

F.No.303-1/2005-QOS
Telecom Regulatory Authority of India
A-2/14, Safdarjung Enclave, New Delhi – 110 029

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Dated 29th November, 2005

To

Cellular Mobile Service Providers (as per list attached)

Subject: Direction under the TRAI Act, 1997 for not meeting the Quality of Service benchmarks laid down by TRAI.

Sir,

Whereas Section 11 (1) (b) (v) of the TRAI Act 1997 mandates the Authority to “lay down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication services”;

Whereas in the discharge of its functions under paras (i) and (v) of clause (b) of sub-section (1) of Section 11 of the TRAI Act, 1997, TRAI vide Regulation on Quality of Service of Basic and Cellular Mobile Telephone Services, 2005 (11 of 2005) dated 8th July, 2005 had laid down the Quality of Service parameters for basic service (wireline and wireless) and cellular mobile telephone service. This Regulation provides for benchmarks for the various Quality of Service parameters and all the Basic Service Providers, Unified Access Service Providers and Cellular Mobile Telephone Service Providers, including Mahanagar Telephone Nigam Limited / Bharat Sanchar Nigam Limited have to meet the prescribed benchmarks for the various Quality of Service parameters; and;

Whereas the Authority is obtaining information from Unified Access Service Providers, Cellular Mobile Service Providers, BSNL and MTNL on the Quality of Service for the various parameters performed by these operators vis-à-vis performance of these operators a Quarterly basis. The Authority is also obtaining information from these operators on POI congestion on a monthly basis. The

Performance Monitoring Report for the Quarter ending 30th September, 2005 submitted by M/s ----- shows that M/s ----- is not meeting the Quality of Service benchmarks in various circles as per Annex.1 enclosed. The POI Congestion Report in respect of your company for the period July – September, 2005 also shows that the POI congestion levels at many of the POIs are well above the benchmark of <0.5% (Annex.2 enclosed);

The Authority, therefore, in exercise of the powers conferred upon it under Section 13 read with Section 11(1)(b)(i), (iii) and (v) of the Telecom Regulatory Authority of India Act, 1997 directs M/s ----- to ensure, by 31st December, 2005, that the Quality of Service parameters in its network should be strictly within the benchmark laid down by the Authority for the various parameters in the Regulation on Quality of Service of Basic and Cellular Mobile Telephone Services, 2005 (11 of 2005).

This issues with the approval of the Authority.

(Sudhir Gupta)
Advisor (QOS)

LIST OF CELLULAR MOBILE SERVICE PROVIDERS

1. Shri D.P. Singh, DDG (Regulation),
BSNL Corporate Office,
Room No.609-B, Statesman House,
Barakhamba Road,
New Delhi-1.
2. Shri Gajendra Upadhyay,
Head – Regulatory,
Reliance Infocom Ltd.,
15th Floor, Vijaya Building
17, Barakhamba Road,
New Delhi – 110 001.
3. Shri Narendra Gupta,
Chief Regulatory Affairs,
Bharati Tele-Ventures Limited,
Qutab Ambience,
H-5/12, Mehrauli Road,
New Delhi – 110 030.
4. Shri Sandeep Kathuria,
Associate VP Regulatory & CS,,
M/s Hutchison Essar Telecom Ltd.,
C-48 Okhla Industrial Area, Phase-II,
New Delhi – 110 020.
5. Dr. Rakesh Mehrotra,
Chief Officer – Corporate Affairs,
Tata Teleservices Ltd./ Tata Teleservices (Maharashtra) Ltd.,
2A, Old Ishwar Nagar, Main,
Mathura Road,
New Delhi – 110 065.
6. Shri Rahul Vatts,
Asstt. General Manager Regulatory,
Idea Cellular Ltd.,
26, K.G. Marg,
New Delhi – 110 001.
7. Shri Krishna Angara,
Chief Operating Officer,
M/s BPL Communications Ltd.,
BPL Centre,
127, Manmala Tank Road,
Taikalwadi,
Mumbai – 400 016.
8. Shri Umang Das,

Managing Director,
M/s Spice Communications Pvt. Ltd.,
D-1, Sector-3,
NOIDA,
Uttar Pradesh.

9. Shri Rajiv Goel,
Sr. Vice President (Regulatory Affairs),
Mahanagar Telephone Nigam Ltd.,
Room No.726, Chander Lok Building,
36, Janpath,
New Delhi – 110 001.
10. Shri G. Balachandar,
G.M. (Corporate Strategy),
Aircel Cellular Ltd.,
5th Floor, Spencer Plaza,
769, Anna Salai,
Chennai – 600 002.
11. Shri Gajendra Upadhyay
Head – Regulatory,
Reliance Telecom Ltd.,
15th Floor, Vijaya Building
17, Barakhamba Road,
New Delhi – 110 001.

Annex - I

Performance of QoS Parameters of M/s BPL Mobile Communication Limited for the quarter ending 30th September, 2005

Sr. No	Service area	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensee's own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
		<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks
1	Tamilnadu	31.40	98.91%	11.7	0.74%	1.26%	0.80%	98.8%	99.55%	100.00%	98.53%	100.00%	0.090%	100.00%	30 days
2	Kerala	12.50	96.20%	15.9	0.80%	1.40%	1.26%	99.1%	0.39%	100.00%	96.00%	96.00%	0.005%	100.00%	30 days
3	Mumbai	285.46	99.45%	11.1	0.27%	1.87%	1.63%	99.0%	72.93%	NA	97.49%	99.06%	0.100%	100.00%	40 days

Performance of QoS Parameters of M/s Idea Cellular Limited for the quarter ending 30th September, 2005

