

**Performance against various  
QoS Parameters of Access  
Service (Wireless) for the Month  
of November 2025**

**Performance against network related QoS parameters for access service (wireless)**

| 1    | 2                | 3   | 4                                                                                                                  | 5                                                     | 6                                    | 7                                                                                                                                                                      | 8                                                                                    | 9                                                                                                 | 10                                                                | 11                                                                                      | 12                                                                                                | 13                                                                                            | 14                                                                                          | 15                             | 16                                      |
|------|------------------|-----|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------|
| S No | Service Provider | LSA | Network Availability                                                                                               |                                                       |                                      |                                                                                                                                                                        | Voice Connection Establishment (Accessibility)                                       |                                                                                                   |                                                                   | Voice Connection Maintenance (Retainability)                                            |                                                                                                   |                                                                                               |                                                                                             | Broadband Service              |                                         |
|      |                  |     | Availability of service wise geospatial coverage map on service provider's website for percentage of working cells | Cumulative downtime (Cells not available for service) | Worst Affected Cells due to downtime | Percent age of significant network outage (service s not available in a district for more than 4 hours) reported to the Authority within 24 hrs of start of the outage | Call Set-up Success Rate: Intra-Service provider (within service provider's network) | Call Set-up Success Rate: Inter-Service provider (incoming from other service providers' network) | Point of Interconnection (POI) Congestion (90th percentile value) | DCR Spatial Distribution Measure for Circuit Switched (2G/3G) network [CS_QSD (88, 88)] | DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network [PS_QSD (93, 93)] | Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (88, 88)] | Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (88, 88)] | Latency (in 4G and 5G network) | Packet Drop Rate (in 4G and 5G network) |
|      |                  |     | ≥ 99%                                                                                                              | ≤ 1.5%                                                | ≤ 1.5%                               | 100%                                                                                                                                                                   | ≥ 98%                                                                                | ≥ 95%                                                                                             | ≤ 0.5%                                                            | ≤ 2%                                                                                    | ≤ 2%                                                                                              | ≤ 2%                                                                                          | ≤ 2%                                                                                        | ≤ 75 msec                      | ≤ 3%                                    |
| 1    | AIRTEL           | AP  | 100.00                                                                                                             | 0.17                                                  | 0.70                                 | 100.00                                                                                                                                                                 | 99.77                                                                                | 98.93                                                                                             | 0.00                                                              | 1.58                                                                                    | 1.03                                                                                              | 0.97                                                                                          | 1.31                                                                                        | 24.00                          | 1.52                                    |
| 2    | BSNL             | AP  | 99.00                                                                                                              | 0.59                                                  | 1.03                                 | 100.00                                                                                                                                                                 | 98.49                                                                                | 97.59                                                                                             | 0.00                                                              | 1.31                                                                                    | 1.27                                                                                              | 1.54                                                                                          | 1.18                                                                                        | 47.50                          | 1.90                                    |
| 3    | RJIL             | AP  | 100.00                                                                                                             | 0.13                                                  | 0.57                                 | 100.00                                                                                                                                                                 | 99.73                                                                                | 99.32                                                                                             | 0.00                                                              | NA                                                                                      | 0.41                                                                                              | 0.00                                                                                          | 0.58                                                                                        | 10.50                          | 0.00                                    |
| 4    | VIL              | AP  | 100.00                                                                                                             | 0.12                                                  | 0.43                                 | 100.00                                                                                                                                                                 | 99.77                                                                                | 98.53                                                                                             | 0.00                                                              | 1.80                                                                                    | 1.17                                                                                              | 0.41                                                                                          | 1.41                                                                                        | 47.50                          | 0.31                                    |
| 5    | AIRTEL           | AS  | 100.00                                                                                                             | 0.12                                                  | 0.52                                 | 100.00                                                                                                                                                                 | 99.60                                                                                | 99.14                                                                                             | 0.00                                                              | 1.03                                                                                    | 1.48                                                                                              | 0.97                                                                                          | 1.54                                                                                        | 38.00                          | 1.80                                    |
| 6    | BSNL             | AS  | 99.00                                                                                                              | 1.05                                                  | 1.40                                 | 100.00                                                                                                                                                                 | 98.51                                                                                | 98.71                                                                                             | 0.00                                                              | 0.26                                                                                    | 0.93                                                                                              | 0.00                                                                                          | 1.95                                                                                        | 65.00                          | 1.94                                    |
| 7    | RJIL             | AS  | 100.00                                                                                                             | 0.10                                                  | 0.31                                 | 100.00                                                                                                                                                                 | 99.68                                                                                | 99.26                                                                                             | 0.00                                                              | NA                                                                                      | 0.76                                                                                              | 0.00                                                                                          | 0.53                                                                                        | 7.50                           | 0.00                                    |
| 8    | VIL              | AS  | 100.00                                                                                                             | 0.65                                                  | 1.39                                 | 100.00                                                                                                                                                                 | 99.64                                                                                | 99.29                                                                                             | 0.00                                                              | 1.71                                                                                    | 1.92                                                                                              | 0.26                                                                                          | 0.37                                                                                        | 44.00                          | 0.47                                    |
| 9    | AIRTEL           | BR  | 100.00                                                                                                             | 0.16                                                  | 0.46                                 | 100.00                                                                                                                                                                 | 99.57                                                                                | 98.95                                                                                             | 0.00                                                              | 1.50                                                                                    | 1.89                                                                                              | 0.44                                                                                          | 1.72                                                                                        | 24.00                          | 0.46                                    |

