



# **Telecom Regulatory Authority of India**

The Indian Telecom Services  
Performance Indicators January– March 2009

New Delhi, India  
13<sup>th</sup> July 2009

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## SNAPSHOT

(Data As on 31<sup>st</sup> March 2009)

### Telecom Subscribers (Wireless + Wireline)

Total Subscribers	429.72 Million
% Growth During Quarter	11.68%
Urban Subscribers	309.43 Million (72%)
Rural Subscribers	120.29 Millions (28%)
Overall Teledensity	36.98
Urban Teledensity	88.66
Rural Teledensity	14.80

### Wireline Subscribers

Total Wireline Subscribers	37.96 Million
% Growth During Quarter	0.15%
Urban Wireline Subscriber	27.38 Million (72.13%)
Rural Wireline Subscribers	10.58 Millions (27.87%)
Village Public Telephones (VPT)	5.61 Million
Public Call Office (PCO)	6.20 Million

### Wireless Subscribers

Total Wireless Subscribers	391.76 Million
% Growth During Quarter	12.93%
Urban Wireless Subscribers	282.05 Million (72%)
Rural Wireless Subscribers	109.71 Million (28%)
GSM Subscribers	297.26 Million (75.88%)
CDMA Subscribers	94.50 Million (24.12%)

### Internet & Broadband Subscribers

Total Internet Subscribers (including Broadband)	13.54 Million
% Growth During Quarter	5.30%
Broadband Subscribers	6.22 Million
Wireless Data Subscriber	117.82 Million

## Broadcasting & Cable Services

Total Number of Registered Pay Channels with I & B Ministry	436
Total Number of Pay Channels	130
Maximum Number of Free to Air Channels in any network	168
Number of FM Radio	245
No of DTH licensees	6
DTH Subscribers	13.09 Millions
No of Set Top Boxes	770053

## Telecom Finance & Accounts

Gross Revenue	Rs. 40444.66 Crore
% Increase in GR during Quarter	2.63%
Adjusted Gross Revenue (AGR)	Rs. 29725.37 Crores
% Increase in AGR during Quarter	2.71%
AGR Public Sector	Rs. 8443 Crores (28.40%)
AGR Private Sector	Rs. 21282 Crores (71.60%)
Average Revenue Per User (ARPU) GSM	Rs. 205
Average Revenue Per User (ARPU) CDMA	Rs. 99
Minutes of Usage (MOU) GSM	484 Minutes
Minutes of Usage (MOU) CDMA	352 Minutes
Minutes of Usage for Internet Telephony	131.63 Millions

## INTRODUCTION

- (i) This report presents the growth trends for the telecom services in India for the quarter ending **March 2009**. This report provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. Under the Unified Access Service (UAS) Regime, the details of subscriber base under wireless services, both GSM & CDMA (WLL(F) + WLL(M)) technologies has been combined. The Executive Summary of various Telecom Services has been given in the beginning followed by 'Performance Indicators at a Glance'. First four chapters deliberate the growth pattern of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter Five includes QoS performance analysis of various service providers. Chapter Six is on performance of Cable TV, DTH & Radio Broadcast services. Financial details of telecom services sector is given in Chapter Seven.
- (ii) The report has been compiled on the basis of information received from various telecom service providers. TRAI collects performance-based data from various service providers on quarterly basis to monitor the growth trends in the telecom sector and compile them to bring out this report.
- (iii) This performance indicator report is also available on TRAI's website ([http://www.trai.gov.in/Reports\\_list\\_year.asp](http://www.trai.gov.in/Reports_list_year.asp)). Any suggestion pertaining to this may please be addressed to S. K. Gupta, Advisor (CN & IT), TRAI; Tel. +91-11-23217914, Fax. +91-11-23211998 and e-mail: [advcn@traigov.in](mailto:advcn@traigov.in) or [cn@traigov.in](mailto:cn@traigov.in)

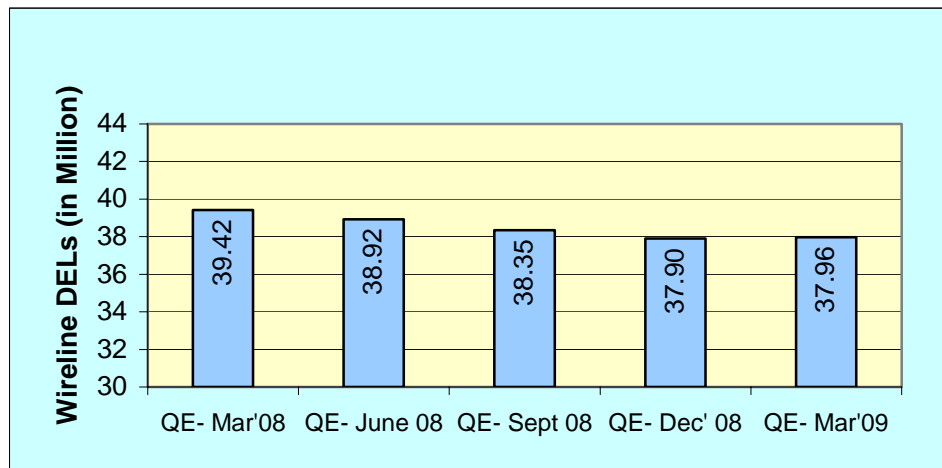
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## EXECUTIVE SUMMARY

### A. Wireline Services

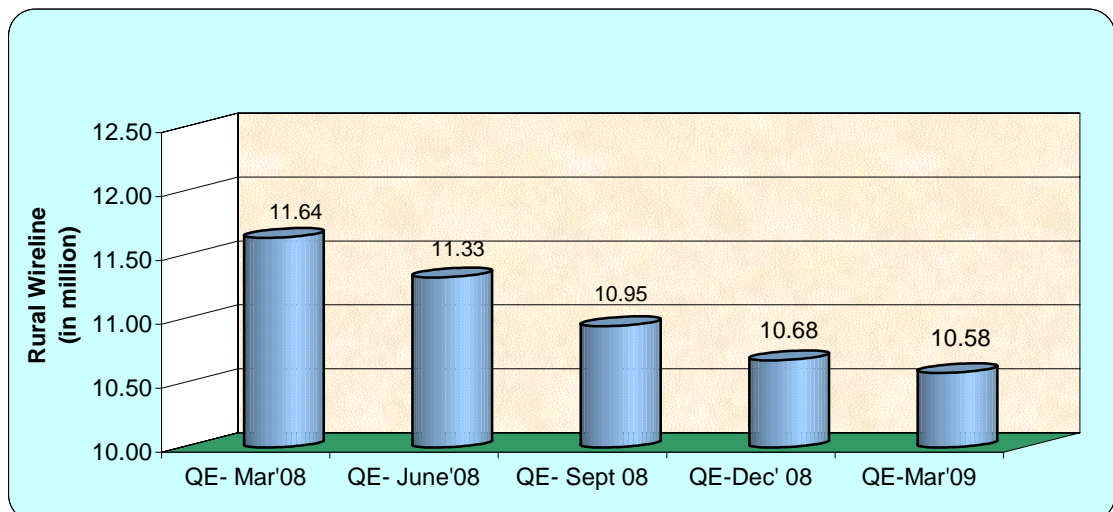
A.1 Wireline services subscriber base stood at 37.96 million in quarter ending March 2009 as compared to 37.90 million in quarter ending December 2008.

**Figure -1 : Subscriber Base (Wireline)**



A.2 Rural Wireline Subscriber base stood at 10.58 million in quarter ending March 2009 as compared to 10.68 million in quarter ending December 2008.

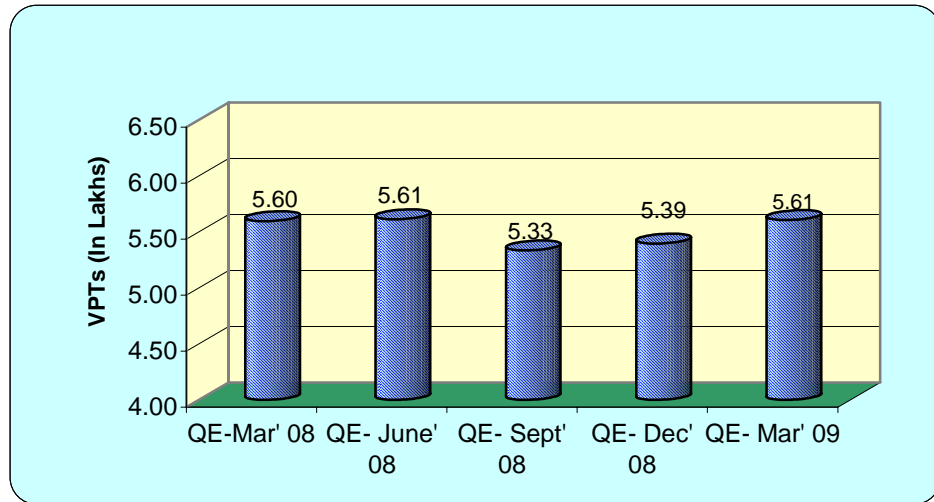
**Figure- 2 : Rural Wireline Subscribers**





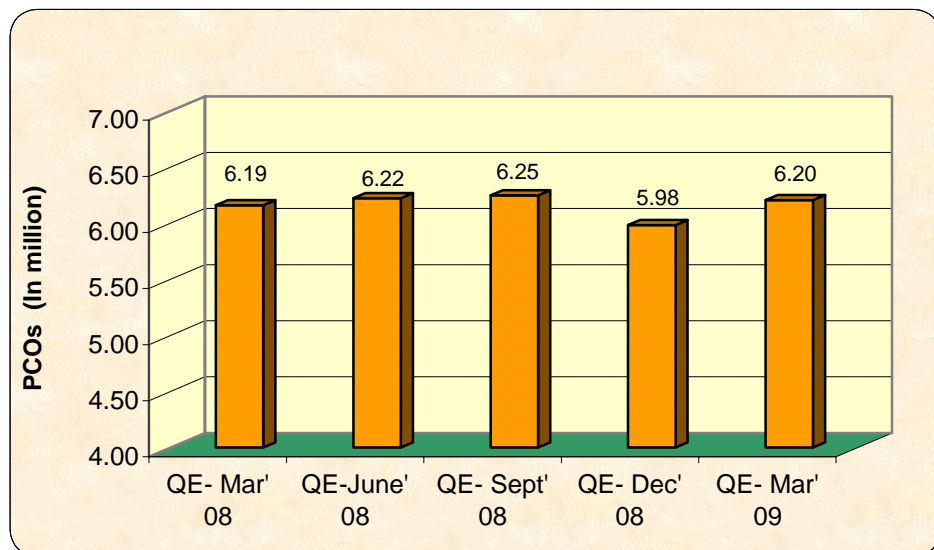
A.3 Number of Village Public Telephones (VPTs) have increased from 5.39 lakhs in quarter ending December 2008 to 5.61 lakhs in quarter ending March 2009.

**Figure-3 : Village Public Telephone**



A.4 Number of Public Call Offices (PCOs) have increased from 5.98 million in quarter ending December 2008 to 6.20 million in quarter ending March 2009.

**Figure-4 : Public Call Office**

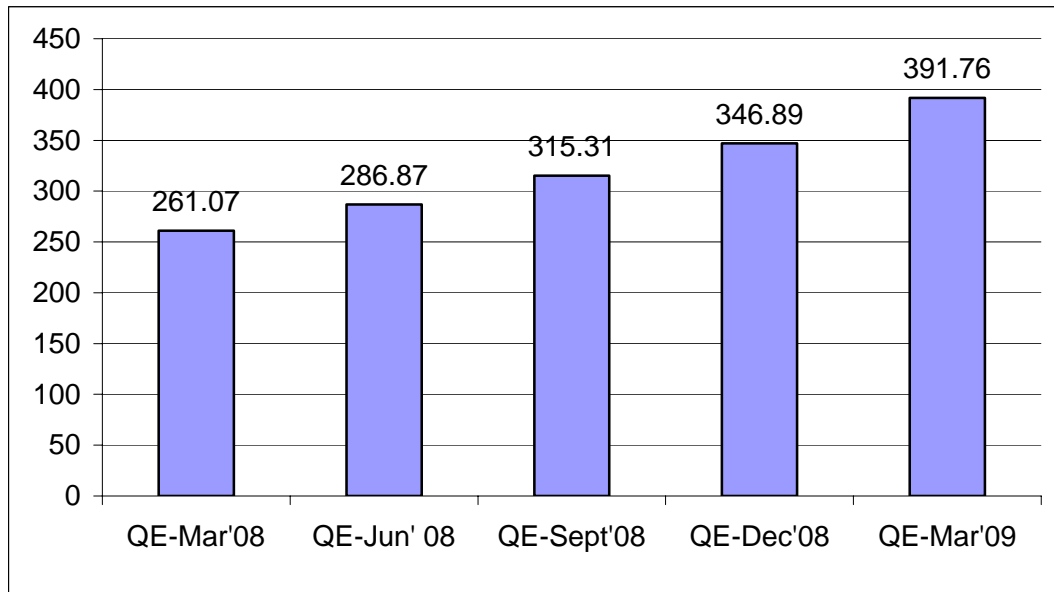


Note: MTNL (Mumbai) has not furnished PMR for the QE Mar'09. Hence the data for the quarter December 2008 has been taken.

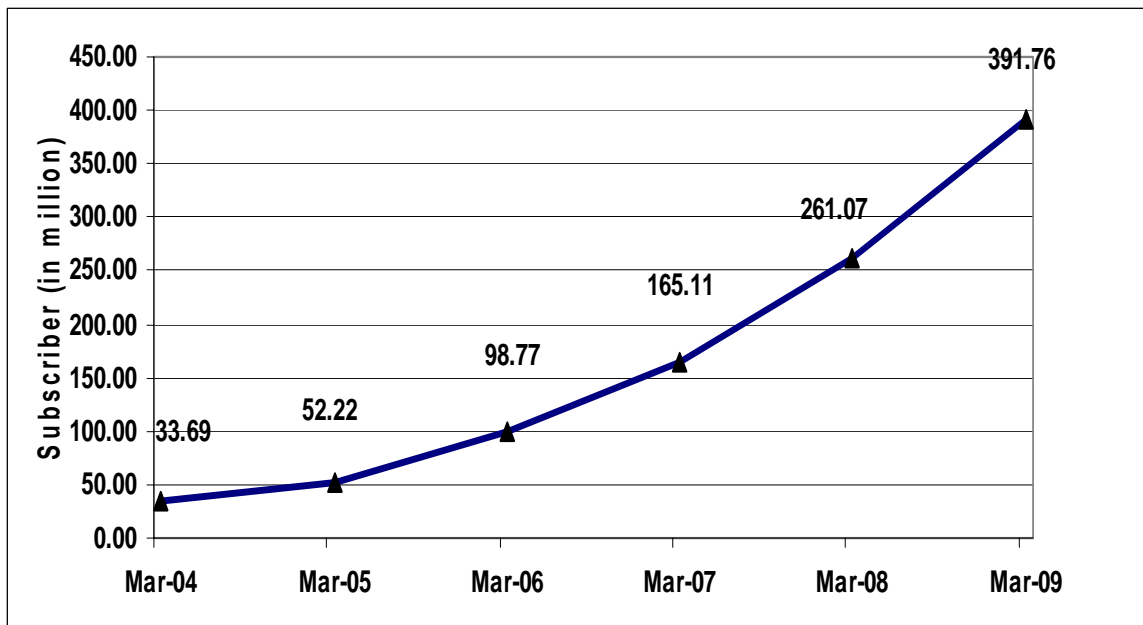
## B. Wireless Services

B.1 The Wireless subscribers have reached 391.76 million as on 31<sup>st</sup> March 2009 as against 346.89 million subscribers in the previous quarter. During this quarter 44.87 million wireless subscribers were added.

**Figure-5 : Growth Trends of Wireless Subscribers**



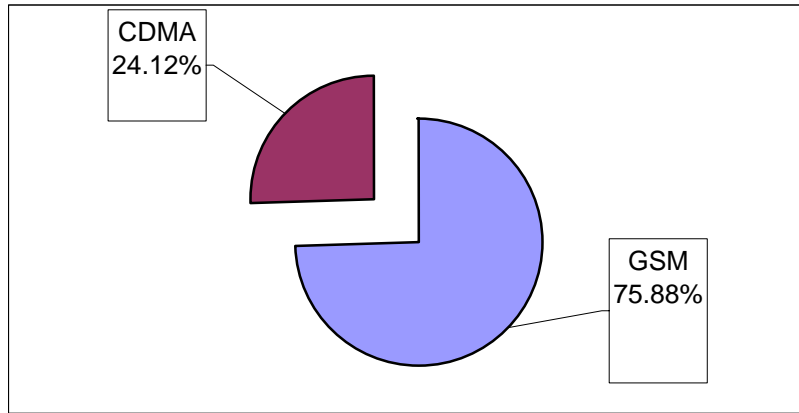
**Figure-6: Growth Trends of Subscriber Base (Wireless)**



## B.2 Technology-wise Wireless Market Share

There are 297.26 million GSM subscribers (75.88%) and 94.50 million CDMA subscribers (24.12%) at the end of March 2009.

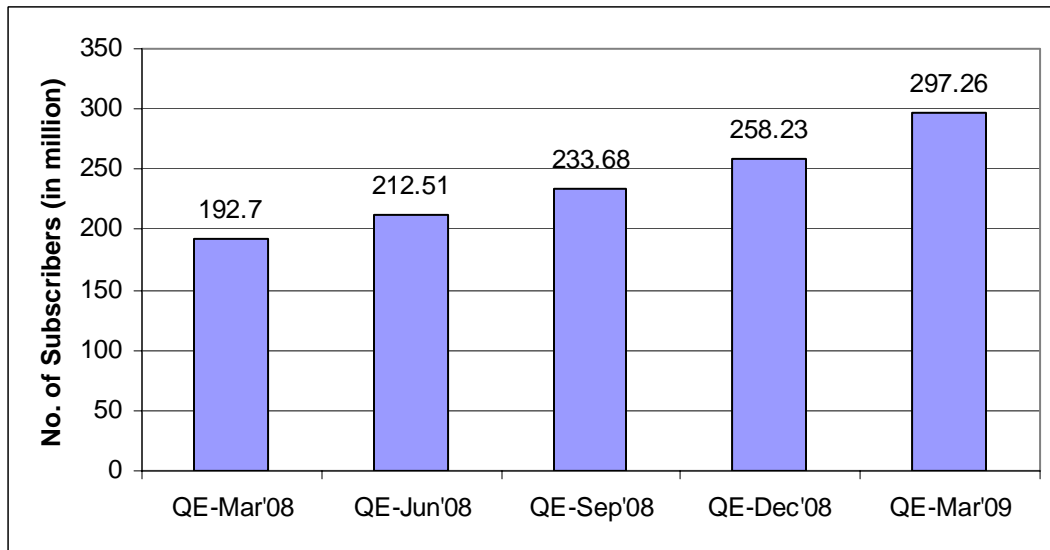
**Figure-7: Technology wise Wireless Market Share**



### B.2.1 GSM

The GSM subscriber base has reached 297.26 million in the quarter ending March 2009 as against 258.23 million at the end of the previous quarter.

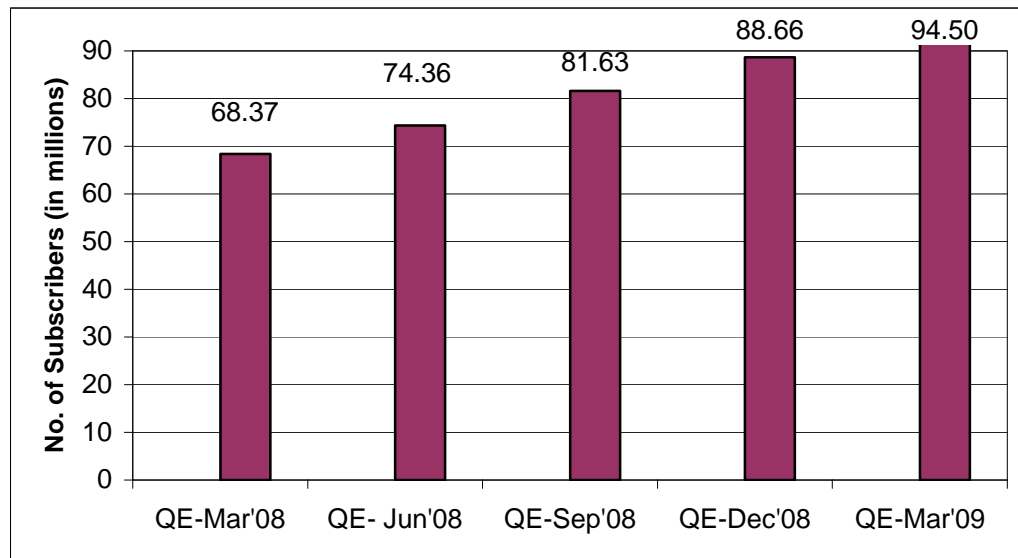
**Figure-8 : GSM Subscriber Growth**



## B.2.2 CDMA

The CDMA subscriber base has reached 94.50 million in the quarter ending March 2009 as against 88.66 million at the end of the previous quarter.

**Figure-9 : CDMA Subscriber Growth**

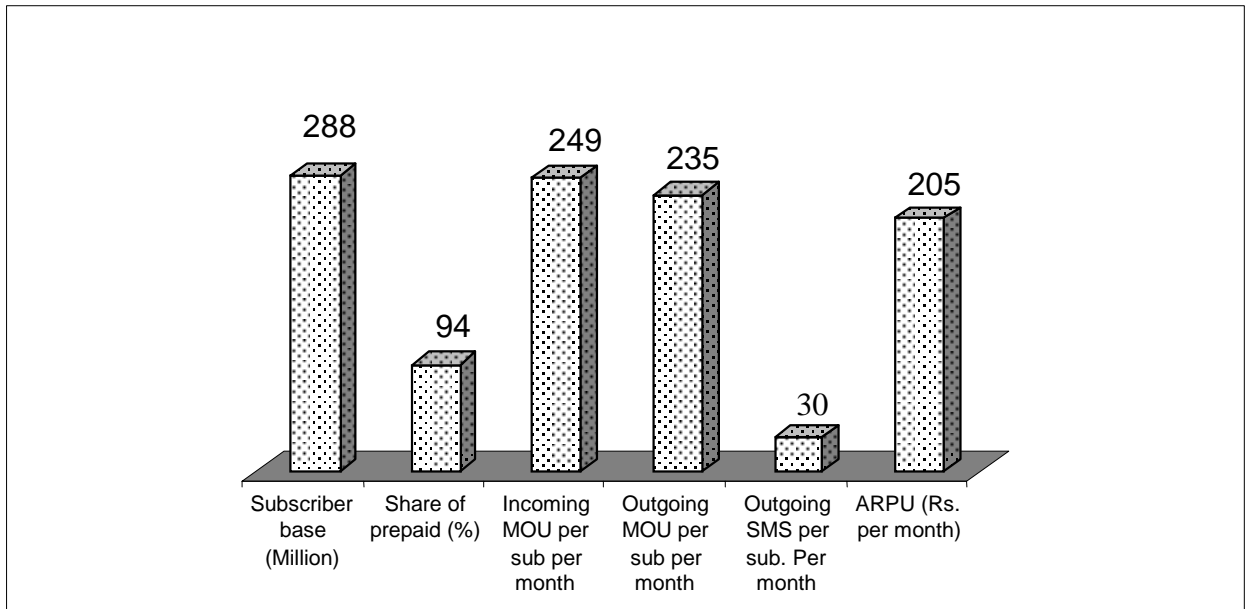


## B.3 Average Revenue Per User (ARPU), Minutes of Usage (MoU) etc.

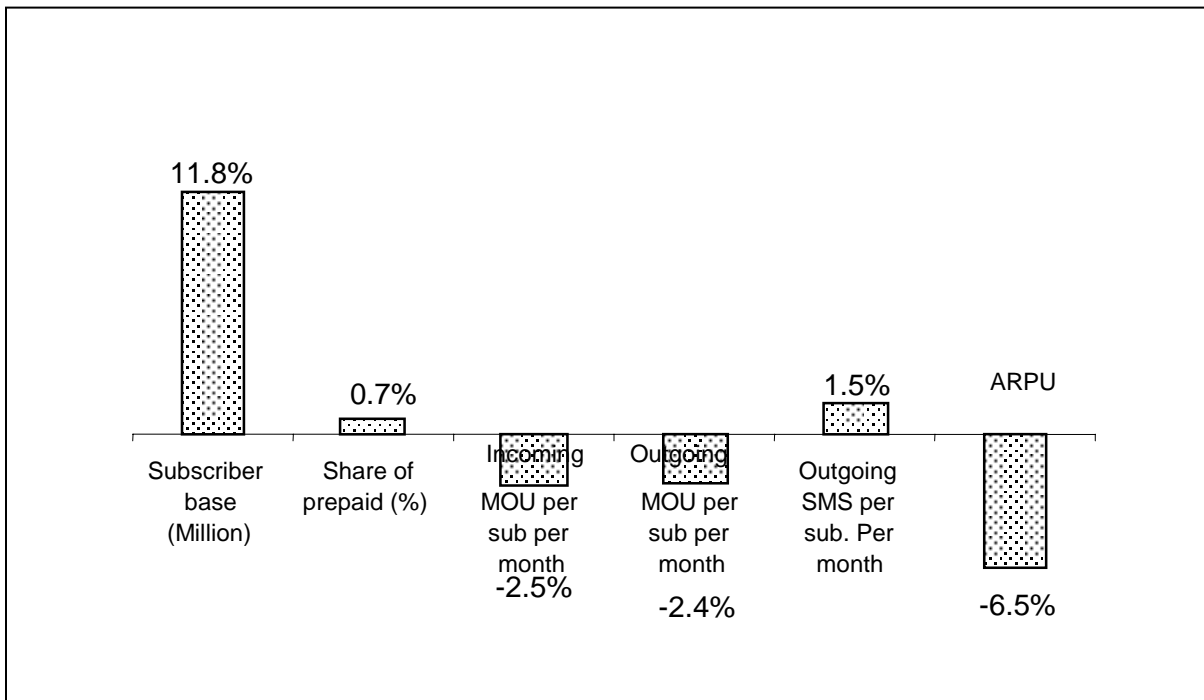
### B.3.1 GSM – Full Mobility Service

- The all India blended ARPU per month has shown a decline of 6.5% from Rs. 220/- in December 2008 to Rs. 205/- in March 2009.
- ARPU for postpaid service has shown a decline of 2.8% from Rs. 559/- in December 2008 to Rs. 543/- in March 2009. Prepaid service has also shown a decline of 6% from Rs. 192/- in December 2008 to Rs. 181/- in March 2009.
- MOU per subscriber continue to show a declining trend. It has declined by 2.43% from 496 in December 2008 to 484 in March 2009. The outgoing MOUs declined by 2.39% and incoming by 2.47%.
- Postpaid segment alone has shown a decline of 2.34% in MOUs per subscriber. Decline for prepaid segment has been 1.41%.
- The overall ratio of incoming-outgoing MOUs has been 51:49 – same as previous quarter.
- Outgoing SMS per subscriber continued to show increasing trend from 29 in December 2008 to 30 in March 2009.

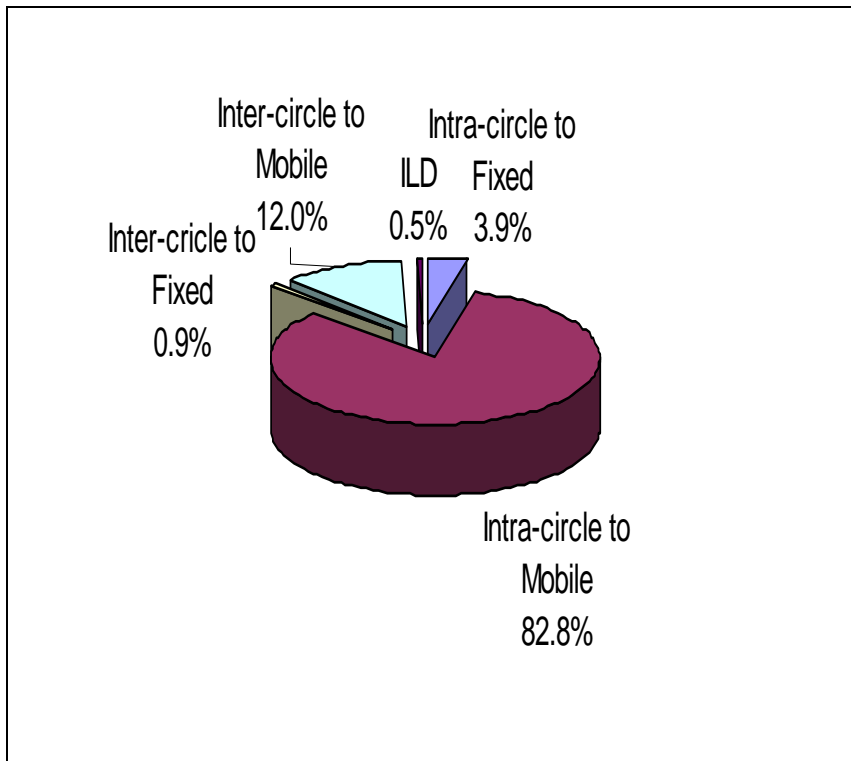
**Figure-10 : Key Indicators for GSM**



**Figure-11 : Variation in Key Indicators over Last Quarter**



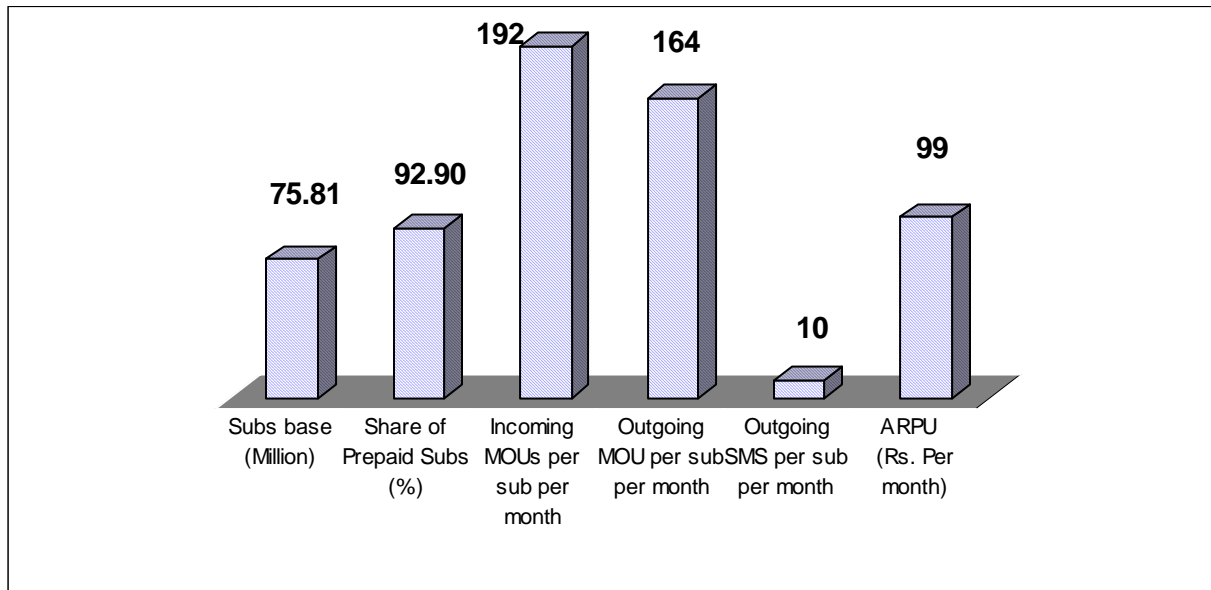
**Figure-12: Mobile (GSM) Originated Traffic- distribution by terminating network**



### B.3.2 CDMA (Full Mobility)

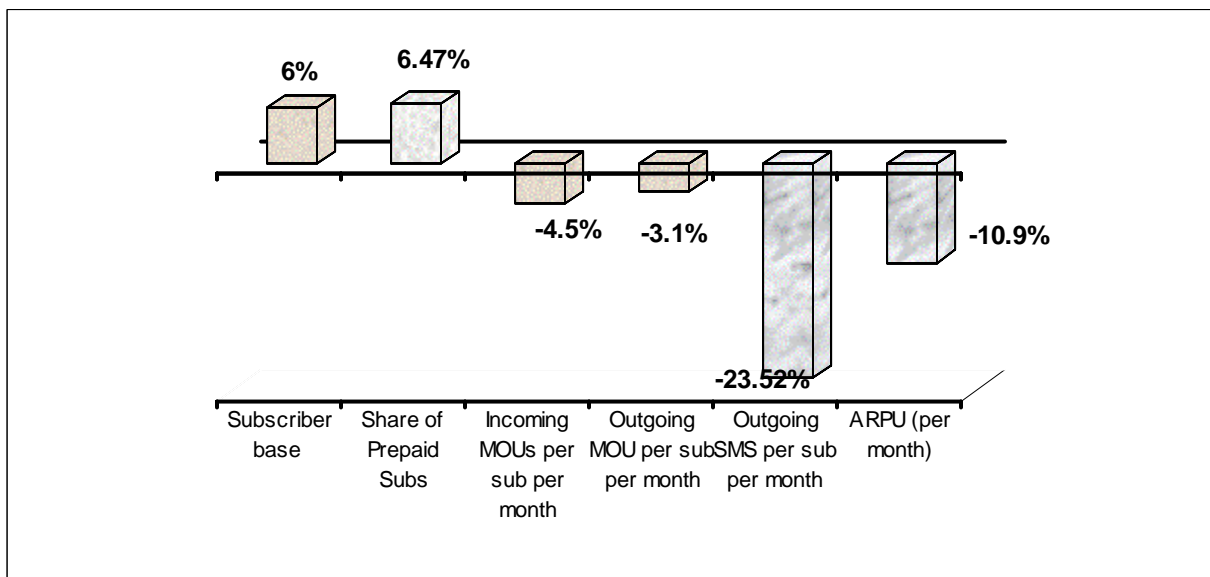
- All India blended ARPU (per month) for the quarter ending March 2009 is Rs.99/- as compared to Rs. 111/- for the quarter ending December 2008.
- The Total MOU per subscriber per month has shown decrease from 371 minutes for the quarter ending December 2008 to 357 minutes for the quarter ending March 2009.

**Figure-13 : Key Indicators for CDMA**



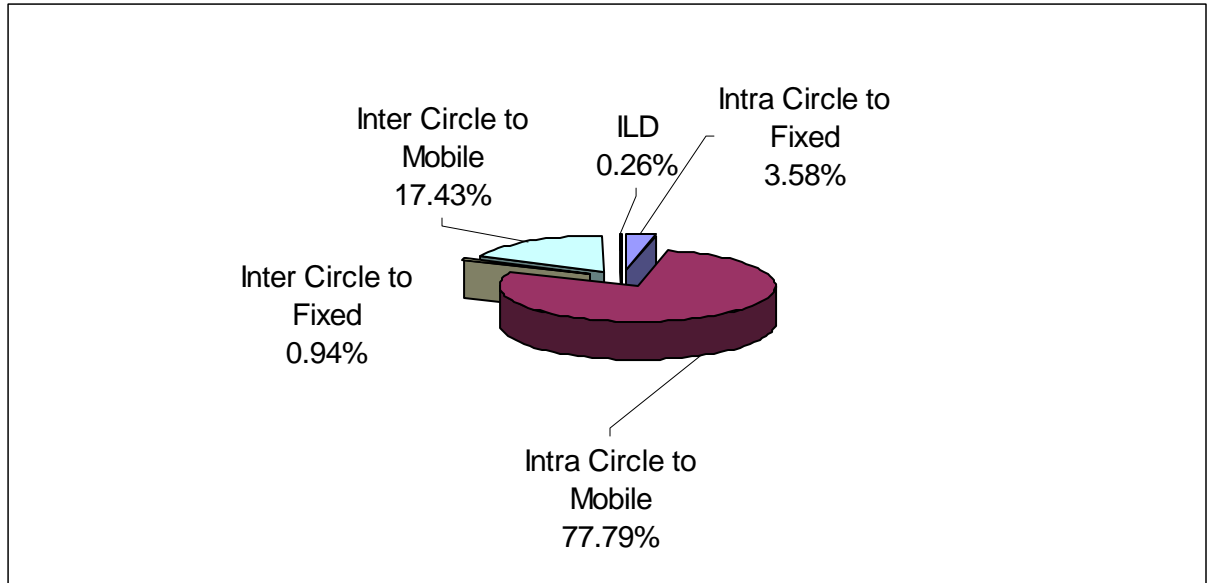
\* Does not include WLL (F) & WLL (M) Subscribers.

**Figure-14 : Variation in Key Indicators over last quarter**



\* Does not include WLL (F) & WLL (M) Subscribers.

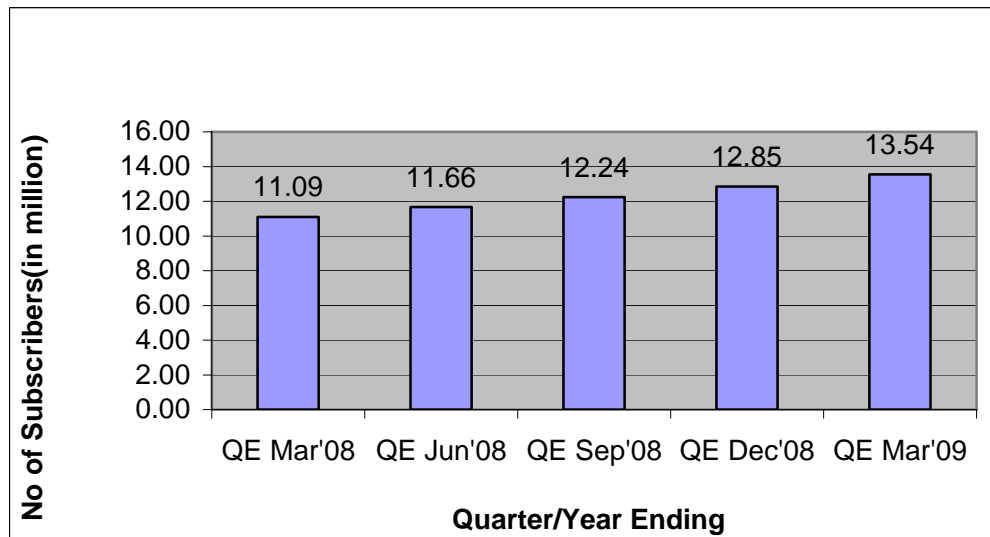
**Figure-15 : Mobile (CDMA) Originated Traffic- distribution by terminating network**



**C. Internet Services (Including Broadband)**

- C.1 There are 13.54 million Internet subscribers at the end of March 2009 as compared to 12.85 million Internet subscribers at the end of December 2008 registering a growth of 5.30%. This growth rate is higher as compared to the growth rate of 5.01% at the end of December 2008.
- C.2 Besides above, there are 117.82 million wireless data subscribers at the end of March 2009 (capable of accessing data services including internet through mobile handsets (GSM/ CDMA)).