Sr. No.	Service area	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks		
1	Maharashtra	92.74	98.54%	12.0	0.95%	1.16%	1.54%	98.4%	100.00%	Nil	57.00%	64.00%	0.300%	100.00%	30 days
2	Gujarat	9.88	98.97%	15.7	1.60%	0.69%	1.52%	98.0%	74.00%	95.50%	68.50%	76.50%	0.078%	100.00%	30 days
3	Andhra Pra	13.51	99.98%	5.5	0.28%	1.63%	0.52%	99.3%	100.00%	Nil	84.00%	96.00%	0.010%	100.00%	30 days
4	Kerala	22.22	99.87%	13.9	0.35%	1.51%	2.16%	97.9%	100.00%	Nil	90.00%	98.00%	0.370%	100.00%	30 days
5	Haryana	7.26	99.98%	13.9	0.30%	0.71%	0.94%	99.5%	100.00%	Nil	85.00%	95.00%	0.040%	100.00%	37 Days
6	UP - W	7.00	99.68%	11.4	0.89%	1.94%	1.84%	97.7%	81.00%	96.00%	85.00%	96.00%	0.510%	100.00%	30 days
7	Madhya Pradesh	7.12	98.66%	12.3	0.74%	0.73%	1.87%	99.0%	100.00%	Nil	72.07%	76.60%	0.100%	100.00%	30 days
8	Delhi	0.00	99.99%	7.0	1.29%	2.70%	0.58%	98.4%	100.00%	Nil	90.00%	98.00%	0.042%	100.00%	30 days

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Performance of QoS Parameters of M/s Reliance Infocom Limited for the quarter ending 30th September, 2005

Sr. No.	Service area	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks		
1	Maharashtra	0.68	98.00%	6.0	0.00%	0.51%	0.97%	98.0%	99.50%	99.50%	72.83%	72.83%	0.080%	100.00%	30 days
2	Gujarat	0.61	98.35%	4.7	0.00%	0.47%	0.92%	99.2%	99.50%	99.50%	71.13%	71.13%	0.090%	100.00%	30 days
3	Andhar Pra	0.68	98.75%	5.3	0.00%	0.63%	0.73%	99.9%	99.50%	99.50%	49.90%	49.90%	0.080%	100.00%	30 days
4	Karnataka	0.66	98.62%	6.7	0.00%	0.58%	0.67%	99.9%	95.50%	95.50%	60.33%	60.33%	0.060%	100.00%	30 days
5	Tamilnadu	0.47	98.80%	5.7	0.00%	0.45%	0.76%	99.0%	99.50%	99.50%	80.43%	80.43%	0.070%	100.00%	30 days
6	Kerala	0.22	98.75%	5.7	0.00%	0.44%	0.79%	99.6%	95.50%	95.50%	70.46%	70.46%	0.090%	100.00%	30 days
7	Punjab	0.38	98.57%	4.3	0.00%	0.48%	1.06%	99.7%	99.50%	99.50%	61.00%	61.00%	0.070%	100.00%	30 days
8	Haryana	0.56	98.22%	6.0	0.00%	0.54%	1.15%	99.4%	99.50%	99.50%	61.00%	61.00%	0.090%	100.00%	30 days
9	UP - W	0.43	97.37%	4.7	0.00%	0.68%	1.25%	99.0%	99.50%	99.50%	35.23%	35.23%	0.080%	100.00%	30 days
10	UP - E	0.63	97.86%	4.3	0.00%	0.57%	1.60%	98.0%	99.50%	99.50%	35.33%	35.33%	0.070%	100.00%	30 days
11	Rajasthan	0.99	96.77%	6.7	0.00%	0.52%	1.64%	98.0%	99.50%	99.50%	54.63%	54.63%	0.090%	100.00%	30 days
12	Madhya Pra	1.00	97.78%	6.0	0.00%	0.59%	1.50%	98.0%	95.50%	95.50%	62.40%	62.40%	0.070%	100.00%	30 days
13	West Beng	0.42	98.16%	4.0	0.00%	0.66%	1.05%	98.4%	99.50%	99.50%	52.70%	52.70%	0.090%	100.00%	30 days
14	Himachal Pra	0.70	98.85%	4.3	0.00%	0.41%	0.74%	98.0%	95.50%	95.50%	61.00%	61.00%	0.080%	100.00%	30 days
15	Bihar	1.37	95.88%	4.7	0.00%	0.60%	1.47%	99.2%	99.50%	99.50%	52.70%	52.70%	0.090%	100.00%	30 days
16	Orissa	0.77	98.19%	5.0	0.00%	0.56%	1.14%	98.0%	99.50%	99.50%	62.40%	62.40%	0.070%	100.00%	30 days
17	Delhi	0.00	98.33%	4.0	0.00%	0.46%	0.83%	97.5%	99.50%	99.50%	56.33%	56.30%	0.080%	100.00%	30 days
18	Mumbai	0.00	97.68%	4.0	0.00%	0.62%	1.23%	99.9%	99.50%	99.50%	64.03%	64.03%	0.070%	100.00%	30 days
19	Chennai	0.00	98.84%	5.0	0.00%	0.53%	0.42%	100.0%	99.50%	99.50%	80.43%	80.43%	0.070%	100.00%	30 days
20	Kolkata	0.00	98.20%	6.0	0.00%	0.53%	1.27%	98.3%	95.50%	95.50%	52.70%	52.70%	0.080%	100.00%	30 days

Performance of QoS Parameters of M/s Reliance Telecom Limited for the quarter ending 30th September, 2005

Sr. No.	Service area	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensee's own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(i) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(i) %age of calls answered (electronically); within 20 seconds = 80%,	(i) %age of calls answered (electronically); within 40 seconds = 95%	(i) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(i) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks		
1	MP	16.26	98.17%	8.1	0.57%	8.10%	2.84%	96.8%	100.00%	Nil	100.00%	Nil	0.030%	100.00 %	01 day
2	West Ben	7.49	98.00%	9.4	1.48%	7.23%	2.60%	97.4%	NA	NA	100.00%	Nil	Nil	NA	
3	Himachal Pra	11.10	100.00 %	8.2	0.26%	1.56%	2.60%	98.3%	95.00%	100.00%	95.00%	100.00%	Nil	Nil	Nil
4	Bihar	15.53	96.33%	8.3	1.76%	9.20%	2.03%	96.6%	NA	NA	NA	NA	0.000%	NA	NA
5	Orissa	1.32	98.61%	7.2	0.17%	7.74%	2.07%	98.8%	NA	NA	88.67%	100.00%	0.000%	NA	NA
6	Assam	55.16	95.33%	12.2	1.04%	4.82%	1.16%	95.7%	85.00%	95.00%	85.00%	95.00%	0.040%	100.00 %	NA
7	NE	4.00	96.00%	8.3	0.93%	7.17%	2.71%	97.0%	65.00%	93.00%	65.00%	93.00%	0.005%	100.00 %	01 day

Performance of QoS Parameters of M/s Bharat Sanchar Nigam Limited for the quarter ending 30th September, 2005