| 1  | 2      | 3   | 4      | 5    | 6    | 7      | 8      | 9      | 10   | 11   | 12   | 13   | 14   | 15    | 16   |
|----|--------|-----|--------|------|------|--------|--------|--------|------|------|------|------|------|-------|------|
| 10 | BSNL   | BR  | 99.00  | 1.41 | 1.02 | 100.00 | 98.30  | 96.19  | 0.00 | 1.56 | 1.12 | 0.62 | 1.57 | 57.00 | 2.07 |
| 11 | RJIL   | BR  | 100.00 | 0.44 | 0.76 | 100.00 | 99.68  | 99.27  | 0.00 | NA   | 0.62 | 0.00 | 0.46 | 12.50 | 0.00 |
| 12 | VIL    | BR  | 100.00 | 0.18 | 0.59 | 100.00 | 99.58  | 98.68  | 0.00 | 1.73 | 1.67 | 0.47 | 0.89 | 32.53 | 0.94 |
| 13 | AIRTEL | DL  | 100.00 | 0.20 | 0.90 | 100.00 | 99.54  | 99.14  | 0.00 | 1.77 | 0.90 | 0.65 | 1.80 | 25.00 | 1.36 |
| 14 | MTNL   | DL  | 100.00 | 0.06 | 0.18 | 100.00 | 99.42  | 98.89  | 0.00 | 1.23 | NA   | NA   | NA   | NA    | NA   |
| 15 | RJIL   | DL  | 100.00 | 0.53 | 1.17 | 100.00 | 99.70  | 99.10  | 0.00 | NA   | 0.43 | 0.00 | 1.08 | 6.50  | 0.00 |
| 16 | VIL    | DL  | 100.00 | 0.18 | 0.75 | 100.00 | 99.53  | 99.55  | 0.00 | 1.84 | 1.08 | 0.57 | 0.58 | 33.45 | 0.60 |
| 17 | AIRTEL | GJ  | 100.00 | 0.13 | 0.23 | 100.00 | 99.75  | 99.32  | 0.00 | 1.94 | 1.21 | 0.55 | 1.08 | 36.00 | 1.93 |
| 18 | BSNL   | GJ  | 100.00 | 0.19 | 0.20 | 100.00 | 99.94  | 100.00 | 0.00 | 0.54 | 0.00 | 0.07 | 0.31 | 52.86 | 2.03 |
| 19 | RJIL   | GJ  | 100.00 | 0.17 | 0.48 | 100.00 | 99.78  | 99.35  | 0.00 | NA   | 0.40 | 0.00 | 0.46 | 9.00  | 0.00 |
| 20 | VIL    | GJ  | 100.00 | 0.11 | 0.29 | 100.00 | 99.97  | 98.59  | 0.00 | 1.82 | 1.57 | 0.78 | 1.29 | 29.75 | 0.00 |
| 21 | AIRTEL | HP  | 100.00 | 0.12 | 0.44 | 100.00 | 99.69  | 99.35  | 0.00 | 0.97 | 1.63 | 1.86 | 1.78 | 17.00 | 0.56 |
| 22 | BSNL   | HP  | 99.65  | 1.07 | 1.40 | 100.00 | 99.39  | 99.69  | 0.35 | 1.86 | 0.00 | 1.88 | 1.66 | 52.00 | 2.50 |
| 23 | RJIL   | HP  | 100.00 | 0.09 | 0.16 | 100.00 | 99.69  | 98.91  | 0.00 | NA   | 0.47 | 0.00 | 0.28 | 13.00 | 0.00 |
| 24 | VIL    | HP  | 100.00 | 0.16 | 0.49 | 100.00 | 100.00 | 99.67  | 0.00 | 1.78 | 1.81 | 0.41 | 0.52 | 34.48 | 0.09 |
| 25 | AIRTEL | HR  | 100.00 | 0.06 | 0.19 | 100.00 | 99.66  | 98.91  | 0.00 | 1.10 | 1.63 | 0.52 | 1.50 | 16.50 | 0.72 |
| 26 | BSNL   | HR  | 99.38  | 0.84 | 1.11 | 100.00 | 99.03  | 97.00  | 0.00 | 1.47 | 0.80 | 0.00 | 1.45 | 67.91 | 1.50 |
| 27 | RJIL   | HR  | 100.00 | 0.09 | 0.29 | 100.00 | 99.70  | 99.14  | 0.00 | NA   | 0.47 | 0.00 | 0.43 | 11.50 | 0.00 |
| 28 | VIL    | HR  | 100.00 | 0.12 | 0.36 | 100.00 | 99.96  | 99.06  | 0.00 | 1.86 | 1.67 | 0.37 | 0.59 | 23.30 | 0.08 |
| 29 | AIRTEL | JK  | 100.00 | 0.13 | 0.51 | 100.00 | 99.68  | 99.34  | 0.00 | 0.87 | 0.87 | 1.18 | 1.21 | 29.00 | 1.16 |
| 30 | BSNL   | JK  | 100.00 | 1.35 | 1.39 | 100.00 | 99.94  | 99.94  | 0.00 | 1.87 | 0.85 | 1.36 | 0.96 | 56.32 | 1.86 |
| 31 | RJIL   | JK  | 100.00 | 0.11 | 0.18 | 100.00 | 99.76  | 99.00  | 0.00 | NA   | 0.23 | 0.00 | 0.72 | 8.50  | 0.00 |
| 32 | VIL    | JK  | 100.00 | 0.22 | 1.20 | 100.00 | 100.00 | 99.82  | 0.00 | 1.77 | 1.70 | 0.66 | 0.54 | 37.45 | 0.00 |
| 33 | AIRTEL | KOL | 100.00 | 0.07 | 0.24 | 100.00 | 99.75  | 99.29  | 0.00 | 0.93 | 1.33 | 0.31 | 1.77 | 15.00 | 2.38 |
| 34 | BSNL   | KOL | 100.00 | 1.21 | 1.38 | 100.00 | 98.18  | 97.70  | 0.48 | 1.58 | 0.38 | 0.00 | 1.54 | 21.33 | 0.25 |

| 1  | 2      | 3   | 4      | 5    | 6    | 7      | 8      | 9     | 10   | 11   | 12   | 13   | 14   | 15    | 16   |
|----|--------|-----|--------|------|------|--------|--------|-------|------|------|------|------|------|-------|------|
| 35 | RJIL   | KOL | 100.00 | 0.01 | 0.01 | 100.00 | 99.79  | 99.32 | 0.00 | NA   | 0.17 | 0.00 | 1.07 | 7.00  | 0.00 |
| 36 | VIL    | KOL | 100.00 | 0.07 | 0.23 | 100.00 | 99.88  | 99.79 | 0.00 | 1.84 | 1.78 | 0.34 | 0.74 | 42.00 | 0.00 |
| 37 | AIRTEL | KR  | 100.00 | 0.08 | 0.06 | 100.00 | 99.67  | 99.33 | 0.00 | 1.45 | 0.91 | 0.33 | 0.93 | 32.00 | 1.15 |
| 38 | BSNL   | KR  | 100.00 | 0.14 | 0.98 | 100.00 | 98.91  | 97.86 | 0.00 | 1.00 | 0.23 | 0.13 | 0.46 | 33.84 | 0.00 |
| 39 | RJIL   | KR  | 100.00 | 0.03 | 0.09 | 100.00 | 99.77  | 99.28 | 0.00 | NA   | 0.29 | 0.00 | 1.05 | 9.00  | 0.00 |
| 40 | VIL    | KR  | 100.00 | 0.06 | 0.06 | 100.00 | 99.92  | 99.46 | 0.00 | 0.64 | 0.52 | 0.18 | 1.20 | 42.00 | 0.00 |
| 41 | AIRTEL | KT  | 100.00 | 0.22 | 0.97 | 100.00 | 99.72  | 98.30 | 0.00 | 0.62 | 0.64 | 0.52 | 1.99 | 37.00 | 1.82 |
| 42 | BSNL   | KT  | 99.00  | 1.21 | 1.49 | 100.00 | 98.71  | 96.20 | 0.00 | 1.30 | 1.79 | 0.21 | 0.46 | 52.24 | 0.29 |
| 43 | RJIL   | KT  | 100.00 | 0.15 | 0.52 | 100.00 | 99.73  | 99.27 | 0.00 | NA   | 0.50 | 0.00 | 0.72 | 11.00 | 0.00 |
| 44 | VIL    | KT  | 100.00 | 0.19 | 0.71 | 100.00 | 99.76  | 99.00 | 0.00 | 1.71 | 0.72 | 0.25 | 0.72 | 30.60 | 0.00 |
| 45 | AIRTEL | MH  | 100.00 | 0.34 | 1.40 | 100.00 | 99.68  | 99.14 | 0.00 | 1.99 | 1.20 | 0.53 | 1.27 | 31.00 | 0.89 |
| 46 | BSNL   | MH  | 99.00  | 0.50 | 1.17 | 100.00 | 98.31  | 96.55 | 0.00 | 1.87 | 0.00 | 0.24 | 0.25 | 62.00 | 0.85 |
| 47 | RJIL   | MH  | 100.00 | 0.27 | 0.92 | 100.00 | 99.75  | 99.32 | 0.00 | NA   | 0.50 | 0.00 | 1.37 | 13.50 | 0.00 |
| 48 | VIL    | MH  | 100.00 | 0.31 | 1.37 | 100.00 | 99.99  | 99.45 | 0.00 | 1.86 | 1.76 | 0.64 | 0.84 | 28.00 | 0.00 |
| 49 | AIRTEL | MP  | 100.00 | 0.12 | 0.27 | 100.00 | 99.75  | 99.40 | 0.00 | 1.86 | 1.74 | 0.30 | 0.74 | 45.00 | 1.56 |
| 50 | BSNL   | MP  | 99.42  | 0.24 | 0.97 | 100.00 | 98.24  | 96.63 | 0.00 | 1.85 | 1.21 | 0.21 | 1.00 | 64.47 | 1.16 |
| 51 | RJIL   | MP  | 100.00 | 0.27 | 0.89 | 100.00 | 99.72  | 99.20 | 0.00 | NA   | 0.60 | 0.00 | 0.13 | 14.50 | 0.00 |
| 52 | VIL    | MP  | 100.00 | 0.18 | 0.66 | 100.00 | 100.00 | 99.24 | 0.00 | 1.76 | 1.79 | 0.87 | 0.88 | 35.00 | 0.06 |
| 53 | AIRTEL | MUM | 100.00 | 0.19 | 0.66 | 100.00 | 99.66  | 99.17 | 0.00 | 1.93 | 1.65 | 0.43 | 0.81 | 37.00 | 1.52 |
| 54 | MTNL   | MUM | 100.00 | 0.23 | 0.67 | 100.00 | 98.18  | 96.64 | 0.00 | 1.71 | NA   | NA   | NA   | NA    | NA   |
| 55 | RJIL   | MUM | 100.00 | 0.18 | 0.68 | 100.00 | 99.79  | 99.19 | 0.00 | NA   | 0.27 | 0.00 | 1.22 | 7.00  | 0.00 |
| 56 | VIL    | MUM | 100.00 | 0.13 | 0.19 | 100.00 | 99.91  | 99.74 | 0.00 | 1.74 | 1.45 | 0.75 | 1.16 | 17.68 | 0.67 |
| 57 | AIRTEL | NE  | 100.00 | 0.30 | 1.14 | 100.00 | 99.64  | 98.43 | 0.00 | 1.39 | 1.63 | 0.99 | 0.84 | 37.00 | 2.11 |
| 58 | BSNL   | NE  | 100.00 | 0.95 | 0.98 | 100.00 | 99.26  | 97.80 | 0.00 | 1.86 | 1.38 | 0.30 | 1.47 | 65.00 | 1.53 |
| 59 | RJIL   | NE  | 100.00 | 0.38 | 0.24 | 100.00 | 99.66  | 99.21 | 0.00 | NA   | 0.89 | 0.00 | 1.25 | 12.00 | 0.00 |

