



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators January - March 2011

New Delhi, India
28th July 2011

Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg, New Delhi-110002
Tel: +91-11- 23230752, Fax: +91-11- 23236650
Website: www.trai.gov.in

Disclaimer

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

Table of Contents

Snapshot	i
Executive Summary	iii
Trends at a Glance	xi
Introduction	xiv
Chapter 1 : Subscription Data	1
Section A: Access Service – An Overview	2
Section B: Wireless Service	11
Section C: Wireline Service	21
Section D: Internet Service	29
Section E: Other Value Added Services – PMRTS & VSAT	37
Chapter 2 : Revenue and Usage	41
Section A: GSM Service	42
Section B: CDMA – Full Mobility Service	47
Section C: Internet Service	52
Chapter 3 : Financial Data of Telecom Service Sector	53
Chapter 4 : Quality of Service (QoS)	58
Section A: Quality of Service Performance of Wireless Service Providers	59
Section B: Quality of Service Performance of Wireline Service Providers	70
Section C: Quality of Service Performance of Dial-up/ Broadband Service	75
Chapter 5 : Performance of Cable TV, DTH and Radio Broadcasting Services	81
Annexures	87
Annexure 1.1: Licensed Cellular (GSM & CDMA) Service Providers	88
Annexure 1.2: Wireless Subscriber Base	89
Annexure 1.3: Wireline Subscriber Base	93
Annexure 1.4: Service Provider wise details of PCOs	95
Annexure 1.5: Service Provider wise details of Village Public Telephones	98
Annexure 1.6: List of Internet Service Providers Providing Internet Telephony Service	101
Annexure 1.7: Internet Service Provider wise Subscriber Base	102
Annexure 1.8: Service Area wise PMRTS subscriber Base	111
Annexure 2.1: GSM Service – Service Area wise Statistics	113
Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics	114
Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service	115
Annexure 4.2: Performance of QoS Parameters for Basic (Wire-line) Service	122
Annexure 4.3: Quality of Service Performance of Broadband Service Providers	125
Annexure 5.1: Broadcaster wise list of pay channels along with their reported a-la- carte rates	128
Annexure 5.2: List of operationalised private FM Radio Stations in India	143
Annexure 5.3: List of applicants who have been granted DTH License	149
Annexure 5.4: List of companies permitted by Ministry of I&B to set up teleports at various locations in India	150
Index of Tables & Charts	152

Snapshot

(Data As on 31st March 2011)

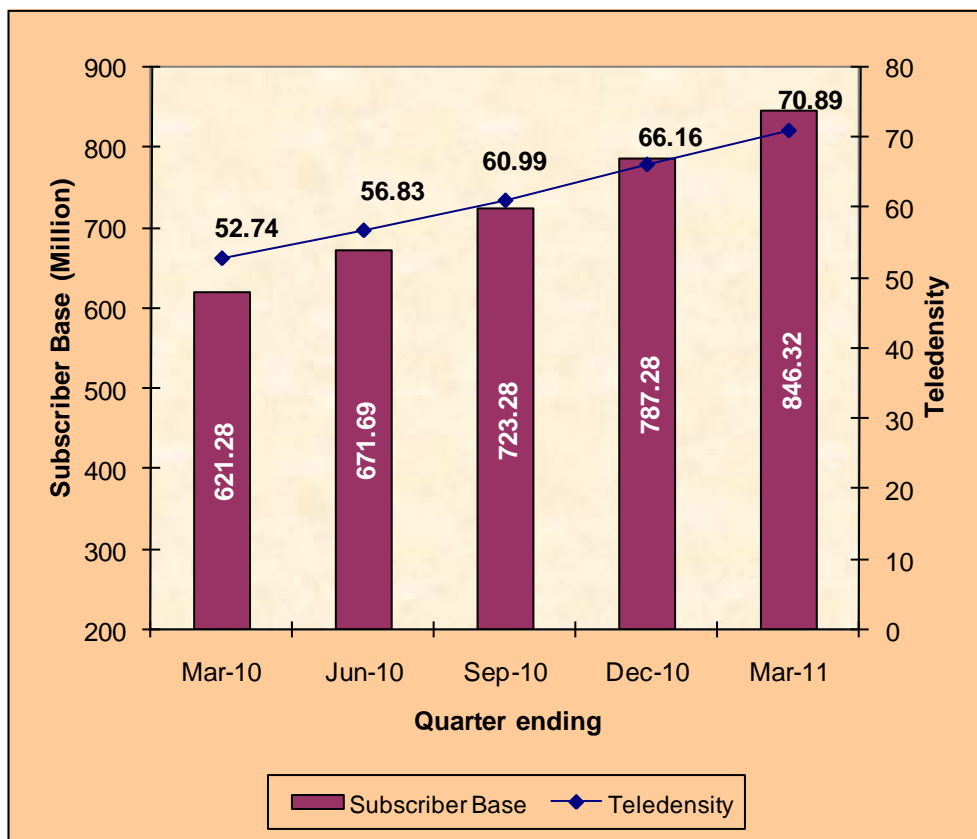
Telecom Subscribers (Wireless + Wireline)	
Total Subscribers	846.32 Million
% change over the previous quarter	7.50%
Urban Subscribers	564.08 Million (66.65%)
Rural Subscribers	282.23 Million (33.35%)
Market share of Private Operators	85.11%
Market share of PSU Operators	14.89%
Teledensity	70.89
Urban Teledensity	157.32
Rural Teledensity	33.79
Wireless Subscribers	
Total Wireless Subscribers	811.59 Million
% change over the previous quarter	7.90%
Urban Subscribers	538.05 Million (66.30%)
Rural Subscribers	273.54 Million (33.70%)
GSM Subscribers	698.37 Million (86.05%)
CDMA Subscribers	113.22 Million (13.95%)
Market share of Private Operators	88.01%
Market share of PSU Operators	11.99%
Teledensity	67.98
Urban Teledensity	150.06
Rural Teledensity	32.75
Wireline Subscribers	
Total Wireline Subscribers	34.73 Million
% change over the previous quarter	-1.03%
Urban Subscribers	26.04 Million (74.97%)
Rural Subscribers	8.69 Million (25.03%)
Market share of Private Operators	17.39%
Market share of PSU Operators	82.61%
Teledensity	2.91
Urban Teledensity	7.26
Rural Teledensity	1.04
Village Public Telephones (VPT)	0.58 Million
Public Call Office (PCO)	3.33 Million

Internet & Broadband Subscribers	
Total Internet Subscribers	19.67 Million
% change over the previous quarter	5.29%
Broadband Subscribers	11.89 Million
Broadcasting & Cable Services	
Total Number of Registered Channels with I&B Ministry	652
Number of Pay Channels	155
Number of private FM Radio Stations	245
DTH Subscribers registered with Pvt. SPs	35.56 Million
Number of Set Top Boxes in CAS areas	804,837
Telecom Financial Data (for the QE Mar-11)	
Gross Revenue during the quarter	₹ 45,513.05 Crore
% change in GR over the previous quarter	6.05%
Share of Public sector undertaking's in GR	18.00%
Adjusted Gross Revenue (AGR)	₹ 31,470.63 Crores
% change in AGR over the previous quarter	5.16%
ARPU for Access Services	₹ 100
Revenue & Usage Parameters (for the QE Mar-11)	
Average Revenue Per User (ARPU) GSM	₹ 100
Average Revenue Per User (ARPU) CDMA	₹ 66
Minutes of Usage (MOU) GSM	349 Minutes
Minutes of Usage (MOU) CDMA	263 Minutes
Minutes of Usage for Internet Telephony	153.92 Million

Executive Summary

1. The number of telephone subscribers in India increased from 787.28 million in Dec-10 to 846.32 million at the end of Mar-11, registering a sequential growth of 7.50% over the previous quarter as against 8.85% during the QE Dec-10. This reflects year-on-year (Y-O-Y) growth of 36.22% over the same quarter of last year. The overall Teledensity in India has reached 70.89 as on 31st March 2011.

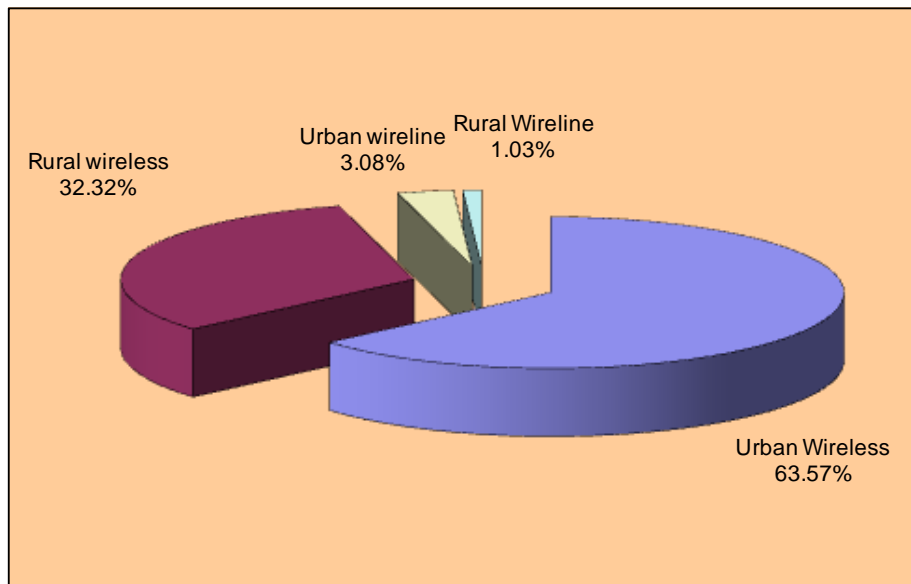
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas grew from 527.50 million at the end of Dec-10 to 564.08 million at the end of Mar-11, taking the Urban Teledensity from 147.88 to 157.32. Rural subscription increased from 259.78 million to 282.23 million, and the Rural Teledensity increased from 31.18 to 33.79. The share of Rural subscribers has increased to 33.35% in total subscription from 33.00% at the end of Dec-10.

3. About 61.96% of the total net additions have been in Urban areas as compared to 63.17% in the previous quarter. Rural subscription recorded a decline in rate of growth during the quarter. It declined from 9.98 % in Dec-10 to 8.65% in QE Mar-11. Rate of growth for Urban subscription also declined from 8.30% in QE Dec-10 to 6.93% in QE Mar-11.

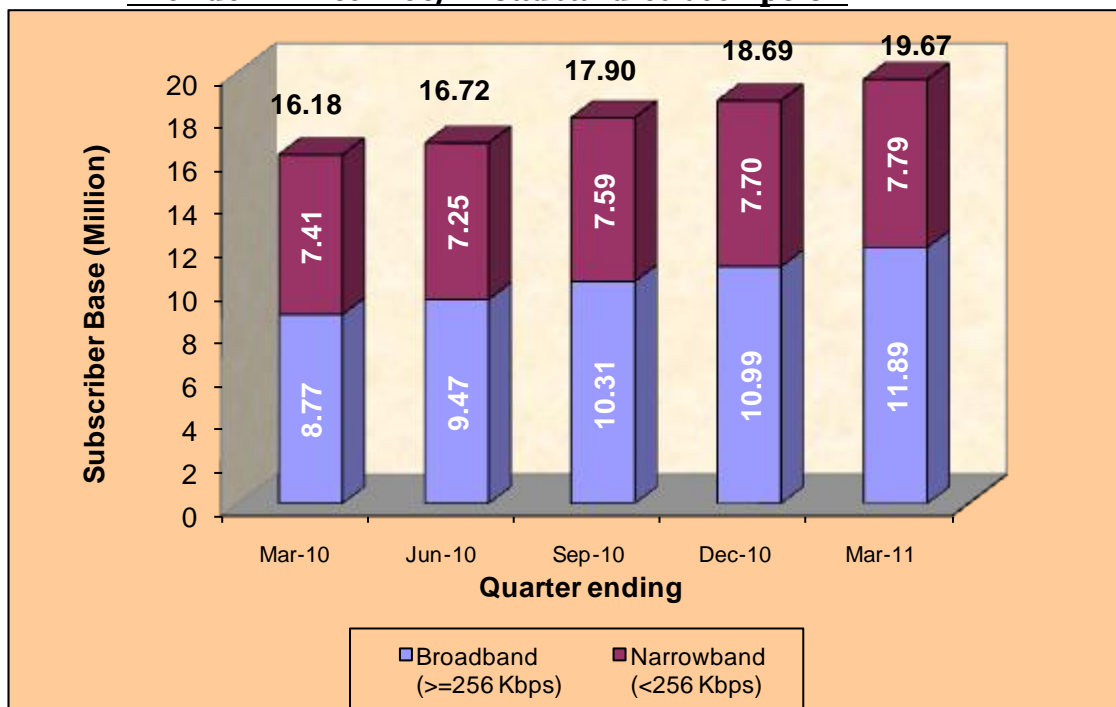
Composition of Telephone Subscribers



4. With 59.40 million net additions during the quarter, total wireless (GSM + CDMA) subscriber base registered a growth of 7.90% over the previous quarter and increased from 752.19 million at the end of Dec-10 to 811.59 million at the end of Mar-11. The year-on-year (Y-O-Y) growth over the same quarter of last year is 38.89%. Wireless Teledensity increased from 63.22 to 67.98.
5. Wireline subscriber base further declined from 35.09 million at the end of Dec-10 to 34.73 million at the end of Mar-11, bringing down the wireline Teledensity from 2.95 at the end of Dec-10 to 2.91 at the end of Mar-11.
6. Internet subscribers increased from 18.69 million at the end of Dec-10 to 19.67 million at the end of Mar-11, registering a quarterly growth rate of 5.29%. Top 10 ISPs together hold 94.76% of the total Internet subscriber base.
7. Number of Broadband subscribers increased from 10.99 million at the end of Dec-10 to 11.89 million at the end of Mar-11, registering a quarterly growth of 8.17% and Y-O-Y growth of 35.49%.

8. Share of Broadband subscription in total Internet subscription increased from 58.8% in Dec-10 to 60.4% in Mar-11. 86.09% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

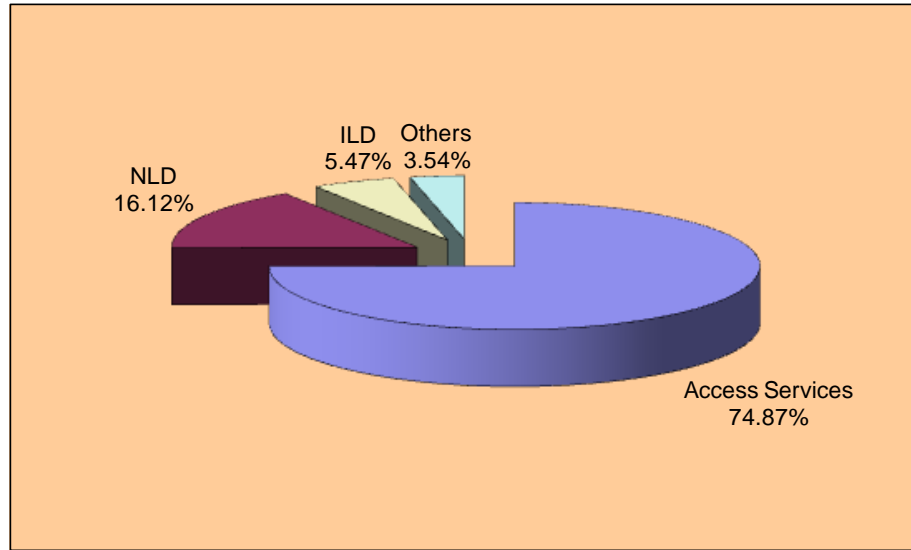
Trends in Internet/Broadband subscription



9. Average Revenue Per User (ARPU) for GSM service declined by 4.52%, from ₹105 in QE Dec-10 to ₹100 in QE Mar-11, with Y-O-Y decrease of 23.7%.
10. MOU per subscriber for GSM service declined by 2.96%, from 360 in QE Dec-10 to 349 in QE Mar-11. The Outgoing MOUs (169) declined by 2.56% and Incoming MOUs (180) by 3.34%.
11. ARPU for CDMA – full mobility service declined by 3.79%, from ₹68 in QE Dec-10 to ₹66 in QE Mar-11. ARPU for CDMA has declined by 13.81% on Y-O-Y basis.

12. MOU per subscriber for CDMA-full mobility service declined by 2.65% from 270 in QE Dec-10 to 263 in QE Mar-11. The Outgoing MOUs (132) declined by 3.39% while Incoming MOUs (131) declined by 1.90%.
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE Mar-11 has been ₹45,513.05 Crore and ₹31,470.63 Crore respectively. There has been an increase of 6.05% and 5.16% in GR and AGR respectively as compared to previous quarter. The year-on-year (Y-O-Y) growth in GR and ARG over the same quarter in last year has been 13.03% and 9.16% respectively. Pass-through charges accounted for 30.85% of the GR for the quarter ending Mar-11. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Mar-11 are 8.09% and 22.80% respectively.
14. Average licence fee as percentage of AGR is 8.23% in QE Mar-11 as against 8.35% in previous quarter. The quarterly and the year-on-year (Y-O-Y) growth rates of the average licence fee for QE Mar-11 are 3.58% and 7.60% respectively.
15. Access services contributed 74.87% of the total revenue of telecom services. In Access services GR, AGR, License Fee & Spectrum charges increased by 2.91%, 1.08%, 0.45% & 5.52% respectively in the quarter ending Mar-11 vis-à-vis previous quarter.
16. Average Revenue per User (ARPU) for Access Services based on AGR declined from ₹107 in QE Dec-10 to ₹100 in QE Mar-11.

Composition of Gross Revenue



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

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS	Parameters showing no change in QoS
<ul style="list-style-type: none"> • Fault incidences per 100 subs/month • % Fault repaired within 3 days • MTTR • Resolution of billing/charging/Credit & validity complaints • Time taken for refund of deposits after closures • Call Completion Rate (in local network). 	<ul style="list-style-type: none"> • % Fault repaired by next working day • Metering & billing credibility – Post paid • Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints • Accessibility of call centre/ customer care • %age of calls answered by the 	<ul style="list-style-type: none"> • Answer to seizure Ratio (ASR) • “% Fault repaired within 5 days (for rural & hilly areas)” • Point of Intrconnection (POI) Congestion (No. of PoIs not meeting benchmark)

	operators (voice to voice) within 60 sec. • Termination / Closure of service 100% within 7 days	
--	--	--

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

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

19. Total Number of channels registered with Ministry of I&B increased from 604 in Dec-10 to 652 at the end of Mar-11. There are 155 pay TV channels in existence, as reported by 24 broadcasters/their distributors, as on QE Mar-11.
20. Maximum number of TV channels being carried by any of the reported MSOs is 310 whereas in the conventional analogue form,

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

21. Apart from All India Radio, Prasar Bharti – a public broadcaster, there are 245 private FM Radio stations in operation at the end of Mar-11.
22. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.3.2011, their reported subscriber base is 35.56 million.
23. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 7,86,422 in Dec-10 to 8,04,837 at the end of Mar-11.

Trends at a Glance

A. Wireline & Wireless Services

	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Wireline	36.96	36.18	35.57	35.09	34.73	-6.03%	-4.01%	-2.35%	-1.03%
ii) Wireless	584.32	635.51	687.71	752.19	811.59	38.89%	27.71%	18.01%	7.90%
Total	621.28	671.69	723.28	787.28	846.32	36.22%	26.00%	17.01%	7.50%
Rural	200.68	219.09	236.21	259.78	282.23	40.64%	28.82%	19.49%	8.65%
Urban	420.60	452.59	487.07	527.50	564.08	34.11%	24.63%	15.81%	6.93%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - Full mobility									
i) GSM	410	401	368	360	349	-14.8%	-12.9%	-5.2%	-3.0%
ii) CDMA	307	299	283	270	263	-14.3%	-12.1%	-7.3%	-2.7%
3) ARPU (₹/sub/ month)									
Wireless - Full mobility									
i) GSM	131	122	110	105	100	-23.7%	-18.0%	-8.7%	-4.5%
ii) CDMA	76	74	73	68	66	-13.81%	-11.1%	-9.9%	-3.8%
4) Teledensity									
Population in million (Estimated)									
	1178	1182	1186	1190	1194				
i) Wireline Teledensity	3.14	3.06	3.00	2.95	2.91	-7.27%	-4.96%	-3.00%	-1.35%
ii) Wireless Teledensity	49.60	53.59	57.99	63.22	67.98	37.06%	26.87%	17.24%	7.54%
Total Teledensity	52.74	56.65	60.99	66.16	70.89	34.42%	25.15%	16.24%	7.15%
Rural Teledensity	24.27	26.43	28.42	31.18	33.79	39.23%	27.85%	18.89%	8.37%
Urban Teledensity	119.77	128.20	137.25	147.88	157.32	31.35%	22.71%	14.62%	6.38%

B. Wireline and Wireless Subscriber Base

(i) Wireline Subscribers Base (in million)									
Service Provider	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	27.83	26.94	26.22	25.65	25.22	-9.36%	-6.36%	-3.78%	-1.65%
MTNL	3.50	3.49	3.47	3.47	3.46	-0.94%	-0.61%	-0.30%	-0.09%
Bharti	3.07	3.15	3.22	3.26	3.30	7.47%	4.53%	2.48%	1.18%
Reliance	1.18	1.19	1.21	1.22	1.23	4.82%	3.66%	2.34%	1.01%
Tata	1.16	1.20	1.23	1.27	1.28	10.34%	6.93%	3.86%	1.00%
Quadrant (HFCL)	0.17	0.18	0.18	0.19	0.19	9.51%	6.52%	3.76%	2.15%
Sistema	0.05	0.04	0.04	0.04	0.04	-22.21%	7.46%	3.63%	-2.12%
Total	36.96	36.18	35.57	35.09	34.73	-6.03%	-4.01%	-2.35%	-1.03%

(ii) Wireless Subscriber Base (in million)									
Service Provider	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	127.62	136.62	143.29	152.50	162.20	27.10%	18.73%	13.20%	6.37%
Reliance	102.42	110.81	117.34	125.65	135.72	32.51%	22.48%	15.67%	8.01%
Vodafone	100.86	109.06	115.55	124.26	134.57	33.42%	23.39%	16.46%	8.30%
BSNL	69.45	72.70	78.32	86.71	91.83	32.23%	26.32%	17.25%	5.91%
Tata	65.94	72.53	79.07	84.23	89.14	35.18%	22.89%	12.73%	5.82%
Idea/Spice	63.82	68.89	74.21	81.78	89.50	40.23%	29.93%	20.60%	9.45%
Aircel/Dishnet	36.86	41.68	46.52	50.17	54.84	48.78%	31.58%	17.90%	9.32%
MTNL	5.09	5.21	5.31	5.40	5.47	7.44%	5.04%	3.05%	1.40%
Loop	2.84	2.93	2.98	3.04	3.09	8.78%	5.72%	3.70%	1.63%
Quadrant (HFCL)	0.33	0.67	1.02	1.61	1.47	346.71%	119.45%	43.37%	-9.00%
Sistema	3.78	5.10	6.64	8.43	10.06	166.40%	97.08%	51.49%	19.25%
Unitech	4.26	6.02	11.27	18.51	22.79	-	-	102.28%	23.13%
S Tel	1.01	1.33	1.64	2.32	2.82	-	-	71.77%	21.83%
Videocon	0.03	1.94	4.482	7.32	7.11	-	-	-	-2.92%
Etisalat	0.00	0.02	0.0566	0.265	0.97	-	-	-	265.45%
Total	584.32	635.51	687.71	752.19	811.59	38.89%	27.71%	18.01%	7.90%

C. Internet & Broadband Services

	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Internet (excluding Internet Access by wireless phone subscribers)	16.18	16.72	17.90	18.69	19.67	21.59%	17.67%	9.94%	5.29%
- Narrowband Connections	7.41	7.25	7.59	7.70	7.79	5.12%	7.44%	2.61%	1.17%
- Broadband Connections (>=256 Kbps download speed)	8.77	9.47	10.31	10.99	11.89	35.49%	25.49%	15.35%	8.17%
ii) Wireless Data Subscribers	177.87	213.81	274.05	332.43	381.40	114.43%	78.38%	39.17%	14.73%
2) Minutes of Use (Dialup Internet) (MOU/ subs/ month)									
	361	389	486	411	395	9.37%	1.52%	-18.72%	-3.89%

D. Telecom Financial Data

	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	QE Mar 2011	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010	%age change over Dec 2010
						(12 months)	(9 months)	(6 months)	(3 months)
A. Telecom Sector									
i) Gross Revenue (Rs. in Crores)	40265.12	41392.75	41895.95	42916.81	45513.05	13.03%	9.95%	8.63%	6.05%
ii) Adjusted Gross Revenue (Rs. in Crores)	28829.53	30481.93	29736.20	29925.37	31470.63	9.16%	3.24%	5.83%	5.16%
B. Access Services									
Adjusted Gross Revenue (Rs. in Crores)	23386.04	24921.93	23809.17	24239.72	24500.33	4.76%	-1.69%	2.90%	1.08%
ARPU per month (AGR/ Average subscribers/3)	132	129	114	107	100	-24.10%	-22.19%	-12.09%	-6.64%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending March 2011. It provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. The Executive Summary of various Telecom Services has been given in the beginning, followed by 'Performance Indicators at a Glance'. Chapter-1 deliberates the growth pattern, in terms of Subscriber base and Teledensity, of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter-2 covers the key revenue and usage parameters. Chapter-3 gives the financial and accounting data. Chapter-4 covers performance of various service providers in terms of QoS. The information relating to Cable TV, DTH & Radio Broadcast services is provided in Chapter-5.

2. 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 (ER), TRAI; Tel. +91-11-23230752, Fax. +91-11-23236650 and e-mail: adveco@tra.gov.in or eco@tra.gov.in

Chapter 1 :

Subscription Data

Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 787.28 million in Dec-10 to 846.32 million at the end of Mar-11, registering a sequential growth of 7.50% over the previous quarter as against 8.85% during the QE Dec-10. This reflects year-on-year (Y-O-Y) growth of 36.22% over the same quarter of last year. The overall Teledensity in India has reached 70.89 as on 31st March 2011.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

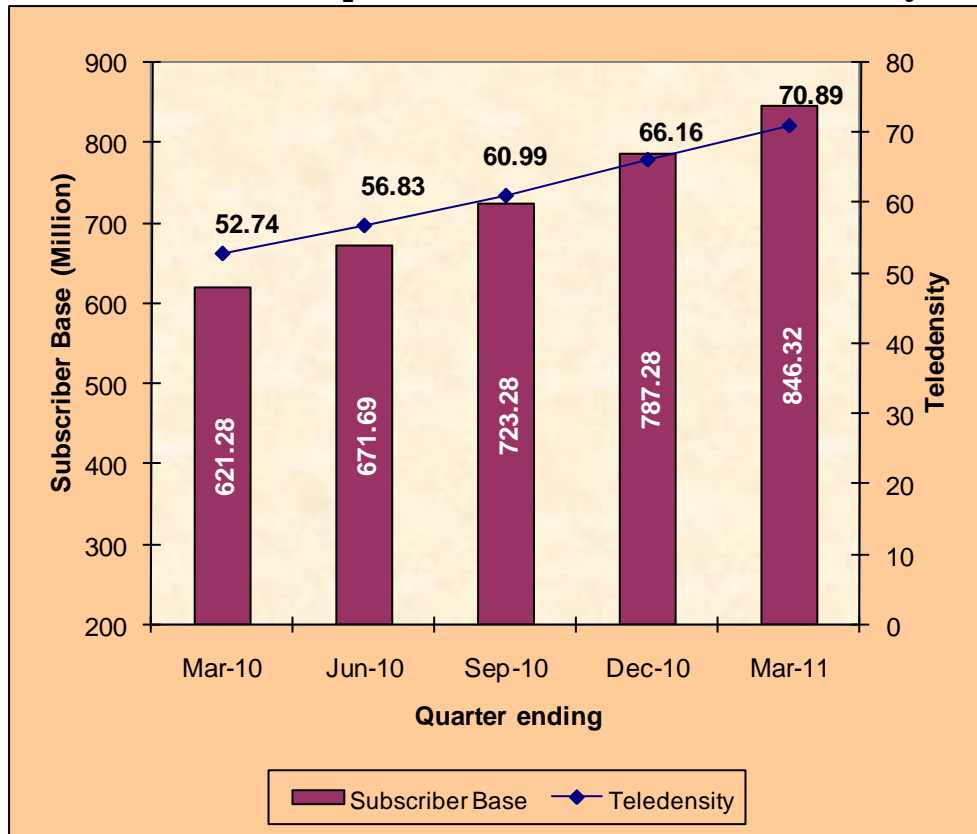


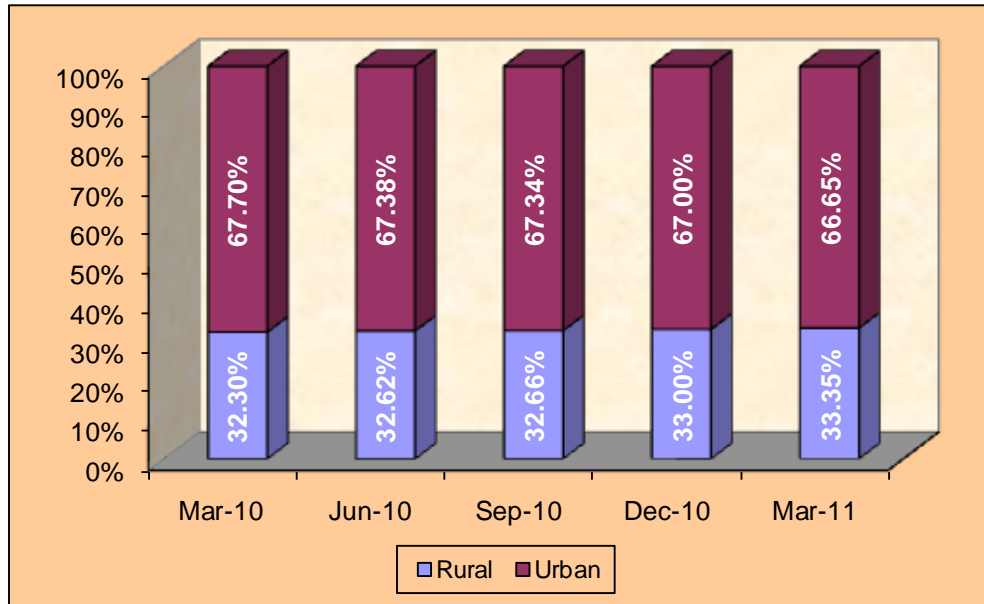
Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-10	200.68	420.60	24.27	119.77
Jun-10	219.09	452.59	26.43	128.20
Sep-10	236.21	487.07	28.42	137.25
Dec-10	259.78	527.50	31.18	147.88
Mar-11	282.23	564.08	33.79	157.32

- 1.2 Subscription in Urban Areas grew from 527.50 million at the end of Dec-10 to 564.08 million at the end of Mar-11, taking the Urban Teledensity from 147.88 to 157.32. Rural subscription increased from 259.78 million to 282.23 million, and the Rural Teledensity increased from 31.18 to 33.79. The year-on-year (Y-O-Y) growth rate of Rural and Urban Teledensity for Mar-11 is 39.23 and 31.35 respectively.
- 1.3 Rural subscription recorded a decline in rate of growth during the quarter. It declined from 9.98 % in Dec-10 to 8.65% in QE Mar-11. Rate of growth for Urban subscription also declined from 8.30% in QE Dec-10 to 6.93% in QE Mar-11. The Y-O-Y rates of growth in Rural and Urban subscribers are 40.64% and 34.1% respectively.

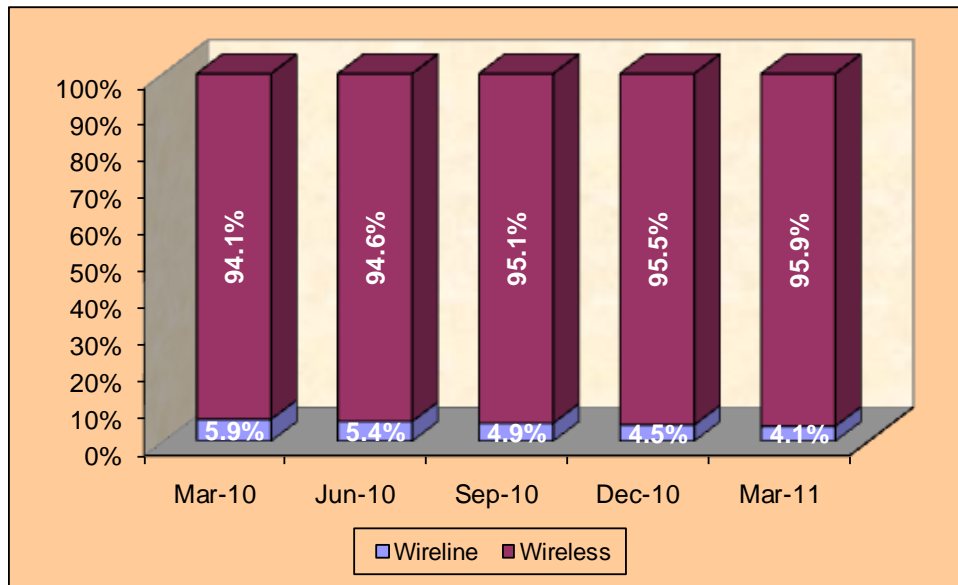
1.4 The rates of growth in Rural subscribers - on Y-O-Y basis, over the previous and also QE Mar-11 over QE Dec-10 - compare favourable to that in growth of Urban subscribers, which point towards reduction in Urban Rural disparities.

Chart 1.2: Market Share - Rural & Urban



1.5 Share of Rural areas in total subscription has increased to 33.35% at the end of Mar-11 from 33.00% at the end of Dec-10. The year-on-year (Y-O-Y) growth of the market share of the Rural areas for Mar-11 is 3.24 as against 6.28% in the previous quarter.

Chart 1.3: Composition of Access subscription – Wireline & Wireless



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

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

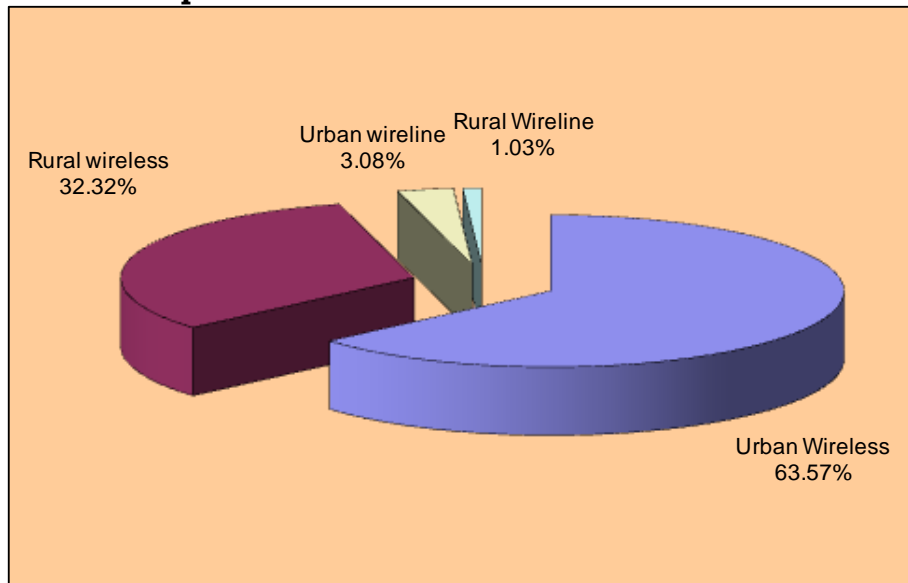
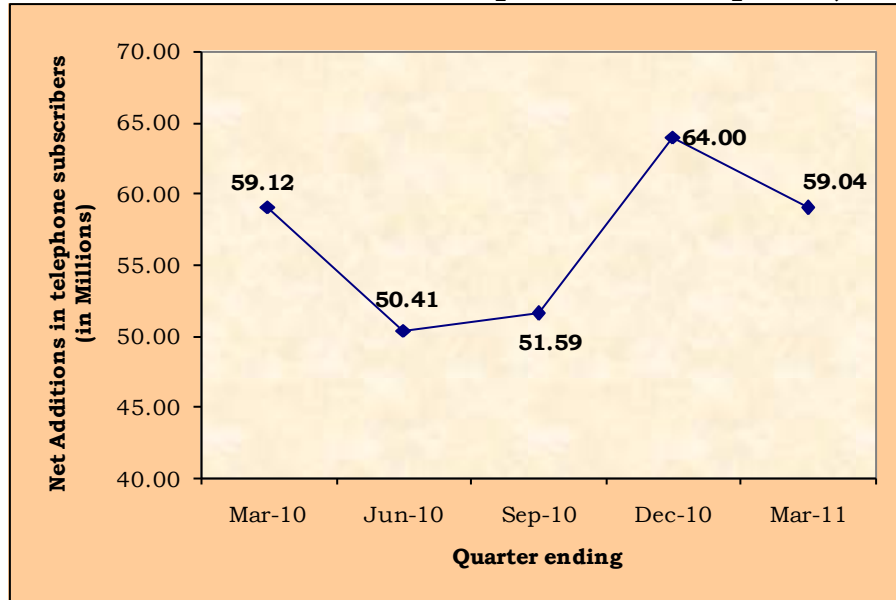


Table 1.2: Service Area wise Access (Wireless +Wireline) Subscribers

Service Area	Subscribers (million)			
	Dec-10	Mar-11	Net Additions	Rate of Growth
Andhra Pradesh	59.46	63.05	3.59	6.04%
Assam	10.94	11.93	0.98	8.99%
Bihar	50.70	54.74	4.03	7.96%
Delhi	38.37	41.66	3.29	8.58%
Gujarat	45.30	48.90	3.61	7.96%
Haryana	19.66	21.04	1.38	7.03%
Himachal Pradesh	7.11	7.55	0.44	6.21%
Jammu & Kashmir	5.45	5.97	0.52	9.52%
Karnataka	48.79	52.19	3.40	6.97%
Kerala	33.45	34.66	1.21	3.63%
Madhya Pradesh	42.97	47.21	4.24	9.87%
Maharashtra	59.62	64.57	4.95	8.31%
Mumbai	36.41	37.79	1.38	3.79%
North East	6.69	7.45	0.76	11.35%
Orissa	21.29	22.99	1.70	7.99%
Punjab	28.46	30.34	1.88	6.60%
Rajasthan	42.19	44.39	2.20	5.21%
T.N. (incl. Chennai)	70.32	73.09	2.77	3.94%
U.P.(E)	59.47	65.15	5.68	9.54%
U.P.(W)	41.96	46.62	4.66	11.10%
Kolkata	22.60	24.61	2.02	8.93%
West Bengal	36.08	40.42	4.34	12.03%
All India	787.28	846.32	59.04	7.50%

- 1.7 West Bengal with a growth rate of 12.03%, continued to have highest growth rate among all the service areas. The service areas other than WB having >10% growth rate are NE & UP(W).

Chart 1.5: Net Addition in Telephone Subscription (In millions)



- 1.8 There has been a decrease in net additions during the Mar-11 as compared with the previous quarter.

Table 1.3: Service Area wise Teledensity as on 31st March 2011

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	33.70	180.32	74.35
Assam	23.93	124.45	38.98
Bihar	21.86	171.96	42.32
Delhi	-	-	225.23
Gujarat	46.68	134.00	81.90
Haryana	51.33	144.17	82.59
Himachal Pradesh	70.23	440.12	111.11
J&K	30.01	107.84	50.90
Karnataka	35.10	176.59	87.76
Kerala	53.25	236.25	100.01
Madhya Pradesh	22.92	120.73	48.88
Maharashtra	46.07*	139.22*	89.35*
Mumbai			
North East	32.36	132.57	56.50
Orissa	28.42	194.98	56.37
Punjab	56.92	171.48	104.08
Rajasthan	38.79	149.88	65.35
T.N. (incl Chennai)	48.92	153.29	106.12
U.P.(E)	26.57*	145.15*	52.97*
U.P.(W)			
Kolkata	38.29*	155.83*	71.72*
W.B.			
All India	33.79	157.32	70.89

* 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).

1.9 Himachal Pradesh has the highest Rural Teledensity of 70.23, followed by Punjab (56.92), Kerala (53.25), Haryana (51.23) and Tamil Nadu (Incl. Chennai) (48.92). Bihar has continues to have the lowest Rural Teledensity of 21.86, followed by Madhya Pradesh (22.92).

