



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators April - June 2010

New Delhi, India
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Snapshot

(Data As on 30th June 2010)

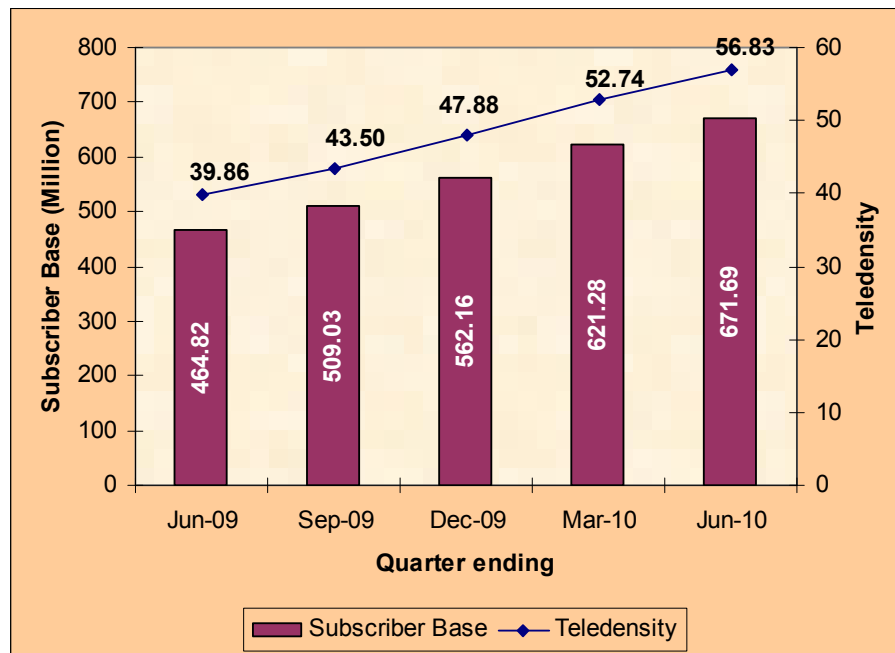
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	671.69 million
% change over the previous quarter	8.1%
Urban Subscribers	452.59 million (67.4%)
Rural Subscribers	219.09 million (32.6%)
Teledensity	56.83
Urban Teledensity	128.20
Rural Teledensity	26.43
Wireless Subscribers	
Total Wireless Subscribers	635.51 million
% change over the previous quarter	8.76%
Urban Subscribers	425.87 million (67.0%)
Rural Subscribers	209.63 million (33.0%)
GSM Subscribers	527.62 million (83.0%)
CDMA Subscribers	107.88 million (17.0%)
Teledensity	53.77
Urban Teledensity	120.63
Rural Teledensity	25.29
Wireline Subscribers	
Total Wireline Subscribers	36.18 million
% change over the previous quarter	-2.10%
Urban Subscribers	26.72 million (73.9%)
Rural Subscribers	9.46 million (26.1%)
Teledensity	3.06
Urban Teledensity	7.57
Rural Teledensity	1.14
Village Public Telephones (VPT)	0.57 million
Public Call Office (PCO)	4.03 million
Internet & Broadband Subscribers	
Total Internet Subscribers	16.72 million
% change over the previous quarter	3.33%
Broadband Subscribers	9.47 million

Broadcasting & Cable Services	
Total Number of Registered Channels with I&B Ministry	515
Number of Pay Channels	150
Number of private FM Radio Stations	248
DTH Subscribers registered with Pvt. SPs	23.77 million
Number of Set Top Boxes in CAS areas	770,519
Telecom Financial Data (for the QE Jun-10)	
Gross Revenue during the quarter	` 41,392.75 Crore
% change in GR over the previous quarter	2.80%
Share of Public sector undertaking's in GR	19.19%
Adjusted Gross Revenue (AGR)	` 30481.93 Crores
% change in AGR over the previous quarter	5.73%
Revenue & Usage Parameters (for the QE Jun-10)	
Average Revenue Per User (ARPU) GSM	` 122
Average Revenue Per User (ARPU) CDMA	` 74
Minutes of Usage (MOU) GSM	401 Minutes
Minutes of Usage (MOU) CDMA	299 Minutes
Minutes of Usage for Internet Telephony	137.20 million

Executive Summary

1. The number of telephone subscribers in India increased from 621.28 million in Mar-10 to 671.69 million at the end of Jun-10, registering a sequential growth of 8.1% over the previous quarter as against 10.52% during the QE Mar-10. This reflects year-on-year (Y-O-Y) growth of 44.5% over the same quarter of last year. The overall Teledensity in India has reached 56.83 as on 30th June 2010

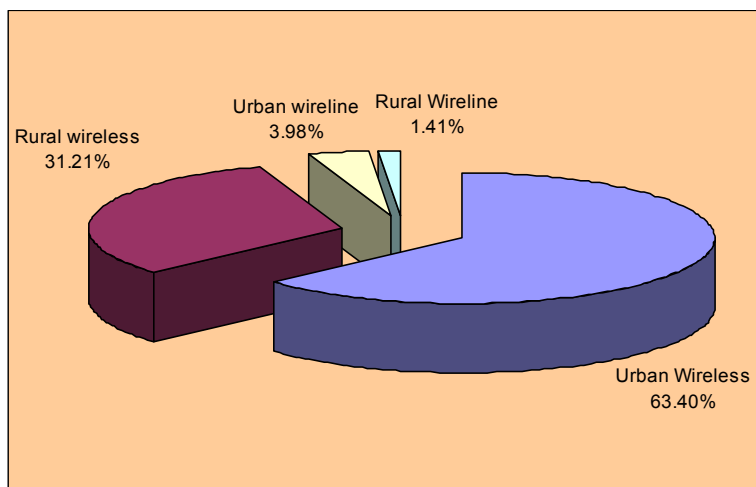
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas grew from 420.47 million in Mar-10 to 452.59 million at the end of June-10, taking the urban Teledensity from 119.73 to 128.20. Rural subscription increased from 200.81 million to 219.09 million, and the Rural Teledensity increased from 24.29 to 26.43.

3. About 63% of the total net additions have been in urban areas as compared to 56% in the previous quarter. Rural subscription recorded a decline in rate of growth during the quarter, from 15.06% in Mar-10 to 9.11% in Jun-10. Rate of growth for urban subscription also declined from 8.47% in QE Mar-10 to 7.64% in QE Jun-10. The share of rural subscribers has increased slightly to 32.6% in total subscription from 32.3% in Mar-10.

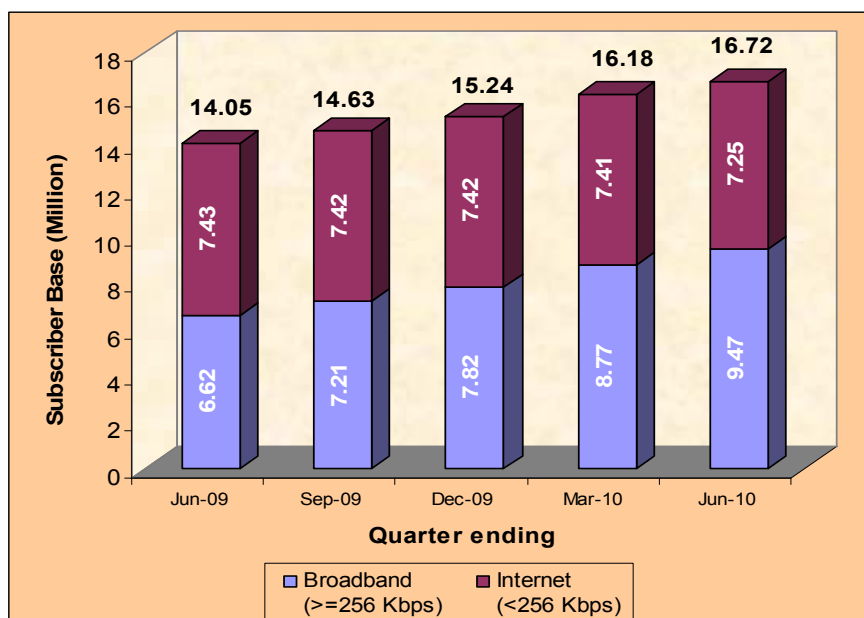
Composition of Telephone Subscribers



4. With 51.18 million net additions during the quarter, total wireless (GSM + CDMA) subscriber base registered a growth of 8.76% over the previous quarter and increased from 584.32 million at the end of Mar-10 to 635.51 million at the end of Jun-10. The year-on-year (Y-O-Y) growth over the same quarter of last year is 48.73%. Wireless Tele-density reached 53.77.
5. Wireline subscriber base further declined from 36.96 millions at the end of Mar-10 to 36.18 millions at the end of Jun-10, bringing down the wireline teledensity from 3.14 in Mar-10 to 3.06 end of Jun-10.

6. Internet subscribers increased from 16.18 millions at the end of Mar-10 to 16.72 million at the end of Jun-10, registering a quarterly growth rate of 3.33%. Top 10 ISPs together hold 95% of the total Internet subscriber base.
7. Number of Broadband subscribers increased from 8.77 million at the end of Mar-10 to 9.47 million at the end of Jun-10, registering a quarterly growth of 7.97% and Y-O-Y growth of 43.09%. The growth in the number of Broadband subscribers during the quarter as also on Y-O-Y basis is more or less similar to the growth in over all telephone subscribers base.
8. Share of Broadband subscription in total Internet subscription increased from 54.2% in Mar-10 to 56.7% in Jun-10, thus the proportion of broadband subscribers in the overall Internet subscribers in increasing. Furthermore, 86.6% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

Trends in Internet/Broadband subscription



9. Average Revenue Per User (ARPU) for GSM-Full Mobility service declined by 7%, from `131 in QE Mar-10 to `122 in QE Jun-10, with Y-O-Y decrease of 33.9%.
10. MOU per subscriber for GSM – full mobility service declined by 2.2%, from 410 in QE Mar-10 to 401 in QE Jun-10. The Outgoing MOUs (195) declined by 3.16% and Incoming MOUs (206) by 1.36%.
11. ARPU for CDMA – full mobility service declined by 3%, from `76 in QE Mar-10 to `74 in QE Jun-10. ARPU for CDMA has declined by 19.6% on Y-O-Y basis.
12. MOU per subscriber for CDMA-full mobility service declined by 2.4% from 307 in QE Mar-10 to 299 in QE Jun-10. The Outgoing MOUs (146) marginally declined by 0.45% while Incoming MOUs (154) declined by 4.26%.
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE June-10 has been `41,392.75 Crore and `30,481.93 Crore respectively. There has been an increase of 2.8% & 5.73% in GR & AGR respectively as compared to previous quarter and their respective year-on-year (Y-O-Y) growth for Jun-10 has been 5.84% and 2.52%. Pass-through charges accounted for 26.36% of the GR for the quarter ending Jun-10. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE June-10 are -4.59% and 16.37% respectively.
14. Average licence fee as percentage of AGR is 8.10% in QE June-10 as against 8.35% in previous quarter. The quarterly and the year-

on-year (Y-O-Y) growth rates of the average licence fee for QE June-10 are 2.54% and -1.57% respectively.

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

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS	Parameters showing Constant QoS
<ul style="list-style-type: none"> • % Fault repaired within 5 days • Call completion rate (in local network) • Point of Interconnection (POI) Congestion (No. of PoIs not meeting the benchmark) • Metering and billing credibility - post paid • Resolution of billing/charging/Credit & validity complaints • Termination / Closure of service 100% within 7 days 	<ul style="list-style-type: none"> • Fault incidences per 100 subs/month • % Fault repaired by next working day • % Fault repaired within 3 days • Answer to Seizure Ratio (ASR) • Period of applying credit/waiver/ad justment to customer's account from the date of resolution of complaints • Accessibility of call centre/customer care • %age of calls answered by the operators (voice to voice) within 60 sec 	<ul style="list-style-type: none"> • Mean time to Repair (MTTR) • Time Taken for Refund of deposits after closures

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

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

17. Total Number of channels registered with Ministry of I&B increased from 503 in Mar-10 to 515 in Jun-10. There are 150 pay TV channels in existence, as reported by 24 broadcasters/their distributors, as on QE Jun-10.
18. Maximum number of TV channels being carried by any of the reported MSOs is 254 whereas in the conventional analogue form,

maximum number of channels being carried by the reported MSOs is 100 channels.

19. The number of private FM Radio stations in operation remained as 248 at the end of Jun-10.
20. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees. All the 6 DTH licensees are offering pay DTH services to the customers as on 30.6.2010 and their reported subscriber base is 23.77 million.
21. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 7,62,238 in Mar-10 to 7,70,519 in Jun-10.

Trends at a Glance

A. Wireline & Wireless Services

	QE Jun 2009	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	%age change over Jun 2009	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Wireline	37.53	37.31	37.06	36.96	36.18	-3.60%	-3.02%	-2.38%	-2.10%
ii) Wireless	427.29	471.73	525.09	584.32	635.51	48.73%	34.72%	21.03%	8.76%
Total	464.82	509.03	562.16	621.28	671.69	44.50%	31.95%	19.48%	8.11%
Rural	136.27	151.82	174.53	200.68	219.09	60.77%	44.31%	25.54%	9.18%
Urban	328.55	357.22	387.63	420.60	452.59	37.75%	26.70%	16.76%	7.61%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - Full mobility									
i) GSM	454	423	411	410	401	-11.7%	-5.3%	-2.6%	-2.2%
ii) CDMA	342	308	318	307	299	-12.6%	-3.1%	-6.1%	-2.4%
3) ARPU (₹/sub/ month)									
Wireless - Full mobility									
i) GSM	185	164	144	131	122	-33.9%	-25.5%	-15.0%	-7.0%
ii) CDMA	92	89	82	76	74	-19.6%	-16.4%	-10.2%	-3.0%
4) Teledensity									
Population in million (Estimated)									
	1166	1170	1174	1178	1182				
i) Wireline teledensity	3.20	3.19	3.16	3.14	3.06	-4.32%	-3.99%	-3.04%	-2.43%
ii) Wireless teledensity	36.64	40.31	44.72	49.60	53.77	46.73%	33.36%	20.22%	8.40%
Total Teledensity	39.84	43.50	47.88	52.74	56.83	42.63%	30.63%	18.68%	7.75%
Rural teledensity	16.61	18.46	21.16	24.27	26.43	59.12%	43.21%	24.90%	8.90%
Urban teledensity	95.05	102.79	110.96	119.77	128.20	34.88%	24.72%	15.54%	7.04%

B. Wireline and Wireless Subscriber Base

(i) Wireline Subscribers Base (in million)									
Service Provider	QE Jun 2009	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	%age change over Jun 2009	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	28.79	28.45	28.10	27.83	26.94	-6.43%	-5.31%	-4.12%	-3.21%
MTNL	3.55	3.51	3.49	3.50	3.49	-1.83%	-0.71%	-0.17%	-0.33%
Bharti	2.83	2.93	2.99	3.07	3.15	11.42%	7.61%	5.51%	2.81%
Reliance	1.13	1.15	1.16	1.18	1.19	5.36%	3.53%	2.22%	1.12%
Tata	0.95	1	1.10	1.16	1.20	26.24%	19.93%	8.71%	3.19%
HFCL	0.16	0.17	0.17	0.17	0.18	11.43%	4.87%	5.64%	2.81%
Sistema	0.11	0.1	0.05	0.05	0.04	-67.48%	-64.23%	-30.79%	-27.61%
Total	37.53	37.31	37.06	36.96	36.18	-3.60%	-3.03%	-2.38%	-2.10%

(ii) Wireless Subscriber Base (in million)									
Service Provider	QE Jun 2009	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	%age change over Jun 2009	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	102.37	110.51	118.86	127.62	136.62	33.46%	23.63%	14.94%	7.05%
Reliance	79.62	86.12	93.80	102.42	110.81	39.18%	28.67%	18.14%	8.19%
Vodafone	76.45	82.85	91.40	100.86	109.06	42.66%	31.64%	19.32%	8.13%
BSNL	54.36	58.76	62.86	69.45	72.70	33.72%	23.73%	15.65%	4.68%
Tata	37.12	46.80	57.33	65.94	72.53	95.40%	55.00%	26.52%	10.00%
Idea/Spice	47.09	51.45	57.61	63.82	68.89	46.29%	33.88%	19.57%	7.93%
Aircel/Dishnet	21.80	25.73	31.02	36.86	41.68	91.20%	62.00%	34.35%	13.07%
MTNL	4.61	4.68	4.88	5.09	5.21	13.13%	11.33%	6.86%	2.29%
Loop	2.31	2.50	2.65	2.84	2.93	26.94%	17.30%	10.46%	2.89%
HFCL	0.38	0.38	0.34	0.33	0.67	73.95%	76.04%	95.50%	103.56%
Sistema	1.19	1.96	2.99	3.78	5.10	329.14%	160.28%	70.83%	35.17%
Unitech	-	-	1.21	4.26	6.02	-	-	398.59%	41.27%
S Tel	-	-	0.14	1.01	1.33	-	-	838.05%	31.75%
Videocon	-	-	-	0.03	1.94	-	-	-	5936.31
Etisalat	-	-	-	0.0004	0.02	-	-	-	5040.11
Total	427.29	471.73	525.09	584.32	635.51	48.73%	34.72%	21.03%	8.76%

C. Internet & Broadband Services

	QE Jun 2009	QE Sep 2009	QE Dec 2009	QE Mar 2010	QE Jun 2010	%age change over Jun 2009	%age change over Sep 2009	%age change over Dec 2009	%age change over Mar 2010
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Internet (excluding Internet access by wireless phone subscribers)	14.05	14.63	15.24	16.18	16.72	19.00%	14.33%	9.71%	3.33%
ii) Wireless Data subscribers	126.97	127.04	149.03	177.87	213.81	68.39%	68.30%	43.47%	20.21%
iii) Broadband Connections (>=256 Kbps download speed)	6.62	7.21	7.82	8.77	9.47	43.09%	31.38%	21.09%	7.97%
2) Minutes of Use (Dialup Internet) (MOU/ subs/ month)	353	334	324	361	389	10.15%	16.34%	20.05%	7.73%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending June 2010. This report provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. The Executive Summary of various Telecom Services has been given in the beginning, followed by 'Performance Indicators at a Glance'. Chapter-1 deliberates the growth pattern, in terms of Subscriber base and teledensity, of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter-2 covers the key revenue and usage parameters. Chapter-3 gives the financial and accounting data. Chapter-4 covers performance of various service providers in terms of QoS. The information relating to Cable TV, DTH & Radio Broadcast services is provided in Chapter-5.

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

Chapter 1: Subscription Data

Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 621.28 million in Mar-10 to 671.69 million at the end of Jun-10, registering a growth rate of 8.11%, as against 10.5% during the previous quarter. The year-on-year (Y-O-Y) growth rate of the telephone subscribers for June-10 is 44.50%. The overall Teledensity in India has reached 56.83 as on 30th June 2010.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

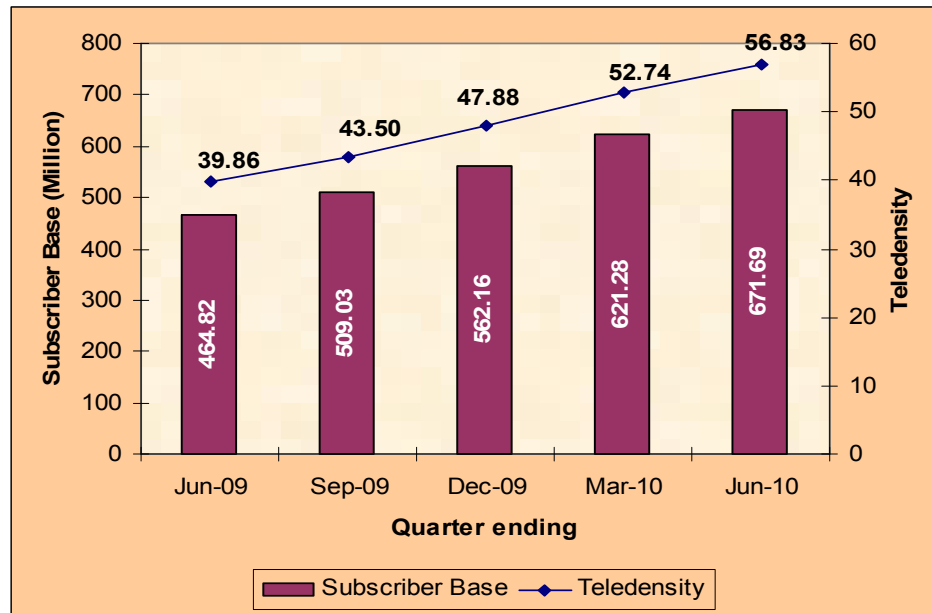


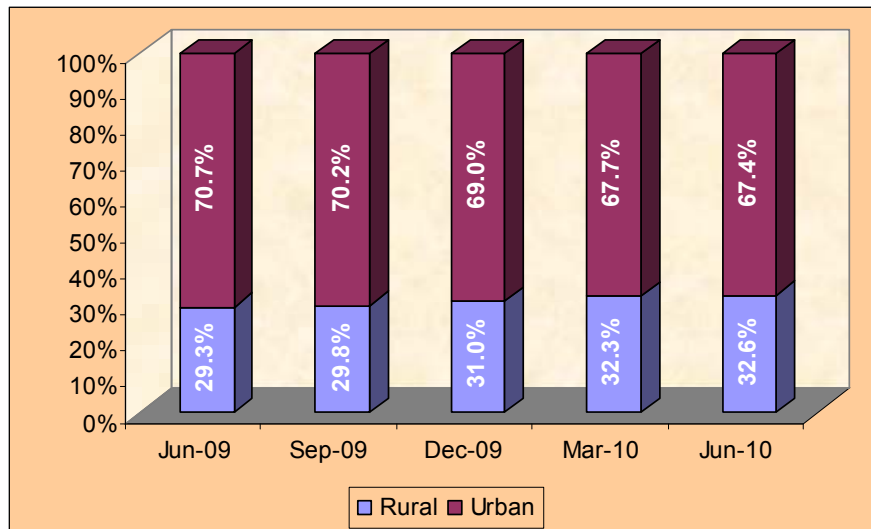
Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Jun-09	136.27	328.55	16.61	95.05
Sep-09	151.81	357.22	18.46	102.79
Dec-09	174.53	387.63	21.16	110.96
Mar-10	200.81	420.47	24.29	119.73
Jun-10	219.09	452.59	26.43	128.20

- 1.2 Subscription in Urban Areas grew from 420.47 million in Mar-10 to 452.59 million at the end of June-10, taking the urban Teledensity from 119.73 to 128.20. Rural subscription increased from 200.81 million to 219.09 million, and the Rural Teledensity increased from 24.29 to 26.43. The year-on-year (Y-O-Y) growth rate of rural and urban teledensity for June-10 is 59.12 and 34.88 respectively.
- 1.3 Rural subscription recorded a decline in rate of growth during the quarter. It declined from 15.06% in Mar-10 to 9.11% in Jun-10. Rate of growth for urban subscription also declined from 8.47% in QE Mar-10 to 7.64% in QE Jun-10. The Y-O-Y rates of growth in rural and urban subscribers are 60.8% and 37.8% respectively.
- 1.4 The rates of growth in rural subscribers - on Y-O-Y basis, over the previous and also QE Mar-10 over QE Dec-09 - compare

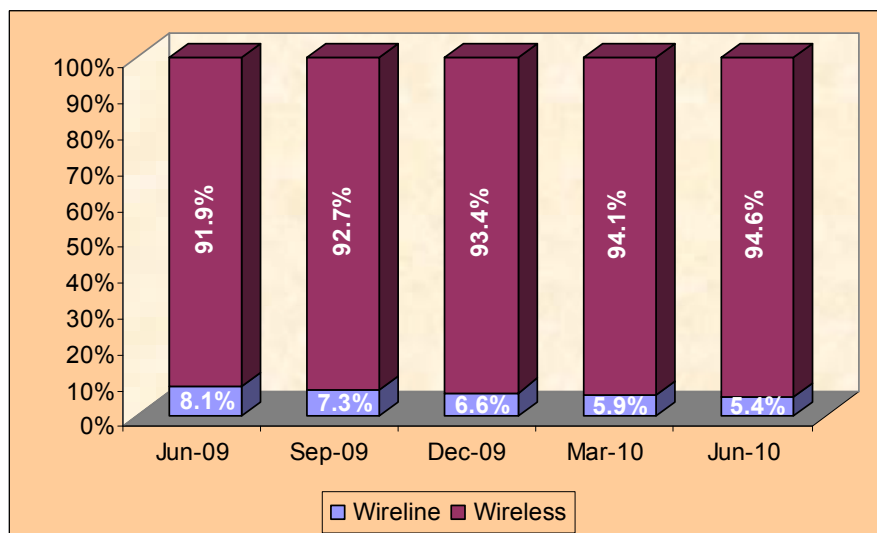
favourable to that in growth of urban subscribers, which point towards reduction in urban rural disparities.

Chart 1.2: Market Share - Rural & Urban



1.5 Share of rural areas in total subscription has increased to 32.6% from 32.3 %. The year-on-year (Y-O-Y) growth of the market share of the rural areas for June-10 is 11.26%.

Chart 1.3: Composition of Access subscription – Wireline & Wireless

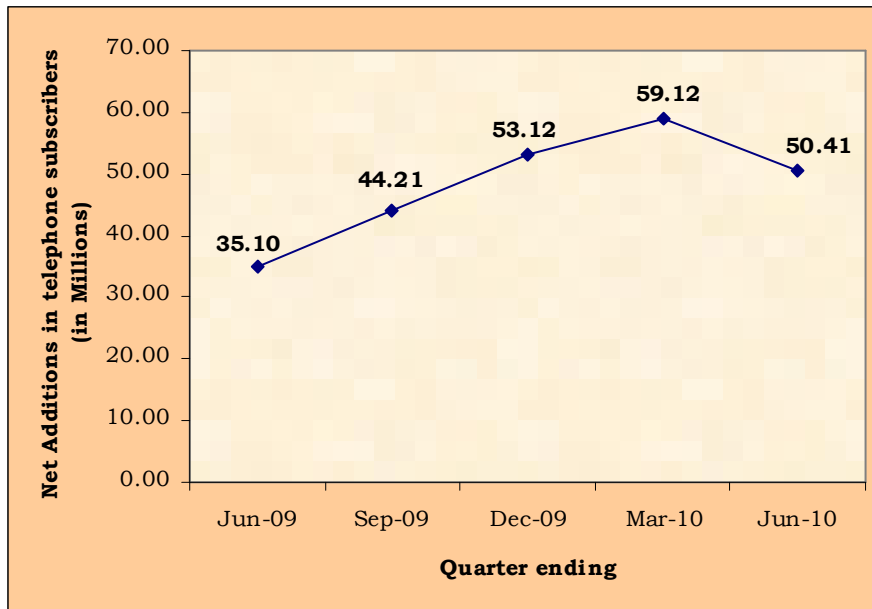


1.6 The dominance of wireless segment in access services is steadily growing

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

Service Area	Subscribers (million)			
	Mar-10	Jun-10	Net Additions	Rate of change
Andhra Pradesh	48.09	51.63	3.54	7.4%
Assam	9.06	9.92	0.86	9.4%
Bihar	38.36	42.16	3.81	9.9%
Delhi	31.01	33.80	2.79	9.0%
Gujarat	34.43	37.14	2.71	7.9%
Haryana	14.96	16.22	1.27	8.5%
Himachal Pradesh	5.34	5.80	0.46	8.6%
Jammu & Kashmir	5.78	5.89	0.11	1.9%
Karnataka	39.91	43.35	3.44	8.6%
Kerala	27.65	29.01	1.35	4.9%
Madhya Pradesh	33.55	36.34	2.79	8.3%
Maharashtra	46.53	49.75	3.23	6.9%
Mumbai	29.43	32.08	2.65	9.0%
North East	5.64	6.09	0.45	8.0%
Orissa	15.89	17.55	1.66	10.5%
Punjab	21.70	23.40	1.70	7.8%
Rajasthan	35.27	37.11	1.84	5.2%
T.N. (incl. Chennai)	57.26	61.51	4.26	7.4%
U.P.(E)	45.53	50.84	5.31	11.7%
U.P.(W)	31.97	34.48	2.51	7.8%
Kolkata	17.87	18.92	1.05	5.9%
West Bengal	26.07	28.69	2.62	10.0%
All India	621.28	671.69	50.41	8.1%

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



1.7 In terms of net addition, there has been increasing trend form 35.10 million in QE Jun-09 to 59.12 million in QE Mar-10, however this increasing trend in the number of net additions has been reversed in QE Jun-10, with net addition of only 50.41 million during the quarter.

Table 1.3: Service Area wise Teledensity as on 30th June 2010

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	26.77	151.48	61.30
Assam	20.31	104.14	32.72
Bihar	16.16	139.44	32.94
Delhi	-	-	186.65
Gujarat	36.44	102.25	62.84
Haryana	41.32	110.86	64.49
Himachal Pradesh	55.63	332.89	86.00
J&K	27.99	113.06	50.69
Karnataka	27.36	152.05	73.46
Kerala	46.99	192.21	84.14
Madhya Pradesh	17.23	96.12	38.07
Maharashtra	35.00*	115.53*	72.18*
Mumbai			
North East	27.03	108.50	46.53
Orissa	22.75	146.34	43.32
Punjab	43.90	135.10	81.07
Rajasthan	32.43	128.21	55.29
T.N. (incl Chennai)	41.19	131.13	89.79
U.P.(E)	20.38*	113.24*	40.97*
U.P.(W)			
Kolkata	27.26*	117.46*	52.87*
W.B.			
All India	26.43	128.20	56.83

* Population data/projections are available state-wise only

Notes:

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

1.8 Himachal Pradesh has the highest rural teledensity of 55.63, followed by Kerala (46.99), Punjab (43.90), Haryana (41.32) and Tamil Nadu (Incl. Chennai) (41.19). On the contrary, Bihar has the lowest rural teledensity of 16.16 followed by Madhya Pradesh (17.23).

Table 1.4: Growth in Subscribers

Service Provider	Subscriber base (millions)			Rate of Growth	Market Share - Mar-10	Market Share - Jun-10
	Mar-10	Jun-10	Net Additions			
Bharti	130.69	139.77	9.09	7.0%	21.03%	20.81%
Reliance	103.60	112.00	8.40	8.1%	16.68%	16.67%
Vodafone	100.86	109.06	8.20	8.1%	16.23%	16.24%
Tata	67.10	73.73	6.63	9.9%	10.80%	10.98%
IDEA	63.82	68.89	5.06	7.9%	10.27%	10.26%
Aircel/Dishnet	36.86	41.68	4.82	13.1%	5.93%	6.21%
BSNL	97.28	99.64	2.35	2.4%	15.66%	14.83%
Videocon	0.03	1.94	1.91	5936.3%	0.01%	0.29%
Unitech	4.26	6.02	1.76	41.3%	0.69%	0.90%
Sistema	3.82	5.14	1.31	34.4%	0.62%	0.77%
HFCL	0.50	0.85	0.34	68.7%	0.08%	0.13%
S Tel	1.01	1.33	0.32	31.8%	0.16%	0.20%
MTNL	8.59	8.70	0.10	1.2%	1.38%	1.29%
Loop Mobile	2.84	2.93	0.08	2.9%	0.46%	0.44%
Etisalat	0.00	0.0182	0.02	5040.1%	0.00%	0.00%
Total	621.28	671.69	50.41	8.1%	100%	100%

1.9 Bharti is the leading operator in Access segment in terms of number of subscribers as well as net additions during the quarter, followed by Reliance. In terms of growth rate, relatively new market entrants Videocon and Etisalat have attained 5936.3% and 5040.1% respectively but the high rates can be completely attributed to the low-base effect.

