



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators January – March, 2013

New Delhi, India
1st August, 2013

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Table of Contents

Snapshot	i
Executive Summary	iii
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
Chapter 2 : Revenue and Usage	36
Section A: GSM Service.....	37
Section B: CDMA – Full Mobility Service	42
Section C: Internet Service	47
Chapter 3 : Financial Data of Telecom Service Sector	48
Chapter 4 : Quality of Service (QoS)	53
Section A: Quality of Service Performance of Wireless Service Providers.....	54
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 ..	74
Annexures	80
Annexure 1.1: Licensed Cellular (GSM & CDMA) Service Providers	81
Annexure 1.2: Wireless Subscriber Base.....	82
Annexure 1.3: Wireline Subscriber Base	86
Annexure 1.4: Service Area and Operator wise details of PCOs	88
Annexure 1.5: Service Provider wise details of Village Public Telephones	91
Annexure 1.6: List of Internet Service Providers Providing Internet Telephony Service.....	94
Annexure 1.7: Service Provider wise Internet Subscriber base of SPs (excluding subscribers accessing internet through wireless phone).....	95
Annexure 1.8: Service Area wise PMRTS subscriber Base	102
Annexure 2.1: GSM Service – Service Area wise Statistics for QE Mar-13	103
Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics for QE Mar-13	104
Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service.....	105
Annexure 4.2: Performance of QoS Parameters for Basic (Wire-line) Service	111
Annexure 4.3: Quality of Service Performance of Broadband Service Providers.....	114
Annexure 5.1: A -la-carte rates of pay channels for non-CAS areas, as reported to TRAI by the respective Broadcasters.....	118
Annexure 5.2: List of operational private FM Radio Stations in India	123
Annexure 5.3: List of applicants who have been granted DTH License	130
Annexure 5.4: List of permitted teleports at various locations in India.....	131
Index of Tables & Charts	136

Snapshot

(Data As on 31st March, 2013)

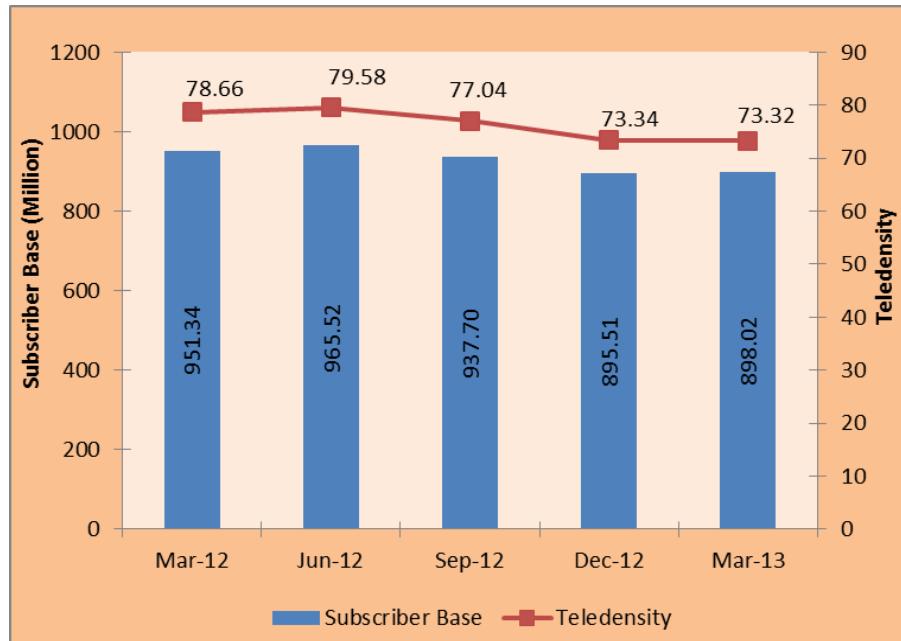
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	898.02 Million
% change over the previous quarter	0.28%
Urban Subscribers	548.80 Million
Rural Subscribers	349.22 Million
Market share of Private Operators	85.51%
Market share of PSU Operators	14.49%
Teledensity	73.32
Urban Teledensity	146.96
Rural Teledensity	41.02
Wireless Subscribers	
Total Wireless Subscribers	867.80 Million
% change over the previous quarter	0.36%
Urban Subscribers	525.30 Million
Rural Subscribers	342.50 Million
GSM Subscribers	794.03 Million
CDMA Subscribers	73.78 Million
Market share of Private Operators	87.76%
Market share of PSU Operators	12.24%
Teledensity	70.85
Urban Teledensity	140.67
Rural Teledensity	40.23
Wireline Subscribers	
Total Wireline Subscribers	30.21 Million
% change over the previous quarter	-1.86%
Urban Subscribers	23.50 Million
Rural Subscribers	6.71 Million
Market share of Private Operators	20.88%
Market share of PSU Operators	79.12%
Teledensity	2.47
Urban Teledensity	6.29
Rural Teledensity	0.79
Village Public Telephones (VPT)	0.59 Million
Public Call Office (PCO)	1.26 Million

Internet / Broadband Subscribers	
Total Internet Subscribers	164.81 Million
Narrowband subscribers (excluding subscribers who accessed internet through wireless phones)	6.56 Million
Broadband subscribers (excluding subscribers who accessed internet through wireless phones)	15.05 million
Subscribers who accessed internet through wireless phones	143.20 Million
Broadcasting & Cable Services	
No. of private satellite TV channels registered with Ministry of I & B	828
Number of Pay Channels	184
Number of private FM Radio Stations	242
DTH Subscribers registered with Pvt. SPs	56.5 Million
Telecom Financial Data (for the QE Mar-13)	
Gross Revenue (GR) during the quarter	₹ 54283.78 Crore
% change in GR over the previous quarter	2.70%
Adjusted Gross Revenue (AGR) during the quarter	₹35279.50 Crore
% change in AGR over the previous quarter	2.18%
Share of Public sector undertaking's in Access AGR	12.84%
Monthly Average Revenue Per User (ARPU) for Access Services	₹104
Revenue & Usage Parameters (for the QE Mar-13)	
Monthly ARPU GSM Service	₹ 105
Monthly ARPU CDMA Full Mobility Service	₹ 95
Minutes of Usage (MOU) per subscriber per month GSM Service	383 Minutes
Minutes of Usage (MOU) per subscriber per month CDMA Full Mobility Service	275 Minutes
Minutes of Usage for Internet Telephony	249.57 Million

Executive Summary

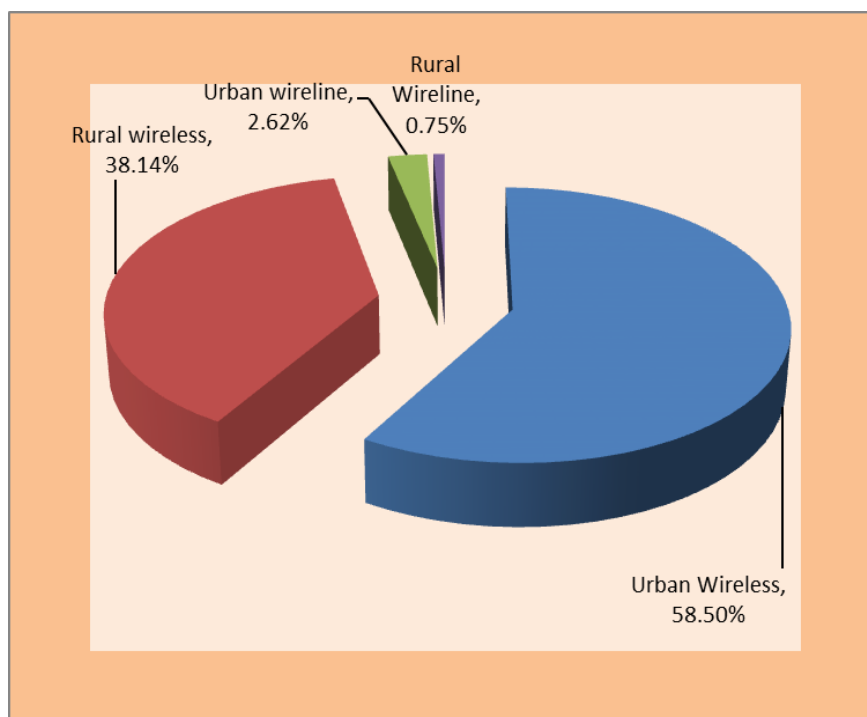
1. The number of telephone subscribers in India increased from 895.51 million at the end of Dec-12 to 898.02 million at the end of Mar-13, registering a growth of 0.28% over the previous quarter Dec-12. This reflects year-on-year (Y-O-Y) negative growth of 5.61% over the same quarter of last year. The overall Tele-density in India slightly declined from 73.34 as on 31st December, 2012 to 73.32 as on 31st March, 2013.

Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas decreased from 556.96 million at the end of Dec-12 to 548.80 million at the end of Mar-13, and Urban Teledensity declined from 149.90 to 146.96. Whereas, Rural subscription increased from 338.54 million to 349.22 million, and Rural Teledensity increased from 39.85 to 41.02. Share of subscription in Rural areas out of total subscription increased from 37.80% at the end of Dec-12 to 38.89% at the end of Mar-13.

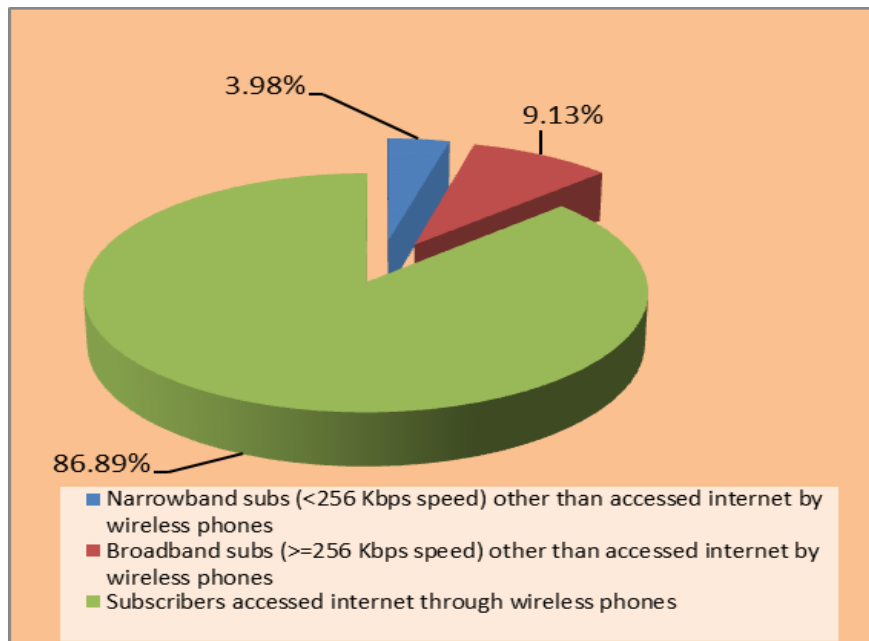
Composition of Telephone Subscribers



3. With a net addition of 3.08 million subscribers during the quarter, total wireless(GSM+CDMA) subscriber base registered a growth of 0.36% over the previous quarter and subscriber base increased from 864.72 million at the end of Dec-12 to 867.80 million at the end of Mar-13. The year-on-year (Y-O-Y) negative growth rate of Wireless subscribers for Mar-13 is 5.59%. Wireless Teledensity slightly increased from 70.82 at the end of Dec-12 to 70.85 at the end of Mar-13.
4. Wireline subscriber base further declined from 30.79 million at the end of Dec-12 to 30.21 million at the end of Mar-13, bringing down the wireline Teledensity from 2.52 at the end of Dec-12 to 2.47 at the end of Mar-13.

5. Number of subscribers who accessed internet through wireless phone is 143.20 million in Mar-13.
6. Internet subscribers (other than subscribers who accessed internet by wireless phones) increased from 21.57 million at the end of Dec-12 to 21.61 million at the end of Mar-13, registering a quarterly growth rate of 0.16%.
7. Number of Broadband subscribers (other than subscribers who accessed internet by wireless phones) increased from 14.98 million at the end of Dec-12 to 15.05 million at the end of Mar-13, registering a quarterly growth of 0.45% and Y-O-Y growth of 8.98%.
8. Number of Narrowband subscribers (other than subscribers who accessed internet by wireless phones) decreased from 6.59 million at the end of Dec-12 to 6.56 million at the end of Mar-13, registering a quarterly decrease of 0.5%

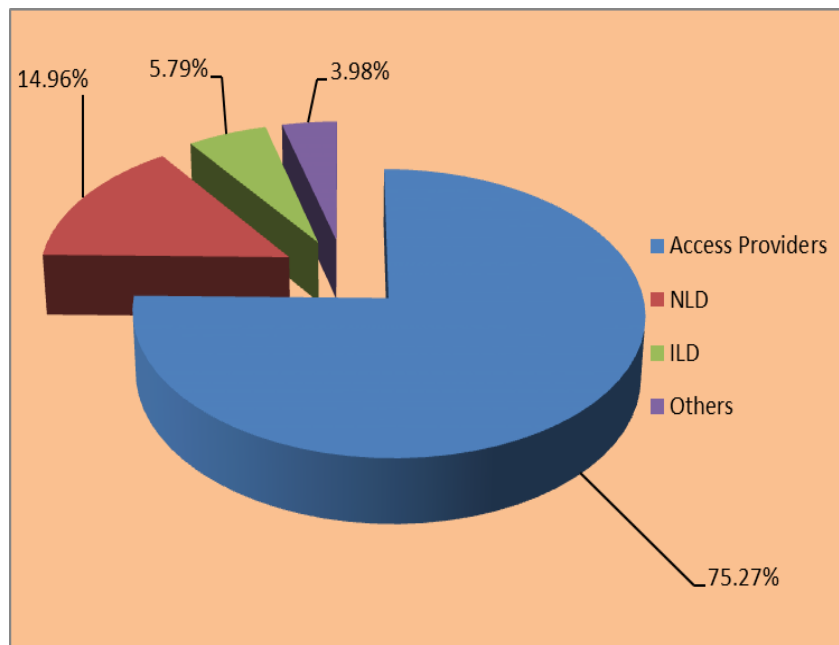
Composition of internet subscription



9. Monthly Average Revenue Per User (ARPU) for GSM service increased by 6.99%, from ₹98 in QE Dec-12 to ₹105 in QE Mar-13, with Y-O-Y increase of 7.84%.
10. On an all India average, the overall MOU per subscriber per month for GSM service increased by 6.28% from 360 in QE Dec-12 to 383 in QE Mar-13. Prepaid MOU per subscriber increased by 6.62% (from 339 to 361), while postpaid MOUs decreased by 0.76% (from 953 to 946)
11. Monthly ARPU for CDMA – full mobility service increased by 19.13%, from ₹80 in QE Dec-12 to ₹95 in QE Mar-13. ARPU for CDMA has increased by 26.51% on Y-O-Y basis in this quarter.
12. The total MOU for CDMA per subscriber per month increased by 19.50%, from 230 in QE Dec-12 to 275 QE Mar-13. The Outgoing MOUs (141) increased by 20.38% and Incoming MOUs (134) increased by 18.59%.
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Mar-13 has been ₹54283.78 Crore and ₹35279.50 Crore respectively. There has been an increase of 2.70% in GR and 2.18% 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 10.24% and 2.39% respectively. Pass-through charges accounted for 35.01% of the GR for the quarter ending Mar-13. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Mar-13 are 3.67% and 28.53% respectively.

14. Average license fee as percentage of AGR is 8.11% in QE Mar-13. The quarterly and the year-on-year (Y-O-Y) growth rates of the average license fee are 1.65% and 0.29% respectively for the QE Mar-13.
15. Access services contributed 75.27% of the total Gross Revenue of telecom services. In Access services, Gross Revenue, AGR, License Fee, Spectrum Charges and Pass Through increased by 2.80%, 1.26%, 0.88%, 4.49% and 6.24% respectively in QE Mar-13.
16. Monthly Average Revenue per User (ARPU) for Access Services based on AGR increased from ₹99 in QE Dec-12 to ₹104 in QE Mar-13.

Composition of Gross Revenue



17. 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"> • BTSs Accumulated downtime (not available for service) • Worst affected BTSs due to downtime. • Worst affected cells having more than 3% TCH drop (call drop) rate • Metering and billing credibility – postpaid • Metering and billing credibility - prepaid • Period of applying credit/ waiver/ adjustment to customer’s account from the date of resolution of complaints. • %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"> • Connection with good voice quality • Point of Inter-connection (POI) Congestion (No. of POIs not meeting the benchmark) • Resolution of billing/ charging/ validity complaints. • Accessibility of call centre/customer care. • %age of calls answered by the operators (voice to voice) within 60 sec. 	<ul style="list-style-type: none"> • TCH Congestion. • Call Drop Rate

18. 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 repaired within 3 days (for urban areas) • % faults repaired within 5 days (for rural & hilly areas) • Mean Time to Repair (MTTR) • Answer to Seizure Ratio (ASR) 	<ul style="list-style-type: none"> • Faults incidences (No. of faults/100 Subs./month) • % faults repaired by next working day

<ul style="list-style-type: none"> • Metering and billing credibility - postpaid • Metering and billing credibility - prepaid • 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 • % of calls answered by the operators (Voice to Voice) within 60 Sec • Termination / Closure of service 	<ul style="list-style-type: none"> • Call Completion Rate (CCR)
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19. Total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 828. There are 184 pay TV channels in existence, as reported by the broadcasters/distributors, as on QE Mar-13.

20. Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 284 whereas in the conventional analogue form, maximum number of channels being carried by any of the reported MSOs is 100 channels.

21. Apart from All India Radio, Prasar Bharti – a public broadcaster, there are 242 private FM Radio stations in operation at the end of Mar-13.

22. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.03.2013, 56.5 million subscribers are registered with these 6 private DTH operators.

Trends at a Glance

A. Wireline & Wireless Services

	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	QE Mar 2013	%age change over Mar- 2012 (12 months)	%age change over Jun- 2012 (9 months)	%age change over Sep- 2012 (6 months)	%age change over Dec- 2012 (3 months)
	1) Subscriber Base (in million)								
i) Wireline	32.17	31.43	31.08	30.79	30.21	-6.09%	-3.86%	-2.80%	-1.86%
ii) Wireless	919.17	934.09	906.62	864.72	867.80	-5.59%	-7.10%	-4.28%	0.36%
Total	951.34	965.52	937.70	895.51	898.02	-5.61%	-6.99%	-4.23%	0.28%
Rural	330.82	343.76	342.01	338.54	349.22	5.56%	1.59%	2.11%	3.15%
Urban	620.53	621.76	595.69	556.96	548.80	-11.56%	-11.73%	-7.87%	-1.47%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - full mobility									
i) GSM	346	346	342	359	383	10.62%	10.71%	11.59%	6.28%
ii) CDMA	229	229	225	230	275	19.87%	20.25%	22.06%	19.50%
3) ARPU (Rs./sub/ month)									
Wireless - full mobility									
i) GSM	97.37	95.47	95.05	97.93	105.00	7.84%	9.98%	10.23%	6.99%
ii) CDMA	75.29	74.91	77.76	79.95	95.25	26.51%	27.14%	22.48%	19.13%
4) Teledensity									
Population in million (Estimated)	1209	1213	1217	1221	1225				
i) Wireline teledensity	2.66	2.59	2.55	2.52	2.47	-7.27%	-4.77%	-3.41%	-2.17%
ii) Wireless teledensity	76.00	76.99	74.49	70.82	70.85	-6.78%	-7.98%	-4.88%	0.04%
Total Teledensity	78.66	79.58	77.04	73.34	73.32	-6.80%	-7.87%	-4.84%	-0.04%
Rural teledensity	39.22	40.66	40.36	39.85	41.02	4.57%	0.87%	1.63%	2.91%
Urban teledensity	169.55	169.03	161.13	149.90	146.96	-13.32%	-13.05%	-8.79%	-1.96%

B. Subscriber Base

(i) Wireline Subscribers Base (in Million)									
Service Provider	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	QE Mar 2013	%age change over Mar-2012	%age change over Jun-2012	%age change over Sep-2012	%age change over Dec-2012
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	22.47	21.71	21.36	21.04	20.45	-9.00%	-5.82%	-4.29%	-2.83%
MTNL	3.46	3.45	3.45	3.46	3.46	0.07%	0.17%	0.18%	0.13%
Bharti	3.27	3.27	3.27	3.28	3.28	0.40%	0.34%	0.26%	0.14%
Reliance	1.27	1.27	1.26	1.26	1.24	-2.14%	-2.04%	-1.21%	-1.28%
Tata	1.44	1.46	1.47	1.49	1.51	4.48%	3.26%	2.24%	1.09%
Quadrant	0.20	0.20	0.19	0.18	0.19	-6.38%	-4.49%	-0.68%	2.08%
Sistema	0.05	0.05	0.05	0.05	0.05	12.46%	8.18%	7.36%	5.60%
Vodafone	0.02	0.02	0.02	0.03	0.04	100.67%	79.55%	54.86%	20.85%
Total	32.17	31.43	31.08	30.79	30.21	-6.09%	-3.86%	-2.80%	-1.86%
(ii) Wireless Subscriber Base (in Million)									
Service Provider	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	QE Mar 2013	%age change over Mar-2012	%age change over Jun-2012	%age change over Sep-2012	%age change over Dec-2012
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	181.28	187.30	185.92	181.91	188.20	3.82%	0.48%	1.22%	3.46%
Vodafone	150.47	153.71	152.66	147.48	152.35	1.25%	-0.88%	-0.20%	3.31%
Reliance	153.05	154.60	134.85	118.53	122.97	-19.65%	-20.46%	-8.81%	3.75%
Idea/Spice	112.72	117.16	115.46	113.95	121.61	7.88%	3.79%	5.32%	6.72%
BSNL	98.51	98.28	99.63	99.92	101.21	2.73%	2.98%	1.58%	1.29%
Tata	81.75	80.23	78.36	69.56	66.42	-18.75%	-17.21%	-15.24%	-4.52%
Aircel	62.57	64.88	66.61	63.35	60.07	-4.00%	-7.41%	-9.81%	-5.17%
Unitech	42.43	45.58	42.15	41.52	31.68	-25.33%	-30.48%	-24.82%	-23.69%
Sistema	15.80	16.55	16.59	14.88	11.91	-24.62%	-28.02%	-28.22%	-19.95%
MTNL	5.83	5.57	5.29	5.30	5.00	-14.28%	-10.24%	-5.56%	-5.71%
Videocon	5.95	5.58	4.45	3.64	2.01	-66.24%	-63.98%	-54.86%	-44.80%
Loop	3.27	3.15	3.03	3.00	3.01	-7.92%	-4.52%	-0.67%	0.43%
Quadrant	1.33	1.51	1.60	1.70	1.37	2.73%	-9.55%	-14.86%	-19.44%
S Tel	3.43	0.00	0.00	0.00	0.00	-100%	-	-	-
Etisalat	0.78	0.00	0.00	0.00	0.00	-100%	-	-	-
Total	919.17	934.09	906.62	864.72	867.80	-5.59%	-7.10%	-4.28%	0.36%

C. Internet & Broadband Services

	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	QE Mar 2013	%age change over Mar-2012	%age change over Jun-2012	%age change over Sep-2012	%age change over Dec-2012
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
A. Internet Subscribers (excluding internet accessed by wireless phone subscribers)	19.51	19.66	21.25	21.57	21.61	10.77%	9.92%	1.69%	0.16%
i. Narrowband Subscribers (<256 Kbps)	5.70	5.09	6.56	6.59	6.56	15.11%	28.85%	-0.10%	-0.50%
ii. Broadband Subscriber(>=256 Kbps)	13.81	14.57	14.68	14.98	15.05	8.98%	3.31%	2.49%	0.45%
B. No. of subscribers accessed internet by wireless phones	NA	NA	NA	NA	143.20	-	-	-	-
Total Internet Subscribers	NA	NA	NA	NA	164.81	-	-	-	-

NA – Not available

D. Telecom Financial Data

	QE Mar 2012	QE Jun 2012	QE Sep 2012	QE Dec 2012	QE Mar 2013	%age change over Mar-2012	%age change over Jun-2012	%age change over Sep-2012	%age change over Dec-2012
						(12 months)	(9 months)	(6 months)	(3 months)
Telecom Sector									
i) Gross Revenue (Rs. in Crores)	49242.99	52512.10	52937.32	52858.39	54283.78	10.24%	3.37%	2.54%	2.70%
ii) Adjusted Gross Revenue (Rs. in Crores)	34457.07	35499.01	35473.16	34527.50	35279.50	2.39%	-0.62%	-0.55%	2.18%
Access Services									
Adjusted Gross Revenue (Rs. in Crores)	27408.03	28225.28	27773.79	27455.16	27801.94	1.44%	-1.50%	0.10%	1.26%
ARPU per month (AGR/Average subscribers/ 3)	97.24	98.27	97.93	99.00	103.66	6.60%	5.49%	5.85%	4.71%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending March, 2013. It provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. Chapter-1 depicts the growth pattern, in terms of Subscriber base and 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. +91-11-23230752, Fax. +91-11-23236650 and e-mail: manishsinha@traigov.in

Chapter 1 :

Subscription Data

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- 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 increased from 895.51 million at the end of Dec-12 to 898.02 million at the end of Mar-13, registering a growth of 0.28% over the previous quarter ending Dec-12. This reflects year-on-year (Y-O-Y) negative growth of 5.61% over the same quarter of last year. The overall Teledensity in India slightly declined to 73.32 as on 31st March, 2013 from 73.34 in the previous quarter.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

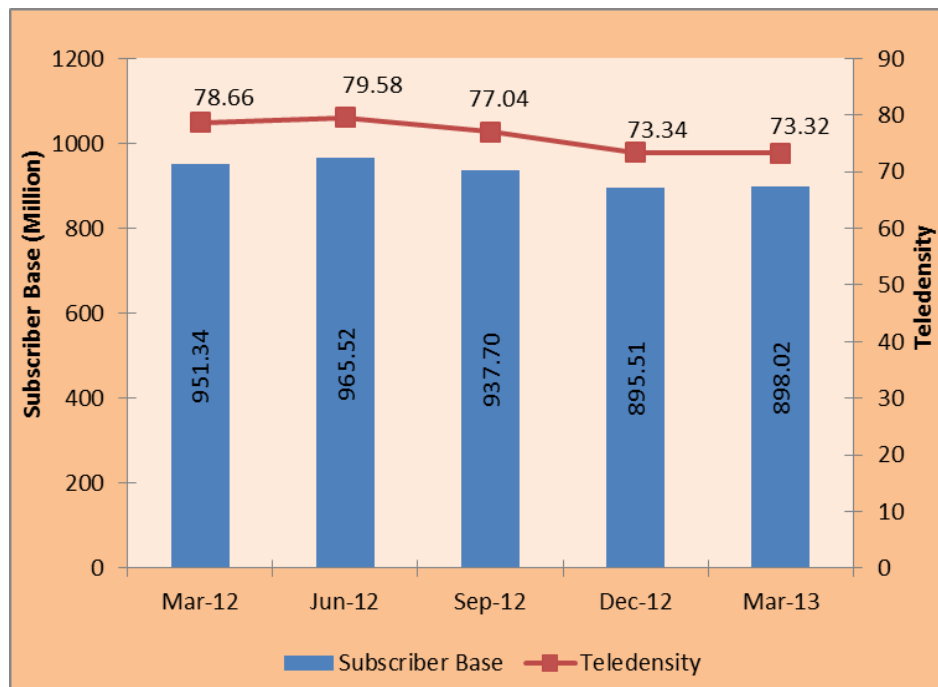
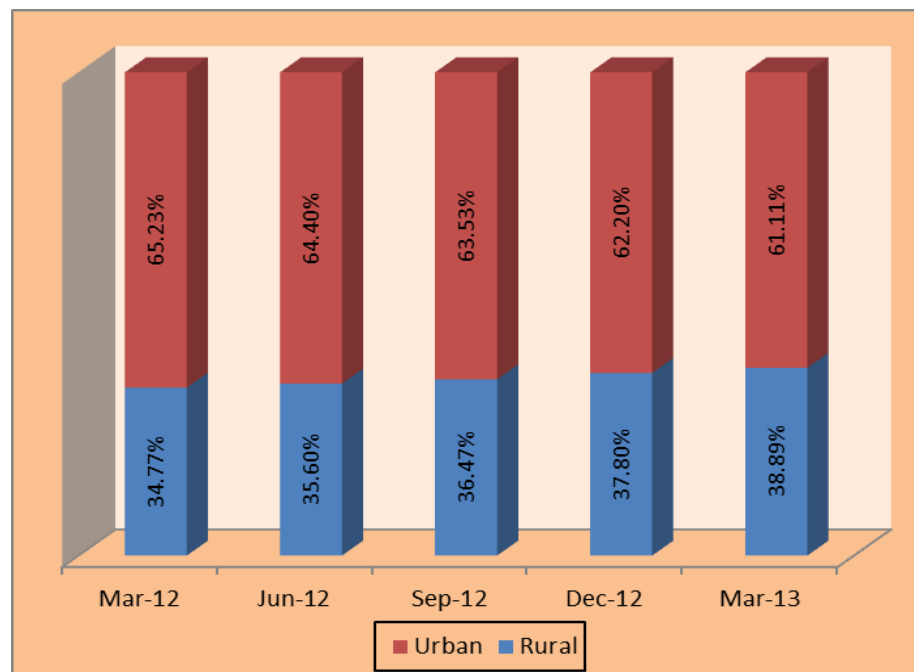


Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
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
Mar-13	349.22	548.80	41.02	146.96

1.2 Subscription in Urban Areas decreased from 556.96 million at the end of Dec-12 to 548.80 million at the end of Mar-13 and the Urban Teledensity declined from 149.90 to 146.96 during the quarter. Whereas Rural subscription increased from 338.54 million to 349.22 million and the Rural Teledensity increased from 39.85 to 41.02 during the quarter. The year-on-year (Y-O-Y) growth rate of Rural and Urban Teledensity from Mar-12 to Mar-13 is 4.57% and -13.32% respectively.

Chart 1.2: Market Share - Rural & Urban



1.3 Share of Rural areas in total subscription has increased from 37.80% at the end of Dec-12 to 38.89% at the end of Mar-13. The year-on-year (Y-O-Y) growth of the market share of the Rural areas for Mar-13 is 11.83%.

Chart 1.3: Composition of Access subscription – Wireline & Wireless

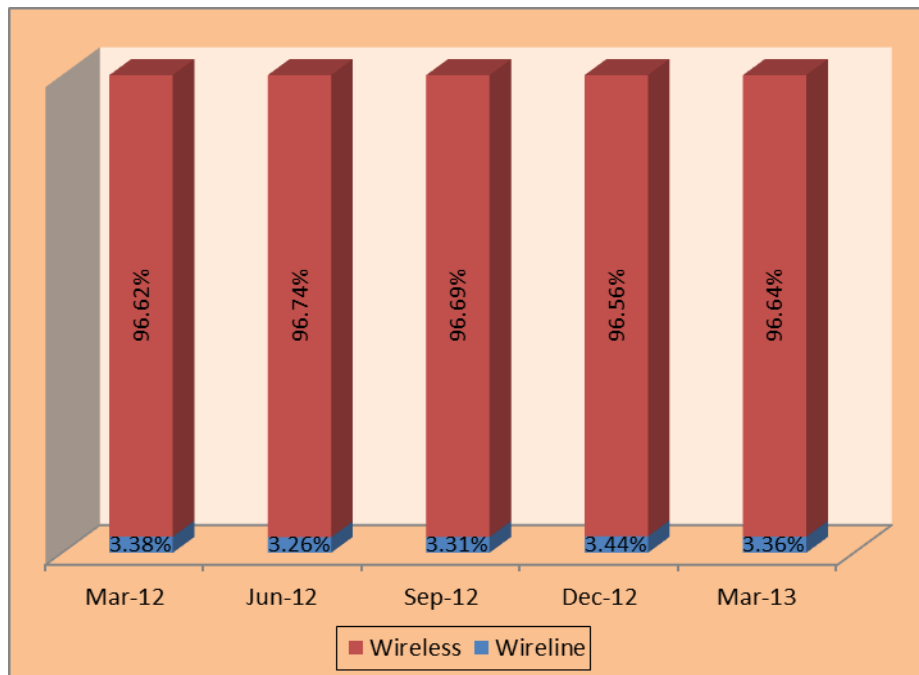


Chart 1.4: Composition of Telephone Subscribers at the end of the quarter

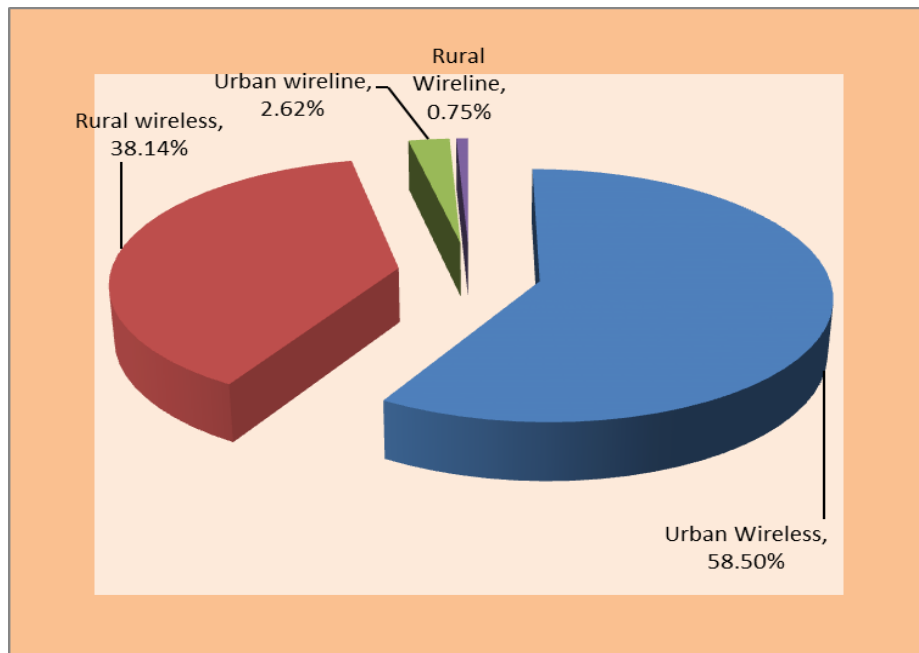
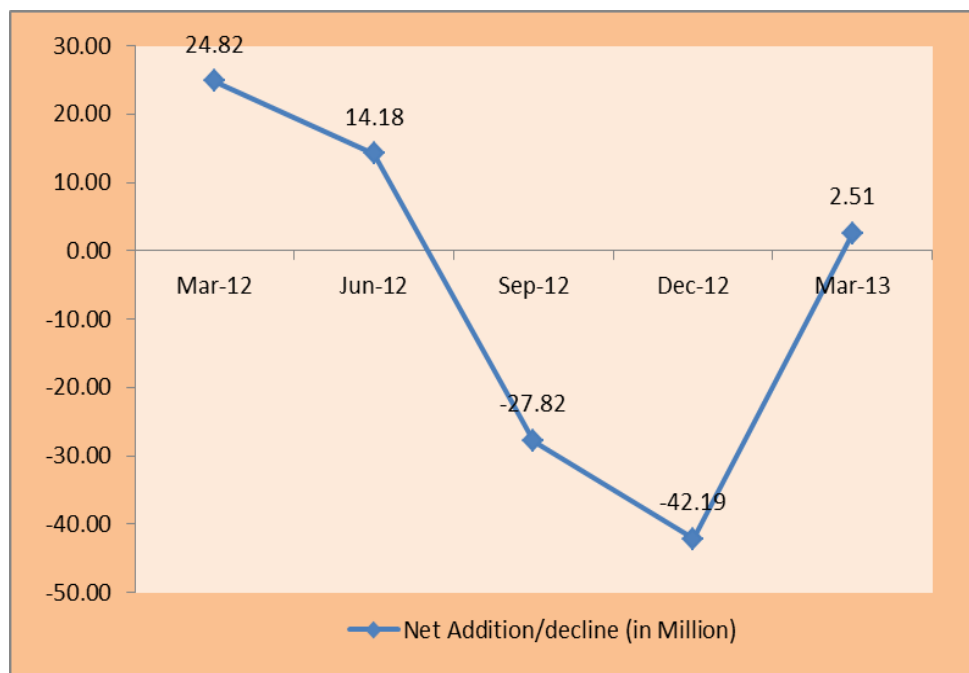


Table 1.2: Service Area wise Access (Wireless+Wireline) Subscribers

Service Area	Subscribers (million)			
	Dec-12	Mar-13	Net Additions	Rate of Growth
Andhra Pradesh	66.20	66.60	0.41	0.61
Assam	14.53	14.58	0.05	0.34
Bihar	61.58	60.70	-0.88	-1.44
Delhi	42.76	43.39	0.63	1.46
Gujarat	52.07	53.49	1.42	2.72
Haryana	20.10	20.10	0.00	0.02
Himachal Pradesh	7.10	7.30	0.20	2.78
Jammu & Kashmir	7.00	7.04	0.04	0.57
Karnataka	55.23	55.36	0.12	0.23
Kerala	35.34	33.76	-1.58	-4.48
Madhya Pradesh	51.79	53.28	1.50	2.89
Maharashtra	69.38	70.87	1.49	2.14
Mumbai	34.73	33.36	-1.37	-3.95
North East	8.96	9.15	0.19	2.17
Orissa	24.71	24.98	0.26	1.07
Punjab	30.37	30.78	0.41	1.36
Rajasthan	47.66	49.61	1.96	4.10
T.N. (incl. Chennai)	76.42	75.52	-0.90	-1.17
U.P.(E)	73.04	74.87	1.83	2.51
U.P.(W)	49.11	49.17	0.05	0.11
Kolkata	23.76	22.40	-1.36	-5.71
West Bengal	43.67	41.71	-1.96	-4.49
All India	895.51	898.02	2.51	0.28

1.4 During the quarter, Rajasthan Circle has recorded the highest growth rate of 4.10%, followed by Madhya Pradesh (2.89%) and Himachal Pradesh (2.78%). Kolkata Circle has recorded the highest decline rate of 5.71%.