Sr. No.	Service area	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks		
1	Maharashtra	87.00	80.05%	2.2	4.40%	2.26%	1.32%	98.0%	NA	NA	NA	NA	0.410%	100.00 %	30 days
2	Andhara Pra	0.00	98.00%	6.0	0.70%	9.39%	1.62%	97.0%	100.00%	Nil	76.00%	85.00 %	0.030%	97.00%	30 days
3	Karnataka	21.00	99.50%	10.5	0.41%	3.50%	1.20%	98.0%	96.00%	98.00%	80.00%	88.00 %	0.100%	100.00 %	07 days
4	Tamilnadu	0.00	95.10%	7.8	0.98%	1.90%	1.20%	95.0%	85.00%	85.00%	85.00%	97.00 %	0.000%	100.00 %	Nil
5	kerala	22.00	98.10%	16.6	0.67%	1.80%	1.63%	95.2%	NA	NA	NA	NA	0.002%	100.00 %	30 days
6	Pujab	42.50	99.80%	3.8	0.30%	1.67%	1.19%	100.0%	NA	NA	NA	NA	0.010%	100.00 %	30 days
7	Haryana	17.00	95.33%	3.7	6.88%	13.47 %	3.43%	95.6%	NA	NA	NA	NA	0.010%	100.00 %	30 days
8	UP - W	0.00	99.00%	17.0	1.10%	0.20%	2.00%	99.0%	NA	NA	NA	NA	0.100%	100.00 %	07 days
9	UP - E	2.00	93.00%	12.0	4.00%	4.00%	2.83%	95.0%	NA	NA	NA	NA	0.100%	100.00 %	01 day
10	Rajasthan	144.30	94.80%	6.2	1.10%	14.80 %	2.20%	97.5%	0.60%	4.20%	20.00%	32.20 %	0.500%	99.30%	30 days
11	Madhya Pra	0.00	97.91%	2.7	0.70%	2.18%	2.18%	100.0%	99.00%	99.50%	97.00%	99.30 %	0.029%	100.00 %	30 days
12	West	0.00	98.44%	5.8	0.97%	1.57%	2.61%	98.6%	NA	NA	NA	NA	0.000%	100.00	Nil

	Bengal													%	
13	Himachal Pra	0.00	98.40%	5.7	2.00%	4.00%	2.80%	95.2%	NA	NA	NA	NA	0.070%	100.00 %	07 days
14	Bihar	8.00	98.64%	8.1	3.34%	12.96 %	3.04%	90.3%	NA	NA	NA	NA	0.220%	89.92%	42 days
15	Orissa	37.37	93.22%	10.0	4.45%	11.77 %	2.10%	93.0%	NA	NA	NA	NA	0.160%	100.00 %	Nil
16	Assam	0.00	98.00%	10.0	3.00%	4.00%	3.00%	98.0%	70.00%	80.00%	80.00%	95.00 %	0.010%	100.00 %	30 days
17	J & K	23.40	99.00%	15.0	1.30%	7.33%	2.00%	96.0%	NA	NA	NA	NA	0.100%	100.00 %	21 days
18	North East	7.00	99.80%	11.0	0.49%	1.37%	2.20%	98.1%	NA	NA	NA	NA	0.000%	100.00 %	15 days
19	Chennai	0.00	98.00%	12.2	0.40%	3.50%	1.00%	100.0%	NA	NA	NA	NA	0.100%	100.00 %	01 day
20	Kolkata	0.00	98.10%	7.0	0.81%	1.63%	1.46%	97.9%	NA	NA	NA	NA	0.010%	99.00%	30 days



Performance of QoS Parameters of M/s Bharti Tele-ventures Limited for the quarter ending 30th September, 2005

Sr. No.		Service area		Parameters												
				(A) Network Performance						(B) Customer help lines				(C) Billing Complaints		
				(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)
				Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above
		Benchmarks														
		<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks	
1	Maharashtra	23.10	99.27%	9.2	0.44%	0.27%	0.91%	95.3%	99.00%	99.00%	94.00%	94.00%	0.090%	100.00%	30 days	
2	Gujarat	12.38	99.84%	11.9	0.11%	0.08%	0.81%	97.3%	100.00%	Nil	82.24%	96.02%	0.190%	100.00%	07 days	
3	Andhra Prad.	164.30	98.66%	16.1	0.48%	0.69%	1.05%	99.5%	99.00%	99.00%	93.00%	95.00%	0.040%	100.00%	30 days	
4	Kerala	8.05	99.53%	12.4	0.03%	0.20%	1.23%	98.6%	84.00%	88.00%	100.00%	Nil	0.080%	100.00%	NA	
5	UP - E	24.00	99.05%	14.1	0.43%	0.91%	1.95%	97.0%	81.00%	96.80%	97.00%	100.00%	0.070%	98.00%	21 days	
6	Bihar	6.36	98.63%	6.8	1.20%	1.85%	2.74%	97.8%	96.00%	99.00%	97.00%	97.00%	0.110%	100.00%	30 days	
7	Assam	154.56	99.17%	10.0	0.11%	0.62%	1.91%	95.0%	99.80%	100.00%	NA	NA	0.080%	100.00%	30 days	
8	North East	0.00	98.99%	10.0	0.01%	0.08%	1.21%	97.5%	100.00%	Nil	NA	NA	0.130%	100.00%	30 days	
9	Mumbai	1.00	96.13%	6.0	0.22%	0.31%	1.07%	96.7%	96.39%	96.40%	85.00%	90.00%	0.020%	100.00%	30 days	
10	Chennai	0.00	99.68%	16.4	0.03%	0.04%	0.61%	96.5%	99.97%	99.99%	86.39%	95.00%	0.080%	100.00%	30 days	
11	Kolkata	0.00	96.00%	7.8	0.01%	0.11%	1.34%	96.0%	99.84%	99.99%	87.44%	90.35%	0.090%	100.00%	24 days	

Performance of QoS Parameters of M/s Tata Telesevice Limited for the quarter ending 30th September, 2005

