



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators October - December, 2012

New Delhi, India
6th May, 2013

Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg, New Delhi-110002
Tel: +91-11- 23221509, Fax: +91-11- 23236650
Website: www.trai.gov.in

Disclaimer

The Information and Statistics contained in this report are derived from variety of sources, but are mainly reliant on data obtained from Service Providers. This report does not constitute commercial or other advice. No warranty, representation or undertaking of any kind, express or implied, is given in relation to the information and statistics contained in this report.

Table of Contents

Snapshot	i
Trends at a Glance	x
Introduction	xiii
Chapter 1 : Subscription Data	1
Section A: Access Service – An Overview	2
Section B: Wireless Service	10
Section C : Wireline Service	18
Section D: Internet Service.....	25
Section E : Other Value Added Services – PMRTS & VSAT	32
Chapter 2 : Revenue and Usage	35
Section A: GSM Service.....	36
Section B: CDMA – Full Mobility Service	41
Section C: Internet Service	46
Chapter 3 : Financial Data of Telecom Service Sector	47
Chapter 4 : Quality of Service (QoS)	52
Section A: Quality of Service Performance of Wireless Service Providers.....	53
Section B: Quality of Service Performance of Wireline Service Providers.....	61
Section C: Quality of Service Performance of Dial-up/ Broadband Service.....	66
Chapter 5 : Performance of Cable TV, DTH and Radio Broadcasting Services..	71
Annexures	77
Annexure 1.1: Licensed Cellular (GSM & CDMA) Service Providers	78
Annexure 1.2: Wireless Subscriber Base.....	79
Annexure 1.3: Wireline Subscriber Base	83
Annexure 1.4: Service Area and Opereator wise details of PCOs.....	85
Annexure 1.5: Service Provider wise details of Village Public Telephones.....	88
Annexure 1.6: List of Internet Service Providers Providing Internet Telephony Service.....	91
Annexure 1.7: Internet Service Provider wise Subscriber Base	92
Annexure 1.8: Service Area wise PMRTS subscriber Base	97
Annexure 2.1: GSM Service – Service Area wise Statistics for QE Dec-12	98
Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics for QE Dec-12	99
Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service....	100
Annexure 4.2: Performance of QoS Parameters for Basic (Wire-line) Service ..	106
Annexure 4.3: Quality of Service Performance of Broadband Service Providers	109
Annexure 5.1: A -la-carte rates of pay channels for non-CAS areas, as reported to TRAI by the respective Broadcasters	113
Annexure 5.2: List of operational private FM Radio Stations in India	126
Annexure 5.3: List of applicants who have been granted DTH License.....	132
Annexure 5.4: List of permitted teleports at various locations in India	133
Index of Tables & Charts	137

Snapshot

(Data As on 31st December, 2012)

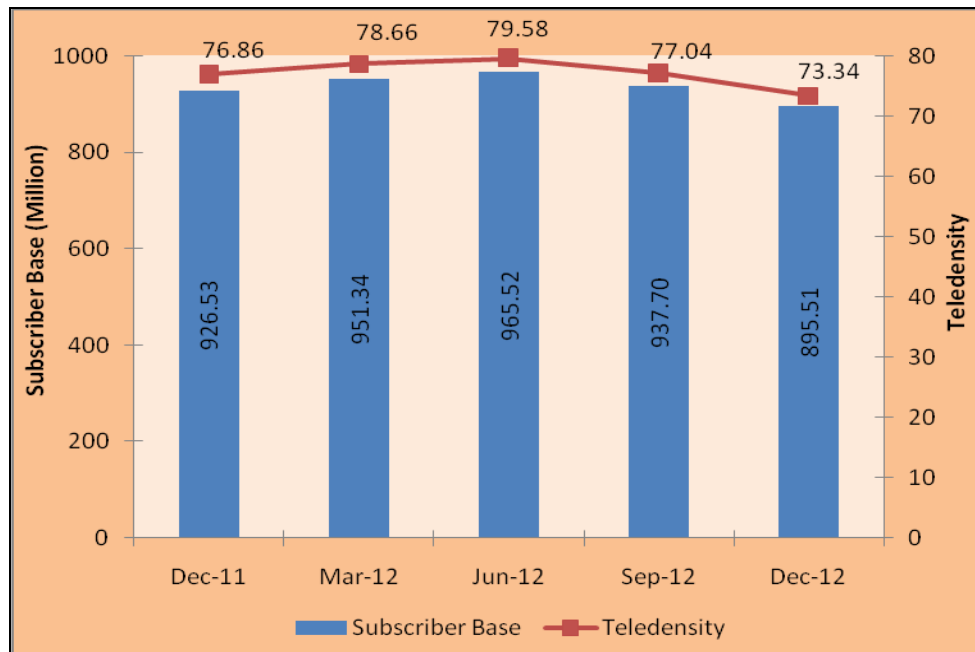
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	895.51 Million
% change over the previous quarter	-4.50%
Urban Subscribers	556.96 Million (62.20%)
Rural Subscribers	338.54 Million (37.80%)
Market share of Private Operators	85.51%
Market share of PSU Operators	14.49%
Teledensity	73.34
Urban Teledensity	149.90
Rural Teledensity	39.85
Wireless Subscribers	
Total Wireless Subscribers	864.72 Million
% change over the previous quarter	-4.62%
Urban Subscribers	533.12 Million (61.65%)
Rural Subscribers	331.60 Million (38.35%)
GSM Subscribers	786.98 Million (91.01%)
CDMA Subscribers	77.74 Million (8.99%)
Market share of Private Operators	87.83%
Market share of PSU Operators	12.17%
Teledensity	70.82
Urban Teledensity	143.48
Rural Teledensity	39.04
Wireline Subscribers	
Total Wireline Subscribers	30.79 Million
% change over the previous quarter	-0.95%
Urban Subscribers	23.84 Million (77.43%)
Rural Subscribers	6.95 Million (22.57%)
Market share of Private Operators	20.43%
Market share of PSU Operators	79.57%
Teledensity	2.52
Urban Teledensity	6.42
Rural Teledensity	0.82
Village Public Telephones (VPT)	0.588 Million
Public Call Office (PCO)	1.411 Million

Internet / Broadband Subscribers	
Total Internet Subscribers (excluding Internet Access by Wireless Phone Subscribers)	25.33 Million
% change over the previous quarter	5.49%
Broadband Subscribers	14.98 Million
Broadcasting & Cable Services	
Number of private satellite TV channels registered with Ministry of I&B	823
Number of Pay Channels	184
Number of private FM Radio Stations	242
DTH Subscribers registered with Pvt. SPs	54.52 Million
Telecom Financial Data (for the QE Dec-12)	
Gross Revenue(GR) during the quarter	₹ 52858.39 Crore
% change in GR over the previous quarter	-0.15%
Adjusted Gross Revenue (AGR) during the quarter	₹34527.50 Crore
% change in AGR over the previous quarter	-2.67%
Share of Public sector undertaking's in AGR	12.63%
Monthly Average Revenue Per User (ARPU) for Access Services	₹99
Revenue & Usage Parameters (for the QE Dec-12)	
Monthly ARPU GSM Service	₹ 98
Monthly ARPU CDMA Full Mobility Service	₹ 80
Minutes of Usage (MOU) per subscriber per month GSM Service	359 Minutes
Minutes of Usage (MOU) per subscriber per month CDMA Full Mobility Service	230 Minutes
Minutes of Usage for Internet Telephony	260.31 Million

Executive Summary

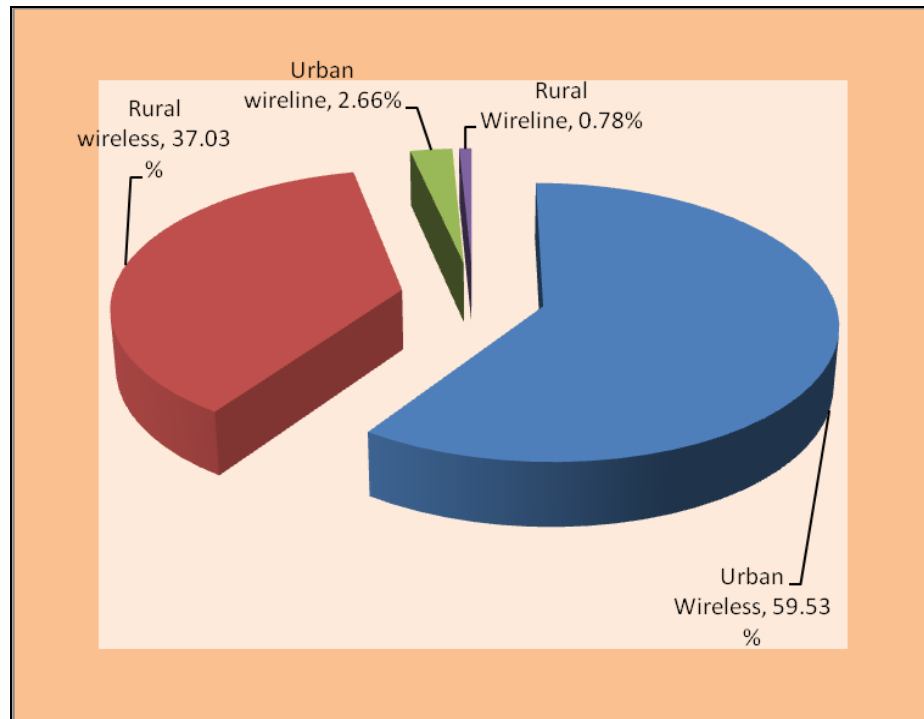
1. The number of telephone subscribers in India declined from 937.70 million at the end of Sep-12 to 895.51 million at the end of Dec-12, registering a negative growth of 4.50% over the previous quarter sep-12. This reflects year-on-year (Y-O-Y) negative growth of 3.35% over the same quarter of last year. The overall Teledensity in India has declined from 77.04 as on 30th September, 2012 to 73.34 as on 31st December, 2012.

Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas decreased from 595.69 million at the end of Sep-12 to 556.96 million at the end of Dec-12, and Urban Teledensity declined from 161.13 to 149.90. Rural subscription decreased from 342.01 million to 338.54 million, and Rural Teledensity also declined from 40.36 to 39.85. Share of subscription in Rural areas out of total subscription increased from 36.47% at the end of Sep-12 to 37.80% at the end of Dec-12.

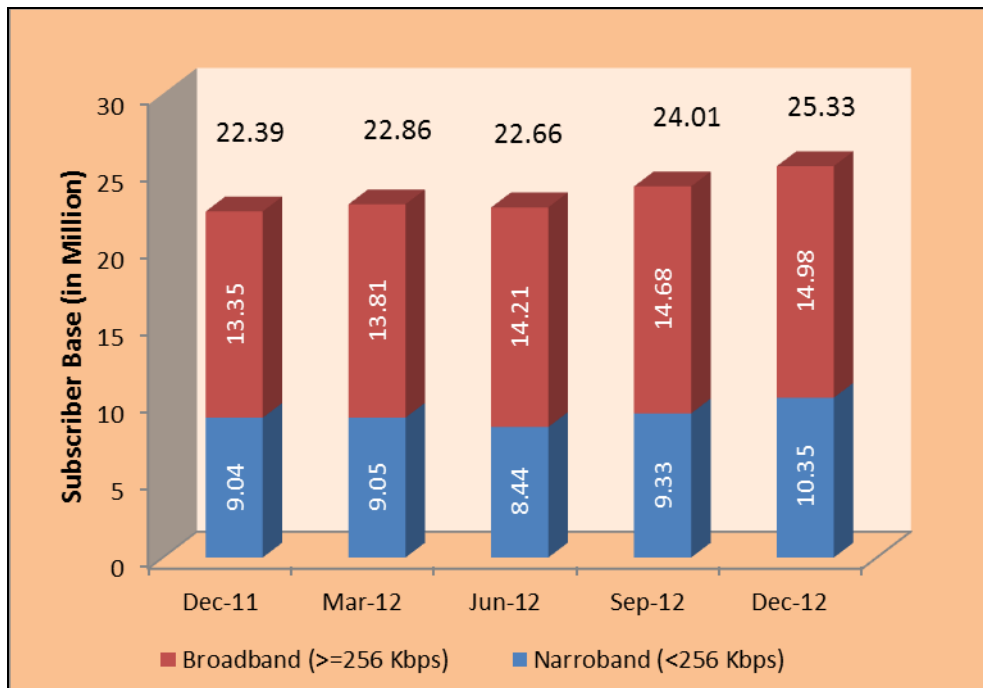
Composition of Telephone Subscribers



3. With a decline of 41.90 million subscribers during the quarter, total wireless(GSM+CDMA) subscriber base registered a negative growth of 4.62% over the previous quarter and subscriber base declined from 906.62 million at the end of Sep-12 to 864.72 million at the end of Dec-12. The year-on-year (Y-O-Y) negative growth rate of Wireless subscribers for Dec-12 is 3.26%. Wireless Teledensity decreased from 74.49 at the end of Sep-12 to 70.82 at the end of Dec-12.
4. Wireline subscriber base further declined from 31.08 million at the end of Sep-12 to 30.79 million at the end of Dec-12, bringing down the wireline Teledensity from 2.55 at the end of Sep-12 to 2.52 at the end of Dec-12.

5. Internet subscribers increased from 24.01 million at the end of Sep-12 to 25.33 million at the end of Dec-12, registering a quarterly growth rate of 5.49%. Top 10 ISPs together hold 95.42% of the total Internet subscriber base.
6. Number of Broadband subscribers increased from 14.68 million at the end of Sep-12 to 14.98 million at the end of Dec-12, registering a quarterly growth of 2.02% and Y-O-Y growth of 12.23%.
7. Share of Broadband subscription in total Internet subscription decreased from 61.16% at the end of Sep-12 to 59.15% at the end of Dec-12. 84.82% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

Trends in Internet/Broadband subscription



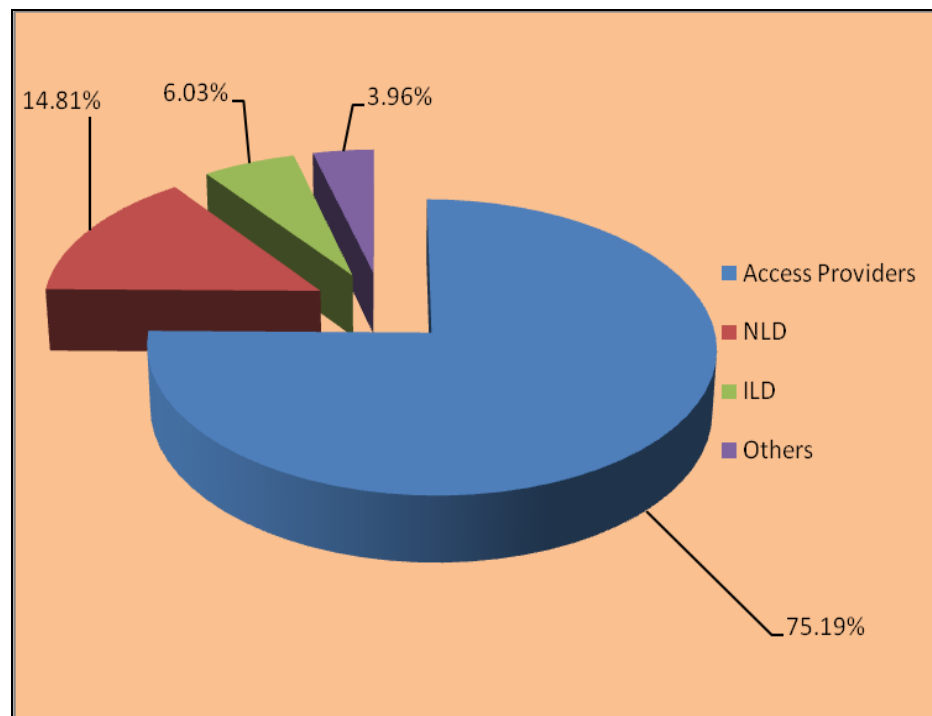
8. Monthly Average Revenue Per User (ARPU) for GSM service increased by 3.03%, from ₹95 in QE Sep-12 to ₹98 in QE Dec-12, with Y-O-Y increase of 2.25%.
9. On an all India average, the overall MOU per subscriber per month for GSM service increased by 4.99% from 342 in QE Sep-12 to 359 in QE Dec-12. Prepaid MOU per subscriber increased by 5.21% (from 321 to 338), while postpaid MOUs decreased by 0.68% (from 960 to 953)
10. Monthly ARPU for CDMA – full mobility service increased by 2.8%, from ₹78 in QE Sep-12 to ₹80 in QE Dec-12. ARPU for CDMA has increased by 8.84% on Y-O-Y basis.
11. The total MOU for CDMA per subscriber per month increased by 2.15%, from 225.22 in QE Sep-12 to 230.06 QE Dec-12. The Outgoing MOUs (117) increased by 2.8% and Incoming MOUs (113) increased by 1.5%.
12. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Dec-12 has been ₹52858.39 Crore and ₹34527.50 Crore respectively. There has been a decrease of 0.15% in GR and a decrease of 2.67% in AGR as compared to previous quarter. The year-on-year (Y-O-Y) growth in GR and AGR over the same quarter in last year has been 7.08% and 1.31% respectively. Pass-through charges accounted for 34.68% of the GR for the quarter ending Dec-12. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Dec-12 are 4.96% and 19.94% respectively.

13. Average license fee as percentage of AGR is 8.15% in QE Dec-12. The quarterly and the year-on-year (Y-O-Y) growth rates of the average license fee are -2.42% and -0.68% respectively for the QE Dec-12.

14. Access services contributed 75.19% of the total revenue of telecom services. In Access services, Gross Revenue and Pass Through Charges increased by 0.22% and 3.40% respectively, whereas AGR, License Fee & Spectrum Charges decreased by 1.15%, 1.22% & 0.51% respectively in the quarter ending Dec-12 vis-à-vis previous quarter.

15. Monthly Average Revenue per User (ARPU) for Access Services based on AGR increased from ₹99 in QE Sep-12 to ₹101 in QE Dec-12.

Composition of Gross Revenue



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

17. The performance of wireline 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"> • Faults incidences (No. of faults/ 100 Subs./month) • Resolution of billing/ charging/ validity complaints • % faults repaired within 3 days (for urban areas) 	<ul style="list-style-type: none"> • % faults repaired by next working day • Mean Time to Repair (MTTR) • Answer to Seizure Ratio (ASR) • Metering and billing credibility - postpaid

<ul style="list-style-type: none"> • % faults repaired within 5 days (for rural & hilly areas) • Call Completion Rate (CCR) • % of calls answered by the operators (Voice to Voice) within 60 Sec • %age requests for Termination / Closure of service complied within 7 days. 	<ul style="list-style-type: none"> • Metering and billing credibility - prepaid • Period of applying credit/waiver/adjust-ment to customer's account from the date of resolution of complaints • Accessibility of call centre/customer care
--	--

18. Total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 823. There are 184 pay TV channels in existence, as reported by 26 broadcasters/their distributors, as on QE Dec-12.
19. Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 267 whereas in the conventional analogue form, maximum number of channels being carried by any of the reported MSOs is 100 channels.
20. Apart from All India Radio, Prasar Bharti – a public broadcaster, there are 242 private FM Radio stations in operation at the end of Dec-12.
21. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.12.2012, 54.52 million subscribers are registered with these 6 private DTH operators.

Trends at a Glance

A. Wireline & Wireless Services

	QE Dec 2011	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	%age change over Dec- 2011 (12 months)	%age change over Mar- 2012 (9 months)	%age change over Jun- 2012 (6 months)	%age change over Sep- 2012 (3 months)
1) Subscriber's Base (in million)									
i) Wireline	32.69	32.17	31.43	31.08	30.79	-5.81%	-4.30%	-2.04%	-0.95%
ii) Wireless	893.84	919.17	934.09	906.62	864.72	-3.26%	-5.92%	-7.43%	-4.62%
Total	926.53	951.34	965.52	937.70	895.51	-3.35%	-5.87%	-7.25%	-4.50%
Rural	315.33	330.82	343.76	342.01	338.54	7.36%	2.34%	-1.52%	-1.01%
Urban	611.19	620.53	621.76	595.69	556.96	-8.87%	-10.24%	-10.42%	-6.50%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - full mobility									
i) GSM	332	346	346	342	359	8.10%	3.85%	3.94%	4.99%
ii) CDMA	226	229	229	225	230	1.94%	0.31%	0.63%	2.15%
3) ARPU (Rs./sub/ month)									
Wireless - full mobility									
i) GSM	95.77	97.37	95.47	95.05	97.93	2.25%	0.58%	2.57%	3.03%
ii) CDMA	73.46	75.29	74.91	77.76	79.95	8.84%	6.20%	6.72%	2.82%
4) Teledensity									
Population in million (Estimated)	1206	1209	1213	1217	1221				
i) Wireline teledensity	2.71	2.66	2.59	2.55	2.52	-7.00%	-5.21%	-2.66%	-1.27%
ii) Wireless teledensity	74.15	76.00	76.99	74.49	70.82	-4.49%	-6.82%	-8.01%	-4.92%
Total Teledensity	76.86	78.66	79.58	77.04	73.34	-4.57%	-6.76%	-7.84%	-4.80%
Rural teledensity	37.48	39.22	40.66	40.36	39.85	6.34%	1.61%	-1.98%	-1.25%
Urban teledensity	167.85	169.55	169.03	161.13	149.90	-10.70%	-11.59%	-11.32%	-6.97%

B. Subscriber Base

(i) Wireline Subscribers Base (in Million)									
Service Provider	QE Dec 2011	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	%age change over Dec-2011	%age change over Mar-2012	%age change over Jun-2012	%age change over Sep-2012
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	23.00	22.47	21.71	21.36	21.04	-8.53%	-6.35%	-3.08%	-1.51%
MTNL	3.45	3.46	3.45	3.45	3.46	0.05%	-0.06%	0.04%	0.05%
Bharti	3.32	3.27	3.27	3.27	3.28	-1.17%	0.26%	0.20%	0.11%
Reliance	1.27	1.27	1.27	1.26	1.26	-0.56%	-0.87%	-0.77%	0.07%
Tata	1.40	1.44	1.46	1.47	1.49	6.56%	3.36%	2.15%	1.14%
Quadrant (HFCL)	0.20	0.20	0.20	0.19	0.18	-7.51%	-8.29%	-6.44%	-2.71%
Sistema	0.05	0.05	0.05	0.05	0.05	4.18%	6.50%	2.44%	1.67%
Vodafone	-	0.02	0.02	0.02	0.03	-	66.05%	48.57%	28.15%
Total	32.69	32.17	31.43	31.08	30.79	-5.81%	-4.30%	-2.04%	-0.95%

(ii) Wireless Subscriber Base (in Million)									
Service Provider	QE Dec 2011	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	%age change over Dec-2011	%age change over Mar-2012	%age change over Jun-2012	%age change over Sep-2012
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	175.65	181.28	187.30	185.92	181.91	3.56%	0.35%	-2.88%	-2.16%
Vodafone	147.75	150.47	153.71	152.66	147.48	-0.18%	-1.99%	-4.05%	-3.40%
Reliance	150.08	153.05	154.60	134.85	118.53	-21.02%	-22.55%	-23.33%	-12.10%
Idea/Spice	106.38	112.72	117.16	115.46	113.95	7.11%	1.09%	-2.75%	-1.31%
BSNL	96.76	98.51	98.28	99.63	99.92	3.27%	1.43%	1.67%	0.29%
Tata	83.49	81.75	80.23	78.36	69.56	-16.69%	-14.91%	-13.30%	-11.23%
Aircel/Dishnet	61.64	62.57	64.88	66.61	63.35	2.76%	1.24%	-2.36%	-4.89%
Unitech	36.31	42.43	45.58	42.15	41.52	14.36%	-2.15%	-8.90%	-1.48%
Sistema	15.01	15.80	16.55	16.59	14.88	-0.84%	-5.84%	-10.09%	-10.33%
MTNL	5.68	5.83	5.57	5.29	5.30	-6.68%	-9.10%	-4.81%	0.15%
Videocon	5.44	5.95	5.58	4.45	3.64	-33.12%	-38.83%	-34.75%	-18.22%
Loop	3.24	3.27	3.15	3.03	3.00	-7.44%	-8.32%	-4.93%	-1.09%
Quadrant (HFCL)	1.19	1.33	1.51	1.60	1.70	42.20%	27.52%	12.27%	5.68%
S Tel	3.55	3.43	0.00	0.00	0.00	-	-	-	-
Etisalat	1.67	0.78	0.00	0.00	0.00	-	-	-	-
Total	893.84	919.17	934.09	906.62	864.72	-3.26%	-5.92%	-7.43%	-4.62%

C. Internet & Broadband Services

	QE Dec 2011	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	%age change over Dec- 2011 (12 months)	%age change over Mar- 2012 (9 months)	%age change over Jun- 2012 (6 months)	%age change over Sep- 2012 (3 months)
1) Subscriber's Base (in million)									
i) Internet (excluding Internet Access by wireless phone subscribers)	22.39	22.86	22.66	24.01	25.33	13.12%	10.80%	11.79%	5.49%
Internet (<256 Kbps)	9.04	9.05	8.44	9.33	10.35	14.45%	14.33%	22.54%	10.95%
Broadband Connections (>=256 Kbps speed)	13.35	13.81	14.21	14.68	14.98	12.22%	8.48%	5.40%	2.02%
ii) Wireless Data Subscribers	431.37	448.89	460.84	446.99	430.60	-0.18%	-4.07%	-6.56%	-3.67%

D. Telecom Financial Data

	QE Dec 2011	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	%age change over Dec- 2011 (12 months)	%age change over Mar- 2012 (9 months)	%age change over Jun- 2012 (6 months)	%age change over Sep- 2012 (3 months)
Telecom Sector									
i) Gross Revenue (Rs. in Crores)	49365.18	49242.99	52512.10	52937.32	52858.39	7.08%	7.34%	0.66%	-0.15%
ii) Adjusted Gross Revenue (Rs. in Crores)	34081.35	34457.07	35499.01	35473.16	34527.50	1.31%	0.20%	-2.74%	-2.67%
Access Services									
Adjusted Gross Revenue (Rs. in Crores)	27438.98	27408.03	28225.28	27773.79	27455.16	0.06%	0.17%	-2.73%	-1.15%
ARPU per month (AGR/Average subscribers/3)	99.83	97.24	98.27	97.93	99.00	-0.83%	1.81%	0.74%	1.09%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending December, 2012. It provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. The Executive Summary of various Telecom Services has been given in the beginning, followed by 'Performance Indicators at a Glance'. Chapter-1 depicts the growth pattern, in terms of Subscriber base and Teledensity, of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter-2 covers the key revenue and usage parameters. Chapter-3 gives the financial and accounting data. Chapter-4 covers performance of various service providers in terms of QoS. The information relating to Cable TV, DTH & Radio Broadcast services is provided in Chapter-5.

2. The Report has been prepared based on the information furnished by the Service Providers. It is also available on TRAI's website (www.trai.gov.in). Any suggestion pertaining to this report may please be addressed to Advisor(F&EA), TRAI; Tel. +91-11-23221509, Fax. +91-11-23236650 and e-mail: manishsinha@trai.gov.in

Chapter 1 : Subscription Data

-
- M/s S-Tel, Etisalat & Loop (except Mumbai Circle) have submitted that they have shut down their services.
 - Teledensity is based on the population projections from census data published by the Office of Registrar General & Census Commissioner of India.

Section A : Access Service – An Overview

- 1.1 The number of telephone subscribers in India decreased from 937.70 million at the end of Sep-12 to 895.51 million at the end of Dec-12, registering a negative growth of 4.50% over the previous quarter Sep-12. This reflects year-on-year (Y-O-Y) negative growth of 3.35% over the same quarter of last year. The overall Teledensity in India has declined to 73.34 as on 31st December, 2012 from 77.04 in the previous quarter.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

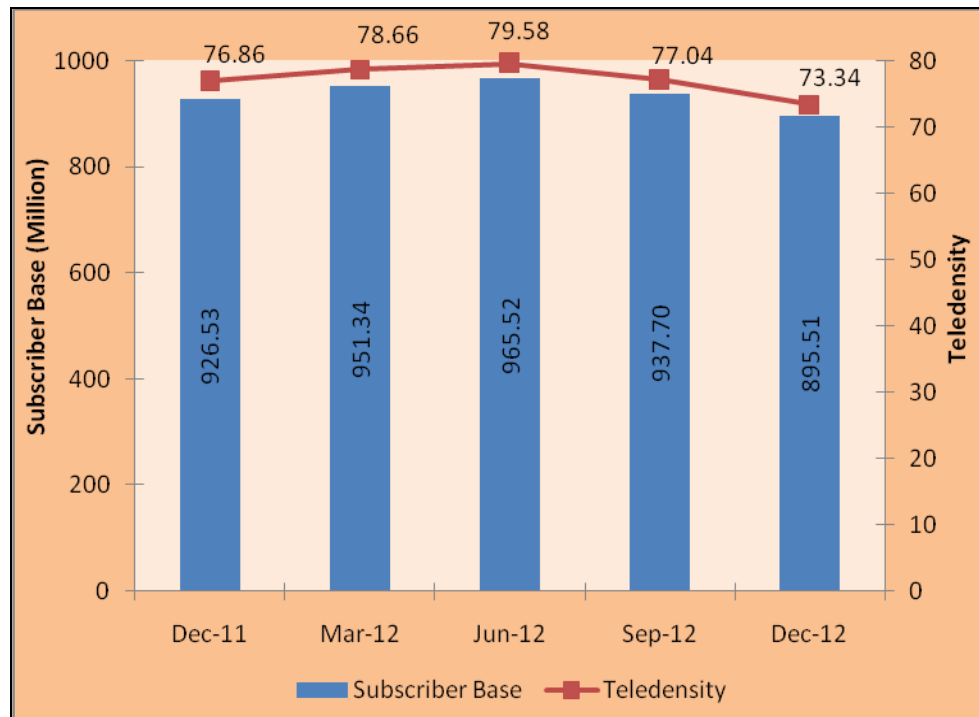
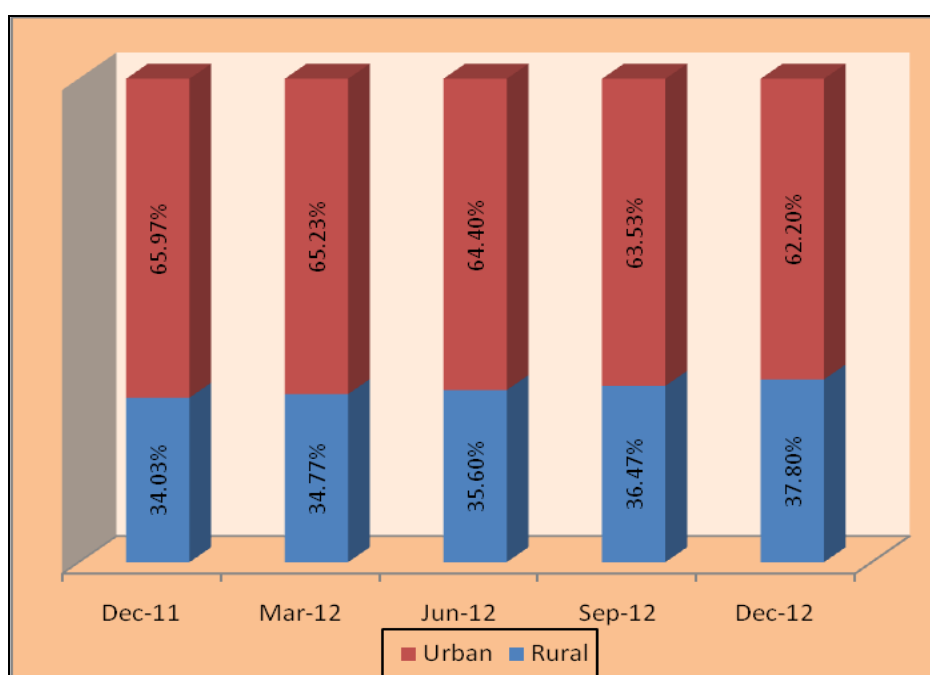


Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-11	315.33	611.19	37.48	167.85
Mar-12	330.82	620.53	39.22	169.55
Jun-12	343.76	621.76	40.66	169.03
Sep-12	342.01	595.69	40.36	161.13
Dec-12	338.54	556.96	39.85	149.90

1.2 Subscription in Urban Areas decreased from 595.69 million at the end of Sep-12 to 556.96 million at the end of Dec-12 and the Urban Teledensity declined from 161.13 to 149.90 during the quarter. Rural subscription also decreased from 342.01 million to 338.54 million and the Rural Teledensity declined from 40.36 to 39.85 during the quarter. The year-on-year (Y-O-Y) growth rate of Rural and Urban Teledensity from Dec-11 to Dec-12 is 6.34% and -10.70% respectively.

Chart 1.2: Market Share - Rural & Urban



1.3 Share of Rural areas in total subscription has increased from 36.47% at the end of Sep-12 to 37.80% at the end of Dec-12. The year-on-year (Y-O-Y) growth of the market share of the Rural areas for Dec-12 is 11.08%.

Chart 1.3: Composition of Access subscription – Wireline & Wireless

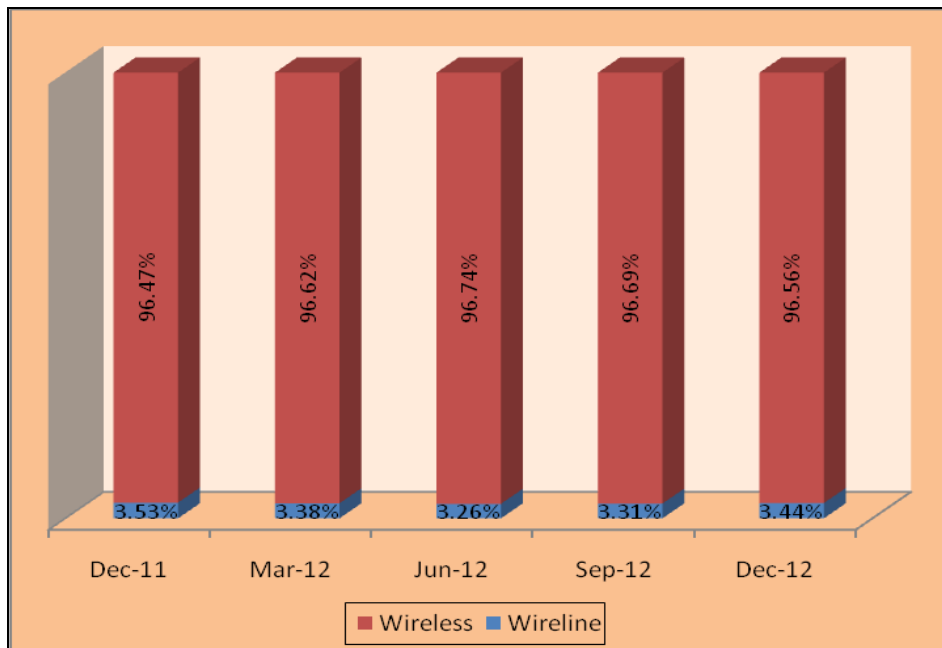


Chart 1.4: Composition of Telephone Subscribers at the end of the quarter

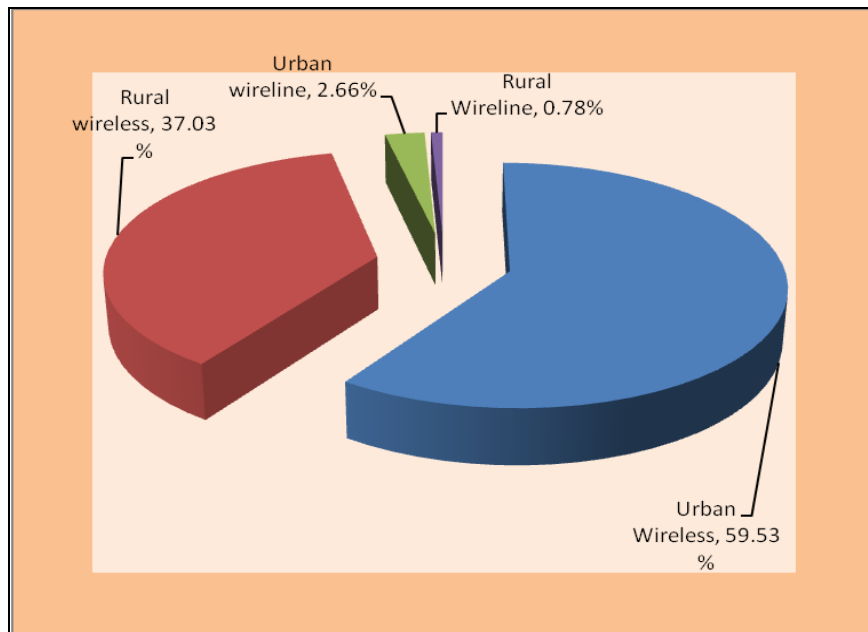
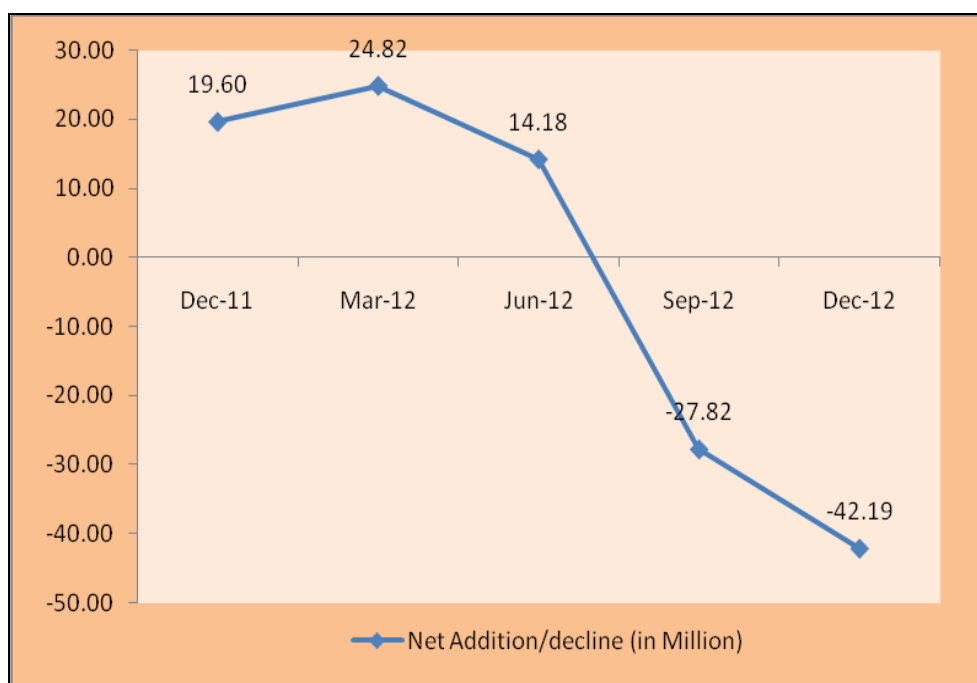


Table 1.2: Service Area wise Access (Wireless +Wireline) Subscribers

Service Area	Subscribers (million)			
	Sep-12	Dec-12	Net Additions	% Rate of Growth
Andhra Pradesh	69.88	66.20	-3.68	-5.27
Assam	15.19	14.53	-0.66	-4.33
Bihar	61.64	61.58	-0.06	-0.09
Delhi	44.91	42.76	-2.14	-4.78
Gujarat	54.73	52.07	-2.66	-4.87
Haryana	21.30	20.10	-1.20	-5.65
Himachal Pradesh	7.30	7.10	-0.20	-2.74
Jammu & Kashmir	6.99	7.00	0.01	0.15
Karnataka	58.44	55.23	-3.20	-5.48
Kerala	36.47	35.34	-1.13	-3.10
Madhya Pradesh	54.26	51.79	-2.47	-4.55
Maharashtra	70.60	69.38	-1.22	-1.73
Mumbai	37.06	34.73	-2.33	-6.30
North East	9.43	8.96	-0.47	-4.98
Orissa	25.83	24.71	-1.11	-4.32
Punjab	31.58	30.37	-1.21	-3.84
Rajasthan	50.54	47.66	-2.88	-5.70
T.N. (incl. Chennai)	80.97	76.42	-4.56	-5.63
U.P.(E)	75.67	73.04	-2.63	-3.47
U.P.(W)	52.24	49.11	-3.13	-5.99
Kolkata	26.03	23.76	-2.27	-8.71
West Bengal	46.65	43.67	-2.98	-6.39
All India	937.70	895.51	-42.19	-4.50

- 1.4 During the quarter, only J&K Circle has recorded the positive growth rate of 0.15%. All other service areas have shown negative growth in subscriber base.

Chart 1.5: Net Addition/decline in Telephone Subscription



1.5 The net decline in telephone subscribers increased from 27.82 million in QE Sep-12 to 42.19 million in QE Dec-12.

Table 1.3: Service Area wise Teledensity

Service Area	As on 30 th September, 2012			As on 31 st December, 2012		
	Rural Teledensity	Urban Teledensity	Total Teledensity	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	41.82	184.03	81.33	41.04	169.97	76.88
Assam	30.16	151.60	48.74	30.18	136.38	46.50
Bihar	26.17	176.42	46.73	26.90	170.32	46.53
Delhi	-	-	232.66	-	220.00	220.00
Gujarat	53.00	143.29	89.85	51.65	133.70	85.19
Haryana	57.38	127.87	81.64	55.76	116.45	76.72
Himachal Pradesh	73.68	360.06	105.90	73.08	336.16	102.76
J&K	36.86	116.59	58.50	35.99	118.44	58.41
Karnataka	45.18	182.04	96.79	42.92	170.83	91.26

Service Area	As on 30 th September, 2012			As on 31 st December, 2012		
	Rural Teledensity	Urban Teledensity	Total Teledensity	Rural Teledensity	Urban Teledensity	Total Teledensity
Kerala	63.75	222.32	104.15	62.59	212.44	100.76
Madhya Pradesh	30.02	122.96	54.93	29.51	114.15	52.23
Maharashtra*	52.04	137.14	92.09	51.19	130.84	88.75
Mumbai*						
North East	42.01	157.51	70.22	39.63	149.58	66.53
Orissa	37.28	185.22	62.52	37.43	167.61	59.70
Punjab	66.86	160.84	106.32	64.57	153.24	101.92
Rajasthan	44.80	161.17	72.71	42.81	149.04	68.31
T.N. (incl Chennai)	55.49	163.54	116.37	60.46	147.35	109.64
U.P.(E)*	32.44	151.17	59.09	31.79	140.36	56.20
U.P.(W)*						
Kolkata*	43.22	168.85	79.06	42.65	149.65	73.19
W.B.*						
All India	40.36	161.13	77.04	39.85	149.90	73.34

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

Notes:

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

1.6 Himachal Pradesh has the highest Rural Teledensity of 73.08, followed by Punjab (64.57). Bihar continues to have the lowest Rural Teledensity of 26.90, followed by Madhya Pradesh (29.51).

Table 1.4: Growth in Subscribers

Service Provider	Subscriber base (millions)			Rate of Growth (%)	Market Share – Sep-12 (%)	Market Share – Dec-12 (%)
	Sep-12	Dec-12	Net Additions			
Bharti	189.20	185.19	-4.01	-2.12	20.18	20.68
Vodafone	152.69	147.51	-5.18	-3.39	16.28	16.47
BSNL	121.00	120.96	-0.03	-0.03	12.90	13.51
Reliance	136.11	119.79	-16.32	-11.99	14.51	13.38
IDEA	115.46	113.95	-1.52	-1.31	12.31	12.72
Tata	79.83	71.05	-8.78	-11.00	8.51	7.93
Aircel	66.61	63.35	-3.26	-4.89	7.10	7.07
Unitech	42.15	41.52	-0.63	-1.48	4.49	4.64
Sistema	16.64	14.93	-1.71	-10.30	1.77	1.67
MTNL	8.75	8.76	0.01	0.11	0.93	0.98
Videocon	4.45	3.64	-0.81	-18.22	0.47	0.41
Loop Mobile	3.03	3.00	-0.03	-1.09	0.32	0.33
Quadrant (HFCL)	1.79	1.88	0.09	4.80	0.19	0.21
Total	937.70	895.51	-42.19	-4.50	100.00	100.00

1.7 Bharti is the leading operator in Access segment in terms of number of subscribers. In term of net additions during the quarter, only MTNL (9,685) and Quadrant (86,103) recorded the positive growth.

