



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators October - December 2010

New Delhi, India
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Snapshot

(Data As on 31st December 2010)

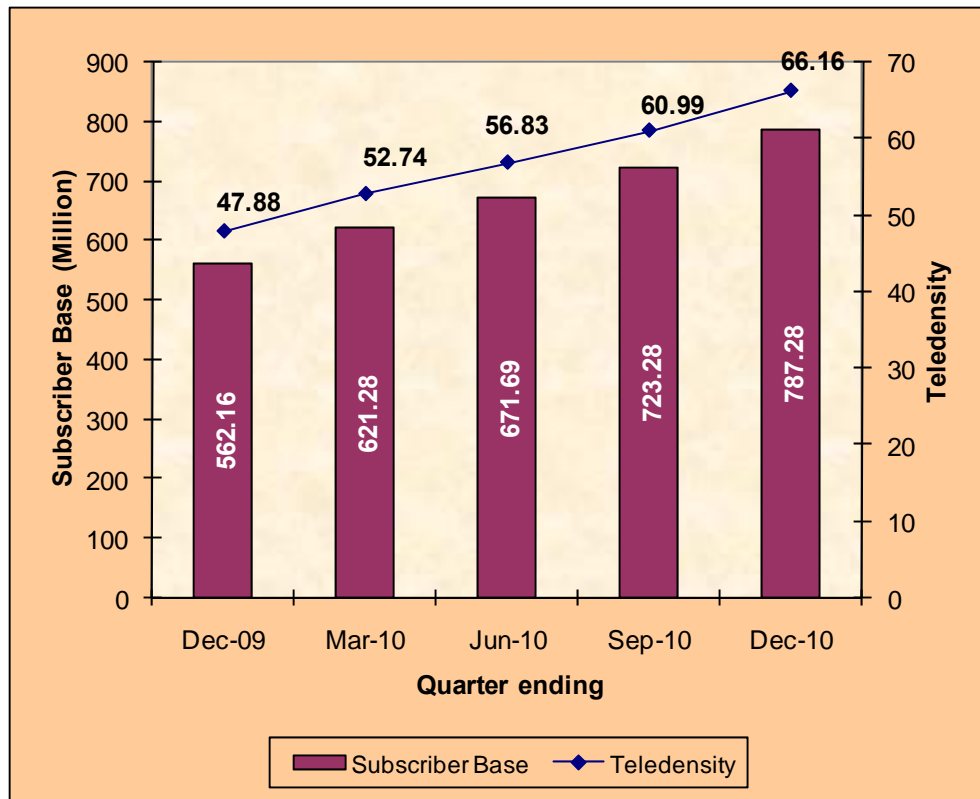
Telecom Subscribers (Wireless + Wireline)	
Total Subscribers	787.28 Million
% change over the previous quarter	8.85%
Urban Subscribers	527.50 Million (67.00%)
Rural Subscribers	259.78 Million (33.00%)
Market share of Private Operators	84.60%
Market share of PSU Operators	15.40%
Teledensity	66.16
Urban Teledensity	147.88
Rural Teledensity	31.18
Wireless Subscribers	
Total Wireless Subscribers	752.19 Million
% change over the previous quarter	9.38%
Urban Subscribers	501.30 Million (66.65%)
Rural Subscribers	250.89 Million (33.35%)
GSM Subscribers	641.73 Million (85.32%)
CDMA Subscribers	110.46 Million (14.68%)
Market share of Private Operators	87.75%
Market share of PSU Operators	12.25%
Teledensity	63.22
Urban Teledensity	140.53
Rural Teledensity	30.11
Wireline Subscribers	
Total Wireline Subscribers	35.09 Million
% change over the previous quarter	-1.34%
Urban Subscribers	26.21 Million (74.68%)
Rural Subscribers	8.88 Million (25.32%)
Market share of Private Operators	17.02%
Market share of PSU Operators	82.98%
Teledensity	2.95
Urban Teledensity	7.35
Rural Teledensity	1.07
Village Public Telephones (VPT)	0.58 Million
Public Call Office (PCO)	3.34 Million

Internet & Broadband Subscribers	
Total Internet Subscribers	18.69 Million
% change over the previous quarter	4.43%
Broadband Subscribers	10.99 Million
Broadcasting & Cable Services	
Total Number of Registered Channels with I&B Ministry	604
Number of Pay Channels	155
Number of private FM Radio Stations	245
DTH Subscribers registered with Pvt. SPs	32.05 Million
Number of Set Top Boxes in CAS areas	786,422
Telecom Financial Data (for the QE Dec-10)	
Gross Revenue during the quarter	₹ 42,916.81 Crore
% change in GR over the previous quarter	2.44%
Share of Public sector undertaking's in GR	15.90%
Adjusted Gross Revenue (AGR)	₹ 29,925.37 Crores
% change in AGR over the previous quarter	0.64%
ARPU for Access Services	₹ 107
Revenue & Usage Parameters (for the QE Dec-10)	
Average Revenue Per User (ARPU) GSM	₹ 105
Average Revenue Per User (ARPU) CDMA	₹ 68
Minutes of Usage (MOU) GSM	360 Minutes
Minutes of Usage (MOU) CDMA	270 Minutes
Minutes of Usage for Internet Telephony	160.85 Million

Executive Summary

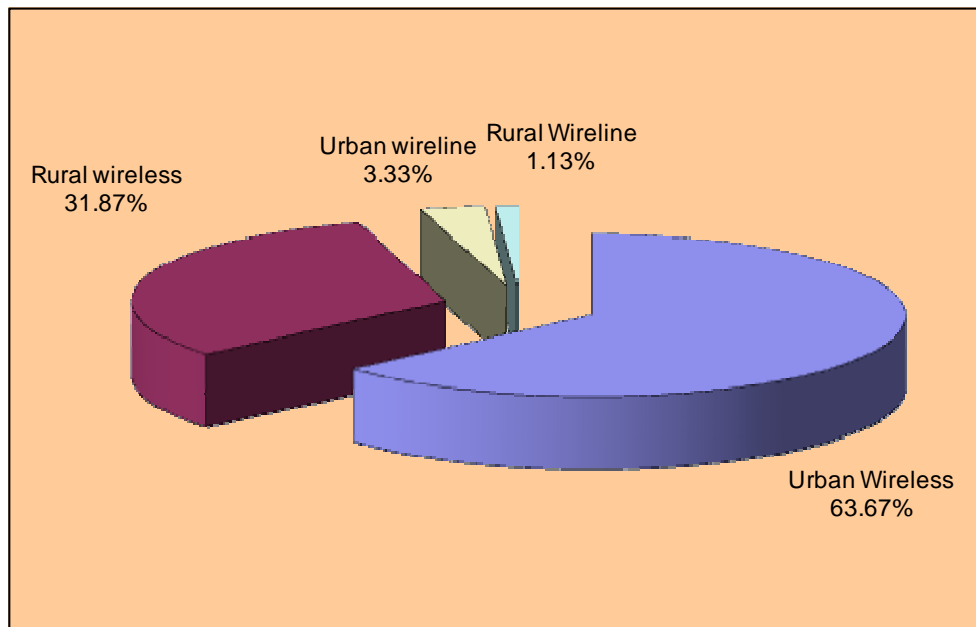
1. The number of telephone subscribers in India increased from 723.28 million in Sep-10 to 787.28 million at the end of Dec-10, registering a sequential growth of 8.85% over the previous quarter as against 7.68% during the QE Sep-10. This reflects year-on-year (Y-O-Y) growth of 40.05% over the same quarter of last year. The overall Teledensity in India has reached 66.16 as on 31st December 2010.

Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas grew from 487.07 million in Sep-10 to 527.50 million at the end of Dec-10, taking the Urban Teledensity from 137.25 to 147.88. Rural subscription increased from 236.21 million to 259.78 million, and the Rural Teledensity increased from 28.42 to 31.18. The share of Rural subscribers has increased to 33.00% in total subscription from 32.66% in Sep-10.
3. About 63.17% of the total net additions have been in Urban areas as compared to 66.83% in the previous quarter. Rural subscription recorded an increase in rate of growth during the quarter, from 7.81% in Sep-10 to 9.98% in Dec-10. Rate of growth for Urban subscription also increased from 7.62% in QE Sep-10 to 8.30% in QE Dec-10.

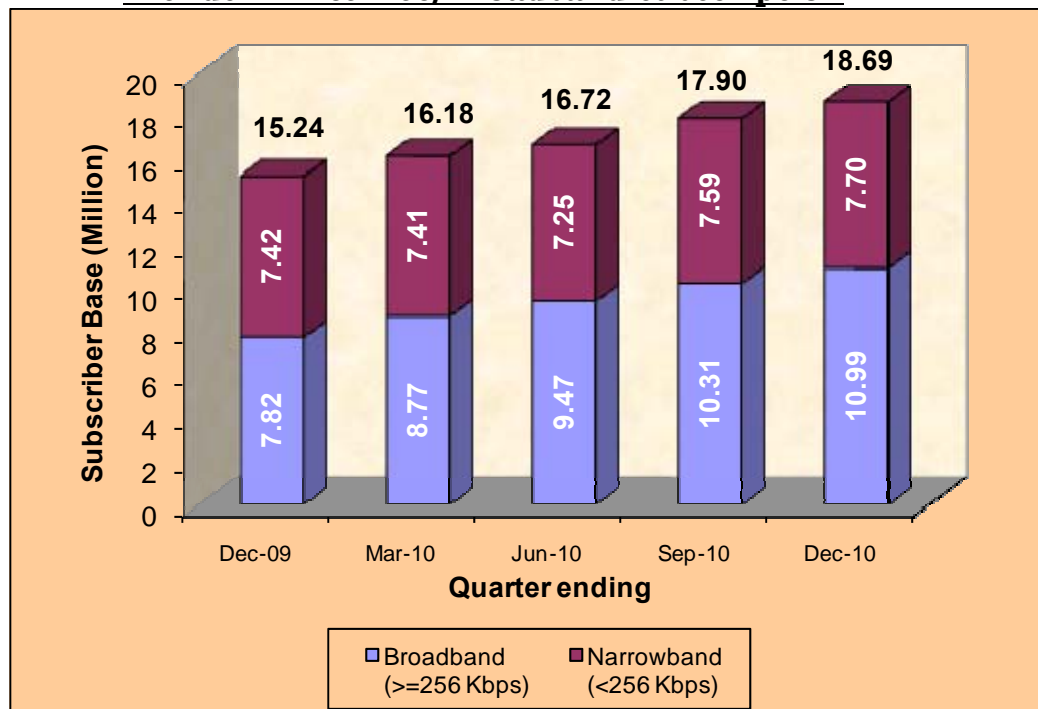
Composition of Telephone Subscribers



4. With 64.48 million net additions during the quarter, total wireless (GSM + CDMA) subscriber base registered a growth of 9.38% over the previous quarter and increased from 687.71 million at the end of Sep-10 to 752.19 million at the end of Dec-10. The year-on-year (Y-O-Y) growth over the same quarter of last year is 43.25%. Wireless Teledensity reached 63.22.
5. Wireline subscriber base further declined from 35.57 million at the end of Sep-10 to 35.09 million at the end of Dec-10, bringing down the wireline Teledensity from 3.00 in Sep-10 to 2.95 at the end of Dec-10.
6. Internet subscribers increased from 17.90 million at the end of Sep-10 to 18.69 million at the end of Dec-10, registering a quarterly growth rate of 4.43%. Top 10 ISPs together hold 95% of the total Internet subscriber base.
7. Number of Broadband subscribers increased from 10.31 million at the end of Sep-10 to 10.99 million at the end of Dec-10, registering a quarterly growth of 6.64% and Y-O-Y growth of 40.48%. The growth in the number of Broadband subscribers during the quarter and also on Y-O-Y basis is more or less similar to the growth in the over all telephone subscribers base.

8. Share of Broadband subscription in total Internet subscription increased from 57.6% in Sep-10 to 58.8% in Dec-10. 86.29% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

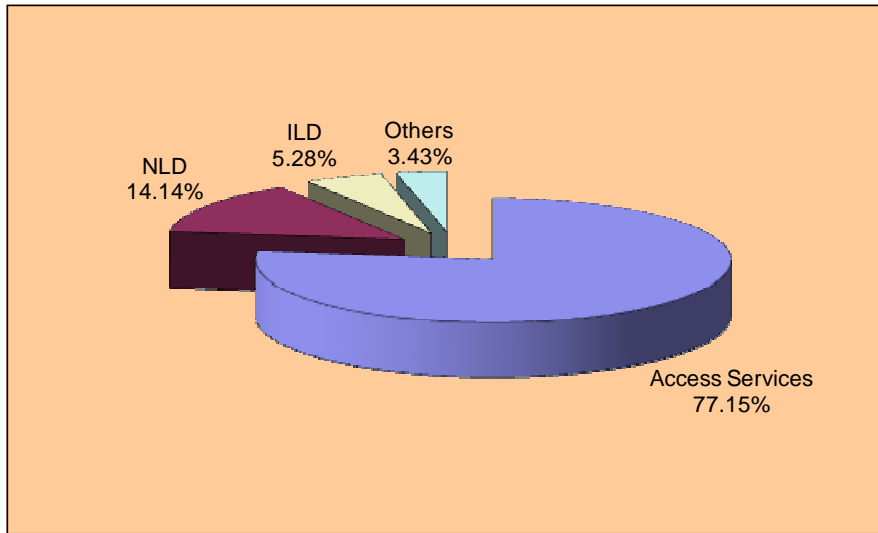
Trends in Internet/Broadband subscription



9. Average Revenue Per User (ARPU) for GSM service declined by 4.38%, from ₹110 in QE Sep-10 to ₹105 in QE Dec-10, with Y-O-Y decrease of 27%.
10. MOU per subscriber for GSM service declined by 2.29%, from 368 in QE Sep-10 to 360 in QE Dec-10. The Outgoing MOUs (174) declined by 1.61% and Incoming MOUs (186) by 2.92%.
11. ARPU for CDMA – full mobility service declined by 6.38%, from ₹73 in QE Sep-10 to ₹68 in QE Dec-10. ARPU for CDMA has declined by 17% on Y-O-Y basis.

12. MOU per subscriber for CDMA-full mobility service declined by 4.73% from 283 in QE Sep-10 to 270 in QE Dec-10. The Outgoing MOUs (137) declined by 0.92% while Incoming MOUs (133) declined by 8.34%.
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE Dec-10 has been ₹42,916.81 Crore and ₹29,925.37 Crore respectively. There has been an increase of 2.44% and 0.64% in GR and AGR respectively as compared to previous quarter. The year-on-year (Y-O-Y) growth for Dec-10 over the same quarter in last year has been 7.95% and 2.75%. Pass-through charges accounted for 30.27% of the GR for the quarter ending Dec-10. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Dec-10 are 6.84% and 22.20% respectively.
14. Average licence fee as percentage of AGR is 8.35% in QE Dec-10 as against 8.31% in previous quarter. The quarterly and the year-on-year (Y-O-Y) growth rates of the average licence fee for QE Dec-10 are 1.12% and 2.96% respectively.
15. Access services contributed 77.15% of the total revenue of telecom services. In Access services GR, AGR, License Fee & Spectrum charges increased by 3.46%, 1.81%, 2% & 18.28% respectively in the quarter ending Dec-10 vis-à-vis previous quarter.
16. Average Revenue per User (ARPU) for Access Services based on AGR declined from ₹114 in QE Sep-10 to ₹107 in QE Dec-10.

Composition of Gross Revenue



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

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS	Parameters showing no change in QoS
<ul style="list-style-type: none"> • Fault incidences per 100 subs/month • % Fault repaired by next working day • % Fault repaired within 3 days • % Fault repaired within 5 days (for rural & hilly areas) • MTTR • Resolution of billing/charging/Credit & validity complaints • Period of applying credit/ waiver/ adjustment to 	<ul style="list-style-type: none"> • Metering & billing credibility – Post paid • Accessibility of call centre/ customer care • Termination / Closure of service 100% within 7 day • Time taken for refund of deposits after closures 	<ul style="list-style-type: none"> • Call Completion Rate (in local network) • Answer to seizure Ratio (ASR) • Point of Intrconnection (POI) Congestion (No. of PIs not meeting benchmark)

customer's account from the date of resolution of complaints		
<ul style="list-style-type: none"> • %age of calls answered by the operators (voice to voice) within 60 sec. 		

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

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS
<ul style="list-style-type: none"> • BTSs Accumulated downtime (not available for service) • Worst affected BTSs due to downtime • Call Set-up Success Rate (within licensee's own network) • SDCCH/ Paging Chl. Congestion • TCH Congestion • Call Drop Rate • Metering and billing credibility - post paid • Metering and billing credibility - pre paid • Resolution of billing/ charging/ validity complaints • %age of calls answered by the operators (voice to voice) within 60 sec. 	<ul style="list-style-type: none"> • Worst affected cells having more than 3% TCH drop (call drop) rate • Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) • Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints • Accessibility of call centre/ customer care • %age requests for Termination / Closure of service complied within 7 days • Time taken for refund of deposits after closures

19. Total Number of channels registered with Ministry of I&B increased from 526 in Sep-10 to 604 in Dec-10. There are 155 pay TV channels in existence, as reported by 24 broadcasters/their distributors, as on QE Dec-10.

20. Maximum number of TV channels being carried by any of the reported MSOs is 310 whereas in the conventional analogue form, maximum number of channels being carried by the reported MSOs is 100 channels.
21. The number of private FM Radio stations in operation declined from 248 at the end of Sep-10 to 245 at the end of Dec-10.
22. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.12.2010, their reported subscriber base is 32.05 million.
23. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 7,75,876 in Sep-10 to 7,86,422 in Dec-10.

