4	Response Time to the Customer for assistance					
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	0	0.00%	0	0.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	3	2.48%	2	1.59%
5	Bandwidth utilisation/ throughput					
5.2	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	0	0	0.00%	0	0.00%

S. No.	Parameters	Benchmark	Quarter Ending		Quarter Ending	
			June, 2021		September, 2021	
			Out of 121	Out of 121	Out of 126	Out of 126
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0	0	0.00%	0	0.00%
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	<90%	0	0.00%	0	0.00%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	0	0.00%	0	0.00%
6	Service availability /uptime (for all users) in %age					
6.3	Service availability /uptime (for all users) in %age	>98%	0	0.00%	2	1.59%
7	Packet loss (for wired broadband access) in %age	<1%	5	4.13%	0	0.00%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	1	0.83%	0	0.00%
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	<350 ms	1	0.83%	0	0.00%
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)	<800 ms	0	0.00%	0	0.00%

Table 4.6: Parameter-wise analysis of non-compliance of QoS benchmarks for Broadband Service Providers

Sl. No.	Parameters	Bench- mark	Name of the Service Provider not meeting the Benchmark
1	Service Provisioning		
1.2	%age of connections provided within 15 days of registration of demand	100%	MTNL - Delhi & Mum (73.82%) United Telecoms - Mah. (92.33%)
2	Faults Repair		
2.2	% of faults repaired by next working day (>90%)	>90%	MTNL - Delhi & Mum (54.98%) DL GTPL - Mah.(90.00%), Guj. (62.00%) Tata (TTSL) - All India (90.00%) Tata (TTML) - Mah. & Mum. (81.00%)
2.3	% of faults repaired within 3 working day	=>99%	MTNL - Delhi & Mum. (72.96%), DL GTPL - Guj. (98.00%) Tata (TTSL) - All India (95.00%), TATA(TTML) - Mah. & Mum. (93.00%)
3	Billing Performance		
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100%	BSNL - All India (93.00%) MTNL - Delhi & Mum (62.71%)
4	Response Time to the Customer for assistance		
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	MTNL - Delhi & Mum (62.91%) Atria - All India (70.00%)
6.3	Service availability /uptime (for all users) in %age	>98%	DL GTPL - Mah. (96.00%), Guj (94.00%)

4.10 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

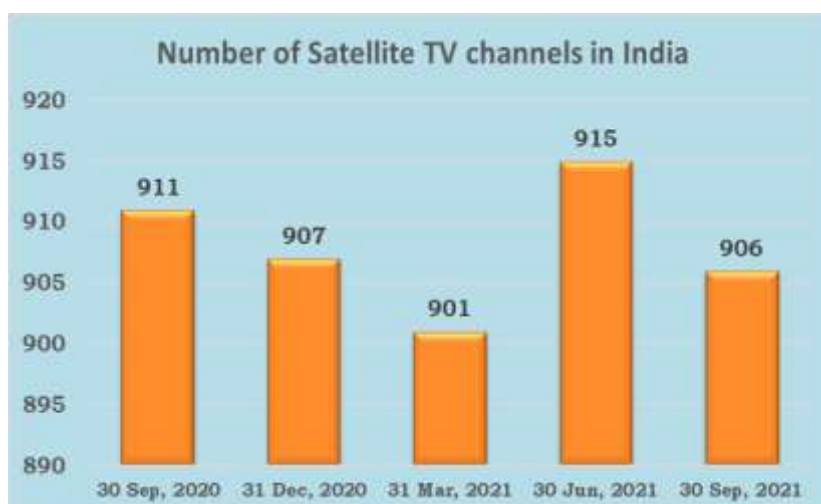
Table 5.1: Key Parameters - Broadcasting & Cable TV Services

S.No	Parameter	Jun-21	Sep-21
1	Number of Private satellite TV channels permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking and downlinking	915	906
2	Number of Pay TV Channels as reported by broadcasters	346	348
3	Number of FM Radio Stations (excluding All India Radio)	384	385
4	Number of pay DTH Operators	4	4
5	Number of Operational Community Radio Stations	333	339
6.	Number of total active Subscribers with pay DTH operators (in million)	69.86	68.89

A. Satellite TV Channels

5.1 A total of **906** private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking & downlinking, as on 30th September, 2021. The total number of satellite TV channels is depicted in **Chart 5.1**. Further, the permission-wise number of permitted satellite TV channels is given in the **Table 5.2**.

Chart5.1- : Number of Satellite TV channels in India



Source: Ministry of I&B

Table 5.2: Permission-wise number of permitted satellite TV channels

Type of Permission	Number of channels	Remarks
Uplinking only	16	TV channels uplinked from India but downlinked abroad only
Downlinking only	70	TV channels uplinked from abroad but downlinked only in India
Both Uplinking & downlinking	820	TV channels uplinked from India and also downlinked only in India
Total	906	

Pay TV Channels

5.2 As per the reporting done by broadcasters in pursuance of the Tariff Order dated 3rd March 2017 as amended, there are **348** satellite pay TV channels, as on 30th September 2021 which includes **252** SD satellite pay TV channels and **96** HD satellite pay TV channels. Apart from these pay channels reported to TRAI, all other channels permitted by MIB may be considered as Free to Air (FTA) channels. A list of pay TV channels offered by broadcasters for subscribers as reported to TRAI is attached as **Annexure-5.1**. **Chart-5.2** depicts total number of Pay satellite TV channels and FTA satellite TV channels during last one year. **Chart-5.3** depicts total number of SD satellite Pay TV channels and HD satellite Pay TV channels during last one year.

Chart5.2: Number of Pay and FTA channels

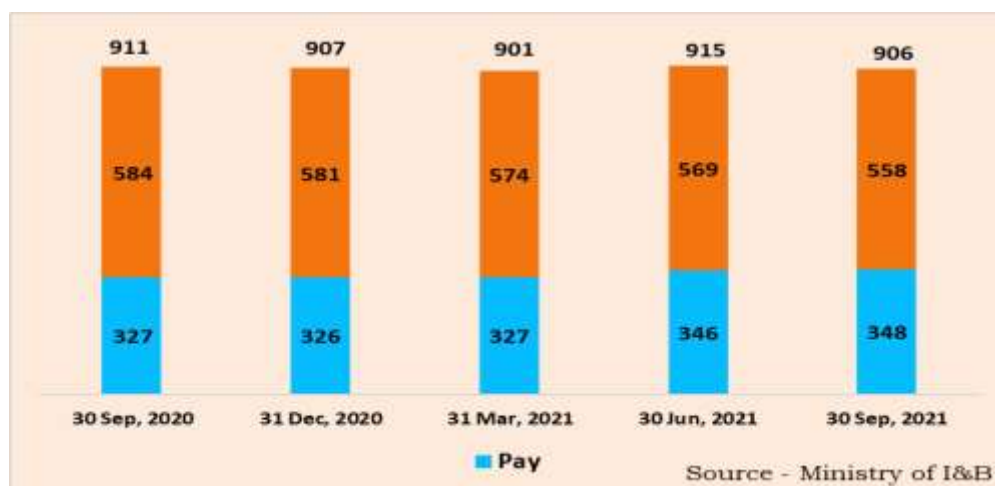
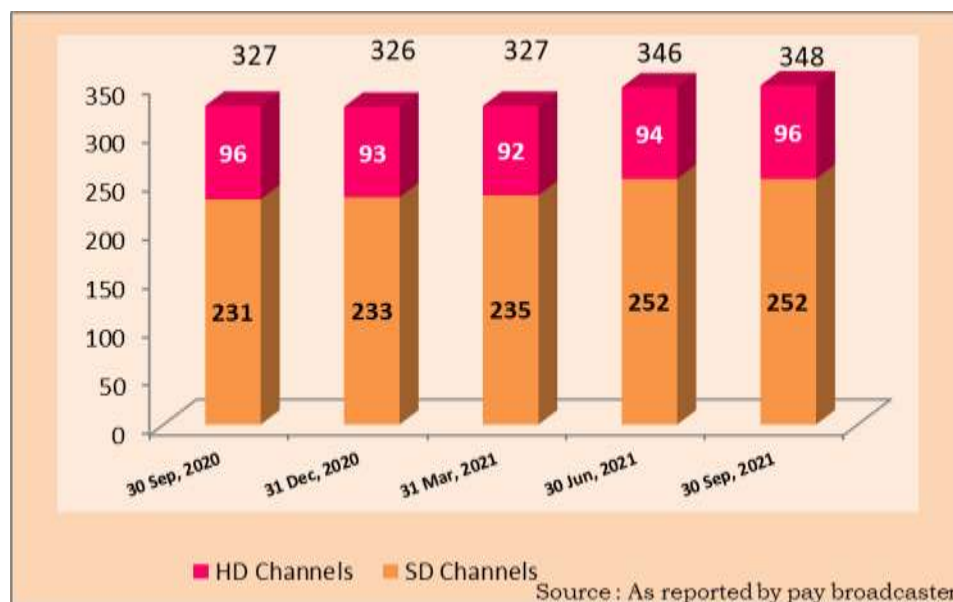


Chart 5.3 : Numbers of SD satellite pay TV channels and HD satellite pay TV channels



B. Cable TV Sector

5.3 The country has achieved 100% digitization of Cable TV network. This is a stupendous achievement making India as the only large country where 100% digital cable has been achieved through mandatory regulations.

5.4 As on 30th September 2021, there are 1745 (includes 2 provisional registered) MSOs registered with MIB. Further, as per the data reported by MSOs and HITS operators, there are 12 MSOs & 1 HITS operator who have subscriber base greater than one million. A list of such major MSOs and HITS operators is attached as **Annexure 5.2**. Details of subscriber base of major MSO and HITS Operators (greater than one million) are given in following table 5.3: -

Table 5.3: Subscriber base of major MSOs/HITS operators at the end of September, 2021 (more than one million subscribers)

Sl. No.	Name of the operator	Total Active Subscriber Base (includes subscribers who have been inactive or temporarily suspended for not more than last 90 days)
1.	GTPL Hathway Ltd.	7,799,167
2.	Siti Networks Ltd.	7,649,554
3.	Hathway Digital Ltd.	5,505,062
4.	Den Networks Ltd.	4,670,618
5.	Thamizhaga Cable TV Communication Pvt Ltd	3,762,040
6.	Kerala Communicators Cable Ltd	2,935,006
7.	Tamil Nadu Arasu Cable TV Corporation Ltd	2,789,971
8.	Fastway Transmissions Pvt Ltd	2,149,610
9.	KAL Cables Pvt. Ltd.	2,123,566
10.	NXT Digital Ltd (HITS)	2,005,747
11.	V K Digital Network Pvt. Ltd.	1,906,348
12.	Asianet Digital Network Pvt. Ltd.	1,175,658
13.	NXT Digital Ltd (Cable TV)	1,056,902

C. Direct-to-Home (DTH) Sector

5.5 Since its introduction in the year 2003, Indian DTH service has displayed a phenomenal growth. During the quarter ending 30th September, 2021, there were 4 pay DTH service providers in India. A list of DTH Operators is attached as **Annexure 5.3**.

5.6 Pay DTH has attained total active subscriber base of around 68.89 million. This is in addition to the subscribers of the DD Free Dish (free DTH services of Doordarshan). The total active subscriber base has decreased from 69.86 million in June 2021 to 68.89 million in September 2021.

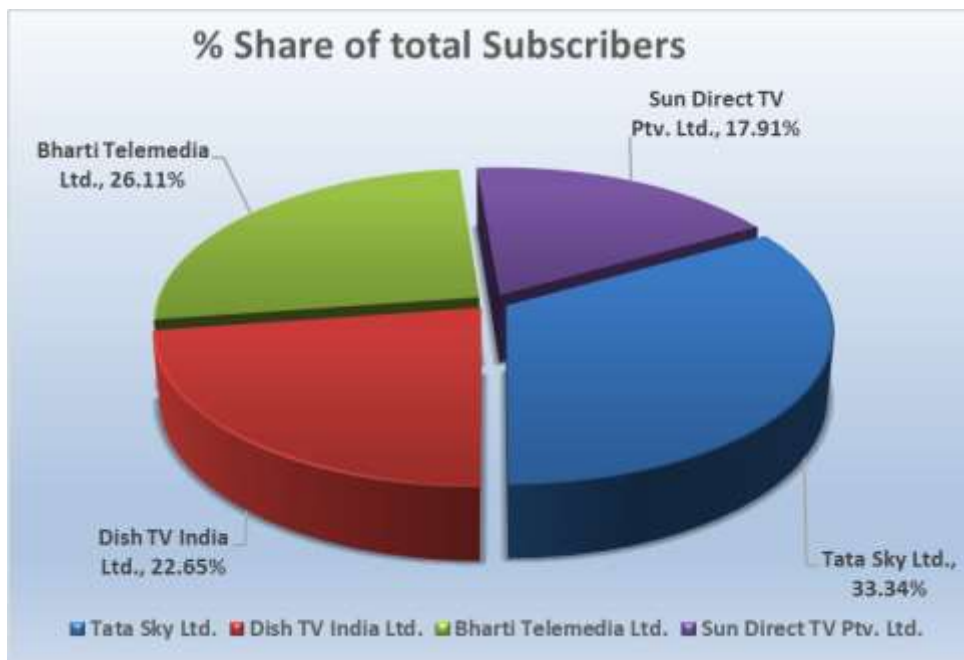
5.7 Quarterly growth in the DTH sector in terms of the total active subscriber base and market share of DTH operators in terms of

percentage of total active subscribers during the quarter ending 30th September 2021 is depicted in the following charts: -

Chart 5.4: - Total active subscriber base of pay DTH sector (in millions)



Chart 5.5 : Market share of DTH Operators

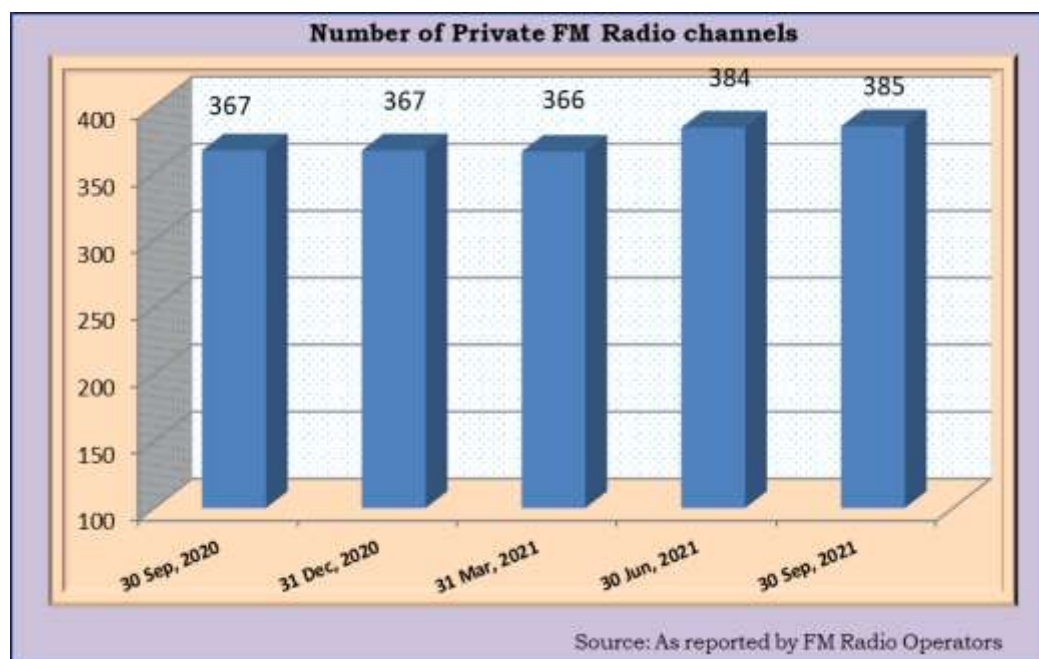


Source : As reported by DTH service providers

D. FM Radio Services

5.8 Apart from the radio channels operated by All India Radio – the public broadcaster, as per the data reported by FM Radio broadcasters to TRAI, as on 30th September, 2021, there are 385 operational private FM Radio stations in 112 cities operated by 34 private FM Radio broadcasters as compared to 384 private FM Radio Stations in 111 cities operated by 34 FM Radio broadcasters in the previous quarter. A list of 112 existing cities with operational private FM radio channels in India, as on 30th September, 2021 is placed at **Annexure 5.4**. The following **chart 5.6** depicts the quarterly growth in private FM Radio stations.

Chart 5.6 : Number of Private FM Radio channels



5.9 The advertisement revenue reported by FM Radio Broadcasters during the quarter ending 30th September 2021 in respect of 385 private FM Radio stations is Rs 294.78 crore as against Rs 148.02 crore in respect of 384 private FM Radio stations for the previous quarter i.e. 30th June 2021.

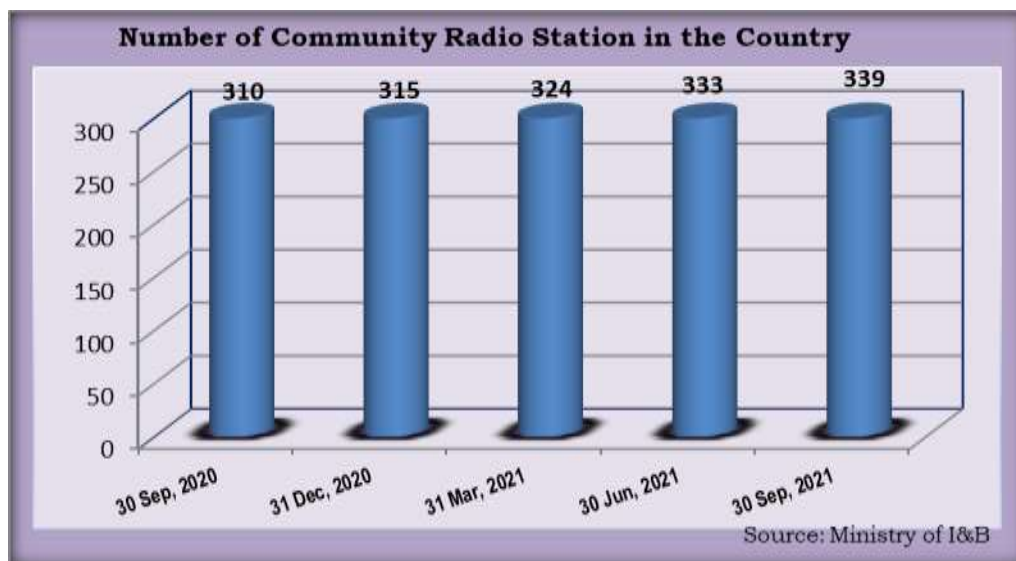
Chart 5.7: Details of Advertisement Revenue submitted by the private FM Radio broadcasters



F. Community Radio

5.10 As on 30th September, 2021, there are 339 Community Radio stations are operational. The quarterly growth in the number of operational community radio stations during last one year is depicted in the following **chart 5.8**.