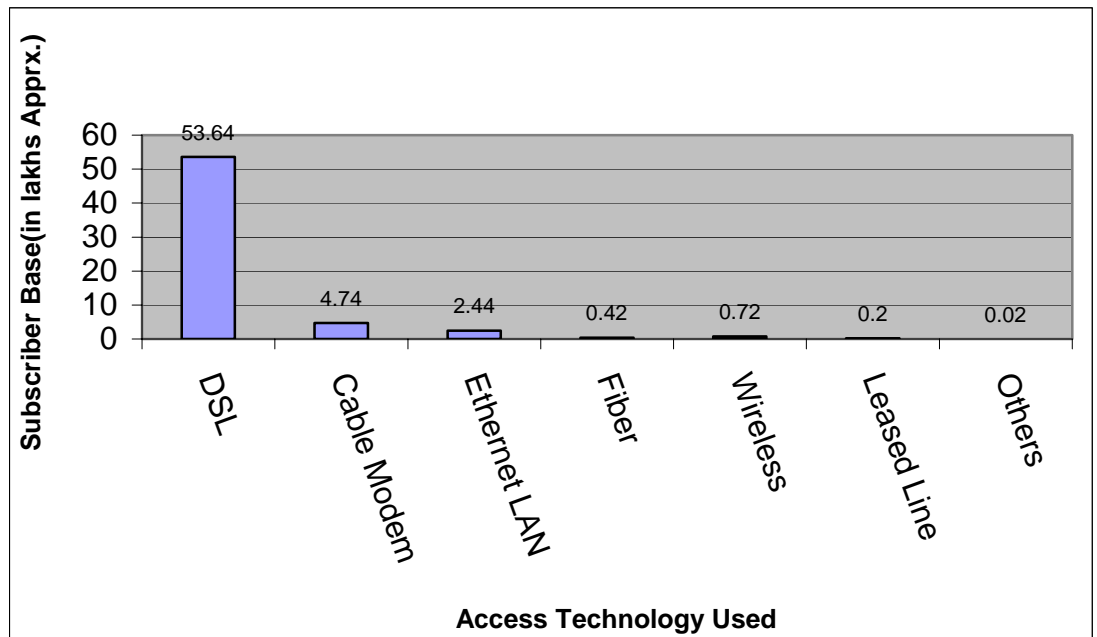
**Figure-16 : Internet Subscriber Base (Including Broadband)**





- C.3 **Broadband Subscriber Growth** - The number of Broadband subscribers (with a download speed of 256 Kbps or more) was 6.22 million at the end of March 2009 as compared to 5.52 million at the end of December 2008. The growth rate of broadband subscribers in this quarter is 12.68%.
- C.4 **Broadband Subscribers Share (Technology wise)** – Out of total 6.22 million broadband subscribers, 5.364 million are DSL based; 0.474 million Cable Modem; 0.244 million Ethernet LAN; 0.042 million Fiber; 0.072 million Wireless, 0.020 million Leased Line and 0.002 million use other technologies.

**Figure-17 : Technology Trends for Broadband**



## D. Quality of Service Performance

### D.1 Wireline Services

This report covers 84 licencees providing basic services. In this quarter all the Basic Service Providers met the benchmark in respect of parameters like Customer Care Service (Closures) and Response time to the customer for assistance i.e. %age of calls answered (electronically) within 20 sec and have improved as compared to the previous quarter in respect of parameters like Provision of Telephones, Faults incidences, Faults repaired by next working day, Mean Time to Repair, Call Completion Rate, Customer Care Services (Shifts, Closures and Additional Facilities).

However, the performance of Basic Service Providers has deteriorated in this quarter, as compared to the previous quarter, in respect to parameters like Response time to the customer for assistance (i)%age of calls answered (electronically) within 40 sec (ii)%age of calls answered by operator (voice to voice) and Time taken for refund of deposits.

The summary of performance of the service providers who have not met the benchmarks in this quarter as compared to previous quarter is given in the table -1.

**Table 1: Summary of Performance of Wireline Service Providers**

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December, 2008		March, 2009	
			Out of 84	Out of 84 In %age	Out of 84	Out of 84 In %age
1	<b>Provision of Telephones after registration of demand</b>	100% within 7 Days	41	48.81%	32	38.10%
2	<b>Fault incidences per 100 subs/month</b>	<3	36	42.86%	31	36.90%
3	<b>Fault repaired by next working day</b>	>90%	24	28.57%	19	22.62%
4	<b>MTTR</b>	<8Hrs	21	25.00%	15	17.86%
5	<b>Call Completion Rate (in local network)</b>	>55%	4	4.76%	3	3.57%
6	<b>Metering &amp; billing credibility - % of bills</b>	<0.1%	2	2.38%	2	2.38%
7	<b>Customer Care Service (95% of requests)</b>					
(i)	Shifts	<3 Days	13	15.48%	11	13.10%
(ii)	Closures	<24 hrs.	2	2.38%	0	0.00%
(iii)	Additional Facilities	<24 hrs.	7	8.33%	5	5.95%
8	<b>Response time to the customer for assistance</b>					
(i)	%age of calls answered (electronically)					
	Within 20 sec = 80%	80%	0	0.00%	0	0.00%
(ii)	within 40 sec = 95%	95%	0	0.00%	1	1.19%
	%age of calls answered by operator (voice to voice)					
	Within 60 sec = 80%	80%	0	0.00%	1	1.19%
	within 90 sec = 95%	95%	3	3.57%	4	4.76%
9	<b>Time taken for refund of deposits after closures</b>	100% within 60 days	0	0.00%	2	2.38%

## D.2 Wireless Service

This report covers performance of 101 GSM Cellular Mobile Licensees and 45 CDMA service Licensees vis-à-vis the QoS benchmarks prescribed by TRAI. All Cellular Mobile Service Providers have achieved prescribed TRAI benchmark in respect of the following parameters:-

1. Accumulated down time of Community isolation
2. %age of calls answered (electronically) within 20 sec.
3. %age of complaints resolved within 4 weeks.
4. Period of all refunds/payments due to customers from the date of resolution of complaints.

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

1. Call Set-Up Success Rate (Within Licensee's Own network)
2. Blocked Call rate (SDCCH/paging channel congestion and TCH Congestion)
3. Call Drop Rate
4. Response time to the customer for assistance
  - (i) %age of calls answered (electronically) within 40 sec
  - (ii) %age of calls answered (voice to voice) within 90 sec
5. Complaints per 100 bills issued
6. Service Access Delay

The performance has deteriorated in this quarter as compared to the previous quarter related to the parameters like %age of Connections with good voice quality, Response time to the customer for assistance (i) %age of calls answered (voice to voice) within 60 seconds.

The comparative statement of the key parameters is given in the Table 2:-

**Table 2 : Summary of Performance of Wireless Service Providers**

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending December, 2008		Quarter Ending March, 2009	
			Out Of 140 (Nos.)	Out Of 140 (in %)	Out Of 146* (Nos.)	Out Of 146* (in %)
1	Accumulated down time of Community isolation	<24 hrs	0	0.00	0	0.00
2	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	5	3.57	5	3.42

<b>3</b>	<b>Service access delay</b>	<b>&lt;15 Sec</b>	1	0.71	1	0.68
<b>4</b>	<b>Blocked call rate</b> (i) SDCCH/paging channel congestion	<b>&lt;1%</b>	13	9.29	13	8.90
	(ii) TCH Congestion	<b>&lt;2%</b>	15	10.71	12	8.22
<b>5</b>	<b>Call drop rate</b>	<b>&lt;3.0%</b>	6	4.29	3	2.05
<b>6</b>	<b>Connections with good voice quality</b>	<b>&gt;95%</b>	6	4.29	8	5.48
<b>7</b>	<b>Response time to the customer for assistance</b>					
(i)	%age of calls answered (electronically); within 20 seconds = 80%	<b>80%</b>	0	0.00	0	0.00
(ii)	%age of calls answered (electronically); within 40 seconds = 95%	<b>95%</b>	1	0.71	1	0.68
(iii)	%age of calls answered by operator (voice to voice); within 60 seconds = 80%	<b>80%</b>	18	12.86	27	18.49
(iv)	%age of calls answered by operator (voice to voice); within 90 seconds = 95%	<b>95%</b>	48	34.29	43	29.45
<b>8</b>	<b>Complaints per 100 bills issued</b>	<b>&lt;0.1%</b>	2	1.43	2	1.37
<b>9</b>	<b>% Of complaints resolved with 4 weeks</b>	<b>100%</b>	0	0.00	0	0.00
<b>10</b>	<b>Period of all Refunds/Payment due to Customers from the date of resolution of complaints as in (9) above</b>	<b>&lt;4 Weeks</b>	0	0.00	0	0.00

**Note :** \* M/s Tata Teleservices have submitted PMR first time for Assam, J&K and NE service areas in this quarter and M/s Vodafone have submitted PMR first time for Bihar, MP and HP service areas in this quarter. So, total no. of licensees providing PMR is 146.

### D.3 Broadband Service

Regulations on 'Quality of Service of Broadband Service Regulations 2006' came into force with effect from 1<sup>st</sup> Jan 2007. Total number of Service providers providing Broadband is 95 in this quarter as compared to 84 in last quarter (December 2008). Eleven new service providers are added in this quarter.

This report covers performance of Top 15 Service Providers providing Broadband vis-à-vis the QoS benchmarks prescribed by TRAI.

## **E. Broadcasting and Cable Services**

- E.1 Based on the data received from 19 Broadcasters/their distributors across the country, there are total 130 pay channels in the Quarter ending 31<sup>st</sup> March 2009. However, the maximum number of Free-to-Air (FTA) and Pay Channels being carried in any particular cable networks as reported by Multi System Operators are 168 and 118 respectively.
- E.2 Maximum number of channels being carried by any of the reported MSO in digital mode is 233; whereas in conventional analogue form, the maximum number of channels being carried by any of the reported MSOs is 100 channels.
- E.3 Apart from All India Radio, there were 245 FM Radio station in operation as on 31<sup>st</sup> December 2008. During the quarter ending 31<sup>st</sup> March 2009, no new private FM radio station came into operation.
- E.4 No DTH license was issued during the quarter ending 31<sup>st</sup> March 2009. Therefore, at present, apart from free DTH service of Doordarshan, there are 6 private DTH licensees. Out of these 6 licensees, 5 licensees are offering pay DTH services to the customers as on 31.03.2009, while remaining one is in the process of rolling out its services. Total number of reported registered subscribers being served by these five Private DTH operators is 13.09 million at the end of quarter ending 31<sup>st</sup> March 2009.
- E.5 At the quarter ending 31<sup>st</sup> December 2008, out of 60 licensees of community radio stations, 41 stations were in operation. In the quarter ending 31<sup>st</sup> March 2009, 7 licenses were issued. Now, out of 67 licensees, 41 stations are in operation.
- E.6 At the end of the quarter ending 31<sup>st</sup> December 2008, there were 767616 set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. Now, in the quarter ending 31<sup>st</sup> March 2009, the number of STBs has increased to 770053 in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai.
- E.7 Upto quarter ending 31<sup>st</sup> December 2008, there were 54 Teleport Service Providers in operation in India. In the quarter ending 31<sup>st</sup> March 2009, one new license was issued. Now at the end of quarter ending 31<sup>st</sup> March 2009, 55 Teleport service providers are in operation.

## **F. Financial Details of the Telecom Network**

- F.1 The Gross Revenue of the Telecom Service Sector for the IV<sup>th</sup> Quarter (January – March 2009) of the financial year 2008-09 was Rs.40444.66 Crores as against Rs. 39408.16 Crores for the III<sup>rd</sup> Quarter (October – December 2008) thereby showing an increase by 2.63%. The Adjusted Gross Revenue (AGR) for the Quarter under review is Rs.29,725.37 Crores as against Rs. 28,940.40 Crores for the previous quarter thereby showing an increase of 2.71%.
- F.2 The Gross Revenue and AGR of the Public Sector units in Telecom Sector is Rs.10599 Crores and Rs.8443 Crores respectively in quarter ending March 2009, as against Rs. 10542 Crores and Rs. 8321 Crores for the previous quarter ending December 2008.
- F.3 The Gross Revenue and AGR of the Private Sector enterprises in Telecom Sector is placed at Rs.29846 Crores and Rs.21282 Crores respectively in the quarter ending March 2009 as against Rs. 28866 Crores and 20619 Crores for the previous quarter ending December 2008.
- F.4 The Share of Public and Private sector enterprises in the total AGR from Telecom Service is 28.40% and 71.60% respectively in quarter ending March 2009 as against 28.75% and 71.25% in the previous quarter ending December 2008.
- F.5 Overall % of License Fee paid by Telecom Service Providers to AGR is 8.40% in the quarter ending March 2009 as against 8.46% in previous quarter ending December 2008.
- F.6 The Pass Thru as % of GR for the ILD services is highest at 43.03% followed by NLD at 24.75% and Access at 23.88% in the quarter ending March 2009.

**G. Performance Indicators at a Glance for Quarter ending 31<sup>st</sup> March 2009**

**Table 3 : Growth of Wireline & Wireless Services**

	QE Mar 2008	QE Jun 2008	QE Sep 2008	QE Dec 2008	QE Mar 2009	%age growth over Mar 2008 (12 months)	%age growth over Jun 2008 (9 months)	%age growth over Sep 2008 (6 months)	%age growth over Dec 2008 (3 months)
<b>1) Subscriber's Base (in million)</b>									
i) Wireline	39.42	38.92	38.35	37.90	37.96	-3.70	-2.47	-1.02	0.16
ii) Wireless	261.07	286.87	315.31	346.89	391.76	50.06	36.56	24.25	12.93
<b>Gross Total</b>	<b>300.49</b>	<b>325.79</b>	<b>353.66</b>	<b>384.79</b>	<b>429.72</b>	<b>43.01</b>	<b>31.90</b>	<b>21.51</b>	<b>11.68</b>
<b>2) Traffic (MOU) (minutes of use/ sub/month)</b>									
Wireless									
i) GSM	493	505	499	496	484	-1.83	-4.16	-3.01	-2.42
ii) CDMA	364	354	332	371	357	-1.92	0.85	7.53	-3.77
<b>3) ARPU (Rs./sub/ month)</b>									
Wireless									
i) GSM	264	239	221	220	205	-22.35	-14.23	-7.24	-6.82
ii) CDMA	159	139	122	111	99	-37.74	-28.78	-18.85	-10.81
<b>4) Teledensity</b>									
Population in million (Estimated)	1146	1150	1154	1158	1162				
i) Wireline	3.44	3.38	3.32	3.27	3.27	-5.03	-3.47	-1.60	-0.19
ii) Wireless	22.78	24.95	27.32	29.96	33.71	47.99	35.15	23.41	12.55
<b>Gross Total</b>	<b>26.22</b>	<b>28.33</b>	<b>30.64</b>	<b>33.23</b>	<b>36.98</b>	<b>41.04</b>	<b>30.54</b>	<b>20.70</b>	<b>11.29</b>

**Table 4: Growth of Internet & Broadband Services**

	QE Mar 2008	QE Jun 2008	QE Sep 2008	QE Dec 2008	QE Mar 2009	%age growth over Mar 2008 (12 months)	%age growth over Jun 2008 (9 months)	%age growth over Sep 2008 (6 months)	%age growth over Dec 2008 (3 month s)
<b>1) Subscriber's Base (in million)</b>									
i) Internet	11.09	11.66	12.24	12.85	13.54	22.09	16.12	10.62	5.37
ii) Wireless Internet *	65.50	75.97	88.27	101.10	117.82	79.88	55.09	33.48	16.54
ii) <b>Broadband Connections</b> (>=256 Kbps download speed)	3.87	4.38	4.90	5.52	6.22	60.72	42.01	26.94	12.68
<b>2) Minutes of Use (Dialup Internet) (MOU/ subs/month)</b>	220	225	212.34	214.23	226.58	2.99	0.70	6.71	5.76
<b>3) ARPU (Dialup Internet) (Rs/subs/month)</b>	220	225	213.08	221.97	236.47	7.49	5.10	10.98	6.53

\* Accessing Internet through wireless (GSM & CDMA) networks

%age Growth figures are calculated by rounding the actual figures to nearest million. These may vary with values given in the subsequent chapters of this report.

## H. Performance of service providers during the quarter: -

**Table 5 : Wireline Subscribers Base(in Million)**

1) Wireline Service Providers	QE Mar 2008	QE Jun 2008	QE Sep 2008	QE Dec 2008	QE Mar 2009	%age growth over Mar 2008 (12 months)	%age growth over Jun 2008 (9 months)	%age growth over Sep 2008 (6 months)	%age growth over Dec 2008 (3 months)
BSNL	31.55	30.87	30.12	29.50	29.34	-7.00	-4.96	-2.59	-0.54
MTNL	3.68	3.63	3.57	3.53	3.57	-2.99	-1.65	0.00	1.13
Bharti	2.28	2.39	2.51	2.61	2.73	19.74	14.23	8.76	4.60
Reliance	0.87	0.95	1.02	1.07	1.11	27.59	16.84	8.82	3.74
Tata/ Hughes	0.72	0.77	0.82	0.87	0.92	27.78	19.48	12.20	5.75
HFCL	0.15	0.15	0.15	0.16	0.16	6.67	6.67	6.67	0.00
Shyam	0.16	0.16	0.16	0.16	0.13	-18.75	-18.75	-18.75	-18.75
<b>Total</b>	<b>39.42</b>	<b>38.92</b>	<b>38.35</b>	<b>37.90</b>	<b>37.96</b>	<b>-3.70</b>	<b>-2.47</b>	<b>-1.02</b>	<b>0.16</b>



**Table 6 : Wireless Subscriber Base (in Million)**

<b>Service Providers</b>	<b>QE Mar 2008</b>	<b>QE Jun 2008</b>	<b>QE Sep 2008</b>	<b>QE Dec 2008</b>	<b>QE Mar 2009</b>	<b>%age growth over Mar 2008 (12 months)</b>	<b>%age growth over Jun 2008 (9 months)</b>	<b>%age growth over Sep 2008 (6 months)</b>	<b>%age growth over Dec 2008 (3 months)</b>
Bharti	61.98	69.38	77.48	85.65	93.92	51.53	35.37	21.22	9.66
Reliance	45.79	50.79	56.05	61.34	72.67	58.70	43.08	29.65	18.47
Vodafone	44.13	49.20	54.63	60.93	68.77	55.84	39.78	25.88	12.87
BSNL	40.79	41.96	43.86	46.23	52.15	27.85	24.29	18.90	12.81
Tata Tele	24.33	26.33	29.33	31.76	35.12	44.35	33.38	19.74	10.58
Idea	24.00	27.19	30.38	34.21	38.89	62.04	43.03	28.01	13.68
Aircel	10.61	11.92	13.88	16.08	18.48	74.18	55.03	33.14	14.93
Spice	4.21	4.55	3.60	3.80	4.13	-1.90	-9.23	14.72	8.68
MTNL	3.53	3.72	3.96	4.19	4.48	26.91	20.43	13.13	6.92
BPL	1.29	1.38	1.66	1.95	2.16	67.44	56.52	30.12	10.77
HFCL	0.30	0.34	0.36	0.38	0.39	30.00	14.71	8.33	2.63
Shyam	0.11	0.11	0.12	0.37	0.60	445.45	445.45	400.00	62.16
<b>Total</b>	<b>261.07</b>	<b>286.87</b>	<b>315.31</b>	<b>346.89</b>	<b>391.76</b>	<b>50.06</b>	<b>36.56</b>	<b>24.25</b>	<b>12.93</b>

## CHAPTER ONE

### PERFORMANCE OF WIRELINE SERVICES

#### Subscribers Base: -

- 1.1 The Wireline services were provided by 5 licensed private operators (UASL) in addition to incumbents BSNL and MTNL as on 31<sup>st</sup> March 2009. List of Wireline Service providers along with their areas of operation is given in the Table 7. The Operator wise details of Wireline Subscriber Base as on 31<sup>st</sup> March 2009 is given in Table 26.

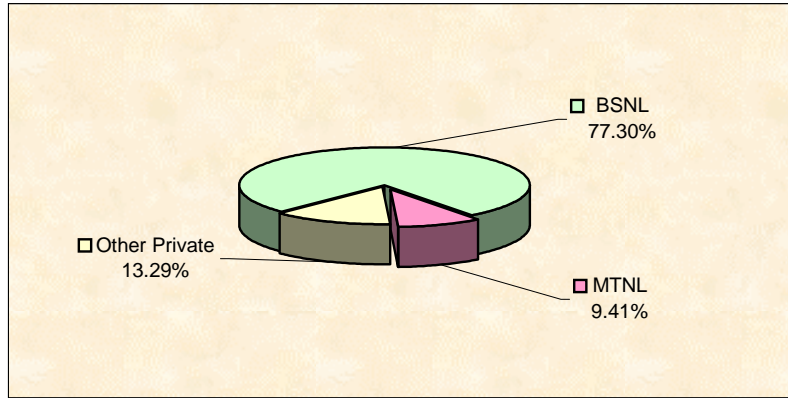
**Table 7: List of Wireline Service Providers along with their Area of Operation**

<b>Sl. No.</b>	<b>Name of the Service Provider</b>	<b>Area of Operation</b>
1	BSNL	All India except Delhi & Mumbai
2	MTNL	Delhi & Mumbai
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamil Nadu(included Chennai circle), UP-East,UP-West (including Uttaranchal) and West Bengal.
4	Tata Teleservices (Maharashtra) Ltd.	Maharashtra, Mumbai
5	Tata Teleservices Ltd.	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh, Orissa, Punjab, Rajasthan, Tamil Nadu(included Chennai), UP(E), UP(W) including Uttaranchal and West Bengal
6	HFCL Infotel Ltd	Punjab
7	Shyam Telelink Ltd	Rajasthan
8	Reliance Communications Ltd.	Andhra Pradesh, Bihar, Chennai, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, Tamil Nadu, UP(E), UP(W) and West Bengal

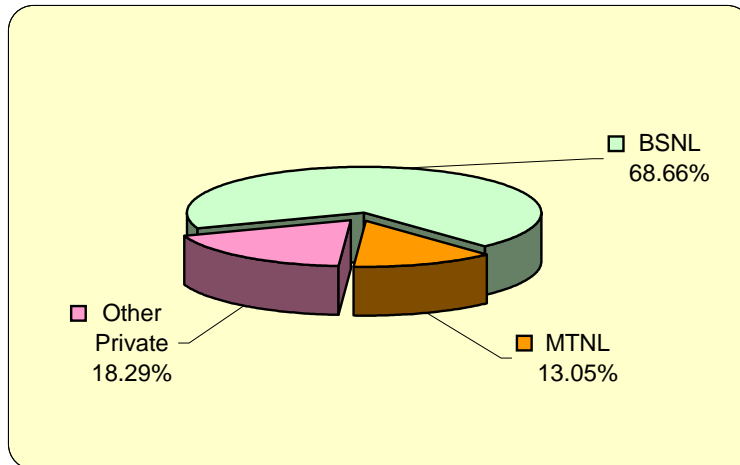
**Market Share of Wireline subscriber base.**

1.2 As on 31<sup>st</sup> March 2009, the total subscriber base of fixed (Wireline) lines stood at 37.96 million. The incumbents BSNL and MTNL have 77.30% and 9.41% market share respectively in the subscriber base, while all the five private operators together have 13.29% share. The market share of total Fixed (Wireline) lines is shown in the Figure 18.

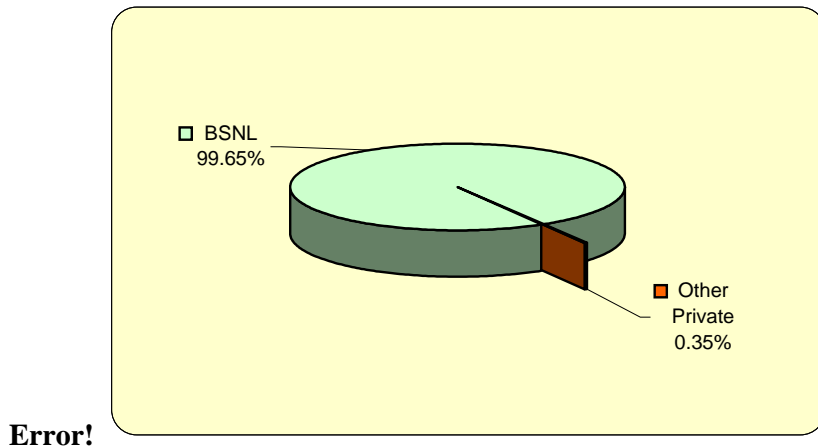
**Figure 18: Distribution of Market share of Urban + Rural Wireline subscriber**



**Figure 19 : Distribution of Market share of Urban Wireline subscriber**



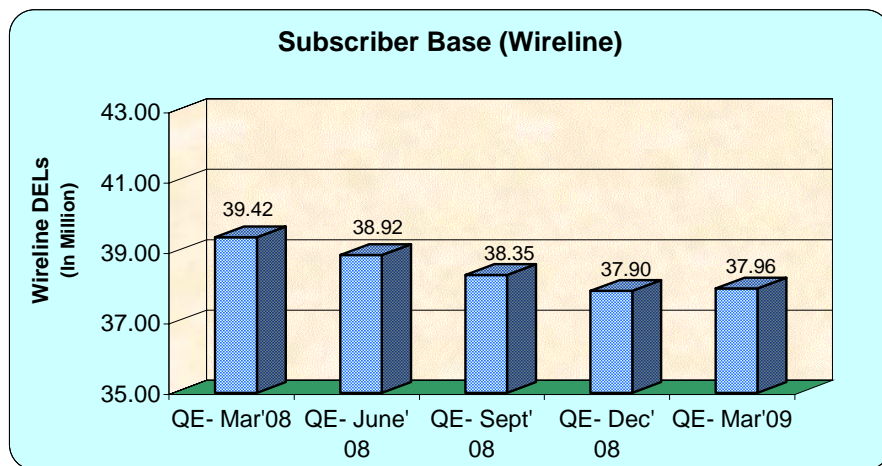
**Figure 20 : Distribution of Market share of Rural Wireline subscriber**



**Subscriber Base of Wireline for last five quarters**

1.3 The subscriber base of the Wireline service sector for last five quarters is depicted in Figure 21.

**Figure 21: The subscriber base of the Wireline Service sector for last five quarters**

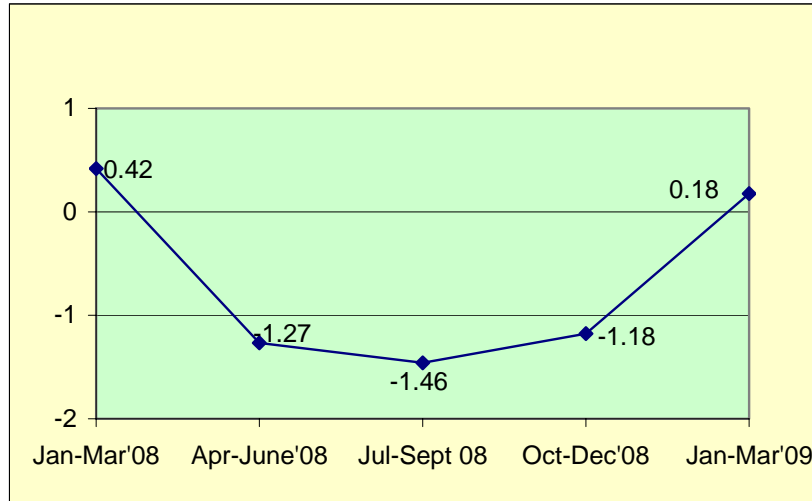


**Status of Wireline services**

1.4 The Fixed (Wireline) subscriber base registered an increase of 66,457 lines during the quarter ending March 2009. The net number of fixed (wireline) has increased to 37,964,612 as on 31<sup>st</sup> March 2009 from 37,898,155 in the quarter ending December 2008. The overall percentage increase in subscriber base during the quarter is 0.18%.

- 1.5 During the quarter ending 31<sup>st</sup> March 2009 some service providers have reported increase in their respective wireline subscriber base such as M/s Bharti Airtel Ltd. from 26,19,462 to 27,26,240(+106,778), M/s Tata Teleservices Ltd. (TTL) (including TT(M)L) from 871,351 to 918,680(+47,329), M/s Reliance Communications Ltd. (RCL) from 10,74,218 to 11,08,564 (+34,346), M/s MTNL from 35,33,811 to 35,73,206 (+39395) and M/s HFCL Infotel Ltd. from 156,887 to 162,217 (+5,330). The reduction in the subscriber base of Wireline during the quarter ending March' 09 is reported by M/s BSNL from 295,00,460 to 293,46,431 (-1,54,029) and M/s Shyam Telelink Ltd. from 141,966 to 129,274 (-12,692)

**Figure 22 : Trends in Percentage Growth Rate of Wireline Subscribers**



**Other Performance Indicators: -**

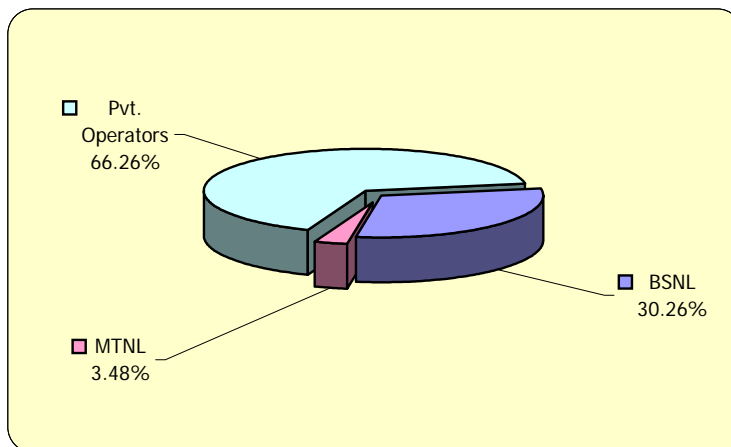
**Public Call Offices:**

- 1.6 During the current quarter an increase of 2,21,831 PCOs has been registered. Total number of PCOs in the country as on 31<sup>st</sup> March 2009 is 62,04,166 as compared to 59,82,335 in the quarter ending December 2008. The share of BSNL is 18,77,452 i.e. 30.26% of the total PCOs. The share of MTNL and other private operators combined is 2,15,627 (3.48%) and 41,11,087 (66.26%) respectively.

Operator-wise (BSNL/MTNL/Other Private Operators) market share of PCO is depicted in the Figure 23. Service area and operator wise details of PCO's are available at Table 27.

Note: MTNL (Mumbai) has not furnished PMR for the quarter March 2009. Hence the data of PCO for the quarter December 2008 has been taken.

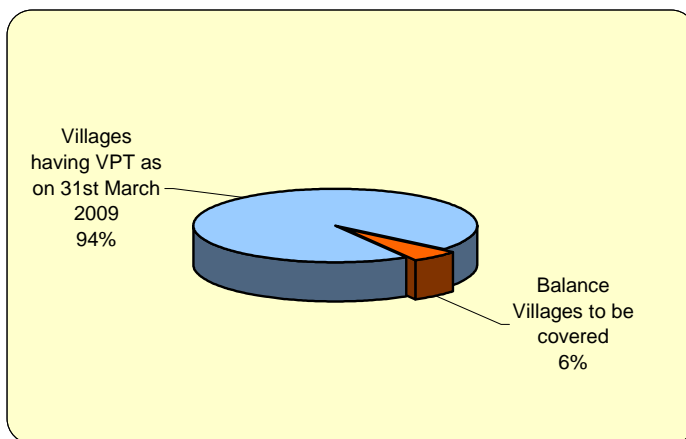
**Figure 23 : Market Share of Public Call Office as on 31.03.2009**



**Village Public Telephones (VPT):**

1.7 There are 5,93,485 villages in India as per census 2001 and reported by BSNL. During the previous quarter ending 31<sup>st</sup> December 2008, there were 5,39,448 VPTs in the country whereas by the end of this quarter i.e. 31<sup>st</sup> March 2009, the total number of VPTs have increased to 5,60,539. Thus 21,091 VPTs have increased during the current quarter. The total number of villages left uncovered, are 32,946 as on 31<sup>st</sup> March 2009. The status of VPT's is depicted in the Figure 24.

**Figure 24 : Village Public Telephones as on 31.03.2009**



Circle-wise and Operator-wise details of village public telephones as on 31<sup>st</sup> March 2009 and addition/deletion during the quarter are available in Table 28.

\*\*\*\*\*

## CHAPTER TWO PERFORMANCE OF WIRELESS SERVICES

Wireless Subscriber Base reached 391.76 million

### PART A

#### Details of service providers:

- 2.1 The list of all the Wireless service providers currently providing services along with their licensed service areas is given in table 8.

**Table 8: List of Wireless Service providers**

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

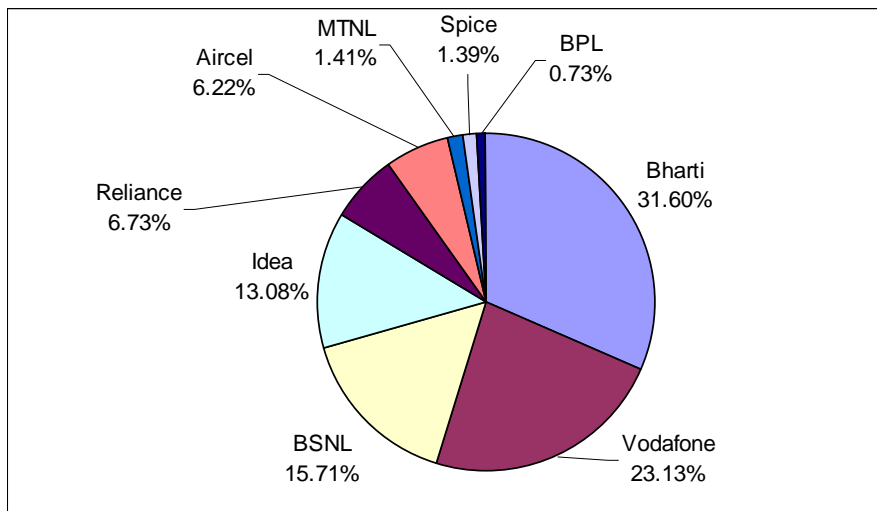
Circle-wise details of all Wireless, Wireline & Unified Access Service providers for the quarter ending March 2009 are given at Annex A & B.

## Growth of Subscribers Base: -

### GSM

- 2.2 The GSM subscriber base has reached 297.26 million in the quarter ending 31<sup>st</sup> March 2009 as against 258.23 million at the end of the previous quarter. The growth rate for this quarter is 15.11%. M/s Bharti with 93.92 million subscriber base remains the largest GSM mobile operator followed by M/s Vodafone, M/s BSNL and M/s Idea with subscribers base of 68.77 million, 46.71 million and 38.89 million respectively. The market share of different GSM operators is given below:

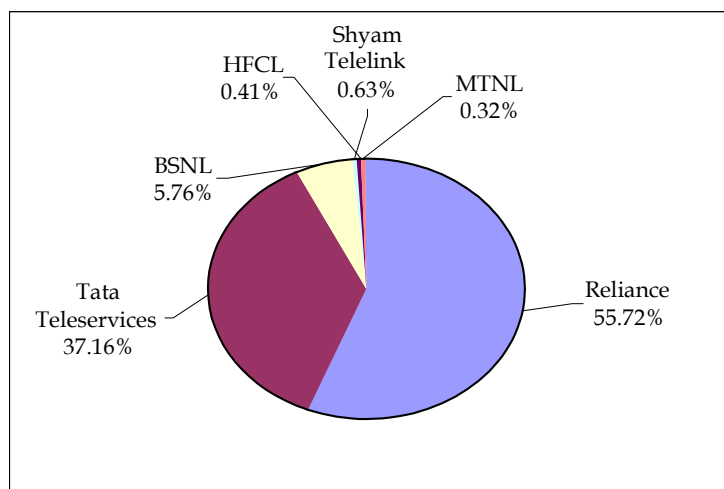
**Figure 25 : Operator-wise Market Share of GSM service providers as on 31<sup>st</sup> March 2009**



### CDMA

- 2.3 The CDMA Subscribers Base has reached 94.50 million during the quarter ending March 2009 as against 88.66 million at the end of previous quarter. The growth rate in this quarter is 6.58% as against 8.61% for the previous quarter. M/s Reliance remains the largest CDMA mobile operator followed by M/s Tata Teleservices and M/s BSNL with subscribers base of 52.65 million, 35.12 million and 5.44 million respectively.

**Figure 26: Operator-wise Market Share of CDMA Wireless as on 31<sup>st</sup> March 2009**





## Rural Subscribers

- 2.4 As on 31<sup>st</sup> March 2009, the Wireless Rural (Mobile and WLL(F)) market has reached 109.71 million mark as against 93.15 million in the previous quarter. During the quarter, 16.56 million subscribers were added which is 36.9% of the total new additions. Service Providers report indicates that around 28% of total Wireless subscribers are now in rural areas.

## Wireless Subscriber Base

- 2.5 At the end of March 2009, the total Wireless Subscribers (Mobile and WLL (F)) has reached 391.76 million as against 346.89 million subscribers at the end of previous quarter.

## Addition in Subscribers Base

- 2.6 During this quarter total 44.87 million subscribers were added. The total subscriber base of 391.76 million comprises of 297.26 million GSM mobile (75.88%) & 94.50 million CDMA Mobile (24.12%). The growth rate in this quarter is 12.93% as against 10.02% in the previous quarter.

## Wireless Market Share (GSM + CDMA)

- 2.7 M/s Bharti has maintained its 1<sup>st</sup> position with a subscriber base of 93.92 million. It has market share of 23.97% w.r.t total subscriber base. M/s Reliance is on 2<sup>nd</sup> position with a total subscribers base of 72.67 million. The Wireless operators on the basis of market share are given below: -

**Table 9: The Wireless Operators on the basis of Market Share**

SL NO	Wireless Group	Subscribers Base as on Mar 09 (In millions)	Market Share (in %age)
1	Bharti	93.92	23.97
2	Reliance	72.67	18.56
3	Vodafone	68.77	17.55
4	BSNL	52.15	13.31
5	Tata	38.89	9.93
6	Idea	35.12	8.96
7	Aircel	18.48	4.73
8	MTNL	4.46	1.14
9	Spice	4.13	1.05
10	BPL	2.16	0.55
11	HFCL	0.60	0.15
12	Sistema	0.39	0.10
		<b>391.76</b>	100

The details of operator-wise subscribers of GSM and CDMA are given in Table 30 and Table 31. Distribution of Subscriber base and market share of Wireless services as on March 2009 among Metros, Circles A to C is given in Table 32, Table 33 and Figure 34.

## Service Roll Out

- 2.8 M/s Vodafone has started its service in Jammu & Kashmir, M/s Aircel in Delhi, Andhra Pradesh, Karnataka, Kerala and Uttar Pradesh(E) & (W). M/s Reliance Communications Ltd has started its GSM services in Delhi, Mumbai, Maharashtra, Gujarat, Andhra Pradesh, Karnataka, Tamil Nadu including Chennai, Kerala, Punjab, Haryana, Uttar Pradesh(E) & (W), Rajasthan and Jammu & Kashmir.