Table 1.4: Growth in Subscribers

Service Provider	Subscriber base (millions)			Rate of Growth	Market Share - Dec-10	Market Share - Mar-11
	Dec-10	Mar-11	Net Additions			
Bharti	155.75	165.50	9.75	6.26%	19.78%	19.56%
Reliance	126.87	136.95	10.08	7.94%	16.12%	16.18%
Vodafone	124.26	134.57	10.31	8.30%	15.78%	15.90%
BSNL	112.36	117.06	4.70	4.18%	14.27%	13.83%
Tata	85.50	90.42	4.92	5.75%	10.86%	10.68%
IDEA/Spice	81.78	89.50	7.72	9.45%	10.39%	10.58%
Aircel/Dishnet	50.17	54.84	4.67	9.32%	6.37%	6.48%
Unitech	18.51	22.79	4.28	23.13%	2.35%	2.69%
Sistema	8.47	10.10	1.62	19.15%	1.08%	1.19%
MTNL	8.86	8.94	0.07	0.81%	1.13%	1.06%
Videocon	7.32	7.11	-0.21	-2.92%	0.93%	0.84%
Loop Mobile	3.04	3.09	0.05	1.63%	0.39%	0.37%
S Tel	2.32	2.82	0.51	21.83%	0.29%	0.33%
Quadrant (HFCL)	1.80	1.66	-0.14	-7.85%	0.23%	0.20%
Etisalat	0.26	0.97	0.70	265.45%	0.03%	0.11%
Total	787.28	846.32	59.04	7.50%	100%	100%

1.10 Bharti is the leading operator in Access segment in terms of number of subscribers. However, in terms of net additions, Vodafone is on the 1st position, followed by Relaince & Bharti. Videocon and Quadrant have recorded -ve growth during the quarter.

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

Service Provider	Subscribers as on Mar-11 (in millions)	Rural Subscribers (in millions)	Percentage of Rural subscribers	Market share of Rural subscribers
Bharti	165.50	65.73	39.72%	23.3%
Vodafone	134.57	51.62	38.36%	18.3%
IDEA/Spice	89.50	46.05	51.45%	16.3%
BSNL	117.06	41.41	35.38%	14.7%
Reliance	136.95	29.47	21.52%	10.4%
Aircel/Dishnet	54.84	19.43	35.43%	6.9%
Tata	90.42	18.50	20.46%	6.6%
Unitech	22.79	6.86	30.08%	2.4%
Sistema	10.10	2.36	23.36%	0.8%
S Tel	2.82	0.80	28.22%	0.3%
Quadrant (HFCL)	1.66	0.001	0.04%	0.0002%
Loop Mobile	3.09	-	-	-
Videocon	7.11	-	-	-
Etisalat	0.97	-	-	-
MTNL	8.94	-	-	-
Total	846.32	282.23	33.35%	100%

1.11 IDEA continues to be the Service provider with highest proportion of Rural subscribers to its total subscribers, and this proportion has risen from 49.73% at the end of Dec-10 to 51.62% at the end of Mar-11.

Section B: Wireless Service

Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31st March 2011]

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

Licensees who started services during this quarter:

- Sistema (Orissa & Punjab)

Complete list of licensed Cellular (GSM & CDMA) Service providers as on 31st March 2011 is at Annexure – 1.1

1.12 Total Wireless (GSM + CDMA) subscriber base increased from 752.19 Million at the end of Dec-10 to 811.59 million at the end of Mar-11, thereby showing a growth of 7.90%. During this quarter 59.40 million subscribers were added. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Mar-11 is 38.89%. Wireless Teledensity increased from 63.22 to 67.98.

Chart 1.6: Wireless Subscriber Base and Teledensity

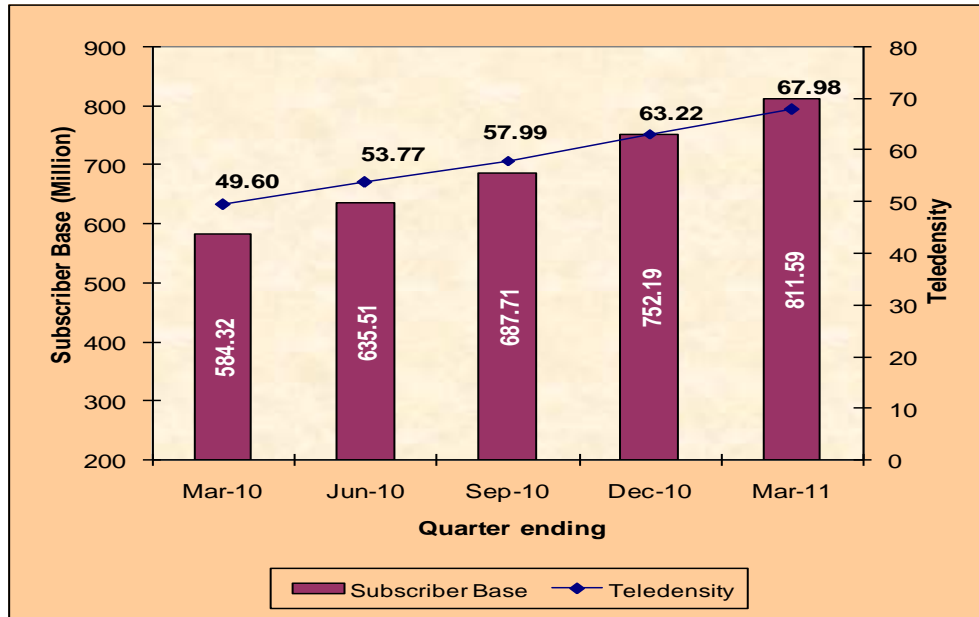


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-10	190.88	393.45	23.08	112.03
Jun-10	209.63	425.87	25.29	120.63
Sep-10	227.08	460.63	27.32	129.80
Dec-10	250.89	501.30	30.11	140.53
Mar-11	273.54	538.05	32.75	150.06

1.13 The Rural Wireless subscribers increased from 250.89 million at the end of Dec-10 to 273.54 million at the end of Mar-11.

1.14 Rural subscription grew at the rate of 9.03% in QE Mar-11 as against 10.49% in QE Dec-10 and Urban subscription grew at the rate of 7.33% as against 8.83% in the previous quarter. The share of Rural wireless subscription increased to 33.70% in total wireless subscription.

Chart 1.7: Wireless Market Share – Rural & Urban

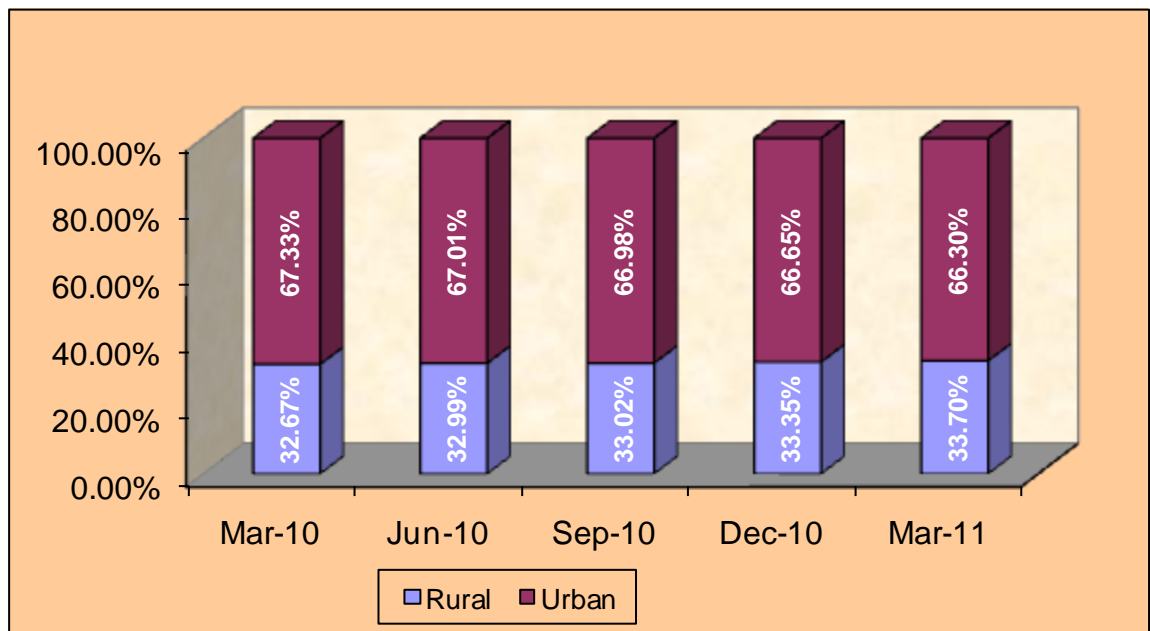


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (millions)			Rate of Growth	Market Share - Dec-10	Market Share - Mar-11
	Dec-10	Mar-11	Net Additions			
Bharti	152.50	162.20	9.71	6.37%	20.27%	19.99%
Reliance	125.65	135.72	10.07	8.01%	16.70%	16.72%
Vodafone	124.26	134.57	10.31	8.30%	16.52%	16.58%
BSNL	86.71	91.83	5.12	5.91%	11.53%	11.32%
IDEA/Spice	81.78	89.50	7.72	9.45%	10.87%	11.03%
Tata	84.23	89.14	4.91	5.82%	11.20%	10.98%
Aircel/Dishnet	50.17	54.84	4.67	9.32%	6.67%	6.76%
Unitech	18.51	22.79	4.28	23.13%	2.46%	2.81%
Sistema	8.43	10.06	1.62	19.25%	1.12%	1.24%
Videocon	7.32	7.11	-0.21	-2.92%	0.97%	0.88%
MTNL	5.40	5.47	0.08	1.40%	0.72%	0.67%
Loop	3.04	3.09	0.05	1.63%	0.40%	0.38%
S Tel	2.32	2.82	0.51	21.83%	0.31%	0.35%
Quadrant (HFCL)	1.61	1.47	-0.15	-9.00%	0.21%	0.18%
Etisalat	0.26	0.97	0.70	265.45%	0.04%	0.12%
Total	752.19	811.59	59.40	7.90%	-	-

1.15 Bharti is the leading operator with 162.20 million subscribers at the end of Mar-11, followed by Reliance (135.72 million) and Vodafone (134.57 million). In terms of net additions during the quarter, Vodafone (10.31) has added the highest number of subscribers, followed by Reliance (10.07 Million) and Bharti (9.71 Million). Videcon & Quadrant has recorded -ve growth during the quarter.

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (million)			
	Dec-10	Mar-11	Net Additions	Rate of change
U.P.(E)	58.00	63.68	5.68	9.80%
Maharashtra	56.74	61.72	4.98	8.78%
U.P.(W)	41.11	45.77	4.66	11.34%
West Bengal	35.27	39.66	4.39	12.46%
Madhya Pradesh	41.55	45.83	4.28	10.29%
Bihar	49.44	53.54	4.10	8.29%
Gujarat	43.33	46.96	3.63	8.38%
Andhra Pradesh	57.07	60.68	3.60	6.31%
Karnataka	46.04	49.45	3.41	7.40%
Delhi	35.55	38.82	3.26	9.18%
T.N. (incl. Chennai)	66.81	69.63	2.83	4.23%
Rajasthan	40.84	43.10	2.26	5.52%
Kolkata	21.18	23.21	2.03	9.60%
Punjab	26.89	28.76	1.87	6.96%
Orissa	20.72	22.42	1.70	8.20%
Haryana	18.99	20.39	1.40	7.39%
Mumbai	33.43	34.80	1.37	4.10%
Kerala	30.13	31.36	1.23	4.08%
Assam	10.69	11.67	0.98	9.20%
North East	6.42	7.18	0.77	11.96%
Jammu & Kashmir	5.24	5.75	0.52	9.88%
Himachal Pradesh	6.77	7.22	0.45	6.59%
All India	752.19	811.59	59.40	7.90%

Table 1.10: Service Area wise Wireless Teledensity as on 31st March 2011

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	32.55	173.26	71.55
Assam	23.70	120.17	38.14
Bihar	21.46	167.71	41.40
Delhi	-	-	209.88
Gujarat	45.45	127.72	78.64
Haryana	50.04	139.14	80.04
Himachal Pradesh	65.84	430.55	106.14
Jammu & Kashmir	29.51	102.32	49.06
Karnataka	33.68	166.60	83.15
Kerala	44.65	224.07	90.48
Madhya Pradesh	22.60	116.22	47.45
Maharashtra	44.76*	129.75*	84.25*
Mumbai			
North East	31.67	126.25	54.46
Orissa	27.82	189.59	54.97
Punjab	53.93	162.60	98.67
Rajasthan	37.99	144.52	63.46
T.N. (incl. Chennai)	46.85	145.83	101.10
U.P.(E)	26.26*	141.32*	51.87*
U.P.(W)			
Kolkata	37.73*	148.87*	69.34*
W.B.			
All India	32.75	150.06	67.98

* Population data/projections are available state-wise only

Notes:

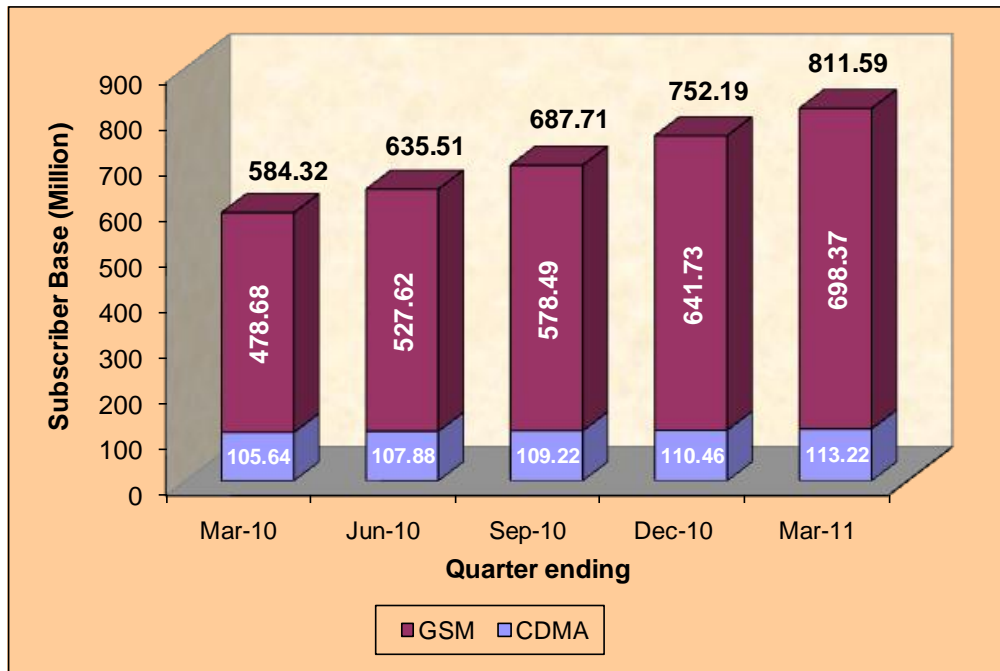
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the State of Delhi, includes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

Table 1.11: Rural Wireless Subscribers and Market Share

Service Provider	Subscribers as on Mar-11 (in millions)	Rural Subscribers (in millions)		Percentage of Rural subscribers in total		Market Share of Rural Subscribers	
		Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11
Bharti	162.20	60.85	65.73	39.90%	40.52%	24.25%	24.03%
Vodafone	134.57	47.76	51.62	38.44%	38.36%	19.04%	18.87%
Idea /Spice	89.50	40.67	46.05	49.73%	51.45%	16.21%	16.83%
BSNL	91.83	30.79	32.77	35.51%	35.69%	12.27%	11.98%
Reliance	135.72	27.08	29.47	21.55%	21.72%	10.79%	10.77%
Aircel / Dishnet	54.84	17.73	19.43	35.34%	35.43%	7.07%	7.10%
Tata	89.14	17.90	18.46	21.25%	20.71%	7.13%	6.75%
Unitech	22.79	5.56	6.86	30.04%	30.08%	2.22%	2.51%
Sistema	10.06	1.94	2.35	22.95%	23.40%	0.77%	0.86%
S Tel	2.82	0.61	0.80	26.39%	28.22%	0.24%	0.29%
Quadrant (HFCL)	1.47	0.001	0.001	0.04%	0.04%	0.0003%	0.0002%
Loop	3.09	0	0	0%	0%	0%	0%
MTNL	5.47	0.00	0	0%	0%	0%	0%
Videocon	7.11	0.00	0	0%	0%	0%	0%
Etisalat	0.97	0.00	0	0%	0%	0%	0%
Total	811.59	250.89	273.54	33.35%	33.70%	100%	100%

1.16 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



1.17 GSM subscription continues to grow at a faster rate. At the end of Mar-11, GSM subscribers constituted 86.05% of the wireless market.

GSM Services

1.18 The GSM subscribers were 698.37 million at the end of Mar-11 as against 641.73 million at the quarter ending Dec-10, showing a growth of 8.83%. Bharti with 162.20 million subscribers continues to be the largest GSM mobile operator, followed by Vodafone (134.57 million).

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

Service Provider	Dec-10		Mar-11		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Bharti	152.50	23.76%	162.20	23.23%	9.71
Vodafone	124.26	19.36%	134.57	19.27%	10.31
Idea/Spice	81.78	12.74%	89.50	12.82%	7.72
BSNL	81.23	12.66%	86.27	12.35%	5.03
Reliance	71.55	11.15%	81.06	11.61%	9.51
Aircel /Dishnet	50.17	7.82%	54.84	7.85%	4.67
Tata	42.34	6.60%	46.72	6.69%	4.37
Unitech	18.51	2.88%	22.79	3.26%	4.28
Videocon	7.32	1.14%	7.11	1.02%	-0.21
MTNL	5.11	0.80%	5.19	0.74%	0.08
Loop	3.04	0.47%	3.09	0.44%	0.05
S Tel	2.32	0.36%	2.82	0.40%	0.51
Quadrant (HFCL)	1.34	0.21%	1.23	0.18%	-0.11
Etisalat	0.26	0.04%	0.97	0.14%	0.70
Total	641.73	100.00	698.37	100.00	56.64

Net addition has decreased from 63.24 million in quarter ending Dec-10 to 56.64 million in quarter ending Mar-11.

CDMA Services

1.19 The CDMA subscriber base increased to 113.22 million during the quarter ending Mar-11 from 110.46 million at the end of previous quarter, thereby showing a growth rate of 2.50%. Reliance with 54.65 million subscribers continues to be the largest CDMA mobile operator. However, in terms of net additions during the quarter, Sistema continued to add the highest number of subscribers (1.62 million), followed by Reliance (0.55 million), Tata (0.53 million) and BSNL (0.09 million), rest of the service providers recorded decline in subscribers.

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

Service Provider	Dec-10		Mar-11		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Reliance	54.10	48.98%	54.65	48.27%	0.55
Tata	41.89	37.92%	42.42	37.47%	0.53
Sistema	8.43	7.64%	10.06	8.88%	1.62
BSNL	5.47	4.96%	5.57	4.92%	0.09
MTNL	0.29	0.26%	0.28	0.25%	-0.01
Quadrant (HFCL)	0.27	0.24%	0.24	0.21%	-0.03
Total	110.46	100.00%	113.22	100.00%	2.76

Net addition has increased from 1.24 million in quarter ending Dec-10 to 2.76 million in quarter ending Mar-11.

Section C: Wireline Service

Table 1.14: Service Providers providing Wireline service [as on 31st March 2011]

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.	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Orissa, Punjab, Rajasthan, Tamil Nadu (incl. Chennai), UP(East), UP(West) and West Bengal
5	Quadrant Televentures Ltd. (HFCL)	Punjab
6	Sistema Shyam Telelink Ltd.	Rajasthan
7	Reliance Communications Ltd.	Andhra Pradesh, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, J&K, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, (Tamilnadu incl. Chennai), UP(East), UP(West) and West Bengal

Chart 1.9: Wireline Subscriber Base and Teledensity

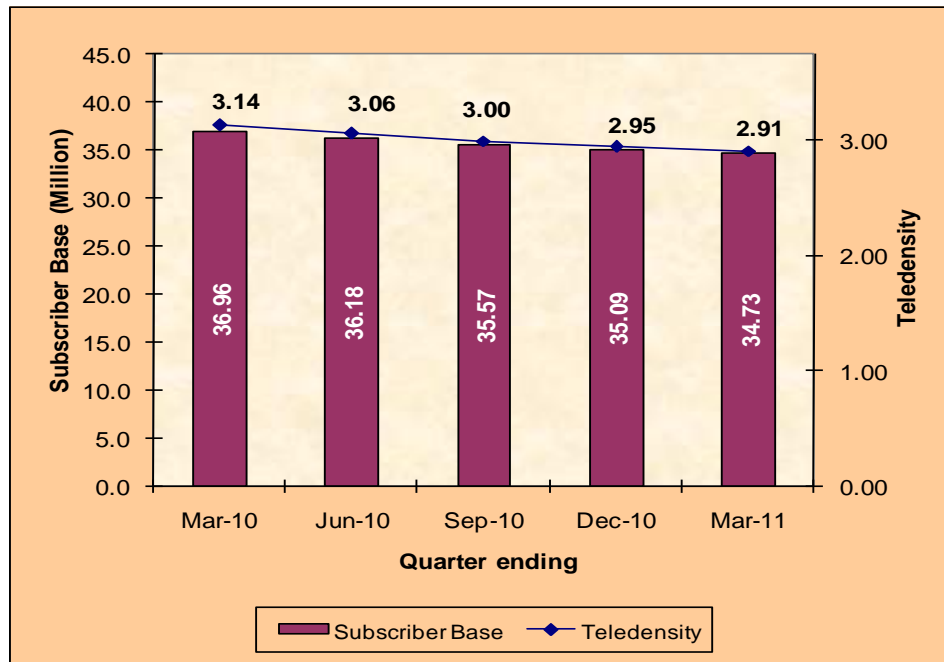


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-10	9.80	27.15	1.19	7.73
Jun-10	9.46	26.72	1.14	7.57
Sep-10	9.13	26.44	1.10	7.45
Dec-10	8.88	26.21	1.07	7.35
Mar-11	8.69	26.04	1.04	7.26

1.20 Wireline subscriber base further declined from 35.09 million at the end of Dec-10 to 34.73 million at the end of Mar-11. Wireline Teledensity is 2.91. Rural subscriber base has shown Y-o-Y decline of 11.34%, from 9.80 Million in Mar-09 to 8.69 Million in Mar-11. During the same period, Urban subscription recorded decline rate of 4.11%.

Chart 1.10: Wireline Market share – Rural & Urban

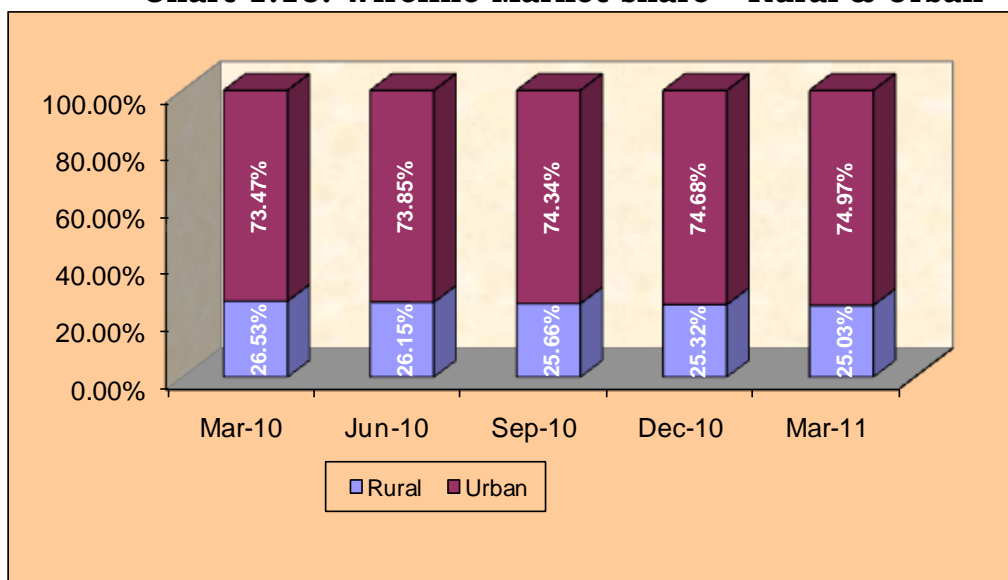


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share

Service Provider	Subscriber Base (million)			Share of Rural subscription
	Rural	Urban	Total	
BSNL	8.64	16.58	25.22	34.26%
MTNL	-	3.46	3.46	-
Bharti	-	3.30	3.30	-
Tata	0.04	1.24	1.28	3.28%
Reliance	0.002	1.23	1.23	0.13%
Quadrant (HFCL)	-	0.19	0.19	-
Sistema	0.005	0.03	0.04	13.13%
Total	8.69	26.04	34.73	25.03%

Table 1.17: Growth in Subscribers

Service Provider	Subscriber Base (million)			Rate of change	Market share- Dec-10	Market share- Mar-11
	Dec-10	Mar-11	Net Additions			
BSNL	25.65	25.22	-0.424	-1.7%	73.09%	72.63%
MTNL	3.47	3.46	-0.003	-0.1%	9.88%	9.97%
Bharti	3.26	3.30	0.039	1.2%	9.28%	9.49%
Tata	1.27	1.28	0.013	1.0%	3.62%	3.69%
Reliance	1.22	1.23	0.012	1.0%	3.48%	3.55%
Quadrant (HFCL)	0.19	0.19	0.004	2.2%	0.53%	0.55%
Sistema	0.04	0.04	-0.001	-2.1%	0.11%	0.11%
Total	35.09	34.73	-0.360	-1.0%	100%	100%

Table 1.18: Service Area wise Wireline Subscribers

Service Area	Dec-10	Mar-11	Net Additions	Rate of Change
Andhra Pradesh	2.38	2.37	-0.014	-0.59%
Assam	0.26	0.26	0.001	0.26%
Bihar	1.26	1.20	-0.066	-5.22%
Delhi	2.81	2.84	0.027	0.97%
Gujarat	1.97	1.95	-0.024	-1.24%
Haryana	0.67	0.65	-0.021	-3.17%
Himachal Pradesh	0.34	0.34	-0.004	-1.31%
Jammu & Kashmir	0.21	0.22	0.001	0.63%
Karnataka	2.74	2.74	-0.002	-0.09%
Kerala	3.31	3.30	-0.014	-0.43%
Madhya Pradesh	1.42	1.38	-0.036	-2.56%
Maharashtra	2.88	2.85	-0.028	-0.97%
Mumbai	2.98	2.99	0.009	0.32%
North East	0.28	0.27	-0.008	-2.93%
Orissa	0.57	0.57	0.002	0.42%
Punjab	1.57	1.58	0.007	0.44%
Rajasthan	1.35	1.29	-0.060	-4.42%
T.N. (incl. Chennai)	3.51	3.46	-0.054	-1.53%
U.P.(E)	1.48	1.47	-0.009	-0.60%
U.P.(W)	0.86	0.86	-0.001	-0.16%
Kolkata	1.42	1.40	-0.014	-1.00%
W.B.	0.81	0.76	-0.052	-6.37%
All India	35.09	34.73	-0.360	-1.03%

1.21 Assam, Delhi, J&K, Mumbai, Orissa & Punjab are the only Service Areas which showed positive growth.

Table 1.19: Service Area wise Wireline Teledensity as on 31st March 2011

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.16	7.06	2.79
Assam	0.24	4.28	0.84
Bihar	0.40	4.26	0.92
Delhi	-	-	15.35
Gujarat	1.22	6.28	3.26
Haryana	1.29	5.03	2.55
Himachal Pradesh	4.39	9.57	4.96
Jammu & Kashmir	0.50	5.52	1.84
Karnataka	1.42	9.99	4.61
Kerala	8.61	12.19	9.52
Madhya Pradesh	0.32	4.51	1.43
Maharashtra	1.31*	9.47*	5.10*
Mumbai			
North East	0.68	6.32	2.04
Orissa	0.60	5.39	1.40
Punjab	2.99	8.89	5.42
Rajasthan	0.81	5.36	1.90
T.N.	2.07	7.45	5.02
U.P.(E)	0.32*	3.83*	1.10*
U.P.(W)			
Kolkata	0.56*	6.95*	2.38*
W.B.			
All India	1.04	7.26	2.91

* Population data/projections are available state-wise only

Notes:

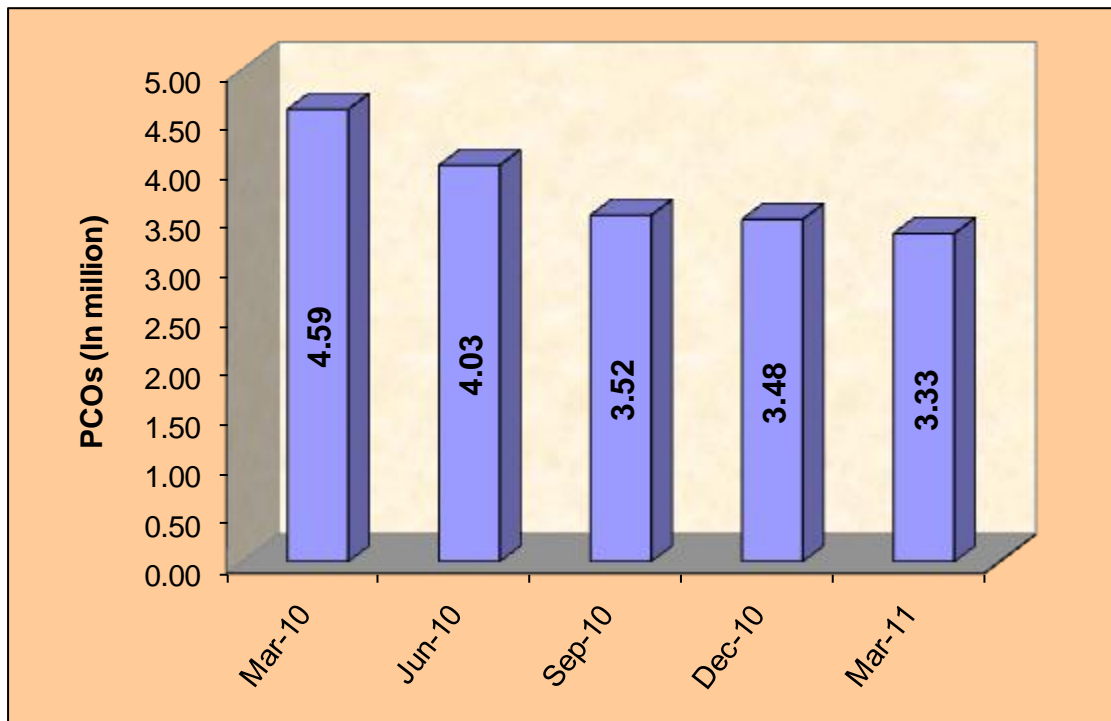
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

1.22 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-11 is 3.33* million as compared to 3.48† million at the end of Dec-10, showing a reduction of 0.14 millions PCOs. Detailed table is at Annexure - 1.4.

Chart 1.11: Number of PCOs



1.24 Number of PCOs have further declined by 4.14% in the QE Mar-11. The year-on-year (Y-O-Y) decline over the same quarter of the last year is 27.45%.

1.25 The declining trend in PCOs could be attributed to the increasing penetration of Mobile connections due to reduction in entry level costs and availability of customized tariff schemes in the market.

* Reliance has not submitted PCO figures for the QE March 2011, hence previous quarter figures have been taken

† Figure revised by Tata for Maharashtra Service Area

Table 1.20: Rate of change & Market share of PCOs

Service Provider	Dec-10	Mar-11	Rate of change	Market share (Mar-11)
BSNL	1.47	1.39	-4.88%	41.84%
MTNL	0.18	0.18	-4.46%	5.27%
Bharti	0.08	0.07	-9.16%	2.13%
Quadrant (HFCL)	0.01	0.01	-10.81%	0.38%
Sistema	0.02	0.02	0.00%	0.72%
Tata	1.03#	0.98	8.93%	29.38%
Reliance	0.68	0.68*	0.00%	20.29%
Total	3.48	3.33	-0.24%	100.00%

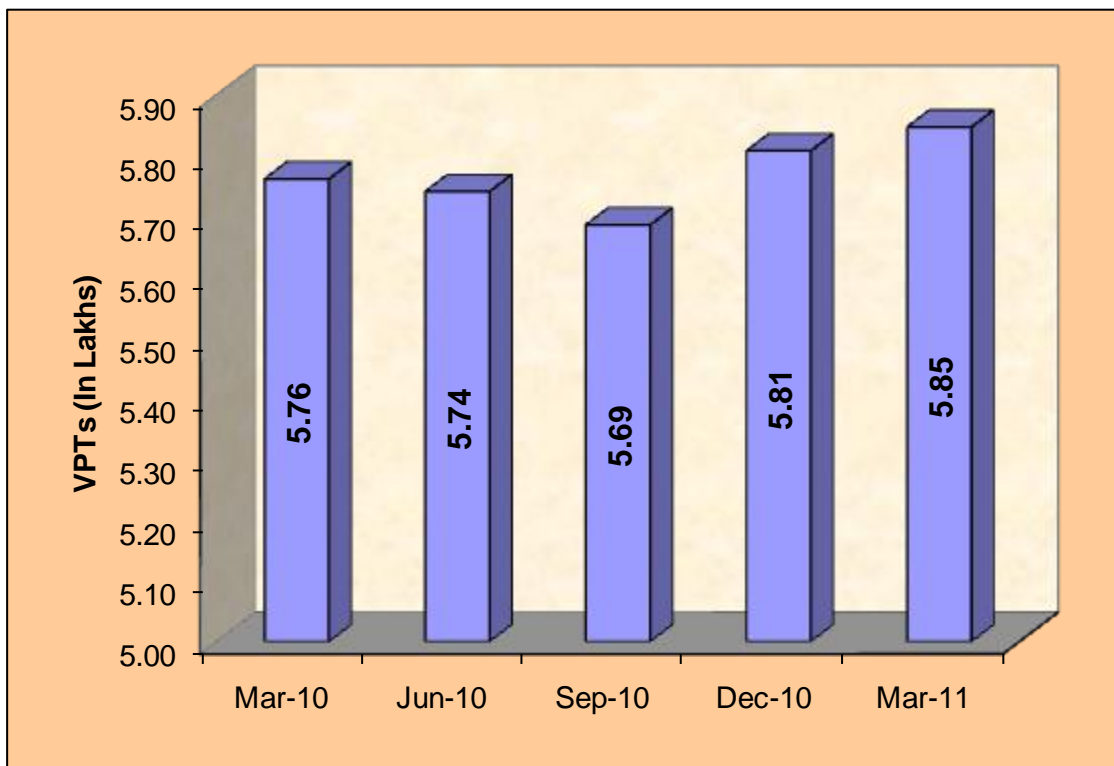
Tata has revised the data for Maharashtra Service Area

* Reliance has not submitted PCO figures for the QE March 2011, hence previous quarter figures have been taken

Village Public Telephones (VPTs)

1.26 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs increased from 5.81 lakhs in Dec-10 to 5.85 lakhs in QE Mar-11. At the end of Mar-11, 98.5% of the total inhabited villages in India have been connected. Detailed table is at Annexure -1.5.

Chart 1.12: Growth in VPTs

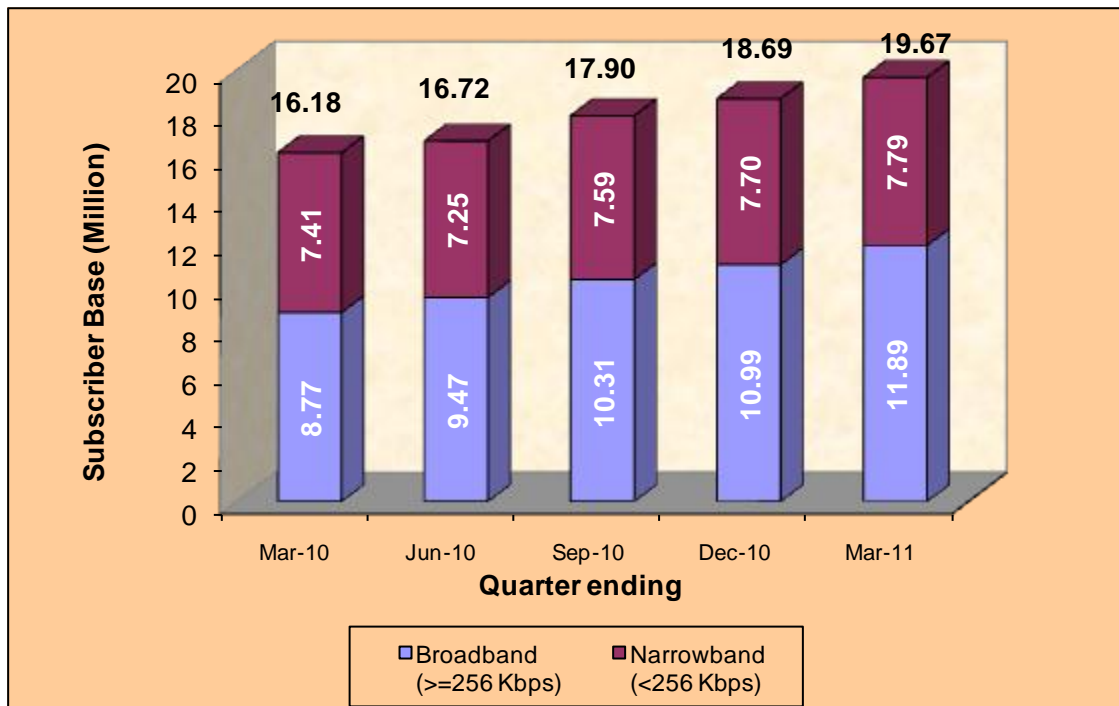


Section D: Internet Service

1.27 There are 19.67 million Internet subscribers at the end of Mar-11 as compared to 18.69 million at the end of Dec-10, registering a growth of 5.29%. Apart from this, 381.40 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.

1.28 Number of Broadband subscribers increased from 10.99 million at the end of Dec-10 to 11.89 million at the end of Mar-11, registering a quarterly growth of 8.17% and Y-O-Y growth of 35.49%.

Chart 1.13: Trends in Internet/Broadband subscription



1.29 Share of Broadband subscription in total Internet subscription increased from 58.8% in Dec-10 to 60.4% in Mar-11.

1.30 Number of Narrowband subscribers increased from 7.70 million in Dec-10 to 7.79 million in Mar-11, thereby showing a growth rate of 1.17% as against a growth rate of 1.42% in the previous quarter i.e. QE Dec-10.

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

Quarter ending	PSU ISPs	Private ISPs	Total	Share of PSUs
Mar-10	11.50	4.68	16.18	71.1%
Jun-10	11.98	4.74	16.72	71.6%
Sep-10	12.53	5.36	17.90	70.0%
Dec-10	13.03	5.66	18.69	69.7%
Mar-11	13.74	5.94	19.67	69.8%

1.31 The total Internet leased line customers stood at 45,275 at the end of Mar-11 as compared to 36,244 at the end of Dec-10, registering an increase of about 25%.

1.32 There are 8409 Cyber Cafes at the end of Mar-11 as compared to 8792 at the end of Dec-10 registering a decline of 4.36% during the quarter.

1.33 As per the reports available with the TRAI, 31 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

1.34 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 610 GB for International and 403 GB for National during this quarter as compared to 608 GB for International and 537 GB for National at the end of Dec-10.

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

S.No	ISP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	11316919	57.52%
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2422921	12.31%
3	Reliance Communications Infrastructure Limited	A	All India	2173463	11.05%
4	Bharti Airtel Ltd.	A	All India	1434799	7.29%
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	348345	1.77%
6	You Broadband & Cable India Private Limited(YOU Telecom India Pvt. Ltd).	A	All India	325993	1.66%
7	Tikona Digital Networks Pvt Ltd	A	All India	216351	1.10%
8	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	185070	0.94%
9	Beam Telecom Pvt. Ltd.	B	Andhra Pardesh	111943	0.57%
10	Asianet Satellite Communications Ltd.	B	Kerala	107298	0.55%
	Total of Top 10 ISPs			18643102	94.76%
	Others			1031881	5.24%
	Grand Total			19674983	100.00%

1.35 BSNL holds 57.52% of the market share with reported subscriber base of 11.32 million Internet subscribers at the end of Mar-11 as against 10.64 million at the end of Dec-10. MTNL is at second position (2.42 million) followed by Reliance (2.17 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.