Chart 5.8: Number of operational Community Radio Stations



Annexures

Annexure 1.1: Wireless Subscriber Base

Service Area	Vodafone Idea		Bharti Airtel (including Tata Teleservices)		Reliance Com.		BSNL		MTNL		Reliance Jio		Total		Net Additions
	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	
Andhra Pradesh	15084844	14768586	31207814	31193079	936		9140635	9043969			32245396	31390404	87,679,625	86,396,038	-1283587
Assam	3060431	2896364	9396665	9666469			3065743	3097802			9538264	8692859	25,061,103	24,353,494	-707609
Bihar	11303641	10973747	36148989	36289924	145		5645664	5543665			33575643	34130700	86,674,082	86,938,036	263954
Delhi	15925885	15812011	16216300	15829346	440	327			2159136	2155755	20132835	18605915	54,434,596	52,403,354	-2031242
Gujarat	24784722	24305580	12109206	11842855	189	167	5767026	5676308			27341384	26862748	70,002,527	68,687,658	-1314869
Haryana	8085635	8027162	5563549	5685403	71	49	4981792	4950543			9409915	9344716	28,040,962	28,007,873	-33089
Himachal Pradesh	631358	605149	3289031	3327816	96	93	2683988	2700415			4250862	3759318	10,855,335	10,392,791	-462544
Jammu & Kashmir	473157	454075	5503692	5513460	0	0	1269448	1306794			4665785	4417890	11,912,082	11,692,219	-219863
Karnataka	8564344	8531587	30184161	30292369	1739	1209	7145249	7059485			21921576	20946637	67,817,069	66,831,287	-985782
Kerala	16732881	16550717	6838692	7379352	430	307	10838814	10714520			10680602	9463239	45,091,419	44,108,135	-983284
Madhya Pradesh	20855780	20787588	15407691	15459137	270	0	6108851	6007209			36109079	36605321	78,481,671	78,859,255	377584
Maharashtra	30711593	29368881	19373348	20110593	320	0	6748783	6576590			37793654	37765173	94,627,698	93,821,237	-806461
Mumbai	11155817	11579610	9609501	9469184	1962	2124			1126838	1113968	15343634	13040989	37,237,752	35,205,875	-2031877
North East	1325196	1268515	5415783	5437472	0	0	1367453	1353900			4383650	3969330	12,492,082	12,029,217	-462865
Orissa	2189554	2069538	11160980	10990316	191	150	6421333	6344305			14994892	14346857	34,766,950	33,751,166	-1015784
Punjab	8501752	8864450	11518485	11480248	335	222	5425005	5388005			13452454	12244618	38,898,031	37,977,543	-920488
Rajasthan	11776030	11626794	21740227	21589292	284	222	6051660	6033689			25984290	25442295	65,552,491	64,692,292	-860199
Tamil Nadu	18652929	18421575	27217937	27595251	610	468	10840836	9941356			25881565	25600655	82,593,877	81,559,305	-1034572
UP(E)	21345731	20781191	35771527	36561974	297	0	11204795	11132440			33094058	33392337	101,416,408	101,867,942	451534
UP(W)	19084492	19343161	17319169	17902978	227	146	5748559	5676052			21641370	21534971	63,793,817	64,457,308	663491
Kolkata	6535798	6457356	5774553	5553511	27	23	2404595	2332993			11551066	10351062	26,266,039	24,694,945	-1571094
West Bengal	16550356	16496690	15342722	15295963	910	506	2541042	2571430			22700730	22929592	57,135,760	57,294,181	158421
Total	273,331,926	269,990,327	352,110,022	354,465,992	9,479	6,013	115,401,271	113,451,470	3,285,974	3,269,723	436,692,704	424,837,626	1,180,831,376	1,166,021,151	-14810225

Annexure 1.2: Wireline Subscriber Base

Sl. No	Service Area	Bharti Airtel		Reliance Com.		Quadrant		Tata Tele.		MTNL		BSNL		Vodafone Idea		Reliance Jio		Total		Net Additions
		Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	Jun-21	Sep-21	
1	Andhra Pradesh	283986	309830	21514	20879			157413	155394			666598	689207	60585	61415	430973	525501	1,621,069	1,762,226	141,157
2	Assam											100503	103859	3450	3450	60021	72561	163,974	179,870	15,896
3	Bihar			20	20			7879	7804			172598	180193	1740	1770	138265	178590	320,502	368,377	47,875
4	Delhi	1580518	1671190	31437	30932			136165	136965	1311468	1300197			91069	93659	439383	476030	3,590,040	3,708,973	118,933
5	Gujarat	128028	135718	4014	3697			79571	77684			439640	457252	40757	45017	263360	306146	955,370	1,025,514	70,144
6	Haryana	35798	37733	2	0			35195	35433			159000	182657	360	360	45284	53861	275,639	310,044	34,405
7	Himachal Pradesh	0	0	0	0			1619	1620			86867	89944	30	30	16705	22017	105,221	113,611	8,390
8	Jammu & Kashmir	17996	30018	0	0			0	0			109641	108505	0	0	95686	110386	223,323	248,909	25,586
9	Karnataka	805018	824939	25143	24527			245123	242814			826670	873892	94472	98712	295018	364046	2,291,444	2,428,930	137,486
10	Kerala	67874	72949	5376	5105			18536	18681			1159092	1087505	8570	8780	88288	111820	1,347,736	1,304,840	-42,896
11	Madhya Pradesh	284282	318194	5	5			11410	11059			289803	299002	2535	2765	215855	269926	803,890	900,951	97,061
12	Maharashtra	177703	201921	11941	11154			221850	216790			745862	772380	27793	29653	113095	132163	1,298,244	1,364,061	65,817
13	Mumbai	416301	442634	60712	57145			481892	479353	1552715	1504117			110665	112805	426830	478307	3,049,115	3,074,361	25,246
14	North East											83514	83339	330	330	46431	59906	130,275	143,575	13,300
15	Orissa			6	6			8153	8381			191356	196630	6570	6570	63645	82238	269,730	293,825	24,095
16	Punjab	162000	171608	1734	1706	205347	198910	12702	12887			252516	263568	2235	2265	110368	128710	746,902	779,654	32,752
17	Rajasthan	89485	117361	4176	4130			11615	12080			284323	307576	13010	13320	141653	168146	544,262	622,613	78,351
18	Tamil Nadu	586977	627786	24946	24094			118144	117917			1024626	1054202	36595	38565	319760	378477	2,111,048	2,241,041	129,993
19	U.P.(E)	90562	103756	22	21			8065	7944			176504	191367	20580	23610	170319	206944	466,052	533,642	67,590
20	U.P.(W)	61221	72913	8	7			4313	4279			176413	206738	6870	7350	175279	217293	424,104	508,580	84,476
21	Kolkata	151434	161358	7545	6915			46260	46187			311405	452866	15230	15330	159565	199605	691,439	882,261	190,822
22	West Bengal			12	12			2402	2447			225575	230297	120	120	78469	102788	306,578	335,664	29,086
	Total	4,939,183	5,299,908	198,613	190,355	205,347	198,910	1,608,307	1,595,719	2,864,183	2,804,314	7,482,506	7,830,979	543,566	565,876	3,894,252	4,645,461	21,735,957	23,131,522	1,395,565

Annexure 1.3: Service Area and Service Provider-wise details of PCOs

Name of Telecom Service Area	Service Provider	Number of PCOs as on 30.06.2021	Number of PCOs as on 30.9.2021	Net PCO increase/ decrease as on 30.9.2021	Percentage Growth/ Decline as on 30.9.2021
Andhra Pradesh (Excluding Telangana)	Bharat Sanchar Nigam Limited	3,046	2,837	-209	-6.86%
	Bharti Airtel	0	0	0	-
Telangana	Bharat Sanchar Nigam Limited	3,538	3,297	-241	-6.81%
	Bharti Airtel	181	181	0	0.00%
Assam	Bharat Sanchar Nigam Limited	612	536	-76	-12.42%
Bihar (Excluding Jharkhand)	Bharat Sanchar Nigam Limited	484	462	-22	-4.55%
Jharkhand	Bharat Sanchar Nigam Limited	2,410	2,410	0	0.00%
Delhi	Bharti Airtel	330	330	0	0.00%
	MTNL	38,575	7,224	-31,351	-81.27%
Gujarat	Bharat Sanchar Nigam Limited	4,159	3,455	-704	-16.93%
	Bharti Airtel	14	14	0	0.00%
Haryana	Bharat Sanchar Nigam Limited	348	373	25	7.18%
	Bharti Airtel	133	133	0	0.00%
Himachal Pradesh	Bharat Sanchar Nigam Limited	567	548	-19	-3.35%
Jammu & Kashmir	Bharat Sanchar Nigam Limited	310	294	-16	-5.16%
Karnataka	Bharat Sanchar Nigam Limited	6,720	5,669	-1,051	-15.64%
	Bharti Airtel	2,619	2,600	-19	-0.73%
Kerala	Bharat Sanchar Nigam Limited	9,062	8,465	-597	-6.59%
	Bharti Airtel	380	374	-6	-1.58%
Kolkata	Bharat Sanchar Nigam Limited	1,647	1,557	-90	-5.46%
	Bharti Airtel	26	26	0	0.00%
Madhya Pradesh (Excluding Chhattisgarh)	Bharat Sanchar Nigam Limited	3,100	2,766	-334	-10.77%
	Bharti Airtel	0	0	0	-
Chhattisgarh	Bharat Sanchar Nigam Limited	145	133	-12	-8.28%
Maharashtra (Excluding Mumbai & Goa)	Bharat Sanchar Nigam Limited	4,981	4,740	-241	-4.84%
	Bharti Airtel	0	0	0	-
Mumbai	Bharti Airtel	50	50	0	0.00%
	MTNL	13,314	12,092	-1,222	-9.18%
Goa	Bharat Sanchar Nigam Limited	227	201	-26	-11.45%
Arunachal Pradesh	Bharat Sanchar Nigam Limited	9	9	0	0.00%
Manipur	Bharat Sanchar Nigam Limited	90	90	0	0.00%
Meghalaya	Bharat Sanchar Nigam Limited	94	32	-62	-65.96%
Mizoram	Bharat Sanchar Nigam Limited	27	25	-2	-7.41%
Nagaland	Bharat Sanchar Nigam Limited	0	0	0	-
Tripura	Bharat Sanchar Nigam Limited	470	457	-13	-2.77%
Odisha	Bharat Sanchar Nigam Limited	893	341	-552	-61.81%
Punjab	Bharat Sanchar Nigam Limited	1,087	1,061	-26	-2.39%
	Bharti Airtel	0	0	0	0.00%
	Quadrant	488	461	-27	-5.53%
Rajasthan	Bharat Sanchar Nigam Limited	820	757	-63	-7.68%
	Bharti Airtel	209	209	0	0.00%
Tamil Nadu (Excluding Chennai)	Bharat Sanchar Nigam Limited	9,483	8,305	-1,178	-12.42%
	Bharti Airtel	0	0	0	-
Chennai	Bharat Sanchar Nigam Limited	4,564	4,239	-325	-7.12%
Uttar Pradesh East	Bharat Sanchar Nigam Limited	3,134	3,329	195	6.22%
	Bharti Airtel	0	0	0	-
Uttar Pradesh West (Excluding Uttarakhnad)	Bharat Sanchar Nigam Limited	1,135	994	-141	-12.42%
	Bharti Airtel	15	0	-15	-100.00%
Uttarakhand	Bharat Sanchar Nigam Limited	452	446	-6	-1.33%
West Bengal (Excluding Andaman & Nicobar and Sikkim)	Bharat Sanchar Nigam Limited	197	171	-26	-13.20%
Andaman & Nicobar	Bharat Sanchar Nigam Limited	30	30	0	0.00%
Sikkim	Bharat Sanchar Nigam Limited	0	0	0	-
Total		120,175	81,723	-38,452	-32.00%
Total (In Lakhs)		1.20	0.82	-0.38	-32.00%

Annexure 1.4: Service Area and Service Provider wise details of Village Public Telephones (VPTs)

S.No	Name of Telecom Service Area	Service Provider	Number of VPTs as on 30.06.2021	Number of VPTs as on 30.09.2021	Net VPTs increase/ decrease as on 30.09.2021
1	Andhra Pradesh (Excluding Telangana)	Bharat Sanchar Nigam Limited	2,052	2,052	0
2	Telangana	Bharat Sanchar Nigam Limited	844	844	0
3	Assam	Bharat Sanchar Nigam Limited	105	105	0
4	Bihar (Excluding Jharkhand)	Bharat Sanchar Nigam Limited	5,893	5,893	0
5	Jharkhand	Bharat Sanchar Nigam Limited	221	221	0
6	Gujarat	Bharat Sanchar Nigam Limited	5,278	5,278	0
7	Haryana	Bharat Sanchar Nigam Limited	462	462	0
8	Himachal Pradesh	Bharat Sanchar Nigam Limited	1,875	1,875	0
9	Jammu & Kashmir	Bharat Sanchar Nigam Limited	810	810	0
10	Karnataka	Bharat Sanchar Nigam Limited	3,656	3,656	0
11	Kerala	Bharat Sanchar Nigam Limited	331	331	0
12	Kolkata	Bharat Sanchar Nigam Limited	130	130	0
13	Madhya Pradesh (Excluding Chhatisgarh)	Bharat Sanchar Nigam Limited	9,907	9,907	0
14	Chhatisgarh	Bharat Sanchar Nigam Limited	193	193	0
15	Maharashtra (Excluding Mumbai & Goa)	Bharat Sanchar Nigam Limited	7,615	7,615	0
16	Goa	Bharat Sanchar Nigam Limited	231	231	0
17	Arunachal Pradesh	Bharat Sanchar Nigam Limited	623	623	0
18	Manipur	Bharat Sanchar Nigam Limited	93	93	0
19	Meghalaya	Bharat Sanchar Nigam Limited	207	207	0

Annexure 1.4 (contd.)

S.No	Name of Telecom Service Area	Service Provider	Number of VPTs as on 30.06.2021	Number of VPTs as on 30.09.2021	Net VPTs increase/ decrease as on 30.09.2021
20	Mizoram	Bharat Sanchar Nigam Limited	12	12	0
21	Nagaland	Bharat Sanchar Nigam Limited	25	25	0
22	Tripura	Bharat Sanchar Nigam Limited	222	222	0
23	Orissa	Bharat Sanchar Nigam Limited	1,554	1,554	0
24	Punjab	Bharat Sanchar Nigam Limited	4,493	4,493	0
25	Rajasthan	Bharat Sanchar Nigam Limited	0	0	0
26	Tamil Nadu (Excluding Chennai)	Bharat Sanchar Nigam Limited	5,478	5,478	0
27	Uttar Pradesh East	Bharat Sanchar Nigam Limited	568	568	0
28	Uttar Pradesh West (Excluding Uttarakhand)	Bharat Sanchar Nigam Limited	1,637	1,637	0
29	Uttarakhand	Bharat Sanchar Nigam Limited	2,121	2,121	0
30	West Bengal (Excluding Andaman & Nicobar and Sikkim)	Bharat Sanchar Nigam Limited	11,557	11,557	0
31	Andaman & Nicobar	Bharat Sanchar Nigam Limited	93	93	0
32	Sikkim	Bharat Sanchar Nigam Limited	320	320	0
	Total		68,606	68,606	0.00
	Total (In Lakh)		0.69	0.69	0.00

**Annexure 1.5 : Internet Service Provider(ISP) wise Internet Subscriber base
as on 30.09.2021**

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
1	Reliance Jio Infocomm Ltd	0	428778364	428778364
2	Bharti Airtel Ltd.	21970670	207297100	229267770
3	Vodafone Idea Limited	14358349	122366711	136725060
4	Bharat Sanchar Nigam Ltd.	2913382	24152989	27066371
5	Atria Convergence Technologies Pvt. Ltd.	0	1963927	1963927
6	Hathway Cable & Datacom Pvt. Ltd.	0	1077747	1077747
7	You Broadband India Pvt. Ltd.	14456	821385	835841
8	Mahanagar Telephone Nigam Ltd.	78671	646941	725612
9	ONEOTT iNTERTAINMENT LTD	0	719582	719582
10	GTPL Broadband Pvt. Ltd.	0	657683	657683
11	Excitel Broadband Private Limited	0	605049	605049
12	Alliance Broadband Services Pvt. Ltd.	0	495341	495341
13	Netplus Broadband Services Pvt. Ltd	0	426888	426888
14	RailTel Corporation of India Ltd.	0	417623	417623
15	Asianet Satellite Communications Ltd.	0	348535	348535
16	Tikona Infinet Pvt Ltd	0	302517	302517
17	D-Vois Broadband Private Limited	0	277944	277944
18	INTECH ONLINE PVT LTD	0	263749	263749
19	Tata Sky Broadband Private Limited	0	247655	247655
20	Quadrant Televentures Ltd.	55	230449	230504
21	Joister Infoserve Pvt. Ltd.	0	208506	208506
22	Excell Media Pvt. Ltd.	0	144145	144145
23	Indinet Service Pvt Ltd	0	128012	128012
24	Wish Net Pvt. Ltd.	0	103766	103766
25	DEN Broadband Limited	0	96761	96761
26	Five Network Solution (India) Ltd.	0	92143	92143
27	ANI network Pvt Ltd	0	81033	81033
28	AIRNET CABLE AND DATACOM PVT LTD	0	77276	77276
29	SITI Broadband Services Pvt. Ltd.	0	71396	71396
30	Fusionnet Web Services Pvt. Ltd.	0	68264	68264
31	GTPL KCBPL Broadband Private Limited	0	67539	67539
32	Limras Eronet Broadband Service Pvt Ltd	0	65385	65385
33	Digital Satellite Connect Pvt. Ltd.	0	56630	56630
34	Ishan Netsol Pvt Ltd	0	56347	56347
35	Dwan Supports Pvt.Ltd.	0	52399	52399
36	K Net Solutions Pvt. Ltd.	0	48647	48647
37	INSTANET TECHNOLOGIES PRIVATE LIMITED	0	34928	34928

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
38	Honesty Net Solutions (I) Pvt Ltd	1	34465	34466
39	Wan and Lan Internet Pvt. Ltd.	0	32912	32912
40	DNA Infotel Pvt Ltd	0	32382	32382
41	Microscan Infocommtech Private Limited	0	31313	31313
42	Tata Teleservices Limited	92	43040	43132
43	Kings Broadband Pvt. Ltd	0	25480	25480
44	SRISTISANCHAR WEBNET LTD	0	25435	25435
45	Sikka Broadband(P) Ltd.	0	24859	24859
46	Shyam Spectra Private Limited	0	23804	23804
47	Ethernet Xpress India Pvt. Ltd	0	23132	23132
48	Digital Network associates Pvt. Ltd	0	22842	22842
49	Ortel Communication Ltd.	0	21863	21863
50	Tachyon Communications Pvt. Ltd.	0	21220	21220
51	Multicraft Digital Technologies Private Limited	0	21106	21106
52	Rajesh Digital & Data Com Pvt. Ltd.	16	20161	20177
53	Readylink Internet Services Pvt Ltd	0	19581	19581
54	RI Networks Pvt Ltd	0	19293	19293
55	Airlink Communications Pvt. Ltd	0	18859	18859
56	Radinet Info Solutions Pvt Ltd	0	18701	18701
57	Sai Prasad Internet Services Pvt. Ltd.	0	18135	18135
58	Nuron Networks India Private Limited	0	17507	17507
59	Yashash Cable Network Pvt Ltd	0	17219	17219
60	DDC Broad Band Pvt. Ltd	0	16987	16987
61	B2H Infonet Pvt Ltd	0	16632	16632
62	United Telecoms Ltd.	0	16590	16590
63	Stampede Communications Pvt. Ltd.	0	16014	16014
64	ESTO BROADBAND Pvt. Ltd.	0	15912	15912
65	Quest Consultancy Pvt. Ltd.	0	15831	15831
66	Shree Omkar Infocom Pvt. Ltd.	0	15583	15583
67	City Online Services Ltd	0	14895	14895
68	Tata Communications Limited	119	14451	14570
69	Meghbela Cable & Broadband Servies (P) Ltd	0	13857	13857
70	Juweriyah Networks Pvt Ltd	0	13695	13695
71	Spiderlink Networks Pvt. Ltd.	0	13157	13157
72	Intermedia Cable Communication Pvt Ltd	0	12024	12024
73	Airfiber Networks Pvt. Ltd.	0	11544	11544
74	DL GTPL Broadband Pvt Ltd	0	11315	11315
75	Signum Digital Networks Pvt. Ltd	0	10958	10958
76	Ultranet Infotech Solution Private Limited	0	10947	10947
77	Net 9 Online Hathway Private Limited	0	10684	10684
78	LM Energy and Software Pvt. Ltd.	0	10428	10428