| 1  | 2      | 3   | 4      | 5    | 6    | 7      | 8     | 9     | 10   | 11   | 12   | 13   | 14   | 15    | 16   |
|----|--------|-----|--------|------|------|--------|-------|-------|------|------|------|------|------|-------|------|
| 60 | VIL    | NE  | 100.00 | 1.19 | 1.62 | 100.00 | 99.72 | 99.08 | 0.00 | 1.74 | 1.96 | 0.37 | 0.37 | 47.00 | 0.52 |
| 61 | AIRTEL | OR  | 100.00 | 0.14 | 0.28 | 100.00 | 99.66 | 99.18 | 0.00 | 1.58 | 1.88 | 1.93 | 0.79 | 28.00 | 1.87 |
| 62 | BSNL   | OR  | 99.62  | 1.32 | 1.49 | 100.00 | 98.74 | 98.74 | 0.00 | 1.81 | 1.85 | 0.00 | 1.79 | 60.00 | 0.48 |
| 63 | RJIL   | OR  | 100.00 | 0.14 | 0.49 | 100.00 | 99.68 | 99.25 | 0.00 | NA   | 0.51 | 0.00 | 0.83 | 9.00  | 0.00 |
| 64 | VIL    | OR  | 100.00 | 0.13 | 0.23 | 100.00 | 99.88 | 99.20 | 0.00 | 1.56 | 0.68 | 0.13 | 0.35 | 43.98 | 0.00 |
| 65 | AIRTEL | PB  | 100.00 | 0.09 | 0.18 | 100.00 | 99.74 | 99.25 | 0.00 | 1.65 | 1.32 | 0.25 | 1.86 | 15.00 | 1.15 |
| 66 | BSNL   | PB  | 99.00  | 0.22 | 0.86 | 100.00 | 99.69 | 99.42 | 0.00 | 1.64 | 0.00 | 0.00 | 1.15 | 65.31 | 1.35 |
| 67 | RJIL   | PB  | 100.00 | 0.19 | 0.39 | 100.00 | 99.78 | 98.80 | 0.00 | NA   | 0.16 | 0.00 | 0.22 | 8.00  | 0.00 |
| 68 | VIL    | PB  | 100.00 | 0.11 | 0.42 | 100.00 | 99.86 | 98.40 | 0.00 | 0.73 | 0.60 | 0.32 | 0.50 | 38.63 | 0.00 |
| 69 | AIRTEL | RJ  | 100.00 | 0.16 | 0.56 | 100.00 | 99.59 | 99.28 | 0.00 | 1.82 | 1.88 | 1.14 | 1.95 | 25.00 | 0.65 |
| 70 | BSNL   | RJ  | 100.00 | 0.93 | 1.23 | 100.00 | 99.86 | 99.99 | 0.00 | 1.41 | NA   | NA   | NA   | NA    | NA   |
| 71 | RJIL   | RJ  | 100.00 | 0.14 | 0.39 | 100.00 | 99.76 | 98.44 | 0.00 | NA   | 0.48 | 0.00 | 0.40 | 9.50  | 0.00 |
| 72 | VIL    | RJ  | 100.00 | 0.16 | 0.60 | 100.00 | 99.69 | 98.66 | 0.00 | 1.83 | 1.60 | 0.47 | 0.97 | 37.00 | 0.00 |
| 73 | AIRTEL | TN  | 100.00 | 0.10 | 0.15 | 100.00 | 99.72 | 99.22 | 0.00 | 1.32 | 0.89 | 0.56 | 1.38 | 11.86 | 2.77 |
| 74 | BSNL   | TN  | 100.00 | 0.88 | 1.39 | 100.00 | 99.33 | 98.51 | 0.00 | 1.48 | 0.42 | 0.00 | 1.85 | 40.06 | 0.89 |
| 75 | RJIL   | TN  | 100.00 | 0.18 | 0.53 | 100.00 | 99.74 | 99.26 | 0.00 | NA   | 0.40 | 0.00 | 1.02 | 12.00 | 0.00 |
| 76 | VIL    | TN  | 100.00 | 0.19 | 0.42 | 100.00 | 99.80 | 98.87 | 0.00 | 1.81 | 1.56 | 0.20 | 0.36 | 37.40 | 0.00 |
| 77 | AIRTEL | UPE | 100.00 | 0.25 | 1.37 | 100.00 | 99.52 | 99.37 | 0.00 | 1.42 | 1.74 | 0.99 | 1.92 | 30.00 | 2.43 |
| 78 | BSNL   | UPE | 100.00 | 1.21 | 0.87 | 100.00 | 99.20 | 99.01 | 0.01 | 1.25 | 1.45 | 0.00 | 1.09 | 58.50 | 1.18 |
| 79 | RJIL   | UPE | 100.00 | 0.27 | 0.82 | 100.00 | 99.69 | 99.21 | 0.00 | NA   | 0.53 | 0.00 | 0.34 | 9.00  | 0.00 |
| 80 | VIL    | UPE | 100.00 | 0.17 | 0.34 | 100.00 | 99.88 | 98.96 | 0.00 | 1.77 | 1.87 | 0.55 | 1.60 | 35.60 | 0.00 |
| 81 | AIRTEL | UPW | 100.00 | 0.10 | 0.36 | 100.00 | 99.67 | 99.24 | 0.00 | 0.79 | 1.19 | 0.54 | 1.14 | 24.00 | 2.10 |
| 82 | BSNL   | UPW | 99.65  | 1.40 | 1.44 | 100.00 | 99.02 | 99.14 | 0.00 | 1.72 | 1.84 | 0.00 | 1.53 | 44.00 | 1.99 |
| 83 | RJIL   | UPW | 100.00 | 0.18 | 0.66 | 100.00 | 99.72 | 98.97 | 0.00 | NA   | 0.57 | 0.00 | 0.31 | 9.50  | 0.00 |
| 84 | VIL    | UPW | 100.00 | 0.08 | 0.12 | 100.00 | 99.92 | 99.08 | 0.00 | 1.75 | 1.88 | 0.42 | 0.85 | 41.50 | 0.00 |

| 1  | 2      | 3  | 4      | 5    | 6    | 7      | 8     | 9     | 10   | 11   | 12   | 13   | 14   | 15    | 16   |
|----|--------|----|--------|------|------|--------|-------|-------|------|------|------|------|------|-------|------|
| 85 | AIRTEL | WB | 100.00 | 0.15 | 0.57 | 100.00 | 99.61 | 99.32 | 0.00 | 1.88 | 1.40 | 0.52 | 1.98 | 35.00 | 1.92 |
| 86 | BSNL   | WB | 99.00  | 1.18 | 1.16 | 100.00 | 98.04 | 99.38 | 0.00 | 1.44 | 1.65 | 0.36 | 1.57 | 57.49 | 1.58 |
| 87 | RJIL   | WB | 100.00 | 0.05 | 0.13 | 100.00 | 99.74 | 99.29 | 0.00 | NA   | 0.61 | 0.00 | 0.63 | 11.50 | 0.00 |
| 88 | VIL    | WB | 100.00 | 0.14 | 0.43 | 100.00 | 99.74 | 99.08 | 0.00 | 1.87 | 1.83 | 0.40 | 1.19 | 42.00 | 0.00 |