Sr. No.	Service area	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
		Benchmarks													
<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks		
1	Maharashtra	0.38	97.57%	20.0	0.00%	0.30%	0.41%	97.3%	67.34%	71.16%	NA	NA	0.430%	100.00%	60 days
2	Gujarat	17.40	97.99%	4.7	0.00%	0.20%	0.68%	98.3%	80.00%	84.00%	NA	NA	0.280%	100.00%	30 days
3	Andhra Pra	5.29	99.32%	5.7	0.00%	1.33%	0.43%	97.2%	77.00%	82.00%	NA	NA	0.250%	100.00%	30 days
4	Karnataka	14.35	99.39%	6.9	0.00%	0.24%	1.09%	96.4%	93.00%	96.30%	NA	NA	0.260%	100.00%	30 days
5	Tamilnadu	13.02	99.58%	10.7	0.00%	0.98%	1.11%	97.7%	93.00%	95.00%	NA	NA	0.130%	100.00%	03 days
6	Kerala	0.00	99.58%	18.5	0.00%	0.00%	0.38%	96.1%	92.00%	94.00%	NA	NA	0.110%	100.00%	07 days
7	Pujnab	3.06	99.90%	6.0	0.00%	0.11%	0.62%	95.3%	96.60%	96.60%	NA	NA	0.210%	100.00%	30 days
8	Haryana	6.34	99.62%	8.0	0.00%	0.48%	1.14%	97.1%	96.60%	96.60%	NA	NA	0.400%	100.00%	30 days
9	UP - W	9.24	99.19%	17.1	0.00%	0.00%	0.81%	96.4%	85.80%	90.10%	NA	NA	0.160%	100.00%	30 days
10	UP - E	10.40	99.89%	16.8	0.00%	0.00%	0.56%	99.0%	95.00%	95.00%	NA	NA	0.520%	100.00%	NA
11	Rajsthan	11.37	99.47%	9.7	0.00%	0.00%	0.74%	96.3%	67.33%	73.00%	NA	NA	0.026%	100.00%	30 days
12	Madhya Pra	0.27	98.27%	3.8	0.00%	0.00%	0.60%	98.1%	100.00%	Nil	NA	NA	0.420%	100.00%	30

														%	days
13	West Beng	22.36	98.76%	9.6	0.00%	0.00%	0.95%	97.3%	NA	NA	NA	NA	0.170%	100.00%	30 days
14	Himachal Pr	0.00	98.37%	12.0	0.00%	0.29%	0.71%	95.9%	96.60%	96.60%	NA	NA	0.220%	100.00%	30 days
15	Bihar	0.18	99.19%	8.3	0.00%	0.00%	0.56%	98.3%	NA	NA	NA	NA	1.920%	100.00%	30 days
16	Orissa	2.23	97.76%	9.2	0.00%	0.00%	0.69%	95.8%	NA	NA	NA	NA	0.180%	100.00%	30 days
17	Delhi	0.00	98.07%	9.6	0.00%	0.19%	0.63%	95.5%	84.00%	89.00%	NA	NA	0.590%	100.00%	30 days
18	Mumbai	0.38	97.57%	20.0	0.00%	0.65%	0.41%	97.3%	67.34%	71.16%	NA	NA	0.430%	100.00%	NA
19	Chennai	0.00	99.63%	14.9	0.00%	0.04%	0.68%	96.6%	93.00%	95.00%	NA	NA	0.140%	100.00%	03 days
20	Kolkata	20.55	99.59%	9.6	0.00%	0.11%	0.52%	96.4%	NA	NA	NA	NA	0.300%	100.00%	30 days



Performance of QoS Parameters of M/s Hutchission Essar Mobile Services Limited for the quarter ending 30th September, 2005

Sr. No.		Service area		Parameters												
				(A) Network Performance						(B) Customer help lines				(C) Billing Complaints		
				(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)
				Accumulated down time of community isolation	Call Set-up Success Rate (within licensee's own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above
		Benchmarks														
		<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks	
1	Karnataka	15.33	98.04%	10.0	0.31%	1.90%	1.95%	96.7%	97.00%	96.00%	81.30%	97.30%	0.020%	100.00%	3 days	
2	UP - W	Nil	97.40%	10.0	0.06%	0.03%	2.10%	96.0%	99.90%	99.90%	83.00%	91.00%	0.070%	100.00%	3 days	
3	UP - E	0.00	97.35%	8.0	0.13%	1.09%	1.98%	96.1%	100.00%	93.00%	100.00%	99.00%	0.005%	100.00%	21 days	
4	Rajasthan	6.23	99.27%	8.8	0.35%	0.34%	1.89%	97.2%	100.00%	100.00%	87.51%	94.24%	0.090%	100.00%	21 days	
5	West Beng	17.41	96.14%	9.5	0.30%	0.76%	1.83%	97.2%	100.00%	100.00%	90.00%	98.00%	0.090%	100.00%	04 days	
6	Delhi	Nil	99.62%	8.2	0.01%	0.05%	1.32%	97.8%	99.00%	99.00%	84.33%	87.33%	0.007%	100.00%	04 days	
7	Mumbai	0.00	99.26%	9.0	0.69%	1.59%	1.61%	97.2%	97.47%	97.51%	84.42%	90.05%	0.001%	100.00%	03 days	

Performance of QoS Parameters of M/s Aircel Cellular Limited for the quarter ending 30th September, 2005

Sr. No.	Service area	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks		
1	Tamilnadu	18.55	99.02%	11.4	2.66%	3.88%	1.67%	95.7%	100.00%	Nil	95.00%	95.00%	0.030%	100.00%	25 days
2	Chennai	1.40	97.60%	14.0	2.21%	6.50%	0.93%	95.2%	95.00%	95.00%	95.00%	95.00%	0.300%	100.00%	30 days

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Performance of QoS Parameters of M/s Spice Communication Limited for the quarter ending 30th September, 2005

Sr. No.	Service area	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
		<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks
1	Karnataka	1.34	99.87%	9.0	0.15%	3.15%	1.25%	99.7%	NA	NA	100.00%	Nil	0.002%	100.00%	30 days
2	Punjab	23.50	95.06%	12.0	0.12%	3.61%	1.58%	97.0%	100.00%	Nil	100.00%	98.00%	0.022%	100.00%	30 days