## PART B : ARPU and MoU

### GSM (Full Mobility)

#### Average Revenue Per User (ARPU)

- 2.9 The all India blended ARPU per month has shown a decline of 6.50% from Rs. 220/- in December 2008 to Rs. 205/- in March 2009.
- 2.10 ARPU for postpaid service has shown a decline of 2.80% from Rs. 559/- in December 2008 to Rs. 543/- in March 2009. Prepaid service has also shown a decline of 6% from Rs. 192/- in December 2008 to Rs. 181/- in March 2009.
- 2.11 As per the revenue reports furnished by the service providers, revenue from subscribers adjusted for interconnect charges, is about Rs. 16,773 Crores in the quarter ending March 2009 as against Rs. 16,171 Crores in the December 2008 quarter, thereby showing a growth of 3.7%.

**Table 10: Growth in Revenue of GSM Service Providers**

Period	Revenue* (Rs. in Crores)	Quarterly rate of growth
July-07 to Sept-07	11,903	5.0%
Oct-07 to Dec-07	12,738	7.0%
Jan-08 to Mar-08	14,329	12.5%
Apr-08 to Jun-08	14,470	1.0%
Jul-08 to Sep-08	14,772	2.0%
Oct-08 to Dec-08	16,171	9.5%
Jan-09 to Mar-09	16,773	3.7%

\* Net of pass through

**Table 11: Average Revenue Per Unit (Rs. per month during the quarter)**

Circle	Postpaid	Prepaid	Blended ARPU
Circle A	534	188	213
Circle B	501	175	187
Circle C	506	184	195
<b>Metro</b>	587	175	243
All India	543	181	205
<b>All private SPs</b>	591	185	210
<b>BSNL/MTNL</b>	385	162	182

**Table 12: Composition of Revenue (%)**

<b>Item</b>	<b>Dec'08</b>	<b>Mar'09</b>
Rental Revenue	18.0%	17.9%
Revenue from Call charges (usage)	60.1%	61.0%
Revenue from Roaming	8.9%	8.1%
Revenue from SMS	4.2%	4.2%
Other Revenues *	8.8%	8.8%

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

### **Usage Pattern**

- 2.12 MOU per subscriber continue to show a declining trend. It has declined by 2.43% from 496 minutes in December 2008 to 484 minutes in March 2009. The outgoing MOUs declined by 2.39% and incoming by 2.47%.
- 2.13 Postpaid segment alone has shown a decline of 2.34% in MOUs per subscriber. Decline for prepaid segment has been 1.41%.
- 2.14 The overall ratio of incoming-outgoing MOUs has been 51:49 – same as in the previous quarter.
- 2.15 Outgoing SMS per subscriber continued to show increasing trend from 29 in December 2008 to 30 in March 2009 – an increase of 3.44%.
- 2.16 Against the overall trend of decline in MOUs, Circle category “C” has recorded increase in MOU per subscriber from 522 in December 2008 to 525 in March 2009.

Detailed data is given in Annex. C.

### **Average Subscriber outgo (rental + call charges) per minute**

- 2.17 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. The average outgo per outgoing minute (Rental revenue + Airtime revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. Annexure D indicates the average outgo per outgoing minute i.e. Rental revenue + Airtime revenue per outgoing minute.
- 2.18 All India average outgo per minute has shown a marginal decline from Rs. 0.78 in December 2008 to Rs. 0.76 in March 2009.

## CDMA ( Full Mobility Service)

### ARPU (Average Revenue Per User per month)

- 2.19 All India blended ARPU per month for the quarter ending March 2009 is Rs. 99/- as compared to Rs. 111/- for the quarter ending December 2008.
- 2.20 According to the revenue reports submitted by the service providers for the quarter ending March 2009, revenue, net of “pass through”, from CDMA full mobility service is Rs. 2184.24 crores which was 2276.33 crores in the quarter ending December 2008 registering a decline of 4.04%.
- 2.21 The huge difference between postpaid and prepaid ARPU noticed in the last quarter continued to remain valid for the current quarter as well. Postpaid ARPU has been 5 times that of prepaid ARPU, which perhaps, could be attributed to declining importance of processing fee on recharge coupon/ voucher purchased by prepaid subscribers. The gap is lowest in Circle C (3.68 times) and highest in Circle A (5.59 times).

**Table 13: Average Revenue Per Uuit ( Rs. per month during the quarter)**

Circle	Postpaid	Prepaid	Blended ARPU
Circle A	393	72	96
Circle B	342	75	89
Circle C	360	98	108
Metro	403	82	119
All India	381	77	99

**Table 14: Composition of Revenue (%)**

Item	December'08	March'09
Rental Revenue	24.3%	23.6%
Revenue from Call Charges (usage)	59.3%	59.6%
Revenue from SMS	2.7%	2.8%
Roaming Revenue	5.0%	5.1%
Other Revenues*	8.7%	8.9%

\* Includes revenue from other value added services, installations etc.

### **Usage Pattern (Minutes of Usage)**

- 2.22 The total MOU per subscriber per month has shown a decline from 371 minutes (Q.E December 2008) to 357 minutes (Q.E March 2009).
- 2.23 The O/G MOU per subscriber per month has shown decline from 169 in previous quarter to 164 in the current quarter. Incoming MOUs has also been dropped to 192 MOUs per subscriber per month in the current quarter which were 201 in the previous quarter i.e. December 2008.
- 2.24 ARPU has also decreased from Rs. 111/- (Q.E December 2008) to Rs. 99/- (Q.E March 2009) for the CDMA operators registering a decline of 10.7%.

Detailed data is given in Annex E.

### **Average Subscriber Outgo (rental + call charges) Per Minute**

- 2.25 Average Subscriber Outgo per minute (Rental Revenue + Airtime Revenue per outgoing minute) is given in Annex. F. The All India Average Subscriber Outgo per minute is Rs. 0.57/- in March 2009 as against Rs. 0.61/- in December 2008.

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## CHAPTER THREE

### PERFORMANCE OF INTERNET SERVICES

#### Service Providers & Subscribers Base: -

- 3.1 There are 13.54 million Internet subscribers at the end of March 2009 as compared to 12.85 million at the end of December 2008 registering a growth of 5.30%. This growth rate in quarter ending March 2009 is higher than the growth rate of 5.01% at the end of December 2008.
- 3.2 Among 167 ISPs who reported their subscribers figure for Quarter ending 31<sup>st</sup> March 2009, Bharat Sanchar Nigam Ltd (BSNL) has retained its top position and reported a subscriber base of 7.26 million Internet subscribers against 6.70 million at the end of last quarter. Mahanagar Telephone Nigam Limited (MTNL) has retained second position with a subscriber's base of nearly 2.12 million. M/s Bharti Airtel Ltd is third with subscriber base of 1.08 million. (Ref. Table 34).
- 3.3 Besides above, there are 117.82 million wireless subscribers at the end of March 2009 (capable of accessing data services including Internet through mobile handset (GSM/ CDMA)).

#### Internet Telephony: -

- 3.4 The Internet Telephony has been permitted to all Internet service providers w.e.f 24<sup>th</sup> August 2007. Total 34 ISPs have been providing Internet Telephony services during the quarter ending 31<sup>st</sup> March 2009, the list is enclosed as Annex H. Total minutes of usage for Internet Telephony during the quarter were 131.63 million, as compared to 133.23 million for the last quarter.

#### Market Share: -

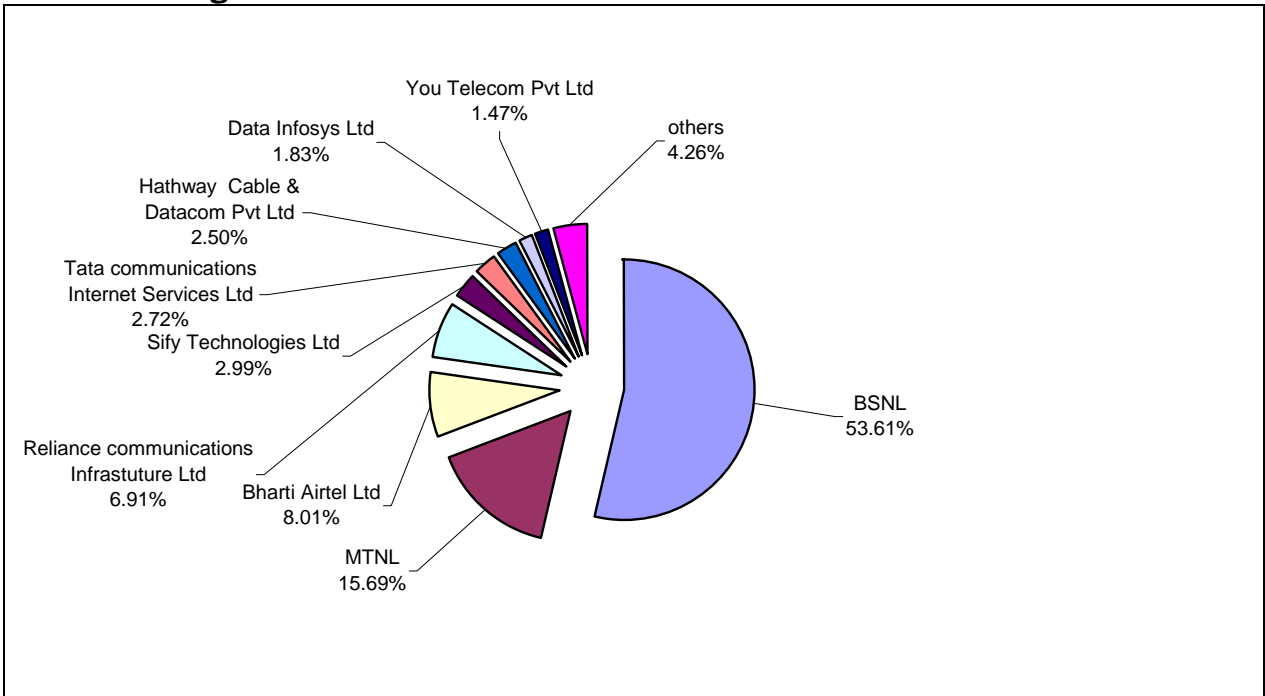
- 3.5 The growth trend of Internet Subscribers indicates an increase in the market share of PSU owned ISPs vis-à-vis private operators. During the quarter, private ISPs market share has decreased to 30.70% as against 32.18% in the preceding quarter. The PSU owned ISPs market share has increased from 67.82% to 69.30% at the end of March 2009.
- 3.6 The market share of top 5 ISPs is given in Table 15.

**Table 15: Market Share of Top 5 Internet Service Providers**

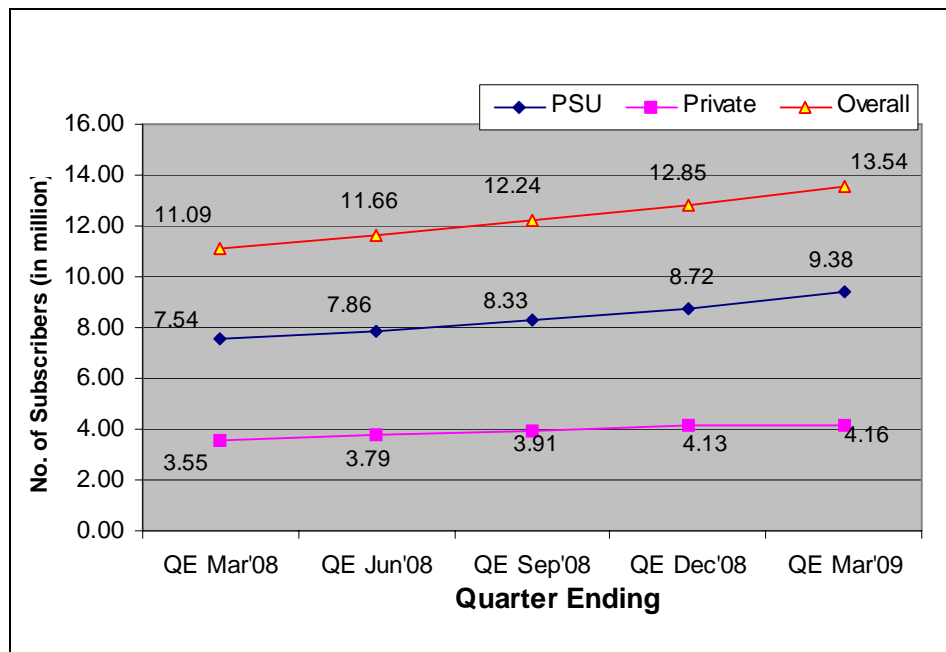
Sl. No	ISP	Subs. base	Share in %
1	Bharat Sanchar Nigam Ltd.	7256701	53.61
2	Mahanagar Telephone Nigam Ltd.	2124228	15.69
3	Bharti Airtel Ltd. (Bharti Televentures Ltd.)	1084872	8.01
4	Reliance Communications Infrastructure Limited	935373	6.91
5	Sify Technologies Ltd.	405254	2.99

Among PSU owned ISPs; M/s BSNL has shown an increase of 8.39% in the subscriber base and have 53.61% share of total Internet subscriber base. MTNL is at second position and have a market share of 15.69% Internet Subscribers.

**Figure 27: Internet Subscriber Base as on 31.03.2009**

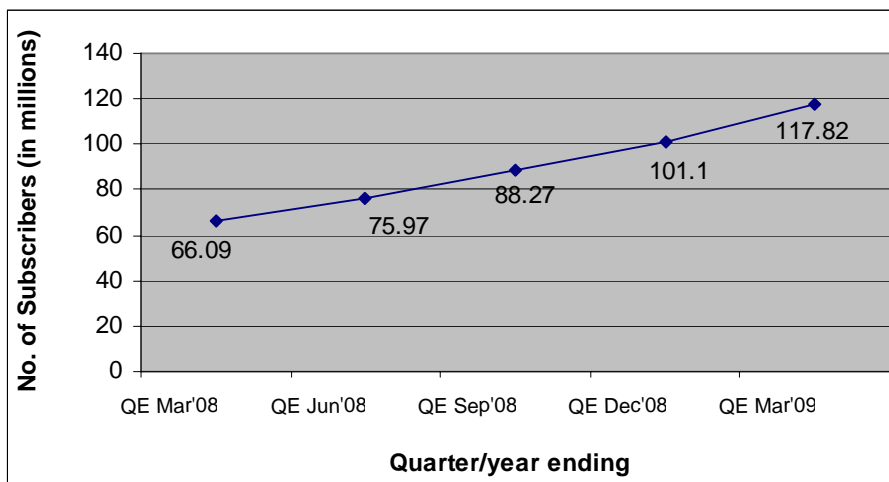


**Figure 28: Growth Trends of Internet Subscribers (including Broadband)**



3.7 The growth trend of Wireless Subscribers capable of accessing data services including Internet through their mobile handsets is shown in Figure 29.

**Figure 29 : Growth of Wireless Subscribers Capable of Accessing Data Services/ Internet**



This segment has been showing an increasing trend during the year 2008-09. These subscribers can use mobile handsets which are having "Internet enabled" feature.

#### **Leased Lines Connectivity:**

3.8 The numbers of Internet Leased Line connections are 24883 at the end of March 2009 as compared to 24203 at the end of December 2008 registering an increase of 2.18%.

#### **Broadband Connectivity (>=256 Kbps):**

3.9 The number of Broadband subscribers (with a download speed of 256 Kbps or more) was 6217738 at the end of March 2009. Out of these 5363927 are DSL based; 473637 Cable Modem; 244439 Ethernet LAN; 42203 Fibre; 721836 Wireless customers; Leased Line 20172 and 1524 Others.

#### **Company wise market share of Broadband Service Providers:**

3.10 The Top 10 Internet Service Providers providing broadband service on the basis of market share are:-



**Table 16: Top 10 Service Providers providing Broadband**

<b>Sl.No</b>	<b>ISPs Offering Broadband Services</b>	<b>Subscribers Base</b>	<b>Share in %</b>
1	Bharat Sanchar Nigam Ltd.	3559231	57.24
2	Bharti Airtel Ltd.	816921	13.14
3	Mahanagar Telephone Nigam Ltd.	695644	11.19
4	Hathway Cable & Datacom Pvt. Ltd.	265594	4.27
5	Tata Communications Internet Services Ltd	219948	3.54
6	You Telecom India Pvt Ltd	145063	2.33
7	Reliance Comm. Infra. Ltd.	110359	1.77
8	Sify Limited	96885	1.56
9	HFCL Infotel Ltd	63153	1.02
10	Asianet Satellite Communication Limited	55134	0.89
	<b>Sub Total</b>	<b>6027932</b>	<b>96.95%</b>
	<b>Others</b>	<b>189806</b>	<b>3.05%</b>
	<b>TOTAL</b>	<b>6217738</b>	<b>100%</b>

**Minutes of Use (MoU) per subscriber for Dialup Internet access:**

3.11 The average minutes of usage per subscriber/ month for dialup subscribers was 226.58 minutes during day time i.e. between 8 a.m to 8 p.m and 101 minutes during night time i.e. between 8 p.m to 8 a.m. at the end of March 2009.

**Average Revenue Per User (ARPU) for ISPs:**

3.12 The average revenue per user (ARPU) per month for dialup Internet usage was Rs 236.47 at the end of March 2009 as compared to Rs 221.97 at the end of December 2008 having an increase of 6.53%.

**International connectivity:**

3.13 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 209 GB for International and 174 GB for National at the end of March 2009.

**Revenue of ISP Operators:**

3.14 The total Revenue of the Internet Service Sector as reported by ISPs was Rs.2000.97 crores at the end of March 2009 as compared to Rs. 2076.07 crores at the end of December 2008 showing a slight decrease of 3.62%. Total Revenue includes 132.74 crores from Dial up Subscribers, 468.30 crores from Leased Line Subscribers, 1128.11 crores from Broadband Subscribers, 11.41 crores from Internet Telephony Subscribers, 1.14 crores from IPTV Subscribers and 259.27 crores from Other Services.

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## CHAPTER FOUR

### PERFORMANCE OF VALUE ADDED SERVICES

#### Public Mobile Radio Trunk Service (PMRTS): -

- 4.1 The subscriber base of PMRTS decreased from, 33632 in December 2008 to 31603 in March 2009 registering a negative growth of 6.03%.
- 4.2 It has been observed that M/s Arvind Mills Limited leads the tally of subscribers with a subscriber base of 11222 followed by M/s Procall (6936), M/s Quick Calls India Pvt. Ltd (3305), M/s.Smartalk Pvt. Ltd (2511), M/s United Liner Agencies of India (1828), M/s. Arya Doot Transport Pvt. Ltd. (1901), M/s. Bhilwara Telenet Services Pvt. Ltd.(1464), M/s Arya Offshore Services Pvt Ltd (1106), M/s German Express Shipping Agencies of (India) Pvt Ltd (735), M/s Jet-Aiu (479), M/s India Satcom (110) and M/s Container Movement Transport Pvt Ltd (6).
- 4.3 Operative area Delhi leads the tally with 6887 subscribers followed by Mumbai, Bangalore and Chennai with 4912, 4672 and 4208 subscribers respectively which accounted for 65.43% of market share of the total subscribers.
- 4.4 M/s. Procall Ltd have registered maximum negative growth rate of 19.19% in their subscriber base followed by M/s. United Liner (-11.82%). M/s India Satcom Ltd (-8.33%), M/s. Arya Offshore Services (-8.06%), M/s German Express Shipping Agency (-4.17%), M/s Arvind Mills(-1.65%), M/s Quick Call (-0.27%).

The subscriber base of service providers of PMRTS is given in Table 35. Graph of %age growth rate of PMRTS subscribers from the quarter ending September 2007 to March 2009 is given at Annexure I.

#### VSAT services: -

- 4.5 VSAT services are being provided by 9 VSAT Service Providers.
- 4.6 In this quarter, there was an addition of 7205 new subscribers. The total number of subscribers increased from 95035 in December 2008 to 102240 in March 2009 registering a growth of 7.58% as against the growth rate of 0.63% in quarter ended December 2008.
- 4.7 M/s Hughes Communication Limited is the market leader with subscriber base of 30011 followed by M/s Bharti Airtel Ltd. with 26463 and M/s HCL Comnet with 25914 VSAT subscribers respectively.
- 4.8 M/s Bharti Broadband has registered negative growth of 5.57% respectively in this quarter.
- 4.9 M/s Tatanet Services has the highest growth rate of 60.82% in this quarter followed by M/s BSNL with 16.40%.
- 4.10 There is no change in the subscriber base of M/s. Essel Shyam Ltd, M/s ITI and M/s GNFC for the VSAT operators.
- 4.11 The number of subscribers of each service provider from quarter ending December 2008 to March 2009 along with the Market Share in terms of Percentage of Subscribers as on 31.03.2009 is given in Table 36 and graph of growth rate of VSAT subscribers from the quarter ending March 2008 to March 2009 is given at Annexure J.

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## CHAPTER FIVE

### QUALITY OF SERVICE (QoS) PERFORMANCE

#### Quality of Service performance of Wireline Service Operators:

- 5.1 Based on Quality of Service Parameters reported by all the Wireline Service Operators for the quarter ending March 2009, the information on QoS performance is attached to this report at Annex K.
- 5.2 The summary of status of the service providers who have not met the benchmarks in this quarter as compared to previous quarter is given in the Table 17.

**Table 17: The status of Wireline Service Providers who have not met the benchmark**

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December, 2008		March, 2009	
			Out of 84	Out of 84 In %age	Out of 84	Out of 84 In %age
1	Provision of Telephones after registration of demand	100% within 7 Days	41	48.81%	32	38.10%
2	Fault incidences per 100 subs/month	<3	36	42.86%	31	36.90%
3	Fault repaired by next working day	>90%	24	28.57%	19	22.62%
4	MTTR	<8Hrs	21	25.00%	15	17.86%
5	Call Completion Rate (in local network)	>55%	4	4.76%	3	3.57%
6	Metering & billing credibility - % of bills	<0.1%	2	2.38%	2	2.38%
7	Customer Care Service (95% of requests)					
(i)	Shifts	<3 Days	13	15.48%	11	13.10%
(ii)	Closures	<24 hrs.	2	2.38%	0	0.00%
(iii)	Additional Facilities	<24 hrs.	7	8.33%	5	5.95%
8	Response time to the customer for assistance					
(i)	%age of calls answered (electronically)					
	Within 20 sec = 80%	80%	0	0.00%	0	0.00%
	within 40 sec = 95%	95%	0	0.00%	1	1.19%
(ii)	%age of calls answered by operator (voice to voice)					
	Within 60 sec = 80%	80%	0	0.00%	1	1.19%
	within 90 sec = 95%	95%	3	3.57%	4	4.76%
9	Time taken for refund of deposits after closures	100% within 60 days	0	0.00%	2	2.38%

**Table 18: The Parameter wise Performance of Wireline Service Providers**

<b>Parameters</b>	<b>Benchmarks</b>	<b>Service Providers not meeting the Benchmarks</b>
<b>Provision of Telephones after registration of demand</b>	<b>100% within 7 Days</b>	<b>BSNL</b> = AP (94.55%), MH (81.32%), A&N (98.09%), Kerala (96.95%), Kolkata (98.40%), NE-I (90.32%), UP-W (95.22%) <b>MTNL</b> = Mumbai (96.54%) <b>Reliance</b> = Delhi (43.98%), RJ (80.58%), TN (95.70%), KTK (82.46%), Chennai (45.68%), Kolkata (51.01%), Mumbai (59.59%) <b>Tata</b> = AP (97.58%), MH (63.93%), PB (96.00%), KTK (95.74%), Mumbai (90.50%) <b>HFCL</b> = Punjab (93.08%) <b>Shyam</b> = Rajasthan (98.97%)
<b>Fault incidences per 100 subs/month</b>	<b>&lt;3</b>	<b>BSNL</b> = Bihar (4.50), GJ (5.20), Chhattisgarh (6.00), MP (3.80), MH (6.40), PB (8.20), RJ (5.10), HR (4.80), KTK (4.90), A&N (4.00), Assam (5.80), HP (8.40), Jharkhand (4.00), J&K (9.00), KR (5.20), Kolkata (3.70), NE-I (4.40), Orissa (4.50), UP-E (5.00), UP-W (6.60), Uttaranchal (5.30), WB (5.30) <b>MTNL</b> = Delhi (6.68), Mumbai (8.52) <b>Bharti</b> = AP (4.00), MP (6.00), TN (5.00), KTK (4.00) <b>HFCL</b> = Punjab (4.47)
<b>Fault repaired by next working day</b>	<b>&gt;90%</b>	<b>BSNL</b> = AP (84.73%), Bihar (79.43%), PB (87.32%), A&N (80.85%), J&K (71.17%), KR (88.07%), Kolkata (87.15%), NE-I (86.37%), UP-W (89.36%), WB (86.41%) <b>Tata</b> = AP (84.77%), Delhi (86.15%), HR (66.67%), Chennai (66.67%) <b>Reliance</b> = Chennai (45.68%), Kolkata (66.30%) <b>Sistema Shyam</b> = Rajasthan (85.26%)
<b>MTTR</b>	<b>&lt;8Hrs</b>	<b>BSNL</b> = AP (13.03 hrs.), MH (8.68 hrs.), PB (13.22 hrs.), Chennai (8.67 hrs.), KR (15.71 hrs.), Kolkata (9.51 hrs.), NE-I (11.20 hrs.), WB (9.21 hrs.) <b>MTNL</b> = Mumbai (10.20 hrs) <b>Tata</b> = HR (25 hrs.) <b>Sistema Shyam</b> = Rajasthan (8.50 hrs.)
<b>Call Completion Rate (in local network)</b>	<b>&gt;55%</b>	<b>BSNL</b> = Kolkata (53.27%) <b>MTNL</b> = Delhi (51.39%)
<b>Metering &amp; billing credibility - % of bills</b>	<b>&lt;0.1%</b>	<b>Tata</b> = MH (0.342%), Mumbai (0.186%)
<b>Customer Care Service (95% of requests)</b>		
Shifts	<b>&lt;3 Days</b>	<b>BSNL</b> = AP (86.00%), MH (90.00%), KR (87.00%), NE-I (93.00%) <b>MTNL</b> = Delhi (90.68%), Mumbai (92.52%) <b>Tata</b> = AP (90.81%), Delhi (84.06%), KTK (82.00%), Chennai (93.00%), Kolkata (93.10%)
Closures	<b>&lt;24 hrs.</b>	<b>All the Operators meet this Benchmark</b>
Additional Facilities	<b>&lt;24 hrs.</b>	<b>BSNL</b> = AP (88.76%) <b>MTNL</b> = Delhi (87.20%) <b>Tata</b> = UP-E (80.00%) <b>Bharti</b> = HR (93.00%)

<b>Response time to the customer for assistance</b>		
%age of calls answered electronically		
Within 20 sec = 80%	<b>80%</b>	<b>All the Operators meet this Benchmark</b>
Within 40 sec = 95%	<b>95%</b>	<b>BSNL = Chhatisgarh (91.00%)</b>
%age of calls answered by operator (voice to voice)		
Within 60 sec = 80%	<b>80%</b>	<b>Sistema Shyam = Rajasthan (74.00%)</b>
within 90 sec = 95%	<b>95%</b>	<b>BSNL = Chhatisgarh (92.67%) MTNL = Mumbai (82.53%) Tata = AP (93.00%)</b>
<b>Time taken for refund of deposits after closures</b>	<b>100% within 60 days</b>	<b>Tata = Delhi (97.00%), GJ (83.00%)</b>

## Quality of Service performance of Wireless Service Providers for quarter ending 31<sup>st</sup> March 2009: -

5.3 This report covers performance of 101 GSM and 45 CDMA service operators vis-à-vis the QoS benchmarks prescribed by TRAI. The summary of performance of service providers not meeting the benchmark as compared to previous quarter is given in table 19.

**Table 19: Performance of Wireless Service Providers not meeting the benchmarks**

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending December, 2008		Quarter Ending March, 2009	
			Out Of 140 (Nos.)	Out Of 140 (in %)	Out Of 146* (Nos.)	Out Of 146* (in %)
1	Accumulated down time of Community isolation	<24 hrs	0	0.00	0	0.00
2	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	5	3.57	5	3.42
3	Service access delay	<15 Sec	1	0.71	1	0.68
4	Blocked call rate (i) SDCCH/paging channel congestion	<1%	13	9.29	13	8.90
	(ii) TCH Congestion	<2%	15	10.71	12	8.22
5	Call drop rate	<3.0%	6	4.29	3	2.05
6	Connections with good voice quality	>95%	6	4.29	8	5.48
7	Response time to the customer for assistance					
(i)	%age of calls answered (electronically); within 20 seconds = 80%	80%	0	0.00	0	0.00
(ii)	%age of calls answered (electronically); within 40 seconds = 95%	95%	1	0.71	1	0.68
(iii)	%age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	18	12.86	27	18.49
(iv)	%age of calls answered by operator (voice to voice); within 90 seconds = 95%	95%	48	34.29	43	29.45
8	Complaints per 100 bills issued	<0.1%	2	1.43	2	1.37
9	% Of complaints resolved with 4 weeks	100%	0	0.00	0	0.00
10	Period of all Refunds/Payment due to Customers from the date of resolution of complaints as in (9) above	<4 Weeks	0	0.00	0	0.00

Note : \* M/s Tata Teleservices have submitted PMR first time for Assam, J&K and NE service areas in this quarter and M/s Vodafone have submitted PMR first time for Bihar, MP and HP service areas in this quarter. So, total no. of licensees providing PMR is 146.

**Table 20: The Parameter wise Performance of Wireless Service Providers**

<b>Parameters</b>	<b>Benchmark</b>	<b>Service Providers not meeting the Benchmarks</b>
<b>Accumulated down time of Community Isolation</b>	<b>&lt;24 hrs</b>	<b>All the Operators meet this Benchmark</b>
<b>Call Set-Up Success Rate (Within Licensee's Own network)</b>	<b>&gt;95%</b>	<b>Bharti Airtel</b> – KTK (94.81%) <b>Dishnet</b> - Bihar (88.82%), Assam (89.50%), J&K (89.18%), Kolkata (76.14%)
<b>Service Access Delay</b>	<b>&lt;15 sec.</b>	<b>Bharti Airtel</b> – MP (18.80 sec.)
<b>Blocked call rate</b> (i) SDCCH/paging channel congestion	<b>&lt;1%</b>	<b>Bharti Airtel</b> – KTK (2.33%), UP-W (1.05%), RJ (1.09%), WB (1.53%), Bihar (3.43%), Assam (1.82%), NE (7.23%) <b>Dishnet</b> - WB (1.05%), Bihar (5.22%), Assam (3.40%), J&K (4.94%), NE (12.01%) <b>Aircel</b> - TN (1.55%)
(ii) TCH Congestion	<b>&lt;2%</b>	<b>BSNL</b> - KR (2.70%) <b>MTNL</b> - Delhi (2.35%) – GSM Service <b>Bharti Airtel</b> - KTK (4.06%), Bihar (2.77%), Assam (2.36%), NE (6.51%) <b>Vodafone</b> - Bihar (2.80%) <b>Dishnet</b> - Bihar (3.82%), Assam (3.48%), J&K (2.76%), NE (9.67%) <b>Aircel</b> - TN (2.46%)
<b>Call Drop Rate</b>	<b>&lt;3%</b>	<b>Bharti Airtel</b> - NE (3.10%) <b>Dishnet</b> - J&K (3.41%), NE (4.05%)
<b>Connections with good voice quality</b>	<b>&gt;95%</b>	<b>Bharti Airtel</b> - KTK (91.73%), NE (89.20%) <b>Dishnet</b> - WB (94.02%), Bihar (94.96%), Orissa (94.98%), Assam (89.69%), J&K (92.80%), NE (89.72%)
<b>Response time to the customer for assistance</b>		
(i) %age of calls answered ( <b>electronically</b> ) within 20 seconds = 80%	<b>80%</b>	<b>All the Operators meet this Benchmark</b>
(ii) %age of calls answered ( <b>electronically</b> ) within 40 seconds = 95%	<b>95%</b>	<b>BSNL</b> - UP-E (90.00%)
(iii) %age of calls answered by operator ( <b>voice to voice</b> ); within 60 seconds = 80%	<b>80%</b>	<b>BSNL</b> - AP (57.00%), Chennai (70.00%) <b>Bharti Airtel</b> - UP-W (76.61%), UP-E (71.58%), RJ (60.90%), J&K (73.92%) <b>RCOM</b> - MH (76.93%), AP (64.68%), KTK (72.43%), TN (75.19%), KR (76.47%), HR (66.67%), UP-W (50.96%), UP-E (65.44%), RJ (66.52%), WB (68.37%), Bihar (69.91%), Delhi (72.54%), Chennai (60.77%), Kolkata (68.37%) <b>RTL</b> - WB (30.85%), HP (68.75%), Bihar (61.87%), Kolkata (17.96%) <b>SPICE</b> – PB (42.00%) <b>Dishnet</b> -J&K (43.22%) <b>Sistema Shyam</b> - RJ (77.00%)

<b>(iv) %age of calls answered by operator (voice to voice); within 90 seconds = 95%</b>	95%	<b>BSNL</b> – AP (67.00%), KR (88.00%), UP-E (91.00%), Assam (91.00%), Chennai (94.00%) <b>Bharti Airtel</b> - HR (88.79%), UP-W (80.04%), UP-E (76.61%), RJ (75.89%), Bihar (94.01%), Orissa (84.28%), Assam (91.62%), J&K (73.92%), NE (94.42%) <b>RCOM</b> - MH (82.32%), GJ (92.20%), AP (64.87%), KTK (78.13%), TN (78.75%), KR (76.47%), HR (68.79%), UP-W (60.70%), UP-E (67.78%), RJ (70.42%), MP (92.46%), WB (73.51%), HP (82.52%), Bihar (70.88%), Delhi (73.07%), Mumbai (92.44%), Chennai (65.70%), Kolkata (73.51%) <b>RTL</b> - WB (42.63%), HP (77.50%), Bihar (70.49%), Kolkata (20.44%) <b>Tata Tele</b> - Delhi (88.00%) <b>Vodafone</b> - Orissa (94.60%), NE (94.30%) <b>SPIICE</b> – PB (52.00%) <b>Idea</b> - Mumbai (87.00%) <b>Dishnet</b> - Assam (94.77%), J&K (48.83%)
<b>Complaints per 100 bills issued</b>	<0.1%	<b>Tata Tele</b> - J&K (0.23%) <b>SPIICE</b> –KTK (0.110%)
<b>% Of complaints resolved within 4 weeks</b>	<b>100%</b>	<b>All the Operators meet this Benchmark</b>
<b>Period of all Refunds/Payment due to Customers from the date of resolution of complaints</b>	<b>&lt;4 Weeks</b>	<b>All the Operators meet this Benchmark</b>

Some of the Service Providers are having major problems in achieving the benchmarks in respect of parameters (i) %age of Connection with good voice quality, (ii) %age of calls answered by operator (voice to voice); within 60 seconds (iii) Blocked Call rate.

#### **Details of Quality of Service Parameters :**

- 5.4 Detail of performance related to Network Performance, Customer help line and billing complaints are given at Annex L.
- 5.5 The Comparative Performance of the Service Providers for the quarter ending December 2008 and March 2009 is given at Annex M.
- 5.6 The Performance of the CMSPs with respect to the new parameter of %age of Worst Affected Cells having more than 3% call (TCH) drop, service area wise is given at Annex N.



## **Quality of Service Performance of Internet Service Providers for quarter ending 31<sup>st</sup> March 2009: -**

5.7 Annex O indicates the Quality of Service achieved by the ISPs during the quarter.

### **5.8 Service Activation Time (6 hrs):**

All the ISPs have met the TRAI benchmark of 6 hrs. M/s HFCL Infotel Ltd and M/s Tata Teleservices (MH) have not provided the data.

### **5.9 Time to Access ( 30 sec ) :**

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

### **5.10 Probability of Accessing the ISP Node**

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

### **5.11 ISP Node Unavailability:**

ISP Nodes unavailability should not exceed 30 minutes in a month. All the ISPs have met the TRAI benchmark. M/s Reliance Comm. Infrastructure Ltd, M/s. HFCL Infotel Ltd and M/s Tata Teleservices (MH) have not provided data.

### **5.12 Grade of Service :**

ISPs are required to maintain the Grade of Service on the link connecting PSTN Node to the ISP Node as 1 in 100. M/s. Reliance Comm. Infrastructure Ltd has not provided data. M/s. Tata Communications has informed that the information was not provided by BSO, however from their data on occupancy of E1/R2 links, GOS is better than 1% (0.01).

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

As per clause 1.9 schedule "C" of ISP license, ISPs are required to rectify 90% of faults due to subscriber complaint within 24 hours and 99% within three days. All the Operators have met this benchmark. However M/s Tata Teleservices has not furnished the data for this parameter.