Chart 1.5: Net Addition/decline in Telephone Subscription



1.5 The net addition in telephone subscribers is 2.51 million in QE Mar-13 as against the net decline of 42.19 million in QE Dec-12.

Table 1.3: Service Area wise Teledensity

Service Area	As on 31 st December, 2012			As on 31 st March, 2013		
	Rural Teledensity	Urban Teledensity	Total Teledensity	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	41.04	169.97	76.88	41.83	169.00	77.19
Assam	30.18	136.38	46.50	31.13	130.92	46.51
Bihar	26.90	170.32	46.53	27.54	160.28	45.72
Delhi	-	-	220.00	-	-	221.64
Gujarat	51.65	133.70	85.19	53.12	136.39	87.23
Haryana	55.76	116.45	76.72	56.78	113.51	76.44
Himachal Pradesh	73.08	336.16	102.76	75.27	341.39	105.39
J&K	35.99	118.44	58.41	36.72	116.91	58.57
Karnataka	42.92	170.83	91.26	43.00	170.38	91.24

Service Area	As on 31 st December, 2012			As on 31 st March, 2013		
	Rural Teledensity	Urban Teledensity	Total Teledensity	Rural Teledensity	Urban Teledensity	Total Teledensity
Kerala	62.59	212.44	100.76	61.93	196.11	96.09
Madhya Pradesh	29.51	114.15	52.23	30.91	115.09	53.55
Maharashtra*	51.19	130.84	88.75	52.64	128.64	88.56
Mumbai*						
North East	39.63	149.58	66.53	40.57	151.53	67.78
Orissa	37.43	167.61	59.70	38.72	164.01	60.21
Punjab	64.57	153.24	101.92	66.90	152.31	102.99
Rajasthan	42.81	149.04	68.31	44.63	153.82	70.85
T.N. (incl Chennai)	60.46	147.35	109.64	66.33	139.94	108.17
U.P.(E)*	31.79	140.36	56.20	33.34	137.69	56.83
U.P.(W)*						
Kolkata*	42.65	149.65	73.19	42.01	138.03	69.43
W.B.*						
All India	39.85	149.90	73.34	41.02	146.96	73.32

* 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 75.27, followed by Punjab (66.90). Bihar continues to have the lowest Rural Teledensity of 27.54, followed by Madhya Pradesh (30.91).

Table 1.4: Growth/Decline in Subscribers

Service Provider	Subscriber base (millions)			Rate of Growth (%)	Market Share – Dec-12 (%)	Market Share – Mar-13 (%)
	Dec-12	Mar-13	Net Additions			
Bharti	185.19	191.48	6.29	3.40	20.68	21.32
Vodafone	147.51	152.39	4.88	3.31	16.47	16.97
Reliance	119.79	124.22	4.43	3.70	13.38	13.83
BSNL	120.96	121.65	0.69	0.57	13.51	13.55
IDEA/Spice	113.95	121.61	7.66	6.72	12.72	13.54
Tata	71.05	67.92	-3.13	-4.40	7.93	7.56
Aircel/Dishnet	63.35	60.07	-3.28	-5.17	7.07	6.69
Unitech	41.52	31.68	-9.84	-23.69	4.64	3.53
Sistema	14.93	11.96	-2.97	-19.86	1.67	1.33
MTNL	8.76	8.46	-0.30	-3.40	0.98	0.94
Loop Mobile	3.00	3.01	0.01	0.43	0.33	0.33
Videocon	3.64	2.01	-1.63	-44.80	0.41	0.22
Quadrant (HFCL)	1.88	1.55	-0.33	-17.34	0.21	0.17
Total	895.51	898.02	2.51	0.28		

1.7 Bharti is the leading operator in Access segment in terms of number of subscribers. However, in term of net additions during the quarter, Idea recorded the highest growth of 7.66 million, followed by Bharti (6.29 million) and Vodafone (4.88 million).

Table 1.5: Market Share of the operators in total rural subscriber base for the quarter ending Mar-13

Service Provider	No. of Total Subscribers (in millions)	No. of Rural Subscribers (in millions)	Percentage of Rural subscribers	Market share of Rural subscribers (%)
Bharti	191.48	82.16	42.91	23.53
Vodafone	152.39	82.29	54.00	23.56
Reliance	124.22	29.34	23.62	8.40
BSNL	121.65	41.49	34.11	11.88
IDEA	121.61	65.78	54.09	18.84
Tata	67.92	13.82	20.35	3.96
Aircel/Dishnet	60.07	22.33	37.16	6.39
Unitech	31.68	10.04	31.67	2.87
Sistema	11.96	1.94	16.19	0.55
MTNL	8.46	-	0.00	0.00
Loop Mobile	3.01	-	0.00	0.00
Videocon	2.01	-	0.00	0.00
Quadrant (HFCL)	1.55	0.04	2.59	0.01
Total	898.02	349.22	38.89	100.00

1.8 IDEA continues to be the Service provider with highest proportion of Rural subscribers (54.09%), closely followed by Vodafone (54%) to their total subscribers.

Section B : Wireless Service

Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31st March, 2013]

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 except Assam, NE & J&K
7	IDEA (Including Spice)	All India
8	Sistema Shyam Telelink	Delhi, Kolkata, Guj., KTK, T.N. incl. Chennai, Kerala, Maharashtra, Mumbai, UP(E), UP(W), Rajasthan & W.B.
9	BSNL	All India (except Delhi & Mumbai)
10	MTNL	Delhi & Mumbai
11	Loop Mobile (India) Ltd	Mumbai
12	Quadrant (HFCL)	Punjab
13	Unitech Group	MH, Guj., AP, UP(W), UP(E), Bihar
14	Videocon Telecommunications Ltd	Guj, Haryana, UP(W), UP(E), MP, Bihar

1.9 Complete list of licensed Cellular (GSM & CDMA) Service providers as on 31st March, 2013 is at Annexure – 1.1

1.10 Total Wireless (GSM + CDMA) subscriber base increased from 864.72 million at the end of Dec-12 to 867.80 million at the end of Mar-13, thereby showing a growth of 0.36%. During this quarter net addition of 3.08 million subscribers was recorded. The year-on-year (Y-O-Y), wireless subscribers shows negative growth rate of 5.59% for Mar-13. Wireless Teledensity slightly increased from 70.82 at the end of Dec-12 to 70.85 at the end of Mar-13.

Chart 1.6: Wireless Subscriber Base and Teledensity

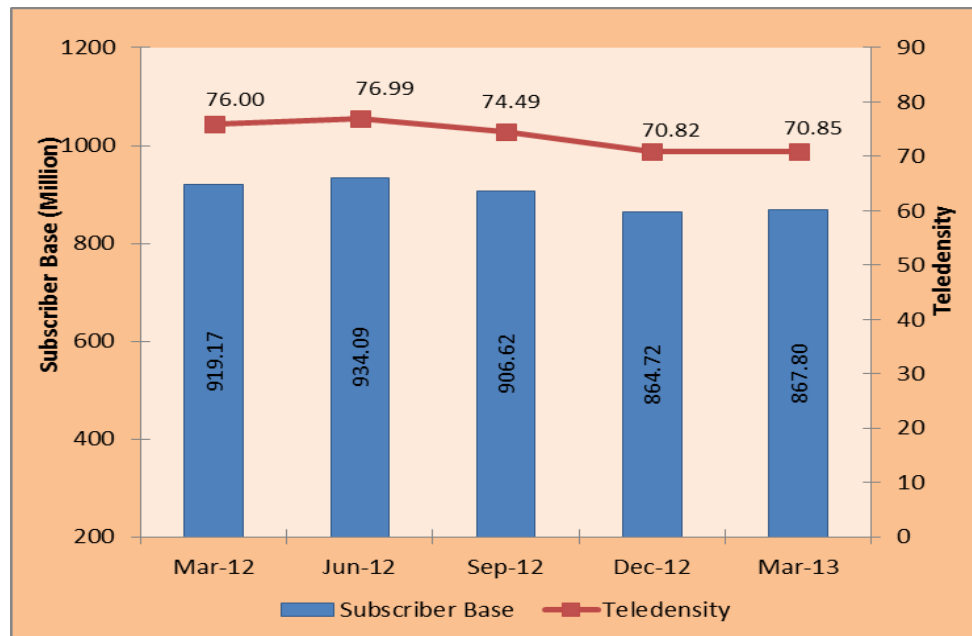


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
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
Mar-13	342.50	525.30	40.23	140.67

1.11 The Rural Wireless subscribers increased from 331.60 million at the end of Dec-12 to 342.50 million at the end of Mar-13.

1.12 Rural subscription increased at the rate of 3.29% in QE Mar-13 as against negative growth rate of 0.99% in QE Dec-12. Urban subscription declined at the rate of 1.47% as against negative growth rate of 6.75% in the previous quarter. The share of Rural wireless subscription increased from 38.35% to 39.47% in total wireless subscription in this quarter.

Chart 1.7: Wireless Market Share – Rural & Urban

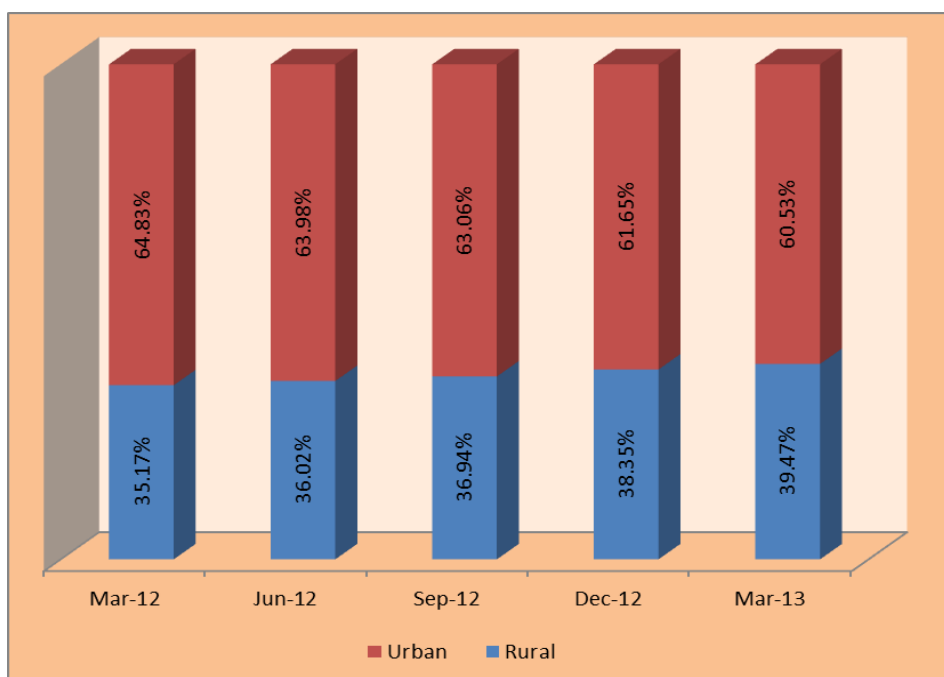


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (millions)			Rate of Growth (%)	Market Share – Dec-12 (%)	Market Share – Mar-13 (%)
	Dec-12	Mar-13	Net Additions			
Bharti	181.91	188.20	6.29	3.46	21.04	21.69
Vodafone	147.48	152.35	4.88	3.31	17.05	17.56
Reliance	118.53	122.97	4.44	3.75	13.71	14.17
IDEA	113.95	121.61	7.66	6.72	13.18	14.01
BSNL	99.92	101.21	1.28	1.29	11.56	11.66
Tata	69.56	66.42	-3.14	-4.52	8.04	7.65
Aircel	63.35	60.07	-3.28	-5.17	7.33	6.92
Unitech	41.52	31.68	-9.84	-23.69	4.80	3.65
Sistema	14.88	11.91	-2.97	-19.95	1.72	1.37
MTNL	5.30	5.00	-0.30	-5.71	0.61	0.58
Loop	3.00	3.01	0.01	0.43	0.35	0.35
Videocon	3.64	2.01	-1.63	-44.80	0.42	0.23
Quadrant (HFCL)	1.70	1.37	-0.33	-19.44	0.20	0.16
Total	864.72	867.80	3.08	0.36	-	-

1.13 Bharti remains the leading operator with 188.20 million subscribers at the end of Mar-13, followed by Vodafone (152.35 million) and Reliance (122.97 million). In terms of net additions during the quarter, Idea (7.66 million) has added the highest number of subscribers, followed by Bharti (6.29 million).

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (in million)			
	Dec-12	Mar-13	Net Additions	Rate of change (%)
Andhra Pradesh	63.94	64.36	0.43	0.67
Assam	14.34	14.39	0.05	0.36
Bihar	61.02	60.30	-0.72	-1.18
Delhi	39.81	40.43	0.61	1.54
Gujarat	50.28	51.69	1.41	2.81
Haryana	19.53	19.54	0.02	0.08
Himachal Pradesh	6.81	7.02	0.21	3.08
Jammu & Kashmir	6.80	6.84	0.04	0.62
Karnataka	52.78	52.91	0.13	0.25
Kerala	32.25	30.69	-1.55	-4.81
Madhya Pradesh	50.67	52.16	1.50	2.95
Maharashtra	66.85	68.40	1.56	2.33
Mumbai	31.74	30.37	-1.37	-4.31
North East	8.74	8.96	0.22	2.54
Orissa	24.32	24.60	0.28	1.17
Punjab	29.00	29.46	0.46	1.60
Rajasthan	46.57	48.60	2.03	4.36
T.N. (incl. Chennai)	73.28	72.41	-0.87	-1.19
U.P.(E)	71.98	73.82	1.84	2.56
U.P.(W)	48.34	48.40	0.06	0.13
Kolkata	22.61	21.26	-1.35	-5.97
West Bengal	43.08	41.16	-1.92	-4.45
All India	864.72	867.80	3.08	0.36

Table 1.10: Service Area wise Wireless Teledensity

Service Area	As on 31 st December, 2012			As on 31 st March, 2013		
	Rural Teledensity	Urban Teledensity	Total Teledensity	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	40.03	163.16	74.25	40.84	162.22	74.59
Assam	30.04	133.08	45.87	30.99	127.68	45.89
Bihar	26.76	168.12	46.11	27.43	158.75	45.42
Delhi	-	-	204.82	-	-	206.51
Gujarat	50.65	127.99	82.27	52.12	130.70	84.31
Haryana	54.76	112.02	74.54	55.82	109.17	74.31
Himachal Pradesh	69.39	327.60	98.52	71.75	333.15	101.33
Jammu & Kashmir	35.56	113.46	56.75	36.31	112.00	56.93
Karnataka	41.87	161.84	87.21	41.98	161.41	87.21
Kerala	54.76	200.72	91.94	54.19	184.50	87.37
Madhya Pradesh	29.29	110.54	51.10	30.69	111.49	52.42
Maharashtra*	50.16	122.01	84.04	51.63	119.97	83.92
Mumbai*						
North East	39.10	144.59	64.92	40.13	147.16	66.38
Orissa	37.07	163.73	58.74	38.40	160.26	59.31
Punjab	62.16	145.63	97.32	64.66	144.92	98.57
Rajasthan	42.25	144.36	66.76	44.15	149.32	69.40
T.N. (incl. Chennai)	58.63	140.81	105.14	64.51	133.48	103.72
U.P.(E)*	31.56	137.39	55.35	33.12	134.77	56.00
U.P.(W)*						
Kolkata*	42.26	144.00	71.30	41.63	132.58	67.60
West Bengal*						
All India	39.04	143.48	70.82	40.23	140.67	70.85

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

Notes:

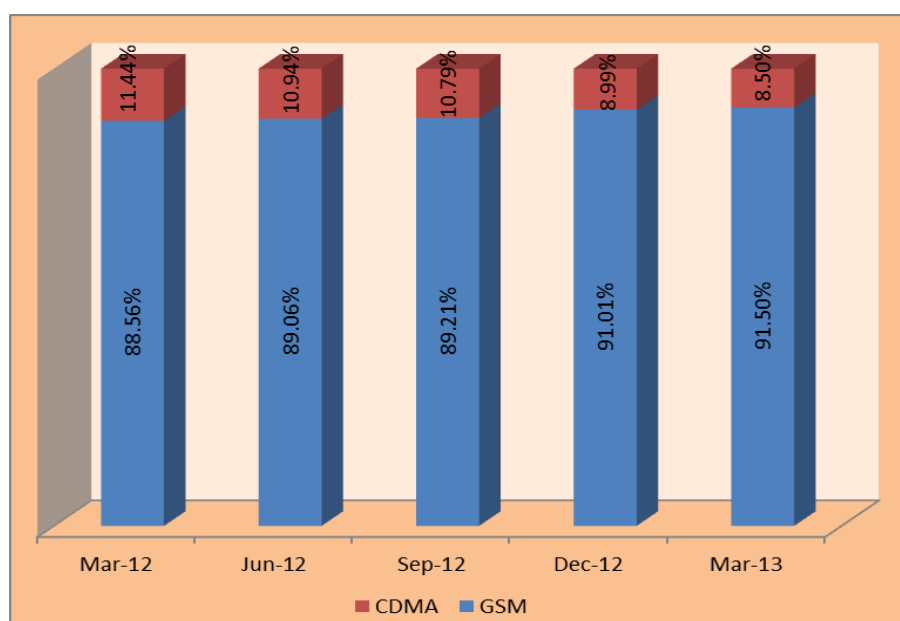
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the State of Delhi, includes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

Table 1.11: Rural Wireless Subscribers and Market Share

Service Provider	Subscribers at the end of Mar-13 (in millions)	Rural Subscribers (in millions)		% of Rural subscribers in total		Market Share of Rural Subscribers (%)	
		Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13
Bharti	188.20	78.18	82.16	42.98	43.66	23.58	23.99
Vodafone	152.35	76.87	82.29	52.12	54.01	23.18	24.02
Reliance	122.97	28.29	29.34	23.86	23.86	8.53	8.57
IDEA	121.61	61.98	65.78	54.39	54.09	18.69	19.21
BSNL	101.21	34.55	34.84	34.57	34.42	10.42	10.17
Tata	66.42	13.93	13.78	20.03	20.74	4.20	4.02
Aircel	60.07	23.04	22.33	36.37	37.16	6.95	6.52
Unitech	31.68	12.37	10.04	29.80	31.67	3.73	2.93
Sistema	11.91	2.34	1.93	15.74	16.19	0.71	0.56
MTNL	5.00	0.00	0.00	0.00	0.00	0.00	0.00
Videocon	2.01	0.00	0.00	0.00	0.00	0.00	0.00
Loop	3.01	0.00	0.00	0.00	0.00	0.00	0.00
Quadrant (HFCL)	1.37	0.04	0.04	2.52	2.95	0.01	0.01
Total	867.80	331.60	342.50	38.35	39.47	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 Mar-13, GSM subscribers constituted 91.50% of the wireless market.

GSM Services

1.16 The GSM subscribers were 794.03 million at the end of Mar-13 as against 786.98 million at the quarter ending Dec-12, showing a growth of 0.89%. Bharti with 188.20 million subscribers continues to be the largest GSM mobile operator, followed by Vodafone (152.35 million).

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

Service Provider	Dec-12		Mar-13		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share (%)	No of Subscribers (in millions)	Market Share (%)	
Bharti	181.91	23.11	188.20	23.70	6.29
Vodafone	147.48	18.74	152.35	19.19	4.88
Idea	113.95	14.48	121.61	15.32	7.66
BSNL	97.09	12.34	98.50	12.41	1.41
Reliance	80.15	10.18	84.29	10.62	4.13
Aircel	63.35	8.05	60.07	7.57	-3.28
Tata	48.11	6.11	46.13	5.81	-1.97
Unitech	41.52	5.28	31.68	3.99	-9.84
MTNL	5.12	0.65	4.82	0.61	-0.30
Videocon	3.64	0.46	2.01	0.25	-1.63
Loop	3.00	0.38	3.01	0.38	0.01
Quadrant(HFCL)	1.68	0.21	1.35	0.17	-0.33
Total	786.98	100	794.03	100	7.04

1.17 There has been a net increase of 7.04 million GSM subscribers during the quarter ending Mar-13.

CDMA Services

1.18 The CDMA subscriber base further declined from 77.74 million at the end of Dec-12 to 73.78 million at the end of Mar-13, thereby showing a negative growth rate of 5.09%. Reliance with 38.69 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 except Reliance.

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

Service Provider	Dec-12		Mar-13		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share (%)	No of Subscribers (in millions)	Market Share (%)	
Reliance	38.38	49.37	38.69	52.44	0.31
Tata	21.45	27.59	20.28	27.49	-1.17
Sistema	14.88	19.14	11.91	16.15	-2.97
BSNL	2.83	3.64	2.70	3.66	-0.13
MTNL	0.18	0.24	0.18	0.24	-0.003
Quadrant (HFCL)	0.02	0.02	0.02	0.02	-0.002
Total	77.74	100	73.78	100.00	-3.96

1.19 There has been a net decline of 3.96 million CDMA subscribers during the quarter ending Mar-13.

Section C : Wireline Service

Table 1.14: Service Providers providing Wireline service

[as on 31st March, 2013]

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 J & K, 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 30.79 million at the end of Dec-12 to 30.21 million at the end of Mar-13. Overall Wireline Teledensity is 2.47 at the end of this quarter. Rural subscriber base has shown decline of 3.39%, from 6.95 Million at the end of Dec-12 to 6.71 Million at the end of Mar-13. During the same period, Urban subscription recorded decline of 1.42%, from 23.84 million to 23.50 million.

Chart 1.9: Wireline Subscriber Base and Teledensity

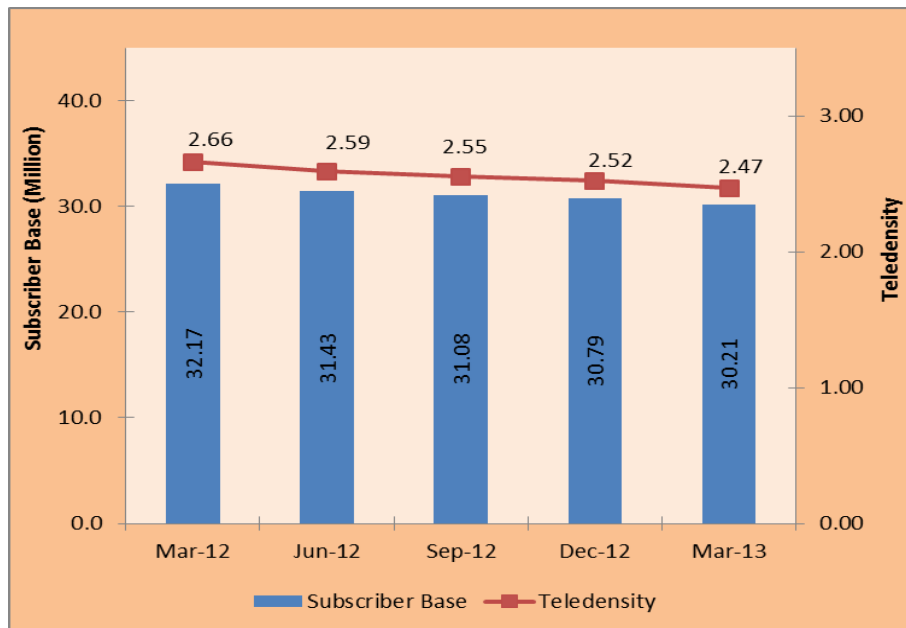


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
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
Mar-13	6.71	23.50	0.79	6.29

Chart 1.10: Composition of Wireline Subscribers – Rural & Urban

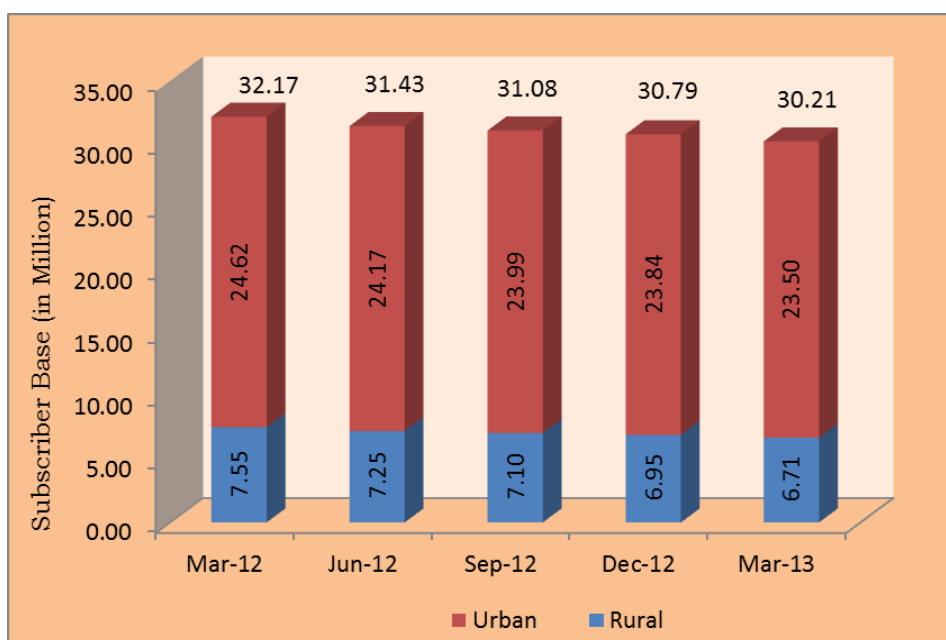


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Share of Rural Subscription

Service Provider	Subscriber Base (million) Mar-13			Share of Rural subscription (%)
	Rural	Urban	Total	
BSNL	6.65	13.79	20.45	32.55
MTNL	-	3.46	3.46	--
Bharti	-	3.28	3.28	--
Reliance	0.002	1.24	1.24	0.15
Tata	0.05	1.46	1.51	3.18
Quadrant (HFCL)	-	0.19	0.19	--
Sistema	0.01	0.04	0.05	17.08
Vodafone	-	0.04	0.04	--
Total	6.71	23.50	30.21	22.22

Table 1.17: Service Provider wise growth in Subscribers

Service Provider	Subscriber Base (million)			Rate of change (%)	Market share- Dec-12 (%)	Market share- Mar-13 (%)
	Dec-12	Mar-13	Net Addition			
BSNL	21.04	20.45	-0.595	-2.83	68.34	67.67
MTNL	3.46	3.46	0.005	0.13	11.22	11.45
Bharti	3.28	3.28	0.005	0.14	10.65	10.87
Tata	1.49	1.51	0.016	1.09	4.84	4.98
Reliance	1.26	1.24	-0.016	-1.28	4.09	4.11
Quadrant	0.18	0.19	0.004	2.08	0.60	0.62
Sistema	0.05	0.05	0.003	5.60	0.16	0.17
Vodafone	0.03	0.04	0.006	20.85	0.10	0.12
Total	30.79	30.21	-0.573	-1.86		

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

Service Area	Dec-12	Mar-13	Net Additions	Rate of Change (%)
Andhra Pradesh	2.26	2.24	-0.022	-0.98
Assam	0.20	0.19	-0.002	-1.16
Bihar	0.56	0.39	-0.166	-29.63
Delhi	2.95	2.96	0.013	0.43
Gujarat	1.79	1.79	0.005	0.28
Haryana	0.57	0.56	-0.011	-1.90
Himachal Pradesh	0.29	0.28	-0.012	-4.10
Jammu & Kashmir	0.20	0.20	-0.002	-1.14
Karnataka	2.45	2.44	-0.008	-0.32
Kerala	3.09	3.06	-0.030	-0.96
Madhya Pradesh	1.12	1.12	0.0001	0.01
Maharashtra	2.53	2.47	-0.068	-2.68
Mumbai	2.99	2.99	-0.003	-0.09
North East	0.22	0.19	-0.028	-12.82
Orissa	0.40	0.37	-0.021	-5.23
Punjab	1.37	1.32	-0.050	-3.65
Rajasthan	1.08	1.01	-0.073	-6.76
T.N. (incl. Chennai)	3.14	3.11	-0.025	-0.81
U.P.(E)	1.06	1.05	-0.011	-1.02
U.P.(W)	0.77	0.77	-0.007	-0.85
Kolkata	1.15	1.14	-0.007	-0.64
W.B.	0.59	0.55	-0.045	-7.62
All India	30.79	30.21	-0.573	-1.86

1.21 Only Delhi, Gujarat & Madhya Pradesh Service Areas showed positive growth in wireline service.

Table 1.19: Service Area wise Wireline Teledensity

Service Area	As on 31 st December, 2012			As on 31 st March, 2013		
	Rural Teledensity	Urban Teledensity	Total Teledensity	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.01	6.81	2.63	0.99	6.77	2.60
Assam	0.14	3.31	0.63	0.14	3.24	0.62
Bihar	0.14	2.19	0.42	0.10	1.54	0.30
Delhi	-	-	15.18	-	-	15.13
Gujarat	0.99	5.71	2.92	1.00	5.69	2.92
Haryana	1.00	4.42	2.18	0.96	4.34	2.13
Himachal Pradesh	3.69	8.56	4.24	3.52	8.24	4.05
Jammu & Kashmir	0.42	4.98	1.66	0.41	4.91	1.64
Karnataka	1.05	8.99	4.05	1.02	8.96	4.03
Kerala	7.84	11.72	8.82	7.74	11.61	8.72
Madhya Pradesh	0.22	3.61	1.13	0.22	3.59	1.13
Maharashtra*	1.03	8.83	4.71	1.01	8.68	4.63
Mumbai*						
North East	0.52	4.99	1.62	0.44	4.37	1.41
Orissa	0.35	3.88	0.95	0.31	3.75	0.90
Punjab	2.40	7.61	4.60	2.24	7.39	4.42
Rajasthan	0.57	4.68	1.55	0.48	4.50	1.44
T.N.	1.83	6.54	4.50	1.81	6.46	4.45
U.P.(E)*	0.23	2.97	0.84	0.22	2.92	0.83
U.P.(W)*						
Kolkata*	0.40	5.65	1.89	0.38	5.46	1.83
W.B.*						
All India	0.82	6.42	2.52	0.79	6.29	2.47

* Population data/projections are available state-wise only

Note:

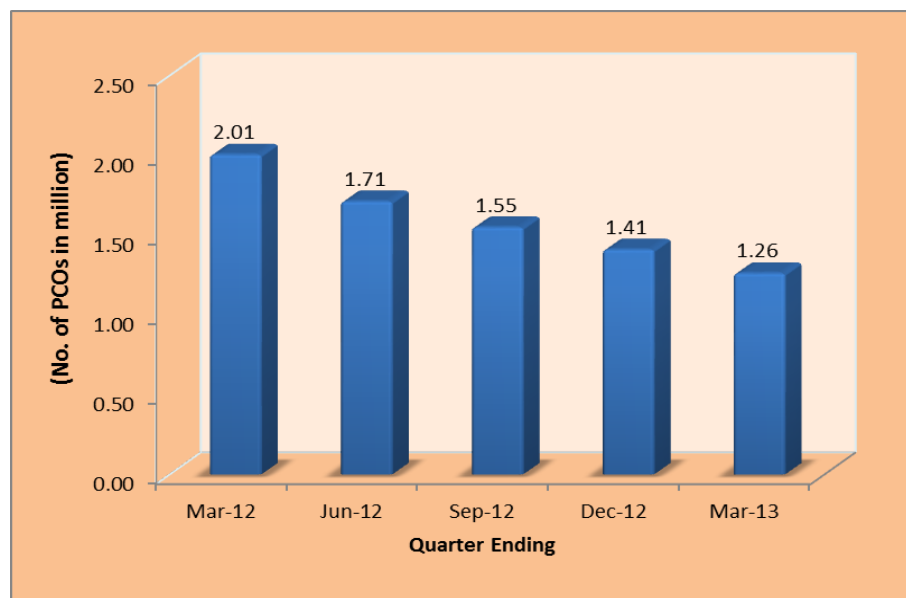
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

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 Mar-13 is 1.26 million as compared to 1.41 million at the end of Dec-12, showing a decline of 0.15 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 10.53%. The year-on-year (Y-O-Y) decline over the same quarter of the last year is 37.08%.