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
79	Angel Air Network Solutions Private Limited	0	10398	10398
80	Cityzone Infonet Pvt. Ltd	0	9991	9991
81	World Phone Internet Services Pvt Ltd	0	9291	9291
82	Kernel Fibernet Online Network Pvt Ltd	0	9122	9122
83	Nextra Teleservices Pvt. Ltd.	0	8976	8976
84	Veloxx Telecom Pvt. Ltd. (Shree Balaji Infoway Pvt Ltd.)	0	8902	8902
85	Infonet Comm Enterprises Pvt. Ltd.	0	8677	8677
86	Broadband Pacenet (I) Pvt. Ltd.	0	8585	8585
87	Five Internet Solutions Pvt. Ltd.	7849	179	8028
88	AT Broadband Pvt. Ltd.	0	7898	7898
89	Airconnect Internet Services Pvt. Ltd.	149	7669	7818
90	Apna Telelink Ltd.	0	7772	7772
91	Prisac Aviation Technologies Pvt. Ltd.	0	7597	7597
92	SSCN PVT LTD	0	7498	7498
93	Kappa Internet Services Pvt Ltd.	0	7449	7449
94	FOXTEL TELECOMMUNICATIONS PVT LTD	7325	0	7325
95	Siliguri Internet & Cable TV Pvt. Ltd.	0	7046	7046
96	North East Dataa Network Pvt Ltd.	0	6758	6758
97	WSNS Pvt. Ltd.	0	6444	6444
98	Deepnetwork Pvt. Ltd.	0	6299	6299
99	OM-ASHANet Pvt. Ltd.	0	6051	6051
100	Balaji Teleworks Developmentprivate Limited	0	5932	5932
101	Skymax Broadband Services Pvt. Ltd.	0	5667	5667
102	S S Netcom Pvt. Ltd.	0	5639	5639
103	Wefe Technology Pvt. Ltd.	5547	0	5547
104	CSC e-Governance Services India Ltd.	0	5408	5408
105	SONALI INTERNET SERVICES PVT LTD	0	5288	5288
106	GBPS Networks Pvt. Ltd.	0	5271	5271
107	Swiftmail Communications Ltd.	0	5207	5207
108	Geocity Network Solutions Pvt. Ltd.	0	5130	5130
109	Pacenet Meghbela Broadband Pvt. Ltd.	0	5112	5112
110	Symbois Creations Pvt. Ltd.	0	4999	4999
111	R.G. Technosolutions Pvt. Ltd.	0	4964	4964
112	IAXN Telecom Pvt. Ltd.	0	4766	4766
113	Multinet (Udaipur) Pvt. Ltd.	0	4735	4735
114	Dsouza Infotainment Pvt. Ltd.	0	4677	4677
115	Shine Communications Pvt. Ltd.	0	4286	4286
116	GETWAY BROADBAND PVT LTD	0	4132	4132
117	Blazenet Ltd.	0	4017	4017
118	Mana Broadband Pvt. Ltd.	0	3980	3980

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
119	INET FIBER INDIA PVT LTD	3957	0	3957
120	SUPER SONIC BROADBAND PVT LTD	0	3915	3915
121	Five Net Service Provider Pvt. Ltd.	0	3848	3848
122	Bittel Telecom Pvt.Ltd	0	3816	3816
123	Mukand Infotel Pvt. Ltd.	0	3685	3685
124	SNS Internet Services Pvt. Ltd.	0	3651	3651
125	Maharaj Netsol Pvt Ltd	3616	0	3616
126	Southern Online Bio Technologies Ltd.	0	3366	3366
127	E I DOT Com Pvt. Ltd.	0	3329	3329
128	VRD Web Services Private Limited	0	3234	3234
129	City Broadband Network Pvt. Ltd.	1087	2120	3207
130	Rainbow Internet teleservices Pvt Ltd	16	3184	3200
131	Ani Broadband Service Pvt. Ltd.	3184	0	3184
132	SFOUR CABLENET PVT LTD	3057	0	3057
133	CANDOR INFOSOLUTION PVT LTD	0	3041	3041
134	Wnet Telecom Private Limited	0	3000	3000
135	Kumar Cable Digital Network Pvt. Ltd.	0	2893	2893
136	Deenet Services Pvt Ltd	0	2862	2862
137	WOW SOLUTIONS & SYSTEM PVT LTD	0	2817	2817
138	Renu Giga Fiber Pvt. Ltd.	0	2794	2794
139	AS Broadband Pvt Ltd	0	2780	2780
140	Sherie Plexus ISP Pvt. Ltd.	0	2779	2779
141	CLASSIC INTERNET AND CABLE SERVICES PVT LTD	2743	0	2743
142	NETVISION AWADH NETWORKS PVT LTD	0	2709	2709
143	Orange Waves Networks Pvt. Ltd.	0	2695	2695
144	Antarjal IT Communication Pvt. Ltd.	0	2692	2692
145	TGN NETWORKS PVT LTD	0	2679	2679
146	TRANSMEDIA TECHNOLOGIES (AP) PVT LTD	0	2639	2639
147	Swiftnet Broadband Pvt Ltd	0	2616	2616
148	Lalat Internet Service Private Limited	2600	0	2600
149	NISS INTERNET SERVICES PVT. LTD.	0	2535	2535
150	Fiberzone Communications Pvt. Ltd.	0	2500	2500
151	CHANNEL III INTERNET PVT LTD	0	2479	2479
152	Chandra Net Pvt. Limited	0	2435	2435
153	Jetspot Networks Pvt. Ltd.	0	2307	2307
154	Nirav Infoway Pvt. Ltd	0	2281	2281
155	Pink Broadband Services Pvt. Ltd.	2246	0	2246
156	Bakliwal Telecom Services Pvt. Ltd.	2236	0	2236
157	STN Infotech Pvt. Ltd	0	2216	2216
158	Elyzium Technologies Pvt. Ltd.	0	2211	2211

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
159	HIGHTEC NETWORK SOLUTIONS (OPC) PRIVATE LIMITED	0	2194	2194
160	Country Online Services Pvt. Ltd.	885	1295	2180
161	Airgenie Communications Pvt. Ltd.	0	2162	2162
162	GALAXYNET CONNECTIONS PVT LTD	0	2160	2160
163	Uzaina Business India Pvt Ltd	0	2148	2148
164	Airnetz Broadband Services Pvt. Ltd.	527	1545	2072
165	Smart Net India Pvt Ltd	0	2066	2066
166	Vision Smartlink Networking Pvt. Ltd.	0	2048	2048
167	Limerick Technologies Pvt Ltd	0	2034	2034
168	Blu Ultraband Internet Services Private Limited	0	2022	2022
169	Speed Online.net Pvt. Ltd.	0	1977	1977
170	SMARTLINK SOLUTIONS PVT. LTD.	0	1965	1965
171	Lotus Broadband Pvt Ltd	0	1962	1962
172	delDSL Internet Pvt Ltd	0	1960	1960
173	City Online AP Pvt. Ltd.	0	1954	1954
174	Shikhar BroadbandEnterprises Pvt. Ltd.	0	1939	1939
175	Southnet Broadband Pvt. Ltd.	0	1935	1935
176	CredenceIS Computing Pvt. Ltd.	1910	0	1910
177	Sphier Infotech Pvt. Ltd.	0	1909	1909
178	Sifi Online Pvt. Ltd.	0	1883	1883
179	Mayekar Broadband Pvt. Ltd.	1882	0	1882
180	First Mile Digital Private Limited	0	1860	1860
181	SBR Telecom Pvt. Ltd.	530	1330	1860
182	Osbnnet Broadband Pvt. Ltd..	0	1858	1858
183	SCUD COMMUNICATION PVT LTD	0	1836	1836
184	Capture Network Systems Pvt. Ltd.	288	1517	1805
185	Net Access Internet India Private Limited	0	1797	1797
186	Exnet Broadband Pvt. Ltd.	0	1780	1780
187	Maruthi Cable & Data Pvt. Ltd.	0	1740	1740
188	Lbs Infoway India Pvt Ltd	0	1738	1738
189	ADRI INFOCOM PVT. LTD.	0	1728	1728
190	DNS SKYLINK PVT. LTD.	0	1728	1728
191	Assistive networks & technologie Pvt Ltd	0	1701	1701
192	Protoact Digital Network Pvt. Ltd.	0	1683	1683
193	Venessa Internet Pvt. Ltd.	0	1670	1670
194	Real Wire Express Network Pvt. Ltd.	0	1650	1650
195	Bakcom Networks India Pvt Ltd	0	1629	1629
196	Karunay Internet Private Limited	0	1623	1623
197	Netlinx Limited	0	1591	1591
198	Charotar Telelink Pvt. Ltd..	0	1578	1578

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
199	Teligus Networks Pvt. Ltd	0	1519	1519
200	Speednet Unique Network Pvt. Ltd.	0	1506	1506
201	Shaildhar Telecom Services Pvt. Ltd.	0	1493	1493
202	Surround Networks Pvt.Ltd	0	1462	1462
203	Correl IT Services Pvt. Ltd.	1433	0	1433
204	Ski Network Services Pvt. Ltd.	1431	0	1431
205	Kovai Fibernet Pvt. Ltd.	0	1413	1413
206	Netfirre Communications Pvt. Ltd.	0	1408	1408
207	Click4Net Internet Services Private Limited	0	1407	1407
208	SS FIBER NET OPTICAL COMMUNICATION PVT. LTD	0	1394	1394
209	Wi-Link Network Pvt. Ltd	614	737	1351
210	GIGACAST NETWORK PVT LTD	0	1320	1320
211	NGC Broadband Pvt. Ltd.	1319	0	1319
212	JB Jain Broadband Solutions Private Limited.	0	1305	1305
213	ALIGARH BROBAND PVT LTD	1300	0	1300
214	MORE WIFI INTERNET PRIVATE LIMITED	0	1300	1300
215	Skyline Infonet Pvt. Ltd.	0	1296	1296
216	SEFARO NETWORKS PRIVATE LTD	0	1290	1290
217	Skynet Datacom Pvt. Ltd.	0	1258	1258
218	MAKS COMMUNICATIONS PVT.LTD.	0	1248	1248
219	Broad Net India Pvt. Ltd.	1245	0	1245
220	RTEL INTERNET SERVICES PVT LTD	0	1232	1232
221	DA Smartzone Pvt Ltd	0	1229	1229
222	CJ Online Pvt. Ltd.	0	1228	1228
223	Shrisai Shavenk Technologies Pvt. Ltd.	0	1221	1221
224	UNITED STARS NETWORK PRIVATE LIMITED	0	1221	1221
225	Amar Broadband Private Limited	0	1183	1183
226	REVOLUTION BROADBAND PVT LTD	0	1177	1177
227	Reliance Communications Limited	37	1126	1163
228	Flashcom Network Pvt Ltd	0	1123	1123
229	Speedmaxx Digital Networks Pvt Ltd	0	1121	1121
230	ACN Fiber Pvt. Ltd.	0	1100	1100
231	VN ETHERNET INDIA PRIVATE LIMITED	1076	0	1076
232	FASTNET COMMUNICATION PVT LTD	199	867	1066
233	Al-Mairah Braodband Pvt. Ltd.	0	1060	1060
234	RK Broadband Hifi Services Pvt Ltd	0	1048	1048
235	Mega Hertz Network Solutions Pvt Ltd	0	1033	1033
236	Hardwork Cable & Internet services Pvt. Ltd.	0	1007	1007
237	NetfirstCommunications Pvt. Ltd	0	995	995
238	HOSTAXIS NETWORKS PVT LTD	0	994	994

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
239	AHM Digital Network Pvt Ltd	0	970	970
240	BLITS GLOBAL TECHNOLOGIES PVT LTD	0	966	966
241	Aeroway Networks Pvt Ltd.	0	951	951
242	Grace Teleinfra Pvt Ltd	0	927	927
243	NetMagic Solutions(P) Ltd.	0	927	927
244	TOUCHNET BROADBAND SERVICES PVT LTD	0	912	912
245	Sanchit Infocom Pvt Ltd	0	909	909
246	Oxynet Telecommunications Pvt. Ltd	0	899	899
247	Nandini Broadband Pvt Ltd	0	892	892
248	ALWAR ONLINE PVT LTD	12	868	880
249	Ficus Telecom Pvt. Ltd.	0	873	873
250	SKY ONLINE TECHNOSYSTEM PVT LTD	0	863	863
251	Fttx Broadband Pvt. Ltd.	0	860	860
252	DREAMLINK TECHNOLOGIES PVT LTD	0	848	848
253	Darer Internet Services Pvt. Ltd.	0	834	834
254	AU NetworksPvt. Ltd.	0	833	833
255	VENKATA SAI INTERNET PRIVATE LIMITED	0	833	833
256	Green Tech Net Com Pvt. Ltd..	0	830	830
257	Jiffy Cable & Datacom Pvt. Ltd.	0	818	818
258	Rida Communication Pvt. Ltd.	0	816	816
259	Telosy Telecom Pvt. Ltd.	801	0	801
260	Datawave IT solutions Pvt. Ltd.	0	793	793
261	Packenet Solutions Pvt. Ltd.	0	789	789
262	ANUSHREE DIGITAL NETWORK PVT LTD	0	787	787
263	KGS NETWORKS PRIVATE LIMITED	0	787	787
264	Rajesh Patel Net Services Pvt. Ltd.	3	770	773
265	CATLA IT&ENGG. CO. PVT LTD.	0	760	760
266	SB Broadband Services Pvt. Ltd	0	759	759
267	Neonet Communications Pvt. Ltd.	0	749	749
268	Skylink Fibernet Pvt. Ltd.	0	747	747
269	Touch Net India Pvt. Ltd.	0	734	734
270	Reticule Infotech Pvt. Ltd.	0	730	730
271	Spirenet Digital Communications Pvt. Ltd.	0	720	720
272	CLOUDNET COMMUNICATIONS PVT LTD	0	714	714
273	CNS INFOTEL SERVICES PVT LTD	0	703	703
274	Vimal Telecom Pvt. Ltd	0	700	700
275	Bass Networks Pvt Ltd	0	689	689
276	Kosmic Broadband Pvt Ltd	688	0	688
277	Smart Wi5 Pvt. Ltd.	0	686	686
278	VIVA Communications Pvt Ltd	0	685	685

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
279	Daksh Broadband Services Pvt Ltd	0	684	684
280	Aerocast Networks Pvt Ltd.	0	683	683
281	Gloiosa Infotel IT Services Pvt Ltd.	683	0	683
282	Bandwidth Infinity Pvt Ltd	0	679	679
283	HPS DIGITAL BROADBAND PVT LTD	0	672	672
284	Craze IT Solutions Pvt Ltd	0	667	667
285	Shineplus Networks Pvt Ltd	0	667	667
286	Shree Manoranjan Broadband Pvt. Ltd.	0	659	659
287	Unitel Media Pvt Ltd	0	652	652
288	Wyris Network Pvt. Ltd.	0	646	646
289	iAIRONET COMMUNICATION PVT LTD	0	631	631
290	DATAMAX TECHNOLOGY PVT LTD	0	630	630
291	Software Technology Park of India(STPI)	0	625	625
292	Excel UG Pvt. Ltd	623	0	623
293	Primenet Global Ltd.	0	622	622
294	Fastx Broadband Private Limited	0	618	618
295	Sarva Air World Network Pvt Ltd	0	606	606
296	Enhancelink CoreportPvt. Ltd	0	604	604
297	SVD DIGITAL NETWORKS PVT LTD	0	603	603
298	RSBS Online Services Pvt. Ltd.	595	0	595
299	Power Grid Corporation of India Ltd.	0	593	593
300	Gleam Worldwide Services Pvt. Ltd.	0	589	589
301	Gowio Networks Pvt. Ltd	0	579	579
302	Alphanet Broadband Pvt Ltd	0	571	571
303	Anish Infoline Pvt. Ltd.	0	570	570
304	Briskcom Infoway Pvt. Ltd.	0	568	568
305	Acegen Broadband Pvt. Ltd	0	564	564
306	Gazillio Technologies Pvt. Ltd.	0	557	557
307	Sprioc Web Private Limited	0	555	555
308	Alegra Communication Pvt Ltd	0	552	552
309	Digital2Virtual ISP Pvt. Ltd.	0	549	549
310	Panav Network and Communications Private Limited	0	548	548
311	Global India Tele Infra Pvt. Ltd.	0	542	542
312	Stackbit Internet Services Pvt. Ltd.	0	535	535
313	Varsha Datacom Services Pvt Ltd	0	514	514
314	Hughes Communications India Ltd.	52	457	509
315	Allied IT Infrastructures & Services Pvt. Ltd.	0	507	507
316	Omata Net Pvt. Ltd.	0	506	506
317	Airtechzone Services India Pvt Ltd	55	441	496
318	Fastnet Wire & Wireless Solutions Pvt. Ltd.	496	0	496

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
319	Simplex Broadband Pvt. Ltd.	0	495	495
320	Raycom Fibers Pvt Ltd	0	491	491
321	Imperium Digital Network Pvt. Ltd.	0	487	487
322	Digital Telco Network India Pvt. Ltd.	0	486	486
323	Amityhua Electronics Pvt. Ltd.	0	480	480
324	Hightel Digital India Pvt. Ltd.	480	0	480
325	Tamana Winet Pvt. Ltd.	0	469	469
326	Nandita Infocom Pvt. Ltd.	0	461	461
327	BPS Communication & Services Pvt.Ltd.	0	460	460
328	NC BROADBAND SERVICES PRIVATE LIMITED	0	458	458
329	Goodwill Smartlink Pvt. Ltd.	0	457	457
330	Quick Link Broadband And Services Pvt. Ltd	0	456	456
331	ARJUN BROADBAND PRIVATE LIMITED	0	453	453
332	JMD Internet and Services Pvt. Ltd.	0	443	443
333	VORRUCKEN NETWORKS PRIVATE LIMITED	427	0	427
334	POWERNET TELECOM PVT LTD	0	419	419
335	Rocketwire Internet Solutions Pvt. Ltd.	0	419	419
336	Sysnet Broadband Services Pvt. Ltd.	0	417	417
337	Track Net Services Pvt. Ltd.	0	413	413
338	Airwaves Internet Pvt. Ltd.	0	411	411
339	Netsat Communications Pvt Ltd	0	409	409
340	Spider Broadband and Cable Pvt Ltd	0	409	409
341	JBN Online Private Limited.	0	406	406
342	BREITBAND TECHNOLOGIES PRIVATE LIMITED	0	402	402
343	Clickian Network Pvt. Ltd.	0	402	402
344	MORADABAD INTERNET SERVICES PVT LTD	0	400	400
345	Voxterria Innovtions Pvt Ltd	150	248	398
346	Mall and Mall Digiworld Pvt. Ltd.	0	389	389
347	Citylink Broadband Services Pvt. Ltd.	0	386	386
348	Starlings Wireless Communications Pvt. Ltd.	377	0	377
349	KSK Broadband Pvt Ltd	0	376	376
350	VISPUTES INTERNET PRIVATE LIMITED	0	375	375
351	WINDSOR INTERNET PVT LTD	0	374	374
352	Shivraj Broadband Internet Pvt. Ltd.	2	371	373
353	Genisys Communication Pvt. Ltd.	370	0	370
354	Cybernet Introtech Pvt. Ltd.	0	368	368
355	ELECON INFOTMATION TECHNOLOGY LTD	0	363	363
356	Pulse Telesystems Pvt. Ltd.	0	361	361
357	Sify Technologies Ltd.	187	170	357
358	NAS Broadband Pvt. Ltd	348	0	348