**Performance against customer service related QoS parameters for access service (wireless)**

| 1    | 2                | 3   | 4                               | 5                                                           | 6                                                                                                                                                                                                                       | 7                                          | 8                                                                                | 9                                                                                           | 10                                                                                     |
|------|------------------|-----|---------------------------------|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| S No | Service Provider | LSA | Customer Service                |                                                             |                                                                                                                                                                                                                         |                                            |                                                                                  |                                                                                             |                                                                                        |
|      |                  |     | Billing and charging complaints | Resolution of billing/charging complaints within four weeks | Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable | Accessibility of call centre/customer care | Percentage of calls answered by the operators (voice to voice) within 90 seconds | Termination / closure of service within seven working days of receipt of customer's request | Refund of deposits within 45 days of closure of service or non-provisioning of service |
|      |                  |     | ≤ 0.1%                          | 100%                                                        | 100%                                                                                                                                                                                                                    | ≥ 95%                                      | ≥ 95%                                                                            | 100%                                                                                        | 100%                                                                                   |
| 1    | AIRTEL           | AP  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 100.00                                     | 97.58                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 2    | BSNL             | AP  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 96.31                                      | 98.74                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 3    | RJIL             | AP  | 0.00                            | NA                                                          | 100.00                                                                                                                                                                                                                  | 99.57                                      | 99.86                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 4    | VIL              | AP  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 98.62                                      | 99.99                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 5    | AIRTEL           | AS  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 100.00                                     | 97.85                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 6    | BSNL             | AS  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 98.25                                      | 98.26                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 7    | RJIL             | AS  | 0.00                            | NA                                                          | 100.00                                                                                                                                                                                                                  | 99.78                                      | 99.93                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 8    | VIL              | AS  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 99.10                                      | 100.00                                                                           | 100.00                                                                                      | 100.00                                                                                 |
| 9    | AIRTEL           | BR  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 100.00                                     | 98.28                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 10   | BSNL             | BR  | 0.02                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 100.00                                     | 98.71                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 11   | RJIL             | BR  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 99.67                                      | 99.93                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 12   | VIL              | BR  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 98.68                                      | 100.00                                                                           | 100.00                                                                                      | 100.00                                                                                 |
| 13   | AIRTEL           | DL  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 100.00                                     | 98.29                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 14   | MTNL             | DL  | 0.00                            | NA                                                          | 100.00                                                                                                                                                                                                                  | 99.90                                      | NA                                                                               | 100.00                                                                                      | NA                                                                                     |
| 15   | RJIL             | DL  | 0.00                            | NA                                                          | 100.00                                                                                                                                                                                                                  | 99.59                                      | 99.93                                                                            | 100.00                                                                                      | 100.00                                                                                 |
| 16   | VIL              | DL  | 0.01                            | 100.00                                                      | 100.00                                                                                                                                                                                                                  | 99.90                                      | 100.00                                                                           | 100.00                                                                                      | 100.00                                                                                 |

| 1  | 2      | 3   | 4    | 5      | 6      | 7      | 8      | 9      | 10     |
|----|--------|-----|------|--------|--------|--------|--------|--------|--------|
| 17 | AIRTEL | GJ  | 0.01 | 100.00 | 100.00 | 100.00 | 97.08  | 100.00 | 100.00 |
| 18 | BSNL   | GJ  | 0.01 | 100.00 | 100.00 | 99.95  | 95.13  | 100.00 | 100.00 |
| 19 | RJIL   | GJ  | 0.01 | 100.00 | 100.00 | 99.50  | 99.86  | 100.00 | 100.00 |
| 20 | VIL    | GJ  | 0.01 | 100.00 | 100.00 | 99.28  | 99.89  | 100.00 | 100.00 |
| 21 | AIRTEL | HP  | 0.01 | 100.00 | 100.00 | 100.00 | 97.34  | 100.00 | 100.00 |
| 22 | BSNL   | HP  | 0.02 | 100.00 | 100.00 | 99.66  | 95.65  | 100.00 | 100.00 |
| 23 | RJIL   | HP  | 0.00 | NA     | 100.00 | 99.50  | 99.95  | 100.00 | 100.00 |
| 24 | VIL    | HP  | 0.01 | 100.00 | 100.00 | 99.85  | 100.00 | 100.00 | 100.00 |
| 25 | AIRTEL | HR  | 0.01 | 100.00 | 100.00 | 100.00 | 98.14  | 100.00 | 100.00 |
| 26 | BSNL   | HR  | 0.01 | 100.00 | 100.00 | 97.64  | 96.10  | 100.00 | 100.00 |
| 27 | RJIL   | HR  | 0.00 | NA     | 100.00 | 99.57  | 99.93  | 100.00 | 100.00 |
| 28 | VIL    | HR  | 0.01 | 100.00 | 100.00 | 99.53  | 99.98  | 100.00 | 100.00 |
| 29 | AIRTEL | JK  | 0.01 | 100.00 | 100.00 | 100.00 | 97.66  | 100.00 | 100.00 |
| 30 | BSNL   | JK  | 0.01 | 100.00 | 100.00 | 98.07  | 95.25  | 100.00 | 100.00 |
| 31 | RJIL   | JK  | 0.01 | 100.00 | 100.00 | 99.53  | 99.83  | 100.00 | 100.00 |
| 32 | VIL    | JK  | 0.00 | NA     | 100.00 | 99.78  | 100.00 | 100.00 | 100.00 |
| 33 | AIRTEL | KOL | 0.01 | 100.00 | 100.00 | 100.00 | 97.94  | 100.00 | 100.00 |
| 34 | BSNL   | KOL | 0.01 | 100.00 | 100.00 | 100.00 | 96.98  | 100.00 | 100.00 |
| 35 | RJIL   | KOL | 0.01 | 100.00 | 100.00 | 99.66  | 99.70  | 100.00 | 100.00 |
| 36 | VIL    | KOL | 0.01 | 100.00 | 100.00 | 99.78  | 100.00 | 100.00 | 100.00 |
| 37 | AIRTEL | KR  | 0.01 | 100.00 | 100.00 | 100.00 | 96.81  | 100.00 | 100.00 |
| 38 | BSNL   | KR  | 0.00 | NA     | 100.00 | 97.47  | 98.27  | 100.00 | 100.00 |
| 39 | RJIL   | KR  | 0.01 | 100.00 | 100.00 | 99.44  | 99.74  | 100.00 | 100.00 |
| 40 | VIL    | KR  | 0.01 | 100.00 | 100.00 | 99.19  | 99.96  | 100.00 | 100.00 |
| 41 | AIRTEL | KT  | 0.01 | 100.00 | 100.00 | 100.00 | 98.36  | 100.00 | 100.00 |

| 1  | 2      | 3   | 4    | 5      | 6      | 7      | 8      | 9      | 10     |
|----|--------|-----|------|--------|--------|--------|--------|--------|--------|
| 42 | BSNL   | KT  | 0.01 | 100.00 | 100.00 | 97.20  | 98.43  | 100.00 | 100.00 |
| 43 | RJIL   | KT  | 0.00 | NA     | 100.00 | 99.56  | 99.43  | 100.00 | 100.00 |
| 44 | VIL    | KT  | 0.01 | 100.00 | 100.00 | 98.83  | 100.00 | 100.00 | 100.00 |
| 45 | AIRTEL | MH  | 0.01 | 100.00 | 100.00 | 100.00 | 97.96  | 100.00 | 100.00 |
| 46 | BSNL   | MH  | 0.01 | 100.00 | 100.00 | 99.95  | 96.70  | 100.00 | 100.00 |
| 47 | RJIL   | MH  | 0.00 | NA     | 100.00 | 99.68  | 99.91  | 100.00 | 100.00 |
| 48 | VIL    | MH  | 0.01 | 100.00 | 100.00 | 99.62  | 99.86  | 100.00 | 100.00 |
| 49 | AIRTEL | MP  | 0.01 | 100.00 | 100.00 | 100.00 | 98.72  | 100.00 | 100.00 |
| 50 | BSNL   | MP  | 0.01 | 100.00 | 100.00 | 99.95  | 95.71  | 100.00 | 100.00 |
| 51 | RJIL   | MP  | 0.00 | NA     | 100.00 | 99.73  | 99.90  | 100.00 | 100.00 |
| 52 | VIL    | MP  | 0.01 | 100.00 | 100.00 | 99.68  | 100.00 | 100.00 | 100.00 |
| 53 | AIRTEL | MUM | 0.01 | 100.00 | 100.00 | 100.00 | 98.46  | 100.00 | 100.00 |
| 54 | MTNL   | MUM | 0.01 | 100.00 | 100.00 | 99.97  | 95.75  | 100.00 | 100.00 |
| 55 | RJIL   | MUM | 0.01 | 100.00 | 100.00 | 99.65  | 99.90  | 100.00 | 100.00 |
| 56 | VIL    | MUM | 0.01 | 100.00 | 100.00 | 99.81  | 99.86  | 100.00 | 100.00 |
| 57 | AIRTEL | NE  | 0.01 | 100.00 | 100.00 | 100.00 | 97.47  | 100.00 | 100.00 |
| 58 | BSNL   | NE  | 0.01 | 100.00 | 100.00 | 100.00 | 96.68  | 100.00 | 100.00 |
| 59 | RJIL   | NE  | 0.00 | NA     | 100.00 | 99.71  | 99.89  | 100.00 | 100.00 |
| 60 | VIL    | NE  | 0.01 | 100.00 | 100.00 | 98.10  | 100.00 | 100.00 | 100.00 |
| 61 | AIRTEL | OR  | 0.01 | 100.00 | 100.00 | 100.00 | 97.51  | 100.00 | 100.00 |
| 62 | BSNL   | OR  | 0.01 | 100.00 | 100.00 | 100.00 | 97.39  | 100.00 | 100.00 |
| 63 | RJIL   | OR  | 0.01 | 100.00 | 100.00 | 99.66  | 99.81  | 100.00 | 100.00 |
| 64 | VIL    | OR  | 0.01 | 100.00 | 100.00 | 99.14  | 100.00 | 100.00 | 100.00 |
| 65 | AIRTEL | PB  | 0.01 | 100.00 | 100.00 | 100.00 | 96.35  | 100.00 | 100.00 |
| 66 | BSNL   | PB  | 0.01 | 100.00 | 100.00 | 95.66  | 96.16  | 100.00 | 100.00 |