Trends at a Glance

A. Wireline & Wireless Services

	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Wireline	37.06	36.96	36.18	35.57	35.09	-5.33%	-5.05%	-3.01%	-1.34%
ii) Wireless	525.09	584.32	635.51	687.71	752.19	43.25%	28.73%	18.36%	9.38%
Total	562.16	621.28	671.69	723.28	787.28	40.05%	26.72%	17.21%	8.85%
Rural	174.53	200.68	219.09	236.21	259.78	48.85%	29.45%	18.57%	9.98%
Urban	387.63	420.60	452.59	487.07	527.50	36.08%	25.42%	16.55%	8.30%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - Full mobility									
i) GSM	411	410	401	368	360	-12.6%	-12.2%	-10.2%	-2.3%
ii) CDMA	318	307	299	283	270	-15.2%	-11.9%	-9.7%	-4.7%
3) ARPU (₹/sub/ month)									
Wireless - Full mobility									
i) GSM	144	131	122	110	105	-27.0%	-20.1%	-14.1%	-4.4%
ii) CDMA	82	76	74	73	68	-17.00%	-10.4%	-7.6%	-6.4%
4) Teledensity									
Population in million (Estimated)									
	1174	1178	1182	1186	1190				
i) Wireline Teledensity	3.16	3.14	3.06	3.00	2.95	-6.58%	-5.99%	-3.66%	-1.67%
ii) Wireless Teledensity	44.72	49.60	53.59	57.99	63.22	41.35%	27.45%	17.97%	9.01%
Total Teledensity	47.88	52.74	56.65	60.99	66.16	38.19%	25.46%	16.80%	8.49%
Rural Teledensity	21.16	24.27	26.43	28.42	31.18	47.34%	28.47%	17.97%	9.70%
Urban Teledensity	110.96	119.77	128.20	137.25	147.88	33.27%	23.47%	15.35%	7.74%

B. Wireline and Wireless Subscriber Base

(i) Wireline Subscribers Base (in million)									
Service Provider	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	28.10	27.83	26.94	26.22	25.65	-8.71%	-7.84%	-4.79%	-2.16%
MTNL	3.49	3.50	3.49	3.47	3.47	-0.69%	-0.85%	-0.52%	-0.22%
Bharti	2.99	3.07	3.15	3.22	3.26	8.99%	6.21%	3.31%	1.28%
Tata	1.10	1.16	1.20	1.23	1.27	15.09%	9.24%	5.87%	2.83%
Reliance	1.16	1.18	1.19	1.21	1.22	4.89%	3.77%	2.62%	1.32%
Quadrant (HFCL)	0.17	0.17	0.18	0.18	0.19	10.16%	7.21%	4.28%	1.58%
Sistema	0.05	0.05	0.04	0.04	0.04	-24.01%	-20.52%	9.79%	5.88%
Total	37.06	36.96	36.18	35.57	35.09	-5.33%	-5.05%	-3.01%	-1.34%

(ii) Wireless Subscriber Base (in million)									
Service Provider	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	118.86	127.62	136.62	143.29	152.50	28.29%	19.49%	11.62%	6.42%
Reliance	93.80	102.42	110.81	117.34	125.65	33.96%	22.68%	13.40%	7.09%
Vodafone	91.40	100.86	109.06	115.55	124.26	35.94%	23.20%	13.93%	7.53%
BSNL	62.86	69.45	72.70	78.32	86.71	37.94%	24.85%	19.27%	10.71%
Tata	57.33	65.94	72.53	79.07	84.23	46.93%	27.74%	16.13%	6.53%
Idea/Spice	57.61	63.82	68.89	74.21	81.78	41.95%	28.13%	18.72%	10.19%
Aircel/Dishnet	31.02	36.86	41.68	46.52	50.17	61.71%	36.10%	20.37%	7.85%
Unitech	1.21	4.26	6.02	11.27	18.51	-	-	207.29%	64.28%
Sistema	2.99	3.78	5.10	6.64	8.43	182.34%	123.40%	65.27%	27.04%
Videocon	-	0.03	1.942	4.48	7.32	-	-	-	63.30%
MTNL	4.88	5.09	5.21	5.31	5.40	10.70%	5.96%	3.59%	1.63%
Loop	2.65	2.84	2.93	2.98	3.04	14.90%	7.03%	4.02%	2.03%
S Tel	0.14	1.01	1.33	1.64	2.32	-	-	74.56%	41.00%
Quadrant (HFCL)	0.34	0.33	0.67	1.02	1.61	371.45%	390.90%	141.16%	57.56%
Etisalat	-	0.00	0.0182	0.057	0.26	-	-	-	368.16%
Total	525.09	584.32	635.51	687.71	752.19	43.25%	28.73%	18.36%	9.38%

C. Internet & Broadband Services

	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Internet (excluding Internet Access by wireless phone subscribers)	15.24	16.18	16.72	17.90	18.69	22.61%	15.48%	11.76%	4.43%
- Narrowband Connections	7.42	7.41	7.25	7.59	7.70	3.76%	3.90%	6.20%	1.42%
- Broadband Connections (>=256 Kbps download speed)	7.82	8.77	9.47	10.31	10.99	40.48%	25.26%	16.01%	6.64%
ii) Wireless Data Subscribers	149.03	177.87	213.81	274.05	332.43	123.06%	86.89%	55.48%	21.30%
2) Minutes of Use (Dialup Internet) (MOU/ subs/month)									
	324	361	389	486	411	26.81%	13.80%	5.63%	-15.43%

D. Telecom Financial Data

	QE Dec 2009	QE Mar 2010	QE Jun 2010	QE Sep 2010	QE Dec 2010	%age change over Dec 2009	%age change over Mar 2010	%age change over Jun 2010	%age change over Sep 2010
						(12 months)	(9 months)	(6 months)	(3 months)
A. Telecom Sector									
i) Gross Revenue (Rs. in Crores)	39756.64	40265.12	41392.75	41895.95	42916.81	7.95%	6.59%	3.68%	2.44%
ii) Adjusted Gross Revenue (Rs. in Crores)	29125.67	28829.53	30481.93	29736.20	29925.37	2.75%	3.80%	-1.83%	0.64%
B. Access Services									
Adjusted Gross Revenue (Rs. in Crores)	23847.85	23386.04	24921.93	23809.17	24239.72	1.64%	3.65%	-2.74%	1.81%
ARPU per month (AGR/ Average subscribers/3)	149	132	129	114	107	-27.91%	-18.70%	-16.66%	-5.84%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending December 2010. It provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. The Executive Summary of various Telecom Services has been given in the beginning, followed by 'Performance Indicators at a Glance'. Chapter-1 deliberates the growth pattern, in terms of Subscriber base and Teledensity, of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter-2 covers the key revenue and usage parameters. Chapter-3 gives the financial and accounting data. Chapter-4 covers performance of various service providers in terms of QoS. The information relating to Cable TV, DTH & Radio Broadcast services is provided in Chapter-5.

2. The Report has been prepared based on the information furnished by the Service Providers. It is also available on TRAI's website (www.trai.gov.in). Any suggestion pertaining to this report may please be addressed to Advisor (ER), TRAI; Tel. +91-11-23230752, Fax. +91-11-23236650 and e-mail: adveco@tra.gov.in or eco@tra.gov.in

Chapter 1 :

Subscription Data

Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 723.28 million in Sep-10 to 787.28 million at the end of Dec-10, registering a sequential growth of 8.85% over the previous quarter as against 7.68% during the QE Sep-10. This reflects year-on-year (Y-O-Y) growth of 40.05% over the same quarter of last year. The overall Teledensity in India has reached 66.16 as on 31st December 2010.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

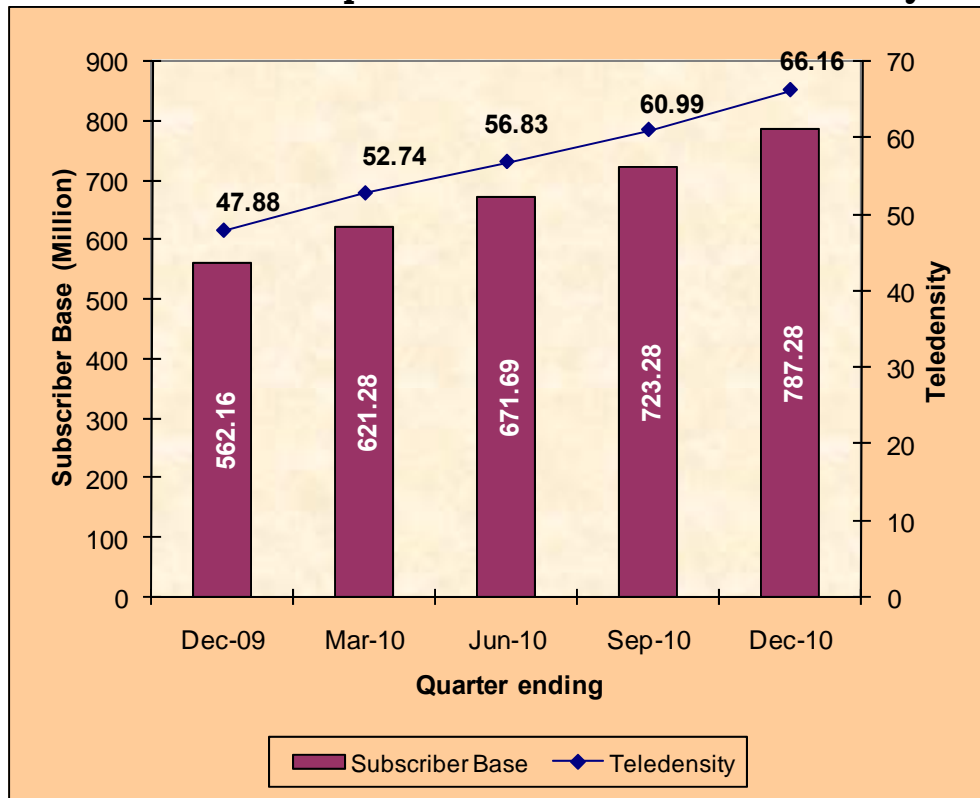
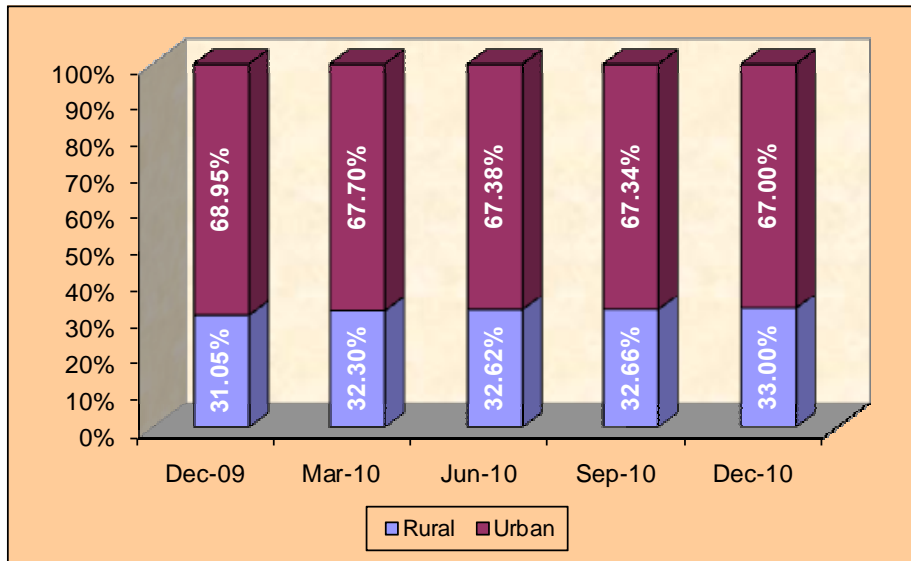


Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-09	174.53	387.63	21.16	110.96
Mar-10	200.68	420.60	24.27	119.77
Jun-10	219.09	452.59	26.43	128.20
Sep-10	236.21	487.07	28.42	137.25
Dec-10	259.78	527.50	31.18	147.88

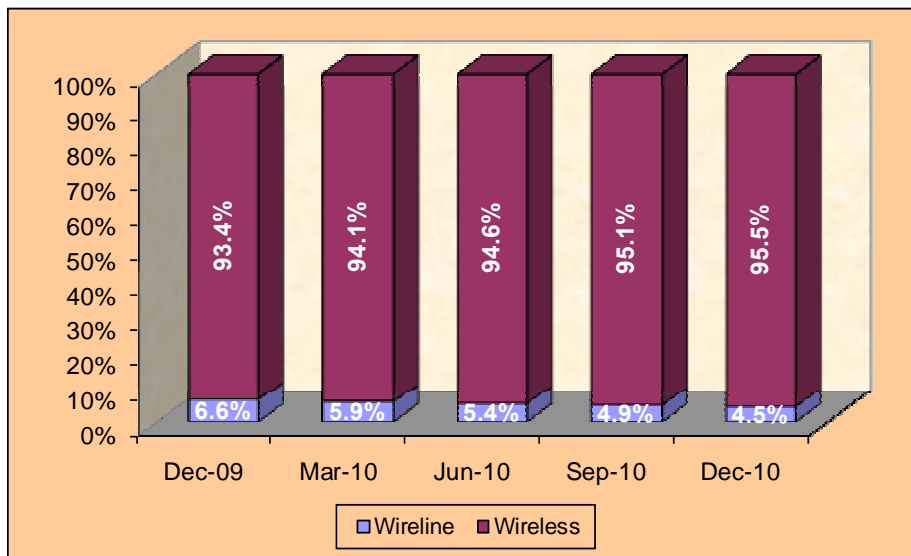
- 1.2 Subscription in Urban Areas grew from 487.07 million in Sep-10 to 527.50 million at the end of Dec-10, taking the Urban Teledensity from 137.25 to 147.88. Rural subscription increased from 236.21 million to 259.78 million, and the Rural Teledensity increased from 28.42 to 31.18. The year-on-year (Y-O-Y) growth rate of Rural and Urban Teledensity for Dec-10 is 47.34 and 33.27 respectively.
- 1.3 Rural subscription recorded an increase in rate of growth during the quarter. It increased from 7.81% in Sep-10 to 9.98 % in Dec-10. Rate of growth for Urban subscription increased from 7.62% in QE Sep-10 to 8.30% in QE Dec-10. The Y-O-Y rates of growth in Rural and Urban subscribers are 48.85% and 36.08% respectively.
- 1.4 The rates of growth in Rural subscribers - on Y-O-Y basis, over the previous and also QE Dec-10 over QE Sep-10 - compare favourable to that in growth of Urban subscribers, which point towards reduction in Urban Rural disparities.

Chart 1.2: Market Share - Rural & Urban



1.5 Share of Rural areas in total subscription has increased to 33.00% from 32.66%. The year-on-year (Y-O-Y) growth of the market share of the Rural areas for Dec-10 is 6.28%.

Chart 1.3: Composition of Access subscription – Wireline & Wireless



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

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

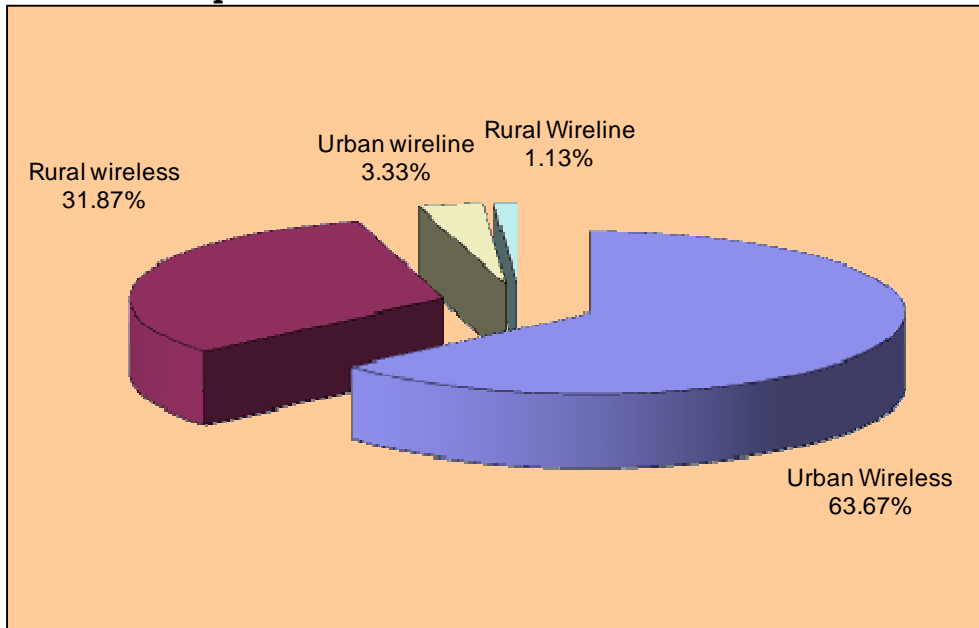
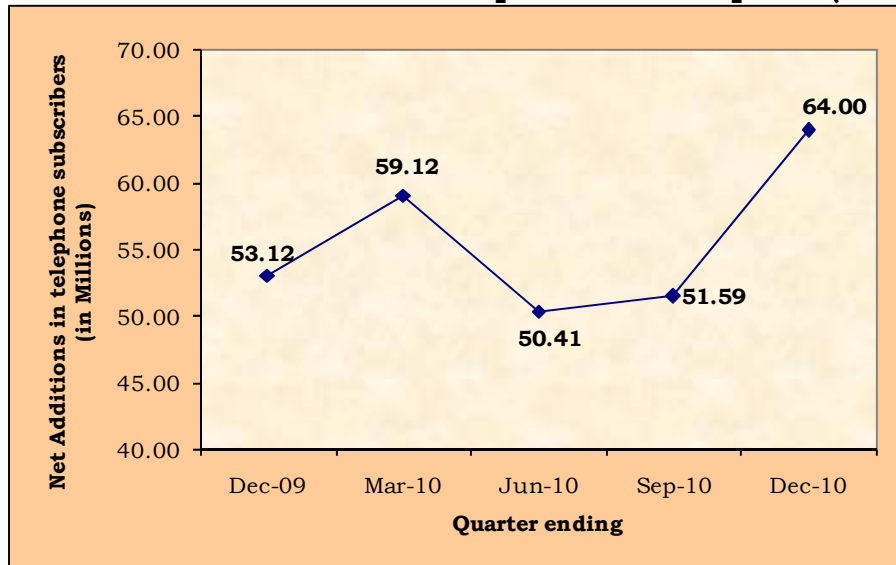


Table 1.2: Service Area wise Access (Wireless +Wireline) Subscribers

Service Area	Subscribers (million)			
	Sep-10	Dec-10	Net Additions	Rate of change
Andhra Pradesh	55.13	59.46	4.33	7.85%
Assam	10.52	10.94	0.42	3.99%
Bihar	46.04	50.70	4.67	10.13%
Delhi	36.28	38.37	2.08	5.74%
Gujarat	40.91	45.30	4.38	10.72%
Haryana	17.86	19.66	1.80	10.09%
Himachal Pradesh	6.45	7.11	0.66	10.24%
Jammu & Kashmir	4.95	5.45	0.50	10.04%
Karnataka	45.83	48.79	2.96	6.45%
Kerala	31.42	33.45	2.03	6.46%
Madhya Pradesh	38.77	42.97	4.20	10.82%
Maharashtra	53.61	59.62	6.01	11.21%
Mumbai	34.25	36.41	2.16	6.32%
North East	6.48	6.69	0.21	3.26%
Orissa	19.19	21.29	2.10	10.93%
Punjab	25.54	28.46	2.92	11.44%
Rajasthan	39.02	42.19	3.17	8.11%
T.N. (incl. Chennai)	65.73	70.32	4.58	6.97%
U.P.(E)	54.78	59.47	4.69	8.57%
U.P.(W)	38.04	41.96	3.92	10.31%
Kolkata	20.59	22.60	2.00	9.72%
West Bengal	31.87	36.08	4.21	13.21%
All India	723.28	787.28	64.00	8.85%

1.7 West Bengal showed highest growth rate of 13.21% over the previous quarter. The service areas other than WB having >10% growth rate are Bihar, Gujarat, Haryana, HP, J&K, MP, MH, Orissa, Punjab and UP(W).