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

Service Provider	Subscribers as on Jun-10 (in millions)	Rural Subscribers (in millions)	Percentage of rural subscribers	Market share of Rural subscribers
Bharti	139.77	52.76	37.7%	24.1%
Vodafone	109.06	39.68	36.4%	18.1%
BSNL	99.64	35.64	35.8%	16.3%
IDEA	68.89	33.67	48.9%	15.4%
Reliance	112.00	23.37	20.9%	10.7%
Aircel/Dishnet	41.68	15.44	37.1%	7.0%
Tata	73.73	15.34	20.8%	7.0%
Unitech	6.02	2.13	35.3%	1.0%
Sistema	5.14	0.72	14.0%	0.3%
S Tel	1.33	0.35	26.4%	0.2%
HFCL	0.85	0.001	0.128%	0.000%
MTNL	8.70	-	-	-
Loop Mobile	2.93	-	-	-
Videocon	1.94	-	-	-
Etisalat	0.02	-	-	-
Total	671.69	219.09	32.6%	100%

1.10 Here, IDEA needs a special mention as far as the percentage of rural subscribers is concerned because nearly half of its subscribers (48.90%), against the all Indian average of 32.6%, as on June-10, are from rural areas.

Section B: Wireless Service

Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 30th June 2010]

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

Licensees who started services during this quarter:

- Videocon (Mumbai, Gujarat & Kerala)
- Etisalat/Allianz (Mumbai, TN (incl Chennai), Haryana, UP(W), MP & Bihar)
- Unitech (Mumbai, Kolkata, MH, Gujarat & WB)
- Sistema (AP)
- Aircel (Haryana & MP)

Complete list of licensed Cellular (GSM & CDMA) Service providers as on 30th June 2010 is at Annexure – 1.1

1.11 Total Wireless (GSM + CDMA) subscriber base increased from 584.32 million at the end of Mar-10 to 635.51 million at the end of Jun-10, thereby showing a growth of 8.76%. During this quarter 51.18 million subscribers were added. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for June-10 is 48.73%. Wireless Teledensity increased from 49.60 to 53.77.

Chart 1.5: Wireless Subscriber Base and Teledensity

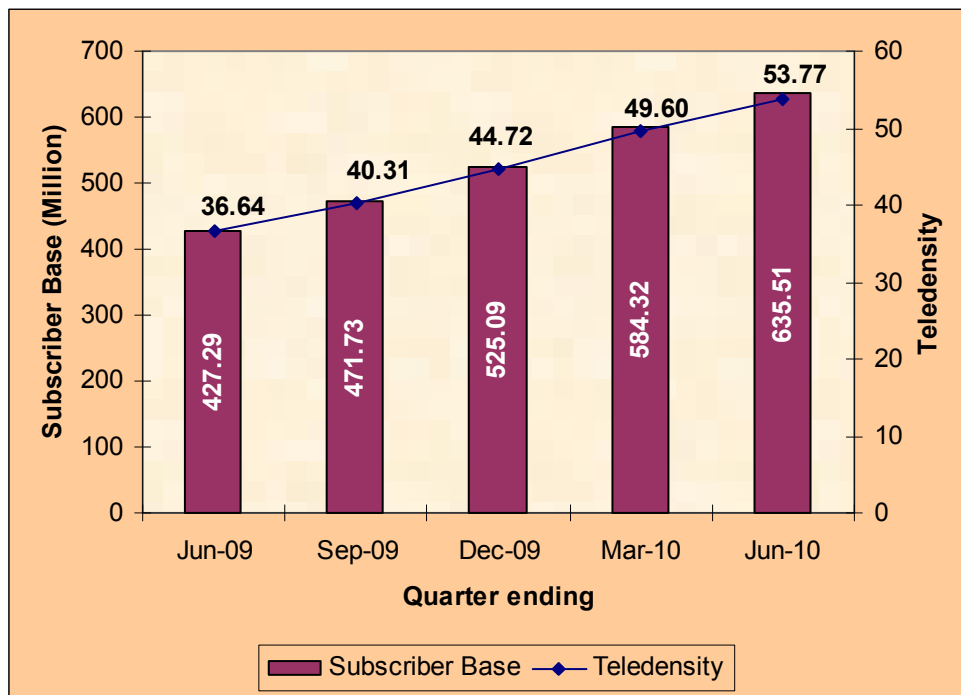


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Jun-09	125.95	301.34	15.35	87.18
Sep-09	141.68	330.04	17.22	94.98
Dec-09	164.57	360.52	19.95	103.20
Mar-10	190.88	393.45	23.08	112.03
Jun-10	209.63	425.87	25.29	120.63

1.12 The rural Wireless subscribers increased from 190.88 million in Mar-10 to 209.63 million in Jun-10.

1.13 Rural subscription grew at the rate of 9.8% in QE Jun-10 as against 16.0% in QE Mar-10 and urban subscription grew at the rate of 8.2% as against 9.1% in the previous quarter. The share of rural wireless subscription increased to 32.99% in total wireless subscription.

Chart 1.6: Wireless Market Share – Rural & Urban

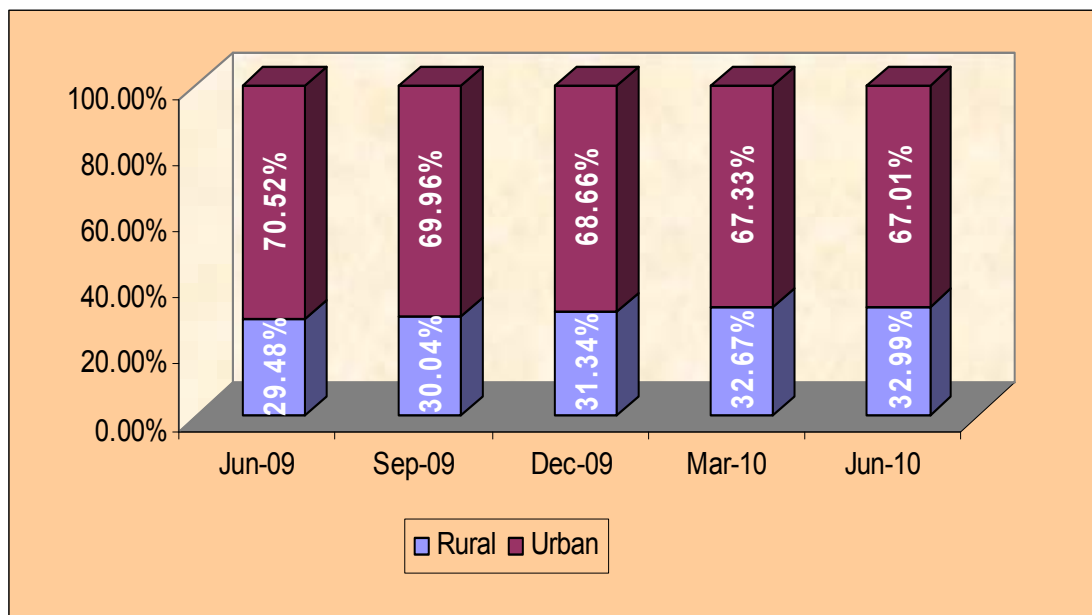


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (millions)			Rate of Growth	Market Share - Mar-10	Market Share - Jun-10
	Mar-10	Jun-10	Net Additions			
Bharti	127.62	136.62	9.00	7.1%	21.84%	21.50%
Reliance	102.42	110.81	8.38	8.2%	17.53%	17.44%
Vodafone	100.86	109.06	8.20	8.1%	17.26%	17.16%
BSNL	69.45	72.70	3.25	4.7%	11.89%	11.44%
Tata	65.94	72.53	6.59	10.0%	11.29%	11.41%
IDEA	63.82	68.89	5.06	7.9%	10.92%	10.84%
Aircel	36.86	41.68	4.82	13.1%	6.31%	6.56%
Unitech	4.26	6.02	1.76	41.3%	0.73%	0.95%
MTNL	5.09	5.21	0.12	2.3%	0.87%	0.82%
Sistema	3.78	5.10	1.33	35.2%	0.65%	0.80%
Loop Mobile (BPL)	2.84	2.93	0.08	2.9%	0.49%	0.46%
Videocon	0.03	1.94	1.91	5936.3%	0.01%	0.31%
S Tel	1.01	1.33	0.32	31.8%	0.17%	0.21%
HFCL	0.33	0.67	0.340	103.6%	0.06%	0.11%
Etisalat	0.00	0.02	0.02	5040.1%	0.00%	0.00%
Total	584.32	635.51	51.18	8.76%	-	-

1.14 Bharti has the largest subscriber base of 136.62 million and had the highest net addition of 9.00 millions subscribers, as on June-10, followed by Reliance (110.81million, 8.38 million) and Vodafone (109.06 million, 8.20 million). As in the case of total telephone subscribers, newer market entrants Videocon and Etisalat have shown tremendous growth rates to the tune of 5936.3% and 5040.1% respectively in the wireless section, these exceptionally high rates of growth are mainly on account of low base effect.

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (million)			
	Mar-10	Jun-10	Net Additions	Rate of Growth
U.P.(E)	44.03	49.35	5.32	12.08%
T.N. (incl. Chennai)	53.68	57.97	4.29	7.99%
Bihar	36.97	40.79	3.82	10.33%
Andhra Pradesh	45.62	49.21	3.58	7.85%
Karnataka	37.13	40.59	3.46	9.32%
Maharashtra	43.52	46.82	3.30	7.59%
U.P.(W)	30.65	33.50	2.86	9.32%
Madhya Pradesh	31.98	34.80	2.82	8.83%
Delhi	28.30	31.05	2.75	9.71%
Gujarat	32.35	35.07	2.72	8.41%
West Bengal	25.17	27.81	2.64	10.50%
Mumbai	26.48	29.11	2.63	9.93%
Rajasthan	33.74	35.63	1.89	5.60%
Punjab	20.10	21.81	1.71	8.53%
Orissa	15.27	16.94	1.67	10.95%
Kerala	24.19	25.63	1.43	5.93%
Haryana	14.13	15.46	1.32	9.35%
Kolkata	16.40	17.47	1.07	6.50%
Assam	8.76	9.62	0.86	9.84%
Himachal Pradesh	4.99	5.45	0.47	9.38%
North East	5.31	5.76	0.45	8.55%
Jammu & Kashmir	5.55	5.66	0.12	2.09%
All India	584.32	635.51	51.18	8.76%

Table 1.10: Service Area wise Wireless Teledensity as on 30th June 2010

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	25.52	144.36	58.43
Assam	19.98	99.31	31.72
Bihar	15.71	134.37	31.86
Delhi	-	-	171.47
Gujarat	35.04	95.62	59.34
Haryana	39.69	104.97	61.43
Himachal Pradesh	50.99	323.03	80.79
Jammu & Kashmir	27.48	107.16	48.74
Karnataka	25.85	142.00	68.79
Kerala	38.08	179.81	74.34
Madhya Pradesh	16.83	91.12	36.45
Maharashtra	33.58*	105.91*	66.98*
Mumbai			
North East	26.17	100.93	44.07
Orissa	22.09	140.71	41.83
Punjab	40.79	126.13	75.57
Rajasthan	31.45	122.12	53.09
T.N. (incl. Chennai)	39.01	123.42	84.62
U.P.(E)	20.03*	109.12*	39.78*
U.P.(W)			
Kolkata	26.59*	110.04*	50.29*
W.B.			
All India	25.29	120.63	53.77

* Population data/projections are available state-wise only

Notes:

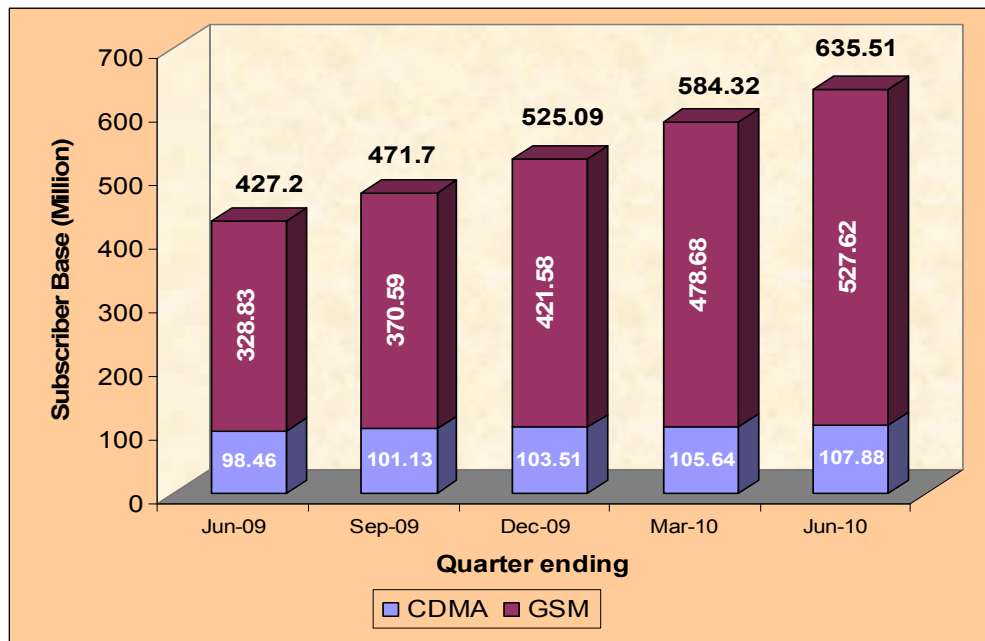
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for urban and rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the State of Delhi, includes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

Table 1.11: Rural Wireless Subscribers and Market Share

Service Provider	Subscribers as on Jun-10 (in millions)	Rural Subscribers (in millions)		Percentage of Rural subscribers in total		Market Share of Rural Subscribers	
		Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10
Bharti	136.62	52.76	48.09	38.61%	37.69%	25.17%	25.20%
Vodafone	109.06	39.68	36.79	36.39%	36.48%	18.93%	19.28%
Idea	68.89	33.67	29.82	48.87%	46.72%	16.06%	15.62%
Reliance	110.81	23.37	21.25	21.09%	20.74%	11.15%	11.13%
Tata	72.53	15.30	13.45	21.10%	20.40%	7.30%	7.05%
Aircel / Dishnet	41.68	15.44	14.00	37.05%	37.98%	7.37%	7.34%
HFCL	0.67	0.001	0.001	0.16%	0.34%	0.00%	0.00%
Sistema	5.10	0.72	0.54	14.11%	14.29%	0.34%	0.28%
S Tel	1.33	0.35	0.3	26.41%	26.85%	0.17%	0.14%
Unitech	6.02	2.13	1.40	35.32%	32.77%	1.01%	0.73%
BSNL	72.70	26.21	25.26	36.06%	36.37%	12.51%	13.23%
MTNL	5.21	0	0	0%	0%	0%	0%
Loop	2.93	0	0	0%	0%	0%	0%
Videocon	1.94	0	0	0%	0%	0%	0%
Etisalat	0.0182	0	0	0%	0%	0%	0%
Total	635.51	209.63	190.88	32.99%	32.67%	100%	100%

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

Chart 1.7: Wireless Subscription: GSM vs CDMA



1.16 GSM subscription continues to grow at a faster rate. At the end of Jun-10, GSM subscribers constituted 83% of the wireless market.

GSM Services

1.17 The GSM subscribers were 527.62 million at the quarter ending Jun-10 as against 478.68 million at the end of the previous quarter, showing a growth of 10.2%. Bharti with 136.62 million subscribers continues to be the largest GSM mobile operator, followed by Vodafone (109.06 million).

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

Service Provider	Mar-10		Jun-10		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Bharti	127.62	26.66%	136.62	25.89%	9.00
Vodafone	100.86	21.07%	109.06	20.67%	8.20
BSNL	63.31	13.22%	66.74	12.65%	3.43
Idea	63.82	13.33%	68.89	13.06%	5.06
Reliance	46.37	9.69%	54.33	10.30%	7.96
Aircel /Dishnet	36.86	7.70%	41.68	7.90%	4.82
Tata	26.91	5.62%	32.82	6.22%	5.92
MTNL	4.78	1.00%	4.90	0.93%	0.12
Loop	2.84	0.59%	2.93	0.55%	0.08
Unitech	4.26	0.89%	6.02	1.14%	1.76
S Tel	1.01	0.21%	1.33	0.25%	0.32
Videocon	0.03	0.01%	1.94	0.37%	1.91
Etisalat	0.00	0.00%	0.02	0.00%	0.02
HFCL	0.00	0.00%	0.34	0.07%	0.34
Total	478.68	100.00	527.62	100.00	48.94

CDMA Services

1.18 The CDMA subscriber base increased to 107.88 million during the quarter ending Jun-10 from 105.64 million at the end of previous quarter, thereby showing a growth rate of 2.1%. Reliance with 56.48 million subscribers continues to be the largest CDMA mobile operator. However, in terms of net additions during the quarter, Sistema added the highest number of subscribers (1.33 million), followed by Tata (0.68 million) and Reliance (0.43 million).

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

Service Provider	Mar-10		Jun-10		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Reliance	56.05	53.06%	56.48	52.35%	0.43
Tata	39.03	36.95%	39.71	36.81%	0.68
BSNL	6.14	5.82%	5.96	5.52%	-0.19
Sistema	3.78	3.57%	5.10	4.73%	1.33
HFCL	0.33	0.31%	0.32	0.30%	-0.004
MTNL	0.31	0.29%	0.31	0.29%	0.00
Total	105.64		107.88		2.24

Section C: Wireline Service

Table 1.14: Service Providers providing Wireline service [as on 30th June 2010]

Sl. No.	Name of the Service Provider	Area of Operation
1	BSNL	All India except Delhi & Mumbai
2	MTNL	Delhi & Mumbai
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamil Nadu, Chennai, UP(East),UP(West) and West Bengal.
4	Tata Teleservices Ltd. & Tata Teleservices (Mah) Ltd.	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Orissa, Punjab, Rajasthan, Tamil Nadu, Chennai, UP(East), UP(West) and West Bengal
5	HFCL Infotel Ltd	Punjab
6	Sisitema Shyam Telelink Ltd.	Rajasthan
7	Reliance Communications Ltd.	Andhra Pradesh, Bihar, Chennai, Delhi, Gujarat, Haryana, Himachal Pradesh, J&K, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, Tamilnadu, UP(East), UP(West) and West Bengal

Chart 1.8: Wireline Subscriber Base and Teledensity

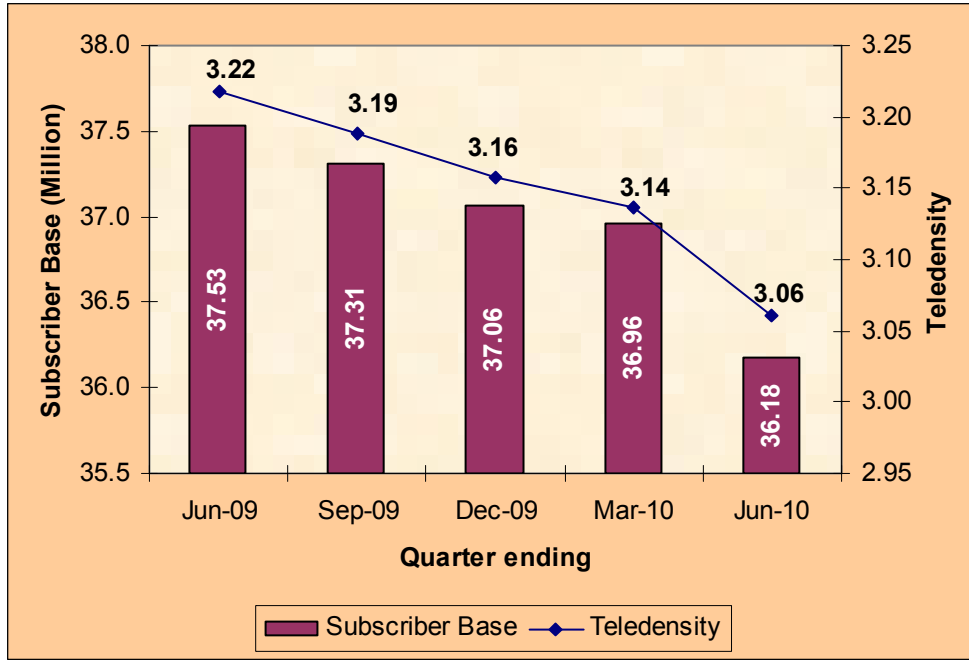


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Jun-09	10.32	27.21	1.26	7.87
Sep-09	10.13	27.17	1.23	7.82
Dec-09	9.95	27.11	1.21	7.76
Mar-10*	9.80	27.15	1.19	7.73
Jun-10	9.46	26.72	1.14	7.57

* Figures revised by Tata for MH service area

1.19 Wireline subscriber base declined from 36.96 million at the end of Mar-10 to 36.18 in Jun-10. Wireline teledensity is 3.06. Rural subscriber base has shown a decline of 8.36%, from 10.32 Million in Jun-09 to 9.46 Million in Jun-10. During the same period, Urban subscription recorded decline rate of 1.79%.

Chart 1.9: Wireline Market share – Rural & Urban

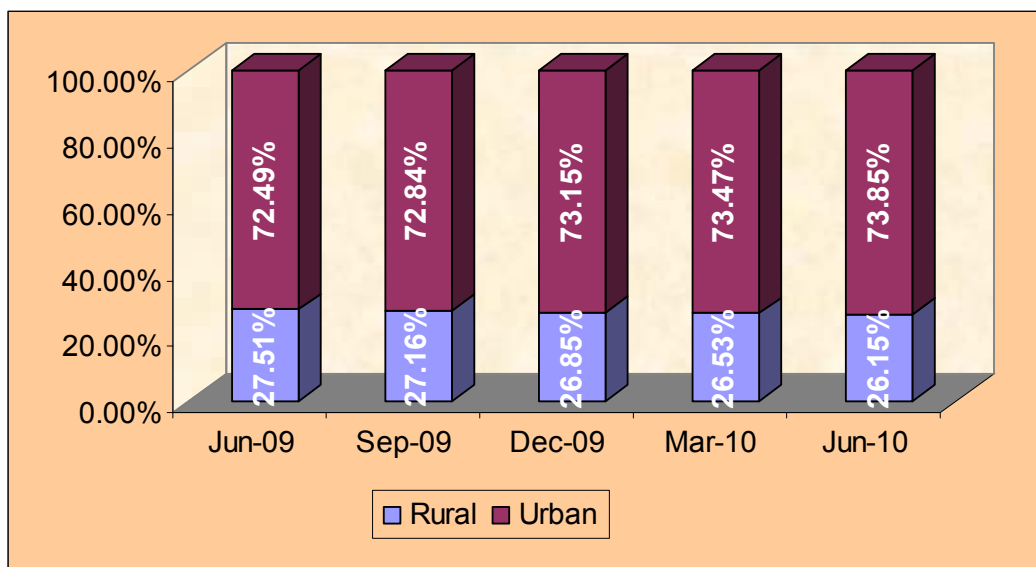


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share

Service Provider	Subscriber Base (million)			Share of rural subscription
	Rural	Urban	Total	
BSNL	9.42	17.52	26.94	34.97%
MTNL	-	3.49	3.49	-
Bharti	-	3.15	3.15	-
Reliance	0.001	1.19	1.19	0.10%
Tata	0.04	1.16	1.20	3.02%
HFCL	-	0.18	0.18	-
Sistema	0.001	0.04	0.04	1.84%
Total	9.46	26.72	36.18	

Table 1.17: Growth in Subscribers

Service Provider	Subscriber Base (million)			Rate of change	Market share-Mar-10	Market share-Jun-10
	Mar-10	Jun-10	Net Additions			
BSNL	27.83	26.94	(0.89)	-3.2%	75.3%	74.5%
MTNL	3.50	3.49	(0.01)	-0.3%	9.5%	9.6%
Bharti	3.07	3.15	0.09	2.8%	8.3%	8.7%
Tata	1.16	1.20	0.04	3.2%	3.1%	3.3%
Reliance	1.18	1.19	0.01	1.1%	3.2%	3.3%
HFCL	0.17	0.18	0.005	2.8%	0.5%	0.5%
Sistema	0.05	0.04	(0.01)	-27.6%	0.1%	0.1%
Total	36.96	36.18	(0.78)	-2.1%	100	100

Table 1.18: Service Area wise Wireline Subscribers

Service Area	Mar-10	Jun-10	Net Additions	Rate of Change
Andhra Pradesh	2.46	2.42	-0.039	-1.58%
Assam	0.31	0.30	-0.006	-1.93%
Bihar	1.38	1.37	-0.010	-0.69%
Delhi	2.71	2.75	0.039	1.45%
Gujarat	2.08	2.07	-0.012	-0.59%
Haryana	0.82	0.77	-0.055	-6.67%
Himachal Pradesh	0.36	0.35	-0.006	-1.65%
Jammu & Kashmir	0.23	0.23	-0.006	-2.42%
Karnataka	2.78	2.76	-0.020	-0.73%
Kerala	3.46	3.38	-0.082	-2.36%
Madhya Pradesh	1.57	1.54	-0.031	-1.95%
Maharashtra	3.01	2.94	-0.074	-2.45%
Mumbai	2.95	2.97	0.021	0.73%
North East	0.33	0.32	-0.004	-1.34%
Orissa	0.61	0.60	-0.011	-1.77%
Punjab	1.60	1.59	-0.016	-0.99%
Rajasthan	1.53	1.48	-0.047	-3.06%
T.N. (incl. Chennai)	3.57	3.54	-0.030	-0.85%
U.P.(E)	1.50	1.49	-0.006	-0.42%
U.P.(W)	1.33	0.98	-0.346	-26.06%
Kolkata	1.46	1.45	-0.013	-0.91%
W.B.	0.91	0.88	-0.025	-2.71%
All India	36.96	36.18	-0.776	-2.10%

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

**Table 1.19: Service Area wise Wireline Teledensity
as on 30th June 2010**

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.25	7.12	2.88
Assam	0.33	4.82	1.00
Bihar	0.44	5.07	1.07
Delhi	-	-	15.19
Gujarat	1.41	6.63	3.50
Haryana	1.63	5.89	3.05
Himachal Pradesh	4.64	9.86	5.21
Jammu & Kashmir	0.51	5.89	1.95
Karnataka	1.51	10.06	4.67
Kerala	8.91	12.39	9.80
Madhya Pradesh	0.40	5.00	1.61
Maharashtra	1.42*	9.62*	5.21*
Mumbai			
North East	0.85	7.58	2.46
Orissa	0.66	5.63	1.49
Punjab	3.11	8.97	5.50
Rajasthan	0.98	6.09	2.20
T.N.	2.18	7.71	5.17
U.P.(E)	0.35*	4.12*	1.19*
U.P.(W)			
Kolkata	0.67*	7.42*	2.59*
W.B.			
All India	1.14	7.57	3.06

* Population data/projections are available state-wise only

Notes:

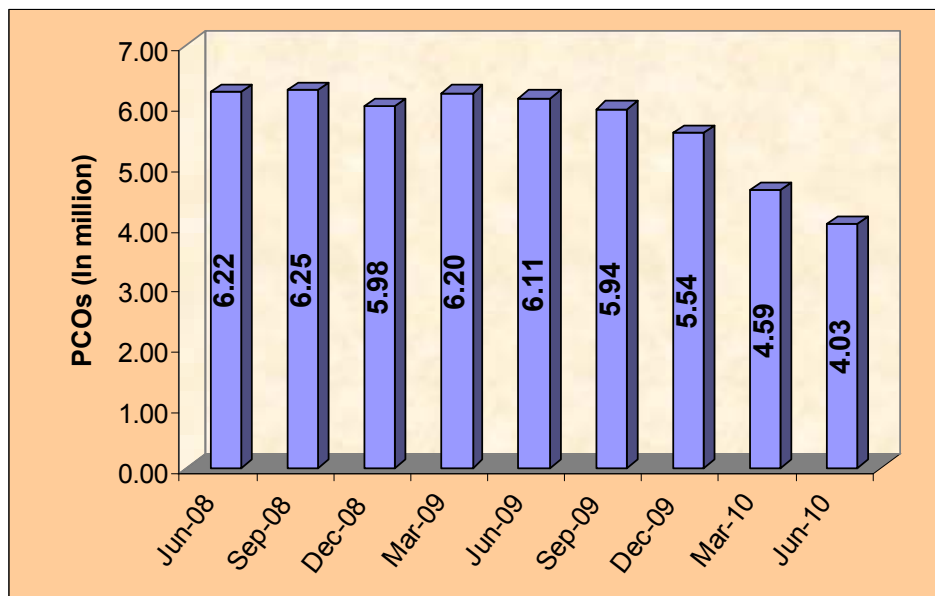
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for urban and rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

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

Public Call Offices (PCO)

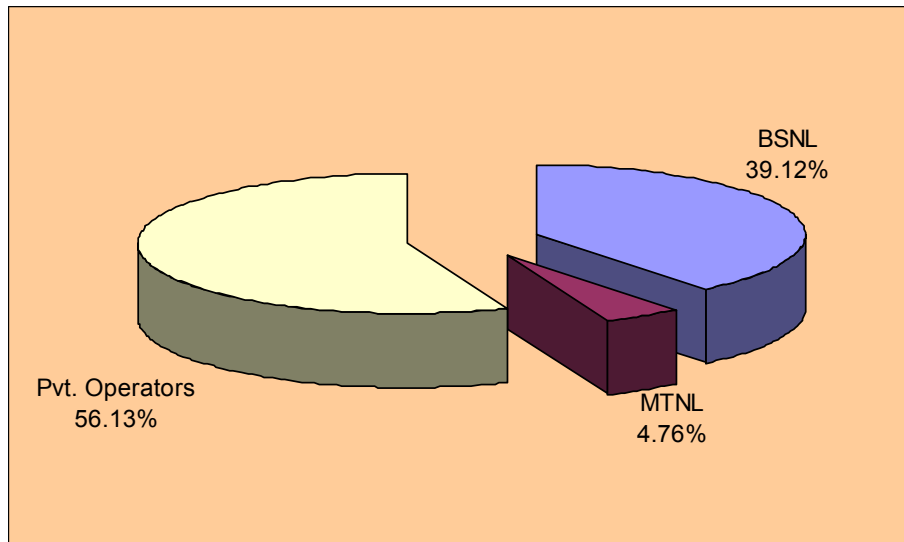
1.22 Total number of PCOs in the country at the end of Jun-10 is 4.03 million as compared to 4.59 million at the end of Mar-10, showing a reduction of 0.57 millions PCOs. Detailed table is at Annexure - 1.4.

Chart 1.10: Number of PCOs



1.23 From the Chart 1.10, it is evident that the number of PCOs were relatively stable from QE June-08 to QE Mar-09, but thereafter started to decline gradually with a year-on-year (Y-O-Y) and quarter to quarter growth rate of -34.09% and -12.36% respectively for QE Jun-10.