Table 1.5: Market Share of the operators in total rural subscriber base for the quarter ending Dec-12

Service Provider	No. of Total Subscribers (in millions)	No. of Rural Subscribers (in millions)	Percentage of Rural subscribers	Market share of Rural subscribers (%)
Bharti	185.19	78.18	42.22	23.09
Vodafone	147.51	76.87	52.11	22.71
BSNL	120.96	41.44	34.26	12.24
Reliance	119.79	28.29	23.61	8.36
IDEA	113.95	61.98	54.39	18.31
Tata	71.05	13.98	19.67	4.13
Aircel	63.35	23.04	36.37	6.81
Unitech	41.52	12.37	29.80	3.66
Sistema	14.93	2.35	15.74	0.69
MTNL	8.76	-	0.00	0.00
Videocon	3.64	-	0.00	0.00
Loop Mobile	3.00	-	0.00	0.00
Quadrant	1.88	0.04	2.28	0.01
Total	895.51	338.54	37.80	100.00

1.8 IDEA continues to be the Service provider with highest proportion of Rural subscribers (54.39%) to its total subscribers.

Section B: Wireless Service

Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31st December, 2012]

SLNo.	Service Provider	Area of Operation
1	Bharti	All India
2	Aircel Group	All India
3	Reliance Communications	All India (except Assam & NE)
4	Reliance Telecom	Kolkata, MP, WB, HP, Bihar, OR, Assam & NE
5	Vodafone	All India
6	Tata Teleservices	All India
7	IDEA (Including Spice)	All India
8	Sistema Shyam Telelink	All India
9	BSNL	All India (except Delhi & Mumbai)
10	MTNL	Delhi & Mumbai
11	Loop Mobile (India) Ltd	Mumbai
12	Quadrant (HFCL)	Punjab
13	Unitech Group	All India except Delhi
14	Videocon Telecommunications Ltd	All India except Punjab, Delhi, Assam, North-East and Jammu & Kashmir)

1.9 Complete list of licensed Cellular (GSM & CDMA) Service providers as on 31st December, 2012 is at Annexure – 1.1

1.10 Total Wireless (GSM + CDMA) subscriber base declined from 906.62 million at the end of Sep-12 to 864.72 million at the end of Dec-12, thereby showing a negative growth of 4.62%. During this quarter net decline of 41.90 million subscribers was recorded. The year-on-year (Y-O-Y), wireless subscribers shows negative growth rate of 3.26% for Dec-12. Wireless Teledensity decreased from 74.49 at the end of Sep-12 to 70.82 at the end of Dec-12.

Chart 1.6: Wireless Subscriber Base and Teledensity

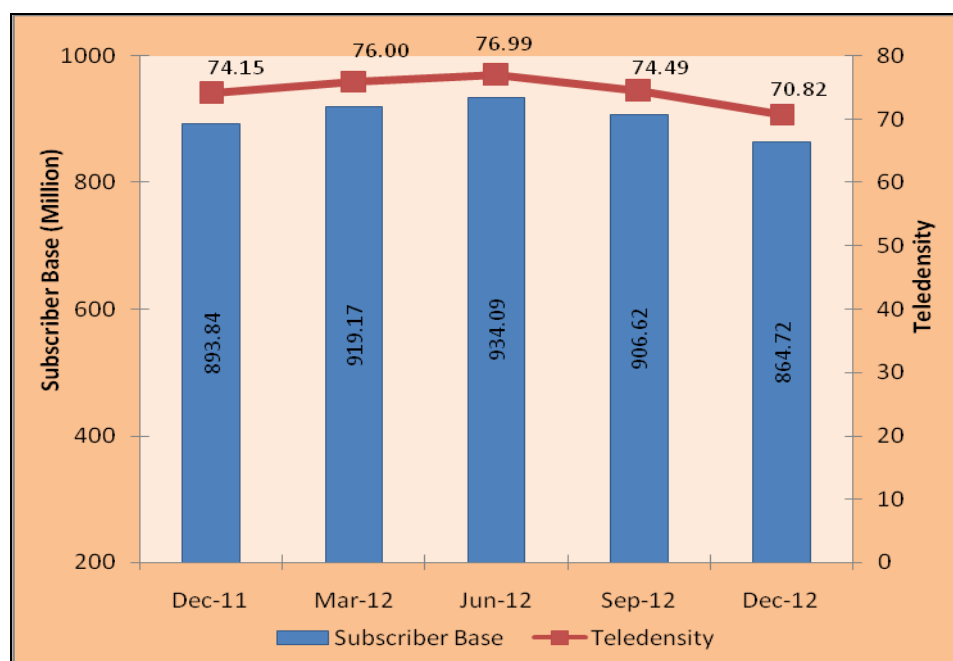


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-11	307.59	586.26	36.56	161.01
Mar-12	323.27	595.90	38.33	162.82
Jun-12	336.51	597.59	39.80	162.46
Sep-12	334.92	571.70	39.52	154.64
Dec-12	331.60	533.12	39.04	143.48

1.11 The Rural Wireless subscribers declined from 334.92 million at the end of Sep-12 to 331.60 million at the end of Dec-12.

1.12 Rural subscription declined at the rate of 0.99% in QE Dec-12 as against declining rate of 0.47% in QE Sep-12 and Urban subscription also declined at the rate of 6.75% as against the declining rate of 4.33% in the previous quarter. The share of Rural wireless subscription increased from 36.94% to 38.35% in total wireless subscription in this quarter.

Chart 1.7: Wireless Market Share – Rural & Urban

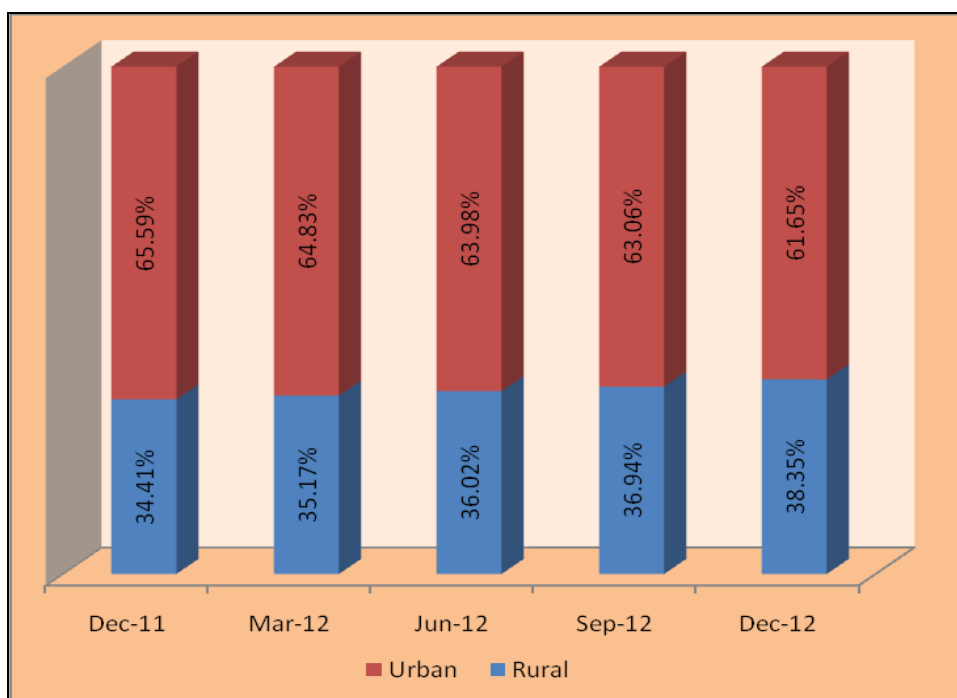


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (millions)			Rate of Growth (%)	Market Share – Sep-12 (%)	Market Share – Dec-12 (%)
	Sep-12	Dec-12	Net Additions			
Bharti	185.92	181.91	-4.02	-2.16	20.51	21.04
Vodafone	152.66	147.48	-5.19	-3.40	16.84	17.05
Reliance	134.85	118.53	-16.32	-12.10	14.87	13.71
IDEA	115.46	113.95	-1.52	-1.31	12.74	13.18
BSNL	99.63	99.92	0.29	0.29	10.99	11.56
Tata	78.36	69.56	-8.80	-11.23	8.64	8.04
Aircel	66.61	63.35	-3.26	-4.89	7.35	7.33
Unitech	42.15	41.52	-0.63	-1.48	4.65	4.80
Sistema	16.59	14.88	-1.71	-10.33	1.83	1.72
MTNL	5.29	5.30	0.01	0.15	0.58	0.61
Videocon	4.45	3.64	-0.81	-18.22	0.49	0.42
Loop	3.03	3.00	-0.03	-1.09	0.33	0.35
Quadrant (HFCL)	1.60	1.70	0.09	5.68	0.18	0.20
Total	906.62	864.72	-41.90	-4.62	-	-

1.13 Bharti remains the leading operator with 181.91 million subscribers at the end of Dec-12, followed by Vodafone (147.48 million) and Reliance (118.53 million). In terms of net additions during the quarter, BSNL (0.29 million) has added the highest number of subscribers, followed by Quadrant (0.09 million) and MTNL (0.01 million). All other service providers recorded negative growth during the quarter.

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (in million)			
	Sep-12	Dec-12	Net Additions	Rate of change (%)
Andhra Pradesh	67.59	63.94	-3.66	-5.41
Assam	14.99	14.34	-0.66	-4.37
Bihar	61.08	61.02	-0.06	-0.09
Delhi	41.97	39.81	-2.16	-5.14
Gujarat	52.95	50.28	-2.67	-5.04
Haryana	20.72	19.53	-1.20	-5.77
Himachal Pradesh	7.00	6.81	-0.20	-2.79
Jammu & Kashmir	6.79	6.80	0.01	0.19
Karnataka	55.98	52.78	-3.19	-5.71
Kerala	33.33	32.25	-1.09	-3.26
Madhya Pradesh	53.14	50.67	-2.47	-4.64
Maharashtra	68.03	66.85	-1.18	-1.74
Mumbai	34.07	31.74	-2.33	-6.84
North East	9.18	8.74	-0.44	-4.76
Orissa	25.43	24.32	-1.11	-4.38
Punjab	30.18	29.00	-1.18	-3.90
Rajasthan	49.43	46.57	-2.86	-5.78
T.N. (incl. Chennai)	77.81	73.28	-4.53	-5.82
U.P.(E)	74.58	71.98	-2.61	-3.49
U.P.(W)	51.46	48.34	-3.12	-6.07
Kolkata	24.87	22.61	-2.26	-9.09
West Bengal	46.04	43.08	-2.96	-6.43
All India	906.62	864.72	-41.90	-4.62

Table 1.10: Service Area wise Wireless Teledensity

Service Area	As on 30 th September, 2012 [§]			As on 31st December, 2012		
	Rural Teledensity	Urban Teledensity	Total Teledensity	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	40.77	177.16	78.67	40.03	163.16	74.25
Assam	30.01	148.25	48.11	30.04	133.08	45.87
Bihar	26.03	174.22	46.30	26.76	168.12	46.11
Delhi	-	-	217.45	-	-	204.82
Gujarat	52.01	137.55	86.92	50.65	127.99	82.27
Haryana	56.35	123.38	79.42	54.76	112.02	74.54
Himachal Pradesh	69.91	351.40	101.58	69.39	327.60	98.52
Jammu & Kashmir	36.43	111.54	56.82	35.56	113.46	56.75
Karnataka	44.11	172.99	92.71	41.87	161.84	87.21
Kerala	55.78	210.44	95.19	54.76	200.72	91.94
Madhya Pradesh	29.80	119.33	53.79	29.29	110.54	51.10
Maharashtra*	50.99	128.21	87.33	50.16	122.01	84.04
Mumbai*						
North East	41.41	151.77	68.36	39.10	144.59	64.92
Orissa	36.93	181.30	61.56	37.07	163.73	58.74
Punjab	64.37	153.00	101.58	62.16	145.63	97.32
Rajasthan	44.21	156.40	71.12	42.25	144.36	66.76
T.N. (incl. Chennai)	53.64	156.91	111.83	58.63	140.81	105.14
U.P.(E)*	32.21	148.14	58.23	31.56	137.39	55.35
U.P.(W)*						
Kolkata*	42.81	163.15	77.14	42.26	144.00	71.30
West Bengal*						
All India	39.52	154.64	74.49	39.04	143.48	70.82

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

§ Typographical error in the circle-wise rural teledensity in the report of QE Sep-12 has been corrected in the above table.

Notes:

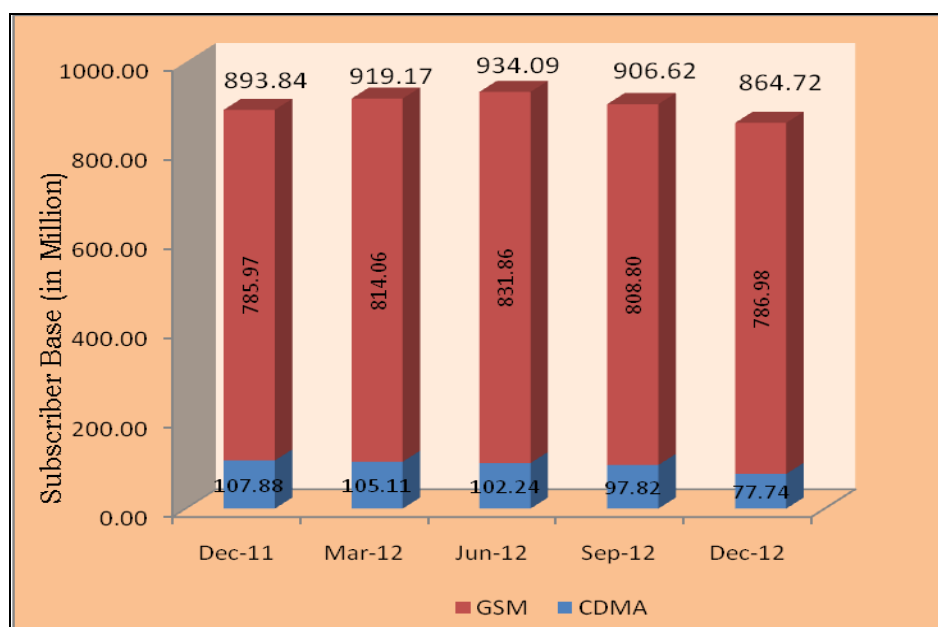
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the State of Delhi, includes 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 at the end of Dec-12 (in millions)	Rural Subscribers (in millions)		% of Rural subscribers in total		Market Share of Rural Subscribers (%)	
		Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12
Bharti	181.91	79.46	78.18	42.74	42.98	23.73	23.58
Vodafone	147.48	72.93	76.87	47.77	52.12	21.77	23.18
Reliance	118.53	31.04	28.29	23.01	23.86	9.27	8.53
IDEA	113.95	62.25	61.98	53.91	54.39	18.59	18.69
BSNL	99.92	34.74	34.55	34.87	34.57	10.37	10.42
Tata	69.56	15.20	13.93	19.40	20.03	4.54	4.20
Aircel	63.35	24.15	23.04	36.26	36.37	7.21	6.95
Unitech	41.52	12.55	12.37	29.79	29.80	3.75	3.73
Sistema	14.88	2.55	2.34	15.38	15.74	0.76	0.71
MTNL	5.30	0.00	0.00	0.00	0.00	0.00	0.00
Videocon	3.64	0.00	0.00	0.00	0.00	0.00	0.00
Loop	3.00	0.00	0.00	0.00	0.00	0.00	0.00
Quadrant (HFCL)	1.70	0.04	0.04	2.59	2.52	0.01	0.01
Total	864.72	334.92	331.60	36.94	38.55	100	100

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

Chart 1.8: Wireless Subscription: GSM vs CDMA



1.15 At the end of Dec-12, GSM subscribers constituted 91.01% of the wireless market.

GSM Services

1.16 The GSM subscribers were 786.98 million at the end of Dec-12 as against 808.80 million at the quarter ending Sep-12, showing a negative growth of 2.70%. Bharti with 181.91 million subscribers continues to be the largest GSM mobile operator, followed by Vodafone (147.48 million).

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

Service Provider	Sep-12		Dec-12		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share (%)	No of Subscribers (in millions)	Market Share (%)	
Bharti	185.92	22.99	181.91	23.11	-4.02
Vodafone	152.66	18.88	147.48	18.74	-5.19
Idea	115.46	14.28	113.95	14.48	-1.52
BSNL	96.51	11.93	97.09	12.34	0.59
Reliance	80.36	9.94	80.15	10.18	-0.20
Aircel/Dishnet	66.61	8.24	63.35	8.05	-3.26
Tata	54.96	6.80	48.11	6.11	-6.85
Unitech	42.15	5.21	41.52	5.28	-0.63
MTNL	5.11	0.63	5.12	0.65	0.01
Videocon	4.45	0.55	3.64	0.46	-0.81
Loop	3.03	0.37	3.00	0.38	-0.03
Quadrant(HFCL)	1.58	0.20	1.68	0.21	0.10
Total	808.80	100	786.98	100	-21.82

1.17 There has been a net decline of 21.82 million GSM subscribers during the quarter ending Dec-12

CDMA Services

1.18 The CDMA subscriber base further declined from 97.82 million at the end of Sep-12 to 77.74 million at the end of Dec-12, thereby showing a negative growth rate of 20.53%. Reliance with 38.38 million subscribers continues to be the largest CDMA mobile operator. In terms of net additions during the quarter, all the service providers recorded decline in subscriber base.

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

Service Provider	Sep-12		Dec-12		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share (%)	No of Subscribers (in millions)	Market Share (%)	
Reliance	54.49	55.71	38.38	49.37	-16.12
Tata	23.39	23.92	21.45	27.59	-1.94
Sistema	16.59	16.96	14.88	19.14	-1.71
BSNL	3.13	3.20	2.83	3.64	-0.30
MTNL	0.19	0.19	0.18	0.24	-0.003
Quadrant (HFCL)	0.02	0.02	0.02	0.02	-0.004
Total	97.82	100	77.74	100	-20.08

1.19 There has been a net decline of 20.08 million CDMA subscribers during the quarter ending Dec-12.

Section C : Wireline Service

Table 1.14: Service Providers providing Wireline service [as on 31st December, 2012]

Sl. No.	Name of the Service Provider	Area of Operation
1	BSNL	All India except Delhi & Mumbai
2	MTNL	Delhi & Mumbai
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamil Nadu (incl. Chennai), UP(East) and UP(West)
4	Tata Teleservices Ltd. & Tata Teleservices (Mah) Ltd.	All India
5	Quadrant Televentures Ltd. (HFCL)	Punjab
6	Sistema Shyam Telelink Ltd.	Rajasthan
7	Reliance Communications Ltd.	All India except Assam & North-East
8	Vodafone	Andhra Pradesh, Assam, Bihar, Chennai, Delhi, Gujarat, Karnataka, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, Tamilnadu, U.P.(West) and U.P.(East)

1.20 Total Wireline subscriber base declined from 31.08 million at the end of Sep-12 to 30.79 million at the end of Dec-12. Overall Wireline Teledensity is 2.52 at the end of this quarter. Rural subscriber base has shown decline of 2.06%, from 7.10 Million at the end of Sep-12 to 6.95 Million at the end of Dec-12. During the same period, Urban subscription recorded decline of 0.63%, from 23.99 million to 23.84 million.

Chart 1.9: Wireline Subscriber Base and Teledensity

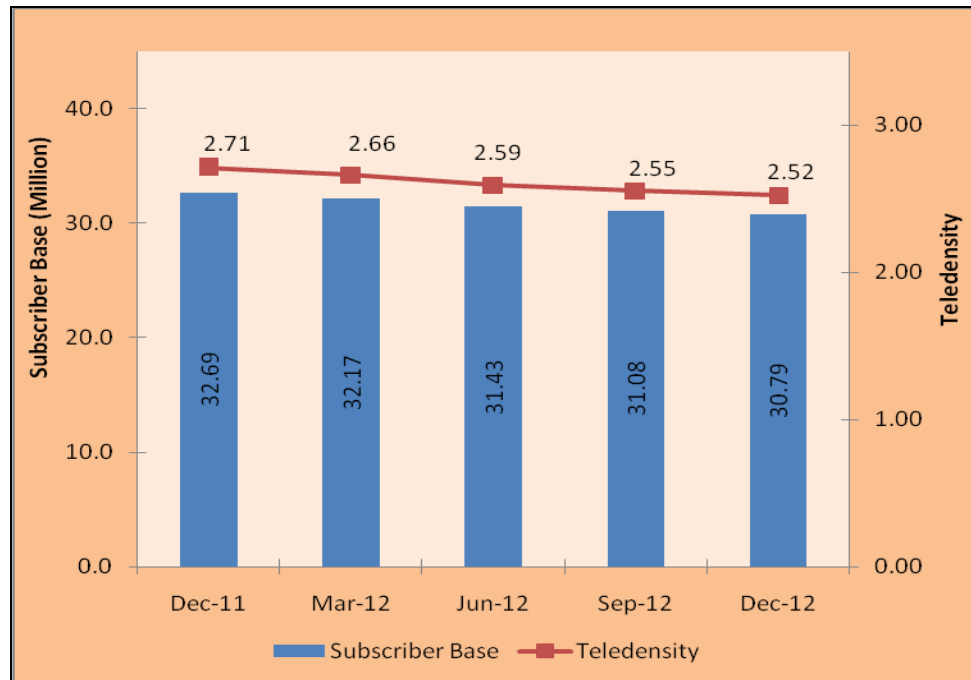


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-11	7.75	24.94	0.92	6.85
Mar-12	7.55	24.62	0.89	6.73
Jun-12	7.25	24.17	0.86	6.57
Sep-12	7.10	23.99	0.84	6.49
Dec-12	6.95	23.84	0.82	6.42

Chart 1.10: Wireline Market share – Rural & Urban

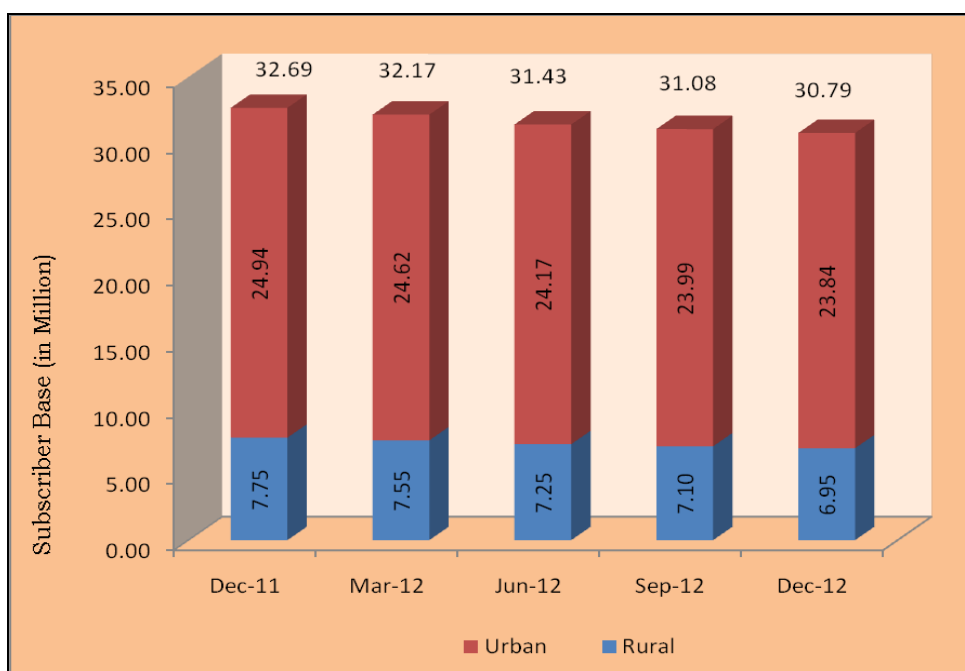


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Share of Rural Subscription

Service Provider	Subscriber Base (million) Dec-12			Share of Rural subscription (%)
	Rural	Urban	Total	
BSNL	6.89	14.15	21.04	32.75
MTNL	-	3.46	3.46	--
Bharti	-	3.28	3.28	--
Reliance	0.002	1.26	1.26	0.14
Tata	0.05	1.44	1.49	3.18
Quadrant (HFCL)	-	0.18	0.18	--
Sistema	0.008	0.04	0.05	15.45
Vodafone	-	0.03	0.03	--
Total	6.95	23.84	30.79	22.57

Table 1.17: Service Provider wise growth in Subscribers

Service Provider	Subscriber Base (million)			Rate of change (%)	Market share-Sep-12 (%)	Market share-Dec-12 (%)
	Sep-12	Dec-12	Net Addition			
BSNL	21.36	21.04	-0.322	-1.51	68.73	68.34
MTNL	3.45	3.46	0.002	0.05	11.11	11.22
Bharti	3.27	3.28	0.004	0.11	10.53	10.65
Tata	1.47	1.49	0.017	1.14	4.74	4.84
Reliance	1.26	1.26	0.001	0.07	4.05	4.09
Quadrant	0.19	0.18	-0.005	-2.71	0.61	0.60
Sistema	0.05	0.05	0.001	1.67	0.16	0.16
Vodafone	0.02	0.03	0.007	28.15	0.07	0.10
Total	31.08	30.79	-0.297	-0.95		

Table 1.18: Service Area wise Wireline Subscribers (in million)

Service Area	Sep-12	Dec-12	Net Additions	Rate of Change (%)
Andhra Pradesh	2.29	2.26	-0.027	-1.18
Assam	0.20	0.20	-0.002	-0.96
Bihar	0.56	0.56	-0.002	-0.43
Delhi	2.94	2.95	0.014	0.47
Gujarat	1.78	1.79	0.003	0.15
Haryana	0.58	0.57	-0.007	-1.22
Himachal Pradesh	0.30	0.29	-0.005	-1.70
Jammu & Kashmir	0.20	0.20	-0.002	-1.20
Karnataka	2.46	2.45	-0.010	-0.40
Kerala	3.14	3.09	-0.043	-1.37
Madhya Pradesh	1.12	1.12	-0.001	-0.04
Maharashtra	2.57	2.53	-0.038	-1.48
Mumbai	2.99	2.99	-0.002	-0.06
North East	0.25	0.22	-0.032	-12.85
Orissa	0.40	0.40	-0.002	-0.40
Punjab	1.41	1.37	-0.036	-2.56
Rajasthan	1.11	1.08	-0.025	-2.23
T.N. (incl. Chennai)	3.16	3.14	-0.026	-0.83
U.P.(E)	1.08	1.06	-0.023	-2.08
U.P.(W)	0.78	0.77	-0.007	-0.91
Kolkata	1.16	1.15	-0.005	-0.41
W.B.	0.61	0.59	-0.019	-3.07
All India	31.08	30.79	-0.297	-0.95

1.21 Only Delhi & Gujrat Service Areas showed positive growth in wireline service.

Table 1.19: Service Area wise Wireline Teledensity

Service Area	As on 30 th September, 2012			As on 31 st December, 2012		
	Rural Teledensity	Urban Teledensity	Total Teledensity	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.05	6.87	2.66	1.01	6.81	2.63
Assam	0.15	3.35	0.64	0.14	3.31	0.63
Bihar	0.14	2.21	0.43	0.14	2.19	0.42
Delhi	-	-	15.21	-	-	15.18
Gujarat	0.99	5.74	2.93	0.99	5.71	2.92
Haryana	1.03	4.49	2.22	1.00	4.42	2.18
Himachal Pradesh	3.77	8.66	4.32	3.69	8.56	4.24
Jammu & Kashmir	0.43	5.05	1.69	0.42	4.98	1.66
Karnataka	1.07	9.04	4.08	1.05	8.99	4.05
Kerala	7.96	11.88	8.96	7.84	11.72	8.82
Madhya Pradesh	0.22	3.63	1.13	0.22	3.61	1.13
Maharashtra*	1.05	8.93	4.76	1.03	8.83	4.71
Mumbai*						
North East	0.61	5.74	1.86	0.52	4.99	1.62
Orissa	0.35	3.91	0.96	0.35	3.88	0.95
Punjab	2.49	7.83	4.73	2.40	7.61	4.60
Rajasthan	0.59	4.77	1.60	0.57	4.68	1.55
T.N.	1.85	6.63	4.54	1.83	6.54	4.50
U.P.(E)*	0.23	3.03	0.86	0.23	2.97	0.84
U.P.(W)*						
Kolkata*	0.42	5.70	1.92	0.40	5.65	1.89
W.B.*						
All India	0.84	6.49	2.55	0.82	6.42	2.52

* Population data/projections are available state-wise only

Note:

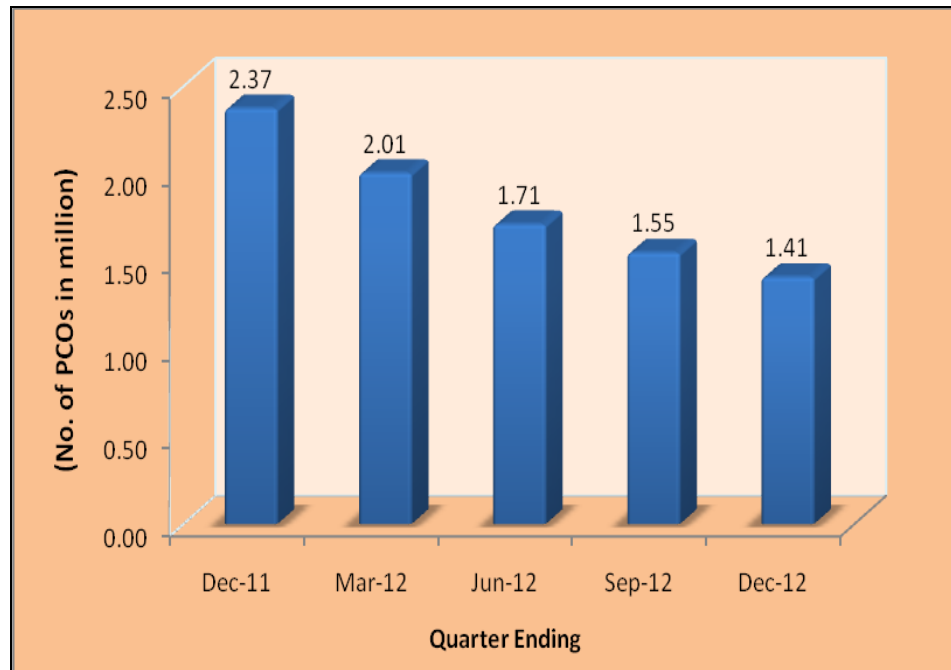
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

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

Public Call Offices (PCO)

1.23 Total number of PCOs in the country at the end of Dec-12 is 1.41 million as compared to 1.55 million at the end of Sep-12, showing a decline of 0.14 million PCOs. Detailed table is at Annexure -1.4.

Chart 1.11: Number of PCOs



1.24 Number of PCOs continued to show declining trend. This quarter has recorded a decline of 9.02%. The year-on-year (Y-O-Y) decline over the same quarter of the last year is 40.59%.

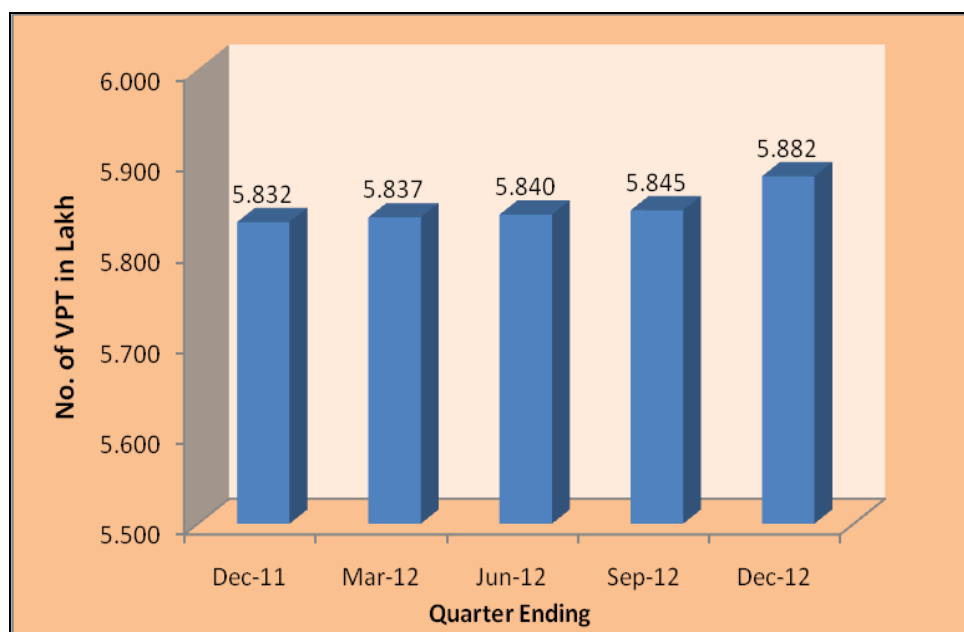
Table 1.20: Rate of change & Market share of PCOs

Service Provider	Sep-12 (Million)	Dec-12 (Million)	Rate of change (%)	% Market share (Dec-12)
BSNL	0.967	0.909	-6.05	64.41
MTNL	0.155	0.152	-1.91	10.79
Bharti	0.041	0.038	-7.37	2.71
Quadrant (HFCL)	0.005	0.004	-7.40	0.30
Sistema	0.019	0.013	-29.55	0.93
Tata	0.204	0.158	-22.41	11.23
Reliance	0.160	0.136	-14.87	9.64
Vodafone	-	-	-	-
Total	1.55	1.41	-9.02	

Village Public Telephones (VPTs)

1.25 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs increased from 584467 at the end of Sep-12 to 588232 at the end of Dec-12. At the end of the quarter, 99.07% of the total inhabited villages in India have been connected by VPT. Detailed table is at Annexure -1.5.

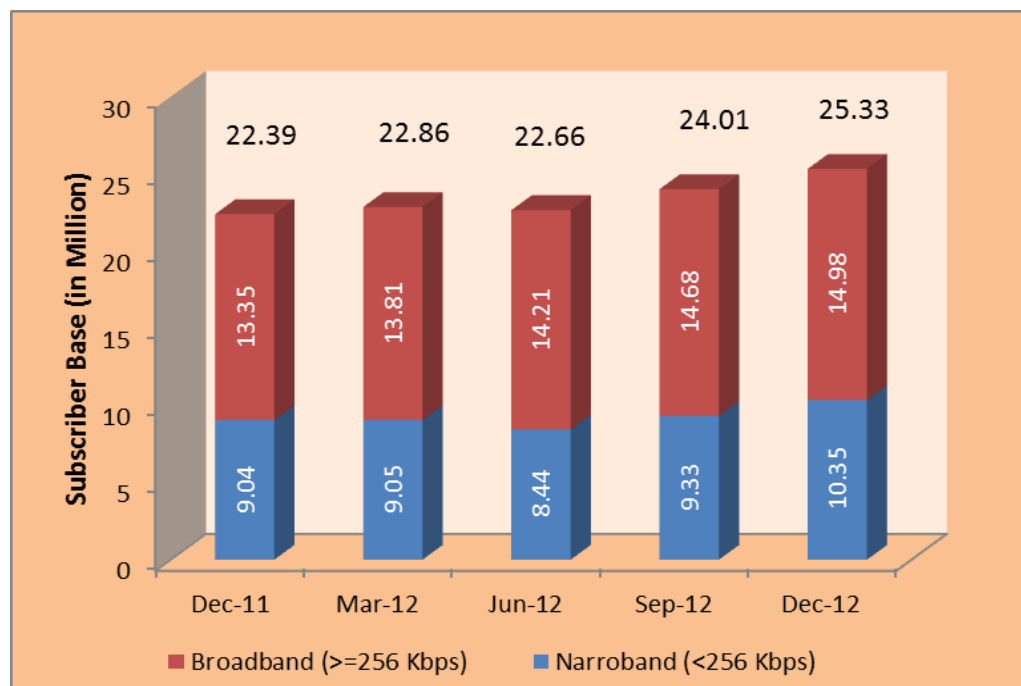
Chart 1.12: Growth in VPTs



Section D: Internet Service

1.26 There were 25.33 million internet subscribers at the end of Dec-12 as compared to 24.01 million at the end of Sep-12, registering a quarterly growth of 5.49%. Apart from this, 430.60 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.

Chart 1.13: Trends in Internet subscription



1.27 Number of Broadband subscribers increased from 14.68 million at the end of Sep-12 to 14.98 million at the end of Dec-12, registering a quarterly growth of 2.02% and Y-O-Y growth of 12.22%.

- 1.28 Share of Broadband subscription in total Internet subscription decreased from 61.16% at the end of Sep-12 to 59.15% at the end of Dec-12.
- 1.29 Number of Narrowband subscribers increased from 9.33 million at the end of Sep-12 to 10.35 million at the end of Dec-12, thereby showing a quarterly growth of 10.95% as against the growth of 10.45% in the previous quarter i.e. QE Sep-12.

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

Quarter ending	PSU ISPs	Private ISPs	Total	% Share of PSUs
Dec-11	14.85	7.55	22.39	66.30
Mar-12	15.19	7.67	22.86	66.45
Jun-12	15.01	7.65	22.66	66.26
Sep-12	14.72	9.29	24.01	61.31
Dec-12	15.04	10.29	25.33	59.37

- 1.30 The total Internet leased line customers stood at 39,788 at the end of Dec-12 as compared to 44,870 at the end of Sep-12, registering a decrease of 10.83%.
- 1.31 As per the reports available with the TRAI, 35 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

- 1.32 Total International Internet bandwidth owned at all gateways by various ISPs during this quarter is 694.55 GB.

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

S.No	ISP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	13092783	51.69
2	Reliance Communications Infrastructure Limited	A	All India	6239272	24.63
3	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1944089	7.68
4	Bharti Airtel Ltd.	A	All India	1392864	5.50
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	368134	1.45
6	You Broadband & Cable India Private Limited	A	All India	341875	1.35
7	Tikona Digital Networks Pvt Ltd	A	All India	283090	1.12
8	Beam Telecom Pvt. Ltd.	B	Andhra Pradesh	253829	1.00
9	Tata Communications Limited	A	All India	137248	0.54
10	Asianet Satellite Communications Ltd.	B	Kerala	115054	0.45
	Total of Top 10 ISPs			24168238	95.42
	Others			1159561	4.58
	Grand Total			25327799	

1.33 BSNL holds 51.69% of the market share with reported subscriber base of 13.09 million Internet subscribers at the end of Dec-12. Reliance is at second position (6.24 million) followed by MTNL (1.94 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.

1.34 Top 10 ISPs together hold 95.42% of the total Internet subscriber base.

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

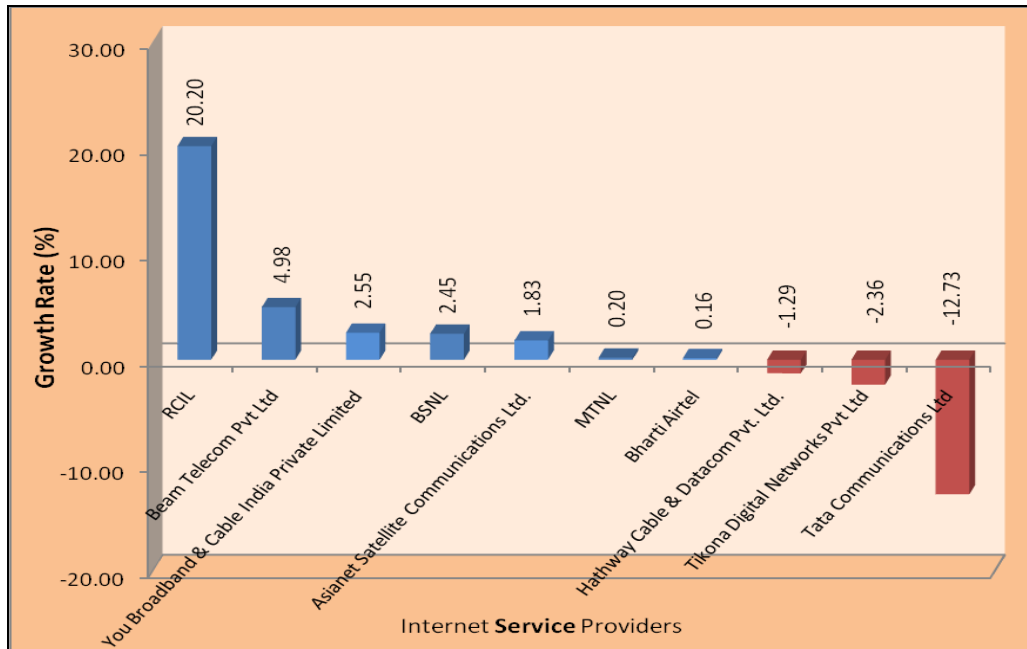


Chart 1.15: Technology trends for Internet Access (including Broadband Service)

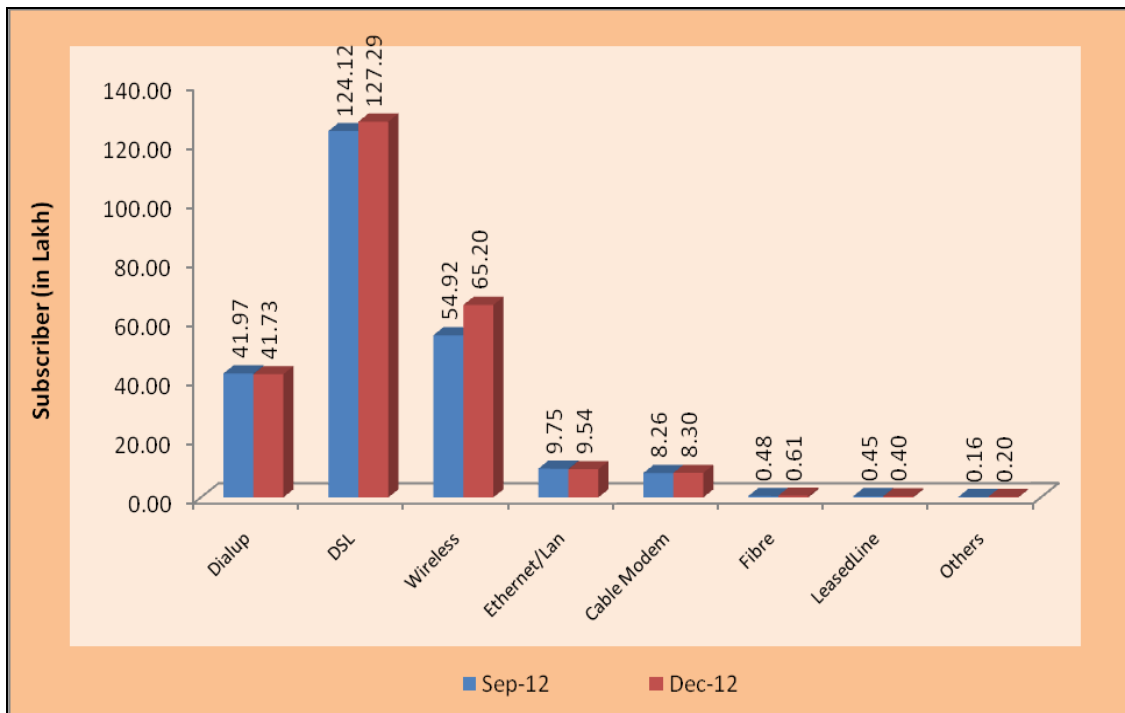
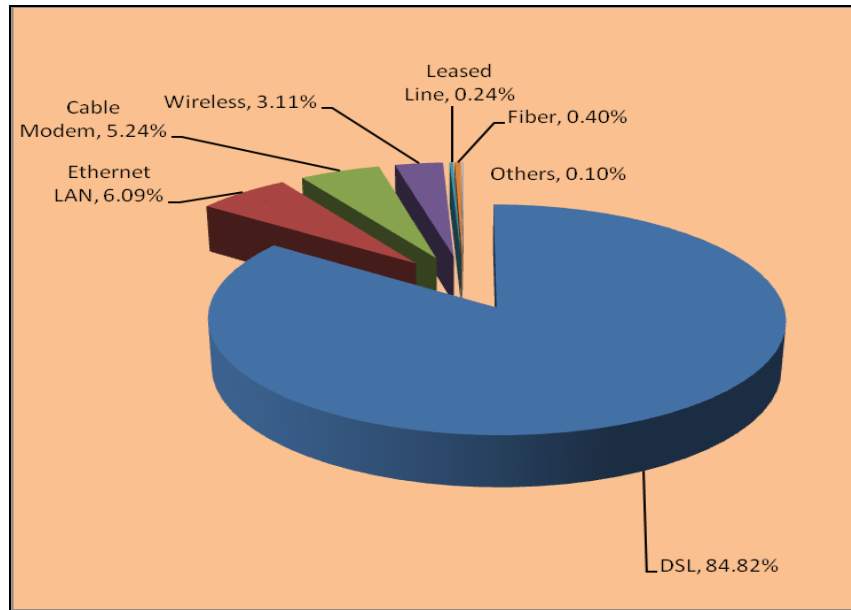
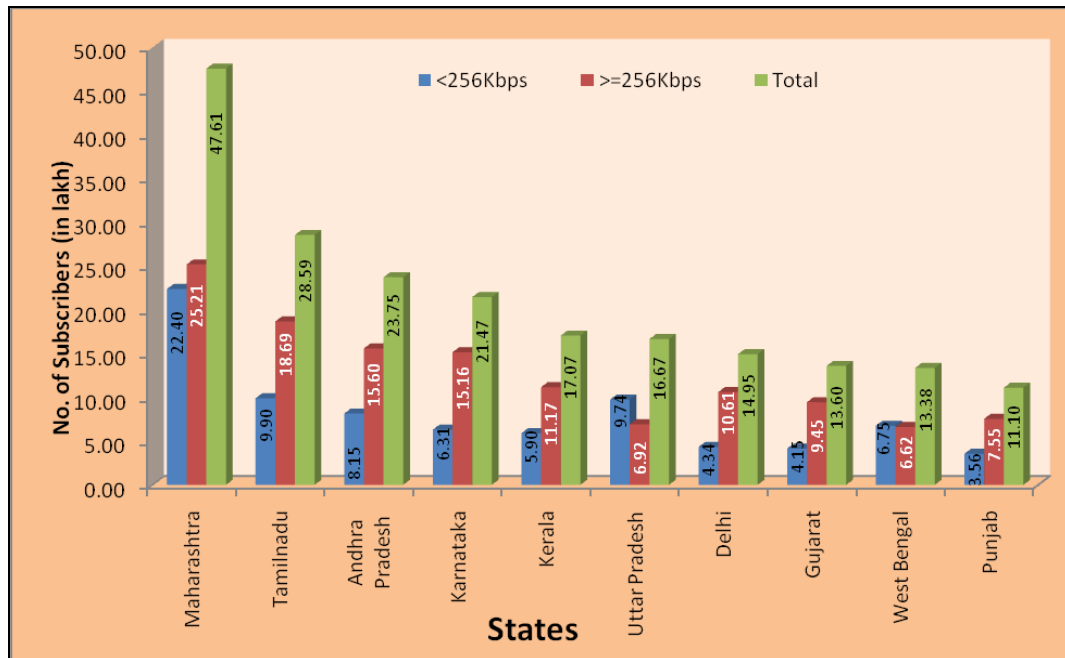


Chart 1.16: Broadband Access - Technologies & Market Share



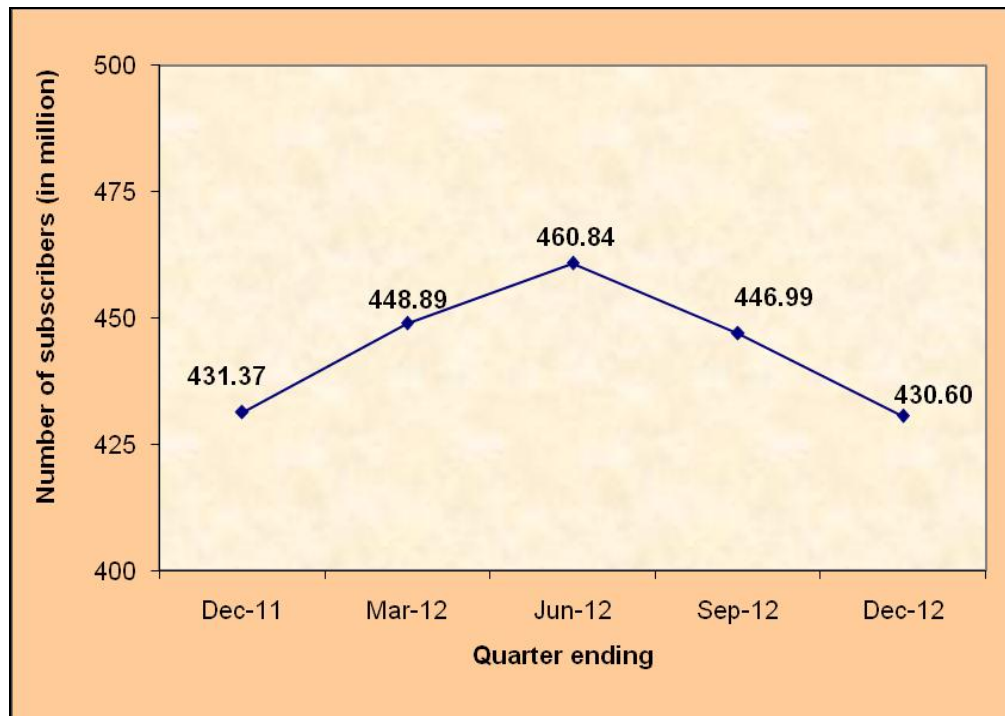
1.35 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 84.82% of total broadband subscribers, followed by Ethernet LAN (6.09%) and Cable Modem (5.24%).