## Quality of Service Performance of Internet Service Providers providing broadband service for quarter ending 31<sup>st</sup> March 2009

- 5.14 Broadband Regulations came into force with effect from 1<sup>st</sup> January 2007. Total number of the Broadband Service providers is 95 in this quarter as compared to 84 in the previous quarter i.e. December 2008. Total number of subscriber base of all the Broadband service providers is 6217738 in quarter ending March 2009.
- 5.15 Out of 95 Broadband Service providers only 15 Service Providers are having subscriber base more than 10,000 subscribers and these 15 Service providers share the 98.53% of total subscriber base in this quarter. This report covers performance of 15 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI.
- 5.16 Broadband Regulations came into force with effect from 1<sup>st</sup> Jan 2007. Based on Quality of Service Parameters reported by Internet Service Providers providing broadband service for the quarter ending March 2009, the information on QoS performance is attached at Annex P.
- 5.17 Following table indicates the status of non-compliance in respect of QoS benchmarks for Internet Service Providers providing broadband service:

**Table 21: Status of Non-Compliance of QoS benchmarks for Internet Service Providers providing Broadband Service.**

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	<b>Service Provisioning/ Activation Time</b>	100% in =< 15 working days	<b>BSNL:-</b> AP (97.40%), J&K (93.60%), Orissa (97.20%), WB(97.10%) <b>MTNL:-</b> Delhi(96.15%), Mumbai(76.75%). <b>Tata Communications:-</b> North (95.00%), South1 (96.00%), South2 (93.00%), South 3 (98.00%), South 4 (97.00%), <b>Hathway:-</b> MH(97.00%) <b>You Telecom:</b> All India (98.00%), AP (97.00%), KTK (98.00%), MH(97.00%), TN(95.00%) <b>Tata Teleservices (Maharashtra):</b> MH & Goa (98.00%)
2	<b>Faults Repair /Restoration Time</b>		
	% of faults repaired by next working day	>90%	<b>BSNL:-</b> Kolkata(87.60%) <b>MTNL:-</b> Delhi (68.74%), Mumbai (74.77%) <b>You Telecom:</b> TN (87.00%)
	% of faults repaired within 3 working day	=>99%	<b>BSNL:-</b> AP (98.00%), Kol(98.60%), WB (98.80%) <b>MTNL:-</b> Delhi (89.44%), Mumbai(86.53%) <b>Bharti Airtel:-</b> AP(98.00%), KTK(97.00%) TN (97.00%) <b>Tata Communications:-</b> North (97.00%), South I (98.00%), South 3(96.00%) <b>Hathway:</b> AP(98.00%), Chennai (97.00%) <b>You Telecom India Pvt Ltd.:</b> TN(98.00%)
3	<b>Billing Performance</b>		

	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	<b>BSNL:-</b> AP(98.00%), Orrisa(99.90%) <b>Hathway :</b> Delhi (90.00%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	<b>BSNL:-</b> AP(98.00%) <b>Bharti Airtel:-</b> UP(W) (60.00%) <b>You Telecom:</b> All India (69.00%), AP (75.00%), Guj(81.00%), KTK (77.00%), MH(44.00%), TN(39.00%) <b>Ortel:</b> Orissa (98.00%)
<b>5</b>	<b>Bandwidth utilisation/through put</b>		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		<b>Hathway:</b> AP (1Link), Chennai (1 Link), KTK(1 Link), MH(1 Link) <b>Alliance:</b> Kolkata ( 7 Links) <b>SpectraNet :</b> All India ( 3 Links)
	% of International bandwidth utilization during peak hours (TCBH) Enclose MRTG) <b>Benchmark&lt;90%</b>		<b>Alliance :</b> Kolkata (95%)
	No. of Upstream links for International connectivity having bandwidth utilization >90% during peak hours	<1%	<b>Alliance :</b> Kolkata (2 Links)
<b>6</b>	<b>Service availability /uptime (for all users) in %age</b>	>98%	<b>BSNL:</b> J&K(97.80%), NE I (94.70%), NE II (96.80%) <b>Tata Comm. Ltd.):</b> North (97.60%) <b>Hathway:</b> Delhi (94.00%), Punjab (97.00%)

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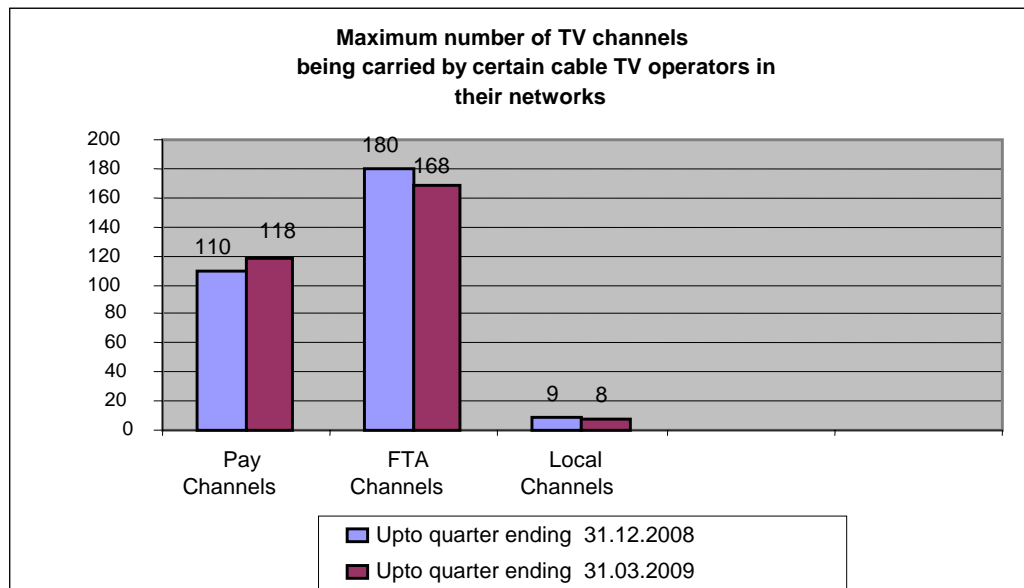
## CHAPTER SIX

### PERFORMANCE OF CABLE TV, DTH AND RADIO BROADCASTING SERVICES

#### Cable TV Services

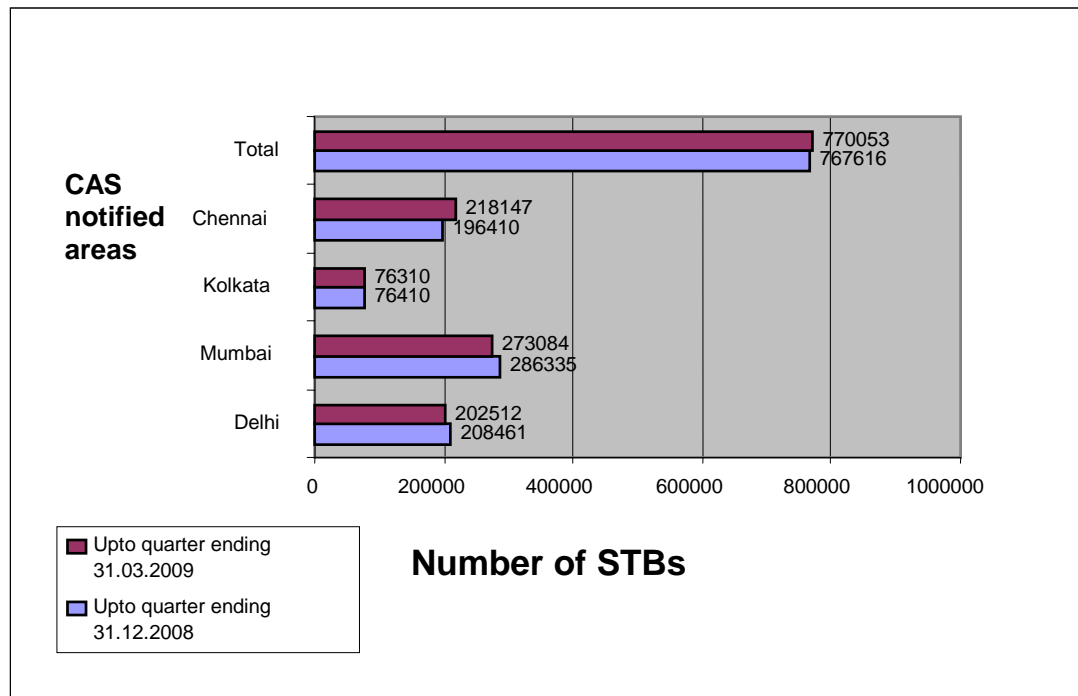
- 6.1 Figure 30 depicts the maximum number of FTA channels, Pay channels and local channels being carried by the MSOs in their network across the country. This is based on the reports received from some of the major service providers regarding the number of channels being carried by them in their networks analogue and/or in digital form. These channels have been reported across different networks of the service providers having different combinations of pay, FTA and Local channels in their network.
- 6.2 The maximum number of Free-to-Air (FTA) and Pay Channels reportedly being carried in the cable networks are 168 and 118 respectively in this quarter. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

**Figure 30 : Maximum Number of Channels**



- 6.3 Maximum number of channels being carried by any of the reported MSO in digital mode is 233; whereas in conventional analogue form, the maximum number of channels is carried by the reported MSOs is 100 channels.
- 6.4 At the end of the quarter ending 31<sup>st</sup> December 2008, there were 767616 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. Now, at the quarter ending 31<sup>st</sup> March 2009, the number has increased to 770053 in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. The Figure 31 shows the city-wise status of STBs installed at these four places.

**Figure 31: Set Top Boxes (STBs)**



### Satellite TV Channels

6.5 At the end of March 2009, there are reportedly 130 pay TV channels in existence. These 130 TV channels are being broadcasted / distributed by 19 broadcasters or their distributors. The list of broadcasters/distributors of pay TV channels alongwith the reported rates of pay channels for Non-CAS areas is at Table 37.

6.6 During the quarter, the following 6 broadcasters of pay channels have reported an increase of 7% in the rates of all their channels for Non-CAS & CAS areas in pursuance of the two tariff amendment orders namely the Telecommunication (Broadcasting and Cable) Services (Second) Tariff (Ninth Amendment) Order, 2008 for Non-CAS areas and the Telecommunication (Broadcasting and Cable) Services (Third) (CAS Areas) Tariff (Third Amendment) Order, 2008 for CAS areas. The aim of these two tariff amendment orders was to provide inflation linked adjustments of 7% in the rates of channels for cable TV services.

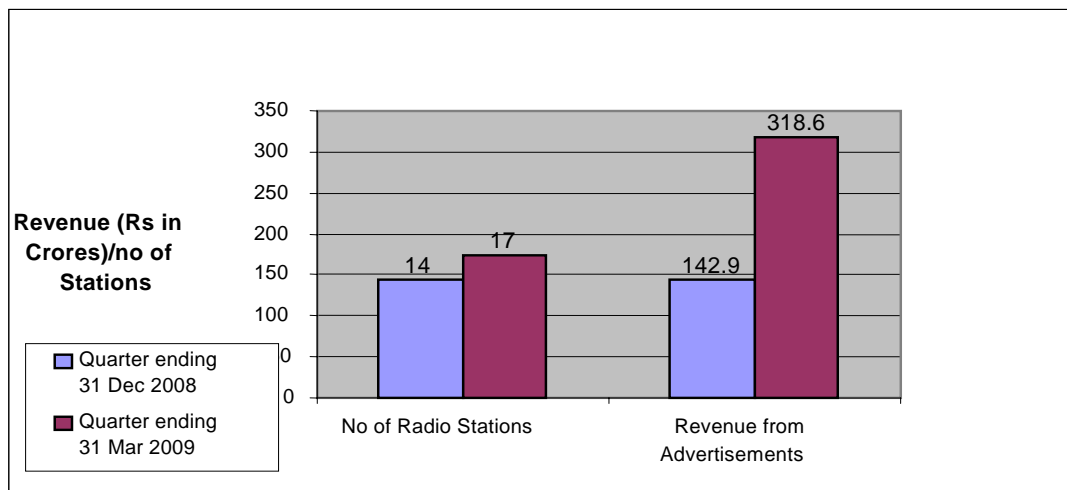
- M/s Star Den Media Services Private Limited
- M/s Zee Turner Limited
- M/s MSM Discovery India Private Limited
- M/s Viacom 18 Media Private Limited
- M/s Raj Television Network Limited
- M/s NEO Sports Broadcast Private Limited

### FM Radio Services

6.7 Apart from All India Radio, there were 245 FM Radio station in operation as on 31<sup>st</sup> December 2008. During the quarter ending 31<sup>st</sup> March 2009, no new private FM radio stations came into operation. A list of 245 FM Radio stations is at Table 38.

6.8 The total Advertisement Revenue at the end of quarter ending 31<sup>st</sup> December 2008 in respect of 145 Radio stations (reported by 21 FM Radio Service Providers) and for quarter ending 31<sup>st</sup> March 2009 in respect of 174 Radio stations (reported by 29 FM Radio Service Providers) who have submitted their reports is given in the Figure 32. However, the details do not pertain to the same set of service providers.

**Figure 32 : Comparative Position of Revenue of FM Radio Station**



### Community Radio

6.9 At the quarter ending 31<sup>st</sup> December 2008, out of 60 licensees of community radio stations, 41 stations were in operation. In the quarter ending 31<sup>st</sup> March 2009, 07 new licenses were issued. Now, out of 67 licensees, 41 stations are in operation. The status of applications for community radio station licenses received from Ministry of Information and Broadcasting upto the end of 31<sup>st</sup> March 2009 is at Table 39.

### DTH Services

6.10 No DTH license was issued during the quarter. Therefore, at present, apart from free DTH service of Doordarshan, there are 6 private DTH licensees

6.11 Out of 6 DTH licensees, only 5 licensees are offering pay DTH services to the consumers as on 31.03.2009. Total number of reported registered subscribers being served by these 5 DTH operators as on 31.03.2009 is 13.09 million. The list of DTH licensees is at Table 40.

### Teleport Service

6.12 There were 54 Teleport Service Providers in operation in India at the end of quarter ending 31<sup>st</sup> December 2008. In the quarter ending March 2009, one new license was issued. Now, at the quarter ending March 2009, 55 Teleport service providers are in operation. A list of these stations is at Table 41.

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**CHAPTER SEVEN**  
**FINANCIAL DETAILS OF TELECOM SERVICE SECTOR**

**Analysis of GR, AGR, License Fee & Spectrum Charges for the Quarter ending March 2009 (IV<sup>th</sup> Quarter of the financial year 2008-09)**

- 7.1 Details of GR, AGR, Licence Fee & Spectrum Charges for Industry as a whole for Quarter IV (Quarter ending March 2009) of Financial Year 2008-09 are given below:

**Table 22: Figures for the Quarter IV of F.Y 2008-09**

Component	III <sup>rd</sup> Quarter (Rs. in crores)	IV <sup>th</sup> Quarter (Rs. in crores)	Percentage Change(%)
Gross Revenue (GR)	39408.16	40444.66	2.63
Adjusted Gross Revenue (AGR)	28940.40	29725.37	2.71
License Fee	2449.36	2496.29	1.92
Spectrum Charges	829.05	849.84	2.51
Pass through (GR - AGR)	10467.76	10719.29	

- 7.2 There is an increase in Gross Revenue and AGR by 2.63% and 2.71% respectively over the previous quarter. Last Quarter, there was a increase in GR and AGR by 5.95% and 5.79% respectively over the previous quarter.
- 7.3 Service Provider wise GR, AGR, LF & Spectrum Charges for quarter ending March 2009 are given at Table 42.
- 7.4 The AGR share of Public and Private sector is 28.40% and 71.60% respectively as against 28.75% and 71.25% respectively in the previous quarter.
- 7.5 Overall % of License Fee to AGR is 8.40% as against 8.46% in previous quarter.

**Table 23: Comparison of Gross Revenue, Adjusted Gross Revenue (AGR), Licence Fee and Spectrum Charges (III<sup>rd</sup> Quarter & IV<sup>th</sup> Quarter of 2008-09)**

(Rs. in Crore)

Gross Revenue		% Change	AGR		% Change	Licence Fee		% Change	Spectrum Charges		% Change
III <sup>rd</sup> Qtr.	IV <sup>th</sup> Qtr.		III <sup>rd</sup> Qtr.	IV <sup>th</sup> Qtr.		III <sup>rd</sup> Qtr.	IV <sup>th</sup> Qtr.		III <sup>rd</sup> Qtr.	IV <sup>th</sup> Qtr.	
39408	40445	2.63%	28940	29725	2.71%	2449	2496	1.92%	829	850	2.51%
129082*			101484*			8366*			2665*		

\* Figures for last financial year (2007-08)

**Table 24 : Service wise Gross Revenue, Adjusted Gross Revenue (AGR), Licence Fee and Spectrum Charges (IV<sup>th</sup> Quarter of 2008-09)**

**(Rs. in Crore)**

Service	IV <sup>th</sup> Qtr of F.Y. 2008-09				% Share			
	GR	AGR	LF	Spectrum Charges	GR	AGR	LF	Spectrum Charges
<b>Access Providers</b>	32729.12	24912.11	2207.08	848.40	80.92	83.81	88.41	99.83
<b>NLD</b>	4268.81	3212.25	193.10	0.16	10.55	10.81	7.74	0.02
<b>ILD</b>	2247.00	1280.07	76.87	0.00	5.56	4.31	3.08	0.00
<b>Others (reported)</b>	1199.74	320.94	19.24	1.28	2.97	1.08	0.77	0.15
<b>Total</b>	<b>40444.66</b>	<b>29725.37</b>	<b>2496.29</b>	<b>849.84</b>	100%	100%	100%	100%

**Table 25: Category-wise Share in the Access Revenue (GR)**

Category	GR	%	GR (Last Quarter)	% (Last Qtr.)	% change
Metro	7000	21.39%	6493	20.19%	7.81
A	11710	35.77%	12316	38.29%	- 4.92
B	10750	32.85%	10409	32.36%	3.28
C	3269	9.99%	2943	9.15%	11.08
<b>Total</b>	<b>32729</b>	<b>100%</b>	<b>32161</b>	<b>100%</b>	<b>1.77</b>

**Note:**

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

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**Table NO 26(Chaper One/Para No 1.1)**

**Subscriber Base of Wireline Services as on 31<sup>st</sup> March 2009**

Sl. No	Service Provider (Wireline)	Area of Operation	31st Dec. 2008			31st March 2009		
			Urban	Rural	Total	Urban	Rural	Total
1	BSNL	All India	18855282	10645178	29500460	18800499	10545932	29346431
2	MTNL	Delhi & Mumbai	3533811	0	3533811	3573206	0	3573206
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamilnadu (included Chennai), UP-East, UP-West (inclu.Uttaranchal) and West Bengal.	2619462	0	2619462	2726240	0	2726240
4	Tata Teleservices (Maharashtra) Ltd.	Maharashtra & Mumbai	470612	22097	492709	512153	24917	537070
5	Tata Teleservices Ltd	AP, Assam, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	376112	2530	378642	379179	2431	381610
6	HFCL Infotel Ltd	Punjab	156887	0	156887	162217	0	162217
7	Shyam Telelink Ltd	Rajasthan	131165	10801	141966	120736	8538	129274
8	Reliance Communication Ltd	AP, Bihar, Delhi, Gujarat, Haryana, HP, KN, Kerala, MP, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, TN Chennai UP(E), UP(W), WB, Kolkata	1073416	802	1074218	1107710	854	1108564
<b>Grand Total</b>			<b>27,216,747</b>	<b>10,681,408</b>	<b>37,898,155</b>	<b>27,381,940</b>	<b>10,582,672</b>	<b>37,964,612</b>

Source: Monthly DELs report furnished by the Service Providers.

**Table No 27(Chaper One/Sub Para 1.6)**

**Details of Public Call Offices (PCO)**

<b>Public Call Office</b>				
<b>S.No</b>	<b>Service Providers</b>	<b>Area of Operation</b>	<b>PCOs as on 31.03.09</b>	<b>PCOs added during the quarter ending 31.03.09</b>
1	BSNL	All India	1877452	-14056
2	MTNL	Delhi & Mumbai	215627	-2276
3	Bharti Airtel Ltd.	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamilnadu (included Chennai circle), UP-East, UP-West (including Uttaranchal) and West Bengal.	173327	-9776
4	HFCL Infotel Ltd.	Punjab	27924	-2181
5	Shyam Telelink Ltd.	Rajasthan	35592	1687
6	TATA Teleservices Ltd.	Maharashtra, Mumbai, AP, Assam, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	1738341	216185
7	Reliance Communications Ltd.	Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	2135903	32248
<b>TOTAL</b>			<b>6 204 166</b>	<b>221 831</b>

\*Note: MTNL (Mumbai) has not furnished PMR for the quarter March 2009 hence data for the quarter December 2008 has been taken.

**Table No 28 (Chapter One/Sub Para 1.7)****Details of Village Public Telephones (VPT)**

<b>VILLAGE PUBLIC TELEPHONES</b>				
<b>S.No</b>	<b>Service Providers</b>	<b>Area of Operation</b>	<b>VPTs as on 31.03.09</b>	<b>Achievement during the Qtr. ending 31.03.09</b>
1	BSNL	All India	549,294	21109
2	MTNL	Delhi & Mumbai	-	0
3	Bharti Airtel Ltd.	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamilnadu (included Chennai circle), UP-East, UP-West (including Uttaranchal) and West Bengal.	-	0
4	HFCL Infotel Ltd.	Punjab	220	-18
5	Tata Teleservices (Maharashtra) Ltd.	Maharashtra & Mumbai	2,542	0
6	TATA Teleservices Ltd.	AP, Assam, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	1,358	0
7	Reliance Communications Ltd.	AP, Bihar, Delhi, Gujarat, Haryana, HP, Karnataka, Kerala, MP, Maharashtra, Mumbai Orissa, Punjab, Rajasthan, TN, Chennai, UP(E), UP(W), West Bengal Kolkata	4,115	0
8	Shyam Telelink Ltd.	Rajasthan	3,010	0
<b>TOTAL</b>			<b>560,539</b>	<b>21,091</b>

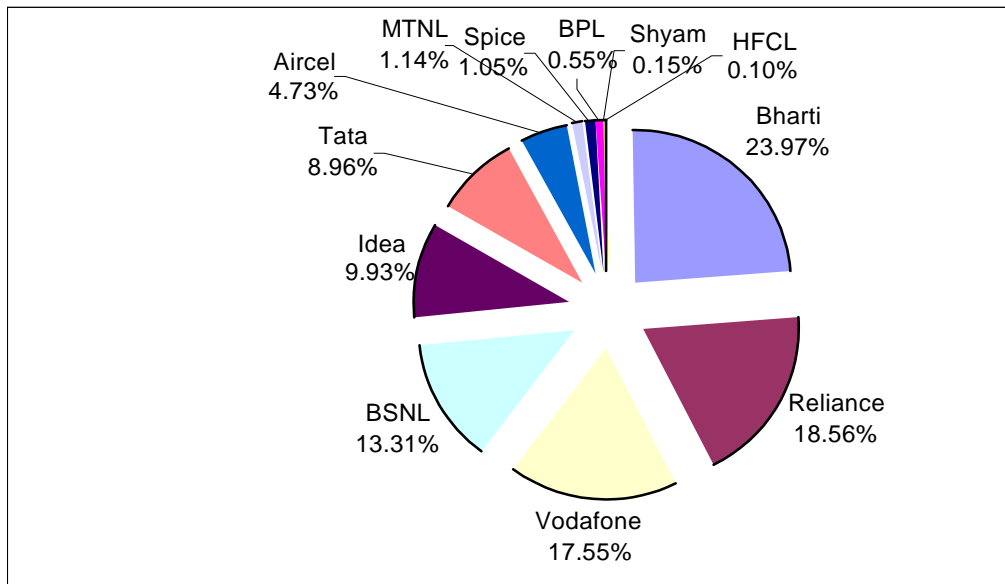
Note: MTNL (Mumbai) has not furnished PMR for the QE March'09. Hence the data for QE December'08 has been taken.

**Table No 29 (Chapter Two/Sub Para2.1)**

**Subscriber Base of Wireless Operators**

SLNO	Wireless Group	Subscribers as on March-09 (in millions)	Rural Subscribers (in millions)	Percentage of rural subscribers	Market Share of Rural Subscribers
1	<b>Bharti</b>	93.92	29.53	31.44	26.92
2	<b>Reliance</b>	72.67	15.13	20.82	13.79
4	<b>Vodafone</b>	68.77	20.41	29.68	18.60
3	<b>BSNL</b>	52.14	19.09	36.61	17.40
5	<b>Idea</b>	38.89	15.83	40.70	14.43
6	<b>Tata</b>	35.12	2.66	7.58	2.43
7	<b>Aircel</b>	18.48	5.63	30.49	5.14
9	<b>Spice</b>	4.13	1.41	34.23	1.29
11	<b>HFCL</b>	0.60	0.004	0.63	0.00
12	<b>Shyam</b>	0.39	0.001	0.38	0.00
	<b>Total</b>	<b>391.76</b>	<b>109.71</b>	<b>28.00</b>	<b>100.00</b>

**Figure 33: Market Share of Wireless Service Providers as on 31<sup>st</sup> March 2009**



**Table No 30 (Chapter Two/Sub Para 2.7)**

**Market Share of Wireless (GSM) Operators**

a) The market share of different GSM Service Providers is given below:

<b>GSM Group</b>	<b>No of Subscribers (in Millions)</b>	<b>Market Share (in %age)</b>
Bharti	93.92	31.60
Vodafone	68.77	23.13
BSNL	46.71	15.71
Idea	38.89	13.08
Reliance	20.02	6.73
Aircel	18.48	6.22
MTNL	4.18	1.41
Spice	4.13	1.39
BPL	2.16	0.73
<b>Total</b>	<b>297.26</b>	<b>100.00</b>

Source: Service Providers

**Table No 31 (Chapter Two/Sub Para 2.7)**

**Market Share of Wireless (CDMA) Operators**

b) The market share of different CDMA Service Providers is given below:

<b>CDMA Group</b>	<b>No of Subscribers (in Millions)</b>	<b>Market Share (in %age)</b>
Reliance	52.65	55.72
Tata Teleservices	35.12	37.16
BSNL	5.44	5.76
Shyam Telelink	0.60	0.63
HFCL	0.39	0.41
MTNL	0.30	0.32
<b>Total</b>	<b>94.50</b>	<b>100.00</b>

Source: Service Providers

**Table No 32 (Chapter Two/Sub Para 2.7)**

**Growth Pattern of Wireless Subscribers Base**

**Wireless Subscriber Base:**

- The market share distribution among Metros & Circles A to C is given below:

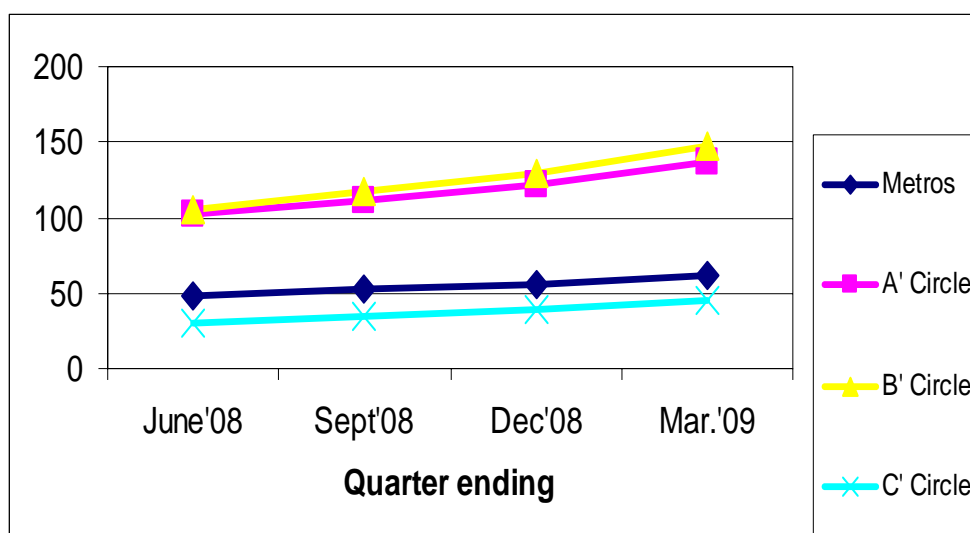
<b>Circle</b>	<b>No.of Subscribers</b>	<b>Market Share</b>
Metros	62.09 million	15.85%
Circles'A'	137.18 million	35.02%
Circles'B'	146.84 million	37.48%
Circles'C'	45.65 million	11.65%

**Table No 33 (Chapter Two/Sub Para 2.7)**

- The details of subscriber base in various categories of service areas for the last four quarters are given below:

<b>Category</b>	<b>No. of Service Areas</b>	<b>June'08</b>	<b>Sept'08</b>	<b>Dec'08</b>	<b>Mar'09</b>	<b>% Growth in Mar'09</b>
		Figures (in millions)				
Metros	4	48.21	52.25	56.16	62.09	10.56
A' Circle	5	102.55	111.83	122.31	137.18	12.16
B' Circle	8	105.51	116.72	129.18	146.84	13.67
C' Circle	6	30.59	34.51	39.24	45.65	16.34

**Figure 34: Growth Trend of Wireless Subscribers**



**Table No 34 (Chapter No Three/Sub Para 3.2)**

**Subscribers Base of Internet Services**

<b>S. No.</b>	<b>Name of ISP</b>	<b>Category</b>	<b>Geographical Area of Operation</b>	<b>Mar'09 Total</b>	<b>Dec'08 Total</b>	<b>% Growth</b>
1	Bharat Sanchar Nigam Ltd.	A	All India	7256701	6695196	8.39
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2124228	2022973	5.01
3	Bharti Airtel Ltd.	A	All India	1084872	1006688	7.77
4	Reliance Communications Infrastructure Limited	A	All India	935373	940227	-0.52
5	Sify Technologies Ltd.	A	All India	405254	475213	-14.72
6	Tata Communications Internet Services Limited	A	All India	367900	391669	-6.07
7	Hathway Cable & Datacom Pvt. Ltd.	A	All India	339032	320437	5.80
8	Data Infosys Ltd.	A	All India	248032	248053	-0.01
9	YOU Telecom India Pvt. Ltd.	A	All India	198451	200422	-0.98
10	Asianet Satellite Communications Ltd.	B	Kerala	73382	71093	3.22
11	HFCL Infotel Ltd.	B	Punjab Telecom Circle	67894	60886	11.51
12	Tata Teleservices (Maharashtra) Ltd.	A	All India	55328	46287	19.53
13	HCL Infinet Ltd.	A	All India	42189	42214	-0.06
14	Punj Lloyd (Spectra Net Ltd.)	A	All India	40200	37332	7.68
15	Shyam Internet Services Ltd	B	Rajasthan	32691	32711	-0.06
16	Beam Cable System Pvt. Ltd.	B	Andhra Pardesh	31423	30189	4.09
17	Ortel Communication Ltd.	A	All India	26964	25741	4.75
18	Vodafone Essar Gujarat Ltd.	B	Gujarat	18001	18001	0.00
19	Alliance Broadband Services Pvt. Ltd.*	B	Kolkata	17661	17661	0.00
20	Syscon Infoway Pvt Ltd	B	Mumbai	14161	7637	85.43
21	Broadband Pacenet (I) Pvt. Ltd*	A	Mumbai	12470	12470	0.00
22	Indusind Media & Communications Limited (In2cable (I) Ltd.)	A	All India	11571	10591	9.25
23	IOL Netcom Limited*	B	Mumbai	9973	9973	0.00
24	Hughes Communications India Ltd.	A	All India	8950	26743	-66.53
25	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	7365	5615	31.17
26	Meghbela Cable & Broadband Service (P) Ltd	B	Kolkata	6965	4479	55.50
27	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	6733	6339	6.22
28	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	6449	434	1385.94
29	D-Vois Broadband Private Limited	A	All India	6176	6254	-1.25

30	Tata Communications Limited	A	All India	5527	5186	6.58
31	Trikon Electronics Pvt. Ltd.	B	Mumbai	4568	4599	-0.67
32	Spacenet Internet Services Pvt Ltd	B	Delhi	4236	4295	-1.37
33	Trak Online Net India Pvt.Ltd	A	All India	3467	3832	-9.53
34	Swiftmail Communications Ltd.	A	All India	3797	4118	-7.80
35	Gujarat Telelink Pvt Ltd	B	Gujarat	3386	2992	13.17
36	Descon Ltd*	B&B	Kolkata & West Bengal Telecom	3249	3249	0.00
37	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	3141	3015	4.18
38	HCL Comnet Systems & Services Ltd.	A	All India	3140	3253	-3.47
39	Bhupati Hotels Ltd	C	Delhi	2436	2227	9.38
40	Geocity Network Solutions Pvt. Ltd.	B	Delhi	1974	2067	-4.50
41	Value Healthcare Ltd.	B	Mumbai	1777	1776	0.06
42	DEN Networks Ltd	A	All India	1769	731	142.00
43	Cable Combine Communication Pvt. Ltd.	C	Siliguri SSA	1619	1517	6.72
44	Narmada Cyberzone Pvt Ltd	C	Gujarat	1475	1373	7.43
45	Star Broadband Services (I) Pvt Ltd	B	Delhi	1407	1819	-22.65
46	CJM Consultancy Services Pvt. Ltd.	B	Delhi	1379	1342	2.76
47	Intermedia Cable Communication Pvt Ltd	C	Pune/Nasik	1354	0	
48	Dishnet Wireless Ltd	A	All India	1278	1278	0.00
49	ERNET India	A	All India	1070	1008	6.15
50	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	1051	1002	4.89
51	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	1024	1016	0.79
52	Space Online Ltd*	B	Gujarat	1023	1023	0.00
53	Kaizen Infonet Pvt Ltd	C	Surat & Valsaad SSA	980	775	26.45
54	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	952	902	5.54
55	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	868	765	13.46
56	Amber Online Services Ltd.	B	Andhra Pradesh	860	755	13.91
57	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	844	983	-14.14
58	Blazenet Ltd.*	B	Gujarat	834	834	0.00
59	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	815	808	0.87
60	Wire & Wireless (I) Ltd.(Siti Cable Network Ltd)	A	All India	802	1671	-52.00
61	North East Dataa Network Pvt Ltd	B	Karnataka	798	733	8.87
62	Honesty Net Solutions (I) Pvt Ltd*	B	Mumbai	781	781	0.00
63	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	760	773	-1.68
64	Pioneer eLabs Ltd	B	Andhra Pradesh	719	653	10.11



65	F/X Wireless Technology Solutions Pvt Ltd	B	Mumbai	657	618	6.31
66	NetMagic Solutions(P) Ltd.	A	All India	602	631	-4.60
67	Yashash Cable Network Pvt Ltd*	C	Mysore SSA	592	592	0.00
68	Speed Online.net Pvt. Ltd.	C	Rajkot	576	454	26.87
69	Software Technology Park of India*(STPI)	A	All India	550	550	0.00
70	Bhiwani Communications Pvt. Ltd.	C	Rohtak	549	516	6.40
71	S.S.Netcom Pvt Ltd	B	North East Circle	528	705	-25.11
72	Apna Telelink Ltd.	C	Jalandhar	520	1	51900.00
73	Sab Industires Ltd.	B,C	Punjab, Karnal, Ambala, Hisar	463	552	-16.12
74	Ice Network Private Limited*	B	Bangalore	460	460	0.00
75	Limras Eronet Broadband Service Pvt Ltd	A	Tamil Nadu	438	440	-0.45
76	Kelnet Communication Services Pvt.Ltd*	C	Trivandrum	431	431	0.00
77	IKF Technologies Ltd	A	All India	421	0	
78	Netcom Online Solutions India Pvt Ltd	B	Tamil Nadu	393	349	12.61
79	Ankhnet Informations Pvt. Ltd*	B	Mumbai	364	364	0.00
80	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	337	355	-5.07
81	Bohra Pratisthan Pvt. Ltd	C	Udaipur SSA	326	498	-34.54
82	delDSL Internet Pvt Ltd	B & C	Delhi & Gurgaon	284	311	-8.68
83	Micky Online Pvt Ltd	C	Moradabad	280	288	-2.78
84	RS Broadband Service India Pvt Ltd	B	Tamil Nadu SSA	266	232	14.66
85	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	260	271	-4.06
86	Pacific Internet India Pvt. Ltd.	A	All India	256	241	6.22
87	Khetan Cable Network (P) Ltd	C	Indore SSA	253	258	-1.94
88	Rida Communication Pvt. Ltd.	C	Aligarh SSA	246	250	-1.60
89	Atria Convergence Technologies Pvt. Ltd.*	B	Karnataka	202	202	0.00
90	Vainavi Industries Ltd*(MAC Info Pvt. Ltd.)	B	Andhra Pradesh	200	200	0.00
91	Rainbow Communications (India) Pvt Ltd*	C	Salem SSA	197	197	0.00
92	iPath India Pvt. Ltd.	C	Ernakulam SSA	186	234	-20.51
93	Aeroway Networks Pvt Ltd	C	Mysore SSA	183	266	-31.20
94	Nettlinx Ltd.	B	Andhra Pradesh	173	91	90.11
95	World Phone Internet Services Pvt Ltd	A	All India	165	165	0.00
96	City Online Services Ltd*	B	Andhra Pradesh & Karnataka	164	164	0.00
97	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	160	177	-9.60
98	Primenet Global Ltd.	A	All India	159	161	-1.24

99	Dreamzcraft Info Solutions Pvt Ltd*	C	Dehradun SSA	158	158	0.00
100	Eastern Teleservices Pvt Ltd	C	Jamshedpur SSA	156	175	-10.86
101	Nihar Internet Services (P) Ltd	C	Ghaziabad-SSA	156	92	69.57
102	Verizon Communications India Pvt. Ltd.	A	All India	155	186	-16.67
103	Sanyog Networks Pvt Ltd	C	Tripura SSA	149	144	3.47
104	Adya Tech One Services Pvt Ltd*	C	Ghaziabad SSA	131	131	0.00
105	Readylink Internet Services Pvt Ltd	B	Coimbatore SSA & Erode SSA	111	98	13.27
106	Karuturi Telecom Private Limited.	A	All India	104	112	-7.14
107	BT Global Communications India Pvt. Ltd	A	All India	104	104	0.00
108	Mynet Services India Pvt. Ltd.	C	Tamil Nadu SSA	100	98	2.04
109	Oasis Cable Pvt Ltd*	C	Haridwar SSA	93	93	0.00
110	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	90	86	4.65
111	Tarang Communications Pvt. Ltd.*	C	Guwahati SSA	83	83	0.00
112	Eronet Broadband Service India Pvt. Ltd.	C	Erode	80	63	26.98
113	ISP Services (India) Pvt. Ltd.	C	Trichy	79	79	0.00
114	Reach Network India Pvt. Ltd.	A	All India	77	92	-16.30
115	Guj Info Petro Ltd. (GIPL)	A	Gujarat	77	81	-4.94
116	iCAN Solutions Private Limited	B	Mumbai	75	75	0.00
117	Mylai Karpagambal Information Systems (P) Ltd.	A	Chennai	60	63	-4.76
118	Harisree Cable Net Pvt. Ltd.	C	Kanpur SSA	59	60	-1.67
119	Bharti Broadband Ltd*	A	ALL INDIA	54	54	0.00
120	Nextgen Communications Ltd(RPG Infotech Ltd)	A	All India	53	53	0.00
121	STN Communication & Advertising Pvt Ltd.	C	Guwahati	47	114	-58.77
122	Essel Shyam Communications Limited	A	All India	47	20	135.00
123	Konark Infocomm Pvt Ltd	C	Ghaziabad SSA	42	47	-10.64
124	Ishan Netsol Pvt Ltd*	B	Gujarat	31	31	0.00
125	Conjoinix Technologies Pvt Ltd*	C	J&K, Chandigarh	27	27	0.00
126	CJ Online Pvt. Ltd.	C	Ghaziabad	23	23	0.00
127	Kerala State Electronics Development Corp Ltd*.	C	Thiruvananthapuram	23	23	0.00
128	Online Media Solutions Ltd	B	Andhra Pradesh	22	22	0.00
129	Chemical And Metallurgical Design Co. Ltd	B	Delhi	22	16	37.50
130	Global One India Pvt Ltd	A	All India	21	21	0.00
131	United Villages Networks Pvt Ltd*	C	Bhuvaneshwar	21	21	0.00
132	Vishwashakti Technologies Pvt Ltd*	B	Hyderabad	16	16	0.00

133	Nelco Ltd.	A	All India	14	21	-33.33
134	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	13	14	-7.14
135	Power Grid Corporation of India Ltd.	A	All India	13	11	18.18
136	Virtela India Pvt. Ltd.	B&C	Mumbai, Bangalore, Gurgaon	12	12	0.00
137	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	9	15	-40.00
138	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	9	10	-10.00
139	Astro Network India Pvt. Ltd.*	A		9	9	0.00
140	Godrej Infotech Ltd.	B	Mumbai	9	6	50.00
141	Fast Lynx Internet Service Pvt Ltd	C	Ludhiana	8	7	14.29
142	Reliance Wimax Limited	A	All India	5	16	-68.75
143	My Own Infotech Pvt. Ltd	C	Surat SSA	5	10	-50.00
144	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	4	4	-50.00
145	National Stock Exchange of India Ltd	A	ALL INDIA	3	3	0.00
146	ABT Ltd.	C	Coimbatore SSA	3	3	0.00
147	Manipal Ecommerce Ltd.*	B	Karnataka	3	3	0.00
148	Opto Network Pvt. Ltd.	A	All India	3	2	50.00
149	GTL Ltd.	A	All India	2	2	0.00
150	Tata Internet Services Ltd.*	A	All India	2	2	0.00
151	Compucom (I) Pvt. Ltd.	C	Jaipur	2	2	0.00
152	Phonic Net Pvt Ltd	B	Mumbai	2	0	
153	L&T Finance Ltd*(L&T Netcom Ltd.)	A	All India	1	1	0.00
154	Karuturi Global Ltd	B	Karnataka	1	1	0.00
155	Advanced Financial Services Pvt Ltd	B	Hyderabad	1	1	0.00
156	WWW Communications Ltd(has suspends its services w.e.f 30.11.08)	B	Delhi	0	4535	-100.00
157	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)	A	All India	0	0	
158	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	
159	Swastik Netvision Telecom P.Ltd*.	B	Gujarat	0	0	
160	VSNL Broadband Ltd	A	All India	0	0	
161	Gujarat State Petroleum Corporation Ltd.(GSPC)	B	Gujarat	0	0	
162	Tatanet Services Ltd	A	All India	0	0	
163	Vcare Call Centers India Pvt Ltd	B	Delhi	0	0	
164	Noida Software Technology Park Ltd*	A	All India	0	0	
165	United Telecoms Limited*	B	Maharashtra	0	0	
166	Cordia LT Communications PVT Ltd	A	All India	0	0	
167	Tikona Digital Networks Pvt Ltd	A	All India	0	0	
	<b>TOTAL</b>			<b>13536069</b>	<b>12855154</b>	<b>5.30</b>

\* ISPs have not submitted the report.