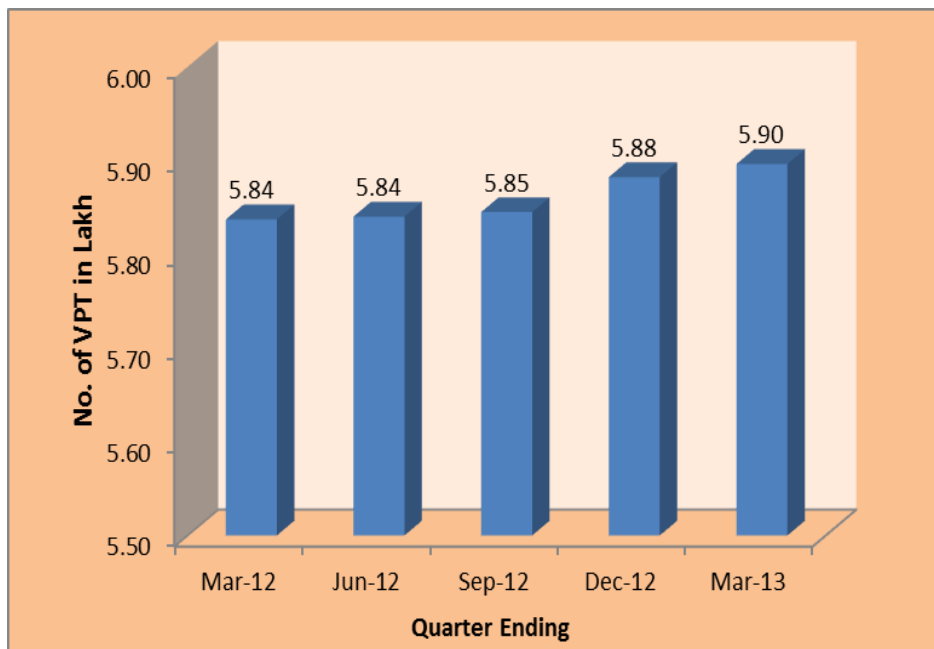
Table 1.20: Rate of change & Market share of PCOs

Service Provider	Dec-12 (Million)	Mar-13 (Million)	Rate of change (%)	% Market share (Mar-13)
BSNL	0.909	0.796	-12.38	63.09
MTNL	0.152	0.150	-1.11	11.91
Bharti	0.038	0.036	-6.70	2.82
Quadrant	0.004	0.004	-7.30	0.32
Sistema	0.013	0.013	-1.33	1.02
Tata	0.158	0.142	-10.27	11.26
Reliance	0.136	0.121	-11.10	9.58
Vodafone	-	-	-	-
Total	1.41	1.26	-10.53	100.00%

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 5,88,232 at the end of Dec-12 to 5,89,631 at the end of Mar-13. At the end of the quarter, 99.31% 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



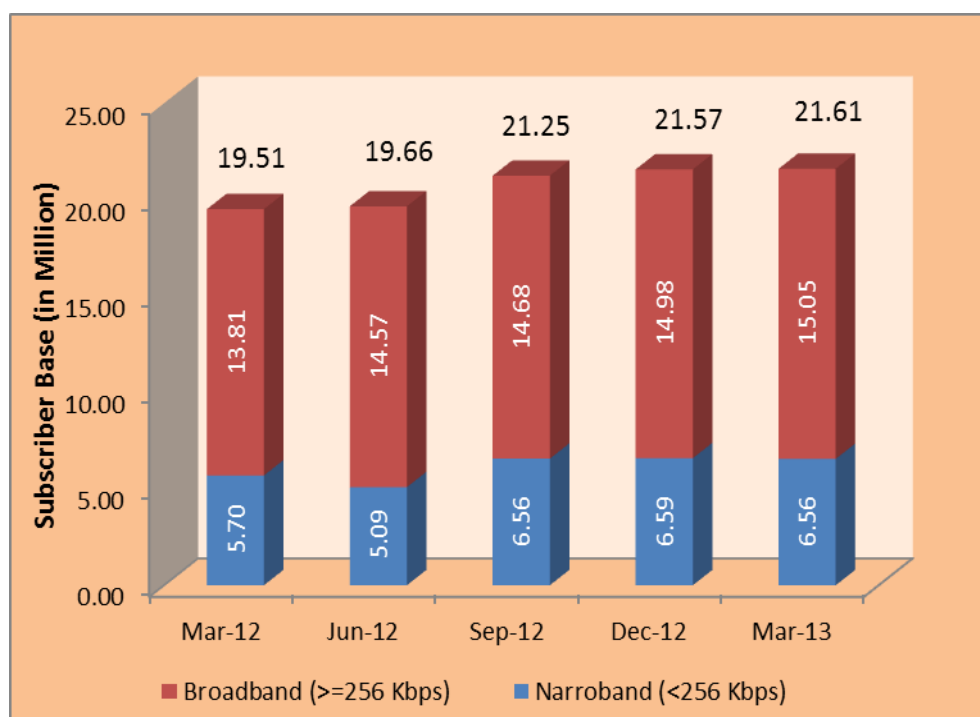
Section D: Internet Service

- 1.26 Total number of internet subscribers including internet access by wireless phone subscribers at the end of Mar-13 is 164.81 million.
- 1.27 In this section, report of statistics in respect of Internet Service is divided into two parts. Part-I is Internet Statistics other than internet access by wireless phone subscribers and Part-II is Internet Services access by wireless phone subscribers.

Part-I : Internet Access (other than through wireless phone)

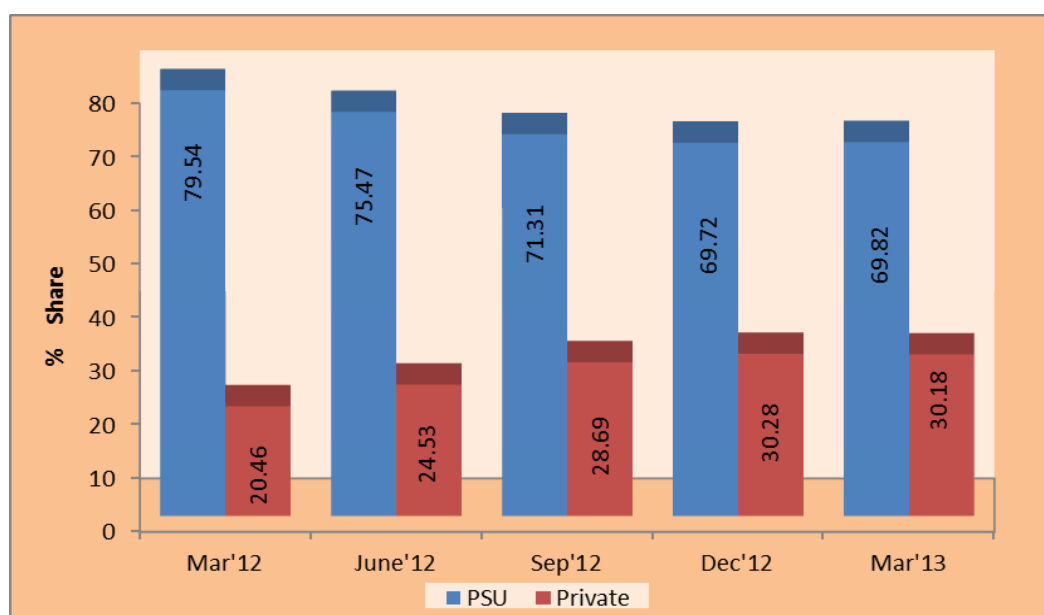
- 1.28 There are 185 service providers providing internet service (excluding internet access by wireless phone).
- 1.29 There were 21.61 million internet subscribers excluding those subscribers accessing internet through wireless phone, at the end of Mar-13 as compared to 21.57 million at the end of Dec-12, registering a quarterly growth of 0.16%.
- 1.30 Internet access by CDMA subscribers which was hitherto being reported under narrowband internet access, has been reported under 'Internet Access through Wireless Phone'. In this report, Internet access by CDMA subscriber has been excluded from narrowband internet access.

Chart 1.13: Trends in Internet subscription



- 1.31 In the internet subscription (excluding internet access through wireless phone), share of Broadband subscription is 69.65% and share of Narrowband subscription is 30.35% at the end of Mar-13.
- 1.32 Number of Broadband subscribers increased from 14.98 million at the end of Dec-12 to 15.05 million at the end of Mar-13, registering a quarterly growth of 0.45% and Y-O-Y growth of 8.98%.
- 1.33 Number of Narrowband subscribers decreased from 6.59 million at the end of Dec-12 to 6.56 million at the end of Mar-13, thereby showing a quarterly decrease of 0.5%.

Chart 1.14 : Trends in subscribers (in Million) of PSUs Vs. Pvt. Internet Service Providers



Note : PSU includes BSNL, MTNL, ERNET India, Gujarat Info Petro Ltd., West Bengal Electronics Industry Development Corp. Ltd., Power Grid Corporation of India Ltd., Software Technology Park of India and RailTel Corporation of India Ltd.

- 1.34 The total Internet leased line customers stood at 41,041 at the end of Mar-13 as compared to 39,788 at the end of Dec-12, registering an increase of about 3.15%.
- 1.35 As per the report received from SPs, there are 7930 Cyber Cafes during the quarter ending Mar-13 as compared to 8056 in the previous quarter registering a decrease of 1.56%.

Internet Telephony

- 1.36 As per the reports available with the TRAI, 32 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

- 1.37 The International Internet bandwidth owned by various SPs is reported to be 745.41 GB during the quarter ending Mar-13 as compared to 694.55 GB at the quarter ending Dec-12.

**Table 1.21 : Internet Subscriber Base & Market share of top 10 SPs
(other than internet accessed by wireless phone subscribers)**

S.No	SP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	13124483	60.74
2	Reliance Communications Infrastructure Limited	A	All India	2491792	11.53
3	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1958023	9.06
4	Bharti Airtel Ltd.	A	All India	1398682	6.47
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	365361	1.69
6	You Broadband & Cable India Private Limited	A	All India	351278	1.63
7	Tikona Digital Networks Pvt Ltd	A	All India	276175	1.28
8	Beam Telecom Pvt. Ltd.	B	Andhra Pradesh	271708	1.26
9	Tata Communications Limited	A	All India	125535	0.58
10	Asianet Satellite Communications Ltd.	B	Kerala	116381	0.54
	Total of Top 10 ISPs			20479418	94.78
	Others			1127265	5.22
	Grand Total			21606683	

1.38 BSNL holds 60.74% of the market share with reported subscriber base of 13.12 million Internet subscribers at the end of Mar-13. Reliance is at second position (2.49 million) followed by MTNL (1.96 million). Detailed table with subscriber numbers of all the SPs is available at Annexure-1.7

1.39 Top 10 SPs together hold 94.78% of the total Internet subscriber base (excluding of internet access by wireless phone subscribers).

Chart 1.15: Growth in subscriber base achieved by top ten ISPs (other than internet accessed by wireless phone subscribers)

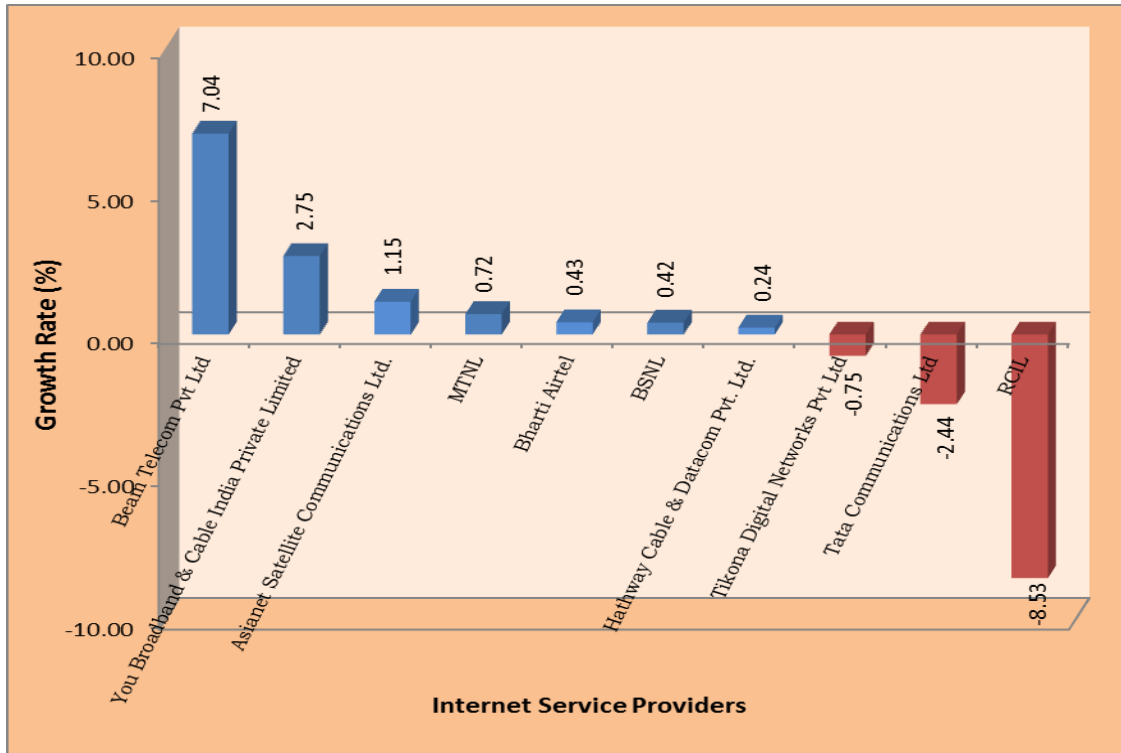


Chart 1.16: Technology trends for Internet Access including Broadband Service (other than internet accessed by wireless phone subscribers)

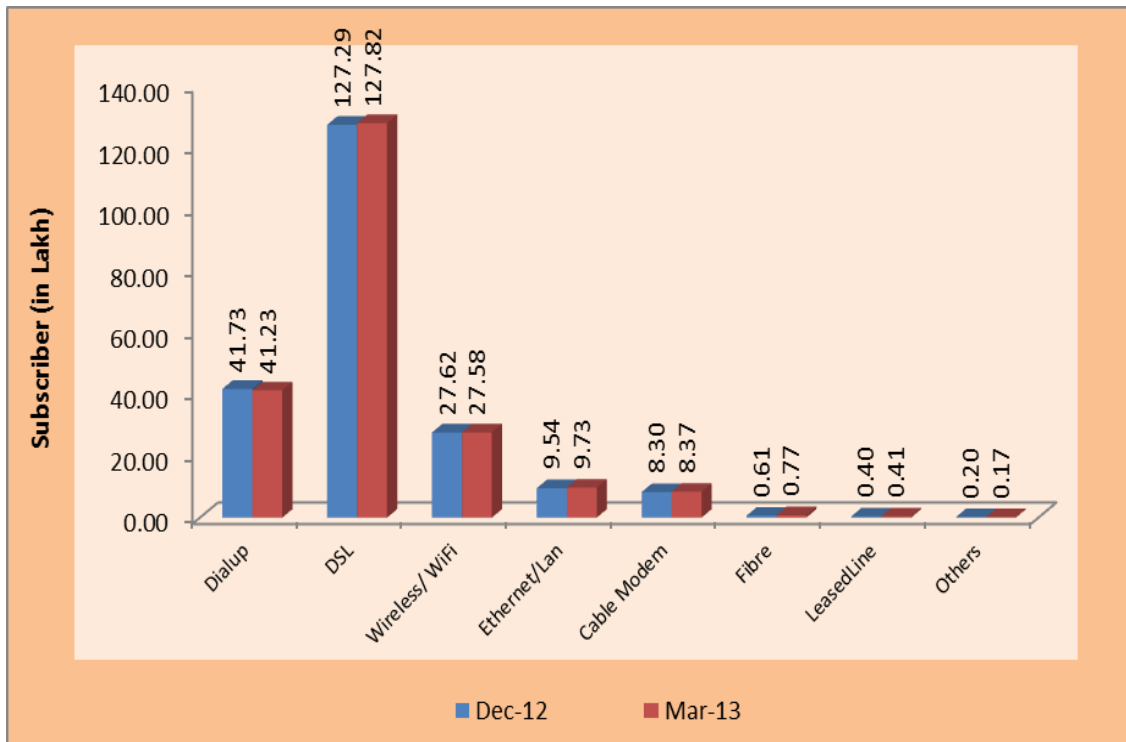
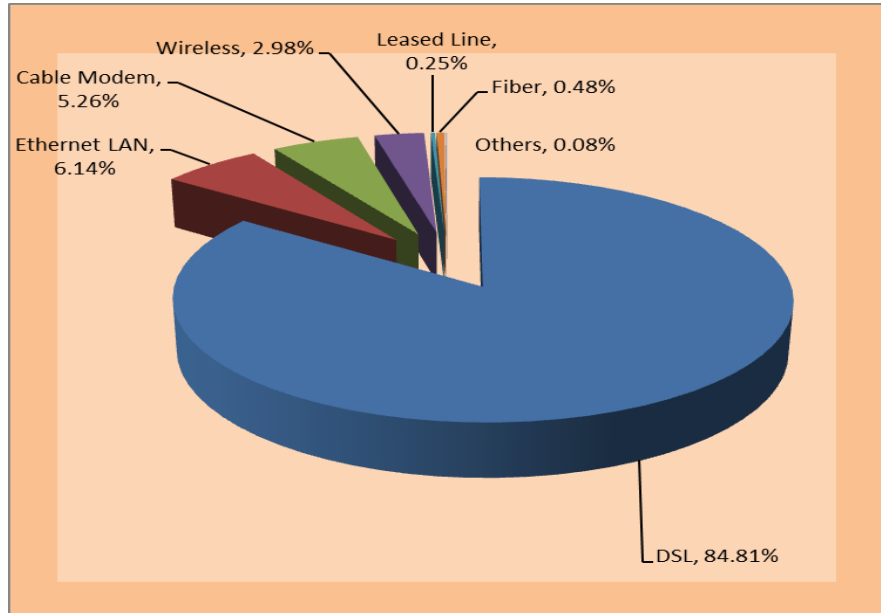
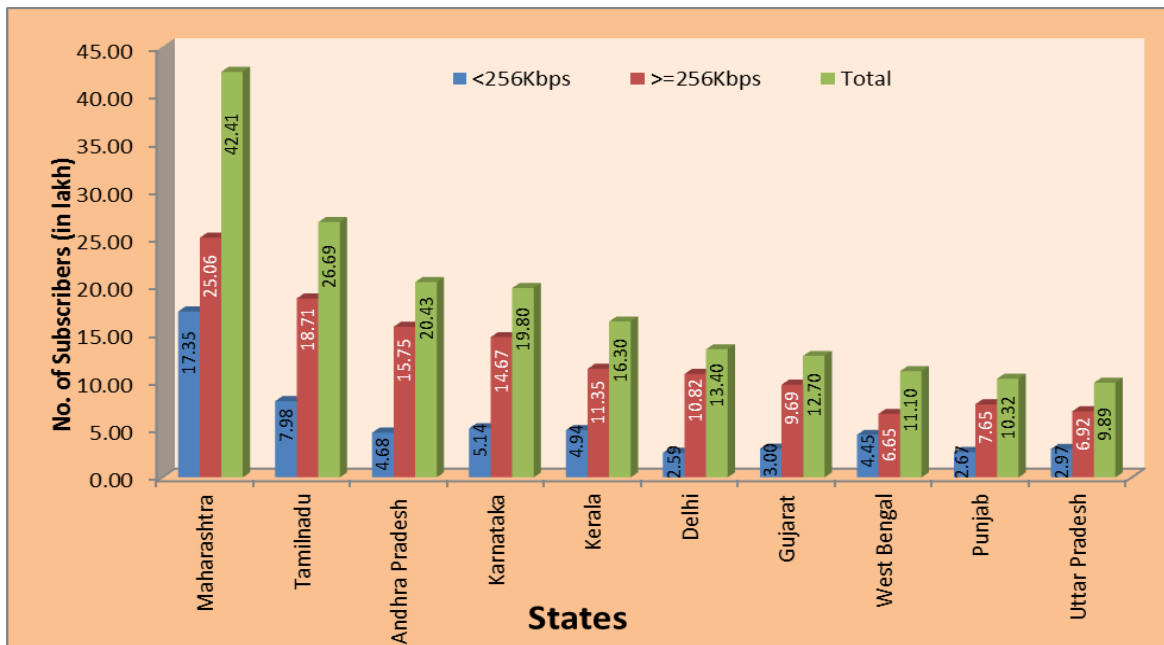


Chart 1.17: Composition of Broadband subscribers (other than internet accessed by wireless phone subscribers) – Technology wise



1.40 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 84.81% of total broadband subscribers, followed by Ethernet LAN (6.14%) and Cable Modem (5.26%).

Chart 1.18: Speed Category wise data on Internet/broadband subscribers (other than internet accessed by wireless phone subscribers) for top 10 States



1.41 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.

Part-II : Internet Access through Wireless Phones

1.42 13 service providers are providing internet services by wireless phone. Out of these 13 service providers, 9 service providers have submitted their performance monitoring report. BSNL, MTNL, Quadrant and Videocon have not provided their reports.

1.43 In the month of Mar-13, 143.20 million subscribers accessed internet through wireless phones as per the information received from 9 service providers.

Table 1.22 : Service Provider wise Subscriber base and Market Share of internet access by wireless phone subscribers

Sl. No.	Service Providers	Total No. of subscribers	Market Share (%)
1	Bharti Airtel	39,489,014	27.58
2	Vodafone India Limited	34,405,411	24.03
3	Idea Cellular Limited	25,492,072	17.80
4	Reliance	20,857,148	14.56
5	Aircel Limited	12,125,032	8.47
6	Unitech Wireless	3,719,264	2.60
7	Loop Mobile (India) limited	2,873,637	2.01
8	Tata	2,737,601	1.91
9	Sistema Shyam Teleservices Ltd	1,501,618	1.05
	Total	143,200,797	

Note : BSNL, MTNL, Quadrant and Videocon have not provided their reports.

1.44 Bharti Airtel is a leading service provider with market share of 27.58%, followed by Vodafone i.e. 24.03% and Idea Cellular (17.80%) in internet access by wireless phone subscribers at the end of Mar-13.

Table 1.23 : Service Area wise Subscriber base of internet access by wireless phone subscribers

S.No.	Name of the State	Total Subscribers
1	Andhra Pradesh	10321312
2	Assam	2696439
3	Bihar	7582412
4	Chennai	2962659
5	Delhi	9995113
6	Gujarat (Including Dadar and Nagar Haveli)	9638446
7	Haryana	3104449
8	Himachal Pradesh	1284904
9	J & K	1814595
10	Karnataka	4921188
11	Kerala	6012103
12	Kolkata	3571159
13	Maharashtra (including Goa)	12643295
14	Madhya Pradesh	7833862
15	Mumbai	10226451
16	North East	1956893
17	Orissa	2429166
18	Punjab	6378300
19	Rajasthan	8118692
20	Tamil Nadu	9773923
21	Uttar Pradesh	14855196
22	West Bengal	5080240
	Total	143200797
	Total (in Million)	143.20

Section E : Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.24: PMRTS Subscriber base – Service Provider wise

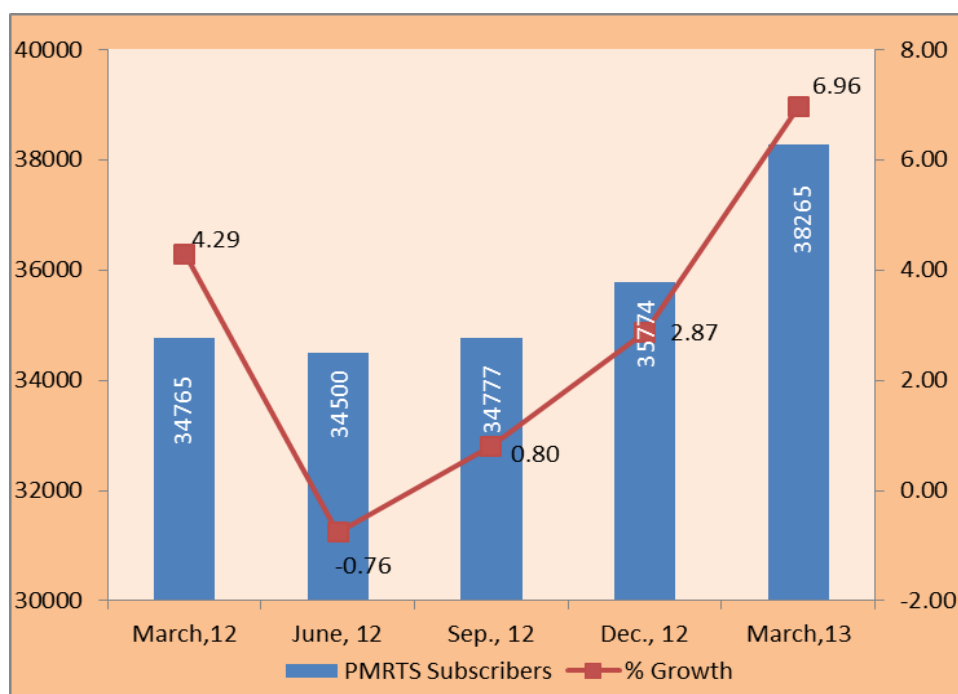
Sr. No.	Name of the Service Provider	Subscriber Base as on 31.12.12	Subscriber Base as on 31.03.13	%age Growth in Subscribers	%age in Market Share
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	28029	32397	15.58	84.66
2	Procall Ltd.	4573	3489	-23.70	9.12
3	Smartalk Pvt Ltd.	590	306	-48.14	0.80
4	QuickCall	1894	1474	-22.18	3.85
5	Bhilwara Telenet Services Pvt.Ltd.	688	599	-12.94	1.57
6	India Satcom Ltd.*	0	0	0.00	0.00
	Total	35774	38265	6.96	100.00

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

1.45 The subscriber base of PMRTS increased from 35,774 at the end of Dec-12 to 38,265 at the end of Mar-13 with quarterly growth rate of 6.96%.

1.46 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 & their subscriber base

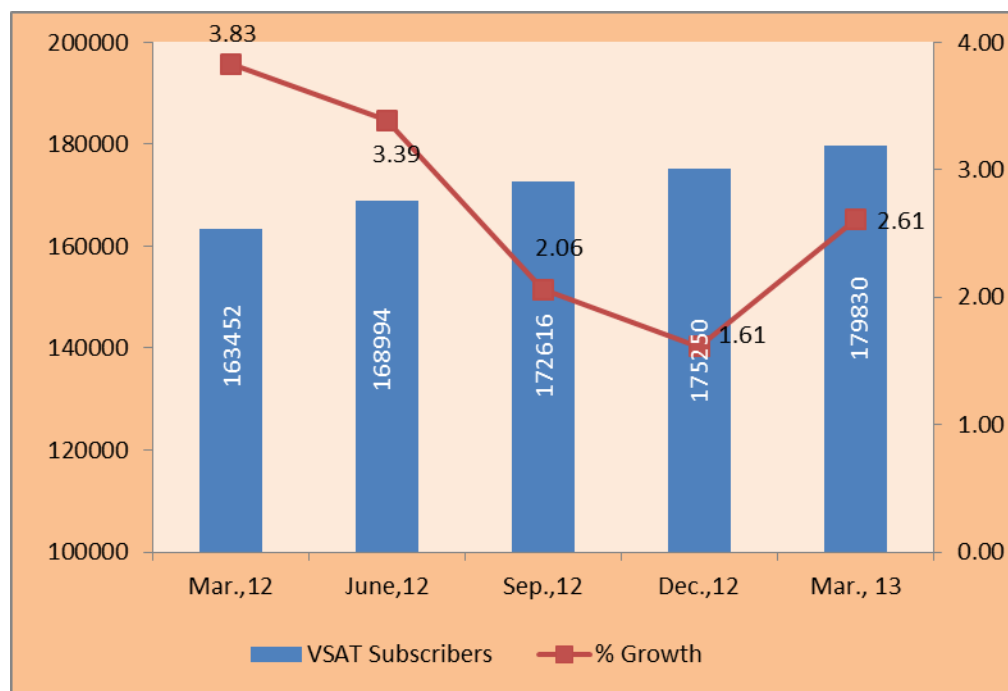
Sr. No	Name of Service Providers	Subscriber base at the Quarter ending		%age Growth	Market Share (%)
		Dec-12	Mar-13		
1	Hughes Communications Ltd.	62635	68108	8.74	37.87
2	Bharti Airtel Limited	48006	48405	0.83	26.92
3	Tatanet Services	25031	22498	-10.12	12.51
4	HCL Comnet	21633	22350	3.31	12.43
5	BSNL	12039	12573	4.44	6.99
6	Essel Shyam	2728	2728	0.00	1.52
7	Infotel Satcom	1661	1661	0.00	0.92
8	Infinium India Ltd.	1376	1377	0.07	0.77
9	Bharti Broadband	141	130	-7.80	0.07
	Total	175250	179830	2.61	

1.47 The total number of VSAT subscribers increased to 179830 at the end of Mar-13 from 175250 at the end of Dec-12. Net additions during the quarter has been 4580 and the growth rate is 2.61%.

1.48 Hughes Communication Limited with subscriber base of 68108 continues to be the market leader.

1.49 Tatanet Services and Bharti Broadband 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 January, 2013 to 31st March, 2013 in the various service areas.
 - There may be slight change in the parameters presented in per subscriber terms for the previous quarters, as one of the service providers has submitted revised data for subscriber numbers for the month of Sep-12

Section A: GSM Service

Table 2.1: Key Indicators - GSM Service

Parameter	QE Mar-12	QE Dec-12	QE Mar-13	QoQ %age change over Dec-12	YoY %age change over Mar-12
Subscriber Base (million)	810.52	786.64	793.69	0.90	-2.08
Share of Prepaid (%)	96.87%	96.46%	96.34%	-0.13	-0.55
Incoming MOU* per sub. per month	179	186	197	6.35	10.54
Outgoing MOU* per sub. per month	167	174	185	6.21	10.71
Outgoing SMS per sub. per month	37	39	30	-23.08	-20.65
Average Revenue Per User (ARPU) per month	97	98	105	6.99	7.84

* Minutes of Usage

Chart 2.1: Outgoing Traffic Pattern - GSM Service

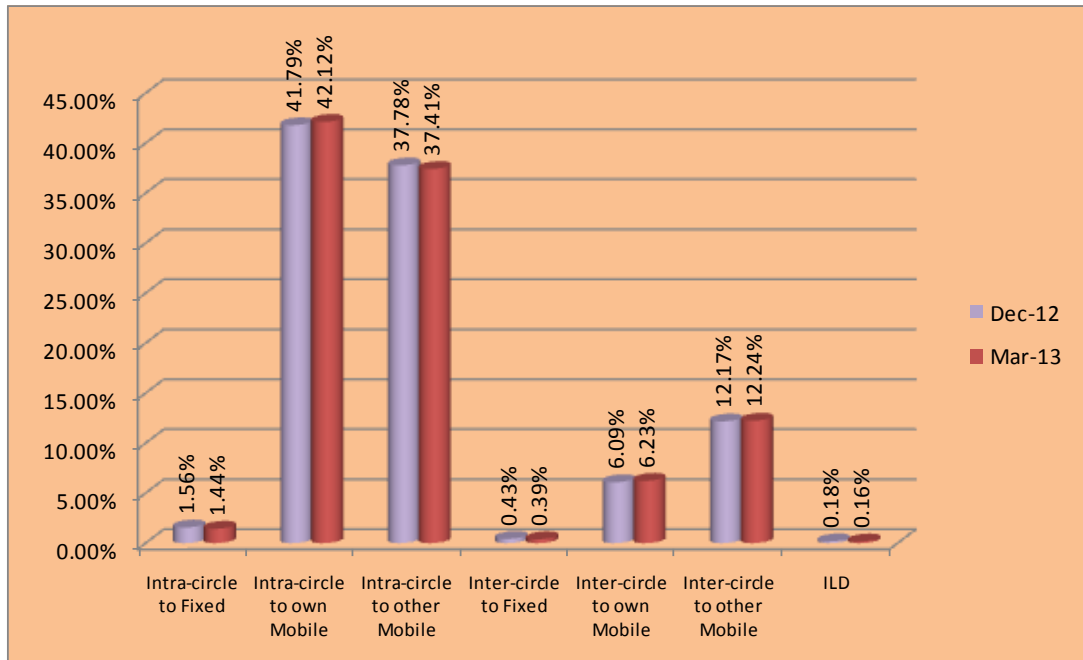
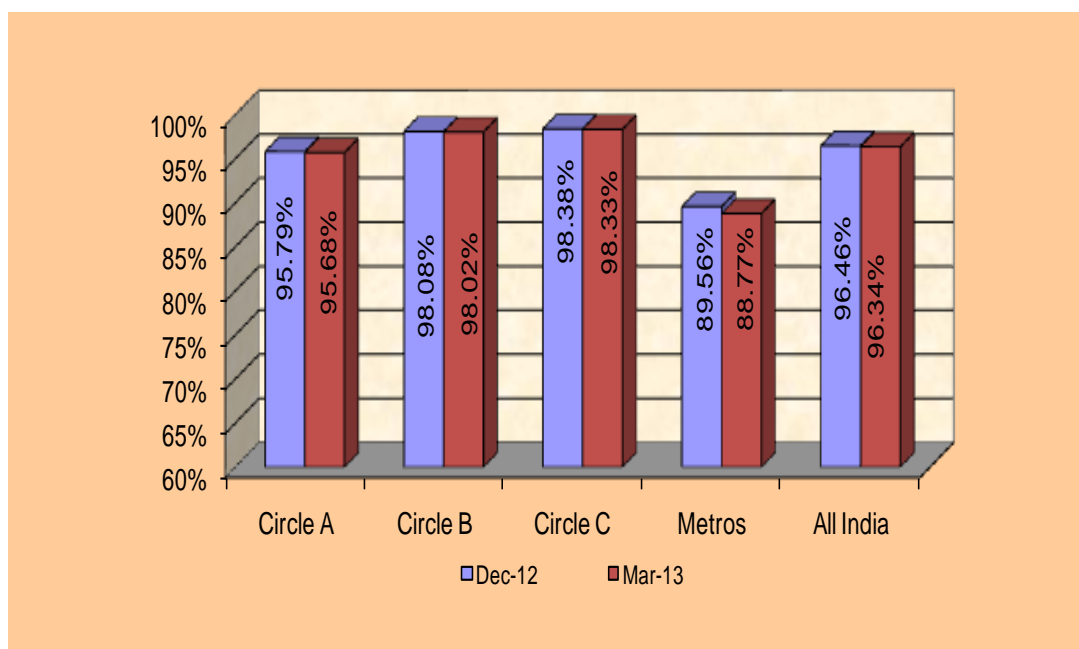


Chart 2.2: Proportion of prepaid subscribers - GSM Service



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 96.46% at the end of Dec-12 to 96.34% at the end of Mar-13.

Table 2.2: Monthly ARPU - GSM Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended
Circle A	508	93	111
Circle B	513	87	95
Circle C	466	89	95
Metro	553	85	137
All India	519	89	105
All private SPs	538	92	109
BSNL/MTNL	395	69	81

2.2 The all India blended ARPU per month increased from ₹98 in QE Dec-12 to ₹105 in QE Mar-13.

2.3 Prepaid ARPU increased from ₹83 to ₹89 and postpaid ARPU decreased from ₹527 to ₹519 in this quarter.

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

Item	QE Dec-12	QE Mar-13
Rental Revenue	18.79	18.12
Revenue from Calls	52.11	52.67
Revenue from SMS	5.84	5.29
Revenue from Roaming	8.99	8.72
Other Revenues *	14.28	15.20

* 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	546	441	987	75	175	174	349	42
Circle B	525	444	969	52	161	191	352	18
Circle C	512	437	948	46	184	229	413	18
Metro	505	364	869	69	196	172	367	37
All India	527	419	946	66	172	189	361	28

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	191	186	377	43
Circle B	168	196	364	19
Circle C	189	233	422	19
Metro	230	193	423	40
All India	185	197	383	30

- 2.4 On an all India average, the overall MOU per subscriber increased by 6.28% from 360 in QE Dec-12 to 383 in QE Mar-13.
- 2.5 Prepaid MOU per subscriber increased by 6.62% (from 339 to 361), while postpaid MOUs decreased by 0.76% (from 953 to 946).
- 2.6 The overall ratio of incoming-outgoing MOUs remained unchanged at 52:48.
- 2.7 Outgoing SMS per subscriber per month decreased from 39 in QE Dec-12 to 30 in QE Mar-13.

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	1.59	38.93	42.24	0.36	4.94	11.76	0.18
Circle B	1.18	46.17	36.72	0.27	5.01	10.52	0.13
Circle C	1.15	53.81	29.98	0.47	5.17	9.36	0.06
Metros	2.08	25.10	33.76	0.79	15.30	22.61	0.36
All India	1.44	42.12	37.41	0.39	6.23	12.24	0.16

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 Mar-13.