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. Tamil Nadu is at second place in internet and broadband subscriber base.

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 49.80% of total wireless subscribers base are capable of Accessing Data Services/Internet at the end of Dec-12 as against 49.30% at the end of previous quarter.

Table 1.23: Service Provider wise details of Data Services

Subscriber Base of Data Services			
S.No.	Service Provider	Data Subscribers as on 31st December, 2012 (in million)	
1	Aircel	20.62	
2	Bharti	163.76	
3	Loop	3.00	
4	BSNL*	GPRS	83.33
		CDMA 2000 XI	0.02
5	Quadrant#	1.68	
6	Vodafone	61.01	
7	Idea	20.90	
8	MTNL*	GPRS#	2.71
		CDMA 2000 XI	0.03
9	RTL	5.34	
10	RCL*	GPRS	9.75
		CDMA 2000 XI	5.99
11	Sistema@	1.78	
12	Tata*	GPRS	4.24
		CDMA 2000 XI	1.28
13	Unitech#	42.15	
14	Videocon#	3.64	
	Total	430.60	

* = Provides GSM & CDMA Based services.

@ = Provides CDMA based services only.

= As reported by M/s Videocon, M/s Unitech, M/s MTNL, Delhi & M/s Quadrant for GSM Services, data services are enabled to all of their subscribers .

Section E : Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.24: PMRTS Subscriber base – Service Provider wise

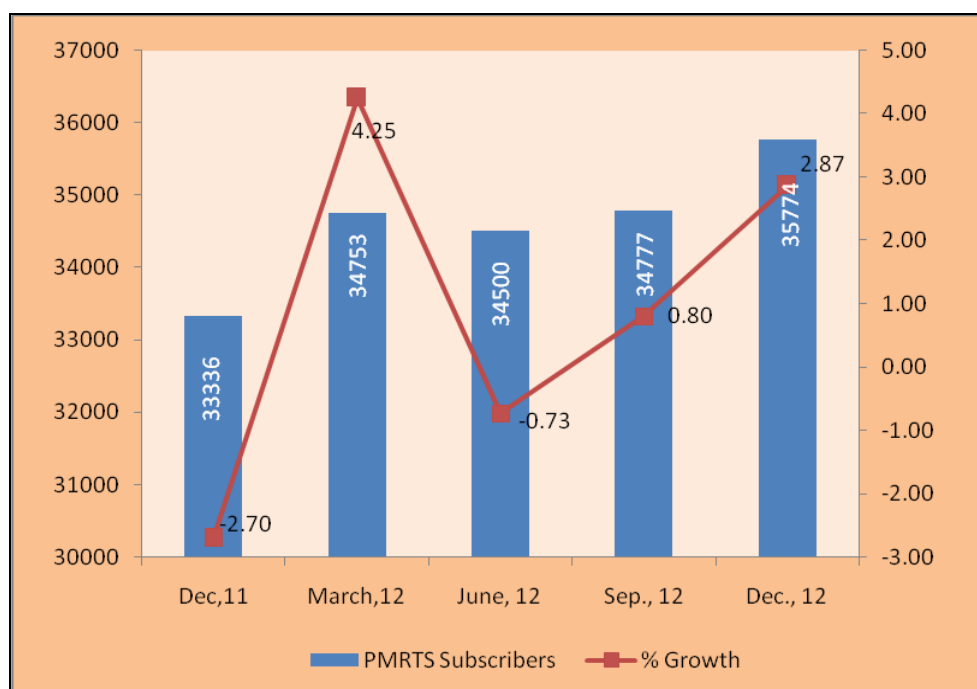
Sr. No.	Name of the Service Provider	Subscriber Base as on 30.09.12	Subscriber Base as on 31.12.12	%age Growth in Subscribers	%age in Market Share
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	24861	28029	12.74	78.35
2	Procall Ltd.	5545	4573	-17.53	12.78
3	Smartalk Pvt Ltd.	1061	590	-44.39	1.65
4	QuickCall	2363	1894	-19.85	5.29
5	Bhilwara Telenet Services Pvt.Ltd.	947	688	-27.35	1.92
6	India Satcom Ltd.*	0	0	0.00	0.00
	Total	34777	35774	2.87	100

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

1.38 The subscriber base of PMRTS increased from 34,777 at the end of Sep-12 to 35,774 at the end of Dec-12 with growth rate of 2.87%.

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

Chart 1.19: Number of PMRTS subscribers & Rate of Growth (%)



Very Small Aperture Terminal (VSAT)

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

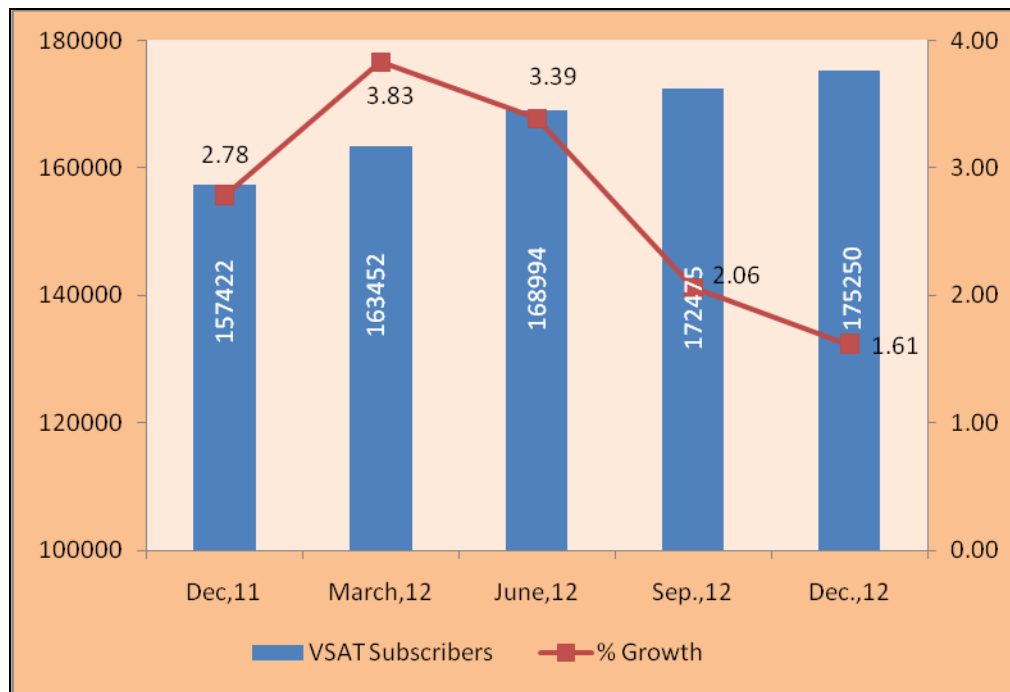
Sr. No	Name of Service Providers	Subscriber base at the Quarter ending		%age Growth	Market Share (%)
		Sep-12	Dec-12		
1	Hughes Communications Ltd.	59767	62635	4.80	35.74
3	Bharti Airtel Limited	47399	48006	1.28	27.39
6	Tatanet Services	24653	25031	1.53	14.28
2	HCL Comnet	23340	21633	-7.31	12.34
7	BSNL	11530	12039	4.41	6.87
5	Essel Shyam	2728	2728	0.00	1.56
8	Infotel Satcom	1694	1661	-1.95	0.95
9	Infinium India Ltd.	1364	1376	0.88	0.79
4	Bharti Broadband	141	141	0.00	0.08
	Total	172475	175250	1.61	

1.40 The total number of VSAT subscribers increased to 175250 at the end of Dec-12 from 172475 at the end of Sep-12. Net additions during the quarter has been 2775 and the growth rate is 1.61%.

1.41 Hughes Communication Limited with subscriber base of 62635 continues to be the market leader.

1.42 HCL Comnet and Infotel Satcom have registered decline in VSAT subscribers in this quarter.

Chart 1.20: Number of VSAT Subscribers & Rate of Growth (%)



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 adjusting interconnect charges
 - The data contained in the section A & B covers the licensees, who have been providing service during the entire period from 1st October, 2012 to 31st December, 2012 in the various service areas.

Section A: GSM Service

Table 2.1: Key Indicators - GSM Service

Parameter	QE Dec-11	QE Sep-12	QE Dec-12	QoQ %age change over Sep-12	YoY %age change over Dec-11
Subscriber Base (million)	785.71	819.49	786.64	-4.01	0.12
Share of Prepaid (%)	96.95	96.68	96.46	-0.23	-0.50
Incoming MOU* per sub. per month	171	177	185	4.87	8.07
Outgoing MOU* per sub. per month	161	166	174	5.11	8.14
Outgoing SMS per sub. per month	36	36	38	6.85	8.24
Average Revenue Per User (ARPU) per month	96	95	98	3.03	2.25

* Minutes of Usage

Chart 2.1: Outgoing Traffic Pattern - GSM Service

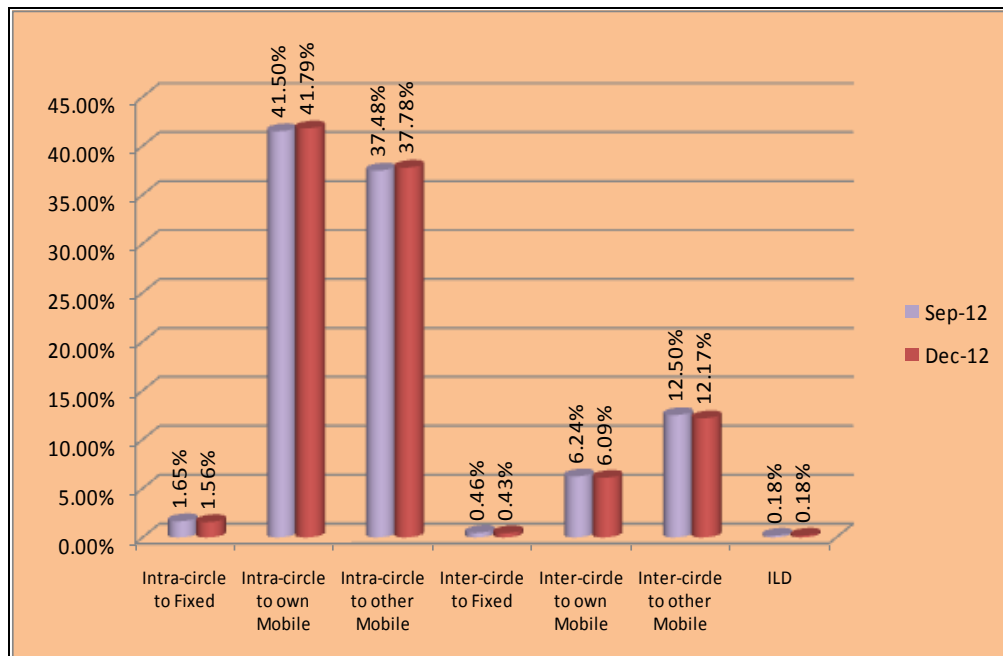
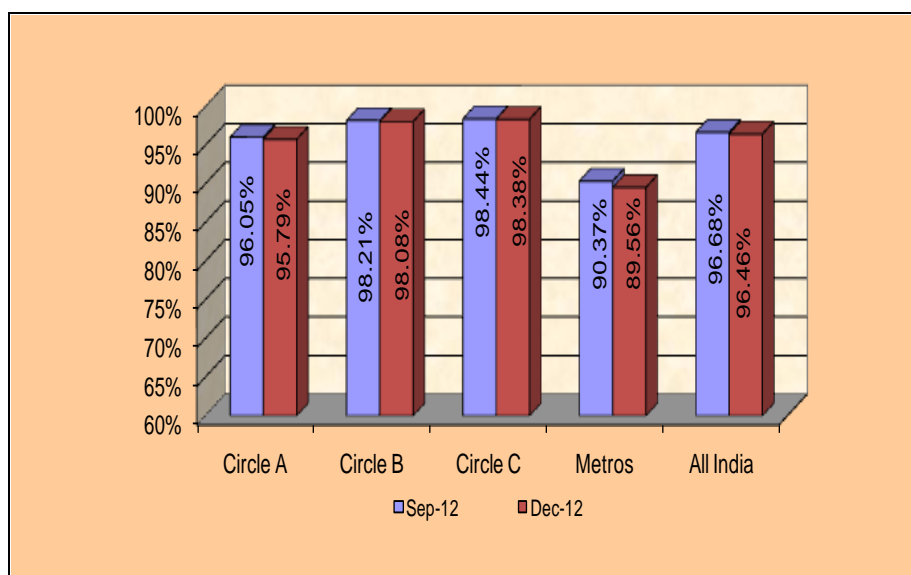


Chart 2.2: Proportion of prepaid subscribers - GSM Service



Note: Subscriber figures are closing figures as on the last day of the respective quarters

2.1 Market share of prepaid segment slightly declined from 96.68% at the end of Sep-12 to 96.46% at the end of Dec-12.

Table 2.2: Monthly ARPU - GSM Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended
Circle A	511	86	104
Circle B	514	80	89
Circle C	455	82	88
Metro	576	79	129
All India	527	83	98
All private SPs	549	85	101
BSNL/MTNL	389	66	78

2.2 The all India blended ARPU per month increased from ₹95 in QE Sep-12 to ₹98 in QE Dec-12.

2.3 Prepaid ARPU increased from ₹81 to ₹83 and postpaid ARPU increased from ₹518 to ₹527 in this quarter.

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

Item	QE Sep-12	QE Dec-12
Rental Revenue	18.96	18.79
Revenue from Calls	51.49	52.11
Revenue from SMS	6.82	5.84
Revenue from Roaming	8.57	8.99
Other Revenues *	14.15	14.28

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

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

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	545	446	992	86	164	164	327	52
Circle B	520	454	975	59	151	178	329	25
Circle C	522	455	977	55	172	217	389	26
Metro	503	373	876	79	182	160	343	52
All India	526	427	953	76	162	177	338	37

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	179	175	354	53
Circle B	158	183	341	26
Circle C	178	220	398	27
Metro	215	182	397	54
All India	174	185	359	38

2.4 On an all India average, the overall MOU per subscriber increased by 4.99% from 342 in QE Sep-12 to 359 in QE Dec-12.

- 2.5 Prepaid MOU per subscriber increased by 5.21% (from 321 to 338), while postpaid MOUs decreased by 0.68% (from 960 to 953).
- 2.6 The overall ratio of incoming-outgoing MOUs remained unchanged at 52:48.
- 2.7 Outgoing SMS per subscriber per month increased by 6.85% from 36 in QE Sep-12 to 38 in QE Dec-12.

Table 2.5: Outgoing Traffic (MOU) Pattern - GSM Service

Circle Category	Intra-circle to Fixed (%)	Local (Intra-circle)		Inter-circle to Fixed (%)	NLD (Inter-circle)		ILD (%)
		to own Mobile (%)	to other Mobile (%)		to own Mobile (%)	to other Mobile (%)	
Circle A	1.73	38.98	42.68	0.38	4.81	11.22	0.20
Circle B	1.29	45.18	37.42	0.29	4.95	10.73	0.14
Circle C	1.29	53.57	29.53	0.54	5.32	9.68	0.07
Metros	2.18	26.11	33.84	0.84	14.31	22.36	0.37
All India	1.56	41.79	37.78	0.43	6.09	12.17	0.18

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 plus call revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. The table below provides the figures for the quarter ending Dec-12.

Table 2.6: Average subscriber outgo* per outgoing minute - GSM Service

(₹ per month)

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.58	0.47	0.48
Circle B	0.60	0.45	0.46
Circle C	0.67	0.41	0.42
Metros	0.69	0.50	0.55
All India	0.62	0.46	0.47

* Includes both Rental and call charges

2.9 All India average subscriber outgo per outgoing minute declined from ₹0.48 in QE Sep-12 to ₹0.47 in QE Dec-12.

Table 2.7: Trends of Key Parameters - GSM Service

Parameter	Dec-11	Mar-12	Jun-12	Sep-12	Sep-12
1. ARPU (₹ Per month)	96	97	95	95	98
2. MOU per subscriber per month	332	346	346	342	359
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	131	135	136	133	141
3.2 NLD (inter-circle)	30	32	31	32	33
3.3 ILD	0.3	0.3	0.3	0.3	0.3
4. Outgoing SMS per subscriber per month SMS	36	37	38	36	38
5. Average subscriber Outgo per outgoing minute (₹)	0.51	0.49	0.48	0.48	0.47

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

Section B: CDMA – Full Mobility Service

Table 2.8: Key Indicators – CDMA Full Mobility Service

Parameter	QE Sep-12	QE Dec-12	% Change
Subscriber Base in millions*	83.1	65.1	-21.6
Share of Prepaid (%)	92.5%	90.8%	-1.9
Incoming MOUs per subs per month	112	113	1.5
Outgoing MOUs per subs per month	114	117	2.8
Outgoing SMS per subs per month	25	21	-15.4
ARPU (₹ Per month)	78	80	2.8

** Subscriber figures are closing figures as on last day of the quarter.*

Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service

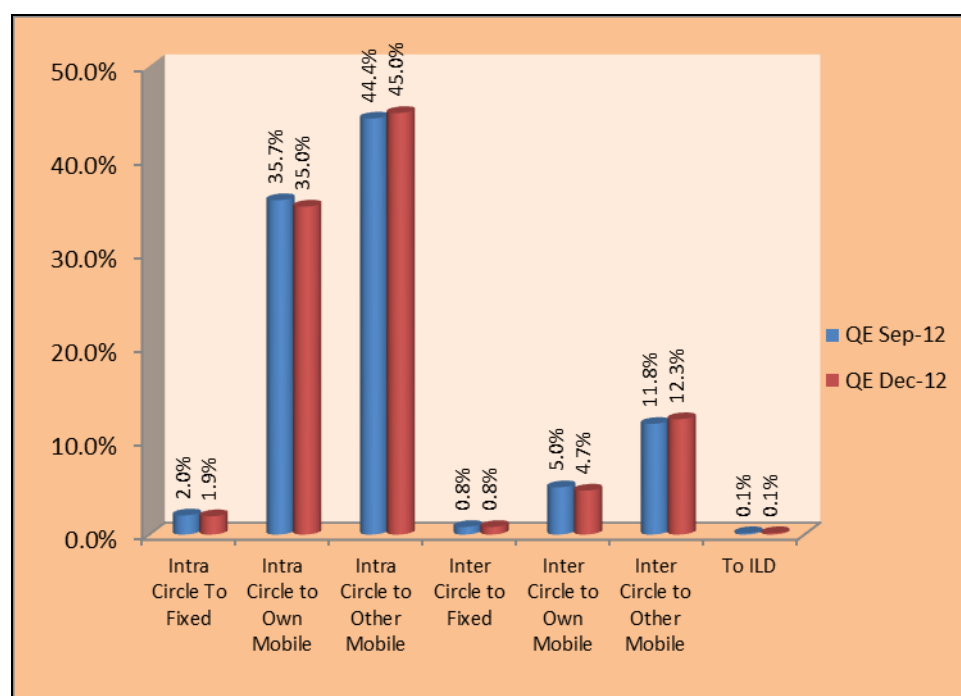
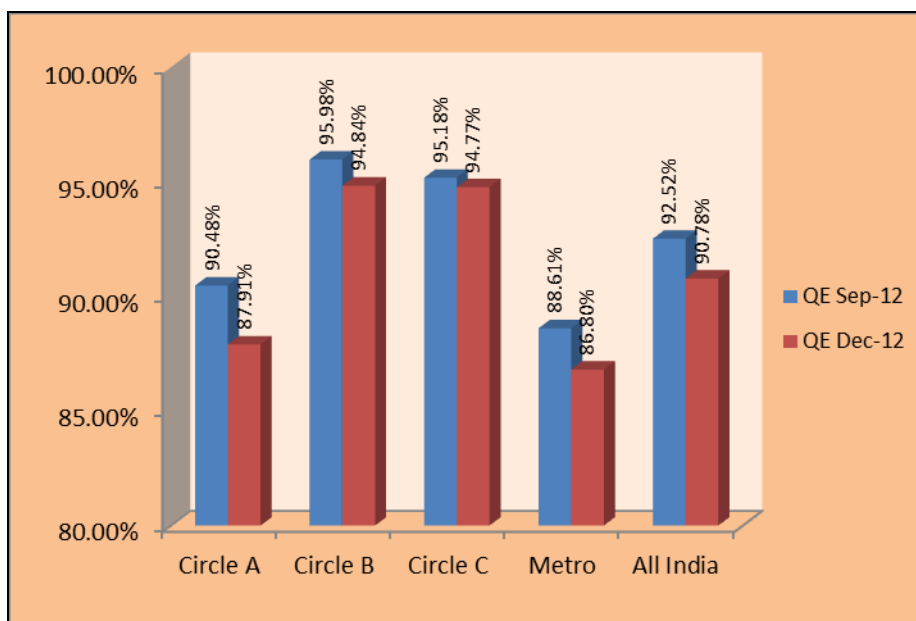


Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service



2.11 Market share of Prepaid segment slightly declined from 92.52% in QE Sep-12 to 90.78% in QE Dec-12.

Table 2.9: Monthly ARPU – CDMA Full Mobility Service
(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	453	54	93
Circle B	371	42	55
Circle C	468	45	65
Metro	483	58	108
All India	448	49	80

2.12 The All India blended Average Revenue Per User (ARPU) per month has shown an increase of 2.82% from Rs.77.76 in QE Sep-12 to Rs. 79.95 in QE Dec-12. ARPU for Prepaid service increased by 2.79% from Rs.47.75 in QE Sep-12 to Rs.49.08 in QE Dec-12. ARPU for Postpaid service has decreased by 1.46% from Rs.454.37 in QE Sep-12 to Rs.447.72 in QE Dec-12.

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

Item	QE Sep-12	QE Dec-12
Rental Revenue	20.5	20.2
Revenue from Calls	42.1	42.2
Revenue from SMS	1.8	1.8
Revenue from Roaming	3.9	4.2
Other Revenues*	31.7	31.6

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

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

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	268	152	420	33	86	97	184	18
Circle B	427	202	628	15	96	109	205	14
Circle C	469	239	708	10	136	144	280	8
Metro	286	142	428	174	111	111	222	24
All India	317	164	481	75	100	109	209	17

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	104	103	207	20
Circle B	110	113	222	14
Circle C	152	148	301	8
Metro	132	114	246	42
All India	117	113	230	21

2.13 The total MOU per subscriber per month increased by 2.15%, from 225.22 in QE Sep-12 to 230.06 in QE Dec-12. The outgoing and incoming MOUs increased by 2.79% and 1.49% respectively.

2.14 Prepaid and postpaid MOUs increased by 1.78% and 1.31% respectively in this quarter.

2.15 Outgoing SMS per subscriber per month has decline from 25 in QE Sep-12 to 21 in QE Dec-12.

Table 2.12: Outgoing Traffic Pattern – CDMA Full Mobility Service

Circle Category	Intra-circle to Fixed (%)	Local (Intra-circle)		Inter-circle to Fixed (%)	NLD (Inter-circle)		ILD (%)
		to own Mobile (%)	to other Mobile (%)		to own Mobile (%)	to other Mobile (%)	
Circle A	2.5	33.2	50.6	0.9	3.6	8.9	0.3
Circle B	1.3	40.2	44.5	0.7	4.4	8.8	0.1
Circle C	1.4	33.6	52.3	0.8	3.3	8.6	0.0
Metros	2.6	30.6	35.8	0.9	7.0	22.8	0.2
All India	1.9	35.0	45.0	0.8	4.7	12.3	0.1

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

[₹ Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	1.03	0.47	0.61
Circle B	0.61	0.36	0.40
Circle C	0.46	0.28	0.31
Metros	0.88	0.44	0.56
All India	0.82	0.40	0.49

* Includes both Rental and call charges

2.16 All India average subscriber outgo per outgoing minute remained unchanged at ₹0.49 in QE Dec-12.

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

Parameter	Dec-11	Mar-12	Jun-12	Sep-12	Dec-12
1. ARPU (₹ Per month)	73	75	75	78	80
2. MOU per subscriber per month	226	229	229	225	230
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	92	95	96	93	96
3.2 NLD (inter-circle)	22	22	19	20	21
3.3 ILD	0.15	0.37	0.15	0.16	0.17
4. Outgoing SMS per subscriber per month SMS	14	16	22	25	21
5. Average subscriber Outgo per outgoing minute (₹)	0.49	0.47	0.47	0.49	0.49

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Service

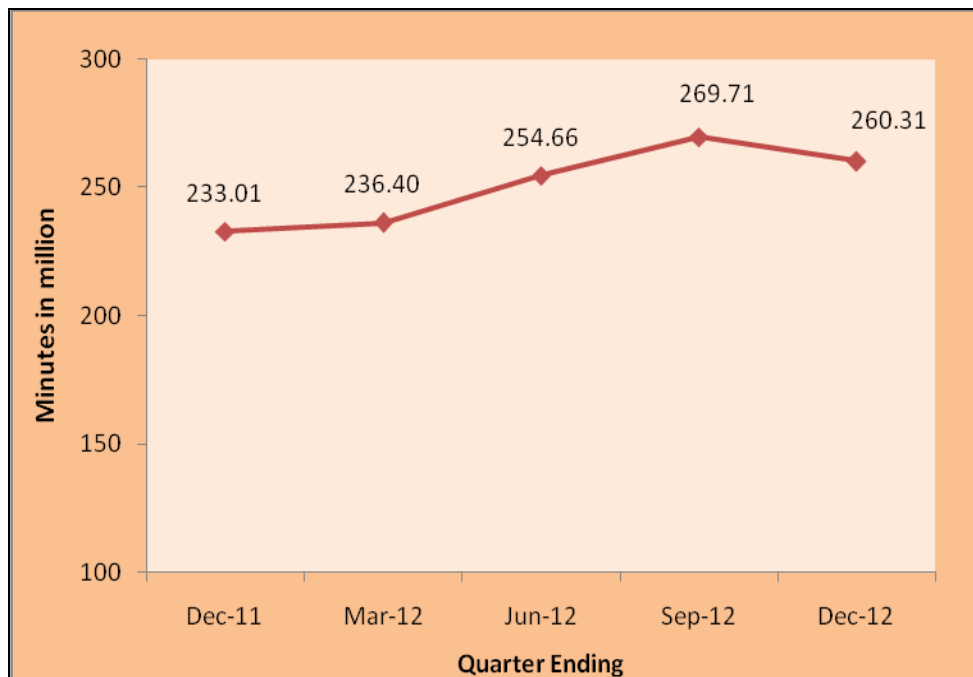
Revenue of ISPs

2.17 The total Revenue of the Internet Services as reported by ISPs was ₹2978.85 crores for the quarter ending Dec-12 as compared to ₹2,994.62 crores for the quarter ending Sep-12, showing a decrease of 0.53%.

Internet Telephony

2.18 Total Minutes of Usage (MOU) for Internet Telephony decreased from 269.71 million in QE Sep-12 to 260.31 million in QE Dec-12.

Chart 2.5: Trends in MOU for Internet Telephony



Chapter 3 : Financial Data of Telecom Service Sector

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

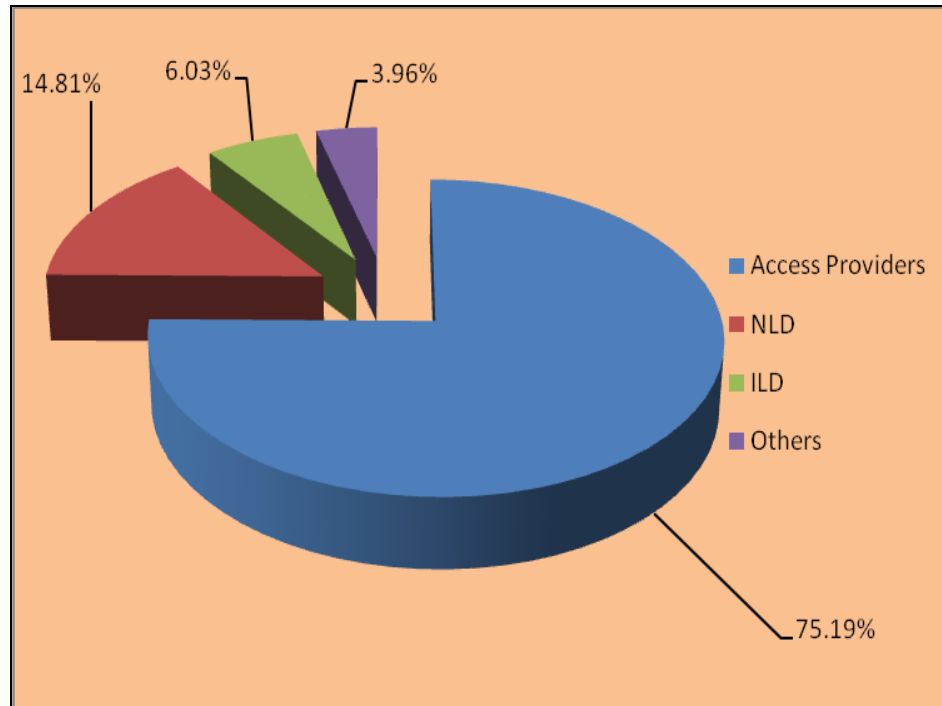
Particulars	QE Dec-11 (₹ in Crore)	QE Sep-12 (₹ in Crore)	QE Dec-12 (₹ in Crore)	Q-O-Q % Change Over Sep-12	Y-O-Y % Change over Dec-11
Gross Revenue (GR)	49365.18	52937.32	52858.39	-0.15	7.08
Adjusted Gross Revenue (AGR)	34081.35	35473.16	34527.50	-2.67	1.31
Pass Through (GR-AGR)	15283.83	17464.16	18330.89	4.96	19.94
License Fee	2833.53	2884.16	2814.24	-2.42	-0.68
Spectrum Charges	1245.29	1287.21	1281.07	-0.48	2.87

- 3.1 Gross Revenue declined by 0.15% and AGR declined by 2.67% in the QE Dec-12.
- 3.2 Pass through increased by 4.96% in the QE Dec-12 and on annual basis it has increased by 19.94%.
- 3.3 Pass-through charges as % Gross Revenue: 34.68% in QE Dec-12 as against 32.99% in the previous quarter.
- 3.4 Average License fee as % Adjusted Gross Revenue: 8.15%.

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

Service	GR	AGR	LF	Spectrum Charges
Access Providers	39746.71	27455.16	2316.62	1278.15
NLD	7829.59	5817.68	407.14	-
ILD	3189.32	1179.36	82.55	-
Others	2092.77	75.29	7.92	2.92
Total	52858.39	34527.50	2814.24	1281.07

Chart 3.1: Composition of Gross Revenue



3.5 Access services contributed 75.19% of the total revenue of telecom services. In Access services Gross Revenue and Pass Through increased by 0.22% and 3.40% respectively, whereas AGR, License Fee & Spectrum Charges decreased by 1.15%, 1.22% & 0.51% respectively during the quarter.

3.6 Public Sector Undertakings' share in the Access AGR of telecom services is 12.77%.

3.7 Monthly ARPU based on AGR for Access services is ₹99 for the Q.E. Dec-12. Chart below shows the trend in ARPU.

Chart 3.2: Trend in ARPU per month for Access Services



Table 3.3: Access Services – Service Provider wise Adjusted Gross Revenue

(₹ in Crore)

Service	QE Dec-12	QE Sep-12	% Change
Bharti	7871.00	8057.96	-2.32
Vodafone	5767.13	5602.90	2.93
Idea	3887.79	3736.45	4.05
BSNL	2930.01	3269.41	-10.38
Tata	2293.60	2290.13	0.15
Reliance	1835.26	1976.80	-7.16
Aircel	1329.30	1257.35	5.72
Unitech	500.46	539.92	-7.31
MTNL	577.25	560.96	2.90
Sistema Shyam	301.15	334.23	-9.90
Loop	128.28	127.28	0.79
Quadrant	33.95	20.39	66.47
Grand Total (Access)	27455.16	27773.79	-1.15

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

Category	Adjusted Gross Revenue for QE Dec-12 (₹ in Cr.)	% age share of Adjusted Gross Revenue
Metro	4518.90	16.46
A	10500.22	38.24
B	9279.40	33.80
C	3156.64	11.50
Total	27455.16	

Notes:

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

Chapter 4 : Quality of Service (QoS)

Section A: Quality of Service Performance of Wireless Service Providers

Table 4.1: QoS Summary - Wireless Service

S. No.	Parameters	Benchmark	No. of CMTS Licensees not Meeting the Benchmarks			
			Quarter Ending, September, 2012		Quarter Ending, December 2012	
			Out Of 229 (Nos.)	Out Of 229 (in %)	Out Of 229 (Nos.)	Out Of 229 (in %)
I.	Network Related Parameters					
1	Network Availability					
(i)	BTSs Accumulated downtime (not available for service)	≤ 2%	3	1.31%	5	2.18%
(ii)	Worst affected BTSs due to downtime	≤ 2%	15	6.55%	10	4.37%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate (within licensee's own network)	≥ 95%	0	0	0	0
(ii)	SDCCH/ Paging Chl. Congestion	≤ 1%	0	0	0	0
(iii)	TCH Congestion	≤ 2%	2	0.87%	1	0.44%
3	Connection Maintenance (Retain ability)					
(i)	Call Drop Rate	≤ 2%	3	1.31%	1	0.44%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	≤ 3%	16	6.99%	11	4.80%
(iii)	Connection with good voice quality	≥ 95%	1	0.44%	0	0
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	4	1.75%	4	1.75%
II.	Customer Service Quality Parameters					
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	10	4.37%	13	5.68%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	8	3.49%	8	3.49%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	9	3.93%	7	3.06%
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	1	0.44%	5	2.18%

S. No.	Parameters	Benchmark	No. of CMTS Licensees not Meeting the Benchmarks			
			Quarter Ending September, 2012		Quarter Ending December, 2012	
			Out Of 229 (Nos.)	Out Of 229 (in %)	Out Of 229 (Nos.)	Out Of 229 (in %)
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	1	0.44%	2	0.87%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	76	33.19%	58	25.33%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	5	2.18%	16	6.99%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	16	6.99%	21	9.17%

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

- a. Worst affected BTSs due to downtime
- b. TCH Congestion
- c. Call Drop Rate
- d. Worst affected cells having more than 3% TCH drop (call drop) rate
- e. Connection with good voice quality
- f. Resolution of billing/ charging/ validity complaints.
- g. %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. Metering and billing credibility - post paid

- c. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
 - d. Accessibility of call centre/ customer care
 - e. %age requests for Termination / Closure of service complied within 7 days
 - f. Time taken for refund of deposits after closures
- 4.3 The performance remained unchanged in this quarter as compared to the previous quarter in respect of the following parameters:-
- a. Call Set-up Success Rate (within licensee's own network)
 - b. SDCCH/ Paging Chl. Congestion
 - c. Metering and billing credibility - pre paid
 - d. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)

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

Parameter	Benchmark	Service Provider	Service Area	Performance
BTSs Accumulated downtime (not available for service) (%age)	≤ 2%	Aircel	NE	2.22
	≤ 2%	BSNL	AP	2.07
			ASM	2.97
	≤ 2%	Idea	J&K	2.33
Worst affected BTSs due to downtime (%age)	≤ 2%	Aircel	MP	5.71
			ASM	2.31
			J&K	2.28
			NE	2.52
	≤ 2%	BSNL	OR	3.82
			ASM	9.05
			J&K	6.13
			NE	3.85
	≤ 2%	Idea	UPW	3.85
			WB	2.02
≤ 2%	Idea	MP	11.21	
TCH Congestion (%age)	≤ 2%	BSNL	AP	2.33
Call Drop Rate (%age)	≤ 2%	BSNL	NE	2.27
Worst affected cells having more than 3% TCH drop	≤ 3%	Aircel	ASM	3.16
			HP	3.85
			NE	3.14
			OR	3.74
			WB	3.27
	≤ 3%	BSNL	AP	6.60
			ASM	3.53
			UPW	5.32
			WB	3.30
	≤ 3% ≤ 3%	Vodafone	BH	7.70
KTK			4.38	
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	≤ 0.5%	Aircel	KOL	2
			RAJ	1
			WB	1
	≤ 0.5%	BSNL	GUJ	2
Parameter	Benchmark	Service Provider	Service Area	Performance

Metering and billing credibility - post paid	≤ 0.1%	Aircel	GUJ	0.11
			J&K	0.20
			KOL	0.11
			KR	0.13
			PB	0.22
			RAJ	0.25
Metering and billing credibility - post paid	≤ 0.1%	Idea	GJ	0.11
			HR	0.15
			KTK	0.18
	≤ 0.1%	MTS	DL	0.15
Metering and billing credibility - post paid	≤ 0.1%	Vodafone	J&K	0.20
			PB	0.11
			UPE	0.11
Metering and billing credibility - pre paid	≤ 0.1%	Aircel	J&K	0.11
			MBI	0.37
			MH	2.42
			MP	0.31
			OR	1.17
	≤ 0.1%	BSNL	MP	0.15
≤ 0.1%	MTS	DL	0.15	
	≤ 0.1%	Vodafone	BH	0.24
Resolution of billing/charging/validity complaints	100% within 4 weeks	Aircel	BH	99.96
			MBI	99.96
			MH	99.99
			OR	99.99
			TN	99.89
	100% within 4 weeks	Idea	GJ	99.96
			MH	99.81
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	Airtel	HP	99.68
			MH	99.98
			MP	99.86
			PB	99.90
			RAJ	99.94
Accessibility of call centre/ customer care	≥ 95%	BSNL	NE	62.00
	≥ 95%	MTNL CDMA	MUM	91.40

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Aircel	AP	82.24
			DLI	89.35
			GUJ	88.92
			HP	88.27
			J&K	85.17
			KOL	81.60
			KR	66.02
			KTK	89.84
			MBI	66.20
			MH	43.81
			MP	74.23
			PB	88.68
			RAJ	56.52
			WB	60.90
			UPE	59.62
			UPW	88.97
			Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%
AP	48.00			
ASM	84.60			
HR	57.00			
NE	87.00			
PB	56.00			
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Idea	TN	86.00
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	RCOM CDMA	RJ	89.36
			AP	89.14
			BH	89.83
			MH	89.44
			MP	57.11
			PB	85.67
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	RCOM GSM	UPE	75.04
			AP	67.84
			DLI	63.66
			GUJ	58.48
			HR	39.13
			J&K	77.15
			KR	89.39
			MBI	89.62
			PB	62.63
RAJ	89.71			

Parameter	Benchmark	Service Provider	Service Area	Performance
			TN	85.81
			UPE	65.09
			UPW	78.98
	≥ 90%	RTL	BH	70.42
			HP	74.68
			MP	76.99
	≥ 90%	TATA GSM	GUJ	86.03
			HR	83.04
			KR	74.71
			KTK	80.53
			MP	89.86
			RAJ	85.59
			TN	60.36
	≥ 90%	Uninor	UPW	89.08
			BH	85.49
			GUJ	85.14
	≥ 90%	Vodafone	WB	89.52
			GUJ	87.82
%age requests for Termination / Closure of service	100% within 7 days	Aircel	KR	88.26
			AP	98.32
			CHN	98.97
			DLI	94.26
			J&K	96.26
			KR	95.05
			KTK	79.73
			MBI	97.64
			MP	80.00
			PB	91.20
			RAJ	95.82
			TN	97.53
	100% within 7 days	Idea	UPW	68.67
			DL	99.96
	100% within 7 days	TATA GSM	AP	99.97
			KTK	99.93
			MH	99.98

Parameter	Benchmark	Service Provider	Service Area	Performance
Time taken for refund of deposits after closures	100% within 60 days	TATA CDMA	AP	99.25
			DLI	99.60
			GUJ	98.53
			HP	99.21
			J&K	99.60
			KOL	98.78
			KTK	97.77
			MH	98.08
			MBI	98.66
			PB	99.50
	TN	98.64		
	WB	98.58		
	100% within 60 days	TATA GSM	AP	99.58
			BH	95.65
			GUJ	99.11
			HR	99.24
			KOL	94.00
			KR	99.38
			KTK	97.10
			PB	99.64
TN	99.29			

4.4 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			
			September, 2012		December, 2012	
			Out of 88 in Nos.	Out of 88 in %age	Out of 102 in Nos.	Out of 102 in %age
(i)	Fault incidences per 100 subs/month	≤ 5	9	10.23%	9	8.82%
(ii) a	% Fault repaired by next working day	≥ 90%	7	7.95%	12	11.76%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	30	34.09%	23	22.55%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	22	25.00%	18	17.65%
(iii)	MTTR	<8Hrs	6	6.82%	8	7.84%
(iv) a	Call Completion Rate (in local network)	≥ 55%	1	1.14%	0	0.00%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	0	0.00%	1	0.98%
(v)	Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	≤ 0.5%	0	0.00%	0	0.00%
(vi)	Metering & billing credibility – Post-paid	≤ 0.1%	0	0.00%	6	5.88%
(vii)	Metering & billing credibility – Pre-paid	≤ 0.1%	1	1.14%	2	1.96%
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	2	2.27%	2	1.96%
(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	0	0.00%	1	0.98%
(x)	Response time to the customer for assistance	-	-	-	-	-
(x) a	Accessibility of call centre/customer care	≥ 95%	9	10.23%	21	20.59%

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			September,2012		December,2012	
			Out of 88 in Nos.	Out of 88 in %age	Out of 102 in Nos.	Out of 102 in %age
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	22	25.00%	22	21.57%
(xi)	Termination / closure of service	100% within 7 days	30	34.09%	23	22.55%
(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, 82 Licensees for CCR and 20 Licensees for ASR have been taken into account for the analysis of these parameters.