**Table No 35 (Chapter Four/Sub Para 4.4)**

**Subscriber Base of Public Mobile Radio Trunking Services (PMRTS)**

<b>Summary of reports received from PMRTS Operators</b>					
<b>Sr. No.</b>	<b>Name of the Service Provider</b>	<b>Subscriber Base as on 30.12.2008</b>	<b>Subscriber Base as on 31.03.09</b>	<b>%age Growth in Subscribers</b>	<b>%age in Market Share</b>
1	Aryadoot Transport Pvt Limited	1796	1901	5.85	6.02
2	Jet-Aiu Skyline Transport Pvt Ltd.	455	479	5.27	1.52
3	Container Movement (Bombay) Transport Pvt Ltd.	6	6	0.00	0.02
4	Arya Offshore Services Pvt Ltd.	1203	1106	-8.06	3.50
5	German Express Shipping Agency (India) Pvt Ltd. (Hapag Llyod)	767	735	-4.17	2.33
6	United Liner Agencies of India (Pvt) Ltd	2073	1828	-11.82	5.78
7	Procall Limited	8583	6936	-19.19	21.95
8	The Arvind Mills Ltd.	11410	11222	-1.65	35.51
9	Smartalk Pvt Limited	2449	2511	2.53	7.95
10	QuickCall	3314	3305	-0.27	10.46
11	Bhilwara Telenet Services Pvt Limited	1456	1464	0.55	4.63
12	India Satcom Ltd.	120	110	-8.33	0.35
	<b>Total</b>	<b>33632</b>	<b>31603</b>	<b>-6.03</b>	<b>100.00</b>

**Table No 36(Chapter No Four/Sub Para 4.11)**

**Subscriber Base of VSAT Service Providers**

**Subscriber Base, Growth Rate & Market Share of VSAT Service Providers for quarter ending March 2009**

Sr. No.	Name of Service Provider	Quarter ending		%age growth rate	%age Market Share
		Dec,2008	March,2009		
1	<b>Hughes Communications Ltd.</b>	27825	30011	7.86	29.35
2	<b>HCL Comnet</b>	25634	25914	1.09	25.35
3	<b>Bharti Airtel Limited, Bangalore</b>	25068	26463	5.56	25.88
4	<b>Bharti Broadband</b>	5587	5276	-5.57	5.16
5	<b>Essel Shyam</b>	2728	2728	0.00	2.67
6	<b>Tatanet Services</b>	5217	8390	60.82	8.21
7	<b>ITI</b>	37	37	0.00	0.04
8	<b>GNFC</b>	0	0	0.00	0.00
9	<b>BSNL</b>	2939	3421	16.40	3.35
	<b>Total</b>	<b>95035</b>	<b>102240</b>	<b>7.58</b>	<b>100.00</b>

**Table No 37 (Chapter Six/Sub Para 6.5)**  
**List of Broadcasters alongwith their pay channels**

<i>S. No</i>	<i>Name of the Broadcaster</i>	<i>S.No</i>	<i>Name of the channel</i>	<i>Reported Rates( in INR)</i>	<i>Remarks</i>
1	M/s Zee-Turner Limited	1	Zee TV	13.88	
		2	Zee Cinema	13.88	
		3	Cartoon Network	13.37	
		4	Zee Marathi	08.56	
		5	Zee News	08.02	
		6	CNN	01.60	
		7	Zee Café	08.56	
		8	Zee Studios	07.49	
		9	Zee Bangla	08.67	
		10	Zee Gujrathi	01.60	
		11	Zee Punjabi	01.60	
		12	Zee Trendz	01.07	
		13	HBO	16.69	
		14	POGO	13.37	
		15	Zee Business	05.14	
		16	Zee Classic	10.70	
		17	Zee Action	10.70	
		18	Zee Premier	11.98	
		19	Zee Sports	11.13	
		20	Zee Telugu	11.13	
		21	Zee Kannada	07.98	
		22	Play TV	04.28	
		23	ETC Punjabi	09.63	
		24	ETC	03.21	
		25	Zee Music	05.35	
		26	Zee Jagran	02.14	
		27	Zee Smile	06.57	
		28	24 Ghante	06.42	
		29	24 Taas	09.09	
		30	Zee Talkies	16.58	
		31	Ten Sports	16.05	Till 31.03.2008, this channel was being distributed by M/s MSM Discovery India Private Limited.
		32	WB	6.60	Channel launched on 15.03.2009
		33	REAL	13.00	Channel launched on 02.03.2009
<p>Note:</p> <p>a) Channel "<b>Reality TV</b>" was distributed @ Rs 1.50 upto 31.08.2008. The distribution of this channel ceased from 01.09.2008 for public viewing as downlinking permission was cancelled by Ministry of I&amp;B.</p> <p>b) Channel "<b>Zee Next</b>" was distributed @ Rs 21.40 upto 04.03.2009. The distribution of this channel suspended from 05.03.2009 for public viewing.</p>					

<b>S. No</b>	<b>Name of the Broadcaster</b>	<b>S.No</b>	<b>Name of the channel</b>	<b>Reported Rates( in INR)</b>	<b>Remarks</b>
2	M/s MSM Discovery India Private Limited	34	SET(Sony Entertainment Television)	21.40	
		35	MAX	18.19	
		36	Discovery	16.05	
		37	Animal Planet	05.35	
		38	AXN	15.52	
		39	Animax	02.14	
		40	Discovery Travel and Living	09.63	
		41	SAB TV	14.70	
		42	SET PIX	12.84	
		43	MTV	07.49	
		44	NICK	06.42	
		45	VH1	03.21	
		46	NDTV 24X7	8.10	
		47	NDTV Profit	06.42	
		48	Aaj Tak	07.49	
		49	Headlines Today	03.21	
		3	M/s Channel Plus	50	Tez
51	COLORS			21.40	
52	SUN TV			12.40	
53	Gemini TV			10.30	
54	Udaya TV			11.50	
55	K TV			15.00	
56	Teja TV			05.30	
57	Udaya Movies			14.40	
58	Sun Music			07.00	
59	Gemini Music			07.00	
60	Sun News			01.40	
61	Gemini News			07.50	
62	Udaya Varthegalu			07.35	
63	Gemini Cable Vision			17.00	
64	Chintu TV			01.60	
65	Ushe			15.00	
66	Kushi TV			01.50	

4.	M/s STAR DEN Media Services Private Limited  The discounts if any, given on bouquet rate to existing affiliate(s) will also be extended to a-la-carte rate(s) in the same proportion as the discounted bouquet rate.	67	Star Plus	18.73	
		68	Star Gold	17.66	
		69	Star Movies	17.66	
		70	Star World	04.87	
		71	Vijay TV	04.28	Rate of this channel is Rs. 12.63 in Tamilnadu
		72	NGC	06.15	
		73	The History Channel	04.71	
		74	Channel (V)	01.07	
		75	Star One	21.94	
		76	The Disney Channel	09.52	
		77	Toon Disney	09.52	
		78	Hungama	08.35	
		79	Times Now	09.10	
		80	Zoom	08.35	
		81	CNBC TV 18	9.10	These channels were distributed by M/s Zee Turner Limited upto 31.03.2008 at a-la-carte rate of Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz) respectively. M/s Star Den started distributing these channels w.e.f 01.04.2008. M/s Star Den has been directed vide TRAI's direction dated 28.08.2008 to reduce the a-la-carte rates of these channels from the reported level (as in the column on the left) to Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz). Broadcaster has approached Hon'ble TDSAT against this direction vide Appeal No 11(C) of 2008. M/s Star Den has given an undertaking to Hon'ble TDSAT during the course of the hearing on October 1, 2008 for a-la-carte offering of the channels. The relevant extract of the interim order dated 1st October, 2008 is as under:- "....The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".  The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-  1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN)
		82	CNN-IBN	5.35	



		83	CNBC Awaaz	4.82	3) 3.50 (CNBC Awaaz)  The matter was heard on 18.02.09 by the Hon'ble TDSAT and the appeal has been disposed of by the Hon'ble TDSAT passing following orders :  "In view of the judgement of this Tribunal dated 15.1.09, this appeal does not survive".  TRAI has filed an appeal in the Supreme Court of India against the order of Hon'ble TDSAT judgement dt. 15.1.09. Matter is sub-judice.	
		84	The MGM	6.42	M/s Star Den has started distributing this channel w.e.f 15.09.2008.	
5.	M/s Ushodaya Enterprises Private Limited	85	ETV	10.00		
		86	ETV 2	05.60		
		87	ETV Bangla	10.40		
		88	ETV Marathi	10.40		
		89	ETV Kannada	10.40		
		90	ETV Gujarathi	10.40		
		91	ETV Oriya	10.40		
		92	ETV UP	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	
		93	ETV Bihar	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	
		94	ETV Urdu	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	
		95	ETV Rajasthan	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	
		96	ETV MP	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	
6.	M/s UTV Global Broadcasting Limited	97	Bindass	10.00		
		98	Bindass Movies	10.00		
		99	World Movies	10.00	Reported of launching of channel vide letter dated 11 <sup>th</sup> February, 2008	
			100	UTV Movies	15.00	Reported of launching of channel vide letter dated 11 <sup>th</sup> March, 2008
			101	UTVi	08.50	Reported of launching of channel vide letter dated 2 <sup>nd</sup> April, 2008
7.	M/s BBC World India Private Limited	102	BBC World	05.00		
		103	BBC Entertainment	06.50		
		104	Cbeebies	06.50		

8.	M/s ESPN Software India Private Limited	105	ESPN	33.13	
		106	Star Sports	33.13	
		107	Star Cricket	28.00	
9.	M/s Raj Television Limited	108	Raj TV	11.77	Rate is Rs. 08.26 in Andhra Pradesh
		109	Raj Digital Plus	08.26	Rate is Rs. 05.01 in Andhra Pradesh
		110	Vissa TV	05.01	Rate is Rs. 11.77 in Andhra Pradesh
10.	M/s INX Media Private Limited	111	9XM	07.00	
		112	9X	20.50	
		113	NewsX	08.50	Channel launched on w.e.f 27.03.2008
11.	M/s Neo Sports Broadcast Private Limited	114	NEO Cricket	35.45	
		115	NEO Sports	26.60	
12.	M/s New Delhi Television Limited	116	NDTV 'Imagine'	20.50	Channel launched on 21.01.2008
		117	NDTV Good Times	09.00	Has been declared pay channel vide their letter dated 3 <sup>rd</sup> April, 2008
		118	NDTV Lumiere	15.00	Channel launched on 10.10.2008
		119	NDTV Showbiz	8.00	Channel launched on 15.08.2008
13.	M/s Mega Reach	120	Firangi	15.00	Channel launched on 25.02.2008
		121	Sahara One	20.50	Converted from FTA to Pay w.e.f 06.06.2008
		122	Filmy	16.50	Converted from FTA to Pay w.e.f 06.06.2008
14.	M/s B4U Television Network (India) Private Limited	123	B4U Movies	06.00	
15.	M/s MAA Television Network Limiter	124	MAA TV	05.50	
		125	MAA Music	7.00	Channel launched on 30.05.2008
16.	M/s TV Today Network Limited	126	Dilli Aaj Tak	08.50	

17.	M/s Allied Infotainment Distribution Private Limited	127	E-24	15.00	Channel launched on 27.03.2008
18	M/s Turner International India Private Limited	128	Boomerang	10.00	
		129	TCM Turner Classic Movies	10.00	
19	M/s Orissa Television Ltd	130	TARANG	10.00	Newly launched channel w.e.f 06.11.2008

**Table No 38 (Chapter Six/Sub Para 6.7)**

List of operationalised private FM Radio Stations in India as on 31.03.2009			
S.N	City	Name of the Company	Date of Operationalisation
1	DELHI	CLEAR MEDIA	01.09.2006
2	DELHI	DIGITAL RADIO	29.04.2003
3	DELHI	E.N.I.L.	29.04.2003
4	DELHI	H.T. MUSIC	30.10.2006
5	DELHI	M.B.P.L.	29.04.2003
6	DELHI	RADIO MID-DAY	23.09.2006
7	DELHI	RADIO TODAY BROADCASTING LTD	28.05.2007
8	DELHI	ADLABS FILMS	24-09-2006
9	MUMBAI	ADLABS FILMS	14.11.2006
10	MUMBAI	DIGITAL RADIO	29.04.2002
11	MUMBAI	E.N.I.L.	23.04.2002
12	MUMBAI	H.T. MUSIC	15.01.2007
13	MUMBAI	M.B.P.L.	21.05.2002
14	MUMBAI	RADIO TODAY BROADCASTING LTD	26.01.2008
15	MUMBAI	RADIO MID-DAY	29.04.2003
16	KOLKATA	ADLABS FILMS	21.10.2006
17	KOLKATA	RADIO TODAY BROADCASTING LTD	04.10.2007
18	KOLKATA	ANANDA OFFSET	28.02.2007
19	KOLKATA	DIGITAL RADIO	03.05.2003
20	KOLKATA	E.N.I.L.	03.05.2003
21	KOLKATA	HITZ FM	03.05.2003
22	KOLKATA	INDIA FM	03.05.2003
23	KOLKATA	H.T. MUSIC	23.01.2008
24	CHENNAI	ADLABS FILMS	27.09.2006
25	CHENNAI	E.N.I.L.	05.05.2003
26	CHENNAI	M.B.P.L.	10.07.2006
27	CHENNAI	MALAR PUBLICATIONS	02.10.2006
28	CHENNAI	MUTHOOT FINANCE	04.01.2008
29	CHENNAI	NOBLE BROADCASTING	18.01.2007
30	CHENNAI	RADIO MID-DAY	10.01.2007
31	CHENNAI	SUN TV	05.05.2003
32	AGARTALA	POSITIVE RADIO	07.08.2007
33	AGRA	ADLABS FILMS	18.08.2007
34	AGRA	PAN INDIA	28.05.2008
35	AGRA	SHRI PURAN MULTIMEDIA	08.07.2007
36	AHMEDABAD	E.N.I.L.	10.12.2001
37	AHMEDABAD	M.B.P.L.	25.07.2007
38	AHMEDABAD	RADIO MID-DAY	26.08.2007
39	AHMEDABAD	SOUTH ASIA	20.04.2008
40	AHMEDABAD	SYNERGY MEDIA	21.07.2007
41	AHMEDNAGAR	B.A.G. INFOTAINMENT	01.03.2008

42	AHMEDNAGAR	M.B.P.L.	07.02.2008
43	AJMER	ADLABS FILMS	28/08/2007
44	AJMER	KUSHAL GLOBAL	12.09.2007
45	AJMER	SYNERGY MEDIA	31.08.2007
46	AKOLA	M.B.P.L.	13.03.2008
47	ALIGARH	ADLABS FILMS	08.12.2006
48	ALLAHABAD	ADLABS FILMS	29.10.2007
49	ALLAHABAD	PAN INDIA	29.05.2008
50	ALLAHABAD	SOUTH ASIA	18.03.2008
51	AMRITSAR	ADLABS FILMS	01.08.2007
52	AMRITSAR	PAN INDIA	26.01.2008
53	AMRITSAR	RADIO TODAY BROADCASTING LTD	15.05.2008
54	AMRITSAR	SYNERGY MEDIA	27-7-2007
55	ASANSOL	ADLABS FILMS	29.06.2007
56	ASANSOL	SOUTH ASIA	03.06.2008
57	AURANGABAD	E.N.I.L.	24.07.2007
58	AURANGABAD	SOUTH ASIA	21.04.2008
59	BANGALORE	ADLABS FILMS	09.10.2006
60	BANGALORE	E.N.I.L.	17.04.2006
61	BANGALORE	H.T. MUSIC	06.03.2007
62	BANGALORE	INDIA RADIO VENTURES	01.10.2006
63	BANGALORE	KAL RADIO	06.11.2006
64	BANGALORE	M.B.P.L.	10.06.2001
65	BANGALORE	RADIO MID-DAY	01.08.2006
66	BAREILY	ADLABS FILMS	30.03.2007
67	BAREILY	SHRI PURAN MULTIMEDIA	09.04.2007
68	BHOPAL	ADLABS FILMS	20.05.2007
69	BHOPAL	E.N.I.L.	26.05.2007
70	BHOPAL	SOUTH ASIA	06.11.2007
71	BHOPAL	SYNERGY MEDIA	26.05.2007
72	BHUBANESHWAR/ CUTTAK	ADLABS FILMS	14.04.2007
73	BHUBANESHWAR/ CUTTAK	EASTERN MEDIA	04.05.2007
74	BHUBANESHWAR/ CUTTAK	SOUTH ASIA	28.06.2007
75	BIKANER	ADLABS FILMS	19.01.2007
76	BILASPUR	SYNERGY MEDIA	27.09.2007
77	CHANDIGARH	ADLABS FILMS	12.02.2007
78	CHANDIGARH	SYNERGY MEDIA	19.02.2007
79	COCHIN	KAL RADIO	17.05.2008*
80	COCHIN	MALAYALLA MANORAMA	18.05.2008
81	COCHIN	THE MATHRABHUMI	17.05.2008
82	COIMBATORE	E.N.I.L.	03.11.2007
83	COIMBATORE	M.B.P.L.	12.11.2007
84	COIMBATORE	MALAR PUBLICATIONS	29.10.2007
85	COIMBATORE	SUN TV	07.03.2003
86	DHULE	B.A.G. INFOTAINMENT	15.08.2007
87	GANGTOK	CHINAR CIRCUITS	10.08.2008
88	GORAKHPUR	SHRI PURAN MULTIMEDIA	03.06.2007

89	GULBERGA	KAL RADIO	02.06.2008
90	GUWAHATI	ADLABS FILMS	14.04.2007
91	GUWAHATI	POSITIVE RADIO	13.04.2007
92	GUWAHATI	PURVY BROADCASTING	09.10.2007
93	GUWAHATI	SOUTH ASIA	11.04.2008
94	GWALIOR	ADLABS FILMS	06.08.2007
95	GWALIOR	GWALIOR FARMS	04.08.2007
96	GWALIOR	ITM SOFTWARE	07.09.2007
97	GWALIOR	SYNERGY MEDIA	06.08.2007
98	HISSAR	ADLABS FILMS	02.03.2007
99	HISSAR	B.A.G. INFOTAINMENT	18.06.2007
100	HISSAR	SHRI PURAN MULTIMEDIA	21.03.2007
101	HISSAR	SINGLA PROPERTY	17.03.2007
102	HYDERABAD	ADLABS FILMS	25.09.2006
103	HYDERABAD	E.N.I.L.	19.04.2006
104	HYDERABAD	KAL RADIO	06.11.2006
105	HYDERABAD	M.B.P.L.	30.05.2006
106	INDORE	ADLABS FILMS	03.08.2007
107	INDORE	E.N.I.L.	01.10.2001
108	INDORE	SOUTH ASIA	09.12.2007
109	INDORE	SYNERGY MEDIA	11.08.2007
110	ITANAGAR	POSITIVE RADIO	05.08.2008
111	JABALPUR	B.A.G. INFOTAINMENT	01.03.2008
112	JABALPUR	E.N.I.L.	15.02.2008
113	JABALPUR	SOUTH ASIA	19.03.2008
114	JABALPUR	SYNERGY MEDIA	15.02.2008
115	JAIPUR	E.N.I.L.	17.04.2006
116	JAIPUR	M.B.P.L.	08.09.2006
117	JAIPUR	RAJASTHAN PATRIKA	15.08.2006
118	JAIPUR	SOUTH ASIA	06.11.2006
119	JAIPUR	SYNERGY MEDIA	28.05.2006
120	JALANDHAR	ADLABS FILMS	14.04.2007
121	JALANDHAR	E.N.I.L.	24.04.2007
122	JALANDHAR	SHRI PURAN MULTIMEDIA	14.04.2007
123	JALANDHAR	SYNERGY MEDIA	19.04.2007
124	JALGOAN	B.A.G. INFOTAINMENT	22.04.2008
125	JALGOAN	M.B.P.L.	21.05.2008
126	JAMMU	ADLABS FILMS	07.12.2006
127	JAMSHED PUR	ADLABS FILMS	07.11.2007
128	JAMSHED PUR	SOUTH ASIA	13.04.2008
129	JAMSHED PUR	NEUTRAL PUBLICATION	18.07.2008
130	JHANSI	ADLABS FILMS	19.01.2007
131	JODHPUR	ADLABS FILMS	14.12.2007
132	JODHPUR	KUSHAL GLOBAL	14.12.2007
133	JODHPUR	RADIO TODAY BROADCASTING LTD	01.06.2008
134	JODHPUR	SYNERGY MEDIA	20.12.2007
135	KANNUR	ASIANET COMMUNICATION	13.01.2008

136	KANNUR	KAL RADIO	12.03.2008*
136	KANNUR	MALAYALLA MANORAMA	30.12.2007
138	KANNUR	THE MATHRABHUMI	30.12.2007
139	KANPUR	ADLABS FILMS	14.06.2007
140	KANPUR	E.N.I.L.	16.06.2007
141	KANPUR	SOUTH ASIA	28.01.2008
142	KARNAL	B.A.G. INFOTAINMENT	18.06.2007
143	KARNAL	SHRI PURAN MULTIMEDIA	02.04.2007
144	KHOZIKODE	KAL RADIO	07.12.2007
145	KHOZIKODE	MALAYALLA MANORAMA	29.11.2007
146	KOLHAPUR	E.N.I.L.	18.09.2007
147	KOLHAPUR	PUDHARI PUBLICATION	21.09.2007
148	KOTA	ADLABS FILMS	21.01.2008
149	KOTA	RAJASTHAN PATRIKA	25.02.2008
150	KOTA	SYNERGY MEDIA	02.02.2008
151	LUCKNOW	E.N.I.L.	13.08.2007
152	LUCKNOW	M.B.P.L.	10.12.2001
153	LUCKNOW	SOUTH ASIA	06.11.2007
154	MADURAI	E.N.I.L.	28-09.2007
155	MADURAI	KAL RADIO	05.10.2007
156	MADURAI	MALAR PUBLICATIONS	01.10.2007
157	MANGALORE	ADLABS FILMS	24.11.2007
158	MANGALORE	E.N.I.L.	24.11.2007
159	MANGALORE	KAL RADIO	21.02.2008
160	MUZAFFARPUR	B.A.G. INFOTAINMENT	01.08.2007
161	MYSORE	ADLABS FILMS	14.10.2007
162	MYSORE	KAL RADIO	07.12.2007
163	NAGPUR	E.N.I.L.	18.10.2007
164	NAGPUR	M.B.P.L.	21.10.2007
165	NAGPUR	SOUTH ASIA	04.05.2008
166	NAGPUR	SYNERGY MEDIA	21.10.2007
167	NANDED	M.B.P.L.	15.05.2008
168	NASIK	E.N.I.L.	06.07.2007
169	NASIK	SOUTH ASIA	16.04.2008
170	PANAJI	ADLABS FILMS	22.05.2007
171	PANAJI	E.N.I.L.	22.05.2007
172	PANAJI	INDIA RADIO VENTURES	25.06.2007
173	PATIALA	ADLABS FILMS	01.08.2007
174	PATIALA	B.A.G. INFOTAINMENT	18.06.2007
175	PATIALA	PAN INDIA	26.01.2008
176	PATIALA	RADIO TODAY BROADCASTING LTD	01.06.2008
177	PATNA	E.N.I.L.	02.04.2007
178	PONDICHERRY	ADLABS FILMS	01.12.2007
179	PONDICHERRY	KAL RADIO	20.12.2007
180	PONDICHERRY	MALAR PUBLICATIONS	22.12.2007
181	PUNE	E.N.I.L.	18.10.2002
182	PUNE	M.B.P.L.	10.04.2008

183	PUNE	RADIO MID-DAY	06.05.2008
184	PUNE	SOUTH ASIA	22.07.2008
185	RANCHI	ADLABS FILMS	24.10.2007
186	RANCHI	B.A.G. INFOTAINMENT	15.11.2007
187	RANCHI	SHRI PURAN MULTIMEDIA	27.10.2007
188	RANCHI	NEUTRAL PUBLICATION	18.07.2008
189	RAIPUR	E.N.I.L.	11.01.2008
190	RAIPUR	RANEKA FINCOM	15.01.2008
191	RAIPUR	SYNERGY MEDIA	16.01.2008
192	RAJAHMUNDRY	KAL RADIO	19.01.2008
193	RAJKOT	ADLABS FILMS	13.06.2007
194	RAJKOT	E.N.I.L.	13.06.2007
195	RAJKOT	SOUTH ASIA	18.04.2008
196	ROURKELA	ADLABS FILMS	06.01.2008
197	ROURKELA	EASTERN MEDIA	22.01.2008
198	SANGLI	M.B.P.L.	08.02.2008
199	SHILONG	POSITIVE RADIO	16.10.2007
200	SHILONG	SOUGH ASIA	13.06.2008
201	SHOLAPUR	ADLABS FILMS	08.11.2007
202	SHOLAPUR	M.B.P.L.	14.11.2007
203	SILIGURI	CHINAR CIRCUITS	12.03.2008
204	SILIGURI	PCM CEMENTS	14.11.2007
205	SILIGURI	SYNTECH INFORMATICS	24.11.2007
206	SILIGURI	SOUTH ASIA	25.10.2008
207	SRI-NAGAR	ADLABS FILMS	10.12.2006
208	SURAT	ADLABS FILMS	29.08.2007
209	SURAT	E.N.I.L.	21.08.2007
210	SURAT	M.B.P.L.	22.08.2007
211	SURAT	SYNERGY MEDIA	27.08.2007
212	THIRUVANANTHAPURAM	ADLABS FILMS	29.01.2008
213	THIRUVANANTHAPURAM	E.N.I.L.	29.01.2008
214	THIRUVANANTHAPURAM	KAL RADIO	06.02.2008
215	THIRUVANANTHAPURAM	THE MATHRABHUMI	29.01.2008
216	THRISSUR	ASIANET COMMUNICATION	23.12.2007
217	THRISSUR	KAL RADIO	26.12.2007
218	THRISSUR	MALAYALLA MANORAMA	14.12.2007
219	THRISSUR	THE MATHRABHUMI	14.12.2007
220	TIRUCHI	KAL RADIO	17.01.2008
221	TIRUCHI	MALAR PUBLICATIONS	14.01.2008
222	TIRUNELVELI	MALAR PUBLICATIONS	13.10.2007
223	TIRUNELVELI	SUN TV	07.03.2003
224	TIRUPATI	ADLABS FILMS	01.08.2007
225	TIRUPATI	KAL RADIO	27.08.2007
226	TUTICORIN	KAL RADIO	05.10.2007



227	TUTICORIN	MALAR PUBLICATIONS	15.10.2007
228	UDAIPUR	ADLABS FILMS	03.08.2007
229	UDAIPUR	RAJASTHAN PATRIKA	27.08.2007
230	UDAIPUR	SYNERGY MEDIA	07.07.2007
231	VADODARA	ADLABS FILMS	05.06.2007
232	VADODARA	E.N.I.L.	05.06.2007
233	VADODARA	M.B.P.L.	11.06.2007
234	VADODARA	SOUTH ASIA	17.04.2008
235	VARANASI	E.N.I.L.	14.07.2007
236	VARANASI	PAN INDIA	29.05.2008
237	VARANASI	SHRI PURAN MULTIMEDIA	20.07.2007
238	VARANASI	SOUTH ASIA	29.12.2007
239	VIJAYWADA	E.N.I.L.	11.12.2007
240	VIJAYWADA	KAL RADIO	25.12.2007
241	VISHAKAPATNAM	ADLABS FILMS	27.10.2007
242	VISHAKAPATNAM	E.N.I.L.	26.10.2007
243	VISHAKAPATNAM	M.B.P.L.	29.10.2007
244	VISHAKAPATNAM	UDAYA TV	06.02.2003
245	WARANGAL	KAL RADIO	28.05.2008

**Source:** Website of Ministry of Information & Broadcasting as on 31.03.2009

**Table No 39 (Chapter Six/Sub Para 6.9)**

**Number of Applications received / Letters of Intent issued / Licenses Issued in respect of Community Radio Stations**

	<b>As on 31.03.2009</b>
Total No. of Applications Received	433
No of Licenses issued	67
No of Letters of Intent Issued	178
No of Applications rejected	41
No of stations operational	41

**Source:** Ministry of Information & Broadcasting

**Table No 40 (Chapter Six/Sub Para 6.11)**  
**List of applicants who have been granted DTH License**

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

**Table No 41(Chapter Six/Sub Para 6.12)**

<b>List of companies permitted by Ministry of I&amp;B to set up teleports at various locations in India as on 31.03.2009</b>		
<b>S.No</b>	<b>City</b>	<b>Name of the Company</b>
1	New Delhi	M/s TV Today Network Limited
2	Greater Noida	M/s Jain Studios Limited
3	Chennai	M/s Sun TV Network Limited
4	Mumbai	M/s Entertainment Television Network Limited
5	Hyderabad	M/s Ushodaya Enterprises Limited
6	NOIDA, Mumbai, Aroor (Kerala)	M/s Essel Shyam Communications Limited
7	Thiruvananthapuram (Kerala)	M/s Asianet Communications Limited
8	NOIDA	M/s Sahara Sanchar Limited
9	New Delhi, Mumbai, NOIDA	M/s Television Eighteen India Limited
10	New Delhi	M/s New Delhi Television Limited
11	Kochi (Kerala)	M/s Indiavision Satellite Communications Ltd
12	Greater Noida	M/s Noida Software Technology Park Ltd
13	NOIDA	M/s DISH TV
14	Guwahati, Noida	M/s Positiv Television Private Ltd
15	Mumbai	M/s Channel Guide India Ltd
16	Chennai	M/s Coxswain Technologies Limited
17	NOIDA	M/s Independent News Service Pvt Limited
18	Gurgaon, Kolkata, Chennai, Hyderabad, Noida	M/s Indiasign Private Limited
19	Hyderabad	M/s Associated Broadcasting Co Private Limited
20	Bhopal	M/s A V Entertainment Private Limited
21	Thiruvananthapuram	M/s Amrita Enterprises Private Limited
22	Chennai	M/s Mavis Satcom Limited
23	New Delhi, Mumbai, Chennai, Kolkata, Cochin, Chennai	M/s Videsh Sanchar Nigam Ltd
24	Mumbai	M/s Lamhas Satellite Services Limited
25	Thiruvananthapuram	M/s Malayalam Communications Limited
26	Mumbai	M/s Sanskar Info TV Private Limited
27	Mumbai	M/s Bennett, Coleman & Co Limited
28	New Delhi	M/s Senior Media Limited
29	Ahmedabad	M/s Lok Prakashan Limited
30	Kolkata	M/s Calcutta Television Network Pvt Ltd
31	Rajpura (Punjab)	M/s Kohinoor Broadcasting Corpn Ltd
32	Bhubaneswar	M/s Kamyab TV Private Limited
33	Bangalore	M/s Kasthuri Media's Private Limited
34	Kolkata	M/s SST Media Private Limited

35	Alapuzza	M/s MM TV Limited
36	Hyderabad	M/s IN Cablenet (Andhra) Limited
37	Hyderabad	M/s Indira Television Limited
38	New Delhi	M/s Tata Sky Limited
39	NOIDA	M/s Media Content & Communications Services (India) Private Limited
40	Bangalore	M/s Satish Sugars Limited
41	Delhi	M/s MH One TV Network Limited
42	New Delhi	M/s S TV Enterprises Limited
43	Surat	M/s AIRR X Media Limited
44	New Delhi	M/s Broadcast Equipment (India) Private Ltd
45	Hyderabad	M/s Winning Edge Communications Limited
46	Hyderabad	M/s Rachna Television Private Limited
47	Bhubneshwar	M/s Ortel Communications Limited
48	Hyderabad	M/s Sowbhagya Exports Limited
49	NOIDA	M/s Pragya Vision Private Limited
50	Guwahati	M/s Brahmaputra Tele-Productions Pvt Limited
51	New Delhi	M/s G-Next Media Private Limited
52	Bhubaneshwar	M/s Eastern Media Limited
53	Jaipur	M/s Rajasthan Patrika Private Limited
54	Guwahati	M/s Pride East Entertainment Private Limited
55	New Delhi	M/s Vintage Studio Private Limited

Source: Ministry of Information & Broadcasting

**Table No 42 (Chapter Seven/Sub Para7.3)**

<b>Summary Statement of GR AGR, Licence Fee and Spectrum Charges</b>					
<b>For the quarter ending 31<sup>st</sup> March 2009 (Q-IV of F.Y 2008-09)</b>					
<b>Sl. NO.</b>	<b>Name of Company</b>	<b>Gross Revenue (Rs.)</b>	<b>AGR (Rs.)</b>	<b>Licence Fee (Rs.)</b>	<b>Spectrum Charges (Rs.)</b>
1	BSNL	9135.30	7370.89	581.73	101.22
2	MTNL	1463.47	1072.46	105.52	8.51
3	Bharti-Airtel Group	11167.21	7997.71	672.38	320.61
4	Reliance Group	4319.83	2997.56	239.53	45.22
5	Vodafone Group	6142.21	4455.70	398.75	166.35
6	Tata Group	3096.02	1884.48	160.77	46.18
7	Idea Group	3114.24	2388.98	211.64	108.03
8	VSNL	9.31	8.28	0.50	0.00
9	BPL Mobile Comm	173.37	126.73	12.67	7.41
10	Spice Group	315.72	251.98	21.99	10.79
11	HFCL Infotel	39.52	29.28	2.34	0.28
12	Sistema Shyam	30.64	14.83	1.18	0.45
13	Aircel Group	961.39	721.81	60.99	33.43
14	Swan Telecom	52.05	52.05	4.99	0.00
15	Unitech Wireless	2.77	2.77	0.25	0.48
<b>16</b>	<b>Others</b>	<b>421.61</b>	<b>349.86</b>	<b>21.05</b>	<b>0.89</b>
	Rail -TEL	68.62	61.07	3.66	0.16
	Tulip IT Services	33.27	11.63	0.70	0.40
	BT Group	106.70	104.73	6.28	0.00
	AT & T	106.75	106.75	6.47	0.00
	Sify Comm Ltd	82.42	45.78	2.75	0.00
	HCL Group	23.85	19.90	1.19	0.33
<b>Grand Total of All SPs</b>		<b>40444.66</b>	<b>29725.37</b>	<b>2496.29</b>	<b>849.84</b>

**Annexure A(Chapter Two/Sub Para 2.1)**

**List of Wireless, Wireline & Unified Access Service Providers**

<b>Circle</b>	<b>Operators</b>		
	<b>Wireless</b>		<b>Wireline</b>
	<b>CMTS</b>	<b>Unified</b>	
Delhi	MTNL	Vodafone	
	Idea Cellular	Reliance comm.	MTNL
		Tata Teleservices	
		Bharti Airtel Ltd	
		Aircel Ltd.	
Mumbai	BPL	Vodafone	
	MTNL	Reliance comm.	MTNL
		Tata Teleservices	
		Bharti Airtel Ltd	
		Aircel Ltd.	
Chennai	Aircel	Reliance comm.	BSNL
	BSNL	Tata Teleservices	
		Bharti Airtel Ltd	
		Vodafone	
Kolkata	BSNL	Vodafone	
	Reliance Telecom	Reliance comm.	BSNL
		Tata Teleservices	
		Bharti Airtel Ltd	
		Dishnet Wireless Ltd.	
Maharashtra	Idea Cellular	Reliance comm.	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd	
		Aircel Ltd.	
Gujarat	Idea Cellular	Reliance comm.	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd	
		Aircel Ltd.	
Andhra Pradesh	Idea Cellular	Reliance comm.	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Aircel Ltd.	
Karnataka	BSNL	Spice Communications	
		Vodafone	
		Reliance comm.	BSNL
		Tata Teleservices	
		Bharti Airtel Ltd.	