Table 2.6: Average subscriber outgo* per outgoing minute - GSM Service
(₹ per month)

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.57	0.48	0.49
Circle B	0.59	0.46	0.46
Circle C	0.65	0.42	0.43
Metros	0.66	0.51	0.55
All India	0.60	0.46	0.48

* Includes both Rental and call charges

2.9 All India average subscriber outgo per outgoing minute increased from ₹0.47 in QE Dec-12 to ₹0.48 in QE Mar-13.

Table 2.7: Trends of Key Parameters - GSM Service

Parameter	Mar-12	Jun-12	Sep-12	Dec-12	Mar-13
1. ARPU (₹ Per month)	97	95	95	98	105
2. MOU per subscriber per month	346	346	343	360	383
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	135	136	133	142	150
3.2 NLD (inter-circle)	32	31	32	33	35
3.3 ILD	0.3	0.3	0.3	0.3	0.3
4. Outgoing SMS per subscriber per month SMS	37	38	36	39	30
5. Average subscriber Outgo per outgoing minute (₹)	0.49	0.48	0.48	0.47	0.48

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 Dec-12	QE Mar-13	% Change
Subscriber Base in millions*	65.1	61.5	-5.65
Share of Prepaid (%)	90.8%	90.7%	-0.13
Incoming MOUs per subs per month	113	134	18.59
Outgoing MOUs per subs per month	117	141	20.38
Outgoing SMS per subs per month	21	18	-16.89
ARPU (₹ Per month)	80	95	19.13

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

Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service

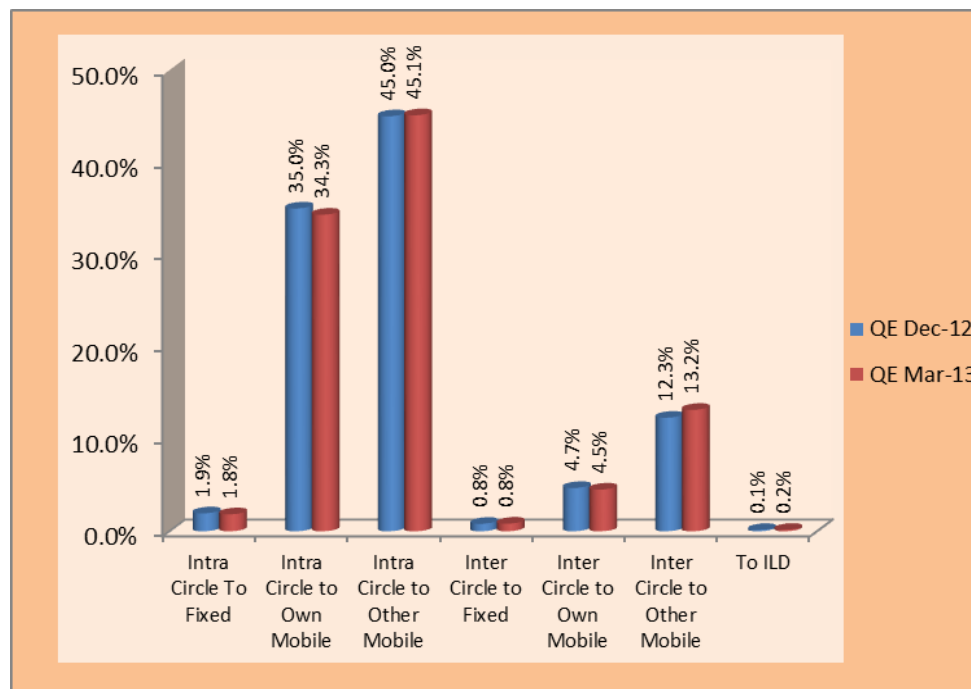
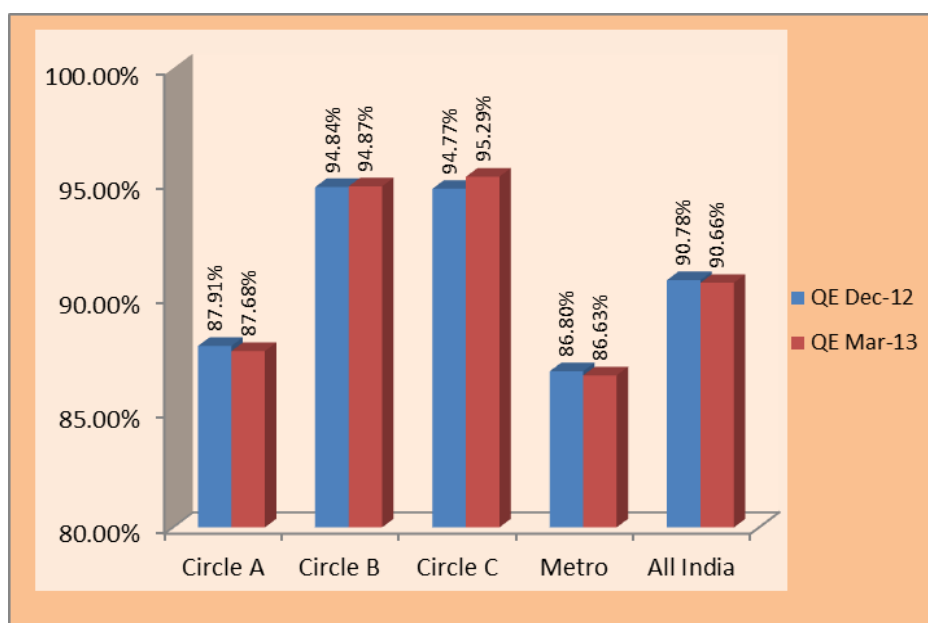


Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service



2.11 Market share of Prepaid segment slightly declined from 90.78% in QE Dec-12 to 90.66% in QE Mar-13.

Table 2.9: Monthly ARPU – CDMA Full Mobility Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	460	66	113
Circle B	386	51	69
Circle C	409	54	69
Metro	490	64	121
All India	453	59	95

2.12 The All India blended Average Revenue Per User (ARPU) per month has shown an increase of 19.14% from Rs.79.95 in QE Dec-12 to Rs.95.25 in QE Mar-13. ARPU for Prepaid service increased by 20.05% from Rs.49.08 in QE Dec-12 to Rs.58.92 in QE Mar-13. ARPU for Postpaid service has increased by 1.24% from Rs.447.72 in QE Dec-12 to Rs.453.28 in QE Mar-13.

2.13 M/s Tata Teleservices have closed CDMA operations in Assam, North East and J&K service areas in the month of Jan-13 and M/s Sistema Shyam Teleservices have discontinued the services in Andhra Pradesh, Assam, North East, J&K, Himachal Pradesh, Madhya Pradesh, Orissa, Bihar, Haryana and Punjab service area in the month of Mar-13. M/s Reliance Communication Ltd also disconnected a substantial number of inactive subscribers in the month of Dec-12. As a result, significant impact can be seen in the related parameters i.e. ARPU, MOU etc. in this quarter.

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

Item	QE Dec-12	QE Mar-13
Rental Revenue	20.2	20.4
Revenue from Calls	42.2	42.7
Revenue from SMS	1.8	1.6
Revenue from Roaming	4.2	4.8
Other Revenues*	31.6	30.5

* 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	270	158	428	15	108	117	225	22
Circle B	430	209	639	14	120	134	254	14
Circle C	622	335	957	12	164	177	341	10
Metro	295	152	447	19	126	123	249	21
All India	325	174	499	16	122	130	252	18

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	127	122	250	21
Circle B	136	138	274	14
Circle C	184	184	368	10
Metro	149	127	275	21
All India	141	134	275	18

2.14 The total MOU per subscriber per month increased by 19.50%, from 230.06 in QE Dec-12 to 274.92 in QE Mar-13. The outgoing and incoming MOUs increased by 20.38% and 18.59% respectively.

2.15 Prepaid and postpaid MOUs increased by 20.63% and 3.90% respectively in this quarter.

2.16 Outgoing SMS per subscriber per month declined from 21 in QE Dec-12 to 18 in QE Mar-13.

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	2.4	32.8	50.6	0.9	3.5	9.6	0.3
Circle B	1.2	39.5	45.3	0.7	4.2	9.0	0.1
Circle C	1.3	33.1	51.8	0.8	3.2	9.8	0.0
Metros	2.4	29.5	35.8	0.9	6.7	24.4	0.2
All India	1.8	34.3	45.1	0.8	4.5	13.2	0.2

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

[₹ Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	1.04	0.47	0.62
Circle B	0.63	0.35	0.40
Circle C	0.45	0.30	0.32
Metros	0.89	0.45	0.56
All India	0.84	0.40	0.49

* Includes both Rental and call charges

2.17 All India average subscriber outgo per outgoing minute remained unchanged at ₹0.49 in QE Mar-13.

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

Parameter	Mar-12	Jun-12	Sep-12	Dec-12	Mar-13
1. ARPU (₹ Per month)	75	75	78	80	95
2. MOU per subscriber per month	229	229	225	230	275
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	95	96	93	96	114
3.2 NLD (inter-circle)	22	19	20	21	26
3.3 ILD	0.37	0.15	0.16	0.17	0.23
4. Outgoing SMS per subscriber per month SMS	16	22	25	21	18
5. Average subscriber Outgo per outgoing minute (₹)	0.47	0.47	0.49	0.49	0.49

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Service

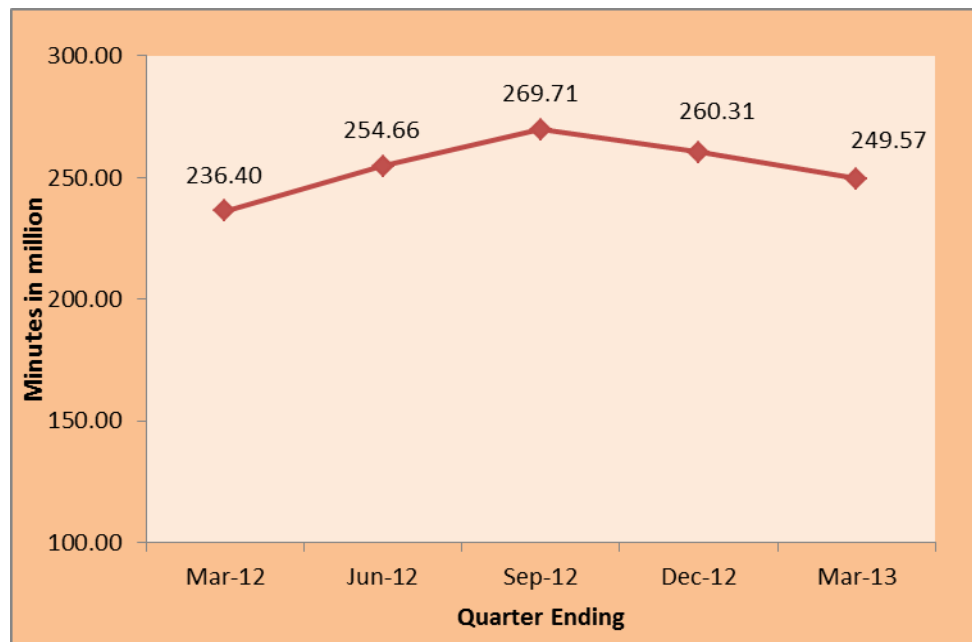
Revenue of SPs

2.18 The Revenue of the Internet Services (excluding internet access by wireless phone subscribers) as reported by SPs was ₹3083.62 crores for the quarter ending Mar-13 as compared to ₹2,978.85 crores for the quarter ending Dec-12, showing an increase of 3.52% over the previous quarter.

Internet Telephony

2.19 As per report submitted to TRAI, 32 SPs are providing Internet Telephony service presently. Total Minutes of Usage (MOU) for Internet Telephony decreased from 260.31 million in QE Dec-12 to 249.57 million registering a negative growth of 4.12% in QE Mar-13.

Chart 2.5: Trends in MOU for Internet Telephony



Note : MTNL and Zylog System (India) Ltd. have stopped Internet Telephony Service.

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 Mar-12 (₹ in Crore)	QE Dec-12 (₹ in Crore)	QE Mar-13 (₹ in Crore)	Q-O-Q % Change Over Dec-12	Y-O-Y % Change over Mar-12
Gross Revenue (GR)	49242.99	52858.39	54283.78	2.70	10.24
Adjusted Gross Revenue (AGR)	34457.07	34527.50	35279.50	2.18	2.39
Pass Through (GR-AGR)	14785.92	18330.89	19004.28	3.67	28.53
License Fee	2852.43	2814.24	2860.76	1.65	0.29
Spectrum Charges	1262.99	1281.07	1340.55	4.64	6.14

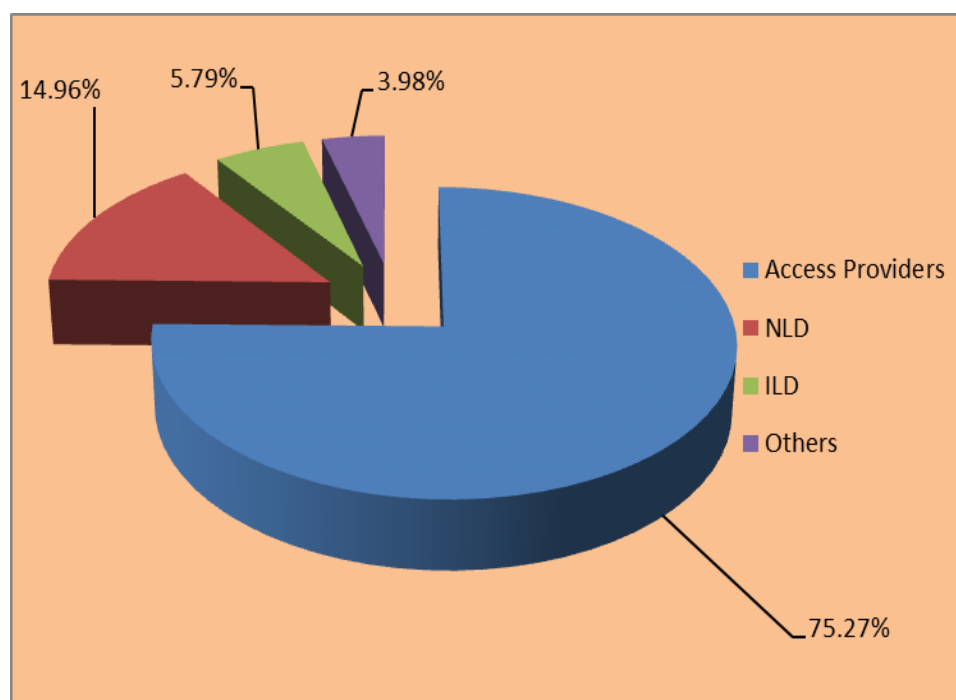
- 3.1 Gross Revenue (GR) and Adjusted Gross Revenue (AGR) increased by 2.70% and 2.18% respectively in the QE Mar-13.
- 3.2 Pass through increased by 3.67% in the QE Mar-13 and on annual basis it has increased by 28.53%.
- 3.3 Pass-through charges as % Gross Revenue: 35.01% in QE Mar-13 as against 34.68% in the previous quarter.
- 3.4 Average License fee as % Adjusted Gross Revenue: 8.11%.

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	40861.07	27801.94	2337.03	1335.60
NLD	8119.42	6083.13	425.82	-
ILD	3141.33	1277.11	89.73	-
Others	2161.96	117.32	8.17	4.95
Total	54283.78	35279.50	2860.76	1340.55

Chart 3.1: Composition of Gross Revenue



3.5 Access services contributed 75.27% of the total revenue of telecom services. In Access services, Gross Revenue, AGR, License Fee, Spectrum Charges and Pass Through increased by 2.80%, 1.26%, 0.88%, 4.49% and 6.24% respectively in QE Mar-13.

3.6 Public Sector Undertakings' share in the Access AGR of telecom services is 12.84%.

3.7 Monthly ARPU based on AGR for Access services is ₹104 for the Q.E. Mar-13. 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 Mar-13	QE Dec-12	% Change
Bharti	8036.21	7871.00	2.10
Vodafone	6015.54	5767.13	4.31
Idea	4234.12	3887.79	8.91
BSNL	2977.00	2930.01	1.60
Reliance	1966.50	1835.26	7.15
Tata	1712.51	2293.6	-25.34
Aircel	1396.31	1329.3	5.04
MTNL	592.45	577.25	2.63
Unitech	442.09	500.46	-11.66
Sistema Shyam	264.68	301.15	-12.11
Loop	125.35	128.28	-2.28
Quadrant Tele	39.18	33.95	15.42
Grand Total (Access)	27801.94	27455.16	1.26

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

Category	Access AGR for QE Mar-13 (₹ in Crore)	%age share of AGR
Metro	4386.00	15.78
A	10484.83	37.71
B	9479.15	34.10
C	3451.94	12.42
Total	27801.92	

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, December 2012		Quarter Ending, March 2013	
			Out Of 229 (Nos.)	Out of 229 (in %)	Out Of 218 (Nos.)	Out of 218 (in %)
I.	Network Related Parameters					
1	Network Availability					
(i)	BTSs Accumulated downtime (not available for service)	≤ 2%	5	2.18%	3	1.38%
(ii)	Worst affected BTSs due to downtime	≤ 2%	10	4.37%	9	4.13%
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%	1	0.44%	1	0.46%
3	Connection Maintenance (Retain ability)					
(i)	Call Drop Rate	≤ 2%	1	0.44%	1	0.46%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	≤ 3%	11	4.80%	6	2.75%
(iii)	Connection with good voice quality	≥ 95%	0	0	1	0.46%
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	4	1.75%	5	2.29%
II.	Customer Service Quality Parameters					
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	13	5.68%	7	3.21%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	8	3.49%	5	2.29%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	7	3.06%	10	4.59%
(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	5	2.18%	1	0.46%

S. No.	Parameters	Benchmark	No. of CMTS Licensees not Meeting the Benchmarks			
			Quarter Ending, December 2012		Quarter Ending, March 2013	
			Out Of 229 (Nos.)	Out of 229 (in %)	Out Of 218 (Nos.)	Out of 218 (in %)
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	2	0.87%	9	4.13%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	58	25.33%	66	30.28%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	16	6.99%	9	4.13%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	21	9.17%	6	2.75%

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

- a. BTSs Accumulated downtime (not available for service)
- b. Worst affected BTSs due to downtime
- c. Worst affected cells having more than 3% TCH drop (call drop) rate
- 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. %age requests for Termination / Closure of service complied within 7 days
- h. Time taken for refund of deposits after closures

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

- a. Connection with good voice quality
- b. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
- c. Resolution of billing/ charging/ validity complaints.
- d. Accessibility of call centre/ customer care
- e. %age of calls answered by the operators (voice to voice) within 60 sec

4.3 The performance remained unchanged in this quarter (in one service area) as compared to the previous quarter in respect of the following parameters:-

- a. TCH Congestion
- b. Call Drop Rate

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%	BSNL	AP	2.20
			ASM	2.98
		Idea	MP	5.20
Worst affected BTSs due to downtime (%age)	≤ 2%	Aircel	ASM	2.37
			NE	2.96
			OR	2.79
	≤ 2%	BSNL	AP	2.83
			ASM	8.56
			NE	3.83
			UPW	3.19
WB	2.28			
≤ 2%	Idea	MP	10.58	
TCH Congestion (%age)	≤ 2%	BSNL	AP	2.27
Call Drop Rate (%age)	≤ 2%	BSNL	NE	2.35
Worst affected cells having more than 3% TCH drop	≤ 3%	Aircel	ASM	3.27
			NE	3.34
		BSNL	AP	5.80
			ASM	3.03
			UPW	3.80
			WB	3.48
Connection with good voice quality	≥ 95%	BSNL	AP	68.33
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	≤ 0.5%	Aircel	KOL	3
			WB	2
		Idea	KOL	1
			WB	2
		BSNL	GUJ	2
Metering and billing credibility - post paid	≤ 0.1%	Idea	KTK	0.13
			U.P(E)	0.12
		Vodafone	GUJ	0.12
			J&K	0.17
			PB	0.14
			UPE	0.15
OR	0.69			

Parameter	Benchmark	Service Provider	Service Area	Performance
Metering and billing credibility - pre paid	≤ 0.1%	Aircel	MBI	0.73
			MH	1.74
		Idea	DL	0.11
		Vodafone	BH	0.11
			J&K	0.12
Resolution of billing/charging/validity complaints	100% within 4 weeks	Aircel	MH	99.99
			TN	99.91
		BSNL	UPW	99.50
		Idea	MH	99.99
		TATA CDMA	AP	99.67
			KTK	99.77
			MUM	99.53
		TATA GSM	AP	99.86
			MBI	99.90
RAJ	99.84			
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	BSNL	WB	95.00
Accessibility of call centre/customer care	≥ 95%	Airtel	DLI	94.00
			HP	91.00
			PB	88.00
			UPE	81.00
		BSNL	ASM	73.00
			NE	90.50
		Idea	KL	91.76
			RJ	94.74
MTNL CDMA	DLI	94.94		
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Aircel	AP	80.86
			BH	70.71
			CHN	85.20
			DLI	83.62
			GUJ	79.71
			HP	67.38
			HR	83.75
			J&K	89.81
			KOL	38.73

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Aircel	KTK	83.47
			MBI	48.13
			MH	26.17
			OR	71.85
			PB	80.72
			RAJ	76.07
			TN	81.34
			UPE	44.69
		WB	61.94	
		Airtel	NE	89.00
		BSNL	ASM	39.60
			HR	62.00
			J&K	80.00
			NE	68.50
			PB	62.00
		RCOM CDMA	BH	82.75
			MH	86.66
			MP	80.59
			MBI	88.75
			PB	86.65
			RAJ	82.52
		UPE	75.13	
		RCOM GSM	AP	87.62
			DLI	57.34
			GUJ	53.62
			MBI	87.98
			PB	83.66
			TN	88.58
			UPE	68.94
		UPW	75.92	
		RTL	ASM	89.33
			BH	89.45
HP	68.76			
MP	86.58			
OR	88.23			
TATA CDMA	AP	88.23		
	BH	74.38		
TATA GSM	BH	83.27		
	KOL	89.01		

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%		KTK	87.56
			MBI	80.69
			RAJ	86.11
			WB	85.55
		Uninor	AP	79.08
			BH	86.80
			GUJ	69.92
			MH	82.27
		Vodafone	AP	80.67
			ASM	71.63
			GUJ	87.75
			HR	85.92
			KR	89.38
			KTK	75.68
			MBI	88.33
			NE	75.08
TN	88.30			
UPW	89.70			
%age requests for Termination/Closure of service	100% within 7 days	Aircel	J&K	99.60
			PB	99.72
			TN	99.84
		Idea	AP	99.48
			DL	99.86
			RJ	99.65
		TATA GSM	KOL	99.95
UPE	99.96			
UPW	99.97			
Time taken for refund of deposits after closures	100% within 60 days	Aircel	UPW	96.00
		Idea	AP	99.67
			DL	61.10
			MP	66.67
			RJ	33.33
			U.P(E)	33.33

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			
			December, 2012		March, 2013	
			Out of 102 In Nos.	Out of 102 In %age	Out of 103 In Nos.	Out of 103 In %age
(i)	Fault incidences per 100 subs/month	≤ 5	9	8.82%	10	9.71%
(ii) a	% Fault repaired by next working day	≥ 90%	12	11.76%	13	12.62%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	23	22.55%	19	18.45%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	18	17.65%	15	14.56%
(iii)	MTTR	<8Hrs	8	7.84%	8	7.77%
(iv) a	Call Completion Rate (in local network)	≥ 55%	0	0.00%	1	0.97%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	1	0.98%	0	0.00%
(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%	6	5.88%	4	3.88%
(vii)	Metering & billing credibility – Pre-paid	≤ 0.1%	2	1.96%	2	1.94%
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	2	1.96%	1	0.97%
(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	1	0.98%	0	0.00%
(x)	Response time to the customer for assistance	-	-	-	-	-
(x) a	Accessibility of call centre/customer care	≥ 95%	21	20.59%	1	0.97%

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December, 2012		March, 2013	
			Out of 102 In Nos.	Out of 102 In %age	Out of 103 In Nos.	Out of 103 In %age
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	22	21.57%	0	0.00%
(xi)	Termination / closure of service	100% within 7 days	23	22.55%	16	15.53%
(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 cannot 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 21 Licensees for ASR have been taken into account for the analysis of these parameters.

(2) Most of the SPs have not 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. % of faults repaired within 3 days (for urban area)
- b. % of faults repaired within 5 days (for rural & hilly areas)
- c. Mean Time to Repair (MTTR).
- d. Answer to Seizure Ratio (ASR)
- e. Metering and billing credibility - post paid
- f. Metering and billing credibility - pre paid
- g. Resolution of billing/ charging/ validity complaints
- h. Period of applying credit/waiver/adjustment to customer’s account from the date of resolution of complaints.

- i. Accessibility of call centre/ customer care
- j. % of calls answered by the operators (Voice to Voice) within 60 Sec.
- k. Termination / Closure of service.

4.6 The performance has deteriorated 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. % Fault repaired by next working day
- c. Call Completion Rate (CCR)

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"> • Metering and billing credibility –postpaid (A&N, Chhattisgarh, GJ, HR, JHAR, MH, MP, NE-II, OR,TN, UPE, UPW, Uttaranchal) • Metering and billing credibility – pre paid (A&N, AS, BR, CH, Chhattisgarh, GJ,HR, JHAR,KTK, MH, MP,NE-I, NE-II, PB OR,TN,UPE,UPW, Uttaranchal, WB) • Resolution of billing/ charging/ validity complaints (A&N,ASM, Chhattisgarh, GJ,HR,JHR,MH, MP,NE-II,OR, PB,TN,UPE, UPW, Uttaranchal, WB) • Period of applying credit/waiver/ adjustment to customer’s account from the date of resolution of complaints (ASM, Chhattisgarh, GJ, HR, JHAR, KTK, MH, MP, NE-II, OR,TN, UPE, UPW, Uttaranchal) • Accessibility of call centre/ customer care (All circles except AP, HP) • %age of calls answered by the operators (voice to voice) within 60 seconds (All circles)

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

Service Providers	Benchmarks of the Parameters not met	Service Area
BSNL	Fault incidences per 100 subs/month (Benchmark ≤ 5)	CH(8.33), J&K(7.15),KOL(8.80), KR(6.00), KTK(6.73), MH(5.67), PB(5.12),TN(5.08) Uttaranchal(5.68)
	% Fault repaired by next working day (Benchmark ≥ 90%)	A&N(83.26%), AP(80.49%), CH(64.96%), J&K(63.54%), KOL(34.53%), KER(55.39%), KTK(69.70%), MH(42.96%), PB(82.39%), TN(66.29%), Uttaranchal(89.96%), WB(88.15%)
	% Fault repaired within 3 days (Benchmark ≥ 100%)	A&N(93.45%), AP(89.87%), CH(78.87%), CHTT(99.32%), HP(98.36%), J&K(76.23%), KOL(51.90%), KTK(79.26%), KER(73.75%), MH(69.01%), NE-I(97.93%), PB(91.06%), TN(75.51%), Uttaranchal(92.03%), UPE(99.72%), UPW(99.22%), WB(91.46%)
	% Fault repaired within 5 days (Benchmark ≥ 100%)	A&N(98.07%),AP(98.27%), CH(94.66%), HP(99.92%), J&K(78.76%), KTK(94.40%), KER(77.91%), MH(85.45%), NE-I(98.38%), PB(99.28%), , TN(93.79%), Uttaranchal(99.18%), UPE(99.98%), UPW(99.77%), WB(93.48%)
	Mean Time to Repair (MTTR). (Benchmark <8Hrs)	CH(57.78), Chhattisgarh(10.93), KOL(9.02), KTK(72.44), KR(100.4), MH(9.59), TN(25.72), WB(9.75)
	Metering & billing credibility – Pre-paid (Benchmark ≤ 0.1%)	AP(0.24%),KOL(0.62%)
	Accessibility of call centre/ customer care(Benchmark ≥95%)	AP(94.00%)
	%age requests for Termination / Closure of service complied within 7 days (Benchmark ≥ 100% within 7 days)	AP(97.56%), BR(98.24%), CH(75.47%), J&K(98.69%), KOL(23.00%), KTK(99.89%), KER(92.63%), MH(97.54%), NE-I(95.15%), NE-II(78.17%), OR(99.02%), UPW(99.75%), WB(77.16%)
MTNL	Fault incidences per 100 subs/month (Benchmark ≤ 5)	DEL(8.17)
	% Fault repaired by next working day (Benchmark ≥ 90%)	DEL(85.67%)
	% Fault repaired within 3 days (Benchmark ≥ 100%)	DEL(93.80%), MUM(98.07%)

Service Providers	Benchmarks of the Parameters not met	Service Area
	Call Completion Rate (in local network) (<i>Benchmark</i> ≥ 55%)	DEL(54.75%)
	Resolution of billing/charging/Credit & validity complaints (Benchmarks 100% within 4 weeks)	DEL(94.24%)
	%age requests for Termination / Closure of service complied within 7 days (Benchmark ≥ 100% within 7 days)	DEL(89.13%),MUM(96.33%)
Bharti Airtel Ltd.	%age requests for Termination / Closure of service complied within 7 days (Benchmark ≥ 100% within 7 days)	DEL(99.99%)
Vodafone	Metering & billing credibility – Post-paid (<i>Benchmark</i> ≤ 0.1%)	CN(0.77), DEL(0.23), KTK(0.48%), MH(1.60%),

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

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

A. Dial-up service

4.8 Out of 185 Internet Service Provider, who have submitted their Performance Monitoring Reports to TRAI for the quarter ending March, 2013, only 14 ISPs are providing Dial-up service. However, out of the 14 ISPs only 11 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

Performance of Internet Service Providers on Quality of Service Parameters									
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 (%)					
				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		
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	4.27 hrs
5	HATHWAY CABLE & DATACOM	NR	NR	NR	NR	NR	NR	NR	10 hrs

Performance of Internet Service Providers on Quality of Service Parameters

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		
				1st Attempt	2nd Attempt	3rd Attempt			
6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days		
6	YOU BROADBAND & CABLE INDIA PVT. LTD.	NR	NR	NR	NR	NR	NR	NR	16 hrs
7	TATA COMMUNICATIONS LTD	Online	30 Sec	80.00%	90.00%	99.00%	19 Min	<1% (DNF)	2.18 hrs
8	QUADRANT TELEVENTURES LTD.	NA	30 Sec	99.99%	100.00%	-	NA	0.002	3 hrs
9	TATA TELESERVICES (MH) LTD.	Online Immediate	16 Sec	99.99%	100.00%	-	100.00% (DNF)	0.001	5.29hrs
10	Broadband Percent India Pvt. Ltd.	99.50%	100.00%	80.00%	99.00%	100.00%	<2% (DNF)	>98% (DNF)	24 hrs
11	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR

Note-1:-

NR= Not Reported
DNF-Data Not in Format

 **Not meeting the benchmark**

Note-2 :- M/s Hathway Cable and M/s You Broadband have not reported for any of the parameters except for Mean Time to Restore (MTTR).

Service Activation Time

4.9 All the ISPs who have reported the data have met the TRAI benchmark of 6 hrs.

Time to Access

4.10 All the ISPs except M/s Bharti Airtel Ltd. and M/s BSNL have met the TRAI benchmark of 30 sec. M/s Reliance Communications Ltd has not reported the data.

Probability of Accessing the ISP Node

4.11 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

4.12 All the ISPs have met the TRAI benchmark for the parameter “ISP node unavailability in a month (30 Minutes)”. However, BSNL, Bharti Airtel, Tata Teleservices and Broadband Pacenet have not furnished the data in format.

Grade of Service

4.13 All the ISPs who have reported the data met the benchmark for this parameter. However, BSNL, Bharti Airtel, Tata Teleservices and Broadband Pacenet have not furnished the data in format.

Mean Time to Restore (MTTR)

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

B. Broadband Service

4.15 Out of 161 Broadband Service providers, 37 Service Providers are having subscriber base >10,000 and these 37 Service providers share the 99.15% of total subscriber base. This report covers performance of 23 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI, as the remaining 14 service providers viz. Beam Cables, Alliance Broadband, Broadband Pacenet, Zylog Systems(India) Ltd, Gujarat Telelink, Ortel Communications, You Broadband, Softeng Computer(Nivyah), Noida Software, Home Systems, Citycom Networks, Ankhnet Informations, Tata Teleservices and Southern Online Bio technologies have not submitted their report for the QE March, 2013.

Table 4.7 : Summary of Performance of Service Providers against identified parameters

S. No.	Parameters	Benchmark	No. of Licensees not Meeting the Benchmarks			
			Quarter Ending, Dec-12		Quarter Ending, Mar-13	
			Out of (127-5* =122) (Nos.)	Out of 122 (in %)	Out of (129-35* =94) (Nos.)	Out of 94 (in %)
1	Service Provisioning/ Activation Time	100% in =< 15 working days				
1.2	%age of connections provided within 15 days of registration of demand	100%	4	3.27%	14	14.89%
2	Faults Repair/ Restoration Time					
2.2	% of faults repaired by next working day	>90%	8	6.55%	15	15.95%
2.3	% of faults repaired within 3 working day	=>99%	5	4.09%	17	18.08%

2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair					
3	Billing Performance					
3.3	%age of bills disputed	<2%	2	1.63%	0	0
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks	1	0.81%	1	1.06%
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	3	2.45%	0	0
4	Response Time to the Customer for assistance					
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	1	0.81%	0	0
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	3	2.45%	2	2.12%
5	Bandwidth utilisation/ throughput					
5.2	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		2	1.63%	3	3.19%
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)		4	3.27%	29	30.85%
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)		0	0	0	0
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	2	1.63%	1	1.06%

6	Service Availability/ Uptime (for all users) in %age	>90% QE Jun-07 >98% w.e.f. QE Sep-07				
6.3	Service availability /uptime (for all users) in %age	>90%	1	0.81%	3	3.19%
7	Packet loss (for wired broadband access) in %age	<1%	0	0	26	28.72%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	0	0	0	0
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	<350 ms	0	0	0	0
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)	<800 ms	0	0	0	0

Note - * Service Providers in these licence service areas have not submitted their reports.

Table 4.8: 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	<p>BSNL- Andhra Pradesh(99.50%), Assam (96.20%), Bihar(95.00%), Chennai(85.00%), Jharkhand(99.50%), KTK(94.70%), Kerala (86.40%), TN(98.50%), WB(91.60%), A&N(98.10%)</p> <p>MTNL – Delhi(86.67%),Mumbai(87.96%)</p> <p>Sify-All India(84.51%)</p> <p>Quadrant Televentures – Punjab(99.89%)</p>

2	Faults Repair/Restoration Time		
	% of faults repaired by next working day	>90%	<p>BSNL- Andhra Pradesh(77.70%), Assam (68.10%), Bihar(23.90%), Chennai(37.00%), J&K(77.70%) Jharkhand(65.50%), KTK (65.10%), Kerala(46.40%), TN(72.60%), WB (83.80%), A&N(82.50%)</p> <p>MTNL – Delhi (82.32%), Mumbai(89.92%) Sify- All India (46.00%) Atria Convergence- All India(63.00%)</p>
	% of faults repaired within 3 working day	=>99%	<p>BSNL- Andhra Pradesh(89.50%), Assam (80.50%),Bihar(71.40%), Chennai(78.30%), J&K(89.90%) Jharkhand(81.60%), KTK (78.70%),Kerala(65.20%), NEI(98.60%), TN(84.80%), WB(96.20%), A&N(93.30%)</p> <p>MTNL – Delhi(95.33%),Mumbai(96.30%) Sify- All India (72.00%) D-Vois- All India (98.84%) Atria Convergence- All India(91.00%)</p>
3	Billing Performance		
	%age of bills disputed	100% within 4 weeks	MTNL - Delhi (99.50%)
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	<p>MTNL- Mumbai (69.03%) Atria Convergence- All India (71.00%)</p>
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	<p>Tikona Digital - All India (1 Link) Five Networks- All India (6 links)</p>

	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	<u>BSNL</u> - All Service areas (14 Links) <u>MTNL</u> - Delhi(0.667 link) <u>Five Networks</u> - All India (2 Link) <u>Honesty Net</u> - Mumbai (3 Links)
	Broadband Connection Speed available (download) from ISP node to user	Benchmark < 80%	<u>BSNL</u> - A&N (48.30%)
	Service availability/ uptime (for all users) in %age	Benchmark > 98%	<u>Sify</u> - All India(0.00%) <u>Indusland Media & Communications Ltd</u> - All India(96.00%) <u>Syscon Infoway</u> - Mumbai (96.00%)
6	Packet Loss		
	Packet loss (for wired broadband access) in %age	Benchmark < 1%	<u>BSNL</u> – All Service areas (1.10%)

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

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

Table 5.1: Key Parameters

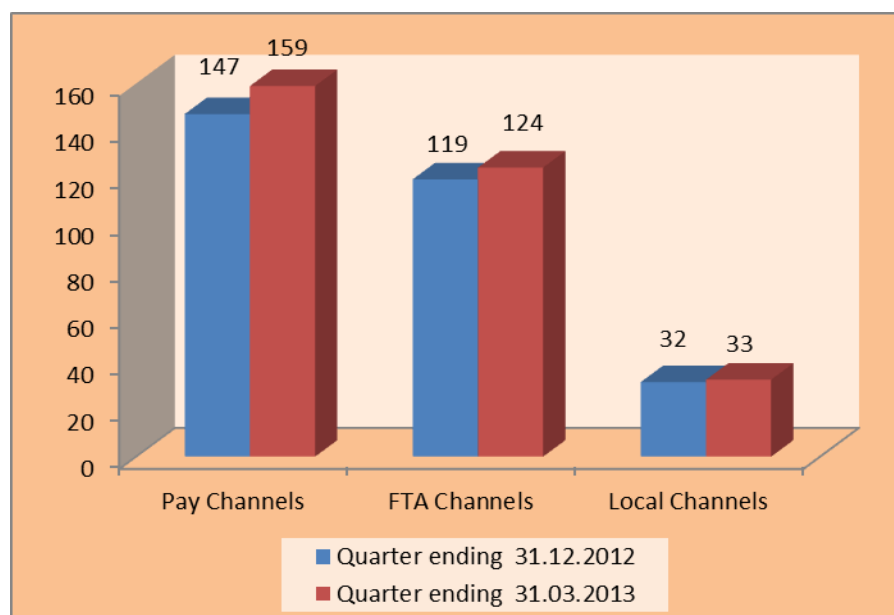
S.No	Parameter	QE Dec-12	QE Mar-13
1	Number of private satellite TV channels registered with Ministry of I&B	823	828
2	Total Number of Pay Channels reported by Broadcasters/ Distributors	184	184
3	Maximum number of Pay TV Channels carried by certain cable operator in non-CAS areas	147	159
4	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator in non-CAS areas	119	124
5	Private FM Radio stations in operation	242	242
6	Private DTH Operators	6	6
7	Licenseses of community radio stations	185	189
8	Operational community radio station	142	148

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.