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

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

- a. Faults incidences (No. of faults/100 Subs./month)
- b. % of faults repaired within 3 days (for urban area)
- c. % of faults repaired within 5 days (for rural & hilly areas)
- d. Call Completion Rate (CCR)
- e. Resolution of billing/ charging/ validity complaints
- f. % of calls answered by the operators (Voice to Voice) within 60 Sec.
- g. %age requests for Termination / Closure of service complied within 7 days.

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

- a. % Fault repaired by next working day
- b. Mean Time to Repair (MTTR).
- c. Answer to Seizure Ratio (ASR)
- d. Metering and billing credibility - post paid
- e. Metering and billing credibility - pre paid
- f. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints.
- g. Accessibility of call centre/ customer care

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

S.No	Service Provider	Parameters
1	BSNL	<ul style="list-style-type: none"> • Point of Interconnection (POI) Congestion(All Circles except HP & NE-II). • Metering and billing credibility – postpaid(A&N and MP). • Metering and billing credibility – pre paid (A&N, BR, JHAR, KTK, NE-I, UPE, UPW, UTT, WB). • Resolution of billing/ charging/ validity complaints (A&N, BR, JHAR, MP, NE-I, RAJ, TN, UPE). • Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints (A&N, BR, JHAR, KTK, NE-I, RAJ, WB).
2	Vodafone	<ul style="list-style-type: none"> • Accessibility of call centre/ customer care (All circles) • % of calls answered by the operators (Voice to Voice) within 60 Sec.(All circles)

**Table 4.5: Parameter wise Analysis of Non-compliance of QoS
Benchmarks for Wireline Service Providers**

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	≤ 5	BSNL: HP(5.13),J&K(5.51), Kolkata(9.39), Kerala(7.28),Karnataka(5.28), MH(5.62), Uttaranchal(5.56), WB(5.01) MTNL: Delhi(6.67)
% Fault repaired by next working day	≥ 90%	BSNL: AP(84.83%), J&K(74.58%), Kolkata(38.00%), Kerala(54.65%), Karnataka(84.38%), MH(41.14%), Punjab(89.52%), TN(73.04%), Uttaranchal(89.47%), WB(87.06%) MTNL: Delhi(83.81%) Vodafone: Orissa(88.89%)
% Fault repaired within 3 days (for urban areas)	≥ 100%	BSNL: A&N(93.76%), AP(93.27%), Chhattisgarh(99.44%), Gujarat(99.69%), HP(97.91%), J&K(90.44%), Kolkata(50.62%), Kerala(75.67%), Karnataka(89.84%), MH(73.44%), MP(98.65%), NE I(99.62%), Punjab(99.08%), TN(85.92%), UPE(99.74%), UPW(99.33%), Uttaranchal(96.14%),WB(91.68%) MTNL: Delhi(93.50%), Mumbai(98.24%) TTSL: AP(98.65%),Kolkata(98.45%) Vodafone: Orissa(88.89%)
% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	BSNL: A&N(97.66%), AP(99.65%), Gujarat(99.91%), HP(99.88%), J&K(94.74%),Kerala(82.85%), Karnataka(98.63%), MH(73.05%), NE- I(99.96%), Orissa(99.80%), Punjab(99.97%), TN(90.11%), UPE(99.95%), UPW(99.64%), Uttaranchal(96.91%), WB(95.81%) TTSL: AP(99.96%),Kolkata(98.45%)
MTTR	<8Hrs	BSNL: Kolkata(9.39), Kerala(59.70), Karnataka(27.92), MH(8.67), TN(56.01), WB(8.76) Vodafone: Orissa(16.43)
Answer to Seizure Ratio (ASR)	>=75%)	BSNL: UPW(57.26%)
Metering & billing credibility – Pre-paid	≤ 0.1%	BSNL: AP(0.24%), Kolkata(0.85%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Metering & billing credibility – Post-paid	≤ 0.1%	Vodafone: AP(0.69%),Chennai(1.11%), Karnataka(0.57%),Maharashtra (21.13%), Mumbai(1.02%),Tamil Nadu(16.67%)
Resolution of billing/charging/Credit & validity complaints100%	within 4 weeks	BSNL: MH(92.00%), MTNL: Delhi(89.46%)
Period of applying credit/ waiver/ adjustment to customer’s account from the date of resolution of complaints	Within 1 week of resolution of complaint	Vodafone: Mumbai(100% in 2 Weeks)
Accessibility of call centre/ customer care	>=95%	BSNL: Chhattisgarh (94.81%), Gujarat(94.67%), Haryana(92.61%), MH(94.74%), Rajasthan(92.78%), UPW(92.90%), Uttaranchal(92.61%)
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	BSNL: AP(81.00%), Assam(83.00%), Bihar(88.33%), Chennai(66.67%), Chhattisgarh (58.00%), Gujarat(38.33%), HP(82.67%), Haryana(54.67%), J&K(88.67%), Jharkhand(89.67%), Karnataka(64.33%), MH(59.50%), MP(77.67%), Orissa(88.33%), Pun(88.33%), Rajasthan(40.33%), TN(56.67%), UPE(41.33%), UPW(44.00%), Uttaranchal(82.33%), WB(72.67%) Bharti: Gujarat(89.00%),
%age requests for Termination / Closure of service complied within 7 days	≥ 100% within 7 days	BSNL: AP(99.07%), Bihar(93.64%), J&K(98.83%), Kolkata(32.51%),Kerala(92.17%), Karnataka(99.25%), MH(98.34%), NEI(88.25%), NE-II(75.91%), Orissa(97.78%), UPW(99.58%), Uttaranchal(99.94%), WB(75.75%) MTNL: Delhi(88.79%),Mumbai(94.92%) Bharti: AP(99.90%),Delhi(99.88%),Kerala(99.89%), Karnataka(97.67%),MP(99.91%),Mumbai(99.97%), Punjab (99.96%),Tamil Nadu(99.72%)

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

a. Out of 183 Internet Service Provider, who have submitted their Performance Monitoring Reports to TRAI for the quarter ending December, 2012, only 14 ISPs are providing Dial-up service. However, out of the 14 ISPs only 10 ISPs come under the purview of Top twenty Internet service providers. The following Dial-up Access service providers that come under top twenty have been taken into account for the analysis in this quarter.

Table 4.6: Performance on ISPs Quality of Service

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Time to Access	Service Accessibility			ISP node unavailability in a month	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.	Same day	34 Sec	99.00%	99.90%	99.90%	1% (DNF)	99.90% (DNF)	7 hrs
2	Reliance Comm. Infrastructure Ltd	Online	NR	98.00%	100.00%	-	Nil	<1% (DNF)	8 hrs
3	MTNL, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.005	15 Min
	MTNL Delhi	Instantaneous	30 Sec	99.79%	99.99%	-	Nil	0.01	5 Min
4	Bharti Airtel Ltd.	Online	30-40 Sec	99.80%	100.00%	100.00%	<0.015% (DNF)	>0.01	5.27 hrs
5	Tata Communications Ltd	Online	30 Sec	80.00%	90.00%	99.00%	9 Min	<1% (DNF)	2.18 hrs

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 (%)			ISP node unavailability in a month		
				1 st Attempt	2 nd Attempt	3 rd Attempt			
6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days		
6	Quadrant Televentures Ltd.	NR	30 Sec	99.99%	100.00%	-	NR	0.002	2.43 hrs
7	Tata Teleservices (Mh) Ltd.	Online Immediate	18 Sec	99.99%	100.00%	-	100.00% (DNF)	0.001	7.21hrs
8	Data Infosys Ltd.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min
9	Sify Ltd.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR
10	Broadband Pacenet India Pvt. Ltd.	99.50% (DNF)	100.00% (DNF)	>80.00%	99.00%	100.00%	<2% (DNF)	>98.00% (DNF)	24 hrs

Note:-

NR= Not Reported
DNF-Data Not in Format

 Not meeting the benchmark

Service Activation Time

4.8 M/s Quadrant Televentures Ltd. has not reported the data. All the other ISPs who have reported the data have met the TRAI benchmark of 6 hrs.

Time to Access

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

Probability of Accessing the ISP Node

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

ISP Node unavailability

4.11 M/s Quadrant Televentures Ltd. has not reported the data. All other ISPs have met the TRAI benchmark for the parameter “ISP node unavailability in a month (30 Minutes)”.

Grade of Service

4.12 All the ISPs who have reported the data met the benchmark for this parameter.

Mean Time to Restore (MTTR)

4.13 M/s Sify Ltd. has not reported the data. All other ISPs have met the TRAI benchmark.

B. Broadband Service

4.14 Out of 160 Broadband Service providers, 35 Service Providers are having subscriber base >10,000 and these 35 Service providers share the 99.13% of total subscriber base. This report covers performance of 30 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI, as the remaining three service providers viz. Gujrat Telelink, Atria Convergence, Honesty Net, Ankhnet Information and Tata Teleservices Ltd have not submitted their report for the QE December, 2012.

Table 4.7: Parameter-wise Analysis of non-compliance of QoS benchmarks for Broadband Service Providers

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/Activation Time		
	%age of connections provided within 15 days of registration of demand	100% in =< 15 working days	MTNL – Delhi (95.06%) Quadrant Televentures – Punjab (99.92%) Tikona- All India (99.55%) Home systems - Mumbai (99.00%)
2	Faults Repair/Restoration Time		
	% of faults repaired by next working day	>90%	MTNL – Delhi (79.17%) Beam Telecom- Hyd (67.66%) You Broadband- All India (88.00%), KTK(87.00%), TN(88.00%), HR(89.00%), AP(84.00%)
	% of faults repaired within 3 working day	=>99%	MTNL – Delhi (94.36%), Mumbai(96.27%) Beam Telecom- Hyd (91.66%) BroadbandPacenet- AP (98.00%)
3	Billing Performance		
	%age of bills disputed	<2%	You Broadband- All India (2.25%), HR(2.62%)
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	MTNL - Delhi (99.16%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	Tata Communications - AP (98.00%), KTK(95.00%), MH&Goa(98.00%)

4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	<u>Beam Telecom</u> - Hyd(53.00%)
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	<u>MTNL</u> - Mumbai(70.75%) <u>Beam Telecom</u> - Hyd(63.66%) <u>You Broadband</u> - KTK(79.33%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	<u>Tikona Digital</u> - All India (1 Link) <u>Noida Software</u> - All India (118 links)
	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	<u>MTNL</u> - Delhi (1 link), Mumbai (2 links) <u>Indusland Media</u> - All India (2 Links)
	Broadband Connection Speed available (download) from ISP node to user	Benchmark < 80%	<u>BSNL</u> - A&N (33.30%) <u>Sify</u> - All India(0.00%)
	Service availability/ uptime (for all users) in %age	Benchmark > 98%	<u>Indusland Media & Communications Ltd</u> - All India(96.00%)

4.15 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

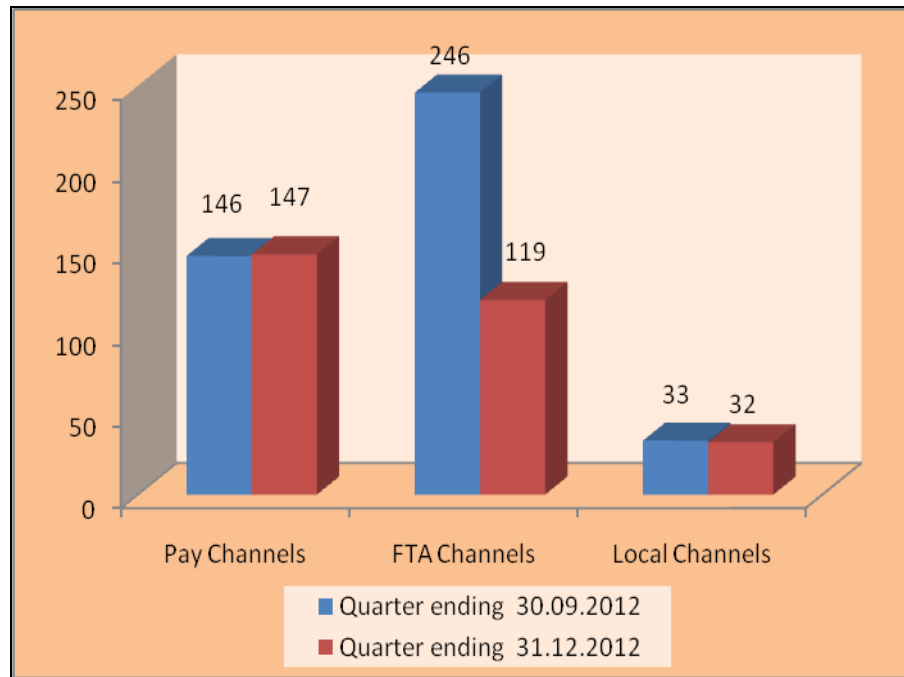
Table 5.1: Key Parameters

S.No	Parameter	QE Sep-12	QE Dec-12
1	Number of Broadcasters/ Distributors	26	26
2	Number of private satellite TV channels registered with Ministry of I&B	841	823
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	184	184
4	Maximum number of Pay TV Channels carried by certain cable operator	146	147
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	246	119
6	Private FM Radio stations in operation	242	242
7	Private DTH Operators	6	6
8	Licensees of community radio stations	179	185
9	Operational community radio station	138	142

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 Free-to-Air (FTA) and Pay Channels reportedly being carried in the cable networks are 119 and 147 respectively in the QE Dec-12. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

5.3 Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 267, whereas in conventional analogue form, the maximum number of channels being carried any by the reported MSOs is 100 channels.

5.4 The Government has notified for implementation of Digital Addressable Cable TV Systems (DAS) in India, in four phases, starting from November, 2012 and completing by December 2014. The final schedule notified by the Government for migration to DAS is given in Table-5.2.

Table 5.2 : Migration to Digital Addressable Cable TV Systems

Phase	Areas	Sunset date for analog Cable TV
-------	-------	---------------------------------

Phase –I	Four Metros of Delhi, Mumbai, Kolkata, Chennai	31.10.2012
Phase –II	Cities with a population more than one million (38 cities)	31.03.2013
Phase –III	All Urban areas (Municipal Corporation/ Municipalities)	30.09.2014
Phase –IV	Rest of India	31.12.2014

Satellite TV Channels

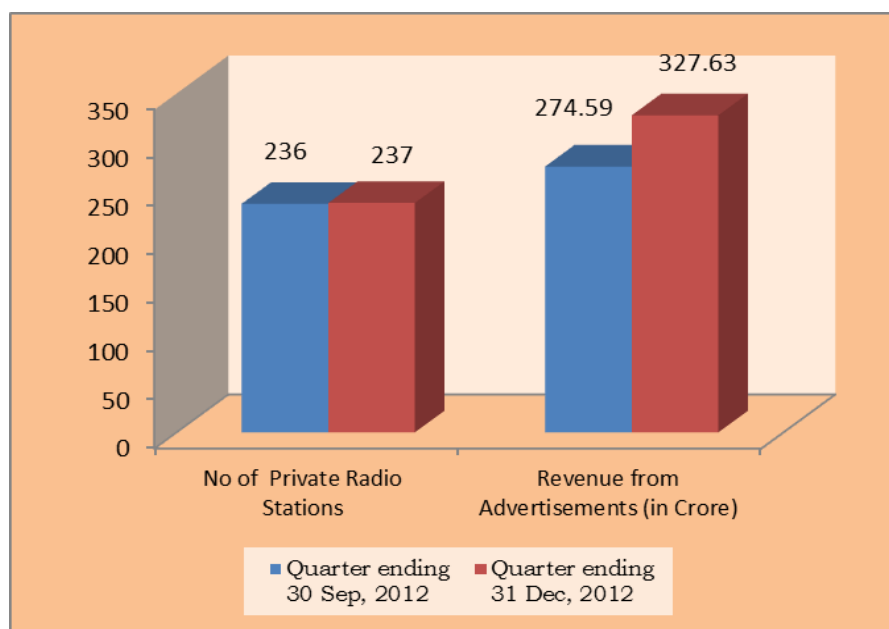
- 5.5 At the end of Dec-12, total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 823.
- 5.6 There are 184 pay TV channels which have been taken on records in respect of their rates as on Dec-12. These 184 channels are being broadcasted/ distributed by 26 broadcasters or their authorized agents/aggregators. The list of broadcasters/distributors of pay TV channels alongwith the reported rates of pay channels for Non-CAS areas are at Annexure-5.1.

FM Radio Services

- 5.7 Apart from All India Radio of Prasar Bharti – a public broadcaster, there are 242 FM Radio stations in operation at the end of Dec-12. The list of 242 private FM Radio stations is at Annexure-5.2.
- 5.8 The total Advertisement Revenue during the quarter ending Sep-12 in respect of 236 private FM Radio stations was ₹274.59 crore and for quarter ending Dec-12 in respect of 237 private FM Radio stations, the total Advertisement Revenue was ₹327.63 crore. The reports prepared

on the basis of reports submitted by the FM Radio service providers. However, the details do not pertain to the same set of service providers.

Chart 5.2 : Comparative position of Revenue from FM Radio Stations



Community Radio

5.9 At the quarter ending Sep-12, out of 179 licensees of community radio stations, 138 stations were in operation. In the quarter ending Dec-12, 6(Six) licenses were issued. At the end of Dec-12, out of 185 licensees, 142 Community Radio Station stations are in operation, as per the information received from Ministry of Information & Broadcasting.

Table 5.3 : Status of applications for community radio station licenses received from Ministry of Information and Broadcasting

	As on 31.12.2012
Total No. of Applications Received	1141
No. of Licenses issued	185
No. of Letters of Intent Issued	387

No. of Applications rejected	445
No. of stations operational	142

Source: Ministry of Information & Broadcasting

DTH Services

5.10 Besides the free DTH service of Doordarshan- a public broadcaster, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.12.2012, their reported registered subscriber base is 54.52 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.11 As per the information available on the website of the Ministry of Information and Broadcasting, there are 90 numbers of permitted Teleports as on 20.12.2012. A list of the permitted Teleports is at Annexure-5.4.

Annexures

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

Sl. No	Service Provider	Area for which licensed with No.	UASL	CMTS
1	Bharti	All India (22)	All India except NE	North East
2	Aircel Group	All India (23)	All India except Chennai & TN	Chennai & Tamil Nadu
3	Reliance Communications	All India (except Assam & NE) (20)	All	
4	Reliance Telecom	Kolkata, MP, WB, HP, Bihar, OR, Assam & NE (8)	All	
5	Vodafone	All India (23)	All	
6	Tata Teleservices	All India (22)	All	
7	IDEA	All India (22)	Mumbai, TN incl. Chennai, Kolkata, Karnataka, WB, Punjab, Bihar, Orissa, Assam, NE & J&K	AP, Delhi, Maharashtra, Gujarat, MP, Kerala, Haryana, HP, UP-W, UP-E, Rajasthan
8	Shyam Telelink	All India (22)	All	
9	BSNL	All India (except Delhi & Mumbai) 20		All
10	MTNL	Delhi Mumbai (2)		All
11	Loop Telecom Private Ltd & Loop Mobile (India) 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	Etisalat DB Telecom Pvt Ltd & Allianz	Delhi, Mumbai, Mah, Guj, AP, KTK, TN incl. Chennai, Ker, Punjab, HR, UP(W), UP(E), Raj, MP & Bihar (15)	All	
15	Spice Communications	Delhi, Mah, AP, KTK, Punjab, Har (6)	All	
16	S Tel Ltd	HP, Bihar, Orissa, Assam, NE, J&K (6)	All	
17	Quadrant	Punjab (1)	Punjab	

Source: DoT and Service providers

UASLs	240
CMTSs	37
Total	277

Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12
Andhra Pradesh	6,398,393	6,080,916	18,693,692	17,704,841	10,728,762	10,632,055	1,975,021	1,871,685	3,242,251	3,564,225
Assam	2,319,970	2,188,073	3,875,298	3,826,231	372,559	368,973	3,778,274	3,542,284	3,247,231	3,060,184
Bihar	6,502,289	6,381,278	18,047,516	18,619,726	5,494,988	5,459,296	5,288,139	4,981,643	5,698,412	6,443,531
Delhi	8,749,701	8,449,120	9,105,718	9,027,895	4,801,988	4,650,742	2,928,704	2,951,145	4,351,102	4,096,920
Gujarat	16,241,892	15,801,116	7,196,491	6,810,708	8,216,677	8,018,178	791,597	338,457	4,729,683	4,740,542
Haryana	4,492,681	4,437,015	2,338,293	2,217,759	3,687,543	3,533,255	652,062	427,498	1,514,247	1,542,786
Himachal Pradesh	483,741	475,329	1,907,002	1,904,509	482,365	447,450	720,753	714,277	1,256,274	1,232,267
Jammu & Kashmir	685,776	666,009	2,269,768	2,302,707	201,974	201,578	1,770,577	1,786,423	597,278	606,521
Karnataka	6,860,316	6,452,620	16,162,382	15,896,254	6,225,658	5,890,723	1,485,942	1,544,826	3,905,653	3,908,375
Kerala	6,062,344	6,067,506	3,506,105	3,433,402	7,712,256	7,778,697	1,777,913	1,522,927	1,037,994	1,062,089
Madhya Pradesh	4,498,480	4,101,877	9,928,758	9,656,948	14,429,519	14,731,226	986,875	680,866	8,294,236	8,669,475
Maharashtra	13,290,535	12,977,123	10,007,457	9,835,555	15,219,023	15,554,910	1,191,470	1,116,017	5,134,800	5,411,767
Mumbai	6,061,281	6,160,353	3,587,060	3,483,357	2,953,838	2,803,928	1,413,290	1,391,669	3,409,435	2,616,604
North East	980,574	928,563	2,519,084	2,573,994	250,036	257,734	2,495,094	2,334,209	1,110,159	830,331
Orissa	2,814,753	2,789,575	6,622,129	6,652,023	1,011,626	911,343	2,894,773	2,791,997	3,542,246	3,360,031
Punjab	4,459,595	4,309,853	6,894,188	6,800,705	5,599,541	5,493,576	1,117,329	973,252	2,423,212	2,389,697
Rajasthan	9,236,120	8,565,366	14,739,264	14,181,992	4,521,563	4,515,251	2,625,234	2,712,870	4,163,217	4,214,412
Tamil Nadu (incl. Chennai)	12,339,851	11,869,338	13,695,130	13,318,162	2,284,356	2,172,759	22,235,152	21,725,106	3,792,934	3,934,765
UP(E)	14,820,952	14,526,236	15,081,912	14,940,643	7,237,189	6,978,230	3,398,510	3,589,906	5,867,836	5,655,132
UP(W)	9,352,384	8,999,073	6,677,180	6,413,401	10,265,870	10,189,727	2,153,133	1,509,375	4,667,084	4,372,232
Kolkata	4,304,010	4,084,284	3,754,168	3,579,518	1,355,899	1,153,806	1,884,904	1,858,443	3,030,327	2,850,288
West Bengal	11,709,129	11,165,667	9,313,894	8,726,562	2,411,507	2,203,390	3,042,615	2,982,409	5,341,106	5,591,016
Total	152,664,767	147,476,290	185,922,489	181,906,892	115,464,737	113,946,827	66,607,361	63,347,284	80,356,717	80,153,190

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12
Andhra Pradesh	4,803,034	3,245,034	5,900,628	5,049,445	1,988,914	1,848,832	9,040,002	9,111,798	114,601	108,004
Assam	-	-	-	-	128,314	120,238	1,174,587	1,136,616	93,371	91,626
Bihar	3,060,393	2,772,358	2,836,607	2,540,219	1,484,873	1,313,143	5,831,821	5,772,401	235,674	230,856
Delhi	4,138,535	3,327,502	-	-	4,051,470	3,755,144	-	-	-	-
Gujarat	2,845,814	1,978,905	2,571,508	2,182,227	892,991	835,833	4,073,277	4,122,846	143,260	131,392
Haryana	1,078,273	579,037	1,898,741	1,814,723	908,048	862,660	3,049,859	3,022,224	23,604	20,809
Himachal Pradesh	303,155	204,090	166,155	109,100	92,868	87,130	1,480,368	1,527,016	63,265	59,766
Jammu & Kashmir	37	37	-	-	113,194	85,035	1,076,663	1,084,195	73,883	69,495
Karnataka	3,424,043	2,507,982	6,567,744	5,526,109	819,417	782,953	6,725,705	6,807,210	300,864	190,936
Kerala	2,411,816	1,822,927	1,923,341	1,678,371	334,134	313,891	7,189,174	7,328,110	307,510	293,811
Madhya Pradesh	4,648,774	2,879,630	3,643,881	3,176,761	819,354	760,680	4,704,105	4,801,690	237,267	228,417
Maharashtra	3,439,845	2,418,956	4,075,564	3,644,408	3,007,145	2,875,093	6,363,134	6,526,749	177,840	160,560
Mumbai	3,871,391	3,365,553	2,530,203	2,021,192	1,539,801	1,467,240	-	-	-	-
North East	-	-	-	-	80,105	77,214	1,587,294	1,590,019	152,933	146,274
Orissa	835,452	453,180	2,134,735	1,897,124	346,407	308,793	4,342,280	4,363,973	128,212	74,264
Punjab	869,365	451,022	1,758,097	1,539,391	997,601	953,670	4,397,677	4,342,728	52,199	47,218
Rajasthan	2,287,246	1,165,017	2,062,250	1,607,621	1,523,204	1,464,169	5,599,480	5,747,383	189,390	182,702
Tamil Nadu (incl. Chennai)	4,234,327	2,524,545	5,696,219	5,225,735	552,284	520,583	9,352,227	9,318,591	135,495	121,292
UP(E)	5,076,148	3,993,333	3,706,647	3,450,623	922,988	691,266	9,815,385	9,870,834	442,523	424,679
UP(W)	3,141,636	2,275,082	3,035,786	2,808,365	1,588,994	1,218,054	4,838,946	4,786,158	147,617	142,307
Kolkata	2,193,408	1,302,675	2,222,943	2,042,880	826,025	761,546	2,297,029	2,286,702	31,254	28,601
West Bengal	1,829,826	1,108,214	2,230,022	1,794,077	376,377	346,584	3,567,607	3,545,534	75,825	76,561
Total	54,492,518	38,375,079	54,961,071	48,108,371	23,394,508	21,449,751	96,506,620	97,092,777	3,126,587	2,829,570

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		Quadrant (HFCL) (GSM)		Quadrant (HFCL) (CDMA)		Loop (GSM)	
	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12
Andhra Pradesh	-		-		700,753	679,838	-	-	-	-	-	-
Assam	-		-		1,286	1,280	-	-	-	-	-	-
Bihar	-		-		1,633,546	1,481,580	-	-	-	-	-	-
Delhi	2,495,718	2,506,210	87,069	85,754	1,261,197	962,588	-	-	-	-	-	-
Gujarat	-		-		238,828	231,729	-	-	-	-	-	-
Haryana	-	-	-	-	231,421	156,659	-	-	-	-	-	-
Himachal Pradesh	-	-	-	-	69	71	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	19	21	-	-	-	-	-	-
Karnataka	-	-	-	-	2,392,347	2,204,660	-	-	-	-	-	-
Kerala	-	-	-	-	614,243	541,973	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	2,978	3,121	-	-	-	-	-	-
Maharashtra	-	-	-	-	710,690	676,571	-	-	-	-	-	-
Mumbai	2,612,803	2,612,969	98,335	96,985	537,860	459,822	-	-	-	-	3,028,539	2,995,459
North East	-	-	-	-	176	151	-	-	-	-	-	-
Orissa	-	-	-	-	814	803	-	-	-	-	-	-
Punjab	-	-	-	-	1,120	1,147	1,581,667	1,676,892	23,032	19,027	-	-
Rajasthan	-	-	-	-	2,473,791	2,207,814	-	-	-	-	-	-
Tamil Nadu (incl. Chennai)	-	-	-	-	1,506,155	1,234,562	-	-	-	-	-	-
UP(E)	-	-	-	-	672,831	581,226	-	-	-	-	-	-
UP(W)	-	-	-	-	698,580	617,722	-	-	-	-	-	-
Kolkata	-	-	-	-	910,611	887,156	-	-	-	-	-	-
West Bengal	-	-	-	-	2,005,219	1,949,509	-	-	-	-	-	-
Total	5,108,521	5,119,179	185,404	182,739	16,594,534	14,880,003	1,581,667	1,676,892	23,032	19,027	3,028,539	2,995,459

Annexure 1.2 (contd.)

Service Area	Unitech (GSM)		Videocon (GSM)		Total		Net Additions
	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	
Andhra Pradesh	3,996,512	4,029,580	9,763	9,763	67,592,326	63,936,016	(3,656,310)
Assam	673	779	-	-	14,991,563	14,336,284	(655,279)
Bihar	4,942,685	5,005,668	18,726	18,598	61,075,669	61,020,297	(55,372)
Delhi	-	-	-	-	41,971,202	39,813,020	(2,158,182)
Gujarat	4,054,136	4,430,904	950,766	657,286	52,946,920	50,280,123	(2,666,797)
Haryana	461	437	849,452	913,010	20,724,685	19,527,872	(1,196,813)
Himachal Pradesh	150	151	44,589	44,555	7,000,754	6,805,711	(195,043)
Jammu & Kashmir	314	319	-	-	6,789,483	6,802,340	12,857
Karnataka	1,098,040	1,061,461	8,189	8,086	55,976,300	52,782,195	(3,194,105)
Kerala	404,750	391,794	49,756	9,730	33,331,336	32,245,228	(1,086,108)
Madhya Pradesh	1,289	1,313	941,265	976,589	53,136,781	50,668,593	(2,468,188)
Maharashtra	5,399,721	5,638,910	8,814	8,683	68,026,038	66,845,302	(1,180,736)
Mumbai	1,795,446	1,841,764	634,284	425,151	34,073,566	31,742,046	(2,331,520)
North East	94	90	-	-	9,175,549	8,738,579	(436,970)
Orissa	745,951	703,260	10,673	10,673	25,430,051	24,317,039	(1,113,012)
Punjab	434	430	-	-	30,175,057	28,998,608	(1,176,449)
Rajasthan	1,037	1,045	7,619	6,687	49,429,415	46,572,329	(2,857,086)
Tamil Nadu (incl. Chennai)	1,112,982	803,528	876,259	515,005	77,813,371	73,283,971	(4,529,400)
UP(E)	7,527,122	7,262,667	14,865	14,635	74,584,908	71,979,410	(2,605,498)
UP(W)	4,888,479	5,001,245	5,581	5,343	51,461,270	48,338,084	(3,123,186)
Kolkata	2,056,696	1,774,330	4,096	12	24,871,370	22,610,241	(2,261,129)
West Bengal	4,119,373	3,570,869	16,506	16,506	46,039,006	43,076,898	(2,962,108)
Total	42,146,345	41,520,544	4,451,203	3,640,312	906,616,620	864,720,186	(41,896,434)

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		Quadrant (HFCL)		Sistema		Tata	
	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12
Andhra Pradesh	125,531	125,670	88,870	89,665	-	-	-	-	170,359	169,544
Assam	-	-	-	-	-	-	-	-	2,765	2,729
Bihar	-	-	4,802	4,978	-	-	-	-	11,118	11,154
Delhi	1,080,689	1,082,027	184,533	186,636	-	-	-	-	85,484	88,935
Gujarat	55,335	55,397	103,907	101,231	-	-	-	-	65,953	68,546
Haryana	23,916	23,935	4,982	5,146	-	-	-	-	24,700	26,336
Himachal Pradesh	-	-	4,462	4,462	-	-	-	-	2,166	2,225
Jammu & Kashmir	-	-	-	-	-	-	-	-	353	370
Karnataka	491,187	491,746	111,207	113,270	-	-	-	-	133,810	137,184
Kerala	55,848	55,903	56,031	54,469	-	-	-	-	12,411	11,640
Madhya Pradesh	241,505	241,771	29,532	28,459	-	-	-	-	13,910	15,188
Maharashtra	70,234	70,312	102,379	102,069	-	-	-	-	241,645	246,381
Mumbai	331,357	331,726	233,431	235,596	-	-	-	-	543,667	542,728
North East	-	-	-	-	-	-	-	-	243	238
Orissa	-	-	3,486	3,589	-	-	-	-	7,568	6,637
Punjab	105,809	105,918	27,770	26,754	188,934	183,817	-	-	15,690	15,966
Rajasthan	39,320	39,361	26,081	24,739	-	-	48,876	49,692	6,694	6,848
Tamil Nadu (incl. Chennai)	485,316	485,845	148,400	148,146	-	-	-	-	72,374	72,903
U.P.(E)	50,492	50,550	39,956	40,461	-	-	-	-	13,379	13,263
U.P.(W)	24,283	24,308	5,352	5,520	-	-	-	-	8,044	8,363
Kolkata	93,790	93,906	80,633	81,350	-	-	-	-	34,456	36,569
West Bengal	-	-	2,077	2,199	-	-	-	-	6,231	6,086
Total	3,274,612	3,278,375	1,257,891	1,258,739	188,934	183,817	48,876	49,692	1,473,020	1,489,833

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Vodafone		Total		Net Additions
	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	Sep-12	Dec-12	
Andhra Pradesh	-	-	1,899,997	1,871,305	3,840	5,340	2,288,597	2,261,524	-27,073
Assam	-	-	195,873	193,952	-	60	198,638	196,741	-1,897
Bihar	-	-	546,547	543,899	-	30	562,467	560,061	-2,406
Delhi	1,578,914	1,584,555	-	-	6,480	7,740	2,936,100	2,949,893	13,793
Gujarat	-	-	1,558,974	1,561,561	150	240	1,784,319	1,786,975	2,656
Haryana	-	-	524,784	515,927	-	-	578,382	571,344	-7,038
Himachal Pradesh	-	-	291,091	285,983	-	-	297,719	292,670	-5,049
Jammu & Kashmir	-	-	201,151	198,715	-	-	201,504	199,085	-2,419
Karnataka	-	-	1,722,087	1,705,830	2,760	3,090	2,461,051	2,451,120	-9,931
Kerala	-	-	3,013,134	2,972,537	-	-	3,137,424	3,094,549	-42,875
Madhya Pradesh	-	-	835,738	834,788	60	60	1,120,745	1,120,266	-479
Maharashtra	-	-	2,157,874	2,113,234	480	2,520	2,572,612	2,534,516	-38,096
Mumbai	1,874,897	1,870,948	-	-	6,240	6,660	2,989,592	2,987,658	-1,934
North East	-	-	249,688	217,565	-	-	249,931	217,803	-32,128
Orissa	-	-	385,444	384,670	180	210	396,678	395,106	-1,572
Punjab	-	-	1,067,742	1,037,448	240	240	1,406,185	1,370,143	-36,042
Rajasthan	-	-	987,884	963,456	180	240	1,109,035	1,084,336	-24,699
Tamil Nadu (incl. Chennai)	-	-	2,454,009	2,426,680	1,230	1,500	3,161,329	3,135,074	-26,255
U.P.(E)	-	-	977,493	954,373	270	420	1,081,590	1,059,067	-22,523
U.P.(W)	-	-	743,084	735,439	-	30	780,763	773,660	-7,103
Kolkata	-	-	946,547	938,584	1,020	1,260	1,156,446	1,151,669	-4,777
West Bengal	-	-	603,908	585,158	-	-	612,216	593,443	-18,773
Total	3,453,811	3,455,503	21,363,049	21,041,104	23,130	29,640	31,083,323	30,786,703	-296,620

Annexure 1.4: Service Area and Operator wise details of PCOs

S. No.	Name of the Circle/Service Area	Service Provider	30th Sep. 2012	31st Dec, 2012	Net PCO added/ decreased during the Q.E. Dec.' 12	Percentage Growth/ Decline for the Q.E. 31.12.2012
1	Andaman & Nicobar	BSNL	260	243	-17	-6.54
2	Andhra Pradesh	BSNL	92,675	86,740	-9,728	-10.08
		Bharti	502	460	-86	-15.75
		TATA	20,804	15,447	-15,250	-49.68
		Reliance	47,231	41,191	-14,379	-25.88
3	Assam	BSNL	11,995	11,957	-330	-2.69
		TATA	229	181	-163	-47.38
4	Bihar(including Jharkhand)	BSNL	64,973	58,090	-11,417	-16.43
		Reliance	2,559	2,018	-4,348	-68.30
		TATA	3,922	1,271	-6,819	-84.29
5	Delhi	Bharti	3,013	2,706	-721	-21.04
		MTNL	60,247	60,247	-297	-0.49
		Reliance	2,359	1,890	-928	-32.93
		TATA	12,780	7,432	-10,902	-59.46
6	Gujarat	BSNL	41,799	40,052	-3,165	-7.32
		Bharti	27	24	-8	-25.00
		Reliance	7,447	6,309	-2,965	-31.97
		TATA	15,406	12,230	-7,838	-39.06
7	Haryana	BSNL	10,294	9,983	-423	-4.06
		Bharti	335	319	-25	-7.27
		Reliance	352	268	-422	-61.16
		TATA	600	440	-962	-68.62
8	Himachal Pradesh	BSNL	6,567	6,427	-195	-2.94
		Reliance	937	858	-143	-14.29
		TATA	604	260	-810	-75.70
9	Jammu & Kashmir	BSNL	9,119	8,897	-440	-4.71
		TATA	196	147	-117	-44.3
10	Karnataka	BSNL	1,40,352	1,33,637	-11,478	-7.91
		Bharti	11,144	10,191	-1,877	-15.55
		Reliance	17,123	14,910	-5,372	-26.49
		TATA	15,905	13,610	-9,777	-41.81
11	Kerala	BSNL	55,332	50,874	-6,112	-10.73
		Bharti	1,022	956	-107	-10.07
		Reliance	5,056	3,665	-2,402	-39.59
		TATA	1,251	930	-1,215	-56.64
12	Madhya Pradesh (Including Chattisgarh)	BSNL	34,883	33,996	-2,663	-7.26
		Bharti	6,756	6,259	-1,120	-15.18
		Reliance	4,619	3,854	-1,271	-24.80
		TATA	5,909	4,755	-3,064	-39.19

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	30th Sep. 2012	31st Dec, 2012	Net PCO added/ decreased during the Q.E. Dec.' 12	Percentage Growth/ Decline for the Q.E. 31.12.2012
13	Maharashtra (including Mumbai)	BSNL & MTNL	239,242	225,871	-13,371	-5.59%
		Bharti	87	81	-14	-6.90%
		Reliance	29,649	26,397	-6,792	-10.97%
		TATA	88,520	71,383	-34,578	-19.36%
	Mumbai	Bharti	58	55	-3	-5.17%
		MTNL	94,924	91,967	-2,957	-3.12%
		Reliance	13,056	12,142	-914	-7.00%
		TATA	17,988	14,613	-3,375	-18.76%
	Maharashtra excluding Mumbai	BSNL	144,318	133,904	-10,414	-7.22%
		Bharti	29	26	-3	-10.34%
		Reliance	16,593	14,255	-2,338	-14.09%
14	North East	Tata	70,532	56,770	-13,762	-19.51%
		BSNL	12,854	11,752	-1,102	-8.57%
15	Orissa	TATA	64	55	-9	-14.06%
		BSNL	12,510	12,018	-492	-3.93%
		Reliance	528	453	-75	-14.20%
16	Punjab	TATA	1,513	1,001	-512	-33.84%
		BSNL	14,842	14,152	-690	-4.65%
		Bharti	376	308	-68	-18.09%
		Quadrant (HFCL)	4,633	4,290	-343	-7.40%
		Reliance	2,374	1,754	-620	-26.12%
		TATA	4,039	2,673	-1,366	-33.82%
17	Rajasthan	BSNL	29,733	27,541	-2,192	-7.37%
		Bharti	264	275	11	4.17%
		Sistema Shyam	18,577	13,088	-5,489	-29.55%
		Reliance	3,597	3,205	-392	-10.90%
		TATA	2,674	2,060	-614	-22.96%
18	Tamil Nadu(including Chennai)	BSNL	135,489	126,855	-8,634	-6.37%
		Bharti	16,926	15,854	-1,072	-6.33%
		Reliance	25,734	20,958	-4,776	-18.56%
		TATA	16,766	13,813	-2,953	-17.61%
	Chennai	BSNL	18,926	17,965	-961	-5.08%
		Reliance	6,118	5,290	-828	-13.53%
	Tamil nadu (excluding Chennai)	BSNL	116,563	108,890	-7,673	-6.58%
		Bharti	16,926	15,854	-1,072	-6.33%
		Reliance	19,616	15,668	-3,948	-20.13%
		TATA	16,766	13,813	-2,953	-17.61%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	30th Sep. 2012	31st Dec, 2012	Net PCO added/ decreased during the Q.E. Dec.' 12	Percentage Growth/ Decline for the Q.E. 31.12.2012
19	Uttar Pradesh (East)	BSNL	85,912	80,017	-5,895	-6.86%
		Bharti	347	347	0	0.00%
		Reliance	2,650	2,115	-535	-20.19%
		TATA	1,946	1,510	-436	-22.40%
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	23,213	22,531	-682	-2.94%
		Bharti	294	294	0	0.00%
		Reliance	2,084	1,676	-408	-19.58%
		TATA	2,941	2,319	-622	-21.15%
21	West Bengal (including Kolkata)	BSNL	40,043	39,006	-1,037	-2.59%
		Bharti	108	90	-18	-16.67%
		Reliance	5,386	4,423	-963	-17.88%
		TATA	8,084	6,884	-1,200	-14.84%
	Kolkata	BSNL	10,923	10,650	-273	-2.50%
		Bharti	108	90	-18	-16.67%
		Reliance	2,455	2,000	-455	-18.53%
		TATA	5,215	4,340	-875	-16.78%
	West Bengal (excluding Kolkata)	BSNL	29,120	28,356	-764	-2.62%
		Reliance	2,931	2,423	-508	-17.33%
		TATA	2,869	2,544	-325	-11.33%
	TOTAL			1,550,583	1,410,773	-139,810

Note: MTNL has not furnished in r/o Delhi circle, hence previous quarter ending PCO figures taken.

Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	30th Sep. 2012	31st Dec. 2012	Net VPT added/ decreased during the Q.E. Dec.'12	Percentage Growth/ Decline for the Q.E. 31.12.2012
1	Andaman & Nicobar	BSNL	352	352	0	0.00
2	Andhra Pradesh	BSNL	24175	25102	927	3.83
		Bharti	0	0	0	0.00
		TATA	1358	1358	0	0.00
		Reliance	0	0	0	0.00
		Vodafone	0	0	0	0.00
3	Assam	BSNL	24502	24679	177	0.72
		TATA	0	0	0	0.00
4	Bihar(including Jharkhand)	BSNL	67739	67739	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
5	Delhi	Bharti	0	0	0	0.00
		MTNL	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
		Vodafone	0	0	0	0.00
6	Gujarat	BSNL	17137	18015	878	5.12
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
		Vodafone	0	0	0	0.00
7	Haryana	BSNL	6678	6678	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
8	Himachal Pradesh	BSNL	17406	17408	2	0.01
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
9	Jammu & Kashmir	BSNL	6382	6383	1	0.02
10	Karnataka	BSNL	27449	27449	0	0.00
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
		Vodafone	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

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	30th Sep. 2012	31st Dec. 2012	Net VPT added/ decreased during the Q.E. Dec.'12	Percentage Growth/ Decline for the Q.E. 31.12.2012
12	Madhya Pradesh (Including Chattisgarh)	BSNL	70170	70178	8	0.01
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		Vodafone	0	0	0	0.00
		TATA	0	0	0	0.00
13	Maharashtra (including Mumbai)	BSNL& MTNL	39760	40644	884	2.22
		Bharti	0	0	0	0.00
		TATA	2267	2267	0	0.00
		Reliance	0	0	0	0.00
		Vodafone	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
		Vodafone	0	0	0	0.00
	Maharashtra Excluding Mumbai	BSNL	39760	40644	884	2.22
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	2267	2267	0	0.00
		Vodafone	0	0	0	0.00
14	North East	BSNL	12831	12876	45	0.35
15	Orissa	BSNL	44899	44935	36	0.08
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
		Vodafone	0	0	0	0.00
16	Punjab	BSNL	12065	12065	0	0.00
		Quadrant (formerly HFCL)	39	31	-8	-20.51
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
		Vodafone	0	0	0	0.00
17	Rajasthan	BSNL	38838	39568	730	1.88
		Bharti	0	0	0	0.00
		Sistema Shyam	3010	3010	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
		Vodafone	0	0	0	0.00

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	30 th Sep. 2012	31 st Dec. 2012	Net VPT added/ decreased during the Q.E. Dec.'12	Percentage Growth/ Decline for the Q.E. 31.12.2012
18	Tamil Nadu(including Chennai)	BSNL	15492	15492	0	0.00
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
		Vodafone	0	0	0	0.00
		Reliance	0	0	0	0.00
	Chennai	BSNL	1655	1655	0	0.00
		Vodafone	0	0	0	0.00
		Reliance	0	0	0	0.00
	Tamil Nadu (excluding Chennai)	BSNL	13837	13837	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
		Bharti	0	0	0	0.00
19	U P (East)	BSNL	74137	74145	8	0.01
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
20	UP (West) (incl. Uttaranchal)	BSNL	38994	38963	-31	-0.08
		Reliance	0	0	0	0.00
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
21	West Bengal (including Kolkata)	BSNL	37415	37523	108	0.29
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	Kolkata	BSNL	513	613	100	19.49
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	West Bengal (excluding Kolkata)	BSNL	36902	36910	8	0.02
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
Total			5,84,467	5,88,232	3,765	0.64

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

S.No	Name of the Service Providers
1	Alliance Broadband Services Pvt. Ltd.
2	Apna Telelink Ltd.
3	Asianet Satellite Communications Ltd.
4	Bharat Sanchar Nigam Ltd.
5	Blazenet Ltd.
6	City Online Services Ltd
7	Citycom Networks Pvt. Ltd.
8	Cordia LT Communications Pvt Ltd
9	Data Infosys Ltd.
10	delDSL Internet Pvt Ltd
11	Digital2Virtual ISP Pvt. Ltd.
12	Dishnet Wireless Ltd
13	Indusind Media & Communications Limited (In2cable (I) Ltd.)
14	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).
15	Mahanagar Telephone Nigam Ltd.
16	Manipal Ecommerce Ltd.
17	My Own Infotech Pvt. Ltd
18	Nettlinx Ltd.
19	Novanet Ltd.
20	Opto Network Pvt. Ltd.
21	Ortel Communication Ltd.
22	Pipetel Communications Pvt. Ltd.
23	Pulse Telesystems Pvt. Ltd.
24	QBC Infotech Pvt. Ltd.
25	Sify Technologies Ltd.
26	Swiftmail Communications Ltd.
27	Tata Communications Limited
28	Tata Teleservices Limited
29	Tata Teleservices(Maharashtra) Ltd.
30	Trikon Electronics Pvt. Ltd.
31	Tulip Telecom Limited (Tulip IT Services Ltd.)
32	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)
33	World Phone Internet Services Pvt Ltd
34	You Broadband & Cable India Private Limited
35	Zylog Systems(India) Ltd.)

Annexure 1.7: Internet Service Provider wise Subscriber Base

S.No	Name of ISP	Total Internet Connection (Including Broadband & Narrowband) QE Sep-12	Narrowband Connection (<256 Kbps speed) QE Dec-12	Broadband Connection (> 256 Kbps speed) QE Dec-12	Total Internet Connection (Including Broadband & Narrowband) QE Dec-12
1	Bharat Sanchar Nigam Ltd.	12779497	3191457	9901326	13092783
2	Reliance Communications Infrastructure Limited	5190864	6059454	179818	6239272
3	Mahanagar Telephone Nigam Ltd.	1940208	879590	1064499	1944089
4	Bharti Airtel Ltd.	1390656	532	1392332	1392864
5	Hathway Cable & Datacom Pvt. Ltd.	372929	207	367927	368134
6	You Broadband & Cable India Private Limited	333372	46184	295691	341875
7	Tikona Digital Networks Pvt Ltd	289931	0	283090	283090
8	Beam Telecom Pvt. Ltd.	241793	0	253829	253829
9	Tata Communications Limited	157273	38278	98970	137248
10	Asianet Satellite Communications Ltd.	112987	0	115054	115054
11	Quadrant Televentures Ltd.(HFCL Infotel Ltd.)	110760	7844	102692	110536
12	Tata Teleservices(Maharashtra) Ltd.	110641	0	87718	87718
13	Syscon Infoway Pvt Ltd	81275	12315	72210	84525
14	D-Vois Broadband Private Limited	59795	0	60631	60631
15	Five Network Solution (India) Ltd.	53160	0	54325	54325
16	Ortel Communication Ltd.	50989	0	50750	50750
17	Data Infosys Ltd.	66936	49372	484	49856
18	Sify Technologies Ltd.	73651	14451	30226	44677
19	Zylog Systems(India) Ltd.)	49228	4860	39350	44210
20	Broadband Pacenet (I) Pvt. Ltd.	36289	0	37258	37258
21	Atria Convergence Technologies Pvt. Ltd.	24198	0	31869	31869
22	Ankhnet Informations Pvt. Ltd	31819	0	31819	31819
23	Alliance Broadband Services Pvt. Ltd.	29335	0	31812	31812
24	Citycom Networks Pvt. Ltd.	9	324	30580	30904
25	Nivyah Infrastructure & Telecom Services Ltd. (Softeng Computers Pvt. Ltd.)	25171	0	28521	28521
26	Indusind Media & Communications Limited (In2cable (I) Ltd.)	28722	691	27775	28466
27	Chandra Net Pvt. Limited	27263	114	27549	27663
28	Gujarat Telelink Pvt Ltd	40803	583	24247	24830
29	Tata Teleservices Limited		0	22907	22907
30	Honesty Net Solutions (I) Pvt Ltd	17360	2690	19193	21883
31	Meghbela Cable & Broadband Servies (P) Ltd	20410	7099	14575	21674
32	Shyam Internet Services Ltd	19934	16256	4011	20267
33	Wish Net Pvt. Ltd.	14171	0	14834	14834
34	Rajesh Multi Channel Pvt. Ltd.	14413	0	14777	14777
35	Noida Software Technology Park Ltd.	14638	0	14356	14356
36	Vasai Cable Pvt. Ltd.	13141	0	13444	13444
37	Home Systems Pvt. Ltd.	12278	0	13143	13143

Annexure 1.7 (contd.)

S.No	Name of ISP	Total Internet Connection (Including Broadband & Narrowband) QE Sep-12	Narrowband Connection (<256 Kbps speed) QE Dec-12	Broadband Connection (> 256 Kbps speed) QE Dec-12	Total Internet Connection (Including Broadband & Narrowband) QE Dec-12
38	Southern Online Bio Technologies Ltd.	13033	3067	9994	13061
39	IOL Netcom Limited	9973	0	9973	9973
40	Digital Network associates Pvt. Ltd	6343	0	6808	6808
41	City Online Services Ltd	6439	0	6439	6439
42	Swiftmail Communications Ltd.	4293	638	4659	5297
43	DEN Networks Ltd	4390	539	3912	4451
44	Spacenet Internet Services Pvt Ltd	4100	0	4057	4057
45	Nettlinx Ltd.	3342	11	3828	3839
46	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	3784	49	3624	3673
47	Siliguri Internet & Cable TV Pvt. Ltd.	3337	0	3484	3484
48	HCL Comnet Systems & Services Ltd.	3431	7	3413	3420
49	Dishnet Wireless Ltd	3394	7	3402	3409
50	Descon Ltd	3329	0	3329	3329
51	Narmada Cyberzone Pvt Ltd	3137	1850	1331	3181
52	Geocity Network Solutions Pvt. Ltd.	2943	0	3018	3018
53	Apna Telelink Ltd.	2389	0	3007	3007
54	Quest Consultancy Pvt. Ltd.	2851	0	3000	3000
55	F/X Wireless Technology Services Pvt. Ltd.	2898	12	2868	2880
56	RailTel Corporation of India Ltd.	2840	0	2840	2840
57	Bhupati Hotels Pvt. Ltd	2807	0	2807	2807
58	Symbois Creations Pvt. Ltd.	2359	0	2443	2443
59	Hughes Communications India Ltd.	2129	1	2168	2169
60	IKF Technologies Ltd	2143	1181	962	2143
61	CJM Consultancy Services Pvt. Ltd.	1525	0	2130	2130
62	Rajesh Patel Net Services Pvt. Ltd.	1967	0	2069	2069
63	Shri Omkar Infocom Pvt. Ltd.	2061	0	2065	2065
64	Value Healthcare Ltd.	1941	0	1941	1941
65	Tikona Inffinet Ltd.(HCL Inffinet Ltd.)	1848	968	824	1792
66	Ishan Netsol Pvt Ltd	1638	1648	101	1749
67	CJ Online Pvt. Ltd.	1673	100	1597	1697
68	Yashash Cable Network Pvt Ltd	1556	0	1646	1646
69	Sanchar Telenetwork Pvt Ltd	1611	0	1631	1631
70	Kaizen Infonet Pvt Ltd	1490	221	1331	1552
71	Intermedia Cable Communication Pvt Ltd	1125	20	1500	1520
72	Capture Network Systems Pvt. Ltd.	1282	0	1450	1450
73	North East Dataa Network Pvt Ltd.	1192	0	1421	1421
74	Wan and Lan Internet Pvt. Ltd.	1259	0	1328	1328
75	Star Broadband Services (I) Pvt Ltd	1273	0	1253	1253
76	Kappa Internet Services Pvt Ltd.	0	0	1233	1233
77	Touch Net India Pvt. Ltd.	1225	71	1157	1228
78	Digital2Virtual ISP Pvt. Ltd.	702	229	948	1177
79	Speed Online.net Pvt. Ltd.	1046	650	423	1073

Annexure 1.7 (contd.)

S.No	Name of ISP	Total Internet Connection (Including Broadband & Narrowband) QE Sep-12	Narrowband Connection (<256 Kbps speed) QE Dec-12	Broadband Connection (> 256 Kbps speed) QE Dec-12	Total Internet Connection (Including Broadband & Narrowband) QE Dec-12
80	Blazenet Ltd.	1050	0	1050	1050
81	Cordia LT Communications Pvt Ltd	983	0	983	983
82	Readylink Internet Services Pvt Ltd	714	456	288	744
83	Vodafone Spacetel Ltd		0	728	728
84	delDSL Internet Pvt Ltd	479	5	505	510
85	Pacific Internet India Pvt. Ltd.	489	483	0	483
86	Amber Online Services Ltd.	469	0	469	469
87	Spectra ISP Network Pvt. Ltd.(Punj Lloyd)	39628	0	458	458
88	Rajdhani Telecom Pvt. Ltd.	448	6	444	450
89	United Telecoms Ltd.	269	0	449	449
90	Software Technology Park of India(STPI)	448	0	448	448
91	ERNET India	395	160	233	393
92	S.S.Netcom Pvt Ltd	359	41	321	362
93	Sikka Broadband(P) Ltd.(Gomti Cable Network Pvt. Ltd.)	306	39	285	324
94	Nextra Teleservices Pvt. Ltd.		0	238	238
95	Primenet Global Ltd.	227	0	237	237
96	Rida Communication Pvt. Ltd.	228	225	0	225
97	World Phone Internet Services Pvt Ltd	217	0	215	215
98	Sab Infotech (Sab Industries)	189	75	128	203
99	Vainavi Industries Ltd.	200	0	200	200
100	Rainbow Communications (India) Pvt Ltd	197	0	197	197
101	Tatanet Services Ltd	121	0	186	186
102	Microsense Pvt. Ltd.	139	0	176	176
103	Bohra Pratisthan Pvt. Ltd	175	0	175	175
104	Infonet Comm Services Enterprises Private Limited (earlier Mynet Services India Pvt. Ltd.)	157	0	174	174
105	Multinet (Udaipur) Pvt. Ltd.	147	165	0	165
106	Bhiwani Communications Pvt. Ltd.	166	78	85	163
107	Sanyog Networks Pvt Ltd	170	148	2	150
108	QBC Infotech Pvt. Ltd.	139	0	139	139
109	Nihar Internet Services (P) Ltd	122	0	122	122
110	Conjoinix Technologies Pvt Ltd	25	0	121	121
111	Trans Virtual Pvt. Ltd.	116	0	116	116
112	Netcom Online Solutions India Pvt Ltd.	115	0	115	115
113	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).	104	0	107	107
114	Verizon Communications India Pvt. Ltd. (Worldcom Communications).	113	0	106	106
115	Pipetel Communications Pvt. Ltd.	530	6	83	89
116	Tulip Telecom Limited (Tulip IT Services Ltd.)	129	7	79	86
117	Oasis Cable Pvt Ltd.	83	55	28	83

Annexure 1.7 (contd.)

S.No	Name of ISP	Total Internet Connection (Including Broadband & Narrowband) QE Sep-12	Narrowband Connection (<256 Kbps speed) QE Dec-12	Broadband Connection (> 256 Kbps speed) QE Dec-12	Total Internet Connection (Including Broadband & Narrowband) QE Dec-12
118	Tarang Communications Pvt. Ltd.	82	0	82	82
119	ISP Solutions India Pvt. Ltd.	81	0	81	81
120	Micky Online Pvt Ltd	130	130	0	130
121	Eronet Broadband Service India Pvt. Ltd.	69	0	69	69
122	Shri Vinayagaa Internet Pvt Ltd	65	50	15	65
123	iCAN Solutions Private Limited	63	0	63	63
124	NetMagic Solutions(P) Ltd.	51	0	60	60
125	Quick Online Pvt. Ltd.	59	0	59	59
126	Guj Info Petro Ltd. (GIPL)	60	0	58	58
127	Limras Eronet Broadband Service Pvt Ltd	58	0	58	58
128	RS Broadband Service India Pvt Ltd.	56	0	56	56
129	Khetan Cable Network (P) Ltd	291	0	55	55
130	Harisree CableNet Pvt. Ltd.	53	0	54	54
131	Essel Shyam Communications Limited	33	40	4	44
132	Wire and Wireless India Ltd.	44	0	44	44
133	Aeroway Networks Pvt Ltd.	12	0	43	43
134	Nelco Ltd.	36	0	43	43
135	Konark Infocomm Pvt Ltd	42	0	42	42
136	Pulse Telesystems Pvt. Ltd.	31	0	42	42
137	Adya Tech One Services Pvt Ltd	35	0	37	37
138	Novanet Ltd.	36	0	36	36
139	Reach Network India Pvt. Ltd.	32	2	32	34
140	Kelnet Communication Services Pvt. Ltd	30	0	30	30
141	AT&T Global Network Services India Private Limited	28	0	29	29
142	Dreamzcraft Info Solutions Pvt Ltd	31	6	23	29
143	Chemical And Metallurgical Design Co. Ltd	35	0	27	27
144	Power Grid Corporation of India Ltd.	27	0	27	27
145	West Bengal Electronics Industry Development Corp. Ltd.	28	0	27	27
146	ISP Services (India) Pvt. Ltd.	24	0	24	24
147	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)	174	0	24	24
148	Financial Technologies Communications Ltd.	16	0	16	16
149	Vcare Call Centres India Pvt. Ltd.	10	0	14	14
150	Devas Multimedia Pvt.Ltd.	16	0	12	12
151	Nextgen Communications Ltd(RPG Infotech Ltd).	10	0	10	10
152	Dream Plus Multi Services Pvt. Ltd.	13	0	9	9
153	STN Communication & Advertising Pvt Ltd.	11	0	6	6

Annexure 1.7 (contd.)

S.No	Name of ISP	Total Internet Connection (Including Broadband & Narrowband) QE Sep-12	Narrowband Connection (<256 Kbps speed) QE Dec-12	Broadband Connection (> 256 Kbps speed) QE Dec-12	Total Internet Connection (Including Broadband & Narrowband) QE Dec-12
154	ABT Ltd.	5	0	5	5
155	Godrej Infotech Ltd.	5	2	3	5
156	Vishwashakti Technologies Pvt Ltd.	5	0	5	5
157	Astro Network India Pvt. Ltd.	3	0	3	3
158	Centre for Development of Advanced Computing, C-DAC	3	0	2	2
159	Compucom (I) Pvt. Ltd.	2	2	0	2
160	Equant Network Services India Pvt. Ltd.	1	0	2	2
161	Maple PC & Peripherals Pvt Ltd	2	0	2	2
162	Infotel Broadband Services Limited	1	0	1	1
163	L&T Finance Ltd.(L&T Netcom Ltd.)	1	0	1	1
164	Spectrum Softech Solutions Pvt. Ltd.	1	0	1	1
165	Virgo Global Media Ltd (Online Media Solutions Ltd).	1	0	1	1
166	Advanced Financial Services Pvt Ltd	0	0	0	0
167	Broadlane Networks Pvt. Ltd.	0	0	0	0
168	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)	0	0	0	0
169	Karuturi Global Ltd.	0	0	0	0
170	Kerala State Electronics Development Corp Ltd.(Keltron)	0	0	0	0
171	Madura Cable Net Pvt. Ltd.	15	0	15	15
172	Manipal Ecommerce Ltd.	0	0	0	0
173	My Own Infotech Pvt. Ltd	0	0	0	0
175	Opto Network Pvt. Ltd.	0	0	0	0
176	Pan India Network Infravest Pvt. Ltd.	0	0	0	0
177	Reliance Wimax Limited (Gateway Systems (I) Ltd)	0	0	0	0
178	Sisam Technologies Pvt. Ltd.	0	0	0	0
179	Swastik Netvision Telecom P.Ltd	0	0	0	0
180	Tata Internet Services Ltd.	0	0	0	0
181	Trak Online Net India Pvt.Ltd	0	0	0	0
182	Trikon Electronics Pvt. Ltd.	0	0	0	0
183	Urban Communications Infrastructure Pvt. Ltd.	0	0	0	0
	Total	24009760	10345751	14982048	25327799
	Total (In Million)	24.01	10.35	14.98	25.33

Annexure 1.8: Service Area wise PMRTS subscriber Base

Service area wise Comparative Subscriber Base of PMRTS Service Operators				
Sr. No.	Operative Area	Service Providers	Subscriber Base	
			30.09.12	31.12.12
1	Delhi(Faridabad/ Gurgaon)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2064	3019
		Procall(Delhi)	3706	2858
		Procall (Faridabad)	473	455
		Procall (Gurgaon)	964	824
		Total	7207	7156
2	Mumbai(Navi Mumbai/Vashi)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4215	5327
		Smartalk (Mumbai)	449	201
		Smartalk (Vashi)	236	181
		Bhilwara Telenet(Mumbai)	947	688
		Total	5847	6397
3	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1771	1807
		Total	1771	1807
4	TN(Chennai)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4090	4404
		Quick Calls	456	232
		Total	4546	4636
5	Karnataka (Bangalore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4847	5125
		Quick Calls	447	318
		*India Satcom	0	0
		Total	5294	5443
6	Andhra Pradesh (Vishakhapatnam/ Hyderabad)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2501	2682
		Quick Calls	1460	1344
		Total	3961	4026
7	Madhya Pradesh (Indore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	730	750
		Total	730	750
8	Rajasthan (Jaipur)	Procall(Jaipur)	402	436
		Total	402	436
9	Gujarat(Ahmedabad/ Surat/Baroda/ Bharuch)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3465	3649
		Total	3465	3649
10	Maharashtra (Pune)	Smartalk	376	208
		Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1178	1266
		Total	1554	1474
Grand Total			34777	35774

Annexure 2.1: GSM Service – Service Area wise Statistics for QE Dec-12

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU per sub. per month	Incoming MOU per sub. Per month	Total MOU per sub per month
AP	96.75	109	43	189	196	385
Gujarat	95.32	90	35	175	154	329
Karnataka	95.57	108	80	195	184	378
MH	95.47	102	44	174	164	338
TN (incl. Chennai)	95.71	107	63	168	176	344

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU per sub. per month	Incoming MOU per sub. Per month	Total MOU per sub per month
Haryana	97.60	88	33	171	164	335
Kerala	96.93	132	51	183	231	414
MP	98.15	81	21	148	151	299
Punjab	94.58	109	43	198	193	392
Rajasthan	98.28	95	23	157	173	330
UP(E)	98.98	84	17	150	210	360
UP(W)	98.42	79	30	152	167	319
WB	99.38	64	11	137	169	306

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU per sub. per month	Incoming MOU per sub. Per month	Total MOU per sub per month
Assam	96.28	111	63	208	234	442
Bihar	99.59	74	9	143	213	357
HP	98.29	88	39	213	208	421
J&K	92.22	164	3	339	305	643
NE	97.01	117	106	208	213	421
Orissa	99.02	74	20	175	211	385

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	Outgoing MOU per sub. per month	Incoming MOU per sub. Per month	Total MOU per sub per month
Kolkata	94.65	82	41	170	177	347
Delhi	88.31	152	61	229	195	425
Mumbai	87.27	138	56	231	169	400

**Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics
for QE Dec-12**

Category: Circle A

Service Area	% of Prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per subs/month	Outgoing MOU/subs/month	Incoming MOU/subs/month	Total MOU/sub/month
MH	90	95	26	135	113	248
Gujarat	84	82	28	94	81	175
TN	83	103	18	83	86	169
Karnataka	90	96	10	92	105	197
AP	90	87	18	109	116	225

Category: Circle B

Service Area	% of Prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per subs/month	Outgoing MOU/subs/month	Incoming MOU/subs/month	Total MOU/subs/month
WB	99	49	6	130	139	270
Rajasthan	95	58	13	139	137	276
UP(E)	97	49	14	83	103	187
MP	96	46	10	117	107	224
Kerala	89	69	10	63	70	134
UP(W)	96	53	21	95	109	204
Haryana	91	57	21	121	110	231
Punjab	80	101	20	142	96	238

Category: Circle C

Service Area	% of Prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per subs/month	Outgoing MOU/subs/month	Incoming MOU/subs/month	Total MOU/subs/month
Orissa	92	54	7	126	131	257
Bihar	97	54	9	160	158	317
HP	86	96	7	128	89	218
J&K	43	284	2	189	145	334
North East	80	252	17	74	54	128
Assam	59	291	8	87	51	138

Category: Metro

Service Area	% of Prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per subs/month	Outgoing MOU/subs/month	Incoming MOU/subs/month	Total MOU/subs/month
Kolkata	91	79	9	120	126	246
Delhi	88	105	66	154	119	272
Mumbai	83	133	25	104	100	204

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service

Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters								
		Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI	Metering and Billing				Response time to the customer 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	
		≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days	
AP	Aircel	0.02	0.00	99.43	0.03	0.03	0.77	1.54	98.38	0	0.04	0.02	100.00	100.00	100.00	82.24	98.32	100.00	
	Airtel	0.01	0.01	99.81	0.05	0.06	0.06	0.67	99.88	0	0.00	0.00	100.00	100.00	100.00	96.00	100.00	100.00	
	BSNL	2.07	1.37	98.00	0.67	2.33	1.20	6.60	98.00	0	0.00	0.00	100.00	100.00	98.00	48.00	100.00	100.00	
	Idea	0.02	0.00	99.99	0.56	0.46	0.82	2.97	96.65	0	0.06	0.00	100.00	100.00	99.51	95.75	100.00	100.00	
	MTS	0.06	0.00	99.13	0.00	0.00	0.47	1.37	100.00	0	0.00	0.02	100.00	100.00	99.36	93.88	NA	NA	
	RCOM CDMA	0.20	0.61	99.17	0.00	0.01	0.05	0.03	99.69	0	0.10	0.09	100.00	100.00	99.16	89.14	100.00	100.00	
	RCOM GSM	0.19	0.68	99.70	0.02	0.05	0.04	0.04	99.42	0	0.10	0.09	100.00	100.00	99.14	67.84	100.00	100.00	
	TATA CDMA	0.04	0.00	99.32	0.00	0.02	0.54	0.52	99.11	0	0.00	0.00	100.00	100.00	99.27	95.45	100.00	99.25	
	TATA GSM	0.07	0.38	98.93	0.04	0.17	0.71	2.55	98.24	0	0.00	0.00	100.00	100.00	99.61	94.09	99.97	99.58	
	Uninor	0.06	0.00	99.13	0.15	0.12	1.21	1.49	98.29	0	NA	0.00	100.00	NA	95.53	97.17	NA	NA	
Videcon	0.00	0.00	100.00	0.34	0.00	0.00	0.00	99.65	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA		
Vodafone	0.11	0.30	99.57	0.12	0.43	0.62	2.71	98.73	0	0.04	0.03	100.00	100.00	100.00	94.99	100.00	100.00		
AS	Aircel	0.55	2.31	96.71	0.79	1.75	1.23	3.16	95.45	0	0.06	0.01	100.00	100.00	100.00	92.59	100.00	100.00	
	Airtel	0.10	0.23	99.12	0.05	0.12	1.13	1.17	99.94	0	0.00	0.00	100.00	100.00	100.00	93.00	100.00	100.00	
	BSNL	2.97	9.05	97.57	0.81	1.76	1.91	3.53	95.85	0	0.00	0.00	100.00	100.00	100.00	84.60	100.00	100.00	
	Idea	0.59	1.17	98.12	0.26	1.28	1.15	2.46	95.73	0	0.00	0.00	100.00	100.00	96.94	93.55	100.00	100.00	
	MTS	1.44	0.00	99.53	0.00	0.04	1.01	1.23	97.06	0	NA	0.00	NA	100.00	100.00	100.00	NA	NA	
	RTL	0.36	1.11	99.13	0.04	0.17	0.11	0.07	99.15	0	0.10	0.10	100.00	100.00	98.99	93.37	100.00	100.00	
	TATA CDMA	0.13	0.00	99.25	0.00	0.14	0.29	0.18	99.73	0	0.00	0.01	100.00	100.00	98.45	95.95	100.00	100.00	
	Uninor	1.08	0.00	98.91	0.00	0.00	1.28	1.44	98.79	0	NA	0.00	100.00	NA	98.10	99.81	NA	NA	
	Vodafone	1.52	1.22	98.99	0.16	0.43	0.79	1.62	97.16	0	0.03	0.03	100.00	100.00	99.92	97.14	100.00	100.00	
	Aircel	1.37	1.97	98.14	0.15	1.27	1.01	2.21	95.30	0	0.02	0.05	99.96	100.00	100.00	96.02	100.00	100.00	
BH	Airtel	0.18	0.25	99.01	0.12	0.13	0.52	1.31	99.53	0	0.00	0.00	100.00	100.00	99.00	91.00	100.00	100.00	
	BSNL	1.42	1.87	96.83	0.48	1.25	1.57	2.48	95.70	0	Not Available								
	Idea	0.70	1.63	97.30	0.45	1.43	1.42	2.70	96.36	0	0.02	0.01	100.00	100.00	99.64	94.25	100.00	100.00	
	MTS	0.53	0.06	99.65	0.00	0.03	1.03	2.47	99.77	0	0.00	0.02	100.00	100.00	100.00	96.00	NA	NA	
	RCOM CDMA	0.37	1.71	98.52	0.00	0.01	0.08	0.42	99.80	0	0.10	0.10	100.00	100.00	99.09	89.83	100.00	100.00	
	RTL	0.09	0.53	98.99	0.12	0.09	0.21	0.07	99.06	0	0.10	0.09	100.00	100.00	98.97	70.42	100.00	100.00	
	TATA CDMA	0.02	0.05	98.56	0.00	0.06	0.76	2.40	99.43	0	0.00	0.08	100.00	100.00	99.62	94.51	100.00	100.00	
	TATA GSM	0.01	0.00	98.29	0.26	0.29	0.91	1.00	98.05	0	0.00	0.00	100.00	100.00	95.60	95.96	100.00	95.65	
	Uninor	0.13	0.25	98.70	0.19	0.59	1.38	1.99	95.49	0	NA	0.00	100.00	NA	95.68	85.49	NA	NA	
	Videcon	0.22	0.00	98.77	0.22	0.00	0.00	0.00	97.28	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA	
Vodafone	0.42	1.75	98.89	0.49	1.11	1.49	7.70	96.43	0	0.05	0.24	100.00	100.00	100.00	94.38	100.00	100.00		

Annexure 4.1 (Contd.)

CHN	Aircel	1.77	0.00	97.59	0.30	1.38	0.52	0.81	98.38	0	0.07	0.01	100.00	100.00	100.00	92.86	98.97	100.00	
	Airtel*	0.01	0.00	99.91	0.02	0.01	0.19	0.06	99.62	0	0.00	0.00	100.00	100.00	*	*	100.00	100.00	
	BSNL	0.43	1.17	99.00	0.33	0.80	0.90	1.63	100.00	0	0.00	0.10	100.00	100.00	100.00	97.10	100.00	100.00	
	Idea	0.02	0.00	99.66	0.06	0.05	0.54	0.37	97.45	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	RCOM CDMA	0.27	0.56	99.19	0.00	0.00	0.01	0.14	99.78	0	0.10	0.10	100.00	100.00	98.75	92.00	100.00	100.00	
	RCOM GSM*	0.22	0.72	99.63	0.04	0.09	0.06	0.04	99.30	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	TATA CDMA	0.05	0.00	99.24	0.00	0.12	0.69	0.00	98.93	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	TATA GSM	0.19	0.85	98.14	0.05	0.04	0.94	1.46	98.41	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Vodafone	0.40	1.40	99.48	0.28	0.52	0.55	0.73	98.57	0	0.02	0.02	100.00	100.00	100.00	93.59	100.00	100.00		
DL	Aircel	0.16	0.71	97.87	0.07	0.23	0.75	1.52	97.64	0	0.01	0.02	100.00	100.00	100.00	89.35	94.26	100.00	
	Airtel	0.02	0.04	99.58	0.06	0.10	0.73	1.08	98.58	0	0.00	0.00	100.00	100.00	99.00	90.00	100.00	100.00	
	Idea	0.04	0.00	99.55	0.27	0.44	0.55	1.39	98.45	0	0.06	0.10	100.00	100.00	98.45	92.96	99.96	100.00	
	MTNL CDMA	1.69	1.20	98.69	0.30	0.31	1.68	1.20	99.00	0	0.01	0.00	100.00	100.00	98.04	98.04	100.00	100.00	
	MTNL GSM	0.30	1.56	97.17	0.14	1.81	1.83	2.73	97.78	0	0.04	0.01	100.00	100.00	97.22	92.73	100.00	100.00	
	MTS	0.07	0.22	99.21	0.00	0.40	0.50	1.56	99.96	0	0.15	0.15	100.00	100.00	98.74	98.74	100.00	100.00	
	RCOM CDMA	0.08	0.00	99.29	0.00	0.01	0.13	0.22	99.79	0	0.10	0.10	100.00	100.00	98.52	93.21	100.00	100.00	
	RCOM GSM	0.13	0.13	99.62	0.03	0.05	0.05	0.04	99.14	0	0.10	0.10	100.00	100.00	97.91	63.66	100.00	100.00	
TATA CDMA	0.01	0.00	99.05	0.00	0.09	0.57	0.51	97.52	0	0.00	0.00	100.00	100.00	99.02	94.45	100.00	99.60		
Vodafone	0.02	0.00	99.99	0.40	0.49	0.94	2.81	97.72	0	0.03	0.02	100.00	100.00	100.00	97.92	100.00	100.00		
GJ	Aircel	0.16	0.48	99.36	0.01	0.01	0.25	0.30	98.49	0	0.11	0.08	100.00	100.00	100.00	88.92	100.00	100.00	
	Airtel	0.04	0.02	99.36	0.08	0.28	0.86	1.18	98.34	0	0.00	0.00	100.00	100.00	100.00	91.00	100.00	100.00	
	BSNL	0.93	1.50	99.00	0.17	1.23	1.53	2.30	100.00	2	0.10	0.00	100.00	100.00	97.00	92.00	100.00	100.00	
	Idea	0.02	0.00	99.30	0.24	0.18	1.15	1.87	95.68	0	0.11	0.04	99.96	100.00	98.32	96.05	100.00	100.00	
	MTS	0.04	0.00	99.64	0.00	0.00	0.28	1.08	99.98	0	0.00	0.00	100.00	100.00	96.79	92.63	100.00	100.00	
	RCOM CDMA	0.16	0.26	99.38	0.00	0.00	0.09	0.15	99.86	0	0.10	0.10	100.00	100.00	98.08	93.58	100.00	100.00	
	RCOM GSM	0.13	0.17	99.58	0.03	0.09	0.06	0.07	99.32	0	0.10	0.10	100.00	100.00	98.86	58.48	100.00	100.00	
	TATA CDMA	0.00	0.00	98.90	0.00	0.03	0.83	1.57	99.12	0	0.03	0.00	100.00	100.00	96.40	90.58	100.00	98.53	
	TATA GSM	0.00	0.01	98.28	0.01	0.01	0.75	1.64	98.09	0	0.00	0.00	100.00	100.00	98.65	86.03	100.00	99.11	
	Uninor	0.03	0.03	97.52	0.11	0.18	1.31	1.45	98.41	0	NA	0.05	100.00	NA	96.79	85.14	NA	NA	
Videocon	0.04	0.00	99.43	0.01	0.03	0.37	0.80	99.32	0	NA	0.01	100.00	100.00	99.55	92.23	NA	NA		
Vodafone	0.01	0.00	99.73	0.30	0.27	0.88	1.74	97.25	0	0.10	0.04	100.00	100.00	100.00	87.82	100.00	100.00		
HP	Aircel	0.06	0.20	98.30	0.02	0.22	0.75	3.85	95.18	0	0.07	0.03	100.00	100.00	100.00	88.27	100.00	100.00	
	Airtel	0.01	0.00	99.26	0.05	0.07	0.74	1.83	98.95	0	0.00	0.00	100.00	99.68	95.00	90.00	100.00	100.00	
	BSNL	1.87	1.87	96.00	0.87	1.83	1.87	2.90	95.63	0	0.00	0.00	100.00	100.00	100.00	98.00	100.00	100.00	
	Idea	0.16	0.00	99.26	0.04	0.48	1.02	2.48	95.13	0	0.00	0.01	100.00	100.00	98.55	93.44	100.00	100.00	
	MTS	0.12	0.00	98.54	0.00	0.00	0.81	0.00	99.38	0	0.00	NA	NA	NA	NA	NA	NA	NA	
	RCOM CDMA	0.07	0.00	99.23	0.00	0.03	0.02	0.25	99.77	0	0.09	0.08	100.00	100.00	98.68	93.18	100.00	100.00	
	RTL	0.17	0.48	99.42	0.02	0.03	0.13	0.16	99.29	0	0.08	0.10	100.00	100.00	98.97	74.68	100.00	100.00	
	TATA CDMA	0.00	0.00	98.80	0.00	0.21	0.24	0.23	98.69	0	0.00	0.00	100.00	100.00	98.18	99.02	100.00	99.21	
	TATA GSM	0.11	0.00	98.93	0.00	0.00	1.46	0.00	97.03	0	0.00	0.00	100.00	100.00	99.35	94.99	100.00	100	
	Uninor	1.61	0.00	99.51	0.00	0.00	0.81	1.96	99.13	0	NA	0.00	100.00	NA	95.45	100.00	NA	NA	
Videocon	0.00	0.00	99.68	0.07	0.00	0.21	0.00	98.06	0	NA	0.00	100.00	100.00	95.00	90.00	NA	NA		
Vodafone	0.03	0.00	99.58	0.02	0.42	0.93	2.05	97.66	0	0.03	0.01	100.00	100.00	100.00	97.20	100.00	100.00		

Annexure 4.1 (Contd.)

HR	Aircel	0.10	0.40	97.75	0.01	0.01	0.72	0.87	98.18	0	0.00	0.01	100.00	100.00	100.00	91.31	100.00	NA
	Airtel	0.04	0.00	99.55	0.09	0.09	0.39	0.65	98.95	0	0.00	0.00	100.00	100.00	99.00	93.00	100.00	100.00
	BSNL	1.50	1.30	97.00	0.13	0.47	1.77	2.63	97.43	0	0.10	0.10	100.00	100.00	100.00	57.00	100.00	100.00
	Idea	0.06	0.00	99.66	0.42	0.45	0.71	2.37	97.78	0	0.15	0.01	100.00	100.00	99.78	92.79	100.00	100.00
	MTS	0.16	0.00	99.34	0.00	0.01	0.49	1.40	99.37	0	0.00	0.00	100.00	100.00	96.99	96.99	NA	NA
	RCOM CDMA	0.22	0.44	99.24	0.00	0.01	0.03	0.17	99.78	0	0.10	0.10	100.00	100.00	99.08	90.26	100.00	100.00
	RCOM GSM	0.18	0.63	99.59	0.01	0.05	0.13	0.05	99.20	0	0.09	0.10	100.00	100.00	98.88	39.13	100.00	100.00
	TATA CDMA	0.04	0.07	98.62	0.00	0.08	0.52	1.17	99.44	0	0.00	0.00	100.00	100.00	96.31	98.77	100.00	100.00
	TATA GSM	0.03	0.02	98.63	0.05	0.55	0.50	0.54	97.92	0	0.00	0.00	100.00	100.00	99.52	83.04	100.00	99.24
	Uninor	1.26	0.00	98.75	0.00	0.00	1.04	1.03	99.45	0	NA	0.00	100.00	NA	97.03	99.80	NA	NA
Videocon	0.10	0.51	98.94	0.12	0.11	0.62	1.43	98.66	0	NA	0.05	100.00	100.00	96.00	92.00	NA	NA	
Vodafone	0.11	0.34	99.78	0.22	0.22	0.82	1.06	97.70	0	0.01	0.01	100.00	100.00	100.00	93.65	100.00	100.00	
J & K	Aircel	0.36	2.28	96.29	0.21	1.85	0.90	2.35	95.18	0	0.20	0.11	100.00	100.00	100.00	85.17	96.26	100.00
	Airtel	0.04	0.16	99.26	0.06	0.10	0.69	1.03	98.90	0	0.00	0.00	100.00	100.00	99.00	91.00	100.00	100.00
	BSNL	2.33	6.13	96.67	0.87	1.93	1.97	2.90	97.17	0	0.10	0.10	100.00	100.00	100.00	92.00	100.00	100.00
	Idea	0.24	0.95	99.32	0.13	0.23	1.16	2.57	96.17	0	0.04	0.06	100.00	100.00	96.01	93.56	100.00	100.00
	MTS	0.15	0.00	99.72	0.00	0.00	0.00	0.00	99.99	0	0.00	NA	NA	NA	NA	NA	NA	NA
	RCOM GSM	0.42	1.39	99.49	0.04	0.10	0.11	0.15	99.09	0	0.10	0.10	100.00	100.00	98.97	77.15	100.00	100.00
	TATA CDMA	0.09	0.00	98.80	0.00	0.40	0.80	1.51	99.30	0	0.00	0.00	100.00	100.00	97.31	96.18	100.00	99.60
	Uninor	1.08	0.00	99.58	0.00	0.00	1.19	1.71	99.36	0	NA	0.00	100.00	NA	96.36	100.00	NA	NA
Vodafone	0.03	0.03	99.59	0.02	0.31	0.80	2.76	98.07	0	0.20	0.07	100.00	100.00	100.00	90.10	100.00	100.00	
KOL	Aircel	0.25	1.05	98.20	0.07	0.02	0.61	0.86	97.56	2	0.11	0.03	100.00	100.00	100.00	81.60	100.00	100.00
	Airtel	0.02	0.00	99.84	0.03	0.03	0.51	0.09	99.04	0	0.00	0.00	100.00	100.00	100.00	90.00	100.00	100.00
	BSNL	0.67	1.90	99.00	0.47	0.60	0.80	2.97	99.80	0	0.00	0.10	100.00	100.00	95.00	92.00	100.00	100.00
	Idea	0.34	0.52	99.54	0.13	0.07	0.80	0.50	96.57	0	0.04	0.01	100.00	100.00	98.58	94.78	100.00	100.00
	MTS	0.00	0.00	99.80	0.00	0.01	0.54	0.75	99.78	0	0.00	0.08	100.00	100.00	100.00	90.89	100.00	100
	RCOM CDMA	0.08	0.00	99.20	0.00	0.00	0.02	0.29	99.76	0	0.10	0.10	100.00	100.00	99.46	95.00	100.00	100.00
	RTL	0.10	0.16	99.29	0.02	0.03	0.05	0.04	99.25	0	0.10	0.10	100.00	100.00	98.98	93.77	100.00	100.00
	TATA CDMA	0.05	0.00	99.00	0.00	0.04	0.80	2.39	97.53	0	0.01	0.01	100.00	100.00	99.61	91.97	100.00	98.78
	TATA GSM	0.00	0.00	98.63	0.03	0.04	0.75	1.17	98.15	0	0.00	0.00	100.00	100.00	99.38	94.33	100.00	94.00
	Uninor	0.03	0.03	99.20	0.13	0.13	1.32	1.77	98.26	0	NA	0.01	100.00	NA	95.54	95.64	NA	NA
Videocon	0.12	0.27	99.49	0.04	0.00	0.07	0.00	99.02	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA	
Vodafone	0.01	0.00	99.57	0.16	0.43	0.71	1.62	97.94	0	0.09	0.04	100.00	100.00	100.00	94.83	100.00	100.00	
KR	Aircel	0.01	0.03	99.64	0.02	0.01	0.61	0.85	98.23	0	0.13	0.00	100.00	100.00	100.00	66.02	95.05	100.00
	Airtel	0.01	0.00	99.88	0.01	0.01	0.15	0.53	99.90	0	0.00	0.00	100.00	100.00	99.00	93.00	100.00	100.00
	BSNL	0.50	0.90	98.00	0.27	1.93	0.60	2.03	99.30	0	0.00	0.00	100.00	100.00	100.00	93.00	100.00	100.00
	Idea	0.05	0.01	99.95	0.14	0.56	0.47	1.00	96.84	0	0.04	0.03	100.00	100.00	99.02	94.71	100.00	100.00
	MTS	0.03	0.00	99.31	0.00	0.00	0.33	1.90	100.00	0	0.00	0.02	100.00	100.00	100.00	100.00	NA	NA
	RCOM CDMA	0.02	0.00	99.34	0.00	0.00	0.02	0.12	99.74	0	0.10	0.05	100.00	100.00	99.11	94.57	100.00	100.00
	RCOM GSM	0.02	0.00	99.85	0.00	0.03	0.10	0.03	99.26	0	0.09	0.10	100.00	100.00	99.11	89.39	100.00	100.00
	TATA CDMA	0.02	0.00	98.89	0.00	0.02	0.69	1.35	99.13	0	0.00	0.00	100.00	100.00	99.49	94.42	100.00	100.00
	TATA GSM	0.01	0.00	98.92	0.02	0.02	0.61	0.73	98.01	0	0.00	0.00	100.00	100.00	99.48	74.71	100.00	99.38
	Uninor	1.74	0.00	99.18	0.00	0.00	1.31	2.33	98.62	0	NA	0.00	100.00	NA	98.71	100.00	NA	NA
Videocon	0.00	0.00	99.92	0.00	0.00	0.82	0.00	98.62	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA	
Vodafone	0.01	0.01	99.10	0.20	0.90	0.72	0.97	96.91	0	0.09	0.01	100.00	100.00	100.00	88.26	100.00	100.00	

Annexure 4.1 (Contd.)