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



- 1.8 There has been a sharp increase in net additions during the QE Dec-10 as compared with the previous quarters.

Table 1.3: Service Area wise Teledensity as on 31st Decemebr 2010

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	31.28	171.99	70.27
Assam	22.16	114.11	35.88
Bihar	20.73	157.28	39.34
Delhi	-	-	208.91
Gujarat	43.69	124.23	76.12
Haryana	47.55	136.77	77.49
Himachal Pradesh	69.70	388.78	104.86
J&K	28.02	97.46	46.62
Karnataka	32.28	166.84	82.25
Kerala	51.26	228.94	96.67
Madhya Pradesh	20.31	112.22	44.66
Maharashtra	41.90*	132.95*	84.12*
Mumbai			
North East	29.15	119.59	50.89
Orissa	26.80	179.24	52.31
Punjab	53.01	162.55	97.96
Rajasthan	36.73	144.01	62.37
T.N. (incl Chennai)	46.41	148.82	102.28
U.P.(E)	24.13*	132.77*	48.28*
U.P.(W)			
Kolkata	33.88*	142.86*	64.86*
W.B.			
All India	31.18	147.88	66.16

* Population data/projections are available state-wise only

Notes:

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

1.9 Himachal Pradesh has the highest Rural Teledensity of 69.79, followed by Punjab (53.01), Kerala (51.26), Haryana (47.55) and Tamil Nadu (Incl. Chennai) (46.41). Madhya Pradesh Bihar has continues to have the lowest Rural Teledensity of 17.89, followed by Madhya Pradesh (18.26).

Table 1.4: Growth in Subscribers

Service Provider	Subscriber base (millions)			Rate of Growth	Market Share - Sep-10	Market Share - Dec-10
	Sep-10	Dec-10	Net Additions			
Bharti	146.51	155.75	9.24	6.3%	20.26%	19.78%
Reliance	118.54	126.87	8.33	7.0%	16.39%	16.12%
Vodafone	115.55	124.26	8.70	7.5%	15.98%	15.78%
BSNL	104.54	112.36	7.82	7.5%	14.45%	14.27%
Tata	80.31	85.50	5.20	6.5%	11.10%	10.86%
IDEA/Spice	74.21	81.78	7.57	10.2%	10.26%	10.39%
Aircel/Dishnet	46.52	50.17	3.65	7.9%	6.43%	6.37%
Unitech	11.27	18.51	7.24	64.3%	1.56%	2.35%
MTNL	8.79	8.86	0.08	0.9%	1.21%	1.13%
Sistema	6.68	8.47	1.80	26.9%	0.92%	1.08%
Videocon	4.48	7.32	2.84	63.3%	0.62%	0.93%
Loop Mobile	2.98	3.04	0.06	2.0%	0.41%	0.39%
S Tel	1.64	2.32	0.67	41.0%	0.23%	0.29%
Quadrant (HFCL)	1.21	1.80	0.59	49.1%	0.17%	0.23%
Etisalat	0.06	0.26	0.21	368.2%	0.01%	0.03%
Total	723.28	787.28	64.00	8.8%	100%	100%

1.10 Bharti is the leading operator in Access segment in terms of number of subscribers as well as net additions during the quarter. In terms of growth rate, relatively new market entrants have attained higher rates, which can be mainly attributed to the low-base effect.

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

Service Provider	Subscribers as on Dec-10 (in millions)	Rural Subscribers (in millions)	Percentage of Rural subscribers	Market share of Rural subscribers
Bharti	155.75	60.85	39.07%	23.4%
Reliance	126.87	27.08	21.35%	10.4%
Vodafone	124.26	47.76	38.44%	18.4%
BSNL	112.36	39.63	35.27%	15.3%
Tata	85.50	17.94	20.98%	6.9%
IDEA/Spice	81.78	40.67	49.73%	15.7%
Aircel/Dishnet	50.17	17.73	35.34%	6.8%
Unitech	18.51	5.56	30.04%	2.1%
MTNL	8.86	-	-	-
Sistema	8.47	1.94	22.90%	0.7%
Videocon	7.32	-	-	-
Loop Mobile	3.04	-	-	-
S Tel	2.32	0.61	26.39%	0.2%
Quadrant (HFCL)	1.80	0.001	0.04%	0.0003%
Etisalat	0.26	-	-	-
Total	787.28	259.78	33.00%	100%

1.11 IDEA continues to be the Service provider with highest proportion of Rural subscribers to its total subscribers, and this proportion has risen from 48.5% at the end of Sep-10 to 49.73% at the end of Dec-10.

Section B: Wireless Service

Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31st December 2010]

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

Licensees who started services during this quarter:

- Sistema (MP, Gujarat, UP-E & UP-W)

Complete list of licensed Cellular (GSM & CDMA) Service providers as on 31st December 2010 is at Annexure – 1.1

1.12 Total Wireless (GSM + CDMA) subscriber base increased from 687.71 Million at the end of Sep-10 to 752.19 Million at the end of Dec-10, thereby showing a growth of 9.38%. During this quarter 64.48 million subscribers were added. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Dec-10 is 43.25%. Wireless Teledensity increased from 57.99 to 63.22.

Chart 1.6: Wireless Subscriber Base and Teledensity

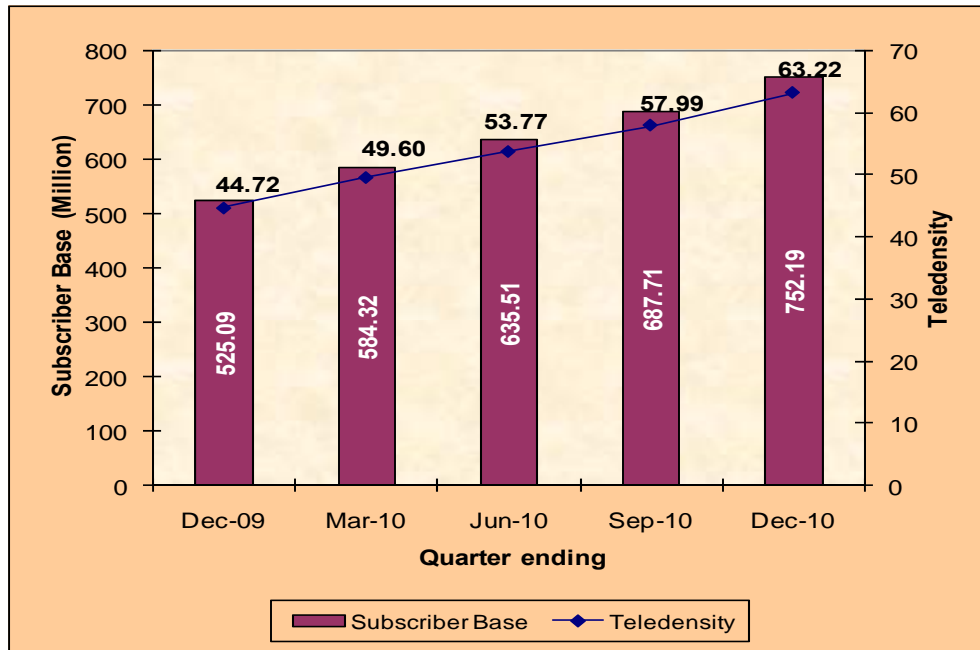


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-09	164.57	360.52	19.95	103.20
Mar-10	190.88	393.45	23.08	112.03
Jun-10	209.63	425.87	25.29	120.63
Sep-10	227.08	460.63	27.32	129.80
Dec-10	250.89	501.30	30.11	140.53

1.13 The Rural Wireless subscribers increased from 227.08 million at the end of Sep-10 to 250.89 million at the end of Dec-10.

1.14 Rural subscription grew at the rate of 10.49% in QE Dec-10 as against 8.32% in QE Sep-10 and Urban subscription grew at the rate of 8.83% as against 8.16% in the previous quarter. The share of Rural wireless subscription increased to 33.35% in total wireless subscription.

Chart 1.7: Wireless Market Share – Rural & Urban

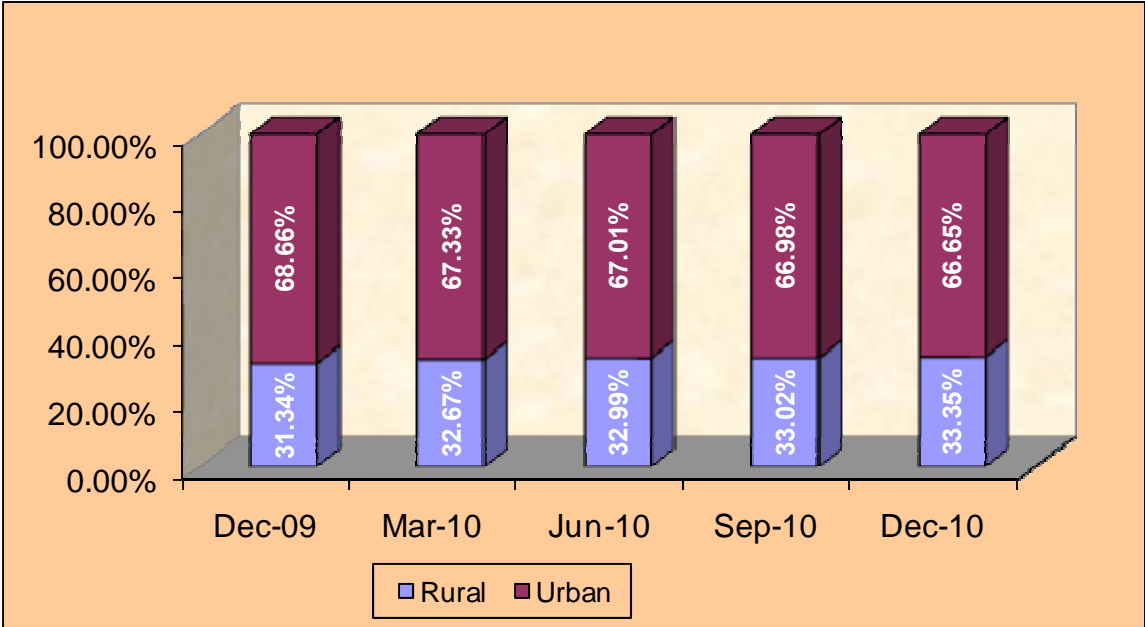


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (millions)			Rate of Growth	Market Share - Sep-10	Market Share - Dec-10
	Sep-10	Dec-10	Net Additions			
Bharti	143.29	152.50	9.20	6.42%	20.84%	20.27%
Reliance	117.34	125.65	8.31	7.09%	17.06%	16.70%
Vodafone	115.55	124.26	8.70	7.53%	16.80%	16.52%
BSNL	78.32	86.71	8.39	10.71%	11.39%	11.53%
Tata	79.07	84.23	5.16	6.53%	11.50%	11.20%
IDEA/Spice	74.21	81.78	7.57	10.19%	10.79%	10.87%
Aircel	46.52	50.17	3.65	7.85%	6.76%	6.67%
Unitech	11.27	18.51	7.24	64.28%	1.64%	2.46%
Sistema	6.64	8.43	1.80	27.04%	0.97%	1.12%
Videocon	4.48	7.32	2.84	63.30%	0.65%	0.97%
MTNL	5.31	5.40	0.09	1.63%	0.77%	0.72%
Loop Mobile (BPL)	2.98	3.04	0.06	2.03%	0.43%	0.40%
S Tel	1.64	2.32	0.67	41.00%	0.24%	0.31%
Quadrant (HFCL)	1.02	1.61	0.59	57.56%	0.15%	0.21%
Etisalat	0.06	0.26	0.21	368.16%	0.01%	0.04%
Total	687.71	752.19	64.48	9.38%	-	-

1.15 Bharti is the leading operator with 152.50 million subscribers at the end of Dec-10, followed by Reliance (125.65 million) and Vodafone (124.26 million). In terms of net additions during the quarter, Bharti (9.20 Million) retained the top position, followed by Vodafone (8.70 Million) and BSNL (8.39 Million).

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (million)			
	Sep-10	Dec-10	Net Additions	Rate of change
Maharashtra	50.71	56.74	6.02	11.88%
Bihar	44.67	49.44	4.77	10.68%
U.P.(E)	53.29	58.00	4.70	8.83%
T.N. (incl. Chennai)	62.22	66.81	4.59	7.38%
Gujarat	38.86	43.33	4.46	11.48%
Andhra Pradesh	52.74	57.07	4.34	8.22%
Madhya Pradesh	37.31	41.55	4.24	11.37%
West Bengal	31.04	35.27	4.23	13.64%
U.P.(W)	37.16	41.11	3.94	10.61%
Rajasthan	37.63	40.84	3.22	8.55%
Karnataka	43.09	46.04	2.96	6.86%
Punjab	23.96	26.89	2.93	12.21%
Mumbai	31.27	33.43	2.16	6.89%
Orissa	18.62	20.72	2.10	11.26%
Delhi	33.49	35.55	2.06	6.16%
Kerala	28.07	30.13	2.06	7.34%
Kolkata	19.16	21.18	2.02	10.53%
Haryana	17.16	18.99	1.83	10.67%
Himachal Pradesh	6.11	6.77	0.66	10.87%
Jammu & Kashmir	4.74	5.24	0.50	10.57%
Assam	10.23	10.69	0.46	4.50%
North East	6.19	6.42	0.23	3.69%
All India	687.71	752.19	64.48	9.38%

Table 1.10: Service Area wise Wireless Teledensity as on 31st December 2010

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	30.11	164.88	67.46
Assam	21.92	109.81	35.03
Bihar	20.32	152.71	38.36
Delhi	-	-	193.60
Gujarat	42.43	117.87	72.81
Haryana	46.17	131.62	74.84
Himachal Pradesh	65.24	379.02	99.82
Jammu & Kashmir	27.53	91.96	44.79
Karnataka	30.84	156.83	77.62
Kerala	42.58	216.74	87.09
Madhya Pradesh	19.97	107.60	43.19
Maharashtra	40.57*	123.41*	78.98*
Mumbai			
North East	28.44	113.06	48.78
Orissa	26.21	173.85	50.91
Punjab	50.02	153.66	92.55
Rajasthan	35.86	138.46	60.38
T.N. (incl. Chennai)	44.27	141.24	97.17
U.P.(E)	23.81*	128.91*	47.17*
U.P.(W)			
Kolkata	33.27*	135.74*	62.40*
W.B.			
All India	30.11	140.53	63.22

* Population data/projections are available state-wise only

Notes:

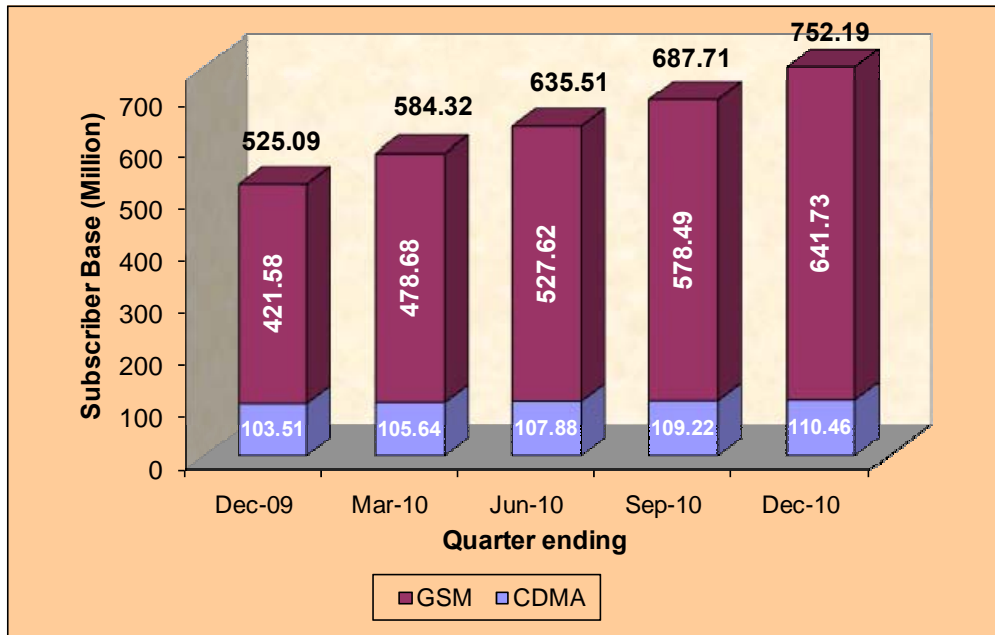
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the State of Delhi, includes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

Table 1.11: Rural Wireless Subscribers and Market Share

Service Provider	Subscribers as on Dec-10 (in millions)	Rural Subscribers (in millions)		Percentage of Rural subscribers in total		Market Share of Rural Subscribers	
		Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10
Bharti	152.50	60.85	56.23	39.90%	39.24%	24.25%	24.76%
Vodafone	124.26	47.76	43.10	38.44%	37.30%	19.04%	18.98%
Idea /Spice	81.78	40.67	36.01	49.73%	48.52%	16.21%	15.86%
BSNL	86.71	30.79	28.33	35.51%	36.17%	12.27%	12.48%
Reliance	125.65	27.08	25.03	21.55%	21.33%	10.79%	11.02%
Tata	84.23	17.90	16.70	21.25%	21.12%	7.13%	7.35%
Aircel / Dishnet	50.17	17.73	16.63	35.34%	35.75%	7.07%	7.32%
Unitech	18.51	5.56	3.60	30.04%	31.96%	2.22%	1.59%
Sistema	8.43	1.94	1.02	22.95%	15.37%	0.77%	0.45%
S Tel	2.32	0.61	0.43	26.39%	26.23%	0.24%	0.19%
Quadrant (HFCL)	1.61	0.001	0.001	0.04%	0.10%	0.00%	0.00%
Loop	3.04	0	0	-	-	-	-
MTNL	5.40	0	0	-	-	-	-
Videocon	7.32	0	0	-	-	-	-
Etisalat	0.26	0	0	-	-	-	-
Total	752.19	250.89	227.08	33.35%	33.02%	100%	100%

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

Chart 1.8: Wireless Subscription: GSM vs CDMA



1.17 GSM subscription continues to grow at a faster rate. At the end of Dec-10, GSM subscribers constituted 85.32% of the wireless market.