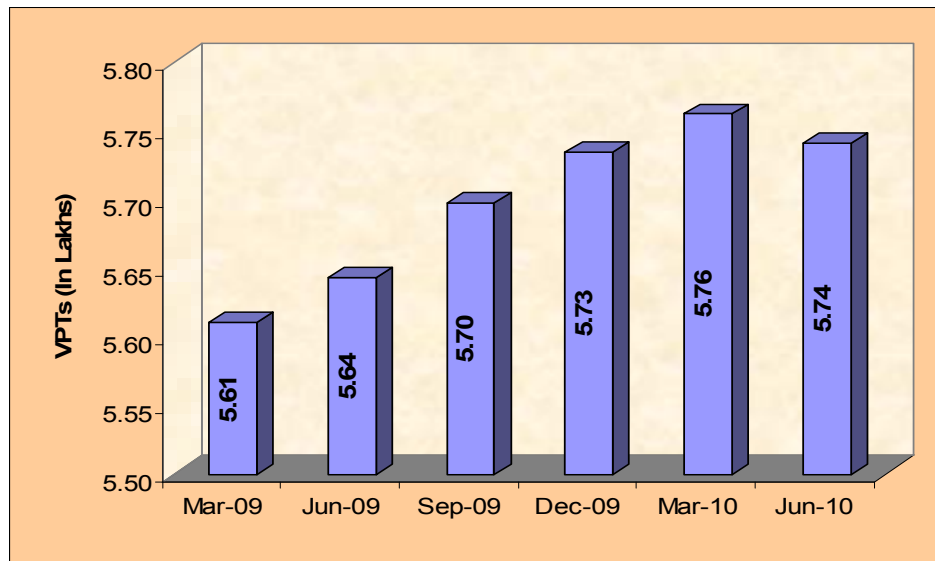
**Chart 1.11 :Market share of PCOs
(PSUs Vs. Pvt. Operators)**



Village Public Telephones (VPTs)

1.24 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs declined from 5.76 lakhs in Mar-10 to 5.74 lakhs in QE Jun-10. 96.7% of the total inhabited villages in India have been connected. Detailed table is at Annexure -1.5.

Chart 1.12 : Growth in VPTs



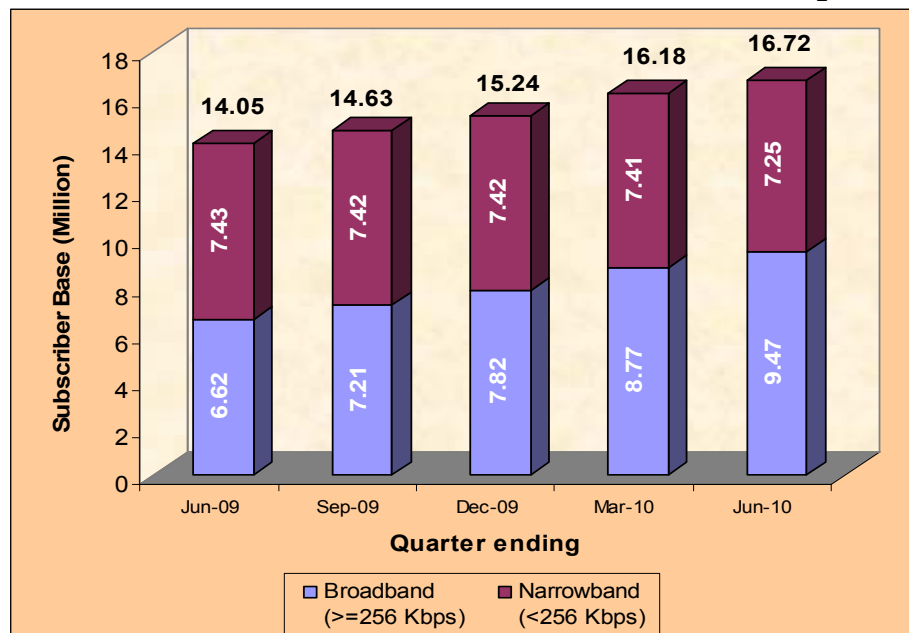
1.25 From the Chart 1.12, we can see that the number of VPTs has been increasing during the last one year until the growth rate experienced a slight downfall during QE Jun-10.

Section D: Internet Service

1.26 There are 16.72 million Internet subscribers at the end of Jun-10 as compared to 16.18 million at the end of Mar-10, registering a growth of 3.33%. This growth rate is very low compared with that in to QE Mar-10 (6.17%). Apart from this, 213.81 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.

1.27 Number of Broadband subscribers increased from 8.77 million at the end of Mar-10 to 9.47 million at the end of Jun-10, registering a quarterly growth of 7.97% and Y-O-Y growth of 43.09%. The growth in the number of Broadband subscribers during the quarter as also on Y-O-Y basis is more or less similar to the growth in over all telephone subscribers base.

Chart 1.13: Trends in Internet/Broadband subscription



- 1.28 Share of Broadband subscription in total Internet subscription increased from 54.2% in Mar-10 to 56.7% in Jun-10.
- 1.29 During last one year 2.67 million Internet Subscribers have been added. The growth has taken place only in Broadband connections as 2.85 million broadband connections were added during the year thereby implying a decrease in Narrowband subscribers.

Table 1.20: Trends in subscribers of PSUs Vs. Pvt. Internet Service Providers

Quarter ending	PSU ISPs	Private ISPs	Total	Share of PSUs
Jun-09	9.78	4.27	14.05	69.6%
Sep-09	10.30	4.33	14.63	70.4%
Dec-09	10.78	4.46	15.24	70.7%
Mar-10	11.50	4.68	16.18	71.1%
Jun-10	11.98	4.74	16.72	71.6%

- 1.30 The total Internet leased line customers stood at 32,213 at the end of Jun-10 as compared to 30,981 at the end of Mar-10.
- 1.31 As per the reports available with the TRAI, 32 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

- 1.32 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 441 GB for International and 388 GB for National during this quarter as compared to 368 GB for International and 317 GB for National at the end of Mar-10.

Table 1.21: Internet Subscriber Base & Market share of top 10 ISPs

S.No	ISP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	9671180	57.84
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2308706	13.81
3	Bharti Airtel Ltd.	A	All India	1350033	8.07
4	Reliance Communications Infrastructure Limited	A	All India	1317550	7.88
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	323896	1.94
6	You Broadband & Cable India Private Limited (YOU Telecom India Pvt. Ltd).	A	All India	284926	1.70
7	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	274224	1.64
8	Sify Technologies Ltd.	A	All India	162808	0.97
9	Tikona Digital Networks Pvt Ltd	A	All India	104653	0.63
10	Data Infosys Ltd.	A	All India	104615	0.63
	Total of Top 10 ISPs			15902591	95.11
	Others			818209	4.89
	Grand Total			16720800	100

1.33 BSNL holds 57.84% of the market share with reported subscriber base of 9.67 million Internet subscribers at the end of Jun-10 as against 9.19 million at the end of Mar-10. MTNL is at second position (2.31 million) followed by Bharti (1.35 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.

1.34 Top 10 ISPs together hold 95.11% of the total Internet subscriber base.

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

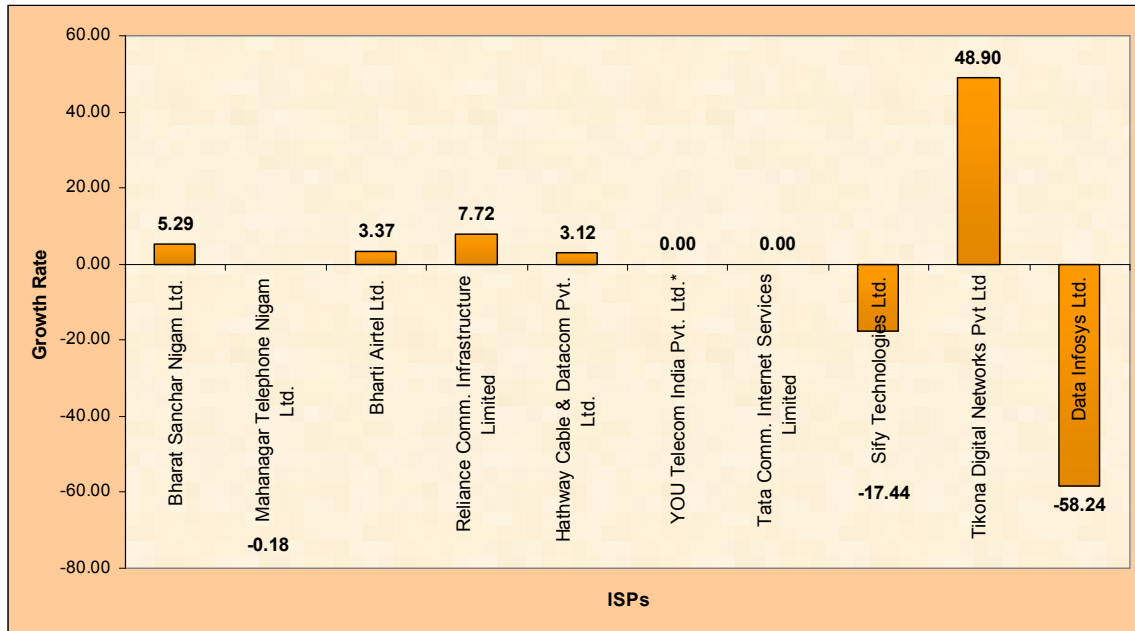


Chart 1.15: Internet Access (including Broadband) - Technologies & Market Share

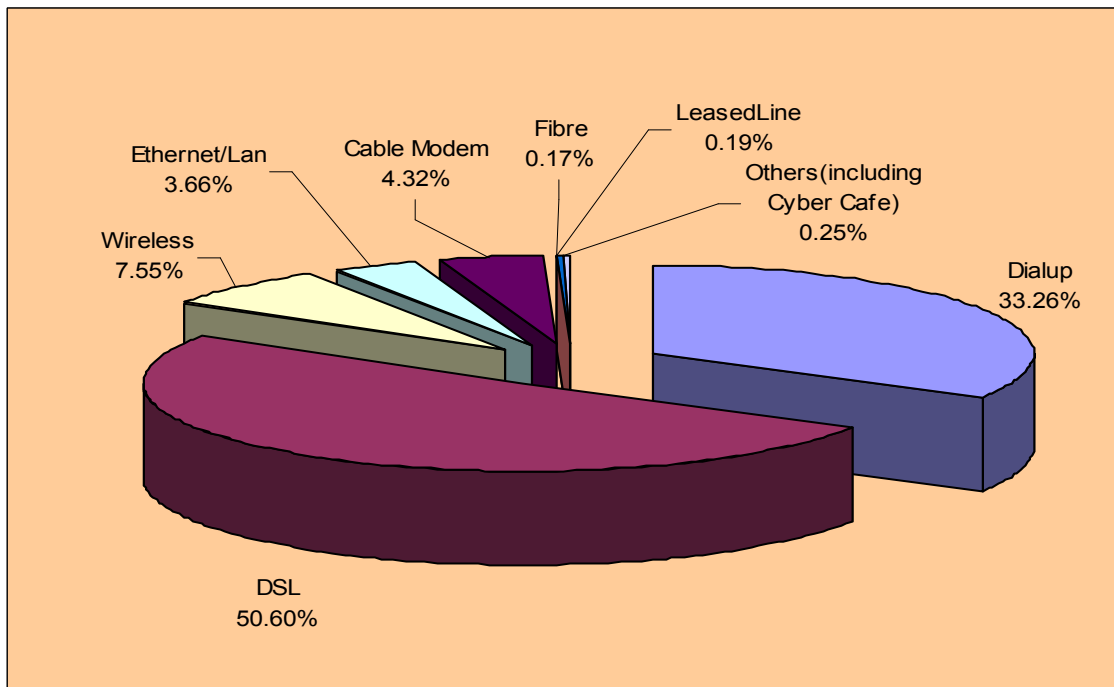
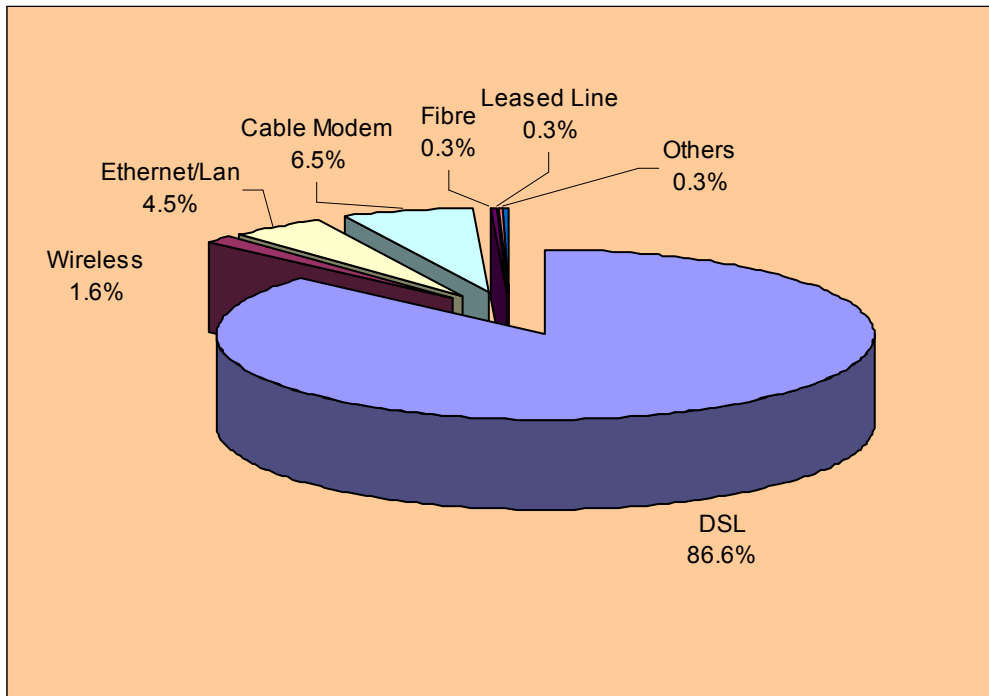
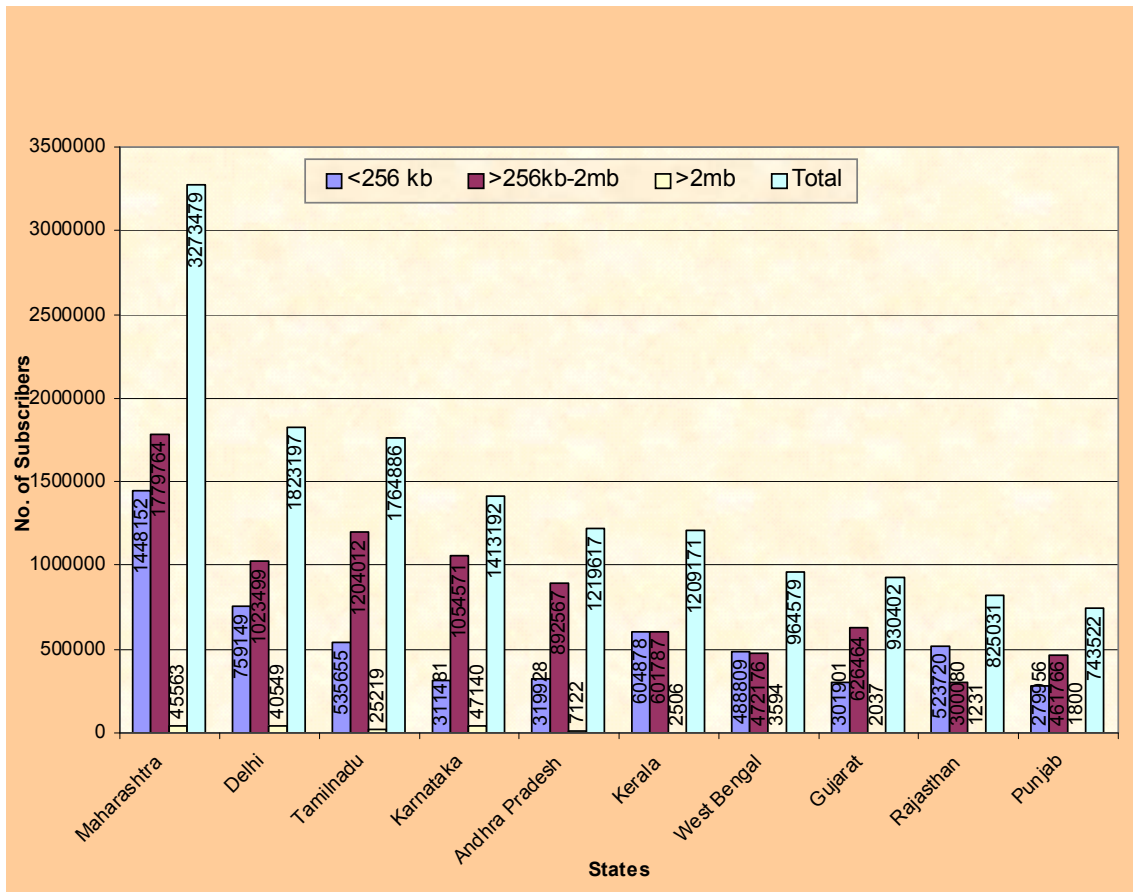


Chart 1.16: Broadband Access - Technologies & Market Share



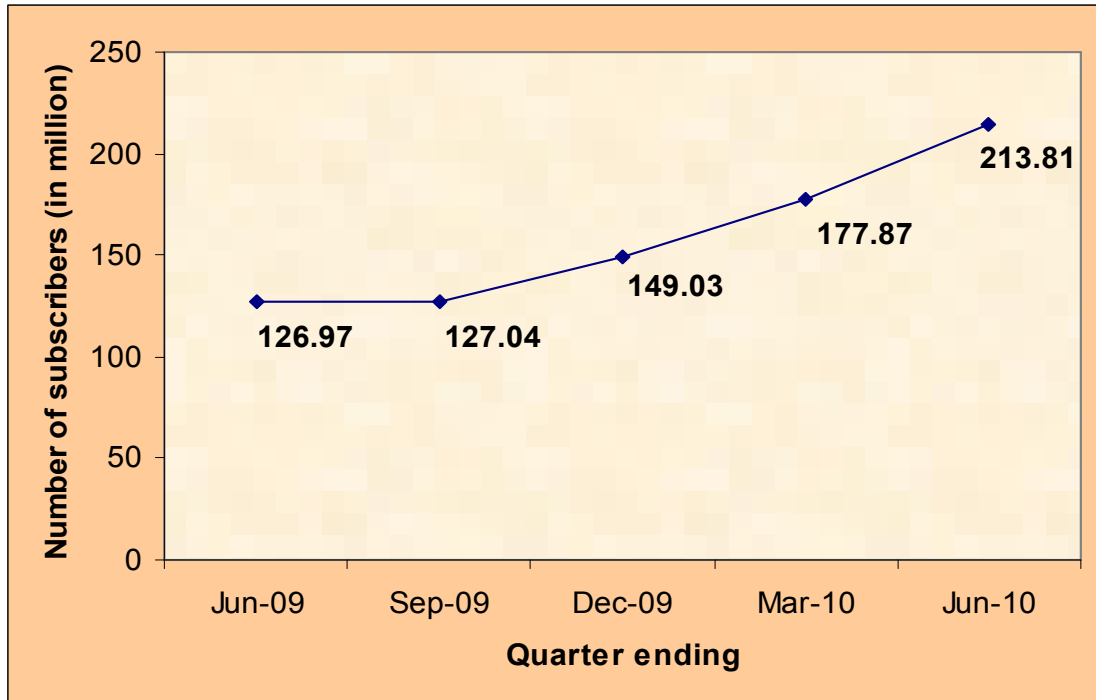
1.35 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 86.6% of total broadband subscribers. Cable Modem Technology follows with 6.5% connections.

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



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

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



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

1.37 33.64% of total wireless subscribers base are capable of Accessing Data Services/Internet at the end of June-10.

Table 1.22: Service Provider wise details of Data Services

S.No.	Service Provider	Data Subscribers as on 30th June 2010 (in millions)
1	Aircel	2.87
2	Bharti	70.89
3	Loop	3.22
4	BSNL*	GPRS = 42.81 CDMA 2000 XI = 0.01
5	HFCL	Nil
6	Vodafone	35.51
7	Idea	9.24
8	MTNL*	GPRS = 2.64 CDMA 2000 XI = 0.04
9	Reliance*	GPRS = 2.76 CDMA 2000 XI = 24.04
10	Sistema@	CDMA 2000 XI = 0.09
11	Tata*	GPRS = 10.65 CDMA 2000 XI = 1.06
12	S Tel	Nil
13	Unitech	6.02
14	Etisalat	Nil
15	Videocon	1.94
	Total	213.81

(Figures of Vodafone for Bihar & BSNL for Chennai, Kerala, MH, Kolkata, NE-I & Uttarakhand are taken of March 2010)

* = Provides GSM & CDMA Based services.

@ = provides CDMA based services only.

Section E: Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.23: PMRTS Subscriber base – Service Provider wise

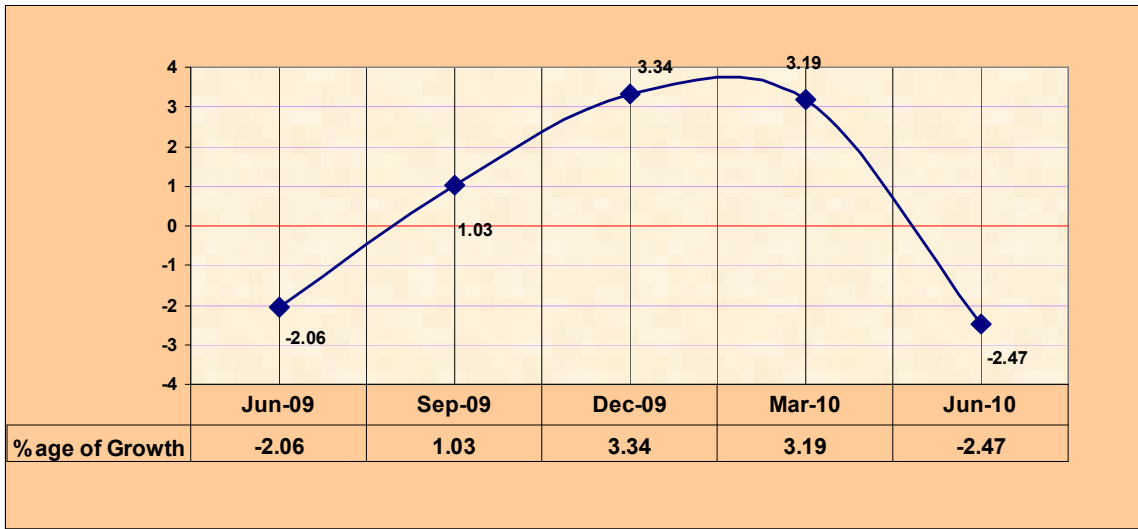
Sr. No.	Name of the Service Provider	Operative Area	Subscriber Base as on 31.03.10	Subscriber Base as on 30.06.10	%age Growth in Subscribers	%age in Market Share
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	Delhi Metro, Maharashtra/ Mumbai/Pune Kolkata, Gujarat, Karnataka, Tamilnadu, Andhra Pradesh, Madhya Pradesh	18686	18713	0.14	57.54
2	Procall Ltd.	Delhi, Jaipur, Gurgaon, Faridabad	6894	6742	-2.20	20.73
3	Smartalk Pvt Ltd.	Maharashtra/ Pune, Vashi, Mumbai	2643	2478	-6.24	7.62
4	QuickCall	Bangalore, Hyderabad, TN/Chennai	3681	3243	-11.90	9.97
5	Bhilwara Telenet Services Pvt.Ltd.	Mumbai	1440	1346	-6.53	4.14
6	*India Satcom Ltd.	Bangalore	0	0	0.00	0.00
	Total		33344	32522	-2.47	100.00

***M/s India Satcom Ltd. reported that their MRTS department is non functional since last two quarters.**

1.38 The subscriber base of PMRTS decreased from 33,344 in Mar-10 to 32,522 in QE Jun-10.

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

Chart 1.19: Growth rate (%) of PMRTS



Very Small Aperture Terminal (VSAT)

Table 1.24: VSAT Service Providers currently providing service & subscriber base

Sr. No	Name of Service Provider	Quarter ending		%age change	Market Share (%)
		Mar-10	Jun-10		
1	Hughes Communications Ltd.	36791	38463	4.54	29.95
2	HCL Comnet	27729	27425	-1.10	21.36
3	Bharti Airtel Limited, Bangalore	37445	39672	5.95	30.90
4	Bharti Broadband	978	158	-83.84	0.12
5	Essel Shyam	2728	2728	0.00	2.12
6	Tatanet Services	12574	13133	4.45	10.23
7	*ITI	0	0	0.00	0.00
8	*GNFC	0	0	0.00	0.00
9	BSNL	5813	5951	2.37	4.63
10	Infotel Satcom	37	876	2267.57	0.68
	Total	124095	128406	3.47	100.00

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

1.40 The total number of VSAT subscribers increased to 128406 at the end of Jun-10. Net additions during the quarter has been 4311 and, the growth rate 3.47%.

1.41 Bharti Airtel Ltd. continues to be the market leader with subscriber base of 39672, followed by Hughes Communication Limited (38463) and HCL Comnet (27425) VSAT subscribers respectively.

Chart 1.20 : Number of VSAT connections

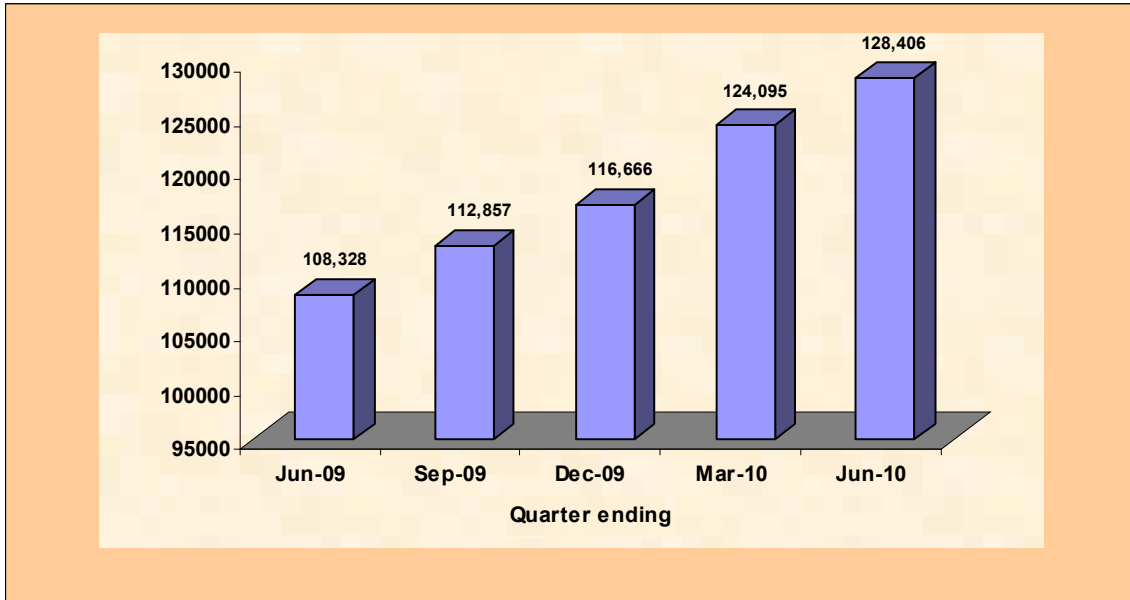
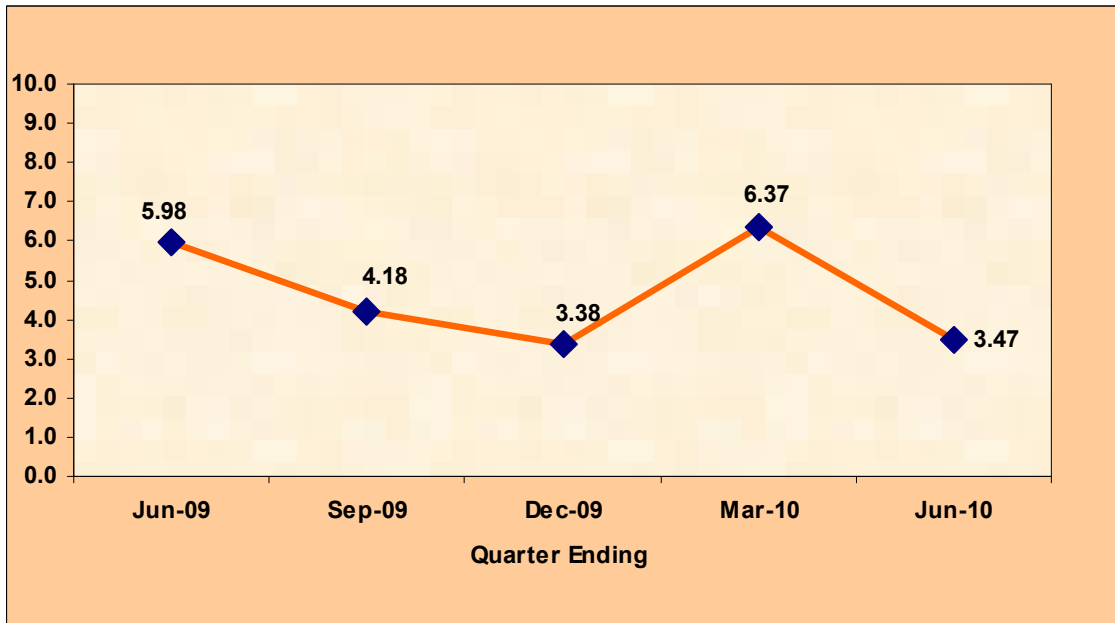


Chart 1.21: Growth rate (%) of VSAT Subscribers



Chapter 2: Revenue and Usage

-
- For all the parameters, Metros indicate data for Delhi, Mumbai & Kolkata. Data for Chennai service area has been included in Circle A, as part of TN
 - ARPU arrived after netting off interconnect charges

Section A: GSM – Full Mobility Service

Table 2.1: Key Indicators

Parameter	Jun-09	Mar-10	Jun-10	Q-O-Q (% Change)	Y-O-Y (% Change)
Subscriber Base (million)	328	479	527	10.1%	60.9%
Share of Prepaid (%)	94.30%	95.78%	96.17%	-	-
Incoming MOU* per sub. per month	231	209	206	-1.4%	-11.0%
Outgoing MOU* per sub. per month	223	201	195	-3.2%	-12.4%
Outgoing SMS per sub. per month	28	38	40	4.5%	41.3%
Average Revenue Per User (ARPU)	185	131	122	-7.0%	-33.9%

* Minutes of Usage

Chart 2.1: Traffic pattern

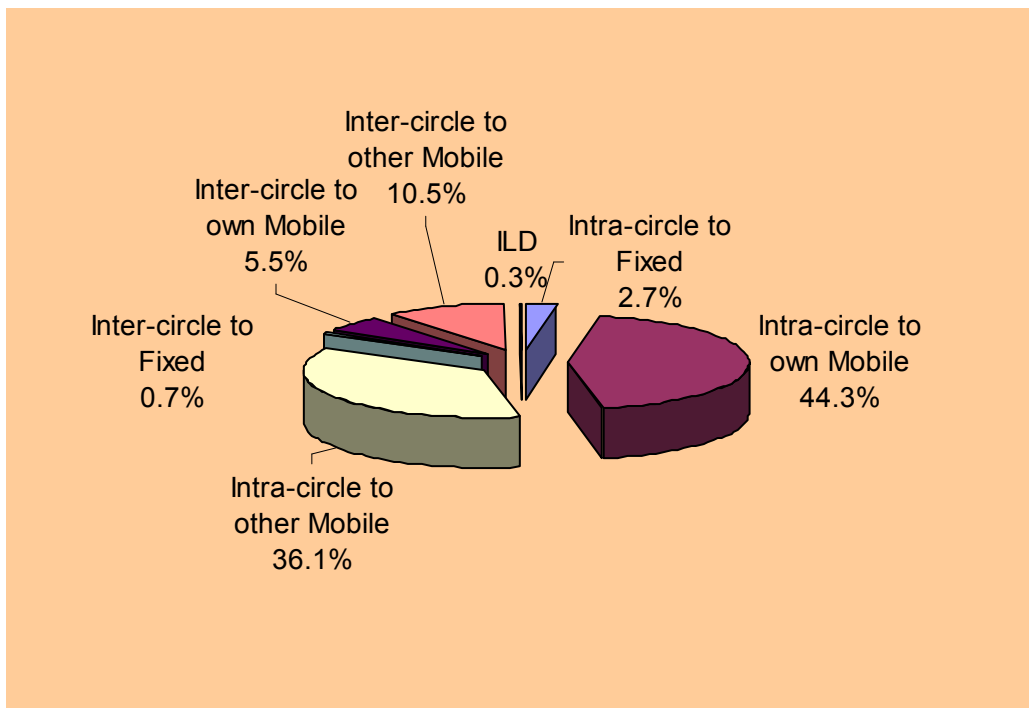
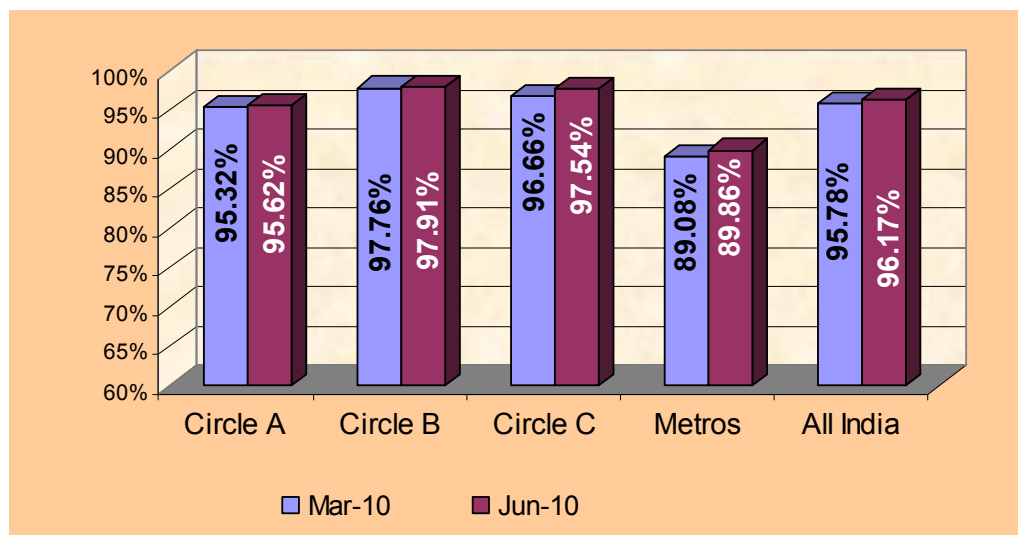


Chart 2.2: Proportion of prepaid subscribers



2.1 Share of prepaid subscription has grown from 95.78% in Mar-10 to 96.17%.

Table 2.2: ARPU (₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	500	111	129
Circle B	464	104	112
Circle C	355	102	109
Metro	612	99	153
All India	509	106	122
All private SPs	550	106	126
BSNL/MTNL	353	83	99

2.2 The all India blended ARPU per month has shown a decline of 7% from ₹131 in Mar-10 to ₹122 in Jun-10. The blended ARPU (₹153) as well as postpaid ARPU (₹612) are the highest in Metros, where

as the prepaid ARPU (at `99) is the lowest in Metros with highest being `111 in A category circles.