1.36 Top 10 ISPs together hold 94.76% of the total Internet subscriber base.

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

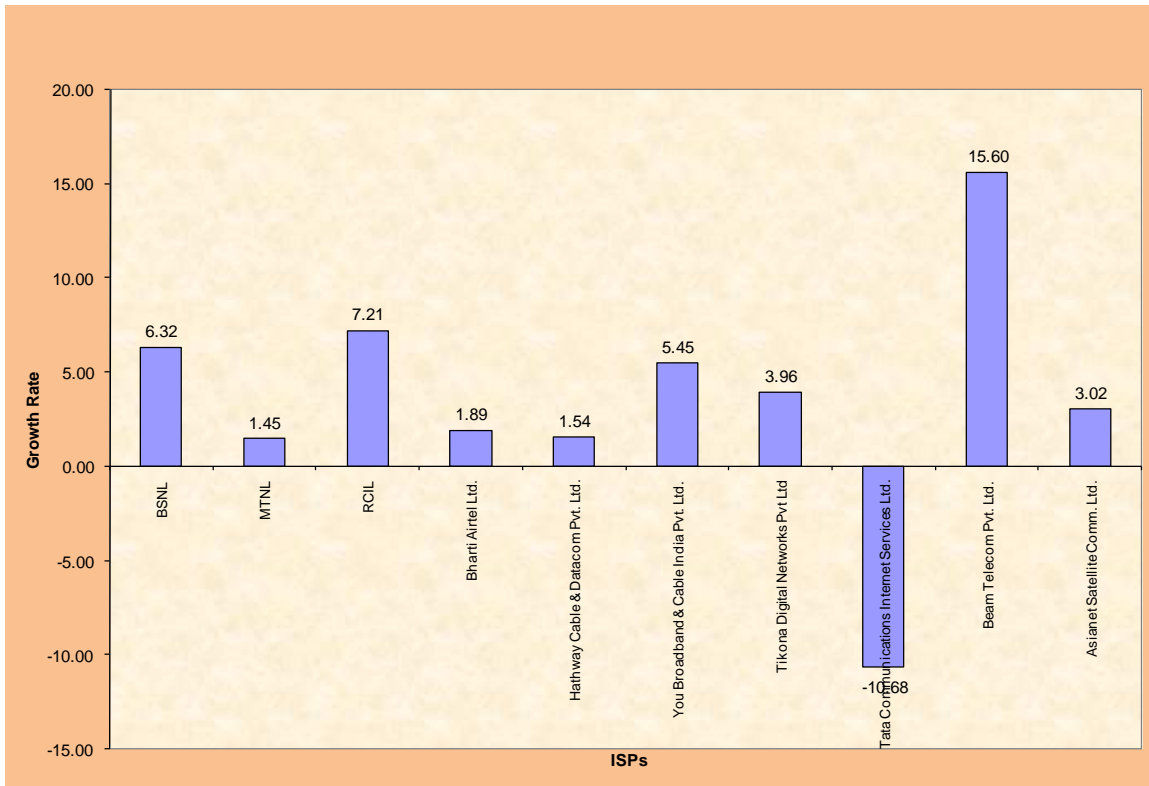


Chart 1.15: Technology trends for Internet Access (including Broadband)

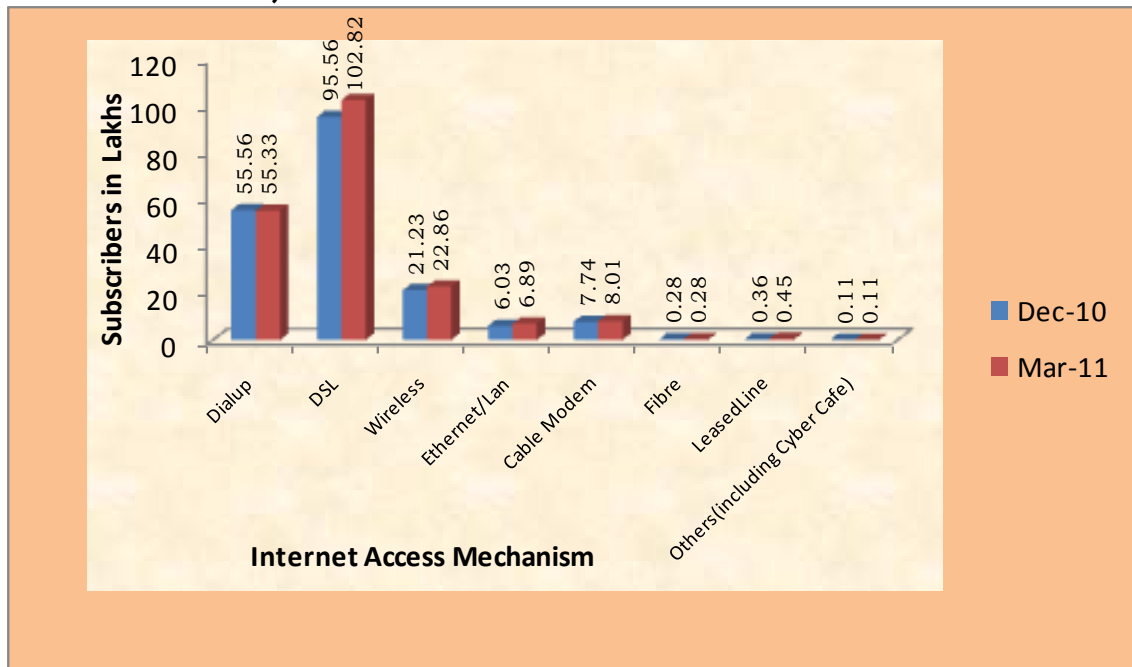
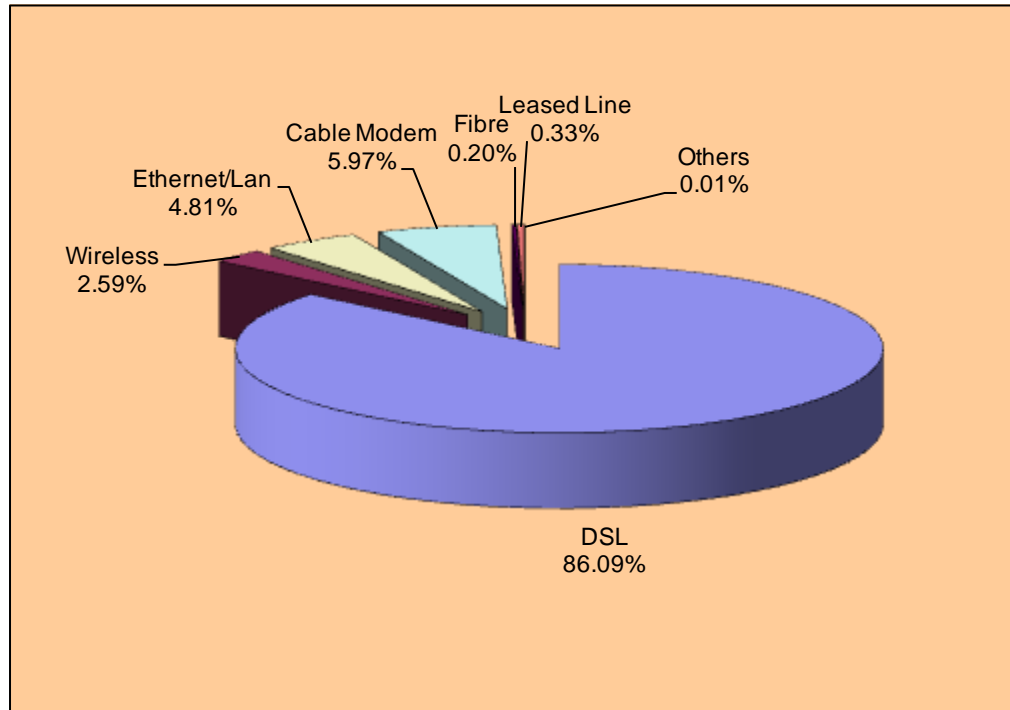
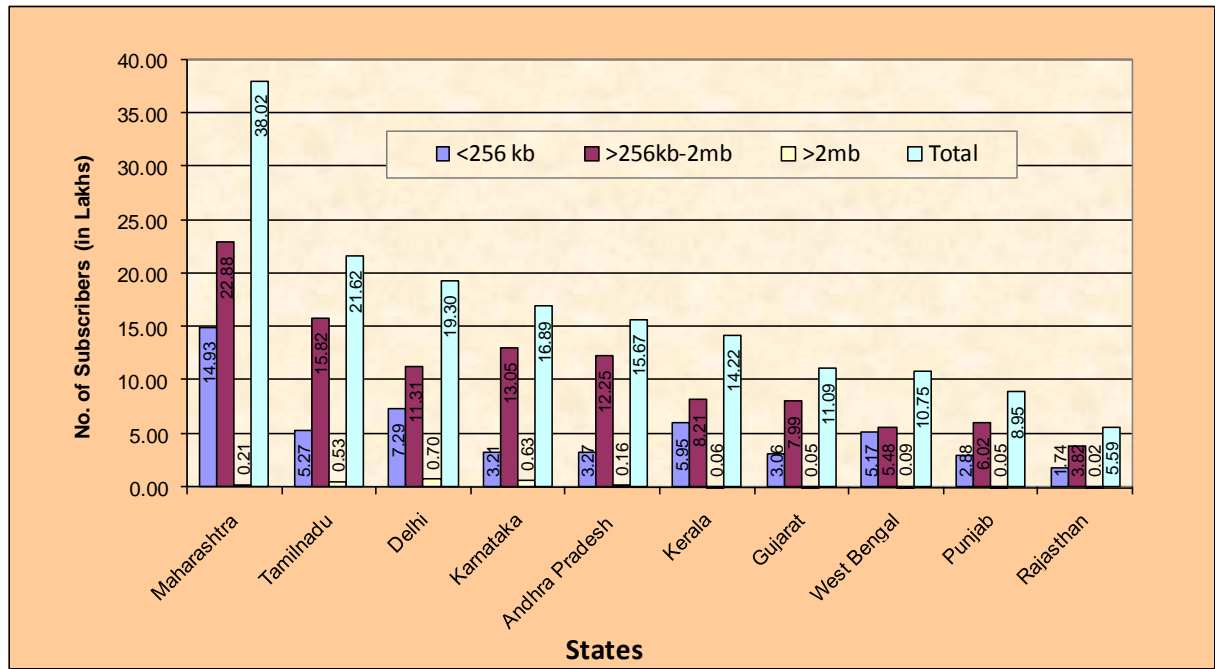


Chart 1.16: Broadband Access - Technologies & Market Share



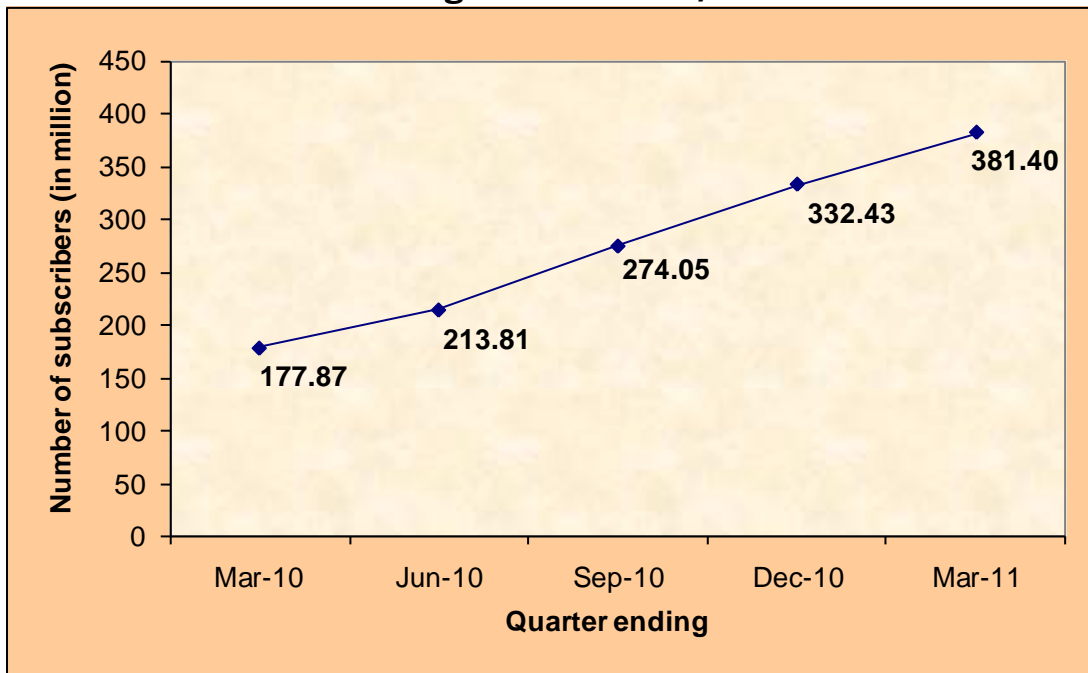
1.37 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 86.09% of total broadband subscribers. Cable Modem Technology follows with 5.97% connections.

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



1.38 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. In all the Top 10 states, the number of broadband subscribers is more than the number of Internet subscribers.

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



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

1.39 46.99% of total wireless subscribers base are capable of Accessing Data Services/Internet at the end of Mar-11 as against 44.19% at the end of previous quarter.

Table 1.23: Service Provider wise details of Data Services

S.No.	Subscriber Base of Data Services	
	Service Provider	Data Subscribers as on 31st March 2011 (in millions)
1	Aircel	7.92
2	Bharti	120.42
3	Loop	3.09
4	BSNL*	GPRS = 73.47 CDMA 2000 XI = 0.01
5	HFCL#	GPRS = 1.23
6	Vodafone	60.79
7	Idea	12.76
8	MTNL*	GPRS = 2.91 CDMA 2000 XI = 0.08
9	RTL	7.83
10	RCL*	GPRS = 14.01 CDMA 2000 XI = 14.12
11	Sistema@	CDMA 2000 XI = 0.58
12	Tata*	GPRS = 27.78 CDMA 2000 XI = 1.65
13	S Tel#	2.82
14	Unitech#	22.79
15	Etisalat	Nil
16	Videocon#	7.11
	Total	381.40

* = Provides GSM & CDMA Based services.

@ = Provide CDMA based services only.

= Reported that GSM Services, data services are enabled to all their subscribers
MTNL, Mumbai GSM figures of Dec. 2010 have been taken

Section E: Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.24: PMRTS Subscriber base – Service Provider wise

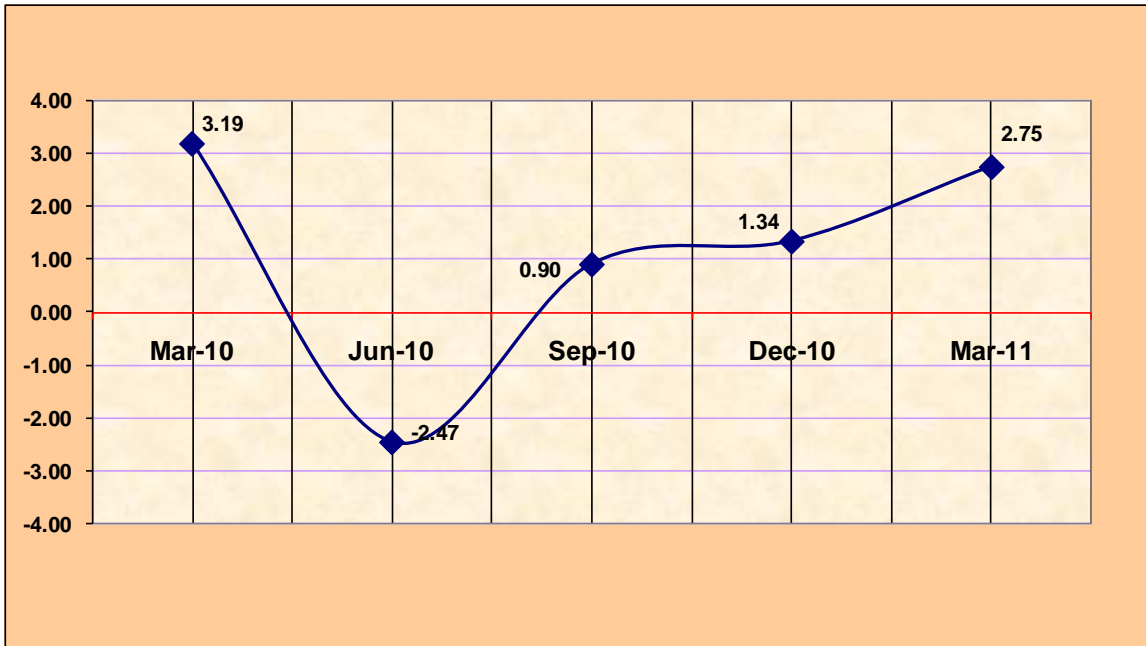
Sr. No.	Name of the Service Provider	Subscriber Base as on 31.12.10	Subscriber Base as on 31.03.11	%age Growth in Subscribers	%age in Market Share
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	19894	20921	5.16	61.23
2	Procall Ltd.	6353	6202	-2.38	18.15
3	Smartalk Pvt Ltd.	2349	2276	-3.11	6.66
4	QuickCall	3399	3443	1.29	10.08
5	Bhilwara Telenet Services Pvt.Ltd.	1260	1327	5.32	3.88
6	*India Satcom Ltd.	0	0	0.00	0.00
	Total	33255	34169	2.75	100.00

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

1.40 The subscriber base of PMRTS increased from 33,255 in QE Dec-10 to 34169 at the end of Mar-11.

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

Chart 1.19: Growth rate (%) of PMRTS



Very Small Aperture Terminal (VSAT)

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

Sr. No	Name of Service Provider	Quarter ending		%age change	Market Share (%)
		Dec-10	Mar-11		
1	Hughes Communications Ltd.	41585	43870	5.49	31.21
2	HCL Comnet	25950	25427	-2.02	18.09
3	Bharti Airtel Limited, Bangalore	42345	43894	3.66	31.23
4	Bharti Broadband	158	158	0.00	0.11
5	Essel Shyam	2728	2728	0.00	1.94
6	Tatanet Services	14393	15270	6.09	10.86
7	ITI	0	0	0.00	0.00
8	GNFC	0	0	0.00	0.00
9	BSNL	6884	7740	12.43	5.51
10	Infotel Satcom	1478	1478	0.00	1.05
	Total	135521	140565	3.72	100.00

Note: M/s ITI and M/s GNFC have surrendered complete Bandwidth in extended C-Band with effect from 1st October 2009 and 15th March 2009 respectively. However, they have not surrendered their licenses. As of now their subscriber base is zero.

1.42 The total number of VSAT subscribers increased to 140565 at the end of Mar-11. Net additions during the quarter has been 5044 and, the growth rate 3.72%.

1.43 Bharti Airtel Ltd. continues to be the market leader with subscriber base of 43894, followed by Hughes Communication Limited (43870).

1.44 HCL Comnet System & Services Ltd. has registered decline (2.02%) in VSAT subscribers in this quarter.

Chart 1.20: Number of VSAT connections

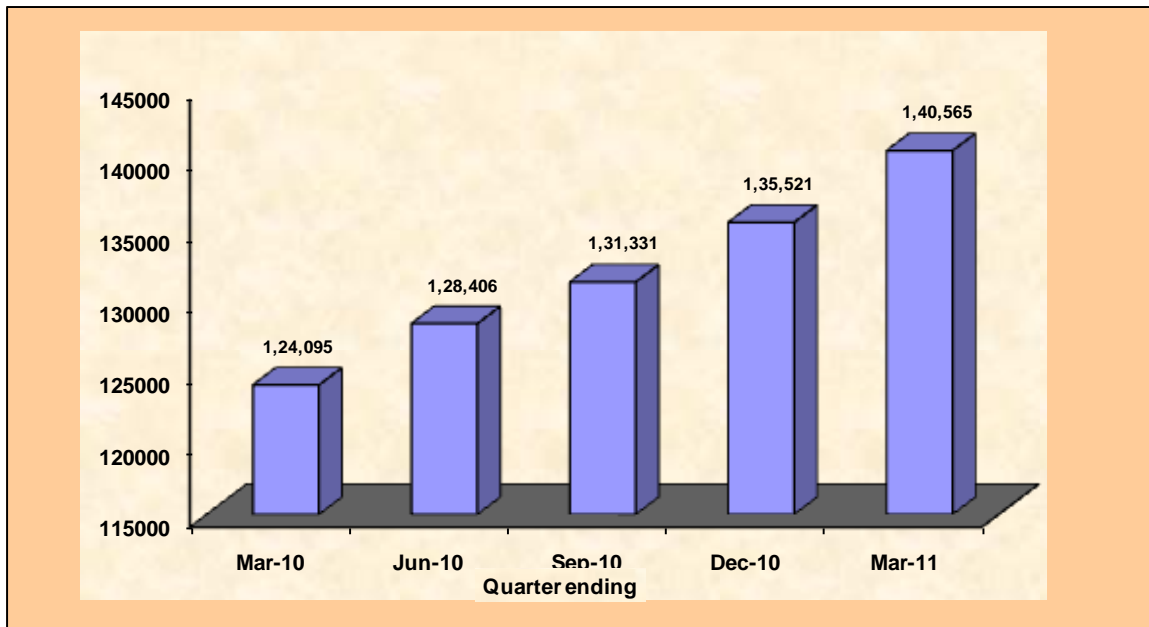
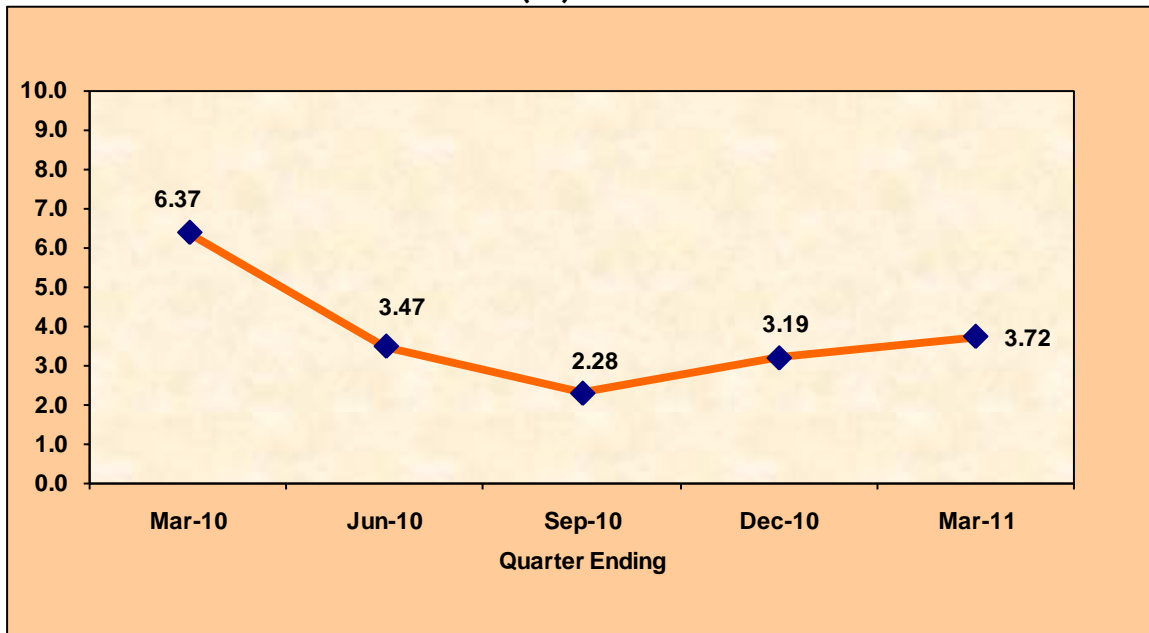


Chart 1.21: Growth Rate (%) of VSAT Subscribers



Chapter 2 : Revenue and Usage

-
- For all the parameters, Metros indicate data for Delhi, Mumbai & Kolkata. Data for Chennai service area has been included in Circle A, as part of TN
 - ARPU arrived after netting off interconnect charges
 - The data contained in the section A & B covers the licensees, who have been providing service during the entire period from 1st January 2011 to 31st March 2011 in the various service areas.

Section A: GSM Service

Table 2.1: Key Indicators - GSM Service

Parameter	Mar-10	Dec-10	Mar-11	Q-O-Q (% Change)	Y-O-Y (% Change)
Subscriber Base (million)	478.59	642.03	697.98	8.71%	45.84%
Share of Prepaid (%)	95.78%	96.65%	96.81%	0.17%	1.08%
Incoming MOU* per sub. per month	209	186	180	-3.34%	-13.89%
Outgoing MOU* per sub. per month	201	174	169	-2.56%	-15.84%
Outgoing SMS per sub. per month	38	46	44	-3.22%	15.72%
Average Revenue Per User (ARPU)	131	105	100	-4.52%	-23.74%

* Minutes of Usage

Chart 2.1: Outgoing Traffic Pattern - GSM Service

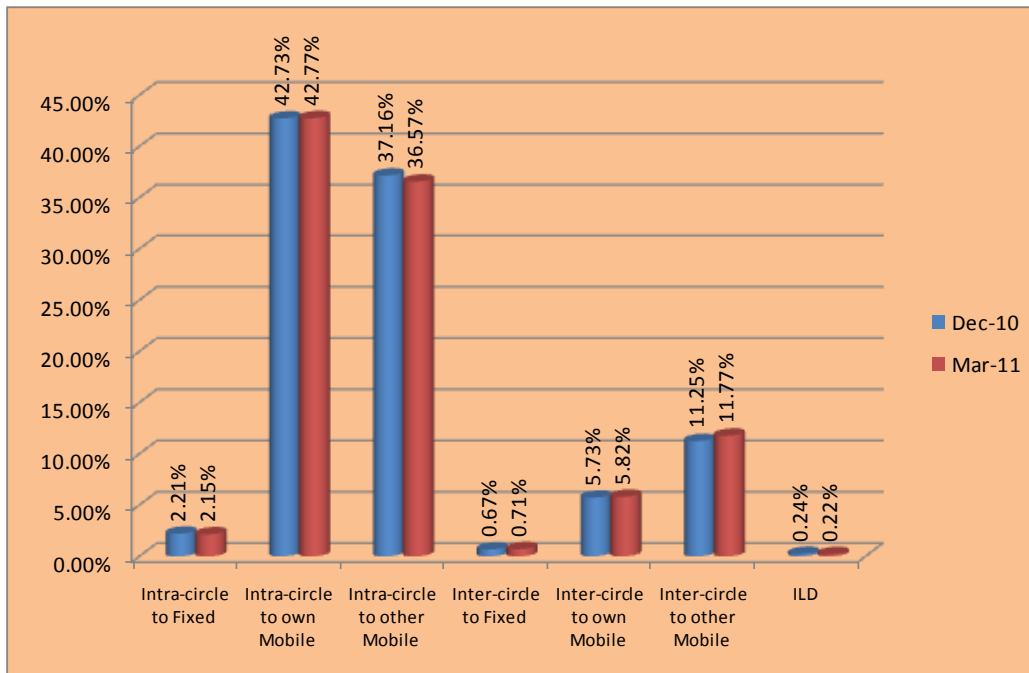
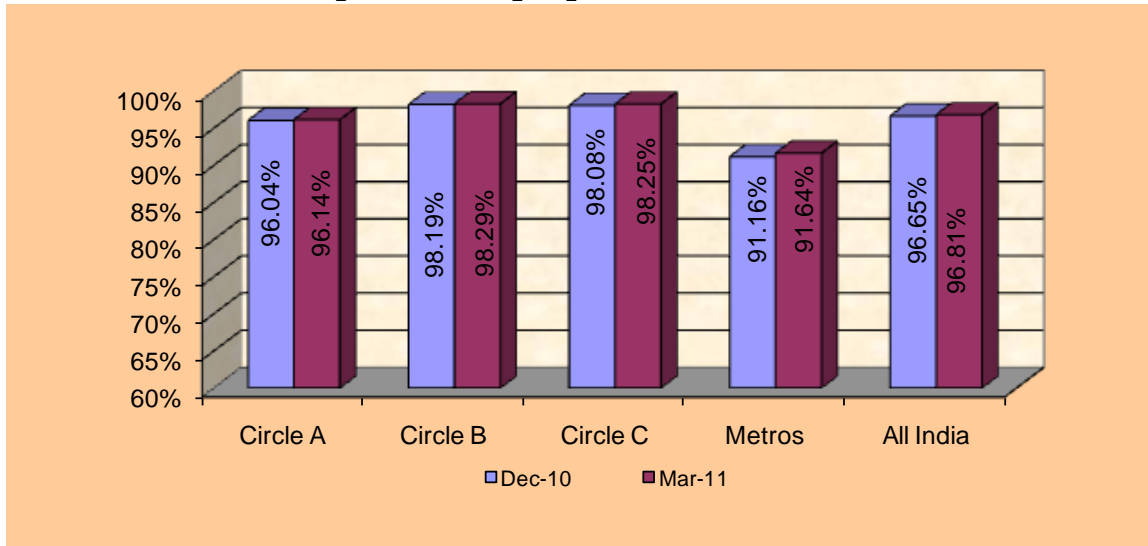


Chart 2.2: Proportion of prepaid subscribers - GSM Service



2.1 Share of prepaid subscription has grown from 96.65% at the end of Dec-10 to 96.81% at the end of Mar-11.

Table 2.2: ARPU - GSM Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	515	91	107
Circle B	602	81	90
Circle C	435	86	93
Metro	648	75	124
All India	564	84	100
All private SPs	623	87	103
BSNL/MTNL	336	69	83

2.2 The all India blended ARPU per month has shown a decline of 4.52% from ₹105 in Dec-10 to ₹100 in Mar-11.

2.3 Prepaid ARPU declined from ₹88 in Dec-10 to ₹84 in Mar-11 and Postpaid ARPU declined from ₹572 to ₹564.

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

Item	Dec-10	Mar-11
Rental Revenue	18.67%	19.46%
Revenue from Calls	54.81%	53.26%
Revenue from SMS	7.42%	7.04%
Revenue from Roaming	8.05%	8.27%
Other Revenues *	11.05%	11.97%

* 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	578	466	1044	93	156	158	315	69
Circle B	542	477	1020	68	148	171	318	27
Circle C	470	408	878	47	176	219	395	20
Metro	516	409	925	105	169	145	314	42
All India	545	448	993	87	157	171	327	43

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	173	170	343	70
Circle B	154	176	331	28
Circle C	181	223	404	20
Metro	199	167	366	48
All India	169	180	349	44

2.4 The overall MOU per subscriber declined by 2.96%, from 360 in QE Dec-10 to 349 in QE Mar-11.

2.5 Prepaid MOU per subscriber declined by 2.87%, the postpaid MOUs slightly declined by 0.18%.

2.6 Postpaid subscribers have higher incoming as well as outgoing usage as compared to prepaid subscribers and postpaid subscribers make more outgoing calls than receiving, while prepaid subscribers receive more calls than making.

2.7 The overall ratio of incoming-outgoing MOUs is 51:49.

2.8 Outgoing SMS per subscriber declined from 46 in QE Dec-10 to 44 in QE Mar-11.

Table 2.5: Outgoing Traffic 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	2.35%	40.29%	41.80%	0.59%	5.06%	9.68%	0.23%
Circle B	2.14%	47.14%	34.76%	0.52%	4.85%	10.40%	0.20%
Circle C	1.00%	51.97%	31.39%	0.45%	5.70%	9.41%	0.07%
Metros	2.94%	26.43%	32.46%	1.92%	11.01%	24.78%	0.46%
All India	2.15%	42.77%	36.57%	0.71%	5.82%	11.77%	0.22%

Average Subscriber outgo* per minute

2.9 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. The average outgo per outgoing minute (Rental revenue + Airtime revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. The table 2.7 provides the figures for the quarter ending Mar-11.

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

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.64	0.52	0.54
Circle B	0.64	0.48	0.49
Circle C	0.72	0.43	0.44
Metros	0.80	0.52	0.59
All India	0.69	0.49	0.51

* Outgo includes both Rental and call charges

2.9 All India average outgo per minute marginally declined from ₹0.52 in QE Dec-10 to ₹0.51 in QE Mar-11.

Table 2.7: Trends of Key Parameters - GSM Service

Parameter	Mar-10	Jun-10	Sep-10	Dec-10	Mar-11
1. ARPU (₹ Per month)	131	122	110	105	100
2. MOU per subscriber per month	410	401	368	360	349
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	167	162	145	143	138
3.2 NLD (inter-circle)	34	33	32	31	31
3.3 ILD	0.6	0.5	0.4	0.4	0.4
4. Outgoing SMS per subscriber per month SMS	38	40	44	46	44
5. Average Outgo per outgoing minute (₹)	0.57	0.55	0.55	0.52	0.51

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	Dec-10	Mar-11	% Change
Subscriber Base in millions	92.7	95.3	2.83%
Share of Prepaid (%)	93.97%	94.03%	0.06%
Incoming MOUs per subs per month	133	131	-1.90%
Outgoing MOUs per subs per month	137	132	-3.39%
Outgoing SMS per subs per month	29	33	13.51%
ARPU (₹ Per month)	68	66	-3.79%

Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service

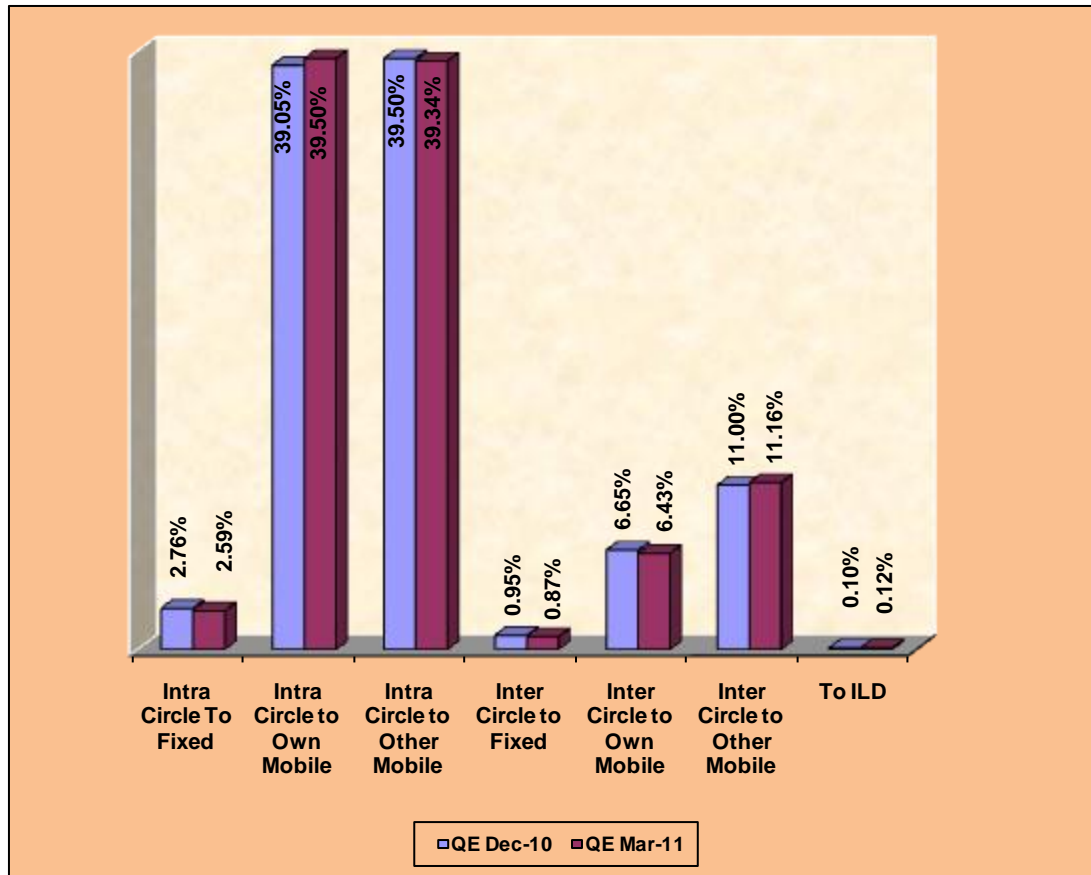
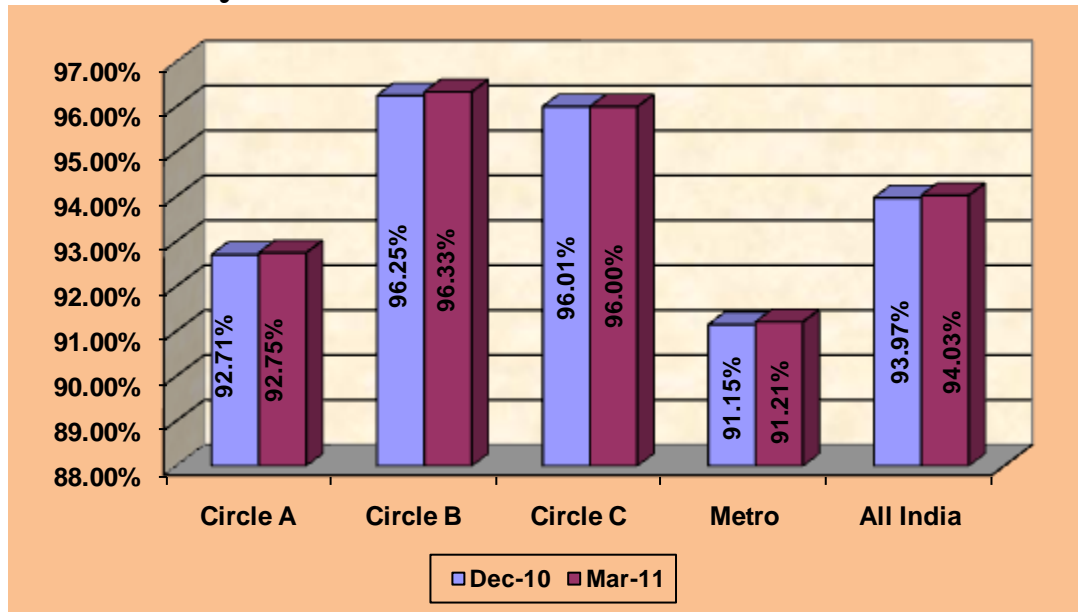


Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service



2.11 Market share of Prepaid segment increased from 93.97% in Dec-10 to 94.03% in Mar-11.

Table 2.9: ARPU – CDMA Full Mobility Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	409	47	74
Circle B	357	40	52
Circle C	466	43	60
Metro	408	48	80
All India	400	44	66

2.12 The all India Blended ARPU declined by 3.79% from ₹68 in Dec-10 to ₹66 in QE Mar-11. ARPU for prepaid service declined by 3.32%,

from ₹46 in Dec-10 to ₹44 in Mar-11, Postpaid ARPU declined by 3.30%, from ₹414 to ₹400.

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

Item	Dec-10	Mar-11
Rental Revenue	29.9%	30.6%
Revenue from Calls	47.6%	47.1%
Revenue from SMS	1.5%	1.5%
Revenue from Roaming	5.1%	5.0%
Other Revenues *	15.8%	15.8%

* 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	397	279	677	191	101	112	213	13
Circle B	525	361	886	17	118	123	241	10
Circle C	542	291	833	10	140	154	294	6
Metro	373	259	631	858	112	115	226	19
All India	427	292	719	359	113	120	234	13

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	122	124	246	26
Circle B	133	132	264	10
Circle C	156	159	315	6
Metro	135	127	262	93
All India	132	131	263	33

2.13 The total MOU per subscriber per month decreased by 2.65%, from 270 in QE Dec-10 to 263 in QE Mar-11. The outgoing MOUs decreased by 3.39% and the incoming MOUs by 1.90%.

2.14 Prepaid MOUs decreased by 2.59% and postpaid MOUs by 2.73%.

2.15 Outgoing SMS per subscriber per month increased from 29 in QE Dec-10 to 33 in QE Mar-11.

2.16 The overall ratio of incoming –outgoing MOUs has changed from 49:51 in QE Dec-10 to 50:50 in QE Mar-11.

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	3.30%	33.81%	46.91%	1.00%	5.23%	9.59%	0.16%
Circle B	1.78%	45.47%	37.80%	0.64%	5.94%	8.28%	0.10%
Circle C	2.11%	39.68%	42.61%	0.97%	6.44%	8.13%	0.05%
Metros	3.23%	36.99%	30.56%	1.03%	8.76%	19.30%	0.13%
All India	2.59%	39.50%	39.34%	0.87%	6.43%	11.16%	0.12%

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

[₹ Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.91	0.44	0.55
Circle B	0.60	0.33	0.37
Circle C	0.73	0.30	0.36
Metros	1.00	0.44	0.58
All India	0.84	0.38	0.47

* Outgo includes both Rental and call charges

2.17 All India average outgo per minute slightly declined from ₹ 0.48 in Dec-10 to ₹0.47 in Mar-11.

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

Parameter	Mar-10	Jun-10	Sep-10	Dec-10	Mar-11
1. ARPU (₹ Per month)	76	74	73	68	66
2. MOU per subscriber per month	307	299	283	270	263
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	118	120	113	111	108
3.2 NLD (inter-circle)	28	26	25	25	24
3.3 ILD	0.19	0.15	0.14	0.13	0.16
4. Outgoing SMS per subscriber per month SMS	13	13	15	29	33
5. Average Outgo per outgoing minute (₹)	0.49	0.48	0.50	0.48	0.47

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Service

Revenue of ISPs

2.18 The total Revenue of the Internet Services as reported by ISPs was ₹2,685.38 Crores for the quarter ending Mar-11 as compared to ₹2,417.02 crores for the quarter ending Dec-10, showing an increase of 11.10%.