GSM Services

1.18 The GSM subscribers were 641.73 million at the quarter ending Dec-10 as against 578.49 million at the end of the previous quarter, showing a growth of 10.93%. Bharti with 152.50 million subscribers continues to be the largest GSM mobile operator, followed by Vodafone (124.26 million).

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

Service Provider	Sep-10		Dec-10		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Bharti	143.29	24.77%	152.50	23.76%	9.20
Vodafone	115.55	19.97%	124.26	19.36%	8.70
Idea/Spice	74.21	12.83%	81.78	12.74%	7.57
BSNL	72.54	12.54%	81.23	12.66%	8.70
Reliance	62.05	10.73%	71.55	11.15%	9.50
Aircel /Dishnet	46.52	8.04%	50.17	7.82%	3.65
Tata	38.16	6.60%	42.34	6.60%	4.19
Unitech	11.27	1.95%	18.51	2.88%	7.24
Videocon	4.48	0.77%	7.32	1.14%	2.84
MTNL	5.02	0.87%	5.11	0.80%	0.09
Loop	2.98	0.52%	3.04	0.47%	0.06
S Tel	1.64	0.28%	2.32	0.36%	0.67
Quadrant (HFCL)	0.73	0.13%	1.34	0.21%	0.62
Etisalat	0.06	0.01%	0.26	0.04%	0.21
Total	578.49	100.00	641.73	100.00	63.24

CDMA Services

1.19 The CDMA subscriber base increased to 110.46 million during the quarter ending Dec-10 from 109.22 million at the end of previous quarter, thereby showing a growth rate of 1.14%. Reliance with 54.10 million subscribers continues to be the largest CDMA mobile operator. However, in terms of net additions during the quarter, Sistema added the highest number of subscribers (1.80 million), followed by Tata (0.97 million), rest of the service providers recorded decline in subscribers.

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

Service Provider	Sep-10		Dec-10		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Reliance	55.29	50.62%	54.10	48.98%	-1.19
Tata	40.92	37.46%	41.89	37.92%	0.97
Sistema	6.64	6.08%	8.43	7.64%	1.80
BSNL	5.78	5.30%	5.47	4.96%	-0.31
MTNL	0.30	0.27%	0.29	0.26%	-0.01
Quadrant (HFCL)	0.30	0.27%	0.27	0.24%	-0.03
Total	109.22		110.46		1.24

Section C: Wireline Service

Table 1.14: Service Providers providing Wireline service [as on 31st December 2010]

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

Chart 1.9: Wireline Subscriber Base and Teledensity

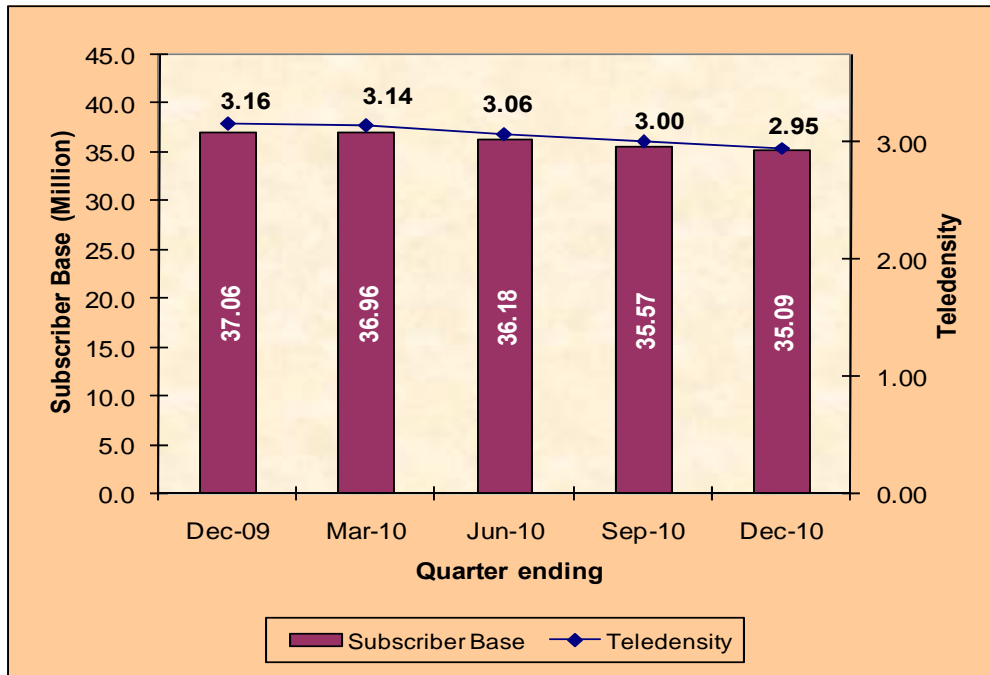


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-09	9.95	27.11	1.21	7.76
Mar-10	9.80	27.15	1.19	7.73
Jun-10	9.46	26.72	1.14	7.57
Sep-10	9.13	26.44	1.10	7.45
Dec-10	8.88	26.21	1.07	7.35

1.20 Wireline subscriber base further declined from 35.57 million at the end of Sep-10 to 35.09 million at the end of Dec-10. Wireline Teledensity is 2.95. Rural subscriber base has shown Y-o-Y decline of 10.73%, from 9.95 Million in Dec-09 to 8.88 Million in Dec-10. During the same period, Urban subscription recorded decline rate of 3.34%.

Chart 1.10: Wireline Market share – Rural & Urban

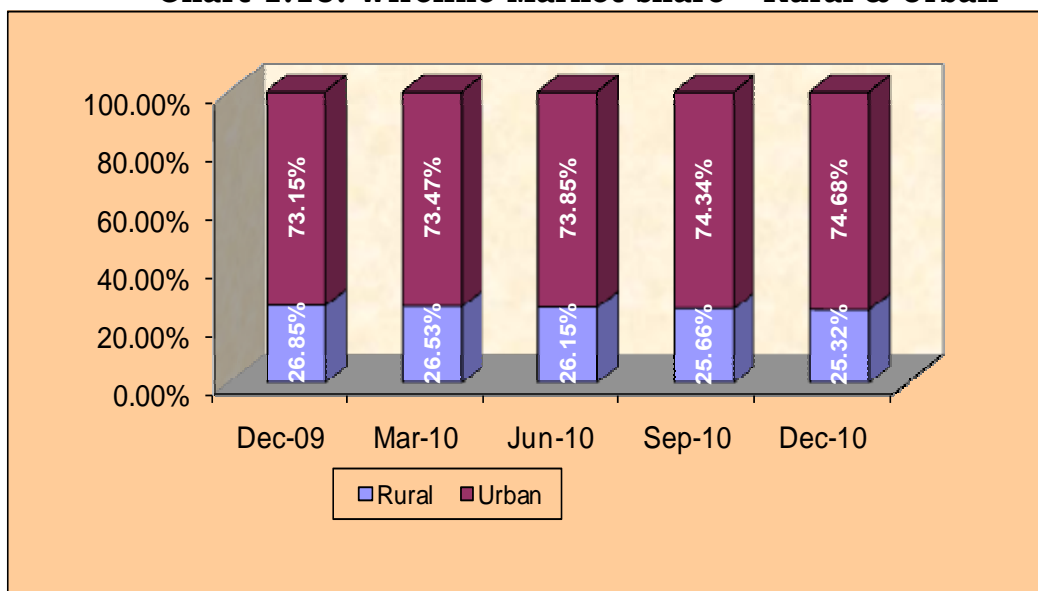


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share

Service Provider	Subscriber Base (million)			Share of Rural subscription
	Rural	Urban	Total	
BSNL	8.84	16.81	25.65	34.46%
MTNL	-	3.47	3.47	-
Bharti	-	3.26	3.26	-
Tata	0.04	1.23	1.27	3.00%
Reliance	0.002	1.22	1.22	0.13%
Quadrant (HFCL)	-	0.19	0.19	-
Sistema	0.005	0.03	0.04	13.41%
Total	8.88	26.21	35.09	

Table 1.17: Growth in Subscribers

Service Provider	Subscriber Base (million)			Rate of change	Market share-Sep-10	Market share-Dec-10
	Sep-10	Dec-10	Net Additions			
BSNL	26.22	25.65	-0.566	-2.2%	73.71%	73.09%
MTNL	3.47	3.47	-0.007	-0.2%	9.77%	9.88%
Bharti	3.22	3.26	0.041	1.3%	9.04%	9.28%
Reliance	1.21	1.22	0.016	1.3%	3.39%	3.48%
Tata	1.23	1.27	0.035	2.8%	3.47%	3.62%
Quadrant (HFCL)	0.18	0.19	0.003	1.6%	0.51%	0.53%
Sistema	0.04	0.04	0.002	5.9%	0.10%	0.11%
Total	35.57	35.09	-0.477	-1.3%	100%	100%

Table 1.18: Service Area wise Wireline Subscribers

Service Area	Sep-10	Dec-10	Net Additions	Rate of Change
Andhra Pradesh	2.39	2.38	-0.010	-0.41%
Assam	0.30	0.26	-0.040	-13.33%
Bihar	1.37	1.26	-0.103	-7.57%
Delhi	2.79	2.81	0.020	0.73%
Gujarat	2.05	1.97	-0.077	-3.74%
Haryana	0.70	0.67	-0.029	-4.12%
Himachal Pradesh	0.34	0.34	-0.003	-0.79%
Jammu & Kashmir	0.22	0.21	-0.003	-1.49%
Karnataka	2.75	2.74	-0.002	-0.09%
Kerala	3.35	3.31	-0.030	-0.90%
Madhya Pradesh	1.47	1.42	-0.045	-3.10%
Maharashtra	2.89	2.88	-0.013	-0.45%
Mumbai	2.98	2.98	0.007	0.23%
North East	0.29	0.28	-0.017	-5.66%
Orissa	0.57	0.57	0.001	0.19%
Punjab	1.58	1.57	-0.006	-0.37%
Rajasthan	1.40	1.35	-0.052	-3.69%
T.N. (incl. Chennai)	3.52	3.51	-0.006	-0.17%
U.P.(E)	1.49	1.48	-0.010	-0.68%
U.P.(W)	0.88	0.86	-0.022	-2.48%
Kolkata	1.43	1.42	-0.016	-1.09%
W.B.	0.83	0.81	-0.022	-2.69%
All India	35.57	35.09	-0.477	-1.34%

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

Table 1.19: Service Area wise Wireline Teledensity as on 31st December 2010

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.17	7.11	2.82
Assam	0.24	4.30	0.84
Bihar	0.41	4.57	0.98
Delhi	-	-	15.31
Gujarat	1.26	6.36	3.31
Haryana	1.38	5.15	2.65
Himachal Pradesh	4.46	9.75	5.04
Jammu & Kashmir	0.50	5.51	1.84
Karnataka	1.45	10.01	4.63
Kerala	8.68	12.20	9.58
Madhya Pradesh	0.34	4.62	1.48
Maharashtra	1.33*	9.53*	5.14*
Mumbai			
North East	0.71	6.53	2.11
Orissa	0.59	5.39	1.40
Punjab	2.99	8.89	5.41
Rajasthan	0.87	5.55	1.99
T.N.	2.13	7.59	5.11
U.P.(E)	0.32*	3.87*	1.11*
U.P.(W)			
Kolkata	0.61*	7.12*	2.46*
W.B.			
All India	1.07	7.35	2.95

* Population data/projections are available state-wise only

Notes:

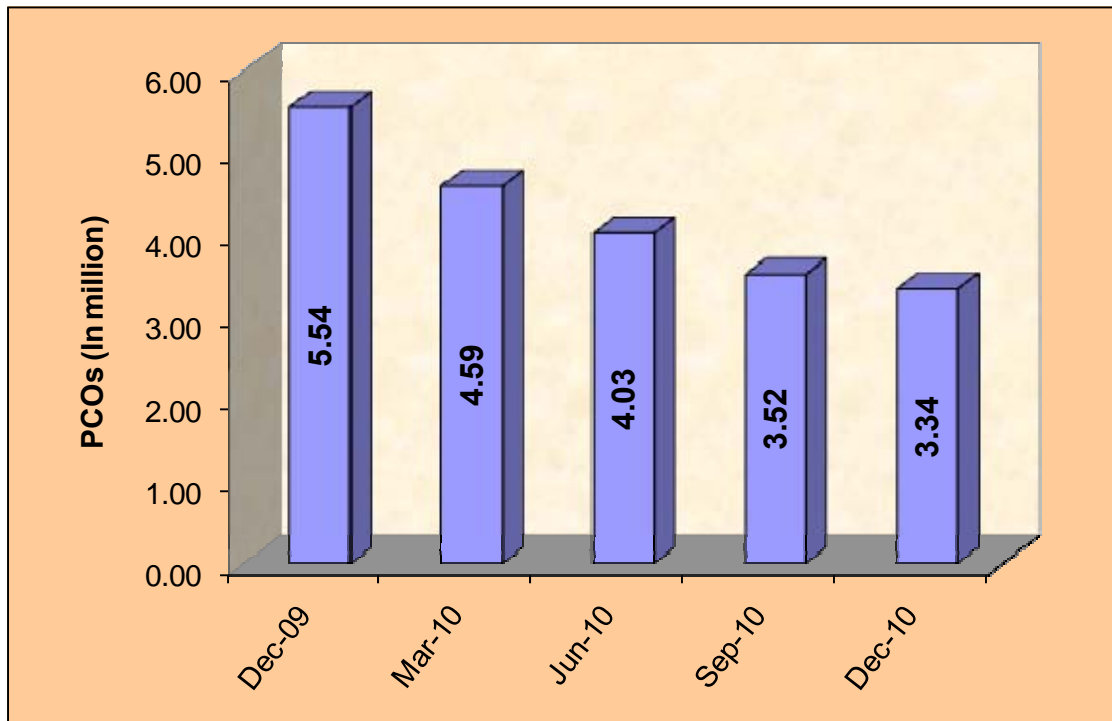
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

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

Public Call Offices (PCO)

1.23 Total number of PCOs in the country at the end of Dec-10 is 3.34 million as compared to 3.52 million at the end of Sep-10, showing a reduction of 0.18 millions PCOs. Detailed table is at Annexure - 1.4.

Chart 1.11: Number of PCOs



1.24 Number of PCOs have further declined by 5.05% in the QE Dec-10. The year-on-year (Y-O-Y) decline over the same quarter of the last year is 39.72%.

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

Table 1.20: Rate of change & Market share of PCOs

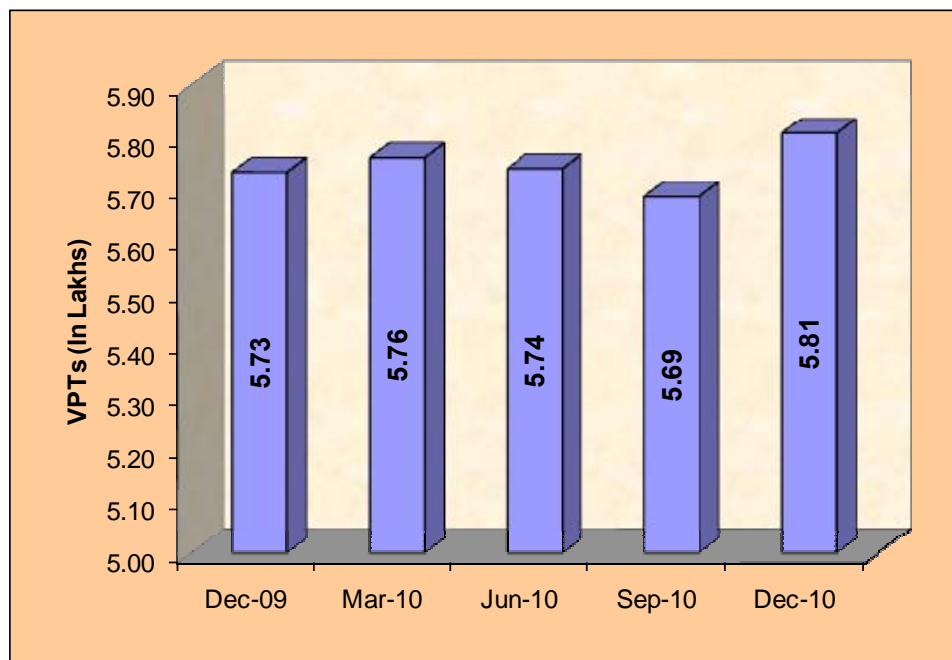
Service Provider	Sep-10	Dec-10	Rate of change	Market share (Dec-10)
BSNL	1.51	1.47	-3.02%	43.87%
MTNL	0.19	0.18	-1.47%	5.50%
Bharti	0.09	0.08	-11.00%	2.34%
Quadrant (HFCL)	0.02	0.01	-9.84%	0.43%
Sistema	0.02	0.02	-0.81%	0.71%
Tata	0.99	0.90	-9.07%	26.90%
Reliance	0.70	0.68	-4.01%	20.24%
Total	3.52	3.34	-5.05%	100.00%

1.26 The data shows that all the service provides have recorded decline in number of PCOs.

Village Public Telephones (VPTs)

1.27 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs increased from 5.69 lakhs in Sep-10 to 5.81 lakhs in QE Dec-10. At the end of Dec-10, 97.8% of the total inhabited villages in India have been connected. Detailed table is at Annexure -1.5.