| 1  | 2      | 3   | 4    | 5      | 6      | 7      | 8      | 9      | 10     |
|----|--------|-----|------|--------|--------|--------|--------|--------|--------|
| 67 | RJIL   | PB  | 0.00 | NA     | 100.00 | 99.62  | 99.92  | 100.00 | 100.00 |
| 68 | VIL    | PB  | 0.01 | 100.00 | 100.00 | 99.83  | 100.00 | 100.00 | 100.00 |
| 69 | AIRTEL | RJ  | 0.01 | 100.00 | 100.00 | 100.00 | 97.78  | 100.00 | 100.00 |
| 70 | BSNL   | RJ  | 0.03 | 100.00 | 100.00 | 99.55  | 96.88  | 100.00 | 100.00 |
| 71 | RJIL   | RJ  | 0.00 | NA     | 100.00 | 99.62  | 99.90  | 100.00 | 100.00 |
| 72 | VIL    | RJ  | 0.01 | 100.00 | 100.00 | 98.93  | 100.00 | 100.00 | 100.00 |
| 73 | AIRTEL | TN  | 0.01 | 100.00 | 100.00 | 100.00 | 97.19  | 100.00 | 100.00 |
| 74 | BSNL   | TN  | 0.01 | 100.00 | 100.00 | 96.82  | 99.68  | 100.00 | NA     |
| 75 | RJIL   | TN  | 0.01 | 100.00 | 100.00 | 99.53  | 99.19  | 100.00 | 100.00 |
| 76 | VIL    | TN  | 0.01 | 100.00 | 100.00 | 99.03  | 99.96  | 100.00 | 100.00 |
| 77 | AIRTEL | UPE | 0.01 | 100.00 | 100.00 | 100.00 | 97.95  | 100.00 | 100.00 |
| 78 | BSNL   | UPE | 0.03 | 100.00 | 100.00 | 95.79  | 96.31  | 100.00 | 100.00 |
| 79 | RJIL   | UPE | 0.00 | NA     | 100.00 | 99.65  | 99.94  | 100.00 | 100.00 |
| 80 | VIL    | UPE | 0.01 | 100.00 | 100.00 | 99.39  | 100.00 | 100.00 | 100.00 |
| 81 | AIRTEL | UPW | 0.01 | 100.00 | 100.00 | 100.00 | 98.03  | 100.00 | 100.00 |
| 82 | BSNL   | UPW | 0.01 | 100.00 | 100.00 | 98.59  | 96.18  | 100.00 | 100.00 |
| 83 | RJIL   | UPW | 0.00 | NA     | 100.00 | 99.57  | 99.94  | 100.00 | 100.00 |
| 84 | VIL    | UPW | 0.01 | 100.00 | 100.00 | 99.54  | 100.00 | 100.00 | 100.00 |
| 85 | AIRTEL | WB  | 0.01 | 100.00 | 100.00 | 100.00 | 98.64  | 100.00 | 100.00 |
| 86 | BSNL   | WB  | 0.01 | 100.00 | 100.00 | 100.00 | 98.00  | 100.00 | 100.00 |
| 87 | RJIL   | WB  | 0.00 | NA     | 100.00 | 99.70  | 98.57  | 100.00 | 100.00 |
| 88 | VIL    | WB  | 0.01 | 100.00 | 100.00 | 99.23  | 100.00 | 100.00 | 100.00 |

**Service Provider and LSA wise offered typical download/ upload speed and 80th percentile measured download/ upload speed for different tariff offerings**

| 1    | 2                | 3            | 4                        | 5                                        | 6                                                                          | 7                                      | 8                                                                        |
|------|------------------|--------------|--------------------------|------------------------------------------|----------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------|
| S No | Service Provider | Service Area | Name of Tariff offerings | Offered typical download speed (In Mbps) | 80th percentile value of download speed measured in test samples (In Mbps) | Offered typical upload speed (In Mbps) | 80th percentile value of upload speed measured in test samples (In Mbps) |
| 1    | AIRTEL           | AP           | All tariff               | 10.23                                    | 140.31                                                                     | 5.93                                   | 30.94                                                                    |
| 2    | BSNL             | AP           | All Wireless Tariff Plan | 3                                        | 20.23                                                                      | 3                                      | 14.09                                                                    |
| 3    | RJIL             | AP           | All wireless plans       | 15                                       | 302.96                                                                     | 7                                      | 37.45                                                                    |
| 4    | VIL              | AP           | All Plans                | 15                                       | 46.78                                                                      | 8                                      | 24.15                                                                    |
| 5    | AIRTEL           | AS           | All tariff               | 7.73                                     | 73.79                                                                      | 3.12                                   | 19.26                                                                    |
| 6    | BSNL             | AS           | All Wireless Tariff Plan | 5                                        | 6.73                                                                       | 3                                      | 4.37                                                                     |
| 7    | RJIL             | AS           | All wireless plans       | 15                                       | 287.21                                                                     | 7                                      | 40.41                                                                    |
| 8    | VIL              | AS           | All Plans                | 15                                       | 36.77                                                                      | 8                                      | 8.27                                                                     |
| 9    | AIRTEL           | BR           | All tariff               | 32.17                                    | 170.55                                                                     | 3.77                                   | 36.65                                                                    |
| 10   | BSNL             | BR           | ALL wireless Plan        | 5                                        | 6.4                                                                        | 3                                      | 4.5                                                                      |
| 11   | RJIL             | BR           | All wireless plans       | 15                                       | 261.21                                                                     | 7                                      | 39.92                                                                    |
| 12   | VIL              | BR           | All Plans                | 15                                       | 58.84                                                                      | 8                                      | 30.61                                                                    |
| 13   | AIRTEL           | DL           | All tariff               | 11.69                                    | 205.47                                                                     | 3.68                                   | 30.6                                                                     |
| 14   | MTNL             | DL           | Dolphin Budget E         | 8                                        | 21                                                                         | 1                                      | 5.6                                                                      |
| 15   | MTNL             | DL           | Dolphin Jeevansaathi     | 8                                        | 21                                                                         | 1                                      | 5.6                                                                      |
| 16   | MTNL             | DL           | Dolphin Pay Per Sec      | 8                                        | 21                                                                         | 1                                      | 5.6                                                                      |
| 17   | MTNL             | DL           | Dolphin Plan 141         | 8                                        | 21                                                                         | 1                                      | 5.6                                                                      |
| 18   | MTNL             | DL           | Dolphin Plan 199         | 8                                        | 21                                                                         | 1                                      | 5.6                                                                      |
| 19   | MTNL             | DL           | Dolphin Plan 225         | 8                                        | 21                                                                         | 1                                      | 5.6                                                                      |
| 20   | MTNL             | DL           | Dolphin Plan 299         | 8                                        | 21                                                                         | 1                                      | 5.6                                                                      |