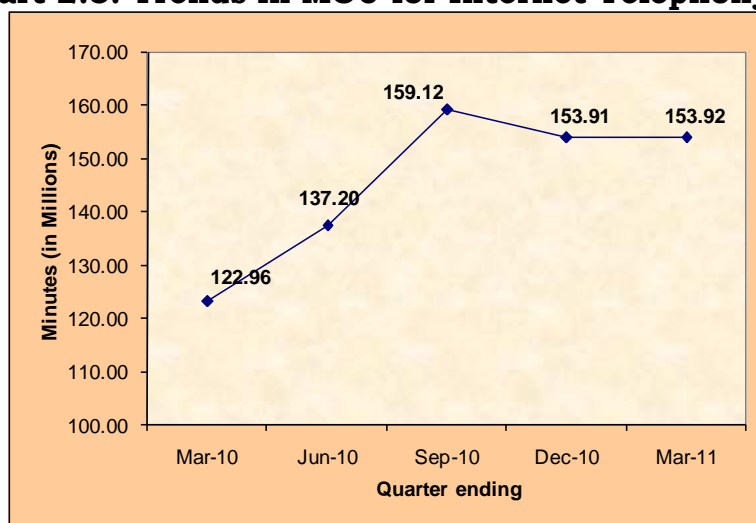
Dial up Access

2.19 The average Minutes of Usage (MoU) per subscriber per month during the day time i.e. between 8 a.m to 8 p.m, decreased from 324 in QE Dec-10 to 312 in QE Mar-11 and during night time i.e. between 8 p.m to 8 a.m., it declined from 87 to 83.

Internet Telephony

2.20 Total Minutes of Usage (MOU) for Internet Telephony has increased from 153.91[‡] million in QE Dec-10 to 153.92 million in QE Mar-11.

Chart 2.5: Trends in MOU for Internet Telephony



[‡] The Internet Telephony minutes were shown in the report for QE Dec-10 as 160.86 million instead of 153.91 million due to typographical error.

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-10 (₹ in Crore)	QE Dec-10 (₹ in Crore)	QE Mar-11 (₹ in Crore)	Q-O-Q % Change	Y-O-Y % Change
Gross Revenue (GR)	40265.12	42916.81	45513.05	6.05%	13.03%
Adjusted Gross Revenue (AGR)	28829.53	29925.37	31470.63	5.16%	9.16%
Pass Through (GR-AGR)	11435.59	12991.45	14042.42	8.09%	22.80%
License Fee	2406.77	2500.06	2589.68	3.58%	7.60%
Spectrum Charges	858.37	1060.64	1118.51	5.46%	30.31%

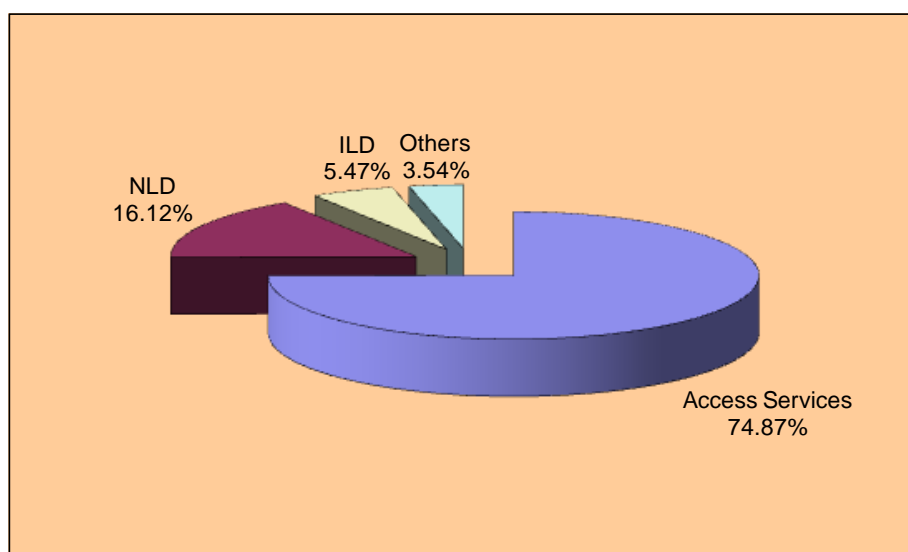
- 3.1 Gross Revenue and AGR increased by 6.05% & 5.16% respectively in the QE Mar-11.
- 3.2 Pass through increased by 8.09% in the QE Mar-11 and on annual basis it has increased by 22.80%.
- 3.3 Pass-through charges as % Gross Revenue: 30.85% as against 30.27% in the previous quarter.
- 3.4 Average License fee as % Adjusted Gross Revenue: 8.23%.
- 3.5 Public sector undertaking's share to GR: 18.00%.

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

(₹ in Crore)

Service	GR	AGR	LF	Spectrum Charges
Access Providers	34073.79	24500.33	2168.95	1117.62
NLD	7337.21	5611.77	338.76	-
ILD	2488.64	1206.15	72.62	-
Others	1613.41	152.38	9.35	0.89
Total	45513.05	31470.63	2589.68	1118.51

Chart 3.1: Composition of Gross Revenue



3.6 Access services contributed 74.87% of the total revenue of telecom services. In Access services GR, AGR, License Fee & spectrum Charges increased by 2.91%, 1.08%, 0.45% & 5.52% respectively during the quarter.

3.7 Monthly ARPU based on AGR for Access services is ₹100. Chart below shows the trend in ARPU.

Chart 3.2: Trend in ARPU per month for Access Services

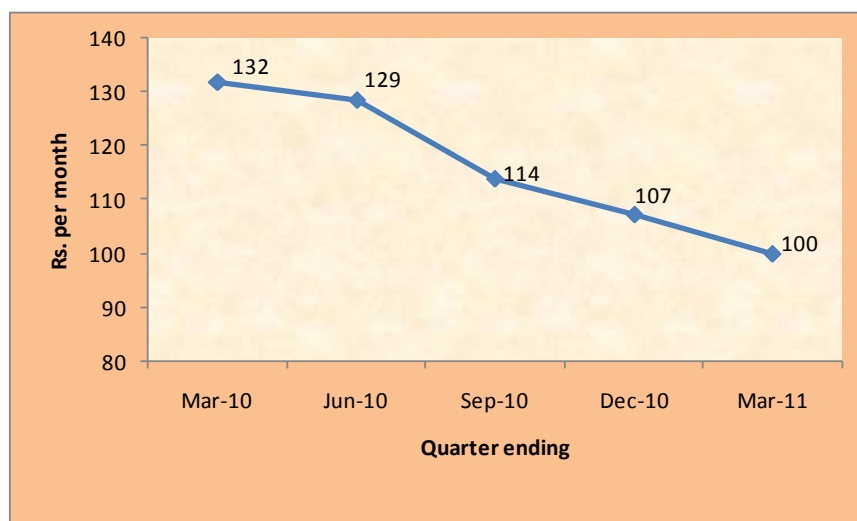


Table 3.3: Access Services – Service Provider wise Gross Revenue

(₹ in Crore)

Service	QE Dec-10	QE Mar-11	% Change
Aircel	1438.00	1454.65	1.16
Bharti	9507.77	9541.69	0.36
BSNL	4294.59	4307.46	0.30
Etisalat	2.18	8.69	298.76
Quadrant Televentures Ltd.	44.27	51.45	16.22
Idea	4055.59	4307.00	6.20
Loop	179.81	185.44	3.13
MTNL	786.24	790.69	0.57
Reliance	3155.71	3097.25	-1.85
S Tel	26.90	35.21	30.90
Sistema Shyam	195.57	237.02	21.19
Tata	2559.48	2719.58	6.26
Unitech	301.14	402.96	33.81
Videocon	99.86	168.95	69.19
Vodafone	6462.84	6765.74	4.69
Grand Total	33109.95	34073.79	2.91

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

Category	Gross Revenue (₹ in Cr.)	% age share of Gross Revenue
Metro	6253.06	18.35%
A	12541.95	36.81%
B	11392.62	33.44%
C	3886.16	11.41%
Total	34073.79	100%

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 Operators not Meeting the Benchmarks			
			Quarter Ending December, 2010		Quarter Ending March, 2011	
			Out Of 236 (Nos.)	Out Of 236 (in %)	Out Of 242(Nos.)	Out Of 242 (in %)
I.	Network Related Parameters					
1	Network Availability					
(i)	BTSs Accumulated downtime (not available for service)	≤ 2%	6	2.5%	8	3.3%
(ii)	Worst affected BTSs due to downtime	≤ 2%	24	10.16%	22	9.1%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate (within licensee's own network)	≥ 95%	1	0.4%	4	1.7%
(ii)	SDCCH/ Paging Chl. Congestion	≤ 1%	4	1.7%	6	2.5%
(iii)	TCH Congestion	≤ 2%	5	2.1%	6	2.5%
3	Connection Maintenance (Retainability)					
(i)	Call Drop Rate	≤ 2%	6	2.5%	5	2.1%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	≤ 5%	42	17.8%	39	16.1%
(iii)	Connection with good voice quality	≥ 95%	7	3.0%	4	1.7%
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	34	14.4%	42	17.4%
II.	Customer Service Quality Parameters					

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending December, 2010		Quarter Ending March, 2011	
			Out Of 236 (Nos.)	Out Of 236 (in %)	Out Of 242(Nos.)	Out Of 242 (in %)
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	16	6.8%	13	5.4%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	32	13.6%	30	12.4%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	6	2.5%	10	4.1%
(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	2	0.8%	3	1.2%
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	45	19.06%	25	10.3%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	101	42.79%	98	40.5%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	11	4.66%	3	1.2%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	30	12.7%	25	10.3%

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

- a) Worst affected BTSs due to downtime
- b) Connection with good voice quality
- c) Call Drop Rate
- d) Worst affected cells having more than 3% TCH drop (call drop) rate
- e) Metering and billing credibility - post paid
- f) Metering and billing credibility - pre paid
- g) Accessibility of call centre/ customer care
- h) %age of calls answered by the operators (voice to voice) within 60 sec.
- i) %age requests for Termination / Closure of service complied within 7 days
- j) 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) BTSs Accumulated downtime (not available for service)
- b) Call Set-up Success Rate (within licensee's own network)
- c) SDCCH/ Paging Chl. Congestion
- d) TCH Congestion
- e) Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
- f) Resolution of billing/ charging/ validity complaints
- g) Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints

Table 4.2: Parameter wise Performance of Wireless Service Providers

Parameter	Benchmark	Service Provider	Service Area	Performance
BTSs Accumulated downtime (not available for service) (%age)	≤ 2%	BSNL	Assam	2.12
		BSNL	NE	2.18
		Etisalat	BH	3.38
		Etisalat	DL	3.85
		Etisalat	MH	2.12
		Etisalat	UPE	4.39
		Uninor	UPE	2.57
		Uninor	OR	2.04
Worst affected BTSs due to downtime (%age)	≤ 2%	Dishnet	Assam	2.72
		Dishnet	BH	5.28
		Dishnet	NE	7.68
		Dishnet	OR	5.01
		Airtel	NE	4.17
		BSNL	Assam	17.18
		BSNL	CHN	6.10
		BSNL	KOL	4.97
		BSNL	MP	10.80
		BSNL	NE	6.19
		BSNL	PB	3.55
		BSNL	Raj	6.70
		BSNL	UPE	3.90
		BSNL	UPW	8.37
		BSNL	WB	2.19
		Etisalat	Delhi	17.92
		Etisalat	HR	14.29
		Etisalat	MH	23.53
		Etisalat	MP	6.06
		Etisalat	Mumbai	6.48
Etisalat	UPE	44.13		
MTNL	DLI	3.71		
Call Set-up Success Rate (within licensee's own network)	≥ 95%	Aircel	MP	49.84
		Dishnet	NE	92.90
		LOOP Telecom	MP	92.27
		Videocon	TN	94.99
SDCCH/ Paging Chl. Congestion (%age)	≤ 1%	Dishnet	NE	4.96
		Dishnet	OR	4.73
		BSNL	Assam	1.03
		BSNL	MP	1.39
		BSNL	NE	1.58
		Vodafone	BH	1.01

Parameter	Benchmark	Service Provider	Service Area	Performance
TCH Congestion (%age)	≤ 2%	Dishnet	J&K	2.54
		Dishnet	NE	5.89
		Dishnet	OR	3.82
		BSNL	MP	6.85
		BSNL	NE	2.29
		Vodafone	BH	2.57
Call Drop Rate (%age)	≤ 2%	BSNL	Assam	2.03
		BSNL	MP	2.34
		BSNL	NE	2.43
		BSNL	UPW	2.50
		Etisalat	Delhi	3.11
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	Dishnet	Assam	6.10
		Dishnet	BH	10.95
		Dishnet	HP	14.65
		Dishnet	J&K	5.68
		Dishnet	NE	13.04
		Dishnet	OR	10.55
		Dishnet	WB	7.54
		BSNL	BH	5.19
		BSNL	MP	16.51
		BSNL	NE	7.05
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	BSNL	Raj	8.32
		BSNL	UPW	15.33
		BSNL	WB	6.01
		Etisalat	Delhi	24.99
		Etisalat	Guj	15.43
		Etisalat	HR	15.40
		Etisalat	MH	13.73
		Etisalat	MP	14.15
		Etisalat	Mumbai	14.49
		Etisalat	PB	19.42
		Etisalat	Raj	17.08
		Idea	Assam	16.45
		Idea	Guj	11.96
		Idea	HP	15.84
		Idea	J&K	8.01
		Idea	MH	10.18
		Idea	MP	8.92
		Idea	Mumbai	5.70
		Idea	NE	19.46
		Idea	PB	10.29
Idea	Raj	9.94		

Parameter	Benchmark	Service Provider	Service Area	Performance
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	Idea	TN	5.77
		Idea	UPE	7.71
		Idea	WB	8.40
		Uninor	BH	5.10
		Uninor	WB	5.54
		Vodafone	BH	6.80
		Vodafone	UP-E	5.69
Connection with good voice quality	≥ 95%	Dishnet	Assam	91.13
		Dishnet	J&K	94.82
		Aircel	Raj	48.88
		Dishnet	UP-E	94.98
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	Aircel	AP	1
		Dishnet	Assam	1
		Aircel	Mumbai	1
		Dishnet	OR	1
		Aircel	Raj	1
		Airtel	NE	1
		Airtel	OR	1
		BSNL	Kol	3
		BSNL	Guj	5
		BSNL	HP	2
		BSNL	KRL	6
		BSNL	MP	1
		BSNL	UPW	1
		Etisalat	Delhi	4
		Etisalat	MP	1
		Etisalat	Mumbai	5
		HFCL-GSM	PB	1
		STel	BH	2
		TTSL-GSM	UPE	1
		Uninor	MH	2
		Uninor	BH	24
		Uninor	UPE	12
		Uninor	UPW	14
		Uninor	WB	16
		Uninor	AP	3
		Uninor	KTK	1
Uninor	TN(incl.chennai)	4		
Uninor	KOL	3		
Uninor	Mumbai	2		
Videocon	AP	5		
Videocon	BH	3		
Videocon	Guj	3		

Parameter	Benchmark	Service Provider	Service Area	Performance
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	$\leq 0.5\%$	Videocon	HR	1
		Videocon	HP	2
		Videocon	KRL	2
		Videocon	MP	2
		Videocon	MH	1
		Videocon	TN(Incl. Chennai)	1
		Videocon	UPE	11
		Videocon	UPW	6
		Vodafone	NE	1
		Vodafone	OR	1
Metering and billing credibility - post paid	$\leq 0.1\%$	Aircel	AP	0.18%
		Aircel	CHN	0.330%
		Aircel	Guj	0.52%
		Aircel	MH	0.16%
		Aircel	MP	0.16%
		TTSL-CDMA	DLI	0.14%
		TTSL-CDMA	HR	0.15%
		TTSL-GSM	MP	0.29%
		TTSL-GSM	Mumbai	0.24%
		Vodafone	MP	0.30%
		Vodafone	NE	0.20%
		Vodafone	Raj	0.20%
Vodafone	UPE	0.20%		
Metering and billing credibility - pre paid	$\leq 0.1\%$	Aircel	AP	0.12%
		Dishnet	BH	0.28%
		Aircel	Guj	0.14%
		Aircel	KRL	0.28%
		Aircel	MP	0.42%
		Dishnet	NE	0.19%
		Dishnet	OR	0.20%
		Aircel	Raj	0.58%
Aircel	TN	0.18%		
Metering and billing credibility - pre paid	$\leq 0.1\%$	Airtel	TN	0.11%
		BSNL	KOL	0.30%
		BSNL	MH	0.13%
		Etisalat	BH	0.4%
		Etisalat	DLI	3.1%
		Etisalat	MH	0.3%
		Etisalat	MP	0.2%
		Etisalat	Mumbai	0.4%
		Etisalat	PB	0.2%
		Etisalat	Raj	0.4%
Etisalat	UPE	0.2%		

Parameter	Benchmark	Service Provider	Service Area	Performance
Metering and billing credibility - pre paid	≤ 0.1%	Etisalat	UPW	0.1%
		Stel	OR	0.19%
		TTSL CDMA	CHN	0.16%
		TTSL CDMA	DLI	0.13%
		TTSL CDMA	Guj	0.17%
		TTSL CDMA	HR	0.11%
		TTSL CDMA	J&K	0.40%
		TTSL CDMA	MP	0.14%
		TTSL CDMA	TN	0.17%
		Vodafone	MH	0.12%
Resolution of billing/charging/validity complaints	100% within 4 weeks	BSNL	HP	95%
		BSNL	J&K	99%
		BSNL	Raj	99%
		TTSL CDMA	Assam	99%
		TTSL CDMA	MH	92%
		TTSL CDMA	Mumbai	93%
		TTSL -GSM	MP	99.8%
		Uninor	MH	98%
		Uninor	OR	92%
		Uninor	KOL	98%
Accessibility of call centre/ customer care	≥ 95%	Airtel	BH	93%
		Airtel	Delhi	84%
		Airtel	J&K	93%
		Airtel	OR	93%
		Airtel	WB	94%
		Etisalat	TN	87.79%
		HFCL-CDMA	PB	81%
		MTNL	Mumbai	78.39%
		RCOM-CDMA	BH	91.00%
		RCOM-CDMA	UPE	90.46%
		RCOM-CDMA	WB	94.64%
		RCOM-GSM	DL	59.00%
		RCOM-GSM	MH	63.00%
		RCOM-GSM	UPE	44.00%
		RCOM-GSM	UPW	70.00%
		RTL	Assam	71.00%
		RTL	BH	63.00%
		RTL	HP	81.00%
		RTL	KOL	61.00%
		RTL	MP	10.00%
		RTL	NE	71.00%
RTL	WB	65%		
TTSL-CDMA	HR	89.00%		
TTSL-CDMA	PB	92.00%		
TTSL-CDMA	UPE	94.00%		

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Aircel	AP	87.84%
		Dishnet	ASM	79.07%
		Dishnet	BH	77.01%
		Aircel	CHN	56.89%
		Aircel	DLI	60.64%
		Aircel	GUJ	47.10%
		Aircel	HAR	82.49%
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Dishnet	HP	61.11%
		Dishnet	J&K	65.36%
		Aircel	KER	83.71%
		Dishnet	KOL	54.13%
		Aircel	KTK	89.23%
		Aircel	MH	89.87%
		Aircel	Mum	86.66%
		Dishnet	OR	56.97%
		Aircel	PB	64.38%
		Aircel	RAJ	74.09%
		Aircel	TN	46.84%
		Dishnet	UPE	58.25%
		Dishnet	UPW	68.57%
		Dishnet	WB	60.72%
		Airtel	AP	80.00%
		Airtel	ASM	67.00%
		Airtel	DLI	62.00%
		Airtel	GUJ	87.00%
		Airtel	HP	72.00%
		Airtel	HR	78.00%
		Airtel	J&K	76.00%
		Airtel	KR	80.00%
		Airtel	KTK	82.00%
		Airtel	MH	89.00%
		Airtel	MP	83.00%
Airtel	MBI	71.00%		
Airtel	NE	77.00%		
Airtel	OR	79.00%		
Airtel	PB	67.00%		
Airtel	RAJ	80.00%		
Airtel	TN	70.00%		
Airtel	UPE	82.00%		
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Airtel	UPW	80.00%
		Airtel	WB	84.00%
		BSNL	AP	85.00%
		BSNL	KRL	85.00%

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	MTNL	Mumbai	80.00%
		RCOM-CDMA	DLI	88.00%
		RCOM-GSM	DLI	76%
		RCOM-GSM	KTK	85%
		RCOM-GSM	KRL	89%
		RCOM-GSM	MH+Goa	89%
		RCOM-GSM	PB	88%
		RTL	BH	67%
		RTL	HP	89%
		RTL	MP	85%
		RTL	WB	26%
		TTSL-CDMA	DLI	72%
		TTSL-CDMA	Guj	85%
		TTSL-CDMA	HP	88%
		TTSL-CDMA	HR	64%
		TTSL-CDMA	J&K	86%
		TTSL-CDMA	PB	72%
		TTSL-CDMA	Raj	87%
		TTSL-CDMA	UPE	72%
		TTSL-CDMA	UPW	72%
		TTSL-GSM	BH	58%
		TTSL-GSM	Guj	74%
		TTSL-GSM	HR	83%
		TTSL-GSM	KTK	87.0%
		TTSL-GSM	KOL	77.0%
		TTSL-GSM	MP	88.30%
TTSL-GSM	MH	73.00%		
TTSL-GSM	OR	88%		
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	TTSL-GSM	PB	88.00%
		TTSL-GSM	Raj	36%
		TTSL-GSM	TN	89%
		TTSL-GSM	UPE	39%
		TTSL-GSM	UPW	32%
		TTSL-GSM	wb	84%
		Uninor	MH	77.36%
		Uninor	Guj	74.73%
		Uninor	BH	85.10%
		Uninor	WB	82.19%
		Uninor	KOL	85.60%
		Vodafone	Asm	77%
		Vodafone	DL	58%
		Vodafone	GJ	80%
Vodafone	HR	89%		
Vodafone	KOL	75%		

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Vodafone	KTK	74%
		Vodafone	MH	75%
		Vodafone	MP	72%
		Vodafone	Mum	72%
		Vodafone	NE	86%
		Vodafone	PB	84%
		Vodafone	RJ	75%
		Vodafone	TN	85%
		Vodafone	UP-E	71%
		Vodafone	UP-W	77%
Period of applying credit/ waiver/ adjustment to customer's account from the date of Resolution of complaints	100% within 1 week of resolution of complaint	TTSL-CDMA	Mum	99.22%
		TTSL-GSM	MH	97.22%
		Vodafone	RJ	98.13%
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	Aircel	Mum	93.00%
		Vodafone	KOL	97.00%
		Vodafone	WB	94.00%
Time taken for refund of deposits after closures	100% within 60 days	TTSA-CDMA	AP	96.00%
		TTSL-GSM	AP	75.00%
		TTSA-CDMA	Assam	82.00%
		TTSL-CDMA	BH	89.00%
		Sistema	DLI	82.00%
		TTSL-CDMA	Guj	92.00%
		TTSL-CDMA	HP	89.00%
		TTSL-CDMA	HR	86.00%
		Vodafone	J&K	98.00%
		TTSL-CDMA	J&K	80.00%
		TTSL-CDMA	KOL	96.00%
		TTSL-CDMA	KER	98.00%
		TTSL-CDMA	KTK	99.00%
		TTSL-CDMA	MBI	84.00%
		TTSL-CDMA	MH	69.00%
		TTSL-CDMA	NE	88.00%
		TTSL-CDMA	MP	86.00%
		TTSL-CDMA	OR	95.00%
		TTSL-CDMA	PB	85.00%
		TTSL-CDMA	Raj	86.00%
		TTSL-CDMA	TN	97.00%
TTSL-GSM	TN	63.00%		
TTSL-CDMA	UPE	85.00%		
Sistema	UPW	49.00%		
TTSL-CDMA	WB	88.00%		

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

Section B: Quality of Service Performance of Wireline Service Providers

Table 4.3: QoS Summary - Wireline Service

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December, 2010		March, 2011	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(i)	Fault incidences per 100 subs/month	≤ 5	12	13.64%	10	11.36%
(ii) a	% Fault repaired by next working day	≥ 90%	9	10.23%	10	11.36%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	27	30.68%	26	29.54%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	18	20.45%	18	20.45%
(iii)	MTTR	<8Hrs	8	9.09%	6	6.81%
(iv) a	Call Completion Rate (in local network)	≥ 55%	3 (out of 68 Licensees *)	4.41%	3	3.41%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	0	0.00%	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%	7	7.95%	9	10.22%
(vii)	Metering & billing credibility – Pre-paid #	≤ 0.1%	-	-	-	-
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	4	4.55%	1	1.13%
(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	1.36%	6	6.81%
(x)	Response time to the customer for assistance					

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December, 2010		March, 2011	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(x) a	Accessibility of call centre/ customer care	≥ 95%	14	15.91%	26	29.54%
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	10	11.36%	22	25.00%
(xi)	Termination / closure of service	100% within 7 days	7	7.95%	18	20.45%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	9	10.23%	6	6.81%

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

- 2) # None of the SPs have reported for the parameter “Metering and billing credibility - pre paid” because most of the service providers are not providing pre-paid service in Basic (Wireline) service.
- 3) In Assam, J&K and North East Circles, M/s TTSL is providing the Basic Service through PRI Lines given to the Corporate and not providing the individual / residential connections.
- 4) M/s BSNL has not reported the data for these parameters:
(i) Metering & billing credibility- Post-paid
(ii) Resolution of billing/Charging/Credit & validity complaints
(iii) Period of applying credit/waiver/ adjustment to customer’s account from the date of resolution of complaints.

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

- a. Fault incidences per 100 subs/month
- b. % Fault repaired within 3 days
- c. MTTR
- d. Resolution of billing/charging/Credit & validity complaints
- e. Time taken for refund of deposits after closures
- f. Call Completion Rate (in local network) .

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

- a. % Fault repaired by next working day
- b. Metering & billing credibility – Post paid
- c. Period of applying credit/ waiver/ adjustment to customer’s account from the date of resolution of complaints
- d. Accessibility of call centre/ customer care
- e. %age of calls answered by the operators (voice to voice) within 60 sec.
- f. Termination / Closure of service 100% within 7 days

4.6 The performance of the Wireline Service Providers is at same level as compared to the previous quarter in respect of the parameter of “Answer to Seizure Ration (ASR)”, “% Fault repaired within 5 days (for rural & hilly areas)” and Point of Intrconnection(POI) Congestion (No. of PoIs not meeting benchmark)”.

Table 4.4: Parameter wise QoS of Wireline Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	≤ 5	BSNL – Chattisgarh (5.56), HP (6.77), MH (6.28), UP-W (5.08), Uttaranchal (5.37), WB (5.19) MTNL – Delhi (6.06), Mumbai (6.05) Bharti Airtel – MP (6.00) HFCL - Punjab(5.29)
% Fault repaired by next working day	$\geq 90\%$	BSNL -A&N(84.85%),HP(87.86%), J&K(61.87%), Kolkata (88.80%), KR (79.37%), MH (82.00%), NE-II (87.81%), WB(89.19%) MTNL – Delhi (87.29%) HFCL - Punjab(88.53%)
% Fault repaired within 3 days	$\geq 100\%$	BSNL – AP (96.79%), Assam(98.39%), Bihar (95.15%), CHN(98.55%), Chhatisgarh(98.90%), GJ

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		(98.19%), HP (97.74%), HR(99.98%), J&K (72.45%), Kolkata (97.54%), Kerala (92.58%), KTK (97.63%), MH (86.50%), NE-I (99.37%), OR (99.78%), PB(99.50%), Raj(98.86%), TN(98.77%), UP E(99.39%), UP-W(99.07%), Uttranchal(97.02%), WB(92.02%) Bharti Airtel - MP(99.23%) MTNL – Delhi (93.85%), Mumbai (97.51%) HFCL - Punjab(98.36%)
% Fault repaired within 5 days	≥ 100%	BSNL – AP(92.82%), Assam(99.90%), Bihar (53.30%),Chattisgarh (98.43%, CHN (99.32%), GJ (99.38%), HP (98.01%), J&K (76.14%), Kerala(88.13%),KTK(95.85%),MH(99.20%), PB(99.91%),Raj(99.90%),UPE(99.71%), UPW(99.90%), Uttranchal(99.64%),WB(97.83%)
MTTR	<8Hrs	BSNL – AP (9.39 hrs.), KR (14.43 hrs.) NE-I (15.54 hrs.), WB (9.12 hrs.) MTNL - Mumbai (11.72 hrs.) HFCL - Punjab(9.30)
Call Completion Rate (in local network)	≥ 55%	BSNL - PB(49.30%), Kolkata (54.24%) MTNL – Delhi (53.54%)
Answer to Seizure Ratio (ASR)	≥ 75 %	-
Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	≤ 0.5%	All the Licensees have met this benchmark
Metering & billing credibility – Post-paid	≤ 0.1%	MTNL – Delhi (0.16%) BhartiAirtel -MP(0.14%),RAJ(0.22), UPE(0.24%),UPW(0.21),GUJ(0.13%). Tata Teleservices - AP(0.18%), DEL(0.11%), MUM(0.12%).
Metering & billing credibility – Pre-paid	≤ 0.1%	
Resolution of billing/charging/validity complaints	100% within 4 weeks	MTNL – Delhi (90.02%)
Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints (Benchmark 1 week of resolution of complaint)	Benchmark 1 week of resolution of complaint	Bharti Airtel - KOL(99.32%),PB(99.81%), RAJ(97.92%),UPE(99.07%),UPW(97.78%), DEL(98.22%)
Response time to the customer for assistance		
Accessibility of call centre/ customer care	≥ 95%	BSNL - AP(89.08%), BR(92.58%), HP(92.55%), HR(93.47%),J&K(92.54%), harkhand(93.88%), KTK (94.31%), MH(92.52%), MP(91.55%), NE I (94.44%),

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		Orissa(94.24%), TN(94.12%), UP E(93.85%), Uttaranchal(94.48%) TataTeleservices- ASM(94.13%), BR(82.15%),DEL(94.28%),KOL(92.13%), MH(94.00%),MP(93.78%),MUM(93.00%), OR(91.27%),RAJ(94.99%), UPE(93.42%), WB(91.66%). HFCL – Punjab(88.00%)
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	BSNL- AP(85.63%), HR(82.00%), Jharkhand(86.00%),Uttaranchal(83.00%) Bharti Airtel – KER(86.67%), KTK(88.61%), MH(88.67%), MUM(88.67%),GUJ(88.67%). Tata Tele. – ASM(78.02%), BR(67.99%), DEL(83.03%),GUJ(84.20%),KOL(71.74%), MH(86.00%),MP(88.11%),MUM(86.00%), OR(82.95%),RAJ(87.31%),UPE(83.25%), UPW(88.29%) HFCL - Punjab(83.33%)
Termination / closure of service		
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	BSNL-AP(99.26%),Bihar(99.84%), HP(99.89%),J&K(31.84%),KR(99.11%), MH(99.41%),OR(99.98%),TN(99.90%), WB(99.26%) MTNL – Delhi (91.39%),Mumbai (96.09%) Bharti Airtel- KOL(96.87%),PB(95.70%), RAJ(95.75%),UPE(95.11%),UPW(89.11%), DEL(97.09%), HR(87.99%). HFCL- Punjab(83.33%)
Time taken for refund of deposits after closures	100% within 60 days	Bharti Airtel- KTK(99.85%),MH(89.44%), MP(93.33%),MUM(93.48%), DEL(99.65%), GUJ(89.05).

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

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

A. Dial-up service

4.8 Out of 164 Dial-up Service providers, based on the subscriber base, this report covers only top 11 Service providers.

Table 4.5: Performance on ISPs Quality of Service

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days
1	BHARAT SANCHAR NIGAM LTD.	0-4 hrs	16-30 Sec	90.00%	95.00%	100.00%	Nil	0.01	0-4 hrs
2	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Instantaneous	30 Sec	99.77%	99.99%	-	Nil	0.01	5 Min
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.005	15 Min
3	RELIANCE COMM. INFRASTRUCTURE LTD	Online	<20 Sec	98.00%	100.00%	-	Nil	NR	<8 hrs
4	BHARTI AIRTEL LTD.	Online	30-40 Sec	99.80%	100.00%	100.00%	<0.015% (DNF)	<0.01	4.25 hrs
5	TATA COMMUNICATIONS	Online	30Sec	80.00%	90.00%	99.00%	2 Min	<1%	36 Min
6	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR
7	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days		
8	ASIANET SATELITE COMMUNICATIONS	Immediate	10 Sec	98.00%	99.00%	100.00%	<30Min	0.002	26.28 hrs
9	QUADRANT TELEVENTURES LTD.	NR	30Sec	99.99%	100.00%	-	NR	0.002	3.55 hrs
10	TATA TELESERVICES (MH)	Immediate	16 Sec	99.99%	100.00%	Nil	Nil	0.001	7.08 hrs
11	HCL INFINET LTD.	4 Min	24 Sec	99.40%	99.20%	99.10%	24 Min	0.002	17-19 hrs

Note:-

NR= Not Reported

NA-Not Applicable

DNF-Data Not in Format

 **Not meeting the benchmark**

Service Activation Time

4.9 Quadrant Televentures Ltd. has not provided the data. All other ISPs have met the TRAI benchmark of 6 hrs.

Time to Access

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

Probability of Accessing the ISP Node

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

ISP Node unavailability

4.12 Quadrant Televentures Ltd. has not provided the data. All other ISPs have met the TRAI benchmark for the parameter “ISP Node unavailability in a month (30 minutes)”.

Grade of Service

4.13 Reliance Comm. Infrastructure Ltd. has not reported the data. All other ISPs met the benchmark for this parameter.

Mean Time to Restore (MTTR)

4.14 As reported by ISPs the Mean Time to Restore (MTTR) the faults varies from 5 minutes to 24:15 hrs. However, M/s Sify Ltd. has not reported the data.

B. Broadband Service

4.15 Out of 110 Broadband Service providers, 26 Service Providers are having subscriber base > 10,000 and these 26 Service providers share the 99.27% of total subscriber base. This report covers performance of 19 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI, as the remaining seven service providers i.e. M/s Hughes Communications and M/s D-Vois, did not submit their performance monitoring report during the quarter inspite of having the requisite subscribers base. However, M/s Five Network solution(India) Ltd, M/s Softeng Computers Pvt Ltd, M/s Broadband Pacenet(I) Pvt. Ltd., M/s Chandranet Pvt. Ltd and M/s Rajesh Multichannel Pvt. Ltd being the newly added service providers in the category of service providers having more than

10000 subscribers base have also not submitted the PMR, for this quarter.

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

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in =< 15 working days	BSNL AP(99.20%), Bihar(99.30%), Chhattisgarh(99.90%) KTK(99.70%), MH(99.50%) MTNL: - Delhi (89.90%), Mumbai (85.34%) Tata Communications: Mumbai(99.00 %) Quadrant Televentures Ltd. (formerly HFCL Infotel Ltd – Punjab (99.76%) Beam Cables - Hyd (98.00%) Spectranet - All India (99.28%) Syscon Infoway- Mumbai(91.00%)
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	MTNL:- Delhi (72.54%), Mumbai (84.20%) Tata Communications - HR(88.00%) UP W(86.00%) You Broadband: AP(85.00%), Guj(88.00%) Tikona Digital Networks - All India (86.51%) Asianet Satellite Communications Ltd.: Kerala (87.45%) Zylog Systems (India) Ltd.- TN (88.00%)
	% of faults repaired within 3 working day	=>99%	MTNL:- Delhi (89.28%), Mumbai (93.37%) Tata Communications- Raj(98.00%), UP E(96.00%), UPW(86.00%) Hathway - MH (97.00%), UP(98.00%) You Broadband: All India(98.00%), AP(96.00%),Guj(97.00%),MH(98.00%) Tikona Digital Networks- All India (91.81%) Asianet Satellite Communications Ltd. - Kerala (97.36%) Zylog Systems (India) Ltd.- TN (7.00%)
3	Billing Performance		
	Billing Performance • %age of bills disputed	<2%	Tikona Digital Network - All India (5.51%)

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	BSNL:- AP(99.40%), Chhatisgarh(99.70%)J&K(93.30%), WB(99.70%) MTNL : Delhi(98.05%) You Broadband: HR(67.00%), KTK(33.00%) Tata Teleservices - MH & Goa (99.77%) Tikona Digital Network - All India (98.59%) Asianet Satellite Communications Ltd.- Kerala (86.800%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	BSNL- J&K(93.30%), UP(E)(99.90%), WB(99.60%) Bharti Airtel- MP&CG(89.00%) Mumbai(89.00%) Tata Teleservices(Maharashtra) Ltd.- MH&Goa (91.01%)
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	You Broadband: Guj(58.00%), KTK(59.00%),MH(58.00%)
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	MTNL- Mumbai (69.01%) You Broadband: All India(66.00%), AP(67.00%),Guj(64.00%),HR(66.00%), KTK(65.00%),MH(64.00%),TN(70.00%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	Alliance - Kolkata (7 links) Tikona Digital Networks - All India (19 links) Zylog Systems (India)Ltd- TN(1 Link)
	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	MTNL- Mumbai (5 Links) Tikona Digital Networks- All India(4 links) Indusland Media & Communications Ltd. - All India (7 Links)

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
	%age International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Benchmark <90% %	<u>Syscon Infoway</u>-Mumbai (96.00%)
	Broadband Connection Speed available(download) from ISP node to user	(benchmark >80%)	<u>Chhatisgarh</u>-(0.00%)
	Service availability/uptime (for all users) in %age	Benchmark >98%	<u>Tata Communications</u>-TN& Pondicherry(97.00%) <u>Hathway</u>- Guj(97.00%)

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

Chapter 5 :

Performance of Cable TV, DTH and Radio Broadcasting Services

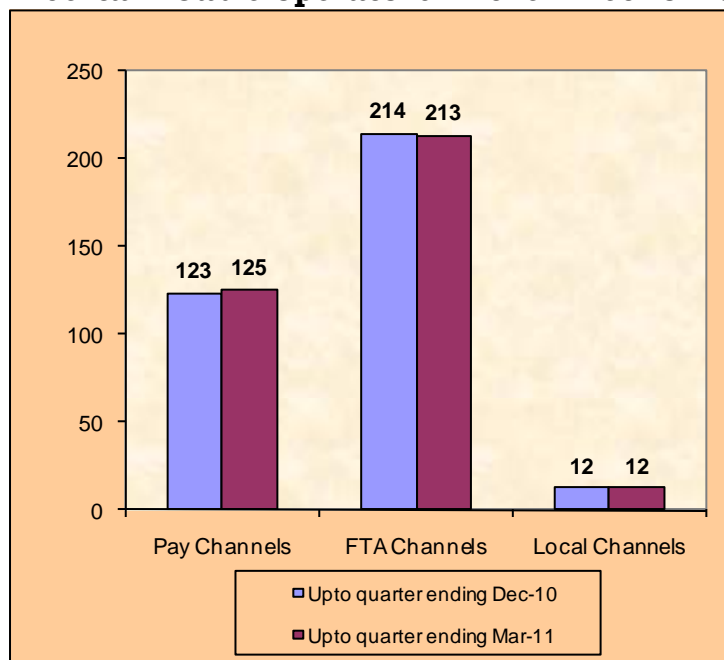
Table 5.1: Key Parameters

S.No	Parameter	Dec-10	Mar-11
1	Number of Broadcasters/ Distributors	24	24
2	Number of channels registered with Ministry of I&B	604	652
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	155	155
4	Maximum number of Pay TV Channels carried by certain cable operator	123	125
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	214	213
6	Private FM Radio stations in operation	245	245
7	Private DTH Operators	6	6
8	Licensees of community radio stations	123	130
9	Operational community radio station	103	108
10	Teleport Service Providers in operation	68	68
11	Number of Set top boxes in CAS notified areas of Delhi , Mumbai, Kolkata and Chennai	7,86,422	8,04,837

Cable TV Services

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

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

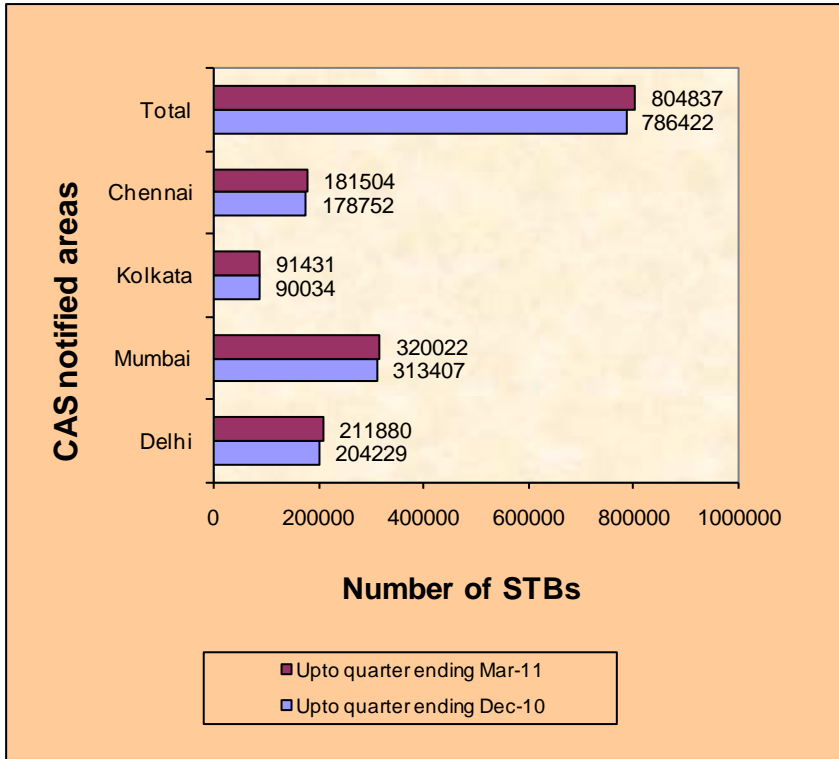


5.2 The maximum number of FTA and Pay Channels reportedly being carried in the cable networks are 213 and 125 respectively in the QE mar-11. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

5.3 Maximum number of TV channels being carried by any of the reported MSOs is 310, whereas in conventional analogue form, the maximum number of channels being carried by the reported MSOs is 100 channels.