2.3 Prepaid ARPU declined from `113 in Mar-10 to `106 in Jun-10 while Postpaid ARPU slightly increased from `503 to `509.

Table 2.3: Composition of Revenue (%)

Item	Mar-10	Jun-10
Rental Revenue	17.7%	18.1%
Revenue from Calls	59.1%	58.1%
Revenue from Roaming	7.7%	7.9%
Revenue from SMS	6.2%	6.2%
Other Revenues *	9.4%	9.7%

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

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

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	595	465	1060	90	170	179	349	65
Circle B	586	493	1079	61	178	199	378	24
Circle C	392	285	676	32	206	250	456	18
Metro	519	429	948	72	185	166	351	29
All India	551	443	994	73	180	196	376	39

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	190	192	382	66
Circle B	187	206	393	25
Circle C	212	251	462	18
Metro	220	194	414	33
All India	195	206	401	40

- 2.4 The overall MOU per subscriber declined by 2.24%, from 410 in QE Mar-10 to 401 in QE Jun-10.
- 2.5 While the prepaid MOU per subscriber declined by 2%, the postpaid MOUs increased by 3.5%.
- 2.6 The overall ratio of incoming-outgoing MOUs remained unchanged at 51:49.
- 2.7 Outgoing SMS per subscriber has increased from 38 in QE Mar-10 to 40 in QE Jun-10.

Table 2.5: Traffic pattern

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	3.35%	40.52%	41.90%	0.65%	5.14%	8.19%	0.24%
Circle B	2.42%	49.07%	33.89%	0.59%	4.52%	9.30%	0.22%
Circle C	1.19%	53.76%	30.33%	0.54%	4.96%	9.07%	0.15%
Metros	3.26%	28.23%	33.01%	1.46%	10.54%	22.99%	0.51%
All India	2.66%	44.26%	36.09%	0.70%	5.53%	10.51%	0.25%

Average Subscriber outgo* per minute

- 2.8 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. The average outgo per outgoing minute (Rental revenue + Airtime revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. The table 2.6 provides the figures for the quarter ending Jun-10.

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

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.72	0.58	0.60
Circle B	0.69	0.51	0.52
Circle C	0.82	0.44	0.46
Metros	0.85	0.56	0.63
All India	0.75	0.52	0.55

* Outgo includes both Rental and call charges

2.9 All India average outgo per minute declined from `0.57 in Mar-10 to `0.55 in Jun-10 indicating further reduction in tariff levels. The average outgo per outgoing minute in metro is highest in the postpaid sector whereas it is highest in the Circle A in the prepaid sector.

Table 2.7: Trends of Key Parameters

Parameter	Jun-09	Sep-09	Dec-09	Mar-10	Jun-10
1. ARPU (` Per month)	185	164	144	131	122
2. MOU per subscriber per month	454	423	411	410	401
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	194	178	169	167	162
3.2 NLD (inter-circle)	28	28	32	34	33
3.3 ILD	0.9	0.9	0.7	0.6	0.5
4. Outgoing SMS per subscriber per month SMS	28	29	32	38	40
5. Average Outgo per outgoing minute (`)	0.74	0.71	0.64	0.57	0.55

2.10 The outgoing SMS per subscriber per month has been increasing steadily over the quarters. Whereas the MOU per subscriber per month has been stabilised to a certain extent.

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

Section B: CDMA – Full Mobility Service

Table 2.8: Key Indicators

Parameter	Mar-10	Jun-10	% Change
Subscriber Base in millions	86.2	88.3	2.33%
Share of Prepaid (%)	93.8%	93.9%	0.07%
Incoming MOUs per subs per month	160	154	-4.26%
Outgoing MOUs per subs per month	146	146	-0.45%
Outgoing SMS per subs per month	13	13	0%
ARPU (₹ Per month)	76	74	-3.02%

Chart 2.3: Traffic Pattern

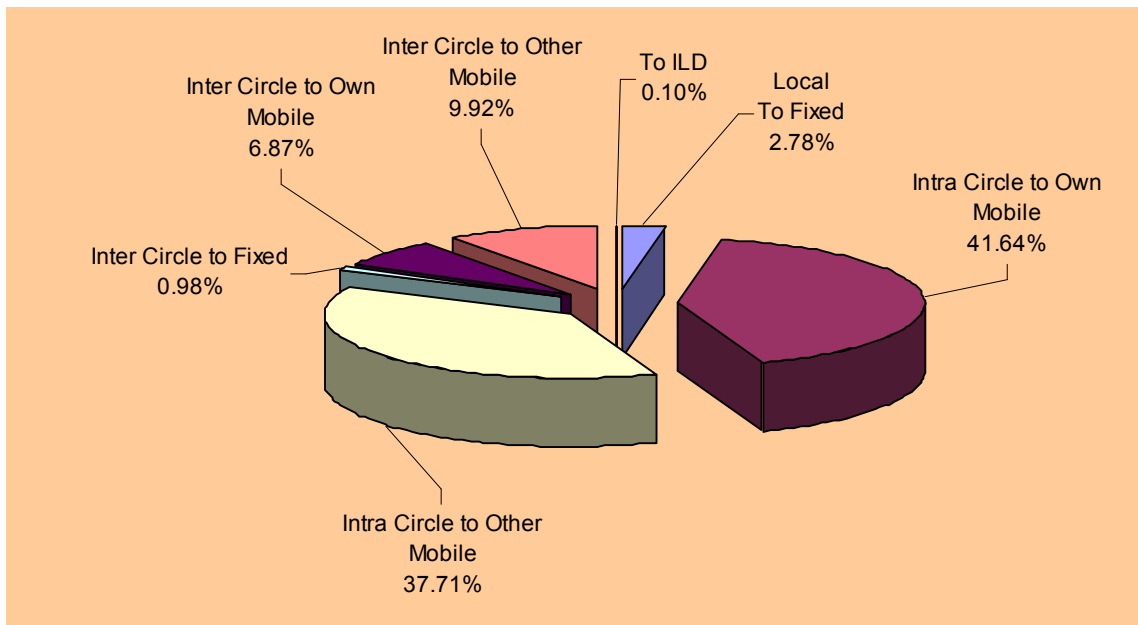
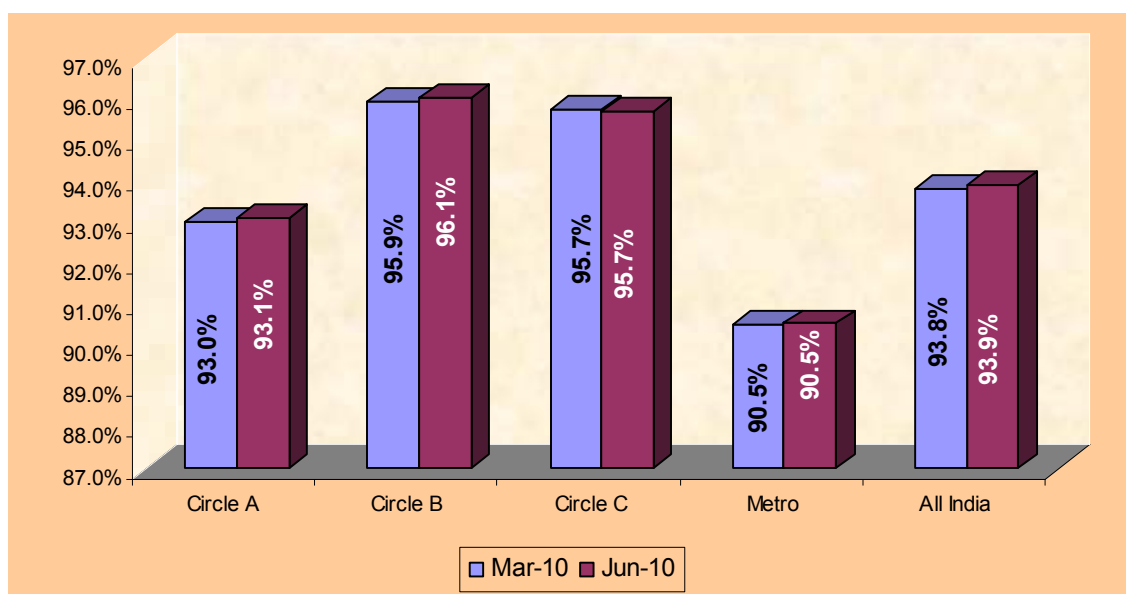


Chart 2.4: Proportion of prepaid subscribers



2.12 Market share of Prepaid segment has further increased from 93.8% in March-10 to 93.9% in June-10.

Table 2.9: ARPU (₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	437	51	77
Circle B	372	46	59
Circle C	429	57	73
Metro	475	57	97
All India	433	51	74

2.13 The all India Blended ARPU declined by 3.02% from ₹76 in Mar-10 to ₹74 in Jun-10. While ARPU for prepaid service declined by 5.5% from ₹54 in Mar-10 to ₹51 in Jun-10, Postpaid ARPU increased by 4.1%, from ₹416 to ₹433, during the same period.

Table 2.10: Composition of Revenue (%)

Item	Mar-10	Jun-10
Rental Revenue	27.7%	28.8%
Revenue from Calls	54.0%	52.6%
Revenue from Roaming	1.5%	1.4%
Revenue from SMS	5.5%	6.0%
Other Revenues *	11.3%	11.3%

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

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

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	469	308	777	31	100	122	223	14
Circle B	582	365	946	30	130	146	277	8
Circle C	652	315	967	9	160	199	360	5
Metro	429	300	728	65	129	144	273	16
All India	494	320	814	40	123	143	266	11

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	126	135	261	15
Circle B	148	155	303	9
Circle C	181	204	386	6
Metro	158	159	316	21
All India	146	154	299	13

2.14 The total MOU per subscriber per month decreased by 2.45%, from 307 in QE Mar-10 to 299 in QE Jun-10. The outgoing MOUs decreased by 0.45% and the incoming MOUs by 4.26%.

2.15 Prepaid MOUs decreased by 1.4% and postpaid MOUs by 5.8%.

2.16 Outgoing SMS per subscriber per month remained same as 13.

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

Table 2.12: Traffic Pattern

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	4%	35%	46%	1%	6%	8%	0.1%
Circle B	2%	48%	36%	1%	6%	7%	0.1%
Circle C	1%	41%	43%	1%	7%	7%	0.0%
Metros	4%	39%	28%	1%	9%	18%	0.1%
All India	3%	42%	38%	1%	7%	10%	0.1%

Table 2.13: Average outgo per outgoing minute

[` Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.83	0.46	0.56
Circle B	0.58	0.35	0.39
Circle C	0.55	0.34	0.37
Metros	0.96	0.45	0.58
All India	0.77	0.40	0.48

* Outgo includes both Rental and call charges

2.18 All India average outgo per minute declined from ` 0.49 in Mar-10 to `0.48 in Jun-10.

Table 2.14: Trends of Key Parameters

Parameter	Jun-09	Sep-09	Dec-09	Mar-10	Jun-10
1. ARPU (₹ Per month)	92	89	82	76	74
2. MOU per subscriber per month	342	308	318	307	299
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	125	116	122	118	120
3.2 NLD (inter-circle)	35	29	28	28	26
3.3 ILD	0.38	0.25	0.24	0.19	0.15
4. Outgoing SMS per subscriber per month SMS	11	10	14	13	13
5. Average Outgo per outgoing minute (₹)	0.56	0.57	0.52	0.49	0.48

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Services

Revenue of ISPs

2.19 The total Revenue of the Internet Services as reported by ISPs was `2,416.52 Crores for the quarter ending Jun-10 as compared to `2,225.49 crores for the quarter ending Mar-10, showing an increase of 8.58%.

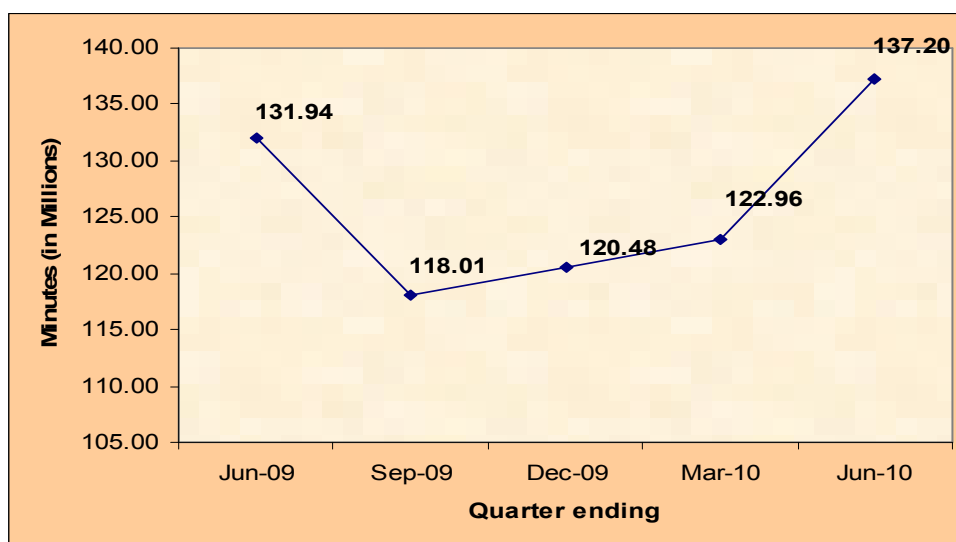
Dial up Access

2.20 The average Minutes of Usage (MoU) per subscriber per month during the day time i.e. between 8 a.m to 8 p.m, increased from 270.87 in QE Mar-10 to 275.52 in QE Jun-10 and during night time i.e. between 8 p.m to 8 a.m., it has increased from 90.29 to 113.57.

Internet Telephony

2.21 Total Minutes of Usage (MOU) for Internet Telephony has increased from 122.96 million in QE Mar-10 137.20 million in QE Jun-10.

Chart 2.4: Trends in MOU for Internet Telephony



Chapter 3: Financial Data of Telecom Service Sector

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

Particulars	QE Jun-2009 (` in Crore)	QE Mar-2010 (` in Crore)	QE Jun-2010 (` in Crore)	Q-O-Q % Change	Y-O-Y % Change
Gross Revenue (GR)	39108.33	40265.12	41392.75	2.80	5.84
Adjusted Gross Revenue (AGR)	29732.52	28829.53	30481.93	5.73	2.52
Pass Through (GR-AGR)	9375.81	11435.6	10910.81	-4.59	16.37
License Fee	2507.2	2406.77	2467.82	2.54	-1.57
Spectrum Charges	874.02	858.37	785.6	-8.48	-10.12

3.1 From Table 3.1 we can see that though the pass through charges declined by 4.59% from QE Mar-2010 to QE Jun-2010, it increased by 16.37% annually. On the contrary, License fee increased by 2.54% quarterly whereas it declined by 1.57% annually.

3.2 Gross Revenue has increased by 2.80% and AGR increased by 5.73% compared with previous quarter

3.3 Average License fee as % Adjusted Gross Revenue: 8.10 %.

3.4 Pass-through charges as % Gross Revenue: 26.36%.

3.5 Public sector undertaking's share to Total GR: 19.19%.

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

Service	GR	AGR	LF	Spectrum Charges
Access Providers	32495.42	24921.93	2134.77	779.07
NLD	5667.74	4279.28	256.62	-
ILD	2130.32	1015.23	60.77	-
Others	1099.27	265.50	15.66	6.53
Total	41392.75	30481.94	2467.82	785.60

3.6 Access services contributed 78.51% of the total revenue of telecom services.

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

Service Provider	QE Mar-10	QE Jun-10	% Change
Aircel	1226.16	1332.26	8.65
Bharti	8742.73	9319.59	6.60
BSNL	4843.90	5190.32	7.15
Etisalat	20.46	0.14	-99.30
HFCL	29.43	32.91	11.82
Idea#	3501.12	3740.42	6.83
Loop	162.40	165.50	1.91
MTNL	1056.46	853.63	-19.20
Reliance	3191.93	3218.43	0.83
S Tel	7.93	11.81	48.93
Sistema Shyam	82.14	109.09	32.81
Tata	2400.91	2324.07	-3.20
Unitech	50.18	64.07	27.68
Vodafone	5837.94	6133.18	5.06
Grand Total	31153.69	32495.42	4.31

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

3.7 In Access services, GR has increased from `31153.69 crore in QE Mar-10 to `32495.42 crore in QE Jun-10, thereby showing a growth of 4.31%.

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

Category	Gross Revenue (` in Cr.)	% age share of Gross Revenue
Metro	5990	18.43%
A	12083	37.18%
B	10906	33.56%
C	3516	10.82%
Total	32495	100%

Notes:

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.*

Chapter 4: Quality of Service (QoS)

Section A: Quality of Service Performance of Wireless Service Providers

Table 4.1: QoS Summary - Wireless Service

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending March, 2010		Quarter Ending June, 2010	
			Out Of 184 (Nos.)	Out Of 184 (in %)	Out Of 211* (Nos.)	Out Of 211* (in %)
I.	Network Related Parameters					
1	Network Availability					
(i)	BTSS Accumulated downtime (not available for service)	≤ 2%	1	0.5%	8	3.8%
(ii)	Worst affected BTSS due to downtime	≤ 2%	14	7.6%	22	10.4%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate (within licensee's own network)	≥ 95%	2	1.1%	4	1.9%
(ii)	SDCCH/ Paging Chl. Congestion	≤ 1%	4	2.2%	10	4.7%
(iii)	TCH Congestion	≤ 2%	4	2.2%	8	3.8%
3	Connection Maintenance (Retainability)					
(i)	Call Drop Rate	≤ 2%	3	1.6%	9	4.3%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	≤ 5%	27	14.7%	32	15.2%
(iii)	Connection with good voice quality	≥ 95%	7	3.8%	9	4.3%
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	34	18.4%	30	14.2%
II.	Customer Service Quality Parameters					
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	23	12.5%	24	11.4%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	20	10.9%	42	19.9%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	14	7.6%	12	5.7%

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending March, 2010		Quarter Ending June, 2010	
			Out Of 184 (Nos.)	Out Of 184 (in %)	Out Of 211* (Nos.)	Out Of 211* (in %)
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	4	2.2%	2	0.9%
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	50	27.2%	40	19.0%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	67	36.4%	59	28.0%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	11	6.0%	19	9.0%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	9	4.9%	27	12.8%

* NOTE : Sistema [AP & MH], Uninor [Gujarat, Kolkata, Maharashtra, Mumbai and West Bengal], Etisalat [AP, Bihar, Delhi, Gujarat, Haryana, Karnataka, Kerala, Maharashtra, Madhya Pradesh, Mumbai, Punjab, Rajasthan, Tamilnadu, UP-E and UP-W] and Videocon [Gujarat, Haryana, Kerala, Mumbai and Tamilnadu] have reported the PMR for the first time, which have been included in this report. Hence, the total no. of operators is 211 in this quarter.

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

- a. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
- b. Metering and billing credibility - post paid
- c. Resolution of billing/charging/validity complaints
- d. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
- e. Accessibility of call centre/ customer care

- f. %age of calls answered by the operators (voice to voice) within 60 sec.

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

- a. BTSs Accumulated downtime (not available for service)
- b. Worst affected BTSs due to downtime
- c. Call Set-up Success Rate (within licensee's own network)
- d. SDCCH/ Paging Ch1. Congestion
- e. TCH Congestion
- f. Call Drop Rate
- g. Worst affected cells having more than 3% TCH drop (call drop) rate
- h. Connection with good voice quality
- i. Metering and billing credibility - pre paid
- j. %age requests for Termination / Closure of service complied within 7 days
- k. Time taken for refund of deposits after closures

Table 4.2: Parameter wise Performance of Wireless Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Network Availability		
BTSs Accumulated downtime (not available for service) (%age)	$\leq 2\%$	BSNL – NE (2.96%) Dishnet – NE (2.61%) Uninor – Bihar (4.09%), WB (11.73%) Videocon – TN (2.58%) Etisalat – Bihar (9.33%), UP-E (3.43%), UP-W (2.9%)
Worst affected BTSs due to downtime (%age)	$\leq 2\%$	BSNL – Assam (12.2%), Kol (7.6%), KR (2.77%), MP (4.23%), NE (9.35%), PB (2.56%), RJ (5.66%), TN(2.13%), UP-E (6.80%), UP-W (5.93%) Airtel - NE (7.17%) MTNL – Delhi (8.61%) Dishnet – Assam (9.31%), Bihar (5.14%), NE (20.2%) Uninor – Bihar (6.51%), MH (4.18%), UP-E (3.53%), UP-W (2.18%) Videocon – TN (5.31%) Etisalat – Bihar (63.7%), UP-W (21.43%)
Connection Establishment (Accessibility)		
Call Set-up Success Rate (within licensee's own network)	$\geq 95\%$	Dishnet – NE (90.64%) Videocon –TN (94.43%) Etisalat – KR (88.71%), UP-W (94.09%)
SDCCH/ Paging Chl. Congestion (%age) (Benchmark $\leq 1\%$)	$\leq 1\%$	BSNL – MP (1.39%), NE (1.67%), UP-W (1.30%) Bharti Airtel – NE (1.55%) Vodafone – RJ (6.01%) Dishnet – Assam (1.89%), J&K (1.35%), NE (13.34%), WB (1.24%) Videocon – TN (1.07%)
TCH Congestion (%age)	$\leq 2\%$	BSNL – KOL (2.27%), MP (5.31%), NE (2.07%), UP-W (2.39%) Bharti Airtel – NE (2.24%) Dishnet – Bihar (2.81%), HP (2.17%), NE (8.21%), WB (2.76%) Vodafone – RJ (4.95%)
Connection Maintenance (Retainability)		
Call Drop Rate (%age)	$\leq 2\%$	BSNL – MP (2.19%), NE (2.54%), UP-W (2.29%) Vodafone – RJ (25.82%) Dishnet – HP (2.08%), J&K (2.12%), NE (2.61%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		Uninor – UP-W (2.2%) Videocon – KR (2.13%)
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	BSNL – Assam (8.67%), Bihar (5.08%), KOL (5.19%), MP (12.33%), NE (9.13%), PB (11.23%), RJ (7.94%), UP-W (12.79%), WB (6.23%) Vodafone – UP-E (6.06%) Idea – GJ (7.5%), HP (16.83%), J&K (9.57%), Mumbai (9.41%), MH (10.85%), PB (5.76%), RJ (7.6%), TN (8.44%) Dishnet – Assam (16.84%), Bihar (13.41%), HP (26.51%), J&K (17.04%), NE (20.72%), OR (11.27%), UP-E (10.98%), WB (15.71%) Uninor – TN (5.18%), UP-E (9.03%), UP-W (5.78%) Videocon – KR (7.08%), TN (13.35%) Etisalat – KR (6.35%)
Connection with good voice quality	≥ 95%	Dishnet – Assam (89.81%), HP (92.81%), J&K (90.5%), NE (91.13%), Orissa (94.53%), WB (93.74%) Uninor – UP-E (93.75%), UP-W (94.39%), WB (92.1%)
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	≤ 0.5%	BSNL – Bihar & GJ (3), HP (4.67), KOL (2.67), MP (1.67), UP-W (0.83) MTNL – Delhi (3) Bharti Airtel – NE (1) Sistema – AP (5) Idea – Kol (0.67), MH (1) Aircel – AP (1), KR (1), TN (0.67) Dishnet – Bihar (2), HP (0.67), J&K (4.33), NE (2.33), OR (1.67), WB (1.67) Sistema – AP (5) STel – Bihar (3) Uninor – AP (2), Bihar (8), GJ (4), Kol (2), Mum (1), TN (4.33), UP-E (10.33), UP-W (5.67), WB (8) Videocon – HR & Mum (1.33)
Metering and Billing		
Metering and billing credibility - post paid	≤ 0.1%	TTSL (GSM) – PB (0.15%), MH (0.11%), UP-W ((0.11%) Idea – HP (0.53%), Kol (0.68%), WB (0.25%) Aircel – AP (0.39%), Chennai (0.6%), Delhi (0.18%), KR (2.51%), KTK (0.14%), Mumbai (0.64%), MH (0.28%) Dishnet – Assam (0.12%), Kol (0.91%), UP-E (0.51%), UP-W (0.32%), WB (0.43%) Vodafone – Assam (0.12%), MH (0.17%), MP (0.25%), UP-W (0.2%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Metering and billing credibility - pre paid	≤ 0.1%	<p>BSNL – KOL (0.2%), RJ (0.24%), WB (0.11%)</p> <p>TTSL (CDMA) - MH (0.16%)</p> <p>Idea – HP (0.53%), Kol (0.68%), WB (0.25%)</p> <p>Aircel – AP (0.43%), Delhi (0.16%)</p> <p>Dishnet – HP (0.43%), J&K (2.29%), Kol (0.48%), NE (0.25%), UP-E (0.27%), UP-W (0.92%), WB (0.7%)</p> <p>Sistema – Delhi (0.22%), HR (0.35%), MH (0.17%)</p> <p>STel – Bihar (0.12%)</p> <p>Uninor – AP (0.85%), Bihar (0.36%), GJ (1.32%), Kol (0.88%), KR (0.61%), KTK (0.8%), Mum (1.65%), MH (1.12%), Orissa (1.3%), TN (0.46%), UP-E (0.49%), UP-W (0.36%), WB (1.16%)</p> <p>Videocon – GJ (0.43%), KR (0.25%), TN (0.15%)</p> <p>Etisalat – AP (1.48%), Delhi (1%), GJ (0.14%), HR (0.32%), Mum (0.38%), MH (0.34%), MP (0.92%), UP-E (1.32%), UP-W (0.27%)</p>
Resolution of billing/charging/validity complaints	100% within 4 weeks	<p>BSNL – PB (91%)</p> <p>Tata Tele. (CDMA) – Bihar (98.7%), UP-E (98%), UP-W (98.8%)</p>
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	Tata Tele. (CDMA) – Mumbai (98.8%)
Response time to the customer for assistance		
Accessibility of call centre/ customer care	≥ 95%	<p>BSNL – KOL (92%), RJ (94%)</p> <p>Bharti Airtel – J&K (90.8%)</p> <p>RCOM (CDMA) – Bihar (78%), Kol (91%), MH (92%), MP (85%), UP-E (40%), WB (91%)</p> <p>RCOM (GSM) – Delhi (85%), GJ (94%), MH (40%), RJ (79%), UP-E (43%)</p> <p>RTL - Assam (73%), Bihar (61%), HP (91%), Kol (78%), MP (46%), NE (73%), Orissa (74%), WB (65%)</p> <p>Idea – RJ (85.5%), UP-W (92%)</p> <p>Sistema – AP (83.4%)</p> <p>Uninor – AP (87.9%), Bihar (76.8%), GJ (83.6%), KTK (93.9%), MH (90.7%), TN (91.5%), UP-E (81.6%), UP-W (77.4%), WB (93.4%)</p> <p>Videocon – Mum (77%)</p>
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	<p>BSNL – Assam (83.2%), Bihar (89.7%)</p> <p>Bharti Airtel – Assam (86.4%), MP (90%), NE (84.5%)</p> <p>RCOM (CDMA) – AP (78%), Bihar (75%), HP (87%), HR (79%), KR (86%), KTK (89%), Mum</p>

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		(86%), MH (67%), PB (87%), UP-E (66%) RCOM (GSM) – AP (71%), Delhi (72%), HR (73%), J&K (86%), KR (76%), KTK (62%), PB (59%), UP-E (72%) RTL – Kol (56%), MP (51%), Orissa (84%), WB (20%) TTSL (CDMA) – Bihar (87.5%) TTSL (GSM) – Bihar (71.1%), GJ (66.8%), HR (88.5%), Kol (78.4%), Orissa (69.7%), PB (82.5%), WB (73%) Idea – Delhi (85.4%), Kol (84.2%), MH (79.8%), Orissa (82.4%), PB (86.1%), WB (62%) Aircel – AP (84%), Chennai (35%), KTK (86%), TN (50.1%) Dishnet – Assam (71%), Bihar (55%), HP (79%), NE (86.1%), Orissa (30.4%), UP-E (84.6%), UP-W (76.1%) Sistema – Bihar (88%), KR (74.5%), TN (76.1%), WB (81%) Videocon – HR (48%), KR (86.2%), Mum (66.4%)
Termination / closure of service		
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	TTSL (GSM) – AP (98%) Vodafone – Kol (95.6%), WB (94.9%) Idea – J&K (89.8%), Kol (96.8%), TN (97.9%), WB (96.5%)
Time taken for refund of deposits after closures	100% within 60 days	MTNL – Mumbai (After 90 days) TTSL (CDMA) – AP (94%), Assam (97%), Bihar (95%), Chennai (77%), Delhi (88%), GJ (89%), HP (87%), HR (92%), J&K (64%), Kol (97%), KR (80%), KTK (83%), MP (88%), Orissa (95%), PB (90%), RJ (88%), TN (77%), UP-E (89%), UP-W (91%), WB (96%) Idea – GJ (97.9%), MH (90.6%) Vodafone – Bihar (26%), Mum (94.7%)

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

Section B: Quality of Service Performance of Wireline Service Providers

Table 4.3: QoS Summary - Wireline Service

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			March, 2010		June, 2010	
			Out of 88 In Nos	Out of 88 In %age	Out of 88 In Nos	Out of 88 In %age
(i)	Fault incidences per 100 subs/month	≤ 5	12	13.64%	13	14.77%
(ii) a	% Fault repaired by next working day	≥ 90%	6	6.82%	7	7.95%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	36	40.91%	40	45.45%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	20	22.73%	17	19.32%
(iii)	MTTR	<8Hrs	10	11.36%	10	11.36%
(iv) a	Call Completion Rate (in local network)	≥ 55%	2 (out of 62 Licensees)	3.23%	2 (out of 68 Licensees *)	2.94%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	0 (out of 54 Licensees)	0.00%	1 (out of 20 Licensees **)	1.14%
(v)	Point of Interconnection (POI) Congestion (No. of POIs not meeting benchmark)	≤ 0.5%	9	10.23%	5	5.68%
(vi)	Metering & billing credibility – Post-paid	≤ 0.1%	4	4.55%	1	1.14%
(vii)	Metering & billing credibility – Pre-paid #	≤ 0.1%	-	-	-	-
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	3	3.41%	1	1.14%
(ix)	Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	2	2.27%	24	27.27%
(x)	Response time to the customer for assistance					
(x) a	Accessibility of call centre/customer care	≥ 95%	12	13.64%	31	35.23%

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			March, 2010		June, 2010	
			Out of 88 In Nos	Out of 88 In %age	Out of 88 In Nos	Out of 88 In %age
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	4	4.55%	22	25.00%
(xi)	Termination / closure of service	100% within 7 days	14	15.91%	9	10.23%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	0	0.00%	0	0.00%

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

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

3) In Assam, J&K and North East Circles, M/s TTSL is providing the Basic Service through PRI Lines given to the Corporate and not providing the individual / residential connections.