KTK	Aircel	0.03	0.02	99.50	0.02	0.06	0.80	2.00	98.49	0	0.07	0.04	100.00	100.00	100.00	89.84	79.73	100.00
	Airtel	0.20	0.44	99.65	0.06	0.05	0.15	0.71	99.47	0	0.00	0.00	100.00	100.00	99.00	92.00	100.00	100.00
	BSNL	1.03	1.73	99.00	0.20	1.73	1.47	2.67	97.40	0	0.10	0.00	100.00	100.00	99.00	91.20	100.00	100.00
	Idea	0.03	0.10	97.75	0.14	0.45	1.00	2.31	96.90	0	0.18	0.01	100.00	100.00	99.13	96.68	100.00	100.00
	MTS	0.04	0.00	99.27	0.00	0.22	0.29	0.76	98.26	0	0.09	0.01	100.00	100.00	96.68	91.36	100.00	0
	RCOM CDMA	0.36	1.17	99.24	0.00	0.00	0.04	0.16	99.75	0	0.10	0.07	100.00	100.00	98.22	91.61	100.00	100.00
	RCOM GSM	0.36	1.04	99.69	0.03	0.04	0.10	0.05	99.09	0	0.10	0.10	100.00	100.00	99.13	91.95	100.00	100.00
	TATA CDMA	0.04	0.00	99.04	0.00	0.01	0.34	0.61	98.59	0	0.01	0.00	100.00	100.00	98.90	94.91	100.00	97.77
	TATA GSM	0.08	0.10	98.56	0.05	0.16	0.76	2.72	98.44	0	0.00	0.00	100.00	100.00	98.88	80.53	99.93	97.10
	Uninor	1.70	0.00	99.32	0.00	0.00	0.67	1.78	99.25	0	NA	0.00	100.00	NA	98.74	99.55	NA	NA
Videocon	0.00	0.00	100.00	0.06	0.00	0.00	0.00	100.00	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA	NA
Vodafone	0.28	1.42	99.55	0.16	0.45	0.75	4.38	98.60	0	0.08	0.06	100.00	100.00	100.00	95.78	100.00	100.00	
MB	Aircel	0.03	0.08	98.43	0.02	0.03	0.70	1.43	97.57	0	0.03	0.37	99.96	100.00	100.00	66.20	97.64	100.00
	Airtel	0.00	0.00	99.99	0.00	0.00	0.40	0.00	99.83	0	0.00	0.00	100.00	100.00	100.00	92.00	100.00	100.00
	Idea	0.02	0.00	99.25	0.10	0.35	1.75	2.65	98.67	0	0.06	0.01	100.00	100.00	99.35	95.57	100.00	100.00
	Loop Mobile	0.04	0.17	99.24	0.03	0.02	0.52	0.55	98.26	0	0.02	0.03	100.00	100.00	99.28	98.83	100.00	100.00
	MTNL CDMA	0.63	0.15	98.66	0.76	0.04	1.23	1.21	97.93	0	0.08	0.04	100.00	100.00	91.40	91.44	100.00	100.00
	MTNL GSM	0.59	1.03	96.93	0.08	0.05	0.83	1.92	97.50	0	0.09	0.01	100.00	100.00	95.76	95.15	100.00	100.00
	MTS	0.05	0.00	99.45	0.00	0.00	0.32	1.91	100.00	0	0.10	0.02	100.00	100.00	96.00	92.00	100.00	NA
	RCOM CDMA	0.23	0.44	99.13	0.00	0.01	0.19	0.15	99.78	0	0.10	0.10	100.00	100.00	99.29	92.87	100.00	100.00
	RCOM GSM	0.19	0.19	99.71	0.02	0.03	0.10	0.03	99.24	0	0.10	0.10	100.00	100.00	99.37	89.62	100.00	100.00
	TATA CDMA	0.04	0.17	99.15	0.00	0.03	0.53	0.97	98.05	0	0.00	0.00	100.00	100.00	99.07	92.16	100.00	98.66
TATA GSM	0.01	0.00	99.65	0.08	0.12	0.79	1.80	98.01	0	0.00	0.00	100.00	100.00	99.53	90.26	100.00	100.00	
Uninor	0.03	0.00	99.11	0.07	0.06	1.48	1.81	97.47	0	NA	0.00	100.00	NA	95.80	91.50	NA	NA	
Videocon	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	NA	0.01	100.00	100.00	95.00	91.60	NA	NA	
Vodafone	0.02	0.06	99.44	0.11	0.56	0.80	2.35	97.64	0	0.10	0.03	100.00	100.00	99.79	90.81	100.00	100.00	
MH	Aircel	0.01	0.00	99.68	0.02	0.02	0.66	2.10	98.45	0	0.01	2.42	99.99	100.00	100.00	43.81	100.00	100.00
	Airtel	0.02	0.01	99.86	0.02	0.02	0.41	0.64	99.58	0	0.00	0.00	100.00	99.98	100.00	90.00	100.00	100.00
	BSNL	1.97	1.83	96.00	0.67	1.93	1.90	2.87	97.90	0	0.00	0.10	100.00	100.00	100.00	92.30	100.00	100.00
	Idea	0.32	1.94	98.42	0.65	0.79	1.33	2.62	97.42	0	0.05	0.02	99.81	100.00	99.05	93.16	100.00	100.00
	MTS	0.19	0.00	99.33	0.00	0.04	0.37	2.31	100.00	0	0.10	0.09	100.00	100.00	100.00	100.00	100.00	NA
	RCOM CDMA	0.39	1.22	99.19	0.00	0.01	0.14	0.13	99.73	0	0.10	0.10	100.00	100.00	99.33	89.44	100.00	100.00
	RCOM GSM	0.46	1.39	99.47	0.04	0.06	0.12	0.04	99.10	0	0.10	0.10	100.00	100.00	98.52	90.38	100.00	100.00
	TATA CDMA	0.02	0.03	97.84	0.00	0.27	1.11	2.19	96.74	0	0.00	0.00	100.00	100.00	97.53	94.04	100.00	98.08
	TATA GSM	0.01	0.00	99.31	0.10	0.21	0.79	2.71	96.85	0	0.00	0.00	100.00	100.00	99.29	92.96	99.98	100.00
	Uninor	0.17	0.73	98.07	0.32	0.20	0.98	1.59	98.24	0	NA	0.03	100.00	NA	96.10	95.13	NA	NA
Videocon	0.04	0.00	99.11	0.06	0.00	0.00	0.00	99.88	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA	
Vodafone	0.08	0.26	99.44	0.44	0.56	0.84	2.56	97.29	0	0.01	0.03	100.00	100.00	99.99	92.62	100.00	100.00	
MP	Aircel	0.39	0.52	99.48	0.05	0.04	0.53	2.60	99.03	0	0.05	0.31	100.00	100.00	100.00	74.23	80.00	100.00
	Airtel	0.11	0.19	99.28	0.06	0.08	0.55	0.98	98.68	0	0.00	0.00	100.00	99.86	100.00	97.00	100.00	100.00
	BSNL	1.25	1.85	96.67	0.63	1.60	1.95	2.78	98.18	0	0.05	0.15	100.00	100.00	99.50	94.00	100.00	100.00
	Idea	5.71	11.21	99.07	0.10	0.21	0.52	2.29	98.93	0	0.06	0.02	100.00	100.00	99.57	97.00	100.00	100.00
	MTS	0.38	0.00	98.95	0.00	0.07	0.61	2.40	99.10	0	0.00	NA	NA	NA	NA	NA	NA	NA
	RCOM CDMA	0.40	1.11	99.19	0.00	0.01	0.06	0.12	99.79	0	0.10	0.10	100.00	100.00	98.81	57.11	100.00	100.00
	RTL	0.26	1.23	99.16	0.03	0.14	0.11	0.58	99.12	0	0.10	0.10	100.00	100.00	98.98	76.99	100.00	100.00
	TATA CDMA	0.01	0.00	98.92	0.00	0.03	0.75	1.03	99.18	0	0.00	0.00	100.00	100.00	98.50	94.68	100.00	100.00
	TATA GSM	0.01	0.02	98.46	0.08	0.08	0.72	1.50	97.90	0	0.00	0.00	100.00	100.00	97.87	89.86	100.00	100.00
	Uninor	0.85	0.00	99.52	0.00	0.00	0.55	1.98	99.35	0	NA	0.00	100.00	NA	95.35	99.84	NA	NA
Videocon	0.30	0.81	99.10	0.10	0.24	0.57	1.09	98.66	0	NA	0.01	100.00	100.00	98.94	92.27	NA	NA	
Vodafone	0.04	0.03	99.63	0.15	0.37	0.85	1.91	98.56	0	0.07	0.09	100.00	100.00	100.00	95.83	100.00	100.00	

Annexure 4.1 (Contd.)

NE	Aircel	2.22	2.52	97.07	0.46	1.81	1.35	3.14	95.77	0	0.02	0.01	100.00	100.00	100.00	95.94	100.00	100.00
	Airtel	0.32	0.44	98.96	0.13	0.45	1.05	1.06	98.95	0	0.00	0.00	100.00	100.00	100.00	94.00	100.00	100.00
	BSNL	1.52	3.85	97.17	1.00	1.90	2.27	2.72	97.05	0	0.05	0.05	100.00	100.00	62.00	87.00	100.00	100.00
	Idea	1.72	1.84	95.70	0.85	1.83	1.46	2.88	95.57	0	0.00	0.00	100.00	100.00	97.56	93.50	100.00	100.00
	MTS	1.57	0.00	98.68	0.00	0.00	0.43	0.00	98.65	0	NA	0.00	NA	100.00	100.00	100.00	NA	NA
	RTL	0.44	1.27	99.20	0.04	0.42	0.19	0.14	99.21	0	0.07	0.10	100.00	100.00	98.95	91.15	100.00	100.00
	TATA CDMA	0.07	0.00	98.70	0.00	0.09	0.21	0.06	99.10	0	0.00	0.00	100.00	100.00	96.38	96.72	100.00	100.00
	Uninor	0.79	0.00	99.80	0.00	0.00	1.23	2.03	99.29	0	NA	0.00	100.00	NA	96.55	100.00	NA	NA
Vodafone	1.72	1.82	99.33	0.17	0.44	0.80	2.79	97.11	0	0.01	0.02	100.00	100.00	99.99	95.30	100.00	100.00	
OR	Aircel	0.49	3.82	99.05	0.33	0.56	1.38	3.74	95.82	0	0.06	1.17	99.99	100.00	100.00	97.02	100.00	100.00
	Airtel	0.12	0.55	99.58	0.03	0.13	0.52	1.03	99.02	0	0.00	0.00	100.00	100.00	100.00	93.00	100.00	100.00
	BSNL	0.70	0.87	98.00	0.90	1.73	1.87	2.90	98.00	0	0.00	0.00	100.00	100.00	95.00	91.20	100.00	100.00
	Idea	0.20	0.86	99.66	0.21	0.05	0.46	1.94	95.81	0	0.03	0.01	100.00	100.00	98.61	95.08	100.00	100.00
	MTS	0.15	0.00	97.97	0.00	0.00	1.46	0.00	98.03	0	0.00	0.00	NA	100.00	100.00	92.00	NA	NA
	RCOM CDMA	0.17	0.09	99.37	0.00	0.02	0.06	0.18	99.73	0	0.10	0.09	100.00	100.00	98.20	92.95	100.00	100.00
	RTL	0.04	0.06	99.18	0.09	0.05	0.12	1.10	99.25	0	0.10	0.10	100.00	100.00	98.85	94.06	100.00	100.00
	TATA CDMA	0.02	0.00	98.59	0.00	0.02	0.90	1.09	99.13	0	0.00	0.00	100.00	100.00	99.92	96.56	100.00	100.00
	TATA GSM	0.02	0.06	99.10	0.06	0.23	0.55	0.98	97.86	0	0.00	0.00	100.00	100.00	96.82	96.20	100.00	100.00
	Uninor	1.75	0.00	99.25	0.00	0.00	1.47	2.10	98.56	0	NA	0.00	100.00	NA	98.29	99.65	NA	NA
	Videoccon	0.00	0.00	100.00	0.14	0.00	0.00	0.00	100.00	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA
	Vodafone	0.06	0.13	99.05	0.27	0.95	1.03	2.37	98.01	0	0.10	0.05	100.00	100.00	99.97	95.18	100.00	100.00
PB	Aircel	0.02	0.00	98.31	0.18	0.22	0.63	0.77	98.02	0	0.22	0.00	100.00	100.00	100.00	88.68	91.20	100.00
	Airtel	0.03	0.02	99.27	0.05	0.10	0.57	0.99	99.00	0	0.00	0.00	100.00	99.90	99.00	91.00	100.00	100.00
	BSNL	0.23	0.97	97.00	0.87	1.87	2.00	2.93	95.47	0	0.00	0.00	100.00	100.00	100.00	56.00	100.00	100.00
	Idea	0.02	0.00	97.87	0.14	0.84	0.76	0.88	97.95	0	0.04	0.01	100.00	100.00	99.39	91.37	100.00	100.00
	MTS	0.01	0.00	99.56	0.00	0.00	0.32	1.20	99.27	0	0.00	NA	NA	NA	NA	NA	NA	NA
	QTL CDMA	0.60	0.00	98.64	0.82	0.83	1.40	0.88	97.66	0	0.00	0.00	100.00	100.00	100.00	90.00	100.00	100.00
	QTL GSM	0.06	0.08	97.80	0.10	0.15	0.90	1.29	97.81	0	0.00	0.09	100.00	100.00	95.46	91.00	NA	NA
	RCOM CDMA	0.06	0.00	99.15	0.00	0.01	0.01	0.17	99.70	0	0.10	0.10	100.00	100.00	99.20	85.67	100.00	100.00
	RCOM GSM	0.08	0.04	99.60	0.07	0.08	0.09	0.06	99.42	0	0.10	0.10	100.00	100.00	99.10	62.63	100.00	100.00
	TATA CDMA	0.01	0.00	98.85	0.00	0.03	0.68	0.54	99.23	0	0.00	0.00	100.00	100.00	98.72	98.83	100.00	99.50
	TATA GSM	0.01	0.00	99.11	0.01	0.12	0.54	0.99	97.85	0	0.00	0.00	100.00	100.00	99.39	91.09	100.00	99.64
	Uninor	1.17	0.00	99.00	0.00	0.00	0.72	0.79	99.52	0	NA	0.00	100.00	NA	95.51	100.00	NA	NA
Vodafone	0.02	0.08	99.77	0.05	0.23	0.74	1.84	97.66	0	0.11	0.00	100.00	100.00	100.00	97.28	100.00	100.00	
RAJ	Aircel	0.06	0.08	97.10	0.08	0.23	0.65	0.41	97.38	1	0.25	0.05	100.00	100.00	100.00	56.52	95.82	100.00
	Airtel	0.14	0.29	99.13	0.23	0.54	1.32	2.56	98.91	0	0.00	0.00	100.00	99.94	100.00	92.00	100.00	100.00
	BSNL	1.95	1.99	99.00	0.73	1.14	1.77	3.00	98.46	0	0.10	0.10	100.00	100.00	98.00	91.00	100.00	100.00
	Idea	0.09	0.10	98.90	0.39	0.60	1.48	2.66	95.80	0	0.06	0.03	100.00	100.00	98.66	89.36	100.00	100.00
	MTS	0.05	0.00	98.92	0.00	0.47	0.81	1.55	98.38	0	0.04	0.07	100.00	100.00	96.00	91.23	100.00	100.00
	RCOM CDMA	0.48	1.10	99.19	0.00	0.00	0.04	0.15	99.71	0	0.10	0.10	100.00	100.00	99.11	91.84	100.00	100.00
	RCOM GSM	0.41	1.55	99.52	0.04	0.08	0.13	0.06	99.36	0	0.10	0.10	100.00	100.00	98.93	89.71	100.00	100.00
	TATA CDMA	0.02	0.00	98.91	0.00	0.08	0.63	2.71	99.63	0	0.00	0.00	100.00	100.00	99.50	90.50	100.00	100.00
	TATA GSM	0.03	0.02	98.12	0.06	0.04	0.80	0.96	98.45	0	0.00	0.00	100.00	100.00	99.17	85.59	100.00	100.00
	Uninor	1.25	0.00	98.92	0.00	0.00	0.95	2.26	99.36	0	NA	0.00	100.00	NA	96.70	100.00	NA	NA
	Videoccon	0.22	0.00	99.25	0.20	0.16	0.41	0.00	99.28	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA
	Vodafone	0.29	1.51	99.73	0.18	0.27	0.86	1.29	97.06	0	0.09	0.07	100.00	100.00	100.00	93.59	100.00	100.00

Annexure 4.1 (Contd.)

TN	Aircel	1.43	0.66	98.43	0.85	1.06	0.59	0.93	95.11	0	0.02	0.01	99.89	100.00	100.00	60.90	97.53	100.00
	Airtel	0.01	0.01	99.87	0.02	0.02	0.17	0.26	99.45	0	0.00	0.00	100.00	100.00	99.00	93.00	100.00	100.00
	BSNL	0.47	1.70	97.33	0.10	0.47	1.03	2.63	99.00	0	0.00	0.00	100.00	100.00	100.00	86.00	100.00	100.00
	Idea	0.01	0.00	99.56	0.06	0.09	0.44	0.71	97.56	0	0.05	0.02	100.00	100.00	99.47	94.83	100.00	100.00
	RCOM CDMA	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.10	0.07	100.00	100.00	97.80	92.03	100.00	100.00
	RCOM GSM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.10	0.10	100.00	100.00	98.99	85.81	100.00	100.00
	TATA CDMA	0.03	0.00	98.79	0.00	0.35	1.25	1.45	99.49	0	0.00	0.00	100.00	100.00	99.21	94.87	100.00	98.64
	TATA GSM	0.09	0.38	98.52	0.04	0.05	0.67	0.95	97.90	0	0.00	0.00	100.00	100.00	98.85	60.36	100.00	99.29
	Uninor	1.83	0.00	99.57	0.00	0.00	0.75	0.90	99.46	0	NA	0.00	100.00	NA	98.70	100.00	NA	NA
	Videocon	0.10	0.46	98.05	0.25	0.00	0.58	0.00	99.34	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA
Vodafone	0.14	0.78	99.50	0.23	0.50	0.90	1.82	97.52	0	0.01	0.00	100.00	100.00	100.00	90.92	100.00	100.00	
MTS	0.09	0.00	99.32	0.00	0.00	0.45	2.09	99.49	0	0.00	0.01	100.00	100.00	99.88	90.36	NA	NA	
UP(E)	Aircel	0.38	1.57	98.43	0.52	0.75	0.43	2.61	96.56	0	0.03	0.00	100.00	100.00	100.00	59.62	100.00	100.00
	Airtel	0.77	0.49	99.58	0.08	0.22	0.93	2.73	98.67	0	0.00	0.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	0.87	1.70	97.00	0.63	1.53	1.63	2.70	97.33	0	0.06	0.05	100.00	100.00	97.00	98.00	100.00	100.00
	Idea	0.19	0.38	99.86	0.54	1.21	1.14	2.95	96.03	0	0.02	0.01	100.00	100.00	100.00	92.31	100.00	100.00
	MTS	0.14	0.00	99.59	0.00	0.00	0.52	0.43	99.99	0	0.09	0.03	100.00	100.00	100.00	99.90	100.00	100.00
	RCOM CDMA	0.47	1.36	98.92	0.00	0.02	0.05	0.20	99.80	0	0.10	0.10	100.00	100.00	98.14	75.04	100.00	100.00
	RCOM GSM	0.37	1.14	99.28	0.04	0.10	0.16	0.05	99.12	0	0.09	0.10	100.00	100.00	99.09	65.09	100.00	100.00
	TATA CDMA	0.02	0.00	98.71	0.00	0.08	0.67	2.65	98.34	0	0.00	0.00	100.00	100.00	99.27	94.45	100.00	100.00
	TATA GSM	0.01	0.00	98.44	0.06	0.40	0.86	2.20	97.62	0	0.00	0.00	100.00	100.00	99.41	91.87	100.00	100.00
	Uninor	0.29	1.26	95.77	0.48	1.98	1.48	2.86	96.14	0	NA	0.01	100.00	NA	95.19	92.57	NA	NA
Videocon	0.00	0.00	100.00	0.01	0.00	0.00	0.00	98.12	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA	
Vodafone	0.38	1.65	98.87	0.55	1.13	1.31	2.02	95.71	0	0.11	0.06	100.00	100.00	100.00	94.43	100.00	100.00	
UPW	Aircel	0.40	1.44	98.67	0.20	0.78	0.67	2.73	97.68	0	0.01	0.00	100.00	100.00	100.00	88.97	68.67	100.00
	Airtel	0.06	0.02	99.49	0.09	0.26	0.40	0.50	99.59	0	0.00	0.00	100.00	100.00	100.00	91.00	100.00	100.00
	BSNL	0.90	3.85	96.83	0.73	1.43	1.93	5.32	97.25	0	0.00	0.00	100.00	100.00	100.00	94.85	100.00	100.00
	Idea	0.05	0.21	99.86	0.51	0.50	0.66	2.89	99.73	0	0.06	0.00	100.00	100.00	99.20	91.44	100.00	100.00
	MTS	0.21	0.00	99.57	0.00	0.00	0.47	1.28	99.54	0	0.06	0.02	100.00	100.00	100.00	98.75	100.00	100.00
	RCOM CDMA	0.31	0.67	98.90	0.00	0.01	0.06	0.21	99.78	0	0.10	0.10	100.00	100.00	97.91	91.28	100.00	100.00
	RCOM GSM	0.36	1.39	99.50	0.06	0.07	0.11	0.07	99.04	0	0.09	0.10	100.00	100.00	98.90	78.98	100.00	100.00
	TATA CDMA	0.04	0.00	98.73	0.00	0.24	0.70	1.11	97.62	0	0.01	0.00	100.00	100.00	99.29	95.80	100.00	100.00
	TATA GSM	0.08	0.06	98.81	0.05	0.19	0.70	1.77	98.27	0	0.01	0.00	100.00	100.00	99.50	89.08	100.00	100.00
	Uninor	0.21	0.59	97.41	0.25	1.71	1.20	1.68	95.56	0	NA	0.02	100.00	NA	96.16	90.95	NA	NA
Videocon	0.02	0.00	97.40	0.11	0.87	0.00	0.00	97.93	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA	
Vodafone	0.18	0.90	99.41	0.44	0.59	0.98	1.57	97.23	0	0.01	0.01	100.00	100.00	100.00	95.14	100.00	100.00	
WB	Aircel	1.14	1.86	97.12	0.26	0.64	1.66	3.27	95.46	1	0.05	0.02	100.00	100.00	100.00	89.03	100.00	100.00
	Airtel	0.04	0.10	99.55	0.06	0.08	0.54	0.84	99.54	0	0.00	0.00	100.00	100.00	100.00	90.00	100.00	100.00
	BSNL	1.80	2.02	96.83	0.60	0.98	1.28	3.30	97.22	0	0.01	0.01	100.00	100.00	100.00	98.75	100.00	100.00
	Idea	0.12	0.34	97.80	0.26	0.71	1.28	2.17	95.77	0	0.06	0.01	100.00	100.00	98.93	95.92	100.00	100.00
	MTS	0.11	0.22	99.64	0.00	0.05	1.00	2.46	99.68	0	0.00	0.09	100.00	100.00	100.00	90.61	100.00	100.00
	RCOM CDMA	0.16	0.24	99.17	0.00	0.02	0.08	0.20	99.67	0	0.10	0.10	100.00	100.00	99.43	94.98	100.00	100.00
	RTL	0.24	1.13	99.26	0.02	0.14	0.04	0.63	99.29	0	0.10	0.10	100.00	100.00	98.90	93.66	100.00	100.00
	TATA CDMA	0.02	0.00	98.76	0.00	0.06	0.81	1.93	99.05	0	0.01	0.01	100.00	100.00	99.68	94.32	100.00	98.58
	TATA GSM	0.01	0.07	99.25	0.02	0.05	0.81	1.64	98.05	0	0.00	0.00	100.00	100.00	97.15	92.91	100.00	100.00
	Uninor	0.16	0.86	96.92	0.30	1.86	1.39	1.32	96.27	0	NA	0.00	100.00	NA	96.03	89.52	NA	NA
Videocon	0.04	0.00	100.00	0.19	0.89	0.00	0.00	98.74	0	NA	0.00	100.00	100.00	100.00	0.00	NA	NA	
Vodafone	0.01	0.03	99.21	0.74	0.79	1.20	2.43	95.01	0	0.02	0.04	100.00	100.00	100.00	96.42	100.00	100.00	

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

Performance Monitoring Report of Basic Service (Wireline) for Quarter Ending December,2012																			
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	
				% of faults repaired by next working day	% of faults repaired within 3 days	% of faults repaired within 5 days						Metering and Billing - 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	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
1	A&N	BSNL	3.53	90.25%	93.76%	97.66%		7.30	63.71%	NR	NR	NR	NR	NR	NR	100.00%	95.00%	100.00%	100.00%
2	AP	Vodafone	0.14	100.00%	100.00%	NA		2:11	92.75%	NA	0.00%	0.69%	NA	100.00%	100.00%	94.00%	95.00%	100.00%	NA
3		TTSL	2.77	94.78%	98.65%	99.96%		6.56	97.24%	NA	0.00%	0.06%	NA	100.00%	100.00%	99.90%	97.97%	100.00%	100.00%
4		RCOM	0.31	100.00%	100.00%	NA		0:53	NR	87.62%	0.00%	0.01%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
5		Bharti	1.52	95.33%	100.00%	NA		2.99	93.02%	NA	0.00%	0.03%	NA	100.00%	100.00%	100.00%	90.00%	99.90%	100.00%
6		BSNL	3.90	84.83%	93.27%	99.65%		6.69	69.81%	NR	NR	0.00%	0.24%	100.00%	3 days	97.71%	81.00%	99.07%	100.00%
7	ASM	TTSL	NA	NA	NA	NA		NA	85.35%	NA	0.00%	0.00%	NA	NA	100.00%	99.07%	NA	NA	
8		BSNL	3.62	96.29%	100.00%	100.00%		3.68	70.08%	NR	NR	0.00%	0.00%	100.00%	NA	97.00%	83.00%	100.00%	100.00%
9	BR	TTSL	0.94	98.44%	100.00%	100.00%		2.77	83.02%	NA	0.00%	0.00%	NA	NA	99.96%	98.09%	NA	NA	
10		RCOM	0.00	NA	NA	NA		NA	NR	96.96%	0.00%	NIL	NR	NA	97.17%	93.00%	100.00%	100.00%	
11		BSNL	2.96	94.49%	100.00%	100.00%	507	6.00	71.50%	NR	NR	0.00%	NR	NR	96.29%	88.33%	93.64%	100.00%	
12	CH	Vodafone	0.48	100.00%	100.00%	NA		1:41	89.78%	NA	0.00%	1.11%	NA	100.00%	100.00%	94.00%	95.00%	100.00%	NA
13		TTSL	0.12	98.65%	100.00%	100.00%		7.87	99.47%	NA	0.00%	0.02%	NA	100.00%	100.00%	99.82%	97.69%	100.00%	100.00%
14		RCOM	0.21	100.00%	NA	NA		1:06	NR	87.58%	0.00%	0.04%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
15		BSNL	2.80	98.21%	100.00%	100.00%		7.00	84.05%	NR	NR	0.01%	NR	100.00%	< 1 Week	98.12%	66.67%	100.00%	100.00%
16	CHATTIS GARH	BSNL	3.84	97.36%	99.44%	100.00%	0	5.82	70.15%	NR	NR	0.00%	0.00%	100.00%	NA	94.81%	58.00%	100.00%	100.00%
17	DL	MTNL	6.67	83.81%	93.50%	NA	17093	6.42	55.43%	NA	0.00%	0.04%	NA	89.46%	100.00%	99.47%	99.16%	88.79%	100.00%
18		Vodafone	0.34	100.00%	100.00%	NA		2:01	NA	NA	0.00%	0.00%	NA	100.00%	100.00%	94.00%	95.00%	100.00%	NA
19		TTSL	0.16	96.40%	100.00%	100.00%		5.99	98.46%	NA	0.00%	0.02%	NA	100.00%	100.00%	99.89%	98.11%	100.00%	100.00%
20		RCOM	0.15	100.00%	NA	NA		1:19	NR	93.48%	0.00%	0.03%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
21		Bharti	1.39	93.52%	100.00%	NA		5.67	95.17%	NA	0.00%	0.03%	NA	100.00%	100.00%	99.00%	97.00%	99.88%	100.00%
22	GJ	Vodafone	1.27	100.00%	100.00%	NA		4:40	98.92%	NA	0.00%	0.00%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA
23		TTSL	1.47	98.13%	100.00%	100.00%		4.88	58.83%	NA	0.00%	0.03%	NA	100.00%	100.00%	99.79%	97.72%	100.00%	100.00%
24		RCOM	0.66	100.00%	NA	NA		0:28	NR	85.80%	0.00%	0.03%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
25		Bharti	0.81	97.77%	100.00%	NA		3.66	93.80%	NA	0.00%	0.02%	NA	100.00%	100.00%	100.00%	89.00%	100.00%	100.00%
26		BSNL	4.65	93.76%	99.69%	99.91%		5.35	69.94%	NR	NR	0.03%	NR	100.00%	100.00%	94.67%	38.33%	100.00%	100.00%
27	HP	TTSL	Not launched																
28		RCOM	0.00	NA	NA	NA		NA	NR	81.14%	0.00%	NIL	NR	NA	NA	97.17%	93.00%	100.00%	100.00%
29		BSNL	5.13	94.20%	97.91%	99.88%	215.00	6.56	69.08%	NA	<0.03%	0.07%	0.00%	100.00%	100.00%	98.00%	82.67%	100.00%	100.00%

Annexure 4.2 (Contd.)

30	HR	TTSL	0.02	100.00%	100.00%	100.00%		6.68	99.99%	NA	0.00%	0.00%	NA	100.00%	NA	99.97%	98.88%	100.00%	100.00%
31		RCOM	0.00	NA	NA	NA		NA	NR	84.63%	0.00%	NIL	NR	NA	NA	97.17%	93.00%	100.00%	100.00%
32		Bharti	1.56	99.22%	100.00%	NA		3.52	96.02%	NA	0.00%	0.00%	NA	100.00%	100.00%	97.00%	98.00%	100.00%	100.00%
33		BSNL	4.71	96.85%	100.00%	100.00%		6.31	78.41%	NR	NR	0.09%	NIL	100.00%	100.00%	92.61%	54.67%	100.00%	100.00%
34	J&K	TTSL	NA	NA	NA	NA		NA	99.49%	NA	0.00%	0.00%	NA	NA	NA	99.58%	98.90%	NA	NA
35		BSNL	5.41	74.58%	90.44%	94.74%		7.31	64.64%	NR	NR	0.00%	0.00%	100.00%	NA	96.10%	88.67%	98.83%	100.00%
36	JHAR	BSNL	2.57	96.27%	100.00%	100.00%		5.95	71.94%	NR	NR	0.00%	NR	NR	NR	96.86%	89.67%	100.00%	100.00%
37	KOL	Vodafone	0.39	100.00%	100.00%	NA		2:05	63.68%	NA	0.00%	0.00%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA
38		TTSL	0.39	96.12%	98.45%	98.45%		5.65	94.83%	NA	0.00%	0.01%	NA	100.00%	100.00%	99.86%	98.02%	100.00%	100.00%
39		RCOM	0.61	100.00%	NA	NA		0:30	NR	86.29%	0.00%	0.03%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
40		Bharti	1.41	96.04%	100.00%	NA		4.72	98.52%	NA	0.00%	0.01%	NA	100.00%	100.00%	100.00%	97.00%	100.00%	100.00%
41		BSNL	9.39	38.00%	50.62%	NA		9.39	60.22%	NR	NR	0.00%	0.85%	100.00%	100.00%	97.49%	91.67%	32.51%	100.00%
42	KR	Bharti	1.08	95.10%	100.00%	NA		2.76	93.58%	NA	0.00%	0.02%	NA	100.00%	100.00%	100.00%	95.00%	99.89%	100.00%
43		TTSL	0.08	100.00%	100.00%	100.00%		7.40	95.91%	NA	0.00%	0.00%	NA	NA	100.00%	99.88%	98.55%	100.00%	NA
44		RCOM	0.26	100.00%	NA	NA		1:55	NR	82.87%	0.00%	0.03%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
45		BSNL	7.28	54.65%	75.67%	82.85%		59.70	72.30%	NR	NR	0.00%	0.00%	100.00%	100.00%	98.26%	95.33%	92.17%	100.00%
46	KTK	Vodafone	0.36	100.00%	100.00%	NA		1:27	90.89%	NA	0.00%	0.57%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA
47		TTSL	0.32	98.31%	100.00%	100.00%		3.88	84.92%	NA	0.00%	0.02%	NA	100.00%	100.00%	99.63%	98.22%	100.00%	100.00%
48		RCOM	0.16	100.00%	NA	NA		1:04	NR	83.33%	0.00%	0.01%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
49		Bharti	2.17	92.02%	100.00%	NA		3.88	91.83%	NA	0.00%	0.05%	NA	100.00%	100.00%	100.00%	93.00%	99.67%	100.00%
50		BSNL	5.28	84.38%	89.84%	98.63%		27.92	69.87%	NR	NR	0.01%	NR	100.00%	NR	95.23%	64.33%	99.25%	100.00%
51	MH	Vodafone	0.20	100.00%	100.00%	NA		1:53	84.16%	NA	0.00%	2.13%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA
52		TTSL	0.44	98.83%	100.00%	100.00%		4.70	98.16%	NA	0.00%	0.04%	NA	100.00%	100.00%	99.88%	97.80%	100.00%	100.00%
53		RCOM	0.29	100.00%	NA	NA		1:04	NR	87.39%	0.00%	0.03%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
54		Bharti	0.97	98.54%	100.00%	NA		2.48	90.69%	NA	0.00%	0.01%	NA	100.00%	100.00%	100.00%	91.00%	100.00%	100.00%
55		BSNL	5.62	41.14%	73.44%	73.05%		8.67	56.75%	NR	NR	0.01%	0.10%	92.00%	100.00%	94.74%	59.50%	98.34%	100.00%
56	MP	Vodafone	0.56	100.00%	100.00%	NA		0:00	96.80%	NA	0.00%	0.00%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA
57		TTSL	0.18	100.00%	100.00%	100.00%		7.32	100.00%	NA	0.00%	0.02%	NA	100.00%	100.00%	99.69%	97.54%	100.00%	NA
58		RCOM	0.70	100.00%	NA	NA		1:17	NR	89.78%	0.00%	0.04%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
59		Bharti	4.33	98.14%	100.00%	NA		3.50	88.54%	NA	0.00%	0.06%	NA	100.00%	100.00%	100.00%	98.00%	99.91%	100.00%
60		BSNL	3.84	94.72%	98.65%	100.00%		3.38	71.36%	NR	NR	NR	0.06%	NR	100.00%	96.66%	77.67%	100.00%	100.00%
61	MUM	Vodafone	0.13	100.00%	100.00%	NA		0:48	66.09%	NA	0.00%	1.02%	NA	100.00%	2 weeks	94.00%	95.00%	NA	NA
62		MTNL	0.05	95.11%	98.24%	NA		5.37	57.98%	77.05%	0.00%	0.02%	NA	100.00%	100.00%	96.93%	96.93%	94.92%	100.0%
63		RCOM	0.13	100.00%	NA	NA		1:11	NR	82.90%	0.00%	0.04%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%
64		Bharti	0.41	97.97%	100.00%	NA		3.49	78.82%	NA	0.00%	0.00%	NA	100.00%	100.00%	100.00%	91.00%	99.97%	100.00%
65	NE	TTSL	NA	NA	NA	NA		NA	NA	NA	0.00%	0.00%	NA	NA	NA	99.93%	97.92%	NA	NA
66	NE-I	BSNL	3.91	97.05%	99.62%	99.96%		7.26	62.71%	NR	NR	0.02%	NR	NR	NR	96.22%	91.67%	88.25%	100.00%
67	NE-II	BSNL	3.00	96.33%	100.00%	100.00%		5.68	60.85%	NR	0.30%	0.00%	NA	NA	NA	95.56%	93.67%	75.91%	100.00%

Annexure 4.2 (Contd.)

68	OR	Vodafone	1.50	88.89%	88.89%	NA		16:43	97.78%	NA	0.00%	0.00%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA	
69		TTSL	0.76	100.00%	100.00%	100.00%		1.93	99.98%	NA	0.00%	0.02%	NA	100.00%	NA	99.59%	98.44%	NA	100.00%	
70		RCOM	0.00	NA	NA	NA		NA	NR	89.70%	0.00%	NIL	NR	NA	NA	97.17%	93.00%	100.00%	100.00%	
71		BSNL	4.31	96.76%	100.07%	99.80%		6.43	69.43%	NR	Nil	0.00%	Nil	100.00%	100.00%	96.35%	88.33%	97.78%	100.00%	
72	PB	Vodafone	0.56	100.00%	100.00%	NA		1:40	85.63%	NA	0.00%	0.00%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA	
73		TTSL	0.39	98.25%	100.00%	100.00%		7.26	77.02%	NA	0.00%	0.03%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	NA	
74		RCOM	0.61	100.00%	NA	NA		1:10	NR	94.08%	0.00%	0.03%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%	
75		Bharti	1.56	94.70%	100.00%	NA		5.12	96.75%	NA	0.00%	0.01%	NA	100.00%	100.00%	97.00%	97.00%	99.96%	100.00%	
76		HFCL	0.03	94.08%	100.00%	NA		7.76	55.61%	NA	0.00%	0.01%	NA	100.00%	100.00%	95.51%	92.33%	100.00%	100.00%	
77	BSNL	3.98	89.52%	91.08%	99.97%		4.99	71.52%	NR	NR	0.00%	NIL	100.00%	100.00%	95.22%	88.33%	100.00%	100.00%		
78	RJ	Vodafone	0.72	100.00%	100.00%	NA		1:27	97.67%	NA	0.00%	0.00%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA	
79		Sisatema	1.63	98.19%	100.00%	100.00%		4.5	91.47%	NA	NIL	0.05%	0.00%	NA	100.00%	100.00%	100.00%	96.00%	100.00%	100.00%
80		TTSL	NA	NA	NA	NA		NA	59.21%	NA	0.00%	0.00%	NA	NA	100.00%	99.84%	97.92%	NA	NA	
81		RCOM	0.32	100.00%	NA	NA		6:03	NR	92.28%	0.00%	0.05%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%	
82		Bharti	1.17	96.36%	100.00%	NA		3.73	91.72%	NA	0.00%	0.02%	NA	100.00%	100.00%	100.00%	97.00%	100.00%	100.00%	
83	BSNL	4.23	97.10%	100.00%	100.00%		5.67	71.58%	NR	NR	0.00%	0.00%	NR	NR	92.78%	40.33%	100.00%	100.00%		
84	ROM	TTSL	0.48	96.30%	100.00%	100.00%		6.19	97.79%	NA	0.00%	0.05%	NA	100.00%	100.00%	100.00%	98.08%	100.00%	NA	
85	TN	Vodafone	3.81	100.00%	100.00%	NA		2:05	93.55%	NA	0.00%	16.67%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA	
86		TTSL	Not launched																	
87		RCOM	0.49	100.00%	NA	NA		9:43	NR	88.99%	0.00%	0.03%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%	
88		Bharti	2.80	93.13%	100.00%	NA		4.25	91.09%	NA	0.00%	0.08%	NA	100.00%	100.00%	100.00%	93.00%	99.72%	100.00%	
89		BSNL	4.92	73.04%	85.92%	90.11%		56.01	83.66%	NR	NR	0.00%	NIL	NR	100.00%	97.90%	56.67%	100.00%	100.00%	
90	UP-E	Vodafone	1.67	94.74%	100.00%	NA		6:10	96.06%	NA	0.00%	0.00%	NA	100.00%	100.00%	94.00%	95.00%	NA	NA	
91		TTSL	1.13	94.05%	100.00%	100.00%		6.08	98.88%	NA	0.00%	0.00%	NA	NA	100.00%	100.00%	97.89%	NA	NA	
92		RCOM	0.81	100.00%	NA	NA		2:28	NR	94.71%	0.00%	0.04%	NR	100.00%	100.00%	97.17%	93.00%	100.00%	100.00%	
93		Bharti	1.85	95.06%	100.00%	NA		5.83	95.17%	NA	0.00%	0.03%	NA	100.00%	100.00%	97.00%	97.00%	100.00%	100.00%	
94	BSNL	3.36	96.04%	99.74%	99.95%		5.74	75.09%	NR	NR	0.00%	NR	NR	100.00%	100.00%	41.33%	100.00%	100.00%		
95	UP-W	TTSL	NA	NA	NA	NA		NA	100.00%	NA	0.00%	0.08%	NA	100.00%	100.00%	99.88%	98.00%	NA	NA	
96		RCOM	0.00	NA	NA	NA		NA	NR	89.71%	0.00%	NIL	NR	NA	NA	97.17%	93.00%	100.00%	100.00%	
97		Bharti	1.18	98.40%	100.00%	NA		3.49	97.79%	NA	0.00%	0.02%	NA	100.00%	100.00%	97.00%	97.00%	100.00%	100.00%	
98		BSNL	4.46	95.86%	99.33%	99.64%	71698	5.77	76.92%	57.26%	NR	0.03%	NR	100.00%	100.00%	92.90%	44.00%	99.58%	100.00%	
99	UTT	BSNL	5.56	89.47%	96.14%	99.91%		4.81	68.21%	NR	NR	0.00%	NR	100.00%	NR	92.61%	82.33%	99.94%	100.00%	
100	WB	TTSL	Not launched																	
101		RCOM	0.00	NA	NA	NA		NA	NR	82.25%	0.00%	NIL	NR	NA	NA	97.17%	93.00%	100.00%	100.00%	
102		BSNL	5.01	87.06%	91.68%	95.81%	460	8.76	82.90%	NR	NR	0.05%	NR	100.00%	NR	95.98%	72.67%	75.75%	100.00%	

Benchmark not met

NR - Data Not Reported

NA - Not Applicable

Annexure 4.3: Quality of Service Performance of Broadband Service Providers

Performance Monitoring Report on Quality of Service of Broadband Service Providers for Quarter Ending December, 2012

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 repaired within 15 days of registration of demand	% of faults repaired by next working day (>90%)	% of faults repaired within 3 working day	Rent Rebate	%age of bills disputed	%age of billing complaints resolved within 4 weeks	%age of cases to whom refund of deposits is made within 60 days of closures	%age of calls answered by operator (Voice to voice) within 60 sec	%age of calls answered by operator (Voice to voice) within 90 sec	No. of Intra network links having Bandwidth utilisation >90% during peak hours	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)
		100%	>90%	>99%	in nos.	<2%	100%	100% within 60 days	>60%	>80%	0	0	<90%	>80%	>98%	<1%	<120 ms	<350 ms	<800 ms
1	BSNL																		
1.1	Andhra Pradesh	NR	NR	NR	NR	0.01%	100.00%	100.00%	85.50%	92.90%	0	9	83.50%	93.50%	99.90%	0.60%	38.7	251.7	0
1.2	Assam	NR	NR	NR	NR	0.02%	100.00%	100.00%	85.40%	95.90%				95.40%	99.90%				
1.3	Bihar	NR	NR	NR	NR	0.00%	100.00%	100.00%	100.00%	100.00%				87.90%	99.90%				
1.4	Chhattisgarh	NR	NR	NR	NR	Nil	100.00%	100.00%	77.90%	88.30%				93.40%	99.80%				
1.5	Chennai	NR	NR	NR	NR	0.18%	100.00%	100.00%	98.50%	100.00%				86.70%	99.60%				
1.6	Gujrat	NR	NR	NR	NR	0.04%	100.00%	100.00%	83.40%	90.10%				90.60%	99.70%				
1.7	Haryana	NR	NR	NR	NR	0.23%	100.00%	100.00%	82.10%	93.80%				90.30%	99.70%				
1.8	Himachal Pradesh	NR	NR	NR	NR	0.11%	100.00%	100.00%	84.70%	95.10%				88.00%	99.90%				
1.9	Jammu & Kashmir	NR	NR	NR	NR	0.06%	100.00%	100.00%	75.10%	88.20%				89.70%	99.30%				
1.10	Jharkhand	NR	NR	NR	NR	NR	NR	NR	84.90%	91.90%				94.80%	99.50%				
1.11	Karnataka	NR	NR	NR	NR	NR	NR	NR	88.70%	95.80%				93.70%	99.90%				
1.12	Kerala	NR	NR	NR	NR	0.00%	100.00%	100.00%	76.20%	88.90%				86.40%	99.70%				
1.13	Kolkata	NR	NR	NR	NR	1.70%	100.00%	100.00%	91.70%	95.30%				92.00%	99.70%				
1.14	Maharashtra	NR	NR	NR	NR	0.03%	100.00%	100.00%	99.30%	100.00%				100.00%	99.80%				
1.15	Madhya Pradesh	NR	NR	NR	NR	0.03%	100.00%	100.00%	88.70%	95.70%				92.40%	99.90%				
1.16	North East I	NR	NR	NR	NR	0.00%	100.00%	100.00%	79.00%	90.20%				92.80%	99.30%				
1.17	North East II	NR	NR	NR	NR	0.00%	100.00%	100.00%	91.90%	94.80%				89.80%	99.40%				
1.18	Orissa	NR	NR	NR	NR	0.01%	100.00%	100.00%	77.20%	90.30%				92.10%	99.50%				
1.19	Punjab	NR	NR	NR	NR	0.62%	100.00%	100.00%	82.70%	93.20%				91.10%	99.90%				
1.20	Rajasthan	NR	NR	NR	NR	0.00%	100.00%	100.00%	86.30%	93.50%				90.50%	99.80%				
1.21	Tamil Nadu	NR	NR	NR	NR	NR	NR	NR	94.50%	98.30%				96.60%	100.00%				
1.22	Uttaranchal	NR	NR	NR	NR	NR	NR	NR	87.60%	96.50%				94.60%	99.40%				
1.23	UP East	NR	NR	NR	NR	0.14%	100.00%	100.00%	86.00%	94.40%				94.10%	99.80%				
1.24	UP West	NR	NR	NR	NR	NR	NR	NR	74.80%	84.50%				93.20%	99.80%				
1.25	West Bengal	NR	NR	NR	NR	0.14%	100.00%	100.00%	85.80%	94.70%				92.00%	99.30%				
1.26	A&N	NR	NR	NR	NR	0.00%	100.00%	100.00%	95.00%	100.00%				33.30%	100.00%				
2	MTNL																		
2.1	Delhi	95.06%	79.17%	94.36%	12788	0.12%	99.16%	100.00%	99.76%	99.87%	0	1	83.84%	95.00%	99.84%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	100.00%	90.82%	96.27%	11601	0.006%	100.00%	NA	68.28%	70.75%	0	2	86.25%	80.00%	98.00%	1.00%	70	350	NA
3	Bharti Airtel Ltd.																		
3.1	Andhra Pradesh	100.00%	90.84%	99.95%	1	0.03%	100.00%	100.00%	87.00%	91.00%	0	0	0.53%	103.52%	99.99%	0.00%	78	261.67	NA
3.2	Delhi	100.00%	93.27%	99.27%	312	0.03%	100.00%	100.00%	96.00%	98.00%	0	0	0.74%	100.00%	99.97%	0.00%	27	1.73	NA
3.3	Gujarat	100.00%	97.11%	99.60%	15	0.01%	100.00%	100.00%	87.00%	90.00%	0	NA	NA	100.00%	99.99%	0.00%	38	61.67	NA
3.4	Haryana	100.00%	97.76%	100.00%	0	0.01%	100.00%	100.00%	97.00%	99.00%	0	NA	NA	100.00%	100.00%	0.00%	60	1.33	NA
3.5	Karnataka	100.00%	91.11%	99.98%	2	0.09%	100.00%	100.00%	89.00%	93.00%	0	0	0.84%	101.93%	99.99%	0.00%	83	272.33	NA

Annexure 4.3 (Contd.)