5.4 At the end of the quarter Dec-10, there were 7,86,422 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has increased to 8,04,837 at the end of Mar-11.

Chart 5.2: Set Top Boxes (STBs)



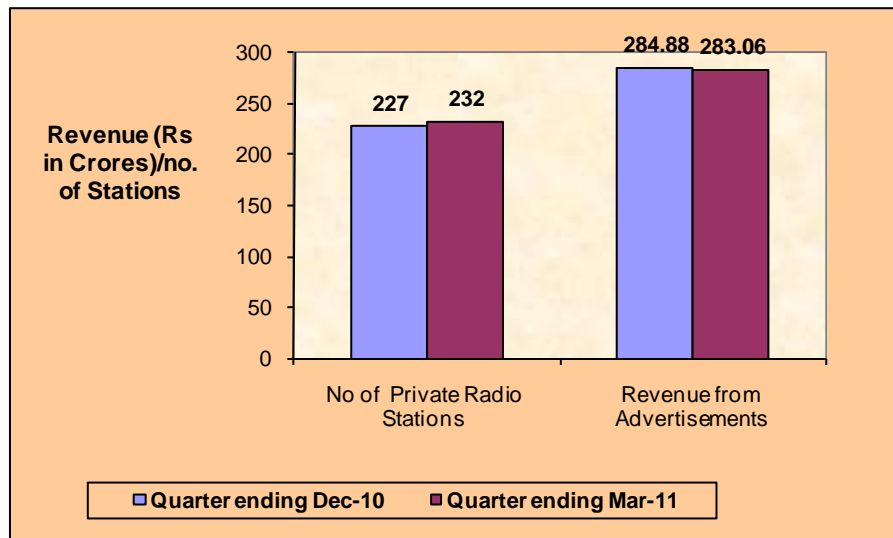
Satellite TV Channels

5.5 At the end of Mar-11, total Number of channels registered with Ministry of I&B is 652. This includes 155 pay TV channels which are being broadcasted/ distributed by 24 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

- 5.6 Apart from All India Radio of Prasar Bharti – a public broadcaster, there are 245 FM Radio stations in operation at the end of Mar-11. The list of 245 private FM Radio stations is at Annexure-5.2.
- 5.7 The total Advertisement Revenue during the quarter ending December' 10 in respect of 227 private FM Radio stations (reported by 30 private FM Radio Service Providers) and for quarter ending March 2011 in respect of 234 private Radio stations (reported by 33 private FM Radio Service Providers) who have submitted their reports is given in the chart 5.3 below. However, the details do not pertain to the same set of service providers.

Chart 5.3: Comparative position of Revenue from FM Radio Stations



Community Radio

5.8 At the quarter ending December 2010, out of 123 licensees of community radio stations, 103 stations were in operation. In the quarter ending March 2011, 7 licenses were issued. Now, out of 130 licensees, 108 stations are in operation.

Table 5.2: Status of applications for community radio station licenses received from Ministry of Information and Broadcasting

	As on 31.03.2011
Total No. of Applications Received	845
No of Licenses issued	130
No of Letters of Intent Issued	263
No of Applications rejected	160
No of stations operational	108

Source: Ministry of Information & Broadcasting

DTH Services

5.9 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 31.3.2011, their reported subscriber base is 35.56 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.10 Upto quarter ending December, 2010, there were 68 Teleport Service Providers operational in India. In the quarter ending March 2011, no new permission / license were issued. Now, at the quarter ending March 2011, there are 68 Teleport service providers are in operation. A list of the stations is at Annexure-5.4.

Annexures

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

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

Source: DoT and Service providers

UASLs	241
CMTSs	38
Total	279

Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea/Spice (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11
Andhra Pradesh	69,54,764	71,84,085	1,53,29,598	1,63,30,634	78,00,076	80,51,133	17,12,612	16,91,631	33,71,540	40,11,978
Assam	11,51,891	13,98,440	28,28,490	30,49,141	1,97,036	3,21,871	29,59,315	31,55,796	20,21,320	20,80,137
Bihar	45,57,162	50,11,319	1,39,01,163	1,51,37,040	42,00,974	44,98,378	41,78,731	45,39,136	43,05,931	47,28,969
Delhi	64,91,025	72,73,088	74,20,171	79,88,121	34,22,238	37,26,043	18,51,911	20,69,914	34,44,593	41,14,559
Gujarat	1,36,43,746	1,43,08,706	62,11,414	66,24,977	66,00,203	69,49,010	1,81,592	4,07,313	40,29,291	47,76,817
Haryana	35,32,770	38,83,846	18,56,093	20,72,122	26,41,238	30,65,849	2,72,982	4,65,644	22,08,092	25,99,621
Himachal Pradesh	2,84,136	3,20,725	15,28,727	16,29,159	4,37,037	4,50,007	7,48,372	7,45,994	10,45,568	11,58,891
Jammu & Kashmir	3,62,171	5,00,316	18,79,828	19,75,414	88,558	1,26,510	16,27,640	17,42,815	4,18,293	4,70,633
Karnataka	61,35,912	64,39,219	1,40,04,247	1,45,70,437	36,00,642	40,00,296	14,29,830	16,24,583	38,53,026	44,10,285
Kerala	49,66,772	52,46,322	33,83,097	34,24,958	62,22,842	65,86,675	19,16,490	21,12,495	13,22,211	14,44,016
Madhya Pradesh	24,06,495	27,15,822	85,27,584	92,10,939	93,61,609	1,10,97,347	5,70,667	6,72,860	60,88,106	66,98,027
Maharashtra	97,74,318	1,12,40,357	78,65,425	84,47,877	1,18,00,335	1,28,21,438	9,07,715	9,61,237	53,62,071	57,40,740
Mumbai	55,41,814	57,76,011	32,63,688	34,50,682	18,10,276	20,00,466	14,13,126	11,75,693	31,57,580	35,73,488
North East	6,73,722	7,94,227	17,48,202	19,58,240	1,03,929	2,23,909	18,49,467	20,24,048	6,11,981	6,26,568
Orissa	18,09,046	22,08,525	49,89,102	51,71,425	9,81,638	9,49,899	22,98,704	23,72,508	25,01,198	28,66,816
Punjab	36,82,662	39,81,357	59,46,742	62,07,947	40,56,443	44,12,171	3,61,243	6,10,145	27,89,397	30,45,815
Rajasthan	82,91,029	85,21,641	1,20,01,442	1,22,63,647	27,09,911	29,64,458	1,77,737	6,49,466	43,80,686	45,41,003
Tamil Nadu (incl. Chennai)	1,04,48,463	1,09,18,417	1,21,05,165	1,25,76,335	12,01,781	12,43,410	1,84,21,433	1,94,73,743	34,23,185	38,70,215
UP(E)	1,24,67,953	1,34,00,305	1,14,55,638	1,20,50,513	48,01,859	55,87,104	15,95,095	20,18,290	59,19,285	68,46,776
UP(W)	79,77,889	87,49,100	54,75,843	60,04,516	71,84,449	77,87,250	14,26,228	17,33,248	47,91,356	58,57,688
Kolkata	40,32,549	42,78,094	31,81,073	36,18,140	8,78,242	8,95,129	16,19,342	17,60,820	23,33,803	29,00,152
West Bengal	90,68,831	1,04,19,784	75,92,487	84,41,216	16,77,339	17,44,965	26,48,579	28,35,911	41,72,857	47,01,047
Total	12,42,55,120	13,45,69,706	15,24,95,219	16,22,03,480	8,17,78,655	8,95,03,318	5,01,68,811	5,48,43,290	7,15,51,370	8,10,64,241

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11
Andhra Pradesh	47,12,610	47,66,195	52,02,517	53,61,414	34,90,871	34,93,136	60,36,106	70,30,323	2,76,072	2,78,217
Assam	-	-	-	-	1,11,589	1,20,249	12,57,528	13,75,989	1,11,025	1,08,018
Bihar	35,69,539	36,06,308	24,72,477	26,06,669	25,34,424	26,09,928	52,93,975	55,81,696	3,99,121	3,98,561
Delhi	38,96,204	39,42,581	-	-	56,57,536	58,24,667	-	-	-	-
Gujarat	28,57,664	28,71,173	14,68,322	17,80,572	17,45,110	17,62,762	35,04,406	36,92,681	2,98,595	2,84,788
Haryana	11,26,083	11,48,568	13,67,140	14,51,685	15,31,371	15,27,947	29,16,314	29,64,196	97,334	93,279
Himachal Pradesh	3,31,797	3,42,126	1,94,720	2,57,146	1,32,934	1,36,861	15,42,050	15,96,336	78,312	74,078
Jammu & Kashmir	112	213	-	-	92,154	1,05,003	6,82,634	7,51,092	85,464	82,290
Karnataka	32,93,773	33,15,945	54,79,370	57,15,317	14,80,852	14,81,725	46,31,256	52,66,113	4,43,438	4,39,184
Kerala	23,58,254	23,69,016	18,44,210	18,97,707	8,19,199	8,13,270	52,37,643	54,17,530	5,55,453	5,47,784
Madhya Pradesh	42,10,171	42,35,831	32,06,164	34,92,558	14,83,211	14,98,821	40,75,245	42,25,019	8,15,783	7,93,611
Maharashtra	33,85,329	33,93,989	39,52,363	44,16,023	57,86,128	57,57,815	57,30,876	61,23,218	3,27,332	4,73,091
Mumbai	38,26,342	38,54,615	24,52,459	25,43,388	33,22,480	34,05,820	-	-	-	-
North East	-	-	-	-	79,312	86,518	11,94,212	12,98,063	1,36,782	1,41,446
Orissa	7,58,671	7,70,176	17,75,713	18,41,716	7,21,549	7,32,154	33,61,261	36,11,164	2,20,958	2,20,535
Punjab	9,86,781	10,08,328	16,19,236	19,27,035	14,91,865	15,13,619	42,68,737	45,10,459	67,931	66,566
Rajasthan	23,95,768	23,97,229	7,57,728	13,00,575	28,32,371	28,40,501	52,31,205	54,05,521	2,84,536	2,85,558
Tamil Nadu (incl. Chennai)	40,63,530	40,85,289	36,95,587	37,48,733	11,59,508	11,70,217	76,89,650	79,75,782	4,22,622	4,42,809
UP(E)	51,25,068	52,13,530	22,31,657	27,32,750	17,68,391	17,68,400	92,93,987	95,87,894	4,76,261	4,81,750
UP(W)	33,70,967	34,52,088	15,99,913	19,53,303	29,17,468	29,90,762	40,11,644	42,34,815	1,82,926	1,66,859
Kolkata	19,81,233	20,07,485	14,40,331	16,67,961	16,60,970	16,93,817	23,83,243	24,49,713	46,980	37,527
West Bengal	18,50,861	18,73,615	15,82,888	20,20,536	10,71,310	10,89,633	28,92,705	31,71,085	1,47,935	1,49,486
Total	5,41,00,757	5,46,54,300	4,23,42,795	4,67,15,088	4,18,90,603	4,24,23,625	8,12,34,677	8,62,68,689	54,74,860	55,65,437

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		Quadrant (HFCL) (GSM)		Quadrant (HFCL) (CDMA)		Loop (GSM)	
	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11
Andhra Pradesh	-	-	-	-	2,23,419	3,33,551	-	-	-	-	-	-
Assam	-	-	-	-	-	-	-	-	-	-	0	62
Bihar	-	-	-	-	6,53,088	7,88,238	-	-	-	-	-	-
Delhi	24,50,187	24,99,778	1,37,825	1,37,407	6,36,071	6,92,568	-	-	-	-	-	-
Gujarat	-	-	-	-	24,352	47,913	-	-	-	-	-	-
Haryana	-	-	-	-	1,01,630	1,25,170	-	-	-	-	99	107
Himachal Pradesh	-	-	-	-	-	-	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	-	-	-	-	-	-	-	-
Karnataka	-	-	-	-	9,49,504	12,57,771	-	-	-	-	-	-
Kerala	-	-	-	-	3,97,930	4,96,170	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	266	351	-	-	-	-	68	88
Maharashtra	-	-	-	-	3,12,009	4,29,715	-	-	-	-	-	-
Mumbai	26,59,071	26,93,496	1,50,684	1,42,400	5,15,391	6,36,461	-	-	-	-	30,43,654	30,92,398
North East	-	-	-	-	-	-	-	-	-	-	0	5
Orissa	-	-	-	-	-	43	-	-	-	-	178	374
Punjab	-	-	-	-	-	87	13,42,478	12,27,904	2,69,245	2,38,733	75	99
Rajasthan	-	-	-	-	17,64,476	19,05,243	-	-	-	-	174	242
Tamil Nadu (incl. Chennai)	-	-	-	-	11,62,002	13,80,106	-	-	-	-	-	-
UP(E)	-	-	-	-	8,620	54,618	-	-	-	-	-	-
UP(W)	-	-	-	-	9,831	52,258	-	-	-	-	-	-
Kolkata	-	-	-	-	5,96,550	6,54,386	-	-	-	-	331	829
West Bengal	-	-	-	-	10,78,528	12,02,285	-	-	-	-	-	-
Total	51,09,258	51,93,274	2,88,509	2,79,807	84,33,667	1,00,56,934	13,42,478	12,27,904	2,69,245	2,38,733	30,44,579	30,94,204

Annexure 1.2 (contd.)

Service Area	Stel (GSM)		Unitech (GSM)		Videocon (GSM)		Etisalat (GSM)		Total		
	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Net Additions
Andhra Pradesh	-	-	19,49,049	21,21,111	8,545	9,370	5,534	14,058	5,70,73,313	6,06,76,836	36,03,523
Assam	48,979	61,008	-	-	-	-	-	-	1,06,87,173	1,16,70,711	9,83,538
Bihar	12,06,467	15,10,671	21,55,143	24,98,032	9,499	12,276	4,141	14,020	4,94,41,835	5,35,41,241	40,99,406
Delhi	-	-	-	-	-	-	1,46,516	5,49,815	3,55,54,277	3,88,18,541	32,64,264
Gujarat	-	-	14,56,801	18,12,632	12,95,940	16,23,746	8,548	14,553	4,33,25,984	4,69,57,643	36,31,659
Haryana	-	-	-	-	13,31,521	9,84,990	3,412	6,483	1,89,86,079	2,03,89,507	14,03,428
Himachal Pradesh	4,03,745	4,29,007	-	-	42,326	75,602	-	-	67,69,724	72,15,932	4,46,208
Jammu & Kashmir	-	-	-	-	-	-	-	-	52,36,854	57,54,286	5,17,432
Karnataka	-	-	7,27,014	9,07,986	8,478	8,951	6,983	11,899	4,60,44,325	4,94,49,711	34,05,386
Kerala	-	-	5,06,069	5,71,614	5,99,802	4,27,742	2,234	5,709	3,01,32,206	3,13,61,008	12,28,802
Madhya Pradesh	-	-	-	-	7,90,034	11,53,790	13,708	30,110	4,15,49,111	4,58,25,174	42,76,063
Maharashtra	-	-	15,12,746	18,83,706	9,980	10,181	9,646	16,859	5,67,36,273	6,17,16,246	49,79,973
Mumbai	-	-	8,95,380	9,32,609	13,62,201	13,03,194	16,221	2,19,185	3,34,30,367	3,47,99,906	13,69,539
North East	19,281	31,553	-	-	-	-	-	-	64,16,888	71,84,577	7,67,689
Orissa	6,37,052	7,88,652	6,55,517	8,73,785	6,489	7,597	-	-	2,07,17,076	2,24,15,369	16,98,293
Punjab	-	-	-	-	-	-	4,366	7,857	2,68,87,201	2,87,58,122	18,70,921
Rajasthan	-	-	-	-	7,839	8,665	9,694	16,630	4,08,44,596	4,31,00,379	22,55,783
Tamil Nadu (incl. Chennai)	-	-	11,95,658	12,93,045	18,08,754	14,38,395	9,371	16,117	6,68,06,709	6,96,32,613	28,25,904
UP(E)	-	-	28,19,348	38,94,958	19,849	20,022	12,023	22,475	5,79,95,034	6,36,79,385	56,84,351
UP(W)	-	-	21,37,594	27,53,068	8,372	9,744	12,502	22,309	4,11,06,982	4,57,67,008	46,60,026
Kolkata	-	-	10,25,775	12,49,336	-	-	-	-	2,11,80,422	2,32,13,389	20,32,967
West Bengal	-	-	14,73,955	20,00,259	9,974	11,695	-	-	3,52,68,249	3,96,61,517	43,93,268
Total	23,15,524	28,20,891	1,85,10,049	2,27,92,141	73,19,603	71,05,960	2,64,899	9,68,079	75,21,90,678	81,15,89,101	5,93,98,423

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		Quadrant (HFCL)		Sistema		Tata	
	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11
Andhra Pradesh	1,24,100	1,24,400	85,004	86,143	-	-	-	-	1,57,100	1,56,570
Assam	-	-	-	-	-	-	-	-	1,820	2,099
Bihar	-	-	4,091	4,382	-	-	-	-	8,538	8,576
Delhi	10,33,787	10,59,694	1,75,032	1,76,311	-	-	-	-	56,054	56,381
Gujarat	53,624	54,417	1,17,061	1,16,518	-	-	-	-	60,229	61,286
Haryana	23,079	23,104	3,784	3,951	-	-	-	-	13,181	13,925
Himachal Pradesh	-	-	3,898	4,154	-	-	-	-	1,615	1,699
Jammu & Kashmir	-	-	18	18	-	-	-	-	129	166
Karnataka	4,85,521	4,87,382	1,04,319	1,05,898	-	-	-	-	1,12,163	1,08,798
Kerala	54,433	55,037	52,996	53,194	-	-	-	-	10,418	10,346
Madhya Pradesh	3,04,367	3,04,533	33,001	32,862	-	-	-	-	5,144	5,898
Maharashtra	68,906	69,562	93,156	95,829	-	-	-	-	1,97,795	2,05,584
Mumbai	3,28,972	3,30,500	2,16,097	2,20,316	-	-	-	-	5,17,083	5,23,503
North East	-	-	-	-	-	-	-	-	155	160
Orissa	-	-	3,916	4,024	-	-	-	-	6,173	6,575
Punjab	1,03,363	1,04,465	38,453	37,736	1,85,902	1,89,900	-	-	14,388	15,048
Rajasthan	38,522	38,721	22,219	22,855	-	-	39,274	38,440	4,554	4,428
Tamil Nadu (incl. Chennai)	4,80,179	4,81,294	1,38,229	1,39,560	-	-	-	-	55,315	53,298
U.P.(E)	48,750	49,718	35,034	36,568	-	-	-	-	10,831	11,359
U.P.(W)	23,696	23,806	5,522	5,437	-	-	-	-	6,131	6,437
Kolkata	86,043	89,286	88,029	86,145	-	-	-	-	27,128	26,072
West Bengal	-	-	1,943	2,290	-	-	-	-	3,741	4,229
Total	32,57,342	32,95,919	12,21,802	12,34,191	1,85,902	1,89,900	39,274	38,440	12,69,685	12,82,437

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Total		
	Dec-10	Mar-11	Dec-10	Mar-11	Dec-10	Mar-11	Net Additions
Andhra Pradesh	-	-	20,16,068	20,01,056	23,82,272	23,68,169	-14,103
Assam	-	-	2,55,182	2,55,584	2,57,002	2,57,683	681
Bihar	-	-	12,49,501	11,83,267	12,62,130	11,96,225	-65,905
Delhi	15,46,758	15,46,432	-	-	28,11,631	28,38,818	27,187
Gujarat	-	-	17,40,637	17,14,975	19,71,551	19,47,196	-24,355
Haryana	-	-	6,31,370	6,09,130	6,71,414	6,50,110	-21,304
Himachal Pradesh	-	-	3,36,455	3,31,623	3,41,968	3,37,476	-4,492
Jammu & Kashmir	-	-	2,14,836	2,16,149	2,14,983	2,16,333	1,350
Karnataka	-	-	20,42,895	20,40,456	27,44,898	27,42,534	-2,364
Kerala	-	-	31,97,039	31,82,212	33,14,886	33,00,789	-14,097
Madhya Pradesh	-	-	10,77,462	10,40,334	14,19,974	13,83,627	-36,347
Maharashtra	-	-	25,21,309	24,82,216	28,81,166	28,53,191	-27,975
Mumbai	19,20,303	19,17,537	-	-	29,82,455	29,91,856	9,401
North East	-	-	2,77,385	2,69,235	2,77,540	2,69,395	-8,145
Orissa	-	-	5,58,625	5,60,504	5,68,714	5,71,103	2,389
Punjab	-	-	12,29,874	12,31,817	15,71,980	15,78,966	6,986
Rajasthan	-	-	12,42,162	11,82,757	13,46,731	12,87,201	-59,530
Tamil Nadu (incl. Chennai)	-	-	28,37,874	27,83,666	35,11,597	34,57,818	-53,779
U.P.(E)	-	-	13,81,876	13,69,941	14,76,491	14,67,586	-8,905
U.P.(W)	-	-	8,21,157	8,19,478	8,56,506	8,55,158	-1,348
Kolkata	-	-	12,14,072	11,99,651	14,15,272	14,01,154	-14,118
West Bengal	-	-	8,03,214	7,50,854	8,08,898	7,57,373	-51,525
Total	34,67,061	34,63,969	2,56,48,993	2,52,24,905	3,50,90,059	3,47,29,761	-3,60,298

Annexure 1.4: Service Provider wise details of PCOs

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-10	QE Mar-11	Net PCO added/ decreased during the QE Mar-11	Percentage Growth/ Decline for the QE Mar-11
1	Andaman & Nicobar	BSNL	729	517	-212	-29.08%
2	Andhra Pradesh	BSNL	133531	127961	-5,570	-4.17%
		TATA	99340	94719	-4,621	-4.65%
		Reliance	160559	160559	0	0.00%
		Bharti	986	865	-121	-12.27%
3	Assam	BSNL	30561	27380	-3,181	-10.41%
		TATA	1836	1360	-476	-25.93%
4	Bihar (including Jharkhand)	BSNL	82093	81682	-411	-0.50%
		Reliance	24242	24242	0	0.00%
		TATA	59,560	60,681	1,121	1.88%
5	Delhi	Bharti	6154	5472	-682	-11.08%
		MTNL	65975	65237	-738	-1.12%
		TATA	29777	40915	11,138	37.40%
		Reliance	15992	15992	0	0.00%
6	Gujarat	BSNL	61552	58392	-3,160	-5.13%
		Reliance	31227	31227	0	0.00%
		TATA	59381	66879	7,498	12.63%
		Bharti	113	86	-27	-23.89%
7	Haryana	BSNL	16393	14634	-1,759	-10.73%
		Bharti	752	653	-99	-13.16%
		Reliance	3086	3086	0	0.00%
		TATA	11700	11907	207	1.77%
8	Himachal Pradesh	BSNL	8950	8532	-418	-4.67%
		Reliance	4734	4734	0	0.00%
		TATA	4160	4115	-45	-1.08%
9	Jammu & Kashmir	BSNL	10726	10721	-5	-0.05%
		TATA	0	480	480	
10	Karnataka	BSNL	195587	188121	-7,466	-3.82%
		Bharti	21405	19488	-1,917	-8.96%
		TATA	75139	69019	-6,120	-8.14%
		Reliance	67004	67004	0	0.00%
11	Kerala	BSNL	89584	85734	-3,850	-4.30%
		Reliance	28325	28325	0	0.00%
		Bharti	1915	1779	-136	-7.10%
		TATA	11593	10717	-876	-7.56%
12	Madhya Pradesh (Including Chattisgarh)	BSNL	57080	55462	-1,618	-2.83%
		Bharti	14523	12946	-1,577	-10.86%
		Reliance	19540	19540	0	0.00%
		TATA	27551	26027	-1,524	-5.53%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-10	QE Mar-11	Net PCO added/ decreased during the QE Mar-11	Percentage Growth/ Decline for the QE Mar-11
13	Maharashtra (including Mumbai)	BSNL & MTNL	299,659	285,008	-14,651	-4.89%
		TATA	396,026	357,796	-38,230	-9.65%
		Bharti	191	150	-41	-21.47%
		Reliance	103,535	103,535	0	0.00%
	Mumbai	MTNL	117781	110320	-7,461	-6.33%
		TATA	95,753	94,916	-837	-0.87%
		Bharti	130	98	-32	-24.62%
		Reliance	34989	34989	0	0.00%
	Maharashtra excluding Mumbai	BSNL	181878	174688	-7,190	-3.95%
		Tata	300273	262880	-37,393	-12.45%
		Bharti	61	52	-9	-14.75%
		Reliance	68546	68546	0	0.00%
14	North East	BSNL	16514	16500	-14	-0.08%
		TATA	949	836	-113	-11.91%
15	Orissa	BSNL	17703	16978	-725	-4.10%
		Reliance	5965	5965	0	0.00%
		TATA	21043	12670	-8,373	-39.79%
16	Punjab	BSNL	16895	16792	-103	-0.61%
		Quadrant (formerly HFCL)	14371	12817	-1,554	-10.81%
		Reliance	11200	11200	0	0.00%
		Bharti	1318	1227	-91	-6.90%
		TATA	30557	28777	-1,780	-5.83%
17	Rajasthan	BSNL	42893	40671	-2,222	-5.18%
		Bharti	665	586	-79	-11.88%
		Sistema Shyam	23866	23866	0	0.00%
		Reliance	19168	19168	0	0.00%
		TATA	18197	16056	-2,141	-11.77%
18	Tamil Nadu (including Chennai)	BSNL	246,498	230,440	-16,058	-6.51%
		TATA	84,661	79,387	-5,274	-6.23%
		Bharti	27,940	25,748	-2,192	-7.85%
		Reliance	103,494	103,494	0	0.00%
	Chennai	BSNL	75714	75121	-593	-0.78%
		Reliance	19290	19290	0	0.00%
	Tamil nadu (excluding Chennai)	BSNL	170784	155319	-15,465	-9.06%
		TATA	84661	79387	-5,274	-6.23%
		Bharti	27940	25748	-2,192	-7.85%
		Reliance	84204	84204	0	0.00%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-10	QE Mar-11	Net PCO added/ decreased during the QE Mar-11	Percentage Growth/ Decline for the QE Mar-11
19	Uttar Pradesh (East)	BSNL	116370	111361	-5,009	-4.30%
		Reliance	26727	26727	0	0.00%
		Bharti	930	845	-85	-9.14%
		TATA	27611	21764	-5,847	-21.18%
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	33413	32272	-1,141	-3.41%
		Reliance	20295	20295	0	0.00%
		Bharti	886	817	-69	-7.79%
		TATA	27412	27376	-36	-0.13%
21	West Bengal (including Kolkata)	BSNL	107,120	95,740	-11,380	-10.62%
		Reliance	31,394	31,394	0	0.00%
		Bharti	288	253	-35	-12.15%
		TATA	48,390	47,813	-577	-1.19%
	Kolkata	BSNL	55679	53872	-1,807	-3.25%
		Reliance	10428	10428	0	0.00%
		Bharti	288	253	-35	-12.15%
		TATA	19771	19383	-388	-1.96%
	West Bengal (excluding Kolkata)	BSNL	51441	41868	-9,573	-18.61%
		Reliance	20966	20966	0	0.00%
		TATA	28619	28430	-189	-0.66%
	TOTAL			34,77,499	33,33,514	-1,43,985

Note: M/s Tata has submitted the revised PCO subscriber base for the QE Dec-10 in r/o Maharashtra service area, which has now been updated accordingly.

2. M/s Reliance (RCOM) has not submitted PCO figures for the QE March 11 hence, previous quarter figures have been taken.

Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-10	QE Mar-11	Net VPT added/ decreased during the QE Mar-11	Percentage Growth/ Decline for the QE Mar-11
1	Andaman & Nicobar	BSNL	341	343	2	0.59%
2	Andhra Pradesh	BSNL	23642	23961	319	1.35%
		TATA	1358	1358	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
3	Assam	BSNL	24032	24221	189	0.79%
4	Bihar(including Jharkhand)	BSNL	67657	67730	73	0.11%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
5	Delhi	Bharti	0	0	0	0.00%
		MTNL	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
6	Gujarat	BSNL	16926	16932	6	0.04%
		Bharti	0	0	0	0.00%
		Reliance	4115	4115	0	0.00%
		TATA	0	0	0	0.00%
7	Haryana	BSNL	6678	6678	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
8	Himachal Pradesh	BSNL	17365	17387	22	0.13%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
9	Jammu & Kashmir	BSNL	6181	6343	162	2.62%
10	Karnataka	BSNL	27441	27448	7	0.03%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
11	Kerala	BSNL	1372	1372	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
12	Madhya Pradesh (Including Chattisgarh)	BSNL	70120	70155	35	0.05%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-10	QE Mar-11	Net VPT added/ decreased during the QE Mar-11	Percentage Growth/ Decline for the QE Mar-11
13	Maharashtra (including Mumbai)	BSNL& MTNL	39607	39741	134	0.34%
		Bharti	0	0	0	0.00%
		TATA	2267	2267	0	0.00%
		Reliance	0	0	0	0.00%
	Mumbai	MTNL	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Maharashtra Excluding Mumbai	BSNL	39607	39741	134	0.34%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	2267	2267	0	0.00%
14	North East	BSNL	10357	12258	1901	18.35%
15	Orissa	BSNL	43805	44750	945	2.16%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
16	Punjab	BSNL	12063	12065	2	0.02%
		Quadrant (formerly HFCL)	130	119	-11	-8.46%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
17	Rajasthan	BSNL	38838	38838	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%
18	Tamil Nadu (including Chennai)	BSNL	15482	15492	10	0.06%
		Bharti	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
	Chennai	BSNL	1655	1655	0	0.00%
		Reliance	0	0	0	0.00%
	Tamil Nadu (excluding Chennai)	BSNL	13827	13837	10	0.07%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Dec-10	QE Mar-11	Net VPT added/ decreased during the QE Mar-11	Percentage Growth/ Decline for the QE Mar-11
19	U P (East)	BSNL	74121	74121	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	38815	37193	-1622	-4.18%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	0	0	0	0.00%
21	West Bengal (including Kolkata)	BSNL	35101	36835	1734	4.94%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Kolkata	BSNL	537	567	30	5.59%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	West Bengal (excluding Kolkata)	BSNL	34564	36268	1704	4.93%
		Reliance	0	0	0	0.00%
TATA		0	0	0	0.00%	
Total			5,80,824	5,84,732	3,908	0.67%

Note: M/s Reliance (RCOM) has not submitted VPT figures for the QE March 11 hence, previous quarter figures have been taken.

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

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

* ISPs have not submitted report for the qtr.ending March 2011

Annexure 1.7: Internet Service Provider wise Subscriber Base

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
1	Bharat Sanchar Nigam Ltd.	A	All India	3822726	7494193	11316919	10643749	6.32
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1475310	947611	2422921	2388250	1.45
3	Reliance Communications Infrastructure Limited	A	All India	1987874	185589	2173463	2027231	7.21
4	Bharti Airtel Ltd.	A	All India	2665	1432134	1434799	1408130	1.89
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	2299	346046	348345	343073	1.54
6	You Broadband & Cable India Private Limited	A	All India	72501	253492	325993	309140	5.45
7	Tikona Digital Networks Pvt Ltd	A	All India	1304	215047	216351	208119	3.96
8	Tata Communications Internet Services Limited	A	All India	66695	118375	185070	207197	-10.68
9	Beam Telecom Pvt. Ltd.	B	Andhra Pradesh	0	111943	111943	96834	15.60
10	Asianet Satellite Communications Ltd.	B	Kerala	13123	94175	107298	104151	3.02
11	Data Infosys Ltd.	A	All India	104115	464	104579	104586	-0.01
12	Sify Technologies Ltd.	A	All India	39573	63132	102705	113830	-9.77
13	Quadrant Televentures Ltd.(HFCL Infotel Ltd.)	B	Punjab Telecom Circle	5029	90641	95670	91090	5.03
14	Tata Teleservices (Maharashtra) Ltd.	A	All India	562	85295	85857	83177	3.22
15	Softeng Computers Pvt. Ltd.	A	All India		72658	72658		0.00
16	Ortel Communication Ltd.	A	Orissa, West Bengal, A.P., Chattisgarh	0	51740	51740	49782	3.93
17	D-Vois Broadband Private Limited	A	All India/Karnataka	687	43163	43850	40883	7.26
18	Syscon Infoway Pvt Ltd	B	Mumbai	2322	40171	42493	36350	16.90

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
19	HCL Infinet Ltd.	A	All India	41167	908	42075	42011	0.15
20	Ankhnet Informations Pvt. Ltd.*	B	Mumbai	31778	32	31810	31810	0.00
21	Five Network Solutions(P) ltd.	A	All India	0	31352	31352	0	-
22	Broadband Pacenet (I) Pvt. Ltd.*	A	Mumbai	13736	13719	27455	27455	0.00
23	Spectra Net Ltd(Punj Lloyd)	A	All India	1279	23181	24460	69502	-64.81
24	Chandra Net Pvt. Limited	B	Ahmedabad	12175	10974	23149	21027	10.09
25	Alliance Broadband Services Pvt. Ltd.*	B	Kolkata	6805	15133	21938	21938	0.00
26	Vodafone Essar Gujarat Ltd.*	B	Gujarat	18001	0	18001	18001	0.00
27	Shyam Internet Services Ltd	B	Rajasthan	14400	2647	17047	17577	-3.02
28	Indusind Media & Communications Limited	A	All India	1910	13944	15854	13828	14.65
29	Tata Communications Limited	A	All India	3543	10129	13672	11708	16.77
30	Meghbela Cable & Broadband Servies (P) Ltd.*	B	Kolkata	5562	6698	12260	12260	0.00
31	Hughes Communications India Ltd.	A	All India	1091	10911	12002	11975	0.23
32	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	8234	2818	11052	10146	8.93
33	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	14	10432	10446	9607	8.73
34	IOL Netcom Limited*	B	Mumbai	0	9973	9973	9973	0.00
35	Gujarat Telelink Pvt Ltd	B	Gujarat	1149	8575	9724	7703	26.24
36	Honesty Net Solutions (I) Pvt Ltd.*	B	Mumbai	3030	5809	8839	8839	0.00
37	RailTel Corporation of India Ltd.*	A	All India	0	5996	5996	5996	0.00
38	Trikon Electronics Pvt. Ltd.	B	Mumbai	2028	3217	5245	4999	4.92
39	Swiftmail Communications Ltd.	A	All India	1336	3445	4781	3537	35.17

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
40	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	95	4147	4242	4165	1.85
41	Spacenet Internet Services Pvt Ltd	B	Delhi	14	4220	4234	4425	-4.32
42	Descon Ltd.*	B	Kolkata & West Bengal	3328	1	3329	3329	0.00
43	DEN Networks Ltd	A	All India	1064	2114	3178	3177	0.03
44	HCL Comnet Systems & Services Ltd.	A	All India	3147	0	3147	3147	0.00
45	Nettlinx Ltd.	B	Andhra Pradesh	57	2957	3014	3014	0.00
46	Blazenet Ltd.*	B	Gujarat	10	2910	2920	2920	0.00
47	Kaizen Infonet Pvt Ltd	B&C	Gujarat Circle & Surat SSA	1311	1396	2707	2717	-0.37
48	Narmada Cyberzone Pvt Ltd	C	Gujarat	2491	0	2491	2343	6.32
49	Geocity Network Solutions Pvt. Ltd.	B	Delhi	14	2458	2472	2266	9.09
50	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	21	2354	2375	2286	3.89
51	Bhupati Hotels Ltd*	B	Visakhapatnam	34	2249	2283	2283	0.00
52	Dishnet Wireless Ltd	A	All India	16	2147	2163	1909	13.31
53	Value Healthcare Ltd.	B	Mumbai	2027	18	2045	2027	0.89
54	Cable Combine Communication Pvt. Ltd.*	C	Siliguri SSA	88	1946	2034	2034	0.00
55	F/X Wireless Technology Services Pvt. Ltd.	B	Mumbai	379	1435	1814	1606	12.95
56	Home Systems Pvt. Ltd.	B	Mumbai		1804	1804	0	0.00
57	Star Broadband Services (I) Pvt Ltd	B	Delhi	60	1530	1590	1619	-1.79
58	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	19	1450	1469	1461	0.55
59	CJM Consultancy Services Pvt. Ltd.	B	Delhi	8	1423	1431	1373	4.22
60	Ishan Netsol Pvt Ltd	B	Gujarat	552	782	1334	1115	19.64
61	Cordia LT Communications Pvt Ltd.*	A	All India	241	983	1224	1224	0.00
62	Speed Online.net Pvt. Ltd.	C	Rajkot	863	331	1194	1099	8.64

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
63	NetMagic Solutions(P) Ltd.	A	All India	0	1067	1067	995	7.24
64	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	1023	37	1060	1043	1.63
65	Readylink Internet Services Pvt Ltd	B	ROTN	288	733	1021	903	13.07
66	Yashash Cable Network Pvt Ltd	C	Mysore SSA	29	933	962	803	19.80
67	North East Dataa Network Pvt Ltd	B	Karnataka	9	942	951	902	5.43
68	ERNET India	A	All India	366	571	937	1014	-7.59
69	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	201	637	838	837	0.12
70	Intermedia Cable Communication Pvt Ltd	C	Pune/Nasik	614	200	814	854	-4.68
71	Pioneer eLabs Ltd *	B	Andhra Pradesh	611	108	719	719	0.00
72	Bhiwani Communications Pvt. Ltd.	C	Rohtak	551	158	709	693	2.31
73	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	9	641	650	718	-9.47
74	Software Technology Park of India(STPI)	A	All India	60	542	602	473	27.27
75	Amber Online Services Ltd.*	B	Andhra Pradesh	566	4	570	570	0.00
76	ISP Solutions India Pvt. Ltd.*	C	Coimbatore SSA	492	39	531	531	0.00
77	S.S.Netcom Pvt Ltd.*	B	North East Circle	22	498	520	520	0.00
78	Trak Online Net India Pvt.Ltd	A	All India	11	484	495	520	-4.81
79	CJ Online Pvt. Ltd.	C	Ghaziabad	50	397	447	482	-7.26
80	World Phone Internet Services Pvt Ltd	A	All India	0	395	395	345	14.49
81	deDSL Internet Pvt Ltd	C	Delhi & Gurgaon	16	360	376	360	4.44
82	IKF Technologies Ltd	A	All India	163	158	321	265	21.13