| 1  | 2      | 3   | 4                        | 5     | 6      | 7    | 8     |
|----|--------|-----|--------------------------|-------|--------|------|-------|
| 21 | MTNL   | DL  | Dolphin Plan 75          | 8     | 21     | 1    | 5.6   |
| 22 | MTNL   | DL  | Half paisa prepaid       | 8     | 21     | 1    | 5.6   |
| 23 | MTNL   | DL  | JS Plan (225) prepaid    | 8     | 21     | 1    | 5.6   |
| 24 | MTNL   | DL  | Pay Per second prepaid   | 8     | 21     | 1    | 5.6   |
| 25 | MTNL   | DL  | Plan 25 prepaid          | 8     | 21     | 1    | 5.6   |
| 26 | RJIL   | DL  | All wireless plans       | 15    | 287.85 | 7    | 38.28 |
| 27 | VIL    | DL  | All Plans                | 15    | 42.87  | 8    | 16.21 |
| 28 | AIRTEL | GJ  | All tariff               | 43.16 | 257.07 | 6.1  | 42.87 |
| 29 | BSNL   | GJ  | All wireless Plan        | 5     | 6.3    | 3    | 3.93  |
| 30 | RJIL   | GJ  | All wireless plans       | 15    | 258.69 | 7    | 42.86 |
| 31 | VIL    | GJ  | All Plans                | 15    | 59.35  | 8    | 42.49 |
| 32 | AIRTEL | HP  | All tariff               | 8.9   | 87.81  | 5.05 | 31.95 |
| 33 | BSNL   | HP  | All Wireless Tariff Plan | 3     | 10.9   | 3    | 16.6  |
| 34 | RJIL   | HP  | All wireless plans       | 15    | 289.38 | 7    | 50.38 |
| 35 | VIL    | HP  | All Plans                | 15    | 34.62  | 8    | 19.54 |
| 36 | AIRTEL | HR  | All tariff               | 16.17 | 214.54 | 6.87 | 43.53 |
| 37 | BSNL   | HR  | BSNL HARYANA DATA PACK   | 13.76 | 22.34  | 5.6  | 10.3  |
| 38 | RJIL   | HR  | All wireless plans       | 15    | 298.27 | 7    | 39.07 |
| 39 | VIL    | HR  | All Plans                | 15    | 56.09  | 8    | 30.24 |
| 40 | AIRTEL | JK  | All tariff               | 22.96 | 326.14 | 1.64 | 23.96 |
| 41 | BSNL   | JK  | All Wireless Plan        | 5     | 11.71  | 3    | 9.55  |
| 42 | RJIL   | JK  | All wireless plans       | 15    | 275.13 | 7    | 40.67 |
| 43 | VIL    | JK  | All Plans                | 15    | 45.12  | 8    | 28.04 |
| 44 | AIRTEL | KOL | All tariff               | 14.72 | 85.51  | 8.95 | 49.16 |
| 45 | BSNL   | KOL | All Wireless Tariff Plan | 2.5   | 6.3    | 2.5  | 6     |
| 46 | RJIL   | KOL | All wireless plans       | 15    | 273.54 | 7    | 41.11 |
| 47 | VIL    | KOL | All Plans                | 15    | 45.59  | 8    | 29.72 |
| 48 | AIRTEL | KR  | All tariff               | 14.48 | 113.44 | 1.65 | 18.31 |
| 49 | BSNL   | KR  | All Wireless Tariff Plan | 5     | 15.19  | 3    | 9.46  |
| 50 | RJIL   | KR  | All wireless plans       | 15    | 340.23 | 7    | 39.58 |

| 1  | 2      | 3   | 4                          | 5     | 6      | 7    | 8     |
|----|--------|-----|----------------------------|-------|--------|------|-------|
| 51 | VIL    | KR  | All Plans                  | 15    | 54.45  | 8    | 29.67 |
| 52 | AIRTEL | KT  | All tariff                 | 10.89 | 184.9  | 4.65 | 29.5  |
| 53 | BSNL   | KT  | ALL WIRELESS TARIFF PLANS  | 5.55  | 10.57  | 3.98 | 5.89  |
| 54 | RJIL   | KT  | All wireless plans         | 15    | 308.44 | 7    | 39.08 |
| 55 | VIL    | KT  | All Plans                  | 15    | 60.64  | 8    | 30.79 |
| 56 | AIRTEL | MH  | All tariff                 | 14.9  | 158.4  | 4.88 | 30.06 |
| 57 | BSNL   | MH  | All Wireless Plan          | 5     | 14.4   | 3    | 4.72  |
| 58 | RJIL   | MH  | All wireless plans         | 15    | 273.13 | 7    | 39.3  |
| 59 | VIL    | MH  | All Plans                  | 15    | 60.86  | 8    | 26.92 |
| 60 | AIRTEL | MP  | All tariff                 | 15.86 | 86.05  | 2.5  | 23.53 |
| 61 | BSNL   | MP  | NA                         | 5     | 22.12  | 3    | 11.02 |
| 62 | RJIL   | MP  | All wireless plans         | 15    | 307.76 | 7    | 38.05 |
| 63 | VIL    | MP  | All Plans                  | 15    | 65.4   | 8    | 33.89 |
| 64 | AIRTEL | MUM | All tariff                 | 20.95 | 162.66 | 3.12 | 23.07 |
| 65 | MTNL   | MUM | DOL-Buddy_299              | 0.38  | 3.6    | 0.25 | 0.45  |
| 66 | MTNL   | MUM | DOL-Buddy_899              | 0.38  | 3.6    | 0.25 | 0.45  |
| 67 | MTNL   | MUM | DOL-CUG_15NOV2015_199      | 0.38  | 3.6    | 0.25 | 0.45  |
| 68 | MTNL   | MUM | DOL-CUG_15NOV2015_99       | 0.38  | 3.6    | 0.25 | 0.45  |
| 69 | MTNL   | MUM | DOL-CUG_CORP_PLAN_149      | 0.38  | 3.6    | 0.25 | 0.45  |
| 70 | MTNL   | MUM | DOL-CUG_CORP_PLAN_99       | 0.38  | 3.6    | 0.25 | 0.45  |
| 71 | MTNL   | MUM | DOLCUG_MTNL_LINE_STAFF_0   | 0.38  | 3.6    | 0.25 | 0.45  |
| 72 | MTNL   | MUM | DOL-CUG_SYNDICATE_BANK_299 | 0.38  | 3.6    | 0.25 | 0.45  |
| 73 | MTNL   | MUM | DOL-CUG_SYNDICATE_BANK_399 | 0.38  | 3.6    | 0.25 | 0.45  |
| 74 | MTNL   | MUM | DOL-CUG_SYNDICATE_BANK_499 | 0.38  | 3.6    | 0.25 | 0.45  |
| 75 | MTNL   | MUM | DOL-CUG_SYNDICATE_BANK_599 | 0.38  | 3.6    | 0.25 | 0.45  |
| 76 | MTNL   | MUM | DOL-CUG_TMH_99             | 0.38  | 3.6    | 0.25 | 0.45  |