Annex - II

Comparative POIs Congestion Report of M/s Bharti Tele-ventures Limited for the months of July - Sept, 2005			
Name of Circle and POIs	Benchmarks <0.5%		
	July	Aug	Sep
Assam			
POI With Other NLDO			
Reliance Telecom	89.65	77.23	39.20
POI With BSNL			
BSNL-STD/Local-Guwahati-Home Subs	NA	21.00	8.90
Bihar			
POI with other NLDO & other operators			
BTSOL NLD (Patna MSC)	0.10	0.00	1.30
BTSOL NLD (Ranchi MSC)			0.80
Tata - M	1.70	7.39	11.20
Tata FIX	1.10	17.47	7.10
POI With BSNL Level 1 TAX			
Patna	35.40	51.10	50.10
PATNA for ILD	28.80		38.70
Patna National Roamer	74.70		42.20
Patna National Roamer ILD	3.80		15.80
Rajender Nagar		15.89	44.50
POI With BSNL Level 2 TAX			
Ranchi	0.00		1.30
Gaya	5.20	12.83	27.50
Bhagalpur	5.20	2.53	17.90
Chapra	30.50	35.83	62.70
Dharbhanga	36.10	46.62	48.40
Motihari	0.00	0.03	4.30
Munger			1.70
Chennai			
POI with BSNL level 1 TAX			
Flower Bazaar	5.00	10.00	4.00
POI with BSNL Tandem			
Flower Bazaar Tandem	0.00	0.00	1.00
POI with other operators			
Aircel TN - Outgoing	5.00	2.00	2.00
Gujarat			
POI with other operators			

IDEA	1.54	1.44	6.07
POI with BSNL Level 1 TAX			
GULBAI TEKRA			25.33
Bhadra - ahd	24.68	42.83	54.16
POI with BSNL Level 2 TAX			
Gulbai tekra _ahd	37.26	28.86	37.57
Gulbai tekra _ahd	29.22	27.32	42.49
Surat	7.02	7.43	3.04
Anandlevel	16.58	0.00	4.34
Palanpur level	95.72	94.81	93.72
Himantnagarl	0.89	0.67	7.15
Mehasanal	85.19	84.76	86.19
Bhavanagar	59.68	79.14	89.44
Junagadh	0.07	0.40	1.11
Bhuj	0.93	33.63	26.68
Junagarh	39.40	33.27	52.15
Rajkot	28.26	23.72	48.21
Surendranagar	82.17	65.36	74.39
Himachal Pradesh			
POI with BSNL Level 1 Tax			
Shimla		7.00	18.00
Shimla CellOne	1.20	8.80	30.30
POI with BSNL Level 2 Tax			
SOLAN	1.00	0.00	0.90
DHARAMSHALA	5.30	13.30	23.20
HAMIRPUR	28.00	22.20	29.10
J & K			
JAMMU TAX level 1	81.60	84.90	87.60
Karnataka			
Bangalore	0.78	8.43	1.18
TUMKUR	23.86	15.37	6.57
MANDYA	6.71	3.39	1.12
HASSAN	34.12	35.67	10.21
BELGAUM	8.34	5.08	0.69
BELLARY	0.34	0.52	0.96
BIJAPUR	6.36	16.34	5.23
KARWAR	1.91	2.50	0.79
Kerala			
POI with other operators			
Reliance	10.00	10.00	10.00
Madhya Pradesh			

POI with BSNL Level 2 TAX			
Dhar	0.09	0.39	0.66
Balaghat	0.64	0.69	0.97
Chhindwara			0.99
Maharashtra & Goa			
POI with BSNL - Mobile			
Bharti - Cellone	19.07	41.25	38.62
POI with BSNL Level 1TAX			
Nagpur	0.00	0.21	12.58
POI with BSNL Level 2TAX			
Pune Model Colony	0.00	0.26	1.36
Jalgaon	18.98	18.98	18.98
Kalyan	0.00	0.00	23.10
Aurangabad	0.00	5.63	6.83
Nagar	6.26	4.17	3.79
Dhule	4.54	13.10	12.10
Solapur	4.10	70.88	16.51
Kolhapur	0.00	0.00	1.97
GOA	3.83	30.05	13.58
Sangli	0.00	6.01	5.89
Akola	8.45	10.28	10.28
Amravati	44.63	31.06	36.15
Yawatmal	5.55	3.55	12.58
Savantwadi	5.65	3.83	4.00
Bhandara	0.00	0.00	7.16
Ratnagiri	5.65	3.53	7.63
Osmanabad	0.10	59.15	58.95
Mumbai			
POI with MTNL Dolphin			
Bharti - Dolphin	2.00	5.00	7.00
POI With MTNL Tandem			
Cumballa level 3	2.00	2.00	2.00
Ghatkopar level 5	1.00	0.00	2.00
Vile Parle level 6	0.00	2.00	3.00
SakiVihar level 8	0.00	0.00	1.00
Mulund	0.00	0.00	1.00
North East			
POI with other operators			
Reliance Telecom Shillong	64.86	0.00	12.00
POI with BSNL Level 2 TAX			
BSNL-STD/Local-Shillong-Home Subs	79.34	17.00	20.30

OG			
Punjab			
POI with BSNL Level 1 TAX			
JALANDHAR (Focal Point)	0.54	0.86	3.46
JALANDHAR (MTS Nagar) local	3.69	5.63	7.60
JALANDHAR (MTS ISD)	0.00	0.00	2.95
Rajasthan			
POI with other operators			
Bharti - Shyam Tele	0.17	0.08	0.88
POI with BSNL Level 1 TAX			
Jaipur	30.86	30.86	40.95
POI with BSNL Level 2 TAX			
Ajmer	0.10	1.54	1.37
Alwar	47.60	35.20	57.19
Barmer			59.74
Bharatpur	45.32	41.98	47.83
Bhilwara	11.52	8.40	11.37
Bikaner	23.18	0.00	22.85
Bundi	14.25	17.93	12.09
Cittorgarh	0.32	3.33	1.03
Jhalawar	33.11	90.52	30.17
Jhunjhunu	62.15	26.77	11.90
Kota	20.09	74.93	32.79
Sirohi	62.24	60.26	77.87
Sikar	57.06	0.64	65.68
Tonk	0.34	12.62	9.80
Udaipur	6.50	27.65	15.38
Tamil Nadu			
POI with BSNL Level 1 TAX			
Race Course TAX	0.00	0.00	6.00
POI with BSNL Level 2 TAX			
Dharmapuri	40.00	40.00	31.53
Ooty	38.00	41.00	30.59
Tirunelveli	0.00	0.00	25.62
Vellore	0.00	0.00	6.20
POI with other operators			
HUTCH Chennai - Outgoing		14.00	2.00
UP - East			
POI with FWPO/FWTO			
Bharti- Reliance	0.00	38.50	68.00
POI with BSNL Level 1 TAX			