3.6	Kerala	100.00%	93.90%	99.76%	2	0.03%	100.00%	100.00%	93.00%	94.00%	0	NA	NA	103.52%	100.00%	0.00%	104	335	NA
3.7	Kolkata	100.00%	96.89%	99.95%	1	0.01%	100.00%	100.00%	96.00%	98.00%	0	0	0.56%	100.00%	99.99%	0.00%	28	5.33	NA
3.8	Madhya Pradesh & CG	100.00%	98.28%	99.69%	62	0.04%	100.00%	100.00%	96.00%	98.00%	0	0	0.72%	99.00%	99.97%	0.00%	74	77.67	NA
3.9	Maharashtra	100.00%	99.21%	99.75%	10	0.03%	100.00%	100.00%	87.00%	91.00%	0	NA	NA	100.00%	99.94%	0.00%	39	61.67	NA
3.10	Mumbai	100.00%	98.78%	99.78%	16	0.02%	100.00%	100.00%	87.00%	91.00%	0	0	0.60%	100.00%	99.87%	0.00%	41	61.67	NA
3.11	Punjab	100.00%	94.25%	99.39%	21	0.01%	100.00%	100.00%	96.00%	98.00%	0	0	0.56%	100.00%	100.00%	0.00%	47	6.67	NA
3.12	Rajasthan	100.00%	99.40%	99.94%	1	0.01%	100.00%	100.00%	96.00%	98.00%	0	NA	NA	100.00%	99.99%	0.00%	27	89.33	NA
3.13	Tamilnadu	100.00%	92.66%	99.97%	6	0.16%	100.00%	100.00%	94.00%	96.00%	0	0	0.63%	113.28%	99.99%	0.00%	86	285	NA
3.14	UP - East	100.00%	97.03%	99.70%	7	0.02%	100.00%	100.00%	96.00%	98.00%	0	NA	NA	100.00%	100.00%	0.00%	11	1.33	NA
3.15	UP - West	100.00%	98.71%	99.87%	1	0.01%	100.00%	100.00%	96.00%	98.00%	0	NA	NA	100.00%	99.99%	0.00%	32	1.33	NA
4	Hathway																		
4.1	Andhra Pradesh	100.00%	97.00%	100.00%	208	1.86%	100.00%	100.00%	94.00%	98.00%	0	0	86.00%	85.00%	99.64%	1.00%	120	320	NA
4.2	Delhi	100.00%	98.00%	99.00%	41	1.70%	100.00%	100.00%	91.00%	93.00%	NR	NR	87.00%	85.00%	98.10%	1.00%	13	309	NA
4.3	Gujarat	100.00%	94.00%	99.00%	0	0.00%	NA	NA	83.00%	95.00%	0	0	87.00%	85.00%	99.00%	1.00%	70	260	NA
4.4	Haryana	100.00%	NA	NA	0	0.00%	NR	NR	DNF	DNF	0	DNF	NA	85.00%	99.50%	1.00%	2	309	NA
4.5	Karnataka	100.00%	93.00%	99.00%	583	1.93%	100.00%	100.00%	80.00%	86.00%	0	0	87.00%	85.00%	99.59%	1.00%	120	350	NA
4.6	Maharashtra	100.00%	95.00%	99.00%	2658	0.80%	100.00%	100.00%	89.00%	92.00%	0	0	86.00%	85.00%	99.00%	1.00%	80	275	NA
4.7	Punjab	100.00%	94.00%	99.00%	0	1.88%	100.00%	100.00%	98.00%	99.00%	NR	0	78.00%	85.00%	99.05%	1.00%	3	310	NA
4.8	Goa	100.00%	96.00%	99.00%	0	0.00%	NA	NA	94.00%	97.00%	0	0	87.00%	85.00%	99.00%	1.00%	60	230	NA
4.9	Uttar Pradesh	100.00%	97.00%	99.00%	0	1.32%	100.00%	100.00%	DNF	DNF	NR	NA	72.00%	85.00%	100.00%	1.00%	4	281	NA
4.10	Chhatisgarh	100.00%	99.00%	100.00%	0	1.80%	100.00%	100.00%	99.00%	99.00%	0	0	68.00%	85.00%	99.80%	1.00%	7	328	NA
5	SIFY																		
	All India	96.42%	50.00%	79.00%	257	NA	NA	NA	93.15%	94.49%	0	0	84.00%	0.00%	100.00%	0.00%	42	269	NR
6	Quadrant Televentures Ltd.(Formerly HFCL Infotel Ltd.)																		
	Punjab	99.92%	94.15%	99.82%	10	0.01%	100.00%	100.00%	74.00%	83.00%	Nil	Nil	81.19%	100.00%	99.93%	0.00%	C/DNF	C/DNF	NA
7	Tata Teleservices (Maharashtra) Ltd.																		
	Maharashtra & Goa	100.00%	91.49%	100.00%	0	0.59%	100.00%	nil	94.00%	95.00%	0	0	70.33%	92.75%	99.85%	0.00%	31	202	NA
8	Beam Cables																		
	Hyderabad	100.00%	67.66%	91.66%	5670	2.00%	100.00%	NA	53.00%	63.66%	0	0	57.40%	80.00%	99.00%	1.00%	100	300	NA
9	Alliance Broadband																		
	Kolkata	100.00%	99.00%	100.00%	0	0.09%	100.00%	NA	98.00%	99.00%	0	0	DNF	DNF	99.00%	1.00%	NA	NA	NA
10	Broadband Pacenet India Private Ltd.																		
10.1	Mumbai	100.00%	90.00%	100.00%	24	0.00%	100.00%	NA	68.00%	85.00%	Nil	Nil	82.00%	DNF	99.00%	1.00%	50	280	NA
10.2	Mumbai-Pune	100.00%	91.00%	100.00%	NR	NR	100.00%	NA	68.00%	85.00%	Nil	Nil	66.00%	DNF	99.00%	1.00%	50	280	NA
10.3	All India	100.00%	91.00%	99.50%	29	0.00%	NA	NA	71.00%	86.00%	Nil	Nil	71.00%	DNF	99.00%	1.00%	75	310	NA
10.4	Madhya Pradesh	100.00%	92.00%	100.00%	0	0.00%	100.00%	NA	71.00%	91.00%	Nil	Nil	72.00%	DNF	99.00%	1.00%	50	280	NA
10.5	Gujarat	100.00%	91.00%	100.00%	20	0.00%	100.00%	NA	71.00%	91.00%	Nil	Nil	74.00%	DNF	99.00%	1.00%	50	280	NA
10.6	Rajasthan	100.00%	92.00%	100.00%	0	0.00%	NA	NA	82.00%	92.00%	Nil	Nil	68.33%	DNF	99.00%	1.00%	50	280	NA
10.7	Andhra Pradesh	100.00%	90.00%	98.00%	0	DNF	100.00%	NA	72.00%	88.00%	Nil	Nil	79.27%	DNF	99.00%	1.00%	50	280	NA
11	Tikona Digital Networks																		
	All India	99.55%	95.09%	99.42%	982	0.44%	100.00%	100.00%	75.31%	83.36%	1	0	52.55%	98.65%	99.96%	NA	NA	NA	NA
12	Asianet Satellite Communications Ltd.																		
	Kerala	100.00%	NR	NR	NR	1.87%	100.00%	100.00%	NR	NR	0	0	64.60%	90.00%	99.50%	1.00%	15	270	NA

Annexure 4.3 (Contd.)

13	Zylog Systems(India)Ltd.																		
13.1	All Circles	100.00%	95.00%	100.00%	NR	NR	NR	100.00%	76.00%	100.00%	0	0	61.00%	90.00%	99.53%	NA	44	300	NA
13.2	ROTN	100.00%	92.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	64.00%	90.00%	99.60%	NA	44	300	NA
13.3	Chennai	100.00%	93.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	49.00%	90.00%	99.09%	NA	44	300	NA
13.4	Andhra Pradesh	100.00%	97.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	72.00%	90.00%	99.63%	NA	44	300	NA
13.5	Karnataka	100.00%	97.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	64.00%	90.00%	99.60%	NA	44	300	NA
13.6	Punjab	100.00%	99.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	64.00%	90.00%	99.76%	NA	44	300	NA
13.7	Gujarat	100.00%	99.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	49.00%	90.00%	99.77%	NA	44	300	NA
13.8	Rajasthan	100.00%	99.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	58.00%	90.00%	99.70%	NA	44	300	NA
13.9	Haryana	100.00%	100.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	64.00%	90.00%	99.63%	NA	44	300	NA
13.10	Goa	100.00%	100.00%	100.00%	NR	NR	NR	100.00%	NR	100.00%	0	0	70.00%	90.00%	99.19%	NA	44	300	NA
14	IndusInd Media & Communications Ltd. (Broadband Division)																		
	All India	100.00%	97.00%	99.00%	13	0.00%	100.00%	DNF	100.00%	100.00%	0	2	73.59%	80.00%	96.00%	1.00%	45	260	NA
15	Rajesh Multichannel Pvt. Ltd.																		
	Mumbai	100.00%	98.00%	NR	Nil	Nil	100.00%	Nil	92.00%	87.00%	DNF	NR	86.00%	NR	99.00%	NR	NR	NR	NR
16	Chandranet Pvt. Ltd.																		
	Gujarat	100.00%	93.26%	99.50%	72	NR	100.00%	100.00%	88.36%	98.09%	0	0	85.00%	97.00%	98.66%	NR	NR	NR	NR
17	Gujarat Telelink Pvt. Ltd.																		
	Gujarat	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
18	Syscon Infoway Pvt Ltd.																		
	Mumbai	100.00%	98.00%	100.00%	0	0.00%	100.00%	100.00%	96.00%	95.00%	0	0	84.00%	100.00%	98.00%	0.00%	10	250	NR
19	D-Vois Broadband																		
	All India	100.00%	96.00%	99.41%	NR	DNF	DNF	NR	99.00%	99.00%	0	0	Nil	90.00%	100.00%	0.10%	C/DNF	C/DNF	C/DNF
20	Wish Net Private Ltd																		
20.1	West Bengal	100.00%	98.92%	100.00%	0	0.49%	100.00%	NA	80.67%	97.33%	0	0	61.67%	DNF	99.00%	1.00%	NA	NA	NA
20.1	Kolkata	100.00%	98.92%	100.00%	0	0.06%	100.00%	NA	81.00%	97.67%	0	0	77.39%	DNF	99.00%	1.00%	NA	NA	NA
21	Tata Communications																		
21.1	Andhra Pradesh	100.00%	97.00%	100.00%		0.00%	100.00%	98.00%							99.69%				
21.2	Assam	NA	100.00%	100.00%		NA	NA	100.00%							99.98%				
21.3	Delhi & NCR	100.00%	99.00%	100.00%		0.00%	100.00%	100.00%							99.80%				
21.4	Gujarat & Daman & Du	100.00%	100.00%	100.00%		0.00%	100.00%	100.00%							99.59%				
21.5	Haryana	NA	100.00%	100.00%		0.00%	100.00%	NA							99.98%				
21.6	Himachal Pradesh	NA	100.00%	100.00%		0.00%	100.00%	NA							99.90%				
21.7	Jammu & Kashmir	NA	NA	NA		0.00%	100.00%	NA							100.00%				
21.8	Karnataka	100.00%	97.00%	99.00%		0.00%	100.00%	95.00%							99.93%				
21.9	Kerala & Lakshadweep	100.00%	95.00%	99.00%		0.00%	100.00%	100.00%							99.02%				
21.10	Madhya Pradesh & Chhattisgarh	100.00%	98.00%	100.00%		0.00%	100.00%	100.00%							99.40%				
21.11	Maharashtra & Goa	100.00%	97.00%	99.00%	587	0.00%	100.00%	98.00%	85.00%	89.00%	0	0	54.47%	80.00%	99.56%	0.00%	50	245	NA
21.12	Mumbai	100.00%	97.00%	99.00%		0.00%	100.00%	100.00%							99.74%				
21.13	North Eastern	NA	NA	NA		0.00%	100.00%	NA							99.96%				
21.14	Orissa	NA	100.00%	100.00%		0.00%	100.00%	NA							99.99%				
21.15	Punjab	NA	99.00%	100.00%		0.00%	100.00%	NA							99.99%				
21.16	Rajasthan	NA	99.00%	100.00%		0.00%	100.00%	NA							99.97%				
21.17	Tamil Nadu & Pondicherry	100.00%	94.00%	99.00%		0.00%	100.00%	100.00%							99.01%				
21.18	Uttar Pradesh - East	100.00%	100.00%	100.00%		0.00%	100.00%	NA							99.98%				
21.19	Uttar Pradesh -West	NA	100.00%	100.00%		0.00%	100.00%	NA							99.98%				
21.20	West Bengal	NA	NA	NA		NA	NA	NA							NA				
21.21	Kolkata	100.00%	96.00%	100.00%		0.00%	100.00%	100.00%							99.16%				
21.22	Bihar & Jharkhand	100.00%	100.00%	100.00%		0.00%	100.00%	NA							99.99%				

Annexure 4.3 (Contd.)

22	Ortel Communications																		
	Orissa	100.00%	91.00%	100.00%	NR	NA	NA	NA	100.00%	100.00%	0	0	78.66%	96.33%	98.89%	0.00%	58	156.33	NA
23	Reliance Communications																		
	All India	100.00%	100.00%	100.00%	NA	0.12%	100.00%	100.00%	84.00%	91.00%	0	0	63.00%	NR	99.61%	0.39%	NR	NR	NR
24	You Broadband																		
24.1	All India	100.00%	88.00%	99.00%	749	2.25%	100.00%	100.00%	74.56%	80.28%	NA	0	74.22%	86.11%	98.77%	0.00%	12	258	NA
24.2	Maharashtra	100.00%	92.00%	99.00%	207	0.70%	100.00%	100.00%	74.00%	80.00%	NA	0	73.89%	86.34%	98.59%	0.00%	18	266	NA
24.3	Gujarat	100.00%	91.00%	99.00%	330	0.56%	100.00%	100.00%	75.67%	81.67%	NA	0	74.21%	86.07%	98.89%	0.00%	12	253	NA
24.4	Karnataka	100.00%	87.00%	99.00%	25	0.79%	100.00%	100.00%	73.33%	79.33%	NA	0	73.10%	85.73%	98.56%	0.00%	7	244	NA
24.5	Tamilnadu	100.00%	88.00%	99.00%	36	0.94%	100.00%	100.00%	75.33%	81.33%	NA	0	76.52%	86.26%	98.61%	0.00%	8	251	NA
24.6	Haryana	100.00%	89.00%	99.53%	22	2.62%	100.00%	100.00%	74.33%	80.33%	NA	0	70.00%	85.48%	98.53%	0.00%	4	252	NA
24.7	Andhra Pradesh	100.00%	84.00%	99.00%	129	0.89%	100.00%	100.00%	74.67%	80.67%	NA	0	75.62%	86.43%	98.83%	0.00%	14	270	NA
25	Five Networks																		
	All India	100.00%	99.50%	100.00%	NA	NR	100.00%	100.00%	NA	NA	NA	0	NR	97.17%	98.00%	1.00%	NA	360	NA
26	Vasai Cables																		
	Mumbai(Kalyan SSA)	100.00%	93.86%	99.43%	0	0.81%	100.00%	NA	65.28%	81.90%	0	0	80.00%	80.00%	99.82%	1.00%	4	255	NR
27	Softeng Computers new name is Nivvah Infrastructure & Telecom Services Ltd.																		
	All India	100.00%	100.00%	100.00%	Nil	NR	100.00%	100.00%	91.00%	99.00%	0	0	55.66%	99.00%	99.00%	0.23%	50	253.33	NA
28	Noida Software Technology																		
	All India	100.00%	100.00%	NA	Nil	NA	NA	NA	80.00%	100.00%	118	NA	NA	98.00%	99.35%	1.00%	30	250	NR
29	Meghbela Cable & Broadband																		
	All India	100.00%	100.00%	100.00%	0	0.00%	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	NR	99.90%	0.33%	60	NR	NR
30	Atria Convergence Tech																		
	Karnataka	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
31	Honesty Net Solutions																		
	Mumbai	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
32	Home Systems																		
	Mumbai	99.00%	97.00%	99.99%	NA	0.00%	0.00%	0.00%	70.33%	90.33%	0	1	80.00%	95.00%	98.00%	0.01%	50	295	NA
33	Citycom Networks Pvt. Ltd.																		
	All India	100.00%	95.25%	99.90%	0	1.61%	100.00%	100.00%	71.00%	83.00%	0	0	70.00%	90.00%	99.00%	1.00%	DNF	DNF	NA
34	Ankhnnet Informations Pvt. Ltd																		
	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
35	Tata Teleservices Ltd																		
	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
		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: A -la-carte rates of pay channels for non-CAS areas,
as reported to TRAI by the respective Broadcasters**

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
1	M/s Media Pro Enterprise India Private Limited	1	Zee TV	13.88	As on 01.12.2007, the rate of the channel was Rs. 12.97. Reported revised rate of Rs. 13.88 w.e.f. 01.01.2009.
		2	Zee Cinema	13.88	As on 01.12.2007, the rate of the channel was Rs. 12.97 Reported revised rate of Rs. 13.88 w.e.f. 01.01.2009.
		3	Cartoon Network	13.37	As on 01.12.2007, the rate of the channel was Rs. 12.50 Reported revised rate of Rs. 13.37 w.e.f. 01.01.2009.
		4	Zee Marathi	08.56	As on 01.12.2007, the rate of the channel was Rs. 8.00 Reported revised rate of Rs. 08.56 w.e.f. 01.01.2009.
		5	Zee News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 Reported revised rate of Rs. 08.02 w.e.f. 01.01.2009.
		6	CNN	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 Reported revised rate of Rs. 01.60 w.e.f. 01.01.2009.
		7	Zee Café	08.56	As on 01.12.2007, the rate of the channel was Rs. 8.00 Reported revised rate of Rs. 08.56 w.e.f. 01.01.2009.
		8	Zee Studios	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 Reported revised rate of Rs. 07.49 w.e.f. 01.01.2009.
		9	Zee Bangla	08.67	As on 01.12.2007, the rate of the channel was Rs. 8.10 Reported revised rate of Rs. 08.67 w.e.f. 01.01.2009.
		10	Zee Punjabi	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 Reported revised rate of Rs. 01.60 w.e.f. 01.01.2009.
		11	Zee Trendz	01.07	As on 01.12.2007, the rate of the channel was Rs. 1.00 Reported revised rate of Rs. 01.07 w.e.f. 01.01.2009.
		12	HBO	16.69	As on 01.12.2007, rate of the channel was Rs. 15.60 Reported revised rate of Rs. 16.69 w.e.f. 01.01.2009.
		13	POGO	13.37	As on 01.12.2007, rate of the channel was Rs. 12.50 Reported revised rate of Rs. 13.37 w.e.f. 01.01.2009.
		14	Zee Business	05.14	As on 01.12.2007, rate of the channel was Rs. 4.80 Reported revised rate of Rs. 05.14 w.e.f. 01.01.2009.
		15	Zee Classic	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 Reported revised rate of Rs. 10.70 w.e.f. 01.01.2009.
		16	Zee Action	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 Reported revised rate of Rs. 10.70 w.e.f. 01.01.2009.
		17	Zee Premier	11.98	As on 01.12.2007, rate of the channel was Rs. 11.20 Reported revised rate of Rs. 11.98 w.e.f. 01.01.2009.

Annexure 5.1 (contd.)

		18	Zee Telugu	11.13	As on 01.12.2007, rate of the channel was Rs. 10.40 Reported revised rate of Rs. 11.13 w.e.f. 01.01.2009.
		19	Zee Kannada	07.98	As on 01.12.2007, rate of the channel was Rs. 7.46 Reported revised rate of Rs. 07.98 w.e.f. 01.01.2009.
		20	ETC Punjabi	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 Reported revised rate of Rs. 09.63 w.e.f. 01.01.2009.
		21	ETC	03.21	As on 01.12.2007, rate of the channel was Rs. 3.00 Reported revised rate of Rs. 03.21 w.e.f. 01.01.2009.
		22	Zing ^(#)	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 Reported revised rate of Rs. 05.35 w.e.f. 01.01.2009.
		23	Zee Jagran	02.14	As on 01.12.2007, rate of the channel was Rs. 2.00 Reported revised rate of Rs. 02.14 w.e.f. 01.01.2009.
		24	Zee Smile	06.57	As on 01.12.2007, rate of the channel was Rs. 6.14 Reported revised rate of Rs. 06.57 w.e.f. 01.01.2009.
		25	24 Ghante	06.42	As on 01.12.2007, rate of the channel was Rs. 6.00 Reported revised rate of Rs. 06.42 w.e.f. 01.01.2009.
		26	24 Taas	09.09	As on 01.12.2007, rate of the channel was Rs. 8.50 Reported revised rate of Rs. 09.09 w.e.f. 01.01.2009.
		27	Zee Talkies	16.58	As on 01.12.2007, rate of the channel was Rs. 15.50 Reported revised rate of Rs. 16.58 w.e.f. 01.01.2009.
		28	WB	6.60	Channel launched on. 15.03.2009
		29	Zee 24 Ghantalu	5.60	Channel launched on 02.04.2009
		30	Zee Salaam	15.00	Channel launched on 01.02.2010
		31	9X	20.50	
		32	Star Plus	18.73	As on 01.12.2007, rate of the channel was Rs. 17.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.73 .
		33	Star Gold	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		34	Star Movies	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		35	Star World	04.87	As on 01.12.2007, rate of the channel was Rs. 4.55 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.87 .
		36	Vijay TV	04.28	As on 01.12.2007, rate of the channel was Rs. 4.00 (Rs 11.80 in Tamilnadu) W.e.f. 01.01.2009, rate of the channel increased to Rs 4.28 (Rs 12.63 in Tamilnadu).

Annexure 5.1 (contd.)

		37	NGC	06.15	As on 01.12.2007, rate of the channel was Rs. 5.75 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.15 .
		38	Fox Traveller channel (iii)	04.71	As on 01.12.2007, rate of the channel was Rs. 4.40 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.71 .
		39	Channel (V)	01.07	As on 01.12.2007, rate of the channel was Rs. 1.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 1.07 .
		40	Life Ok (iii)	21.94	As on 01.12.2007, rate of the channel was Rs. 20.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.94 .
		41	The MGM	06.42	M/s Star Den(v) has started distributing this channel w.e.f. 15.09.2008 @ Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .
		42	Star Jalsha	12.00	Earlier, "Star Jalsha " was distributed by M/s Star Den(v) as a FTA channel upto 04.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 12.
		43	ABP Ananda (iv)	06.00	Earlier, this channel was distributed by M/s Media Content & Communications Service (India) Private Limited as a FTA channel upto 4.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 6.00.
		44	FX	15.50	
		45	FOX CRIME	15.50	
		46	BABY TV	13.25	
		47	Nat Geo Wild	16.00	
		48	Nat Geo Adventure	16.00	
		49	Nat GEO Music	07.40	
		50	Asianet	12.45	
		51	Star Pravah	12.00	
		52	Fox Action Movies	15.00	
		53	Movies OK	17.00	
		54	NDTV 24X7	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		55	NDTV Profit	06.42	As on 01.12.2007, the rate of the channel was Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .

Annexure 5.1 (contd.)

		56	NDTV Good Times	09.63	This channel was converted from FTA to Pay channel w.e.f. 03.05.2008 @ Rs 9.00. W.e.f. 01.07.2009, rate of the channel increased to Rs9.63.
		57	Suvarna	12.00	Converted from FTA to Pay w.e.f 1.11.2010.
		58	Asianet Plus	07.00	The channel has been converted from FTA to Pay w.e.f. 29.01.2010.
		59	NDTV India	8.02	Converted from FTA to Pay w.e.f 01.01.2011
		<p>Note:</p> <p>i) Prior to 01.05.2009, the name of the channel "Zing" was "Zee Music"</p> <p>ii) Prior to 30.10.2011, the name of the channel "Fox Traveller Channel" was "Fox History & Traveller". Prior to 05.05.2011, "Fox History & Traveller" channel was known as "Fox History & Entertainment" channel.</p> <p>iii) w.e.f. 14.12.2011 the name of the channel "Star One" has been changed to "Life Ok".</p> <p>iv) Prior to 01.06.2012, the name of "ABP Ananda" was "Star Ananda"</p> <p>v) The channels distributed by M/s Zee Turner Ltd. and M/s Star Den were shifted to M/s Media Pro Enterprise India Private Limited w.e.f. 01.07.2011.</p> <p>vi) w.e.f 01.04.2010, the channel "REAL" has been discontinued for all delivery platforms.</p> <p>vii) w.e.f 11.05.2012, the channel "Imagine TV" has been discontinued for the viewers across India</p>			
2	M/s MSM Discovery India Private Limited	60	SET(Sony Entertainment Television)	21.40	As on 01.12.2007, the rate of channel was Rs. 20.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.40 .
		61	MAX	18.19	As on 01.12.2007, rate of the channel was Rs. 17.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.19 .
		62	Discovery	16.05	As on 01.12.2007, rate of the channel was Rs. 15.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 16.05 .
		63	Animal Planet	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 5.35 .
		64	AXN	15.52	As on 01.12.2007, rate of the channel was Rs. 14.50 W.e.f. 01.01.2009, rate of the channel increased to Rs15.52 .
		65	Animax	0.50	As on 01.12.2007, rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 . W.e.f 14.12.2010, rate of the channel reduced to Rs.0.50
		66	TLC ^(*)	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.63 .

Annexure 5.1 (contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		67	SAB TV	14.70	As on 01.12.2007, rate of the channel was Rs. 13.74 W.e.f. 01.01.2009, rate of the channel increased to Rs 14.70 .
		68	SET PIX	12.84	As on 01.12.2007, rate of the channel was Rs. 12.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 12.84 .
		69	Aaj Tak	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 7.49 .
		70	Headlines Today	03.21	As on 01.12.2007, the rate of the channel was Rs. 3.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 3.21 .
		71	Tez	02.14	As on 01.12.2007, the rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .
		72	Channel 8 (Sony AATH)	10.00	Earlier, "Channel 8" was distributed by M/s Bengla Entertainment Private Limited as a FTA channel. W.e.f. 01.04.2009, this channel was converted to Pay channel @ Rs 10.00.
		73	Discovery Science	12.00	Channel launched on 01.01.2010
		74	Discovery Turbo	10.00	Channel launched on 01.01.2010
		75	Neo Sports	26.60	Prior to 01.09.2010, these channels were distributed by M/s Neo Sports Broadcast Private Limited. W.e.f. 01.09.2010, the distribution of these channels were shifted to M/s MSM Discovery Private Limited.
		76	NEO Prime ⁽ⁱⁱⁱ⁾	35.45	
		77	Discovery Channel – Tamil	16.05	Channel launched on 01.08.2011
		78	MIX	7.50	Channel launched on 01.09.2011
		79	Discovery Kids	13.25	Channel launched on 01.04.2012
		80	SIX	35.00	Channel launched on 01.04.2012
<p>(i) Prior to 01.09.2010, the name of the channel "TLC " was "Discovery Travel & Living"</p> <p>(ii) Prior to 01.06.2012, the name of the channel "Neo Prime" was "Neo Cricket"</p> <p>(iii) The distribution of four channels namely "Colors", "MTV", "NICK" and "VH 1" were shifted to M/s SUN 18 Media Services North & M/s SUN 18 Media Services South (presently known as M/s IndiaCast Media Distribution Private Limited & M/s SUN Distribution Services respectively) w.e.f 13.08.2010 & 13.07.2010 respectively.</p>					

Annexure 5.1 (contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
3	i) M/s IndiaCast Media Distribution Private Limited *	81	SUN TV	13.26	As on 01.12.2007, the rate of the channel was Rs. 12.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 13.26 .
		82	Gemini TV	11.02	As on 01.12.2007, the rate of the channel was Rs. 10.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 11.02 .
4	ii) M/s SUN Distribution Services Pvt. Ltd. * (erstwhile M/s SUN 18 Media Services South)	83	Udaya TV	12.30	As on 01.12.2007, the rate of the channel was Rs. 11.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 12.30.
		84	K TV	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06.
		85	Gemini Comedy (i)	05.68	As on 01.12.2007, the rate of the channel was Rs. 5.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 5.68.
		86	Udaya Movies	15.40	As on 01.12.2007, the rate of the channel was Rs. 14.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 15.40 .
		87	Sun Music	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50.
		88	Gemini Music	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50 .
		89	Sun News	01.50	As on 01.12.2007, the rate of the channel was Rs. 1.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 1.50
		90	Gemini News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 8.02 .
		91	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was Rs. 7.35 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.86 .
		92	Gemini Movies (ii)	18.20	As on 01.12.2007, the rate of the channel was Rs. 17.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 18.20 .
		93	Chintu TV (iii)	13.37	W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids).

Annexure 5.1 (contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		94	Udaya Comedy (iv)	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06 .
		95	Kushi TV (v)	13.37	W.e.f 09.04.2009, Udaya News (Kannada News) was converted to Kushi TV (Telugu Kids).
		96	Chutti TV	13.37	Converted from FTA to Pay w.e.f. 17.11.2009
		97	Udaya II	07.49	Converted from FTA to Pay w.e.f. 17.11.2009
		98	Adithya TV (vi)	18.19	Converted from FTA (Telugu-Music) to Pay (Tamil-Movies) w.e.f. 17.11.2009.
		99	Surya TV	12.31	Converted from FTA to Pay w.e.f 01.04.2010
		100	Kiran TV	18.19	Converted from FTA to Pay w.e.f 01.04.2010
		101	The Disney Channel	09.52	Prior to 01.04.2010, these channels were distributed by M/s Star Den Media Services Private Limited.
		102	Disney XD (vii)	09.52	
		103	Hangama TV	08.35	
		104	IBN 7	7.49	Earlier, "IBN 7" was distributed by M/s Star Den Media Services Private Limited as a FTA channel upto 14.08.2010. W.e.f 14.08.2010, the channel has been converted from FTA to Pay.
		105	IBN Lokmat	7.86	The channel has been converted from FTA to Pay w.e.f 14.08.2010.
		106	Colors	21.40	Earlier these channels were distributed by M/s MSM Discovery India Private Limited upto 13.07.2010.
		107	MTV	7.49	
		108	NICK	6.42	
		109	VH 1	3.21	
		110	Sun News English	8.00	Channel launched on 09.01.2012
		111	Comedy Central	15.50	Channel launched on 23.01.2012
		112	SONIC	13.00	Channel launched on 20.12.2011

Annexure 5.1 (contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		113	CNBC TV 18	09.10	<p>These channels were distributed by M/s Zee Turner Limited upto 31.03.2008 at a-la-carte rate of Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz) respectively. M/s Star Den started distributing these channels w.e.f. 01.04.2008 at a-la-carte rate of Rs 08.50 (CNBC TV 18), Rs 05.00 (CNN IBN) and Rs 04.50 (CNBC Awaaz). M/s Star Den has been directed vide TRAI's Direction dated 28.08.2008 to reduce the a-la-carte rates of these channels from the reported level to Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz). Broadcaster has approached Hon'ble TDSAT against this direction vide Appeal No 11(C) of 2008. M/s Star Den has given an undertaking to Hon'ble TDSAT during the course of the hearing on October 1, 2008 for a-la-carte offering of the channels. The relevant extract of the interim order dated 1st October, 2008 is as under:-</p> <p>"....The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".</p> <p>The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-</p> <ol style="list-style-type: none"> 1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN) 3) 3.50 (CNBC Awaaz) <p>The matter was heard on 18.02.2009 by the Hon'ble TDSAT and the appeal has been disposed of by the Hon'ble TDSAT by passing following order:</p> <p>"In view of the judgement of this Tribunal dated 15.01.2009, the appeal does not survive".</p> <p>TRAI has filed an appeal in the Hon'ble Supreme Court of India against the order of Hon'ble TDSAT judgement dated 15.01.2009. Matter is sub-judice.</p> <p>W.e.f. 01.01.2009, rate of the channels increased to Rs 9.10 (CNBC TV 18), Rs 5.35 (CNN-IBN) & Rs 4.82 (CNBC Awaaz) .</p>
		114	CNN-IBN	05.35	
		115	CNBC Awaaz	04.82	
		116	Gemini Life	11.13	

- i) Prior to 01.10.2010, , the name of the channel "Gemini Comedy" was "Teja TV"
- ii) Prior to 01.10.2010, , the name of the channel "Gemini Movies" was "Navvulu". Prior to 27.07.2009, the name of the channel "Navvulu" was "Gemini Cable Vision"
- iii) Prior to 09.04.2009, the name of the channel "Chintu TV (Kannada Kids)" was "Teja News (Telugu News)". As on 01.12.2007, the rate of the channel, "Teja News" was Rs 1.60. W.e.f 06.03.2009, the rate of the channel increased to Rs 1.72. W.e.f 09.04.2009, the "Teja News" was renamed as "Chintu TV".
- iv) Prior to 01.10.2010 , the name of the channel "Udaya Comedy" was "Ushe TV"
- v) Prior to 09.04.2009, the name of the channel "Kushi TV (Telugu Kids) was "Udaya News (Kannada news)". As on 01.12.2007, the rate of the channel "Udaya News" was Rs 1.50. W.e.f 06.03.2009, the rate of the channel increased to Rs 1.60. W.e.f 09.04.2009, "Udaya News" was renamed as Kushi TV.
- vi) Prior to 06.03.2009, channel "Adithya TV" was distributed @ Rs. 03.00. w.e.f. 06.03.2009, the channel "Adithya" has been converted from Pay to FTA. w.e.f 17.11.2009, the channel "Adithya TV" has been converted from FTA (Telugu Music) to Pay (Tamil Movies) channel @ 18.19/-.
- vii) Prior to 14.11.2009, the name of the channel "Disney XD" was "Toon Disney "

* With effect from July 1, 2012, Sun Distribution Services Private Limited ("SDSPL", formerly known as 'Sun18 Media Services South Private Limited') has ceased to distribute **Viacom18 Channels** (Colors, MTV, Nick, Vh1, Sonic and Comedy Central) and **Network18 Channels** (CNBC-TV18, CNBC Awaaz, CNN-IBN, IBN7, IBN Lokmat and History TV18) in the states of Karnataka, Andhra Pradesh, Kerala and the Union Territories of Andaman & Nicobar Islands and Lakshadweep ("Territories").

However, SDSPL continues to distribute **Vacom18 Channels** and **Network18 channels** in the State of Tamil Nadu and the Union Territory of Pondicherry and the **Sun Channels** (KTV, Sun Music, Sun News, Gemini TV, Gemini Comedy, Udaya TV, Udaya Comedy, Chintu TV, Adithya TV, Kushi TV, Udaya Movies, Udaya News, Gemini News, Gemini Music, Gemini Movies, Sun TV, Udaya Music, Chutti TV, Surya TV, Kiran TV, Sun TV RI, Sun Life, Gemini Life, Sun News English, Sun Action, Gemini Action, Suriyan TV, Surya Action, Sun TV HD, K TV HD, Gemini TV HD, Sun Music HD and Kochu TV) and the **Disney Channels** (Disney Channel, Disney XD and Hungama TV) in the Territories and the State of Tamil Nadu and the Union Territory of Pondicherry.

Annexure 5.1 (contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
5.	M/s Ushodaya Enterprises Private Limited	117	ETV	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 W.e.f. 01.11.2009, rate of the channel increased to Rs 10.70 .
		118	ETV 2	05.99	As on 01.12.2007, rate of the channel was Rs. 5.60 W.e.f. 01.11.2009, rate of the channel increased to Rs 5.99
		119	ETV Bangla	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		120	ETV Marathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		121	ETV Kannada	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		122	ETV Gujarathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		123	ETV Oriya	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		124	ETV UP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		125	ETV Bihar	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		126	ETV Urdu	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		127	ETV Rajasthan	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		128	ETV MP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .

Annexure 5.1 (contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
6	M/s UTV Global Broadcasting Limited	129	Bindass	10.00	
		130	UTV Action (#)	10.00	
		131	World Movies	10.00	Channel launched on 03.02.2008
		132	UTV Movies	15.00	Launching of channel, reported vide letter dated 11.03.2008
		133	UTV Action – Telugu	18.35	Channel launched on 26.06.2011
7	M/s BBC World (India) Private Limited	134	BBC World	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 14.02.2011, rate of the channel increased to Rs 5.35
8	BBC Worldwide Media Private Limited (Erstwhile known as M/s BBC Worldwide Channels Private Limited)	135	BBC Entertainment	06.95	As on 01.12.2007, rate of the channel was Rs. 6.50 W.e.f. 14.02.2011, rate of the channel increased to Rs 6.95
		136	Cbeebies	06.95	As on 01.12.2007, rate of the channel was Rs. 6.50 W.e.f. 14.02.2011, rate of the channel increased to Rs 6.95
9	M/s ESPN Software India Private Limited	137	ESPN	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		138	Star Sports	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		139	Star Cricket	29.96	As on 01.12.2007, rate of the channel was Rs. 28.00 W.e.f. 01.01.2009, rate of the channel to Rs 29.96
		140	ESPNEWS	9.10	channel launched on 19.07.2011
10	M/s Raj Television Limited	141	Raj TV	11.77	As on 01.12.2007, rate of the channel was Rs. 11.00 (Rs. 7.72 in Andhra Pradesh). W.e.f. 01.01.2009, rate of the channel increased to Rs 11.77(Rs 8.26 in Andhra Pradesh).
		142	Raj Digital Plus	08.26	As on 01.12.2007, rate of the channel was Rs. 7.72 (Rs 4.68 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 8.26 (Rs 5.01 in Andhra Pradesh) .
		143	Vissa TV	05.01	As on 01.12.2007, rate of the channel was Rs. 4.68 (Rs. 11.00 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 5.01 (Rs 11.77 in Andhra Pradesh).
		144	Raj Musix	5.00	
		145	Raj News (24X7)	4.00	
11	M/s 9X Media Private Limited(###)	146	9XM	07.00	
		147	9X Jhakaas	5.00	Channel launched on 31.08.2011

Annexure 5.1 (contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		148	9XO	5.00	Channel launched on 24.04.2012
		149	9X Jalwa	5.00	Channel launched on 25.02.2012
12	M/s ABS Media Services Private Limited	150	Sahara One	20.50	Converted from FTA to Pay w.e.f. 06.06.2008
		151	Filmy	16.50	Converted from FTA to Pay w.e.f. 06.06.2008
13.	M/s B4U Television Network (India) Private Limited	152	B4U Movies	06.65	Reported on 25.11.2010, the rate of the channel revised from Rs. 6.00 to Rs 6.65.
14.	M/s MAA Television Network Limited	153	MAA TV	06.00	As on 01.12.2007, the rate of the channel was Rs. 5.50 w.e.f. 01.08.2009, rate of the channel increased to Rs 6.00.
		154	MAA Music	07.50	As on 01.01.2008, the rate of the channel was Rs. 7.00 w.e.f. 01.08.2009, rate of the channel increased to Rs 7.50.
		155	MAA Movies	18.50	Channel launched on 07.07.2010
		156	MAA Junior	13.50	Channel launched on 07.07.2010
15	M/s TV Today Network Limited	157	Dilli Aaj Tak	08.50	
16.	M/s Allied Infotainment Distribution Private Limited	158	E-24	15.00	Channel launched on. 27.03.2008
17	M/s Turner International India Private Limited	159	Boomerang	10.00	
		160	TCM Turner Classic Movies	10.00	
18	M/s Odisha Television Ltd	161	Tarang	10.70	As on 06.11.2008, the rate of the channel was Rs 10/- w.e.f 01.06.2010, rate of the channel increased to Rs 10.70.
		162	Tarang Music	05.00	
		163	Prarthana	05.00	
19	M/s Media Network & Distribution (India) Limited	164	ET NOW	08.50	Channel launched on. 27.06.2009.
		165	Times Now	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 w.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		166	Zoom	08.35	As on 01.12.2007, rate of the channel was Rs. 7.80 w.e.f. 01.01.2009, rate of the channel increased to Rs 8.35 .