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
359	Neton Icom Pvt. Ltd.	0	341	341
360	STN Communication & Advertising Pvt Ltd.	0	338	338
361	LINKIO FIBERNET PRIVATE LIMITED	0	332	332
362	Oistel Telecom Pvt. Ltd.	166	166	332
363	Sai Akshay Internet Services Pvt Ltd.	0	332	332
364	Chaitali Communications (OPC) Pvt.Ltd	0	330	330
365	Speedster Communications Pvt. Ltd	0	330	330
366	KKM Broadband Internet Pvt Ltd	0	327	327
367	WAVETREE NETWORKS PVT LTD	0	326	326
368	Twincity Communication Private Limited	0	325	325
369	Unigro Infranet Online Pvt. Ltd.	325	0	325
370	Ashoka Netsol Pvt. Ltd.	320	0	320
371	Vardaan Netservices Pvt. Ltd.	0	302	302
372	Apex Netcom India Pvt. Ltd..	0	300	300
373	DIGISCOPE NETWORKS PRIVATE LIMITED	0	300	300
374	Starnet Global Pvt. Ltd.	0	300	300
375	DEVELOPMENT LOGICS SOLUTIONS PVT LTD	0	293	293
376	SHEEN TELECOM CONSULTANTS PVT LTD	0	292	292
377	HELM CONSULTANTS PVT LTD	290	0	290
378	Dhanam Internet Services India Pvt. Ltd.	0	289	289
379	Sense Connect IT Pvt. Ltd.	54	234	288
380	AUSPICE INFRATAL PVT LTD	41	246	287
381	S.V.C CABLE NET PRIVATE LIMITED	287	0	287
382	Nanjil Internet Services Pvt. Ltd.	0	280	280
383	Shreepad Communication Pvt. Ltd.	0	278	278
384	Suncity Broadband Pvt Ltd.	0	275	275
385	Way2Air Net Solution Pvt Ltd	0	271	271
386	J-Link Infotainment Pvt. Ltd.	0	270	270
387	A-Net Communication India Pvt.Ltd.	146	123	269
388	RUSH ME BROADBAND PRIVATE LIMITED	0	269	269
389	Verizon Communications India Pvt. Ltd.	0	268	268
390	Kataria Net Solutions Pvt. Ltd.	0	266	266
391	SATH TECHNOLOGIES PVT LTD	132	132	264
392	AMK SUNBEAM COMMUNICATION PRIVATE LIMITED	0	262	262
393	Singh Internet Services Pvt. Ltd.	0	260	260
394	Vizcon Digital Pvt. Ltd.	260	0	260
395	Cityline Networks Pvt Ltd	0	251	251
396	SmartLink Broadband Services	0	251	251
397	Earthlink Broadband Pvt Ltd	0	250	250
398	Texes Connect Private Limited	0	250	250

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
399	PROLINE DATATECH SERVICICES PVT LTD	0	248	248
400	Faiconet Internet Pvt Ltd	0	245	245
401	SNT Broadband Pvt. Ltd.	0	245	245
402	AirFiber IT Solutions Pvt. Ltd	120	120	240
403	Data Ingenious Global Ltd	240	0	240
404	Skyhunt IT Park Pvt. Ltd.	235	0	235
405	Barani Data Solutions Private Limited	232	0	232
406	Hipath Netcom Services Pvt. Ltd.	0	228	228
407	Khetan Cable Network (P) Ltd	0	228	228
408	BSL Technologies Pvt. Ltd.	0	227	227
409	VMO BROADBAND PVT LTD	225	0	225
410	Rmax Broadband Pvt. Ltd.	0	222	222
411	Giganet Digital Net Services Private Limited	0	220	220
412	ACEBROWSE PVT LTD	0	219	219
413	Antariksh Broadband & Wireless Solutions Pvt Ltd	0	219	219
414	HIPOINT CONNECT PRIVATE LIMITED	0	219	219
415	Magnuss Broadband Service Pvt. Ltd.	0	219	219
416	CIT SOLUTIONS PVT. LTD.	0	217	217
417	Bluenet Broadband Services Pvt. Ltd.	0	214	214
418	VIVEK NETWORK PRIVATE LIMITED	0	211	211
419	PRONET PRIVATE LIMITED	0	210	210
420	Microsense Pvt. Ltd.	0	209	209
421	Zoram Infonet Pvt Ltd	0	209	209
422	CONSAM TELECOM PRIVATE LIMITED	0	208	208
423	Saibaba Broadband Pvt. Ltd.	0	206	206
424	FABNET SERVICES PVT. LTD.	0	202	202
425	Gomtesh Infotech Pvt. Ltd.	202	0	202
426	HYFY Giga Fiber Pvt. Ltd.	0	202	202
427	BHORER ALO CABLE AND BROADBAND PRIVATE LIMITED	0	200	200
428	Ishani Broadband Pvt Ltd	0	200	200
429	Malang Solutions Pvt. Ltd.	0	197	197
430	Achiever Communication and Services Pvt. Ltd.	0	196	196
431	7 Sai Net Solutions Pvt. Ltd.	0	194	194
432	Netrexo Communications Pvt. Ltd.	0	191	191
433	Vrednus Network Pvt. Ltd.	0	190	190
434	AT&T Global Network Services India Private Limited	0	188	188
435	Veer Point Pvt. Ltd.	0	186	186
436	JTM Internet Pvt. Ltd	184	0	184
437	Noob Technologies Pvt.Ltd	0	176	176

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
438	VISHWAKARMA BROADBAND PRIVATE LIMITED	37	137	174
439	Rae Internet Service Provider Pvt Ltd	0	170	170
440	White Stallion Networks Pvt. Ltd.	0	169	169
441	Optisky Fibernet Pvt. Ltd.	0	168	168
442	Peer Networks Private Limited	0	168	168
443	METREXA BROADNET PRIVATE LIMITED	15	150	165
444	TRIPLE LINK PVT LTD	0	160	160
445	NEXTGEN COMPUSOFT PVT LTD	0	151	151
446	Prateek Netconnect Pvt. Ltd	0	150	150
447	Wi5 Internet Services P Limited	0	148	148
448	Shree Siddhivinayak Cable and Internet Service Provider Pvt. Ltd.	147	0	147
449	M-TEL Networks (P) Ltd	0	146	146
450	Fibernetisp Pvt. Ltd.	0	144	144
451	MANAS INTERNET TECHNOLOGY PRIVATE LIMITED	0	144	144
452	S A INTERNET SOLUTION PVT LTD	0	144	144
453	AIRMAX INTERNET PVT LTD	142	0	142
454	Sri Ram Broadband Services Pvt. Ltd.	0	141	141
455	Japra Tele Link Pvt. Ltd.	0	140	140
456	Light Air Transmission Pvt. Ltd.	0	138	138
457	PMG NETWORKD PVT LTD	0	131	131
458	Galvin Broadband (OPC) Pvt. Ltd.	130	0	130
459	Aspire Broadband Pvt. Ltd.	126	0	126
460	MLC INTERNET PVT LTD	0	126	126
461	Linkup Networks Pvt. Ltd.	0	125	125
462	Mediatech Communication Pvt. Ltd.	0	125	125
463	AEROLINK BROADBAND PRIVATE LIMITED	0	124	124
464	Micronova Telesystems Pvt Ltd	0	120	120
465	Shri Vinayagaa Internet Pvt Ltd	0	120	120
466	V NET NETWORKS PVT. LTD	0	118	118
467	AXOMNET BROADBAND Pvt. LTD.	0	108	108
468	Pronoc Technologies Pvt. Ltd.	0	107	107
469	Sharktel Infocom Pvt. Ltd.	0	106	106
470	Costel Networks Pvt. Ltd.	104	0	104
471	Telstra Telecommunications Pvt. Ltd.	0	104	104
472	ROYAL WIRELESS SERVICES PVT LTD	0	102	102
473	Invensys Networks Pvt.Ltd.	0	101	101
474	FLIX BROADBAND SERVICES PRIVATE LIMITED	0	99	99
475	Marutham Networks Pvt. Ltd.	0	98	98
476	NT CYBRONET PRIVATE LIMITED	0	95	95

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
477	Cheetah Networks Pvt. Ltd.	0	94	94
478	Magica Networking Solutions Pvt. Ltd.	0	94	94
479	Omkar Net Services Pvt. Ltd.	0	94	94
480	LINKUNIVERSE COMMUNICATION PRIVATE LIMITED	0	93	93
481	Satpar Infotech Pvt Ltd	0	93	93
482	NR DATA SERVICE PVT LTD	0	92	92
483	INFINITY WIRELESS SERVICES PVT. LTD.	0	89	89
484	CINFOGEN PRIVATE LIMITED	0	85	85
485	Wireline Solution(India) Pvt. Ltd.	0	85	85
486	ARP INFONET PVT. LTD.	0	84	84
487	Ezeenet Internet Solutions Pvt. Ltd.	0	84	84
488	Rita Infocom Pvt. Ltd.	83	0	83
489	YNET TELECOM SOLUTIONS PVT LTD	0	82	82
490	G-Max IT Services Pvt. Ltd.	0	80	80
491	MALACHANDRA BROADBAND SERVICES PRIVATE LIMITED	0	80	80
492	Durga Broadband Pvt. Ltd.	0	79	79
493	GigHz IT Solutions Pvt Ltd	0	79	79
494	Wifi Inter-connect Pvt. Ltd.	0	79	79
495	iAir Infocom Pvt. Ltd.	76	0	76
496	Vidarbha Wi-Fi & Network Services Pvt. Ltd.	76	0	76
497	SMPL Networks Pvt. Ltd.	71	0	71
498	NETWIRE INTERNET SOLUTIONS PVT. LTD.	0	69	69
499	JAI MATA DI TELECTRONIX PVT LTD	0	68	68
500	Ultrawave Internet Access Pvt. Ltd.	21	46	67
501	Highnet Broadband & Technologies Pvt. Ltd.	0	66	66
502	Divine Broadband Services Pvt Ltd	0	65	65
503	JAYBHOLE CABLE VISION PRIVATE LIMITED	0	65	65
504	Clicknet Communication Pvt Ltd	63	0	63
505	MABA SAFENET BROADBAND SERVICES PVT LTD	0	60	60
506	Winet Infratel Pvt. Ltd.	30	30	60
507	Broadstar Net India Pvt. Ltd.	0	59	59
508	ASVISH TECHNOLOGY PARTNER (OPC) PVT LTD	0	58	58
509	Ekdant Communication Pvt Ltd	0	57	57
510	Infiber Broadnet Pvt. Ltd.	0	56	56
511	Sanavi Infotech (OPC) Pvt. Ltd.	0	56	56
512	YOTTA NETWORK SERVICES PRIVATE LIMITED	0	55	55
513	Delix Net Solutions Pvt Ltd	0	54	54
514	ANODIC TELENETWORK PRIVATE LIMITED	50	0	50

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
515	Bloglytics Internet Pvt.Ltd	2	47	49
516	Mesh Infranet Pvt Ltd	0	47	47
517	SAMVAD TELECOM PVT LTD	44	0	44
518	SKYNETZONE WIFI SERVICES PVT LTD	0	41	41
519	Edge Telecommunications Pvt. Ltd.	0	40	40
520	Gigalo Communication Pvt. Ltd.	40	0	40
521	ERNET India	22	17	39
522	RAJNET CARE PRIVATE LIMITED	0	39	39
523	Streamax Broadband Services Pvt. Ltd	0	37	37
524	Speednet Infomedia Pvt. Ltd	0	35	35
525	Navariya Satellite Services Pvt.Ltd.	33	0	33
526	GURU NETCOMM PVT LTD	0	32	32
527	Promptnet Broadband Pvt. Ltd.	0	32	32
528	Bajpai Telecom Pvt. Ltd.	0	30	30
529	Praveen Telecom Pvt. Ltd.	0	30	30
530	WE INTERNET LIMITED	0	27	27
531	Orange Business Services India Network Pvt. Ltd.	0	26	26
532	Spacetrade Internet Pvt Ltd	0	26	26
533	DRONAGIRI INFOTECH PVT LTD	0	25	25
534	Jmohit Cable Vision Pvt. Ltd.	25	0	25
535	Alien DNS Private Limited.	0	24	24
536	NR IT Service Pvt Ltd	0	23	23
537	Pacific Internet India Pvt. Ltd.	0	23	23
538	Smartware Technologies Pvt. Ltd.	0	22	22
539	Abis BadlapurNetwork Pvt. Ltd.	0	20	20
540	Doonbroadband Pvt. Ltd.	20	0	20
541	Sudhana Telecommunications Pvt. Ltd.	0	20	20
542	Sun Broadband and Data Services PVT. LTD.	0	20	20
543	Airmesh Communications Limited	0	19	19
544	FASTHOOK NETWORKS PVT LTD	0	18	18
545	Pintwire Infomatics Pvt. Ltd.	0	18	18
546	Samruddhi Communication Pvt. Ltd.	0	16	16
547	CLOUDINSTA24 SERVICES PRIVATE LIMITED	0	15	15
548	Microtel Internet Network Pvt. Ltd.	0	15	15
549	Tarantula WebNetworks Pvt. Ltd.	14	0	14
550	Hienet Internet Services Pvt Ltd	0	13	13
551	Angrow Netcomm Pvt. Ltd.	12	0	12
552	Aride Ocean Infoway Pvt. Ltd..	10	0	10
553	Passcom System and Services Pvt. Ltd.	0	10	10
554	VISHVA INFRATEL PRIVATE LIMITED	0	10	10

S.No.	Name of the Service Provider:	Narrowband	Broadband	Total
555	AMBITION NETWORK SOLUTIONS INDIA PRIVATE LIMITED	0	9	9
556	CERALINK COMMUNICATION PVT LTD	0	9	9
557	Hansin IT Services Pvt. Ltd.	0	9	9
558	Airlink Broadband Pvt Ltd	0	8	8
559	Kartik Network Pvt. Ltd.	0	8	8
560	Nelco Ltd.	8	0	8
561	Prompt infracom Pvt Ltd	1	7	8
562	Tatanet Services Ltd	0	8	8
563	CIFY IT Services Pvt. Ltd.	0	7	7
564	Clear Beam Communication Pvt Ltd	7	0	7
565	Financial Technologies Communications Ltd.	0	7	7
566	Upnet Communications Pvt. Ltd.	0	6	6
567	Uttradoon Networks Pvt. Ltd.	2	4	6
568	FLYFAST CONNECTIONS Pvt. LTD	5	0	5
569	Mastek Infosystems OPC Pvt. Ltd.	0	5	5
570	Riyaz Internet Services Pvt. Ltd.	0	5	5
571	UBERCORE DATA LABS PVT LTD	0	5	5
572	ZAPTIC PRIVATE LIMITED	0	5	5
573	Cloudcast Digital Ltd	0	4	4
574	ESTO MEDIA PRIVATE LIMITED	0	4	4
575	A TO Z INFOLINK PVT.LTD.	0	3	3
576	Aristo Telenet Pvt Ltd	0	3	3
577	Hybrid Hash Pvt. Ltd.	0	3	3
578	PHONIX BROADBANDPRIVATE LIMITED	0	3	3
579	Critel Technologies Pvt. Ltd.	0	2	2
580	ESP Fibernet Pvt. Ltd.	0	2	2
581	Sabse Internet Services Provider Pvt Ltd	0	2	2
582	Bombay Gas Company Proprietary Private Limited	0	1	1
583	Frontier Infra Communications(P) Ltd.	0	1	1
584	Sahiba Silk Mills Pvt. Ltd.	0	1	1
	Total	39407323	794881444	834288767
	Total (in million)	39.407	794.881	834.289

Annexure 1.6: List of Service Providers which reported IP Telephony Minutes for Q.E. Sep-21

S. No.	Name of Service Providers reported IP Telephony Minutes as on 30th September 2021
1	Alliance Broadband Services Pvt. Ltd.
2	Asianet Satellite Communications Ltd.
3	Blazenet Ltd.
4	City Online Services Ltd.
5	Citycom Networks Pvt. Ltd.
6	delDSL Internet Pvt Ltd
7	Pulse Telesystems Pvt. Ltd.
8	Sify Technologies Ltd.
9	Tata Communications Limited
10	Trikon Electronics Pvt. Ltd.
11	World Phone Internet Services Pvt. Ltd.
12	You Broadband & Cable India Pvt. Ltd.
13	Warmconnect Internet Services Pvt. Ltd.

Annexure 1.7: Service Area wise PMRTS subscriber Base

S.No.	DOT Licensed Service	Area Served	Service Provider	Subscriber Base	
				30.06.2021	30.09.2021
1	Andhra Pradesh	Hyderabad	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2,604	2,679
			QuickCall	1,031	1,048
		Visakhapatnam	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4,118	4,220
Total				7,753	7,947
2	Delhi	Delhi	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	7,295	6,894
			Procall Ltd.	3,012	3,024
		Total			
3	Gujarat	Ahmedabad	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	985	991
		Amrela	Inative Networks Pvt. Ltd.	-	-
		Bharuch	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1,498	1,496
			Inative Networks Pvt. Ltd.	-	-
		Dahej	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1,298	1,316
		Jamnagar	Inative Networks Pvt. Ltd.	360	360
		Kutch	Inative Networks Pvt. Ltd.	205	205
		Surat	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1,631	1,671
			Inative Networks Pvt. Ltd.	895	895
		Vadodara	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1,954	1,961
Inative Networks Pvt. Ltd.	360		360		
Total				9,186	9,255
4	Karnataka	Bangalore	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	6,933	7,008
			QuickCall	512	502
		Total			
5	Kerala	Ernakulam	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1,039	1,026
		Kerala	Wiwonet Solutions Pvt. Ltd	777	851
		Total			
6	Kolkata	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1,766	1,790
7	Madhya Pradesh	Indore	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1,593	1,561
8	Maharashtra	Pune	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1,963	2,016
			Smartalk Pvt Ltd.	690	706
		Total			
9	Mumbai	Mumbai	Airtalk Solutions & Services Pvt. Ltd.	451	475
			Arya Omnitalk Radio Trunking Services Pvt.Ltd.	9,442	9,190
			Bhilwara Telenet Services Pvt.Ltd.	866	864
			Smartalk Pvt Ltd.	843	848
			Total		
10	Rajasthan	Jaipur	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	883	789
			Procall Ltd.	416	426
		Total			
11	Tamil Nadu	Chennai	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	7,645	7,377
			QuickCall	498	494
		Total			
Grand Total				63,563	63,043

**Annexure 2.1: Wireless Revenue Service - Service Area wise Statistics for
QE September, 2021**

Key parameters for service areas of category-A

Service Area	% of pre-paid in total subscribers	ARPU (Rs. per month)	Total usage (from & outside HSA) per subscriber per month			
			Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU
AP	94.84%	130	14	401	399	800
Gujarat	94.66%	117	19	342	302	643
Karnataka	92.83%	120	18	410	400	810
MH	95.04%	122	15	350	341	691
TN (incl. Chennai)	92.83%	128	14	388	386	773

Key parameters for service areas of category-B

Service Area	% of pre-paid in total Subscribers	ARPU (Rs. per month)	Total usage (from & outside HSA) per subscriber per month			
			Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU
Haryana	96.12%	85	9	366	357	722
Kerala	97.08%	124	8	310	315	625
MP	96.76%	105	16	386	385	771
Punjab	95.60%	116	9	367	358	725
Rajasthan	96.73%	105	17	404	407	811
UP(E)	97.32%	82	12	480	510	990
UP(W)	97.21%	95	11	421	431	852
WB	98.44%	104	16	447	460	907

Key parameters for service areas of category-C

Service Area	% of pre-paid in total subscribers	ARPU (Rs. per month)	Total usage (from & outside HSA) per subscriber per month			
			Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU
Assam	97.55%	114	27	436	454	890
Bihar	97.66%	95	12	551	598	1149
HP	98.12%	114	10	371	367	738
J&K	48.92%	126	28	568	527	1095
NE	97.99%	135	31	408	413	821
Odisha	97.63%	105	16	451	469	920

Key parameters for service areas of category-Metro

Service Area	% of pre-paid in total subscribers	ARPU (Rs. per month)	Total usage (from & outside HSA) per subscriber per month			
			Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU
Kolkata	93.90%	84	12	396	385	782
Delhi	78.83%	89	20	449	409	858
Mumbai	78.85%	103	12	396	343	739