		Aircel Ltd.	
Tamilnadu	Aircel	Vodafone	
	BSNL	Reliance comm.	BSNL
		Tata Teleservices	
		Bharti Airtel Ltd	
Kerala	Idea Cellular	Reliance comm.	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd	
		Dishnet Wireless Ltd.	
Punjab	BSNL	Reliance comm.	BSNL
		Vodafone	
		HFCL Infocom	
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Spice Communications	
		Dishnet Wireless Ltd.	
Haryana	Idea Cellular	Reliance comm.	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
Uttar Pradesh(W)	Idea Cellular	Reliance comm.	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
Uttar Pradesh(E)	BSNL	Vodafone	
	IDEA Cellular	Reliance comm.	BSNL
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
Rajasthan	BSNL	Vodafone	
	IDEA Cellular	Reliance comm.	BSNL
		Tata Teleservices	
		Shyam Telelink	
		Bharti Hexacom Ltd.	
Madhya Pradesh	Idea Cellular	Reliance comm.	
	BSNL	Tata Teleservices	
		Reliance Telecom	BSNL
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd	
WB&A&N	BSNL	Reliance comm.	BSNL
		Tata Teleservices	
		Reliance Telecom	
		Bharti Airtel Ltd	
		Vodafone	



		Dishnet Wireless Ltd.	
Himachal Pradesh	BSNL	Reliance comm.	BSNL
	IDEA Cellular	Tata Teleservices	
		Reliance Telecom	
		Dishnet Wireless Ltd.	
		Bharti Airtel Ltd.	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
Bihar	BSNL	Reliance comm.	BSNL
		Tata Teleservices	
		Reliance Telecom	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
Orissa	BSNL	Reliance comm.	BSNL
		Tata Teleservices	
		Reliance Telecom	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
Assam	BSNL	Dishnet Wireless Ltd.	BSNL
		Bharti Airtel Ltd.	
		Reliance Telecom	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
North East	BSNL	Dishnet Wireless Ltd.	BSNL
	Bharti Hexacom Ltd.	Reliance Telecom	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
Jammu & Kashmir	BSNL	Dishnet Wireless Ltd.	BSNL
		Bharti Airtel Ltd.	
		Reliance comm.	
		Essar Spacetel Pvt. Ltd.(Vodafone)	

**Annexure B (Chapter Two/Sub Para 2.1)**

**List of New Unified Access Service Providers Licences issued between  
December 2007 To July 2008.**

Slno	Service Area	Name of Licensee	Effective Date of Licence
1	Andhra Pradesh	Datacom Solutions Pvt. Ltd.	25.1.2008
2	Andhra Pradesh	Unitech Wireless (South) Ltd	25.1.2008
3	Andhra Pradesh	Spice Communications Ltd	25.1.2008
4	Andhra Pradesh	Swan Telecom Pvt. Ltd	25.1.2008
5	Andhra Pradesh	Loop Telecom Private Ltd	25.1.2008
6	Andhra Pradesh	Shyam Telelink Ltd	25.1.2008
7	Assam	Datacom Solutions Pvt. Ltd.	25.1.2008
8	Assam	Loop Telecom Private Ltd	25.1.2008
9	Assam	Shyam Telelink Ltd	25.1.2008
10	Assam	Idea Cellular Ltd	25.1.2008
11	Assam	Unitech Wireless (East) Private Ltd	25.1.2008
12	Assam	Tata Teleservices Ltd	25.1.2008
13	Assam	S Tel Ltd	25.1.2008
14	Bihar	Datacom Solutions Pvt. Ltd.	25.1.2008
15	Bihar	Loop Telecom Private Ltd	25.1.2008
16	Bihar	Shyam Telelink Ltd	25.1.2008
17	Bihar	Unitech Wireless (East) Private Ltd	25.1.2008
18	Bihar	S Tel Ltd	25.1.2008
19	Bihar	Allianz Infotech (P) Ltd	31.7.2008
20	Delhi	Datacom Solutions Pvt. Ltd.	25.1.2008
21	Delhi	Spice Communications Ltd	25.1.2008
22	Delhi	Swan Telecom Pvt. Ltd	25.1.2008
23	Delhi	Loop Telecom Private Ltd	25.1.2008
24	Delhi	Shyam Telelink Ltd	25.1.2008
25	Delhi	Unitech Wireless (Delhi) Ltd	25.1.2008
26	Gujarat	Datacom Solutions Pvt. Ltd.	25.1.2008
27	Gujarat	Swan Telecom Pvt. Ltd	25.1.2008
28	Gujarat	Loop Telecom Private Ltd	25.1.2008
29	Gujarat	Shyam Telelink Ltd	25.1.2008
30	Gujarat	Unitech Wireless (West) Private Ltd	25.1.2008
31	Haryana	Datacom Solutions Pvt. Ltd.	25.1.2008
32	Haryana	Spice Communications Ltd	25.1.2008
33	Haryana	Swan Telecom Pvt. Ltd	25.1.2008
34	Haryana	Loop Telecom Private Ltd	25.1.2008
35	Haryana	Shyam Telelink Ltd	25.1.2008
36	Haryana	Unitech Wireless (North) Private Ltd	25.1.2008
37	Himachal Pradesh	Datacom Solutions Pvt. Ltd.	25.1.2008
38	Himachal Pradesh	Loop Telecom Private Ltd	25.1.2008
39	Himachal Pradesh	Shyam Telelink Ltd	25.1.2008
40	Himachal Pradesh	Unitech Wireless (North) Private Ltd	25.1.2008
41	Himachal Pradesh	S Tel Ltd	25.1.2008
42	Jammu & Kashmir	Datacom Solutions Pvt. Ltd.	25.1.2008
43	Jammu & Kashmir	Loop Telecom Private Ltd	25.1.2008
44	Jammu & Kashmir	Shyam Telelink Ltd	25.1.2008

<b>Slno</b>	<b>Service Area</b>	<b>Name of Licensee</b>	<b>Effective Date of Licence</b>
45	Jammu & Kashmir	Idea Cellular Ltd	25.1.2008
46	Jammu & Kashmir	Unitech Wireless (North) Private Ltd	25.1.2008
47	Jammu & Kashmir	Tata Teleservices Ltd	25.1.2008
48	Jammu & Kashmir	S Tel Ltd	25.1.2008
49	Karnataka	Datacom Solutions Pvt. Ltd.	25.1.2008
50	Karnataka	Unitech Wireless (South) Ltd	25.1.2008
51	Karnataka	Swan Telecom Pvt. Ltd	25.1.2008
52	Karnataka	Loop Telecom Private Ltd	25.1.2008
53	Karnataka	Shyam Telelink Ltd	25.1.2008
54	Karnataka	Idea Cellular Ltd	25.1.2008
55	Kerala	Datacom Solutions Pvt. Ltd.	25.1.2008
56	Kerala	Unitech Wireless (South) Ltd	25.1.2008
57	Kerala	Swan Telecom Pvt. Ltd	25.1.2008
58	Kerala	Loop Telecom Private Ltd	25.1.2008
59	Kerala	Shyam Telelink Ltd	25.1.2008
60	Kolkata	Datacom Solutions Pvt. Ltd.	25.1.2008
61	Kolkata	Loop Telecom Private Ltd	25.1.2008
62	Kolkata	Shyam Telelink Ltd	25.1.2008
63	Kolkata	Idea Cellular Ltd	25.1.2008
64	Kolkata	Unitech Wireless (Kolkata) Ltd	25.1.2008
65	Madhya Pradesh	Essar Spacetel Pvt. Ltd.	19.12.2007
66	Madhya Pradesh	Datacom Solutions Pvt. Ltd.	25.1.2008
67	Madhya Pradesh	Loop Telecom Private Ltd	25.1.2008
68	Madhya Pradesh	Shyam Telelink Ltd	25.1.2008
69	Madhya Pradesh	Unitech Wireless (West) Private Ltd	25.1.2008
70	Madhy Pradesh	Allianz Infotech (P) Ltd	31.7.2008
71	Maharashtra	Datacom Solutions Pvt. Ltd.	25.1.2008
72	Maharashtra	Spice Communications Ltd	25.1.2008
73	Maharashtra	Swan Telecom Pvt. Ltd	25.1.2008
74	Maharashtra	Loop Telecom Private Ltd	25.1.2008
75	Maharashtra	Shyam Telelink Ltd	25.1.2008
76	Maharashtra	Unitech Wireless (West) Private Ltd	25.1.2008
77	Mumbai	Datacom Solutions Pvt. Ltd.	25.1.2008
78	Mumbai	Swan Telecom Pvt. Ltd	25.1.2008
79	Mumbai	Shyam Telelink Ltd	25.1.2008
80	Mumbai	Unitech Infrastructures Pvt. Ltd.	25.1.2008
81	North East	Datacom Solutions Pvt. Ltd.	25.1.2008
82	North East	Loop Telecom Private Ltd	25.1.2008
83	North East	Shyam Telelink Ltd	25.1.2008
84	North East	Idea Cellular Ltd	25.1.2008
85	North East	Unitech Wireless (East) Ltd	25.1.2008
86	North East	Tata Teleservices Ltd	25.1.2008
87	North East	S Tel Ltd	25.1.2008
88	Orissa	Datacom Solutions Pvt. Ltd.	25.1.2008
89	Orissa	Loop Telecom Private Ltd	25.1.2008
90	Orissa	Shyam Telelink Ltd	25.1.2008
91	Orissa	Idea Cellular Ltd	25.1.2008
92	Orissa	Unitech Wireless (East) Ltd	25.1.2008
93	Orissa	S Tel Ltd	25.1.2008
94	Punjab	Swan Telecom Pvt. Ltd	25.1.2008

<b>Slno</b>	<b>Service Area</b>	<b>Name of Licensee</b>	<b>Effective Date of Licence</b>
95	Punjab	Loop Telecom Private Ltd	25.1.2008
96	Punjab	Shyam Telelink Ltd	25.1.2008
97	Punjab	Idea Cellular Ltd	25.1.2008
98	Punjab	Unitech Wireless (North) Private Ltd	25.1.2008
99	Rajasthan	Datacom Solutions Pvt. Ltd.	25.1.2008
100	Rajasthan	Swan Telecom Pvt. Ltd	25.1.2008
101	Rajasthan	Loop Telecom Private Ltd	25.1.2008
102	Rajasthan	Unitech Wireless (North) Private Ltd	25.1.2008
103	Tamilnadu (including Chennai)	Datacom Solutions Pvt. Ltd.	25.1.2008
104	Tamilnadu (including Chennai)	Swan Telecom Pvt. Ltd	25.1.2008
105	Tamilnadu (including Chennai)	Loop Telecom Private Ltd	25.1.2008
106	Tamilnadu (including Chennai)	Shyam Telelink Ltd	25.1.2008
107	Tamilnadu (including Chennai)	Idea Cellular Ltd	25.1.2008
108	Tamilnadu (including Chennai)	Unitech Wireless (Tamil Nadu) Pvt. Ltd	25.1.2008
109	Uttar Pradesh (East)	Datacom Solutions Pvt. Ltd.	25.1.2008
110	Uttar Pradesh (East)	Swan Telecom Pvt. Ltd	25.1.2008
111	Uttar Pradesh (East)	Loop Telecom Private Ltd	25.1.2008
112	Uttar Pradesh (East)	Shyam Telelink Ltd	25.1.2008
113	Uttar Pradesh (East)	Unitech Wireless (East) Ltd	25.1.2008
114	Uttar Pradesh (West)	Datacom Solutions Pvt. Ltd.	25.1.2008
115	Uttar Pradesh (West)	Swan Telecom Pvt. Ltd	25.1.2008
116	Uttar Pradesh (West)	Loop Telecom Private Ltd	25.1.2008
117	Uttar Pradesh (West)	Shyam Telelink Ltd	25.1.2008
118	Uttar Pradesh (West)	Unitech Wireless (West) Private Ltd	25.1.2008
119	West Bengal	Datacom Solutions Pvt. Ltd.	25.1.2008
120	West Bengal	Loop Telecom Private Ltd	25.1.2008
121	West Bengal	Shyam Telelink Ltd	25.1.2008
122	West Bengal	Idea Cellular Ltd	25.1.2008
123	West Bengal	Unitech Wireless (East) Ltd	25.1.2008

**Annexure C (Chapter Two/Sub Para 2.12-2.16)**

**Usage Pattern for GSM (Full Mobility)**

MoU & SMS (per subscriber per month)

Circle	Postpaid				Prepaid			
	O/G MOU	I/C MOU	Total MOU	O/G SMS	O/G MOU	I/C MOU	Total MOU	O/G SMS
Circle A	647	521	1168	70	204	234	438	41
Circle B	629	494	1123	51	212	229	440	15
Circle C	674	441	1115	44	232	271	503	13
Metro	535	414	949	80	180	199	379	36
All India	605	472	1078	68	208	232	440	27

BLENDED [Postpaid + Prepaid]

Circle	O/G MOU	I/C MOU	Total MOU	O/G SMS
Circle A	236	254	490	43
Circle B	228	239	467	17
Circle C	248	277	525	14
Metro	240	235	474	44
All India	235	249	484	30

Composition of outgoing minutes of use

Circle	Local (Intra-circle)	NLD (Inter-circle)	ILD
Circle A	89.17%	10.34%	0.48%
Circle B	88.57%	10.93%	0.50%
Circle C	87.49%	12.39%	0.13%
Metro	74.96%	24.36%	0.68%
All India	86.64%	12.89%	0.47%

Composition of outgoing Local (Intra-circle) minutes of use

Circle	To Fixed	To Mobile		
		On-net	Off-net	Total
Circle A	5%	53%	42%	95%
Circle B	4%	62%	34%	96%
Circle C	3%	70%	28%	97%
Metro	5%	47%	47%	95%
All India	4%	58%	38%	96%

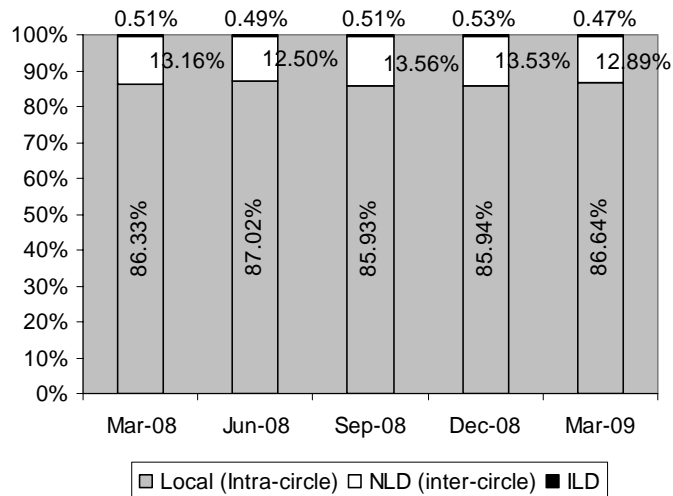
Composition of outgoing NLD (inter-circle) minutes of use

Circle	To Fixed	To Mobile		
		On-net	Off-net	Total
Circle A	7%	40%	53%	93%
Circle B	6%	34%	60%	94%
Circle C	5%	39%	56%	95%
Metro	8%	34%	59%	92%
All India	7%	36%	57%	93%

Composition of Total outgoing minutes of use (excl. ILD)

Circle	To Fixed	To Mobile		
		On-net	Off-net	Total
Circle A	5%	52%	43%	95%
Circle B	4%	59%	36%	96%
Circle C	3%	66%	31%	97%
Metro	6%	44%	50%	94%
All India	5%	55%	40%	95%

Composition of outgoing MoUs



**Annexure D (Chapter Two/Sub Para 2.17)**

**Average Subscriber Outgo (Rental + Call Charges) Per Minute**  
**(Rs. Per Minute) for GSM (Full Mobility)**

**(Rs. Per Min)**

	Postpaid	Prepaid	Blended
Circle A	0.73	0.80	0.78
Circle B	0.69	0.72	0.72
Circle C	0.75	0.71	0.71
Metros	0.86	0.86	0.86
All India	0.76	0.76	0.76

\* Outgo includes both Rental and call charges

**Annexure E (Chapter Two/Sub Para 2.22-2.24)**

**Usage Pattern – CDMA (Full Mobility)**

MoU & SMS (per subscriber per month)

Circle	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	511	357	867	13	108	151	259	11
Circle B	582	378	960	19	142	180	322	9
Circle C	724	398	1122	2	194	259	453	6
Metro	494	374	868	12	147	192	339	10
All India	532	370	902	14	135	178	314	10

Circle	Blended			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	139	166	305	11
Circle B	165	191	356	9
Circle C	213	264	477	5
Metro	188	213	402	10
All India	164	192	357	10

Composition of outgoing minutes of use

Circle	Local (Intra-circle)	NLD (Inter-Circle)	ILD
Circle A	83.3%	16.4%	0.3%
Circle B	85.2%	14.5%	0.4%
Circle C	90.3%	9.7%	0.1%
Metro	69.4%	30.4%	0.2%
All India	81.4%	18.3%	0.3%



Outgoing MoUs per subscriber per month

Circle	Local (Intra-circle)	NLD (Inter-Circle)	ILD
Circle A	115	23	0.36
Circle B	141	24	0.62
Circle C	192	21	0.11
Metro	131	57	0.31
All India	134	30	0.43

Composition of outgoing Local (Intra-circle) minutes of use  
based on terminating network.

Circle	To Fixed	To Mobile	To Own Network (Mobile)
Circle A	5%	95%	48%
Circle B	4%	96%	68%
Circle C	2%	98%	63%
Metro	5%	95%	67%
All India	4%	96%	61%

Composition of Outgoing NLD (Inter-Circle) minutes of use based on terminating  
network

Circle	To Fixed	To Mobile	To Own Network (Mobile)
Circle A	5%	95%	66%
Circle B	5%	95%	60%
Circle C	5%	95%	59%
Metro	5%	95%	43%
All India	5%	95%	55%

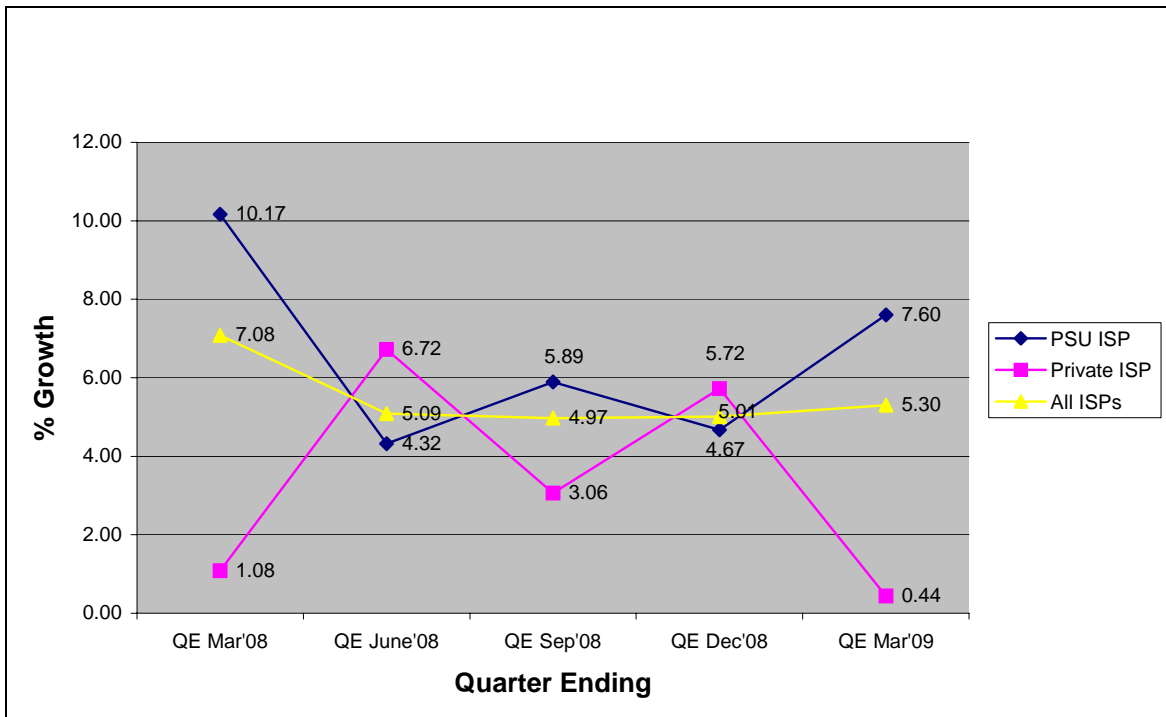
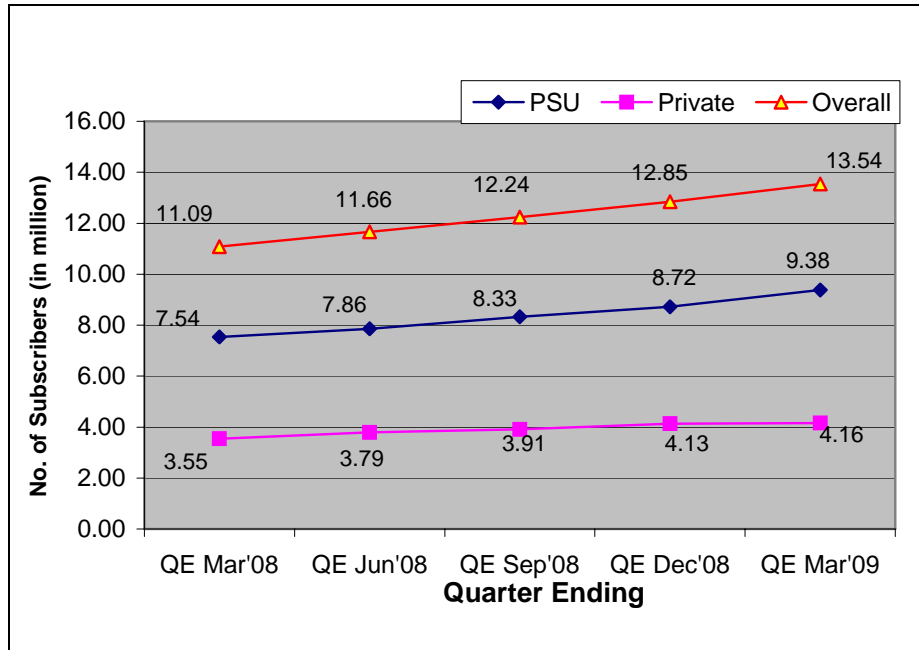
Composition of Total outgoing minutes of use (excl. ILD) based on terminating network.

Circle	To Fixed	To Mobile
Circle A	5%	95%
Circle B	4%	96%
Circle C	2%	98%
Metro	5%	95%
All India	5%	95%

**Annexure F (Chapter Two/Sub Para 2.25)****Average Subscriber Outgo (Rental + Call Charges) Per Minute**  
**(Rs. Per Minute) for CDMA (Full Mobility)**

	<b>Prepaid</b>	<b>Postpaid</b>	<b>Blended</b>
Category	Rent + call Revenue per Outgoing Minute	Rent + call Revenue per Outgoing Minute	Rent + call Revenue per Outgoing Minute
Category - A	0.78	0.57	0.63
Category - B	0.66	0.47	0.51
Category - C	0.59	0.42	0.44
Metro	0.85	0.54	0.64
All India	0.76	0.51	0.57

**Growth Pattern of Internet Subscribers**

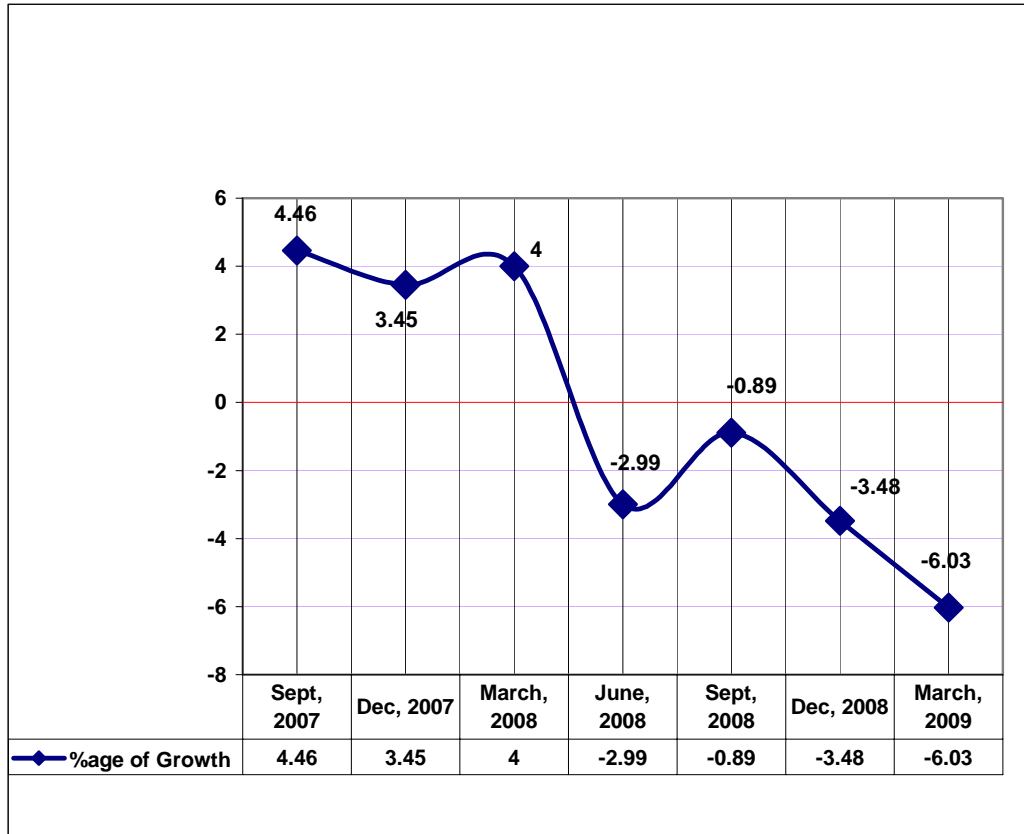


**List of Internet Service Providers (ISPs)**  
**Reporting Internet Telephony Services**

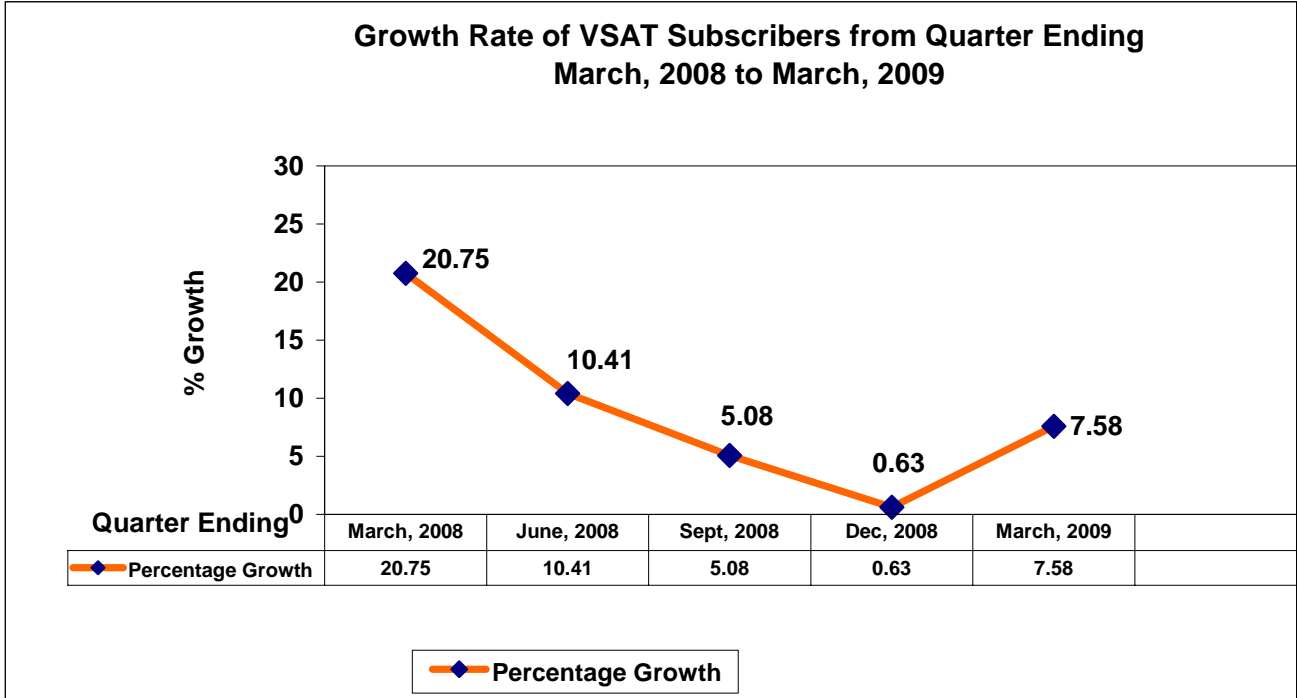
<b>S. No.</b>	<b>Name of ISP</b>
1	Apna Telelink Ltd.
2	Asianet Satellite Communications Ltd.
3	Blazenet Ltd.*
4	Broadband Pacenet (I) Pvt. Ltd.*
5	City Online Services Ltd.*
6	CJ Online Pvt. Ltd.
7	Data Infosys Ltd.
8	DeIDSL Internet Pvt. Ltd.
9	Digital2Virtual ISP Pvt. Ltd.
10	Dishnet Wireless Ltd.*
11	Karuturi Telecom Pvt Ltd(Estel Communications Pvt. Ltd.)
12	Mahanagar Telephone Nigam Ltd.
13	Manipal Ecommerce Ltd.*
14	My Own Infotech Pvt. Ltd.
15	Mylai Karpagambal Information Systems (P) Ltd.
16	NetMagic Solutions (P) Ltd.
17	Netlinx Ltd.
18	Opto Network Pvt. Ltd.
19	Narmada Cyberzone Pvt Ltd*
20	Pulse Telesystems Pvt. Ltd.
21	Sify Ltd.
22	Southern Online Bio Technologies Ltd.
23	Swiftmail Communications Ltd
24	Swastik Netvision Telecom P. Ltd.*
25	Trak Online Net India Pvt.Ltd
26	Trikon Electronics Pvt. Ltd.
27	Tata Communications Ltd (Videsh Sanchar Nigam Ltd.)
28	Tata Communications Internet Services Ltd
29	YOU Telecom India Pvt. Ltd.
30	World Phone Internet Services Pvt Ltd*
31	Cordia L T Communications Private Ltd
32	IOL Netcom Ltd*
33	Tata Teleservices (Maharashtra) limited
34	IKF Technologies Ltd

\* ISP has not submitted report at the end of March 2009.

**Growth Rate of PMRTS subscribers**



**Growth Rate of VSAT Subscribers**



**Annexure K (Chapter Five/Sub Para 5.1)**

**Quality of Service (QOS) Performance for Wireline Services**

<b>Performance Monitoring Report of Quality of Services for Basic (Wire-line) Services for the Quarter ending March 2009</b>																		
Sl. No	Service Area	Service Providers	New connections after registration of demand	Fault incidences per 100 sub/month)	Fault repaired by next working day	Rent Rebate (Total no. of cases)	Mean Time to Repair (MTTR)	Grade of service (calls per thousand)	Call completion rate in local network	Metering & billing credibility- % of bills disputed	Time taken for refund of deposits after closures	Shifts	Closures	Additional facility	Response Time to the Customer for Assistance			
			100% in < 7days	<3	>90%	For faults pending > 3 days to >15 days	<8 hrs	a) Junction between local exchange (2/1000)	>55%	<0.1 %,	100% within 60 days	< 3 days	< 24 hours	< 24 hours	%age of calls answered (electronically)		%age of calls answered by operator (voice to voice)	
			Within 20 sec = 80%	within 40 sec = 95%	Within 60 sec = 80%	within 90 sec = 95%												
1	ANDHRA PRADESH	BSNL	94.55	3.30	84.73	Nil	13.03	NR	65.77%	0.020	100.00%	86.00	96.39	88.76	100.00	100.00	88.83	95.92
		RELIANCE	100.00	1.09	96.29	1	4.55	0.0000	NR	0.009	100.00%	100.00	99.23	99.42	100.00	100.00	94.00	97.00
		BHARTI	100.00	4.00	98.00	64	3.00	0.0010	87.00%	0.000	100.00%	98.00	100.00	99.00	100.00	100.00	99.00	100.00



		<b>TATA</b>	97.58	0.30	84.77	7	7.80	0.0000	95.90%	0.010	100.00%	90.81	100.00	96.69	100.00	100.00	90.00	93.00
2	<b>BIHAR</b>	<b>BSNL</b>	100.00	4.50	79.43	220	8.48	NR	59.14%	0.010	100.00%	100.00	95.17	95.53	100.00	100.00	100.00	100.00
		<b>TATA</b>	100.00	0.00	Nil	Nil	NR	NA	96.14%	0.000	100.00%	100.00	100.00	100.00	100.00	100.00	91.00	100.00
		<b>RELIANCE</b>	100.00	Nil	NA	NA	Nil	0.0000	NR	0.000	100.00%	100.00	NA	100.00	100.00	100.00	94.00	97.00
3	<b>DELHI</b>	<b>MTNL</b>	99.43	6.68	92.67	14042	7.25	0.0000	51.39%	0.070	100.00%	90.68	97.07	87.20	99.00	100.00	89.63	99.45
		<b>RELIANCE</b>	43.98	0.51	97.34	3	3.55	0.0000	NR	0.100	100.00%	97.14	96.16	99.12	100.00	100.00	94.00	97.00
		<b>BHARTI</b>	100.00	2.00	97.00	461	7.00	0.0000	96.00%	0.030	100.00%	99.00	100.00	98.00	100.00	100.00	96.00	99.00
		<b>TATA</b>	99.16	1.04	86.15	7	8.00	0.0001	96.06%	0.060	97.00%	84.06	100.00	96.54	100.00	100.00	90.00	94.00
4	<b>GUJARAT</b>	<b>BSNL</b>	100.00	5.20	95.77	335	6.45	NR	65.91%	0.060	100.00%	100.00	100.00	100.00	100.00	100.00	99.04	99.22
		<b>RELIANCE</b>	100.00	1.20	95.64	11	4.04	0.0000	NR	0.034	100.00%	97.75	99.19	98.83	100.00	100.00	94.00	97.00
		<b>BHARTI</b>	100.00	2.00	98.00	8	7.40	0.0000	62.00%	0.000	100.00%	95.00	100.00	97.00	100.00	100.00	95.00	98.00
		<b>TATA</b>	99.22	2.46	97.43	1	4.00	0.0000	100.00%	0.090	83.00%	97.27	100.00	96.37	100.00	100.00	93.00	96.00
5	<b>CHATTISGARH</b>	<b>BSNL</b>	100.00	6.00	93.72	Nil	8.20	NR	66.39%	0.010	100.00%	100.00	100.00	100.00	83.00	91.00	88.33	92.67
6	<b>MP</b>	<b>BSNL</b>	100.00	3.80	95.52	369	5.69	NR	70.00%	0.030	100.00%	100.00	100.00	100.00	90.00	95.00	99.00	99.77
		<b>RELIANCE</b>	100.00	1.31	97.33	4	1.31	0.0000	NR	0.050	100.00%	100.00	99.26	99.04	100.00	100.00	94.00	97.00
		<b>TATA</b>	100.00	0.00	Nil	Nil	Nil	NR	NR	0.000	100.00%	NIL	NIL	NIL	100.00	100.00	95.00	97.00
		<b>BHARTI</b>	100.00	6.00	96.00	2171	8.00	0.0020	61.00%	0.000	100.00%	96.00	100.00	97.00	100.00	100.00	96.00	100.00
7	<b>MAHARASHTRA</b>	<b>BSNL</b>	81.32	6.40	89.52	1372	8.68	NR	61.81%	0.010	100.00%	90.00	97.48	98.33	100.00	100.00	100.00	100.00
		<b>RELIANCE</b>	100.00	1.16	94.75	6	1.16	0.0000	NR	0.033	100.00%	97.14	98.58	98.41	100.00	100.00	94.00	97.00
		<b>BHARTI</b>	100.00	3.00	99.00	9	7.60	0.0000	64.00%	0.000	100.00%	96.00	100.00	98.00	100.00	100.00	95.00	98.00
		<b>TATA</b>	63.93	2.33	93.10	NR	NR	0.0020	59.00%	0.342	100.00%	99.32	100.00	99.54	100.00	100.00	94.00	96.76

8	PUNJAB	BSNL	99.07	8.20	87.32	26	13.22	NR	69.67%	0.020	100.00%	98.00	100.00	100.00	100.00	100.00	94.00	97.50
		RELIANCE	Nil	1.21	96.88	2	3.41	0.0000	NR	0.027	100.00%	98.15	99.02	99.64	100.00	100.00	94.00	97.00
		BHARTI	100.00	2.00	98.00	11	6.00	0.0000	96.00%	0.030	100.00%	99.00	100.00	100.00	100.00	100.00	96.00	99.00
		TATA	96.00	0.00	Nil	Nil	Nil	0.0000	95.93%	0.156	100.00%	100.00	100.00	99.16	100.00	100.00	94.00	96.00
		HFCL	93.08	2.70	98.10	16	4.80	0.0002	55.48%	0.081	100.00%	98.63	100.00	100.00	100.00	100.00	97.00	98.00
9	RAJASTHAN	BSNL	100.00	5.10	94.90	968	7.42	NR	63.11%	0.000	100.00%	100.00	100.00	100.00	100.00	100.00	81.00	95.00
		RELIANCE	80.58	1.67	94.18	1	6.02	0.0008	NR	0.061	100.00%	Nil	100.00	99.50	100.00	100.00	94.00	97.00
		BHARTI	100.00	2.00	98.00	11	7.00	0.0000	97.00%	0.010	100.00%	100.00	100.00	97.00	100.00	100.00	96.00	99.00
		TATA	100.00	0.00	Nil	Nil	Nil	NR	NR	0.000	100.00%	NIL	100.00	NIL	100.00	100.00	95.00	97.00
		SHYAM	98.97	1.45	85.26	NR	8.50	0.0001	92.12	0.094	100.00	100.00	100.00	98.01	NA	NA	74.00	NA
10	TAMILNADU	BSNL	100.00	2.85	95.37	Nil	5.71	NR	81.91%	0.010	100.00%	100.00	100.00	100.00	98.28	98.28	98.24	98.76
		RELIANCE	95.70	2.81	93.36	1	5.53	0.0000	NR	0.020	100.00%	100.00	99.72	98.57	100.00	100.00	94.00	97.00
		BHARTI	100.00	5.00	95.00	532	4.60	0.0000	91.00%	0.020	100.00%	97.00	100.00	100.00	100.00	100.00	98.00	99.00
		TATA	100.00	0.00	Nil	Nil	Nil	NA	98.28%	0.000	100.00%	NIL	100.00	NIL	100.00	100.00	93.00	95.00
11	HARYANA	BSNL	99.81	4.80	95.12	607	7.13	NR	74.43%	0.000	100.00%	100.00	99.78	99.79	100.00	100.00	80.00	100.00
		RELIANCE	Nil	Nil	NA	NA	NA	0.0000	NR	0.000	100.00%	Nil	Nil	Nil	100.00	100.00	94.00	97.00
		TATA	100.00	0.07	66.67	Nil	25.00	NA	96.00%	0.000	100.00%	100.00	100.00	97.16	100.00	100.00	94.00	97.00
		BHARTI	100.00	3.00	97.00	371	6.00	0.0010	98.00%	0.030	100.00%	97.00	100.00	93.00	100.00	100.00	96.00	99.00
12	KARNATAKA	BSNL	99.99	4.90	93.53	7048	8.23	NR	64.21%	0.020	100.00%	100.00	100.00	99.94	100.00	100.00	99.77	99.94
		RELIANCE	82.46	0.54	96.86	3	3.28	0.0002	NR	0.017	100.00%	100.00	98.53	96.68	100.00	100.00	94.00	97.00
		BHARTI	100.00	4.00	95.00	2398	5.00	0.0000	89.00%	0.000	100.00%	96.00	100.00	98.00	100.00	100.00	97.00	99.00
		TATA	95.74	0.00	100.00	Nil	3.00	0.0000	95.88%	0.010	100.00%	82.00	100.00	97.00	100.00	100.00	93.00	96.00