IndraNagar	51.20	35.00	39.00
IndraNagar AXE	53.20	50.00	56.00
KesharBagh	71.80	66.00	66.00
<i>POI with BSNL Level 2 TAX</i>			
Barabanki	51.20	49.00	52.00
Deoria	0.80	7.00	11.00
Mirzapur	22.20	20.00	30.00
PratapGarh		10.00	13.00
AzamGarh	3.60	13.00	34.00
Sitapur	0.00	0.00	0.90
UP - West			
<i>POI with BSNL Level 1TAX</i>			
BSNL Level 1	56.90	46.80	27.60
<i>POI with BSNL Level 2TAX</i>			
Bareilly	0.30	0.90	2.00
Moradabad	1.20	0.00	0.80
Bijanore	1.50	0.10	2.60

**POI Congestion Report of M/s Hutchison Essar Mobile Services Limited for
the month of July - Sept, 2005**

Name of Circles & POIs	Benchmarks <0.5%		
	July	August	September
Andhara Pradesh			
Hutch_Idea	19.17%	45.44%	47.25%
Punjab			
POI with BSNL			
JALANDHAR	82.00%	86.00%	0.00%
Rajasthan			
POI with BSNL			
Pali	12.56%	19.70%	0.00%
Sri Ganganagar	8.45%	11.36%	23.37%
Alwar	4.13%	4.04%	17.82%
Sirohi	4.83%	3.82%	3.21%
Nagaur	53.23%	14.86%	20.85%
Sw Madhopur	63.00%	12.00%	6.18%
Bharatpur (Added in Feb 05)	41.00%	1.67%	9.97%
Churu			1.72%
Sikar	36.00%	42.06%	43.63%
Jaipur			1.02%
Bikarner			6.12%
UP East			
POI with BSNL			
Lucknow	19.00%	26.00%	40.00%
Jaunpur	57.00%	0.00%	0.00%
Shahjahanpur	3.00%	0.00%	0.00%
Faizabad	3.00%	9.00%	15.00%
Orai	24.00%	42.00%	61.00%
Pratapgarh			8.00%
Sitapur	3.00%	8.00%	6.00%
Balia			43.00%
Deoria			24.00%
Mau			16.00%
Azamgarh			23.00%
Gazipur			61.00%
UP West			
POI with BSNL			

Agra			4.00%
West Bengal (ROB)			
POI with BSNL			
BERHAMPUR TAX	25.00%	24.00%	0.00%
ASANSOL TAX	55.00%	55.00%	32.00%
BANKURA TAX	1.00%	0.00%	0.00%
KHRAGPORE TAX	57.00%	51.00%	45.00%
Haryana			
POI with BSNL			
Ambala			1.75%

POI Congetion Report of M/s Idea Cellular Limited (July - Sept, 2005)			
Name of POIs	Benchmarks <0.5%		
	July	August	Sept
Madhya Pradesh			
Idea - BSNL			
Bhopal	6.60	5.00	22.92
Khargone	28.40	31.60	47.68
Shahjapur			1.41
Sagar			2.13
Raipur			16.29
Rewa			4.16
Morena			8.67
Khandwa	13.60	12.70	8.43
Raigarh	20.50	28.90	23.82
Narsingpur	2.60	3.90	8.91
Shahdol	19.10	25.80	23.03
Idea - Reliance			
Reliance WLL-M-Indore			11.90
Reliance Fixed - Indore			5.40
Reliance Fixed - Raipur			1.50
Andhra Pradesh			
(i) BSNL			
KURNOOL	30.07	35.31	28.06
MAHABOBNAGAR	31.85	29.73	30.19
NALGONDA	4.91	7.28	3.90
CUDDAPAH	4.24	4.11	2.24
(ii) POI with other opers			
HUTCH HYD	18.67	36.89	46.98

Airtel Vijaywara MSC2			18.40
RELIANCE FXD VJA MSC04	50.05	56.86	54.62
Relaince Hyd			5.85
Tata Hyd			18.12
(iii) NLD/ILD Operators			
RELIANCE FIXED	23.58	39.70	40.49
Maharashtra			
Idea - BSNL			
Jalna	55.70	32.10	57.80
Nagpur	2.40	1.80	2.50
Ratnagiri	11.60	7.30	14.30
Pune			1.40
Gujarat			
Idea - BSNL			
ANAND	2.40	1.38	2.84
AMRELI	5.25	5.90	5.36
Kerala			
BSNL			
Alleppy			1.54
Kannur			17.99
BSNL NLD	60.39	44.52	89.16
Tata wireline			3.48
Ernakulam			2.68
UP(W)			
Idea - BSNL			
Mainpuri	2.87	11.15	0.00
Bijnaur	72.17	64.02	53.61
Pilibhit	25.45	9.63	13.32
Haldwani			4.00
BSNL NLD Agra	48.37	55.65	28.10
Haridwar			0.98
POI with private operators			
Relaince			6.39
Haryana			
POI with BSNL			
Ambala Lvele 1 TAX			4.01

**POIs congestion Report of M/s Reliance Infocom Limited for the months of
July - Sept, 2005**

Service area and POIs	Benchmarks <0.5%		
	JULY	AUGUST	SEPT
Madhya Pradesh			
POI with BSNL			
BHOPAL	0.17%	7.92%	13.05%

Bihar			
POI with BSNL			
GAYA	1.88%	11.47%	3.52%
Patna			78.80%
Karnataka			
POI with BSNL			
BELGAUM	2.54%	19.59%	11.01%
Maharashtra			
POI with BSNL			
AMRAVATI	26.46%	32.82%	36.87%
BULDHANA	0.00%	0.00%	1.54%
JALNA	38.81%	47.53%	53.17%
RATNAGIRI	5.78%	15.49%	10.99%
Orissa			
POI with BSNL			
Cuttack	29.67%	46.26%	54.26%
Rajasthan			
POI with BSNL			
ALWAR	28.63%	35.29%	44.12%
CHITTORGARH	7.87%	13.45%	8.88%
JAIPUR	24.43%	15.04%	10.57%
UP - E			
POI with BSNL			
AZAMGARH	71.69%	79.19%	73.36%
Lucknow L1 TAX Indira Nagar	44.60%	58.75%	35.48%
LUCKNOW L1 TAX Kiserbagh	54.20%	58.73%	55.61%
UP - W			
POI with BSNL			
ETAH	0.00%	3.73%	3.61%
NAINITAL	10.58%	15.69%	26.45%
West Bengal			
POI with BSNL			
Suri (Bolpur)	0.00%	0.00%	1.20%
Asansol	5.85%	11.63%	15.47%