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service

Name of Service Area	Name of Service Provider	Network Related Parameters											Customer Service Quality Parameters								
		Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI			Metering and billing				Response time to the customer		Termination / closure of service		
		BS Accumulated down-time (not available for service) (%age)	Worst affected BSs due to down-time (%age)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable within licensee's own network	SDCCH / Paging Channel Congestion/ RRC Congestion (%age)	TCH, RAB and E-RAB Congestion (%age)	Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)]	Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)]	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Down Link (DL) Packet Drop Rate or DL-PDR	Up Link (UL) Packet Drop Rate or UL-PDR	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures	
		≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 2%	≤ 2%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
The achievement of benchmark against each parameter is to be averaged over a period of one quarter for 2G, 3G and 4G VoLTE Services (combined) as per the measurement methodology explained in Explanatory Memorandum to regulations																					
Andhra Pradesh	Airtel	0.16	0.84	99.45	0.14	0.18	1.21	1.48	96.73	0	0.18	0.17	0.01	0.00	100.00	100.00	100.00	100.00	91.00	100.00	100.00
	BSNL	1.39	5.69	98.77	0.75	0.80	1.64	1.70	98.69	0	0.11	0.25	0.00	0.00	100.00	100.00	100.00	95.01	87.80	100.00	100.00
	RJIL	0.07	0.09	99.57	0.00	0.00	0.16	0.24	99.97	0	0.00	0.07	0.00	0.00	100.00	100.00	100.00	96.75	97.93	100.00	100.00
	VIL	0.06	0.38	99.23	0.29	0.29	1.83	2.70	98.94	0	0.01	0.04	0.01	0.00	99.97	100.00	100.00	98.77	99.92	100.00	100.00
Assam	Airtel	0.94	1.14	98.69	0.17	0.47	1.90	2.20	96.55	0	0.20	0.21	0.01	0.00	100.00	100.00	100.00	100.00	95.00	100.00	100.00
	BSNL	1.89	1.75	98.54	0.81	1.72	1.94	2.25	98.37	0	0.00	0.00	0.01	0.00	100.00	100.00	100.00	96.51	97.75	100.00	100.00
	RJIL	0.27	1.34	99.67	0.00	0.00	0.88	1.00	99.94	0	0.01	0.13	0.00	0.00	100.00	100.00	100.00	98.37	99.84	100.00	100.00
	VIL	0.36	1.94	99.31	0.43	0.68	1.99	2.72	98.48	0	0.09	0.09	0.00	0.00	100.00	100.00	100.00	97.96	99.99	100.00	100.00
Bihar	Airtel	0.28	0.46	97.55	0.39	1.24	1.67	1.73	97.69	0	0.10	0.34	0.01	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	BSNL	1.92	1.89	95.42	0.30	0.35	1.80	2.25	98.30	0	0.00	0.00	0.00	0.00	100.00	100.00	100.00	98.18	96.95	100.00	100.00
	RJIL	0.39	1.56	99.43	0.00	0.00	0.40	0.51	99.95	0	0.00	0.10	0.00	0.00	100.00	100.00	100.00	98.12	99.26	100.00	100.00
	VIL	0.62	1.48	99.67	0.24	0.23	1.58	2.08	99.15	0	0.50	1.83	0.02	0.01	100.00	100.00	100.00	96.44	99.97	100.00	100.00
Delhi	Airtel	0.11	0.00	98.84	0.13	0.34	1.98	2.36	95.35	0	1.04	0.21	0.01	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	MTNL	0.06	0.47	97.63	0.07	0.84	1.28	1.49	97.64	0	NA	NA	0.00	0.00	100.00	100.00	100.00	99.63	99.82	100.00	100.00
	RJIL	0.15	0.51	99.52	0.00	0.00	0.15	0.27	99.96	0	0.00	0.07	0.00	0.00	100.00	100.00	100.00	97.60	99.20	100.00	100.00
	VIL	0.13	0.59	99.84	0.06	0.14	1.17	1.56	99.64	0	0.20	0.36	0.02	0.02	100.00	100.00	100.00	99.12	99.98	100.00	100.00
Gujarat	Airtel	0.11	0.35	99.44	0.20	0.41	1.51	2.17	95.24	0	0.10	0.22	0.01	0.00	100.00	100.00	100.00	100.00	95.00	100.00	100.00
	BSNL	1.49	1.33	97.52	0.24	0.69	1.57	2.18	98.55	0	0.08	0.18	0.00	0.00	100.00	100.00	100.00	99.92	96.55	100.00	100.00
	RJIL	0.19	0.75	99.62	0.00	0.00	0.13	0.22	99.97	0	0.00	0.07	0.00	0.00	100.00	100.00	100.00	98.03	99.62	100.00	100.00
	VIL	0.22	0.91	99.43	0.11	0.47	1.57	2.17	98.74	0	0.15	0.15	0.00	0.00	100.00	100.00	100.00	97.45	99.93	100.00	100.00
Haryana	Airtel	0.12	0.60	99.60	0.13	0.28	1.25	1.71	96.67	0	0.15	0.26	0.02	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	BSNL	0.60	0.72	98.66	0.28	0.58	1.60	1.75	97.96	0	0.16	0.47	0.01	0.00	100.00	100.00	100.00	98.74	98.00	100.00	100.00
	RJIL	0.13	0.60	99.60	0.00	0.00	0.23	0.39	99.97	0	0.00	0.06	0.00	0.00	100.00	100.00	100.00	97.89	99.88	100.00	100.00
	VIL	0.50	0.08	98.63	0.41	0.73	1.85	2.67	98.55	0	0.16	0.74	0.01	0.03	100.00	100.00	100.00	98.10	99.98	100.00	100.00
Himachal Pradesh	Airtel	0.11	0.48	99.38	0.10	0.07	1.43	1.72	95.10	0	0.17	0.16	0.01	0.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00
	BSNL	1.93	1.00	97.71	0.61	0.72	1.93	2.04	97.22	0	0.00	0.00	0.00	0.00	100.00	100.00	100.00	99.99	96.38	100.00	100.00
	RJIL	0.14	0.60	99.64	0.00	0.00	0.21	0.31	99.97	0	0.00	0.06	0.00	0.00	100.00	100.00	100.00	97.83	99.89	100.00	100.00
	VIL	0.16	0.11	99.55	0.05	0.17	1.92	2.56	98.37	0	0.22	0.19	0.01	0.01	100.00	100.00	100.00	99.92	99.93	100.00	100.00
Jammu & Kashmir	VIL	0.30	0.38	99.39	0.57	0.35	1.96	2.78	98.72	0	0.21	0.15	0.05	0.01	100.00	100.00	100.00	99.92	99.98	100.00	100.00
	Airtel	0.11	0.18	99.21	0.12	0.12	1.89	2.70	95.01	0	0.25	0.22	0.00	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	BSNL	1.83	1.70	97.66	0.80	1.30	1.96	2.62	99.09	0	0.02	0.14	0.00	0.00	100.00	100.00	100.00	98.94	97.00	100.00	100.00
	RJIL	0.16	0.90	99.68	0.00	0.00	0.27	0.35	99.96	0	0.00	0.07	0.00	0.00	100.00	100.00	100.00	97.20	99.47	100.00	100.00

Annexure 4.1 (Contd.)

Karnataka	Airtel	0.30	1.62	99.73	0.10	0.13	1.00	1.28	95.34	0	0.18	0.12	0.01	0.00	100.00	100.00	100.00	100.00	91.00	100.00	100.00	
	BSNL	1.63	1.77	97.52	0.43	0.90	1.56	1.69	97.38	0	1.17	0.94	0.00	0.00	99.79	100.00	100.00	100.00	91.17	100.00	100.00	
	RJIL	0.06	0.07	99.64	0.00	0.00	0.15	0.23	99.96	0	0.00	0.08	0.00	0.00	100.00	100.00	100.00	100.00	96.74	98.74	100.00	100.00
	VIL	0.35	0.71	99.74	0.43	0.26	1.45	2.13	99.32	0	0.16	0.22	0.02	0.01	100.00	100.00	100.00	100.00	97.25	99.95	100.00	100.00
Kerala	Airtel	0.06	0.22	99.69	0.16	0.38	1.64	2.44	98.76	0	0.11	0.36	0.01	0.00	100.00	100.00	100.00	100.00	88.00	100.00	100.00	
	BSNL	0.19	0.24	99.29	0.11	0.75	1.74	2.17	98.52	0	0.06	0.20	0.01	0.00	100.00	100.00	100.00	100.00	96.81	97.20	100.00	100.00
	RJIL	0.04	0.09	99.77	0.00	0.00	0.00	0.24	99.97	0	0.00	0.07	0.00	0.00	100.00	100.00	100.00	100.00	97.40	99.41	100.00	100.00
Kolkata	VIL	0.51	1.42	99.86	0.09	0.12	0.71	1.09	99.54	0	0.10	0.19	0.02	0.01	100.00	100.00	100.00	100.00	98.20	99.96	100.00	100.00
	Airtel	0.06	0.00	99.80	0.17	0.20	1.69	2.90	97.79	0	0.23	0.41	0.01	0.00	100.00	100.00	100.00	100.00	100.00	94.00	100.00	100.00
	BSNL	0.45	1.70	98.04	0.37	0.27	1.41	1.60	96.11	0	0.00	0.00	0.00	0.00	98.50	100.00	100.00	100.00	97.83	97.80	100.00	100.00
Madhya Pradesh	RJIL	0.04	0.09	99.67	0.00	0.00	0.10	0.17	99.98	0	0.00	0.05	0.00	0.00	100.00	100.00	100.00	100.00	97.95	99.48	100.00	100.00
	VIL	0.13	0.55	99.87	0.07	0.13	0.78	1.11	97.95	0	0.07	0.15	0.04	0.01	99.96	99.96	100.00	100.00	98.94	99.99	100.00	100.00
	Airtel	0.24	1.24	99.08	0.20	0.35	1.97	2.50	95.09	0	0.10	0.22	0.01	0.00	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00
	BSNL	1.34	1.27	98.69	0.41	1.20	1.89	2.07	98.01	0	0.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00	96.97	96.97	100.00	100.00
Maharashtra	RJIL	0.29	1.59	99.65	0.00	0.00	0.32	0.41	99.94	0	0.00	0.12	0.00	0.00	100.00	100.00	100.00	100.00	98.05	99.31	100.00	100.00
	VIL	0.40	1.63	98.65	0.48	0.72	1.81	2.50	97.24	0	0.25	0.25	0.03	0.02	100.00	100.00	100.00	100.00	95.62	99.96	100.00	100.00
	Airtel	0.02	0.02	99.51	0.16	0.31	1.14	1.45	99.51	0	0.11	0.19	0.01	0.00	100.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	1.61	1.90	97.29	0.60	1.17	1.87	2.50	97.14	0	0.06	0.15	0.00	0.00	100.00	100.00	100.00	100.00	98.84	96.81	100.00	100.00
Mumbai	RJIL	0.47	1.73	99.64	0.00	0.00	0.28	0.38	99.95	0	0.00	0.10	0.00	0.00	100.00	100.00	100.00	100.00	97.60	99.48	100.00	100.00
	VIL	0.48	1.99	98.15	0.99	0.96	1.89	2.98	97.26	0	0.35	0.15	0.02	0.01	100.00	100.00	100.00	100.00	98.36	99.94	100.00	100.00
	Airtel	0.16	0.72	99.10	0.24	1.25	1.48	1.97	95.42	0	0.23	0.15	0.01	0.00	100.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	MTNL	0.20	1.24	97.90	0.29	0.38	1.64	2.78	98.50	0	NA	NA	0.00	0.00	100.00	100.00	100.00	100.00	99.70	99.70	100.00	100.00
North East	RJIL	0.24	1.14	99.64	0.00	0.00	0.10	0.19	99.97	0	0.00	0.06	0.00	0.00	100.00	100.00	100.00	100.00	97.17	99.02	100.00	100.00
	VIL	0.07	0.11	99.72	0.07	0.28	1.32	1.85	98.27	0	0.12	0.22	0.03	0.02	100.00	100.00	100.00	100.00	96.28	99.98	100.00	100.00
	Airtel	0.93	1.05	98.51	0.44	1.26	1.88	2.01	96.81	0	0.26	0.22	0.00	0.00	100.00	100.00	100.00	100.00	100.00	91.00	100.00	100.00
	BSNL	1.93	1.71	97.86	0.83	0.88	1.88	1.90	97.00	0	0.00	0.00	0.03	0.01	100.00	100.00	100.00	100.00	95.84	95.84	100.00	100.00
Odisha	RJIL	1.09	1.74	99.62	0.00	0.00	1.11	1.40	99.94	0	0.01	0.13	0.00	0.00	100.00	100.00	100.00	100.00	98.29	99.88	100.00	100.00
	VIL	0.59	1.97	99.43	0.32	0.50	1.96	1.98	98.61	0	0.21	0.11	0.01	0.00	100.00	100.00	100.00	100.00	98.38	99.99	100.00	100.00
	Airtel	0.09	0.17	98.75	0.18	0.51	1.67	1.79	96.48	0	0.06	0.17	0.01	0.00	100.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	0.64	1.92	95.99	0.67	1.49	1.89	1.91	95.97	0	0.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00	96.13	98.27	100.00	100.00
Punjab	RJIL	0.15	0.54	99.63	0.00	0.00	0.23	0.32	99.95	0	0.00	0.10	0.00	0.00	100.00	100.00	100.00	100.00	98.24	99.77	100.00	100.00
	VIL	0.26	0.20	99.81	0.14	0.20	1.96	2.48	98.76	0	0.05	0.24	0.02	0.02	100.00	100.00	100.00	100.00	97.52	99.98	100.00	100.00
	Airtel	0.11	0.53	99.79	0.10	0.11	0.75	1.32	98.24	0	0.09	0.34	0.01	0.00	100.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	0.35	1.53	98.18	0.24	0.29	1.84	2.27	97.73	0	0.01	0.03	0.00	0.00	100.00	100.00	100.00	100.00	99.91	97.59	100.00	100.00
Rajasthan	RJIL	0.08	0.20	99.55	0.00	0.00	0.07	0.18	99.97	0	0.00	0.05	0.00	0.00	100.00	100.00	100.00	100.00	97.98	99.50	100.00	100.00
	VIL	0.09	0.10	99.67	0.09	0.17	0.85	1.32	99.31	0	0.09	0.28	0.02	0.01	100.00	100.00	100.00	100.00	97.42	99.96	100.00	100.00
	Airtel	0.18	0.76	97.64	0.24	0.75	1.85	2.22	97.37	0	0.33	0.21	0.01	0.00	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00
	BSNL	1.15	1.61	98.92	0.72	1.08	1.55	2.44	98.29	0	0.00	0.00	0.02	0.00	99.00	100.00	100.00	100.00	98.50	97.00	100.00	100.00
Tamil Nadu	RJIL	0.09	0.44	99.64	0.00	0.00	0.30	0.41	99.96	0	0.00	0.07	0.00	0.00	100.00	100.00	100.00	100.00	96.15	99.20	100.00	100.00
	VIL	0.26	1.75	99.26	0.31	0.43	1.92	2.58	98.86	0	0.19	0.37	0.02	0.02	100.00	100.00	100.00	100.00	96.50	99.96	100.00	100.00
	Airtel	0.06	0.13	99.70	0.18	0.25	1.92	2.56	97.15	0	0.15	0.12	0.01	0.00	100.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	BSNL	0.71	1.56	99.14	0.30	0.42	1.95	2.86	97.86	0	0.00	0.00	0.03	0.00	100.00	100.00	100.00	100.00	97.88	98.69	100.00	100.00
Uttar Pradesh (East)	RJIL	0.03	0.03	99.71	0.00	0.00	0.09	0.19	99.97	0	0.00	0.06	0.00	0.00	100.00	100.00	100.00	100.00	97.24	99.31	100.00	100.00
	VIL	0.21	0.98	99.29	0.77	0.68	1.52	2.08	98.78	0	0.08	0.16	0.04	0.01	100.00	100.00	100.00	100.00	96.00	99.99	100.00	100.00
	Airtel	0.33	1.05	98.60	0.31	0.66	1.17	1.55	97.02	0	0.13	0.23	0.01	0.00	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00
	BSNL	1.59	4.98	98.30	0.87	0.53	1.80	2.44	97.26	0	0.01	0.05	0.09	0.02	100.00	100.00	100.00	100.00	99.89	97.07	100.00	100.00
Uttar Pradesh (West)	RJIL	0.45	1.71	99.25	0.00	0.00	0.26	0.38	99.96	0	0.00	0.08	0.00	0.00	100.00	100.00	100.00	100.00	98.01	99.16	100.00	100.00
	VIL	0.22	0.88	98.70	0.83	1.19	1.89	2.56	98.45	0	0.07	0.16	0.01	0.02	100.00	100.00	100.00	100.00	99.47	99.97	100.00	100.00
	Airtel	0.52	1.07	99.68	0.16	0.26	1.94	2.29	95.75	0	0.12	0.19	0.01	0.00	100.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	BSNL	1.85	1.92	96.64	0.87	1.38	1.83	1.98	96.74	0	0.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00	97.52	96.74	100.00	100.00
West Bengal	RJIL	0.21	1.27	99.46	0.01	0.00	0.36	0.52	99.97	0	0.00	0.07	0.00	0.00	100.00	100.00	100.00	100.00	98.18	99.20	100.00	100.00
	VIL	0.12	0.42																			

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)	POI Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and Billing			Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Response time to the customer for Assistance		Termination / Closure of service		
				% of faults repaired by next working day	% of faults repaired within 5 days	% of faults repaired by next working day	% of faults repaired within 7 days				Metering and Billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/ charging/ validity complaints		Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures	
				≤7	For urban areas by next working day: ≥85%	For urban areas: ≥ 100%	For rural and hilly areas: ≥ 75%				For rural and hilly areas: ≥ 100%	≤ 10 Hrs	≤0.5%		≤0.1%	≤0.1%	98% within 4 weeks	100% within 6 weeks	1 week of resolution of complaint
1	Andhra Pradesh	Bharti Airtel	0.43	85.81%	100.00%	NA	NA	168	5.29	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	87.00%	100.00%	100.00%
2		BSNL	5	97.00%	100.00%	97.00%	100.00%	0	6	0	0.00%	0.00%	100.00%	100.00%	100.00%	99.70%	99.61%	100.00%	100.00%
3		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	95.80%	99.57%	100.00%	100.00%
4		TTSL	5.88	72.69%	100.00%	100.00%	100.00%	1124	16.61	0	0.00%	NA	100.00%	100.00%	100.00%	99.47%	99.19%	100.00%	100.00%
5		VIL	0.11	100.00%	100.00%	NA	NA	NA	2.27	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA
6	Assam	BSNL	4	89.00%	100.00%	84.00%	100.00%	143	4	0	0.00%	0.00%	98.00%	100.00%	100.00%	98.39%	98.12%	100.00%	0.00%
7		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
8		VIL	1.64	100.00%	100.00%	NA	NA	NA	2.23	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA
9	Bihar	BSNL	3	95.00%	100.00%	97.00%	100.00%	771	4	0	0.01%	0.00%	98.00%	100.00%	100.00%	99.56%	99.49%	100.00%	100.00%
10		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	96.55%	99.55%	100.00%	100.00%
11		TTSL	0.63	93.02%	100.00%	100.00%	100.00%	5	4.94	0	0.00%	NA	100.00%	100.00%	100.00%	99.44%	100.00%	100.00%	100.00%
12	VIL	1.68	100.00%	100.00%	NA	NA	NA	2.9	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA	
13	Delhi	Bharti Airtel	0.74	90.58%	100.00%	NA	NA	503	4.88	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	87.00%	100.00%	100.00%
14		MTNL	2.94	52.63%	78.64%	NA	NA	4647	33.95	0	0.00%	NA	100.00%	100.00%	100.00%	99.86%	99.88%	100.00%	100.00%
15		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	95.15%	100.00%	100.00%	100.00%
16		TTSL	1.65	96.23%	100.00%	100.00%	100.00%	14	4.71	0	0.00%	NA	100.00%	100.00%	100.00%	99.87%	99.25%	100.00%	100.00%
17		VIL	0.26	100.00%	100.00%	NA	NA	NA	2.18	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA
18	Gujarat	Bharti Airtel	0.55	88.84%	100.00%	NA	NA	197	6.73	0	0.02%	NA	100.00%	100.00%	100.00%	100.00%	85.00%	100.00%	100.00%
19		BSNL	4	96.00%	100.00%	94.00%	100.00%	4	4	0	0.01%	0.00%	100.00%	100.00%	100.00%	99.61%	99.53%	100.00%	0.00%
20		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	96.61%	98.28%	100.00%	100.00%
21		TTSL	1.76	83.56%	100.00%	100.00%	100.00%	95	9.96	0	0.00%	NA	100.00%	100.00%	100.00%	99.71%	99.77%	100.00%	100.00%
22		VIL	0.17	100.00%	100.00%	NA	NA	NA	3.29	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA

Annexure 4.2 (Contd.)