13	<b>A&amp;N</b>	<b>BSNL</b>	98.09	4.00	80.85	Nil	7.43	NR	55.34%	0.020	100.00%	95.00	97.95	97.44	NR	NR	NR	NR
14	<b>ASSAM</b>	<b>BSNL</b>	99.57	5.80	91.96	Nil	7.53	NR	62.05%	0.050	100.00%	96.00	99.87	98.26	98.00	100.00	95.00	97.00
15	<b>CHENNAI</b>	<b>BSNL</b>	99.67	3.12	92.42	1454	8.67	NR	80.44%	0.010	100.00%	100.00	100.00	100.00	100.00	100.00	97.18	98.73
		<b>RELIANCE</b>	45.68	0.55	45.68	3	2.53	0.0000	NR	0.028	100.00%	97.50	98.28	98.36	100.00	100.00	94.00	97.00
		<b>TATA</b>	100.00	0.01	66.67	Nil	7.00	NA	98.05%	0.000	100.00%	93.00	100.00	94.00	100.00	100.00	93.00	95.00
16	<b>H P</b>	<b>RELIANCE</b>	Nil	Nil	NA	NA	NA	0.0010	NR	0.000	100.00%	Nil	Nil	Nil	100.00	100.00	94.00	97.00
		<b>TATA</b>	100.00	0.00	Nil	Nil	Nil	NR	NR	0.000	100.00%	100.00	100.00	100.00	100.00	100.00	95.00	98.00
		<b>BSNL</b>	100.00	8.40	89.74	1210	7.39	NR	70.13%	0.000	100.00%	99.00	98.04	98.54	NR	NR	NR	NR
17	<b>JHARKHAND</b>	<b>BSNL</b>	99.70	4.00	92.56	3	7.94	NR	60.45%	0.040	100.00%	99.00	99.87	99.82	NR	NR	NR	NR
18	<b>J &amp; K</b>	<b>BSNL</b>	Nil	9.00	71.17	Nil	7.86	NR	54.15%	0.030	100.00%	Nil	97.55	97.87	NR	NR	NR	NR
19	<b>KERALA</b>	<b>BSNL</b>	96.95	5.20	88.07	2367	15.71	NR	70.45%	0.000	100.00%	87.00	96.45	98.74	100.00	100.00	96.51	100.00
		<b>BHARTI</b>	100.00	2.00	96.00	145	5.00	0.0000	89.00%	0.040	100.00%	97.00	100.00	97.00	100.00	100.00	98.00	99.00
		<b>TATA</b>	100.00	0.01	Nil	Nil	11.00	NA	96.52%	0.052	100.00%	100.00	100.00	99.00	100.00	100.00	94.00	96.00
		<b>RELIANCE</b>	100.00	0.92	97.06	Nil	5.01	0.0000	NR	0.027	100.00%	98.31	98.71	99.13	100.00	100.00	94.00	97.00
20	<b>KOLKATA</b>	<b>BHARTI</b>	100.00	2.00	99.00	13	6.00	0.0000	95.00%	0.020	100.00%	99.00	100.00	99.00	100.00	100.00	96.00	99.00
		<b>RELIANCE</b>	51.01	1.44	66.30	5	1.44	0.0000	NR	0.051	100.00%	100.00	97.91	98.79	100.00	100.00	94.00	97.00
		<b>TATA</b>	100.00	0.00	Nil	Nil	Nil	NA	97.00%	0.010	100.00%	93.10	100.00	98.71	100.00	100.00	92.00	100.00
		<b>BSNL</b>	98.40	3.70	87.15	4362	9.51	NR	53.27%	0.080	100.00%	97.00	100.00	99.87	100.00	100.00	88.66	100.00
21	<b>MUMBAI</b>	<b>TATA</b>	90.50	2.33	96.69	NR	NR	0.0020	57.00%	0.186	100.00%	99.12	100.00	99.40	100.00	100.00	94.40	96.63
		<b>BHARTI</b>	100.00	2.00	97.00	86	7.80	0.0000	62.00%	0.000	100.00%	96.00	100.00	99.00	100.00	100.00	95.00	98.00
		<b>RELIANCE</b>	59.59	0.62	98.89	Nil	3.26	0.0000	NR	0.024	100.00%	98.39	98.29	97.89	100.00	100.00	94.00	97.00
		<b>MTNL</b>	96.54	8.52	92.79	31687	10.20	0.0000	56.33%	0.050	100.00%	92.52	97.74	98.74	100.00	100.00	82.21	82.53
22	<b>NE-I</b>	<b>BSNL</b>	90.32	4.40	86.37	1071	11.20	NR	64.61%	0.020	100.00%	93.00	100.00	97.58	100.00	100.00	100.00	100.00
23	<b>NE-II</b>	<b>BSNL</b>	100.00	3.50	93.03	Nil	8.48	NR	56.37%	0.030	100.00%	100.00	100.00	100.00	NR	NR	NR	NR
24	<b>ORISSA</b>	<b>BSNL</b>	100.00	4.50	93.36	1096	7.87	NR	65.03%	0.040	100.00%	97.00	99.33	98.49	100.00	100.00	100.00	100.00

		<b>TATA</b>	100.00	0.01	100.00	Nil	1.00	0.0020	100.00%	0.000	100.00%	100.00	100.00	98.00	100.00	100.00	88.00	100.00
		<b>RELIANCE</b>	Nil	0.07	100.00	Nil	3.00	0.0000	NR	0.000	100.00%	Nil	Nil	100.00	100.00	100.00	94.00	97.00
25	<b>UP-E</b>	<b>BSNL</b>	99.58	5.00	93.47	1684	6.75	NR	71.73%	0.040	100.00%	99.00	99.48	99.83	100.00	100.00	100.00	100.00
		<b>BHARTI</b>	100.00	2.00	98.00	6	6.00	0.0020	99.00%	0.020	100.00%	100.00	100.00	98.00	100.00	100.00	96.00	99.00
		<b>TATA</b>	100.00	0.00	Nil	Nil	Nil	NA	99.96%	0.000	100.00%	100.00	100.00	80.00	100.00	100.00	94.00	97.00
		<b>RELIANCE</b>	Nil	2.18	317.98	10	3.25	0.0000	NR	0.086	100.00%	97.30	99.91	98.74	100.00	100.00	94.00	97.00
26	<b>UP-W</b>	<b>BSNL</b>	95.22	6.60	89.36	1244	7.31	NR	66.78%	0.030	100.00%	97.00	98.44	99.02	100.00	100.00	96.69	98.02
		<b>BHARTI</b>	100.00	3.00	97.00	200	7.00	0.0020	95.00%	0.070	100.00%	100.00	100.00	98.00	100.00	100.00	96.00	99.00
		<b>TATA</b>	100.00	0.00	Nil	Nil	Nil	NA	98.45%	0.000	100.00%	NIL	100.00	97.00	100.00	100.00	94.00	96.00
		<b>RELIANCE</b>	100.00	Nil	NA	Nil	NA	0.0000	NR	0.000	100.00%	Nil	100.00	Nil	100.00	100.00	94.00	97.00
27	<b>UTTARANCHAL</b>	<b>BSNL</b>	100.00	5.30	96.24	10	6.43	NR	65.04%	0.000	100.00%	99.00	98.62	99.17	96.00	96.00	96.00	96.00
28	<b>WEST BENGAL</b>	<b>BSNL</b>	100.00	5.30	86.41	689	9.21	NR	60.85%	0.030	100.00%	99.00	100.00	99.81	100.00	100.00	81.00	98.00
		<b>RELIANCE</b>	100.00	NR	NR	Nil	NR	0.0000	NR	0.000	100.00%	Nil	100.00	Nil	100.00	100.00	94.00	97.00

Operator not meeting the prescribed benchmark

NR = Data Not Reported

NA = Not Applicable

**Annexure L (Chapter Five/Sub Para 5.4)**  
**Quality of Service Performance for Wireless Services**

**Performance of QoS Parameters for Cellular Mobile Services as reported by CMSPs for the quarter ending March, 2009**

Sl. No.	Name of Licensees & Service area	Parameters														
		(A) Network Performance							(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(i)				(i)	(ii)		
		Accumulated time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate (Averaged over the quarter)	Call Drop Rate	%age of cells having more than 3% Call (TCH) Drop	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
		Benchmarks														
<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	SDCCH / Paging Channel Congestion <1%	TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically) within 20 seconds = 80%,	(I) %age of calls answered (electronically) within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds=80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks			
<b>I</b>	<b>Maharashtra</b>															
1	Vodafone Essar	1.23	98.51%	13.20	0.35%	1.41%	0.96%	3.00%	96.48%	100.00%	100.00%	100.00%	100.00%	0.040%	100%	15 days
2	IDEA Cellular	14.20	98.03%	14.19	0.87%	1.37%	1.21%	10.03%	98.04%	100.00%	100.00%	99.00%	99.00%	0.050%	100%	30 days
3	BSNL	NIL	99.00%	9.00	0.67%	1.92%	1.73%	20.94%	97.00%	100.00%	100.00%	82.00%	96.00%	0.000%	100%	21 days
4	Bharti Airtel Limited	22.47	95.12%	9.00	0.93%	1.83%	1.56%	10.77%	98.16%	100.00%	NA	96.36%	98.88%	0.000%	100%	30 days

5	Reliance Comm	0.74	99.05%	11.79	0.00%	0.33%	0.82%	0.96%	98.91%	99.06%	99.06%	76.93%	82.32%	0.090%	100%	30 days
6	Tata Teleservices	3.31	98.88%	10.00	0.00%	0.85%	0.76%	0.81%	96.18%	100.00%	100.00%	94.00%	96.76%	0.080%	100%	30 days
<b>ii</b>	<b>Gujarat</b>															
7	Vodafone Essar	15.22	99.38%	13.89	0.41%	0.22%	0.74%	1.67%	97.61%	99.00%	99.00%	94.60%	96.60%	0.050%	100%	15 days
8	IDEA Cellular	3.24	99.33%	12.82	0.32%	0.18%	1.48%	2.87%	96.36%	100.00%	100.00%	93.00%	95.00%	0.030%	100%	30 days
9	BSNL	NIL	99.00%	2.00	0.47%	1.69%	1.79%	24.43%	96.00%	100.00%	100.00%	86.00%	95.00%	0.020%	100%	NIL
10	Bharti Airtel Limited	16.49	95.71%	10.96	0.29%	0.42%	1.55%	15.67%	96.76%	100.00%	NA	97.68%	99.49%	0.020%	100%	30 days
11	Reliance Comm	0.46	99.17%	13.09	0.00%	0.38%	0.80%	0.87%	98.86%	99.06%	99.06%	87.45%	92.20%	0.080%	100%	30 days
12	Tata Teleservices	0.12	99.35%	4.19	0.00%	0.05%	0.44%	0.79%	98.70%	100.00%	100.00%	95.00%	97.00%	0.050%	100%	30 days
<b>iii</b>	<b>Andhra Pradesh</b>															
13	IDEA Cellular	2.55	99.36%	8.00	0.43%	0.85%	0.76%	6.17%	97.06%	100.00%	100.00%	97.00%	99.00%	0.050%	100%	30 days
14	Bharti Airtel Limited	15.08	97.23%	13.23	0.93%	1.75%	1.66%	15.74%	98.55%	100.00%	NA	93.12%	98.29%	0.000%	100%	30 days
15	BSNL	21.00	98.00%	7.00	0.30%	1.91%	1.90%	9.60%	98.00%	100.00%	100.00%	57.00%	67.00%	0.000%	100%	7 days
16	Vodafone Essar	19.43	98.53%	9.00	0.11%	0.13%	0.83%	5.69%	98.00%	100.00%	100.00%	93.60%	99.30%	0.080%	100%	15 days
17	Reliance Comm	0.14	98.96%	8.75	0.00%	0.34%	0.68%	0.94%	99.02%	99.06%	99.06%	64.68%	64.87%	0.090%	100%	30 days
18	Tata Teleservices	NIL	99.41%	5.76	0.00%	0.09%	0.40%	0.86%	98.71%	100.00%	100.00%	95.00%	97.00%	0.020%	100%	30 days
<b>iv</b>	<b>Karnataka</b>															
19	Bharti Airtel Limited	21.51	94.81%	4.66	2.33%	4.06%	2.14%	18.08%	91.73%	100.00%	NA	92.24%	95.06%	0.080%	100%	30 days
20	Spice Comm.	22.14	98.16%	8.40	0.28%	1.32%	1.33%	4.23%	97.06%	100.00%	100.00%	83.00%	96.00%	0.110%	100%	30 days
21	BSNL	15.00	97.00%	13.00	0.69%	1.30%	1.31%	6.32%	98.00%	100.00%	100.00%	81.00%	95.00%	0.080%	100%	NIL
22	Vodafone Essar	21.70	99.82%	10.08	0.18%	0.49%	0.77%	6.10%	98.20%	100.00%	100.00%	89.60%	95.30%	0.070%	100%	15 days
23	Reliance Comm	0.40	98.52%	9.08	0.00%	0.30%	0.58%	0.91%	99.89%	99.06%	99.06%	72.43%	78.13%	0.090%	100%	30 days
24	Tata Teleservices	0.27	99.82%	3.63	0.00%	0.26%	0.84%	0.38%	98.47%	100.00%	100.00%	96.00%	98.00%	0.030%	100%	30 days
<b>v</b>	<b>Tamil Nadu</b>														100%	
25	Vodafone Essar	20.58	99.25%	14.86	0.29%	1.38%	1.34%	2.99%	98.80%	100.00%	100.00%	94.00%	100.00%	0.040%	100%	15 days
26	Aircel	6.30	97.54%	11.12	1.55%	2.46%	1.37%	11.04%	97.61%	100.00%	100.00%	90.00%	98.00%	0.000%	100%	30 days
27	BSNL	NIL	97.00%	10.00	0.47%	1.58%	1.10%	6.15%	99.00%	100.00%	100.00%	88.00%	95.00%	0.000%	100%	NIL
28	Bharti Airtel Limited	11.35	96.98%	13.05	0.62%	0.64%	1.15%	12.31%	96.48%	100.00%	NA	88.54%	95.55%	0.000%	100%	30 days
29	Reliance Comm	0.47	99.25%	12.35	0.00%	0.32%	0.66%	0.63%	97.66%	99.06%	99.06%	75.19%	78.75%	0.090%	100%	30 days
30	Tata Teleservices	0.28	99.82%	3.53	0.00%	0.33%	0.76%	0.32%	98.79%	100.00%	100.00%	95.00%	97.00%	0.020%	100%	30 days
	<b>B' Circle</b>															
<b>vi</b>	<b>Kerala</b>															
31	IDEA Cellular	15.32	99.69%	12.60	0.23%	0.73%	1.09%	4.45%	96.31%	100.00%	100.00%	81.00%	96.00%	0.070%	100%	30 days

32	Vodafone Essar	12.40	98.71%	14.26	0.23%	0.57%	0.72%	1.90%	97.30%	100.00%	100.00%	90.30%	99.30%	0.010%	100%	15 days
33	BSNL	18.00	99.00%	7.00	0.50%	2.70%	1.30%	2.50%	97.00%	100.00%	100.00%	82.00%	88.00%	0.000%	100%	30 days
34	Bharti Airtel Limited	18.01	97.79%	11.61	0.85%	0.38%	1.01%	9.93%	98.44%	100.00%	NA	95.82%	98.53%	0.083%	100%	30 days
35	Tata Teleservices	NIL	99.66%	5.07	0.00%	0.00%	0.66%	0.00%	98.90%	100.00%	100.00%	95.00%	97.00%	0.020%	100%	30 days
36	Reliance Comm	NIL	99.40%	10.13	0.00%	0.27%	0.62%	0.84%	99.59%	99.06%	99.06%	76.47%	83.68%	0.090%	100%	30 days
<b>vii Punjab</b>																
37	Spice Comm.	13.91	98.64%	9.20	0.11%	0.95%	1.20%	8.61%	97.54%	100.00%	100.00%	42.00%	52.00%	0.099%	100%	30 days
38	HFCL - CDMA	11.30	99.18%	12.80	NR	0.01%	0.73%	4.14%	96.29%	100.00%	100.00%	96.67%	98.33%	0.050%	NR	30 days
39	Bharti Airtel Limited	17.90	98.20%	5.46	0.23%	0.62%	1.35%	13.08%	97.34%	100.00%	NA	87.10%	95.83%	0.010%	100%	30 days
40	Vodafone Essar	22.48	98.89%	10.00	0.05%	0.05%	1.15%	9.47%	98.33%	100.00%	100.00%	99.00%	100.00%	0.020%	100%	15 days
41	BSNL	2.00	99.00%	5.00	0.59%	1.70%	1.14%	41.94%	98.00%	83.00%	98.00%	84.00%	98.00%	0.000%	100%	NIL
42	Reliance Comm	NIL	97.47%	9.67	0.00%	0.32%	0.77%	0.70%	98.26%	99.06%	99.06%	82.10%	82.52%	0.090%	100%	30 days
43	Tata Teleservices	NIL	99.44%	4.34	0.00%	0.01%	0.60%	0.83%	99.48%	100.00%	100.00%	94.00%	97.00%	0.030%	100%	30 days
<b>viii Haryana</b>																
44	IDEA Cellular	18.15	99.97%	10.49	0.33%	0.32%	1.13%	10.25%	96.95%	100.00%	100.00%	95.00%	97.00%	0.040%	100%	30 days
45	Vodafone Essar	2.53	99.96%	13.39	0.11%	0.10%	1.19%	8.45%	96.97%	100.00%	100.00%	99.30%	100.00%	0.020%	100%	15 days
46	BSNL	11.00	95.00%	7.00	0.80%	1.80%	2.90%	25.81%	96.00%	100.00%	100.00%	80.00%	95.00%	0.010%	100%	30 days
47	Bharti Airtel Limited	17.30	98.69%	6.00	0.30%	0.64%	1.08%	6.16%	98.57%	100.00%	NA	84.39%	95.00%	0.000%	100%	30 days
48	Reliance Comm	NIL	99.28%	10.33	0.00%	0.53%	0.97%	1.13%	98.38%	99.06%	99.06%	66.67%	68.79%	0.090%	100%	30 days
49	Tata Teleservices	NIL	99.94%	4.52	0.00%	0.08%	0.86%	0.80%	98.33%	100.00%	100.00%	94.00%	97.00%	0.030%	100%	30 days
<b>ix UP - W</b>																
50	Vodafone Essar	NIL	97.84%	9.00	0.84%	0.89%	1.19%	9.50%	96.31%	100.00%	100.00%	97.00%	100.00%	0.030%	100%	15 days
51	IDEA Cellular	22.42	99.59%	10.73	0.33%	1.24%	1.20%	4.01%	98.21%	100.00%	100.00%	96.00%	98.00%	0.070%	100%	30 days
52	BSNL	NIL	99.00%	15.00	0.73%	1.72%	2.61%	6.36%	100.00%	99.00%	100.00%	80.00%	95.00%	0.000%	100%	7 days
53	Bharti Airtel Limited	23.76	96.02%	9.50	1.05%	1.68%	1.01%	9.83%	97.70%	100.00%	NA	76.61%	80.04%	0.000%	100%	30 days
54	Reliance Comm	0.46	99.04%	12.00	0.00%	0.50%	0.88%	1.23%	99.37%	99.06%	99.06%	50.96%	60.70%	0.090%	100%	30 days
55	Tata Teleservices	0.29	99.40%	5.31	0.00%	0.02%	0.74%	0.62%	98.63%	100.00%	100.00%	94.00%	97.00%	0.020%	100%	30 days
<b>x UP -E</b>																
56	Bharti Airtel Limited	23.08	96.27%	13.82	0.78%	1.40%	1.56%	8.55%	97.59%	100.00%	NA	71.58%	76.90%	0.000%	100%	30 days
57	Vodafone Essar	NIL	97.20%	9.00	0.38%	1.51%	1.49%	2.30%	95.61%	100.00%	100.00%	98.30%	100.00%	0.000%	100%	15 days
58	IDEA Cellular	22.37	99.43%	9.00	0.24%	0.98%	0.89%	7.32%	97.08%	100.00%	100.00%	96.00%	97.00%	0.040%	100%	30 days
59	BSNL	1.00	98.00%	10.00	0.60%	1.50%	2.30%	5.19%	95.00%	89.00%	90.00%	85.00%	91.00%	0.070%	100%	30 days

60	Reliance Comm	0.46	98.46%	12.08	0.00%	0.97%	1.04%	1.10%	98.24%	99.06%	99.06%	65.44%	67.78%	0.090%	100%	30 days
61	Tata Teleservices	0.24	99.43%	5.20	0.00%	0.07%	0.92%	0.61%	98.41%	100.00%	100.00%	92.00%	95.00%	0.030%	100%	30 days
<b>xi</b>	<b>Rajasthan</b>														100%	
62	Vodafone Essar	20.30	98.16%	9.54	0.28%	0.29%	1.13%	6.39%	96.58%	100.00%	100.00%	98.60%	100.00%	0.090%	100%	15 days
63	BSNL	22.00	98.00%	11.00	0.22%	1.20%	1.96%	13.90%	98.00%	99.00%	99.00%	81.00%	95.00%	0.040%	100%	30 days
64	IDEA Cellular	22.53	99.49%	10.01	0.45%	0.41%	1.01%	12.51%	97.78%	100.00%	100.00%	92.00%	96.00%	0.090%	100%	30 days
65	Bharti Airtel Limited	13.91	95.71%	14.23	1.09%	1.59%	1.39%	11.52%	95.43%	100.00%	NA	60.90%	75.89%	0.000%	100%	30 days
66	Reliance Comm	0.47	98.42%	11.84	0.00%	0.85%	1.18%	1.21%	98.44%	99.06%	99.06%	66.52%	70.42%	0.090%	100%	30 days
67	Tata Teleservices	0.11	99.31%	5.02	0.00%	0.04%	0.64%	0.11%	98.40%	100.00%	100.00%	96.00%	99.00%	0.020%	100%	30 days
68	Sistema Shyam	11.22	98.38%	6.00	NR	0.10%	0.55%	1.76%	99.45%	NR**	NR**	77.00%	NA	0.090%	100%	30 days
<b>xii</b>	<b>Madhya Pradesh</b>														100%	
69	IDEA Cellular	22.57	98.20%	7.44	0.84%	1.43%	1.54%	12.80%	95.43%	100.00%	100.00%	85.00%	95.00%	0.020%	100%	30 days
70	Reliance Telecom	23.02	100.00%	7.31	0.23%	0.78%	1.37%	4.94%	96.08%	100.00%	NA	90.33%	100.00%	0.010%	100%	1 day
71	BSNL	3.00	97.00%	10.00	0.58%	1.84%	1.73%	13.00%	98.00%	100.00%	100.00%	82.00%	96.00%	0.000%	100%	21 days
72	Bharti Airtel Limited	18.67	97.01%	18.80	0.40%	0.45%	1.23%	9.54%	97.53%	100.00%	NA	95.70%	97.61%	0.000%	100%	30 days
73	Reliance Comm	0.68	98.86%	12.57	0.00%	0.63%	1.13%	1.17%	98.48%	99.06%	99.06%	90.71%	92.46%	0.090%	100%	30 days
74	Tata Teleservices	NIL	99.25%	5.70	0.00%	0.00%	0.89%	0.76%	98.34%	100.00%	100.00%	97.00%	99.00%	0.030%	100%	30 days
75	Vodafone Essar	6.00	98.72%	9.00	0.13%	0.41%	1.81%	3.43%	96.20%	98.00%	98.00%	95.00%	96.30%	0.020%	100%	15 days
<b>xiii</b>	<b>West Bengal</b>														100%	
76	Bharti Airtel Limited	NIL	95.71%	8.70	1.53%	1.43%	1.76%	16.51%	95.50%	100.00%	NA	92.82%	95.89%	0.020%	100%	30 days
77	Reliance Telecom	12.58	99.00%	7.79	0.78%	1.82%	1.43%	6.63%	95.63%	100.00%	NA	30.85%	42.63%	0.000%	100%	Immediate
78	BSNL	NIL	98.00%	11.00	0.85%	1.14%	1.53%	14.57%	97.00%	96.00%	96.00%	89.00%	97.00%	0.070%	100%	15 days
79	Tata Teleservices	0.21	99.90%	4.67	0.00%	0.08%	0.89%	0.47%	98.34%	100.00%	100.00%	93.00%	96.00%	0.050%	100%	30 days
80	Reliance Comm	0.46	97.93%	12.04	0.00%	0.54%	1.36%	1.43%	97.41%	99.06%	99.06%	68.37%	73.51%	0.090%	100%	30 days
81	Vodafone Essar	NIL	99.18%	13.40	0.57%	0.96%	1.10%	0.87%	97.12%	100.00%	100.00%	98.30%	99.00%	0.000%	100%	15 days
82	Dishnet	NIL	95.19%	8.00	1.05%	0.93%	2.96%	29.67%	94.02%	100.00%	100.00%	96.71%	97.81%	NA	NA	NA
	<b>C' Circle</b>															
<b>xiv</b>	<b>Himachal Pradesh</b>															
83	Bharti Airtel Limited	20.82	98.67%	6.90	0.54%	0.56%	1.31%	10.01%	98.07%	100.00%	NA	92.40%	97.52%	0.000%	100%	30 days
84	IDEA Cellular	NIL	99.50%	12.53	0.05%	0.08%	1.61%	12.69%	97.50%	100.00%	100.00%	97.00%	97.00%	0.000%	NA	NA
85	Reliance Telecom	23.47	99.00%	6.40	0.20%	1.00%	1.17%	7.23%	95.82%	100.00%	100.00%	68.75%	77.50%	0.000%	NA	Immediate
86	BSNL	NIL	96.00%	5.00	0.40%	1.90%	2.60%	24.19%	95.00%	100.00%	100.00%	80.00%	95.00%	0.000%	100%	NIL
87	Reliance Comm	0.48	99.36%	9.54	0.00%	0.44%	0.84%	0.65%	97.91%	99.06%	99.06%	82.10%	82.52%	0.060%	100%	30 days



88	Tata Teleservices	0.31	99.38%	4.49	0.00%	0.01%	0.43%	0.00%	99.30%	100.00%	100.00%	96.00%	98.00%	0.040%	100%	30 days
89	Dishnet	NIL	96.34%	8.00	0.25%	0.46%	1.70%	27.40%	96.42%	100.00%	100.00%	97.21%	98.11%	NA	100%	30 days
90	Vodafone Essar	2.13	98.69%	14.00	0.00%	0.17%	1.63%	15.90%	98.23%	100.00%	100.00%	99.00%	99.30%	0.000%	100%	15 days
<b>xv</b>	<b>Bihar</b>															
91	Reliance Telecom	22.41	95.33%	9.76	0.89%	1.90%	2.10%	6.88%	95.36%	100.00%	100.00%	61.87%	70.49%	0.000%	NA	Immediate
92	BSNL	21.00	98.00%	12.00	0.55%	1.20%	1.33%	6.30%	98.00%	88.00%	98.00%	86.00%	96.00%	0.000%	100%	NIL
93	Reliance Comm	0.63	97.76%	12.00	0.00%	0.95%	1.27%	1.16%	97.34%	99.06%	99.06%	69.91%	70.88%	0.090%	100%	30 days
94	Bharti Airtel Limited	21.20	96.93%	9.50	3.43%	2.77%	2.55%	24.63%	97.36%	100.00%	NA	91.58%	94.01%	0.000%	100%	30 days
95	Tata Teleservices	NIL	99.89%	4.51	0.00%	0.32%	0.95%	0.00%	98.97%	100.00%	100.00%	92.00%	95.00%	0.020%	100%	30 days
96	Dishnet	0.30	88.82%	8.00	5.22%	3.82%	1.81%	11.62%	94.96%	100.00%	100.00%	98.12%	98.32%	NA	NA	NA
97	IDEA Cellular	NIL	99.85%	5.02	0.38%	0.98%	1.13%	9.88%	96.24%	100.00%	100.00%	95.00%	97.00%	0.040%	100%	30 days
98	Vodafone Essar	15.00	96.51%	13.00	0.05%	2.80%	1.40%	4.50%	95.55%	100.00%	100.00%	98.60%	99.00%	0.080%	100%	15 days
<b>xvi</b>	<b>Orissa</b>														100%	
99	Reliance Telecom	22.58	99.17%	6.88	0.68%	1.87%	1.08%	4.74%	95.33%	100.00%	NA	86.18%	100.00%	0.000%	100%	Immediate
100	BSNL	2.00	98.00%	10.00	0.59%	1.31%	1.24%	8.87%	99.00%	84.00%	97.00%	85.00%	98.00%	0.030%	100%	NIL
101	Bharti Airtel Limited	NIL	95.52%	8.20	0.57%	0.81%	1.63%	12.76%	99.03%	100.00%	NA	80.55%	84.28%	0.000%	100%	30 days
102	Reliance Comm	0.61	98.66%	10.09	0.00%	0.74%	1.28%	1.61%	99.14%	99.06%	99.06%	90.71%	92.46%	0.070%	100%	30 days
103	Tata Teleservices	0.35	99.50%	5.52	0.00%	0.56%	0.92%	0.68%	99.18%	100.00%	100.00%	92.00%	96.00%	0.030%	100%	30 days
104	Dishnet	NIL	95.84%	8.00	0.17%	1.74%	1.79%	17.12%	94.98%	100.00%	100.00%	98.22%	99.40%	0.060%	100%	30 days
105	Vodafone Essar	14.57	97.70%	15.00	0.03%	0.39%	1.44%	2.00%	96.50%	100.00%	100.00%	89.60%	94.60%	0.040%	100%	15 days
<b>xvii</b>	<b>Assam</b>														100%	
106	Bharti Airtel Limited	19.25	95.62%	9.00	1.82%	2.36%	1.80%	16.17%	95.33%	100.00%	NA	88.58%	91.62%	0.000%	100%	30 days
107	BSNL	13.00	98.00%	11.00	0.91%	1.43%	2.19%	21.67%	97.00%	95.00%	99.00%	81.00%	91.00%	0.010%	100%	30 days
108	Reliance Telecom	22.47	99.00%	7.40	0.92%	1.82%	2.07%	7.30%	95.60%	85.83%	100.00%	96.15%	100.00%	0.085%	100%	Immediate
109	Dishnet	NIL	89.50%	8.00	3.40%	3.48%	2.98%	28.90%	89.69%	100.00%	100.00%	82.11%	94.77%	0.000%	100%	30 days
110	Vodafone Essar	10.57	98.02%	7.02	0.27%	1.86%	2.22%	0.59%	97.66%	100.00%	100.00%	96.60%	98.00%	0.060%	100%	15 days
111	Tata Teleservices	NIL	98.83%	5.66	0.00%	0.00%	0.49%	0.75%	98.60%	100.00%	100.00%	98.00%	99.00%	0.180%	100%	30 days
<b>xviii</b>	<b>J &amp; K</b>														100%	
112	BSNL	NIL	97.00%	13.00	0.89%	1.80%	2.60%	19.00%	98.00%	86.00%	96.00%	90.00%	96.00%	0.000%	100%	21 days
113	Bharti Airtel Limited	5.06	97.26%	4.92	0.67%	0.78%	1.60%	10.30%	95.53%	100.00%	NA	60.59%	73.92%	0.000%	100%	30 days
114	Dishnet	NIL	89.18%	7.30	4.94%	2.76%	3.41%	36.75%	92.80%	100.00%	100.00%	43.22%	48.83%	0.000%	100%	30 days
115	Tata Teleservices	0.34	98.84%	5.04	0.00%	0.29%	0.93%	0.67%	99.23%	100.00%	100.00%	91.00%	95.00%	0.230%	100%	30 days
<b>xix</b>	<b>NE</b>															

116	BSNL	NIL	98.00%	13.00	0.92%	1.30%	2.34%	9.65%	98.00%	94.00%	97.00%	92.00%	98.00%	0.080%	100%	30 days
117	Bharti Airtel Limited	22.05	95.31%	9.00	7.23%	6.51%	3.10%	28.94%	89.20%	100.00%	NA	90.02%	94.42%	0.000%	100%	30 days
118	Reliance Telecom	17.08	97.30%	7.48	0.92%	1.53%	1.76%	7.89%	95.29%	NA	NA	100.00%	NA	0.064%	100%	Immediate
119	Dishnet	NIL	76.14%	8.00	12.01%	9.67%	4.05%	40.66%	89.72%	100.00%	100.00%	98.22%	98.44%	0.000%	100%	NIL
120	Vodafone Essar	3.28	98.05%	6.02	0.43%	1.94%	2.39%	2.87%	97.16%	100.00%	100.00%	89.30%	94.30%	0.080%	100%	15 days
121	Tata Teleservices	NIL	98.65%	5.54	0.00%	0.00%	0.20%	0.97%	98.61%	100.00%	100.00%	95.00%	97.00%	0.110%	100%	30 days
	<b>METRO</b>														100%	
<b>xx</b>	<b>Delhi</b>														100%	
122	Bharti Airtel Limited	NIL	98.84%	9.05	0.16%	0.19%	0.93%	4.56%	95.37%	100.00%	NA	95.25%	97.70%	0.060%	100%	30 days
123	Vodafone Essar	NIL	99.30%	7.10	0.44%	0.30%	0.83%	0.97%	97.83%	100.00%	100.00%	95.00%	97.00%	0.010%	100%	15 days
124	MTNL - GSM (i)	NIL	96.32%	6.89	0.12%	2.35%	0.83%	NR	97.87%	98.00%	100.00%	89.00%	97.00%	0.090%	100%	30 days
124	MTNL - CDMA (ii)	NIL	97.37%	Not measured	Not measured	0.21%	2.65%	NR	97.87	Not measured	Not measured	#	#	0.080%	100%	NR
125	IDEA Cellular	NIL	99.56%	9.00	0.09%	0.43%	0.62%	2.87%	98.57%	100.00%	100.00%	89.00%	96.00%	0.000%	100%	30 days
126	Tata Teleservices	NIL	99.77%	5.53	0.00%	0.04%	0.69%	0.66%	98.53%	100.00%	100.00%	84.00%	88.00%	0.030%	100%	30 days
127	Reliance Comm	NIL	99.20%	8.67	0.00%	0.38%	0.57%	0.87%	99.26%	99.06%	99.06%	72.54%	73.07%	0.080%	100%	30 days
<b>xxi</b>	<b>Mumbai</b>														100%	
128	Loop Mobile	NIL	99.11%	9.47	0.73%	1.00%	1.68%	3.44%	96.86%	88.59%	NA	96.87%	97.73%	0.050%	100%	30 days
129	Vodafone Essar	NIL	99.39%	10.00	0.70%	0.37%	1.01%	4.60%	95.80%	100.00%	100.00%	95.00%	96.60%	0.000%	100%	15 days
130	MTNL - GSM (i)	NIL	96.53%	9.60	0.89%	0.90%	1.93%	0.00%	96.53%	97.00%	98.00%	94.00%	98.00%	0.041%	100%	30 days
130	MTNL - CDMA (ii)	NIL	98.34%	2.56	0.78%	0.04%	1.32%	0.00%	97.27%	NR*	NR*	NR*	NR*	NR	NR	NR
131	Bharti Airtel Limited	NIL	97.01%	5.02	0.13%	0.38%	1.09%	8.08%	97.58%	100.00%	NA	94.75%	98.12%	0.000%	100%	30 days
132	Reliance Comm	NIL	99.20%	8.73	0.00%	0.51%	0.63%	0.00%	98.66%	99.06%	99.06%	89.24%	92.44%	0.090%	100%	30 days
133	Tata Teleservices	NIL	99.24%	9.00	0.00%	0.76%	0.52%	0.00%	96.56%	100.00%	100.00%	98.58%	99.10%	0.100%	100%	30 days
134	IDEA Cellular	NIL	98.57%	12.13	0.38%	1.00%	1.43%	14.24%	98.24%	100.00%	100.00%	82.00%	87.00%	0.230%	100%	30 days
<b>xxii</b>	<b>Chennai</b>														100%	
135	Aircel Cellular Ltd	NIL	96.29%	14.10	0.94%	0.56%	2.09%	18.13%	96.74%	100.00%	100.00%	90.00%	98.00%	0.000%	100%	30 days
136	Vodafone Essar	NIL	99.58%	11.15	0.11%	0.28%	0.23%	0.70%	98.77%	100.00%	100.00%	99.00%	99.30%	0.010%	100%	15 days
137	BSNL	NIL	99.00%	6.00	0.10%	0.70%	1.10%	3.10%	100.00%	100.00%	100.00%	70.00%	80.00%	0.090%	100%	30 days
138	Reliance Comm	NIL	99.29%	9.08	0.00%	0.37%	0.64%	0.00%	98.55%	99.06%	99.06%	60.77%	65.70%	0.090%	100%	30 days
139	Tata Teleservices	NIL	99.40%	4.96	0.00%	0.00%	0.33%	0.00%	99.35%	100.00%	100.00%	95.00%	97.00%	0.020%	100%	30 days

xxiii Kolkata																
140	Bharti Airtel Limited	NIL	98.69%	5.71	0.37%	0.09%	0.92%	5.37%	95.73%	100.00%	NA	92.82%	95.89%	0.020%	100%	30 days
141	Vodafone Essar	NIL	99.95%	13.60	0.25%	0.56%	0.56%	1.89%	97.22%	100.00%	100.00%	95.00%	97.30%	0.000%	100%	15 days
142	BSNL	NIL	98.00%	6.00	0.39%	0.86%	2.06%	8.20%	99.00%	97.00%	99.00%	84.00%	96.00%	0.060%	100%	30 days
143	Reliance Telecom	NIL	98.33%	8.13	0.13%	0.03%	0.92%	1.50%	97.39%	100.00%	100.00%	17.96%	20.44%	1.130%	100%	30 days
144	Tata Teleservices	NIL	99.81%	5.53	0.00%	0.02%	0.73%	0.22%	99.02%	100.00%	100.00%	93.00%	97.00%	0.040%	100%	30 days
145	Reliance Comm	NIL	99.08%	10.35	0.00%	0.47%	0.72%	0.00%	97.86%	99.06%	99.06%	68.37%	73.51%	0.070%	100%	30 days
146	Dishnet	NIL	99.22%	9.00	0.10%	0.50%	1.25%	13.50%	97.98%	100.00%	100.00%	96.92%	97.76%	0.010%	100%	NA
Service Providers not meeting the benchmarks NR=Data Not Reported NA = Not Applicable																