| 1  | 2    | 3   | 4                                                        | 5    | 6   | 7    | 8    |
|----|------|-----|----------------------------------------------------------|------|-----|------|------|
| 77 | MTNL | MUM | DOL-CUG199_PAY_PER_SEC                                   | 0.38 | 3.6 | 0.25 | 0.45 |
| 78 | MTNL | MUM | DOL-CUG499 PPS CORP_PLAN                                 | 0.38 | 3.6 | 0.25 | 0.45 |
| 79 | MTNL | MUM | DOL-DOT Retired_Advisor<br>Special Secretary Rank Off    | 0.38 | 3.6 | 0.25 | 0.45 |
| 80 | MTNL | MUM | DOL-DOT<br>Retired_Chairman_Members of<br>Telecom Comm O | 0.38 | 3.6 | 0.25 | 0.45 |
| 81 | MTNL | MUM | DOL-DOT_DATACARD_PLAN                                    | 0.38 | 3.6 | 0.25 | 0.45 |
| 82 | MTNL | MUM | DOL-DOT_Plan                                             | 0.38 | 3.6 | 0.25 | 0.45 |
| 83 | MTNL | MUM | DOL-Gr A BSNL Area                                       | 0.38 | 3.6 | 0.25 | 0.45 |
| 84 | MTNL | MUM | DOL-GRB MTNL EMPLOYEE-<br>BSNL ARAE                      | 0.38 | 3.6 | 0.25 | 0.45 |
| 85 | MTNL | MUM | DOL-GRC-D MTNL EMP-BSNL<br>AREA Less Than 16Yrs          | 0.38 | 3.6 | 0.25 | 0.45 |
| 86 | MTNL | MUM | DOL-GRC-D MTNL EMPLOYEE-<br>BSNL AREA                    | 0.38 | 3.6 | 0.25 | 0.45 |
| 87 | MTNL | MUM | DOL-GROUP-<br>A_SEVANIVRITT_PLAN_670                     | 0.38 | 3.6 | 0.25 | 0.45 |
| 88 | MTNL | MUM | DOL-GROUP-<br>B_SEVANIVRITT_PLAN_370                     | 0.38 | 3.6 | 0.25 | 0.45 |
| 89 | MTNL | MUM | DOL-GROUP-<br>C_SEVANIVRITT_PLAN_250                     | 0.38 | 3.6 | 0.25 | 0.45 |
| 90 | MTNL | MUM | DOL-GROUP-<br>D_SEVANIVRITT_PLAN_190                     | 0.38 | 3.6 | 0.25 | 0.45 |
| 91 | MTNL | MUM | DOLJIVAN_SAATHIMUM_0                                     | 0.38 | 3.6 | 0.25 | 0.45 |
| 92 | MTNL | MUM | DOLJIVAN_SAATHIMUM_0                                     | 0.38 | 3.6 | 0.25 | 0.45 |
| 93 | MTNL | MUM | DOL-L&T ZERO RENTAL PLAN                                 | 0.38 | 3.6 | 0.25 | 0.45 |
| 94 | MTNL | MUM | DOL-MobilePlan_IT_Dept                                   | 0.38 | 3.6 | 0.25 | 0.45 |
| 95 | MTNL | MUM | DOL-MobilePlan_IT_Dept                                   | 0.38 | 3.6 | 0.25 | 0.45 |

| 1   | 2    | 3   | 4                                                 | 5    | 6   | 7    | 8    |
|-----|------|-----|---------------------------------------------------|------|-----|------|------|
| 96  | MTNL | MUM | DOL-MTNL-Service ADET SDE<br>AO AE Pay Per Second | 0.38 | 3.6 | 0.25 | 0.45 |
| 97  | MTNL | MUM | DOL-MTNL-Service DE Pay Per<br>Second             | 0.38 | 3.6 | 0.25 | 0.45 |
| 98  | MTNL | MUM | DOL-MTNL-Service DGM Pay<br>Per Second            | 0.38 | 3.6 | 0.25 | 0.45 |
| 99  | MTNL | MUM | DOL-MTNL-Service GM Pay Per<br>Second             | 0.38 | 3.6 | 0.25 | 0.45 |
| 100 | MTNL | MUM | DOL-MTNL-Service JTO JAO JE<br>Pay Per Second     | 0.38 | 3.6 | 0.25 | 0.45 |
| 101 | MTNL | MUM | DOL-MTNL-Service NON<br>EXECUTIVE Pay Per Second  | 0.38 | 3.6 | 0.25 | 0.45 |
| 102 | MTNL | MUM | DOL-MTNL-Test Connection Pay<br>Per Second        | 0.38 | 3.6 | 0.25 | 0.45 |
| 103 | MTNL | MUM | DOL-MTNL-Test National<br>Roaming Pay Per Second  | 0.38 | 3.6 | 0.25 | 0.45 |
| 104 | MTNL | MUM | DOL-MTNL-Union Members Pay<br>Per Second          | 0.38 | 3.6 | 0.25 | 0.45 |
| 105 | MTNL | MUM | DOL-<br>ONLY_CORP_DATACARD_PLAN                   | 0.38 | 3.6 | 0.25 | 0.45 |
| 106 | MTNL | MUM | DOL-PER SECOND PLAN_160                           | 0.38 | 3.6 | 0.25 | 0.45 |
| 107 | MTNL | MUM | DOL-Plan Audit 500 Mum                            | 0.38 | 3.6 | 0.25 | 0.45 |
| 108 | MTNL | MUM | DOL-Plan Audit 600 Mum                            | 0.38 | 3.6 | 0.25 | 0.45 |
| 109 | MTNL | MUM | DOL-Plan Audit 800 Mum                            | 0.38 | 3.6 | 0.25 | 0.45 |
| 110 | MTNL | MUM | DOL-PLAN CUG NPCIL                                | 0.38 | 3.6 | 0.25 | 0.45 |
| 111 | MTNL | MUM | DOL-Plan<br>CUG_BSN_INDIVIDUAL_199                | 0.38 | 3.6 | 0.25 | 0.45 |
| 112 | MTNL | MUM | DOL-Plan CUG200 Mum                               | 0.38 | 3.6 | 0.25 | 0.45 |
| 113 | MTNL | MUM | DOL-Plan CUG500 Mum                               | 0.38 | 3.6 | 0.25 | 0.45 |

| 1   | 2    | 3   | 4                                           | 5    | 6   | 7    | 8    |
|-----|------|-----|---------------------------------------------|------|-----|------|------|
| 114 | MTNL | MUM | DOL-Plan D Mum_1000                         | 0.38 | 3.6 | 0.25 | 0.45 |
| 115 | MTNL | MUM | DOL-Plan MUM JEEVANSATHI<br>PayPerSecond_45 | 0.38 | 3.6 | 0.25 | 0.45 |
| 116 | MTNL | MUM | DOL-PLAN SAIL_CUG-MUM_175                   | 0.38 | 3.6 | 0.25 | 0.45 |
| 117 | MTNL | MUM | DOL-Plan_210                                | 0.38 | 3.6 | 0.25 | 0.45 |
| 118 | MTNL | MUM | DOL-Plan_210                                | 0.38 | 3.6 | 0.25 | 0.45 |
| 119 | MTNL | MUM | DOL-PLAN_325                                | 0.38 | 3.6 | 0.25 | 0.45 |
| 120 | MTNL | MUM | DOL-PLAN_599                                | 0.38 | 3.6 | 0.25 | 0.45 |
| 121 | MTNL | MUM | DOL-PLAN_799                                | 0.38 | 3.6 | 0.25 | 0.45 |
| 122 | MTNL | MUM | DOL-PLAN_CUG_299                            | 0.38 | 3.6 | 0.25 | 0.45 |
| 123 | MTNL | MUM | DOL-PLAN_ONGC_GOLD_725                      | 0.38 | 3.6 | 0.25 | 0.45 |
| 124 | MTNL | MUM | DOL-<br>PLAN_ONGC_PLATINUM_999              | 0.38 | 3.6 | 0.25 | 0.45 |
| 125 | MTNL | MUM | DOL-PLAN_ONGC_SILVER_625                    | 0.38 | 3.6 | 0.25 | 0.45 |
| 126 | MTNL | MUM | DOL-Plan-100 Mum                            | 0.38 | 3.6 | 0.25 | 0.45 |
| 127 | MTNL | MUM | DOL-POSTPAID-STATIC-IP-<br>CONNECTION       | 0.38 | 3.6 | 0.25 | 0.45 |
| 128 | MTNL | MUM | DOL-ROAMING<br>FREE_INCOMING_PLAN_500       | 0.38 | 3.6 | 0.25 | 0.45 |
| 129 | MTNL | MUM | DOL-ROAMING FREEDOM ONE<br>INDIA MUM_550    | 0.38 | 3.6 | 0.25 | 0.45 |
| 130 | MTNL | MUM | DOL-ROAMING_PLAN_125                        | 0.38 | 3.6 | 0.25 | 0.45 |
| 131 | MTNL | MUM | DOL-TeacherCUG Mum                          | 0.38 | 3.6 | 0.25 | 0.45 |
| 132 | MTNL | MUM | PPS General                                 | 0.38 | 3.6 | 0.25 | 0.45 |
| 133 | MTNL | MUM | PPS JeevanSathi                             | 0.38 | 3.6 | 0.25 | 0.45 |
| 134 | MTNL | MUM | PPS_3GSIM53                                 | 0.38 | 3.6 | 0.25 | 0.45 |
| 135 | MTNL | MUM | PPS_3GSIM62                                 | 0.38 | 3.6 | 0.25 | 0.45 |
| 136 | MTNL | MUM | PPS_3GSIM62_New                             | 0.38 | 3.6 | 0.25 | 0.45 |