23	Himachal Pradesh	BSNL	7	91.00%	100.00%	90.00%	100.00%	236	7	0	0.02%	0.00%	98.00%	100.00%	100.00%	98.00%	99.41%	100.00%	100.00%	
24		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	100.00%	100.00%	
25		TTSL	0.00	100.00%	100.00%	100.00%	100.00%	100.00%	0	0.00	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
26		VIL	0.00	100.00%	100.00%	NA	NA	NA	NA	0.00	NA	NA	NA	NA	NA	99.00%	100.00%	NA	NA	NA
27	Haryana	Bharti Airtel	0.55	87.77%	100.00%	NA	NA	11	4.99	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	88.00%	100.00%	100.00%	
28		BSNL	5	92.00%	100.00%	92.00%	100.00%	173	6	0	0.04%	0.00%	100.00%	100.00%	100.00%	96.10%	99.00%	100.00%	100.00%	
29		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	100.00%	100.00%	
30		TTSL	1.19	100.00%	100.00%	100.00%	100.00%	0	15.05	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
31		VIL	3.98	100.00%	100.00%	NA	NA	NA	0.53	NA	NA	NA	NA	NA	NA	99.00%	100.00%	NA	NA	NA
32		Bharti Airtel	0.16	87.43%	100.00%	NA	NA	44	6.32	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	83.00%	100.00%	100.00%	100.00%
33	Jammu & Kashmir	BSNL	4	98.00%	100.00%	97.00%	100.00%	66	7	0	0.01%	0.00%	98.00%	100.00%	100.00%	100.00%	99.71%	100.00%	100.00%	
34		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	95.51%	100.00%	100.00%	100.00%	
35	Kerala	Bharti Airtel	1.06	93.81%	100.00%	NA	NA	75	6.68	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	83.00%	100.00%	100.00%	
36		BSNL	4	94.00%	100.00%	89.00%	100.00%	593	7	0	0.02%	0.00%	100.00%	100.00%	100.00%	99.54%	99.53%	100.00%	100.00%	
37		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	98.25%	98.48%	100.00%	100.00%	
38		TTSL	0.09	92.31%	100.00%	100.00%	100.00%	0	9.23	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
39		VIL	0.42	100.00%	100.00%	NA	NA	NA	1.46	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA	NA
40	Kolkata	Bharti Airtel	0.70	92.43%	100.00%	NA	NA	335	9.81	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	86.00%	100.00%	100.00%	
41		BSNL	7	91.00%	100.00%	NA	NA	3926	9	0	0.00%	0.00%	98.00%	100.00%	100.00%	98.89%	98.81%	100.00%	0.00%	
42		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	96.00%	99.53%	100.00%	100.00%	
43		TTSL	0.00	100.00%	100.00%	100.00%	100.00%	0	0.00	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
44		VIL	0.45	100.00%	100.00%	NA	NA	NA	4.6	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA	NA
45	Karnataka	Bharti Airtel	0.58	92.13%	100.00%	NA	NA	712	8.72	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	88.00%	100.00%	100.00%	
46		BSNL	5	91.00%	100.00%	96.00%	100.00%	3875	7	0	0.09%	0.00%	98.00%	100.00%	100.00%	99.71%	99.69%	100.00%	100.00%	
47		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	96.55%	100.00%	100.00%	100.00%	
48		TTSL	0.37	93.28%	100.00%	100.00%	100.00%	18	5.20	0	0.00%	NA	100.00%	100.00%	100.00%	99.10%	99.65%	100.00%	100.00%	
49		VIL	0.19	100.00%	100.00%	NA	NA	NA	2.35	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA	NA
50	Maharashtra	Bharti Airtel	0.21	89.73%	100.00%	NA	NA	165	8.12	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	86.00%	100.00%	100.00%	
51		BSNL	7	86.00%	100.00%	82.00%	100.00%	26982	7	0	0.01%	0.00%	100.00%	100.00%	100.00%	99.55%	99.52%	100.00%	100.00%	
52		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	97.50%	100.00%	100.00%	100.00%	
53		TTSL	2.03	87.17%	100.00%	100.00%	100.00%	266	9.10	0	0.00%	NA	100.00%	100.00%	100.00%	99.67%	99.36%	100.00%	100.00%	
54	Madhya Pradesh	VIL	0.33	100.00%	100.00%	NA	NA	NA	4.59	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA	NA	
55		Bharti Airtel	1.36	87.43%	100.00%	NA	NA	465	4.92	0	0.01%	NA	100.00%	100.00%	100.00%	100.00%	87.00%	100.00%	100.00%	
56		BSNL	6	88.00%	100.00%	83.00%	100.00%	211	4	0	0.04%	0.00%	100.00%	100.00%	100.00%	98.76%	98.57%	100.00%	100.00%	
57		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	100.00%	99.66%	100.00%	100.00%	
58		TTSL	8.10	100.00%	100.00%	100.00%	100.00%	0	1.51	0	0.00%	NA	100.00%	100.00%	100.00%	97.87%	100.00%	100.00%	100.00%	
59	Mumbai	VIL	0.46	100.00%	100.00%	NA	NA	NA	2.55	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA	NA	
60		Bharti Airtel	0.44	93.03%	100.00%	NA	NA	191	5.65	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	88.00%	100.00%	100.00%	
61		MTNL	3.80	65.00%	83.60%	NA	NA	110,382	30.49	0	0.00%	NA	99.20%	100.00%	100.00%	100.00%	99.70%	85.36%	98.39%	28.45%
62		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	95.19%	99.71%	100.00%	100.00%	
63	North East	TTSL	5.45	74.77%	100.00%	100.00%	100.00%	1880	15.83	0	0.00%	NA	100.00%	100.00%	100.00%	99.40%	99.32%	100.00%	100.00%	
64		VIL	0.16	100.00%	100.00%	NA	NA	NA	3.43	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA	NA	
65		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	100.00%	100.00%	
66	North East	VIL	0.00	100.00%	100.00%	NA	NA	NA	0.00	NA	NA	NA	NA	NA	99.00%	100.00%	NA	NA	NA	
67		BSNL	4	95.00%	100.00%	92.00%	100.00%	2	6	0	0.01%	0.00%	100.00%	100.00%	100.00%	97.89%	97.89%	100.00%	100.00%	

Annexure 4.2 (Contd.)

68	Odisha	BSNL	6	88.00%	100.00%	87.00%	100.00%	369	7	0	0.09%	0.00%	99.00%	100.00%	100.00%	99.05%	99.00%	100.00%	100.00%
69		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
70		TTSL	3.21	100.00%	100.00%	100.00%	100.00%	3	1.58	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
71		VIL	0.36	100.00%	100.00%	NA	NA	NA	2.59	NA	NA	NA	NA	NA	NA	99.00%	100.00%	NA	NA
72	Punjab	Bharti Airtel	0.91	86.88%	100.00%	NA	NA	208	5.66	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	87.00%	100.00%	100.00%
73		BSNL	7	92.00%	100.00%	92.00%	100.00%	125	6	0	0.04%	0.00%	98.00%	100.00%	100.00%	100.00%	99.61%	100.00%	98.90%
74		Quadrant	5.2	91.70%	100.00%	100.00%	100.00%	0	6.77	0	0.00%	0.00%	100.00%	100.00%	100.00%	97.43%	95.62%	100.00%	100.00%
75		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	96.15%	100.00%	100.00%	100.00%
76		TTSL	1.11	100.00%	100.00%	100.00%	100.00%	0	1.99	0	0.00%	NA	100.00%	100.00%	100.00%	97.78%	100.00%	100.00%	100.00%
77		VIL	0.44	100.00%	100.00%	NA	NA	NA	0.46	NA	NA	NA	NA	NA	NA	99.00%	100.00%	NA	NA
78	Rajasthan	Bharti Airtel	0.66	85.41%	100.00%	NA	NA	97	5.65	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	83.00%	100.00%	100.00%
79		BSNL	5	95.00%	100.00%	95.00%	100.00%	844	6	0	0.08%	0.00%	99.00%	100.00%	100.00%	99.33%	99.60%	100.00%	0.00%
80		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	98.31%	100.00%	100.00%	100.00%
81		TTSL	4.24	100.00%	100.00%	100.00%	100.00%	1	2.50	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
82		VIL	0.22	100.00%	100.00%	NA	NA	NA	4.20	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA
83	Tamil Nadu	Bharti Airtel	1.08	93.87%	100.00%	NA	NA	839	7.89	0	0.01%	NA	100.00%	100.00%	100.00%	100.00%	86.00%	100.00%	100.00%
84		BSNL	5	95.00%	100.00%	89.00%	100.00%	1137	7	0	0.04%	0.00%	100.00%	100.00%	100.00%	99.64%	99.60%	100.00%	100.00%
85		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	95.90%	100.00%	100.00%	100.00%
86		TTSL	0.63	85.16%	100.00%	100.00%	100.00%	18	7.93	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	98.49%	100.00%	100.00%
87		VIL	0.38	100.00%	100.00%	NA	NA	NA	2.42	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA
88	UPE	Bharti Airtel	0.54	91.35%	100.00%	NA	NA	119	4.89	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	92.00%	100.00%	100.00%
89		BSNL	6	87.00%	100.00%	93.00%	100.00%	6185	9	0	0.02%	0.00%	100.00%	100.00%	100.00%	100.00%	99.40%	100.00%	100.00%
90		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	95.45%	100.00%	100.00%	100.00%
91		TTSL	3.54	100.00%	100.00%	100.00%	100.00%	0	1.19	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
92		VIL	0.22	100.00%	100.00%	NA	NA	NA	4.58	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA
93	UPW	Bharti Airtel	0.47	87.80%	100.00%	NA	NA	174	5.52	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	87.00%	100.00%	100.00%
94		BSNL	7	92.00%	100.00%	93.00%	100.00%	305	7	0	0.07%	0.00%	99.00%	100.00%	100.00%	100.00%	99.58%	100.00%	100.00%
95		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	96.83%	99.67%	100.00%	100.00%
96		TTSL	2.25	100.00%	100.00%	100.00%	100.00%	0	0.66	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
97		VIL	0.86	100.00%	100.00%	NA	NA	NA	0.50	NA	NA	NA	NA	NA	NA	99.00%	100.00%	100.00%	NA
98	West Bengal	BSNL	3	87.00%	100.00%	81.00%	100.00%	2434	5	0	0.00%	0.00%	98.00%	100.00%	100.00%	98.95%	98.85%	100.00%	100.00%
99		RJIL	0	100.00%	100.00%	100.00%	100.00%	0.00	0.00	0	0.00%	0.00%	NA	NA	NA	96.97%	99.07%	100.00%	100.00%
100		TTSL	2.32	100.00%	100.00%	100.00%	100.00%	5	2.20	0	0.00%	NA	100.00%	100.00%	100.00%	99.62%	100.00%	100.00%	100.00%
101		VIL	2.22	100.00%	100.00%	NA	NA	NA	0.29	NA	NA	NA	NA	NA	NA	99.00%	100.00%	NA	NA
Note: NA means Not applicable, and NR means Not reported																			

Annexure 4.3: Quality of Service Performance of Broadband (wireline) Service Providers

Sl. No.	Service Provider	Service area	Service Provisioning	Faults Repair		Billing Performance		Response Time to the Customer for assistance		Bandwidth utilisation/throughput				Service availability /uptime (for all users) in %age	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	%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 IRT G) <90%		Broadband Connection Speed available (download) from ISP node to user	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to International gateway (IGSP/NIXI)	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)
			100%	>90%	=>99%	<2%	100% within 4 weeks	100% within 60 days	>60%	>80%	0	0	<90%		>80%	>98%	<1%	<120 ms	<350 ms
1	Bharat Sanchar Nigam Ltd.(BSNL)	All India	100.00%	94.21%	99.73%	0.10%	100.00%	93.00%	93.02%	95.54%	NA	0	63.40%	93.73%	99.64%	0.50%	51	148	NA
2	Mahanagar Telephone Nigam Limited	Delhi & Mumbai	73.82%	54.98%	72.96%	0.00%	100.00%	62.71%	86.27%	62.91%	Nil	0	50.56%	89.75%	99.35%	0.51%	43	296	NA
3	Airlink Communications Pvt. Ltd.	All India	100.00%	91.37%	99.41%	0.00%	100.00%	NA	84.38%	100.00%	0	0	88.07%	98.93%	99.81%	0.47%	81	270	NA
4	Airnet Cable and Datacom Pvt. Ltd.	Maharashtra	100.00%	91.00%	99.00%	0	0.00%	0.00%	100.00%	100.00%	0	0	9.71%	100.00%	100.00%	0.64%	5	250	NA
		Mumbai	100.00%	94.44%	99.00%	0	0.00%	0.00%	100.00%	100.00%	0	0	60.71%	100.00%	100.00%	0.38%	5	250	NA
5	Alliance Broadband Services Pvt. Ltd.	All India	100.00%	94.10%	100.00%	0.00%	100.00%	Nil	86.33%	100.00%	0	0	59.48%	97.33%	99.64%	0.00%	2	4	102
6	ANI Network Pvt. Ltd.	Delhi	100.00%	92.00%	100.00%	0.00%	0.00%	0.00%	99.00%	100.00%	0	0	88.00%	100.00%	99.90%	0.40%	20	288	NA
7	Asianet Satellite Communications Ltd.	All India	100.00%	90.71%	99.80%	1.74%	100.00%	100.00%	60.63%	80.80%	Nil	0	66.85%	91.00%	99.60%	0.79%	56	229	Nil
8	Atria Convergence Technologies Pvt. Ltd.	All India	100.00%	95.10%	99.60%	1.49%	100.00%	Nil	65.00%	70.00%	0	0	46.00%	95.00%	99.88%	0.03%	21	107	Nil
9	B2H Infonet Pvt Ltd	Mumbai	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%	92.00%	100.00%	0	0	0.00%	91.67%	99.25%	0.35%	5	5	5
10	Bharti Airtel Ltd.	Andhra Pradesh	100.00%	90.40%	100.00%	0.01%	100.00%	100.00%	81.00%	88.00%	0	0	52.18%	100.00%	99.87%	0.00%	28	27	NA
		Bihar	100.00%	90.67%	99.29%	0.01%	100.00%	100.00%	79.00%	84.00%	0	0	63.28%	100.00%	99.77%	0.00%	55	76	NA
		Assam*	100.00%	96.61%	100.00%	0.00%	100.00%	100.00%	81.00%	87.00%	0	NA	NA	100.00%	99.83%	0.00%	NA	NA	NA
		Delhi	100.00%	91.81%	99.03%	0.01%	100.00%	100.00%	82.00%	88.00%	0	0	42.70%	100.00%	99.97%	0.00%	40	73	NA
		Gujarat	100.00%	93.24%	99.41%	0.01%	100.00%	100.00%	83.00%	88.00%	0	0	41.03%	100.00%	99.93%	0.00%	19	63	NA
		Haryana	100.00%	91.82%	99.48%	0.00%	100.00%	100.00%	82.00%	88.00%	0	NA	NA	100.00%	99.77%	0.00%	69	NA	NA
		Karnataka	100.00%	93.06%	100.00%	0.01%	100.00%	100.00%	84.00%	90.00%	0	0	37.72%	100.00%	99.92%	0.00%	19	48	NA
		Kerala	100.00%	94.10%	99.92%	0.00%	100.00%	100.00%	80.00%	86.00%	0	NA	NA	100.00%	99.95%	0.00%	20	NA	NA
		Kolkata	100.00%	93.35%	100.00%	0.00%	100.00%	100.00%	81.00%	87.00%	0	0	22.19%	100.00%	99.93%	0.00%	71	65	NA
		Jammu & Kashmir	100.00%	90.58%	99.39%	0.02%	100.00%	100.00%	77.00%	85.00%	0	NA	NA	100.00%	99.68%	0.00%	41	NA	NA
		Himachal Pradesh	100.00%	92.05%	99.39%	0.00%	100.00%	100.00%	81.00%	88.00%	0	NA	NA	100.00%	99.96%	0.00%	21	NA	NA
		Madhya Pradesh	100.00%	90.30%	99.10%	0.01%	100.00%	100.00%	81.00%	88.00%	0	0	39.84%	100.00%	99.88%	0.00%	38	59	NA
		Maharashtra	100.00%	93.28%	99.23%	0.01%	100.00%	100.00%	81.00%	88.00%	0	0	52.30%	100.00%	99.82%	0.00%	9	53	NA
		Mumbai	100.00%	93.59%	99.43%	0.01%	100.00%	100.00%	83.00%	89.00%	0	0	55.94%	100.00%	99.85%	0.00%	39	56	NA
		North East*	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%	84.00%	88.00%	0	NA	NA	100.00%	99.83%	0.00%	NA	NA	NA
		Orissa*	100.00%	NA	NA	0.00%	100.00%	100.00%	82.00%	87.00%	0	NA	NA	100.00%	99.99%	0.00%	NA	NA	NA
		Punjab	100.00%	90.52%	99.07%	0.00%	100.00%	100.00%	81.00%	87.00%	0	0	50.44%	100.00%	99.93%	0.00%	67	76	NA
		Rajasthan	100.00%	90.20%	99.91%	0.01%	100.00%	100.00%	83.00%	89.00%	0	0	31.84%	100.00%	99.89%	0.00%	42	71	NA
Tamilnadu	100.00%	93.67%	99.93%	0.02%	100.00%	100.00%	82.00%	88.00%	0	0	42.15%	100.00%	99.93%	0.00%	6	28	NA		
UP - East	100.00%	91.01%	99.09%	0.00%	100.00%	100.00%	79.00%	86.00%	0	0	50.31%	100.00%	99.73%	0.00%	52	70	NA		
UP - West	100.00%	90.37%	99.07%	0.01%	100.00%	100.00%	82.00%	88.00%	0	NA	NA	100.00%	99.68%	0.00%	34	NA	NA		
West Bengal*	100.00%	95.65%	100.00%	0.00%	100.00%	100.00%	81.00%	87.00%	0	0	22.00%	100.00%	99.93%	0.00%	71	65	NA		
11	City Online Services Ltd.	AP	100.00%	99.00%	99.00%	0.00%	100.00%	100.00%	95.00%	98.00%	0	0	71.30%	99.00%	99.00%	0.50%	15	232	NA
		Karnataka	100.00%	98.00%	99.00%	0.00%	100.00%	100.00%	96.00%	98.17%	0	0	78.00%	98.00%	99.00%	0.57%	18	280	NA
12	DNA Infotel Pvt Ltd	Maharashtra	100.00%	90.85%	99.11%	0.00%	100.00%	Nil	63.58%	83.96%	NA	0	80.00%	83.00%	99.68%	0.90%	4	255	600
13	DEN Broadband Pvt.Ltd.	All India	100.00%	97.07%	99.63%	0.00%	NA	NA	77.00%	84.00%	0	0	60.32%	92.00%	99.03%	0.62%	80	329	0
14	Digital Network Associates Pvt. Ltd	Maharashtra & Goa	100.00%	90.55%	99.15%	0.00%	100.00%	Nil	63.98%	83.03%	Nil	0	80.00%	83.00%	99.68%	0.85%	4	255	600
		Mumbai	100.00%	95.18%	99.37%	0.00%	100.00%	NA	70.89%	96.05%	NA	0	80.00%	86.00%	99.68%	0.20%	4	255	600
15	Digital Satellite Connect Pvt. Ltd.	Maharashtra	100.00%	90.31%	99.13%	0.00%	100.00%	Nil	62.77%	82.65%	NA	0	80.00%	82.00%	99.68%	0.90%	4	255	600
		Mumbai	100.00%	90.84%	99.14%	0.00%	100.00%	Nil	62.37%	82.04%	NA	0	80.00%	82.00%	99.68%	0.95%	4	255	600
16	D-Vois Communications Pvt.Ltd.	All India	100.00%	95.00%	99.84%	0.00%	Nil	Nil	91.00%	99.00%	0	Nil	Nil	90.00%	100.00%	0.10%	24	28	59

Annexure 4.3 (Contd.)