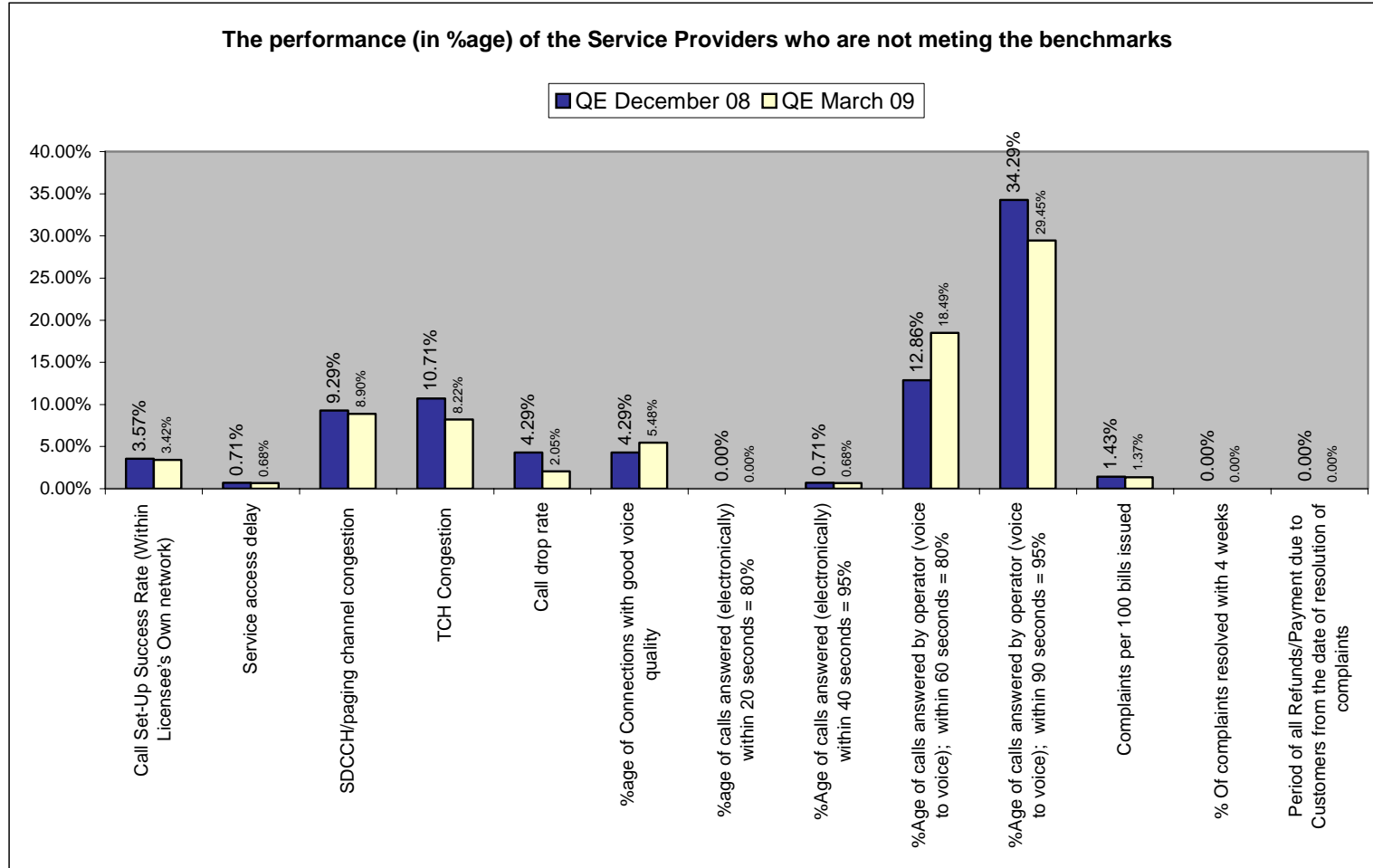
NR\* IVR service not provided by MTNL (Mumbai) & Reliance Telecom

NR\*

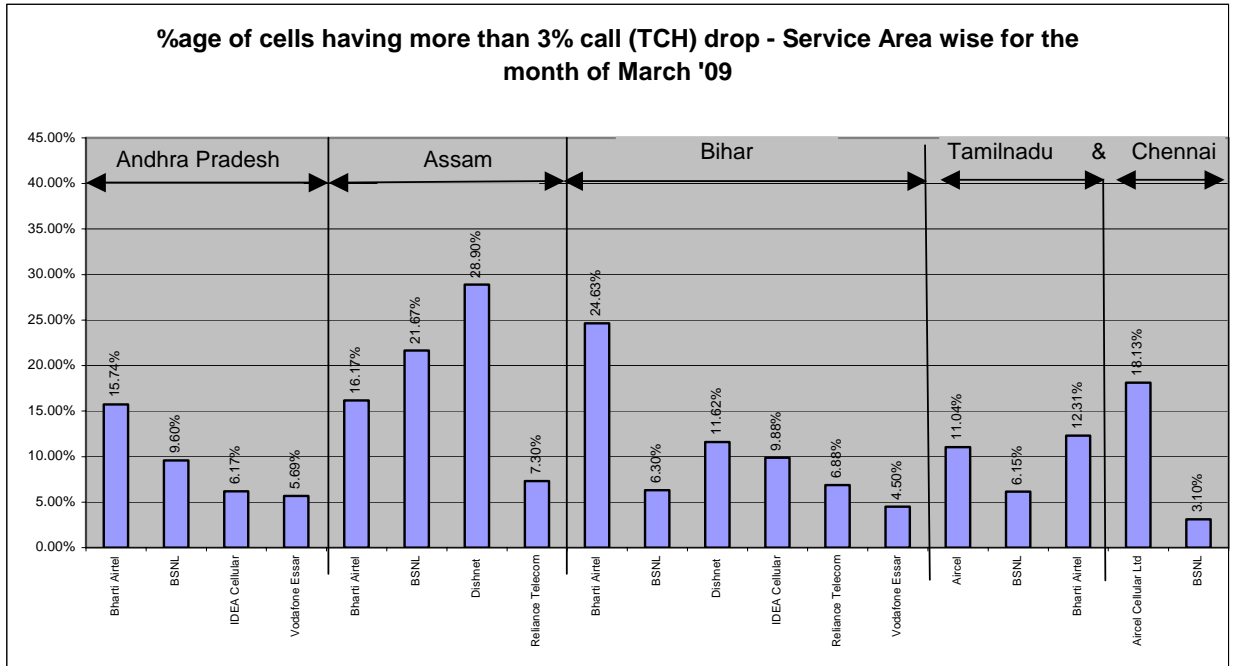
\* Shyam has not reported for B (i) a & b as they do not have a system to measure the % of calls answered by operator (voice to voice)

# MTNL (Delhi) has informed that convergent billing call centre is under commissioning

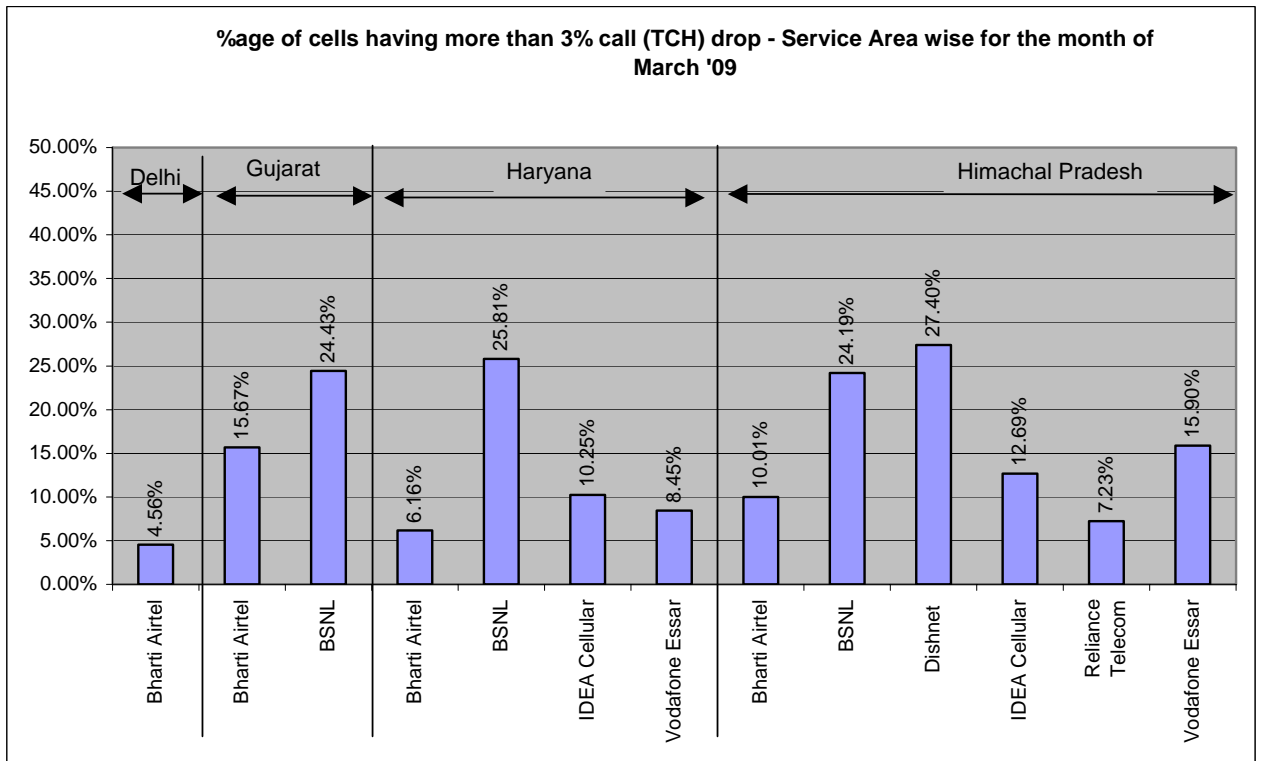
**Annexure M (Chapter Five/Sub Para 5.5)**



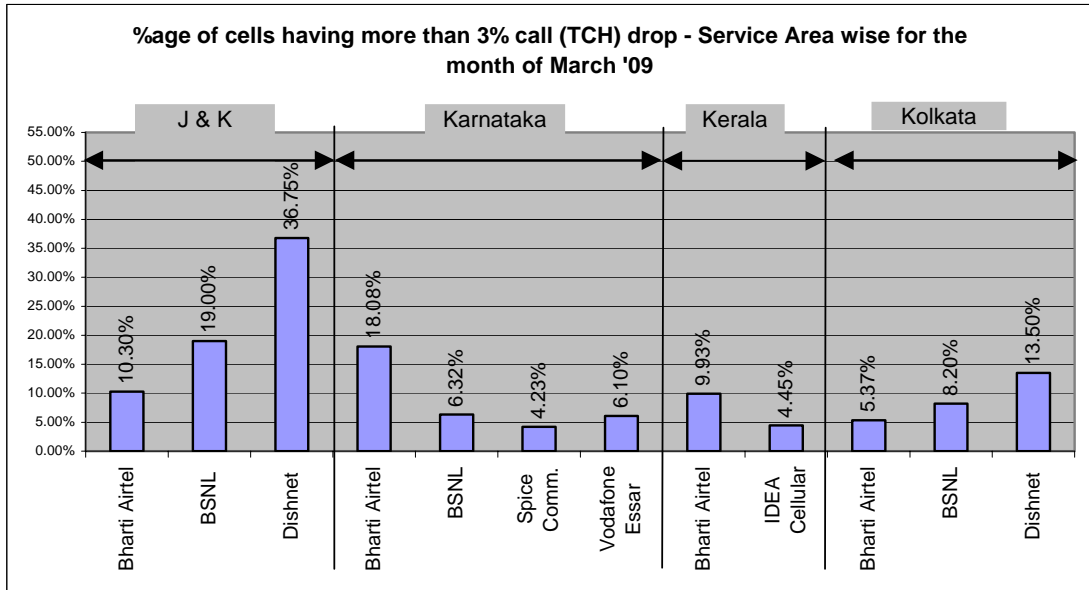
**Annexure N (Chapter Five/Sub Para 5.6)**



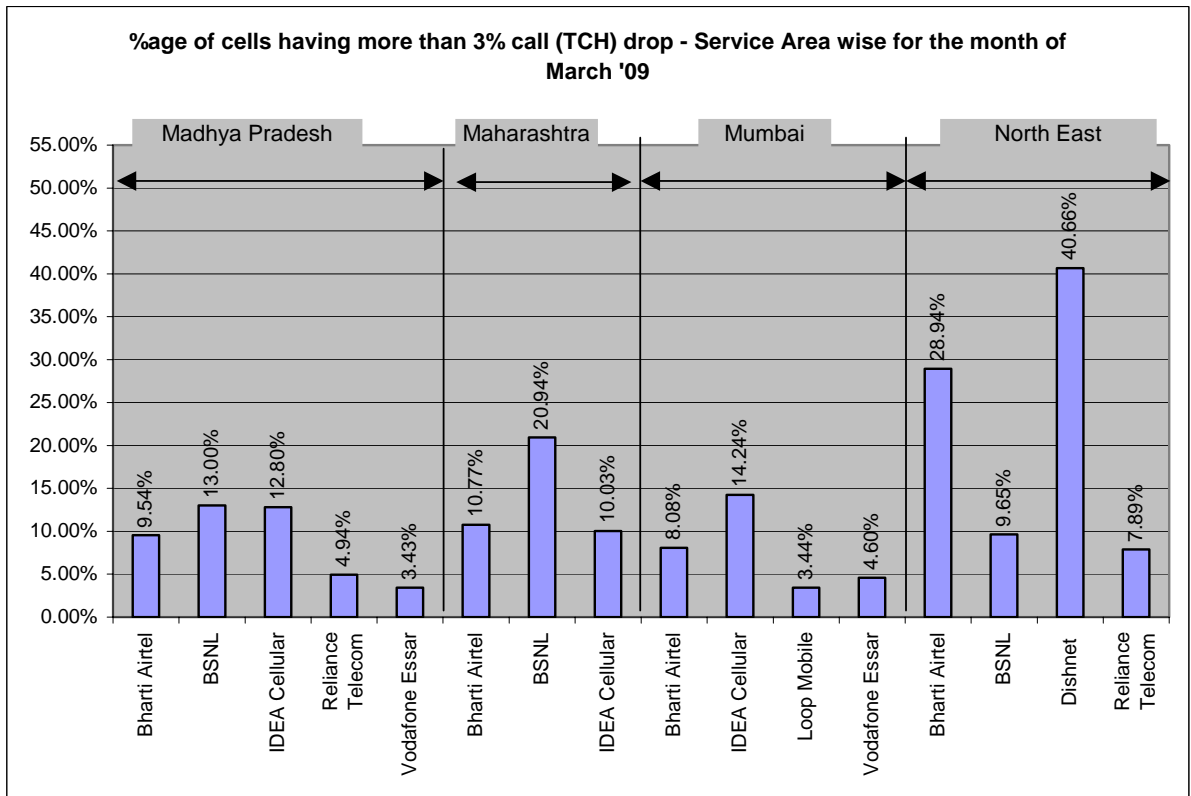
**Annexure N (Chapter Five/Sub Para 5.6)**



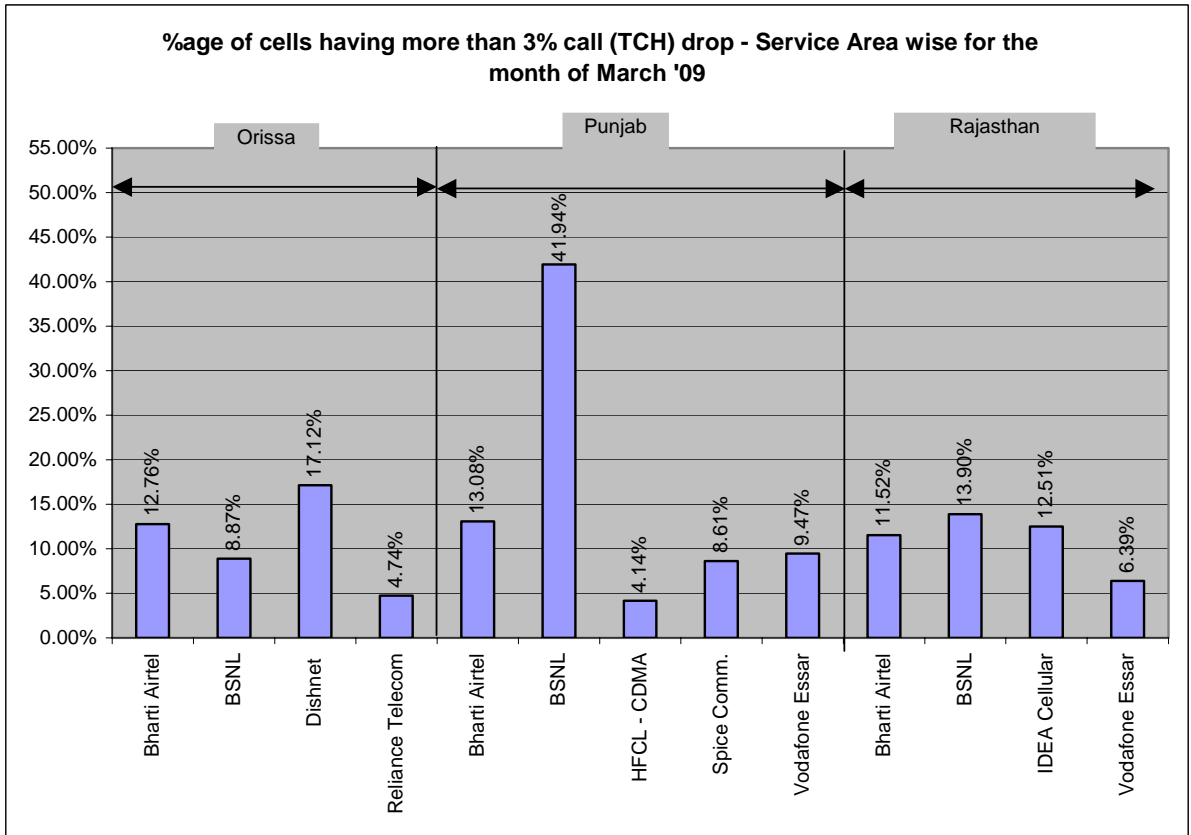
**Annexure N (Chapter Five/Sub Para 5.6)**



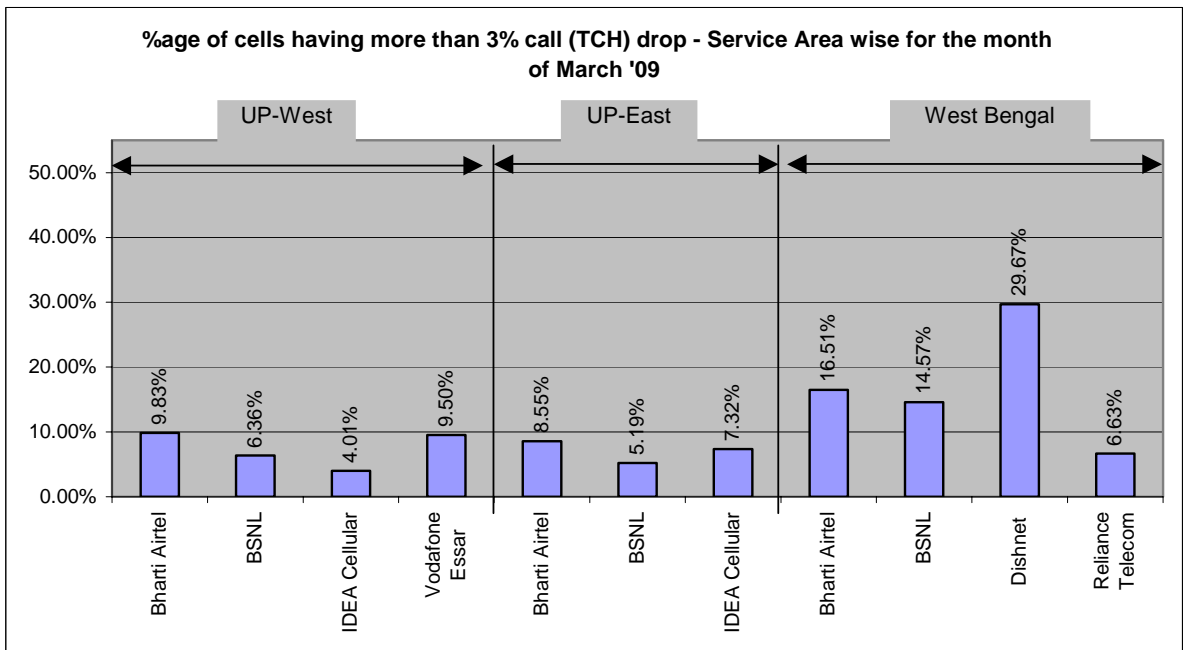
**Annexure N (Chapter Five/Sub Para 5.6)**



**Annexure N (Chapter Five/Sub Para 5.6)**




**Annexure N (Chapter Five/Sub Para 5.6)**



**Annexure O (Chapter Five/Sub Para 5.7)**  
**Quality of Service Performance for ISPs**

<b>Performance of Internet Service Providers on Quality of Service Parameters</b>									
<b>Sr. No.</b>	<b>Name of the Service Provider</b>	<b>Dial-up access</b>							<b>Mean time to Restore of faults resulting as per subscriber complaints</b>
		<b>Service Activation time</b>	<b>Time to Access</b>	<b>Service Accessibility</b>			<b>ISP node unavailability in a month</b>	<b>GOS on the link connecting to PSTN node to ISP</b>	
				<b>Probability of accessing the ISP node (%)</b>					
				<b>1st Attempt</b>	<b>2nd Attempt</b>	<b>3rd Attempt</b>			
<b>6 hrs</b>	<b>30 Sec</b>	<b>80.00%</b>	<b>90.00%</b>	<b>99.00%</b>	<b>30 Min</b>	<b>1 in 100</b>	<b>3 days</b>		
1	BHARAT SANCHAR NIGAM LTD.	0-4 hrs	16-30 Sec	90.00%	95.00%	100.00%	Nil	0.01	0-4 hrs
2	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Online	30 Sec	99.75%	99.99%	-	Nil	0.01	5 Min
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.02	15 Min
3	BHARTI AIRTEL LTD.	Online	30-40 Sec	99.80%	100.00%	-	<0.01	<0.01	48 Min
4	RELIANCE COMM. INFRASTRUCTURE LTD	Online	<25 Sec	98.00%	100.00%	-	NA	NA	<8 hrs
5	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	4 hrs
6	TATA COMMUNICATIONS	2-4 hrs	30Sec	80.00%	90.00%	99.00%	17 Min	0.01	10-15Min
7	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min
8	ASIANET SATELITE COMMUNICATIONS	Immediate	10 Sec	98.00%	99.00%	100.00%	<30Min.	0.002	16 .03 hrs
9	HFCL INFOTEL LTD	NA	30Sec	98.00%	99.00%	100.00%	NA	0.005	2.92 hrs
10	HCL INFINET LTD	5 Min	24 Sec	99.70%	99.40%	99.10%	22 Min	0.01	17-19 hrs
11	TATA TELESERVICES (MH)/HUGHES TELECOM	NA	28 Sec	99.00%	100.00%	-	NA	0.001	NA
12	SHYAM INTERNET SERVICES LTD	5 Min	20 Sec	98.50%	99.50%	99.99%	15 Min	0.01	1.5hrs

**Note:** NA= Data not available

 Not meeting the benchmark



**Annexure P (Chapter Five/Sub Para 5.16)**  
**Quality of Service Performance for Broadband Service Providers**

**Performance Monitoring Report on Quality of Service of Broadband Service Providers for Quarter Ending March 2009**

Sl. No.	Service Operators	Service Provisioning	Faults Repair		Billing Performance				Response Time to the Customer for assistance		Bandwidth utilisation/throughput					Packet Loss	Network latency (for wired broadband access)		
		%age of connections provided within 15 days of registration of demand	% of faults repaired by next working day (>90%)	% of faults repaired within 3 working day	Rent Rebate	%age of bills disputed	%age of billing complaints resolved within 4 weeks	%age of cases to whom refund of deposits is made within 60 days of closures	%age of calls answered by operator (Voice to voice) within 60 sec	%age of calls answered by operator (Voice to voice) within 90 sec	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)
		100%	>90%	>99%	in nos.	<2%	100%	100% within 60 days	>60%	>80%	0	0	<90%	>80%	>98%	<1%	<120 ms	<350 ms	<800 ms
<b>1</b>	<b>BSNL</b>																		
1.1	Andhra Pradesh	97.40%	91.80%	98.00%	0	0.20%	98.00%	98.10%	86.80%	95.20%	0	0	67.85%	91.80%	99.10%	0.20%	58.7	276	0
1.2	Assam	100.00%	94.80%	99.50%	0	0.40%	100.00%	100.00%	87.10%	95.20%	0	0	67.85%	92.80%	99.60%	0.20%	58.7	276	0
1.3	Bihar	100.00%	97.50%	99.90%	0	0.00%	100.00%	100.00%	99.90%	100.00%	0	0	67.85%	87.00%	100.00%	0.20%	58.7	276	0
1.4	Chhattisgarh	100.00%	94.00%	99.80%	31	0.10%	100.00%	100.00%	82.30%	93.70%	0	0	67.85%	92.40%	99.20%	0.20%	58.7	276	0
1.5	Chennai	100.00%	92.00%	100.00%	0	0.00%	100.00%	100.00%	97.40%	100.00%	0	0	67.85%	89.20%	99.90%	0.20%	58.7	276	0
1.6	Gujrat	100.00%	94.50%	99.60%	0	0.10%	100.00%	100.00%	80.30%	89.40%	0	0	67.85%	87.80%	99.90%	0.20%	58.7	276	0

1.7	Haryana	100.00%	95.10%	99.80%	0	0.10%	100.00%	100.00%	85.10%	93.30%	0	0	67.85%	91.80%	99.40%	0.20%	58.7	276	0
1.8	Himachal Pradesh	100.00%	94.00%	99.80%	0	0.00%	100.00%	100.00%	78.10%	91.80%	0	0	67.85%	86.50%	99.30%	0.20%	58.7	276	0
1.9	Jammu & Kashmir	93.60%	93.50%	99.90%	0	0.10%	100.00%	100.00%	78.90%	94.80%	0	0	67.85%	85.30%	98.40%	0.20%	58.7	276	0
1.10	Jharkhand	99.90%	93.50%	99.60%	0	0.00%	100.00%	100.00%	86.70%	95.20%	0	0	67.85%	92.90%	97.80%	0.20%	58.7	276	0
1.11	Karnataka	99.90%	94.40%	99.20%	729	0.20%	100.00%	100.00%	83.80%	95.70%	0	0	67.85%	92.60%	99.70%	0.20%	58.7	276	0
1.12	Kerala	100.00%	95.40%	99.70%	0	0.20%	100.00%	100.00%	81.10%	92.30%	0	0	67.85%	87.50%	99.70%	0.20%	58.7	276	0
1.13	Kolkata	100.00%	87.60%	98.60%	0	0.30%	100.00%	100.00%	87.00%	100.00%	0	0	67.85%	83.60%	99.70%	0.20%	58.7	276	0
1.14	Maharashtra	99.00%	94.90%	99.80%	0	0.20%	100.00%	100.00%	84.00%	91.90%	0	0	67.85%	89.70%	99.50%	0.20%	58.7	276	0
1.15	Madhya Pradesh	100.00%	95.50%	99.90%	0	0.20%	100.00%	100.00%	88.10%	96.80%	0	0	67.85%	88.40%	99.50%	0.20%	58.7	276	0
1.16	North East I	100.00%	95.70%	99.70%	28	0.30%	100.00%	100.00%	90.30%	99.90%	0	0	67.85%	89.10%	94.70%	0.20%	58.7	276	0
1.17	North East II	100.00%	92.30%	100.00%	0	0.00%	100.00%	100.00%	90.00%	94.80%	0	0	67.85%	80.00%	96.80%	0.20%	58.7	276	0
1.18	Orissa	97.20%	96.00%	99.60%	4	0.20%	99.90%	100.00%	86.70%	95.10%	0	0	67.85%	92.20%	99.30%	0.20%	58.7	276	0
1.19	Punjab	100.00%	94.60%	99.70%	3	0.10%	100.00%	100.00%	84.20%	93.00%	0	0	67.85%	87.80%	99.60%	0.20%	58.7	276	0
1.20	Rajasthan	100.00%	97.10%	99.90%	0	0.10%	100.00%	100.00%	84.20%	95.20%	0	0	67.85%	88.30%	99.80%	0.20%	58.7	276	0
1.21	Tamil Nadu	99.60%	95.60%	99.80%	0	0.10%	100.00%	100.00%	89.30%	96.30%	0	0	67.85%	89.80%	99.90%	0.20%	58.7	276	0
1.22	UP- East	100.00%	93.70%	99.91%	50	0.60%	100.00%	100.00%	88.00%	96.00%	0	0	67.85%	94.10%	99.60%	0.20%	58.7	276	0
1.23	UP-West	100.00%	92.20%	99.20%	251	0.30%	100.00%	100.00%	82.40%	92.10%	0	0	67.85%	91.00%	99.60%	0.20%	58.7	276	0
1.24	Uttaranchal	100.00%	96.50%	100.00%	27	0.00%	100.00%	100.00%	89.00%	97.20%	0	0	67.85%	90.90%	98.70%	0.20%	58.7	276	0
1.25	West Bengal	97.10%	94.20%	98.80%	21	0.20%	100.00%	100.00%	92.50%	97.90%	0	0	67.85%	90.90%	99.50%	0.20%	58.7	276	0
1.26	A&N	100.00%	91.60%	100.00%	0	0.00%	100.00%	100.00%	81.70%	100.00%	0	0	67.85%	90.70%	99.80%	0.20%	58.7	276	0
<b>2</b>	<b>MTNL</b>																		
2.1	Delhi	96.15%	68.74%	89.44%	1897	0.11%	100.00%	100.00%	98.80%	99.31%	0	0	62.50%	95.00%	99.89%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	76.75%	74.77%	86.53%	0	0.032%	100.00%	NA	63.46%	82.22%	0	0	83.79%	C/DNF	C/DNF	C/DNF	C/DNF	C/DNF	NA
<b>3</b>	<b>Bharti Airtel Ltd.</b>																		
3.1	Andhra Pradesh	100.00%	94.00%	98.00%	317	0.00%	100.00%	100.00%	98.00%	99.00%	0	0	81.00%	100.00%	100.00%	0.00%	0	0	NA
3.2	Delhi	100.00%	98.00%	99.00%	159	0.00%	100.00%	100.00%	94.00%	97.00%	0	0	90.00%	100.00%	100.00%	0.00%	0	0	0
3.3	Gujarat	100.00%	96.00%	100.00%	0	0.00%	100.00%	100.00%	NA	NA	0	NA	NA	99.00%	100.00%	0.00%	47	58	NA

3.4	Haryana	100.00 %	99.00%	100.00 %	64	0.00%	100.00 %	100.00%	94.00%	97.00%	0	0	55.00%	100.00%	100.00 %	0.00%	0	0	0
3.5	Karnataka	100.00 %	93.00%	97.00%	86	0.00%	100.00 %	100.00%	94.00%	97.00%	0	0	84.00%	108.00%	100.00 %	0.00%	0	0	NA
3.6	Kerala	100.00 %	99.00%	100.00 %	1	0.00%	100.00 %	100.00%	99.00%	99.00%	0	NA	NA	104.00%	100.00 %	0.00%	68	223	NA
3.7	Kolkata	100.00 %	99.00%	100.00 %	3	0.00%	100.00 %	100.00%	94.00%	97.00%	0	0	34.00%	100.00%	100.00 %	0.00%	0	0	0
3.8	Madhya Pradesh & CG	100.00 %	95.00%	99.00%	89	0.00%	100.00 %	100.00%	96.00%	100.00 %	0	0	84.00%	99.00%	100.00 %	0.00%	76	90	NA
3.9	Maharashtra	100.00 %	98.00%	100.00 %	0	0.00%	100.00 %	100.00%	NA	NA	0	NA	NA	99.00%	100.00 %	0.00%	44	58	NA
3.10	Mumbai	100.00 %	97.00%	99.00%	6	0.00%	100.00 %	100.00%	95.00%	98.00%	NA	0	76.00%	99.00%	100.00 %	0.00%	31	58	NA
3.11	Punjab	100.00 %	99.00%	100.00 %	7	0.00%	100.00 %	100.00%	94.00%	97.00%	0	0	85.00%	100.00%	100.00 %	0.00%	0	0	0
3.12	Rajasthan	100.00 %	100.00 %	100.00 %	2	0.00%	100.00 %	100.00%	94.00%	97.00%	0	0	59.00%	100.00%	100.00 %	0.00%	0	0	0
3.13	Tamilnadu	100.00 %	94.00%	97.00%	242	0.00%	100.00 %	100.00%	93.00%	96.00%	0	0	90.00%	105.00%	100.00 %	0.00%	0	0	NA
3.14	UP - East	100.00 %	100.00 %	100.00 %	5	0.00%	100.00 %	100.00%	94.00%	97.00%	0	0	69.00%	100.00%	100.00 %	0.00%	0	0	0
3.15	UP - West	100.00 %	99.00%	100.00 %	54	0.00%	100.00 %	60.00%	94.00%	97.00%	0	0	29.00%	100.00%	100.00 %	0.00%	0	0	0
<b>4</b>	<b>Tata Communications</b>																		
4.1	Central Region	99.00%	96.00%	99.00%	46321	0.84%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	99.51%	0.00%	80	250	NA
4.2	East	99.00%	98.00%	100.00 %		0.56%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	99.03%	0.00%	80	250	NA
4.3	North	95.00%	91.00%	97.00%		0.62%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	97.60%	0.00%	80	250	NA
4.4	South 1	96.00%	91.00%	98.00%		0.89%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	98.51%	0.00%	80	250	NA
4.5	South 2	93.00%	95.00%	99.00%		0.33%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	98.41%	0.00%	80	250	NA
4.6	South 3	98.00%	91.00%	96.00%		0.07%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	99.00%	0.00%	80	250	NA
4.7	South 4	97.00%	94.00%	99.00%		0.43%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	99.30%	0.00%	80	250	NA
4.8	West 1	99.00%	95.00%	99.00%		1.43%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	99.00%	0.00%	80	250	NA
4.9	West 2	99.00%	96.00%	99.00%		0.88%	100.00 %	100.00%	98.26%	99.13%	0	0	56.37%	C/DNF	98.39%	0.00%	80	250	NA
<b>5</b>	<b>Hathway</b>																		
5.1	Andhra Pradesh	100.00 %	93.00%	98.00%	722	1.92%	100.00 %	100.00%	100.00 %	100.00 %	1	1	90.00%	85.00%	99.00%	1.00%	80	320	NA
5.2	Chennai	100.00 %	90.00%	97.00%	1036	1.50%	100.00 %	100.00%	100.00 %	100.00 %	1	1	82.00%	88.00%	99.00%	1.00%	100	300	NA
5.3	Delhi	100.00 %	98.00%	100.00 %	112	1.31%	90.00%	100.00%	90.00%	NA	NA	NA	83.00%	85.00%	94.00%	1.00%	80	300	NA

5.4	Gujarat	99.59%	92.00%	99.00%	63	0.11%	100.00%	100.00%	80.00%	90.00%	0	2	90.00%	85.00%	98.00%	1.00%	100	320	NA
5.5	Haryana	100.00%	99.00%	100.00%	0	0.00%	100.00%	100.00%	0.00%	0.00%	NA	DNF	NA	85.00%	100.00%	1.00%	100	320	NA
5.6	Karnataka	100.00%	92.00%	99.00%	474	0.82%	100.00%	100.00%	100.00%	100.00%	1	1	90.00%	85.00%	99.00%	1.00%	80	320	NA
5.7	Maharashtra	97.00%	90.00%	99.00%	2629	1.69%	100.00%	100.00%	86.00%	89.00%	1	2	87.00%	85.00%	99.00%	1.00%	80	300	NA
5.8	Punjab	100.00%	99.00%	99.00%	40	2.00%	100.00%	100.00%	100.00%	NA	NA	0	90.00%	85.00%	97.00%	1.00%	80	300	NA
5.9	Tamilnadu	100.00%	96.00%	99.00%	108	1.46%	100.00%	100.00%	90.00%	100.00%	0	0	90.00%	85.00%	99.00%	1.00%	100	300	NA
5.10	Uttar Pradesh	100.00%	98.00%	100.00%	102	1.84%	100.00%	100.00%	NA	NA	NA	NA	NA	85.00%	100.00%	1.00%	100	320	NA
<b>6</b>	<b>YOU Telecom India Pvt. Ltd.</b>																		
	All India	98.00%	94.00%	99.67%	45	0.38%	100.00%	69.00%	82.00%	87.00%	0	0	78.69%	85.00%	99.30%	C/DNF	C/DNF	C/DNF	NA
6.1	Andhra Pradesh	97.00%	90.00%	100.00%	0	0.27%	100.00%	75.00%	82.00%	87.00%	NA	0	78.13%	85.00%	99.28%	C/DNF	C/DNF	C/DNF	NA
6.2	Gujarat	99.00%	93.00%	100.00%	0	0.52%	100.00%	81.00%	81.00%	86.00%	NA	0	79.03%	85.00%	99.40%	C/DNF	C/DNF	C/DNF	NA
6.3	Haryana	100.00%	99.00%	100.00%	0	0.35%	100.00%	100.00%	82.00%	87.00%	NA	0	78.57%	85.00%	99.46%	C/DNF	C/DNF	C/DNF	NA
6.4	Karnataka	98.00%	97.00%	100.00%	0	0.33%	100.00%	77.00%	82.00%	87.00%	NA	0	76.19%	85.00%	99.50%	C/DNF	C/DNF	C/DNF	NA
6.5	Maharashtra	97.00%	95.00%	100.00%	0	0.34%	100.00%	44.00%	82.00%	87.00%	0	0	79.27%	85.00%	99.10%	C/DNF	C/DNF	C/DNF	NA
6.6	Tamilnadu	95.00%	87.00%	98.00%	45	0.66%	100.00%	39.00%	83.00%	88.00%	NA	0	77.78%	85.00%	98.90%	C/DNF	C/DNF	C/DNF	NA
<b>7</b>	<b>SIFY</b>																		
	All India	100.00%	92.00%	99.00%	114	0.00%	NA	NA	98.00%	99.00%	0	0	78.00%	95.00%	100.00%	C/DNF	C/DNF	C/DNF	NA
<b>8</b>	<b>Reliance</b>																		
	All India	99.00%	100.00%	100.00%	56	0.23%	NR	100.00%	83.00%	91.00%	0	0	42.00%	90.00%	99.69%	C/DNF	C/DNF	C/DNF	C/DNF
<b>9</b>	<b>Asianet</b>																		
	Kerala	100.00%	94.00%	100.00%	NR	1.00%	100.00%	100.00%	NR	NR	0	0	87.00%	DNF	99.00%	C/DNF	C/DNF	C/DNF	C/DNF
<b>10</b>	<b>HFCL Infotel Lt.d</b>																		
	Punjab	99.80%	99.30%	100.00%	0	0.08%	100.00%	100.00%	89.00%	94.00%	0	0	89.00%	100.00%	99.97%	0.00%	40	300	NA
<b>11</b>	<b>Ortel</b>																		
	Orissa	100.00%	90.76%	99.00%	2520	0.00%	100.00%	98.00%	99.86%	100.00%	0	0	67.42%	91.00%	98.50%	0.06%	88	258	NA

12	<b>Tata Teleservices (Maharashtra) Ltd.</b>																			
	Maharashtra & Goa	98.00%	92.79%	100.00%	NA	0.32%	100.00%	100.00%	94.18%	95.39%	0	0	75.00%	90.00%	99.97%	0.45%	70	215	NA	
13	<b>Alliance Broadband Services Pvt. Ltd.</b>																			
	Kolkatta	100.00%	99.00%	100.00%	3	0.04%	100.00%	NA	83.00%	96.00%	7	2	95.00%	DNF	99.00%	1.00%	NA	NA	NA	
14	<b>Spectra Net</b>																			
	All India (Delhi, Banglore & Mumbai)	99.17%	99.00%	99.00%	0	NR	NR	NR	100.00%	100.00%	3	0	70.00%	256.00%	99.00%	0.10%	C/DNF	C/DNF	NA	
15	<b>Syscon Infoway Pvt Ltd.</b>																			
	Service Providers not meeting the Benchmark	DNF= Data not as per Format				NR= Data not reported by the Service Provider							NA = Not Applicable				C/DNF= Complied the parameter but Data is not in the required format			



## Annexure Q (Chapter Seven)