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

- a. % Fault repaired within 5 days
- b. Call completion rate (in local network)
- c. Point of Interconnection (POI) Congestion (No. of PoIs not meeting the benchmark)
- d. Metering and billing credibility - post paid
- e. Resolution of billing/charging/Credit & validity complaints
- f. Termination / Closure of service 100% within 7 days

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

- a. Fault incidences per 100 subs/month
- b. % Fault repaired by next working day

- c. % Fault repaired within 3 days
- d. Answer to Seizure Ratio (ASR)
- e. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
- f. Accessibility of call centre/ customer care
- g. %age of calls answered by the operators (voice to voice) within 60 sec.

4.6 The performance of the Wireline Service Providers is at same level as compared to the previous quarter in respect of the parameter of “Mean Time to Repair (MTTR)” and “Time Taken for Refund of deposits after closures”.

Table 4.4: Parameter wise QoS of Wireline Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	≤ 5	BSNL – Chattisgarh (6.05), HP (8.39), HR (13.8), KR (6.33), MH (6.2), PB (6.38), Uttaranchal (5.42), WB (5.3) MTNL – Delhi (6.97), Mumbai (7.2) Bharti Airtel – MP (7.64)
% Fault repaired by next working day	$\geq 90\%$	BSNL – A&N (88.25%), Bihar (87.78%), HP (79.23%), J&K (71.89%), Kolkata (86.68%) MTNL – Delhi (82.29%), Mumbai (86.07%)
% Fault repaired within 3 days	$\geq 100\%$	BSNL – AP (95.77%), Assam (92.21%), Bihar (96.54%), CHN (98.38%), Chattisgarh (98.56%), GJ (98.32%), HP (98.23%), J&K (83.53%), Kolkata (97.81%), Kerala (92.05%), KTK (96.38%), MH (94.92%), PB (96.42%), OR (98.48%), Uttaranchal (98.75%), WB (95.54%) MTNL – Delhi (90.91%), Mumbai (93.44%) Bharti Airtel – MP (98.66%)
% Fault repaired within 5 days	$\geq 100\%$	BSNL – Bihar (77.28%), Chennai (98.55%), Chattisgarh (98.31%), HP (97.74%), J&K (98.09%), Kerala (90.10%), MH (98.21%), NE-I (97.56%), WB (96.39%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
MTTR	<8Hrs	BSNL – AP (12.53 hrs.), KR (15.83 hrs.), MH (9.48 hrs.), NE-I (15.99 hrs.), PB (8.7 hrs.), WB (10.1 hrs.) MTNL – Delhi (10.39 hrs.), Mumbai (18.81 hrs.) Bharti Airtel – UP-E (8.12 hrs.), UP-W (8.22 hrs.)
Call Completion Rate (in local network)	≥ 55%	BSNL – J&K (52.31%) MTNL – Delhi (52.8%)
Answer to Seizure Ratio (ASR)	≥ 75 %	RCOM in WB service area (74.98%), has marginally not met the benchmark
Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	≤ 0.5%	BSNL – Bihar, GJ & KOL (3), HP (5) MTNL – Delhi (1)
Metering & billing credibility – Post-paid	≤ 0.1%	MTNL – Delhi (0.14%)
Metering & billing credibility – Pre-paid #	≤ 0.1%	-
Resolution of billing/charging/validity complaints	100% within 4 weeks	MTNL – Delhi (92.9%)
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	BSNL – A&N (85.5%), AP (95.27%), Assam (96.65%), Bihar (95.26%), Chennai (87.77%), GJ (88.18%), HP (91.07%), HR (97.31%), J&K (95.71%), Jharkhand (93.67%), KOL (70.89%), KR (98.91%), KTK (79.73%), MP (95.09%), NE-I (93.25%), OR (97.03%), RJ (94.7%), TN (91.76%), UP-E (96.77%), UP-W (96.19%), Uttaranchal (95.09%), WB (94.9%)
Response time to the customer for assistance		
Accessibility of call centre/ customer care	≥ 95%	BSNL – KTK (90.77%), MH (43.97%), Uttaranchal (93.53%), WB (80.58%) MTNL – Mumbai (69.37%) Bharti Airtel –HR & KOL (92.88%), MP (94.08%), PB & RJ (92.88%) Tata Tele. – AP (92.33%), ASM (77.41%), Bihar (79.56%), Chennai (89.63%), Delhi (93.91%), HP (92.47%), KOL (79.35%), KR (91.94%), KTK (84.22%), MP (87.73%), NE (82.44%), OR (74.16%), PB (92.65%), RJ (93.8%), UP-E (87.11%), UP-W (94.45%), WB (86.25%) HFCL – PB (79.8%)
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	BSNL – KTK (84.39%) MTNL –Mumbai (80%) Bharti Airtel – Delhi, HR, KOL, PB, RJ, UP-E & UP-W (87.55%), TN (84.77%) Tata Tele. – Assam (72.25%), Bihar (79.81%), KOL (72.89%), KTK (87.4%), MH (87.69%), Mum (87.01%), BR (80%), OR (77.58%), WB (86.67%) HFCL – PB (87.33%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Termination / closure of service		
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	BSNL – AP (98.58%), Bihar (94.17%), MH (97.92%) MTNL – Mumbai (91.78%)
Time taken for refund of deposits after closures	100% within 60 days	All the Licensees have met this benchmark

NOTE : # None of the SPs have reported for the Parameter "Metering and billing credibility - pre paid"

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

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

A. Dial-up service

4.8 Out of 164 Dial-up Service providers, based on the subscriber base, this report covers only top 12 Service providers.

Table 4.5: Performance on ISPs Quality of Service


Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Time to Access	Service Accessibility			GOS on the link connecting to PSTN node to ISP		
				Probability of accessing the ISP node (%)					
				1st Attempt	2nd Attempt	3rd Attempt			
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days
1	BHARAT SANCHAR NIGAM LTD.	0-4 hrs	16-30 Sec	90.00%	95.00%	100.00%	Nil	0.01	0-4 hrs
2	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Instantaneous	30 Sec	99.74%	99.99%	-	Nil	0.01	5 Min
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.005	15 Min
3	BHARTI AIRTEL LTD.	Online	30-40 Sec	99.80%	100.00%	100.00%	<0.015% (DNF)	<0.01	4.05 hrs
4	RELIANCE COMM. INFRASTRUCTURE LTD	Online	<20 Sec	98.00%	100.00%	-	Nil	NR	<8 hrs
5	TATA COMMUNICATIONS	Online	30Sec	80.00%	90.00%	99.00%	5 Min	0.01	10-15 Min
6	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min
7	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days		
9	HFCL INFOTEL LTD.	NR	30 Sec	99.99%	100%	-	Nil	0.005	2.35 hrs
10	TATA TELESERVICES (MH) LTD.	NR	20 Sec	99.00%	100.00%	-	Nil	0.001	7.25 hrs
11	HCL INFINET LTD.	4 Min	24 Sec	99.40%	99.20%	99.10%	22Min	0.002	17-19 hrs
12	BROADBAND PACENET (I)PVT.LTD.	2-4 hrs	30 Min-4hrs	75.00%	80.00%	95.00%	NR	NR	30Min -2 hrs

Note:-

NR= Not Reported

DNF= Data not in format

 Not meeting the benchmark

Service Activation Time

4.9 HFCL Infotel Ltd and Tata Teleservices Ltd. have not provided the data. All other ISPs have met the TRAI benchmark of 6 hrs.

Time to Access

4.10 All the ISPs except M/s Bharti Airtel Ltd. and M/s Broadband Pacenet (I) Pvt. Ltd., have met the TRAI benchmark of 30 sec.

Probability of Accessing the ISP Node

4.11 All the Internet Service Operators except Broadband Pacenet (I) Pvt Ltd have met this benchmark of 80% for first attempt, 90% for second attempt and 99% for third attempt in this quarter. Broadband Pacenet (I) Pvt Ltd has not met the benchmark in all the three attempts.

ISP Node unavailability

4.12 ISP Nodes unavailability should not exceed 30 minutes in a month. Broadband Pacenet (I) Pvt Ltd has not provided the data. All the other ISPs have met the TRAI benchmark.

Grade of Service

4.13 ISPs are required to maintain the Grade of Service on the link connecting PSTN Node to the ISP Node as 1 in 100. Reliance Comm. Infrastructure Ltd and Broadband Pacenet (I) Pvt. Ltd have not provided data. All other ISPs have maintained the Grade of Service.

Mean Time to Restore (MTTR)

4.14 ISPs are required to rectify 90% of faults resulting due to subscriber complaint within 24 hours and 99% within three days. Sify Ltd has not provided data. All the other Operators have met this benchmark.

B. Broadband Service

4.15 Out of 110 Broadband Service providers, 19 Service Providers are having subscriber base > 10,000 and these 19 Service providers share the 98.73% of total subscriber base. This report covers performance of 17 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI, as the remaining two service providers i.e. Syscon Infoway and Ankhnet Informations Pvt. Ltd., have not submitted the report.

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

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in =< 15 working days	<p>BSNL:- AP(98.10%), Assam (99.60%), Bihar(97.00%), J&K(99.80%), Jharkhand(98.20%), KTK(99.50%), MH(99.50%), TN(99.90%), WB(99.80%) MTNL:- Delhi (92.59%), Mumbai (87.25%)</p> <p>Tata Communications: Goa (33.00%), WB(99.00%) Beam Cables – Hyd(98.00%) Spectranet - All India (99.20%) Tikona Digital Networks - All India (97.66%)</p>
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	<p>BSNL:- Jharkhand(76.80%), Kol(89.70%), A&N(85.20%) MTNL:- Delhi (59.64%), Mumbai (73.20%) Tata Communications - Chhattisgarh(33.00%), Goa(65.00%), Meghalaya(67.00%, TN(89.00%), Tikona Digital Networks - All India (61.99%) You Telecom: AP(88.00%)</p>
	% of faults repaired within 3 working day	=>99%	<p>BSNL:- Bihar (96.50%), Jharkhand (92.60%) MTNL:- Delhi (79.58%), Mumbai (85.61%) Tata Communications- Chhattisgarh(33.00%), Goa (89.00%), HP(97.00%), Meghalaya(67.00%) Hathway Cables – UP(98.00%) You Broadband & Cable India Pvt Ltd- AP (8.00%) Tikona Digital Networks- All India (61.99%)</p>
3	Billing Performance		
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	<p>BSNL:- AP(99.90%), KTK(99.80%), Orissa(99.70%) MTNL : Delhi(98.53%) Hathway – UP(97.00%), Tikona Digital Networks – All India (61.99%)</p>
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	<p>BSNL- Bihar(98.40%), KTK(99.90%) You Broadband & Cable India Pvt. Ltd.- AP (98.00%)</p>
4	Response Time to the Customer for assistance		

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	Beam Cables- Hyd(60.00%) DVOIS - All India (0.00%)
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	MTNL- Mumbai(78.14%) You Broadband & Cable India Pvt. Ltd.- TN(79.00%) HFCL - Punjab (68.00%) Beam Cables- Hyd(73.66%) DVOIS - All India (0.00%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		Bharti Airtel: AP(7 links), Delhi(1 link), KTK(36 links), Kerala (2 links), Kol(2 links), Punjab(1 link), Raj(1 link), TN(32 link), UP (W) (1 link) Alliance: Kolkata (7 Links) Tikona Digital Networks - All India (33 Links) DVOIS - All India (85 links)
	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)		MTNL - Mumbai (8 links) Bharti Airtel - Punjab(2 links)
	%age of international bandwidth utilization during peak hours (TCBH) (Enclose MRTG <90%)	(Benchmark <90%)	MTNL- Mumbai (98.32%) Bharti Airtel- Punjab (91.00%)
	Broadband Connection speed available (download) from ISSP node to user	>80%	BSNL- NEI (75.90%) DVOIS - All India (0.00%)
6	Service availability /uptime (for all users) in %age	>98%	BSNL: Jharkhand(90.20%) WB(94.00%) Tata Communications: UP(32.00%), Ortel : Orissa (95.07%) Tikona Digital Networks- All India (96.78%) DVOIS - All India (0.00%)
7.	Packet loss (for wired broadband access) in %age	Benchmark <1%	Hathway- AP (1.00%), HR (1.00%), Punjab(1.00%), UP(1.00%) Alliance- Kolkata (1.00%)

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

Chapter 5: Performance of Cable TV, DTH and Radio Broadcasting Services

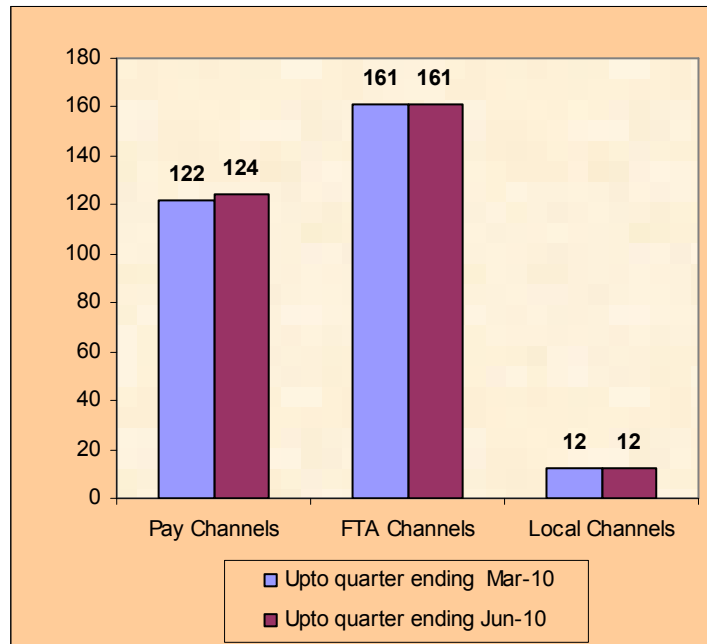
Table 5.1: Key Parameters

S.No	Parameter	Mar-10	Jun-10
1	Number of Broadcasters/ Distributors	24	24
2	Number of channels registered with Ministry of I&B	503	515
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	147	150
4	Maximum number of Pay TV Channels carried by certain cable operator	122	124
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	161	161
6	Private FM Radio stations in operation	248	248
7	Private DTH Operators	6	6
8	Licensees of community radio stations	100	100
9	Operational community radio station	57	75
10	Teleport Service Providers in operation	62	68
11	Number of Set top boxes in (Delhi , Mumbai, Kolkata and Chennai)	7,62,238	7,70,519

Cable TV Services

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

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

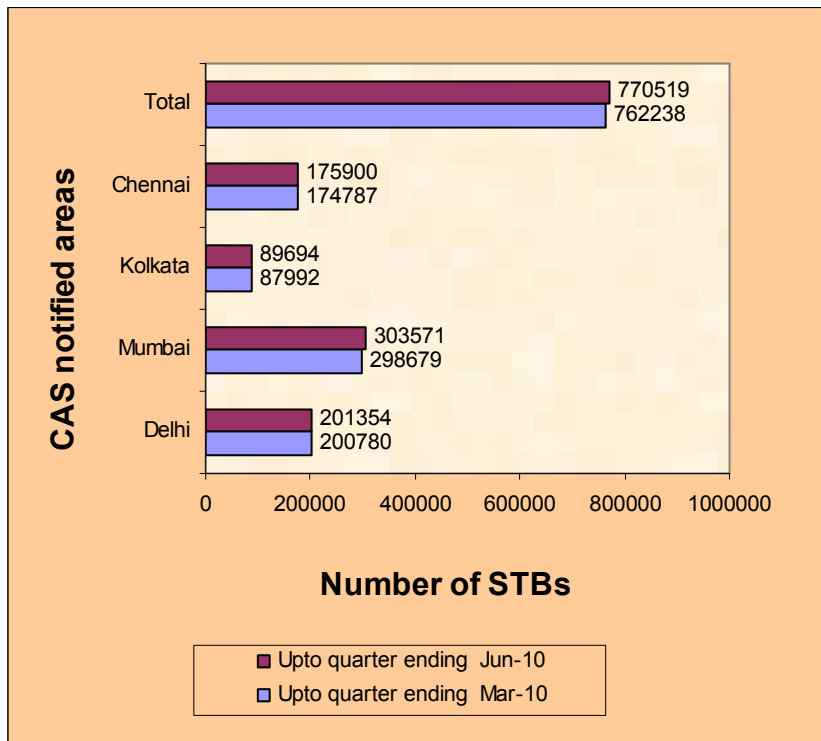


5.2 The maximum number of FTA and Pay Channels reportedly being carried in the cable networks are 161 and 124 respectively in the QE Jun-10. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

5.3 Maximum number of TV channels being carried by any of the reported MSOs is 254, whereas in conventional analogue form, the maximum number of channels being carried by the reported MSOs is 100 channels.

5.4 At the end of the quarter Mar-10, there were 7,62,238 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has increased to 7,70,519 at the end of Jun-10.

Chart 5.2 : Set Top Boxes (STBs)



Satellite TV Channels

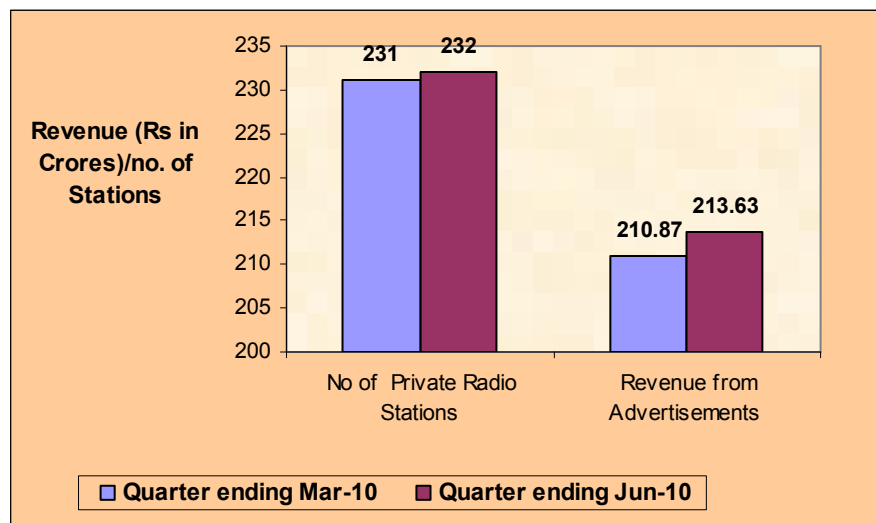
5.5 At the end of Jun-10, Total Number of channels registered with Ministry of I&B is 515. There are reportedly 150 pay TV channels in existence. These 150 pay TV channels are being broadcasted/ distributed by 24 broadcasters or their distributors. The list of broadcasters/distributors of pay TV channels alongwith the reported rates of pay channels for Non-CAS areas are at Annexure-5.1.

- 5.6 In the quarter ending Jun-10, 1 new pay channel “Prarthana” was launched (M/s Orissa Television Ltd.) and 2 channels “Surya TV” and “Kiran TV” were converted from FTA to pay by the broadcaster (Sun Distribution Services).
- 5.7 During the quarter, M/s Orissa Television Limited has reported an increase of 7% in the rates of all their channels for Non-CAS areas in pursuance of the tariff amendment order namely the Telecommunication (Broadcasting and Cable) Services (Second) Tariff (Ninth Amendment) Order, 2008 for Non-CAS areas. The aim of this tariff amendment order was to provide inflation linked adjustments of 7% in the rates of channels for cable TV services.

FM Radio Services

- 5.8 Apart from All India Radio, there were 248 FM Radio station in operation as on as on 31st March 2010. No new private FM radio station came into operation during the quarter. The list of 248 FM Radio stations is at Annexure-5.2.
- 5.9 32 FM Radio Service Providers have reported revenue from Advertisement in respect of 232 Radio Stations and that amounts to `213.63 Crores. In the previous quarter `210.87 crores were reported as the Advertisement revenue by 31 FM Service Providers in respect of 231 radio stations. However, the details do not pertain to the same set of service providers.

Chart 5.3: Comparative position of Revenue from FM Radio Stations



Community Radio

5.10 At the quarter ending Mar-10, out of 100 licensees of community radio stations, 57 stations were in operation. In the quarter ending June 30, 2010, no new license was issued. Now, in this quarter ending June 2010, out of 100 licensees, 75 stations are in operation.

Table 5.2: Status of applications for community radio station licenses received from Ministry of Information and Broadcasting upto the end of June, 2010

	As on 30.6.2010
Total No. of Applications Received	714
No of Licenses issued	100
No of Letters of Intent Issued	231
No of Applications rejected	87
No of stations operational	75

Source: Ministry of Information & Broadcasting

DTH Services

5.11 Besides the free DTH service of Doordarshan, there are 6 private DTH licensees.

5.12 All the six private licensees are offering pay DTH services to the consumers as on 30.6.2010. Total number of reported registered subscribers is 23.77 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.13 Upto quarter ending March, 2010, there were 62 Teleport Service Providers in operation in India. In the quarter ending June 2010, 6 new licenses were issued. Now, at the quarter ending June 2010, there are 68 Teleport service providers are in operation. A list of the stations is at Annexure-5.4.

Annexures

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

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

Source: DoT and Service providers

UASLs	241
CMTSs	38
Total	279

Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10
Andhra Pradesh	5,816,985	6,332,518	12,994,687	13,845,579	6,329,768	6,636,704	975,622	1,208,200	1,824,941	2,402,698
Assam	806,624	943,880	2,405,418	2,613,056	82,932	110,822	2,521,187	2,784,416	1,712,589	1,880,216
Bihar	3,171,530	3,791,641	11,003,161	12,001,986	3,047,161	3,433,890	3,205,641	3,663,155	3,676,150	3,814,873
Delhi	5,066,868	5,561,512	5,915,225	6,491,381	2,590,843	2,904,583	1,119,338	1,372,403	2,046,022	2,618,006
Gujarat	10,824,674	11,496,133	5,456,615	5,790,032	5,401,625	5,547,354	-	-	2,400,064	2,955,347
Haryana	2,914,333	3,109,554	1,533,936	1,558,754	2,159,583	2,278,797	-	26,892	1,171,687	1,435,053
Himachal Pradesh	169,632	214,339	1,317,893	1,369,033	265,079	284,518	467,276	591,385	840,246	887,642
Jammu & Kashmir	175,304	278,416	1,887,301	2,027,130	54,415	75,579	1,856,598	1,848,092	495,182	322,297
Karnataka	5,167,390	5,511,044	12,643,329	13,406,397	2,632,640	3,000,854	766,765	956,069	2,121,170	2,795,248
Kerala	4,211,260	4,447,067	3,131,680	3,202,136	5,361,123	5,662,302	1,216,806	1,451,172	927,082	1,131,964
Madhya Pradesh	1,845,230	2,111,656	6,640,488	7,322,377	7,251,972	8,000,802	-	17,976	4,389,910	4,939,635
Maharashtra	7,172,127	7,810,838	6,628,989	6,790,940	9,356,847	10,000,192	370,577	600,793	3,296,755	3,976,682
Mumbai	5,110,911	5,270,404	3,045,394	3,163,526	1,537,515	1,701,186	903,357	1,078,588	2,042,312	2,507,940
North East	488,702	587,657	1,432,364	1,563,518	26,277	47,176	1,710,812	1,812,468	513,223	528,185
Orissa	1,071,216	1,220,184	4,134,100	4,578,331	601,268	624,114	1,700,160	1,965,774	1,905,532	2,071,298
Punjab	3,122,802	3,291,478	4,789,971	4,949,787	3,271,439	3,476,138	-	-	1,441,947	1,747,046
Rajasthan	7,476,607	7,793,520	10,302,531	10,851,319	2,342,491	2,420,273	-	-	2,652,100	3,121,020
Tamil Nadu (incl. Chennai)	9,008,871	9,514,086	10,917,428	11,371,239	787,849	982,726	14,910,238	16,461,382	1,959,891	2,318,746
UP(E)	10,002,619	11,200,654	9,048,192	10,090,002	3,688,675	4,128,662	901,538	1,069,072	3,638,787	4,323,277
UP(W)	6,403,482	7,000,654	4,040,155	4,545,540	5,848,086	6,085,120	752,398	937,716	2,797,109	3,389,328
Kolkata	3,539,014	3,715,365	2,784,299	2,874,419	553,099	624,897	1,252,931	1,412,649	1,627,434	1,810,011
West Bengal	7,292,177	7,858,104	5,566,158	6,213,919	634,001	859,850	2,229,930	2,421,373	2,890,084	3,350,029
Total	100,858,358	109,060,704	127,619,314	136,620,401	63,824,688	68,886,539	36,861,174	41,679,575	46,370,217	54,326,541

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10
Andhra Pradesh	5,143,284	5,291,552	4,072,266	4,528,582	3,312,265	3,359,201	4,227,505	4,446,965	288,634	286,446
Assam	-	-	-	-	85,381	104,486	1,034,867	1,068,575	107,055	112,453
Bihar	3,360,558	3,360,971	1,125,009	1,701,763	2,281,878	2,351,892	4,343,954	4,477,074	397,334	397,740
Delhi	3,676,144	3,857,222	-	-	5,240,907	5,304,555	-	-	-	-
Gujarat	3,186,600	3,261,381	229,467	753,022	1,587,670	1,625,314	2,947,716	3,053,762	314,708	314,240
Haryana	1,284,294	1,286,174	1,020,902	1,146,578	1,467,127	1,489,168	2,466,994	2,555,276	106,970	104,873
Himachal Pradesh	330,238	333,274	4,209	66,569	138,161	138,453	1,188,722	1,225,643	87,373	86,132
Jammu & Kashmir	813	34	-	-	103,177	90,096	872,827	926,146	101,660	95,292
Karnataka	3,522,990	3,598,322	4,041,621	4,732,569	1,444,407	1,447,381	3,481,327	3,803,196	460,506	457,151
Kerala	2,465,062	2,483,154	1,470,078	1,557,774	806,152	798,682	3,593,995	3,752,093	568,182	555,453
Madhya Pradesh	4,024,593	4,092,421	2,249,997	2,495,286	1,387,342	1,415,309	3,294,635	3,510,667	895,598	894,583
Maharashtra	3,829,949	3,795,321	2,467,377	2,916,424	5,397,001	5,529,278	4,447,033	4,652,724	547,031	562,689
Mumbai	3,755,829	3,861,499	1,754,734	1,983,693	2,721,663	2,827,195	-	-	-	-
North East	-	-	-	-	65,898	78,019	936,441	1,010,096	136,133	136,729
Orissa	793,413	783,178	1,285,818	1,514,857	680,336	693,956	2,285,999	2,508,922	220,922	220,344
Punjab	1,202,812	1,227,197	736,140	1,132,873	1,539,186	1,534,797	3,569,819	3,709,421	94,423	73,712
Rajasthan	2,490,341	2,557,578	-	-	2,729,280	2,776,143	4,098,819	4,339,354	396,608	323,341
Tamil Nadu (incl. Chennai)	4,602,612	4,433,339	3,152,084	3,586,159	1,104,113	1,097,969	5,548,266	5,832,786	462,884	456,699
UP(E)	4,962,747	5,118,900	1,125,124	1,690,081	1,699,799	1,721,247	7,721,939	8,235,999	477,272	477,238
UP(W)	3,473,917	3,310,178	700,625	1,108,699	2,602,483	2,683,690	3,214,926	3,419,635	292,931	212,941
Kolkata	2,070,824	1,978,393	805,720	1,036,997	1,589,581	1,578,647	1,795,019	1,893,604	43,294	44,770
West Bengal	1,874,908	1,849,704	667,230	871,752	1,050,047	1,065,790	2,234,280	2,316,446	145,411	146,121
Total	56,051,928	56,479,792	26,908,401	32,823,678	39,033,854	39,711,268	63,305,083	66,738,384	6,144,929	5,958,947

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		HFCL (GSM)		HFCL (CDMA)		Loop (GSM)	
	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10
Andhra Pradesh	-	-	-	-	-	31,106	-	-	-	-	-	-
Assam	-	-	-	-	-	-	-	-	-	-	-	-
Bihar	-	-	-	-	296,048	380,093	-	-	-	-	-	-
Delhi	2,263,620	2,328,857	140,768	139,796	239,785	464,943	-	-	-	-	-	-
Gujarat	-	-	-	-	-	-	-	-	-	-	-	-
Haryana	-	-	-	-	8,573	52,842	-	-	-	-	-	-
Himachal Pradesh	-	-	-	-	-	-	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	-	-	-	-	-	-	-	-
Karnataka	-	-	-	-	229,451	384,227	-	-	-	-	-	-
Kerala	-	-	-	-	188,993	227,935	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	-	-	-	-	-	-	-	-
Maharashtra	-	-	-	-	2,287	61,671	-	-	-	-	-	-
Mumbai	2,520,833	2,573,523	168,795	168,359	75,958	231,830	-	-	-	-	2,844,583	2,926,797
North East	-	-	-	-	-	-	-	-	-	-	-	-
Orissa	-	-	-	-	-	-	-	-	-	-	-	-
Punjab	-	-	-	-	-	-	172	344,535	328,146	323,790	-	-
Rajasthan	-	-	-	-	1,252,052	1,445,328	-	-	-	-	-	-
Tamil Nadu (incl. Chennai)	-	-	-	-	560,175	649,807	-	-	-	-	-	-
UP(E)	-	-	-	-	-	-	-	-	-	-	-	-
UP(W)	-	-	-	-	-	-	-	-	-	-	-	-
Kolkata	-	-	-	-	340,659	421,872	-	-	-	-	-	-
West Bengal	-	-	-	-	581,163	751,222	-	-	-	-	-	-
Total	4,784,453	4,902,380	309,563	308,155	3,775,144	5,102,876	172	344,535	328,146	323,790	2,844,583	2,926,797

Annexure 1.2 (contd.)