17	DL GTPL Broadband Pvt.Ltd.	Mah.	100.00%	90.00%	99.00%	0.00%	100.00%	100.00%	99.00%	99.00%	0	0	64.00%	85.00%	96.00%	0.00%	15	300	NA
		Gujarat	100.00%	62.00%	98.00%	0.00%	100.00%	100.00%	99.00%	99.00%	0	0	64.00%	85.00%	94.00%	0.00%	15	300	NA
18	DDC Broad Band Pvt. Ltd.	Delhi	100.00%	97.00%	100.00%	0.11%	100.00%	100.00%	89.00%	94.00%	0	0	69.04%	96.00%	100.00%	0.60%	10	261	NA
19	ESTO Broadband Pvt.Ltd.	All India	100.00%	96.87%	100.00%	0.00%	0.00%	0.00%	79.00%	92.33%	0	0	53.60%	90.00%	98.33%	0.00%	40	100	720
20	Excitel Broadband Pvt.Ltd.	Andhra Pradesh	100.00%	91.00%	99.50%	NA	NA	NA	65.30%	87.10%	0	Nil	79.10%	98.50%	98.50%	0.00%	12	199	Nil
		Delhi	100.00%	92.00%	99.50%	NA	NA	NA	62.10%	82.10%	0	0	78.60%	98.40%	99.20%	0.00%	4	199	Nil
		Karnataka	100.00%	91.10%	99.99%	NA	NA	NA	62.50%	81.50%	0	Nil	76.90%	98.50%	98.48%	0.00%	12	199	Nil
		Rajasthan	100.00%	91.10%	99.10%	NA	NA	NA	61.00%	82.00%	0	Nil	79.06%	98.30%	98.48%	0.00%	4	199	Nil
		UP(East)	100.00%	91.10%	99.00%	NA	NA	NA	62.00%	82.00%	0	Nil	78.80%	98.50%	99.50%	0.00%	4	199	Nil
21	Five Networks Solution (India) Ltd.	All India	100.00%	99.50%	100.00%	0.00%	100.00%	100.00%	NA	NA	NA	0	NA	90.00%	99.00%	0.70%	NA	NA	NA
22	Fusionnet Web Services Pvt. Ltd.	All India	100.00%	92.60%	99.20%	0.00%	100.00%	100.00%	78.20%	83.00%	0	0	53.00%	100.00%	100.00%	0.00%	7	270	NA
23	GTPL Broadband Pvt.Ltd.	All India	100.00%	93.26%	99.08%	NA	NA	NA	83.43%	92.14%	NA	0	42.24%	94.00%	99.03%	0.00%	11	300	NA
24	GTPL KCBPL Broadband Private Limited	Kolkata	100.00%	99.65%	100.00%	NA	100.00%	100.00%	84.13%	92.29%	Nil	Nil	75.00%	97.00%	99.20%	0.00%	10	250	310
		West Bengal	100.00%	99.87%	100.00%	NA	100.00%	100.00%	84.45%	92.44%	0	0	75.00%	97.00%	99.20%	0.00%	10	250	310
25	Hathway Cable & Datacom Ltd.	All India	100.00%	93.14%	99.59%	0.63%	100.00%	100.00%	87.58%	96.89%	0	0	77.94%	90.00%	99.76%	0.24%	77	261	NA
26	Honesty Net Solutions (I) Pvt. Ltd.	Mumbai	100.00%	93.00%	100.00%	Nil	100.00%	0.00%	68.00%	100.00%	0	NA	NA	95.00%	100.00%	0.00%	NA	66	NA
27	Indinet Service Pvt Ltd	All India	100.00%	91.67%	100.00%	0.00%	100.00%	100.00%	74.00%	83.00%	0	0	86.00%	90.00%	99.55%	0.14%	54	243	NA
28	INSTANET Technologies Pvt.Ltd.	Maharashtra	100.00%	96.03%	100.00%	0.24%	100.00%	NA	75.98%	87.60%	0	0	63.00%	90.00%	100.00%	0.00%	4	255	NA
29	Intech Online Pvt.Ltd.	Maharashtra	100.00%	91.33%	99.35%	0.94%	100.00%	100.00%	93.02%	93.02%	0	0	61.54%	85.33%	99.44%	0.07%	15	89.33	452
		Mumbai	100.00%	90.25%	99.30%	0.98%	100.00%	100.00%	93.55%	93.55%	0	0	61.46%	85.33%	99.44%	0.04%	1	76	453
30	Intermedia Cable Communication Pvt. Ltd.	Pune	100.00%	99.98%	99.70%	0.00%	100.00%	100.00%	97.00%	99.00%	0	0	72.00%	90.00%	99.00%	0.00%	67	300	NA
31	Ishan Netsol Pvt Ltd	Gujarat	100.00%	91.01%	100.00%	0.00%	100.00%	100.00%	63.69%	85.11%	0	0	61.29%	91.00%	99.41%	0.00%	100	225	NA
32	Joister Infoserve Pvt. Ltd.	Mumbai	100.00%	95.00%	100.00%	0.00%	100.00%	0.00%	84.00%	90.00%	0	0	85.00%	99.00%	100.00%	0.97%	1	47	265
33	Juweriyah Networks Pvt. Ltd.*	Maharashtra	100.00%	93.00%	100.00%	0.00%	100.00%	NA	84.00%	90.00%	0	0	84.00%	99.00%	100.00%	0.96%	1	225	265
		Mumbai	100.00%	98.00%	100.00%	0.00%	100.00%	NA	75.67%	86.00%	0	0	72.00%	99.00%	100.00%	0.00%	1	47	80
34	Kings Broadband Pvt.Ltd.*	Kerala	100.00%	97.30%	100.00%	Nil	Nil	Nil	80.00%	96.66%	0	0	80.00%	95.60%	100.00%	0.10%	30	310	650
35	K NET Solutions Private Limited	Chennai	100.00%	90.15%	99.15%	NA	100.00%	100.00%	81.95%	84.64%	0	0	NA	100.00%	99.97%	0.01%	5	232	NA
		TN	100.00%	93.20%	99.37%	NA	100.00%	100.00%	81.95%	84.64%	0	0	NA	100.00%	99.88%	0.00%	15	239	NA
36	Limras Eronet Broadband Service Pvt. Ltd.	All India	100.00%	99.00%	100.00%	<1%	100.00%	0.00%	90.00%	100.00%	0	0	0.00%	98.00%	99.40%	0.01%	<31	<260	0
37	Meghbela Cable & Broadband Services (P) Ltd	All India	100.00%	95.00%	100.00%	0.00%	100.00%	100.00%	95.00%	100.00%	Nil	Nil	74.00%	95.00%	99.90%	0.00%	<60	<150	0
38	Microscan Infocommtech Pvt. Ltd. (Formerly - Microscan Computers Pvt Ltd)	Mumbai	100.00%	95.29%	99.70%	0.00%	0.00%	0.00%	100.00%	100.00%	0	0	20.23%	100.00%	100.00%	0.38%	5	250	NA
		Maharashtra	100.00%	93.67%	99.55%	0.00%	0.00%	0.00%	100.00%	100.00%	0	0	8.55%	100.00%	100.00%	0.64%	5	250	NA
39	Multicraft Digital Technologies Pvt. Ltd.	PAN India	100.00%	98.67%	100.00%	0.00%	0.00%	0.00%	99.00%	99.00%	0	0	88.33%	91.00%	99.00%	0.00%	41	NA	NA
40	Net 9 Online Hathway Private Limited	Mumbai	100.00%	97.97%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	0	0	87.94%	89.97%	99.68%	0.32%	93	273	NA
41	Netplus Broadband Services Pvt. Ltd.	All India	100.00%	100.00%	100.00%	0.98%	100.00%	100.00%	76.41%	87.08%	0	0	76.58%	96.22%	100.00%	0.10%	98	192	NA
42	Nuron Networks India Private Limited	Karnataka	100.00%	92.00%	99.00%	0.00%	Nil	Nil	72.00%	86.00%	0	Nil	NA	90.00%	99.00%	0.10%	26	29	59
43	Ortel Communications Ltd.	All India	100.00%	93.83%	99.30%	NA	NA	NA	100.00%	100.00%	0	0	61.87%	91.33%	99.20%	0.00%	115	177	NA
44	ONEOTT Entertainment Limited (formerly Planet E-shop Holdings India Ltd.)	All India	100.00%	97.00%	99.00%	1.20%	100.00%	100.00%	95.00%	95.00%	0	0	80.66%	100.00%	99.92%	0.50%	56	191	NA
45	Quadrant Televentures Ltd.	Punjab	100.00%	95.00%	99.34%	0.46%	100.00%	100.00%	91.11%	94.71%	0	0	73.17%	100.00%	99.97%	0.00%	80	280	0
46	Quest Consultancy Pvt Ltd.	Gujarat	100.00%	95.00%	100.00%	Nil	100.00%	Nil	89.00%	99.00%	0	Nil	82.00%	99.00%	99.00%	0.30%	13	267	NA
47	Radinet Info Solutions Pvt Ltd.	Rajasthan	100.00%	97.94%	99.85%	0.00%	0.00%	0.00%	100.00%	100.00%	0	0	59.78%	90.00%	99.18%	0.50%	40	300	0
48	RaiTel Corporation of India Ltd.	All India (Pan India)	100.00%	98.00%	100.00%	0.00%	Nil	Nil	88.00%	100.00%	0	0	56.07%	100.00%	99.95%	0.86%	90	326	NA
49	Rajesh Digital Datacom Pvt.Ltd.	Mumbai	100.00%	98.00%	100.00%	0.00%	100.00%	100.00%	97.00%	98.00%	0	0	87.00%	83.00%	99.00%	0.00%	46	250	500

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50	Readylink Internet Services Pvt Ltd	TN	100.00%	99.00%	100.00%	0.05%	100.00%	100.00%	80.00%	91.00%	0	0	70.00%	85.00%	100.00%	0.00%	23	85	NA
51	Reliance Jio Infocomm Ltd.	Andhra Pradesh	100.00%	95.74%	99.42%	0.00%	100.00%	100.00%	96.58%	98.87%	0	0	NA	100.00%	99.99%	0.01%	12	NA	NA
		Assam	100.00%	96.89%	99.48%	0.00%	100.00%	100.00%	94.86%	97.51%	NA	NA	NA	100.00%	100.00%	NA	NA	NA	NA
		Bihar	100.00%	96.00%	99.07%	0.00%	100.00%	100.00%	94.74%	97.24%	NA	NA	NA	100.00%	99.98%	NA	NA	NA	NA
		Delhi	100.00%	90.06%	99.12%	0.00%	100.00%	100.00%	94.39%	97.33%	0	0	15.00%	100.00%	100.00%	0.00%	18	NA	NA
		Gujarat	100.00%	97.65%	99.42%	0.00%	100.00%	100.00%	94.02%	96.86%	0	NA	NA	100.00%	100.00%	0.00%	24	NA	NA
		Haryana	100.00%	91.41%	99.68%	0.00%	100.00%	100.00%	94.16%	97.28%	NA	NA	NA	100.00%	100.00%	NA	NA	NA	NA
		Himachal Pradesh	100.00%	92.64%	99.39%	0.00%	100.00%	100.00%	93.73%	97.07%	NA	NA	NA	100.00%	99.98%	NA	NA	NA	NA
		Jammu & Kashmir	100.00%	90.90%	99.54%	0.00%	100.00%	100.00%	99.69%	99.98%	NA	NA	NA	100.00%	99.99%	NA	NA	NA	NA
		Karnataka	100.00%	96.70%	99.31%	0.00%	100.00%	100.00%	94.76%	97.80%	0	0	4.00%	100.00%	99.99%	0.10%	13	NA	NA
		Kerala	100.00%	93.11%	99.89%	0.00%	100.00%	100.00%	95.31%	98.15%	NA	NA	NA	100.00%	100.00%	NA	NA	NA	NA
		Kolkata	100.00%	90.69%	99.14%	0.00%	100.00%	100.00%	92.90%	96.52%	0	NA	NA	100.00%	100.00%	0.01%	31	NA	NA
		Madhya Pradesh	100.00%	98.91%	99.39%	0.00%	100.00%	100.00%	99.91%	99.98%	NA	NA	NA	100.00%	99.99%	NA	NA	NA	NA
		Maharashtra	100.00%	90.12%	99.15%	0.00%	100.00%	100.00%	99.94%	99.99%	0	NA	NA	100.00%	99.98%	0.00%	18	NA	NA
		Mumbai	100.00%	90.17%	99.09%	0.00%	100.00%	100.00%	94.76%	97.49%	0	0	43.00%	100.00%	99.96%	0.00%	8	101.26	NA
		North East	100.00%	95.10%	99.51%	0.00%	100.00%	100.00%	94.38%	97.25%	NA	NA	NA	100.00%	99.94%	NA	NA	NA	NA
		Orissa	100.00%	91.71%	99.53%	0.00%	100.00%	100.00%	99.86%	99.99%	NA	NA	NA	100.00%	100.00%	NA	NA	NA	NA
		Punjab	100.00%	93.30%	99.77%	0.00%	100.00%	100.00%	94.15%	97.27%	NA	NA	NA	100.00%	100.00%	NA	NA	NA	NA
		Rajasthan	100.00%	99.50%	99.50%	0.00%	100.00%	100.00%	93.93%	97.01%	NA	NA	NA	100.00%	100.00%	NA	NA	NA	NA
		Tamilnadu	100.00%	91.99%	99.32%	0.00%	100.00%	100.00%	95.64%	98.17%	0	0	48.00%	100.00%	100.00%	0.02%	9	31.53	NA
		Uttar Pradesh - East	100.00%	97.42%	99.52%	0.00%	100.00%	100.00%	99.71%	99.97%	0	NA	NA	100.00%	99.97%	0.00%	32	NA	NA
Uttar Pradesh - West	100.00%	90.23%	99.00%	0.00%	100.00%	100.00%	94.34%	97.25%	NA	NA	NA	100.00%	99.99%	NA	NA	NA	NA		
West Bengal	100.00%	90.73%	99.12%	0.00%	100.00%	100.00%	99.82%	99.98%	NA	NA	NA	100.00%	99.99%	NA	NA	NA	NA		
52	RI Networks Pvt Ltd	All India	100.00%	92.30%	99.15%	0.00%	100.00%	100.00%	90.35%	94.19%	0	0	84.00%	100.00%	100.00%	0.50%	50	200	NA
53	Sai Prasad Internet Services Pvt.Ltd.	Kalyan(Mah)	100.00%	90.67%	99.31%	0.00%	100.00%	Nil	62.15%	82.57%	Nil	0	80.00%	81.00%	99.82%	0.95%	4	255	600
54	Shree Omkar Infocom Pvt. Ltd.	Mumbai	100.00%	98.00%	100.00%	0.00%	100.00%	100.00%	90.00%	95.00%	0	0	70.00%	96.00%	99.90%	0.50%	2	125	650
55	Shyam Spectra Pvt. Ltd. (formely Citycom Networks Pvt. Ltd.)	All India	100.00%	99.18%	99.84%	0.79%	100.00%	100.00%	93.40%	94.70%	0	0	18.00%	93.00%	99.97%	0.00%	10	153	NA
56	Sikka Broadband(P) Ltd.	UP (East)	100.00%	91.00%	99.26%	0.00%	0.00%	0.00%	88.00%	98.70%	0	0	80.00%	86.60%	99.50%	<1%	<10	<290	<400
57	Siti Broadband Services Pvt.Ltd.	All India (Pan India)	100.00%	94.17%	99.31%	Nil	Nil	100.00%	97.00%	100.00%	0	0	74.97%	98.00%	99.41%	0.00%	3	134	NA
58	Spiderlink Networks Pvt. Ltd.	Rajasthan	100.00%	94.10%	99.33%	NA	NA	NA	72.00%	83.00%	0	NA	75.00%	97.83%	98.97%	0.00%	50	240	NA
59	SRISTISANCHAR WEBNET LTD	Kolkata	100.00%	95.50%	100.00%	0.00%	100.00%	Nil	84.00%	100.00%	0	0	70.02%	94.67%	99.73%	0.00%	3	6	107
60	Tachyon Communications Pvt. Ltd.	UP-East (Lucknow)	100.00%	98.00%	100.00%	0.00%	100.00%	100.00%	88.00%	94.00%	0	0	73.00%	99.00%	100.00%	0.00%	35	70	NA
61	Tata Communications Ltd. (Ceased broadband services, hence NIL report)	All India	NA	NA	NA	NA	NA	0.00%	0.00%	Nil	Nil	0.00%	0.00%	0.00%	0.00%	0.00%	15	253	NA
62	Tata Sky Broadband Pvt. Ltd.	All India	100.00%	94.66%	99.51%	NA	NA	NA	89.12%	91.50%	0	0	58.00%	100.00%	100.00%	0.00%	1	NA	NA
63	Tata Teleservices Limited (TTSL)	All India (except MH)	100.00%	90.00%	95.00%	0.04%	100.00%	100.00%	99.38%	99.65%	0	0	59.33%	98.83%	99.71%	0.00%	41	165	NA
64	Tata Teleservices(Mah) Ltd.(TTML)	Mum. & Mah.	100.00%	81.00%	93.00%	0.00%	100.00%	100.00%	98.00%	99.00%	0	0	71.00%	99.00%	100.00%	0.00%	60	231	NA
65	United Telecoms Ltd.	Maharashtra/Goa	92.33%	91.30%	99.17%	0.01%	100.00%	100.00%	69.00%	81.00%	0	0	68.82%	100.00%	100.00%	0.00%	20	132	NA
66	Wan and Lan Internet Pvt. Ltd.	Mumbai	100.00%	100.00%	100.00%	0.00%	100.00%	0.00%	90.00%	90.00%	0	0	83.66%	90.00%	99.90%	0.00%	20	40	80
67	Wish Net Pvt. Ltd.	Kolkata	100.00%	98.05%	100.00%	0.00%	100.00%	NA	92.07%	94.90%	0	0	40.00%	100.00%	99.66%	0.15%	12	NA	NA
		West Bengal	100.00%	99.05%	100.00%	0.00%	100.00%	NA	82.67%	96.38%	0	0	40.00%	100.00%	99.94%	0.09%	19	NA	NA
68	Yashash Cable Network Pvt Ltd	Karnataka	100.00%	90.97%	99.03%	0.00%	0.00%	0.00%	87.38%	94.91%	0	0	67.74%	84.00%	99.75%	0.10%	<48	<301	0
69	You Broadband India Ltd.	All India	100.00%	96.36%	99.27%	0.00%	100.00%	100.00%	97.64%	98.64%	0	0	77.13%	87.12%	99.31%	0.00%	9	278	0
			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		

Note: Ms Tata Communications Ltd. has ceased broadband services, hence, NIL report submitted.