5.2 The maximum number of Free-to-Air (FTA) and Pay Channels reportedly being carried in the cable networks in non-CAS areas are 124 and 159 respectively in the QE Mar-13. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

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



5.3 Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 284 whereas in conventional analogue form, the maximum number of channels being carried any by the reported MSOs is 100 channels.

5.4 The digitization of cable TV sector is in progress in a phase manner in the country. The first phase for migration to Digital Addressable Cable TV System was 31.10.2012 and second phase was 31.03.2013. The final schedule notified by the Government for migration to Digital Addressable Cable TV System 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

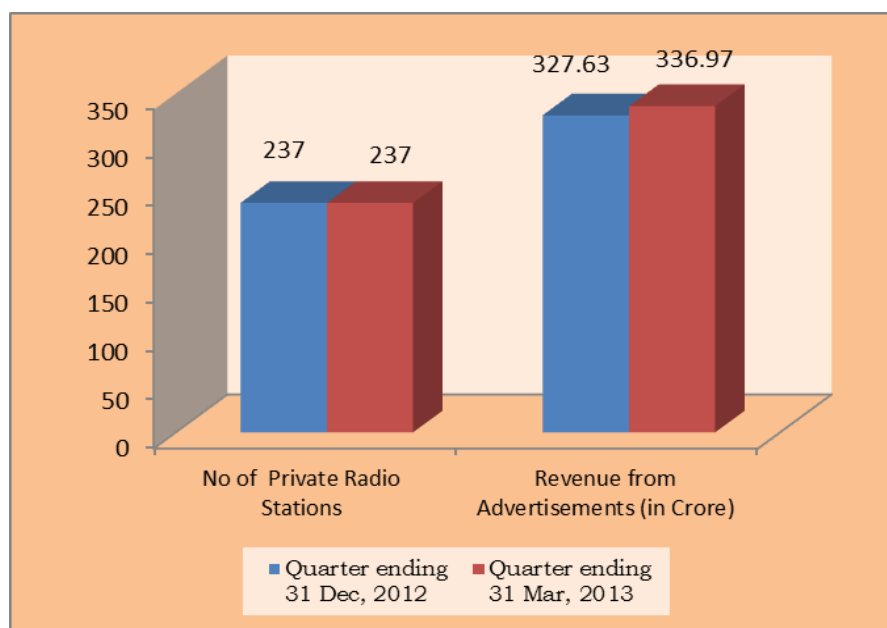
Satellite TV Channels

- 5.5 At the end of Mar-13, total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 828.
- 5.6 There are 184 pay TV channels which have been taken on records in respect of their rates as on Mar-13. These 184 channels are being broadcasted/distributed by respective 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 Mar-13. The list of 242 private FM Radio stations is at Annexure-5.2.
- 5.8 The total Advertisement Revenue during the quarter ending Dec-12 in respect of 237 private FM Radio stations was ₹327.63 crore and for quarter ending Mar-13 in respect of 237 private FM Radio stations, the total Advertisement Revenue was ₹336.97 crore. The reports prepared on the basis of reports submitted by the FM Radio service providers to TRAI. However, the details do not pertain to the same set of service providers.

Chart 5.2 : Comparative position of Revenue from FM Radio Stations as reported to TRAI



Community Radio

5.9 At the quarter ending Dec-12, out of 185 licensees of community radio stations, 142 stations were in operation. During the QE Mar-13, 4(four) licenses were issued. At the end of Mar-13, out of 189 licensees, 148 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 31.03.2013
Total No. of Applications Received	1184
No. of Licenses issued	189
No. of Letters of Intent Issued	418
No. of Applications rejected	490
No. of stations operational	148

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 31.03.2013, their reported registered subscriber base is 56.5 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.11 As per the information available on the website of the Ministry of Information and Broadcasting, there are 90 numbers of permitted Teleports as on 20.03.2013. 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/UL(AS)	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 Gommunications	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 except Assam, NE & J&K (19)	All	
7	IDEA	All India except KTK & Punjab (20)	Mumbai, TN incl. Chennai, Kol, WB, Bihar, OR, Assam, NE & J&K	Delhi, MH, Guj., AP, Kerala, Haryana, UP-W, UP-E, Raj., MP, HP
8	Shyam Telelink	Delhi, Kol, Guj, KTK, TN incl. Chennai, Kerala, UP-W, Raj, WB(9)	All	
9	BSNL	All India (except Delhi & Mumbai) 20		All
10	MTNL	Delhi, Mumbai (2)		All
11	Loop Telecom Private Ltd	Mumbai (1)		Mumbai
12	Unitech Group	MH, Guj, AP, UP-W, UP-E, Bihar (6)	All	
13	Videocon Telecommunications. Ltd.	Guj, Har, UP-W, UP-E, MP, Bihar (6)	All	
14	Spice Communications	KTK, Punjab (2)	All	
15	Quadrant	Punjab (1)	Punjab	

Source: DoT and Service providers
UASLs/UL(AS) 145
CMTSs 37
Total 182

Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13
Andhra Pradesh	6,080,916	5,865,618	17,704,841	18,251,864	10,632,055	11,193,280	1,871,685	1,762,191	3,564,225	3,732,540
Assam	2,188,073	2,329,915	3,826,231	3,967,502	368,973	394,272	3,542,284	3,507,159	3,060,184	2,952,654
Bihar	6,381,278	6,769,349	18,619,726	19,372,211	5,459,296	6,040,383	4,981,643	4,659,654	6,443,531	6,611,623
Delhi	8,449,120	8,534,062	9,027,895	9,292,512	4,650,742	4,895,910	2,951,145	2,942,096	4,096,920	4,315,861
Gujarat	15,801,116	16,061,726	6,810,708	7,110,570	8,018,178	8,510,202	338,457	185,773	4,740,542	5,070,814
Haryana	4,437,015	4,633,056	2,217,759	2,333,743	3,533,255	3,782,688	427,498	36,092	1,542,786	1,682,679
Himachal Pradesh	475,329	497,021	1,904,509	1,978,395	447,450	472,124	714,277	714,843	1,232,267	1,335,794
Jammu & Kashmir	666,009	625,770	2,302,707	2,382,558	201,578	224,253	1,786,423	1,827,610	606,521	624,877
Karnataka	6,452,620	6,838,275	15,896,254	16,230,170	5,890,723	6,245,950	1,544,826	1,683,304	3,908,375	4,276,092
Kerala	6,067,506	6,202,153	3,433,402	3,502,337	7,778,697	7,921,428	1,522,927	104,883	1,062,089	1,115,920
Madhya Pradesh	4,101,877	4,308,262	9,656,948	10,119,919	14,731,226	15,558,619	680,866	97,694	8,669,475	9,488,494
Maharashtra	12,977,123	13,447,847	9,835,555	10,092,142	15,554,910	16,386,735	1,116,017	1,189,688	5,411,767	5,529,040
Mumbai	6,160,353	6,413,152	3,483,357	3,828,755	2,803,928	3,109,952	1,391,669	1,548,230	2,616,604	2,754,511
North East	928,563	997,941	2,573,994	2,730,003	257,734	294,709	2,334,209	2,324,164	830,331	857,127
Orissa	2,789,575	3,048,204	6,652,023	6,929,384	911,343	1,096,141	2,791,997	2,930,796	3,360,031	3,538,550
Punjab	4,309,853	4,448,199	6,800,705	7,023,854	5,493,576	5,791,458	973,252	939,369	2,389,697	2,590,849
Rajasthan	8,565,366	8,962,083	14,181,992	14,739,111	4,515,251	5,144,489	2,712,870	2,965,515	4,214,412	4,528,541
Tamil Nadu (incl. Chennai)	11,869,338	12,225,471	13,318,162	13,489,792	2,172,759	2,308,196	21,725,106	21,207,751	3,934,765	4,467,556
UP(E)	14,526,236	14,874,457	14,940,643	15,238,226	6,978,230	7,411,646	3,589,906	3,998,723	5,655,132	5,712,274
UP(W)	8,999,073	9,486,340	6,413,401	6,625,510	10,189,727	10,792,314	1,509,375	559,150	4,372,232	4,388,749
Kolkata	4,084,284	4,183,689	3,579,518	3,685,291	1,153,806	1,372,181	1,858,443	1,876,027	2,850,288	2,826,099
West Bengal	11,165,667	11,601,064	8,726,562	9,272,222	2,203,390	2,660,460	2,982,409	3,011,255	5,591,016	5,886,656
Total	147,476,290	152,353,654	181,906,892	188,196,071	113,946,827	121,607,390	63,347,284	60,071,967	80,153,190	84,287,300

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13
Andhra Pradesh	3,245,034	3,287,453	5,049,445	4,792,137	1,848,832	1,793,689	9,111,798	9,290,023	108,004	90,141
Assam	-	-	-	-	120,238	-	1,136,616	1,144,499	91,626	91,663
Bihar	2,772,358	2,927,105	2,540,219	2,380,368	1,313,143	1,265,615	5,772,401	5,690,559	230,856	216,532
Delhi	3,327,502	3,369,966	-	-	3,755,144	3,564,544	-	-	-	-
Gujarat	1,978,905	1,950,811	2,182,227	2,070,644	835,833	720,916	4,122,846	4,179,707	131,392	119,315
Haryana	579,037	589,791	1,814,723	1,795,706	862,660	845,212	3,022,224	3,089,520	20,809	20,731
Himachal Pradesh	204,090	205,491	109,100	91,884	87,130	85,628	1,527,016	1,576,204	59,766	57,959
Jammu & Kashmir	37	36	-	-	85,035	-	1,084,195	1,089,835	69,495	69,668
Karnataka	2,507,982	2,517,136	5,526,109	5,241,490	782,953	728,015	6,807,210	6,951,224	190,936	175,759
Kerala	1,822,927	1,824,791	1,678,371	1,523,997	313,891	293,835	7,328,110	7,435,687	293,811	287,469
Madhya Pradesh	2,879,630	2,774,405	3,176,761	3,146,663	760,680	740,701	4,801,690	5,030,875	228,417	213,995
Maharashtra	2,418,956	2,450,574	3,644,408	3,464,096	2,875,093	2,765,647	6,526,749	6,723,903	160,560	151,694
Mumbai	3,365,553	3,370,312	2,021,192	2,087,351	1,467,240	1,422,120	-	-	-	-
North East	-	-	-	-	77,214	-	1,590,019	1,609,217	146,274	147,381
Orissa	453,180	458,376	1,897,124	1,793,322	308,793	293,800	4,363,973	4,443,021	74,264	70,341
Punjab	451,022	457,207	1,539,391	1,480,362	953,670	933,016	4,342,728	4,391,890	47,218	40,433
Rajasthan	1,165,017	1,179,332	1,607,621	1,447,385	1,464,169	1,448,421	5,747,383	5,788,422	182,702	178,030
Tamil Nadu (incl. Chennai)	2,524,545	2,561,439	5,225,735	4,877,907	520,583	485,945	9,318,591	9,481,726	121,292	116,172
UP(E)	3,993,333	4,059,546	3,450,623	3,329,818	691,266	683,804	9,870,834	10,014,585	424,679	420,339
UP(W)	2,275,082	2,310,312	2,808,365	2,694,756	1,218,054	1,147,338	4,786,158	4,768,705	142,307	134,031
Kolkata	1,302,675	1,280,323	2,042,880	2,163,959	761,546	732,943	2,286,702	2,271,492	28,601	24,387
West Bengal	1,108,214	1,111,011	1,794,077	1,752,024	346,584	331,080	3,545,534	3,533,718	76,561	75,773
Total	38,375,079	38,685,417	48,108,371	46,133,869	21,449,751	20,282,269	97,092,777	98,504,812	2,829,570	2,701,813

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		Quadrant (HFCL) (GSM)		Quadrant (HFCL) (CDMA)		Loop (GSM)	
	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13
Andhra Pradesh	-		-		679,838	-	-	-	-	-	-	-
Assam	-		-		1,280	-	-	-	-	-	-	-
Bihar	-		-		1,481,580	-	-	-	-	-	-	-
Delhi	2,506,210	2,509,030	85,754	84,866	962,588	917,353	-	-	-	-	-	-
Gujarat	-		-		231,729	211,480	-	-	-	-	-	-
Haryana	-	-	-	-	156,659	-	-	-	-	-	-	-
Himachal Pradesh	-	-	-	-	71	-	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	21	-	-	-	-	-	-	-
Karnataka	-	-	-	-	2,204,660	2,027,374	-	-	-	-	-	-
Kerala	-	-	-	-	541,973	480,168	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	3,121	-	-	-	-	-	-	-
Maharashtra	-	-	-	-	676,571	616,917	-	-	-	-	-	-
Mumbai	2,612,969	2,310,912	96,985	94,543	459,822	424,603	-	-	-	-	2,995,459	3,008,352
North East	-	-	-	-	151	-	-	-	-	-	-	-
Orissa	-	-	-	-	803	-	-	-	-	-	-	-
Punjab	-	-	-	-	1,147	-	1,676,892	1,349,431	19,027	16,803	-	-
Rajasthan	-	-	-	-	2,207,814	2,219,801	-	-	-	-	-	-
Tamil Nadu (incl. Chennai)	-	-	-	-	1,234,562	1,190,437	-	-	-	-	-	-
UP(E)	-	-	-	-	581,226	520,553	-	-	-	-	-	-
UP(W)	-	-	-	-	617,722	535,055	-	-	-	-	-	-
Kolkata	-	-	-	-	887,156	843,673	-	-	-	-	-	-
West Bengal	-	-	-	-	1,949,509	1,924,596	-	-	-	-	-	-
Total	5,119,179	4,819,942	182,739	179,409	14,880,003	11,912,010	1,676,892	1,349,431	19,027	16,803	2,995,459	3,008,352

Annexure 1.2 (contd.)

Service Area	Unitech (GSM)		Videocon (GSM)		Total		Net Additions
	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	
Andhra Pradesh	4,029,580	4,304,686	9,763	-	63,936,016	64,363,622	427,606
Assam	779	-	-	-	14,336,284	14,387,664	51,380
Bihar	5,005,668	4,349,864	18,598	18,596	61,020,297	60,301,859	(718,438)
Delhi	-	-	-	-	39,813,020	40,426,200	613,180
Gujarat	4,430,904	4,947,807	657,286	553,599	50,280,123	51,693,364	1,413,241
Haryana	437	-	913,010	734,371	19,527,872	19,543,589	15,717
Himachal Pradesh	151	-	44,555	-	6,805,711	7,015,343	209,632
Jammu & Kashmir	319	-	-	-	6,802,340	6,844,607	42,267
Karnataka	1,061,461	-	8,086	-	52,782,195	52,914,789	132,594
Kerala	391,794	-	9,730	-	32,245,228	30,692,668	(1,552,560)
Madhya Pradesh	1,313	-	976,589	684,665	50,668,593	52,164,292	1,495,699
Maharashtra	5,638,910	5,582,082	8,683	-	66,845,302	68,400,365	1,555,063
Mumbai	1,841,764	-	425,151	-	31,742,046	30,372,793	(1,369,253)
North East	90	-	-	-	8,738,579	8,960,542	221,963
Orissa	703,260	-	10,673	-	24,317,039	24,601,935	284,896
Punjab	430	-	-	-	28,998,608	29,462,871	464,263
Rajasthan	1,045	-	6,687	-	46,572,329	48,601,130	2,028,801
Tamil Nadu (incl. Chennai)	803,528	-	515,005	-	73,283,971	72,412,392	(871,579)
UP(E)	7,262,667	7,545,557	14,635	14,622	71,979,410	73,824,150	1,844,740
UP(W)	5,001,245	4,953,604	5,343	3,621	48,338,084	48,399,485	61,401
Kolkata	1,774,330	-	12	-	22,610,241	21,260,064	(1,350,177)
West Bengal	3,570,869	-	16,506	-	43,076,898	41,159,859	(1,917,039)
Total	41,520,544	31,683,600	3,640,312	2,009,474	864,720,186	867,803,583	3,083,397

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		Quadrant (HFCL)		Sistema		Tata	
	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13
Andhra Pradesh	125,670	125,844	89,665	89,345	-	-	-	-	169,544	170,204
Assam	-	-	-	-	-	-	-	-	2,729	-
Bihar	-	-	4,978	5,004	-	-	-	-	11,154	10,691
Delhi	1,082,027	1,083,699	186,636	182,876	-	-	-	-	88,935	91,674
Gujarat	55,397	55,473	101,231	99,236	-	-	-	-	68,546	71,204
Haryana	23,935	23,959	5,146	5,093	-	-	-	-	26,336	27,365
Himachal Pradesh	-	-	4,462	4,485	-	-	-	-	2,225	2,243
Jammu & Kashmir	-	-	-	-	-	-	-	-	370	-
Karnataka	491,746	492,441	113,270	113,082	-	-	-	-	137,184	142,998
Kerala	55,903	55,971	54,469	54,014	-	-	-	-	11,640	11,328
Madhya Pradesh	241,771	242,099	28,459	26,956	-	-	-	-	15,188	15,964
Maharashtra	70,312	70,409	102,069	100,784	-	-	-	-	246,381	246,523
Mumbai	331,726	332,197	235,596	231,364	-	-	-	-	542,728	547,888
North East	-	-	-	-	-	-	-	-	238	-
Orissa	-	-	3,589	3,501	-	-	-	-	6,637	6,554
Punjab	105,918	106,051	26,754	25,527	183,817	187,642	-	-	15,966	16,989
Rajasthan	39,361	39,412	24,739	24,540	-	-	49,692	52,474	6,848	7,129
Tamil Nadu (incl. Chennai)	485,845	486,503	148,146	147,515	-	-	-	-	72,903	74,811
U.P.(E)	50,550	50,622	40,461	40,515	-	-	-	-	13,263	13,520
U.P.(W)	24,308	24,339	5,520	5,473	-	-	-	-	8,363	8,507
Kolkata	93,906	94,051	81,350	81,241	-	-	-	-	36,569	36,579
West Bengal	-	-	2,199	2,075	-	-	-	-	6,086	3,828
Total	3,278,375	3,283,070	1,258,739	1,242,626	183,817	187,642	49,692	52,474	1,489,833	1,505,999

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Vodafone		Total		Net Additions
	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	Dec-12	Mar-13	
Andhra Pradesh	-	-	1,871,305	1,848,510	5,340	5,460	2,261,524	2,239,363	-22,161
Assam	-	-	193,952	193,915	60	480	196,741	194,395	-2,346
Bihar	-	-	543,899	378,374	30	60	560,061	394,129	-165,932
Delhi	1,584,555	1,593,551	-	-	7,740	10,800	2,949,893	2,962,600	12,707
Gujarat	-	-	1,561,561	1,565,727	240	390	1,786,975	1,792,030	5,055
Haryana	-	-	515,927	504,057	-	-	571,344	560,474	-10,870
Himachal Pradesh	-	-	285,983	273,941	-	-	292,670	280,669	-12,001
Jammu & Kashmir	-	-	198,715	196,811	-	-	199,085	196,811	-2,274
Karnataka	-	-	1,705,830	1,691,273	3,090	3,600	2,451,120	2,443,394	-7,726
Kerala	-	-	2,972,537	2,943,505	-	-	3,094,549	3,064,818	-29,731
Madhya Pradesh	-	-	834,788	835,271	60	60	1,120,266	1,120,350	84
Maharashtra	-	-	2,113,234	2,046,050	2,520	2,730	2,534,516	2,466,496	-68,020
Mumbai	1,870,948	1,866,498	-	-	6,660	7,110	2,987,658	2,985,057	-2,601
North East	-	-	217,565	189,884	-	-	217,803	189,884	-27,919
Orissa	-	-	384,670	364,132	210	240	395,106	374,427	-20,679
Punjab	-	-	1,037,448	983,646	240	330	1,370,143	1,320,185	-49,958
Rajasthan	-	-	963,456	887,216	240	270	1,084,336	1,011,041	-73,295
Tamil Nadu (incl. Chennai)	-	-	2,426,680	2,398,676	1,500	2,190	3,135,074	3,109,695	-25,379
U.P.(E)	-	-	954,373	943,196	420	450	1,059,067	1,048,303	-10,764
U.P.(W)	-	-	735,439	728,589	30	210	773,660	767,118	-6,542
Kolkata	-	-	938,584	930,944	1,260	1,440	1,151,669	1,144,255	-7,414
West Bengal	-	-	585,158	542,345	-	-	593,443	548,248	-45,195
Total	3,455,503	3,460,049	21,041,104	20,446,062	29,640	35,820	30,786,703	30,213,742	-572,961

Annexure 1.4: Service Area and Operator wise details of PCOs

S. No.	Name of the Circle/Service Area	Service Provider	31 st Dec. 2012	31 st March, 2013	Net PCO added/ decreased during the Q.E. Mar.' 13	Percentage Growth/ Decline for the Q.E. 31.03.2013
1	Andaman & Nicobar	BSNL	243	236	-7	-2.88%
2	Andhra Pradesh	BSNL	86,740	82,935	-3,805	-4.39%
		Bharti	460	422	-38	-8.26%
		TATA	15,447	14,793	-654	-4.23%
		Reliance	41,191	36,694	-4,497	-10.92%
3	Assam	BSNL	11,957	11,929	-28	-0.23%
		TATA	181	-	-181	-100.00%
4	Bihar(including Jharkhand)	BSNL	58,090	8,987	-49,103	-84.53%
		Reliance	2,018	1,713	-305	-15.11%
		TATA	1,271	992	-279	-21.95%
5	Delhi	Bharti	2,706	2,512	-194	-7.17%
		MTNL	60,018	59,646	-372	-0.62%
		Reliance	1,890	1,610	-280	-14.81%
		TATA	7,432	6,928	-504	-6.78%
6	Gujarat	BSNL	40,052	38,731	-1,321	-3.30%
		Bharti	24	24	0	0.00%
		Reliance	6,309	5,274	-1,035	-16.41%
		TATA	12,230	10,496	-1,734	-14.18%
7	Haryana	BSNL	9,983	9,372	-611	-6.12%
		Bharti	319	294	-25	-7.84%
		Reliance	268	234	-34	-12.69%
		TATA	440	348	-92	-20.91%
8	Himachal Pradesh	BSNL	6,427	6,271	-156	-2.43%
		Reliance	858	851	-7	-0.82%
		TATA	260	169	-91	-35.00%
9	Jammu & Kashmir	BSNL	8,897	8,788	-109	-1.23%
		TATA	147	-	-147	-100.00%
10	Karnataka	BSNL	1,33,637	1,15,847	-17,790	-13.31%
		Bharti	10,191	9,502	-689	-6.76%
		Reliance	14,910	13,126	-1,784	-11.97%
		TATA	13,610	12,324	-1,286	-9.45%
11	Kerala	BSNL	50,874	46,775	-4,099	-8.06%
		Bharti	956	907	-49	-5.13%
		Reliance	3,665	3,038	-627	-17.11%
		TATA	930	743	-187	-20.11%
12	Madhya Pradesh (Including Chhattisgarh)	BSNL	33,996	32,510	-1,486	-4.37%
		Bharti	6,259	5,775	-484	-7.73%
		Reliance	3,854	3,453	-401	-10.40%
		TATA	4,755	4,074	-681	-14.32%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	31st Dec. 2012	31st March, 2013	Net PCO added/ decreased during the Q.E. Mar.' 13	Percentage Growth/ Decline for the Q.E. 31.03.2013
13	Maharashtra (including Mumbai)	BSNL & MTNL	2,25,871	2,07,590	-18,281	-8.09%
		Bharti	81	60	-21	-25.93%
		Reliance	26,397	24,191	-2,206	-8.36%
		TATA	71,383	64,142	-7,241	-10.14%
	Mumbai	Bharti	55	53	-2	-3.64%
		MTNL	91,967	90,649	-1,318	-1.43%
		Reliance	12,142	11,485	-657	-5.41%
		TATA	14,613	12,978	-1,635	-11.19%
	Maharashtra excluding Mumbai	BSNL	1,33,904	1,16,941	-16,963	-12.67%
		Bharti	26	7	-19	-73.08%
		Reliance	14,255	12,706	-1,549	-10.87%
		Tata	56,770	51,164	-5,606	-9.87%
14	North East	BSNL	11,752	11,567	-185	-1.57%
		TATA	55	-	-55	-100.00%
15	Orissa	BSNL	12,018	11,442	-576	-4.79%
		Reliance	453	408	-45	-9.93%
		TATA	1,001	857	-144	-14.39%
16	Punjab	BSNL	14,152	13,273	-879	-6.21%
		Bharti	308	261	-47	-15.26%
		Quadrant	4,290	3,977	-313	-7.30%
		Reliance	1,754	1,557	-197	-11.23%
		TATA	2,673	2,413	-260	-9.73%
17	Rajasthan	BSNL	27,541	22,881	-4,660	-16.92%
		Bharti	275	261	-14	-5.09%
		Sistema Shyam	13,088	12,914	-174	-1.33%
		Reliance	3,205	2,771	-434	-13.54%
		TATA	2,060	1,625	-435	-21.12%
18	Tamil Nadu(including Chennai)	BSNL	1,26,855	1,20,760	-6,095	-4.80%
		Bharti	15,854	14,876	-978	-6.17%
		Reliance	20,958	18,688	-2,270	-10.83%
		TATA	13,813	12,600	-1,213	-8.78%
	Chennai	BSNL	17,965	17,462	-503	-2.80%
		Reliance	5,290	4,818	-472	-8.92%
	Tamil Nadu (excluding Chennai)	BSNL	1,08,890	1,03,298	-5,592	-5.14%
		Bharti	15,854	14,876	-978	-6.17%
		Reliance	15,668	13,870	-1,798	-11.48%
		TATA	13,813	12,600	-1,213	-8.78%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	31st Dec. 2012	31st March, 2013	Net PCO added/ decreased during the Q.E. Mar.' 13	Percentage Growth/ Decline for the Q.E. 31.03.2013
19	Uttar Pradesh (East)	BSNL	80,017	77,090	-2,927	-3.66%
		Bharti	347	335	-12	-3.46%
		Reliance	2,115	1,864	-251	-11.87%
		TATA	1,510	1,294	-216	-14.30%
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	22,531	22,120	-411	-1.82%
		Bharti	294	278	-16	-5.44%
		Reliance	1,676	1,407	-269	-16.05%
		TATA	2,319	1,922	-397	-17.12%
21	West Bengal (including Kolkata)	BSNL	39,006	37,716	-1,290	-3.31%
		Bharti	90	99	9	10.00%
		Reliance	4,423	3,974	-449	-10.15%
		TATA	6,884	6,410	-474	-6.89%
	Kolkata	BSNL	10,650	10,463	-187	-1.76%
		Bharti	90	99	9	10.00%
		Reliance	2,000	1,842	-158	-7.90%
		TATA	4,340	4,075	-265	-6.11%
	West Bengal (excluding Kolkata)	BSNL	28,356	27,253	-1,103	-3.89%
		Reliance	2,423	2,132	-291	-12.01%
TATA		2,544	2,335	-209	-8.22%	
TOTAL			14,10,544	12,61,946	-1,48,598	-10.53%

Note: MTNL has furnished PCO figure in r/o Delhi circle for the QE Dec.12 in the current PMR (i.e.QE Mar.13), hence the same is updated in current PMR.

**Annexure 1.5: Service Provider wise details of Village
Public Telephones**

S. No.	Name of the Circle/Service Area	Service Provider	31st Dec. 2012	31st March, 2013	Net VPT added/ decreased during the Q.E. Mar.'13	Percentage Growth/ Decline for the Q.E. 31.03.2013
1	Andaman & Nicobar	BSNL	352	352	0	0.00%
2	Andhra Pradesh	BSNL	25102	26102	1,000	3.98%
		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	24679	24688	9	0.04%
		TATA	0	0	0	0.00%
4	Bihar(including Jharkhand)	BSNL	0	0	0	0.00%
		Reliance	67739	67748	9	0.01%
		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	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	18015	18051	36	0.20%
		Reliance	0	0	0	0.00%
		Vodafone	0	0	0	0.00%
7	Haryana	BSNL	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	6678	6678	0	0.00%
		TATA	0	0	0	0.00%
8	Himachal Pradesh	BSNL	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	17408	17408	0	0.00%
9	Jammu & Kashmir	BSNL	0	0	0	0.00%
10	Karnataka	BSNL	0	0	0	0.00%
		Bharti	6383	6384	1	0.02%
		TATA	27449	27449	0	0.00%
		Reliance	0	0	0	0.00%
		Vodafone	0	0	0	0.00%
11	Kerala	BSNL	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	1372	1372	0	0.00%
		TATA	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	31st Dec. 2012	31st March, 2013	Net VPT added/ decreased during the Q.E. Mar.'13	Percentage Growth/ Decline for the Q.E. 31.03.2013
12	Madhya Pradesh (Including Chattisgarh)	BSNL	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	70178	70180	2	0.00%
		Vodafone	0	0	0	0.00%
		TATA	0	0	0	0.00%
13	Maharashtra (including Mumbai)	BSNL& MTNL	40644	40650	6	0.01%
		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	40644	40650	6	0.01%
		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	12876	12876	0	0.00%
15	Orissa	BSNL	44935	45216	281	0.63%
		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)	31	27	-4	-12.90%
		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	39568	39568	0	0.00%
		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	31st Dec. 2012	31st March, 2013	Net VPT added/ decreased during the Q.E. Mar.'13	Percentage Growth/ Decline for the Q.E. 31.03.2013
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	74145	74145	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
20	UP (West) (incl. Uttaranchal)	BSNL	38963	39022	59	0.15%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	0	0	0	0.00%
21	West Bengal (including Kolkata)	BSNL	37523	37523	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Kolkata	BSNL	613	613	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	West Bengal (excluding Kolkata)	BSNL	36910	36910	0	0.00%
		Reliance	0	0	0	0.00%
TATA		0	0	0	0.00%	
Total			5,88,232	5,89,631	1,399	0.24%

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	Manipal Ecommerce Ltd.
16	My Own Infotech Pvt. Ltd
17	Nettlinx Ltd.
18	Novanet Ltd.
19	Opto Network Pvt. Ltd.
20	Ortel Communication Ltd.
21	Pipetel Communications Pvt. Ltd.
22	Pulse Telesystems Pvt. Ltd.
23	QBC Infotech Pvt. Ltd.
24	Sify Technologies Ltd.
25	Swiftmail Communications Ltd.
26	Tata Communications Limited
27	Tata Teleservices(Maharashtra) Ltd.
28	Trikon Electronics Pvt. Ltd.
29	Tulip Telecom Limited (Tulip IT Services Ltd.)
30	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)
31	World Phone Internet Services Pvt Ltd
32	You Broadband & Cable India Private Limited

**Annexure 1.7 : Internet Service Provider(ISP) wise Internet Subscriber base
(excluding subscribers accessing internet through wireless phone)**

Sl. No	Name of ISP	Dec-12	Mar-13		
		No. of Internet Subscribers (Including Broadband & Narrowband)	No. of Narrowband Connection (<256 Kbps speed)	No. of Broadband Connection (> 256 Kbps speed)	No. of Total Internet Subscribers (Including Broadband & Narrowband)
1	Bharat Sanchar Nigam Ltd.	13092783	3191457	9933026	13124483
2	Reliance Communications Infrastructure Limited	2481220	2309476	182316	2491792
3	Mahanagar Telephone Nigam Ltd.	1944089	879429	1078594	1958023
4	Bharti Airtel Ltd.	1392864	649	1398033	1398682
5	Hathway Cable & Datacom Pvt. Ltd.	368134	77	365284	365361
6	You Broadband & Cable India Private Limited	341875	45680	305598	351278
7	Tikona Digital Networks Pvt Ltd	283090	0	276175	276175
8	Beam Telecom Pvt. Ltd.	253829	0	271708	271708
9	Tata Communications Limited	137248	36486	89049	125535
10	Asianet Satellite Communications Ltd.	115054	0	116381	116381
11	Quadrant Televentures Ltd.(HFCL Infotel Ltd.)	110536	5982	107478	113460
12	Syscon Infoway Pvt Ltd	84525	14832	73754	88586
13	Tata Teleservices(Maharashtra) Ltd.	87718	0	84428	84428
14	D-Vois Broadband Private Limited	60631	0	62402	62402
15	Five Network Solution (India) Ltd.	54325	0	57116	57116
16	Ortel Communication Ltd.	50750	0	50630	50630
17	Atria Convergence Technologies Pvt. Ltd.	31869	0	39592	39592
18	Broadband Pacenet (I) Pvt. Ltd.	37258	0	37715	37715
19	Zylog Systems(India) Ltd.)	44210	8083	29566	37649
20	Sify Technologies Ltd.	44677	13987	23132	37119
21	Alliance Broadband Services Pvt. Ltd.	31812	0	31927	31927
22	Ankhnet Informations Pvt. Ltd *	31819	0	31819	31819
23	Chandra Net Pvt. Limited	27663	34	28872	28906
24	Gujarat Telelink Pvt Ltd	24830	275	28545	28820
25	Citycom Networks Pvt. Ltd.	30904	241	28298	28539
26	Indusind Media & Communications Limited (In2cable (I) Ltd.)	28466	585	27752	28337

Annexure 1.7 (contd.)