Chart 1.12: Growth in VPTs

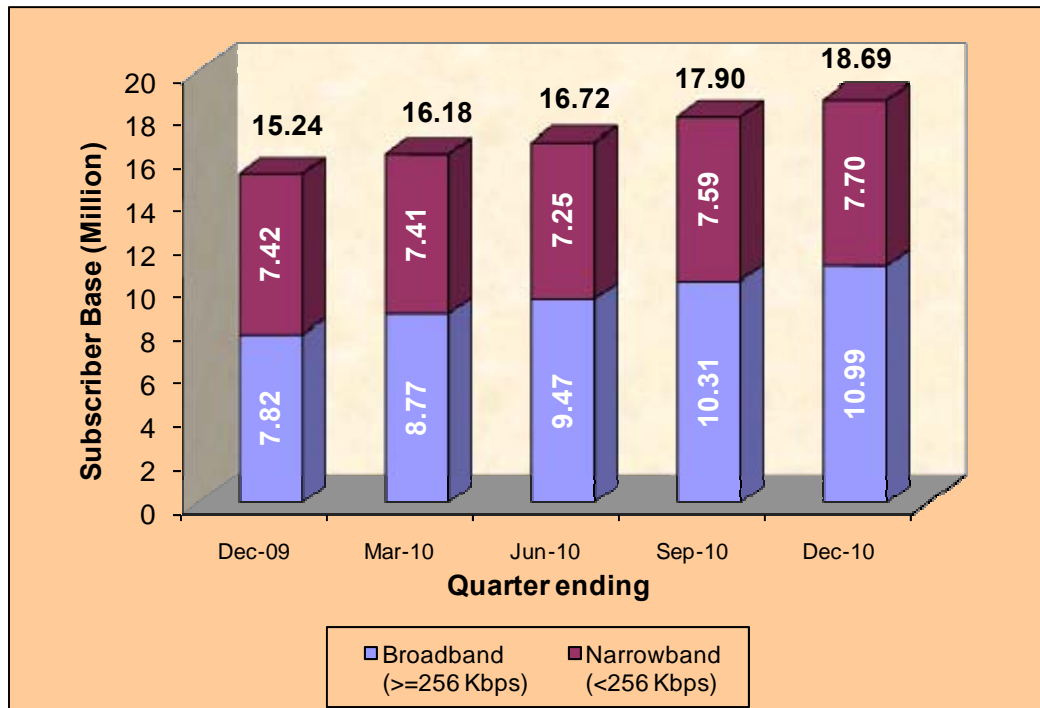


Section D: Internet Service

1.28 There are 18.69 million Internet subscribers at the end of Dec-10 as compared to 17.90 million at the end of Sep-10, registering a growth of 4.43%. Apart from this, 332.43 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.

1.29 Number of Broadband subscribers increased from 10.31 million at the end of Sep-10 to 10.99 million at the end of Dec-10, registering a quarterly growth of 6.64% and Y-O-Y growth of 40.48%. The growth in the number of Broadband subscribers during the quarter and also on Y-O-Y basis is more or less similar to the growth in overall telephone subscriber base.

Chart 1.13: Trends in Internet/Broadband subscription



- 1.30 Share of Broadband subscription in total Internet subscription increased from 57.6% in Sep-10 to 58.8% in Dec-10.
- 1.31 Number of Narrowband subscribers increased from 7.59 million in Sep-10 to 7.70 million in Dec-10, thereby showing a growth rate of 1.42% as against a growth of 4.71% in the previous quarter i.e. QE Sep-10.

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

Quarter ending	PSU ISPs	Private ISPs	Total	Share of PSUs
Dec-09	10.78	4.46	15.24	70.7%
Mar-10	11.50	4.68	16.18	71.1%
Jun-10	11.98	4.74	16.72	71.6%
Sep-10	12.53	5.36	17.90	70.0%
Dec-10	13.03	5.66	18.69	69.7%

- 1.32 The total Internet leased line customers stood at 36,244 at the end of Dec-10 as compared to 35,277 at the end of Sep-10, registering an increase of 2.74%.
- 1.33 There are 8792 Cyber Cafes at the end of Dec-10 as compared to 9288 at the end of Sep-10 registering a decline of 5.34% during the quarter.
- 1.34 As per the reports available with the TRAI, 31 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

- 1.35 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 608 GB for International

and 537 GB for National during this quarter as compared to 535 GB for International and 483 GB for National at the end of Sep-10.

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

S.No	ISP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	10643749	56.96%
2	Mahanagar Telephone Nigam Ltd.	B	Delhi& Mumbai	2388250	12.78%
3	Reliance Communications Infrastructure Limited	A	All India	2027231	10.85%
4	Bharti Airtel Ltd.	A	All India	1408130	7.54%
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	343073	1.84%
6	You Broadband & Cable India Private Limited(YOU Telecom India Pvt. Ltd).	A	All India	309140	1.65%
7	Tikona Digital Networks Pvt Ltd	A	All India	208119	1.11%
8	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	207197	1.11%
9	Sify Technologies Ltd.	A	All India	113830	0.61%
10	Data Infosys Ltd.	A	All India	104586	0.56%
	Total of Top 10 ISPs			17753305	95.00%
	Others			933882	5.00%
	Grand Total			18687187	100.00%

1.36 BSNL holds 56.96% of the market share with reported subscriber base of 10.64 million Internet subscribers at the end of Dec-10 as against 10.17 million at the end of Sep-10. MTNL is at second position (2.39 million) followed by Reliance (2.03 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.

1.37 Top 10 ISPs together hold 95% of the total Internet subscriber base.

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

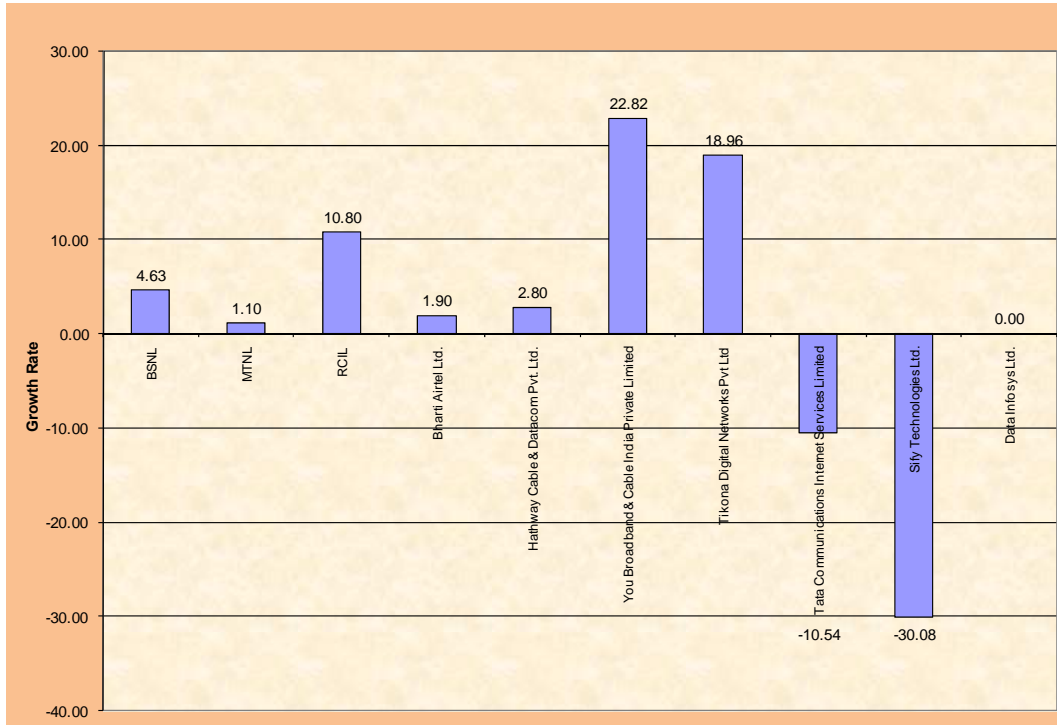


Chart 1.15: Internet Access (including Broadband) Technologies & Market Share

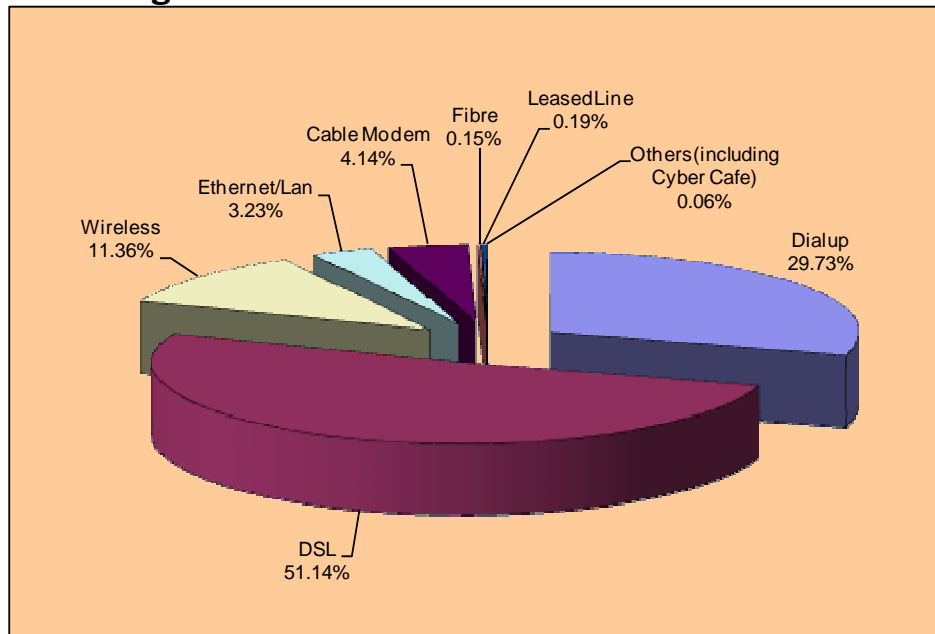
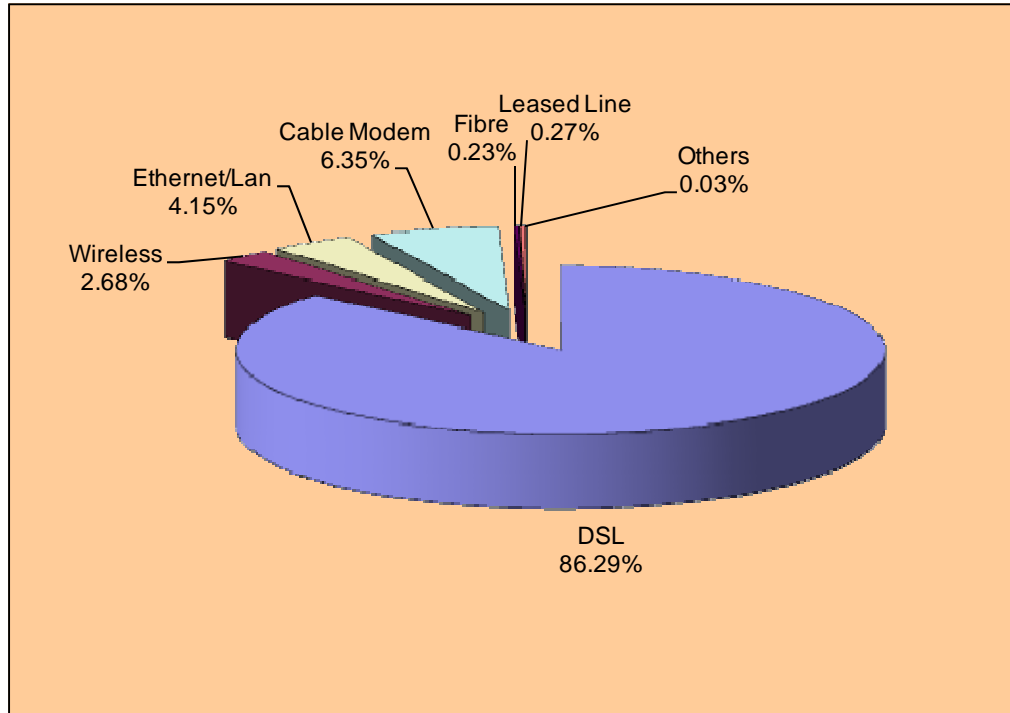
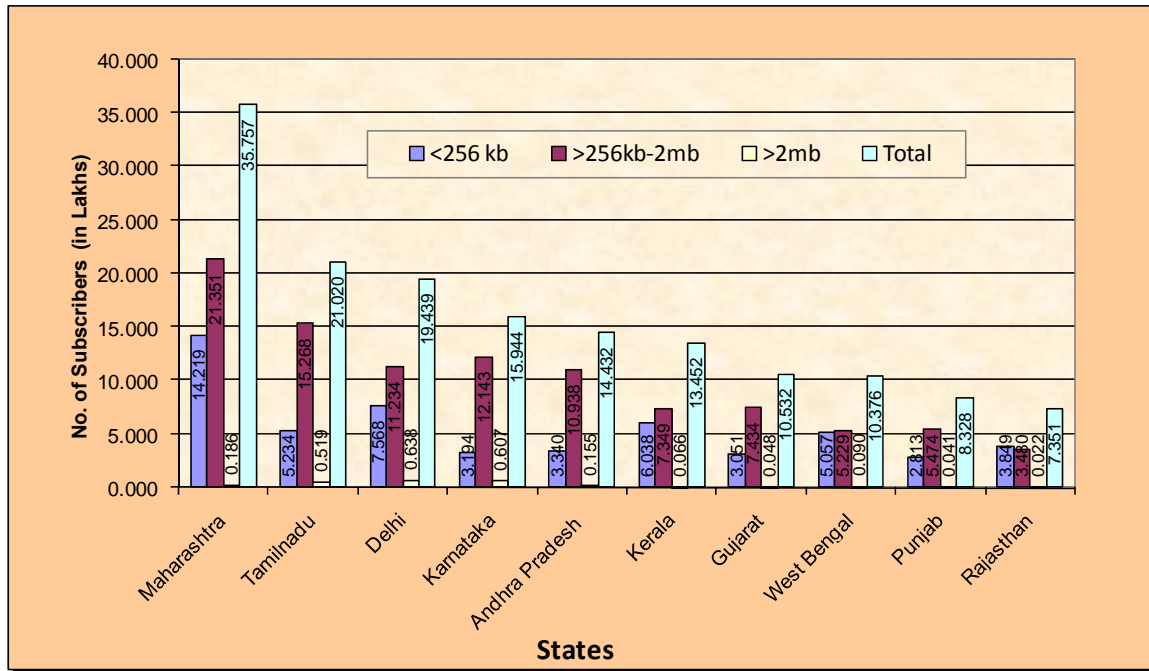


Chart 1.16: Broadband Access - Technologies & Market Share



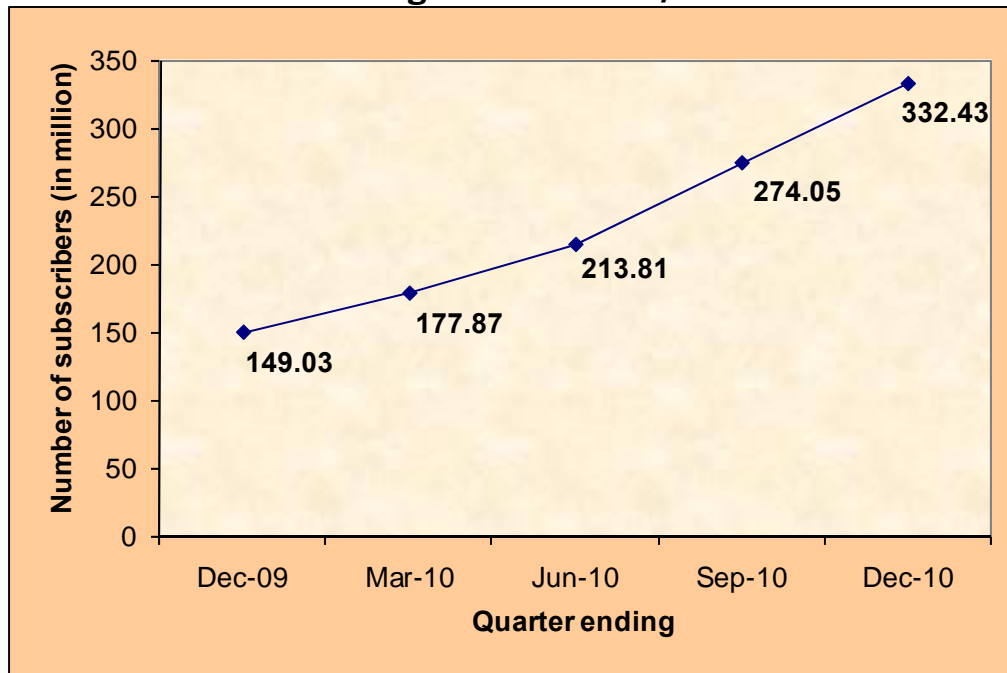
1.38 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 86.29% of total broadband subscribers. Cable Modem Technology follows with 6.35% connections.