Annexure 5.1: List of pay channels, offered by broadcasters to subscribers as reported to TRAI (New Regulatory Framework) - as on 30th September, 2021

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
1	AETN 18 Media Pvt Limited	1	The History Channel	SD
		2	Histry TV 18 HD	HD
2	Asianet Star Communications Private Limited	3	Vijay TV	SD
		4	Vijay Super	SD
		5	Vijay HD	HD
		6	Vijay Music	SD
		7	Asianet	SD
		8	Asianet Plus	SD
		9	Asianet Movies	SD
		10	Suvarna Plus	SD
		11	Star Suvarna HD	HD
		12	Asianet HD	HD
		13	Star Suvarna	SD
3	Bangla Entertainment Private Limited	14	AATH	SD
		15	SONY Marathi	SD
4	BBC Global News India Private Limited	16	BBC World News	SD
		17	Cbeebies	SD
5	Bennett, Coleman & Company Limited	18	Zoom	SD
		19	Romedy Now	SD
		20	MN +	HD
		21	Mirror Now	SD
		22	ET NOW	SD
		23	Times Now	SD
		24	Times Now Navbharat HD	HD
		25	Movies Now HD	HD
		26	MNX HD	HD
		27	MNX	SD
28	Times Now World	HD		

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
6	Celebrities Management Pvt Limited	29	Travel XP HD	HD
		30	Travel XP Tamil	SD
7	CSL Info Media Private Limited	31	JAN TV PLUS	SD
8	Direct New Private Limited	32	News X	SD
9	Discovery Communications India	33	Animal Planet	SD
		34	Discovery Channel	SD
		35	DTAMIL	SD
		36	Discovery Kids Channel	SD
		37	Discovery Science	SD
		38	Discovery Turbo	SD
		39	Investigation Discovery	SD
		40	Discovery HD	HD
		41	Animal Planet HD World	HD
		42	TLC HD	HD
		43	Investigation Discovery HD	HD
		44	TLC	SD
		45	EUROSPORT HD (Earlier name "Dsport HD")	HD
		46	EUROSPORT (Earlier name "Dsport")	SD
10	Disney Broadcasting (India) Limited	47	Disney Junior	SD
		48	UTV Movies	SD
		49	Marvel HQ	SD
		50	Disney International HD	HD
		51	Hungama TV	SD
		52	The Disney Channel	SD
		53	UTV HD	HD
		54	UTV Bindass	SD
		55	UTV Action	SD
11	Eenadu Televisoin Private Limited	56	ETV	SD
		57	ETV Andhra Pradesh	SD
		58	ETV - Telangana	SD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		59	ETV Cinema	SD
		60	ETV Life	SD
		61	ETV Plus	SD
		62	ETV Abhiruchi	SD
		63	ETV HD	HD
		64	ETV Plus HD	HD
		65	ETV Cinema HD	HD
		66	ETV Balbharat Telugu	SD
		67	ETV Balbharat Hindi	SD
		68	ETV Balbharat Punjabi	SD
		69	ETV Balbharat Marathi	SD
		70	ETV Balbharat Gujarathi	SD
		71	ETV Balbharat kannada	SD
		72	ETV Balbharat Malayalam	SD
		73	ETV Balbharat Tamil	SD
		74	ETV Balbharat Bangla	SD
		75	ETV Balbharat Odia	SD
		76	ETV Balbharat Assamese	SD
		77	ETV Balbharat English	SD
		78	ETV Balbharat HD	HD
		79	ETV Balbharat SD	SD
12	IN 10 Media Private Limited	80	EPIC TV	SD
		81	Filamchi	SD
		82	Gubbare	SD
		83	Ishara TV	SD
13	Information TV Private Limited	84	India News	SD
14	Fame Media Private Limited	85	4tv News	SD
15	Greycells18 Media Limited	86	Topper TV	SD
16	IBN Lokmat News Private Ltd	87	News 18 Lokmat	SD
17	Living Entertainment Enterprises Private Ltd	88	ZEE ZEST HD	HD
		89	Living Travelz	SD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
18	Lifestyle and Media Broadcasting Limited	90	Good Times	SD
19	Lex Sportel Vision Private Limited	91	1SPORTS	SD
20	Mavis Satcom Limited	92	J Movies	SD
		93	Jaya Max	SD
		94	Jaya Plus	SD
		95	Jaya TV HD	HD
21	MSM World Wide Factual Media Private Limited	96	SONY BBC EARTH	SD
		97	SONY BBC EARTH HD	HD
22	Media World Wide Limited	98	Travel XP	SD
23	New Delhi Television Limited	99	NDTV 24*7	SD
		100	NDTV India	SD
		101	NDTV Profit	SD
24	NGC Network (India) Pvt Limited	102	Fox Life	SD
		103	National Geographic Channel (NGC)	SD
		104	Fox Life HD	HD
		105	Nat Geo Wild	SD
		106	National Geographic HD	HD
		107	Nat Geo Wild HD	HD
		108	Baby TV HD	HD
25	Odisha Television Limited	109	Prarthana	SD
		110	Tarang	SD
		111	Tarang Music	SD
		112	Alankar	SD
26	Parshavnath Media Private Limited	113	Dangal Kannada	SD
27	Raj Television Network Limited	114	Raj Digital Plus	SD
		115	Raj Musix	SD
		116	Raj News	SD
		117	Raj TV	SD
28	Silverstar Communications Limited	118	Mega 24	SD
		119	Mega Musiq	SD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		120	Mega TV	SD
29	Sony Pictures Networks India Private Limited	121	Sony YAY!	SD
		122	SET MAX	SD
		123	SAB	SD
		124	SONY ENTERTAINMENT CHANNEL (SET)	SD
		125	PIX	SD
		126	SIX	SD
		127	MAX 2	SD
		128	PAL	SD
		129	SET HD	HD
		130	SIX HD	HD
		131	PIX HD	HD
		132	MAX HD	HD
		133	Ten 2 HD	HD
		134	Ten 3 HD	HD
		135	Ten 2	SD
		136	Ten 1	SD
		137	Ten 3	SD
		138	Ten 1 HD	HD
		139	SONY Wah	SD
		140	SAB HD	HD
141	Ten 4	SD		
142	Ten 4 HD	HD		
30	Star India Private Limited	143	Star Sports 3	SD
		144	Star Sports 1 Tamil	SD
		145	Star Sports Select 2	SD
		146	Star Bharat	SD
		147	Star Gold 2 (Movies OK)	SD
		148	Star Sports 1 Hindi	SD
		149	Star Gold	SD
		150	Star Jalsha	SD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		151	Star Movies	SD
		152	Star Gold Select	SD
		153	Star Plus	SD
		154	Star Pravah	SD
		155	Star Sports 1	SD
		156	Star Sports 2	SD
		157	Star World	SD
		158	Jalsha Movies	SD
		159	Star Sports HD 2	HD
		160	Star Sports HD 1	HD
		161	Star Bharat HD	HD
		162	Star Gold HD	HD
		163	Star Movies HD	HD
		164	Star Plus HD	HD
		165	Star Sports 1 HD Hindi	HD
		166	Star Sports Select 1	SD
		167	Star Movies Select HD	HD
		168	Star World HD	HD
		169	Star Sports First	SD
		170	MAA Gold	SD
		171	MAA Movies	SD
		172	MAA Music	SD
		173	MAA TV	SD
		174	Star Pravah HD	HD
		175	Star Jalsha HD	HD
		176	Jalsha Movies HD	HD
		177	Star Sports Select HD 1	HD
		178	Star Sports Select HD 2	HD
		179	MAA HD	HD
		180	Star Gold Select HD	HD
		181	MAA Movies HD	HD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		182	Star World Premiere HD	HD
		183	Star Sport 1 Telugu	SD
		184	Star Sport 1 Kannada	SD
		185	Star Sports 1 Bangla	SD
		186	Star Utsav	SD
		187	Star Sports 1 Marathi	SD
		188	Star Utsav Movies	SD
31	SUN TV Network Limited	189	Adithya TV	SD
		190	Chintu TV	SD
		191	Chutti TV	SD
		192	Gemini Comedy	SD
		193	Gemini Life	SD
		194	Gemini Movies	SD
		195	Gemini Music	SD
		196	Gemini TV	SD
		197	KTV	SD
		198	Surya Movies	SD
		199	Kushi TV	SD
		200	SUN Life	SD
		201	Sun Music	SD
		202	Sun News	SD
		203	Surya Music	SD
		204	SUN TV	SD
		205	Surya Comedy	SD
		206	Surya TV	SD
		207	Udaya Comedy	SD
		208	Udaya Movies	SD
		209	Udaya Music	SD
		210	Udaya TV	SD
		211	Kochu TV	SD
		212	Sun TV HD	HD
		213	KTV HD	HD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		214	Sun Music HD	HD
		215	Gemini TV HD	HD
		216	Gemini Music HD	HD
		217	Gemini Movies HD	HD
		218	Surya TV HD	HD
		219	Udaya TV HD	HD
32	Suryansh Broadcasting Private Limited	220	Flowers	SD
33	Turner International India Pvt Ltd	221	Cartoon Network	SD
		222	CNN International	SD
		223	POGO	SD
		224	Cartoon Network HD+	HD
34	TV 18 Broadcast Limited	225	CNN News 18	SD
		226	CNBC Bajaar	SD
		227	CNBC TV 18 Prime HD	HD
		228	CNBC Awaaz	SD
		229	News 18 Tamil Nadu	SD
		230	News 18 Kerala	SD
		231	News 18 Assam / North East	SD
		232	News 18 India	SD
		233	CNBC TV 18	SD
		234	News 18 Bihar Jharkhand	SD
		235	News 18 Madhya Pradesh / Chattisgarh	SD
		236	News 18 Rajasthan	SD
		237	News 18 Uttar Pradesh/ Uttaranchal	SD
		238	News 18 Urdu	SD
		239	News 18 Kannada	SD
		240	News 18 Bangla	SD
		241	News 18 Punjab / Haryana / Himanchal Pradesh	SD
		242	News 18 Gujarati	SD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		243	News 18 Odia	SD
35	TV Today Network Limited	244	Aaj Tak	SD
		245	India Today	SD
		246	AAJ Tak HD	HD
		247	Aaj Tak Tez	SD
36	Viacom 18 Media Private Limited	248	Colors	SD
		249	Comedy Central (HD)	HD
		250	MTV	SD
		251	NICK	SD
		252	NICK JR	SD
		253	SONIC	SD
		254	VH 1 (HD Distribution)	HD
		255	Colors Infinity HD	HD
		256	Colors Infinity	SD
		257	Colors HD	HD
		258	NICKS HD+	HD
		259	Colors Cineplex	SD
		260	MTV Beats	SD
		261	Colors Kannada HD	HD
		262	Colors Marathi HD	HD
		263	Colors Bangla HD	HD
		264	Colors Super	SD
		265	Colors Bangla	SD
		266	Colors Gujarati	SD
		267	Colors Kannada	SD
		268	Colors Marathi	SD
		269	Colors Oriya	SD
		270	MTV Beats HD	HD
		271	Colors Tamil	SD
272	Colors Cineplex HD	HD		
273	VH 1	SD		
274	Colors Tamil HD	HD		

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		275	MTV HD+	HD
		276	Colors Rishtey	SD
		277	Colors Kannada Cinema	SD
		278	Colors Gujarati Cinema	SD
		279	Comedy Central	SD
		280	Rishtey Cineplex	SD
		281	Colors Bangla Cinema	SD
37	Zee Akaash News Private Limited	282	Zee 24 Ghanta	SD
38	Zee Entertainment Enterprises Limited	283	Zee Bollywood	SD
		284	Zee Action	SD
		285	Zee Bangla Cinema	SD
		286	Zee Café HD	HD
		287	Zee Café	SD
		288	Zee Cinema	SD
		289	Zee Talkies	SD
		290	Zee TV	SD
		291	Zing	SD
		292	& Picture	SD
		293	Zee Bangla	SD
		294	Zee Marathi	SD
		295	Zee Zest	SD
		296	Zee TV HD	HD
		297	Zee Cinema HD	HD
		298	& TV	SD
		299	& TV HD	HD
		300	Zee Kannada	SD
		301	Zee Telugu	SD
		302	& Pictures HD	HD
		303	Zee Cinemalu	SD
		304	Zee Yuva	SD
		305	Zee Marathi HD	HD
		306	& Prive HD	HD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		307	Zee Bangla HD	HD
		308	Zee Tamil HD	HD
		309	Zee Cinemalu HD	HD
		310	Zee Telugu HD	HD
		311	Zee Tamil	SD
		312	Zee Kannada HD	HD
		313	Zee Anmol Cinema	SD
		314	& Flix HD	HD
		315	& Flix	SD
		316	Zee Keralam HD	HD
		317	Zee Keralam	SD
		318	Zee Vajwa	SD
		319	Zee Anmol	SD
		320	Big Magic	SD
		321	Big Ganga	SD
		322	Zee Classic	SD
		323	&Xplore HD	HD
		324	ZEE Sarthak	SD
		325	Zee Talkies HD	HD
		326	Zee Punjabi	SD
		327	Zee Thirai	SD
		328	Zee Picchar	SD
		329	Zee Thirai HD	HD
		330	Zee Picchar HD	HD
		331	Zee Biskope	SD
39	Zee Media Corporation Limited	332	Zee 24 Taas	SD
		333	Zee Odisha	SD
		334	Zee Business	SD
		335	Zee Punjab Haryana Himachal	SD
		336	Zee Madhya Pradesh Chattisgarh	SD
		337	Zee Salaam	SD

S.No	Name of the broadcaster	S.No	Name of the channel	Declared as SD or HD
		338	Zee 24 Kalak	SD
		339	WION	SD
		340	Zee Uttar Pradesh Uttrakhand	SD
		341	Zee Hindustan	SD
		342	Zee Bihar Jharkhand	SD
		343	Zee News	SD
		344	Zee Rajasthan News	SD
40	Zoom Entertainment Network Limited	345	Movies Now	SD
41	Sidharth Broadcasting Private Limited	346	Sidharth TV	SD
42	Sathak Music Private Limited	347	Sidharth Bhakti	SD
		348	Sidharth Gold	SD

List of Major MSOs / HITS Operators

- 1. M/s. Siti Networks Limited.,**
1st Floor, FC-09, Gate No.03,
Sector-16-A Film City,
Noida-201301,
Tel: 0120-4526700
Website : www.sitinetworkslimited
Toll Free No. 1800 1234 001

- 2. M/s Den Networks Limited.**
236, Ground Floor, Okhla Industrial Estate,
Phase-III, New Delhi-110020
Website: www.den-networks.com
Toll Free No. 1800 419 2020

- 3. M/s Hathway Digital Private Limited.**
805/606, 8th Floor, Windsor
Off CST Road, Kalina, Santacruz (East),
Mumbai-400098 (Maharashtra)
PH: 022-26001306,
Fax No: 022-26001307
Website : www.hathway.com
Toll Free No. 1800 4197 900

- 4. M/s GTPL Hathway.**
202, 2nd Floor,
Sahajanad Shopping Center
Opp. Swaminarayan Mandir
Shahibaug, Ahemdabad-38004
Ph: 079-30280340 / 41, 079-25626476 / 77
Website : www.gtpl.net
Toll Free No. 1800-419-0419

- 5. M/s NXT Digital Limited.**
IN Centre, 49/50 MIDC
12th Road, Andheri
MUMBAI-400093 (Maharashtra)
Ph: 022-28208585
Website : www.nxtdigital.co.in
Toll Free No. 18602120400 18002100400

- 6. M/s NXT Digital Limited (HITS)**
IN Centre, 49/50 MIDC
12th Road, Andheri
MUMBAI-400093 (Maharashtra)
Ph: 022-28208585
Website : www.nxtdigital.co.in
Toll Free No. 18602120400 18002100400
- 7. M/s Fastway Transmission Pvt. Ltd..**
SCO-16-17, Top Floor
Sector-34-A, Chandigarh
Ph: 0161-4044444
Website : www.fastway.in
Toll Free No. 18001026602
- 8. M/s Tamil Nadu ARASU Cable TV Corporation Ltd.**
11/22, Mangadusamy Street, Nungambakkam,
Chennai-600034
Ph: 044-2843 2911
Fax : 044-2843 2913
Website : www.tactv.in
Toll Free No. 1800 425 2911
- 9. M/s Kerala Communicators Cable Ltd.**
CC -22/491, Girnar, Kadavanthara,
Cochin-682020 (Kerala)
Ph: 0484-2316441
Website : www.kccl.tv
Toll Free No. 18004195755
- 10. M/s Thamizhaga Cable TV Communication Pvt. Ltd.**
Old No. 150, New No. 48, Sami Naicken Street,
Chinthadripet, Chennai-600002 (T.N.)
Ph: 044-49272222
Website : www.tccl.co.in
Toll Free No. 1800-102-9845
- 11. M/s Asianet Digital Network Pvt. Network**
2A, 2nd Floor, Leela Infopark
Technopark, Kazahakuttom,
Thiruvananthapuram-695581 (Kerala)
Ph: 0471-2700995
Fax : 0471-2527878
Website : www.asianetdigital.co.in
Toll Free No. 1800 425 4725

12. M/s Kal Cable Private Ltd.

No. 229, Kutchery Road, Mylapore,
Chennai-600004 (T.N.)

Ph: 044-49616161

Fax : 044-49616171

Website : www.scv.in

Toll Free No. 1800-102-0728

13. M/s V.K. Digital Network Pvt. Ltd.

3-A-29, Willow Crest,
6th Main Road, R.A. Puram,
Chennai-600029 (T.N.)

Ph: 044-4242 8282

Website : www.vkdigital.co.in

Toll Free No. 18004199908

List of Pay DTH Operators

- 1. M/s. Tata Sky Ltd.,**
Tata Communications Complex,
Mandi Road, PO Chattarpur,
New Delhi – 110 074
Tel: 011-6616 3000
Fax-022-6616 3030
Website : www.tatasky.com
Toll Free No. 18002086633
- 2. M/s Dish TV India Ltd.**
FC-19, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2467005 / 2467000
Fax: 91-120-4357082
Toll Free No. 18002583474 (Dish), 1800212212 (d2h)
Website : www.dishtv.in
- 3. SUN Direct TV(P) Ltd.**
Murasoli Maran Towers, 73, MRC Nagar,
Main Road, MRC Nagar, Chennai – 28
PH: 044-44676767, Fax No 044-40679191
Website : www.sundirect.in
Toll Free No. 18001037575
- 4. Bharti Telemedia Ltd.**
Airtel Centre, Plot No 16,
Udyog Vihar Phase IV,
Gurgaon – 122 015
Ph: 0124-4222222
Fax : 0124-4248063
Website : www.airtel.in
Toll Free No. 18001036065

Annexure 5.4: List of 112 existing cities with operational FM Radio Channels in India, as on 30th September, 2021

S.No.	City	Category	Stations
1	Agartala	D	2
2	Agra	B	4
3	Ahmedabad	A	6
4	Ahmednagar	C	4
5	Aizwal	D	3
6	Ajmer	C	4
7	Akola	C	4
8	Alappuzha	C	2
9	Aligarh	C	4
10	Allahabad	B	4
11	Amravati	C	1
12	Amritsar	B	4
13	Asansol	B	3
14	Aurangabad	C	4
15	Bareilly	C	4
16	Bengaluru	A	8
17	Bhadarwah	Others	1
18	Bharuch	D	2
19	Bhavangar	C	2
20	Bhopal	B	4
21	Bhubaneshwar	C	4
22	Bikaner	C	4
23	Bilaspur	C	3
24	Chandigarh	C	4
25	Chennai	A+	7
26	Coimbatore	B	4
27	Dehradun	C	1
28	Delhi	A+	9
29	Dhule	C	3
30	Dhubri	Others	1

31	Durg-Bhillaina	D	1
32	Erode	C	2
33	Gangtok	D	2
34	Godhara	D	1
35	Gorakhpur	C	4
36	Gulbarga	C	1
37	Guwahati	C	4
38	Gwalior	C	4
39	Haflong	Others	1
40	Hissar	D	4
41	Hubli - Dharwad	C	2
42	Hyderabad	A	8
43	Indore	B	4
44	Itanagar	D	2
45	Jabalpur	B	4
46	Jaipur	A	6
47	Jalandhar	C	4
48	Jalgaon	C	4
49	Jammu	C	4
50	Jamnagar	C	2
51	Jamshedpur	B	4
52	Jhansi	C	4
53	Jodhpur	C	4
54	Junagarh	D	2
55	Kannur	C	3
56	Kanpur	A	6
57	Karnal	D	3
58	Kargil	Others	1
59	Kathua	Others	2
60	Kochi	B	4
61	Kolhapur	C	4
62	Kolkata	A+	7
63	Kota	C	4
64	Kozhikode	C	4

65	Lucknow	A	6
66	Madurai	B	4
67	Mangalore	C	3
68	Mehsana	D	2
69	Mumbai	A+	9
70	Muzaffarpur	C	4
71	Mysore	C	3
72	Nagpur	A	6
73	Nanded	C	3
74	Nasik	C	4
75	Nellore	C	1
76	Palampur	D	1
77	Panaji	D	2
78	Patiala	C	4
79	Patna	C	4
80	Porbandar	D	1
81	Punch	Others	2
82	Puducherry	C	4
83	Pune	A	6
84	Raigarh	D	1
85	Raipur	C	3
86	Rajahmundry	C	3
87	Rajkot	B	4
88	Ranchi	C	4
89	Rourkela	C	3
90	Salem	C	2
91	Sangli	C	4
92	Shillong	D	3
93	Shimla	D	3
94	Sholapur	C	4
95	Siliguri	C	3
96	Srinagar	C	4
97	Surat	A	6
98	Thiruvananthapuram	C	4

99	Thoothukudi	C	2
100	Thrissur	C	3
101	Tiruchirappalli	C	3
102	Tirunelveli	C	3
103	Tirupati	C	3
104	Udaipur	C	4
105	Ujjain	C	1
106	Vadodra	B	4
107	Varanasi	B	4
108	Vellore	C	2
109	Veraval	D	1
110	Vijayawada	B	3
111	Vishakapatnam	B	3
112	Warrangal	B	3
	Total		385

Source: As reported by Private FM Radio Service Providers to TRAI

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