Annexure 5.1 (contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
20	M/s Taj Television India Private Limited	167	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.
		168	Ten Cricket	35.45	Channel launched on 10.08.2010
		169	Ten Action	35.00	Channel launched on 10.04.2012
21	M/s BIG CBS Networks Limited	170	BIG CBS PRIME	14.00	Channel launched on 15.11.2010
		171	BIG CBS LOVE	11.00	Channel launched on 15.03.2011
		172	BIG CBS SPARK	11.00	Channel launched on 02.05.2011
		173	BIG CBS Spark Punjabi	11.00	Channel launched on 14.01.2012
22	M/s Reliance Television Private Limited	174	BIG MAGIC	11.00	Converted from FTA to Pay w.e.f. 15.09.2011
		175	Bloomberg UTV (H)	08.50	w.e.f. 01.04.2012, the channel has been shifted from M/s UTV Global Broadcasting Ltd. to M/s Reliance Television Private Limited.
23	M/s Paul Entertainment Pvt Ltd	176	9X Tashan	5.00	Channel launched on 31.08.2011
24	M/s Sarthak Entertainment Pvt Limited	177	Sarthak TV	9.50	Converted from FTA to Pay w.e.f. 20.05.2011
25	Mavis Satcom Limited	178	Jaya TV	9.00	Converted from FTA to Pay w.e.f. 16.12.2011
		179	Jaya Plus	4.00	Converted from FTA to Pay w.e.f. 16.12.2011
		180	Jaya Max	6.00	Converted from FTA to Pay w.e.f. 16.12.2011
		181	J Movies	6.00	Converted from FTA to Pay w.e.f. 16.12.2011
26	M/s SilverStar Communications Limited	182	Mega TV	5.00	
		183	Mega Musiq	5.00	
		184	Mega 24	5.00	

- 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"
- iii) Prior to 01.04.2010, the channels, namely "Sahara One" & "Filmy", were distributed by M/s Mega Reach Distributors (India) Pvt. Limited. "Sahara one" and "Filmy" channels are now being distributed by M/s ABS Media Services Private Limited.
- v) Prior to 30.10.2010, the name of the company " M/s 9X Media Private Limited " was "M/s INX Media Private Limited"
- vi) Prior to 23.09.2010 , the name of the channel "Ten Action +" was "Zee Sports". W.e.f. 20.07.2012, the channel "Ten Action +" has been discontinued for all delivery platforms.
- viii) w.e.f. 06.07.2012 the channel, "Lumiere Movies" has been suspended in India.
- ix) w.e.f. 19.01.2011 the channel "Imagine Showbiz" has been discontinued.

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

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
1	DELHI	CLEAR MEDIA	HIT-FM	01.09.2006
2	DELHI	DIGITAL RADIO	RED-FM	29.04.2003
3	DELHI	E.N.I.L.	RADIO- MIRCHI	29.04.2003
4	DELHI	H.T. MEDIA	FEVER 104	30.10.2006
5	DELHI	M.B.P.L.	RADIO-CITY	29.04.2003
6	DELHI	RADIO-ONE LTD.	RADIO-ONE [1]	23.09.2006
7	DELHI	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	28.05.2007
8	DELHI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24-09-2006
9	MUMBAI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.11.2006
10	MUMBAI	DIGITAL RADIO	RED-FM	29.04.2002
11	MUMBAI	E.N.I.L.	RADIO- MIRCHI	29.04.2002
12	MUMBAI	H.T. MEDIA	FEVER 104	15.01.2007
13	MUMBAI	M.B.P.L.	RADIO-CITY	21.05.2002
14	MUMBAI	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	26.01.2008
15	MUMBAI	RADIO-ONE LTD.	RADIO-ONE [1]	29.04.2003
16	KOLKATA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	21.10.2006
17	KOLKATA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	04.10.2007
18	KOLKATA	ANANDA OFFSET	FRIEND 91.9	28.02.2007
19	KOLKATA	DIGITAL RADIO	RED-FM	03.05.2003
20	KOLKATA	E.N.I.L.	RADIO- MIRCHI	03.05.2003
21	KOLKATA	HITZ FM	POWER-FM	03.05.2003
22	KOLKATA	INDIA FM	AMAR-FM	03.05.2003
23	KOLKATA	RADIO-ONE LTD.	RADIO-ONE [1]	12.12.2008
24	KOLKATA	H.T. MEDIA	FEVER 104	23.01.2008
25	CHENNAI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	27.09.2006
26	CHENNAI	E.N.I.L.	RADIO- MIRCHI	05.05.2003
27	CHENNAI	M.B.P.L.	RADIO-CITY	10.07.2006
28	CHENNAI	MALAR PUBLICATIONS	HELLO-FM	02.10.2006
29	CHENNAI	MUTHOOT BROADCASTING PVT. LTD.	CHENNAI LIVE	04.01.2008
30	CHENNAI	NOBLE BROADCASTING	AAHAA-FM	18.01.2007
31	CHENNAI	RADIO-ONE LTD.	RADIO-ONE [1]	10.01.2007
32	CHENNAI	SUN TV	SURYANA FM	05.05.2003
33	AGARTALA	POSITIVE RADIO	OOLALA FM	07.08.2007
34	AGRA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	18.08.2007
35	AGRA	SHRI PURAN MULTIMEDIA	MANTRA FM	08.07.2007

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
36	AHMEDABAD	E.N.I.L.	RADIO- MIRCHI	10.12.2001
37	AHMEDABAD	M.B.P.L.	RADIO-CITY	25.07.2007
38	AHMEDABAD	RADIO-ONE LTD.	RADIO-ONE [1]	26.08.2007
39	AHMEDABAD	SOUTH ASIA	S. FM	20.04.2008
40	AHMEDABAD	D. B. CORP.	MY-FM	21.07.2007
41	AHMEDNAGAR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.03.2008
42	AHMEDNAGAR	M.B.P.L.	RADIO-CITY	07.02.2008
43	AJMER	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	28-08-2007
44	AJMER	D. B. CORP.	MY-FM	31.08.2007
45	AKOLA	M.B.P.L.	RADIO-CITY	13.03.2008
46	ALIGARH	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	08.12.2006
47	ALLAHABAD	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.10.2007
48	ALLAHABAD	SOUTH ASIA	S. FM	18.03.2008
49	AMRITSAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007
50	AMRITSAR	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	15.05.2008
51	AMRITSAR	D. B. CORP.	MY-FM	27-07-2007
52	ASANSOL	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.06.2007
53	ASANSOL	SOUTH ASIA	S. FM	03.06.2008
54	AURANGABAD	E.N.I.L.	RADIO- MIRCHI	24.07.2007
55	AURANGABAD	SOUTH ASIA	S. FM	21.04.2008
56	BANGALURU	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	09.10.2006
57	BANGALURU	E.N.I.L.	RADIO- MIRCHI	17.04.2006
58	BANGALURU	H.T. MEDIA	FEVER 104	06.03.2007
59	BANGALURU	INDIA RADIO VENTURES	RADIO- INDIGO	01.10.2006
60	BANGALURU	KAL RADIO	S. FM	06.11.2006
61	BANGALURU	M.B.P.L.	RADIO-CITY	10.06.2001
62	BANGALURU	RADIO-ONE LTD.	RADIO-ONE [1]	01.08.2006
63	BAREILLY	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	30.03.2007
64	BAREILLY	SHRI PURAN MULTIMEDIA	MANTRA FM	09.04.2007
65	BHOPAL	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	20.05.2007
66	BHOPAL	E.N.I.L.	RADIO- MIRCHI	26.05.2007
67	BHOPAL	SOUTH ASIA	S. FM	06.11.2007
68	BHOPAL	D. B. CORP.	MY-FM	26.05.2007
69	BHUBANESHWAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007
70	BHUBANESHWAR	EASTERN MEDIA	CHOCOLATE	04.05.2007
71	BHUBANESHWAR	SOUTH ASIA	S. FM	28.06.2007
72	BIKANER	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	19.01.2007
73	BILASPUR	D. B. CORP.	MY-FM	27.09.2007
74	CHANDIGARH	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	12.02.2007
75	CHANDIGARH	D. B. CORP.	MY-FM	19.02.2007

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
76	COIMBATORE	E.N.I.L.	RADIO- MIRCHI	03.11.2007
77	COIMBATORE	M.B.P.L.	RADIO-CITY	12.11.2007
78	COIMBATORE	MALAR PUBLICATIONS	HELLO-FM	29.10.2007
79	COIMBATORE	SUN TV	SURYANA FM	07.03.2003
80	DHULE	B.A.G. INFOTAINMENT	RADIO- DHAMAL	15.08.2007
81	GANGTOK	CHINAR CIRCUITS	NINE-91.9 FM	10.08.2008
82	GANGTOK	PCM CEMENTS	MISTY FM	31.01.2009
83	GANGTOK	SOUTH ASIA	S.FM	
84	GORAKHPUR	SHRI PURAN MULTIMEDIA	MANTRA FM	03.06.2007
85	GULBERGA	KAL RADIO	S. FM	02.06.2008
86	GUWAHATI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007
87	GUWAHATI	PURVY BROADCASTING	GUP-SHUP	09.10.2007
88	GUWAHATI	SOUTH ASIA	S. FM	11.04.2008
89	GWALIOR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	06.08.2007
90	GWALIOR	GWALIOR FARMS	CHASKA	04.08.2007
91	GWALIOR	ITM SOFTWARE	SUNO LEMON	07.09.2007
92	GWALIOR	D. B. CORP.	MY-FM	06.08.2007
93	HISSAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	02.03.2007
94	HISSAR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007
95	HISSAR	SHRI PURAN MULTIMEDIA	MANTRA FM	21.03.2007
96	HYDERABAD	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	25.09.2006
97	HYDERABAD	E.N.I.L.	RADIO- MIRCHI	19.04.2006
98	HYDERABAD	KAL RADIO	S. FM	06.11.2006
99	HYDERABAD	M.B.P.L.	RADIO-CITY	30.05.2006
100	INDORE	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	03.08.2007
101	INDORE	E.N.I.L.	RADIO- MIRCHI	01.10.2001
102	INDORE	SOUTH ASIA	S. FM	09.12.2007
103	INDORE	D. B. CORP.	MY-FM	11.08.2007
104	ITANAGAR	POSITIVE RADIO	OOLALA FM	05.08.2008
105	JABALPUR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.03.2008
106	JABALPUR	E.N.I.L.	RADIO- MIRCHI	15.02.2008
107	JABALPUR	SOUTH ASIA	S. FM	19.03.2008
108	JABALPUR	D. B. CORP.	MY-FM	15.02.2008
109	JAIPUR	E.N.I.L.	RADIO- MIRCHI	17.04.2006
110	JAIPUR	M.B.P.L.	RADIO-CITY	08.09.2006
111	JAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	15.08.2006
112	JAIPUR	SOUTH ASIA	S. FM	06.11.2006
113	JAIPUR	D. B. CORP.	MY-FM	28.05.2006
114	JALANDHAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007
115	JALANDHAR	E.N.I.L.	RADIO- MIRCHI	24.04.2007
116	JALANDHAR	SHRI PURAN MULTIMEDIA	MANTRA FM	14.04.2007
117	JALANDHAR	D. B. CORP.	MY-FM	19.04.2007
118	JALGOAN	B.A.G. INFOTAINMENT	RADIO- DHAMAL	22.04.2008
119	JALGOAN	M.B.P.L.	RADIO-CITY	21.05.2008
120	JAMMU	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	07.12.2006

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
121	JAMSHED PUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	07.11.2007
122	JAMSHED PUR	SOUTH ASIA	S. FM	13.04.2008
123	JAMSHED PUR	NEUTRAL PUBLICATION	DHOOM FM	18.07.2008
124	JHANSI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	19.01.2007
125	JODHPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.12.2007
126	JODHPUR	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.06.2008
127	JODHPUR	D. B. CORP.	MY-FM	20.12.2007
128	KANNUR	ASIANET RADIO PVT. LTD.	BEST FM	13.01.2008
129	KANNUR	KAL RADIO	S. FM	12.03.2008*
130	KANNUR	MALAYALLA MANORAMA	MANGO FM	30.12.2007
131	KANNUR	THE MATHRABHUMI	CLUB-FM	30.12.2007
132	KANPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.06.2007
133	KANPUR	E.N.I.L.	RADIO- MIRCHI	16.06.2007
134	KANPUR	SOUTH ASIA	S. FM	28.01.2008
135	KARNAL	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007
136	KARNAL	SHRI PURAN MULTIMEDIA	MANTRA FM	02.04.2007
137	KOCHI	KAL RADIO	S. FM	17.05.2008*
138	KOCHI	MALAYALLA MANORAMA	MANGO FM	18.05.2008
139	KOCHI	THE MATHRABHUMI	CLUB-FM	17.05.2008
140	KOLHAPUR	E.N.I.L.	RADIO- MIRCHI	18.09.2007
141	KOLHAPUR	PUDHARI PUBLICATION	TOMOTO FM	21.09.2007
142	KOTA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	21.01.2008
143	KOTA	RAJASTHAN PATRIKA	RADIO- TADKA	25.02.2008
144	KOTA	D. B. CORP.	MY-FM	02.02.2008
145	KOZHIKKODE	KAL RADIO	S. FM	07.12.2007
146	KOZHIKKODE	MALAYALLA MANORAMA	MANGO FM	29.11.2007
147	LUCKNOW	E.N.I.L.	RADIO- MIRCHI	13.08.2007
148	LUCKNOW	M.B.P.L.	RADIO-CITY	10.12.2001
149	LUCKNOW	SOUTH ASIA	S. FM	06.11.2007
150	MADURAI	E.N.I.L.	RADIO- MIRCHI	28-09.2007
151	MADURAI	KAL RADIO	S. FM	05.10.2007
152	MADURAI	MALAR PUBLICATIONS	HELLO-FM	01.10.2007
153	MANGALORE	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24.11.2007
154	MANGALORE	E.N.I.L.	RADIO- MIRCHI	24.11.2007
155	MANGALORE	KAL RADIO	S. FM	21.02.2008
156	MUZAFFARPUR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.08.2007
157	MYSORE	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.10.2007
158	MYSORE	KAL RADIO	S. FM	07.12.2007
159	NAGPUR	E.N.I.L.	RADIO- MIRCHI	18.10.2007
160	NAGPUR	M.B.P.L.	RADIO-CITY	21.10.2007
161	NAGPUR	SOUTH ASIA	S. FM	04.05.2008
162	NAGPUR	D. B. CORP.	MY-FM	21.10.2007
163	NANDED	M.B.P.L.	RADIO-CITY	15.05.2008
164	NASIK	E.N.I.L.	RADIO- MIRCHI	06.07.2007

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
165	NASIK	SOUTH ASIA	S. FM	16.04.2008
166	PANAJI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	22.05.2007
167	PANAJI	E.N.I.L.	RADIO- MIRCHI	22.05.2007
168	PANAJI	INDIA RADIO VENTURES	RADIO INDIGO	25.06.2007
169	PATIALA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007
170	PATIALA	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007
171	PATIALA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.06.2008
172	PATNA	E.N.I.L.	RADIO- MIRCHI	02.04.2007
173	PUDUCHERRY (UT)	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.12.2007
174	PUDUCHERRY (UT)	KAL RADIO	S. FM	20.12.2007
175	PUDUCHERRY (UT)	MALAR PUBLICATIONS	HELLO-FM	22.12.2007
176	PUNE	E.N.I.L.	RADIO- MIRCHI	18.10.2002
177	PUNE	M.B.P.L.	RADIO-CITY	06.04.2008
178	PUNE	RADIO-ONE LTD.	RADIO-ONE [1]	12.05.2008
179	PUNE	SOUTH ASIA	S. FM	22.07.2008
180	RAIPUR	E.N.I.L.	RADIO- MIRCHI	11.01.2008
181	RAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	10.02.2009
182	RAIPUR	RANEKA FINCOM	RANGILA 104.8	15.01.2008
183	RAIPUR	D. B. CORP.	MY-FM	16.01.2008
184	RAJAHMUNDRY	KAL RADIO	S. FM	19.01.2008
185	RAJKOT	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	13.06.2007
186	RAJKOT	E.N.I.L.	RADIO- MIRCHI	13.06.2007
187	RAJKOT	SOUTH ASIA	S. FM	18.04.2008
188	RANCHI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24.10.2007
189	RANCHI	B.A.G. INFOTAINMENT	RADIO- DHAMAL	15.11.2007
190	RANCHI	SHRI PURAN MULTIMEDIA	MANTRA FM	27.10.2007
191	RANCHI	NEUTRAL PUBLICATION	DHOOM FM	18.07.2008
192	ROURKELA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	06.01.2008
193	ROURKELA	EASTERN MEDIA	RADIO- CHOCOLATE	22.01.2008
194	SANGLI	M.B.P.L.	RADIO-CITY	08.02.2008
195	SANGLI	PUDHARI PUBLICATION	TOMOTO FM	21.09.2009
196	SHILLONG	SOUTH ASIA	S. FM	13.06.2008
197	SHIMLA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	25.06.2009
198	SHIMLA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.10.2009
199	SHIMLA	B.A.G. INFOTAINMENT	RADIO- DHAMAL	30.11.2009
200	SHOLAPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	08.11.2007
201	SHOLAPUR	M.B.P.L.	RADIO-CITY	14.11.2007
202	SILIGURI	PCM CEMENTS	MISTY FM	14.11.2007
203	SILIGURI	SYNTECH INFORMATICS	HIGH FM	24.11.2007
204	SILIGURI	SOUTH ASIA	S. FM	25.10.2008
205	SRI-NAGAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	10.12.2006

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
206	SURAT	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.08.2007
207	SURAT	E.N.I.L.	RADIO- MIRCHI	21.08.2007
208	SURAT	D. B. CORP.	MY-FM	27.08.2007
209	SURAT	M.B.P.L.	RADIO-CITY	22.08.2007
210	THIRUVANANTHA-PURAM	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.01.2008
211	THIRUVANANTHA-PURAM	E.N.I.L.	RADIO- MIRCHI	29.01.2008
212	THIRUVANANTHA-PURAM	KAL RADIO	S. FM	06.02.2008
213	THIRUVANANTHA-PURAM	THE MATHRABHUMI	CLUB-FM	29.01.2008
214	THRISSUR	ASIANET RADIO PVT. LTD.	BEST FM	23.12.2007
215	THRISSUR	KAL RADIO	S. FM	26.12.2007
216	THRISSUR	MALAYALLA MANORAMA	MANGO FM	14.12.2007
217	THRISSUR	THE MATHRABHUMI	CLUB-FM	14.12.2007
218	TIRUCHI	KAL RADIO	S. FM	17.01.2008
219	TIRUCHI	MALAR PUBLICATIONS	HELLO-FM	14.01.2008
220	TIRUNELVELI	MALAR PUBLICATIONS	HELLO-FM	13.10.2007
221	TIRUNELVELI	SUN TV	SURYANA FM	07.03.2003
222	TIRUPATI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007
223	TIRUPATI	KAL RADIO	S. FM	27.08.2007
224	TUTICORIN	KAL RADIO	S. FM	05.10.2007
225	TUTICORIN	MALAR PUBLICATIONS	HELLO-FM	15.10.2007
226	UDAIPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	03.08.2007
227	UDAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	27.08.2007
228	UDAIPUR	D. B. CORP.	MY-FM	07.07.2007
229	VADODARA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	05.06.2007
230	VADODARA	E.N.I.L.	RADIO- MIRCHI	05.06.2007
231	VADODARA	M.B.P.L.	RADIO-CITY	11.06.2007
232	VADODARA	SOUTH ASIA	S. FM	17.04.2008
233	VARANASI	E.N.I.L.	RADIO- MIRCHI	14.07.2007
234	VARANASI	SHRI PURAN MULTIMEDIA	MANTRA FM	20.07.2007
235	VARANASI	SOUTH ASIA	S. FM	29.12.2007
236	VIJAYWADA	E.N.I.L.	RADIO- MIRCHI	11.12.2007
237	VIJAYWADA	KAL RADIO	S. FM	25.12.2007
238	VISHAKAPATNAM	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	27.10.2007
239	VISHAKAPATNAM	E.N.I.L.	RADIO- MIRCHI	26.10.2007
240	VISHAKAPATNAM	M.B.P.L.	RADIO-CITY	29.10.2007
241	VISHAKAPATNAM	UDAYA TV	VISAKHA FM	06.02.2003
242	WARANGAL	KAL RADIO	S. FM	28.05.2008

Source: Ministry of Information & Broadcasting

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

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

- 2. M/s Dish TV India Ltd.**
FC-9, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186

- 3. SUN Direct TV(P) Ltd.**
Murasoli Maran Towers, 73, MRC Nagar,
Main Road, MRC Nagar, Chennai – 28
PH: 044-44676767

- 4. Bharti Telemedia Ltd.**
Airtel centre, Plot No 16, Udyog Vihar Phase IV, ,
Gurgaon – 122015
Ph: 0124-4222222

- 5. Reliance Big TV Pvt. Ltd.**
3rd Floor, B-Wing,
Reliance Centre, Maharaja Ranjit Singh Marg,
New Delhi – 110 002
Ph: 011-30332832

- 6. M/s Bharat Business Channel Ltd.**
Uplink Centre, Plot No 1D,
Udyog Vihar, Industrial Area,
Greater NOIDA, Distt-Gautam Budh Nagar (UP) - 201 306
PH: 0120-6141000

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

[As on 20/12/2012]

Sr.No	Name of Teleport	Address	Location	Date of Permission
1	TV TODAY NETWORK LIMITED	TV TODAY NETWORK LIMITED FC-8, SECTOR-16A, NOIDA(UP)	NEW DELHI	22-Nov-00
2	SUN TV LTD.	R S NO. 4288/72,73 & 116, BLOCK NO. 94, MRC NAGAR CHENNAI-600018	CHENNAI	12-Mar-01
3	ENTERTAINMENT TELEVISION NETWORK PVT.LTD	7B, SHAH INDUSTRIAL ESTATE, OFF VEERA DESAI ROAD, ANDHERI W, MUMBAI-400053	MUMBAI	23-May-01
4	USHODAYA ENTERPRISES LTD.	6-3-570, EENADU COMPLEX, SOMAJIGUDA, HYDERABAD-500082	HYDERABAD	23-May-01
5	ESSEL SHYAM COMMUNICATION LIMITED	C-34,SECTOR-62,ELECTRONIC CITY,NOIDA-201307	NOIDA	3-Sep-01
6	ASIANET INFRASTRUCTURE PVT. LTD.	ASIANET STUDIO/COMPLEX, PULIYARAKONAM P.O. THIRUVANANTHAPURAM KERALA	THIRUVANANTHAPURAM	17-Oct-01
7	ESSEL SHYAM COMMUNICATION LTD	C-34, ELECTRONIC CITY,SECTOR-62, NOIDA-201307	NOIDA-2	7-Feb-02
8	SAHARA SANCHAR LIMITED	SAHARA INDIA COMPLEX, C-2, C-3, SECTOR XI NOIDA-201301 U.P	NOIDA	12-Feb-02
9	TELEVISION EIGHTEEN INDIA LIMITED	VIDEOCON TOWER, E-1 RANI JHANSI ROAD, JHANDEWALAN EXTN., NEW DELHI-110055	NEW DELHI	18-Mar-02
10	NEW DELHI TELEVISION LTD. (NDTV)	ARCHANA COMPLEX, GREATER KAILASH-I NEW DELHI-110048	NEW DELHI	11-Jun-02
11	INDIAVISION COMMUNICATIONS LTD.	SATELLITE TATU'S TOWER, 32/1787,PADIVATTOM, NH BY-PASS ROAD, KOCHI(KERALA) 682024	KOCHI -KERALA	7-Nov-02
12	NOIDA SOFTWARE TECHNOLOGY PARK LTD.	B-23-25, POCKET C, SURAJPUR INDUSTRIAL AREA, GREATER NOIDA(U.P)	GREATER NOIDA	27-Jan-03
13	DISH TV INDIA LIMITED (Formerly known ASCEnterprises Ltd.)	FC-19, SECTOR-16A, NOIDA-201301 (U.P.)	NOIDA	2-Apr-03
14	POSITIVE TELEVISION PVT. LTD.	7 C, DOCTORS LANE, GOL MARKET, NEW DELHI-110001	GUWAHATI	9-Jun-03
15	CHANNEL GUIDE INDIA LTD.	BOKADIA MANSION, 3RD FLOOR,229, PRINCESS STREET, MUMBAI	MUMBAI	15-Sep-03
16	INDIASIGN PVT. LTD.	A-49, SECTOR 18, ELECTRONICS CITY, HARTRON COMPLEX, GURGAON(HARYANA)	GURGAON	18-Nov-03
17	ASSOCIATED BROADCASTING PVT. LTD.	CO.NO.97, ROAD NO.3, BANJARA HILLS,HYDERABAD-500034	HYDERABAD	24-Nov-03
18	AV ENTERTAINMENT PVT. LTD.	240, ZONE-I, M.P.NAGER, BHOPAL(M.P)	BHOPAL	15-Dec-03
19	TELEVISION EIGHTEEN INDIA LIMITED	EMPIRE COMPLEX, 414, SENAPATI BAPAT MARG, LOWER PAREL, MUMBAI-400013	MUMBAI	19-Mar-04
20	AMRITA ENTERPRISES PVT. LTD.	TC NO.15/1069, AMRITA, GANDHI NAGER, VAZHUTHANCADU, THIRUVANANTHAPURAM-695014	THIRUVANANTHAPURAM	20-Apr-04
21	MAVIS SATCOM LIMITED	NO.48 NP, JAWAHARLAL NEHRU ROAD, EKKATUTHANGAL, CHENNAI-600092	CHENNAI	22-Apr-04

Annexure 5.4 (Contd.)

22	TATA COMMUNICATIONS LTD.VSNL	VSNL, TECHNICAL COMPLEX, SDF BUILDING, SALT LAKE, KOLKATTA-700091	KOLKATTA	14-May-04
23	TATA COMMUNICATIONS LTD. VSNL	VSNL, VSB, KAKKANAD, THIRKKAKARA, ERNAKULAM, COACHIN-682030	COCHIN	14-May-04
24	TATA COMMUNICATIONS LTD., VSNL,	THIRUVELLUVAR SATELLITE VSNL EARTH STATION, REDHILLS ROAD, AMBATTUR, CHENNAI-600053	CHENNAI	14-May-04
25	TATA COMMUNICATIONS LTD.,VSNL	VSNL, VSB, BANGLA SAHAB ROAD, NEW DELHI-110001	NEW DELHI	14-May-04
26	TATA COMMUNICATIONS LTD., VSNL	VSNL,VSB, FORT, MG ROAD, MUMBAI-400001	MUMBAI	14-May-04
27	LAMHAS SATELLITE LTD.	SERVICES 161, TOWER I, INTERNATIONAL INFOTECH PARK, VASHI, NAVI MUMBAI	MUMBAI	10-Aug-04
28	MALAYALAM COMMUNICATIONS LTD.	MALAYALAM COMMUNICATIONS LTD. CHANDRAGIRI61,VIKRAMPURAM HILLS,KOWDIAR P.O., THIRUVANANTHAPURAM-695003	THIRUVANANTHAPURAM	22-Dec-04
29	SANSKAR INFO TV PVT. LTD.	B-10, MELKAY BUILDING, OPP. MAROL TELEPHONE EXCHANGE, CENTRAL ROAD, MIDC, ANDHERI E, MUMBAI-400093	MUMBAI	23-Feb-05
30	BENNETT COLEMAN AND CO. LTD.	BENNETT, COLEMAN & CO. LTD.,THE TIMES OF INDIA BUILDING DR. D.N ROAD, MUMBAI-400001	MUMBAI	2-May-05
31	SENIOR MEDIA LTD.	SENIOR MEDIA LTD NO.3, SIRI FORT ROAD, NEW DELHI-49	NEW DELHI	5-May-05
32	LOK PRAKASHAN LTD.	LOK PRAKASHAN LTD. 57 CHOWRINGHEE ROAD, HORIZON, 3RD FLOOR, KOLKATA-700071	AHMEDABAD	6-May-05
33	CALCUTTATELEVISION NETWORK PVT. LTD.	CALCUTTA TELEVISION NETWORK PVT. LTD. 89 M.B.ROAD BIRATI, KOLKATA-70051	KOLKATA	22-Aug-05
34	KOHINOOR CORPORATION LTD.	BROADCASTING KOHINOOR BROADCASTING CORPORATION LTD. TAGORE COMPLEX, MODEL TOWN, PATIALA-147001, PUNJAB	RAJPURA - PUNJAB	9-Sep-05
35	TELEVISION EIGHTEEN INDIA LIMITED	VIDEOCON TOWER, E-1 RANI JHANSI ROAD, JHANDEWALAN EXTN., NEW DELHI-110055	NOIDA	14-Sep-05
36	KAMYAB TV PVT. LTD. (Formerly known as MD TV Pvt. Ltd.)	KAMYAB TV PVT. LTD. 168, EKAMRA MARG, UNIT-6 BHUBANESWER-751001	BHUBANESHWER	30-Sep-05
37	KASTURI MEDIA PVT. LTD.	KASTHURI MEDIAS PVT. LTD. NO.286, 3RD MAIN ROAD, J.P. NAGER, BANGLORE-560078	BANGALORE	10-Nov-05
38	SST MEDIA PVT. LTD.	57 J.L NEHRU ROAD HORIZON, 3RD FLOOR, KOLKATA-700071	KOLKATA	30-Nov-05
39	ESSEL SHYAM COMMUNICATION LTD.	ROYAL PALAMS,SURVEY NO. 169,NEAR UNIT 26, AAREY MILK COLONY GOREGAON EAST, MUMBAI- 400065	MUMBAI	2-Dec-05
40	MM TV LTD.	MM TV LTD. POST BOX NO. 106, KANDATHIL VARGHESE MAPPILLAI MEMORIAL SOCIETY BUILDING K.K.ROAD, KOTTAYAM-686001, KERALA	ALAPUZZA	2-Mar-06
41	IN CABLENET ANDHRA LTD.	IN CABLENET ANDHRA LTD. 98, OM PLAZA, DOMALGUDA, HYDERABAD-500029	HYDERABAD	9-Mar-06
42	INDRA TELEVISION LTD.	INDRA TELEVISION LTD. MEGA CITY NO. 338, ROAD NO.3, ARORA COLONY BANJARA HILLS HYDERABAD-500034	HYDERABAD	7-Jun-06

Annexure 5.4 (Contd.)

43	SUN TV LTD.	R S NO. 4288/72,73 & 116, BLOCK NO. 94, MRC NAGAR CHENNAI-600018	CHENNAI	14-Jul-06
44	MEDIA CONTENT AND COMMUNICATION INDIA PRIVATE LIMITED	DLF CNTRE,7TH FLOOR,4 SNANSAD SERVICESMARG, NEW DELHI-110001	NOIDA	20-Sep-06
45	TATA SKY LIMITED	TATA SKY LTD. 3RD FLOOR,C-1,WADIA INTERNATIONAL CENTRE BOMBAY DYEING,PANDURANG BUDHAR MARG,WORLI,MUMBAI-400025	NEW DELHI	20-Sep-06
46	SATISH SUGERS LTD.	VAISHNAVI BHAVANA,89/1, 1ST A MAIN ROAD,INDUSTRIAL SUBRUB, 2ND STAGE, YESHWANTHPUR,BANGLORE-560022	BANGALORE	26-Sep-06
47	SHITAL FIBRES LTD.	SHITAL FIBRES LTD. A-17, FOCAL POINT EXTENSION ,P.O.BOX NO. 407 AND 449, JALLANDHAR-144004	JALANDHAR	29-Sep-06
48	MH ONE TV NETWORK LTD.	MH ONE TV NETWORK LTD. 2,SSI INDUSTRIAL AREA, GT KARNAL ROAD, DELHI-33	DELHI	23-Nov-06
49	STV ENTERPRISES LTD.	268 MASJID KOTH, NEAR UDAI PARK MARKET, NEW DELHI-110049	NEW DELHI	11-Jan-07
50	AIRR X MEDIA LTD.	502 ASHWIN ATHWA LINES SURAT GUJARAT	SURAT	13-Mar-07
51	BROADCAST EQUIPMENTS INDIA PVT. LTD.	370-371/2, FIRST FLOOR, HOSPITAL ROAD, JANGPURA, NEW DELHI-110014	NEW DELHI	21-May-07
52	WINNING COMMUNICATIONS LTD.	EDGEWINNING EDGE COMMUNICATIONS LTD. 301,SWARNA JAYANTHI COMPLEX, AMEERPET, HYDERABAD-500038	HYDERABAD	25-May-07
53	INDIASIGN PVT. LTD.	GL 34/1 SALT LAKE ELECTRONIC COMPLEX SECTOR-5, KOLKATTA WEST BANGAL	KOLKATA	15-Jun-07
54	INDIASIGN PVT. LTD.		CHENNAI	15-Jun-07
55	RACHANA TELEVISION PVT. LTD.	PLOT NO. 564-A-19-III, ROAD NO.92, JUBILEE HILLS, HYDERABAD-500033	HYDERABAD	15-Jun-07
56	ORTEL COMMUNICATIONS LTD.	ORTEL COMMUNICATIONS LTD. B-7/122 A, SAFDARJUNG ENCLAVE, NEW DELHI-110029	BHUBANESHWER	25-Jun-07
57	SOWBHAGYA EXPORTS LTD.	SOWBHAGYA EXPORTS LTD. 77/14 SKD NAGER, SRINAGER COLONY HYDERABAD-500073 ANDHRA PRADESH	HYDERABAD	4-Jul-07
58	ESSEL SHYAM COMMUNICATION LTD.	C-138, NARAINA INDUSTRIAL AREA-I,AROOR NEW DELI-28	KERALA	5-Jul-07
59	PRAGYA VISION PVT. LTD.	FC-13, SECTOR 16A, FILM CITY, NOIDA-201301	NOIDA	5-Sep-07
60	BRAHMAPUTRA TELE-PRODUCTIONS PVT. LTD.	13THMILE TAMULIKUCHI BYRNIHAT RI - BHOI MEGHALAYA	GUWAHATI	25-Sep-07
61	G. NEXT MEDIA PVT. LTD.	78, OKHALA INDUSTRIAL ESTATE PHASE-III, NEW DELHI-110020	NEW DELHI	5-Oct-07
62	INDIASIGN PVT. LTD.	1343,ROAD NO. 67, JUBILEE HILL,HYDERABAD	HYDERABAD	14-Mar-08
63	TATA COMMUNICATIONS LIMITED	THIRUVALLUR SATELLITE EARTH STATION,226, RED HILLS ROAD, AMBATTUR, CHENNAI-600053	CHENNAI-2	6-May-08
64	POSITIVE TELEVISION PVT. LTD.	POSITIVE TELEVISION PVT. LTD. DOCTOR'S LANE, GOL MARKET,NEW DELHI-110001	7C,NOIDA	23-May-08
65	EASTERN MEDIA LTD.	A/62,NAYAPALLI, BHUBANESWAR-751003, ORISSA	BHUBANESHWER	2-Jul-08

Annexure 5.4 (Contd.)

66	RAJASTHAN PATRIKA PRIVATE LIMITED	KESARGARH, JLN MARG, JAIPUR-302004	JAIPUR	5-Aug-08
67	PRIDE EAST ENTERTAINMENT PVT. LIMITED	NEWS LIVE, 558, G.S.ROAD, CHRISTIAN BARTI, DISPUR, GUWAHATI-78	GUWAHATI	13-Aug-08
68	INDIASIGN PVT. LTD.	1343,ROAD NO. 67, JUBILEE HILL,HYDERABAD	HYDERABAD (Location Shifted from Noida)	17-Sep-08
69	VINTAGE STUDIO PVT. LTD.	23/24, EAST PATEL NAGAR,NEW DELHI-110008	NEW DELHI	5-Jan-09
70	SKYLINE TELE MEDIA SERVICES PVT. LTD.	C-4,SHIVALIK,NEAR MALVIYA NAGAR MARKET,NEW DELHI-110017	NOIDA	27-May-09
71	INFORMATION TV PVT. LTD.	275,CAPTAIN MARG,SRINIVASPURI,NEW DELHI-110065	NEW DELHI	3-Jun-09
72	UNILAZER EXPORTS AND MANAGEMENT CONSULTANTS LIMITED	PARIJAT HOUSE, 1076, DR. E.MOSES ROAD, WORLI, NAKA, MUMBAI-400018	MUMBAI	26-Jun-09
73	COMSAT SYSTEM PVT. LTD.	PLOT NO. 22/A, IDA, MALLAPUR, HYDERABAD-50076	HYDERABAD	14-Oct-09
74	BHARTI TELEPORTS LIMITED	THE GRAND HOTEL, VASANT KUNJ, PHASE-II, NELSON MANDELA ROAD, NEW DELHI-110070	Noida	11-Nov-09
75	SRI VENKATESWARA CHANNEL PVT. LTD.	BHAKTITHIRUNILAYAM,HIMAYATH NAGAR,HYDERABAD	TIRUPATI	11-Nov-09
76	TATA COMMUNICATIONS LIMITED	THIRUVALLUVAR SATELLITE EARTH STATION,226,RED HILLS ROAD,AMBATTUR,CHENNAI-600053	CHENNAI -3	13-Jan-10
77	ROYS INSTITUTE OF COMPETITIVE EXAMINATION PVT LTD	11/1 B.T ROAD BELGHORIA KOLKATA-700056 24 PARGANAS NORTH WEST BENGAL	KOLKATA	1-Apr-10
78	INDEPENDENT NEWS SERVICES PVT. LTD.	PLOT NO. 17B & 17C, SECTOR 16A, FILM CITY NOIDA(UP)	NOIDA -2	28-Apr-10
79	RAJ TELEVISION NETWORK LTD.	32,POES ROAD, 2ND STREET, TEYNAMPET, CHENNAI-600018	CHENNAI	5-May-10
80	ESSEL SHYAMCOMMUNICATION LTD.	C-138, NARAINA INDUSTRIAL AREA-I, NEW DELHI-28	NOIDA -3	12-May-10
81	KANSANNEWS PRIVATE LIMITED	HOUSE NO. 18, SECTOR-18, CHANDIGARH	CHANDIGARH	13-May-10
82	TATA COMMUNICATIONS LTD. VSNL	TATA COMMUNICATIONS LTD. VIDESH SANCHAR BHAWAN MAHATMA GANDHI ROAD, MUMBAI-400001	CHENNAI -4	4-Jun-10
83	DISH TV INDIA LTD.	PLOT NO.18, SECTOR16A, NOIDA-201301	NOIDA	6-Apr-11
84	AASTHA BROADCASTING NETWORK LIMITED	AATHA BHAWAN, A-105, SECTOR-5, NOIDA-201301	NOIDA	2-May-11
85	MAHUAA MEDIA PRIVATE LIMITED	FC 17A & 17B, SECTOR 16A, FILM CITY, NOIDA-201301	NOIDA	25-May-11
86	RTR Broadcast Pvt. Ltd.	D-38, RDC, Raj Nagar, Ghaziabad	Ghaziabad	7-Sep-11
87	Silver Star Communication Ltd.	NO. 24, VI MAIN ROAD, KASTURIBA NAGAR, ADYAR, CHENNAI-600020 INDIA	CHENNAI	2-Nov-11
88	Lamha Satellite Services Ltd	TOWER-I, 6TH FLOOR, INTERNATIONAL INFOTECH PARK, ABOVE VASI RAILWAY STATION, VASI, NAVI MUMBAI-400703.	MUMBAI	13-Feb-12
89	Skyline Tele Media Services Ltd.	FC-23, SECTOR-16A, FILM CITY, NOIDA-201305	NOIDA-2	02-Jul-12
90	Bharti Teleports Limited	Plot No. 192, Block B, Phase-II, NOIDA - 201 305	NOIDA - 2	29-Oct-12

Source: Ministry of Information & Broadcasting

Index of Tables & Charts

Tables

Table 1.1: Subscriber Base & Teledensity – Rural & Urban	3
Table 1.2: Service Area wise Access (Wireless +Wireline) Subscribers	5
Table 1.3: Service Area wise Teledensity	6
Table 1.4: Growth in Subscribers	8
Table 1.5: Market Share of the operators in total rural subscribers base for the quarter ending Dec-12	9
Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31st December, 2012]	10
Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban	11
Table 1.8: Growth in Wireless Subscribers	12
Table 1.9: Service Area wise Wireless Subscribers	13
Table 1.10: Service Area wise Wireless Teledensity	14
Table 1.11: Rural Wireless Subscribers and Market Share	15
Table 1.12: Group-wise Market Share (in terms of subscription) within GSM Service... ..	16
Table 1.13: Market Share (in terms of subscription) within CDMA Service.....	17
Table 1.14: Service Providers providing Wireline service [as on 31st December, 2012] .	18
Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban.....	19
Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Share of Rural Subscription	20
Table 1.17: Service Provider wise growth in Subscribers	21
Table 1.18: Service Area wise Wireline Subscribers (in million)	21
Table 1.19: Service Area wise Wireline Teledensity.....	22
Table 1.20: Rate of change & Market share of PCOs	24
Table 1.21: Trends in subscribers (in Million) of PSUs Vs. Pvt. Internet Service Providers	26
Table 1.22: Internet Subscriber Base & Market share of top 10 ISPs	27
Table 1.23: Service Provider wise details of Data Services	31
Table 1.24: PMRTS Subscriber base – Service Provider wise.....	32
Table 1.25: VSAT Service Providers currently providing service & subscriber base	33
Table 2.1: Key Indicators - GSM Service	36
Table 2.2: Monthly ARPU - GSM Service.....	37
Table 2.3: Composition of Revenue (%) - GSM Service.....	38
Table 2.4: MOU & SMS (per subscriber per month) - GSM Service	38
Table 2.5: Outgoing Traffic (MOU) Pattern - GSM Service.....	39
Table 2.6: Average outgo* per outgoing minute - GSM Service	40
Table 2.7: Trends of Key Parameters - GSM Service	40
Table 2.8: Key Indicators – CDMA Full Mobility Service	41
Table 2.9: Monthly ARPU – CDMA Full Mobility Service	42
Table 2.10: Composition of Revenue (%)– CDMA Full Mobility Service	43
Table 2.11 : MOU & SMS (per subscriber per month) – CDMA Full Mobility Service....	43
Table 2.12: Outgoing Traffic Pattern – CDMA Full Mobility Service.....	44
Table 2.13: Average outgo* per outgoing minute – CDMA Full Mobility Service	45
Table 2.14: Trends of Key Parameters – CDMA Full Mobility Service	45
Table 3.1: Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee (LF) & Spectrum Charges	48
Table 3.2: Service-wise Gross Revenue, Adjusted Gross Revenue (AGR), License Fee and Spectrum Charges	48
Table 3.3: Access Services – Service Provider wise Adjusted Gross Revenue	50
Table 3.4: Category-wise share in Access Services Gross Revenue (GR)	51
Table 4.1: QoS Summary - Wireless Service	53

Table 4.2: Parameter wise Analysis of Non-compliance of QoS Benchmarks for Wireless Service Providers	56
Table 4.3: QoS Summary - Wireline Service.....	61
Table 4.4: QoS Parameters not reported by the service providers - wireline	63
Table 4.5: Parameter wise Analysis of Non-compliance of QoS Benchmarks for Wireline Service Providers	64
Table 4.6: Performance on ISPs Quality of Service	66
Table 4.7: Parameter-wise Analysis of non-compliance of QoS benchmarks for Broadband Service Providers	68
Table 5.1: Key Parameters	72
Table 5.2 : Migration to Digital Addressable Cable TV Systems	73
Table 5.3 : Status of applications for community radio station licenses received from Ministry of Information and Broadcasting	75

Charts

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India	2
Chart 1.2: Market Share - Rural & Urban	3
Chart 1.3: Composition of Access subscription – Wireline & Wireless.....	4
Chart 1.4: Composition of Telephone Subscribers at the end of the quarter	4
Chart 1.5: Net Addition/decline in Telephone Subscription.....	6
Chart 1.6: Wireless Subscriber Base and Teledensity	11
Chart 1.7: Wireless Market Share – Rural & Urban	12
Chart 1.8: Wireless Subscription: GSM vs CDMA	15
Chart 1.9: Wireline Subscriber Base and Teledensity.....	19
Chart 1.10: Wireline Market share – Rural & Urban	20
Chart 1.11: Number of PCOs	23
Chart 1.12: Growth in VPTs.....	24
Chart 1.13: Trends in Internet subscription	25
Chart 1.14: Growth achieved by top ten ISPs during the quarter	27
Chart 1.15: Technology trends for Internet Access (including Broadband Service)	28
Chart 1.16: Broadband Access - Technologies & Market Share	28
Chart 1.17: Speed Category wise data on Internet/broadband subscribers for top 10 States	29
Chart 1.18: Growth of wireless subscribers capable of Accessing Data services/Internet	30
Chart 1.19: Number of PMRTS subscribers & Rate of Growth (%)	33
Chart 1.20: Number of VSAT Subscribers & Rate of Growth (%).....	34
Chart 2.1: Outgoing Traffic Pattern - GSM Service.....	36
Chart 2.2: Proportion of prepaid subscribers - GSM Service.....	37
Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service	41
Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service	42
Chart 2.5: Trends in MOU for Internet Telephony.....	46
Chart 3.1: Composition of Gross Revenue	49
Chart 3.2: Trend in ARPU per month for Access Services.....	50
Chart 5.1: Maximum number of TV Channels being carried by certain Cable operators in their networks	72
Chart 5.2 : Comparative position of Revenue from FM Radio Stations	75