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



1.39 Maharashtra is having largest Internet (<256 Kbps) and Broadband (>=256 Kbps) subscriber base in the country.

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



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

1.40 44.19% of total wireless subscribers base are capable of Accessing Data Services/Internet at the end of Dec-10 as against 39.85% at the end of previous quarter.

Table 1.23: Service Provider wise details of Data Services

S.No.	Subscriber Base of Data Services	
	Service Provider	Data Subscribers as on 31st December 2010 (in millions)
1	Aircel	6.09
2	Bharti	106.43
3	Loop	3.04
4	BSNL*	GPRS = 67.00 CDMA 2000 XI = 0.02
5	HFCL#	GPRS =1.34
6	Vodafone	59.89
7	Idea	11.80
8	MTNL*	GPRS = 2.86 CDMA 2000 XI = 0.04
9	RTL	2.63
10	RCL*	GPRS & CDMA 2000 XI = 24.84
11	Sistema@	CDMA 2000 XI =0.43
12	Tata*	GPRS = 19.09 CDMA 2000 XI = 1.09
13	S Tel	Nil
14	Unitech#	18.51
15	Etisalat	Nil
16	Videocon#	7.32
	Total	332.43

* = Provides GSM & CDMA Based services.

@ = Provide CDMA based services only.

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

Section E: Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.24: PMRTS Subscriber base – Service Provider wise

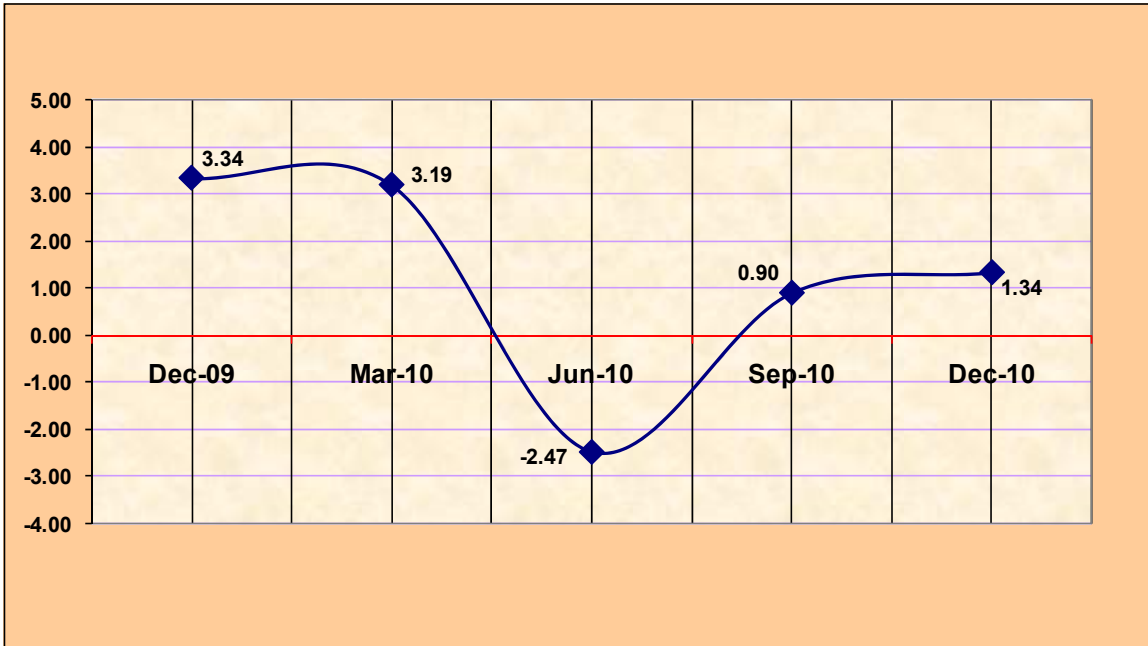
Sr. No.	Name of the Service Provider	Subscriber Base as on 30.09.10	Subscriber Base as on 31.12.10	%age Growth in Subscribers	%age in Market Share
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	19156	19894	3.85	59.82
2	Procall Ltd.	6561	6353	-3.17	19.10
3	Smartalk Pvt Ltd.	2486	2349	-5.51	7.06
4	QuickCall	3293	3399	3.22	10.22
5	Bhilwara Telenet Services Pvt.Ltd.	1320	1260	-4.55	3.79
6	*India Satcom Ltd.	0	0	0.00	0.00
	Total	32816	33255	1.34	100.00

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

1.41 The subscriber base of PMRTS increased from 32,816 in QE Sep-10 to 33,255 in QE Dec-10.

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

Chart 1.19: Growth rate (%) of PMRTS



Very Small Aperture Terminal (VSAT)

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

Sr. No	Name of Service Provider	Quarter ending		%age change	Market Share (%)
		Sep-10	Dec-10		
1	Hughes Communications Ltd.	40192	41585	3.47	30.69
2	HCL Comnet	25956	25950	-0.02	19.15
3	Bharti Airtel Limited, Bangalore	40733	42345	3.96	31.25
4	Bharti Broadband	158	158	0.00	0.12
5	Essel Shyam	2728	2728	0.00	2.01
6	Tatanet Services	13904	14393	3.52	10.62
7	ITI	0	0	0.00	0.00
8	GNFC	0	0	0.00	0.00
9	BSNL	*6198	6884	11.07	5.08
10	Infotel Satcom	1462	1478	1.09	1.09
	Total	131331	135521	3.19	100.00

*Corrected data provided by BSNL for the QE September, 2010 on 09.03.11.

1.43 The total number of VSAT subscribers increased to 135521 at the end of Dec-10. Net additions during the quarter has been 4190 and, the growth rate 3.19%.

1.44 Bharti Airtel Ltd. continues to be the market leader with subscriber base of 42345, followed by Hughes Communication Limited (41585).

1.45 HCL Comnet System & Services Ltd. has registered decline (0.02%) in VSAT subscribers in this quarter.

Chart 1.20: Number of VSAT connections

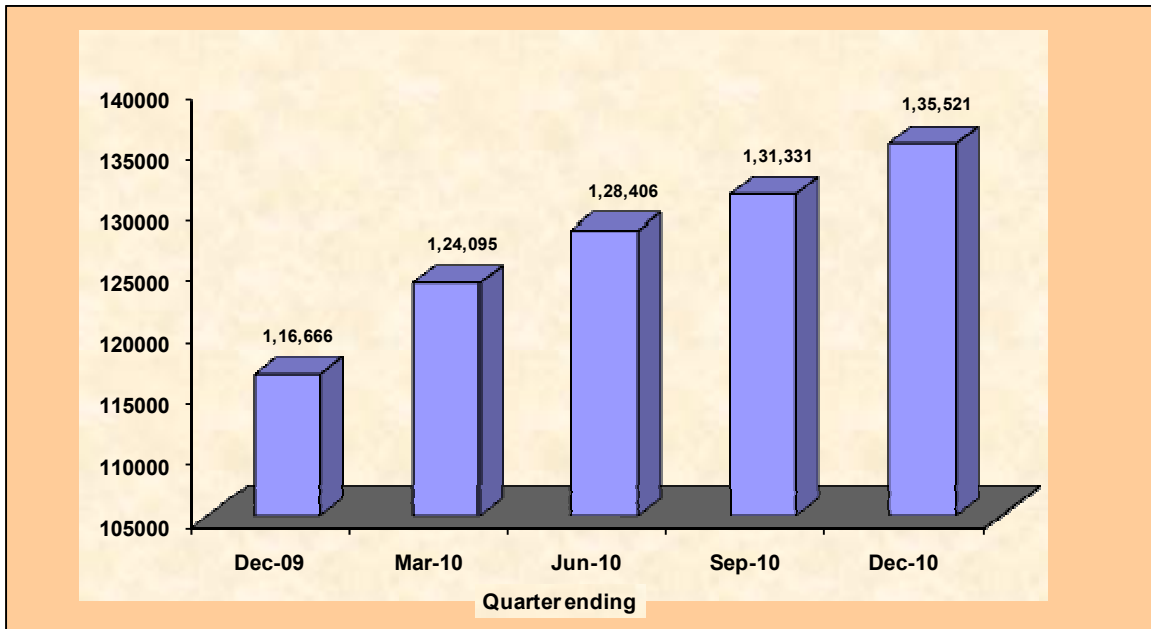
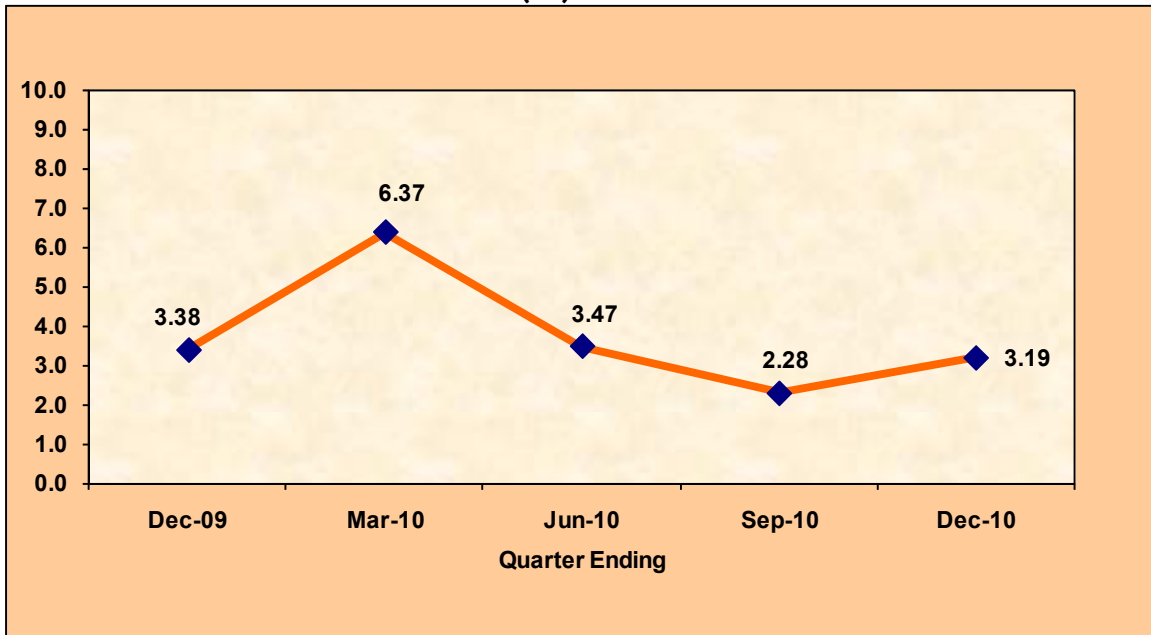


Chart 1.21: Growth Rate (%) of VSAT Subscribers



Chapter 2 : Revenue and Usage

-
- For all the parameters, Metros indicate data for Delhi, Mumbai & Kolkata. Data for Chennai service area has been included in Circle A, as part of TN
 - ARPU arrived after netting off interconnect charges
 - The data contained in the section A & B covers the licensees, who have been providing service during the entire period from 1st October 2010 to 31st December 2010 in the various service areas.

Section A: GSM Service

Table 2.1: Key Indicators - GSM Service

Parameter	Dec-09	Sep-10	Dec-10	Q-O-Q (% Change)	Y-O-Y (% Change)
Subscriber Base (million)	418.98	578.53	642.03	10.98%	53.24%
Share of Prepaid (%)	95.18%	96.43%	96.65%	0.23%	1.55%
Incoming MOU* per sub. per month	210	191	186	-2.92%	-11.35%
Outgoing MOU* per sub. per month	202	177	174	-1.61%	-13.81%
Outgoing SMS per sub. per month	32	44	46	3.76%	43.43%
Average Revenue Per User (ARPU)	144	110	105	-4.38%	-26.96%

* Minutes of Usage

Chart 2.1: Traffic Pattern - GSM Service

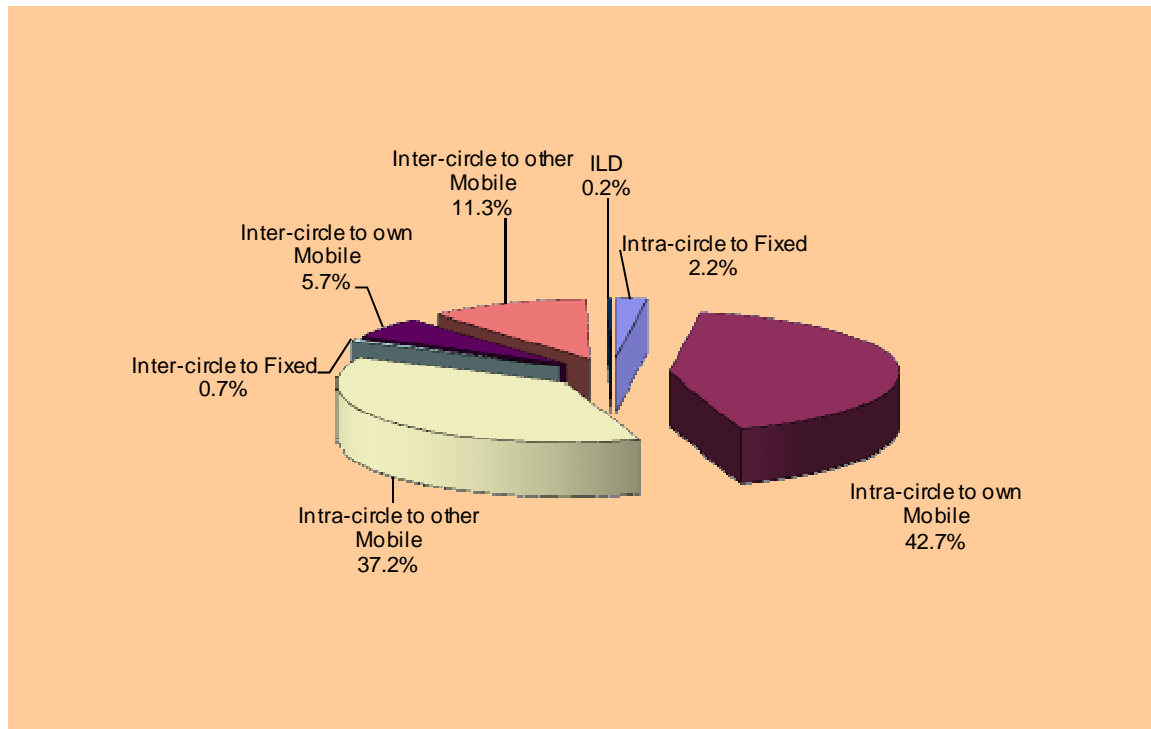
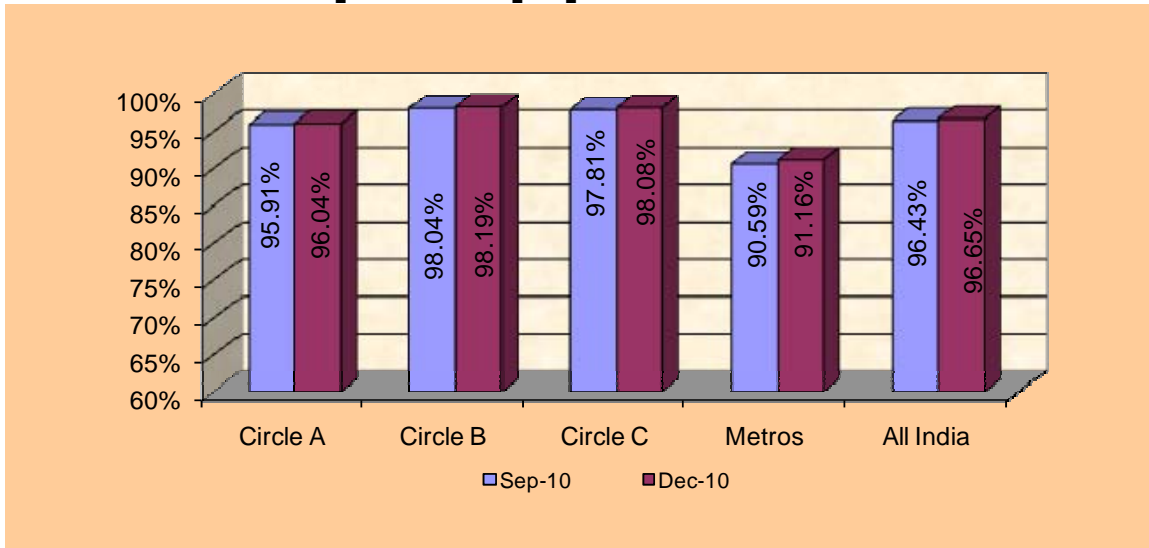


Chart 2.2: Proportion of prepaid subscribers - GSM Service



2.1 Share of prepaid subscription has grown from 96.17% in Jun-10 to 96.43% in Sep-10.

Table 2.2: ARPU - GSM Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	543	94	112
Circle B	597	85	94
Circle C	409	89	95
Metro	646	80	131
All India	572	88	105
All private SPs	630	91	108
BSNL/MTNL	341	72	86

2.2 The all India blended ARPU per month has shown a decline of 4.38% from ₹110 in Sep-10 to ₹105 in Dec-10.

2.3 Prepaid ARPU declined from ₹94 in Sep-10 to ₹88 in Dec-10 while Postpaid ARPU increased from ₹518 to ₹572.

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

Item	Sep-10	Dec-10
Rental Revenue	19.1%	18.67%
Revenue from Calls	55.8%	54.81%
Revenue from SMS	7.5%	7.42%
Revenue from Roaming	6.7%	8.05%
Other Revenues *	10.9%	11.05%

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

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

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	593	483	1076	124	157	163	320	71
Circle B	535	469	1004	92	154	180	335	28
Circle C	387	344	731	41	183	220	403	20
Metro	525	417	942	111	167	147	314	42
All India	545	450	995	107	161	176	337	44

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	175	176	351	73
Circle B	162	186	347	29
Circle C	187	223	410	20
Metro	199	171	370	48
All India	174	186	360	46

2.4 The overall MOU per subscriber declined by 2.29%, from 368 in QE Sep-10 to 360 in QE Dec-10.

2.5 Prepaid MOU per subscriber declined by 1.89% and postpaid MOUs declined by 1.55%.

- 2.6 Postpaid subscribers have higher incoming as well as outgoing usage as compared to prepaid subscribers and postpaid subscribers make more outgoing calls than receiving, while prepaid subscribers receive more calls than making.
- 2.7 The overall ratio of incoming-outgoing MOUs remained unchanged at 52:48.
- 2.8 Outgoing SMS per subscriber has further increased from 44 in QE Sep-10 to 46 in QE Dec-10.