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
83	Pacific Internet India Pvt. Ltd.*	A	All India	0	295	295	295	0.00
84	Sab Industires Ltd.	B,C	Punjab, Karnal, Ambala, Hisar	210	76	286	312	-8.33
85	Wire and Wireless India Ltd.	A	Across India	65	211	276	271	1.85
86	Bohra Pratisthan Pvt. Ltd.*	C	Udaipur SSA	198	75	273	273	0.00
87	Rida Communication Pvt. Ltd.	C	Aligarh SSA	7	265	272	284	-4.23
88	Khetan Cable Network (P) Ltd	C	Indore SSA	242	28	270	260	3.85
89	Micky Online Pvt Ltd*	C	Moradabad	260	0	260	260	0.00
90	Primenet Global Ltd.	A	All India	41	197	238	193	23.32
91	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	122	111	233	242	-3.72
92	City Online Services Ltd.*	B	Andhra Pradesh & Karnataka	63	157	220	220	0.00
93	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	219	0	219	230	-4.78
94	Atria Convergence Technologies Pvt. Ltd.*	B	Karnataka	55	147	202	202	0.00
95	Vainavi Industries Ltd.*	B	Andhra Pradesh	200	0	200	200	0.00
96	Rainbow Communications (India) Pvt Ltd*	C	Salem SSA	195	2	197	197	0.00
97	Mynet Services India Pvt. Ltd.*	C	Tamil Nadu SSA	34	153	187	187	0.00
98	Nihar Internet Services (P) Ltd.*	C	Ghaziabad-SSA	70	90	160	160	0.00
99	Dream Plus Multi Services Pvt. Ltd.	B	Bihar	141	17	158	0	0.00
100	Netcom Online Solutions India Pvt Ltd	B	Tamil Nadu	60	98	158	151	4.64
101	Sanyog Networks Pvt Ltd.*	C	Tripura SSA	1	144	145	145	0.00
102	Adya Tech One Services Pvt Ltd*	C	Ghaziabad SSA	66	70	136	136	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
103	VIVA Communications Pvt Ltd.	A	Chennai	0	136	136	108	25.93
104	Dreamzcraft Info Solutions Pvt Ltd*	C	Dehradun SSA	4	127	131	158	-17.09
105	Nelco Ltd.	A	All India	84	43	127	110	15.45
106	Verizon Communications India Pvt. Ltd.*	A	All India	0	127	127	127	0.00
107	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	1	114	115	110	4.55
108	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	95	15	110	103	6.80
109	Astro Network India Pvt. Ltd.*	A	All India	0	108	108	108	0.00
110	Karuturi Telecom Private Limited	A	All India	1	94	95	101	-5.94
111	iCAN Solutions Private Limited*	B	Mumbai	32	63	95	95	0.00
112	Oasis Cable Pvt Ltd.*	C	Haridwar SSA	77	16	93	93	0.00
113	Tarang Communications Pvt. Ltd.*	C	Guwahati SSA	1	82	83	83	0.00
114	Eronet Broadband Service India Pvt. Ltd.*	C	Erode	11	69	80	80	0.00
115	Aeroway Networks Pvt Ltd	C	Mysore SSA	75	0	75	109	-31.19
116	Phonic Net Pvt Ltd*	B	Mumbai	0	73	73	73	0.00
117	Harisree Cable Net Pvt. Ltd.	C	Kannur SSA	7	62	69	65	6.15
118	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	0	68	68	49	38.78
119	Essel shyam Communications Ltd.*	A	All India	58	9	67	67	0.00
120	Fast Lynx Internet Service Pvt Ltd	B	Punjab	61	0	61	50	22.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
121	ISP Services (India) Pvt. Ltd.	C	Trichy	37	24	61	61	0.00
122	BT Global Communications India Pvt. Ltd.	A	All India	0	60	60	60	0.00
123	Guj Info Petro Ltd. (GIPL)	A	Gujarat	3	57	60	60	0.00
124	Limras Eronet Broadband Service Pvt Ltd*	A	Tamil Nadu SSA	53	5	58	58	0.00
125	RS Broadband Service India Pvt Ltd*	B	Tamil Nadu SSA	41	15	56	56	0.00
126	Reach Network India Pvt. Ltd.	A	All India	7	40	47	46	2.17
127	Konark Infocomm Pvt Ltd *	C	Ghaziabad SSA	41	1	42	42	0.00
128	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	1	35	36	153	-76.47
129	Chemical And Metallurgical Design Co. Ltd	B	Delhi	0	35	35	29	20.69
130	STN Communication & Advertising Pvt Ltd.	C	Guwahati	2	18	20	19	5.26
131	Kelnet Communication Services Pvt. Ltd*	C	Trivandrum	10	8	18	18	0.00
132	Power Grid Corporation of India Ltd.	A	All India	0	17	17	17	0.00
133	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	0	16	16	16	0.00
134	AT&T Global Network Services India Private Limited	A	All India	0	15	15	15	0.00
135	Nextgen Communications Ltd.*	A	All India	5	7	12	12	0.00
136	Virtela India Pvt. Ltd.	B	Mumbai, Bangalore	0	9	9	9	0.00
137	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	0	8	8	7	14.29
138	Godrej Infotech Ltd.	B	Mumbai	5	3	8	8	0.00
139	Tatanet Services Ltd	A	All India	0	7	7	6	16.67

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
140	ABT Ltd.	C	Coimbatore SSA	0	5	5	5	0.00
141	My Own Infotech Pvt. Ltd.*	C	Surat SSA	5	0	5	5	0.00
142	Vishwashakti Technologies Pvt Ltd*	B	Hyderabad	0	5	5	5	0.00
143	Opto Network Pvt. Ltd.	A	All India	0	4	4	4	0.00
144	National Stock Exchange of India Ltd	A	ALL INDIA	0	3	3	3	0.00
145	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	1	2	3	3	0.00
146	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	3	0	3	3	0.00
147	Compucom (I) Pvt. Ltd.*	C	Jaipur	0	2	2	2	0.00
148	Manipal Ecommerce Ltd.*	B	Karnataka	1	1	2	2	0.00
149	Infotel Broadband Services Pvt Ltd	A	All India	0	1	1	1	0.00
150	L&T Finance Ltd.	A	All India	0	1	1	1	0.00
151	Karuturi Global Ltd.*	B	Karnataka	0	1	1	1	0.00
152	Virgo Global Media Ltd *	B	Andhra Pradesh	1	0	1	1	0.00
153	Equant Network Services India Pvt. Ltd.	A	All India	0	0	0	0	0.00
154	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
155	Broadlane Networks Pvt. Ltd.	C	Dombivli, Mah.	0	0	0	0	0.00
156	Apna Telelink Ltd.	C	Jalandhar	0	0	0	0	0.00
157	Kerala State Electronics Development Corp Ltd.(Keltron)	C	Thiruvananthapuram	0	0	0	0	0.00
158	Advanced Financial Services Pvt Ltd	B	Hyderabad, A.P.	0	0	0	0	0.00
159	Reliance Wimax Limited	A	All India	0	0	0	0	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Mar-2011	Total Internet Connections as on Dec-2010	% Growth
160	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
161	Tata Internet Services Ltd.	A	All India	0	0	0	2	0.00
162	Vcare Call Centre India Pvt. Ltd.			0	0	0	0	0.00
163	GTL Ltd.*	A	All India	0	0	0	0	0.00
164	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)*	A	All India	0	0	0	0	0.00
165	S tel Pvt. Ltd.*	A	All India	0	0	0	0	0.00
166	S&A Internet Services Private Limited*	A	All India	0	0	0	0	0.00
167	Space Online Ltd*	B	Gujarat	0	0	0	0	0.00
168	Swastik Netvision Telecom P.Ltd*	B	Gujarat	0	0	0	0	0.00
	Total			7787915	11887068	19674983	18687187	5.29

* ISP's have not submitted the report for the quarter March 2011

Annexure 1.8: Service Area wise PMRTS subscriber Base

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			31.12.10	31.3.11
1	Delhi(Faridabad/ Gurgaon)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1389	1383
		Procall(Delhi)	4672	4581
		Procall (Faridabad)	185	201
		Procall (Gurgaon)	1106	1045
		Total	7352	7210
2	Mumbai(Navi Mumbai/Vashi)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3619	3799
		Smartalk (Mumbai)	710	700
		Smartalk (Vashi)	771	762
		Bhilwara Telenet(Mumbai)	1260	1327
		Total	6360	6588
3	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1363	1511
		Total	1363	1511
4	TN(Chennai)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3426	3506
		Quick Calls	926	956
		Total	4352	4462
5	Karnataka (Bangalore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4817	5133
		Quick Calls	1095	1092
		*India Satcom	0	0
		Total	5912	6225
6	Andhra Pradesh (Vishakhapatnam)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2110	2205
		Total	2110	2205
7	Madhya Pradesh (Indore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	627	689
		Total	627	689
8	Jaipur	Procall	390	375
		Total	390	375

Annexure 1.8 (Contd.)

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			31.12.10	31.3.11
9	Gujrat(Ahmedabad/Surat /Baroda/ Bharuch)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2543	2695
		Total	2543	2695
10	Pune	Smartalk	868	814
		Total	868	814
11	Hyderabad	Quick Calls	1378	1395
		Total	1378	1395
Grand Total			33255	34169
*M/s India Satcom Ltd. reported through email that their MRTS department is non functional and they do not have any subscriber.				

Annexure 2.1: GSM Service – Service Area wise Statistics

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber	O/G MOU /subs	I/C MOU /subs	Total MOU/ sub.
AP	97.43%	112	62	177	184	361
Gujarat	95.67%	99	44	166	148	313
Karnataka	96.39%	109	109	184	176	359
MH	95.18%	110	41	177	166	343
TN (incl. Chennai)	96.02%	105	92	163	174	337

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
Haryana	98.53%	73	31	150	143	293
Kerala	96.98%	118	55	165	198	364
MP	98.38%	88	24	147	151	298
Punjab	95.21%	100	48	189	187	375
Rajasthan	98.55%	101	36	154	168	323
UP(E)	99.09%	88	18	152	207	359
UP(W)	98.57%	81	23	152	168	320
WB	99.46%	70	8	137	164	302

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
Assam	95.72%	125	29	237	267	503
Bihar	99.69%	80	15	145	215	360
HP	98.54%	76	28	175	176	352
J&K	90.29%	149	5	329	296	624
NE	96.02%	122	60	219	210	430
Orissa	99.24%	83	16	181	215	396

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
Kolkata	95.96%	81	29	154	157	312
Delhi	90.36%	148	64	227	191	418
Mumbai	89.97%	130	44	201	150	351

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

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
MH	95%	55	7	125	124	249
Guj	91%	71	112	116	112	228
TN	92%	75	15	99	105	203
Karnataka	92%	93	10	121	125	245
AP	93%	81	18	141	145	286

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
WB	99%	44	4	137	132	269
Rajasthan	97%	49	13	139	136	276
UP(E)	98%	50	10	141	152	293
MP	97%	50	8	150	138	288
Kerala	94%	62	8	77	89	166
UP(W)	97%	50	13	126	134	261
Haryana	94%	55	14	129	117	246
Punjab	89%	75	11	136	107	243

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Orissa	95%	51	5	161	151	312
Bihar	99%	52	7	155	166	321
HP	92%	75	6	116	105	221
J&K	52%	260	2	309	178	487
North East	79%	215	19	131	78	210
Assam	59%	290	8	144	80	224

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Kolkata	94%	70	8	135	138	273
Delhi	91%	87	178	154	134	288
Mumbai	90%	76	23	109	112	221

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service

Name of Service Area	Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters							
			Network		Connection Establishment		Connection Maintenance		POI			Metering and Billing				Response time to the		Termination / closure	
			BTSs Accumulated downtime (net 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 - pre 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 intion 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 services complied within 7 days	Time taken for refund of deposits after closures
			? 2%	? 2%	? 95%	? 1%	? 2%	? 2%	? 5%	? 95%	? 0.5%	? 0.1%	? 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	? 95%	? 90%	100% within 7 days	100% within 60 days
1	AP	Airtel	0.01	0.02	99.20	0.03	0.03	0.45	1.22	97.98	1	0.18%	0.12%	100%	100%	100%	87.84%	100%	100%
2		Airtel	0.14	0.03	99.66	0.12	0.13	0.56	1.25	99.13	0	0.02%	0.00%	100%	100%	97%	80%	100%	100%
3		BSNL	1.10	0.00	95.00	0.42	1.19	1.36	3.52	97.73	0	0.00%	0.00	100%	100%	100%	85%	100%	100%
4		Etisalat	0.14	0.00	99.49	0.12	0.02	0.33	3.66	98.87	0	NA	0.1%	100.00%	NA	99.15%	99.01%	NA	NA
5		Idea	0.01	0.00	99.92	0.41	0.55	0.75	4.79	96.46	0	NR	NR	NR	NR	NR	NR	NR	NR
6		RCOM-CDMA	0.05	0.00	99.52	0.00	0.06	0.50	1.83	98.58	0	0.00	0.03%	100%	100%	100.00%	94.00%	100%	100%
		RCOM-GSM	0.03	0.00	99.70	0.12	0.04	0.41	3.11	98.70	0	0.00	0.03%	100%	100%	100%	91%	100%	100%
7		Sistema	0.09	0.00	98.83	0.00	0.00	1.29	2.55	100.00	0	0.00	0.09%	100%	100%	99%	92.59%	0%	0%
8		TTSL-CDMA	0.01	0.00	99.86	0.00	0.01	0.15	0.03	99.71	0	0.05%	0.05%	100%	100%	97%	94%	100%	96%
		TTSL-GSM	0.04	0.03	98.04	0.11	0.27	0.97	4.66	96.91	0	0.06%	0.00%	100%	100%	100%	90%	100%	75%
9		Uninor	0.04	0.01	99.04	0.06	0.04	0.44	0.53	98.31	3	NA	0.0%	100%	NA	97.37%	93.01%	N/A	N/A
10	Videcon	0.27	0.00	97.93	0.70	0.61	1.30	0.00	98.43	5	NA	0.04%	100%	100%	100%	100%	NA	NA	
11	Vodafone	0.06	0.01	99.64	0.10	0.29	0.54	2.64	98.87	0	0.05%	0.00%	100%	100%	100%	96%	100%	100%	
12	AS	Airtel/Dishnet	0.28	2.72	97.48	0.79	1.32	1.08	6.10	91.13	1	0.02%	0.01%	100%	100%	100%	79.07%	100%	100%
13		Airtel	0.40	0.76	97.22	0.40	1.29	1.49	1.63	99.24	0	0.00%	0.00%	100%	100%	100%	67%	100%	100%
14		BSNL	2.12	17.80	96.23	1.03	1.83	2.03	4.63	98.73	0	0.00%	0.00%	100%	100%	100%	96%	100%	100%
15		Idea	0.09	0.00	99.02	0.42	0.59	1.44	16.45	97.02	0	NR	NR	NR	NR	NR	NR	NR	NR
16		LOOP Telecom	0.31	0.00	99.94	0.19	0.00	0.07	0.00	99.99	0	0.00%	0	NIL	0.00%	100.00%	100%	NIL	NIL
17		RTL	0.07	0.09	97.99	0.91	1.03	1.17	1.33	95.55	0	0.00	0.04%	100%	100%	71%	97%	100%	100%
18		Stel	0.71	1.22	98.84	0.56	0.15	0.59	4.74	98.18	0	0%	0.07%	100%	100%	99%	99%	0%	0%
19		TTSL-CDMA	0.09	0.00	99.63	0.00	0.00	0.25	0.08	99.90	0	0.01%	0.06%	99%	100%	98%	94%	100%	82%
20		Vodafone	0.31	0.77	98.23	0.16	0.58	1.06	3.11	98.39	0	0.1%	0.03%	100%	100%	100%	77%	100%	100%

Annexure 4.1 (Contd.)

21	BH	Aircel/Dishnet	0.30	5.28	98.18	0.29	1.09	1.29	10.95	95.62	0	0.00%	0.28%	100%	100%	100%	77.01%	100%	100%	
22		Airtel	0.09	0.48	97.54	0.85	1.45	1.67	2.88	96.42	0	0.00%	0.00%	100%	100%	93%	91%	100%	100%	
23		BSNL	1.17	1.72	96.70	0.54	1.22	1.57	5.19	96.50	0	0.00%	0.05%	100%	100%	100%	94%	100%	100%	
24		Etisalat	3.38	0.96	98.87	0.82	0.02	0.34	3.31	98.19	0	NA	0.4%	100.00%	NA	98.56%	99.30%	NA	NA	
25		Idea	1.42	1.35	97.99	0.73	1.76	1.29	3.56	95.79	0	NR	NR	NR	NR	NR	NR	NR	NR	
26		RCOM-CDMA	0.68	1.44	98.68	0.00	1.78	0.86	0.70	95.33	0	0.00	0.09%	100%	100%	91.00%	96.00%	100%	100%	
27		RTL	0.22	1.15	97.53	0.88	1.50	1.43	2.62	95.62	0	0.00	0.03%	100%	100%	63%	67%	100%	100%	
28		Sistema	1.62	1.34	99.22	0.00	0.04	0.56	1.60	99.20	0	0.00	0.08%	100%	100%	100%	90.00%	0%	0%	
29		Stel	1.86	1.69	98.55	0.52	0.75	0.29	4.05	96.90	2	0%	0.08%	100%	100%	98%	98%	0%	0%	
30		TTSL-CDMA	0.10	0.06	99.77	0.00	0.02	0.24	0.00	99.77	0	0.04%	0.05%	100%	100%	99%	96%	100%	89%	
30		TTSL-GSM	0.01	0.03	97.26	0.14	0.63	0.74	2.38	96.44	0	0.03%	0.00%	100%	100%	97%	58%	100%	100%	
31		Uninor	0.73	0.12	96.13	0.39	1.16	1.64	5.10	96.17	24	NA	0.1%	100%	NA	95.41%	85.10%	N/A	N/A	
32		Videocon	1.40	0.00	99.17	0.31	0.05	0.82	0.93	99.22	3	NA	0.09%	100%	100%	100%	100%	NA	NA	
33		Vodafone	0.42	1.22	96.10	1.01	2.57	1.45	6.80	96.49	0	0.1%	0.02%	100%	100%	100%	93%	100%	100%	
34	CH	Aircel	0.07	0.00	97.91	0.59	0.49	0.40	0.35	98.52	0	0.33%	0.01%	100%	100%	100%	56.89%	100%	100%	
35		Airtel	0.04	0.00	99.05	0.17	0.16	0.75	0.59	97.77	0	0.02%	0.08%	100%	100%	-	-	100%	100%	
36		BSNL	0.83	6.10	100.00	0.20	0.27	0.70	2.10	100.00	0	0.00%	0.10%	100%	100%	95%	90%	100%	100%	
37		RCOM-CDMA	0.05	0.00	99.56	0.00	0.26	0.49	0.96	97.96	0	0.00	0.03%	100%	100%	0.00%	94.00%	100%	100%	
37		RCOM-GSM	0.04	0.00	99.77	0.04	0.11	0.37	0.65	98.84	0	0.00	0.00%	100%	100%	0%	0%	100%	100%	
38		TTSL-CDMA	0.01	0.00	99.80	0.00	0.00	0.12	0.00	99.92	0	0.01%	0.16%	100%	100%	0%	0%	0	#N/A	
38		TTSL-GSM	0.01	0.00	98.03	0.05	0.04	0.61	0.60	98.39	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%	
39		Vodafone	0.04	0.02	99.33	0.16	0.17	0.66	1.17	98.45	0	0.0%	0.05%	100%	100%	100%	91%	100%	100%	
40		DL	Aircel	0.06	0.28	97.90	0.07	0.06	0.88	2.41	97.12	0	0.09%	0.10%	100%	100%	100%	60.64%	100%	100%
41			Airtel	0.01	0.00	99.89	0.03	0.04	0.58	0.87	99.09	0	0.03%	0.09%	100%	100%	84%	62%	100%	100%
42	Etisalat		3.85	17.92	96.15	0.51	1.18	3.11	24.99	96.03	4	NA	3.1%	100.00%	100%	97.67%	98.35%	NA	NA	
43	Idea		0.07	0.00	99.72	0.41	0.93	0.77	2.14	98.25	0	NR	NR	NR	NR	NR	NR	NR	NR	
44	MTNL		0.61	3.71	97.18	0.11	0.03	1.66	4.89	98.23	0	0.00%	0.03%	100%	100%	99.96%	99.59%	100%	100%	
45	RCOM-CDMA		0.21	0.04	98.63	0.00	0.92	0.84	3.50	98.56	0	0.00%	0.06%	100%	100%	100.00%	88.00%	100%	100%	
45	RCOM-GSM		0.35	0.77	99.69	0.22	0.69	0.35	0.60	98.15	0	0.00%	0.08%	100%	100%	59%	76%	100%	100%	
46	Sistema		0.14	0.00	99.23	0.00	0.00	0.11	0.61	99.23	0	0.00	0.09%	100%	100%	97%	91.98%	100%	100%	
47	TTSL-CDMA		0.01	0.00	99.34	0.00	0.04	0.46	0.76	99.70	0	0.14%	0.13%	100%	100%	95%	72%	100%	82%	
48	Vodafone		0.02	0.00	99.09	0.32	0.75	0.95	3.41	98.35	0	0.0%	0.00%	100%	100%	100%	58%	100%	100%	
49	GJ	Aircel	0.00	0.00	99.30	0.04	0.20	0.28	3.19	98.13	0	0.52%	0.14%	100%	100%	100%	47.10%	100%	100%	
50		Airtel	0.08	0.34	99.17	0.14	0.31	1.20	1.79	96.74	0	0.01%	0.04%	100%	100%	97%	87%	100%	100%	
51		BSNL	0.44	1.13	98.29	0.31	1.25	1.72	3.57	100.00	5	0.05%	0.01%	100%	100%	95%	91%	100%	100%	
52		Etisalat	0.08	0.00	99.33	0.11	0.00	1.39	15.43	98.51	0	NA	0.0%	100.00%	NA	98.48%	99.12%	NA	NA	
53		Idea	0.04	0.02	99.27	0.24	0.26	1.07	11.96	96.24	0	NR	NR	NR	NR	NR	NR	NR	NR	
54		RCOM-CDMA	0.08	0.02	99.61	0.00	0.07	0.42	0.61	98.65	0	0.0%	0.04%	100%	100%	100.00%	95.00%	100%	100%	
54		RCOM-GSM	0.08	0.06	99.69	0.02	0.08	0.32	3.49	97.63	0	0.0%	0.09%	100%	100%	96%	92%	100%	100%	
55		Sistema	0.12	0.47	98.38	0.00	0.00	0.55	3.59	98.60	0	0.00	0.04%	100%	100%	99%	96.76%	0	0	
56		TTSL-CDMA	0.00	0.00	99.72	0.00	0.00	0.22	0.04	99.34	0	0.03%	0.17%	100%	100%	96%	85%	100%	92%	
56		TTSL-GSM	0.02	0.00	97.75	0.08	0.61	0.90	1.94	98.00	0	0.05%	0.00%	100%	100%	100%	74%	100%	100%	
57		Uninor	0.05	0.00	98.20	0.00	0.06	1.42	4.37	97.67	0	NA	0.0%	100%	NA	98.46%	74.73%	N/A	N/A	
58		Videocon	0.07	0.15	97.90	0.19	0.36	0.86	0.90	97.36	3	NA	0.03%	100%	100%	100%	91%	NA	NA	
59		Vodafone	0.04	0.08	99.07	0.26	0.30	1.07	2.87	97.14	0	0.0%	0.01%	100%	100%	100%	80%	100%	100%	

Annexure 4.1 (Contd.)

60	HP	Aircel/Dishnet	0.03	0.00	99.15	0.41	0.49	1.11	14.65	95.24	0	0.00%	0.04%	100%	100%	100%	61.11%	100%	100%
61		Airtel	0.03	0.00	99.12	0.14	0.25	1.01	3.42	98.65	0	0.01%	0.00%	100%	100%	96%	72%	100%	100%
62		BSNL	1.94	1.87	95.30	0.73	1.83	1.87	4.83	95.50	2	0.02%	0.10%	95%	100%	100%	97%	100%	100%
63		Idea	0.11	0.00	98.56	0.26	0.82	1.65	15.84	96.69	0	NR	NR	NR	NR	NR	NR	NR	NR
64		RCOM-CDMA	0.22	0.00	99.81	0.00	0.27	0.84	2.05	98.53	0	0.00	0.09%	100%	100%	100.00%	95.00%	100%	100%
65		RTL	0.16	1.04	97.40	0.29	0.43	1.36	1.56	96.45	0	0.00	0.05%	100%	100%	81%	89%	100%	100%
66		Stel	0.37	0.63	98.28	0.04	0.16	0.75	4.85	96.48	0	0%	0.10%	100%	100%	95%	95%	0%	0%
67		TTSL-CDMA	0.00	0.00	99.84	0.00	0.01	0.17	0.18	99.87	0	0.04%	0.06%	100%	100%	95%	88%	100%	89%
68		Videocon	0.31	0.00	97.30	0.00	1.51	0.31	0.00	99.38	2	NA	0.06%	100%	100%	98%	95%	NA	NA
69		Vodafone	0.02	0.00	99.50	0.08	0.14	1.05	3.55	98.00	0	0.0%	0.00%	100%	100%	100%	98%	100%	100%
70	HR	Aircel	0.05	0.00	97.59	0.35	0.04	1.07	0.43	96.07	0	0.00%	0.06%	100%	100%	100%	82.49%	0%	0%
71		Airtel	0.05	0.06	99.28	0.13	0.23	0.60	0.79	98.68	0	0.04%	0.02%	100%	100%	99%	78%	100%	100%
72		BSNL	1.42	1.86	96.08	0.27	1.01	1.93	4.81	96.43	0	0.00%	0.10%	100%	100%	100%	96%	Nil	Nil
73		Etisalat	1.42	14.29	98.65	0.04	0.08	0.81	15.40	98.40	0	NA	0.1%	100.00%	NA	98.72%	98.86%	NA	NA
74		Idea	0.10	0.00	99.93	0.34	0.59	0.94	4.67	97.09	0	NR	NR	NR	NR	NR	NR	NR	NR
75		LOOP Telecom	0.00	0.00	95.96	0.10	0.07	0.06	0.00	97.67	0	0.00%	0	NIL	0.00%	100.00%	100%	NIL	NIL
76		RCOM-CDMA	0.24	0.22	99.42	0.00	0.27	0.75	0.60	98.32	0	0.00	0.00%	100%	100%	100.00%	95.00%	100%	100%
77		RCOM-GSM	0.22	0.19	99.66	0.19	0.08	0.35	2.25	97.86	0	0.0%	0.05%	100%	100%	100%	91%	100%	100%
77		Sistema	0.16	0.00	99.09	0.00	0.00	0.62	3.47	99.26	0	0.0%	0.08%	100%	100%	96%	91.66%	100%	100%
78		TTSL-CDMA	0.01	0.00	99.98	0.00	0.04	0.16	0.11	99.88	0	0.15%	0.11%	100%	100%	89%	64%	100%	86%
78	TTSL-GSM	0.02	0.00	98.59	0.02	0.33	1.01	2.62	96.86	0	0.0%	0.00%	100%	100%	100%	83%	100%	100%	
79	Videocon	0.10	0.23	97.38	0.04	0.91	0.90	1.68	97.75	1	NA	0.06%	100%	100%	97%	92%	NA	NA	
80	Vodafone	0.06	0.31	98.75	0.21	0.69	0.91	2.10	97.62	0	0.0%	0.01%	100%	100%	100%	89%	100%	100%	
81	J&K	Aircel/Dishnet	0.10	0.23	96.77	0.32	2.54	1.13	5.68	94.82	0	0.00%	0.04%	100%	100%	100%	65.36%	100%	100%
82		Airtel	0.16	0.75	99.10	0.12	0.15	0.82	1.69	98.60	0	0.01%	0.00%	100%	100%	93%	76%	100%	100%
83		Idea	0.21	1.00	98.97	0.29	0.50	1.65	8.01	96.85	0	NR	NR	NR	NR	NR	NR	NR	NR
84		RCOM-GSM	0.60	1.51	99.52	0.31	1.24	0.33	1.98	98.21	0	0.00	0.05%	100%	100%	100%	93%	100%	100%
85		Vodafone	0.06	0.20	99.28	0.20	0.17	1.01	3.74	98.21	0	0.0%	0.02%	100%	100%	100%	97%	100%	98%
86		TTSL-CDMA	0.02	0.00	99.51	0.00	0.02	0.34	0.33	99.41	0	0.04%	0.40%	100%	100%	95%	86%	100%	80%
87	BSNL	1.96	1.78	98.00	0.90	1.90	2.00	4.77	98.00	0	0.00%	0.05%	99%	100%	100%	97%	100%	100%	
88	KOL	Aircel/Dishnet	0.03	0.00	97.58	0.24	0.17	0.75	2.51	98.26	0	0.01%	0.04%	100%	100%	100%	54.13%	100%	100%
89		Airtel	0.03	0.03	99.44	0.07	0.06	0.72	0.09	98.43	0	0.02%	0.01%	100%	100%	-	-	100%	100%
90		BSNL	0.78	4.97	99.38	0.67	0.90	0.73	4.54	99.77	3	0.03%	0.30%	100%	100%	95%	96%	100%	100%
91		Idea	0.03	0.30	96.78	0.08	0.62	0.48	4.76	98.62	0	NR	NR	NR	NR	NR	NR	NR	NR
92		LOOP Telecom	1.03	0.00	98.49	0.66	0.12	1.69	0.00	98.41	0	0.00%	0.00%	NIL	0.00%	100.00%	100%	NIL	NIL
93		RCOM-CDMA	0.09	0.00	99.76	0.00	0.20	0.52	0.85	98.61	0	0.00%	0.09%	100%	100%	0.00%	0.00%	100%	100%
94		RTL	0.00	0.00	99.56	0.39	0.07	0.90	0.09	97.66	0	0.00%	0.04%	100%	100%	61%	92%	100%	100%
95		Sistema	0.01	0.00	98.59	0.00	0.39	0.86	1.52	99.39	0	0.00%	0.10%	100%	100%	100%	95.00%	0%	0%
96		TTSL-CDMA	0.02	0.00	99.74	0.00	0.01	0.23	0.07	99.80	0	0.05%	0.07%	100%	100%	98%	93%	100%	96%
96		TTSL-GSM	0.01	0.00	98.42	0.10	0.05	0.72	1.09	98.04	0	0.00%	0.00%	100%	100%	100%	77%	100%	100%
97	Uninor	0.01	0.00	98.92	0.09	0.14	0.83	2.02	96.73	3	NA	0.0%	98%	NA	98.38%	85.60%	N/A	N/A	
98	Vodafone	0.04	0.11	99.17	0.10	0.25	0.70	0.51	98.58	0	0.0%	0.00%	100%	100%	100%	75%	97%	100%	

Annexure 4.1 (Contd.)

99	KER	Aircel	0.01	0.00	99.35	0.03	0.03	0.50	2.25	97.65	0	0.00%	0.28%	100%	100%	100%	83.71%	100%	100%
100		Airtel	0.03	0.04	99.59	0.19	0.18	0.64	1.21	98.36	0	0.03%	0.01%	100%	100%	100%	80%	100%	100%
101		Etisalat	0.00	0.00	99.44	0.00	0.00	0.99	3.89	97.96	0	NA	0.1%	100.00%	NA	97.10%	99.08%	NA	NA
102		Idea	0.03	0.02	99.85	0.26	0.75	0.95	1.57	95.50	0	NR	NR	NR	NR	NR	NR	NR	NR
103		RCOM-CDMA	0.01	0.00	99.75	0.00	0.03	0.53	1.26	98.97	0	0.00	0.02%	100%	100%	100.00%	91.00%	100%	100%
		RCOM-GSM	0.01	0.00	99.79	0.12	0.05	0.46	3.45	98.02	0	0.00	0.02%	100%	100%	100%	89%	100%	100%
104		Sistema	0.01	0.00	99.26	0.00	0.00	0.21	0.09	99.97	0	0.00	0.07%	100%	100%	99%	92.60%	0%	0%
105		TTSL-CDMA	0.01	0.00	99.86	0.00	0.00	0.13	0.04	99.79	0	0.02%	0.04%	100%	100%	97%	94%	100%	98%
		TTSL-GSM	0.01	0.00	98.19	0.13	0.13	0.72	1.68	98.24	0	0.00%	0.00%	100%	100%	100%	90%	100%	100%
106		Uninor	0.05	0.00	98.80	0.06	0.09	1.01	0.96	98.91	0	NA	0.11%	100%	NA	99.68%	93.20%	N/A	N/A
107	Videocon	0.08	0.00	97.12	0.02	0.30	1.30	2.11	97.83	2	NA	0.02%	100%	100%	100%	100%	NA	NA	
108	Vodafone	0.01	0.02	98.52	0.15	1.16	0.60	0.79	97.81	0	0.1%	0.03%	100%	100%	100%	97%	100%	100%	
109	BSNL	0.37	0.60	98.33	0.23	1.43	0.64	2.12	99.69	6	0.06%	0.10%	100%	100%	100%	85%	100%	100%	
110	KTK	Aircel	0.02	0.00	99.15	0.05	0.04	0.49	1.33	98.24	0	0.04%	0.10%	100%	100%	100%	89.23%	100%	100%
111		Airtel	0.15	0.01	99.22	0.27	0.34	1.00	3.73	98.77	0	0.03%	0.00%	100%	100%	98%	82%	100%	100%
112		BSNL	1.15	1.86	98.70	0.28	0.70	1.07	4.46	98.77	0	0.00%	0.02%	100%	100%	98%	91%	100%	100%
113		Etisalat	0.25	0.00	99.52	0.25	0.01	0.44	4.37	99.02	0	NA	0.0%	100.00%	NA	99.24%	98.43%	NA	NA
114		Idea	0.03	0.03	99.83	0.07	0.47	1.26	3.96	96.87	0	NR	NR	NR	NR	NR	NR	NR	NR
115		RCOM-CDMA	0.08	0.03	99.59	0.00	0.08	0.49	1.38	98.67	0	0.00%	0.02%	100%	100%	100.00%	94.00%	100%	100%
		RCOM-GSM	0.13	0.31	99.51	0.08	0.25	0.48	3.13	97.82	0	0.00%	0.04%	100%	100%	100%	85%	100%	100%
116		Sistema	0.14	0.07	98.14	0.00	0.29	0.63	1.81	99.87	0	0.00%	0.09%	100%	100%	96%	97.30%	0%	0%
117		TTSL-CDMA	0.01	0.00	99.85	0.00	0.01	0.06	0.00	99.87	0	0.01%	0.10%	100%	100%	97%	93%	100%	99%
117		TTSL-GSM	0.05	0.09	97.50	0.34	0.57	1.01	4.32	96.96	0	0.06%	0.00%	100%	100%	100%	87%	100%	100%
118	Uninor	0.03	0.00	99.26	0.18	0.01	0.42	0.27	98.76	1	NA	0.0%	100%	NA	97.56%	90.49%	N/A	N/A	
119	Videocon	0.00	0.00	98.59	0.39	0.12	1.02	0.00	95.89	0	NA	0.10%	100%	100%	97.3%	92%	NA	NA	
120	Vodafone	0.06	0.00	99.33	0.16	0.32	0.72	4.52	98.82	0	0.1%	0.05%	100%	100%	100%	74%	100%	100%	
121	Mum	Aircel	0.04	0.05	98.47	0.13	0.01	0.83	2.42	98.15	1	0.02%	0.05%	100%	100%	100%	86.66%	93%	100%
122		Airtel	0.04	0.26	99.16	0.03	0.08	0.86	0.67	98.61	0	0.02%	0.01%	100%	100%	99%	71%	100%	100%
123		Etisalat	1.53	6.48	99.10	0.00	0.40	1.83	14.49	98.31	5	NA	0.4%	100.00%	NA	98.77%	99.22%	NA	NA
124		Idea	0.02	0.00	99.32	0.12	0.17	1.18	5.70	98.84	0	NR	NR	NR	NR	NR	NR	NR	NR
125		LOOP Mobile	0.09	0.48	99.07	0.19	0.13	0.68	0.55	97.77	0	0.00%	0.04%	100.00%	100%	97%	96%	100.00%	100.00%
126		MTNL	0.79	1.13	98.37	0.55	1.76	1.73	2.26	96.76	0	0.001%	0.08%	100%	100%	78.39%	80.00%	100%	100%
127		RCOM-CDMA	0.20	0.09	99.51	0.00	0.30	0.54	0.26	98.79	0	0.00%	0.04%	100%	100%	100.00%	96.00%	100%	100%
		RCOM-GSM	0.19	0.19	99.65	0.17	0.11	0.30	0.52	97.76	0	0.00%	0.08%	100%	100%	100%	93%	100%	100%
128		Sistema	0.03	0.00	99.38	0.00	0.00	0.16	0.94	99.37	0	0.00%	0.07%	100%	100%	95%	90.33%	100%	0%
129		TTSL-CDMA	0.03	0.22	99.06	0.00	0.06	0.49	1.91	96.93	0	0.09%	0.02%	93%	99.22%	96%	93%	100%	84%
	TTSL-GSM	0.02	0.11	98.94	0.32	0.30	0.84	2.34	97.08	0	0.24%	0.02%	100%	100%	100%	88.25%	100%	100%	
130	Uninor	0.02	0.00	99.21	0.02	0.01	0.61	1.14	98.36	2	NA	0.0%	100%	NA	98.26%	95.82%	N/A	N/A	
131	Vodafone	0.02	0.10	99.72	0.16	0.32	0.73	1.05	98.63	0	0.0%	0.00%	100%	100%	99%	72%	100%	100%	

Annexure 4.1 (Contd.)

132	MH	Aircel	0.03	0.00	99.59	0.11	0.01	0.44	2.41	97.21	0	0.16%	0.02%	100%	100%	100%	89.87%	100%	100%
133		Airtel	0.14	0.52	98.92	0.18	0.41	1.06	2.53	98.42	0	0.01%	0.02%	100%	100%	100%	89%	100%	100%
134		BSNL	1.00	1.34	98.55	0.75	1.78	1.43	4.88	98.20	0	0.00%	0.13%	100%	100%	100%	90%	100%	100%
135		Etisalat	2.12	23.53	99.36	0.08	0.00	1.16	13.73	98.24	0	NA	0.3%	100.00%	NA	98.98%	99.11%	NA	NA
136		Idea	0.24	1.46	97.29	0.72	1.73	1.55	10.18	97.32	0	NR	NR	NR	NR	NR	NR	NR	NR
137		RCOM-CDMA	0.24	0.29	99.19	0.00	0.50	0.64	0.86	98.31	0	0.00	0.04%	100%	100%	100.00%	93.00%	100%	100%
		RCOM-GSM	0.43	1.66	99.68	0.21	0.51	0.27	4.50	97.58	0	0.00	0.10%	100%	100%	100%	63%	89%	100%
138		Sistema	0.02	0.00	99.37	0.00	0.00	0.29	1.66	99.61	0	0.00	0.10%	100%	100%	100%	95%	91.41%	100%
139		TTSL-CDMA	0.04	0.00	98.26	0.00	0.12	0.85	2.44	96.57	0	0.04%	0.02%	92%	97.22%	96%	93%	100%	69%
		TTSL-GSM	0.02	0.05	98.80	0.29	0.50	0.92	2.74	96.80	0	0.02%	0.00%	100%	100%	100%	73%	100%	100%
140		Uninor	0.21	0.37	98.28	0.02	0.09	1.20	4.31	96.89	2	NA	0.0%	98%	NA	97.75%	77.36%	N/A	N/A
141		Videcon	0.42	0.00	99.07	0.26	0.27	0.51	0.00	99.01	1	NA	0.09%	100%	100%	100%	100%	NA	NA
142		Vodafone	0.14	0.51	98.07	0.54	0.94	0.96	3.25	97.44	0	0.1%	0.12%	100%	100%	100%	75%	100%	100%
143		Aircel	0.02	0.00	49.84	0.01	0.01	0.22	1.23	95.59	0	0.16%	0.42%	100%	100%	100%	94.88%	100%	100%
144	Airtel	0.33	1.76	98.61	0.29	0.49	1.26	1.00	95.59	0	0.01%	0.02%	100%	100%	99%	83%	100%	100%	
145	BSNL	1.25	10.80	96.64	1.39	6.85	2.34	16.51	98.18	1	0.01%	0.10%	100%	100%	99%	90%	100%	100%	
146	Etisalat	0.82	6.06	99.20	0.08	0.03	1.40	14.15	97.37	1	NA	0.2%	100.00%	NA	98.66%	99.12%	NA	NA	
147	Idea	1.06	1.92	97.28	0.78	1.04	1.38	8.92	96.73	0	NR	NR	NR	NR	NR	NR	NR	NR	
148	LOOP Telecom	0.21	0.01	92.27	0.71	0.27	0.01	0.26	96.49	0	0.00%	0.00%	NIL	0.00%	100.00%	100%	NIL	NIL	
149	RCOM-CDMA	0.31	0.41	99.87	0.00	0.12	0.75	0.33	98.67	0	0.00%	0.04%	100%	100.00%	100.00%	97.00%	100%	100%	
150	RTL	0.10	0.23	97.97	0.87	1.82	1.34	2.85	96.77	0	0.00%	0.02%	100%	100.00%	10%	85%	100%	100%	
151	Sistema	0.47	0.00	97.34	0.00	0.00	1.13	3.15	97.72	0	0.00%	0.00%	100%	100.00%	100%	100.00%	0%	0%	
152	TTSL-CDMA	0.01	0.00	99.74	0.00	0.00	0.24	0.00	99.73	0	0.06%	0.14%	100%	100.00%	99%	93%	100%	86%	
	TTSL-GSM	0.01	0.03	98.11	0.28	0.31	0.77	1.26	98.09	0	0.29%	0.01%	99.80%	100.00%	100%	88.30%	100%	100%	
153	Videcon	0.39	1.62	97.80	0.17	0.89	1.13	1.63	97.57	2	NA	0.05%	100%	100.00%	100%	92%	NA	NA	
154	Vodafone	0.14	0.63	98.76	0.21	0.58	1.08	2.45	97.22	0	0.3%	0.06%	100%	100.00%	100%	72%	100%	100%	
155	Aircel/Dishnet	0.84	7.68	92.90	4.96	5.89	1.64	13.04	96.02	0	0.04%	0.19%	100%	100.00%	100%	91.81%	100%	100%	
156	Airtel	1.19	4.17	95.46	0.94	1.95	1.68	3.38	98.74	1	0.00%	0.00%	100%	100.00%	100%	77%	100%	100%	
157	BSNL	2.18	6.19	95.83	1.58	2.29	2.43	7.05	96.85	0	0.00%	0.05%	100%	100.00%	99%	95%	100%	100%	
158	Idea	1.34	0.00	96.47	0.40	1.83	1.83	19.46	96.82	0	NR	NR	NR	NR	NR	NR	NR	NR	
159	LOOP Telecom	0.72	0.00	98.69	0.00	0.00	0.00	0.00	100.00	0	0.00%	0.00%	NIL	0.00%	100.00%	100%	NIL	NIL	
160	RTL	0.14	0.33	96.99	0.84	1.50	1.31	2.32	95.17	0	0.00	0.02%	100%	100.00%	71%	99%	100%	100%	
161	Stel	0.81	0.31	99.09	0.00	0.05	0.41	4.61	98.29	0	0%	0.01%	100%	100.00%	98%	98%	0%	0%	
162	TTSL-CDMA	0.44	0.39	99.70	0.00	0.03	0.28	0.19	99.74	0	0.01%	0.04%	100%	100.00%	99%	96%	100%	88%	
163	Vodafone	0.72	1.82	96.84	0.53	1.73	1.34	3.92	97.92	1	0.2%	0.01%	100%	100.00%	100%	86%	100%	100%	
164	Aircel/Dishnet	0.59	5.01	95.63	4.73	3.82	1.34	10.55	95.32	1	0.08%	0.20%	100%	100.00%	100%	56.97%	100%	100%	
165	Airtel	0.13	0.51	98.58	0.34	0.42	1.10	2.95	96.43	1	0.00%	0.00%	100%	100.00%	93%	79%	100%	100%	
166	BSNL	0.65	0.70	97.13	0.79	1.62	1.96	4.37	97.88	0	0.00%	0.04%	100%	100.00%	98%	93%	100%	100%	
167	Idea	0.05	0.05	97.54	0.06	0.57	0.64	3.81	97.40	0	NR	NR	NR	NR	NR	NR	NR	NR	
168	LOOP Telecom	0.35	0.00	99.13	0.04	0.00	0.59	0.00	98.98	0	0.00%	0.00%	NIL	0.00%	100.00%	100%	NIL	NIL	
169	RCOM-CDMA	0.58	1.01	99.84	0.00	0.05	0.75	0.68	98.61	0	0.00%	0.04%	100%	100.00%	100.00%	97.00%	100%	100%	
170	RTL	0.09	0.19	98.19	0.80	1.50	1.32	3.36	96.34	0	0.00%	0.01%	100%	100.00%	100%	99%	100%	100%	
171	Sistema	0.58	0.00	100.00	0.00	0.00	0.00	0.00	100.00	0	0.00	0.00%	100%	100.00%	100%	100.00%	0%	0%	
172	Stel	0.59	0.00	99.00	0.07	0.09	0.45	1.45	97.90	0	0.00%	0.19%	100%	100.00%	97%	97%	0%	0%	
173	TTSL-CDMA	0.02	0.00	99.15	0.00	0.00	0.07	0.07	99.75	0	0.04%	0.09%	100%	100.00%	99%	96%	100%	95%	
	TTSL-GSM	0.66	0.02	98.57	0.16	0.40	0.56	1.13	97.73	0	0.06%	0.00%	100%	100.00%	100%	88%	100%	100%	
174	Uninor	2.04	0.58	98.23	0.09	0.27	1.68	2.30	98.63	0	NA	0.0%	92%	NA	99.53%	96.13%	N/A	N/A	
175	Videcon	0.90	0.00	99.91	0.16	0.00	0.60	0.00	99.15	0	NA	0.05%	100%	100.00%	100%	100%	NA	NA	
176	Vodafone	0.07	0.25	98.63	0.23	0.72	1.14	2.47	97.66	1	0.1%	0.08%	100%	100.00%	100%	96%	100%	100%	

Annexure 4.1 (Contd.)