| 1   | 2    | 3   | 4                  | 5    | 6   | 7    | 8    |
|-----|------|-----|--------------------|------|-----|------|------|
| 137 | MTNL | MUM | PPS_CORP_GOLD      | 0.38 | 3.6 | 0.25 | 0.45 |
| 138 | MTNL | MUM | PPS_CORP_GOLD      | 2.86 | 3.6 | 0.25 | 0.45 |
| 139 | MTNL | MUM | PPS_EcoSim         | 0.38 | 3.6 | 0.25 | 0.45 |
| 140 | MTNL | MUM | PPS_FTU_24         | 0.38 | 3.6 | 0.25 | 0.45 |
| 141 | MTNL | MUM | PPS_FTU_BB         | 0.38 | 3.6 | 0.25 | 0.45 |
| 142 | MTNL | MUM | PPS_FTU41_New_0215 | 0.38 | 3.6 | 0.25 | 0.45 |
| 143 | MTNL | MUM | PPS_FTU62_0516     | 0.38 | 3.6 | 0.25 | 0.45 |
| 144 | MTNL | MUM | PPS_FTU62_New_0215 | 0.38 | 3.6 | 0.25 | 0.45 |
| 145 | MTNL | MUM | PPS_FTU84          | 0.38 | 3.6 | 0.25 | 0.45 |
| 146 | MTNL | MUM | PPS_FTU84_New      | 0.38 | 3.6 | 0.25 | 0.45 |
| 147 | MTNL | MUM | PPS_FTU84_New_0914 | 0.38 | 3.6 | 0.25 | 0.45 |
| 148 | MTNL | MUM | PPS_FTU88_New_0215 | 0.38 | 3.6 | 0.25 | 0.45 |
| 149 | MTNL | MUM | PPS_FTU91_0317     | 0.38 | 3.6 | 0.25 | 0.45 |
| 150 | MTNL | MUM | PPS_FTU91_0917     | 0.38 | 3.6 | 0.25 | 0.45 |
| 151 | MTNL | MUM | PPS_FTU91_New_0215 | 0.38 | 3.6 | 0.25 | 0.45 |
| 152 | MTNL | MUM | PPS_HSDPA_TeraCom  | 0.38 | 3.6 | 0.25 | 0.45 |
| 153 | MTNL | MUM | PPS_INCOME_TAX_CUG | 0.38 | 3.6 | 0.25 | 0.45 |
| 154 | MTNL | MUM | PPS_Jodi_1214_0215 | 0.38 | 3.6 | 0.25 | 0.45 |
| 155 | MTNL | MUM | PPS_LL_SathiPlan   | 0.38 | 3.6 | 0.25 | 0.45 |
| 156 | MTNL | MUM | PPS_LT_0718        | 0.38 | 3.6 | 0.25 | 0.45 |
| 157 | MTNL | MUM | PPS_MRP40          | 0.38 | 3.6 | 0.25 | 0.45 |
| 158 | MTNL | MUM | PPS_NAVY299        | 0.38 | 3.6 | 0.25 | 0.45 |
| 159 | MTNL | MUM | PPS_ONGC           | 0.38 | 3.6 | 0.25 | 0.45 |
| 160 | MTNL | MUM | PPS_PerSecond      | 0.38 | 3.6 | 0.25 | 0.45 |
| 161 | MTNL | MUM | PPS_PerSecond_New  | 0.38 | 3.6 | 0.25 | 0.45 |
| 162 | MTNL | MUM | PPS_PS_SIM_New     | 0.38 | 3.6 | 0.25 | 0.45 |
| 163 | MTNL | MUM | PPS_SIM_PYRO       | 0.38 | 3.6 | 0.25 | 0.45 |
| 164 | MTNL | MUM | PPS_SIM40_NMMT     | 0.38 | 3.6 | 0.25 | 0.45 |
| 165 | MTNL | MUM | PPS_SIM53_Lifetime | 0.38 | 3.6 | 0.25 | 0.45 |
| 166 | MTNL | MUM | PPS_SIM62_Lifetime | 0.38 | 3.6 | 0.25 | 0.45 |

| 1   | 2      | 3   | 4                        | 5     | 6      | 7     | 8     |
|-----|--------|-----|--------------------------|-------|--------|-------|-------|
| 167 | MTNL   | MUM | PPS_SIM80_LifeTime       | 0.38  | 3.6    | 0.25  | 0.45  |
| 168 | MTNL   | MUM | PPS_TEST_New             | 0.38  | 3.6    | 0.25  | 0.45  |
| 169 | MTNL   | MUM | PPS_Tikadi               | 0.38  | 3.6    | 0.25  | 0.45  |
| 170 | MTNL   | MUM | PPS_TMH                  | 0.38  | 3.6    | 0.25  | 0.45  |
| 171 | RJIL   | MUM | All wireless plans       | 15    | 291.83 | 7     | 45.19 |
| 172 | VIL    | MUM | All Plans                | 15    | 56.25  | 8     | 21.01 |
| 173 | AIRTEL | NE  | All tariff               | 7.17  | 65.56  | 3.19  | 22.4  |
| 174 | BSNL   | NE  | All Wireless Plan        | 5     | 13.95  | 3     | 4.71  |
| 175 | RJIL   | NE  | All wireless plans       | 15    | 369.4  | 7     | 35.1  |
| 176 | VIL    | NE  | All Plans                | 15    | 33.6   | 8     | 9.27  |
| 177 | AIRTEL | OR  | All tariff               | 23.96 | 188.87 | 2.54  | 27.97 |
| 178 | BSNL   | OR  | All Wireless Tariff Plan | 6.49  | 8.69   | 4.15  | 5.53  |
| 179 | RJIL   | OR  | All wireless plans       | 15    | 286.02 | 7     | 39.08 |
| 180 | VIL    | OR  | All Plans                | 15    | 56.01  | 8     | 29.02 |
| 181 | AIRTEL | PB  | All tariff               | 33.75 | 266.22 | 18.86 | 42.58 |
| 182 | BSNL   | PB  | All Wireless Plan        | 5     | 21.82  | 3     | 12.35 |
| 183 | RJIL   | PB  | All wireless plans       | 15    | 290.85 | 7     | 39.51 |
| 184 | VIL    | PB  | All Plans                | 15    | 57.51  | 8     | 32.02 |
| 185 | AIRTEL | RJ  | All tariff               | 22.36 | 234.09 | 11.05 | 51.32 |
| 186 | BSNL   | RJ  | Plan 1                   | 4     | 4.71   | 2     | 2.29  |
| 187 | RJIL   | RJ  | All wireless plans       | 15    | 301.9  | 7     | 39.51 |
| 188 | VIL    | RJ  | All Plans                | 15    | 71.44  | 8     | 26.09 |
| 189 | AIRTEL | TN  | All tariff               | 25.21 | 277.15 | 11.23 | 63.29 |
| 190 | BSNL   | TN  | All Wireless Plan        | 5     | 6.8    | 3     | 4.7   |
| 191 | RJIL   | TN  | All wireless plans       | 15    | 329.69 | 7     | 38.3  |
| 192 | VIL    | TN  | All Plans                | 15    | 51.97  | 8     | 28.06 |
| 193 | AIRTEL | UPE | All tariff               | 30.76 | 169.25 | 9.18  | 41.53 |
| 194 | BSNL   | UPE | All Wireless Plan        | 3.23  | 6.02   | 2.73  | 5.55  |
| 195 | RJIL   | UPE | All wireless plans       | 15    | 263.89 | 7     | 37.6  |
| 196 | VIL    | UPE | All Plans                | 15    | 66.72  | 8     | 33.12 |

| 1   | 2      | 3   | 4                        | 5     | 6      | 7    | 8     |
|-----|--------|-----|--------------------------|-------|--------|------|-------|
| 197 | AIRTEL | UPW | All tariff               | 13.2  | 85.13  | 9.23 | 39.32 |
| 198 | BSNL   | UPW | NA                       | 8     | 12.69  | 4    | 9.38  |
| 199 | RJIL   | UPW | All wireless plans       | 15    | 272.26 | 7    | 38.37 |
| 200 | VIL    | UPW | All Plans                | 15    | 52.66  | 8    | 31.42 |
| 201 | AIRTEL | WB  | All tariff               | 12.08 | 73.47  | 3.09 | 19.06 |
| 202 | BSNL   | WB  | All Wireless Tariff Plan | 5     | 17.55  | 3    | 10.63 |
| 203 | RJIL   | WB  | All wireless plans       | 15    | 280.87 | 7    | 40.55 |
| 204 | VIL    | WB  | All Plans                | 15    | 62.68  | 8    | 35.19 |