Service Area	Stel (GSM)		Unitech (GSM)		Videocon (GSM)		Etisalat (GSM)		Total		
	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Net Additions
Andhra Pradesh	-	-	638,758	837,130	-	-	49	674	45,624,764	49,207,355	3,582,591
Assam	-	-	-	-	-	-	-	-	8,756,053	9,617,904	861,851
Bihar	470,413	614,554	594,414	800,203	-	-	-	1,092	36,973,251	40,790,927	3,817,676
Delhi	-	-	-	-	-	-	70	3,910	28,299,590	31,047,168	2,747,578
Gujarat	-	-	-	133,500	-	137,873	10	1,425	32,349,149	35,069,383	2,720,234
Haryana	-	-	-	-	400	412,123	-	618	14,134,799	15,456,702	1,321,903
Himachal Pradesh	176,544	255,976	-	-	-	-	-	-	4,985,373	5,452,964	467,591
Jammu & Kashmir	-	-	-	-	-	-	-	-	5,547,277	5,663,082	115,805
Karnataka	-	-	621,091	499,781	-	-	44	750	37,132,731	40,592,989	3,460,258
Kerala	-	-	254,158	313,329	-	44,726	50	515	24,194,621	25,628,302	1,433,681
Madhya Pradesh	-	-	-	-	-	-	-	1,303	31,979,765	34,802,015	2,822,250
Maharashtra	-	-	-	118,393	-	-	8	1,483	43,515,981	46,817,428	3,301,447
Mumbai	-	-	-	98,141	-	716,520	-	1,040	26,481,884	29,110,241	2,628,357
North East	-	-	-	-	-	-	-	-	5,309,850	5,763,848	453,998
Orissa	359,870	455,976	233,093	307,576	-	-	-	-	15,271,727	16,944,510	1,672,783
Punjab	-	-	-	-	-	-	33	646	20,096,890	21,811,420	1,714,530
Rajasthan	-	-	-	-	-	-	50	1,337	33,740,879	35,629,213	1,888,334
Tamil Nadu (incl. Chennai)	-	-	636,523	633,664	31,778	631,122	-	735	53,682,712	57,970,459	4,287,747
UP(E)	-	-	765,256	1,294,982	-	-	40	1,210	44,031,988	49,351,324	5,319,336
UP(W)	-	-	520,743	807,266	-	-	-	1,458	30,646,855	33,502,225	2,855,370
Kolkata	-	-	-	76,504	-	-	-	-	16,401,874	17,468,128	1,066,254
West Bengal	-	-	-	103,186	-	-	-	-	25,165,389	27,807,496	2,642,107
Total	1,006,827	1,326,506	4,264,036	6,023,655	32,178	1,942,364	354	18,196	584,323,402	635,505,083	51,181,681

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		HFCL		Sistema		Tata	
	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10
Andhra Pradesh	117,254	119,249	83,476	83,515	-	-	-	-	153,648	151,540
Assam	-	-	-	-	-	-	-	-	614	767
Bihar	-	-	3,105	3,354	-	-	-	-	6,660	7,398
Delhi	955,591	988,851	172,460	172,885	-	-	-	-	45,324	47,185
Gujarat	47,124	49,775	115,498	116,291	-	-	-	-	53,203	55,123
Haryana	22,207	22,634	3,246	3,072	-	-	-	-	10,319	11,288
Himachal Pradesh		-	3,365	3,437	-	-	-	-	1,253	1,429
Jammu & Kashmir		-	8	12	-	-	-	-	59	67
Karnataka	467,157	476,799	100,024	100,702	-	-	-	-	106,956	108,525
Kerala	51,808	52,716	53,448	53,399	-	-	-	-	9,641	9,882
Madhya Pradesh	305,610	306,511	32,491	33,082	-	-	-	-	3,750	4,149
Maharashtra	61,472	64,904	81,220	84,120	-	-	-	-	170,093	179,924
Mumbai	305,901	317,745	190,367	201,601	-	-	-	-	489,963	503,645
North East	-	-	-	-	-	-	-	-	83	99
Orissa	-	-	3,385	3,459	-	-	-	-	5,183	5,521
Punjab	96,148	98,668	40,367	39,868	173,407	178,280	-	-	12,103	12,843
Rajasthan	36,258	36,774	21,568	21,427	-	-	49,416	35,773	3,942	4,085
Tamil Nadu (incl. Chennai)	454,662	467,985	136,481	137,323	-	-	-	-	51,563	53,798
U.P.(E)	46,404	47,726	34,107	34,057	-	-	-	-	8,391	9,740
U.P.(W)	23,271	23,488	7,152	5,190	-	-	-	-	4,785	5,414
Kolkata	75,992	79,254	93,959	93,066	-	-	-	-	22,562	24,326
West Bengal	-	-	1,685	734	-	-	-	-	2,181	2,553
Total	3,066,859	3,153,079	1,177,412	1,190,594	173,407	178,280	49,416	35,773	1,162,276	1,199,301

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Total		
	Mar-10	Jun-10	Mar-10	Jun-10	Mar-10	Jun-10	Net Additions
Andhra Pradesh	-	-	2,107,406	2,068,704	2,461,784	2,423,008	-38776
Assam	-	-	307,725	301,634	308,339	302,401	-5938
Bihar	-	-	1,373,578	1,363,086	1,383,343	1,373,838	-9505
Delhi	1,537,460	1,541,286	-	-	2,710,835	2,750,207	39372
Gujarat	-	-	1,865,968	1,848,319	2,081,793	2,069,508	-12285
Haryana	-	-	786,644	730,546	822,416	767,540	-54876
Himachal Pradesh	-	-	353,228	347,073	357,846	351,939	-5907
Jammu & Kashmir	-	-	232,013	226,381	232,080	226,460	-5620
Karnataka	-	-	2,101,485	2,069,433	2,775,622	2,755,459	-20163
Kerala	-	-	3,345,461	3,262,563	3,460,358	3,378,560	-81798
Madhya Pradesh	-	-	1,229,412	1,196,828	1,571,263	1,540,570	-30693
Maharashtra	-	-	2,696,924	2,606,970	3,009,709	2,935,918	-73791
Mumbai	1,959,294	1,943,892	-	-	2,945,525	2,966,883	21358
North East	-	-	326,289	321,895	326,372	321,994	-4378
Orissa	-	-	604,844	593,591	613,412	602,571	-10841
Punjab	-	-	1,281,984	1,258,547	1,604,009	1,588,206	-15803
Rajasthan	-	-	1,414,030	1,380,428	1,525,214	1,478,487	-46727
Tamil Nadu (incl. Chennai)	-	-	2,930,310	2,883,585	3,573,016	3,542,691	-30325
U.P.(E)	-	-	1,409,511	1,400,541	1,498,413	1,492,064	-6349
U.P.(W)	-	-	1,290,869	946,424	1,326,077	980,516	-345561
Kolkata	-	-	1,270,929	1,253,514	1,463,442	1,450,160	-13282
West Bengal	-	-	901,950	877,942	905,816	881,229	-24587
Total	3,496,754	3,485,178	27,830,560	26,938,004	36,956,684	36,180,209	-776475

Annexure 1.4: Service Provider wise details of PCOs

S.No.	Name of the Circle/Service Area	Service Provider	31 st March 2010	30 th June 2010	Net PCO added/ decreased during the Q.E. March.' 10	Percentage Growth/ Decline for the Q.E. 31.03.2010
1	Andaman & Nicobar	BSNL	572	589	17	2.97
2	Andhra Pradesh	BSNL	161113	151364	-9,749	-6.05
		TATA	115923	110149	-5,774	-4.98
		Reliance	302633	209484	-93,149	-30.78
		Bharti	1636	1358	-278	-16.99
3	Assam	BSNL	30620	30605	-15	-0.05
		TATA	1695	2016	321	18.94
4	Bihar (including Jharkhand)	BSNL	92941	82494	-10,447	-11.24
		Reliance	57668	33712	-23,956	-41.54
		TATA	72,537	65,756	-6,781	-9.35
5	Delhi	Bharti	10120	8512	-1,608	-15.89
		MTNL	69480	68034	-1,446	-2.08
		TATA	34489	32889	-1,600	-4.64
		Reliance	36117	26179	-9,938	-27.52
6	Gujarat	BSNL	77632	73191	-4,441	-5.72
		Reliance	66508	124530	58,022	87.24
		TATA	72215	62311	-9,904	-13.71
		Bharti	176	151	-25	-14.20
7	Haryana	BSNL	23035	21745	-1,290	-5.60
		Bharti	1170	1006	-164	-14.02
		Reliance	9338	4626	-4,712	-50.46
		TATA	11985	11281	-704	-5.87
8	Himachal Pradesh	BSNL	10104	9716	-388	-3.84
		Reliance	6224	5973	-251	-4.03
		TATA	4287	4256	-31	-0.72
9	Jammu & Kashmir	BSNL	10898	10798	-100	-0.92
		TATA	200	198	-2	-1.00
10	Karnataka	BSNL	217522	208460	-9,062	-4.17
		Bharti	30612	28450	-2,162	-7.06
		TATA	96107	87900	-8,207	-8.54
		Reliance	147008	95659	-51,349	-34.93
11	Kerala	BSNL	106507	100825	-5,682	-5.33
		Reliance	66803	42923	-23,880	-35.75
		Bharti	3473	2905	-568	-16.35
		TATA	18104	14096	-4,008	-22.14
12	Madhya Pradesh (Including Chattisgarh)	BSNL	60773	59189	-1,584	-2.61
		Bharti	22237	18658	-3,579	-16.09
		Reliance	43713	28598	-15,115	-34.58
		TATA	32255	30376	-1,879	-5.83

Annexure 1.4 (Contd.)

S.No.	Name of the Circle/Service Area	Service Provider	31 st March 2010	30 th June 2010	Net PCO added/ decreased during the Q.E. March.' 10	Percentage Growth/ Decline for the Q.E. 31.03.2010
13	Maharashtra (including Mumbai)	BSNL & MTNL	340060	322907	-17,153	-5.04
		TATA	362672	310231	-52,441	-14.46
		Bharti	292	246	-46	-15.75
		Reliance	218875	151555	-67,320	-30.76
	Mumbai	MTNL	125950	123602	-2,348	-1.86
		TATA	149,707	141,144	-8,563	-5.72
		Bharti	221	180	-41	-18.55
		Reliance	77355	56049	-21,306	-27.54
	Maharashtra excluding Mumbai	BSNL	214110	199305	-14,805	-6.91
		Tata	212965	169087	-43,878	-20.60
		Bharti	71	66	-5	-7.04
		Reliance	141520	95506	-46,014	-32.51
14	North East	BSNL	17896	17639	-257	-1.44
		TATA	715	1034	319	44.62
15	Orissa	BSNL	19726	17530	-2,196	-11.13
		Reliance	18735	10104	-8,631	-46.07
		TATA	30432	26859	-3,573	-11.74
16	Punjab	BSNL	19603	18280	-1,323	-6.75
		HFCL	19669	17605	-2,064	-10.49
		Reliance	18206	13476	-4,730	-25.98
		Bharti	1867	1633	-234	-12.53
		TATA	38704	33075	-5,629	-14.54
17	Rajasthan	BSNL	47635	45919	-1,716	-3.60
		Bharti	1080	944	-136	-12.59
		Sistema Shyam	23,720	23676	-44	-0.19
		Reliance	45532	96967	51,435	112.96
		TATA	19935	20232	297	1.49
18	Tamil Nadu (including Chennai)	BSNL	274495	263335	-11,160	-4.07
		TATA	95355	93487	-1,868	-1.96
		Bharti	37572	34673	-2,899	-7.72
		Reliance	213160	141712	-71,448	-33.52
	Chennai	BSNL	77579	77168	-411	-0.53
		Reliance	46617	27122	-19,495	-41.82
	Tamil nadu (excluding Chennai)	BSNL	196916	186167	-10,749	-5.46
		TATA	95355	93487	-1,868	-1.96
		Bharti	37572	34673	-2,899	-7.72
Reliance		166543	114590	-51,953	-31.19	
19	Uttar Pradesh (East)	BSNL	119458	118981	-477	-0.40
		Reliance	71403	41449	-29,954	-41.95
		Bharti	1675	1547	-128	-7.64
		TATA	27660	27228	-432	-1.56

Annexure 1.4 (Contd.)

S.No.	Name of the Circle/Service Area	Service Provider	31 st March 2010	30 th June 2010	Net PCO added/ decreased during the Q.E. March.' 10	Percentage Growth/ Decline for the Q.E. 31.03.2010	
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	55578	38646	-16,932	-30.47	
		Reliance	53292	29606	-23,686	-44.45	
		Bharti	1382	1190	-192	-13.89	
		TATA	32948	29829	-3,119	-9.47	
21	West Bengal (including Kolkata)	BSNL	111960	106492	-5,468	-4.88	
		Reliance	57964	37681	-20,283	-34.99	
		Bharti	575	481	-94	-16.35	
		TATA	68440	59623	-8,817	-12.88	
	Kolkata	BSNL	58413	57416	-997	-1.71	
		Reliance	20769	12857	-7,912	-38.10	
		Bharti	575	481	-94	-16.35	
		TATA	26694	22344	-4,350	-16.30	
	West Bengal (excluding Kolkata)	BSNL	53547	49076	-4,471	-8.35	
		Reliance	37195	24824	-12,371	-33.26	
		TATA	41746	37279	-4,467	-10.70	
	TOTAL			45,94,701	4 026 834	- 567 867	-12.36

Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	31 st March 2010	30 th June 2010	Net VPT added/ decreased during the QE June'10	Percentage Growth/ Decline for the Q.E. 30.06.2010
1	Andaman & Nicobar	BSNL	337	341	4	1.19
2	Andhra Pradesh	BSNL	23333	23390	57	0.24
		TATA	1358	1358	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
3	Assam	BSNL	23992	23998	6	0.03
4	Bihar(including Jharkhand)	BSNL	66388	66635	247	0.37
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
5	Delhi	Bharti	0	0	0	0.00
		MTNL	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
6	Gujarat	BSNL	16905	16916	11	0.07
		Bharti	0	0	0	0.00
		Reliance	4115	4115	0	0.00
		TATA	0	0	0	0.00
7	Haryana	BSNL	6683	6678	-5	-0.07
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
8	Himachal Pradesh	BSNL	17300	17331	31	0.18
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
9	Jammu & Kashmir	BSNL	5944	6024	80	1.35
10	Karnataka	BSNL	27419	24720	-2699	-9.84
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
11	Kerala	BSNL	1372	1372	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
12	Madhya Pradesh (Including Chattisgarh)	BSNL	70087	70095	8	0.01
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	31 st March 2010	30 th June 2010	Net VPT added/ decreased during the QE June'10	Percentage Growth/ Decline for the Q.E. 30.06.2010
13	Maharashtra (including Mumbai)	BSNL& MTNL	39319	39365	46	0.12
		Bharti	0	0	0	0.00
		TATA	2267	2267	0	0.00
		Reliance	0	0	0	0.00
	Mumbai	MTNL	0	0	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	Maharashtra Excluding Mumbai	BSNL	39319	39365	46	0.12
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	2267	2267	0	0.00
14	North East	BSNL	10006	10028	22	0.22
15	Orissa	BSNL	43222	43260	38	0.09
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
16	Punjab	BSNL	12061	12063	2	0.02
		HFCL	164	150	-14	-8.54
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
17	Rajasthan	BSNL	38803	38803	0	0.00
		Bharti	0	0	0	0.00
		Shyam	3010	3010	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
18	Tamil Nadu (including Chennai)	BSNL	15481	15481	0	0.00
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
	Chennai	BSNL	1655	1655	0	0.00
		Reliance	0	0	0	0.00
	Tamil Nadu (excluding Chennai)	BSNL	13826	13826	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
19	U P (East)	Bharti	0	0	0	0.00
		BSNL	74123	74123	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	31st March 2010	30th June 2010	Net VPT added/ decreased during the QE June'10	Percentage Growth/ Decline for the Q.E. 30.06.2010
20	UP (West) (incl. Uttaranchal)	BSNL	38450	38470	20	0.05
		Reliance	0	0	0	0.00
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
21	West Bengal (including Kolkata)	BSNL	34051	34127	76	0.22
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	Kolkata	BSNL	567	567	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	West Bengal (excluding Kolkata)	BSNL	33484	33560	76	0.23
		Reliance	0	0	0	0.00
TATA		0	0	0	0.00	
Total			5,76,190	5,74,120	-2,070	-0.36

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

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

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

Annexure 1.7: Internet Service Provider wise Subscriber Base

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
1	Bharat Sanchar Nigam Ltd.	A	All India	3850795	5820385	9671180	9185575	5.29
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1445589	863117	2308706	2312829	-0.18
3	Bharti Airtel Ltd.	A	All India	171230	1178803	1350033	1305988	3.37
4	Reliance Communications Infrastructure Limited	A	All India	1164562	152988	1317550	1223079	7.72
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	3651	320245	323896	314088	3.12
6	You Broadband & Cable India Private Limited	A	All India	75406	209520	284926	284926	0.00
7	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	97835	176389	274224	274224	0.00
8	Sify Technologies Ltd.	A	All India	102711	60097	162808	197197	-17.44
9	Tikona Digital Networks Pvt Ltd	A	All India	1225	103428	104653	70283	48.90
10	Data Infosys Ltd.	A	All India	104125	490	104615	250491	-58.24
11	Asianet Satellite Communications Ltd.	B	Kerala	21029	72569	93598	90529	3.39
12	HFCL Infotel Ltd.	B	Punjab Telecom Circle	2551	81256	83807	80621	3.95
13	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	A	All India	18786	60883	79669	76359	4.33
14	Beam Telecom Pvt. Ltd.	B	Andhra Pradesh	18	64975	64993	51646	25.84
15	Punj Lloyd (Spectra Net Ltd.)	A	All India	27366	31808	59174	50682	16.76
16	D-Vois Broadband Private Limited	A	All India/Karnataka	8481	36742	45223	46999	-3.78
17	HCL Infinet Ltd.	A	All India	41139	688	41827	41798	0.07

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
18	Ortel Communication Ltd.	A	Orissa, West Bengal, Andhra Pradesh, Chattisgarh	0	40844	40844	40844	0.00
19	Ankhnnet Informations Pvt. Ltd*	B	Mumbai	2	31808	31810	31810	0.00
20	Syscon Infoway Pvt Ltd	B	Mumbai	1341	21416	22757	12633	80.14
21	Broadband Pacenet (I) Pvt. Ltd*	A	Mumbai	12445	9722	22167	22167	0.00
22	Alliance Broadband Services Pvt. Ltd.	B	Kolkata	1424	20346	21770	21770	0.00
23	Vodafone Essar Gujarat Ltd.*	B	Gujarat	18001	0	18001	18001	0.00
24	Shyam Internet Services Ltd	B	Rajasthan	14707	2220	16927	16647	1.68
25	Chandra Net Pvt. Limited	B	Ahmedabad, Gujarat	8189	6987	15176	11843	28.14
26	Indusind Media & Communications Limited (In2cable (I) Ltd.)	A	All India	3990	9978	13968	13572	2.92
27	Hughes Communications India Ltd.	A	All India	1184	10255	11439	11305	1.19
28	Tata Communications Limited	A	All India	3561	7225	10786	7972	35.30
29	IOL Netcom Limited*	B	Mumbai	0	9973	9973	9973	0.00
30	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	6061	3539	9600	10226	-6.12
31	Meghbela Cable & Broadband Services (P) Ltd	B	Kolkata	4677	4796	9473	3441	175.30
32	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	399	7435	7834	7074	10.74
33	Gujarat Telelink Pvt Ltd*	B	Gujarat	2527	2932	5459	4556	19.82
34	Trikon Electronics Pvt. Ltd.	B	Mumbai	2087	2841	4928	4807	2.52
35	Spacenet Internet Services Pvt Ltd	B	Delhi	1895	3028	4923	5267	-6.53

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
36	DEN Networks Ltd	A	All India	2093	2356	4449	4755	-6.44
37	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	127	3877	4004	4005	-0.02
38	Descon Ltd	B&B	Kolkata & West Bengal Telecom Circle	3328	1	3329	3329	0.00
39	Swiftmail Communications Ltd.	A	All India	1573	1728	3301	3066	7.66
40	Intermedia Cable Communication Pvt Ltd	C	Pune/Nasik	2466	723	3189	3189	0.00
41	HCL Comnet Systems & Services Ltd.	A	All India	3147	0	3147	3147	0.00
42	Blazenet Ltd.	B	Gujarat	30	2770	2800	834	235.73
43	Bhupati Hotels Ltd	B	Visakhapatnam	34	2494	2528	2708	-6.65
44	Nettlinx Ltd.	B	Andhra Pradesh	48	2313	2361	2259	4.52
45	Geocity Network Solutions Pvt. Ltd.	B	Delhi	14	2261	2275	2481	-8.30
46	Kaizen Infonet Pvt Ltd	B&C	Gujarat Circle & Surat SSA	1185	1018	2203	1882	17.06
47	Narmada Cyberzone Pvt Ltd	C	Gujarat	2110	0	2110	1983	6.40
48	Value Healthcare Ltd.	B	Mumbai	2050	20	2070	2043	1.32
49	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	21	2034	2055	1878	9.42
50	Cable Combine Communication Pvt. Ltd.	C	Siliguri SSA	88	1946	2034	1978	2.83
51	Star Broadband Services (I) Pvt Ltd	B	Delhi	151	1491	1642	1664	-1.32
52	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	26	1390	1416	1455	-2.68
53	CJM Consultancy Services Pvt. Ltd.	B	Delhi	7	1360	1367	1903	-28.17
54	Dishnet Wireless Ltd	A	All India	24	1326	1350	1699	-20.54

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
55	Cordia LT Communications Pvt Ltd	A	All India	750	419	1169	467	150.32
56	F/X Wireless Technology Services Pvt. Ltd.	B	Mumbai	402	725	1127	969	16.31
57	ERNET India	A	All India	433	628	1061	1061	0.00
58	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	505	525	1030	1030	0.00
59	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	918	25	943	862	9.40
60	NetMagic Solutions(P) Ltd.	A	All India	0	899	899	791	13.65
61	Speed Online.net Pvt. Ltd.	C	Rajkot	670	218	888	611	45.34
62	Honesty Net Solutions (I) Pvt Ltd*	B	Mumbai	609	277	886	886	0.00
63	Ishan Netsol Pvt Ltd	B	Gujarat	635	250	885	576	53.65
64	Amber Online Services Ltd.	B	Andhra Pradesh	7	851	858	858	0.00
65	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	236	605	841	1329	-36.72
66	North East Dataa Network Pvt Ltd*	B	Karnataka	186	539	725	725	0.00
67	Pioneer eLabs Ltd *	B	Andhra Pradesh	611	108	719	719	0.00
68	Bhiwani Communications Pvt. Ltd.	C	Rohtak	514	152	666	648	2.78
69	RS Broadband Service India Pvt Ltd*	B	Tamil Nadu SSA	41	566	607	607	0.00
70	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	554	30	584	633	-7.74
71	Yashash Cable Network Pvt Ltd	C	Mysore SSA	27	601	628	560	12.14
72	S.S.Netcom Pvt Ltd*	B	North East Circle	22	498	520	520	0.00
73	Astro Network India Pvt. Ltd.	A	All India	261	248	509	594	-14.31

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
74	Trak Online Net India Pvt.Ltd	A	All India	13	486	499	510	-2.16
75	Software Technology Park of India(STPI)	A	All India	45	420	465	550	-15.45
76	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	153	286	439	1748	-74.89
77	CJ Online Pvt. Ltd.	C	Ghaziabad	86	311	397	24	1554.17
78	World Phone Internet Services Pvt Ltd	A	All India	0	345	345	345	0.00
79	Sab Industries Ltd. (Sab Infotech)	B,C	Punjab, Karnal, Ambala, Hisar	257	83	340	339	0.29
80	delDSL Internet Pvt Ltd	C	Delhi & Gurgaon	16	277	293	298	-1.68
81	Rida Communication Pvt. Ltd.	C	Aligarh SSA	9	277	286	279	2.51
82	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	155	123	278	278	0.00
83	M/s Bohra Pratisthan Pvt. Ltd	C	Udaipur SSA	198	75	273	278	-1.80
84	Wire and Wireless India Ltd.	A	Across India	21	250	271	401	-32.42
85	Pacific Internet India Pvt. Ltd.	A	All India	0	268	268	291	-7.90
86	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	265	0	265	258	2.71
87	Micky Online Pvt Ltd	C	Moradabad	265	0	265	265	0.00
88	Khetan Cable Network (P) Ltd	C	Indore SSA	218	16	234	224	4.46
89	City Online Services Ltd*	B	Andhra Pradesh & Karnataka	63	157	220	220	0.00
90	Primenet Global Ltd.	A	All India	42	169	211	206	2.43
91	Atria Convergence Technologies Pvt. Ltd.*	B	Karnataka	55	147	202	202	0.00
92	Vainavi Industries Ltd*	B	Andhra Pradesh	200	0	200	200	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
93	Rainbow Communications (India) Pvt Ltd*	C	Salem SSA	195	2	197	197	0.00
94	Sanyog Networks Pvt Ltd*	C	Tripura SSA	166	1	167	167	0.00
95	Netcom Online Solutions India Pvt Ltd	B	Tamil Nadu	62	103	165	165	0.00
96	Dreamzcraft Info Solutions Pvt Ltd*	C	Dehradun SSA	141	17	158	158	0.00
97	Mynet Services India Pvt. Ltd.	C	Tamil Nadu SSA	15	139	154	149	3.36
98	Nelco Ltd.	A	All India	106	44	150	130	15.38
99	Readylink Internet Services Pvt Ltd	B	ROTN	20	122	142	137	3.65
100	Adya Tech One Services Pvt Ltd	C	Ghaziabad SSA	66	70	136	136	0.00
101	Nihar Internet Services (P) Ltd	C	Ghaziabad -SSA	30	104	134	134	0.00
102	Verizon Communications India Pvt. Ltd. (Worldcom Communications)	A	All India	0	127	127	127	0.00
103	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).	A	All India	2	110	112	106	5.66
104	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	1	105	106	101	4.95
105	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	90	12	102	102	0.00
106	Aeroway Networks Pvt Ltd	C	Mysore SSA	98	0	98	95	3.16
107	iCAN Solutions Private Limited*	B	Mumbai	32	63	95	95	0.00
108	Oasis Cable Pvt Ltd*	C	Haridwar SSA	77	16	93	93	0.00
109	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)	A	Chennai	2	86	88	87	1.15

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
110	Tarang Communications Pvt. Ltd.*	C	Guwahati SSA	1	82	83	83	0.00
111	Eronet Broadband Service India Pvt. Ltd.*	C	Erode	11	69	80	80	0.00
112	Essel Shyam Communications Limited*	A	All India	58	9	67	67	0.00
113	ISP Services (India) Pvt. Ltd.	C	Trichy	47	19	66	0	0.00
114	Guj Info Petro Ltd. (GIPL)	A	Gujarat	5	59	64	68	-5.88
115	Limras Eronet Broadband Service Pvt Ltd*	A	Tamil Nadu SSA	53	5	58	58	0.00
116	STN Communication & Advertising Pvt Ltd.	C	Guwahati	7	50	57	24	137.50
117	Harisree Cable Net Pvt. Ltd.	C	Kannur SSA	8	49	57	60	-5.00
118	Ice Network Pvt. Ltd.	B	Bangalore	38	16	54	87	-37.93
119	Reach Network India Pvt. Ltd.	A	All India	7	42	49	56	-12.50
120	Konark Infocomm Pvt Ltd	C	Ghaziabad SSA	41	1	42	42	0.00
121	Fast Lynx Internet Service Pvt Ltd	B	Punjab	39	0	39	46	-15.22
122	Chemical And Metallurgical Design Co. Ltd	B	Delhi	2	28	30	18	66.67
123	BT Global Communications India Pvt. Ltd.(i2i Enterprise Ltd.)	A	All India	0	24	24	104	-76.92
124	Kelnet Communication Services Pvt. Ltd	C	Trivandrum	10	8	18	61	-70.49
125	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	0	18	18	18	0.00
126	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	0	14	14	13	7.69

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
127	Power Grid Corporation of India Ltd.	A	All India	0	14	14	14	0.00
128	Nextgen Communications Ltd(RPG Infotech Ltd).	A	All India	5	7	12	12	0.00
129	AT&T Global Network Services India Private Limited	A	All India	0	11	11	8	37.50
130	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	0	9	9	9	0.00
131	Virtela India Pvt. Ltd.	B	Mumbai, Bangalore	0	9	9	11	-18.18
132	Godrej Infotech Ltd.*	B	Mumbai	5	4	9	9	0.00
133	ABT Ltd.	C	Coimbatore SSA	0	5	5	3	66.67
134	Vishwashakti Technologies Pvt Ltd	B	Hyderabad	0	5	5	16	-68.75
135	IKF Technologies Ltd*	A	All India	5	0	5	5	0.00
136	My Own Infotech Pvt. Ltd*	C	Surat SSA	5	0	5	5	0.00
137	Opto Network Pvt. Ltd.	A	All India	0	4	4	4	0.00
138	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	4	0	4	4	0.00
139	National Stock Exchange of India Ltd	A	ALL INDIA	0	3	3	3	0.00
140	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	1	2	3	3	0.00
141	Tatanet Services Ltd	A	All India	0	3	3	1	200.00
142	Compucom (I) Pvt. Ltd.	C	Jaipur	0	2	2	2	0.00
143	Manipal Ecommerce Ltd.*	B	Karnataka	1	1	2	2	0.00
144	Tata Internet Services Ltd.*	A	All India	0	2	2	2	0.00
145	Phonic Net Pvt Ltd*	B	Mumbai	2	0	2	2	0.00
146	Karuturi Global Ltd (Mar)	B	Karnataka	0	1	1	1	0.00
147	L&T Finance Ltd.(L&T Netcom Ltd.)	A	All India	0	1	1	1	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on June-2010	Total Internet Connections as on Mar-2010	% Growth
148	Infotel Broadband Services Pvt Ltd	A	All India	0	1	1	1	0.00
149	Virgo Global Media Ltd (Online Media Solutions Ltd)*	B	Andhra Pradesh	1	0	1	1	0.00
150	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
151	GTL Ltd.	A	All India	0	0	0	0	0.00
152	Apna Telelink Ltd.	C	Jalandhar	0	0	0	0	0.00
153	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
154	Reliance Wimax Limited (Gateway Systems (I) Ltd)	A	All India	0	0	0	0	0.00
155	Advanced Financial Services Pvt Ltd	B	Hyderabad, Andhra Pradesh	0	0	0	0	0.00
156	S tel Pvt. Ltd.	A	All India	0	0	0	0	0.00
157	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	0	0	0	0	0.00
158	Eastern Teleservices Pvt Ltd	C	Jamshedpur SSA	0	0	0	0	0.00
159	Equant Network Services India Pvt. Ltd.	A	All India	0	0	0	0	0.00
160	Kerala State Electronics Development Corp Ltd.(Keltron)	C	Thiruvananthapuram	0	0	0	0	0.00
161	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)	A	All India	0	0	0	0	0.00
162	Space Online Ltd*	B	Gujarat	0	0	0	0	0.00
163	S&A Internet Services Private Limited*	A	All India	0	0	0	0	0.00
164	Swastik Netvision Telecom P.Ltd*	B	Gujarat	0	0	0	0	0.00
165	Global One India Pvt Ltd*	A	All India	0	0	0	0	0.00
	Total			7248412	9472388	16720800	16182025	3.33

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

Annexure 1.8: Service Area wise PMRTS subscriber Base

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			31.03.10	30.06.10
1	Delhi(Faridabad/ Gurgaon)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1398	1372
		Procall(Delhi)	5147	4973
		Procall (Faridabad)	169	216
		Procall (Gurgaon)	1150	1115
		Total	7864	7676
2	Mumbai(Navi Mumbai/Vashi)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3232	3412
		Smartalk (Mumbai)	770	791
		Smartalk (Vashi)	784	782
		Bhilwara Telenet(mumbai)	1440	1346
		Total	6226	6331
3	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1404	1362
		Total	1404	1362
4	TN(Chennai)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3344	3276
		Quick Calls	1232	1037
		Total	4576	4313
5	Karnataka (Bangalore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4254	4177
		Quick Calls	1011	1062
		*India Satcom	0	0
		Total	5265	5239
6	Andhra Pradesh (Vishakhapatnam)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2029	2032
		Total	2029	2032
7	Madhya Pradesh (Indore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	628	648
		Total	628	648
8	Rajasthan/Jaipur	Procall	428	438
		Total	428	438

Annexure 1.8 (Contd.)