**POIs Congestion Report of M/s Reliance Telecom Limited for the months of
July - Sept, 2005**

Name of Circle & POIs	Benchmarks <0.5%		
	JUL	AUG	SEP
Madhya Pradesh			
BHOPAL	17.28%	19.13%	21.30%
UJJAIN	0.00%	1.29%	1.10%
KHARGONE	1.61%	1.79%	1.92%
CHINDWARA	1.79%	1.87%	1.10%
DURG	4.46%	5.25%	2.75%
BALAGHAT	0.45%	0.28%	1.55%
Bihar			
PATNA	4.54%	8.13%	3.20%
GAYA	18.53%	19.37%	22.50%
MUZAFFARPUR	10.77%	1.66%	3.40%
BHAGALPUR	18.74%	19.87%	19.60%
DARBHANGA	0.00%	4.57%	6.00%
SAHARSA	14.10%	19.11%	24.60%
MOTIHARI	5.38%	12.81%	15.50%
MUNGER	18.75%	21.05%	24.20%
JAMSHEDPUR	19.00%	21.54%	24.85%
DHANBAD	17.00%	19.51%	20.57%
HAZARIBAGH	19.00%	21.56%	26.87%
West Bengal			
COOCHBEHAR	1.08%	1.07%	2.65%
RAIGANJ	2.97%	2.66%	1.08%
ASANSOL	8.87%	16.27%	14.41%
Himachal Pradesh			
SHIMLA	20.07%	25.75%	23.12%
SOLAN	2.30%	2.83%	5.55%
DHARAMSHALA	18.97%	21.78%	26.08%
HAMIRPUR	14.27%	18.26%	24.02%
Assam			
GUWAHATI	10.61%	22.00%	23.20%

POIs Congestion Reports of M/s Tata Teleservices for the months of July - September, 2005

POIs	Benchmarks <0.5%		
	July	August	September
Delhi			
POI with BSNL			
Faridabad_Tandem	0.18	1.15	5.30
Ghaziabad_TAX	0.02	4.32	29.01
POI with other operators			
Delhi_RIL_AXE-10	0.02	0.30	2.34
Gujarat			
POI with BSNL			
Sanand	0.00	1.00	6.00
Gandhinagar	2.00	3.00	3.00
Nadiad	0.00	0.00	2.00
Ankleshwar	0.00	0.00	2.00
Valsad	3.00	2.00	2.00
Bilimora	4.00	5.00	12.00
Surrendranagar	0.00	0.00	1.00
Junagarh	0.00	0.00	3.00
Gondal	0.00	0.00	14.00
Porbandar	0.04	0.05	16.00
Upleta	0.00	0.00	14.00
Limbdi	1.00	3.00	6.00
Morbi	1.00	1.00	1.00
Veraval	4.00	3.00	15.00
Jetpur	2.00	3.00	10.00

Navsari	2.00	2.00	12.00
Bhavnagar	0.00	0.00	1.00
POI with BSNL NLD TAX			
Ahmedabad_Bhadra	0.00	0.00	8.00
Anand T	0.00	0.00	1.00
Surat	9.00	11.00	15.00
Rajkot KR	0.00	0.00	2.00
Bhuj	1.00	1.00	9.00
Rajasthan			
POI with BSNL			
Jaipur Level 1 TAX_Fix	80.00	79.00	66.00
Jaipur Level 2 TAX_Fix	1.00	1.00	1.00
Karnataka			
POI with BSNL			
Anekal Tandem	1.30	2.00	7.50
Mallavalli	0.00	4.00	5.60
KR Pet	0.00	0.00	0.80
Davangere Tandem	27.90	11.00	17.70
Gulbarga Tandem	0.00	0.00	7.30
Mandya Tandem	0.00	0.00	16.40
Bidar	14.30	52.50	24.40
Davangere	0.00	0.00	1.20
POI with NLD/ILD operators			
VSNL Jalandhar			16.80
VSNL Chennai 2			14.90
VSNL Kolkata Fixed NLD			1.65
POI with other operators			
Touchtel_Mangalore (HBL LE)	1.66	0.53	7.80
Haryana			
POI with BSNL			
Sonipat Tandem	10.70	44.50	50.00
Yamunanagar Tandem	81.70	59.30	57.00
Ambala TAX Fixed NLD	87.80	78.00	67.00
Ambala TAX (Mobile NLD)	11.45	32.80	49.00
Karnal TAX (Fixed NLD)	0.00	9.90	7.70
Sonipat TAX (Fixed NLD)	0.00	37.20	51.00
Jind Tax (Mobile Local)	0.70	0.40	0.54
Punjab			
POI with BSNL Tandem			
Chandigarh Sec. 17	7.10	4.70	82.50
Chandigarh Sec. 34	0.00	0.00	0.83

Ferozpur	16.80	40.79	55.68
Jalandhar	0.00	0.00	3.44
Nawanshar	18.81	70.13	75.43
Patiala	6.36	6.46	3.80
Rayya	0.00	0.00	8.99
Rajpura	0.00	9.05	9.25
POI with BSNL Level 1 TAX			
Amritsar	0.00	5.96	4.40
Chandigarh	43.27	75.93	69.85
Jalandhar	0.00	17.23	22.84
Patiala	3.36	56.82	62.10
POI with NLD/ILD operators			
Bihar			
POI with BSNL			
Aarah	76.25	65.70	56.03
Jamshedpur	76.34	71.80	16.49
Patna	81.37	87.50	36.11
POI with other operators			
Airtel	24.32	20.70	16.35
POI with NLD/ILD operators			
VSNL_KOLKATA	19.37	14.30	12.07
VSNL_PATNA	66.49	63.80	36.91
VSNL Patna NLD			11.69
UP-WEST			
POI with BSNL			
Agra Local (Fix)	27.70	14.70	57.90
Dehradun Local (Fix)	4.10	45.20	76.10
Agra Sanjay Place-Mobile			2.20
Dehradun Tax (Fix)	0.00	17.10	51.20
Moradabad Tax (Fix)	42.40	88.60	87.90
Meerut Tax (Fix)	77.80	94.50	91.30
Modinagar TAX			7.30
POI with NLD/ILD operators			
VSNL NLD Bhopal			4.10
Vsni NLD Bhopal (Cimo)	0.00	0.00	13.30
Andhara Pradesh			
POI with other operators			
IDEA Mobile	0.00	0.00	37.20
Airtel	0.00	15.00	45.50
POI with BSNL			
Sangareddy	2.00	3.00	5.80