Sl. No	Name of ISP	Dec-12	Mar-13		
		No. of Internet Subscribers (Including Broadband & Narrowband)	No. of Narrowband Connection (<256 Kbps speed)	No. of Broadband Connection (> 256 Kbps speed)	No. of Total Internet Subscribers (Including Broadband & Narrowband)
27	Tata Teleservices Limited	22907	0	25787	25787
28	Meghbela Cable & Broadband Servies (P) Ltd	21674	8246	16761	25007
29	Honesty Net Solutions (I) Pvt Ltd	21883	7427	16513	23940
30	Shyam Internet Services Ltd	20267	16330	4387	20717
31	Noida Software Technology Park Ltd.	14356	0	16161	16161
32	Wish Net Pvt. Ltd.	14834	0	15596	15596
33	Rajesh Multi Channel Pvt. Ltd.	14777	0	15313	15313
34	Home Systems Pvt. Ltd.	13143	0	14783	14783
35	Southern Online Bio Technologies Ltd.	13061	2980	10030	13010
36	Vasai Cable Pvt. Ltd.	13444	0	11769	11769
37	Nivyah Infrastructure & Telecom Services Ltd. (Softeng Computers Pvt. Ltd.)	28521	0	10224	10224
38	Digital Network associates Pvt. Ltd	6808	0	10123	10123
39	IOL Netcom Limited *	9973	0	9973	9973
40	Blazenet Ltd.	1050	3731	2749	6480
41	City Online Services Ltd *	6439	0	6439	6439
42	Swiftmail Communications Ltd.	5297	757	4834	5591
43	DEN Networks Ltd	4451	480	4210	4690
44	Nettlinx Ltd.	3839	0	4502	4502
45	Hughes Communications India Ltd.	2169	1	4497	4498
46	Spacenet Internet Services Pvt Ltd	4057	0	4171	4171
47	Apna Telelink Ltd.	3007	0	4102	4102
48	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	3673	47	3561	3608
49	Siliguri Internet & Cable TV Pvt. Ltd. *	3484	0	3484	3484
50	HCL Comnet Systems & Services Ltd.	3420	7	3414	3421
51	Narmada Cyberzone Pvt Ltd	3181	1850	1537	3387
52	Dishnet Wireless Ltd	3409	5	3378	3383
53	Descon Ltd *	3329	0	3329	3329
54	Quest Consultancy Pvt. Ltd.	3000	0	3115	3115
55	Geocity Network Solutions Pvt.	3018	0	2975	2975

Annexure 1.7 (contd.)

S.No	Name of ISP	Dec-12	Mar-13		
		No. of Internet Subscribers (Including Broadband & Narrowband)	No. of Narrowband Connection (<256 Kbps speed)	No. of Broadband Connection (> 256 Kbps speed)	No. of Total Internet Subscribers (Including Broadband & Narrowband)
56	F/X Wireless Technology Services Pvt. Ltd.	2880	8	2949	2957
57	RailTel Corporation of India Ltd. *	2840	0	2840	2840
58	Bhupati Hotels Pvt. Ltd *	2807	0	2807	2807
59	Symbois Creations Pvt. Ltd.	2443	0	2571	2571
60	Rajesh Patel Net Services Pvt. Ltd.	2069	0	2426	2426
61	Kaizen Infonet Pvt Ltd *	1552	147	2168	2315
62	CJM Consultancy Services Pvt. Ltd.	2130	0	2154	2154
63	IKF Technologies Ltd *	2143	1181	962	2143
64	Ishan Netsol Pvt Ltd	1749	1989	146	2135
65	Shri Omkar Infocom Pvt. Ltd.	2065	0	2134	2134
66	Value Healthcare Ltd. *	1941	0	1941	1941
67	Intermedia Cable Communication Pvt Ltd	1520	20	1800	1820
68	Tikona Infinet Ltd.(HCL Infinet Ltd.)	1792	912	842	1754
69	Yashash Cable Network Pvt Ltd *	1646	0	1747	1747
70	Sanchar Telenetwork Pvt Ltd	1631	0	1640	1640
71	North East Dataa Network Pvt Ltd.	1421	0	1594	1594
72	Kappa Internet Services Pvt Ltd.	1233	0	1559	1559
73	Capture Network Systems Pvt. Ltd.	1450	0	1509	1509
74	CJ Online Pvt. Ltd.	1697	80	1248	1328
75	Wan and Lan Internet Pvt. Ltd.	1328	0	1311	1311
76	Digital2Virtual ISP Pvt. Ltd. *	1177	255	1041	1296
77	Touch Net India Pvt. Ltd.	1228	23	1227	1250
78	Star Broadband Services(I) PvtLtd	1253	0	1240	1240
79	Nextra Teleservices Pvt. Ltd.	238	0	1207	1207
80	Speed Online.net Pvt. Ltd.	1073	607	463	1070
81	Data Infosys Ltd.	49856	230	827	1057
82	Cordia LT Communications Pvt Ltd *	983	0	983	983
83	Vodafone Spacetel Ltd	728	0	881	881
84	Readylink Internet Services Pvt Ltd	744	467	338	805
85	Rajdhani Telecom Pvt. Ltd. *	450	5	711	716
86	Pipetel Communications Pvt.Ltd.*	89	4	629	633
87	United Telecoms Ltd.	449	0	535	535

Annexure 1.7 (contd.)

S.No	Name of ISP	Dec-12	Mar-13		
		No. of Internet Subscribers (Including Broadband & Narrowband)	No. of Narrowband Connection (<256 Kbps speed)	No. of Broadband Connection (> 256 Kbps speed)	No. of Total Internet Subscribers (Including Broadband & Narrowband)
88	delDSL Internet Pvt Ltd	510	5	521	526
89	Pacific Internet India Pvt. Ltd. *	483	483	0	483
90	Spectra ISP Network Pvt. Ltd.(Punj Lloyd)	458	0	455	455
91	Software Technology Park of India(STPI) *	448	0	448	448
92	ERNET India	393	158	275	433
93	S.S.Netcom Pvt Ltd	362	41	323	364
94	Sikka Broadband(P) Ltd.(Gomti Cable Network Pvt. Ltd.)	324	39	298	337
95	Rida Communication Pvt. Ltd.	225	246	0	246
96	Tatanet Services Ltd	186	0	245	245
97	World Phone Internet Services Pvt Ltd	215	0	238	238
98	Primenet Global Ltd.	237	0	237	237
99	Vainavi Industries Ltd. *	200	0	200	200
100	Rainbow Communications (India) Pvt Ltd *	197	0	197	197
101	Sab Infotech (Sab Industries)	203	75	113	188
102	Amber Online Services Ltd. *	469	0	182	182
103	Microsense Pvt. Ltd.	176	0	182	182
104	Bohra Pratisthan Pvt. Ltd *	175	0	175	175
105	Bhiwani Communications Pvt. Ltd.	163	93	82	175
106	Infonet Comm Services Enterprises Private Limited (earlier Mynet Services India Pvt. Ltd.*)	174	0	173	173
107	QBC Infotech Pvt. Ltd.	139	0	169	169
108	Multinet (Udaipur) Pvt. Ltd.	165	73	93	166
109	Sanyog Networks Pvt Ltd	150	150	2	152
110	Conjoinix Technologies Pvt Ltd *	121	0	126	126
111	Nihar Internet Services (P) Ltd *	122	0	122	122
112	Trans Virtual Pvt. Ltd. *	116	0	116	116
113	Netcom Online Solutions India Pvt Ltd. *	115	0	115	115
114	Karuturi Telecom Private Limited (Estel Communications Pvt. Ltd).	107	0	107	107
115	Verizon Communications India Pvt. Ltd. (Worldcom Communications).	106	0	105	105
116	Oasis Cable Pvt Ltd. *	83	55	28	83

Annexure 1.7 (contd.)

S.No	Name of ISP	Dec-12	Mar-13		
		No. of Internet Subscribers (Including Broadband & Narrowband)	No. of Narrowband Connection (<256 Kbps speed)	No. of Broadband Connection (> 256 Kbps speed)	No. of Total Internet Subscribers (Including Broadband & Narrowband)
117	Tarang Communications Pvt.Ltd.*	82	0	82	82
118	ISP Solutions India Pvt. Ltd. *	81	0	81	81
119	Micky Online Pvt Ltd *	130	70	0	70
120	Eronet Broadband Service India Pvt. Ltd. *	69	0	69	69
121	Shri Vinayagaa Internet Pvt Ltd *	65	50	15	65
122	iCAN Solutions Private Limited *	63	0	63	63
123	NetMagic Solutions(P) Ltd.	60	0	62	62
124	Limras Eronet Broadband Service Pvt Ltd *	58	0	58	58
125	Guj Info Petro Ltd. (GIPL)	58	0	58	58
126	Aeroway Networks Pvt Ltd.	43	0	57	57
127	RS Broadband Service India Pvt Ltd. *	56	0	56	56
128	Harisree CableNet Pvt. Ltd.	54	0	56	56
129	Tulip Telecom Limited (Tulip IT Services Ltd.)	86	6	47	53
130	Pulse Telesystems Pvt. Ltd.	42	0	47	47
131	Khetan Cable Network (P) Ltd *	55	0	46	46
132	Wire and Wireless India Ltd. *	44	0	44	44
133	Kelnet Communication Services Pvt. Ltd	30	0	44	44
134	Essel Shyam Communications Limited	44	42	1	43
135	STN Communication & Advertising Pvt Ltd.	6	0	43	43
136	Konark Infocomm Pvt Ltd *	42	0	42	42
137	AT&T Global Network Services India Private Limited	29	0	36	36
138	Novanet Ltd.	36	0	36	36
139	Adya Tech One Services Pvt Ltd	37	0	35	35
140	Reach Network India Pvt. Ltd.	34	2	29	31
141	Dreamzcraft Info Solutions Pvt Ltd	29	6	23	29
142	Power Grid Corporation of India Ltd. *	27	0	27	27
143	Nelco Ltd.	43	0	27	27
144	West Bengal Electronics Industry Development Corp. Ltd.	27	0	27	27
145	ISP Services (India) Pvt. Ltd. *	24	0	24	24
146	Chemical And Metallurgical Desi	27	0	18	18

Annexure 1.7 (contd.)

S.No	Name of ISP	Dec-12	Mar-13		
		No. of Internet Subscribers (Including Broadband & Narrowband)	No. of Narrowband Connection (<256 Kbps speed)	No. of Broadband Connection (> 256 Kbps speed)	No. of Total Internet Subscribers (Including Broadband & Narrowband)
147	Financial Technologies Communications Ltd.	16	0	18	18
148	Vcare Call Centres India Pvt. Ltd.	14	0	14	14
149	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)	24	0	14	14
150	Devas Multimedia Pvt.Ltd.	12	0	11	11
151	Nextgen Communications Ltd(RPG Infotech Ltd).	10	0	10	10
152	Dream Plus Multi Services Pvt. Ltd. *	9	0	9	9
153	Vishwashakti Technologies Pvt Ltd. *	5	0	5	5
154	ABT Ltd.	5	0	5	5
155	Godrej Infotech Ltd.	5	2	3	5
156	Opto Network Pvt. Ltd.	0	0	4	4
157	Astro Network India Pvt. Ltd.	3	0	3	3
158	Centre for Development of Advanced Computing, C-DAC	2	0	2	2
159	Compucom (I) Pvt. Ltd.	2	2	0	2
160	Equant Network Services India Pvt. Ltd.	2	0	2	2
161	Maple PC & Peripherals Pvt Ltd	2	0	2	2
162	Virgo Global Media Ltd (Online Media Solutions Ltd). *	1	0	1	1
163	L&T Finance Ltd.(L&T Netcom Ltd.)	1	0	1	1
164	Reliance Jio Infocomm Ltd	1	0	1	1
165	Spectrum Softech Solutions Pvt. Ltd.	1	0	1	1
166	Advanced Financial Services Pvt Ltd *	0	0	0	0
167	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC) *	0	0	0	0
168	Karuturi Global Ltd. *	0	0	0	0
169	Madura Cable Net Pvt. Ltd. *	15	0	0	0
170	Manipal Ecommerce Ltd. *	0	0	0	0
171	My Own Infotech Pvt. Ltd *	0	0	0	0
172	Quick Online Pvt. Ltd.	59	0	0	0
173	Sisam Technologies Pvt. Ltd. *	0	0	0	0
174	SmartLink Broadband Services *	0	0	0	0

Annexure 1.7 (contd.)

S.No	Name of ISP	Dec-12	Mar-13		
		No. of Internet Subscribers (Including Broadband & Narrowband)	No. of Narrowband Connection (<256 Kbps speed)	No. of Broadband Connection (> 256 Kbps speed)	No. of Total Internet Subscribers (Including Broadband & Narrowband)
175	Swastik Netvision Telecom P.Ltd *	0	0	0	0
176	Trak Online Net India Pvt.Ltd *	0	0	0	0
177	Idea Cellular Limited *	0	0	0	0
178	Broadlane Networks Pvt. Ltd.	0	0	0	0
179	Kerala State Electronics Development Corp Ltd.(Keltron)	0	0	0	0
180	Oistel Telecom Pvt. Ltd.		0	0	0
181	Pan India Network Infravest Pvt. Ltd.	0	0	0	0
182	Reliance Wimax Limited (Gateway Systems (I) Ltd)	0	0	0	0
183	Tata Internet Services Ltd.	0	0	0	0
184	Trikon Electronics Pvt. Ltd.	0	0	0	0
185	Urban Communications Infrastructure Pvt. Ltd.	0	0	0	0
	Total	21571948	6556660	15050023	21606683
	Total (in Million)	21.57	6.56	15.05	21.61

Note: * Service Providers, who have not submitted their report for the quarter ending March, 2013, data from the previous report has been retained.

Annexure 1.8: Service Area wise PMRTS subscriber Base

Service Provider wise Comparative Subscriber Base of PMRTS Service Operators				
Sr. No.	Service Providers	Operative Area	Subscriber Base	
			31.12.12	31.3.13
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	Delhi Metro	3019	5002
		Mumbai	5327	5972
		Maharashtra/Pune	1266	1583
		Kolkata	1807	1901
		Gujarat	3649	3841
		Karnataka	5125	5612
		Tamilnadu	4404	4976
		Andhra Pradesh	2682	2733
		Madhya Pradesh	750	777
	Sub Total		28029	32397
2	*Procall Ltd.	Delhi	2858	2119
		Gurgaon	824	431
		Faridabad	455	442
		Jaipur	436	497
	Sub Total		4573	3489
3	Smartalk Pvt Limited	Pune	208	122
		Vashi	181	69
		Mumbai	201	115
	Sub Total		590	306
4	QuickCalls India Pvt. Limited	Bangalore	318	31
		Hyderabad	1344	1355
		Chennai	232	88
	Sub Total		1894	1474
5	Bhilwara Telenet Services Pvt Limited	Mumbai	688	599
	Total		688	599
6	India Satcom Ltd.	Bangalore	0	0
	Sub Total		0	0
Grand Total			35774	38265

Annexure 2.1: GSM Service – Service Area wise Statistics for QE Mar-13

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	96.72	116	30	200	206	406
Gujarat	95.37	95	26	188	163	351
Karnataka	95.39	118	66	210	198	407
MH	95.37	111	37	186	173	359
TN (incl. Chennai)	95.48	114	56	177	187	364

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	97.37	95	25	180	172	352
Kerala	96.67	144	29	196	247	443
MP	98.17	88	19	158	162	320
Punjab	94.49	114	32	197	198	395
Rajasthan	98.28	101	16	165	183	348
UP(E)	98.95	90	14	162	228	390
UP(W)	98.37	82	24	163	181	344
WB	99.35	74	9	151	189	340

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	96.13	122	39	222	245	467
Bihar	99.58	80	8	154	230	385
HP	98.27	87	25	211	204	414
J&K	91.98	162	3	329	297	626
NE	97.04	130	76	220	203	423
Orissa	98.99	86	14	194	230	425

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	94.01	92	32	188	197	385
Delhi	88.02	154	40	237	199	436
Mumbai	85.89	150	46	252	183	435

**Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics for
QE Mar-13**

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	89%	116	24	160	132	293
Gujarat	85%	104	32	120	99	219
TN	84%	135	21	107	107	214
Karnataka	89%	110	11	109	122	230
AP	89%	104	22	131	136	268

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%	55	7	152	165	317
Rajasthan	95%	69	15	179	170	349
UP(E)	97%	59	15	91	115	206
MP	96%	69	14	176	158	334
Kerala	89%	83	11	74	81	155
UP(W)	96%	65	19	109	126	235
Haryana	90%	78	20	157	137	293
Punjab	80%	130	18	180	118	298

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%	82	9	168	185	353
Bihar	96%	65	10	189	187	376
HP	87%	129	9	157	118	275
J&K	33%	8	1	106	121	227
North East	0%	129	2	32	42	74
Assam	0%	108	2	50	42	92

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%	95	10	147	158	305
Delhi	87%	114	22	175	130	304
Mumbai	83%	145	25	109	104	213

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service

Performance Monitoring Report on Quality of Service of Cellular Mobile Service Providers for quarter ending, March , 2013																				
		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			
	Name of Service Area	Name of Service Provider	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 disures	
			≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days	
1	AP	Aircel	0.07	0.02	99.31	0.04	0.04	0.79	1.30	98.26	0	0.03	0.01	100.00	100.00	100.00	80.86	NA	100.00	
2		Airtel	0.01	0.01	99.80	0.04	0.05	0.51	0.62	99.84	0	0.02	0.00	100.00	100.00	100.00	95.00	100.00	100.00	
3		BSNL	2.20	2.83	98.00	0.87	2.27	1.03	5.80	68.33	0	0.00	0.00	100.00	100.00	97.00	91.00	100.00	100.00	
4		Idea	0.02	0.00	99.99	0.73	0.72	0.81	2.98	96.74	0	0.04	0.01	100.00	100.00	99.52	95.70	99.48	99.67	
5		MTS	0.03	0.00	99.16	0.00	0.00	0.40	1.23	100.00	0	**	**	**	**	**	**	**	**	**
6		RCOM CDMA	0.20	0.62	99.19	0.00	0.02	0.06	0.17	99.70	0	0.10	0.08	100.00	100.00	98.66	91.15	100.00	100.00	
		RCOM GSM	0.22	0.89	99.64	0.05	0.10	0.06	0.09	99.46	0	0.10	0.09	100.00	100.00	99.04	87.62	100.00	100.00	
7		TATA CDMA	0.04	0.00	98.97	0.00	0.01	0.52	0.61	99.01	0	0.00	0.00	99.67	100.00	99.39	88.23	100.00	100.00	
		TATA GSM	0.08	0.33	98.69	0.09	0.24	0.65	2.48	98.49	0	0.00	0.00	99.86	100.00	99.60	90.49	100.00	100.00	
8		Uninor	0.05	0.00	99.02	0.15	0.17	1.20	1.45	98.11	0	NA	0.01	100.00	NA	95.82	79.08	NA	NA	
9		Vodafone	0.10	0.40	99.41	0.12	0.59	0.58	2.29	98.80	0	0.08	0.06	100.00	100.00	100.00	80.67	100.00	100.00	
10	AS	Aircel	0.84	2.37	96.69	0.76	1.74	1.18	3.27	96.07	0	0.04	0.01	100.00	100.00	100.00	97.07	100.00	100.00	
11		Airtel	0.12	0.29	98.99	0.08	0.13	1.09	1.12	99.41	0	0.00	0.01	100.00	100.00	100.00	94.00	100.00	100.00	
12		BSNL	2.98	8.56	97.98	0.90	1.78	1.90	3.03	96.33	0	0.00	0.00	100.00	100.00	73.00	39.60	100.00	100.00	
13		Idea	1.19	1.52	97.91	0.16	1.60	1.10	2.89	96.15	0	0.00	0.00	100.00	100.00	96.87	96.69	100.00	100.00	
14		MTS	1.41	0.00	99.43	0.00	0.00	0.96	0.00	96.57	0	**	**	**	**	**	**	**	**	**
15		RTL	0.42	1.36	99.11	0.04	0.16	0.11	0.26	99.12	0	0.10	0.10	100.00	100.00	98.99	89.33	100.00	100.00	
16		TATA CDMA	0.08	0.00	99.35	0.00	0.20	0.23	0.69	99.80	0	**	**	**	**	**	**	**	**	**
17		Uninor	1.12	0.00	99.26	0.00	0.00	1.32	2.76	99.29	0	NA	NA	NA	NA	NA	NA	NA	NA	NA
18		Vodafone	1.93	1.43	98.61	0.21	0.64	0.75	2.12	97.00	0	0.04	0.01	100.00	100.00	99.62	71.63	100.00	100.00	
19		Aircel	1.28	1.92	96.98	0.55	1.84	0.94	1.72	95.17	0	0.00	0.00	100.00	100.00	100.00	70.71	100.00	100.00	
20		Airtel	0.11	0.17	98.37	0.12	0.14	0.21	1.26	99.32	0	0.01	0.00	100.00	100.00	97.00	91.00	100.00	100.00	
21	BH	BSNL	1.43	1.68	97.50	0.45	0.97	1.38	2.60	95.70	0	0.05	0.10	100.00	100.00	98.00	97.05	100.00	100.00	
22		Idea	0.55	1.64	97.58	0.48	1.81	1.19	2.72	96.96	0	0.05	0.01	100.00	100.00	99.68	99.71	100.00	100.00	
23		MTS	0.64	0.14	99.70	0.00	0.02	0.80	2.13	99.66	0	**	**	**	**	**	**	**	**	**
24		RCOM CDMA	0.35	1.19	98.76	0.00	0.01	0.08	0.40	99.80	0	0.10	0.10	100.00	100.00	98.89	82.75	100.00	100.00	
25		RTL	0.08	0.43	98.95	0.13	0.09	0.13	0.22	99.07	0	0.10	0.10	100.00	100.00	97.84	89.45	100.00	100.00	
26		TATA CDMA	0.05	0.00	98.53	0.00	0.08	0.71	2.38	99.48	0	0.00	0.05	100.00	100.00	99.65	74.38	100.00	100.00	
		TATA GSM	0.01	0.00	98.07	0.14	0.84	0.69	0.60	98.16	0	0.00	0.00	100.00	100.00	95.70	83.27	100.00	100.00	
27		Uninor	0.13	0.27	98.39	0.16	1.00	1.14	1.65	95.45	0	NA	0.00	100.00	NA	95.58	86.80	NA	NA	NA
28		Videocon	0.22	0.64	98.70	0.23	0.00	0.00	0.00	97.31	0	NA	0.00	100.00	100.00	NA	NA	NA	NA	NA
29		Vodafone	0.36	1.45	99.29	0.24	0.71	1.14	2.54	96.74	0	0.06	0.11	100.00	100.00	100.00	90.81	100.00	100.00	

Annexure 4.1 (Contd.)

30	CHN	Airtel	1.29	0.00	97.80	0.25	1.21	0.49	0.62	98.36	0	0.07	0.02	100.00	100.00	100.00	85.20	100.00	100.00	
31		Airtel*	0.02	0.00	99.91	0.03	0.01	0.16	0.06	99.68	0	0.01	0.01	100.00	100.00	100.00	96.00	100.00	100.00	
32		BSNL	0.37	1.13	99.00	0.30	0.63	0.80	1.60	100.00	0	0.10	0.10	100.00	100.00	100.00	99.60	100.00	100.00	
33		Idea	0.00	0.00	99.69	0.10	0.07	0.61	0.36	97.02	0	**	**	**	**	**	**	**	**	**
34		RCOM CDMA*	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.10	0.06	100.00	100.00	99.11	93.33	100.00	100.00
		RCOM GSM*	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
35		TATA CDMA	0.03	0.00	99.16	0.00	0.11	0.35	0.00	99.35	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		TATA GSM	0.06	0.21	98.20	0.04	0.03	0.88	1.40	98.30	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
36	Vodafone	0.08	0.47	99.39	0.18	0.61	0.55	0.99	98.52	0	0.02	0.01	100.00	100.00	100.00	94.43	100.00	100.00		
37	DL	Airtel	0.29	1.61	97.69	0.19	0.35	0.99	2.40	97.42	0	0.03	0.00	100.00	100.00	100.00	83.62	100.00	100.00	
38		Airtel	0.01	0.00	99.89	0.03	0.05	0.61	0.97	99.00	0	0.03	0.01	100.00	100.00	94.00	91.00	100.00	100.00	
39		Idea	0.01	0.00	99.68	0.28	0.65	0.58	1.34	98.44	0	0.10	0.11	100.00	100.00	99.27	93.46	99.86	61.10	
40		MTS	0.07	0.15	99.21	0.00	0.45	0.56	1.64	99.96	0	0.00	0.00	100.00	100.00	98.74	98.74	100.00	100.00	
41		MTNL CDMA	1.67	1.20	98.71	0.31	0.30	1.68	1.20	99.00	0	0.02	0.00	100.00	100.00	94.94	95.00	100.00	100.00	
		MTNL GSM	0.26	1.44	97.15	0.16	1.87	1.77	2.72	97.69	0	0.04	0.01	100.00	100.00	96.67	98.01	100.00	100.00	
42		RCOM CDMA	0.11	0.00	99.35	0.00	0.02	0.13	0.37	99.79	0	0.10	0.09	100.00	100.00	98.26	91.98	100.00	100.00	
		RCOM GSM	0.20	0.25	99.58	0.03	0.07	0.07	0.15	99.29	0	0.10	0.10	100.00	100.00	98.52	57.34	100.00	100.00	
43	TATA CDMA	0.01	0.00	99.01	0.00	0.10	0.56	0.67	97.94	0	0.00	0.00	100.00	100.00	99.02	96.03	100.00	100.00		
44	Vodafone	0.01	0.00	99.99	0.22	0.53	0.90	2.73	97.49	0	0.03	0.02	100.00	100.00	100.00	96.76	100.00	100.00		
45	GJ	Airtel	0.19	0.00	99.55	0.01	0.00	0.42	1.62	98.86	0	0.02	0.00	100.00	100.00	100.00	79.71	100.00	100.00	
46		Airtel	0.05	0.01	99.47	0.06	0.26	0.84	0.73	98.35	0	0.01	0.01	100.00	100.00	100.00	92.00	100.00	100.00	
47		BSNL	0.93	1.77	99.00	0.13	1.10	1.50	2.03	100.00	2	0.03	0.00	100.00	100.00	97.57	92.00	100.00	100.00	
48		Idea	0.01	0.00	99.22	0.18	0.30	1.10	1.32	95.54	0	0.08	0.06	100.00	100.00	99.58	99.11	100.00	100.00	
49		MTS	0.03	0.00	99.55	0.00	0.00	0.31	1.16	99.80	0	0.00	0.00	100.00	100.00	95.00	94.81	100.00	100.00	
50		RCOM CDMA	0.18	0.10	99.34	0.00	0.01	0.10	0.19	99.86	0	0.10	0.10	100.00	100.00	98.15	94.11	100.00	100.00	
		RCOM GSM	0.15	0.17	99.51	0.02	0.10	0.07	0.12	99.36	0	0.10	0.09	100.00	100.00	98.92	53.62	100.00	100.00	
51		TATA CDMA	0.00	0.00	98.99	0.00	0.07	0.46	1.47	99.13	0	0.00	0.00	100.00	100.00	96.51	92.90	100.00	100.00	
	TATA GSM	0.00	0.00	98.22	0.02	0.00	0.69	1.41	98.48	0	0.00	0.00	100.00	100.00	99.44	92.13	100.00	100.00		
52	Uninor	0.04	0.01	97.49	0.09	0.29	1.25	1.25	98.33	0	NA	0.02	100.00	NA	96.77	69.92	NA	NA		
53	Videofon	0.05	0.00	99.42	0.04	0.08	0.40	0.84	99.21	0	NA	0.00	100.00	100.00	98.53	93.86	NA	NA		
54	Vodafone	0.01	0.00	99.78	0.14	0.22	0.77	0.95	97.51	0	0.12	0.03	100.00	100.00	100.00	87.75	100.00	100.00		
55	HP	Airtel	0.21	1.77	98.47	0.02	0.14	0.71	1.44	95.30	0	0.00	0.10	100.00	100.00	100.00	67.38	100.00	100.00	
56		Airtel	0.01	0.00	99.28	0.06	0.06	0.72	1.84	98.95	0	0.01	0.01	100.00	100.00	91.00	95.00	100.00	100.00	
57		BSNL	1.83	1.83	96.00	0.80	1.80	1.87	2.90	95.57	0	0.10	0.00	100.00	100.00	100.00	97.20	100.00	100.00	
58		Idea	0.34	0.00	98.82	0.15	0.85	1.06	2.61	95.44	0	0.00	0.01	100.00	100.00	98.19	98.51	100.00	100.00	
59		MTS	0.81	0.00	98.28	0.00	0.00	0.75	0.00	99.27	0	**	**	**	**	**	**	**	**	**
60		RCOM CDMA	0.18	0.00	99.29	0.00	0.08	0.06	0.39	99.79	0	0.10	0.07	100.00	100.00	99.48	91.47	100.00	100.00	
		RTL	0.30	0.95	99.26	0.01	0.08	0.10	0.22	99.28	0	0.09	0.10	100.00	100.00	98.94	68.76	100.00	100.00	
62		TATA CDMA	0.01	0.00	98.73	0.00	0.15	0.20	0.00	98.29	0	0.00	0.00	100.00	100.00	98.53	96.49	100.00	100.00	
	TATA GSM	0.00	0.00	98.94	0.00	0.00	1.37	0.00	97.24	0	0.00	0.00	100.00	100.00	99.38	98.48	100.00	100.00		
63	Uninor	1.54	0.00	99.62	0.00	0.00	0.88	1.18	99.27	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	
64	Vodafone	0.05	0.00	99.62	0.03	0.38	0.89	1.94	97.66	0	0.03	0.01	100.00	100.00	100.00	96.92	100.00	100.00		

Annexure 4.1 (Contd.)

65	HR	Aircel	0.80	0.54	97.60	0.21	0.00	1.59	2.49	98.35	0	0.00	0.00	NA	100.00	100.00	83.75	100.00	NA
66		Airtel	0.04	0.02	99.47	0.09	0.09	0.43	0.66	99.11	0	0.02	0.04	100.00	100.00	95.00	94.00	100.00	100.00
67		BSNL	1.67	1.20	98.00	0.17	0.50	1.53	2.47	97.07	0	0.10	0.10	100.00	100.00	100.00	62.00	100.00	100.00
68		Idea	0.01	0.00	99.84	0.32	0.65	0.73	2.74	97.88	0	0.09	0.00	100.00	100.00	99.99	93.92	100.00	100.00
69		MTS	0.23	0.00	99.34	0.01	0.01	0.51	1.63	99.37	0	**	**	**	**	**	**	**	**
70		RCOM CDMA	0.12	0.09	99.19	0.00	0.05	0.02	0.23	99.75	0	0.10	0.07	100.00	100.00	98.98	91.45	100.00	100.00
		RCOM GSM	0.11	0.06	99.76	0.04	0.03	0.08	0.17	99.21	0	0.09	0.09	100.00	100.00	98.91	92.75	100.00	100.00
71		TATA CDMA	0.03	0.00	98.65	0.00	0.06	0.46	0.97	99.72	0	0.00	0.00	100.00	100.00	96.83	96.53	100.00	100.00
		TATA GSM	0.03	0.02	98.78	0.04	0.41	0.49	0.49	97.95	0	0.00	0.00	100.00	100.00	99.35	91.45	100.00	100.00
72		Uninor	1.34	0.00	99.01	0.00	0.00	1.08	0.00	99.73	0	NA	NA	NA	NA	NA	NA	NA	NA
73	Videocon	0.07	0.03	98.60	0.09	0.29	0.75	1.45	98.36	0	NA	0.05	100.00	100.00	95.74	91.00	NA	NA	
74	Vodafone	0.05	0.15	99.79	0.15	0.21	0.82	1.04	97.53	0	0.02	0.00	100.00	100.00	100.00	85.92	100.00	100.00	
75	J & K	Aircel	0.63	1.97	96.37	0.22	1.87	0.85	2.95	95.24	0	0.01	0.01	100.00	100.00	100.00	89.81	99.60	100.00
76		Airtel	0.05	0.18	99.23	0.09	0.08	0.72	1.08	98.94	0	0.03	0.07	100.00	100.00	100.00	92.00	100.00	100.00
77		BSNL	1.83	1.87	97.67	0.63	1.70	1.73	2.77	97.00	0	0.10	0.10	100.00	100.00	100.00	80.00	100.00	100.00
78		Idea	0.39	1.78	99.28	0.15	0.30	1.15	2.55	95.59	0	0.03	0.08	100.00	100.00	95.77	95.50	100.00	100.00
79		MTS	0.22	0.00	100.00	0.00	0.00	0.00	0.00	99.99	0	**	**	**	**	**	**	**	**
80		RCOM GSM	0.50	1.22	99.47	0.02	0.10	0.12	0.34	99.10	0	0.10	0.10	100.00	100.00	98.58	95.67	100.00	100.00
81		TATA CDMA	0.06	0.00	99.09	0.00	0.19	0.70	2.16	99.00	0	**	**	**	**	**	**	**	**
82		Uninor	1.02	0.00	99.85	0.00	0.00	1.20	2.56	99.75	0	NA	NA	NA	NA	NA	NA	NA	NA
83		Vodafone	0.10	0.71	99.48	0.03	0.52	0.98	2.79	98.47	0	0.17	0.12	100.00	100.00	100.00	95.35	100.00	100.00
84		KOL	Aircel	0.21	1.39	97.88	0.12	0.07	0.70	1.35	97.25	3	0.01	0.01	100.00	100.00	100.00	38.73	100.00
85	Airtel		0.02	0.00	99.85	0.03	0.03	0.51	0.07	99.04	0	0.02	0.01	100.00	100.00	100.00	90.00	100.00	100.00
86	BSNL		0.63	1.90	99.00	0.43	0.73	0.77	2.90	99.80	0	0.00	NR	NR	NR	NR	NR	NR	NR
87	Idea		0.34	0.41	99.20	0.12	0.25	0.76	0.36	97.89	1	0.06	0.00	100.00	100.00	97.71	92.76	100.00	100.00
88	MTS		0.00	0.00	99.80	0.00	0.02	0.52	0.63	99.74	0	0.00	0.05	100.00	100.00	100.00	90.84	100.00	100.00
89	RCOM CDMA		0.10	0.00	99.29	0.00	0.02	0.06	0.43	99.75	0	0.10	0.10	100.00	100.00	99.51	93.22	100.00	100.00
90	RTL		0.10	0.22	99.26	0.02	0.03	0.08	0.15	99.32	0	0.10	0.10	100.00	100.00	98.89	95.73	100.00	100.00
91	TATA CDMA		0.03	0.00	99.00	0.00	0.05	0.65	2.20	97.19	0	0.00	0.00	100.00	100.00	99.60	92.34	100.00	100.00
	TATA GSM		0.01	0.00	98.55	0.06	0.11	0.75	1.18	98.02	0	0.00	0.00	100.00	100.00	99.30	89.01	99.95	100.00
92	Uninor		0.03	0.09	99.44	0.11	0.00	0.97	1.48	99.10	0	NA	NA	NA	NA	NA	NA	NA	NA
93	Vodafone	0.03	0.07	99.49	0.10	0.51	0.75	1.86	97.76	0	0.02	0.07	100.00	100.00	100.00	92.09	100.00	100.00	
94	KR	Aircel	1.01	1.57	99.38	0.23	0.11	0.99	2.29	98.50	0	0.00	0.00	100.00	100.00	100.00	98.04	NA	100.00
95		Airtel	0.01	0.00	99.90	0.01	0.01	0.15	0.54	99.91	0	0.01	0.05	100.00	100.00	100.00	90.00	100.00	100.00
96		BSNL	0.43	0.83	98.00	0.40	1.97	0.60	1.83	99.90	0	0.00	0.00	100.00	100.00	100.00	93.20	100.00	100.00
97		Idea	0.04	0.02	99.67	0.24	0.69	0.48	1.12	97.08	0	0.09	0.04	100.00	100.00	91.76	96.24	100.00	100.00
98		MTS	0.03	0.00	99.36	0.00	0.00	0.28	1.86	100.00	0	0.00	0.03	100.00	100.00	95.00	99.46	100.00	100.00
99		RCOM CDMA	0.02	0.00	99.41	0.00	0.02	0.01	0.17	99.75	0	0.10	0.02	100.00	100.00	99.27	95.46	100.00	100.00
		RCOM GSM	0.02	0.00	99.85	0.01	0.01	0.09	0.12	99.41	0	0.10	0.10	100.00	100.00	99.10	90.40	100.00	100.00
100		TATA CDMA	0.01	0.00	99.05	0.00	0.01	0.52	0.93	99.13	0	0.00	0.00	100.00	100.00	99.56	95.00	100.00	100.00
		TATA GSM	0.01	0.00	98.91	0.03	0.03	0.54	0.76	98.22	0	0.00	0.00	100.00	100.00	99.48	92.55	100.00	100.00
101		Uninor	1.72	0.00	99.34	0.00	0.00	1.37	2.69	98.21	0	NA	NA	NA	NA	NA	NA	NA	NA
102	Vodafone	0.01	0.01	98.99	0.24	1.01	0.68	0.84	96.99	0	0.09	0.00	100.00	100.00	100.00	89.38	100.00	100.00	

Annexure 4.1 (Contd.)