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			31.03.10	30.06.10
9	Gujarat (Ahmedabad/Surat / Baroda/ Bharuch)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2397	2434
		Total	2397	2434
10	Maharashtra /Pune	Smartalk	1089	905
		Total	1089	905
11	Hyderabad	Quick Calls	1438	1144
		Total	1438	1144
Grand Total			33344	32522
*M/s India Satcom Ltd. reported that their MRTS department is non functional since last two quarters.				

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

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
AP	97.1%	137	50	193	204	398
Karnataka	95.9%	133	95	191	189	380
MH	95.0%	133	30	201	190	390
Gujarat	94.3%	125	36	189	178	367
TN (incl. Chennai)	95.5%	120	102	178	194	372

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Punjab	94.0%	140	57	237	233	470
Kerala	96.4%	130	50	172	208	380
UP(E)	98.9%	110	15	189	239	427
UP(W)	98.2%	109	16	190	201	392
MP	98.1%	108	24	180	178	358
Rajasthan	98.3%	108	20	180	182	362
Haryana	98.2%	103	32	205	191	396
WB	99.3%	93	10	165	197	362

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
NE	95.2%	135	42	204	195	399
J&K	88.2%	134	18	267	227	494
Assam	94.9%	130	23	251	270	520
HP	98.0%	108	25	259	219	478
Bihar	99.6%	99	13	180	252	433
Orissa	99.1%	99	16	223	275	497

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Delhi	88.0%	184	37	250	217	467
Mumbai	88.5%	154	33	208	169	377
Kolkata	94.9%	103	29	191	198	390

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

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
MH	95%	65	15	128	136	264
Gujarat	91%	73	20	123	127	250
TN	93%	75	17	97	113	210
Karnataka	92%	85	8	115	131	246
AP	93%	90	15	151	158	309

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
WB	98%	49	4	146	151	297
Rajasthan	96%	54	10	137	144	282
UP(E)	98%	57	9	163	186	349
MP	97%	60	7	171	165	335
Kerala	94%	62	6	85	100	185
UP(W)	97%	63	11	155	172	327
Haryana	93%	67	18	148	142	290
Punjab	91%	68	9	147	121	268

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Orissa	95%	69	4	170	212	382
Bihar	98%	67	6	183	209	392
HP	93%	79	5	126	140	266
J& K	40%	171	10	418	216	634
North East	83%	187	26	201	117	317
Assam	69%	250	7	188	105	293

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Kolkata	94%	73	6	146	173	319
Delhi	91%	95	25	174	164	338
Mumbai	87%	115	23	136	144	281

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Services

S. No.	Name of Service Area	Name of Service Provider	Network Related Parameters								Customer Service Quality Parameters								
			Network Availability		Connection Establishment (Accessibility)		Connection Maintenance (Retainability)		POI	Metering and Billing				Response time to the customer for assistance		Termination / closure of service			
			BTSs Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
Benchmark																			
			≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
1	AP	Aircel	0.05%	0.03%	99.41%	0.03%	0.06%	0.37%	2.09%	98.02%	0.00	0.39%	0.43%	100.0%	100.0%	100.0%	84.0%	99.0%	100.0%
2		Airtel	0.01%	0.04%	99.60%	0.12%	0.21%	0.59%	1.19%	99.10%	0.00	0.05%	0.00%	100.0%	100.0%	99.2%	95.4%	100.0%	100.0%
3		BSNL	0.98%	1.44%	95.39%	0.46%	1.18%	1.45%	4.45%	97.67%	0.00	0.00%	0.00%	100.0%	100.0%	99.5%	99.4%	100.0%	100.0%
4		Etisalat	0.61%	0.00%	98.54%	0.01%	0.06%	0.28%	0.05%	98.68%	0.00	NA	1.48%	100.0%	100.0%	98.9%	100.0%	NIL	NIL
5		Idea	0.02%	0.00%	99.76%	0.37%	0.39%	0.73%	4.58%	96.29%	0.00	0.05%	0.01%	100.0%	100.0%	99.4%	97.6%	100.0%	99.6%
6		RCOM-CDMA	0.13%	0.05%	99.44%	0.00%	0.10%	0.70%	2.39%	98.86%	0.00	0.01%	0.01%	100.0%	100.0%	100.0%	78.0%	100.0%	100.0%
		RCOM-GSM	0.15%	0.06%	99.38%	0.08%	0.12%	0.54%	2.18%	98.87%	0.00	0.00%	0.02%	100.0%	100.0%	100.0%	71.0%	100.0%	100.0%
7		Sistema	NA	NA	NA	NA	NA	NA	NA	NA	5.00	NA	0.00%	100.0%	100.0%	83.4%	90.5%	NA	NA
8		TTSL - CDMA	0.04%	0.00%	99.62%	0.00%	0.03%	0.36%	0.38%	99.57%	0.33	0.02%	0.03%	100.0%	100.0%	97.3%	95.2%	100.0%	94.0%
		TTSL GSM	0.10%	0.42%	99.88%	0.06%	0.06%	0.94%	2.90%	96.62%	0.00	0.08%	0.00%	100.0%	100.0%	100.0%	91.9%	98.0%	100.0%
9	Uninor	0.10%	0.20%	99.40%	0.12%	0.09%	0.34%	3.65%	99.02%	2.00	NA	0.85%	100.0%	NA	87.9%	97.1%	NA	NA	
10	Vodafone	0.07%	0.27%	99.42%	0.11%	0.24%	0.61%	3.41%	98.55%	0.00	0.06%	0.01%	100.0%	100.0%	98.9%	96.0%	100.0%	100.0%	
11	ASM	Airtel	0.37%	0.90%	98.15%	0.35%	1.49%	1.73%	2.31%	97.82%	0.00	0.02%	0.00%	100.0%	100.0%	100.0%	86.4%	100.0%	100.0%
12		BSNL	1.50%	12.20%	96.60%	0.91%	1.76%	2.00%	8.67%	96.00%	0.00	0.01%	0.00%	100.0%	100.0%	100.0%	83.2%	100.0%	100.0%
13		Dishnet	1.15%	9.31%	96.05%	1.89%	1.94%	1.91%	16.84%	89.81%	0.00	0.12%	0.04%	100.0%	100.0%	100.0%	71.0%	100.0%	100.0%
14		Idea	1.03%	0.66%	98.63%	0.75%	1.04%	1.22%	4.91%	97.13%	0.00	0.00%	0.02%	100.0%	100.0%	94.9%	91.5%	100.0%	Nii
15		RTL	0.10%	0.19%	98.70%	0.71%	0.99%	0.61%	1.80%	96.03%	0.00	0.00%	0.01%	100.0%	100.0%	73.0%	93.0%	100.0%	100.0%
16		TTSL - CDMA	0.11%	0.00%	99.43%	0.00%	0.07%	0.49%	0.30%	99.80%	0.00	0.01%	0.03%	100.0%	100.0%	95.1%	91.2%	100.0%	97.0%
17		Vodafone	0.29%	0.68%	98.03%	0.24%	0.80%	1.90%	3.97%	97.14%	0.00	0.12%	0.03%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%

Annexure 4.1 (Contd.)

184	UP-E	Airtel	0.15%	0.49%	99.19%	0.14%	0.33%	1.03%	3.72%	98.27%	0.00	0.06%	0.00%	100.0%	100.0%	99.9%	91.4%	100.0%	100.0%
185		BSNL	0.78%	6.80%	96.33%	0.87%	1.73%	1.70%	4.60%	96.33%	0.00	0.07%	0.08%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%
186		Dishnet	0.28%	1.35%	98.87%	0.13%	0.18%	0.73%	10.98%	98.47%	0.00	0.51%	0.27%	100.0%	100.0%	100.0%	84.6%	100.0%	NA
187		Etisalat	3.43%	0.00%	97.34%	0.02%	0.00%	0.26%	0.00%	99.38%	0.00	NA	1.32%	100.0%	100.0%	98.0%	98.0%	NIL	NIL
188		Idea	0.49%	0.68%	99.47%	0.91%	1.77%	0.90%	4.85%	97.10%	0.00	0.02%	0.02%	100.0%	100.0%	99.4%	96.8%	100.0%	100.0%
189		RCOM-CDMA	0.37%	0.55%	97.84%	0.00%	0.45%	0.76%	0.81%	97.64%	0.00	0.01%	0.05%	100.0%	100.0%	40.0%	66.0%	100.0%	100.0%
		RCOM-GSM	0.48%	0.97%	98.81%	0.31%	0.56%	0.47%	1.77%	97.86%	0.00	0.01%	0.05%	100.0%	100.0%	43.0%	72.0%	100.0%	100.0%
190		TTSL - CDMA	0.11%	0.00%	99.63%	0.00%	0.07%	0.53%	0.28%	99.44%	0.00	0.01%	0.02%	98.0%	100.0%	99.2%	95.0%	100.0%	89.0%
		TTSL GSM	0.33%	1.01%	99.95%	0.03%	0.02%	0.97%	1.85%	96.59%	0.00	0.07%	0.00%	100.0%	100.0%	100.0%	92.5%	100.0%	100.0%
191		Uninor	1.77%	3.53%	97.17%	0.39%	0.29%	1.86%	9.03%	93.75%	10.33	NA	0.49%	100.0%	NA	81.6%	98.4%	NA	NA
192		Vodafone	0.33%	1.80%	97.81%	0.76%	0.83%	1.45%	6.06%	96.09%	0.00	0.10%	0.01%	100.0%	100.0%	100.0%	94.0%	99.9%	100.0%
193	Airtel	0.21%	0.35%	97.63%	0.43%	0.81%	0.98%	2.90%	98.13%	0.00	0.06%	0.00%	100.0%	100.0%	98.3%	93.9%	100.0%	100.0%	
194	BSNL	1.73%	5.93%	96.57%	1.30%	2.39%	2.29%	12.79%	97.38%	0.83	0.01%	0.06%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	
195	Dishnet	0.20%	0.20%	98.92%	0.19%	0.19%	0.52%	3.72%	98.03%	0.00	0.32%	0.92%	100.0%	100.0%	100.0%	76.1%	NIL	NA	
196	Etisalat	2.90%	21.43%	94.09%	0.95%	0.03%	1.53%	0.08%	99.28%	0.00	NA	0.27%	100.0%	100.0%	99.0%	98%	NIL	NIL	
197	Idea	0.13%	0.36%	99.82%	0.63%	1.17%	0.80%	4.30%	99.86%	0.00	0.07%	0.00%	100.0%	100.0%	92.0%	96.3%	100.0%	100.0%	
198	RCOM-CDMA	0.32%	0.52%	99.00%	0.00%	0.32%	0.85%	1.11%	97.57%	0.00	0.01%	0.05%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	
	RCOM-GSM	0.37%	0.70%	99.34%	0.17%	0.23%	0.51%	1.20%	97.87%	0.00	0.01%	0.05%	100.0%	100.0%	100.0%	94.0%	100.0%	100.0%	
199	TTSL - CDMA	0.07%	0.00%	99.52%	0.00%	0.07%	0.60%	0.40%	99.64%	0.00	0.01%	0.02%	99.0%	100.0%	99.2%	95.1%	100.0%	91.0%	
	TTSL GSM	0.17%	0.31%	99.99%	0.01%	0.00%	0.92%	1.59%	97.18%	0.00	0.11%	0.00%	100.0%	100.0%	100.0%	92.8%	100.0%	100.0%	
200	Uninor	1.69%	2.18%	97.64%	0.10%	0.28%	2.20%	5.78%	94.39%	5.67	NA	0.36%	99.0%	NA	77.4%	96.8%	NA	NA	
201	Vodafone	0.20%	0.61%	97.17%	0.85%	1.78%	0.94%	3.39%	96.76%	0.00	0.20%	0.01%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	
202	Airtel	0.13%	0.57%	98.93%	0.22%	0.70%	1.24%	1.85%	98.73%	0.00	0.01%	0.01%	100.0%	100.0%	99.0%	90.1%	100.0%	100.0%	
203	BSNL	0.98%	1.74%	97.81%	0.66%	1.02%	1.05%	6.23%	97.77%	0.00	0.01%	0.11%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	
204	Dishnet	0.16%	0.78%	96.49%	1.24%	2.76%	1.73%	15.71%	93.74%	1.67	0.43%	0.70%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	
205	Idea	0.65%	1.90%	96.47%	0.61%	1.33%	0.78%	3.07%	97.72%	0.00	0.25%	0.07%	100.0%	100.0%	96.6%	62.0%	96.5%	100.0%	
206	RCOM-CDMA	0.45%	1.08%	98.76%	0.00%	0.35%	0.86%	0.53%	97.76%	0.00	0.01%	0.04%	100.0%	100.0%	91.0%	93.0%	100.0%	100.0%	
207	RTL	0.08%	0.02%	99.06%	0.10%	0.23%	0.60%	0.74%	97.97%	0.00	0.02%	0.02%	100.0%	100.0%	65.0%	20.0%	100.0%	100.0%	
208	Sistema	0.58%	0.97%	98.57%	0.00%	0.12%	1.08%	2.85%	99.61%	0.13	NA	0.07%	100.0%	100.0%	100.0%	81.0%	NA	NA	
209	TTSL - CDMA	0.09%	0.00%	99.65%	0.00%	0.06%	0.65%	0.24%	99.67%	0.00	0.05%	0.02%	100.0%	100.0%	98.9%	94.3%	100.0%	96.0%	
	TTSL GSM	0.22%	1.34%	98.57%	0.21%	0.05%	1.04%	3.30%	97.88%	0.00	NR	0.01%	100.0%	100.0%	100.0%	73.0%	-	-	
210	Uninor	11.73%	0.00%	98.26%	0.14%	0.15%	1.51%	0.16%	92.10%	8.00	NA	1.16%	100.0%	NA	93.4%	93.4%	NA	NA	
211	Vodafone	0.21%	1.21%	96.99%	0.50%	1.59%	1.62%	3.54%	96.39%	0.00	0.03%	0.00%	100.0%	100.0%	100.0%	94.0%	94.9%	100.0%	

Benchmark not met

NR - Data Not Reported

NA - Not Applicable

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

Sl. No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs./month)	Fault Repair			Rent Rebate	Mean Time to Repair (MTTR)	Call Completion Rate (CCR)	Answer to Seizure Ratio	POI	Metering and Billing				Response time to the customer for Assistance		Termination / closure of service																					
				≤5	By next working day: ≥ 90%	For urban areas: ≥ 100%					For rural and hilly areas: ≥ 100%	≤ 8 Hrs	≥ 55%	≥ 75 %	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures																
																								Benchmarks															
																								≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days							
1	A&N	BSNL	3.96	88.25%	100.00%	NA	0	7.77	59.86%	NA	0	0.00%	NA	DNF	85.50%	99.00%	93.00%	100.00%	100.00%																				
2	AP	Bharti Airtel	2.79	99.49%	99.84%	NA	10	2.31	90.16%	NA	0	0.00%	NA	100%	100.00%	99.95%	94.02%	100%	100%																				
3		BSNL	4.05	92.25%	95.77%	99.64%	0	12.53	68.97%	NA	0	0.02%	NA	DNF	95.27%	95.62%	90.14%	98.58%	100.00%																				
4		RCOM	1.33	100%	100%	N.A.	0	3.02	NA	89.11%	0	0.01%	NA	100%	100.00%	95.00%	92.00%	100.00%	NR																				
5		TTSL	1.51	90.13%	99.88%	100%	2	5.87	98.6%	NA	0	0.03%	NA	100%	100.00%	92.33%	89.94%	100.00%	100.00%																				
6	ASM	BSNL	4.61	95.21%	92.21%	100%	0	5.67	68.51%	NA	0	0.02%	NA	DNF	96.65%	96.64%	96.60%	100.00%	100.00%																				
7		TTSL	-	-	-	-	0	-	98.4%	NA	NA	-	NA	-	-	77.41%	72.25%	-	NIL																				
8	BR	BSNL	3.64	87.78%	96.54%	77.28%	119	7.51	66.24%	NA	3	0.02%	NA	DNF	95.26%	95.04%	100.00%	94.17%	100.00%																				
9		RCOM	0.00	NIL	NIL	N.A.	0	0.00	NA	96.02%	0	0.00%	NA	NA	Nil	95.00%	92.00%	Nil	NR																				
10		TTSL	1.09	95.12%	100%	100%	0	5.57	98.6%	NA	0	0.05%	NA	100%	100.00%	79.56%	79.81%	100.00%	100.00%																				
11	CH	BSNL	2.81	96.45%	98.38%	98.55%	3463	7.32	79.86%	NA	0	0.00%	NA	DNF	87.77%	95.04%	92.45%	100.00%	100.00%																				
12		RCOM	0.75	100%	100%	N.A.	0	2.40	NA	87.56%	0	0.02%	NA	100%	100.00%	95.00%	92.00%	100.00%	NR																				
13		TTSL	0.25	90.38%	100%	100%	0	4.57	98.5%	NA	0	0.01%	NA	100%	100.00%	89.63%	91.65%	100.00%	100.00%																				
14	CHG.	BSNL	6.05	96.45%	98.56%	98.31%	194	5.91	66.60%	NA	0	0.01%	NA	DNF	100.00%	96.08%	100.00%	100.00%	100.00%																				
15	DL	Bharti Airtel	3.42	96.44%	99.77%	NA	558	7.24	95.66%	NA	0.3	0.00%	NA	100%	100.00%	97.36%	87.55%	100.00%	100.00%																				
16		MTNL	6.97	82.29%	90.91%	NA	41961	10.39	52.80%	NA	1	0.14%	0	92.9%	*	99.85%	99.52%	99.30%	100.00%																				
17		RCOM	0.63	100%	100%	N.A.	0	2.50	NA	90.84%	0	0.03%	NA	100%	100.00%	95.00%	92.00%	100.00%	NR																				
18		TTSL	0.34	94.04%	100%	100%	0	5.72	98.8%	NA	0	0.07%	NA	100%	100.00%	93.91%	95.46%	100.00%	100.00%																				
19	GJ	Bharti Airtel	2.58	98.35%	100.00%	NA	16	4.20	90.90%	NA	0	0.00%	NA	100%	100.00%	97.41%	91.60%	100.00%	100.00%																				
20		BSNL	4.97	94.89%	98.32%	99.74%	1001	6.23	67.03%	NA	3	0.04%	NA	DNF	88.18%	99.95%	93.17%	99.88%	100.00%																				
21		RCOM	2.21	100%	100%	N.A.	0	2.03	NA	84.20%	0	0.03%	NA	100%	100.00%	95.00%	92.00%	100.00%	NR																				
22		TTSL	1.22	92.88%	100%	100%	0	5.58	100.0%	NA	0	0.07%	NA	100%	100.00%	96.18%	96.75%	100.00%	100.00%																				

Annexure 4.2 (Contd.)

63	PB	Bharti Airtel	3.30	97.58%	99.94%	NA	31	6.52	98.32%	NA	0	0.01%	NA	100%	100.00%	92.88%	87.55%	100.00%	100.00%
64		BSNL	6.38	90.93%	96.42%	99.33%	67	8.70	70.18%	NA	0	0.01%	NA	DNF	99.42%	99.33%	96.00%	100.00%	100.00%
65		HFCL	3.80	94.70%	99.00%	NA	216	5.89	55.55%	NA	0	0.06%	NA	100%	100.00%	79.80%	87.33%	100.00%	100.00%
66		RCOM	1.61	100%	100%	N.A.	0	2.41	NA	93.16%	0	0.02%	NA	100%	100.00%	95.00%	92.00%	100.00%	NR
67		TTSL	2.64	95.50%	100%	100%	0	3.98	98.6%	NA	0	0.02%	NA	100%	100.00%	92.65%	93.87%	100.00%	100.00%
68	RJ	Bharti Airtel	2.05	98.27%	100%	NA	2	6.73	92.98%	NA	0	0.00%	NA	100%	100.00%	92.88%	87.55%	100.00%	100.00%
69		BSNL	4.28	95.40%	99.18%	99.96%	207	6.74	65.45%	NA	0	0.00%	NA	DNF	94.70%	95.83%	91.67%	99.89%	100.00%
70		RCOM	1.38	100%	100%	N.A.	0	2.55	NA	91.18%	0	0.06%	NA	100%	100.00%	95.00%	92.00%	100.00%	NR
71		Sistema	3.55	92.74%	100%	NIL	0	5.19	96.74%	NA	0	0.09%	0.00%	Nil	Nil	98.35%	100%	100.00%	100.00%
72		TTSL	0.03	100.0%	100%	100%	0	0.43	99.5%	NA	0	0.03%	NA	100%	100.00%	93.80%	95.98%	100.00%	100.00%
73	TN	Bharti Airtel	3.90	96.83%	99.36%	NA	31	3.37	90.25%	NA	0	0.02%	NA	100%	100.00%	100.00%	84.77%	100.00%	100.00%
74		BSNL	2.76	96.78%	99.75%	100%	0	5.14	78.92%	NA	0	0.01%	NA	DNF	91.76%	94.45%	97.30%	100.00%	100.00%
75		RCOM	1.97	100%	100%	N.A.	0	3.22	NA	76.95%	0	0.01%	NA	100%	100.00%	95.00%	92.00%	100.00%	NR
76		TTSL	0.20	90.91%	100%	100%	0	3.26	NA	NA	0	0.04%	NA	100%	100.00%	-	-	100.00%	100.00%
77	UP-E	Bharti Airtel	4.43	96.75%	99.91%	NA	27	8.12	99.40%	NA	0	0.00%	NA	100%	100.00%	99.94%	87.55%	100.00%	100.00%
78		BSNL	3.79	94.07%	99.00%	100%	746	6.57	69.32%	NA	0	0.01%	NA	DNF	96.77%	95.26%	100.00%	100.00%	100.00%
79		RCOM	2.32	100%	100%	N.A.	0	2.08	NA	89.93%	0	0.05%	NA	100%	100.00%	95.00%	92.00%	100.00%	NR
80		TTSL	4.47	93.57%	100%	100%	0	2.24	99.9%	NA	0	0.00%	NA	-	100.00%	87.11%	92.82%	100.00%	100.00%
81	UP-W	Bharti Airtel	2.96	96.30%	99.82%	NA	8	8.22	87.30%	NA	0	0.01%	NA	100%	100.00%	97.36%	87.55%	100.00%	100.00%
82		BSNL	5.03	96.02%	99.73%	99.41%	61	6.33	67.96%	NA	0	0.09%	NA	DNF	96.19%	96.60%	96.55%	99.80%	100.00%
83		RCOM	0.00	NIL	NIL	N.A.	0	0.00	NA	89.76%	0	0.00%	NA	NA	Nil	95.00%	92.00%	Nil	NR
84		TTSL	0.09	100%	100%	100%	0	0.35	98.8%	NA	0	0.00%	NA	-	-	94.45%	95.58%	100.00%	100.00%
85	UTT	BSNL	5.42	95.42%	98.75%	99.63%	0	6.54	65.30%	NA	0	0.00%	NA	DNF	95.09%	93.53%	93.00%	100.00%	100.00%
86	WB	BSNL	5.30	94.20%	95.54%	96.39%	116	10.01	64.14%	NA	0	0.03%	NA	DNF	94.90%	80.58%	91.00%	100.00%	100.00%
87		RCOM	0.00	NIL	NIL	N.A.	0	0.00	NA	74.98%	0	0.00%	NA	NA	Nil	95.00%	92.00%	100.00%	NR
88		TTSL	0.36	100%	100%	100%	0	1.50	NA	NA	NA	0.00%	NA	-	-	86.25%	86.67%	-	NIL

■ Benchmark not met

NR - Data Not Reported

NA - Not Applicable

DNF - Data not as per format

NOTE : MTNL Delhi has reported that the credit is given in the next billing cycle.

Annexure 4.3: Quality of Service Performance of Broadband Service Providers

Sl. No.	Service Operators	Service Provisioning		Faults Repair		Billing Performance			Response Time to the Customer for assistance		Bandwidth utilisation/throughput					Packet Loss	Network latency (for wired broadband access)																				
		%age of connections provided within 15 days of registration of demand	% of faults repaired by next working day (>90%)	% of faults repaired within 3 working day	Rent Rebate	%age of bills disputed	%age of billing complaints resolved within 4 weeks	%age of cases to whom refund of deposits is made within 60 days of closures	%age of calls answered by operator (Voice to voice) within 60 sec	%age of calls answered by operator (Voice to voice) within 90 sec	No. of Intra network links having Bandwidth utilisation >90% during peak	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)																		
																				1.2	2.2	2.3	2.4	3.3	3.4	3.5	4.2	4.3	5.2	5.4	5.7	5.8	6.3	7.0	8.1	8.2	8.3
																				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
1	BSNL																																				
1.1	Andhra Pradesh	98.10%	92.00%	99.90%	3	1.10%	99.90%	100.00%	89.10%	96.40%	0		77.60%	94.20%	99.90%	0.00%	15.7	242.7	NA																		
1.2	Assam	99.60%	94.90%	99.70%	0	0.20%	100.00%	100.00%	88.90%	96.60%	0		77.60%	97.10%	99.90%	0.00%	15.7	242.7	NA																		
1.3	Bihar	97.00%	98.80%	96.50%	0	0.10%	100.00%	98.40%	100.00%	99.80%	0		77.60%	88.20%	99.90%	0.00%	15.7	242.7	NA																		
1.4	Chhattisgarh	100.00%	93.70%	99.80%	0	0.10%	100.00%	100.00%	84.90%	94.70%	0		77.60%	94.30%	99.50%	0.00%	15.7	242.7	NA																		
1.5	Chennai	100.00%	93.00%	100.00%	0	0.10%	100.00%	100.00%	91.00%	96.70%	0		77.60%	90.00%	100.00%	0.00%	15.7	242.7	NA																		
1.6	Gujrat	100.00%	95.30%	99.90%	0	0.10%	100.00%	100.00%	72.40%	89.50%	0		77.60%	87.20%	99.90%	0.00%	15.7	242.7	NA																		
1.7	Haryana	100.00%	95.10%	100.00%	3	0.10%	100.00%	100.00%	87.50%	94.00%	0		77.60%	92.20%	99.50%	0.00%	15.7	242.7	NA																		
1.8	Himachal Pradesh	100.00%	95.00%	100.00%	7	0.00%	100.00%	100.00%	84.60%	93.90%	0		77.60%	89.60%	99.00%	0.00%	15.7	242.7	NA																		
1.9	Jammu & Kashmir	99.80%	93.80%	100.00%	0	0.10%	100.00%	100.00%	82.70%	91.70%	0		77.60%	85.20%	98.90%	0.00%	15.7	242.7	NA																		
1.10	Jharkhand	98.20%	76.80%	92.60%	0	0.10%	100.00%	100.00%	77.00%	90.89%	0		77.60%	91.20%	90.20%	0.00%	15.7	242.7	NA																		
1.11	Karnataka	99.50%	94.90%	99.20%	345	0.10%	99.80%	99.90%	86.00%	94.50%	0		77.60%	92.80%	99.90%	0.00%	15.7	242.7	NA																		
1.12	Kerala	100.00%	94.40%	100.00%	16	0.20%	100.00%	100.00%	80.30%	91.90%	0		77.60%	88.70%	99.90%	0.00%	15.7	242.7	NA																		
1.13	Kolkata	100.00%	89.70%	99.90%	0	0.40%	100.00%	100.00%	87.00%	96.70%	0		77.60%	84.00%	99.80%	0.00%	15.7	242.7	NA																		
1.14	Maharashtra	99.50%	93.80%	99.70%	5363	0.20%	100.00%	100.00%	85.90%	93.90%	0	2	77.60%	89.90%	99.60%	0.00%	15.7	242.7	NA																		
1.15	Madhya Pradesh	100.00%	96.60%	100.00%	0	0.10%	100.00%	100.00%	88.20%	96.40%	0		77.60%	91.40%	99.70%	0.00%	15.7	242.7	NA																		
1.16	North East I	100.00%	95.90%	99.90%	9	0.00%	100.00%	100.00%	93.40%	95.40%	0		77.60%	75.90%	98.40%	0.00%	15.7	242.7	NA																		
1.17	North East II	100.00%	97.70%	100.00%	0	0.00%	100.00%	100.00%	89.90%	98.00%	0		77.60%	83.30%	99.30%	0.00%	15.7	242.7	NA																		
1.18	Orissa	100.00%	94.10%	100.00%	29	0.10%	99.70%	100.00%	91.50%	90.90%	0		77.60%	92.20%	99.60%	0.00%	15.7	242.7	NA																		
1.19	Punjab	100.00%	94.60%	99.50%	172	0.00%	100.00%	100.00%	84.60%	92.60%	0		77.60%	90.20%	99.60%	0.00%	15.7	242.7	NA																		
1.20	Rajasthan	100.00%	95.70%	99.90%	3	0.10%	100.00%	100.00%	85.90%	94.70%	0		77.60%	87.10%	99.80%	0.00%	15.7	242.7	NA																		
1.21	Tamil Nadu	99.90%	94.30%	99.90%	0	0.10%	100.00%	100.00%	87.50%	94.50%	0		77.60%	91.60%	100.00%	0.00%	15.7	242.7	NA																		
1.22	UP- East	100.00%	91.80%	100.00%	95	0.40%	100.00%	100.00%	86.90%	94.60%	0		77.60%	94.20%	99.40%	0.00%	15.7	242.7	NA																		
1.23	UP-West	100.00%	94.00%	99.70%	50	0.20%	100.00%	100.00%	79.80%	93.40%	0		77.60%	93.30%	99.90%	0.00%	15.7	242.7	NA																		
1.24	Uttaranchal	100.00%	96.30%	100.00%	125	0.00%	100.00%	100.00%	85.60%	97.30%	0		77.60%	94.20%	99.30%	0.00%	15.7	242.7	NA																		
1.25	West Bengal	99.80%	92.60%	100.00%	5	0.30%	100.00%	100.00%	91.38%	95.39%	0		77.60%	92.90%	94.00%	0.00%	15.7	242.7	NA																		
1.26	A&N	100.00%	85.20%	100.00%	0	0.00%	100.00%	100.00%	95.00%	100.00%	0		77.60%	100.00%	98.00%	0.00%	15.7	242.7	NA																		

Annexure 4.3 (Contd.)