177	PB	Aircel	0.35	0.04	98.36	0.22	0.34	1.02	4.73	97.30	0	0.01%	0.02%	100%	100.00%	100%	64.38%	100%	100%	
178		Airtel	0.05	0.07	99.12	0.12	0.16	0.67	1.28	98.95	0	0.03%	0.01%	100%	100.00%	95%	67%	100%	100%	
179		BSNL	0.46	3.55	98.49	0.75	1.95	1.08	12.82	95.34	0	0.00%	0.04%	100%	100.00%	100%	96%	100%	100%	
180		Etisalat	0.10	0.00	98.83	0.02	0.00	1.65	19.42	98.72	0	NA	0.2%	100.00%	NA	98.42%	99.04%	NA	NA	
181		HFCL-CDMA	0.03	0.00	99.44	0.12	0.00	0.81	3.12	97.29	0	0.01%	0.00%	100%	100.00%	81%	90%	100%	100%	
		HFCL-GSM	0.12	0.11	97.89	0.15	0.61	0.94	0.97	97.17	1	0.00%	0.01%	100%	100.00%	97%	91%	NIL	NIL	
182		Idea	0.06	0.71	97.74	0.55	1.75	1.56	10.29	97.38	0	NR	NR	NR	NR	NR	NR	NR	NR	
183		LOOP Telecom	0.00	0.00	97.71	0.02	0.00	0.07	0.00	97.40	0	0.00%	0.00%	NIL	0.00%	100.00%	100%	NIL	NIL	
184		RCOM-CDMA	0.11	0.03	99.24	0.00	0.10	0.56	0.37	98.54	0	0.00%	0.05%	100%	100.00%	100.00%	95.00%	100%	100%	
		RCOM-GSM	0.07	0.00	99.67	0.05	0.08	0.35	3.11	97.49	0	0.00%	0.03%	100%	100.00%	96%	88%	100%	100%	
185		Sistema	0.00	0.00	97.84	0.00	0.00	0.16	0.78	98.97	0	0.00%	0.00%	100%	100.00%	100%	100.00%	0%	0%	
186		TTSL-CDMA	0.01	0.00	99.79	0.00	0.00	0.19	0.08	99.82	0	0.09%	0.03%	100%	100.00%	92%	72%	100%	85%	
		TTSL-GSM	0.01	0.00	96.83	0.48	0.75	1.18	3.51	96.01	0	0.03%	0.00%	100%	100.00%	100%	88%	100%	100%	
187		Vodafone	0.04	0.07	99.03	0.11	0.29	0.82	3.26	98.25	0	0.0%	0.00%	100%	100.00%	100%	84%	100%	100%	
188		RAJ	Aircel	0.10	0.00	97.11	0.03	0.04	1.48	4.58	48.88	1	0.08%	0.58%	100%	100.00%	100%	74.09%	100%	100%
189			Airtel	0.08	0.13	99.41	0.17	0.26	0.96	2.65	98.94	0	0.01%	0.00%	100%	100.00%	100%	80%	100%	100%
190			BSNL	1.79	6.70	99.03	0.15	0.73	1.54	8.32	98.14	0	0.00%	0.08%	99%	100.00%	100%	90%	100%	100%
191			Etisalat	0.36	1.52	98.99	0.09	0.27	1.50	17.08	98.24	0	NA	0.4%	100.00%	NA	98.33%	99.16%	NA	NA
192	Idea		0.08	0.03	98.07	0.52	1.26	1.71	9.94	96.89	0	NR	NR	NR	NR	NR	NR	NR	NR	
193	LOOP Telecom		0.30	0.00	99.00	0.14	0.00	0.08	0.00	99.10	0	0.00%	0.00%	NIL	0.00%	100.00%	100%	NIL	NIL	
194	RCOM-CDMA		0.42	1.23	99.37	0.00	0.10	0.74	0.58	98.38	0	0.00	0.08%	100%	100%	100.00%	97.00%	100%	100%	
	RCOM-GSM		0.39	1.43	99.59	0.13	0.15	0.38	4.80	97.48	0	0.00%	0.07%	100%	100%	100%	94%	100%	100%	
195	Sistema		0.13	0.00	98.07	0.00	0.39	0.73	3.80	98.74	0	0.00	0.04%	100%	100%	96%	90.50%	100%	100%	
196	TTSL-CDMA		0.02	0.00	99.37	0.00	0.04	0.34	1.44	99.44	0	0.1%	0.10%	100%	100%	97%	87%	100%	86%	
	TTSL-GSM		0.02	0.00	98.17	0.04	0.14	0.77	1.28	98.38	0	0.06%	0.00%	100%	100%	100%	36%	100%	100%	
197	Videocon		0.37	0.00	98.35	0.18	0.67	1.32	0.00	99.26	0	NA	0.03%	100%	100%	100%	100%	NA	NA	
198	Vodafone		0.13	0.81	99.33	0.22	0.22	0.93	3.02	98.23	0	0.2%	0.03%	100%	98.13%	100%	75%	100%	100%	
199	TN		Aircel	0.08	0.01	97.62	0.34	0.48	0.88	3.47	97.04	0	0.07%	0.18%	100%	100%	100%	46.84%	100%	100%
200			Airtel	0.09	0.27	98.30	0.45	0.46	0.93	2.22	97.06	0	0.01%	0.11%	100%	100%	100%	70%	100%	100%
201			BSNL	0.36	1.40	98.13	0.12	0.51	0.69	2.58	99.00	0	0.00%	0.00%	100%	100%	100%	94%	100%	100%
202			Etisalat	0.04	0.00	99.57	0.02	0.00	0.39	3.90	98.72	0	NA	0.0%	100.00%	NA	87.79%	98.95%	NA	NA
203			RCOM-CDMA	0.02	0.00	99.69	0.00	0.04	0.51	1.64	98.75	0	0.00%	0.03%	100%	100%	100.00%	95.00%	100%	100%
		RCOM-GSM	0.04	0.05	99.77	0.07	0.04	0.43	3.26	98.30	0	0.00%	0.03%	100%	100%	100%	90%	100%	100%	
204		Sistema	0.04	0.00	99.20	0.00	0.00	0.52	1.70	99.41	0	0.00%	0.09%	100%	100%	99%	91.30%	0%	0%	
205		TTSL-CDMA	0.01	0.00	99.79	0.00	0.00	0.13	0.00	99.85	0	0.02%	0.17%	100%	100%	97%	95%	100%	97%	
		TTSL-GSM	0.01	0.01	98.59	0.10	0.11	0.51	1.62	98.62	0	0.01%	0.00%	100%	100%	100%	89%	100%	63%	
206		Videocon	0.06	0.08	94.99	0.19	0.55	1.26	3.59	97.53	1	NA	0.05%	100%	100%	95.33%	92%	NA	NA	
207		Vodafone	0.04	0.11	98.20	0.35	0.98	0.90	2.47	96.96	0	0.0%	0.03%	100%	100.00%	100%	85%	100%	100%	
208		Idea	0.01	0.00	99.23	0.11	0.11	0.76	5.77	98.48	0	NR	NR	NR	NR	NR	NR	NR	NR	
209		Uninor	0.01	0.00	99.32	0.02	0.01	0.41	0.29	98.86	4	NA	0.0%	100%	NA	96.43%	90.44%	N/A	N/A	

Annexure 4.1 (Contd.)

210	UPE	Aircel/Dishnet	0.09	0.05	98.41	0.18	0.33	0.41	2.50	94.98	0	0.04%	0.10%	100%	100%	100%	58.25%	100%	100%	
211		Airtel	0.25	0.74	99.20	0.12	0.32	1.07	3.62	98.44	0	0.02%	0.01%	100%	100%	100%	82%	100%	100%	
212		BSNL	0.56	3.90	97.33	0.70	1.47	1.60	3.50	97.00	0	0.00%	0.07%	100%	100%	100%	97%	97%	100%	100%
213		Etisalat	4.39	44.13	99.24	0.17	0.08	0.52	2.07	97.62	0	NA	0.2%	100.00%	NA	98.44%	98.98%	NA	NA	
214		Idea	0.24	0.08	99.63	0.79	1.65	1.22	7.71	96.24	0	NR	NR	NR	NR	NR	NR	NR	NR	
215		RCOM-GSM	0.49	1.48	99.51	0.34	0.59	0.30	4.54	97.83	0	0.00%	0.07%	100%	100%	100%	44%	93%	100%	100%
		RCOM-CDMA	0.40	1.20	98.53	0.00	0.97	0.81	0.89	97.71	0	0.00%	0.06%	100%	100%	100%	90.46%	94.00%	100%	100%
216		Sistema	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00%	0.10%	100%	100%	100%	98%	95.10%	0%	0%
217		TTSL-CDMA	0.03	0.00	99.78	0.00	0.00	0.12	0.04	99.78	0	0.05%	0.07%	100%	100%	100%	94%	72%	100%	85%
		TTSL-GSM	0.05	0.04	96.87	0.19	1.51	1.27	3.26	95.93	1	0.00%	0.00%	100%	100%	100%	100%	39%	100%	100%
218		Uninor	2.57	1.82	96.13	0.47	1.40	1.75	4.81	95.71	12	NA	0.0%	100%	NA	95.29%	91.72%	N/A	N/A	
219		Videocon	1.19	1.18	97.89	0.44	0.48	1.42	0.69	96.40	11	NA	0.09%	100%	100%	100%	100%	100%	NA	NA
220	Vodafone	0.23	0.68	98.44	0.46	0.60	1.51	5.69	96.52	0	0.2%	0.03%	100%	100.00%	100%	71%	100%	100%		
221	UPW	Aircel/Dishnet	0.13	0.28	98.47	0.12	0.31	0.39	2.38	97.03	0	0.09%	0.01%	100%	100%	100%	68.57%	100%	100%	
222		Airtel	0.23	0.23	97.25	0.68	1.15	1.05	2.39	96.58	0	0.03%	0.00%	100%	100%	100%	80%	100%	100%	
223		BSNL	1.43	8.37	95.92	0.87	1.80	2.50	15.33	97.25	1	0.01%	0.00%	100%	100%	100%	95%	100%	100%	
224		Etisalat	0.45	1.67	99.06	0.13	0.14	0.60	2.78	98.60	0	NA	0.1%	100.00%	NA	98.63%	98.98%	NA	NA	
225		Idea	0.05	0.09	99.87	0.65	1.44	0.88	3.75	99.82	0	NR	NR	NR	NR	NR	NR	NR	NR	
226		RCOM-GSM	0.25	0.55	99.54	0.47	0.52	0.32	3.66	97.82	0	0.00%	0.10%	100%	100%	100%	70%	98%	100%	100%
		RCOM-CDMA	0.35	0.77	99.69	0.22	0.69	0.35	0.60	98.15	0	0.00%	0.06%	100%	100%	100.00%	97.00%	100%	100%	
227		Sistema	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00%	0.10%	100%	100%	100%	99%	96.40%	0%	0%
228		TTSL-CDMA	0.02	0.00	99.86	0.00	0.00	0.18	0.07	99.89	0	0.06%	0.07%	100%	100%	100%	95%	72%	100%	49%
		TTSL-GSM	0.03	0.02	98.01	0.12	0.15	1.23	4.71	96.26	0	0.04%	0.00%	100%	100%	100%	100%	32%	100%	100%
229		Uninor	0.38	0.05	95.79	0.41	1.63	1.75	4.98	96.39	14	NA	0.0%	100%	NA	95.21%	90.08%	N/A	N/A	
230		Vodafone	0.21	0.38	97.74	0.56	1.17	1.07	2.53	96.51	0	0.1%	0.03%	100%	100.00%	100%	77%	100%	100%	
231	Videocon	0.24	0.83	98.86	0.29	0.18	1.36	3.80	97.26	6	NA	0.08%	100%	100%	100%	100%	NA	NA		
232	WB	Aircel/Dishnet	0.18	0.69	98.20	0.32	1.14	0.95	7.54	96.65	0	0.02%	0.0%	100%	100%	100%	60.72%	100%	100%	
233		Airtel	0.07	0.21	98.81	0.26	0.81	1.38	1.51	98.71	0	0.00%	0.02%	100%	100%	100%	94%	84%	100%	100%
234		BSNL	0.94	2.19	98.00	0.59	0.97	0.78	6.01	97.77	0	0.00%	0.04%	100%	100%	100%	93%	100%	100%	
235		Idea	0.08	0.80	95.90	0.29	0.99	0.73	8.40	97.90	0	NR	NR	NR	NR	NR	NR	NR	NR	
236		RCOM-CDMA	0.32	0.93	98.68	0.00	0.20	0.81	0.26	97.48	0	0.00%	0.07%	100%	100%	100%	94.64%	95.00%	100%	100%
237		RTL	0.11	0.48	98.39	0.64	1.43	1.09	3.31	97.56	0	0.00%	0.01%	100%	100%	100%	65%	26%	100%	100%
238		Sistema	0.29	0.94	98.49	0.00	0.31	1.03	3.85	98.98	0	0.00%	0.08%	100%	100%	100%	93.00%	0%	0%	
239		TTSL-CDMA	0.06	0.00	99.79	0.00	0.00	0.21	0.09	99.77	0	0.04%	0.02%	100%	100%	100%	99%	95%	100%	88%
		TTSL-GSM	0.01	0.00	98.20	0.08	0.18	0.70	1.98	96.31	0	0.00%	0.00%	100%	100%	100%	99%	84%	0%	0
240		Uninor	0.94	1.17	95.10	0.68	1.96	1.87	5.54	95.83	16	NA	0.0%	100%	NA	96.32%	82.19%	N/A	N/A	
241		Videocon	0.11	0.00	98.49	0.20	0.43	1.54	0.00	98.55	0	NA	0.08%	100%	100%	100%	100%	NA	NA	
242		Vodafone	0.05	0.14	97.38	0.50	1.59	1.59	3.85	96.76	0	0.0%	0.00%	100%	100.00%	100%	70%	94%	100%	

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

Sl. No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs./month)	Fault Repair			Rent Rebate	Mean Time to Repair (MTTR)	Call Completion Rate (CCR)	Answer to Seizure Ratio	POI Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and Billing				Response time to the customer for Assistance		Termination / closure of service						
				≤5	By next working day: ≥ 90%	For urban areas: ≥ 100%						For rural and hilly areas: ≥ 100%	≤ 8 Hrs	≥ 55%	≥ 75 %	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
1	A&N	BSNL	3.84	84.85%	100.00%	100.00%	NIL	7.60	60.81%	NA	NIL	NR	NR	NR	NR	100.00%	96.00%	100.00%	NR					
2	AP	Airtel	2.44	99.88%	100.00%	NA	NIL	2.11	90.80%	NA	0.00%	0.00%	NA	100.00%	100.00%	99.33%	90.44%	100.00%	100.00%					
3	AP	BSNL	3.26	93.73%	96.79%	92.82%	NIL	9.39	68.56%	NA	NIL	NR	NR	NR	NR	89.08%	85.63%	99.26%	NR					
4	AP	RCOM	0.56	100.00%	100.00%	NA	NIL	02:17	NA	90.07%	0.00%	0.01%	NIL	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%					
5	AP	TTSL	1.70	96.75%	100.00%	100.00%	Nil	6.11	98.75%	NA	NIL	0.18%	NA	100.00%	100.00%	95.48%	90.46%	100.00%	100.00%					
6	ASM	BSNL	4.22	94.24%	98.39%	99.90%	NIL	3.81	68.11%	NA	NIL	NR	NR	NR	NR	96.00%	97.00%	100.00%	NR					
7	ASM	TTSL	0.00	Nil	Nil	Nil	Nil	0.00	98.5%	NA	NA	0.00%	NA	NR	NR	94.13%	78.02%	NR	100.00%					
8	BR	BSNL	2.96	94.08%	95.15%	53.50%	NIL	6.84	70.45%	NA	NIL	NR	NR	NR	NR	92.58%	95.00%	99.84%	NR					
9	BR	RCOM	0.00	Nil	Nil	NA	NIL	0.00	NA	96.92%	0.00%	NIL	NIL	NA	100.00%	97.99%	95.99%	No Termination request	100.00%					
10	BR	TTSL	2.30	99.04%	100.00%	100.00%	Nil	5.52	98.60%	NA	NIL	0.00%	NA	NR	100.00%	82.15%	67.99%	100.00%	100.00%					
11	CH	BSNL	2.70	96.88%	98.55%	99.32%	NIL	7.01	78.57%	NA	NIL	NR	NR	NR	NR	95.57%	91.86%	100.00%	NR					
12	CH	RCOM	0.31	100.00%	100.00%	NA	NIL	02:24	NA	89.16%	0.00%	0.02%	NIL	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%					
13	CH	TTSL	0.40	95.24%	100.00%	100.00%	Nil	4.56	98.46%	NA	NIL	0.00%	NA	NR	100.00%	95.94%	91.15%	100.00%	100.00%					
14	Chattisgarh	BSNL	5.56	96.69%	98.90%	98.43%	NIL	5.79	68.00%	NA	NIL	NR	NR	NR	NR	95.78%	94.00%	100.00%	NR					
15	DL	Airtel	2.21	98.56%	100.00%	NA	NIL	4.45	95.37%	NA	0.00%	0.10%	NA	100.00%	98.22%	98.26%	93.01%	97.09%	99.65%					
16	DL	MTNL	6.06	87.29%	93.85%	NA	23704	7.92	53.54%	NR	0.00%	0.16%	NR	90.02%	*	99.90%	98.95%	91.39%	100.00%					
17	DL	RCOM	0.35	100.00%	100.00%	NA	NIL	02:14	NA	91.64%	0.00%	0.04%	NIL	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%					
18	DL	TTSL	0.70	96.08%	100.00%	100.00%	Nil	7.37	99.05%	NA	NIL	0.11%	NA	100.00%	100.00%	94.28%	83.03%	100.00%	100.00%					
19	GJ	Airtel	1.49	98.83%	100.00%	NA	NIL	2.73	90.67%	NA	0.00%	0.13%	NA	100.00%	100.00%	99.93%	88.67%	100.00%	89.05%					
20	GJ	BSNL	4.65	94.97%	98.19%	99.38%	NIL	5.87	68.31%	NA	NIL	NR	NR	NR	NR	99.97%	94.27%	100.00%	100.00%					
21	GJ	RCOM	0.90	100.00%	100.00%	NA	NIL	01:57	NA	84.40%	0.00%	0.02%	NIL	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%					
22	GJ	TTSL	1.60	97.83%	100.00%	100.00%	Nil	4.51	100.00%	NA	NIL	0.06%	NA	100.00%	100.00%	95.14%	84.20%	100.00%	100.00%					
23	HP	BSNL	6.77	87.86%	97.74%	98.01%	NIL	7.25	66.07%	NA	NIL	NR	NR	NR	NR	92.55%	90.00%	99.89%	NR					
24	HP	RCOM	0.00	Nil	Nil	NA	NIL	0.00	NA	81.98%	0.00%	NIL	NIL	NA	100.00%	97.99%	95.99%	No Termination request	100.00%					
25	HP	TTSL	0.00	Nil	Nil	Nil	Nil	0.49	NA	NA	NA	0.00%	NA	NR	100.00%	96.79%	98.38%	100.00%	100.00%					
26	HR	Airtel	2.48	99.60%	100.00%	NA	NIL	4.53	94.45%	NA	0.00%	0.04%	NA	100.00%	100.00%	96.94%	93.01%	87.99%	100.00%					
27	HR	BSNL	4.70	96.12%	99.98%	100.00%	NIL	6.78	75.97%	NA	NIL	NR	NR	NR	NR	93.47%	82.00%	100.00%	NR					
28	HR	RCOM	0.00	Nil	Nil	NA	NIL	0.00	NA	85.84%	0.00%	NIL	NIL	NA	100.00%	97.99%	95.99%	No Termination request	100.00%					
29	HR	TTSL	0.20	91.30%	100.00%	100.00%	Nil	7.68	98.61%	NA	NIL	0.01%	NA	100.00%	100.00%	97.47%	95.77%	NR	100.00%					

Annexure 4.2 (Contd.)

30	J&K	BSNL	4.32	61.87%	72.45%	76.14%	NIL	6.90	58.82%	NA	NIL	NR	NR	NR	NR	92.54%	91.33%	31.84%	NR
31	J&K	TTSL	0.00	Nil	Nil	Nil	Nil	0.00	99.78%	NA	NA	0.00%	NA	NR	NR	97.65%	95.26%	NR	100.00%
32	Jharkhand	BSNL	3.07	95.28%	100.00%	100.00%	NIL	6.50	70.19%	NA	NIL	NIL	NR	NR	NR	93.88%	86.00%	100.00%	NR
33	KOL	Airtel	1.71	98.41%	100.00%	NA	NIL	4.48	93.64%	NA	0.00%	0.06%	NA	100.00%	99.32%	96.94%	93.01%	96.87%	100.00%
34	KOL	BSNL	4.73	88.80%	97.54%	NIL	NIL	7.14	54.24%	NA	NIL	NR	NR	NR	NR	100.00%	96.45%	100.00%	NR
35	KOL	RCOM	0.48	100.00%	100.00%	NA	NIL	2.14	NA	80.92%	NIL	0.05%	NR	100.00%	100.00%	98.00%	96.00%	100.00%	100.00%
36	KOL	TTSL	0.90	97.66%	100.00%	100.00%	Nil	5.21	99.22%	NA	NIL	0.04%	NA	100.00%	100.00%	92.13%	71.74%	100.00%	100.00%
37	KR	Airtel	2.03	96.16%	100.00%	NA	NIL	3.10	93.88%	NA	0.00%	0.01%	NA	100.00%	100.00%	99.92%	86.67%	100.00%	100.00%
38	KR	BSNL	4.88	79.37%	92.58%	88.13%	NIL	14.43	71.13%	NA	NIL	NR	NR	NR	NR	96.81%	96.51%	99.11%	NR
39	KR	RCOM	0.68	100.00%	100.00%	NA	NIL	02:19	NA	85.62%	0.00%	0.01%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
40	KR	TTSL	0.10	100.00%	100.00%	100.00%	Nil	5.88	98.90%	NA	NIL	0.00%	NA	NR	NR	96.38%	91.42%	100.00%	100.00%
41	KTK	Airtel	2.82	97.46%	100.00%	NA	NIL	2.64	88.62%	NA	0.00%	0.01%	NA	100.00%	100.00%	99.92%	88.61%	100.00%	99.85%
42	KTK	BSNL	4.28	93.73%	97.36%	95.85%	NIL	5.58	66.22%	NA	NIL	NR	NR	NR	NR	94.31%	90.72%	100.00%	100.00%
43	KTK	RCOM	0.24	100.00%	100.00%	NA	NIL	02:23	NA	79.07%	0.00%	0.02%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
44	KTK	TTSL	0.40	97.56%	100.00%	100.00%	Nil	3.11	98.69%	NA	NIL	0.05%	NA	100.00%	100.00%	95.80%	90.05%	100.00%	100.00%
45	MH	Airtel	2.04	97.44%	100.00%	NA	NIL	3.46	89.86%	NA	0.00%	0.14%	NA	100.00%	100.00%	99.53%	88.67%	100.00%	89.44%
46	MH	BSNL	6.26	82.00%	85.50%	99.20%	NIL	7.20	60.10%	NA	NIL	NR	NR	NR	NR	92.52%	100.00%	99.41%	NR
47	MH	RCOM	0.30	100.00%	100.00%	NA	NIL	02:17	NA	86.90%	0.00%	0.02%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
48	MH	TTSL	0.50	94.00%	100.00%	NIL	Nil	6.14	94.76%	NA	NA	0.04%	NA	100.00%	100.00%	94.00%	86.00%	100.00%	100.00%
49	MP	Airtel	6.00	98.00%	99.23%	NA	NIL	3.34	85.42%	NA	0.00%	0.05%	NA	100.00%	100.00%	99.55%	92.58%	100.00%	93.33%
50	MP	BSNL	3.19	96.15%	100.00%	100.00%	NIL	4.40	75.30%	NA	NIL	NR	NR	NR	NR	91.55%	91.00%	100.00%	NR
51	MP	RCOM	0.83	100.00%	100.00%	NA	NIL	02:17	NA	86.72%	0.00%	0.05%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
52	MP	TTSL	1.10	100.00%	100.00%	100.00%	Nil	6.90	99.61%	NA	NIL	0.00%	NA	NR	NR	93.78%	88.11%	100.00%	100.00%
53	MUM	Airtel	1.13	97.89%	100.00%	NA	NIL	4.49	91.98%	NA	0.00%	0.07%	NA	100.00%	100.00%	99.93%	88.67%	100.00%	93.48%
54	MUM	MTNL	6.05	93.28%	97.51%	NA	NR	11.72	57.30%	NR	0.00%	0.03%	NA	100.00%	100.00%	95.83%	95.83%	96.09%	100.00%
55	MUM	RCOM	0.18	100.00%	100.00%	NA	NIL	02:17	NA	84.36%	0.00%	0.02%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
56	MUM	TTSL	0.60	96.43%	100.00%	NIL	Nil	5.04	96.84%	NA	NA	0.12%	NA	100.00%	100.00%	93.00%	86.00%	100.00%	100.00%
57	NE	TTSL	0.00	Nil	Nil	Nil	Nil	0.00	NA	NA	NA	NR	NA	NR	NR	NR	NA	NR	100.00%
58	NE - I	BSNL	3.64	92.43%	99.37%	99.39%	NIL	15.54	61.25%	NA	NIL	NR	NR	NR	NR	94.44%	95.33%	100.00%	100.00%
59	NE - II	BSNL	1.98	87.81%	100.00%	100.00%	NIL	7.29	55.09%	NA	NIL	NR	NR	NR	NR	95.36%	98.00%	100.00%	NR
60	OR	BSNL	3.89	94.26%	99.78%	100.00%	NIL	7.28	63.24%	NA	NIL	NR	NR	NR	NR	94.24%	95.00%	99.98%	NR
61	OR	RCOM	0.00	Nil	Nil	NA	NIL	0.00	NA	89.35%	0.00%	NIL	NR	NA	100.00%	97.99%	95.99%	No Termination request	100.00%
62	OR	TTSL	1.20	100.00%	100.00%	100.00%	Nil	2.20	99.78%	NA	NIL	0.05%	NA	100.00%	100.00%	91.27%	82.95%	100.00%	100.00%
63	PB	Airtel	2.79	99.30%	100.00%	NA	NIL	5.11	96.23%	NA	0.00%	0.07%	NA	100.00%	98.81%	96.94%	93.01%	95.70%	100.00%
64	PB	BSNL	3.94	95.71%	99.50%	99.91%	NIL	6.65	49.30%	NA	NIL	NR	NR	NR	NR	95.69%	93.00%	100.00%	NR
65	PB	HFCL	5.29	88.53%	98.36%	NA	NIL	9.30	55.54%	NA	NIL	NR	NA	100.00%	100.00%	88.00%	85.33%	100.00%	100.00%
66	PB	RCOM	0.69	100.00%	100.00%	NA	NIL	02:03	NA	93.77%	0.00%	0.01%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
67	PB	TTSL	0.80	94.17%	100.00%	100.00%	Nil	3.55	99.62%	NA	NIL	0.02%	NA	100.00%	100.00%	96.07%	94.16%	NR	100.00%
68	RJ	Airtel	1.27	99.33%	100.00%	NA	NIL	4.36	93.16%	NA	0.00%	0.22%	NA	100.00%	97.92%	96.94%	93.01%	95.75%	100.00%
69	RJ	BSNL	4.30	95.83%	98.86%	99.90%	NIL	6.20	67.67%	NA	NIL	NR	NR	NR	NR	95.49%	91.33%	100.00%	NR
70	RJ	RCOM	0.67	100.00%	100.00%	NA	NIL	02:18	NA	90.31%	0.00%	0.04%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
71	RJ	Sistema	3.02	97.49%	100.00%	100.00%	NIL	5.34	97.25%	NA	NIL	0.09%	NIL	100.00%	NR	97.00%	93.00%	100.00%	100.00%
72	RJ	TTSL	0.20	100.00%	100.00%	100.00%	Nil	7.15	100.00%	NA	NIL	0.00%	NA	NR	100.00%	94.99%	87.31%	NR	100.00%
73	TN	Airtel	2.70	95.51%	100.00%	NA	NIL	2.78	92.71%	NA	0.00%	0.03%	NA	100.00%	100.00%	99.93%	90.98%	100.00%	100.00%
74	TN	BSNL	2.96	94.28%	98.77%	100.00%	NIL	5.54	79.03%	NA	NIL	NR	NR	NR	NR	94.12%	95.04%	99.90%	NR
75	TN	RCOM	0.64	100.00%	100.00%	NA	NIL	02:20	NA	80.27%	0.00%	0.02%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
76	TN	TTSL	0.10	100.00%	100.00%	100.00%	Nil	3.72	NA	NA	NIL	0.00%	NA	NR	100.00%	NR	NA	100.00%	100.00%

Annexure 4.2 (Contd.)

77	UP-E	Airtel	2.84	97.99%	100.00%	NA	NIL	5.31	99.80%	NA	0.00%	0.24%	NA	100.00%	99.07%	95.12%	93.01%	96.11%	100.00%
78	UP-E	BSNL	3.41	94.70%	99.39%	99.71%	NIL	6.22	70.50%	NA	NIL	NR	NR	NR	NR	93.85%	93.67%	100.00%	NR
79	UP-E	RCOM	0.84	100.00%	100.00%	NA	NIL	02:16	NA	91.90%	0.00%	0.03%	NR	100.00%	100.00%	97.99%	95.99%	100.00%	100.00%
80	UP-E	TTSL	1.40	98.23%	100.00%	100.00%	Nil	1.36	99.91%	NA	NIL	0.04%	NA	100.00%	100.00%	93.42%	83.25%	NR	100.00%
81	UP-W	Airtel	2.73	96.87%	100.00%	NA	NIL	5.36	91.34%	NA	0.00%	0.21%	NA	100.00%	97.78%	98.26%	93.01%	89.11%	100.00%
82	UP-W	BSNL	5.08	94.17%	99.07%	99.90%	NIL	6.30	69.05%	NA	NIL	NR	NR	NR	NR	96.28%	95.00%	100.00%	NR
83	UP-W	RCOM	0.00	Nil	Nil	NA	NIL	0.00	NA	89.84%	0.00%	NIL	NR	NA	100.00%	97.99%	95.99%	No Termination request received	100.00%
84	UP-W	TTSL	0.10	100.00%	100.00%	100.00%	Nil	3.79	99.03%	NA	NIL	0.00%	NA	NR	NR	95.13%	88.29%	100.00%	100.00%
85	Uttaranchal	BSNL	5.37	91.18%	97.02%	99.64%	NIL	5.49	64.75%	NA	NIL	NR	NR	NR	NR	94.48%	83.00%	100.00%	NR
86	WB	BSNL	5.19	89.19%	92.02%	97.83%	NIL	9.12	64.27%	NA	NIL	NR	NR	NR	NR	97.78%	92.16%	99.26%	NR
87	WB	RCOM	0.00	Nil	Nil	NA	NIL	0.00	NA	78.41%	0.00%	NIL	NR	NA	100.00%	97.99%	95.99%	No Termination request	100.00%
88	WB	TTSL	0.80	100.00%	100.00%	100.00%	Nil	1.44	NA	NA	NA	0.00%	NA	NR	NR	91.66%	90.79%	NR	100.00%

Benchmark not met

NR - Data Not Reported

NA - Not Applicable

* NOTE : M/s MTNL (Delhi), for the parameter "Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints" has informed that the credit is given in the next billing cycle.

Annexure 4.3: Quality of Service Performance of Broadband Service Providers

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	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)
	100%	>90%	>99%	in nos.	<2%	100%	100% within 60 days	>60%	>80%	0	0	<90%	>80%	>98%	<1%	<120 ms	<350 ms	<800 ms
BSNL																		
Andhra Pradesh	96.20%	93.50%	99.80%	1	0.20%	99.40%	100.00%	88.30%	94.70%	NR	NR	NR	93.90%	99.90%	NR	NR	NR	
Assam	100.00%	95.90%	99.80%	0	0.20%	100.00%	100.00%	86.60%	92.40%				97.70%	100.00%				
Bihar	99.30%	92.40%	99.70%	0	0.10%	100.00%	100.00%	100.00%	100.00%				87.90%	99.90%				
Chhattisgarh	99.90%	95.20%	99.70%	359	0.20%	99.70%	100.00%	80.80%	90.90%				92.10%	99.50%				
Chennai	100.00%	93.00%	100.00%	0	0.30%	100.00%	100.00%	85.10%	100.00%				87.00%	100.00%				
Gujrat	100.00%	94.70%	99.90%	0	0.00%	100.00%	100.00%	75.70%	88.00%				89.10%	99.80%				
Haryana	100.00%	95.70%	100.00%	1	0.00%	100.00%	100.00%	85.00%	93.80%				93.80%	99.70%				
Himachal Pradesh	100.00%	95.80%	100.00%	0	0.00%	100.00%	100.00%	83.00%	93.80%				86.00%	99.40%				
Jammu & Kashmir	100.00%	95.50%	99.80%	0	0.20%	93.30%	93.30%	79.90%	91.20%				91.10%	99.10%				
Jharkhand	100.00%	91.70%	100.00%	0	0.20%	100.00%	100.00%	87.20%	95.00%				88.50%	99.40%				
Karnataka	99.70%	96.10%	99.80%	379	0.10%	100.00%	100.00%	86.40%	95.40%				92.40%	99.90%				
Kerala	100.00%	92.60%	99.70%	25	0.40%	100.00%	100.00%	78.50%	90.70%				87.70%	99.90%				
Kolkata	100.00%	90.70%	99.90%	0	0.10%	100.00%	100.00%	96.90%	100.00%				83.70%	99.90%				
Maharashtra	99.50%	90.80%	99.90%	1916	0.40%	100.00%	100.00%	84.20%	93.60%				90.00%	99.40%				
Madhya Pradesh	100.00%	97.70%	100.00%	0	0.10%	100.00%	100.00%	90.30%	96.80%				92.90%	99.90%				
North East I	100.00%	94.80%	100.00%	0	0.10%	100.00%	100.00%	87.10%	93.40%				85.40%	99.70%				
North East II	100.00%	96.00%	100.00%	0	0.00%	100.00%	100.00%	87.60%	95.70%				89.00%	99.20%				
Orissa	100.00%	94.00%	100.00%	21	0.50%	100.00%	100.00%	90.10%	97.10%				94.20%	99.50%				
Punjab	100.00%	96.30%	99.50%	320	0.20%	100.00%	100.00%	82.60%	91.50%				89.50%	99.70%				
Rajasthan	100.00%	98.10%	100.00%	0	0.10%	100.00%	100.00%	88.90%	95.70%				89.10%	99.90%				
Tamil Nadu	100.00%	94.20%	100.00%	0	0.00%	100.00%	100.00%	89.50%	95.40%				91.80%	99.90%				
Uttaranchal	100.00%	96.10%	100.00%	61	0.00%	100.00%	100.00%	89.10%	97.70%				94.40%	99.20%				
UP East	100.00%	92.30%	99.90%	7589	0.20%	100.00%	99.90%	87.10%	94.90%				94.70%	99.70%				
UP West	100.00%	94.90%	99.90%	122	0.10%	100.00%	100.00%	77.60%	89.50%				90.40%	99.60%				
West Bengal	100.00%	93.60%	100.00%	30	0.20%	99.70%	99.60%	88.10%	96.40%	92.00%	99.40%							
A&N	100.00%	92.00%	100.00%	0	0.00%	100.00%	100.00%	85.30%	100.00%	100.00%	99.70%							
MTNL																		
Delhi	89.90%	72.54%	89.28%	12320	0.22%	98.05%	100.00%	99.48%	99.79%	0	0	77.01%	95.00%	99.75%	C/DNF	C/DNF	C/DNF	NA
Mumbai	85.34%	84.20%	93.37%	13609	0.013%	100.00%	NA	66.26%	69.01%	0	5	77.31%	C/DNF	C/DNF	C/DNF	C/DNF	C/DNF	NA

Annexure 4.3 (Contd.)