103	KTK	Aircel	0.05	0.03	99.27	0.03	0.19	0.84	1.89	98.33	0	0.02	0.00	100.00	100.00	100.00	83.47	100.00	100.00
104		Airtel	0.24	0.56	99.61	0.10	0.09	0.17	0.74	99.52	0	0.02	0.02	100.00	100.00	98.00	96.00	100.00	100.00
105		BSNL	0.97	1.80	98.33	0.30	1.40	1.23	2.23	96.33	0	0.00	0.00	100.00	100.00	99.00	91.60	100.00	100.00
106		Idea	0.07	0.22	98.02	0.31	0.95	0.89	2.37	97.01	0	0.13	0.01	100.00	100.00	99.19	99.57	100.00	100.00
107		MTS	0.06	0.00	99.27	0.00	0.27	0.22	0.51	98.26	0	0.08	0.01	100.00	100.00	96.23	97.86	100.00	100.00
108		RCOM CDMA	0.35	1.35	99.13	0.00	0.01	0.01	0.18	99.78	0	0.10	0.05	100.00	100.00	98.52	92.45	100.00	100.00
		RCOM GSM	0.32	1.40	99.69	0.02	0.06	0.10	0.14	99.32	0	0.10	0.09	100.00	100.00	99.00	92.07	100.00	100.00
109		TATA CDMA	0.03	0.00	99.14	0.00	0.01	0.35	0.35	98.76	0	0.00	0.00	99.77	100.00	99.29	96.91	100.00	100.00
		TATA GSM	0.05	0.07	98.77	0.04	0.13	0.62	2.30	98.35	0	0.00	0.00	100.00	100.00	99.58	87.56	100.00	100.00
110		Uninor	1.58	0.00	99.54	0.00	0.00	0.86	0.00	99.36	0	NA	NA	NA	NA	NA	NA	NA	NA
111		Vodafone	0.14	0.79	99.51	0.29	0.49	0.70	2.93	98.56	0	0.09	0.07	100.00	100.00	100.00	75.68	100.00	100.00
112	MB	MTS	0.04	0.00	99.46	0.00	0.00	0.33	1.98	100.00	0	0.09	0.02	100.00	100.00	97.00	97.27	100.00	100.00
113		Aircel	0.05	0.40	98.33	0.03	0.08	0.73	1.40	97.71	0	0.03	0.73	100.00	100.00	100.00	48.13	100.00	100.00
114		Airtel	0.00	0.00	99.99	0.00	0.00	0.34	0.00	99.93	0	0.01	0.01	100.00	100.00	99.00	90.00	100.00	100.00
115		Idea	0.02	0.00	99.28	0.11	0.24	1.73	2.65	98.65	0	0.07	0.04	100.00	100.00	95.52	93.00	100.00	100.00
116		Loop Mobile	0.01	0.00	99.20	0.04	0.02	0.55	0.59	98.20	0	0.01	0.02	100.00	100.00	99.32	98.89	100.00	100.00
117		MTNL CDMA	0.70	0.16	98.68	0.81	0.01	1.22	1.37	97.77	0	0.08	0.04	100.00	100.00	95.50	91.14	100.00	100.00
		MTNL GSM	0.58	1.46	97.68	0.09	0.06	0.81	1.86	97.45	0	0.08	0.01	100.00	100.00	95.99	95.56	100.00	100.00
118		RCOM CDMA	0.21	0.18	99.32	0.00	0.02	0.11	0.33	99.75	0	0.10	0.07	100.00	100.00	99.04	88.75	100.00	100.00
		RCOM GSM	0.17	0.18	99.66	0.04	0.06	0.09	0.15	99.35	0	0.10	0.09	100.00	100.00	99.10	87.98	100.00	100.00
119		TATA CDMA	0.12	0.45	99.15	0.00	0.02	0.54	2.03	97.34	0	0.00	0.00	99.53	100.00	99.29	91.57	100.00	100.00
		TATA GSM	0.01	0.00	99.60	0.11	0.18	0.80	1.63	98.16	0	0.00	0.00	99.90	100.00	99.52	80.69	100.00	100.00
120	Uninor	0.03	0.00	98.92	0.10	0.09	1.54	1.89	97.26	0	NA	NA	NA	NA	NA	NA	NA	NA	
121	Vodafone	0.01	0.01	99.48	0.10	0.52	0.79	2.57	96.48	0	0.08	0.02	100.00	100.00	99.75	88.33	100.00	100.00	
122	MH	Aircel	0.01	0.00	99.66	0.04	0.03	0.61	1.89	98.31	0	0.05	1.74	99.99	100.00	100.00	26.17	100.00	100.00
123		Airtel	0.02	0.01	99.86	0.02	0.04	0.46	0.63	99.39	0	0.01	0.01	100.00	100.00	100.00	92.00	100.00	100.00
124		BSNL	1.97	1.87	95.00	0.77	1.97	1.93	2.93	97.87	0	0.00	0.10	100.00	100.00	100.00	95.90	100.00	100.00
125		Idea	0.31	1.71	98.38	0.63	0.85	1.09	2.31	97.10	0	0.05	0.01	99.99	100.00	99.09	99.38	100.00	100.00
126		MTS	0.14	0.00	99.38	0.00	0.05	0.31	2.16	100.00	0	0.09	0.08	100.00	100.00	100.00	90.77	100.00	100.00
127		RCOM CDMA	0.35	1.08	99.25	0.00	0.03	0.14	0.19	99.77	0	0.10	0.07	100.00	100.00	98.88	86.66	100.00	100.00
		RCOM GSM	0.47	1.61	99.46	0.05	0.09	0.10	0.15	99.20	0	0.10	0.10	100.00	100.00	98.81	90.60	100.00	100.00
128		TATA CDMA	0.03	0.19	98.17	0.00	0.49	1.05	2.45	96.54	0	0.00	0.00	100.00	100.00	97.87	93.28	100.00	100.00
		TATA GSM	0.01	0.02	99.35	0.16	0.17	0.67	2.54	97.54	0	0.00	0.00	100.00	100.00	99.25	94.82	100.00	100.00
129		Uninor	0.14	0.72	98.17	0.23	0.33	0.93	1.40	98.19	0	NA	0.02	100.00	NA	95.25	82.27	NA	NA
130		Vodafone	0.09	0.35	99.34	0.41	0.66	0.76	2.36	97.41	0	0.05	0.04	100.00	100.00	99.95	95.11	100.00	100.00
131	MP	Aircel	0.91	1.56	99.42	0.07	0.00	0.68	2.60	99.26	0	0.00	0.00	NA	100.00	100.00	93.85	NA	NA
132		Airtel	0.10	0.20	99.45	0.07	0.09	0.47	0.91	98.86	0	0.01	0.00	100.00	100.00	100.00	93.00	100.00	100.00
133		BSNL	1.20	1.82	96.17	0.38	1.33	1.90	2.93	98.27	0	0.05	0.10	100.00	100.00	99.00	94.50	100.00	100.00
134		Idea	5.20	10.58	99.06	0.09	0.25	0.45	1.94	98.91	0	0.10	0.01	100.00	100.00	99.55	93.57	100.00	66.67
135		MTS	0.38	0.00	98.68	0.00	0.02	0.69	2.44	99.10	0	**	**	**	**	**	**	**	**
136		RCOM CDMA	0.41	1.18	99.16	0.00	0.01	0.05	0.35	99.85	0	0.10	0.10	100.00	100.00	98.74	80.59	100.00	100.00
137		RTL	0.26	1.34	99.16	0.03	0.18	0.12	0.69	99.17	0	0.10	0.09	100.00	100.00	98.97	86.58	100.00	100.00
138		TATA CDMA	0.01	0.00	98.91	0.00	0.04	0.74	1.02	99.17	0	0.00	0.00	100.00	100.00	98.91	94.05	100.00	100.00
		TATA GSM	0.00	0.00	98.52	0.03	0.04	0.66	1.36	98.39	0	0.00	0.00	100.00	100.00	99.36	92.79	100.00	100.00
139		Uninor	0.90	0.00	99.45	0.00	0.00	0.79	1.83	99.47	0	NA	NA	NA	NA	NA	NA	NA	NA
140		Videcon	0.26	0.43	98.95	0.11	0.27	0.67	0.69	98.43	0	NA	0.01	100.00	100.00	98.07	96.32	NA	NA
141	Vodafone	0.03	0.00	99.59	0.13	0.41	0.85	1.59	98.53	0	0.05	0.05	100.00	100.00	100.00	93.44	100.00	100.00	

Annexure 4.1 (Contd.)

142	NE	Aircel	1.57	2.96	97.47	0.44	1.79	1.28	3.34	95.63	0	0.01	0.02	100.00	100.00	100.00	94.88	100.00	100.00
143		Airtel	0.32	0.42	98.94	0.13	0.38	1.10	0.87	98.91	0	0.00	0.01	100.00	100.00	100.00	89.00	100.00	100.00
144		BSNL	1.52	3.83	97.50	0.95	1.88	2.35	2.82	96.53	0	0.05	0.05	100.00	100.00	90.50	68.50	100.00	100.00
145		Idea	1.62	1.76	95.54	0.87	1.90	1.60	2.87	95.42	0	0.00	0.00	100.00	100.00	97.28	96.05	100.00	100.00
146		MTS	1.61	0.00	98.72	0.00	0.00	1.50	0.00	99.66	0	**	**	**	**	**	**	**	**
147		RTL	0.46	1.38	99.16	0.04	0.14	0.18	0.69	99.23	0	0.06	0.10	100.00	100.00	98.35	90.22	100.00	100.00
148		TATA CDMA	0.06	0.00	99.19	0.00	0.04	0.23	0.18	99.20	0	**	**	**	**	**	**	**	**
149		Uninor	0.76	0.00	99.37	0.00	0.00	1.18	2.70	99.77	0	NA	NA	NA	NA	NA	NA	NA	NA
150		Vodafone	1.86	1.94	99.11	0.34	0.89	0.81	2.81	97.09	0	0.03	0.01	100.00	100.00	99.99	75.08	100.00	100.00
151	OR	Aircel	0.36	2.79	98.19	0.77	1.23	1.25	2.82	95.82	0	0.01	0.09	100.00	100.00	100.00	71.85	100.00	100.00
152		Airtel	0.09	0.60	99.59	0.03	0.13	0.53	1.03	99.01	0	0.01	0.00	100.00	100.00	100.00	91.00	100.00	100.00
153		BSNL	0.70	0.53	98.00	0.90	1.80	1.93	2.83	98.00	0	0.00	0.00	100.00	100.00	95.00	93.60	100.00	100.00
154		Idea	0.18	1.02	99.21	0.17	0.11	0.27	0.89	95.96	0	0.04	0.00	100.00	100.00	98.65	99.33	100.00	100.00
155		MTS	0.69	0.00	97.15	0.00	0.00	1.32	0.00	97.43	0	**	**	**	**	**	**	**	**
156		RCOM CDMA	0.21	0.13	99.45	0.00	0.03	0.03	0.40	99.80	0	0.10	0.10	100.00	100.00	98.23	94.02	100.00	100.00
157		RTL	0.03	0.03	99.29	0.08	0.11	0.11	0.72	99.22	0	0.10	0.09	100.00	100.00	98.86	88.23	100.00	100.00
158		TATA CDMA	0.01	0.00	98.70	0.00	0.02	0.76	0.80	99.13	0	0.00	0.00	100.00	100.00	99.83	95.63	100.00	100.00
158		TATA GSM	0.02	0.07	99.25	0.03	0.14	0.46	0.18	97.97	0	0.00	0.00	100.00	100.00	96.73	90.53	100.00	100.00
159	Uninor	1.67	0.00	99.13	0.00	0.00	1.25	2.70	98.78	0	NA	NA	NA	NA	NA	NA	NA	NA	
160	Vodafone	0.09	0.17	98.64	0.22	1.36	0.96	2.06	98.10	0	0.69	0.04	100.00	100.00	99.99	96.50	100.00	100.00	
161	PB	Aircel	0.07	0.00	98.28	0.13	0.05	0.61	1.07	98.12	0	0.04	0.00	100.00	100.00	100.00	80.72	99.72	100.00
162		Airtel	0.03	0.04	99.31	0.04	0.11	0.54	0.93	99.02	0	0.02	0.02	100.00	100.00	88.00	95.00	100.00	100.00
163		BSNL	0.23	1.10	98.33	0.83	1.07	2.00	3.00	95.40	0	0.00	0.00	100.00	100.00	100.00	62.00	100.00	100.00
164		Idea	0.04	0.05	98.06	0.12	0.65	0.73	0.90	97.84	0	0.04	0.01	100.00	100.00	99.93	97.80	100.00	100.00
165		MTS	0.79	0.00	99.34	0.00	0.00	0.57	1.51	99.25	0	**	**	**	**	**	**	**	**
166		QTL CDMA	0.63	0.00	98.53	0.78	1.35	1.29	0.83	97.58	0	0.00	0.00	100.00	100.00	100.00	94.00	100.00	100.00
166		QTL GSM	0.07	0.22	98.47	0.11	0.15	0.91	1.50	97.73	0	0.00	0.04	100.00	100.00	95.15	91.00	NA	NA
167		RCOM CDMA	0.09	0.00	99.16	0.00	0.02	0.04	0.31	99.70	0	0.10	0.06	100.00	100.00	99.03	86.65	100.00	100.00
167		RCOM GSM	0.08	0.02	99.53	0.02	0.09	0.09	0.23	99.32	0	0.10	0.09	100.00	100.00	98.97	83.66	100.00	100.00
168	TATA CDMA	0.03	0.00	98.81	0.00	0.06	0.55	0.36	99.00	0	0.00	0.00	100.00	100.00	98.40	96.99	100.00	100.00	
168	TATA GSM	0.02	0.00	99.20	0.01	0.05	0.51	0.96	97.92	0	0.00	0.00	100.00	100.00	99.30	96.90	100.00	100.00	
169	Uninor	1.18	0.00	99.11	0.00	0.00	0.93	2.38	99.46	0	NA	NA	NA	NA	NA	NA	NA	NA	
170	Vodafone	0.03	0.06	99.78	0.05	0.22	0.71	1.68	97.75	0	0.14	0.00	100.00	100.00	100.00	96.57	100.00	100.00	
171	RJ	Aircel	0.06	0.21	96.93	0.06	0.65	0.68	0.30	97.35	0	0.01	0.00	100.00	100.00	100.00	76.07	100.00	100.00
172		Airtel	0.14	0.24	99.15	0.23	0.53	1.29	2.56	98.91	0	0.01	0.00	100.00	100.00	100.00	94.00	100.00	100.00
173		BSNL	1.90	1.97	99.00	0.40	1.13	1.63	3.00	98.30	0	0.10	0.10	100.00	100.00	99.00	93.00	100.00	100.00
174		Idea	0.09	0.13	98.50	0.39	0.95	1.45	2.57	95.59	0	0.08	0.05	100.00	100.00	94.74	98.81	99.65	33.33
175		MTS	0.06	0.02	98.96	0.00	0.54	0.82	1.43	98.39	0	0.06	0.07	100.00	100.00	98.72	91.19	100.00	100.00
176		RCOM CDMA	0.40	1.34	99.15	0.00	0.01	0.03	0.31	99.72	0	0.10	0.09	100.00	100.00	98.95	82.52	100.00	100.00
176		RCOM GSM	0.27	1.18	99.56	0.03	0.09	0.10	0.24	99.34	0	0.10	0.09	100.00	100.00	99.00	92.36	100.00	100.00
177		TATA CDMA	0.02	0.00	99.01	0.00	0.04	0.49	2.50	99.53	0	0.00	0.00	100.00	100.00	99.64	92.03	100.00	100.00
177		TATA GSM	0.03	0.00	98.30	0.02	0.02	0.66	0.88	98.78	0	0.00	0.00	99.84	100.00	99.46	86.11	100.00	100.00
178	Uninor	1.26	0.00	98.99	0.00	0.00	1.26	2.08	99.18	0	NA	NA	NA	NA	NA	NA	NA	NA	
179	Vodafone	0.24	1.20	99.85	0.12	0.15	0.82	1.16	97.14	0	0.09	0.08	100.00	100.00	100.00	94.00	100.00	100.00	

Annexure 4.1 (Contd.)

180	TN	Airtel	1.01	0.57	98.44	0.78	1.10	0.70	0.91	95.05	0	0.03	0.00	99.91	100.00	100.00	81.34	99.84	100.00
181		Airtel	0.01	0.01	99.85	0.03	0.02	0.14	0.29	99.51	0	0.01	0.00	100.00	100.00	100.00	96.00	100.00	100.00
182		BSNL	0.47	1.63	98.00	0.10	0.37	0.77	1.97	99.00	0	0.00	0.00	100.00	100.00	100.00	95.00	100.00	100.00
183		Idea	0.01	0.00	99.66	0.07	0.10	0.45	0.65	97.25	0	0.07	0.01	100.00	100.00	99.45	96.73	100.00	100.00
184		MTS	0.03	0.00	99.31	0.00	0.00	0.37	1.45	99.58	0	0.00	0.01	100.00	100.00	99.76	99.76	100.00	100.00
185		RCOM CDMA	0.22	0.80	99.21	0.00	0.00	0.01	0.14	99.78	0	0.10	0.04	100.00	100.00	97.64	93.33	100.00	100.00
		RCOM GSM	0.24	1.16	99.62	0.03	0.10	0.06	0.12	99.32	0	0.10	0.09	100.00	100.00	98.97	88.58	100.00	100.00
186		TATA CDMA	0.01	0.00	98.80	0.00	0.21	0.78	1.47	98.93	0	0.00	0.00	100.00	100.00	99.32	94.48	100.00	100.00
		TATA GSM	0.06	0.31	98.68	0.04	0.03	0.58	0.73	98.20	0	0.01	0.00	100.00	100.00	98.49	92.46	100.00	100.00
187		Uninor	1.67	0.00	99.29	0.00	0.00	1.15	2.70	99.05	0	NA	NA	NA	NA	NA	NA	NA	NA
188	Vodafone	0.07	0.39	99.49	0.13	0.51	0.74	1.28	97.66	0	0.03	0.00	100.00	100.00	100.00	88.30	100.00	100.00	
189	Airtel	0.36	1.72	98.71	0.71	0.26	0.37	0.41	96.54	0	0.00	0.00	100.00	100.00	100.00	44.69	100.00	100.00	
190	UP(E)	Airtel	1.81	0.40	99.61	0.07	0.21	0.90	2.63	98.57	0	0.03	0.01	100.00	100.00	81.00	91.00	100.00	100.00
191		BSNL	0.96	1.79	97.00	0.73	1.57	1.60	2.63	97.33	0	0.07	0.06	100.00	100.00	98.00	96.00	100.00	100.00
192		Idea	0.13	0.60	99.97	0.62	1.76	1.05	2.95	96.22	0	0.12	0.02	100.00	100.00	99.93	97.11	100.00	33.33
193		MTS	0.16	0.00	99.57	0.00	0.00	0.44	0.45	99.99	0	0.09	0.01	100.00	100.00	100.00	97.67	100.00	100.00
194		RCOM CDMA	0.48	1.32	99.06	0.00	0.03	0.05	0.27	99.80	0	0.10	0.10	100.00	100.00	97.75	75.13	100.00	100.00
		RCOM GSM	0.36	1.39	99.27	0.06	0.09	0.16	0.19	99.23	0	0.09	0.10	100.00	100.00	99.00	68.94	100.00	100.00
195		TATA CDMA	0.02	0.00	98.66	0.00	0.06	0.52	1.94	98.37	0	0.00	0.00	100.00	100.00	98.50	97.09	100.00	100.00
		TATA GSM	0.02	0.01	98.44	0.05	0.45	0.85	1.94	97.60	0	0.01	0.00	100.00	100.00	99.40	93.85	99.96	100.00
196		Uninor	0.28	1.23	95.31	0.64	1.97	1.32	2.42	96.15	0	NA	0.00	100.00	NA	95.42	91.36	NA	NA
197		Videocon	0.13	0.61	99.94	0.25	0.00	0.10	0.00	98.74	0	NA	0.00	100.00	100.00	NA	NA	NA	NA
198	Vodafone	0.31	1.73	98.55	0.37	1.45	1.30	2.45	95.96	0	0.15	0.04	100.00	100.00	100.00	92.67	100.00	100.00	
199	Airtel	0.44	1.49	98.16	0.26	0.90	0.42	2.81	97.70	0	0.00	0.00	NA	100.00	100.00	94.01	100.00	96.00	
200	Airtel	0.06	0.01	99.48	0.09	0.25	0.39	0.50	99.62	0	0.02	0.01	100.00	100.00	100.00	91.00	100.00	100.00	
201	BSNL	0.88	3.19	96.59	0.79	1.44	1.86	3.80	97.32	0	0.00	0.00	99.50	100.00	97.50	91.00	100.00	100.00	
202	Idea	0.10	0.52	99.86	0.54	0.97	0.74	2.93	99.92	0	0.10	0.00	100.00	100.00	99.43	94.32	100.00	100.00	
203	MTS	0.17	0.00	99.56	0.00	0.00	0.45	1.45	99.23	0	0.08	0.00	100.00	100.00	100.00	97.99	100.00	100.00	
204	RCOM CDMA	0.43	1.10	99.06	0.00	0.02	0.06	0.36	99.78	0	0.10	0.10	100.00	100.00	97.65	93.73	100.00	100.00	
	RCOM GSM	0.37	1.28	99.54	0.04	0.06	0.13	0.25	99.20	0	0.10	0.10	100.00	100.00	98.93	75.92	100.00	100.00	
205	TATA CDMA	0.05	0.00	98.95	0.00	0.09	0.55	0.61	97.97	0	0.01	0.00	100.00	100.00	99.30	94.28	100.00	100.00	
	TATA GSM	0.07	0.08	98.87	0.03	0.13	0.68	1.61	98.14	0	0.01	0.00	100.00	100.00	99.50	95.35	99.97	100.00	
206	Uninor	0.19	0.52	96.37	0.47	1.86	1.20	1.65	95.14	0	NA	0.02	100.00	NA	96.09	92.01	NA	NA	
207	Videocon	0.04	0.37	97.49	0.10	0.84	0.00	0.00	98.33	0	NA	0.00	100.00	100.00	NA	NA	NA	NA	
208	Vodafone	0.34	1.69	99.31	0.27	0.69	0.92	1.21	97.29	0	0.03	0.00	100.00	100.00	100.00	89.70	100.00	100.00	
209	Airtel	0.89	1.68	96.74	0.40	1.44	1.80	2.93	95.55	2	0.05	0.02	100.00	100.00	100.00	61.94	100.00	100.00	
210	Airtel	0.06	0.11	99.54	0.05	0.07	0.55	0.85	99.56	0	0.00	0.01	100.00	100.00	98.00	90.00	100.00	100.00	
211	BSNL	1.45	2.28	97.50	0.58	1.02	1.13	3.48	97.22	0	0.10	0.10	100.00	95.00	0.00	0.00	100.00	100.00	
212	Idea	0.03	0.15	96.23	0.27	1.79	1.07	1.95	95.86	2	0.03	0.01	100.00	100.00	99.27	95.24	100.00	100.00	
213	MTS	0.10	0.22	99.55	0.00	0.09	0.94	2.23	99.55	0	0.00	0.04	100.00	100.00	100.00	90.25	100.00	100.00	
214	RCOM CDMA	0.29	0.64	99.23	0.00	0.03	0.06	0.27	99.68	0	0.09	0.10	100.00	100.00	99.55	93.22	100.00	100.00	
215	RTL	0.21	0.88	99.28	0.03	0.12	0.12	0.53	99.18	0	0.09	0.09	100.00	100.00	98.91	92.18	100.00	100.00	
	TATA CDMA	0.03	0.00	98.79	0.00	0.02	0.69	1.14	99.07	0	0.00	0.01	100.00	100.00	99.64	94.58	100.00	100.00	
216	TATA GSM	0.01	0.00	98.46	0.03	0.41	0.77	2.10	98.10	0	0.00	0.00	100.00	100.00	96.69	85.55	100.00	100.00	
217	Uninor	0.10	0.36	98.70	0.11	0.06	1.57	1.39	96.03	0	NA	NA	NA	NA	NA	NA	NA	NA	
218	Vodafone	0.02	0.05	98.87	0.66	1.13	1.14	2.09	95.17	0	0.01	0.03	100.00	100.00	100.00	91.24	100.00	100.00	

Note:

** indicates not operational

NA : Not Applicable

Airtel : CH* included in TN for customer related parameters only

RCOM CDMA & RCOM GSM : CN included in TN for Network Related parameters only

RCOM GSM : Percentage of calls answered by the operators has been reported combined for TN and CH for customer related parameters only.

RCOM CDMA : Percentage of calls answered by the operators has been reported combined for TN and CH for customer related parameters only. Percentage of calls answered by the operators has been reported combined for WB and KOL for customer related parameters only.

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

Performance Monitoring Report of Basic Service (Wireline) for Quarter Ending March, 2013																				
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						Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and Billing creditibility - post paid	Metering and billing creditibility - 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
1	A&N	BSNL	2.56	83.26%	93.45%	98.07%		7.70	64.94%	NA	NIL	NR	NR	NR	with in 4 days	NR	NR	100.00%	100.00%	
2	AP	TTSL	4.10	98.33%	100.00%	100.00%		5.04	96.73%	NA	0.00%	0.07%	NA	100.00%	100.00%	98.67%	92.30%	100.00%	100.00%	
3		Bharti	1.58	96.22%	100.00%	NA		2.92	94.14%	NA	0.00%	0.03%	NA	100.00%	100.00%	98.49%	92.80%	100.00%	100.00%	
4		RCL	0.28	100.00%	100.00%	NA		1:06	NA	87.97%	0.00%	0.01%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%	
5		BSNL	3.95	80.49%	89.87%	98.27%	0	4.90	71.85%	NA	NIL	0.00%	0.24%	100.00%	with in 4 days	94.00%	DNF	97.56%	100.00%	
6		Vodafone	0.10	93.75%	100.00%	NA		5:18	91.64%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	100.00%	NA	
7	ASM	TTSL	NA	NA	NA	NA		0:00	NA	NA	0.00%	NA	NA	NA	NA	NA	NA	0.00%	0.00%	
8		BSNL	3.55	96.29%	100.00%	NR		3:62	70.11%	NA	NIL	0.01%	NR	NR	NR	NR	NR	100.00%	100.00%	
9		Vodafone	2.83	100.00%	100.00%	NA		1:34	94.23%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	NA	NA	
10	BR	TTSL	1.30	100.00%	100.00%	100.00%		3:32	83.75%	NA	0.00%	0.00%	NA	NA	NA	98.43%	91.31%	0.00%	0.00%	
11		RCL	0.00	NA	NA	NA		NR	NA	96.71%	0.00%	NIL	NA	NIL	NIL	96.00%	92.85%	100.00%	100.00%	
12		BSNL	2.66	94.98%	100.00%	100.00%	401	5.42	71.87%	NA	NIL	0.00%	NR	100.00%	100.00%	NR	NR	98.24%	100.00%	
13	CH	TTSL	0.40	100.00%	100.00%	100.00%		6:45	99.94%	NA	0.00%	0.04%	NA	100.00%	NA	98.57%	91.34%	100.00%	0.00%	
14		RCL	0.90	100.00%	100.00%	NA		1:20	NA	86.73%	0.00%	0.03%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%	
15		BSNL	8.33	64.96%	78.87%	94.66%		57.78	85.06%	NA	NIL	0.01%	NR	100.00%	100.00%	NR	NR	75.47%	100.00%	
16	CHHAT TISGARH	BSNL	3.95	97.32%	99.32%	100.00%		10.93	70.16%	NA	NIL	NR	NR	NR	NR	NR	NR	100.00%	100.00%	
17	CN	Vodafone	0.50	100.00%	100.00%	NA		1:03	92.67%	NA	0.00%	0.77%	NA	100.00%	100.00%	100.00%	95.00% in 15 secs	NA	NA	
18	DL	MTNL	8.17	85.67%	93.80%	NA	19115	4.25	54.75%	NA	0.00%	0.03%	NA	94.24%	NA	99.91%	99.03%	89.13%	100.00%	
19		TTSL	1.80	99.42%	100.00%	100.00%		3.88	98.08%	NA	0.00%	0.05%	NA	100.00%	100.00%	99.32%	92.24%	100.00%	0.00%	
20		Bharti	2.11	95.39%	100.00%	NA		4.99	95.10%	NA	0.00%	0.02%	NA	100.00%	100.00%	99.37%	97.08%	99.99%	100.00%	
21		RCL	0.14	100.00%	100.00%	NA		1:03	NA	91.26%	0.00%	0.02%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%	
22		Vodafone	0.20	100.00%	100.00%	NA		3:37	98.25%	NA	0.00%	0.23%	NA	100.00%	100.00%	100.00%	95.00% in 15 secs	100.00%	NA	
23	GJ	TTSL	2.30	99.51%	100.00%	100.00%		4.21	60.71%	NA	0.00%	0.04%	NA	100.00%	100.00%	99.06%	92.62%	100.00%	100.00%	
24		Bharti	0.93	97.44%	100.00%	NA		2:56	93.61%	NA	0.00%	0.01%	NA	100.00%	100.00%	99.97%	93.12%	100.00%	100.00%	
25	HP	RCL	0.68	100.00%	100.00%	NA		0:24	NA	87.81%	0.00%	0.02%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%	
26		BSNL	4.57	94.84%	100.00%	100.00%		5:56	69.39%	NA	NIL	NR	NR	NR	NR	NR	NR	100.00%	100.00%	
27		Vodafone	0.80	100.00%	100.00%	NA		3:02	98.94%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	100.00%	NA	
28	HP	TTSL	NA	NA	NA	NA		0.00	Not launched	Not launched	Not launched	NA	NA	NA	NA	NA	NA	0.00%	0.00%	
29		RCL	0.00	NA	NA	NA		NA	NA	80.78%	0.00%	NIL	NA	NIL	NIL	96.00%	92.85%	100.00%	100.00%	
30		BSNL	4.85	93.07%	98.36%	99.92%	382	6.05	68.43%	NA	NIL	0.07%	0.00%	100.00%	100.00%	98.00%	0.00%	100.00%	100.00%	

Annexure 4.2 (Contd.)

31	HR	TTSL	0.20	100.00%	100.00%	100.00%		4.51	99.99%	NA	0.00%	0.00%	NA	NA	NA	98.45%	91.32%	0.00%	0.00%
32		Bharti	4.23	95.49%	100.00%	NA		4.99	95.29%	NA	0.00%	0.00%	NA	100.00%	100.00%	96.99%	97.43%	100.00%	100.00%
33		RCL	0.00	NA	NA	NA		NA	NA	85.95%	0.00%	NIL	NA	NIL	NIL	96.00%	92.85%	100.00%	100.00%
34		BSNL	4.52	98.05%	100.00%	100.00%		6.30	78.08%	NA	NIL	NR	NR	NR	NR	NR	NR	100.00%	100.00%
35	J&K	TTSL	NA	NA	NA	NA		0.00	NA	NA	0.00%	NA	NA	NA	NA	NA	NA	0.00%	0.00%
36		BSNL	7.15	63.54%	76.23%	78.76%		7.52	66.84%	NA	NIL	0.01%	0.00%	100.00%	Nil	NR	NR	98.69%	100.00%
37	JHAR	BSNL	2.29	95.64%	100.00%	100.00%		5.97	71.80%	NA	NIL	NR	NR	NR	NR	NR	NR	100.00%	100.00%
38	KOL	TTSL	0.70	99.00%	100.00%	100.00%		4.95	96.58%	NA	0.00%	0.02%	NA	100.00%	NA	99.20%	92.47%	0.00%	0.00%
39		Bharti	1.61	99.26%	100.00%	NA		3.71	98.17%	NA	0.00%	0.01%	NA	100.00%	100.00%	100.00%	96.76%	100.00%	100.00%
40		RCL	0.57	100.00%	100.00%	NA		0:24	NA	80.02%	0.00%	0.05%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%
41		BSNL	8.80	34.53%	51.90%	0.00%		9.02	61.36%	NA	NIL	0.05%	0.62%	100.00%	100.00%	NR	NR	23.00%	100.00%
42		Vodafone	0.49	100.00%	100.00%	NA		1:59	70.43%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	NA	NA
43	KR	TTSL	0.20	100.00%	100.00%	100.00%		6.59	96.81%	NA	0.00%	0.03%	NA	100.00%	NA	99.05%	91.29%	0.00%	0.00%
44		Bharti	0.99	95.90%	100.00%	NA		2.71	93.85%	NA	0.00%	0.02%	NA	100.00%	100.00%	99.81%	95.48%	100.00%	100.00%
45		RCL	0.27	100.00%	100.00%	NA		1:51	NA	80.02%	0.00%	0.01%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%
46		BSNL	6.00	55.39%	73.75%	77.91%		100.04	72.40%	NA	NIL	0.01%	0.00%	100.00%	100.00%	NR	NR	92.63%	100.00%
47	KTK	TTSL	0.80	97.31%	100.00%	100.00%		4.70	85.53%	NA	0.00%	0.03%	NA	100.00%	NA	99.05%	92.57%	100.00%	100.00%
48		Bharti	2.64	92.96%	100.00%	NA		3.22	93.71%	NA	0.00%	0.04%	NA	100.00%	100.00%	99.81%	95.64%	100.00%	100.00%
49		RCL	0.13	100.00%	100.00%	NA		1:58	NA	82.63%	0.00%	0.01%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%
50		BSNL	6.73	69.70%	79.26%	94.40%		72.44	71.03%	NA	NIL	0.01%	NR	100.00%	NR	NR	NR	99.89%	100.00%
51		Vodafone	0.40	100.00%	100.00%	NA		2:13	90.22%	NA	0.00%	0.48%	NA	100.00%	100.00%	100.00%	95.00% in 15 secs	NA	NA
52	MH	TTSL	0.90	98.87%	100.00%	100.00%		6.20	98.36%	NA	0.00%	0.07%	NA	100.00%	100.00%	99.09%	91.66%	100.00%	100.00%
53		Bharti	0.90	99.28%	100.00%	NA		2.32	91.95%	NA	0.00%	0.01%	NA	100.00%	100.00%	99.97%	93.49%	100.00%	100.00%
54		RCL	0.26	100.00%	100.00%	NA		1:05	NA	87.18%	0.00%	0.01%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%
55		BSNL	5.67	42.96%	69.01%	85.45%		9.59	58.58%	NA	NIL	NR	NR	NR	NR	NR	NR	97.54%	100.00%
56		Vodafone	0.36	100.00%	100.00%	NA		3:03	87.67%	NA	0.00%	1.60%	NA	100.00%	100.00%	100.00%	95.00% in 15 secs	NA	NA
57	MP	TTSL	4.10	100.00%	100.00%	100.00%		2.68	100.00%	NA	0.00%	0.08%	NA	100.00%	NA	98.68%	91.81%	100.00%	0.00%
58		Bharti	4.72	96.50%	100.00%	NA		3.91	89.41%	NA	0.00%	0.04%	NA	100.00%	100.00%	99.82%	97.19%	100.00%	100.00%
59		RCL	0.69	100.00%	100.00%	NA		1:39	NA	88.81%	0.00%	0.03%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%
60		BSNL	3.34	96.10%	100.00%	100.00%		3.23	70.97%	NA	NIL	NR	NR	NR	NR	NR	NR	100.00%	100.00%
61		Vodafone	2.78	100.00%	100.00%	NA		0:24	88.66%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	NA	NA
62	MUM	TTSL	1.00	98.70%	100.00%	100.00%		5.06	98.72%	NA	0.00%	0.05%	NA	100.00%	100.00%	99.30%	92.28%	100.00%	100.00%
63		Bharti	0.39	98.33%	100.00%	NA		3.35	81.57%	NA	0.00%	0.00%	NA	100.00%	100.00%	100.00%	93.24%	100.00%	100.00%
64		MTNL	4.06	95.23%	98.07%	NA	17078	5.39	57.90%	78.24%	0.00%	0.02%	Nil	100.00%	NA	98.38%	97.09%	96.33%	100.00%
65		RCL	0.12	100.00%	100.00%	NA		1:00	NA	83.21%	0.00%	0.02%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%
66		Vodafone	0.11	100.00%	100.00%	NA		1:04	91.93%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	100.00%	NA
67	NE	TTSL	NA	NA	NA	NA		0.00	NA	NA	0.00%	NA	NA	NA	NA	NA	NA	0.00%	0.00%
68	NE-I	BSNL	3.61	93.90%	97.93%	98.38%		7.50	65.69%	NA	NIL	0.02%	NR	100.00%	100.00%	NR	NR	95.15%	100.00%
69	NE-II	BSNL	3.09	94.33%	100.00%	100.00%		5.69	61.30%	NA	NIL	NR	NR	NR	NR	NR	NR	78.17%	100.00%

Annexure 4.2 (Contd.)