Mahaboobnagar	9.00	10.00	13.30
Chennai			
POI with BSNL			
Anna Road Tandem(fix)	9.64	5.67	1.68
KK Nagar Tandem(fix)	0.37	0.58	3.27
POI with other operators			
HUTCH CHENNAI(fix)	0.00	0.12	1.37
AIRCEL_ROT_N (fix)	0.00	0.00	1.38
AIRTEL_ROT_N (fix)	0.00	0.00	1.50
AIRCEL_ROT_N (Mob)			1.27
AIRTEL_ROT_N (Mob)			1.24
BPL ROT_N (Mob)	0.00	0.00	1.59
AIRCEL_ROT_N(mob)	0.00	0.00	1.27
AIRTEL_ROT_N(mob)	0.00	0.00	1.24
BPL ROT_N(mob)	0.00	0.00	0.91
Tamil Nadu			
POI with other operators			
Bharati Madurai	0.00	0.52	0.78
Reliance ILT Coimbatore	0.14	0.13	2.00
VSNL Calling card			2.78
Aircell Coimbatore(mob)	0.00	2.23	3.67
Reliance Coimbatore(mob)	0.00	2.98	20.64
POI with BSNL			
Chengulpet_Farend	10.63	9.12	10.24
Kanchipuram_Farend	9.81	10.11	6.21
Thiruchegode Farend			4.07
Karaikudi_Farend	0.00	0.33	1.23
Karaikudi_Local	0.00	0.00	1.53
Kumbakonam_Farend	24.94	0.00	16.53
Kovilpatti_Farend	0.00	0.00	1.50
Madurai_Farend	0.00	0.00	2.08
Virudunagar_Farend	0.00	2.55	3.18
Dharmapuri_TAX	0.00	0.62	3.42
Virudunagar_TAX	0.00	0.81	1.06
CelloneCoimbatore	0.00	0.00	0.71
UP East			
POI with BSNL			
Lucknow	4.17	4.17	37.82
Lucknow	19.63	19.63	51.30
Varanasi	72.39	72.39	73.26
Lucknow L1 TAX M-NLD			31.69

Basti	0.00	0.00	47.28
MP & CG			
POI with BSNL			
Bhopal_TAX	0.00	0.82	1.43
Raipur_TAX	32.00	0.63	0.65
Bilaspur_LII TAX	17.00	39.70	32.21
Gwalior_TAX	0.00	0.66	1.55
West Bengal			
POI with BSNL			
Krishna Nagar			16.75
Kharagpur			35.55
suri			22.20
POI with other operators			
Hutch			3.05
Krishnanagar NLD			9.50
Himachal Pradesh			
POI with BSNL			
Shimla TAX			84.62

POI Congestion Report of M/s Aircel Cellular Limited (July - Sept, 2005)			
Name of POIs	Benchmark <0.5%		
	July	August	September
Chennai			
POI with BSNL			
BSNL Local	11.00%	27.30%	6.70%
BSNL NLD	91.00%	82.00%	87.00%
POI with other operators			
Airtel Local	77.00%	74.00%	87.90%
Hutch Local	63.00%	70.00%	81.60%
ROTN BPL	25.60%	20.00%	0.40%
ROTN TATA	73.00%	73.00%	0.00%
ROTN Reliance			76.00%
ROTN Airtel			39.60%
Tamilnadu			
POI with BSNL			
Coimbatore	0.05%	0.05%	8.00%
Dharmapuri	0.01%	0.01%	15.00%
Tanore	0.01%	0.02%	50.00%
Cuddalore	0.01%	0.02%	7.00%

POI Congestion Report of **M/s BPL Mobile Communications Limited** for the month of Sept, 2005)

Name of POIs	Benchmark <0.5%		
	July	August	September
Maharashtra			
POI with BSNL	No Congestion	No Congestion	
Kalyan			2.92%
Pune			9.38%
Tamilnadu			
POI with BSNL			
Coimbtore			6.57%
Vellore			0.05%
Kerala			
POI with BSNL			
Kochi			0.92%
Alleppy	0.00%		

POI Congestion Report of M/s Spice Communications (July - Sept, 2005)			
Name of POIs	Benchmarks <0.5%		
	July	August	September
Punjab			
POI with BSNL			
Jalandhar	10.58%	0.33%	0.07%
POI with other Operators			
Reliance Basic Punjab			3.58%

POI Congestion Report of M/s Bharat Sanchar Nigam Limited for the month of July - Sept, 2005			
Name of Circles & POIs	Benchmarks <0.5%		
	July	August	September
Karnataka	No Congestion		
Central TAX		0.00%	1.20%
WMS OCB TAX		0.00%	1.50%
WMS Ericsson TAX		1.00%	0.60%
Chi TAX		0.00%	0.60%
Orissa			
Keonjhar TAX		1.00%	1.10%
UP - E			
Lucknow - ALBO		1.00%	1.25%

Hardoi	1.00%	0.63%
West Bengal		
Asansol	0.00%	1.90%
Bankura	0.00%	1.40%
Berhampore	0.00%	1.30%
Coochbihar	0.00%	1.60%
Gangtok	0.00%	1.70%
Jalpaiguri	0.00%	1.30%
Kharagpur	0.00%	1.40%
Krishnanagar	0.00%	1.20%
Malda	0.00%	1.70%
Purulia	0.00%	1.30%
Raiganj	0.00%	1.60%
Siliguri	0.00%	1.90%
Suri	0.00%	1.90%
Kolkata	0.00%	1.80%
Salkia	0.00%	1.70%

POIs Congestion of M/s Mahanagar Telephone Nigam Limited for the month of July - Sept, 2005			
Name Service area and POIs	Benchmark <0.5%		
	July	August	September
Mumbai			
MSC - 1 (Prabhadevi)			
MTNL_AIRTEL	5.01%	NA	1.83%
MTNL_RELIANCE	5.89%	NA	25.38%
MSC - 3 (Cuffe Parade)			
MTNL_AIRTEL	8.53%	NA	11.89%

NA = Data not reported by Service Provider