Table 2.5: Traffic Pattern - GSM Service

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	2.41%	41.70%	41.55%	0.55%	4.74%	8.80%	0.25%
Circle B	2.23%	45.62%	36.21%	0.53%	4.95%	10.24%	0.22%
Circle C	1.02%	51.30%	31.48%	0.48%	5.85%	9.78%	0.08%
Metros	3.01%	26.74%	33.80%	1.71%	10.83%	23.41%	0.50%
All India	2.21%	42.73%	37.16%	0.67%	5.73%	11.25%	0.24%

Average Subscriber outgo* per minute

- 2.9 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. The average outgo per outgoing minute (Rental revenue + Airtime revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. The table 2.6 provides the figures for the quarter ending Dec-10.

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

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.67	0.53	0.55
Circle B	0.69	0.48	0.50
Circle C	0.88	0.43	0.45
Metros	0.81	0.55	0.61
All India	0.72	0.50	0.52

* Outgo includes both Rental and call charges

2.9 All India average outgo per minute declined from ₹0.55 in QE Sep-10 to ₹0.52 in QE Dec-10.

Table 2.7: Trends of Key Parameters - GSM Service

Parameter	Dec-09	Mar-10	Jun-10	Sep-10	Dec-10
1. ARPU (₹ Per month)	144	131	122	110	105
2. MOU per subscriber per month	411	410	401	368	360
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	169	167	162	145	143
3.2 NLD (inter-circle)	32	34	33	32	31
3.3 ILD	0.7	0.6	0.5	0.4	0.4
4. Outgoing SMS per subscriber per month SMS	32	38	40	44	46
5. Average Outgo per outgoing minute (₹)	0.64	0.57	0.55	0.55	0.52

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

Section B: CDMA – Full Mobility Service

Table 2.8: Key Indicators – CDMA Full Mobility Service

Parameter	Sep-10	Dec-10	% Change
Subscriber Base in millions	91.6	92.7	1.20%
Share of Prepaid (%)	94.05%	93.97%	-0.08%
Incoming MOUs per subs per month	145	133	-8.34%
Outgoing MOUs per subs per month	138	137	-0.92%
Outgoing SMS per subs per month	15	29	100.05%
ARPU (₹ Per month)	73	68	-6.38%

Chart 2.3: Traffic Pattern – CDMA Full Mobility Service

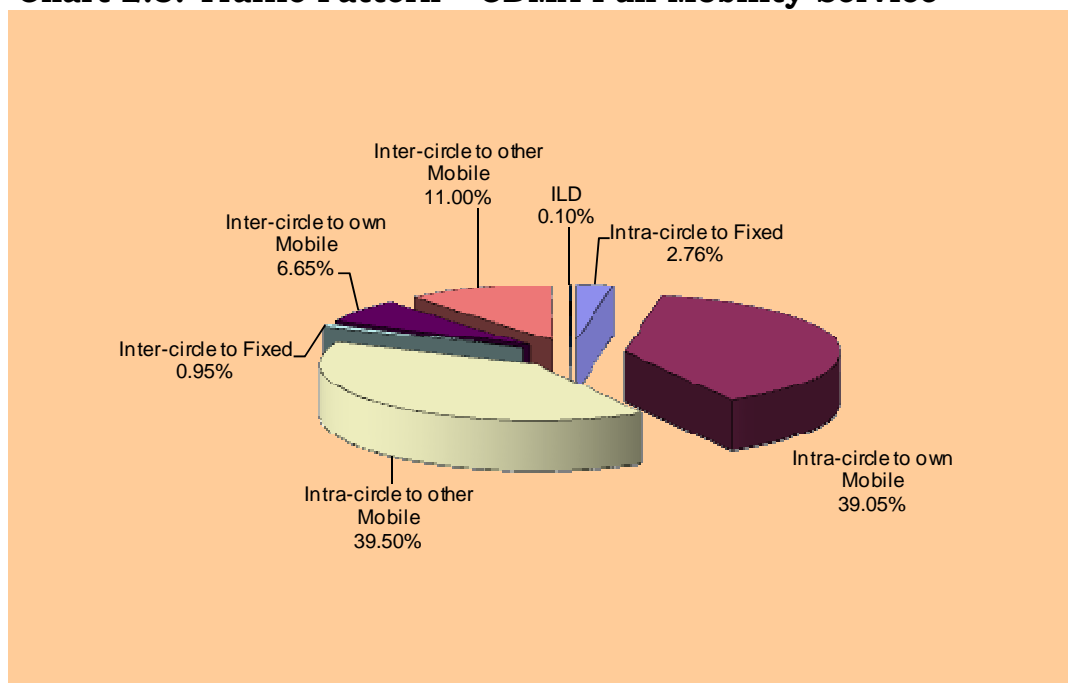
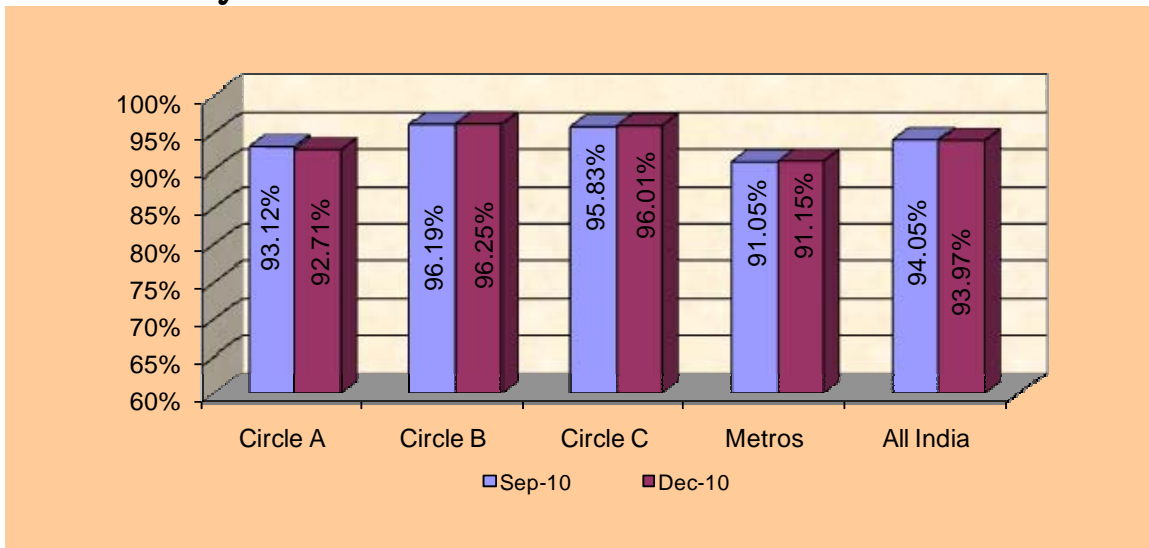


Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service



2.11 Market share of Prepaid segment has declined from 94.05% in Sep-10 to 93.97% in Dec-10.

Table 2.9: ARPU – CDMA Full Mobility Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	421	49	75
Circle B	362	41	54
Circle C	449	45	61
Metro	437	51	86
All India	414	46	68

2.12 The all India Blended ARPU declined by 6.38% from ₹73 in Sep-10 to ₹68 in Dec-10. ARPU for prepaid service declined by 5.71%, from

₹49 in Sep-10 to ₹46 in Dec-10, Postpaid ARPU declined by 7.56%, from ₹448 to ₹414.

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

Item	Sep-10	Dec-10
Rental Revenue	31.2%	29.9%
Revenue from Calls	49.8%	47.6%
Revenue from Roaming	1.4%	1.5%
Revenue from SMS	4.9%	5.1%
Other Revenues *	12.7%	15.8%

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

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

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	418	285	703	164	102	115	217	17
Circle B	533	352	885	18	122	124	246	10
Circle C	563	269	832	8	146	154	300	6
Metro	388	272	660	647	117	118	235	18
All India	444	295	739	278	117	123	240	13

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	125	127	252	27
Circle B	138	133	271	10
Circle C	163	159	322	6
Metro	141	132	273	75
All India	137	133	270	29

2.13 The total MOU per subscriber per month decreased by 4.73%, from 283 in QE Sep-10 to 270 in QE Dec-10. The outgoing MOUs decreased by 0.92% and the incoming MOUs by 8.34%.

2.14 Prepaid MOUs decreased by 4.87% and postpaid MOUs by 4.02%.

2.15 Outgoing SMS per subscriber per month increased from 15 in QE Sep-10 to 29 in QE Dec-10.

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

Table 2.12: Traffic Pattern – CDMA Full Mobility Service

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	3.67%	33.96%	46.91%	1.05%	5.49%	8.78%	0.13%
Circle B	1.85%	45.00%	37.92%	0.70%	6.03%	8.41%	0.09%
Circle C	1.40%	38.04%	43.90%	1.12%	6.84%	8.67%	0.03%
Metros	3.71%	36.18%	30.66%	1.18%	9.03%	19.16%	0.08%
All India	2.76%	39.05%	39.50%	0.95%	6.65%	11.00%	0.10%

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

[₹ Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.88	0.45	0.56
Circle B	0.59	0.35	0.38
Circle C	0.68	0.31	0.36
Metros	1.00	0.45	0.59
All India	0.82	0.39	0.48

* Outgo includes both Rental and call charges

2.17 All India average outgo per minute declined from ₹ 0.50 in Sep-10 to ₹0.48 in Dec-10.

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

Parameter	Dec-09	Mar-10	Jun-10	Sep-10	Dec-10
1. ARPU (₹ Per month)	82	76	74	73	68
2. MOU per subscriber per month	318	307	299	283	270
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	122	118	120	113	111
3.2 NLD (inter-circle)	28	28	26	25	25
3.3 ILD	0.24	0.19	0.15	0.14	0.13
4. Outgoing SMS per subscriber per month SMS	14	13	13	15	29
5. Average Outgo per outgoing minute (₹)	0.52	0.49	0.48	0.50	0.48

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Services

Revenue of ISPs

2.18 The total Revenue of the Internet Services as reported by ISPs was ₹2,417.02 Crores for the quarter ending Dec-10 as compared to ₹2,290.34* crores for the quarter ending Sep-10, showing an increase of 5.53%.

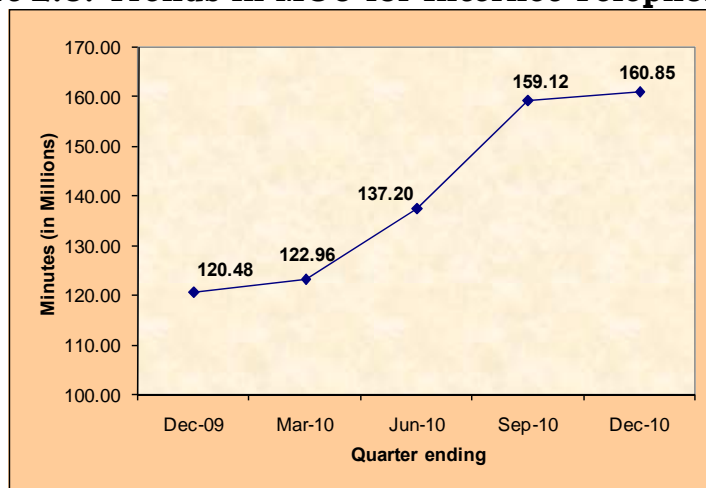
Dial up Access

2.19 The average Minutes of Usage (MoU) per subscriber per month during the day time i.e. between 8 a.m to 8 p.m, decreased from 399 in QE Sep-10 to 324 in QE Dec-10 and during night time i.e. between 8 p.m to 8 a.m., it remained at the same level as in previous quarter of 87.

Internet Telephony

2.20 Total Minutes of Usage (MOU) for Internet Telephony has increased from 159.12 million in QE Sep-10 to 160.85 million in QE Dec-10.

Chart 2.5: Trends in MOU for Internet Telephony



* Typographical error in the revenue of M/s Gomti Cable Network Pvt. Ltd. has been corrected for the QE Sep-10. The total revenue for QE Sep-10 was shown as Rs. 2470.30 Crores instead of actual figure of 2290.34 Crores.

Chapter 3 : Financial Data of Telecom Service Sector

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

Particulars	QE Dec-2009 (₹ in Crore)	QE Sep-2010 (₹ in Crore)	QE Dec-2010 (₹ in Crore)	Q-O-Q % Change	Y-O-Y % Change
Gross Revenue (GR)	39756.64	41895.95	42916.81	2.44%	7.95%
Adjusted Gross Revenue (AGR)	29125.67	29736.20	29925.37	0.64%	2.75%
Pass Through (GR-AGR)	10630.97	12159.75	12991.45	6.84%	22.20%
License Fee	2428.17	2472.42	2500.06	1.12%	2.96%
Spectrum Charges	834.05	896.25	1060.64	18.34%	27.17%

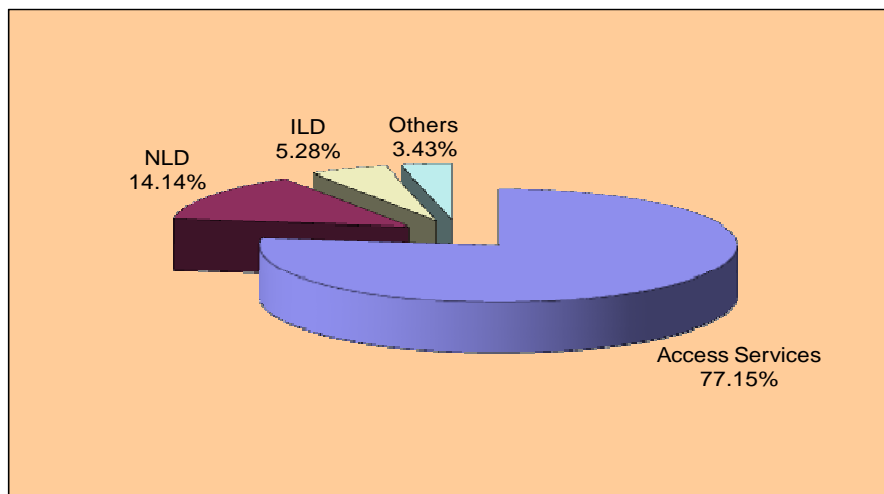
- 3.1 Gross Revenue and AGR increased by 2.44% & 0.64% respectively in the QE Dec-10.
- 3.2 Pass through increased by 6.84% in the QE Dec-10 and on annual basis it has increased by 22.20%.
- 3.3 Pass-through charges as % Gross Revenue: 30.27 % as against 29.02% in the previous quarter.
- 3.4 Average License fee as % Adjusted Gross Revenue: 8.35%.
- 3.5 Public sector undertaking's share to GR: 15.90%.

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

(₹ in Crore)

Service	GR	AGR	LF	Spectrum Charges
Access Providers	33109.95	24239.72	2159.18	1059.15
NLD	6068.03	4481.05	268.86	-
ILD	2267.97	898.37	53.91	-
Others	1470.87	306.22	18.11	1.49
Total	42916.81	29925.37	2500.06	1060.64

Chart 3.1: Composition of Gross Revenue



3.6 Access services contributed 77.15% of the total revenue of telecom services. In Access services GR, AGR, License Fee & spectrum Charges increased by 3.46%, 1.81%, 2% & 18.28% respectively.

3.7 Monthly ARPU based on AGR for Access services is ₹107. Chart below shows the trend in ARPU.

Chart 3.2: Trend in ARPU per month for Access Services

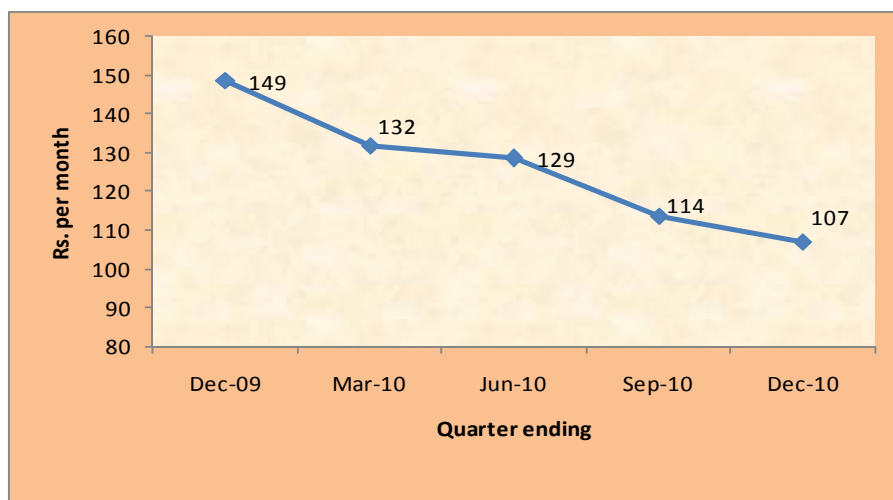


Table 3.3: Access Services – Service Provider wise Gross Revenue

(₹ in Crore)

Service	QE Sep-10	QE Dec-10	% Change
Aircel	1395.06	1438.00	3.08
Bharti	9164.86	9507.77	3.74
BSNL	4520.52	4294.59	-5.00
Etisalat	0.57	2.18	283.80
Quadrant Televentures Ltd.*	39.40	44.27	12.35
Idea#	3717.27	4055.59	9.10
Loop	167.26	179.81	7.51
MTNL	865.59	786.24	-9.17
Reliance	3253.67	3155.71	-3.01
S Tel	17.82	26.90	50.96
Sistema Shyam	149.60	195.57	30.73
Tata	2402.36	2559.48	6.54
Unitech	148.08	301.14	103.36
Videocon	-	99.86	-
Vodafone	6161.09	6462.84	4.90
Grand Total	32003.14	33109.95	3.46

Idea includes Spice Communications Limited w.e.f. March 1, 2010.