70	OR	TTSL	0.50	100.00%	100.00%	100.00%		1.49	99.98%	NA	0.00%	0.05%	NA	100.00%	NA	98.07%	90.43%	0.00%	0.00%	
71		RCL	0.00	NA	NA	NA		NA	NA	88.49%	0.00%	0.01%	NA	NIL	NIL	96.00%	92.85%	100.00%	100.00%	
72		BSNL	3.91	96.65%	100.00%	100.00%		6.21	66.68%	NA	NIL	NR	NR	NR	NR	NR	NR	NR	99.02%	100.00%
73		Vodafone	1.94	100.00%	100.00%	NA		2:35	98.73%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	NA	NA	
74	PB	TTSL	1.30	100.00%	100.00%	100.00%		3.47	76.54%	NA	0.00%	0.00%	NA	NA	NA	98.59%	91.56%	100.00%	0.00%	
75		Bharti	2.31	97.63%	100.00%	NA		4.41	96.36%	NA	0.00%	0.01%	NA	100.00%	100.00%	96.99%	97.14%	100.00%	100.00%	
76		HFCL	3.02	92.24%	100.00%	0.00%		7.73	55.73%	NA	0.00%	0.00%	NA	100.00%	100.00%	100.00%	92.33%	100.00%	100.00%	
77		RCL	0.47	100.00%	100.00%	NA		1:47	NA	93.88%	0.00%	NIL	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%	
78		BSNL	5.12	82.39%	91.06%	99.28%		6.42	73.23%	NA	NIL	0.00%	NR	NR	100.00%	NR	NR	NR	100.00%	100.00%
79	Vodafone	0.59	100.00%	100.00%	NA		0:56	99.06%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	NA	NA		
80	Sistema	1.72	96.03%	100.00%	100.00%		4.74	90.51%	NA	NIL	0.08%	NA	100.00%	100.00%	99.00%	94.00%	100.00%	100.00%		
81	RJ	TTSL	0.00	NA	NA	NA		0.00	60.68%	NA	0.00%	0.00%	NA	NA	NA	99.14%	91.31%	0.00%	0.00%	
82		Bharti	1.25	97.05%	100.00%	NA		3.34	92.92%	NA	0.00%	0.02%	NA	100.00%	100.00%	100.00%	96.76%	100.00%	100.00%	
83		RCL	0.20	100.00%	100.00%	NA		5:15	NA	90.62%	0.00%	0.04%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%	
84		BSNL	4.32	97.27%	100.00%	100.00%		5.50	72.26%	NA	NIL	0.00%	0.00%	100.00%	100.00%	NR	NR	100.00%	100.00%	
85	Vodafone	0.40	100.00%	100.00%	NA		5:29	97.67%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	NA	NA		
86	TN	TTSL	0.00	NA	NA	NA		0.00	99.94%	NA	0.00%	0.00%	NA	NA	100.00%	98.57%	91.34%	0.00%	0.00%	
87		Bharti	2.62	94.31%	100.00%	NA		3.90	91.45%	NA	0.00%	0.07%	NA	100.00%	100.00%	100.00%	96.32%	100.00%	100.00%	
88		RCL	0.28	100.00%	100.00%	NA		2:43	NA	89.25%	0.00%	0.01%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%	
89		BSNL	5.08	66.29%	75.51%	93.79%		25.72	82.92%	NA	NIL	NR	NR	NR	NR	NR	NR	NR	100.00%	100.00%
90		Vodafone	2.61	100.00%	100.00%	NA		2:18	92.00%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	NA	NA	
91	UP-E	TTSL	2.00	100.00%	100.00%	100.00%		3.53	99.95%	NA	0.00%	0.00%	NA	NA	NA	98.34%	90.89%	0.00%	0.00%	
92		Bharti	2.92	96.82%	100.00%	NA		5.13	95.42%	NA	0.00%	0.01%	NA	100.00%	100.00%	100.00%	97.19%	100.00%	100.00%	
93		RCL	0.88	100.00%	100.00%	NA		1:01	NA	93.63%	0.00%	0.03%	NA	100.00%	100.00%	96.00%	92.85%	100.00%	100.00%	
94		BSNL	3.44	96.51%	99.72%	99.98%		5.86	75.07%	NA	NIL	NR	NR	NR	NR	NR	NR	NR	100.00%	100.00%
95	Vodafone	3.02	97.50%	100.00%	NA		7:47	96.91%	NA	0.00%	0.00%	NA	100.00%	NA	100.00%	95.00% in 15 secs	100.00%	NA		
96	UP-W	TTSL	0.40	100.00%	100.00%	100.00%		6.09	100.00%	NA	0.00%	0.00%	NA	NA	NA	98.50%	90.78%	0.00%	0.00%	
97		Bharti	2.38	98.93%	100.00%	NA		3.52	97.05%	NA	0.00%	0.00%	NA	100.00%	100.00%	100.00%	97.58%	100.00%	100.00%	
98		RCL	0.00	NA	NA	NA		NA	NA	91.30%	0.00%	NA	NA	NIL	NIL	96.00%	92.85%	100.00%	100.00%	
99		BSNL	4.54	95.99%	99.22%	99.77%	5.80	5.80	78.03%	99.75%	NIL	NR	NR	NR	NR	NR	NR	NR	99.75%	100.00%
100	UTT	BSNL	5.68	89.96%	92.03%	99.18%		4.65	68.23%	NA	NIL	NR	NR	NR	NR	NR	NR	NR	100.00%	100.00%
101	WB	TTSL	NA	NA	NA	NA		0.00	Not launched	Not launched	Not launched	NA	NA	NA	NA	NA	NA	0.00%	0.00%	
102		RCL	0.00	NA	NA	NA		NA	NA	81.94%	0.00%	NIL	NA	NIL	NIL	96.00%	92.85%	100.00%	100.00%	
103		BSNL	3.26	88.15%	91.46%	93.48%	358	9.75	64.00%	NA	NIL	0.05%	NR	NR	100.00%	NR	NR	NR	77.16%	100.00%
Benchmark not met				NR - Data Not Reported				NA - Not Applicable				DNF- Data not in format								

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 March, 2013

Sl. No.	Service Operators	Service Provisioning	Faults Repair		Billing Performance				Response Time to the Customer for assistance		Bandwidth utilisation/throughput					Packet Loss	Network latency (for wired broadband access)		
		%age of connections provided within 15 days of registration of demand	% of faults repaired by next working day (>90%)	% of faults repaired within 3 working day	Rent Rebate	%age of bills disputed	%age of billing complaints resolved within 4 weeks	%age of cases to whom refund of deposits is made within 60 days of closures	%age of calls answered by operator (Voice to voice) within 60 sec	%age of calls answered by operator (Voice to voice) within 90 sec	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	No. of Upstream links for international connectivity having bandwidth utilisation >90% during peak hours (TCBH)	% International bandwidth utilisation during peak hours (TCBH) (Enclose MRTG)<90%	Broadband Connection Speed available (do wload) 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/NDI	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	99.50%	77.70%	89.50%	58	NR	NR	NR	NR	NR	0	14	85.50%	94.00%	99.90%	1.10%	49.3	282	0
1.2	Assam	96.20%	68.10%	80.50%	12	NR	NR	NR	NR	NR				95.90%	99.90%				
1.3	Bihar	95.00%	23.90%	71.40%	0	NR	NR	NR	NR	NR				87.80%	99.90%				
1.4	Chhattisgarh	100.00%	94.30%	99.40%	16377	NR	NR	NR	NR	NR				92.70%	99.80%				
1.5	Chennai	85.00%	37.00%	78.30%	0	NR	NR	NR	NR	NR				85.50%	100.00%				
1.6	Gujrat	100.00%	94.10%	99.50%	120	NR	NR	NR	NR	NR				90.20%	99.70%				
1.7	Haryana	100.00%	93.70%	99.70%	192	NR	NR	NR	NR	NR				89.90%	99.60%				
1.8	Himachal Pradesh	100.00%	91.40%	99.70%	4	NR	NR	NR	NR	NR				85.60%	99.70%				
1.9	Jammu & Kashmir	100.00%	77.70%	89.90%	2	NR	NR	NR	NR	NR				90.20%	99.50%				
1.10	Jharkhand	99.50%	65.50%	81.60%	78	NR	NR	NR	NR	NR				94.50%	99.60%				
1.11	Karnataka	94.70%	65.10%	78.70%	812	NR	NR	NR	NR	NR				94.10%	99.90%				
1.12	Kerala	86.40%	46.40%	65.20%	0	NR	NR	NR	NR	NR				87.10%	99.30%				
1.13	Kolkata	100.00%	94.30%	99.70%	0	NR	NR	NR	NR	NR				91.00%	99.70%				
1.14	Maharashtra	100.00%	98.80%	100.00%	169	NR	NR	NR	NR	NR				100.00%	99.70%				
1.15	Madhya Pradesh	100.00%	95.40%	100.00%	0	NR	NR	NR	NR	NR				91.40%	99.90%				
1.16	North East I	100.00%	92.40%	98.60%	17	NR	NR	NR	NR	NR				92.90%	99.60%				
1.17	North East II	100.00%	95.30%	100.00%	0	NR	NR	NR	NR	NR				91.90%	99.50%				
1.18	Orissa	100.00%	93.20%	99.90%	506855	NR	NR	NR	NR	NR				92.00%	99.50%				
1.19	Punjab	100.00%	94.40%	99.50%	189	NR	NR	NR	NR	NR	88.80%	99.70%							
1.20	Rajasthan	100.00%	96.20%	100.00%	0	NR	NR	NR	NR	NR	89.90%	99.80%							
1.21	Tamil Nadu	98.50%	72.60%	84.80%	0	NR	NR	NR	NR	NR	96.90%	99.80%							
1.22	Uttaranchal	100.00%	93.70%	100.00%	0	NR	NR	NR	NR	NR	92.30%	99.40%							
1.23	UP East	100.00%	93.70%	100.00%	0	NR	NR	NR	NR	NR	94.10%	99.80%							
1.24	UP West	100.00%	93.50%	99.60%	14	NR	NR	NR	NR	NR	89.80%	99.80%							
1.25	West Bengal	91.60%	83.80%	96.20%	119	NR	NR	NR	NR	NR	90.60%	99.30%							
1.26	A&N	98.10%	82.50%	93.30%	0	NR	NR	NR	NR	NR	48.30%	100.00%							
2	MTNL																		
2.1	Delhi	86.67%	82.32%	95.33%	10416	0.160%	99.50%	100.00%	99.81%	99.88%	Nil	0.667	83.02%	95.00%	99.75%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	87.96%	89.92%	96.30%	16404	0.01%	100.00%	NA	66.85%	69.03%	0	0	88.11%	80.00%	98.00%	1.00%	70.00%	350.00%	NA
3	Bharti Airtel Ltd.																		
3.1	Andhra Pradesh	100.00%	90.22%	100.00%	0	0.05%	100.00%	100.00%	93.00%	96.00%	0	0	79.43%	105.47%	100.00%	0.00%	74	217	NA
3.2	Delhi	100.00%	95.61%	99.53%	304	0.02%	100.00%	100.00%	97.00%	99.00%	0	0	0.79%	100.00%	99.98%	0.00%	30	77.7	NA
3.3	Gujarat	100.00%	95.97%	99.70%	8	0.02%	100.00%	100.00%	93.00%	96.00%	0	NA	NA	100.00%	100.00%	0.00%	49	62.8	NA
3.4	Haryana	100.00%	97.16%	99.91%	1	0.01%	100.00%	100.00%	97.00%	99.00%	0	NA	NA	100.00%	100.00%	0.00%	37	77.7	NA
3.5	Karnataka	100.00%	92.76%	100.00%	0	0.06%	100.00%	100.00%	94.00%	97.00%	0	0	83.89%	112.30%	99.99%	0.00%	61	198.67	NA
3.6	Kerala	100.00%	97.04%	99.89%	1	0.01%	100.00%	100.00%	94.00%	95.00%	0	NA	NA	99.61%	100.00%	0.00%	94	230.67	NA

Annexure 4.3 (Contd.)

3.7	Kolkata	100.00%	99.22%	99.80%	7	0.01%	100.00%	100.00%	96.00%	98.00%	0	0	0.64%	100.00%	100.00%	0.00%	26	64.87	NA
3.8	Madhya Pradesh & CG	100.00%	97.67%	99.60%	66	0.02%	100.00%	100.00%	97.00%	99.00%	0	0	70.58%	99.20%	99.97%	0.00%	72	69.7	NA
3.9	Maharashtra	100.00%	97.91%	99.35%	18	0.01%	100.00%	100.00%	92.00%	95.00%	0	NA	NA	100.00%	99.89%	0.00%	44	62.8	NA
3.10	Mumbai	100.00%	98.27%	99.37%	29	0.01%	100.00%	100.00%	93.00%	96.00%	0	0	66.87%	100.00%	99.96%	0.00%	40	62.8	NA
3.11	Punjab	100.00%	98.02%	99.74%	14	0.00%	100.00%	100.00%	97.00%	99.00%	0	0	0.47%	100.00%	100.00%	0.00%	40	62.6	NA
3.12	Rajasthan	100.00%	99.46%	100.00%	0	0.01%	100.00%	100.00%	97.00%	99.00%	0	NA	NA	100.00%	100.00%	0.00%	37	74.63	NA
3.13	Tamilnadu	100.00%	95.09%	99.99%	2	0.11%	100.00%	100.00%	96.00%	98.00%	0	0	84.30%	97.66%	100.00%	0.00%	59	231.67	NA
3.14	UP - East	100.00%	97.15%	99.81%	6	0.01%	100.00%	100.00%	97.00%	99.00%	0	NA	NA	100.00%	99.90%	0.00%	19	77.7	NA
3.15	UP - West	100.00%	98.49%	99.91%	1	0.01%	100.00%	100.00%	97.00%	99.00%	0	NA	NA	100.00%	99.99%	0.00%	31	77.7	NA
4	Hathway																		
4.1	Andhra Pradesh	100.00%	98.00%	100.00%	29	1.91%	100.00%	100.00%	96.00%	99.00%	0	0	87.00%	85.00%	99.83%	1.00%	75	320	NA
4.2	Delhi	100.00%	99.00%	99.00%	25	1.59%	100.00%	100.00%	91.00%	92.00%	NR	NR	73.00%	85.00%	98.89%	1.00%	8	290	NA
4.3	Gujarat	100.00%	90.00%	99.05%	0	DNF	NA	NA	83.00%	95.00%	0	0	87.00%	85.00%	99.00%	1.00%	100	270	NA
4.4	Haryana	100.00%	NA	NA	0	0.00%	NR	NR	DNF	DNF	0	DNF	NA	85.00%	99.91%	1.00%	2	320	NA
4.5	Karnataka	100.00%	97.00%	100.00%	94	1.96%	100.00%	100.00%	89.00%	93.00%	0	0	87.00%	85.00%	99.74%	1.00%	75	350	NA
4.6	Maharashtra	100.00%	98.00%	99.15%	3085	0.78%	100.00%	100.00%	91.00%	97.00%	0	0	86.00%	85.00%	99.00%	1.00%	100	270	NA
4.7	Punjab	100.00%	98.00%	99.00%	2	1.82%	100.00%	100.00%	98.00%	99.00%	NR	0	67.00%	85.00%	99.63%	0.96%	2	340	NA
4.8	Goa	100.00%	95.00%	99.07%	0	DNF	NA	NA	86.00%	94.00%	0	0	88.00%	85.00%	98.46%	1.00%	95	250	NA
4.9	Uttar Pradesh	100.00%	98.00%	99.00%	0	1.11%	100.00%	100.00%	DNF	DNF	NR	NA	63.00%	85.00%	100.00%	1.00%	4	325	NA
4.10	Chhatisgarh	100.00%	98.00%	100.00%	0	1.52%	100.00%	100.00%	99.00%	99.00%	0	0	72.00%	85.00%	99.86%	1.00%	7	310	NA
5	SIFY																		
	All India	84.51%	46.00%	72.00%	8	NA	NA	NA	93.99%	96.61%	0	Nil	85.00%	NR	0.00%	0.00%	44	272	NR
6	Quadrant Televitures Ltd.(Formerly HFCL Infotel Ltd.)																		
	Punjab	99.89%	93.30%	99.30%	12	0.01%	100.00%	100.00%	78.00%	85.00%	Nil	Nil	82.00%	100.00%	99.94%	0.00%	C/DNF	C/DNF	NA
7	Tata Teleservices (Maharashtra) Ltd.																		
	Maharashtra & Goa	100.00%	93.86%	100.00%	Nil	0.45%	100.00%	NA	92.00%	94.00%	0	0	74.00%	92.72%	99.72%	0.00%	38	224	NA
8	Beam Cables																		
	Hyderabad	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
9	Alliance Broadband																		
	Kolkata	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
10	Broadband Pacenet India Private Ltd.																		
10.1	Mumbai	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
10.2	Mumbai-Pune	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
10.3	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
10.4	Madhya Pradesh	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
10.5	Gujarat	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
10.6	Rajasthan	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
10.7	Andhra Pradesh	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
11	Tikona Digital Networks																		
	All India	100.00%	92.91%	99.39%	365	0.30%	100.00%	100.00%	70.00%	82.00%	1	0	59.39%	97.87%	99.59%	NA	NA	NA	NA
12	Asianet Satellite Communications Ltd.																		
	Kerala	100.00%	90.76%	99.37%	NR	1.50%	100.00%	100.00%	NR	NR	Nil	0	64.30%	90.00%	99.40%	1.00%	50	277	NA

Annexure 4.3 (Contd.)

13	Zylog Systems(India)Ltd.																		
13.1	All Circles	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.2	ROTN	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.3	Chennai	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.4	Andhra Pradesh	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.5	Karnataka	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.6	Punjab	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.7	Gujarat	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.8	Rajasthan	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.9	Haryana	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
13.10	Goa	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
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	0	79.00%	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%	91	NR	86.00%	NR	99.00%	NR	NR	NR	NR
16	Chandranet Pvt. Ltd.																		
	Gujarat	100.00%	95.59%	99.82%	40	NR	100.00%	100.00%	85.99%	97.23%	0	0	82.00%	97.00%	99.00%	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%	97.00%	100.00%	Nil	Nil	100.00%	Nil	93.00%	92.00%	Nil	Nil	83.00%	100.00%	96.00%	0.00%	10	250	NR
19	D-Vois Broadband																		
	All India	100.00%	96.60%	98.84%	NR	1.74%	1.74%	NR	84.00%	99.00%	0	Nil	Nil	90.00%	99.99%	0.10%	DNF	DNF	DNF
20	Wish Net Private Ltd																		
20.1	West Bengal	100.00%	98.92%	100.00%	0	0.51%	100.00%	NA	80.67%	97.33%	0	0	68.33%	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	76.11%	DNF	99.00%	1.00%	NA	NA	NA
21	Tata Communications																		
21.1	Andhra Pradesh	100.00%	98.67%	99.89%		0.08%	100.00%	100.00%							99.36%				
21.2	Assam	NA	NA	NA		NA	NA	NA							99.94%				
21.3	Delhi & NCR	NA	99.41%	99.88%		0.04%	100.00%	100.00%							99.71%				
21.4	Gujarat & Daman & Du	100.00%	99.38%	99.97%		0.07%	100.00%	100.00%							99.40%				
21.5	Haryana	NA	100.00%	100.00%		NA	100.00%	NA							99.92%				
21.6	Himachal Pradesh	NA	100.00%	100.00%		NA	100.00%	NA							99.97%				
21.7	Jammu & Kashmir	NA	NA	NA		NA	100.00%	NA							99.90%				
21.8	Karnataka	100.00%	98.61%	99.40%		0.07%	100.00%	100.00%							99.87%				
21.9	Kerala & Lakshadweep	100.00%	94.87%	99.14%		0.04%	100.00%	100.00%							98.09%				
21.10	Madhya Pradesh & Chhattisgarh	100.00%	99.21%	100.00%		NA	100.00%	100.00%							99.22%				
21.11	Maharashtra & Goa	100.00%	97.36%	99.20%	366	0.09%	100.00%	100.00%	92.00%	94.00%	Nil	Nil	51.17%	80.00%	99.61%	0.00%	50	245	NA
21.12	Mumbai	100.00%	98.36%	99.61%		0.03%	100.00%	NA							99.76%				
21.13	North Eastern	NA	NA	NA		NA	NA	NA							99.97%				
21.14	Orissa	NA	NA	NA		NA	100.00%	NA							99.96%				
21.15	Punjab	NA	99.65%	100.00%		0.06%	100.00%	NA							99.97%				
21.16	Rajasthan	NA	100.00%	100.00%		NA	100.00%	NA							99.98%				
21.17	Tamil Nadu & Pondicherry	100.00%	96.48%	99.37%		0.04%	100.00%	100.00%							98.33%				
21.18	Uttar Pradesh - East	NA	99.26%	100.00%		NA	100.00%	NA							98.24%				
21.19	Uttar Pradesh -West	NA	NA	NA		NA	100.00%	NA							99.97%				
21.20	West Bengal	NA	NA	NA		NA	NA	NA							99.97%				
21.21	Kolkata	100.00%	97.50%	99.22%		0.06%	100.00%	100.00%							99.55%				
21.22	Bihar & Jharkhand	NA	100.00%	100.00%		NA	100.00%	NA							99.98%				

Annexure 4.3 (Contd.)

22	Ortel Communications																			
	Orissa	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
23	Reliance Communications																			
	All India	100.00%	100.00%	100.00%	NA	0.15%	100.00%	100.00%	72.00%	82.00%	0	0	55.26%	94.00%	99.59%	0.41%	C/DNF	C/DNF	DNF	
24	You Broadband																			
24.1	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
24.2	Maharashtra	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
24.3	Gujarat	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
24.4	Karnataka	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
24.5	Tamilnadu	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
24.6	Haryana	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
24.7	Andhra Pradesh	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
25	Five Networks																			
	All India	100.00%	99.50%	100.00%	NA	NR	100.00%	100.00%	NA	NA	6	2480	NR	85.75%	99.00%	1.00%	NA	350	NA	
26	Vasai Cables																			
	Mumbai(Kalyan SSA)	100.00%	91.89%	99.54%	None	0.78%	100.00%	NA	63.91%	81.20%	0	0	80.00%	80.00%	99.86%	1.00%	4	255	NR	
27	Softeng Computers new name is Niyah Infrastructure & Telecom Services Ltd.																			
	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
28	Noida Software Technology																			
	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
29	Meghbela Cable & Broadband																			
	All India	100.00%	99.90%	100.00%	0	0.00%	100.00%	100.00%	100.00%	100.00%	2	0	0.00%	NR	99.90%	0.33%	60	NR	NR	
30	Atria Convergence Tech																			
	All India	100.00%	63.00%	91.00%	656	0.48%	100.00%	Nil	67.00%	71.00%	Nil	Nil	87.00%	95.00%	99.10%	1.00%	28	282	Nil	
31	Honesty Net Solutions																			
	Mumbai	100.00%	91.00%	99.10%	NA	Nil	100.00%	NA	83.00%	100.00%	NA	3	86.00%	87.00%	98.00%	0.00%	69	311	NA	
32	Home systems																			
	Mumbai	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
33	Citycom Networks Pvt. Ltd.																			
	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
34	Ankhnet Informations Pvt.																			
	All India	NR	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	NR
36	Digital Network associates																			
	MH & Goa	100.00%	93.65%	99.38%	nil	0.79%	100.00%	NA	61.87%	81.60%	0	0	80.00%	80.00%	99.86%	1.00%	4	255	NR	
37	Southern Online Bio technologies Ltd.																			
	Andhra Pradesh	NR	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 channel	Reported Rates(in INR)
1	Zee TV	13.88
2	Zee Cinema	13.88
3	Cartoon Network	13.37
4	Zee Marathi	08.56
5	Zee News	08.02
6	CNN	01.60
7	Zee Café	08.56
8	Zee Studios	07.49
9	Zee Bangla	08.67
10	Zee Punjabi	01.60
11	Zee Trendz	01.07
12	HBO	16.69
13	POGO	13.37
14	Zee Business	05.14
15	Zee Classic	10.70
16	Zee Action	10.70
17	Zee Premier	11.98
18	Zee Telugu	11.13
19	Zee Kannada	07.98
20	ETC Punjabi	09.63
21	ETC	03.21
22	Zing	05.35
23	Zee Jagran	02.14
24	Zee Smile	06.57
25	24 Ghante	06.42
26	24 Taas	09.09
27	Zee Talkies	16.58
28	WB	6.60
29	Zee 24 Ghantalu	5.60
30	Zee Salaam	15.00
31	9X	20.50
32	Star Plus	18.73
33	Star Gold	17.66
34	Star Movies	17.66
35	Star World	04.87
36	Vijay TV	04.28
37	NGC	06.15
38	Fox Traveller channel	04.71
39	Channel V	01.07
40	Life Ok	21.94
41	The MGM	06.42
42	Star Jalsha	12.00
43	ABP Ananda	06.00

Annexure 5.1 (contd.)

S.No	Name of the channel	Reported Rates(in INR)
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	Star Movies Action	15.00
53	Movies OK	17.00
54	NDTV 24X7	09.10
55	NDTV Profit	06.42
56	NDTV Good Times	09.63
57	Suvarna	12.00
58	Asianet Plus	07.00
59	NDTV India	8.02
60	Zee Bangla Cinema	16.20
61	SET(Sony Entertainment Television)	21.40
62	MAX	18.19
63	Discovery	16.05
64	Animal Planet	05.35
65	AXN	15.52
66	Animax	0.50
67	TLC	09.63
68	SAB TV	14.70
69	SET PIX	12.84
70	Aaj Tak	07.49
71	Headlines Today	03.21
72	Tez	02.14
73	Channel 8 (Sony AATH)	10.00
74	Discovery Science	12.00
75	Discovery Turbo	10.00
76	Neo Sports	26.60
77	NEO Prime	35.45
78	Discovery Channel – Tamil	16.05
79	MIX	7.50
80	Discovery Kids	13.25
81	SIX	35.00
82	ET NOW	08.50
83	Times Now	09.10
84	Zoom	08.35
85	SUN TV	13.26
86	Gemini TV	11.02
87	Udaya TV	12.30

Annexure 5.1 (contd.)

S.No	Name of the channel	Reported Rates(in INR)
88	K TV	16.06
89	Gemini Comedy	05.68
90	Udaya Movies	15.40
91	Sun Music	07.50
92	Gemini Music	07.50
93	Sun News	01.50
94	Gemini News	08.02
95	Udaya News	07.86
96	Gemini Movies	18.20
97	Chintu TV	13.37
98	Udaya Comedy	16.06
99	Kushi TV	13.37
100	Chutti TV	13.37
101	Udaya Music	07.49
102	Adithya TV	18.19
103	Surya TV	12.31
104	Kiran TV	18.19
105	The Disney Channel	09.52
106	Disney XD	09.52
107	Hangama TV	08.35
108	IBN 7	7.49
109	IBN Lokmat	7.86
110	Colors	21.40
111	MTV	7.49
112	NICK	6.42
113	VH 1	3.21
114	Sun News English	8.00
115	Comedy Central	15.50
116	SONIC	13.00
117	CNBC TV 18	09.10
118	CNN-IBN	05.35
119	CNBC Awaaz	04.82
120	Gemini Life	11.13
121	SUN TV RI	12.50
122	SUN Life	12.50
123	ETV	10.70
124	ETV 2	05.99
125	ETV Bangla	11.12
126	ETV Marathi	11.12
127	ETV Kannada	11.12
128	ETV Gujarathi	11.12
129	ETV Oriya	11.12
130	ETV UP	11.12
131	ETV Bihar	11.12
132	ETV Urdu	11.12
133	ETV Rajasthan	11.12

Annexure 5.1 (contd.)

S.No	Name of the channel	Reported Rates(in INR)
134	ETV MP	11.12
135	Bindass	10.00
136	UTV Action	10.00
137	World Movies	10.00
138	UTV Movies	15.00
139	Disney Junior	13.37
140	BBC World	05.35
141	ESPN	35.45
142	Star Sports	35.45
143	Star Cricket	29.96
144	Fox Sports News	9.10
145	Raj TV	11.77
146	Raj Digital Plus	08.26
147	Vissa TV	05.01
148	Raj Musix	5.00
149	Raj News (24X7)	4.00
150	9XM	07.00
151	9X Jhakaas	5.00
152	9XO	5.00
153	9X Jalwa	5.00
154	Sahara One	20.50
155	Filmy	16.50
156	B4U Movies	06.65
157	MAA TV	06.00
158	MAA Music	07.50
159	MAA Movies	18.50
160	MAA Gold	11
161	Dilli Aaj Tak	08.50
162	E-24	15.00
163	Toonami	13.37
164	Tarang	10.70
165	Tarang Music	05.00
166	Prarthana	05.00
167	Ten Sports	16.05
168	Ten Cricket	35.45
169	Ten Action	35.00
170	BIG CBS PRIME	14.00
171	BIG CBS LOVE	11.00
172	BIG CBS SPARK	11.00
173	BIG CBS Spark Punjabi	11.00
174	BIG MAGIC	11.00
175	Bloomberg UTV	08.50
176	9X Tashan	5.00
177	Sarthak TV	9.50
178	Jaya TV	9.00

<i>S.No</i>	<i>Name of the channel</i>	<i>Reported Rates(in INR)</i>
179	Jaya Plus	4.00
180	Jaya Max	6.00
181	J Movies	6.00
182	Mega TV	5.00
183	Mega Musiq	5.00
184	Mega 24	5.00

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
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

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
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

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
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
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

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
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
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

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
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
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

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION
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 20/03/2013]

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	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 ASC Enterprises 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, HARTON 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

Annexure 5.4 (Contd.)

Sr.No	Name of Teleport	Address	Location	Date of Permission
19	TELEVISION INDIA EIGHTEEN LIMITED	EMPIRE COMPLEX, 414, SENAPATI BAPAT MARG, LOWER PAREL, MUMBAI-400013	MUMBAI	19-Mar-04
20	AMRITA ENTERPRISES PVT. LTD.	TCNO.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
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. CHANDRAGIRI 61, 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

Annexure 5.4 (Contd.)

Sr.No	Name of Teleport	Address	Location	Date of Permission
35	TELEVISION INDIA EIGHTEEN 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
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

Annexure 5.4 (Contd.)

Sr.No	Name of Teleport	Address	Location	Date of Permission
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 DELHI-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.	13 TH MILE 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
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 GAUR MARG, SRINIVASPURI, NEW DELHI-110065	NEW DELHI	3-Jun-09

Annexure 5.4 (Contd.)

Sr.No	Name of Teleport	Address	Location	Date of Permission
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, SECTOR-16A, NOIDA-201301	NOIDA	6-Apr-11
84	AASTHA BROADCASTING NETWORK LIMITED	AASTHA BHAWAN, A-105, SECTOR-5, NOIDA-201301	NOIDA	2-May-11
85	MAHUA 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/Decline in Subscribers	8
Table 1.5: Market Share of the operators in total rural subscriber base for the quarter ending Mar-13.....	9
Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31 st March, 2013]	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	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	23
Table 1.21 : Internet Subscriber Base & Market share of top 10 SPs (other than internet accessed by wireless phone subscribers)	28
Table 1.22 : Service Provider wise Subscriber base and Market Share of internet access by wireless phone subscribers	31
Table 1.23 : Service Area wise Subscriber base of internet access by wireless phone subscribers	32
Table 1.24: PMRTS Subscriber base – Service Provider wise.....	33
Table 1.25: VSAT Service Providers currently providing service & their subscriber base	34
Table 2.1: Key Indicators - GSM Service	37
Table 2.2: Monthly ARPU - GSM Service.....	38
Table 2.3: Composition of Revenue (%) - GSM Service.....	39
Table 2.4: MOU & SMS (per subscriber per month) - GSM Service	39
Table 2.5: Outgoing Traffic (MOU) Pattern - GSM Service.....	40
Table 2.6: Average subscriber outgo* per outgoing minute - GSM Service.....	41
Table 2.7: Trends of Key Parameters - GSM Service	41
Table 2.8: Key Indicators – CDMA Full Mobility Service	42
Table 2.9: Monthly ARPU – CDMA Full Mobility Service	43
Table 2.10: Composition of Revenue (%) – CDMA Full Mobility Service	44
Table 2.11: MOU & SMS (per subscriber per month) – CDMA Full Mobility Service.....	44
Table 2.12: Outgoing Traffic Pattern – CDMA Full Mobility Service.....	45
Table 2.13: Average subscriber outgo* per outgoing minute – CDMA Full Mobility Service	46
Table 2.14: Trends of Key Parameters – CDMA Full Mobility Service	46
Table 3.1: Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee (LF) & Spectrum Charges.....	49
Table 3.2: Service-wise Gross Revenue, Adjusted Gross Revenue (AGR), License Fee and Spectrum Charges.....	49
Table 3.3: Access Services – Service Provider wise Adjusted Gross Revenue	51

Table 3.4: Category-wise share in Access Services Adjusted Gross Revenue (AGR).....	52
Table 4.1: QoS Summary - Wireless Service	54
Table 4.2: Parameter wise Analysis of Non-compliance of QoS Benchmarks for Wireless Service Providers	57
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 : Summary of Performance of Service Providers against identified parameters	69
Table 4.8: Parameter-wise Analysis of non-compliance of QoS benchmarks for Broadband Service Providers	71
Table 5.1: Key Parameters	75
Table 5.2 : Migration to Digital Addressable Cable TV Systems	76
Table 5.3 : Status of applications for community radio station licenses received from Ministry of Information and Broadcasting	78

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: Composition of Wireline Subscribers – Rural & Urban.....	20
Chart 1.11: Number of PCOs	23
Chart 1.12: Growth in VPTs.....	24
Chart 1.13: Trends in Internet subscription	26
Chart 1.14 : Trends in subscribers (in Million) of PSUs Vs. Pvt. Internet Service Providers.....	27
Chart 1.15: Growth in subscriber base achieved by top ten ISPs (other than internet accessed by wireless phone subscribers)	29
Chart 1.16: Technology trends for Internet Access including Broadband Service (other than internet accessed by wireless phone subscribers)	29
Chart 1.17: Composition of Broadband subscribers (other than internet accessed by wireless phone subscribers) – Technology wise	30
Chart 1.18: Speed Category wise data on Internet/broadband subscribers (other than internet accessed by wireless phone subscribers) for top 10 States	30
Chart 1.19: Number of PMRTS subscribers & Rate of Growth (%)	34
Chart 1.20: Number of VSAT Subscribers & Rate of Growth (%).....	35
Chart 2.1: Outgoing Traffic Pattern - GSM Service.....	37
Chart 2.2: Proportion of prepaid subscribers - GSM Service.....	38
Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service	42
Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service	43
Chart 2.5: Trends in MOU for Internet Telephony	47
Chart 3.1: Composition of Gross Revenue	50
Chart 3.2: Trend in ARPU per month for Access Services	51
Chart 5.1: Maximum number of TV Channels being carried by certain Cable operators in their networks	76
Chart 5.2 : Comparative position of Revenue from FM Radio Stations as reported to TRAI	78