Bharti Airtel Ltd.																		
Andhra Pradesh	100.00%	100.00%	100.00%	0	0.00%	100.00%	100.00%	79.00%	85.00%	0	0	30.10%	107.00%	99.99%	0.00%	99	296	NA
Delhi	100.00%	99.00%	100.00%	0	0.05%	100.00%	100.00%	78.00%	89.00%	0	0	45.60%	100.00%	99.96%	0.00%	27	11	NA
Gujarat	100.00%	99.00%	100.00%	0	0.08%	100.00%	100.00%	84.00%	89.00%	0	NA	88.80%	99.00%	99.99%	0.00%	49	70	NA
Haryana	100.00%	99.00%	100.00%	0	0.03%	100.00%	100.00%	78.00%	89.00%	0	NA	NA	100.00%	99.91%	0.00%	35	3	NA
Karnataka	100.00%	97.00%	100.00%	0	0.01%	100.00%	100.00%	75.00%	82.00%	0	0	58.60%	102.00%	99.96%	0.00%	81	298	NA
Kerala	100.00%	96.00%	100.00%	0	0.00%	100.00%	100.00%	85.00%	89.00%	0	NA	NA	103.00%	100.00%	0.00%	96	294	NA
Kolkata	100.00%	99.00%	100.00%	0	0.04%	100.00%	100.00%	78.00%	89.00%	0	0	82.50%	100.00%	99.98%	0.00%	23	5	NA
Madhya Pradesh & CG	100.00%	98.00%	100.00%	0	0.01%	100.00%	89.00%	94.00%	97.00%	0	0	82.30%	99.00%	99.93%	0.00%	55	69	NA
Maharashtra	100.00%	100.00%	100.00%	0	0.14%	100.00%	100.00%	84.00%	89.00%	0	NA	57.00%	99.00%	99.90%	0.00%	50	71	NA
Mumbai	100.00%	99.00%	100.00%	0	0.04%	100.00%	89.00%	84.00%	89.00%	NA	0	67.70%	99.00%	99.84%	0.00%	55	68	NA
Punjab	100.00%	100.00%	100.00%	0	0.04%	100.00%	100.00%	78.00%	89.00%	0	0	67.00%	100.00%	99.98%	0.00%	43	19	NA
Rajasthan	100.00%	100.00%	100.00%	0	0.04%	100.00%	100.00%	78.00%	89.00%	0	NA	NA	100.00%	99.99%	0.00%	16	3	NA
Tamilnadu	100.00%	92.00%	100.00%	0	0.03%	100.00%	100.00%	77.00%	84.00%	0	0	43.70%	112.00%	99.99%	0.00%	89	291	NA
UP - East	100.00%	99.00%	100.00%	0	0.06%	100.00%	100.00%	85.00%	91.00%	0	NA	NA	100.00%	99.97%	0.00%	15	3	NA
UP - West	100.00%	99.00%	100.00%	0	0.05%	100.00%	100.00%	78.00%	89.00%	0	NA	NA	100.00%	99.98%	0.00%	30	3	NA
Tata Communications																		
Andhra Pradesh	100.00%	99.00%	100.00%		0.00%	100.00%	100.00%							100.00%				
Assam	NA	99.00%	100.00%		NA	NA	NA							100.00%				
Delhi & NCR	100.00%	99.00%	100.00%		0.00%	100.00%	100.00%							100.00%				
Gujarat & Daman & Du	100.00%	96.00%	99.00%		0.00%	100.00%	100.00%							99.00%				
Haryana	NA	88.00%	100.00%		NA	NA	NA							100.00%				
Himachal Pradesh	NA	NA	NA		NA	NA	NA							NA				
Jammu & Kashmir	NA	100.00%	100.00%		NA	NA	NA							100.00%				
Karnataka	100.00%	99.00%	100.00%		0.00%	100.00%	100.00%							100.00%				
Kerala & Lakshadweep	100.00%	99.00%	100.00%		1.00%	100.00%	100.00%							99.00%				
Madhya Pradesh & CG	100.00%	94.00%	99.00%		NA	NA	100.00%							99.00%				
Maharashtra & Goa	100.00%	99.00%	100.00%	741	0.00%	100.00%	100.00%	93.65%	94.77%	0	0	39.51%	91.00%	99.00%	0.49%	50	267	NA
Mumbai	99.00%	97.00%	100.00%		0.00%	100.00%	100.00%							98.00%				
North Eastern	NA	100.00%	100.00%		NA	NA	NA							100.00%				
Orissa	NA	100.00%	100.00%		NA	NA	NA							100.00%				
Punjab	100.00%	98.00%	100.00%		0.00%	100.00%	100.00%							100.00%				
Rajasthan	NA	95.00%	98.00%		1.00%	100.00%	100.00%							100.00%				
Tamil Nadu & Pondicherry	100.00%	94.00%	99.00%		0.00%	100.00%	100.00%							97.00%				
Uttar Pradesh - East	NA	92.00%	96.00%		NA	NA	NA							100.00%				
Uttar Pradesh - West	NA	86.00%	86.00%		NA	NA	NA							99.00%				
West Bengal	NA	NA	NA		NA	NA	100.00%							NA				
Kolkata	100.00%	95.00%	99.00%		0.00%	100.00%	100.00%							99.00%				
Bihar & Jharkhand	NA	96.00%	100.00%		NA	NA	NA							100.00%				
Hathway																		
Andhra Pradesh	100.00%	96.00%	100.00%	33	1.85%	100.00%	100.00%	90.00%	93.00%	0	0	88.00%	90.00%	100.00%	0.99%	80	310	NA
Delhi	100.00%	97.00%	99.00%	78	1.94%	100.00%	100.00%	92.00%	96.00%	0	0	84.00%	85.00%	99.00%	0.99%	12	298	NA
Gujarat	100.00%	91.00%	99.36%	0	0.00%	100.00%	100.00%	89.00%	96.00%	0	0	89.00%	95.00%	97.00%	0.99%	80	275	NA
Haryana	100.00%	100.00%	100.00%	0	0.00%	NA	NA	100.00%	NA	NR	NA	NA	85.00%	100.00%	0.99%	12	290	NA
Karnataka	100.00%	98.00%	100.00%	125	0.89%	100.00%	100.00%	89.00%	92.00%	0	0	85.00%	90.00%	100.00%	0.99%	80	320	NA
Maharashtra	100.00%	91.00%	97.00%	2748	0.94%	100.00%	100.00%	88.00%	97.00%	0	0	87.00%	85.00%	98.00%	0.99%	20	275	NA
Punjab	100.00%	100.00%	99.00%	9	1.84%	100.00%	100.00%	99.00%	NA	0	0	86.00%	85.00%	99.26%	0.99%	80	300	NA
Goa	100.00%	96.00%	99.00%	0	0.00%	NA	NR	96.00%	99.00%	0	0	88.00%	90.00%	99.00%	0.99%	50	250	NA
Uttar Pradesh	100.00%	96.00%	98.00%	25	1.40%	100.00%	100.00%	DNF	DNF	NR	NA	86.00%	85.00%	99.00%	0.99%	28	286	NA
Chhatisgarh	100.00%	100.00%	NA	NA	NA	100.00%	NA	100.00%	NA	0	0	46.00%	0.00%	100.00%	0.98%	10	310	NA

Annexure 4.3 (Contd.)

YOU Broadband																			
All India	100.00%	93.00%	98.00%	1346	0.49%	100.00%	100.00%	60.00%	66.00%	NA	0	68.35%	84.53%	98.50%	0.00%	12	257	NA	
Andhra Pradesh	100.00%	85.00%	96.00%	234	0.40%	100.00%	100.00%	60.00%	67.00%	NA	0	71.65%	85.87%	98.28%	0.00%	14	271	NA	
Gujarat	100.00%	88.00%	97.00%	839	0.46%	100.00%	100.00%	58.00%	64.00%	NA	0	68.39%	85.22%	98.51%	0.00%	12	250	NA	
Haryana	100.00%	97.00%	99.00%	14	0.29%	67.00%	100.00%	60.00%	66.00%	NA	0	73.94%	86.17%	98.85%	0.00%	4	255	NA	
Karnataka	100.00%	98.00%	100.00%	2	0.25%	33.00%	100.00%	59.00%	65.00%	NA	0	74.40%	86.03%	98.86%	0.00%	9	260	NA	
Maharashtra	100.00%	93.00%	98.00%	278	0.59%	100.00%	100.00%	58.00%	64.00%	NA	0	61.87%	84.87%	98.41%	0.00%	18	263	NA	
Tamilnadu	100.00%	96.00%	100.00%	10	0.71%	100.00%	100.00%	64.00%	70.00%	NA	0	75.20%	85.36%	99.37%	0.00%	7	237	NA	
SIFY																			
All India	100.00%	90.00%	99.00%	206	NA	NA	0.00%	85.00%	92.00%	0	0	87.00%	95.00%	100.00%	C/DNF	C/DNF	C/DNF	0	
Reliance																			
All India	100.00%	100.00%	100.00%	0	0.09%	100.00%	100.00%	96.00%	98.00%	0	0	43.34%	92.00%	99.71%	C/DNF	DNF	DNF	NA	
Quadrant Televentures Ltd.(Formerly HFCL Infotel Ltd.)																			
Punjab	99.76%	98.65%	99.90%	7	0.03%	100.00%	100.00%	74.00%	81.00%	0	0	73.00%	100.00%	99.93%	0.00%	60	298	NA	
Ortel																			
Orissa	100.00%	93.66%	100.00%	NR	NA	NA	NA	100.00%	100.00%	0	0	77.16%	94.56%	99.82%	0.06%	87	258	NA	
Tata Teleservices (Maharashtra) Ltd.																			
Maharashtra & Goa	100.00%	93.56%	100.00%	NA	0.15%	99.77%	91.01%	85.47%	88.73%	NR	NR	61.00%	86.00%	99.81%	0.00%	32	53	NA	
Beam Cables																			
Hyderabad	98.00%	90.00%	99.00%	403	1.53%	100.00%	NA	63.00%	82.00%	0	0	55.66%	C/DNF	98.66%	C/DNF	C/DNF	C/DNF	NA	
Alliance Broadband																			
Kolkata	100.00%	99.00%	100.00%	0	0.07%	100.00%	NA	98.00%	99.00%	7	0	NR	DNF	99.00%	1.00%	NA	NA	NA	
Spectranet																			
All India	99.28%	99.00%	100.00%	0	0.00%	NA	NA	100.00%	100.00%	0	0	73.00%	C/DNF	DNF	C/DNF	C/DNF	C/DNF	NA	
Tikona Digital Networks																			
All India	100.00%	86.51%	91.81%	7150	5.51%	98.59%	100.00%	80.67%	83.00%	19	4	74.66%	97.00%	98.46%	NR	NR	NR	NR	
Syscon Infoway Pvt. Ltd.																			
Mumbai	91.00%	98.00%	NR	NR	0.00%	100.00%	NR	93.00%	85.00%	0	NR	96.00%	NR	99.44%	NR	NR	NR	NR	
Asianet Satellite Communications Ltd.																			
Kerala	100.00%	87.45%	97.36%	NA	0.81%	86.80%	100.00%	NR	NR	0	0	76.66%	DNF	99.00%	C/DNF	C/DNF	C/DNF	NA	
Zylog Systems(India)Ltd.																			
Tamilnadu	100.00%	88.00%	7.00%	109	NR	NR	NR	100.00%	NR	1	0	89.00%	90.00%	99.60%	NA	C/DNF	C/DNF	NA	
Indusind Media & Communications Ltd. (Broadband Division)																			
All India	100.00%	97.00%	99.00%	45	0.00%	100.00%	NA	100.00%	100.00%	0	7	78.22%	C/DNF	98.00%	5.00%	45	260	NA	
Abbreviation	DNF = Data not as per Format				NR = Data not reported by the Service Provider						NA = Not Applicable				C/DNF = Complied the parameter but Data is not in the required format				

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

(As reported to TRAI upto 31st March 2011)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
2	M/s MSM Discovery India Private Limited	32	SET(Sony Entertainment Television)	21.40	As on 01.12.2007, the rate of channel was Rs. 20.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.40 .
		33	MAX	18.19	As on 01.12.2007, rate of the channel was Rs. 17.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.19 .
		34	Discovery	16.05	As on 01.12.2007, rate of the channel was Rs. 15.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 16.05 .
		35	Animal Planet	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 5.35 .
		36	AXN	15.52	As on 01.12.2007, rate of the channel was Rs. 14.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 15.52 .
		37	Animax	02.14	As on 01.12.2007, rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .
		38	TLC *	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.63 .
		39	SAB TV	14.70	As on 01.12.2007, rate of the channel was Rs. 13.74 W.e.f. 01.01.2009, rate of the channel increased to Rs 14.70 .
		40	SET PIX	12.84	As on 01.12.2007, rate of the channel was Rs. 12.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 12.84 .
		41	NDTV 24X7	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		42	NDTV Profit	06.42	As on 01.12.2007, the rate of the channel was Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .
		43	Aaj Tak	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 7.49 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		44	Headlines Today	03.21	As on 01.12.2007, the rate of the channel was Rs. 3.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 3.21 .
		45	Tez	02.14	As on 01.12.2007, the rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .
		46	Channel 8 (Sony AATH)	10.00	Earlier, "Channel 8" was distributed by M/s Bengla Entertainment Private Limited as a FTA channel. W.e.f. 01.04.2009, this channel was converted to Pay channel @ Rs 10.00.
		47	Discovery Science	12.00	Channel launched on 01.01.2010
		48	Discovery Turbo	10.00	Channel launched on 01.01.2010
		49	Neo Sports	26.60	Prior to 01.09.2010, these channels were distributed by M/s Neo Sports Broadcast Private Limited. W.e.f 01.09.2010, the distribution of these channels were shifted to M/s MSM Discovery Private Limited.
		50	Neo Cricket	35.45	
<p>* Prior to 01.09.2010, the name of the channel "TLC " was "Discovery Travel & Living"</p> <p>The distribution of three channels namely "Colors", "MTV", "NICK" and VH 1 were shifted to M/s Sun 18 Media Services North & M/s SUN 18 Media Services South w.e.f 13.08.2010 & 13.07.2010 respectively. During the period from 13.07.2010 to 12.08.2010, M/s Kal Cable Comm Pvt Limited was the authorized distributor of these channels. However, M/s Sun 18 Media Services South collected subscription payment for Viocom 18 channels on behalf of Kal Comm Pvt Limited.</p>					

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
3	M/s SUN 18 Media Services North - other than South India Territory*	51	SUN TV	13.26	As on 01.12.2007, the rate of the channel was Rs. 12.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 13.26 .
4	M/s SUN 18 Media Services South -South India Territory* * South India Territories comprising of the states of Tamil Nadu, Karnataka, AP and Kerela as well as the Union Territories of Pondicherry, Lakshadweep and Andaman & Nicobar Islands]	52	Gemini TV	11.02	As on 01.12.2007, the rate of the channel was Rs. 10.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 11.02 .
		53	Udaya TV	12.30	As on 01.12.2007, the rate of the channel was Rs. 11.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 12.30.
		54	K TV	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06.
		55	Gemini Comedy (vi)	05.68	As on 01.12.2007, the rate of the channel was Rs. 5.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 5.68.
		56	Udaya Movies	15.40	As on 01.12.2007, the rate of the channel was Rs. 14.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 15.40 .
		57	Sun Music	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50.
		58	Gemini Music (vii)	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50 .
		59	Sun News	01.50	As on 01.12.2007, the rate of the channel was Rs. 1.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 1.50
		60	Gemini News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 8.02 .
		61	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was Rs. 7.35 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.86 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		62	Gemini Movies	18.20	As on 01.12.2007, the rate of the channel was Rs. 17.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 18.20 .
		63	Chintu TV (v)	13.37	W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids).
		64	Udaya Comedy (viii)	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06 .
		65	Kushi TV (iv)	13.37	W.e.f 09.04.2009, Udaya News (Kannada News) was converted to Kushi TV (Telugu Kids).
		66	Chutti TV	13.37	Converted from FTA to Pay w.e.f 17.11.2009
		67	Udaya II	07.49	Converted from FTA to Pay w.e.f 17.11.2009
		68	Adithya TV	18.19	Converted from FTA (Telugu-Music) to Pay (Tamil-Movies) w.e.f 17.11.2009.
		69	Surya TV	12.31	
		70	Kiran TV	18.19	
		71	The Disney Channel	09.52	Prior to 01.04.2010, these channels were distributed by M/s Star Den Media Services Private Limited. W.e.f 1.4.2010, the distribution of these channels were shifted to M/s Sun Distribution Services.
		72	Disney XD (xiv)	09.52	
		73	Hangama TV	08.35	
		74	IBN 7	7.49	Earlier, "IBN 7" was distributed by M/s Star Den Media Services Private Limited as a FTA channel upto 14.08.2010. W.e.f 14.08.2010, the channel has been converted from FTA to Pay.
		75	IBN Lokmat	7.86	The channel has been converted from FTA to Pay w.e.f 14.08.2010.
		76	Colors	21.40	Earlier these channels were distributed by M/s MSM Discovery India Private Limited upto 13.07.2010. W.e.f 13.08.2010, the distribution of these channels were shifted to M/s Sun 18 Media Services.
		77	MTV	7.49	
		78	NICK	6.42	
		79	VH 1	3.21	

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		80	CNBC TV 18	09.10	<p>These channels were distributed by M/s Zee Turner Limited upto 31.03.2008 at a-la-carte rate of Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz) respectively. M/s Star Den started distributing these channels w.e.f. 01.04.2008 at a-la-carte rate of Rs 08.50 (CNBC TV 18), Rs 05.00 (CNN-IBN) and Rs 04.50 (CNBC Awaaz). M/s Star Den has been directed vide TRAI's Direction dated 28.08.2008 to reduce the a-la-carte rates of these channels from the reported level to Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz). Broadcaster has approached Hon'ble TDSAT against this direction vide Appeal No 11(C) of 2008. M/s Star Den has given an undertaking to Hon'ble TDSAT during the course of the hearing on October 1, 2008 for a-la-carte offering of the channels. The relevant extract of the interim order dated 1st October, 2008 is as under:-</p> <p>"...The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".</p> <p>The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-</p> <ol style="list-style-type: none"> 1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN) 3) 3.50 (CNBC Awaaz) <p>The matter was heard on 18.02.2009 by the Hon'ble TDSAT and the appeal has been disposed of by the Hon'ble TDSAT by passing following order:</p> <p>"In view of the judgement of this Tribunal dated 15.01.2009, the appeal does not survive".</p> <p>TRAI has filed an appeal in the Hon'ble Supreme Court of India against the order of Hon'ble TDSAT judgement dated 15.01.2009. Matter is sub-judice.</p> <p>W.e.f. 01.01.2009, rate of the channels increased to Rs 9.10 (CNBC TV 18), Rs 5.35 (CNN-IBN) & Rs 4.82 (CNBC Awaaz) .</p> <p>W.e.f 13.08.2010, the distribution of these three channels were shifted to M/s SUN 18 Media Services North and M/s SUN 18 Media Service South.</p>
		81	CNN-IBN	05.35	
		82	CNBC Awaaz	04.82	

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
i)					Prior to 06.03.2009, channel "Adithya TV" was distributed @ Rs. 03.00. W.e.f. 06.03.2009, the channel "Adithya" has been converted from Pay to FTA. W.e.f 17.11.2009, the channel "Adithya TV" has been converted from FTA (Telugu Music) to Pay (Tamil Movies) channel @ 18.19/-.
ii)					Prior to 01.04.2010, the "SUN Distribution Services" was known as " Channel Plus".
iii)					Prior to 27.07.2009, the name of the channel "Navvulu" was "Gemini Cable Vision"
iv)					Prior to 09.04.2009, the name of the channel "Kushi (Telugu Kids) was "Udaya News (Kannada news)"
v)					Prior to 09.04.2009, the name of the channel "Chintu TV (Kannada Kids)" was "Teja News (Telugu News)"
vi)					Prior to 01.10.2010, , the name of the channel "Gemini Comedy" was "Teja TV"
vii)					Prior to 01.10.2010, , the name of the channel "Gemini Movies" was "Navvulu"
viii)					Prior to 01.10.2010 , the name of the channel "Udaya Comedy" was "Ushe TV"
ix)					Prior to 13.08.2010, three channels namely "CNBC- TV 18, CNN-IBN & CNBC Awaaz were distributed by M/s Star Den Media Service Private Limited. W.e.f 13.08.2010, the distribution of these three channels were shifted to M/s SUN 18 Media Services.
x)					Prior to 01.09.2010, the distribution of SUN Channels were distributed by M/s Sun Distributions Services. W.e.f 01.09.2010, the distribution of these channels were shifted to M/s SUN 18 Media Services North and M/s Sun 18 Media Services South.
xi)					Earlier four channels namely "Colors", "NICK", VH 1" & "MTV" were distributed by M/s MSM Discovery India Private Limited. W.e.f 13.08.2010, the distribution of these channels were shifted to M/s Sun 18 Media Services. During the period from 13.07.2010 to 12.08.2010, M/s Sun 18 Media Services collected subscription payment for Viocom 18 channels on behalf of Kal Comm Pvt Limited who were authorized distributor in South India.
xii)					As on 01.12.2007, the rate of the channel, "Chintu TV" was Rs 1.60. W.e.f 06.03.2009, the rate of the channel increased to Rs 1.72. W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids) @ Rs 13.37
xiii)					As on 01.12.2007, the rate of the channel "Kushi TV" was Rs 1.50. W.e.f 06.03.2009, the rate of the channel increased to Rs 1.60. W.e.f 09.04.2009, Udaya News (Kannada News) was converted to Kushi TV (Telugu Kids) @ 13.37.
xiv)					Prior to 14.11.2009, the name of the channel "Disney XD" was "Toon Disney "

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
5.	M/s STAR DEN Media Services Private Limited The discounts if any, given on bouquet rate to affiliate(s) will also be extended to a-la-carte rate(s) in the same proportion as the discounted bouquet rate.	83	Star Plus	18.73	As on 01.12.2007, rate of the channel was Rs. 17.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.73 .
		84	Star Gold	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		85	Star Movies	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		86	Star World	04.87	As on 01.12.2007, rate of the channel was Rs. 4.55 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.87 .
		87	Vijay TV	04.28	As on 01.12.2007, rate of the channel was Rs. 4.00 (Rs 11.80 in Tamilnadu) W.e.f. 01.01.2009, rate of the channel increased to Rs 4.28 (Rs 12.63 in Tamilnadu).
		88	NGC	06.15	As on 01.12.2007, rate of the channel was Rs. 5.75 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.15 .
		89	The Fox History and Entertainment Channel	04.71	As on 01.12.2007, rate of the channel was Rs. 4.40 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.71 .
		90	Channel (V)	01.07	As on 01.12.2007, rate of the channel was Rs. 1.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 1.07 .
		91	Star One	21.94	As on 01.12.2007, rate of the channel was Rs. 20.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.94 .
		92	Times Now	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		93	Zoom	08.35	As on 01.12.2007, rate of the channel was Rs. 7.80 W.e.f. 01.01.2009, rate of the channel increased to Rs 8.35 .
		94	The MGM	06.42	M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		95	Star Jalsha	12.00	Earlier, "Star Jalsha " was distributed by M/s Star Den as a FTA channel upto 04.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 12.
		96	Star Ananda	06.00	Earlier, "Star Ananda"" was distributed by M/s Media Content & Communications Service (India) Private Limited as a FTA channel upto 4.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 6.00.
		97	FX	15.50	From 01.08.2009 to 31.01.2010, these channels were distributed by M/s Fox Channels (India) Private Limited.
		98	FOX CRIME	15.50	
		99	BABY TV	13.25	
		100	Nat Geo Wild	16.00	W.e.f 01.02.2010, the distribution of these channels were shifted to M/s Star Den Media Services Private Limited.
		101	Nat Geo Adventure	16.00	
		102	Nat GEO Music	07.40	
		103	Suvarna	12.00	Converted from FTA to Pay w.e.f 1.11.2010.
		6	M/s Ushodaya Enterprises Private Limited	104	ETV
105	ETV 2			05.99	As on 01.12.2007, rate of the channel was Rs. 5.60 W.e.f. 01.11.2009, rate of the channel increased to Rs 5.99
106	ETV Bangla			11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
107	ETV Marathi			11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
108	ETV Kannada			11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
109	ETV Gujarathi			11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
110	ETV Oriya			11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		111	ETV UP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		112	ETV Bihar	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		113	ETV Urdu	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		114	ETV Rajasthan	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		115	ETV MP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
7	M/s UTV Global Broadcasting Limited	116	Bindass	10.00	
		117	UTV Action(™)	10.00	
		118	World Movies	10.00	Channel launched on 03.02.2008
		119	UTV Movies	15.00	Launching of channel, reported vide letter dated 11.03.2008
		120	Bloomberg UTV (™)	08.50	Launching of channel, reported vide letter dated 15.04.2008
8.	M/s BBC World (India) Private Limited	121	BBC World	05.00	
9.	M/s BBC Worldwide Channels Private Limited	122	BBC Entertainment	06.50	Prior to 01.07.2009, these channels were distributed by M/s BBC World (India) Private Limited
		123	Cbeebies	06.50	
10.	M/s ESPN Software India Private Limited	124	ESPN	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		125	Star Sports	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		126	Star Cricket	29.96	As on 01.12.2007, rate of the channel was Rs. 28.00 W.e.f. 01.01.2009, rate of the channel to Rs 29.96

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
11.	M/s Raj Television Limited	127	Raj TV	11.77	As on 01.12.2007, rate of the channel was Rs. 11.00 (Rs. 7.72 in Andhra Pradesh). W.e.f. 01.01.2009, rate of the channel to Rs 11.77(Rs 8.26 in Andhra Pradesh).
		128	Raj Digital Plus	08.26	As on 01.12.2007, rate of the channel was Rs. 7.72 (Rs 4.68 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 8.26 (Rs 5.01 in Andhra Pradesh) .
		129	Vissa TV	05.01	As on 01.12.2007, rate of the channel was Rs. 4.68 (Rs. 11.00 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 5.01 (Rs 11.77 in Andhra Pradesh).
12	M/s 9X Media Private Limited ⁽ⁱⁱⁱ⁾	130	9XM	07.00	
		131	9X	20.50	
13.	M/s Turner General Entertainment Networks India Private Limited ⁽ⁱⁱ⁾	132	NDTV 'Imagine'	20.50	Channel launched on 21.01.2008
		133	NDTV Lumiere	15.00	Channel launched on 10.10.2008
		134	NDTV Showbiz	08.00	Channel launched on 15.08.2008
14	New Delhi Television Ltd	135	NDTV Good Times	09.63	This channel was converted from FTA to Pay channel w.e.f 03.05.2008 @ Rs 9.00. W.e.f 01.07.2009, rate of the channel increased to Rs 9.63.
15.	M/s Sahara India Commercial Corporation Limited	136	Firangi	15.00	Channel launched on 25.02.2008
		137	Sahara One	20.50	Converted from FTA to Pay W.e.f. 06.06.2008
		138	Filmy	16.50	Converted from FTA to Pay W.e.f. 06.06.2008
16.	M/s B4U Television Network (India) Private Limited	139	B4U Movies	06.65	Reported on 25.11.2010, the rate of the channel revised from Rs. 6.00 to Rs 6.65.
17.	M/s MAA Television Network Limiter	140	MAA TV	06.00	As on 01.12.2007, the rate of the channel was Rs. 5.50 W.e.f. 01.08.2009, rate of the channel increased to Rs 6.00.
		141	MAA Music	07.50	As on 01.01.2008, the rate of the channel was Rs. 7.00 W.e.f. 01.08.2009, rate of the channel increased to Rs 7.50.
		142	MAA Movies	18.50	Channel launched on 07.07.2010
		143	MAA Junior	13.50	Channel launched on 07.07.2010
18.	M/s TV Today Network Limited	144	Dilli Aaj Tak	08.50	

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
19.	M/s Allied Infotainment Distribution Private Limited	145	E-24	15.00	Channel launched on. 27.03.2008
20	M/s Turner International India Private Limited	146	Boomerang	10.00	
		147	TCM Turner Classic Movies	10.00	
21	M/s Orissa Television Ltd	148	Tarang	10.70	As on 06.11.2008, the rate of the channel was Rs 10/- W.e.f 01.06.2010, rate of the channel increased to Rs 10.70.
		149	Tarang Music	05.00	
		150	Prarthana	05.00	
22	M/s Times Global Broadcasting Company Limited	151	ET NOW	08.50	Channel launched on. 27.06.2009.
23	Taj Television India Private Limited	152	Ten Action+ (vii)	11.13	Prior to 01.02.2010, the channel 'Zee Sports' (now Ten Action +) was distributed by M/s Zee Turner Limited @ 11.13. W.e.f 01.02.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		153	Ten Sports	16.05	Channel "Ten Sports" was distributed by M/s MSM Discovery India Private Limited upto 31.03.2008. W.e.f 01.04.2008, channel "Ten Sports" shifted to M/s Zee Turner Limited. Channel "'Ten Sports' was distributed by M/s Zee Turner Limited upto 31.01.2010. W.e.f 31.01.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		154	Ten Cricket	35.45	Channel launched on 10.08.2010
		155	Asianet Plus	07.00	The channel has been converted from FTA to Pay w.e.f 29.01.2010.

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
					i) W.e.f 10.10.2009, the channel "NewsX has been converted from Pay to FTA. Prior to this, the channel was distributed by M/s INX News Private Limited as pay channel@ Rs 8.50.
					ii) Prior to 01.04.2010, the name of the company " M/s Turner General Entertainment Networks India Private Limited " was "M/s NDTV Imagine Limited "
					iii) Prior to 30.10.2010, the name of the company " M/s 9X Media Private Limited " was "M/s INX Media Private Limited "
					iv) Prior to 01.04.2010, three channels namely Sahara One, Filmy & Firangi were distributed by M/s Mega Reach Distributors (India) Pvt Limited. W.e.f 01.01.2010, these channels are being distributed by M/s Sahara India Commercial Corporation Limited.
					v) Prior to 10.12.2009, , the name of the channel "UTV Action " was "Bindass Movies
					vi) Prior to 25.09.2009, the name of the channel "Bloomberg UTV " was "UTVi"
					vii) Prior to 23.09.2010 , the name of the channel "Ten Action +" was "Zee Sports"

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

[As on 31/3/2011]

S.No	Name of the Company	Station
1	Adlabs Films Ltd	Ajmer
		Aligarh
		Allahabad
		Asansol
		Bareilly
		Bhopal
		Bhubneshwar
		Bikaner
		Chandigarh
		Chennai
		Guwahati
		Gwalior
		Hissar
		Indore
		Jalandhar
		Jammu
		Jamshedpur
		Jhansi
		Jodhpur
		Kota
		Mangalore
		Mysore
		Panaji
		Patiala
		Pondicherry
		Rajkot
		Ranchi
		Rourkela
		Shimla
		Sholapur
		Srinagar
		Surat
		Thiruvananthapuram
		Tirupati
		Udaipur
		Vadodara
		Vishakapatnam
		Agra
		Amritsar
		Bangalore
		Delhi
		Hyderabad
		Kanpur
		Kolkata
		Mumbai
		Total Stations
		45
2	Ananda Offset Pvt Ltd	Kolkata
		Total Stations
		1

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
3	Asianet Communications Ltd	Kannur
		Trissur
	Total Stations	2
4	BAG Infotainment Pvt. Ltd	Ahmednagar
		Dhule
		Hissar
		Jabalpur
		Jalgaon
		Muzzafarpur
		Patiala
		Ranchi
		Shimla
		Karnal
	Total Stations	10
5	Century Communication Ltd	Ahmednagar
		Bilaspur
		Daman
		Gulbarga
		Mangalore
		Rajamundri
		Tirunelveli
		Tuticorin
		Warangal
	Total Stations	9
6	Chinar Circuits Ltd	Gangtok
		Siliguri
	Total Stations	2
7	Clear Media India Pvt Ltd	Delhi
	Total Stations	1
8	Eastern Media Ltd	Bhubneshwa
		Rourkela
	Total Stations	2
9	Entertainment Network (India) Ltd	Aurangabad
		Bangalore
		Bhopal
		Coimbatore
		Hyderabad
		Jabalpur
		Jaipur
		Jalandhar
		Kanpur
		Kolhapur
		Lucknow
		Madurai
		Mangalore
		Nagpur
		Nasik
		Panaji
		Patna
		Raipur
		Rajkot
		Surat
		Thiruvananthapuram
		Vadodara

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
		Varanasi
		Vijayawada
		Vishakapatnam
	Total	25
10	Gwalior Farms Pvt Ltd	Gwalior
	Total Station	1
11	HT Music and Entertainment Company Ltd	Bangalore
		Delhi
		Kolkata
		Mumbai
	Total Station	4
12	Indigo Mass Communication Pvt. Ltd	Panaji
		Bangalore
	Total Station	2
13	ITM Software and Entertainments Pvt Ltd	Gwalior
	Total Station	1
14	Kal Radio Ltd	Cochin
		Gulbarga
		Kannur
		Kozhikod
		Madurai
		Mangalore
		Mysore
		Pondicherry
		Rajamundri
		Thiruvananthapuram
		Tiruchy
		Tirupati
		Trissur
		Tuticorin
		Vijayawada
		Warangal
		Bangalore
		Hyderabad
	Total Station	18
15	Kushal Global Ltd	Ajmer
		Jodhpur
	Total Station	2
16	Malar Publication Ltd	Chennai
		Coimbatore
		Madurai
		Pondicherry
		Tiruchy
		Tirunelveli
		Tuticorin
	Total Station	7
17	Music Broadcast Pvt Ltd	Chennai
		Hyderabad
		Ahmednagar
		Akola
		Coimbatore
		Jalgaon
		Nanded

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
		Sangli
		Sholapur
		Surat
		Vadodara
		Vishakapatnam
		Ahmedabad
		Jaipur
		Nagpur
		Pune
	Total Station	16
18	Muthoot Finance Ltd	Chennai
	Total Station	1
19	Neutral Publishing House. Ltd	Jamshedpur
		Ranchi
	Total Station	2
20	Noble Broadcasting Corporation Pvt Ltd	Chennai
	Total Station	1
21	Pan India Network Infravest Pvt Ltd	Agra
		Jalgaon
		Nanded
		Patiala
		Varanasi
		Akola
		Allahabad
		Amritsar
	Total Station	8
22	PCM Cement Concrete Pvt Ltd	Gangtok
		Siliguri
	Total Station	2
23	Positive Radio Pvt Ltd	Agartala
		Guwahati
		Itanagar
		Shillong
	Total Station	4
24	Pudhari Publication Pvt. Ltd	Kolhapur
		Sangli
	Total Station	2
25	Purvy Broadcasts Pvt Ltd	Guwahati
	Total Station	1
26	Radio Mid-Day West (India) Ltd	Ahmedabad
		Bangalore
		Chennai
		Kolkata
		Delhi
		Pune
	Total Station	6

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
27	Radio Today Broadcasting Pvt Ltd	Amritsar
		Delhi
		Jodhpur
		Kolkata
		Mumbai
		Patiala
		Shimla
	Total Station	7
28	Rajasthan Patrika Pvt. Ltd	Jaipur
		Kota
		Raipur
		Udaipur
	Total Station	4
29	Raneka Fincom Pvt. Ltd	Raipur
	Total Station	1
30	Shri Puran Multimedia Ltd	Gorakhpur
		Agra
		Karnal
		Bareilly
		Hissar
		Jalandhar
		Varanasi
	Total Station	7
31	Singla Property Dealers Pvt Ltd	Hisar
	Total Station	1
32	South Asia FM Ltd	Ahmedabad
		Allahabad
		Asansol
		Aurangabad
		Bhopal
		Bhubneshwar
		Guwahati
		Indore
		Jabalpur
		Jamshedpur
		Kanpur
		Lucknow
		Nagpur
		Rajkot
		Vadodara
		Varanasi
		Jaipur
		Pune
		Aizwal
		Gangtok
		Nasik
		Shillong
		Siliguri
	Total Station	23

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
33	Sri Pura Multimedia Ltd	Ranchi
	Total Station	1
34	Synergy Media Entertainment Ltd	Chandigarh
		Gwalior
		Jalandhar
		Jodhpur
		Kota
		Raipur
		Udaipur
		Ahmedabad
		Ajmer
		Amritsar
		Bhopal
		Bilaspur
		Indore
		Jabalpur
		Jaipur
		Nagpur
		Surat
	Total Station	17
35	Syntech Infomatics Pvt Ltd	Siliguri
	Total Station	1
36	The Mathrubhumi Printing & Publishing Co. Ltd	Cochin
		Kannur
		Thiruvananthapuram
		Trissur
	Total Station	4
37	The Malayala Manorama Co. Ltd	Cochin
		Kozhikod
		Trissur
		Kannur
	Total Station	4
	Grand Total	245

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-19, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186

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

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

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

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

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

[As on 31/3/2011]

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

Annexure 5.4 (Contd.)

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

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	6
Table 1.3: Service Area wise Teledensity as on 31 st March 2011	8
Table 1.4: Growth in Subscribers	9
Table 1.5: Subscribers (Rural & Urban) and Market share	10
Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31 st March 2011]	11
Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban	12
Table 1.8: Growth in Wireless Subscribers	14
Table 1.9: Service Area wise Wireless Subscribers	15
Table 1.10: Service Area wise Wireless Teledensity as on 31 st March 2011	16
Table 1.11: Rural Wireless Subscribers and Market Share	17
Table 1.12: Group-wise Market Share (in terms of subscription) within GSM Service... ..	19
Table 1.13: Market Share (in terms of subscription) within CDMA Service.....	20
Table 1.14: Service Providers providing Wireline service [as on 31 st March 2011].....	21
Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban.....	22
Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share	23
Table 1.17: Growth in Subscribers	24
Table 1.18: Service Area wise Wireline Subscribers	24
Table 1.19: Service Area wise Wireline Teledensity as on 31 st March 2011	25
Table 1.20: Rate of change & Market share of PCOs	27
Table 1.21: Trends in subscribers of PSUs Vs. Pvt. Internet Service Providers	30
Table 1.22: Internet Subscriber Base & Market share of top 10 ISPs	31
Table 1.23: Service Provider wise details of Data Services	36
Table 1.24: PMRTS Subscriber base – Service Provider wise.....	37
Table 1.25: VSAT Service Providers currently providing service & subscriber base	39
Table 2.1: Key Indicators - GSM Service	42
Table 2.2: ARPU - GSM Service	43
Table 2.3: Composition of Revenue (%) - GSM Service.....	44
Table 2.4: MOU & SMS (per subscriber per month) - GSM Service	44
Table 2.5: Outgoing Traffic Pattern - GSM Service	45
Table 2.6: Average outgo per outgoing minute - GSM Service	46
Table 2.7: Trends of Key Parameters - GSM Service	46
Table 2.8: Key Indicators – CDMA Full Mobility Service	47
Table 2.9: ARPU – CDMA Full Mobility Service	48
Table 2.10: Composition of Revenue (%)– CDMA Full Mobility Service	49
Table 2.11: MOU & SMS (per subscriber per month) – CDMA Full Mobility Service.....	49
Table 2.12: Outgoing Traffic Pattern – CDMA Full Mobility Service.....	50
Table 2.13: Average outgo per outgoing minute – CDMA Full Mobility Service	50
Table 2.14: Trends of Key Parameters – CDMA Full Mobility Service	51
Table 3.1: Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee (LF) & Spectrum Charges.....	54
Table 3.2: Service-wise Gross Revenue, Adjusted Gross Revenue (AGR), Licence Fee and Spectrum Charges.....	55
Table 3.3: Access Services – Service Provider wise Gross Revenue.....	56
Table 3.4: Category-wise share in Access Revenue (GR)	57
Table 4.1: QoS Summary - Wireless Service	59

Table 4.2: Parameter wise Performance of Wireless Service Providers	62
Table 4.3: QoS Summary - Wireline Service.....	70
Table 4.4: Parameter wise QoS of Wireline Service Providers	72
Table 4.5: Performance on ISPs Quality of Service	75
Table 4.6: Parameter-wise status of QoS benchmarks for Broadband service	78
Table 5.1: Key Parameters	82
Table 5.2: Status of applications for community radio station licenses received from Ministry of Information and Broadcasting	86

Charts

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India	2
Chart 1.2: Market Share - Rural & Urban	4
Chart 1.3: Composition of Access subscription – Wireline & Wireless	5
Chart 1.4: Composition of Telephone Subscribers at the end of the quarter	5
Chart 1.5: Net Addition in Telephone Subscription (In millions)	7
Chart 1.6: Wireless Subscriber Base and Teledensity	12
Chart 1.7: Wireless Market Share – Rural & Urban	13
Chart 1.8: Wireless Subscription: GSM vs CDMA	18
Chart 1.9: Wireline Subscriber Base and Teledensity.....	22
Chart 1.10: Wireline Market share – Rural & Urban	23
Chart 1.11: Number of PCOs	26
Chart 1.12: Growth in VPTs.....	28
Chart 1.13: Trends in Internet/Broadband subscription.....	29
Chart 1.14: Growth achieved by top ten ISPs during the quarter	32
Chart 1.15: Technology trends for Internet Access (including Broadband)	32
Chart 1.16: Broadband Access - Technologies & Market Share	33
Chart 1.17: Speed Category wise data on Internet/broadband subscribers for top 10 States	34
Chart 1.18: Growth of wireless subscribers capable of Accessing Data services/Internet	35
Chart 1.19: Growth rate (%) of PMRTS	38
Chart 1.20: Number of VSAT connections	40
Chart 1.21: Growth Rate (%) of VSAT Subscribers	40
Chart 2.1: Outgoing Traffic Pattern - GSM Service.....	42
Chart 2.2: Proportion of prepaid subscribers - GSM Service.....	43
Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service	47
Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service	48
Chart 2.5: Trends in MOU for Internet Telephony.....	52
Chart 3.1: Composition of Gross Revenue	55
Chart 3.2: Trend in ARPU per month for Access Services.....	56
Chart 5.1: Maximum number of TV Channels being carried by certain Cable operators in their networks	83
Chart 5.2: Set Top Boxes (STBs)	84
Chart 5.3: Comparative position of Revenue from FM Radio Stations	85