5	Hathway																		
5.1	Andhra Pradesh	100.00%	98.00%	100.00%	99	1.88%	100.00%	100.00%	100.00%	100.00%	0	0	90.00%	85.00%	100.00%	1.00%	80	320	NA
5.2	Delhi	100.00%	98.00%	99.00%	42	1.36%	100.00%	100.00%	81.00%	85.00%	0	3	86.00%	85.00%	100.00%	NR	80	300	NA
5.3	Gujarat	100.00%	93.00%	100.00%	0	0.00%	100.00%	100.00%	80.00%	NA	0	0	89.00%	85.00%	100.00%	0.00%	100	345	NA
5.4	Haryana	100.00%	100.00%	100.00%	0	NA	NA	NA	NA	NA	0	DNF	NA	85.00%	100.00%	1.00%	100	320	NA
5.5	Karnataka	100.00%	90.00%	100.00%	740	0.99%	100.00%	100.00%	100.00%	100.00%	0	0	89.00%	85.00%	99.00%	0.95%	80	320	NA
5.6	Maharashtra	100.00%	93.00%	99.00%	4670	1.06%	100.00%	100.00%	86.00%	98.00%	0	0	89.50%	85.00%	99.00%	0.00%	80	335	NA
5.7	Punjab	100.00%	100.00%	100.00%	21	1.16%	100.00%	100.00%	99.00%	NA	NR	0	86.00%	85.00%	98.00%	1.00%	80	300	NA
5.8	Goa	100.00%	96.00%	100.00%	0	NA	NA	NA	97.00%	100.00%	0	0	89.00%	85.00%	100.00%	0.90%	100	345	NA
5.9	Uttar Pradesh	100.00%	98.00%	98.00%	30	1.19%	97.00%	100.00%	NA	NA	0	NA	85.00%	85.00%	98.00%	1.00%	100	320	NA
6	YOU Broadband																		
	All India	100.00%	95.00%	99.00%	452	0.34%	100.00%	100.00%	76.00%	81.00%	NA	0	75.63%	85.46%	99.04%	0.01%	15	256	NA
6.1	Andhra Pradesh	100.00%	90.00%	98.00%	120	0.28%	100.00%	98.00%	77.00%	82.00%	NA	0	73.33%	86.86%	98.78%	0.00%	14	263	NA
6.2	Gujarat	100.00%	92.00%	99.00%	170	0.30%	100.00%	100.00%	76.00%	82.00%	NA	0	75.30%	85.07%	99.08%	0.03%	11	261	NA
6.3	Haryana	100.00%	97.00%	100.00%	0	0.44%	100.00%	100.00%	76.00%	81.00%	NA	0	73.02%	85.20%	99.38%	0.00%	19	265	NA
6.4	Karnataka	100.00%	98.00%	99.90%	1	0.37%	100.00%	100.00%	78.00%	83.00%	NA	0	73.08%	85.26%	99.63%	0.00%	6	235	NA
6.5	Maharashtra	100.00%	95.00%	99.00%	156	0.37%	100.00%	100.00%	75.00%	80.00%	NA	0	77.72%	85.33%	98.98%	0.00%	25	259	NA
6.6	Tamilnadu	100.00%	97.00%	99.81%	5	0.48%	100.00%	100.00%	74.00%	79.00%	NA	0	74.65%	84.94%	99.33%	0.00%	10	262	NA
7	SIFY																		
	All India	100.00%	90.00%	100.00%	165	0.00%	0.00%	0.00%	100.00%	100.00%	0	0	85.00%	95.00%	100.00%	C/DNF	C/DNF	C/DNF	Nil
8	Reliance																		
	All India	100.00%	100.00%	100.00%	0	0.12%	100.00%	100.00%	76.00%	81.00%	0	0	41.00%	90.00%	99.64%	C/DNF	DNF	DNF	NA
9	HFCL Infotel Ltd.																		
	Punjab	99.83%	98.98%	99.88%	9	0.04%	100.00%	100.00%	61.00%	68.00%	0	0	74.68%	100.00%	99.93%	0.00%	80.00%	326.00%	NA
10	Ortel																		
	Orissa	100.00%	91.32%	100.00%	0	0.68%	100.00%	100.00%	100.00%	100.00%	0	0	73.70%	92.93%	95.07%	0.06%	87	258	NA
11	Tata Teleservices (Maharashtra) Ltd.																		
	Maharashtra & Goa	100.00%	94.31%	100.00%	NA	0.20%	100.00%	100.00%	77.60%	85.31%	0	0	52.00%	87.00%	99.75%	0.07%	43	245	NA
12	Alliance Broadband Services Pvt. Ltd.																		
	Kolkatta	100.00%	98.00%	100.00%	0	0.06%	100.00%	NA	92.00%	99.00%	7	1	NR	DNF	99.00%	1.00%	NA	NA	NA
13	Beam Cables																		
	Hyderabad	98.00%	96.40%	99.18%	2754	1.86%	100.00%	NA	60.00%	73.66%	0	1	58.66%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA

Annexure 4.3 (Contd.)

14	Spectranet																		
	All India	99.20%	99.00%	100.00%	0	0.00%	100.00%	Nil	100.00%	100.00%	0	0	85.00%	DNF	C/DNF	C/DNF	C/DNF	C/DNF	NA
15	Tikona Digital Networks																		
	All India	97.66%	61.99%	71.79%	9215	3.07%	87.04%	100.00%	96.47%	97.67%	33	14	61.73%	96.00%	96.78%	NA	NA	NA	NA
16	DVOIS Broadband Pvt Ltd																		
	All India	100.00%	99.02%	100.00%	0	0.00%	NA	NA	0.00%	0.00%	85	0	0.00%	0.00%	0.00%	NA	0	0.00%	0
17	Asianet Satellite Communications Ltd.																		
	Kerala	100.00%	90.00%	99.00%	0	1.00%	100.00%	100.00%	NR	NR	0	0	67.00%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA
	Abbreviation	DNF = Data not as per Format				NR = Data not reported by the Service Provider						NA = Not Applicable			C/DNF = Complied the parameter but Data is not in the required format				

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

(As reported to TRAI upto 30th June 2010)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
2	M/s MSM Discovery India Private Limited	32	SET(Sony Entertainment Television)	21.40	As on 01.12.2007, the rate of channel was ` 20.00 W.e.f. 01.01.2009, rate of the channel increased to `21.40 .
		33	MAX	18.19	As on 01.12.2007, rate of the channel was `17.00 W.e.f. 01.01.2009, rate of the channel increased to `18.19 .
		34	Discovery	16.05	As on 01.12.2007, rate of the channel was `15.00 W.e.f. 01.01.2009, rate of the channel increased to `16.05 .
		35	Animal Planet	05.35	As on 01.12.2007, rate of the channel was `5.00 W.e.f. 01.01.2009, rate of the channel increased to `5.35 .
		36	AXN	15.52	As on 01.12.2007, rate of the channel was `14.50 W.e.f. 01.01.2009, rate of the channel increased to `15.52 .
		37	Animax	02.14	As on 01.12.2007, rate of the channel was ` 2.00 W.e.f. 01.01.2009, rate of the channel increased to `2.14 .
		38	Discovery Travel and Living	09.63	As on 01.12.2007, rate of the channel was `9.00 W.e.f. 01.01.2009, rate of the channel increased to `9.63 .
		39	SAB TV	14.70	As on 01.12.2007, rate of the channel was ` 13.74 W.e.f. 01.01.2009, rate of the channel increased to `14.70 .
		40	SET PIX	12.84	As on 01.12.2007, rate of the channel was ` 12.00 W.e.f. 01.01.2009, rate of the channel increased to `12.84 .
		41	MTV	07.49	As on 01.12.2007, rate of the channel was ` 7.00 W.e.f. 01.01.2009, rate of the channel increased to `7.49 .
		42	NICK	06.42	As on 01.12.2007, rate of the channel was `6.00 W.e.f. 01.01.2009, rate of the channel increased to `6.42 .
		43	VH1	03.21	As on 01.12.2007, rate of the channel was ` 3.00 W.e.f. 01.01.2009, rate of the channel increased to `3.21 .

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		44	NDTV 24X7	09.10	As on 01.12.2007, rate of the channel was ` 8.50 W.e.f. 01.01.2009, rate of the channel increased to `9.10 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		45	NDTV Profit	06.42	As on 01.12.2007, the rate of the channel was `6.00 W.e.f. 01.01.2009, rate of the channel increased to `6.42 .
		46	Aaj Tak	07.49	As on 01.12.2007, the rate of the channel was ` 7.00 W.e.f. 01.01.2009, rate of the channel increased to `7.49 .
		47	Headlines Today	03.21	As on 01.12.2007, the rate of the channel was `3.00 W.e.f. 01.01.2009, rate of the channel increased to `3.21 .
		48	Tez	02.14	As on 01.12.2007, the rate of the channel was ` 2.00 W.e.f. 01.01.2009, rate of the channel increased to `2.14 .
		49	COLORS	21.40	This channel was launched on 21.07.2008 and the rate of the channel was `20.00. The channel was distributed by M/s Viacom 18 till 31.03.2009. W.e.f. 01.04.2009, rate of the channel increased to `21.40.
		50	Channel 8	10.00	Earlier, "Channel 8" was distributed by M/s Bengla Entertainment Private Limited as a FTA channel. W.e.f. 01.04.2009, this channel was converted to Pay channel @ `10.00.
		51	Discovery Science	12.00	Newly launched channel, W.e.f. 01.01.2010
		52	Discovery Turbo	10.00	Newly launched channel, W.e.f. 01.01.2010
3	M/s Sun Distribution Services	53	SUN TV	13.26	As on 01.12.2007, the rate of the channel was `12.40 W.e.f. 06.03.2009, rate of the channel increased to `13.26 .
		54	Gemini TV	11.02	As on 01.12.2007, the rate of the channel was ` 10.30 W.e.f. 06.03.2009, rate of the channel increased to `11.02 .

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		55	Udaya TV	12.30	As on 01.12.2007, the rate of the channel was ` 11.50 W.e.f. 06.03.2009, rate of the channel increased to `12.30.
		56	K TV	16.06	As on 01.12.2007, the rate of the channel was ` 15.00 W.e.f. 06.03.2009, rate of the channel increased to `16.06.

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		57	Teja TV	05.68	As on 01.12.2007, the rate of the channel was ` 5.30 W.e.f. 06.03.2009, rate of the channel increased to `5.68.
		58	Udaya Movies	15.40	As on 01.12.2007, the rate of the channel was ` 14.40 W.e.f. 06.03.2009, rate of the channel increased to `15.40 .
		59	Sun Music	07.50	As on 01.12.2007, the rate of the channel was ` 7.00 W.e.f. 06.03.2009, rate of the channel increased to `7.50.
		60	Gemini Music	07.50	As on 01.12.2007, the rate of the channel was ` 7.00 W.e.f. 06.03.2009, rate of the channel increased to `7.50 .
		61	Sun News	01.50	As on 01.12.2007, the rate of the channel was ` 1.40 W.e.f. 06.03.2009, rate of the channel increased to `1.50
		62	Gemini News	08.02	As on 01.12.2007, the rate of the channel was ` 7.50 W.e.f. 06.03.2009, rate of the channel increased to `8.02 .
		63	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was ` 7.35 W.e.f. 06.03.2009, rate of the channel increased to `7.86 .
		64	Navvulu TV	18.20	As on 01.12.2007, the rate of the channel was ` 17.00 W.e.f. 06.03.2009, rate of the channel increased to `18.20 .
		65	Chintu TV	01.72	As on 01.12.2007, the rate of the channel was ` 1.60 W.e.f. 06.03.2009, rate of the channel increased to `1.72 . M/s Channel Plus has changed the genres of channel & increased the rate of channel to `13.37 Rate under examination
		66	Ushe	16.06	As on 01.12.2007, the rate of the channel was ` 15.00 W.e.f. 06.03.2009, rate of the channel increased to `16.06 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		67	Kushi TV	01.60	As on 01.12.2007, the rate of the channel was ` 1.50 W.e.f. 06.03.2009, rate of the channel increased to `1.60 . M/s Channel Plus has changed the genres of channel & increased the rate of channel to `13.37 Rate under examination
		68	Chutti TV	13.37	Converted from FTA to Pay w.e.f 17.11.2009
		69	Udaya II	07.49	Converted from FTA to Pay w.e.f 17.11.2009
		70	Adithya TV	18.19	Converted from FTA to Pay w.e.f 17.11.2009 Rate Under Examination
		71	Surya TV	12.31	Converted from FTA to Pay w.e.f 01.04.2010
		72	Kiran TV	18.19	Converted from FTA to Pay w.e.f 01.04.2010
		73	The Disney Channel	09.52	Prior to 01.04.2010, these channels were distributed by M/s Star Den Media Services Private Limited.
		74	Disney XD	09.52	
		75	Hangama TV	08.35	W.e.f 1.4.2010, the distribution of these channels were shifted to M/s Sun Distribution Services.

- i) Prior to 01.04.2010, the "SUN Distribution Services" was known as " Channel Plus".
- ii) Prior to 06.03.2009, channel "Adithya" was distributed @ ` 03.00. W.e.f. 06.03.2009, the channel "Adithya" has been converted from Pay to FTA. W.e.f 17.11.2009, the channel "Adithya" has been converted from FTA to Pay & increase the rate of channel to `18.19. The rate under examination.
- iii) Prior to 27.07.2009, the name of the channel "Navvulu" was "Gemini Cable Vision"
- iv) Prior to 09.04.2009, the name of the channel "Kushi TV" was "Udaya News"
- v) Prior to 09.04.2009, , the name of the channel "Chintu TV" was "Teja News"

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
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.	76	Star Plus	18.73	As on 01.12.2007, rate of the channel was `17.50 W.e.f. 01.01.2009, rate of the channel increased to `18.73 .
		77	Star Gold	17.66	As on 01.12.2007, rate of the channel was `16.50 W.e.f. 01.01.2009, rate of the channel increased to `17.66 .
		78	Star Movies	17.66	As on 01.12.2007, rate of the channel was `16.50 W.e.f. 01.01.2009, rate of the channel increased to `17.66 .
		79	Star World	04.87	As on 01.12.2007, rate of the channel was `4.55 W.e.f. 01.01.2009, rate of the channel increased to `4.87 .
		80	Vijay TV	04.28	As on 01.12.2007, rate of the channel was `4.00 (`11.80 in Tamilnadu) W.e.f. 01.01.2009, rate of the channel increased to `4.28 (`12.63 in Tamilnadu).
		81	NGC	06.15	As on 01.12.2007, rate of the channel was `5.75 W.e.f. 01.01.2009, rate of the channel increased to `6.15 .
		82	The Fox History and Entertainment Channel	04.71	As on 01.12.2007, rate of the channel was `4.40 W.e.f. 01.01.2009, rate of the channel increased to `4.71 .
		83	Channel (V)	01.07	As on 01.12.2007, rate of the channel was `1.00 W.e.f. 01.01.2009, rate of the channel increased to `1.07 .
		84	Star One	21.94	As on 01.12.2007, rate of the channel was `20.50 W.e.f. 01.01.2009, rate of the channel increased to `21.94 .
		85	Times Now	09.10	As on 01.12.2007, rate of the channel was `8.50 W.e.f. 01.01.2009, rate of the channel increased to `9.10 .
		86	Zoom	08.35	As on 01.12.2007, rate of the channel was `7.80 W.e.f. 01.01.2009, rate of the channel increased to `8.35 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks	
		87	CNBC TV 18	09.10	<p>These channels were distributed by M/s Zee Turner Limited upto 31.03.2008 at a-la-carte rate of `7.50 (CNBC TV 18), `2.00 (CNN-IBN) & `3.50 (CNBC Awaaz) respectively. M/s Star Den started distributing these channels w.e.f. 01.04.2008 at a-la-carte rate of `08.50 (CNBC TV 18), `05.00 (CNN IBN) and `04.50 (CNBC Awaaz). M/s Star Den has been directed vide TRAI's Direction dated 28.08.2008 to reduce the a-la-carte rates of these channels from the reported level to `7.50 (CNBC TV 18), `2.00 (CNN-IBN) & `3.50 (CNBC Awaaz). Broadcaster has approached Hon'ble TDSAT against this direction vide Appeal No 11(C) of 2008. M/s Star Den has given an undertaking to Hon'ble TDSAT during the course of the hearing on October 1, 2008 for a-la-carte offering of the channels. The relevant extract of the interim order dated 1st October, 2008 is as under:-</p> <p>"....The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".</p> <p>The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-</p> <ol style="list-style-type: none"> 1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN) 3) 3.50 (CNBC Awaaz) <p>The matter was heard on 18.02.2009 by the Hon'ble TDSAT and the appeal has been disposed of by the Hon'ble TDSAT by passing following order:</p> <p>"In view of the judgement of this Tribunal dated 15.01.2009, the appeal does not survive".</p>	
		88	CNN-IBN	05.35		
		89	CNBC Awaaz	04.82		<p>TRAI has filed an appeal in the Hon'ble Supreme Court of India against the order of Hon'ble TDSAT judgement dated 15.01.2009. Matter is sub-judice.</p> <p>W.e.f. 01.01.2009, rate of the channels increased to `9.10 (CNBC TV 18), `5.35 (CNN-IBN) & `4.82 (CNBC Awaaz) .</p>
		90	The MGM	06.42		<p>M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ ` 6.00</p> <p>W.e.f. 01.01.2009, rate of the channel increased to `6.42 .</p>
		91	Star Jalsha	12.00	<p>Earlier, "Star Jalsha " was distributed by M/s Star Den as a FTA channel upto 04.11.2009</p> <p>W.e.f. 05.11.2009, this channel was converted to Pay</p>	

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
					channel @ `12.

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks		
		92	Star Ananda	06.00	Earlier, "Star Ananda" was distributed by M/s Media Content & Communications Service (India) Private Limited as a FTA channel upto 4.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ `6.00.		
		93	FX	15.50	From 01.08.2009 to 31.01.2010, these channels were distributed by M/s Fox Channels (India) Private Limited.		
		94	FOX CRIME	15.50			
		95	BABY TV	13.25			
				96	Nat Geo Wild	16.00	W.e.f 01.02.2010, the distribution of these channels were shifted to M/s Star Den Media Services Private Limited.
				97	Nat Geo Adventure	16.00	
				98	Nat GEO Music	07.40	
5.	M/s Ushodaya Enterprises Private Limited	99	ETV	10.70	As on 01.12.2007, rate of the channel was `10.00 W.e.f. 01.11.2009, rate of the channel increased to `10.70 .		
		100	ETV 2	05.99	As on 01.12.2007, rate of the channel was `5.60 W.e.f. 01.11.2009, rate of the channel increased to `5.99		
		101	ETV Bangla	11.12	As on 01.12.2007, rate of the channel was `10.40 W.e.f. 01.11.2009, rate of the channel increased to `11.12 .		
		102	ETV Marathi	11.12	As on 01.12.2007, rate of the channel was `10.40 W.e.f. 01.11.2009, rate of the channel increased to `11.12 .		
		103	ETV Kannada	11.12	As on 01.12.2007, rate of the channel was `10.40 W.e.f. 01.11.2009, rate of the channel increased to `11.12 .		
		104	ETV Gujarathi	11.12	As on 01.12.2007, rate of the channel was `10.40 W.e.f. 01.11.2009, rate of the channel increased to `11.12 .		
		105	ETV Oriya	11.12	As on 01.12.2007, rate of the channel was `10.40 W.e.f. 01.11.2009, rate of the channel increased to `11.12 .		
		106	ETV UP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of `10.40. W.e.f. 01.11.2009, rate of the channel increased to `11.12 .		

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
		107	ETV Bihar	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of `10.40. W.e.f. 01.11.2009, rate of the channel increased to `11.12 .
		108	ETV Urdu	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ `10.40 W.e.f. 01.11.2009, rate of the channel increased to `11.12 .
		109	ETV Rajasthan	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ `10.40 W.e.f. 01.11.2009, rate of the channel increased to `11.12 .
		110	ETV MP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ `10.40 W.e.f. 01.11.2009, rate of the channel increased to `11.12 .
6.	M/s UTV Global Broadcasting Limited	111	Bindass	10.00	
		112	UTV Action	10.00	
		113	World Movies	10.00	Newly launched channel, reported vide letter dated 11.02.2008
		114	UTV Movies	15.00	Newly launched channel, reported vide letter dated 11.03.2008
		115	Bloomberg UTV	08.50	Newly launched channel, reported vide letter dated 02.04.2008
7.	M/s BBC World (India) Private Limited	116	BBC World	05.00	
8.	M/s BBC Worldwide Channels Private Limited	117	BBC Entertainment	06.50	Prior to 01.07.2009, these channels were distributed by M/s BBC World (India) Private Limited
		118	Cbeebies	06.50	
9.	M/s ESPN Software India Private Limited	119	ESPN	35.45	As on 01.12.2007, rate of the channel was `33.13 W.e.f. 01.01.2009, rate of the channel to `35.45
		120	Star Sports	35.45	As on 01.12.2007, rate of the channel was `33.13 W.e.f. 01.01.2009, rate of the channel to `35.45
		121	Star Cricket	29.96	As on 01.12.2007, rate of the channel was `28.00 W.e.f. 01.01.2009, rate of the channel to `29.96
i) Prior to 10.12.2009, , the name of the channel "UTV Action " was "Bindass Movies					
ii) Prior to 25.09.2009, the name of the channel "Bloomberg UTV " was "UTVi"					

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
10.	M/s Raj Television Limited	122	Raj TV	11.77	As on 01.12.2007, rate of the channel was `11.00 (7.72 in Andhra Pradesh). W.e.f. 01.01.2009, rate of the channel to `11.77(8.26 in Andhra Pradesh).
		123	Raj Digital Plus	08.26	As on 01.12.2007, rate of the channel was `7.72 (4.68 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to `8.26 (5.01 in Andhra Pradesh) .
		124	Vissa TV	05.01	As on 01.12.2007, rate of the channel was `4.68 (11.00 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to `5.01 (11.77 in Andhra Pradesh).
11	M/s INX Media Private Limited	125	9XM	07.00	
		126	9X	20.50	
12.	M/s Neo Sports Broadcast Private Limited	127	NEO Cricket	35.45	As on 01.12.2007, rate of the channel was `33.13 W.e.f. 01.01.2009, rate of the channel increased to `35.45.
		128	NEO Sports	26.60	As on 01.12.2007, rate of the channel was `24.87 W.e.f. 01.01.2009, rate of the channel increased to `26.60.
13.	M/s NDTV Imagine	129	NDTV 'Imagine'	20.50	Newly launched channel w.e.f. 21.01.2008
		130	NDTV Lumiere	15.00	Newly launched channel w.e.f. 10.10.2008
		131	NDTV Showbiz	08.00	Newly launched channel w.e.f. 15.08.2008
14	New Delhi Television Ltd	132	NDTV Good Times	09.63	This channel was converted from FTA to Pay channel w.e.f 03.05.2008 @ `9.00. W.e.f 01.07.2009, rate of the channel increased to `9.63.
15.	M/s Mega Reach	133	Firangi	15.00	Newly launched channel w.e.f. 25.02.2008
		134	Sahara One	20.50	Converted from FTA to Pay W.e.f. 06.06.2008
		135	Filmy	16.50	Converted from FTA to Pay W.e.f. 06.06.2008
<p>i) W.e.f 10.10.2009, the channel "NewsX has been converted from Pay to FTA. Prior to this, the channel was distributed by M/s INX News Private Limited as pay channel@ `8.50.</p>					

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
16.	M/s B4U Television Network (India) Private Limited	136	B4U Movies	06.00	W.e.f 01.05.2010, rate revised from 6.00 to `7.00. The rate under examination
17.	M/s MAA Television Network Limiter	137	MAA TV	06.00	As on 01.12.2007, the rate of the channel was `5.50 W.e.f. 01.08.2009, rate of the channel increased to `6.00.
		138	MAA Music	07.50	As on 01.01.2008, the rate of the channel was `7.00 W.e.f. 01.08.2009, rate of the channel increased to `7.50.
18.	M/s TV Today Network Limited	139	Dilli Aaj Tak	08.50	
19.	M/s Allied Infotainment Distribution Private Limited	140	E-24	15.00	Newly launched channel w.e.f. 27.03.2008
20	M/s Turner International India Private Limited	141	Boomerang	10.00	
		142	TCM Turner Classic Movies	10.00	
21	M/s Orissa Television Ltd	143	Tarang	10.70	As on 06.11.208, the rate of the channel was `10/- W.e.f 01.06.2010, rate of the channel increased to `10.70.
		144	Tarang Music	05.35	As on 01.04.2009, the rate of the channel was `5/- W.e.f 01.06.2010, rate of the channel increased to `5.35.
		145	Prarthana	05.35	As on 14.04.2010, the rate of the channel was `5/- W.e.f 01.06.2010, rate of the channel increased to `5.35.
22	M/s Times Global Broadcasting Company Limited	146	ET NOW	08.50	Newly launched channel w.e.f. 27.06.2009.

Annexure 5.1 (Contd.)

S.No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in `)	Remarks
23	Taj Television India Private Limited	147	Zee Sports	11.13	Prior to 31.01.2010, the channel 'Zee Sports' was distributed by M/s Zee Turner Limited @ 11.13. W.e.f 31.01.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		148	Ten Sports	16.05	Channel "'Ten Sports" was distributed by M/s MSM Discovery India Private Limited upto 31.03.2008. W.e.f 01.04.2008, channel "Ten Sports" shifted to M/s Zee Turner Limited. Channel "'Ten Sports' was distributed by M/s Zee Turner Limited upto 31.01.2010. W.e.f 31.01.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
24	M/s Asianet Communications Limited	149	Asianet	13.25	The channel has been converted from FTA to Pay w.e.f 29.01.2010.
		150	Asianet Plus	07.00	The channel has been converted from FTA to Pay w.e.f 29.01.2010.

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

[As on 30/6/2010]

S.No	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.	29.04.2002
12	MUMBAI	H.T. MUSIC	15.01.2007
13	MUMBAI	M.B.P.L.	21.05.2002
14	MUMBAI	RADIO TODAY BROADCASTING LTD	26.01.2008
15	MUMBAI	RADIO MID-DAY	29.04.2003
16	KOLKATA	ADLABS FILMS	21.10.2006
17	KOLKATA	RADIO TODAY BROADCASTING LTD	04.10.2007
18	KOLKATA	ANANDA OFFSET	28.02.2007
19	KOLKATA	DIGITAL RADIO	03.05.2003
20	KOLKATA	E.N.I.L.	03.05.2003
21	KOLKATA	HITZ FM	03.05.2003
22	KOLKATA	INDIA FM	03.05.2003
23	KOLKATA	H.T. MUSIC	23.01.2008
24	CHENNAI	ADLABS FILMS	27.09.2006
25	CHENNAI	E.N.I.L.	05.05.2003
26	CHENNAI	M.B.P.L.	10.07.2006
27	CHENNAI	MALAR PUBLICATIONS	02.10.2006
28	CHENNAI	MUTHOOT FINANCE	04.01.2008
29	CHENNAI	NOBLE BROADCASTING	18.01.2007
30	CHENNAI	RADIO MID-DAY	10.01.2007
31	CHENNAI	SUN TV	05.05.2003
32	AGARTALA	POSITIVE RADIO	07.08.2007
33	AGRA	ADLABS FILMS	18.08.2007
34	AGRA	PAN INDIA	28.05.2008
35	AGRA	SHRI PURAN MULTIMEDIA	08.07.2007
36	AHMEDABAD	E.N.I.L.	10.12.2001
37	AHMEDABAD	M.B.P.L.	25.07.2007
38	AHMEDABAD	RADIO MID-DAY	26.08.2007
39	AHMEDABAD	SOUTH ASIA	20.04.2008
40	AHMEDABAD	SYNERGY MEDIA	21.07.2007
41	AHMEDNAGAR	B.A.G. INFOTAINMENT	01.03.2008
42	AHMEDNAGAR	M.B.P.L.	07.02.2008

Annexure 5.2 (Contd.)

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

Annexure 5.2 (Contd.)

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

Annexure 5.2 (Contd.)

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

Annexure 5.2 (Contd.)

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

Annexure 5.2 (Contd.)

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

Source: Website of Ministry of Information & Broadcasting as on 30.06.2010

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

- 1. M/s. Tata Sky Ltd.,**
3rd Floor, Bombay Dyeing A.O. Building,
Pandurang Budhkar Marg, Worli,
Mumbai – 400 025
Tel: 022-6613 3000
Fax-022-6613 3030/6616 3013

- 2. M/s Dish TV India Ltd.**
FC-19, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186

- 3. SUN Direct TV(P) Ltd.**
4/1017, 3rd Cross Street, 9th Link, Nehru Nagar,
Kottivakkam, Chennai-600 041
Tel: 044-4341 1434
Fax: 044-4341 1010

- 4. Bharti Telemedia Ltd.**
Unitech World Cyber Park
Tower-B, 8th Floor
Sector -39, Gurgaon – 122 001
Tel: 95124-424 4000
Fax: 95124-424 4282

- 5. Reliance Big TV Pvt. Ltd.**
BHQ, 4th Floor,
Dhirubai Ambani Knowledge City
Navi Mumbai- 400 710
Fax: 022-3037 1099

- 6. M/s Bharat Business Channel Ltd.**
12th Floor, Videocon Tower
Block E-1, Jhandewalan Extension
New Delhi – 110 055
Tel: 41593100/41593114
Fax; 41593150

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

[As on 30/6/2010]

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

Annexure 5.4 (Contd.)

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

Source: Ministry of Information & Broadcasting