* Quadrant Televentures Ltd.* was earlier known by the name HFCL Infotel Limited.

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

Category	Gross Revenue (₹ in Cr.)	% age share of Gross Revenue
Metro	6212.46	18.76
A	12613.34	38.10
B	10686.41	32.28
C	3597.73	10.87
Total	33109.95	100.00

Notes:

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

Chapter 4 : Quality of Service (QoS)

Section A: Quality of Service Performance of Wireless Service Providers

Table 4.1: QoS Summary - Wireless Service

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending September, 2010		Quarter Ending December, 2010	
			Out Of 236 (Nos.)	Out Of 236 (in %)	Out Of 236 (Nos.)	Out Of 236 (in %)
I.	Network Related Parameters					
1	Network Availability					
(i)	BTSs Accumulated downtime (not available for service)	≤ 2%	8	3.4%	6	2.5%
(ii)	Worst affected BTSs due to downtime	≤ 2%	25	10.6%	24	10.16%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate (within licensee's own network)	≥ 95%	2	0.8%	1	0.4%
(ii)	SDCCH/ Paging Chl. Congestion	≤ 1%	8	3.4%	4	1.7%
(iii)	TCH Congestion	≤ 2%	8	3.4%	5	2.1%
3	Connection Maintenance (Retainability)					
(i)	Call Drop Rate	≤ 2%	8	3.4%	6	2.5%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	≤ 5%	37	15.7%	42	17.8%
(iii)	Connection with good voice quality	≥ 95%	7	3.0%	7	3.0%
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	29	12.3%	34	14.4%
II.	Customer Service Quality Parameters					

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending September, 2010		Quarter Ending December, 2010	
			Out Of 236 (Nos.)	Out Of 236 (in %)	Out Of 236 (Nos.)	Out Of 236 (in %)
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	22	9.3%	16	6.8%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	42	17.8%	32	13.6%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	7	3.0%	6	2.5%
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	1	0.4%	2	0.8%
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	32	13.6%	45	19.06%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	88	37.3%	101	42.79%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	18	7.6%	11	4.66%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	27	11.4%	30	12.7%

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

- a) BTSs Accumulated downtime (not available for service)
- b) Worst affected BTSs due to downtime
- c) Call Set-up Success Rate (within licensee's own network)
- d) SDCCH/ Paging Chl. Congestion
- e) TCH Congestion
- f) Call Drop Rate
- g) Metering and billing credibility - post paid
- h) Metering and billing credibility - pre paid
- i) Resolution of billing/ charging/ validity complaints
- j) %age of calls answered by the operators (voice to voice) within 60 sec.

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

- a) Worst affected cells having more than 3% TCH drop (call drop) rate
- b) Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
- c) Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
- d) Accessibility of call centre/ customer care
- e) %age requests for Termination / Closure of service complied within 7 days
- f) Time taken for refund of deposits after closures

Table 4.2: Parameter wise Performance of Wireless Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks		
Network Availability				
BTSs Accumulated downtime (not available for service) (%age)	≤ 2%	BSNL	NE	4.77
		Etisalat	BH	4.72
			DL	4.31
			MH	2.71
			MBI	3.21
			UP-E	5.12
Worst affected BTSs due to downtime (%age)	≤ 2%	Airtel	NE	2.81
		BSNL	ASM	10.70
			KOL	6.78
			MP	3.63
			NE	12.35
			RJ	6.33
			UP-E	4.44
			UP-W	5.37
		Dishnet	ASM	3.30
			BH	3.29
			NE	15.00
		Etisalat	AP	15.63
			BH	11.49
			DL	9.72
			GJ	5.00
			HR	5.65
			KTK	4.03
			MH	16.35
			MBI	13.76
			PB	5.88
			RJ	3.09
UP-E	17.84			
UP-W	4.17			
MTNL	DLI	4.04		
Connection Establishment (Accessibility)				
Call Set-up Success Rate (within licensee's own network)	≥ 95%	Dishnet	NE	90.56
SDCCH/ Paging Chl. Congestion (%age)	≤ 1%	BSNL	MP	1.20
			NE	2.35
		Dishnet	NE	9.78
		Vodafone	BH	1.17

Parameters	Benchmark	Service Providers not meeting the Benchmarks		
TCH Congestion (%age)	≤ 2%	BSNL	MP	5.35
			NE	2.68
		Dishnet	J&K	3.05
			NE	8.06
		Vodafone	BH	2.61
Connection Maintenance (Retainability)				
Call Drop Rate (%age)	≤ 2%	BSNL	MP	2.27
			NE	2.63
			UP-W	2.38
		Dishnet	NE	2.24
			Etisalat	DL
		PB		2.45
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	BSNL	BH	5.09
			MP	14.68
			NE	10.77
			PB	13.13
			RJ	8.13
			UP-W	11.70
			WB	6.98
			Dishnet	ASM
		BH		15.72
		HP		23.00
		J&K		11.76
		NE		21.33
		OR		12.15
		WB		12.76
		Etisalat	DL	9.09
			GJ	14.10
			HR	13.77
			MH	9.59
			MP	15.83
			MBI	9.04
			PB	16.35
			RJ	16.70
		Idea	AP	5.28
			ASM	7.75
			GJ	14.60
			HP	16.32
			J&K	8.43
			MH	11.60
			MP	9.89
			MBI	7.08

Parameters	Benchmark	Service Providers not meeting the Benchmarks		
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	Idea	NE	10.65
			PB	9.43
			RJ	10.28
			TN	7.93
			UP-E	6.96
			WB	6.98
		Stel	ASM	5.03
			NE	5.14
		Uninor	UP-E	5.07
			UP-W	6.21
Vodafone	BH	5.16		
	UP-E	6.35		
Connection with good voice quality	≥ 95%	Dishnet	ASM	90.30
			BH	94.95
			HP	94.03
			J&K	91.33
			NE	91.80
			UP-E	65.37
			WB	94.99
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	Aircel	AP	1
			GJ	1
			KOL	2
			MP	1
			PB	2
		Airtel	NE	1
		BSNL	BH	1
			KOL	4
			HP	4
			UP-W	1
		Dishnet	ASM	1
			BH	1
			NE	2
		Etisalat	DL	2
			MP	1
		Stel	BH	6
		Uninor	AP	2
			BH	14
			GJ	6
			KOL	5
KTK	1			
MBI	2			
TN	4			
UP-E	8			

Parameters	Benchmark	Service Providers not meeting the Benchmarks		
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%	Uninor	UP-W	11
			WB	11
		Videocon	GJ	1
			HR	2
			KR	1
			MP	2
			MBI	2
			TN	1
			UP-E	3
			UP-W	3
Metering and Billing				
Metering and billing credibility - post paid	≤ 0.1%	Aircel	AP	0.18%
			CHN	0.54%
			GJ	0.21%
			KTK	0.13%
			MH	0.25%
			MP	2.03%
			MBI	0.14%
			RJ	1.83%
		Dishnet	J&K	0.15%
			UP-E	0.17%
		Idea	KOL	0.33%
			MH	0.15%
		MTNL	MBI	0.598%
		TTSL CDMA	DLI	0.14%
HR	0.15%			
VODAFONE	UPE	0.12%		
Metering and billing credibility - pre paid	≤ 0.1%	Aircel	GJ	0.29%
			KOL	0.37%
			KTK	0.15%
			MHG	0.15%
			MBI	0.12%
			RJ	0.13%
			TN	0.18%
		Airtel	CHN	0.11%
			KR	0.11%
		BSNL	TN	0.12%
			CHN	0.20%
KOL	0.30%			
	MP	0.18%		

Parameters	Benchmark	Service Providers not meeting the Benchmarks		
		Dishnet	BH	0.47%
			HP	0.17%
			NE	0.13%
			OR	0.15%
			UP-E	0.16%
			WB	0.24%
		LOOP Telecom	RJ	0.57%
		Sistema	DL	0.16%
			KTK	0.14%
		TTSL CDMA	CHN	0.16%
			DLI	0.13%
			GJ	0.17%
			HR	0.11%
			J&K	0.40%
			MP	0.14%
		Vodafone	TN	0.17%
			MP	0.12%
			OR	0.18%
UP-E	0.31%			
Resolution of billing/charging/validity complaints	100% within 4 weeks	BSNL	J&K	92%
			RJ	98%
		Idea	KTK	82%
		TTSL CDMA	ASM	99%
			MH	92.29%
Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	TTSL CDMA	MH	92.29%
			MBI	92.58%
Response time to the customer for assistance				
		HFCL-CDMA	PB	84%
		Airtel	AP	88%
			BH	94%
			HP	89%
			HR	93%
			OR	93%
			PB	77%
			WB	94%
		Idea	J&K	92%
			RJ	88%

Parameters	Benchmark	Service Providers not meeting the Benchmarks		
Accessibility of call centre/ customer care	≥ 95%	RCOM – CDMA	AP	94%
			CHN	89%
			GJ	89%
			HP	86%
			HR	89%
			KR	93%
			KTK	84%
			MH	94%
			OR	89%
			PB	89%
			RJ	90%
			TN	89%
			UP-W	94%
		RCOM - GSM	KTK	93%
			KR	92%
		RTL	AS	73%
			BH	84%
			HP	81%
			KOL	76%
			MP	85%
			NE	46%
			OR	66%
		TTSL CDMA	WB	50%
			HR	89%
			PB	92%
		Uninor	UP-E	94%
			AP	74.6%
BH	90.5%			
GJ	68.3%			
KOL	94.5%			
MH	93.6%			
UP-E	89.6%			
UP-W	75.6%			
WB	83.5%			
Accessibility of call centre/ customer care	≥ 95%	Videocon	TN	94%
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Aircel	CHN	82.39%
			DL	50.40%
			GJ	40.08%
			HR	78.25%
			KOL	76.58%
			KTK	83.59%
			MP	65.32%

Parameters	Benchmark	Service Providers not meeting the Benchmarks		
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Aircel	MBI	89.77%
			PB	62.22%
			RJ	52.66%
			TN	73.34%
		Airtel	AP	72.00%
			ASM	54.00%
			BH	84.00%
			DL	77.00%
			GJ	55.00%
			HP	50.00%
			HR	56.00%
			J&K	49.00%
			KR	87.00%
			KTK	84.00%
			MBI	82.00%
			MH	79.00%
			NE	65.00%
			OR	65.00%
			PB	70.00%
			RJ	49.00%
		TN	39.00%	
		UP-E	70.00%	
		UP-W	69.00%	
		WB	52.00%	
		BSNL	AP	85%
		Dishnet	BH	54.33%
			HP	65.99%
			J&K	80.71%
			NE	74.14%
			OR	78.72%
			UP-E	41.57%
			UP-W	70.29%
WB	59.25%			
Idea	AP	62%		
	DL	28%		
	GJ	84%		
	HP	77%		
	HR	19%		
	J&K	56%		
	KTK	43%		
	KOL	80%		
MH	86%			

Parameters	Benchmark	Service Providers not meeting the Benchmarks	
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Idea	PB 32%
			RJ 39%
			TN 59%
			WB 71%
		RCOM - CDMA	AP 82%
			HP 88%
			UP-E 87%
			UP-W 81%
		RCOM - GSM	AP 78%
			DL 59%
			GJ 77%
			HR 78%
			J&K 79%
			KTK 83%
		RTL	PB 59%
			BH 47%
			KOL 81%
			MP 56%
		TTSL CDMA	WB 12%
			DLI 72%
			GJ 85%
			HP 88%
			HR 64%
			J&K 86%
			PB 72%
			RJ 87%
		TTSL GSM	UP-E 72%
UP-W 72%			
AP 73%			
BH 88%			
KOL 88%			
Uninor	KTK 87%		
	WB 87%		
	BH 82.9%		
	GJ 88.3%		
	KOL 84.5%		
	UP-E 54.1%		
Videocon	UP-W 46.0%		
	WB 82.7%		
Vodafone	GJ 88%		
	TN 85.84%		
	CHN 84%		
	DLI 77%		
	GUJ 81%		
	KOL 75%		
	KTK 78%		
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Videocon	MH 67%
			MBI 83%
		Vodafone	GJ 88%
			TN 85.84%
			CHN 84%
			DLI 77%
			GUJ 81%

Parameters	Benchmark	Service Providers not meeting the Benchmarks		
		Service Provider	State	Percentage
		Vodafone	RJ	87%
			TN	88%
			UP-E	87%
			WB	87%
Termination / closure of service				
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	Aircel	GJ	96%
		BSNL	RJ	99%
		Idea	ASM	98%
			DL	99%
			KOL	78%
			WB	72%
		TTSL GSM	KR	99.9%
			TN	99.7%
		Vodafone	KOL	98.29%
			UP-E	99.77%
WB	97%			
Time taken for refund of deposits after closures	100% within 60 days	Idea	MP	97.70%
		TTSL CDMA	AP	96%
			ASM	82%
			BH	89%
			DL	82%
			GJ	92%
			HP	89%
			HR	86%
			J&K	80%
			KOL	96%
			KR	98%
			KTK	99%
			MH	69%
			MP	86%
			MBI	84%
			NE	88%
			OR	95%
			PB	85%
			RJ	86%
		TN	97%	
		UP-E	85%	
		UP-W	49%	
		WB	88%	
		TTSL GSM	AP	64%
			MBI	96.67%
			MP	99.73%
		Vodafone	TN	30%
			BH	91%
			J&K	93%
				PB

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

Section B: Quality of Service Performance of Wireline Service Providers

Table 4.3: QoS Summary - Wireline Service

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			September, 2010		December, 2010	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(i)	Fault incidences per 100 subs/month	≤ 5	16	18.18%	12	13.64%
(ii) a	% Fault repaired by next working day	≥ 90%	10	11.36%	9	10.23%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	30	34.09%	27	30.68%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	19	21.59%	18	20.45%
(iii)	MTTR	<8Hrs	10	11.36%	8	9.09%
(iv) a	Call Completion Rate (in local network)	≥ 55%	3 (out of 68 Licensees *)	4.41%	3 (out of 68 Licensees *)	4.41%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	0	0.00%	0	0.00%
(v)	Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	≤ 0.5%	0	0.00%	0	0.00%
(vi)	Metering & billing credibility – Post-paid	≤ 0.1%	1	1.14%	7	7.95%
(vii)	Metering & billing credibility – Pre-paid #	≤ 0.1%	-	-	-	-
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	9	10.23%	4	4.55%
(ix)	Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	3	3.41%	1	1.36%
(x)	Response time to the customer for assistance					

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			June, 2010		September, 2010	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(x) a	Accessibility of call centre/ customer care	≥ 95%	4	4.55%	14	15.91%
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	18	20.45%	10	11.36%
(xi)	Termination / closure of service	100% within 7 days	5	5.68%	7	7.95%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	3	3.41%	9	10.23%

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

- 2) # None of the SPs have reported for the parameter “Metering and billing credibility - pre paid” because most of the service providers are not providing pre-paid service in Basic (Wireline) service.
- 3) In Assam, J&K and North East Circles, M/s TTSL is providing the Basic Service through PRI Lines given to the Corporate and not providing the individual / residential connections.

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

- a. Fault incidences per 100 subs/month
- b. % Fault repaired by next working day
- c. % Fault repaired within 3 days
- d. % Fault repaired within 5 days (for rural & hilly areas)
- e. MTTR
- f. Resolution of billing/charging/Credit & validity complaints

- g. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
- h. %age of calls answered by the operators (voice to voice) within 60 sec.

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

- a. Metering & billing credibility – Post paid
- b. Accessibility of call centre/ customer care
- c. Termination / Closure of service 100% within 7 day
- d. Time taken for refund of deposits after closures

4.6 The performance of the Wireline Service Providers is at same level as compared to the previous quarter in respect of the parameter of “Call Completion Rate (in local network), Answer to seizure Ratio (ASR) and Point of Intrconnection(POI) Congestion (No. of POIs not meeting benchmark)”.

Table 4.4: Parameter wise QoS of Wireline Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	≤ 5	BSNL – Chattisgarh (6.11), HP (7.44), J&K (6.15), KR (6.29), MH (6.41), PB (5.93), UP-W (5.19), Uttaranchal (5.47), WB (5.45) MTNL – Delhi (6.63), Mumbai (9.42) Bharti Airtel – MP (6.54)
% Fault repaired by next working day	$\geq 90\%$	BSNL – Bihar(84.23%), HP (88.32%), J&K(56.97%), Kolkata (88.11%), KR (75.29%), MH (86.38%), NE-II (88.02%), WB(89.09%) MTNL – Delhi (75.83%)
% Fault repaired within 3 days	$\geq 100\%$	BSNL – AP (96.51%), Bihar (94.76%), CHN(98.53%), GJ (98.50%), HP (96.04%), J&K (68.05%), Kolkata

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		(97.73%), Kerala (90.16%), KTK (97.63%), MH (90.98%), NE-I (98.48%), OR (97.85%), PB(97.95%) Raj(98.98%), TN(98.31%), UP E(98.56%), WB(89.06%) MTNL - Delhi (86.56%), Mumbai (96.62%)
% Fault repaired within 5 days	≥ 100%	BSNL –Bihar (80.60%), Chattisgarh (98.05%), CHN (99.38%), GJ (98.88%), HP (91.77%), J&K (81.15%), Kerala (85.46%), KTK (96.20%), MH (97.34%), WB(95.52%)
MTTR	<8Hrs	BSNL - AP (11.16 hrs.), KR (17.89 hrs.), MH (8.53 hrs.), NE-I (19.39 hrs.), PB (8.22 hrs.), WB (9.8 hrs.) MTNL- Delhi (13.17 hrs.), Mumbai (13.28 hrs.)
Call Completion Rate (in local network)	≥ 55%	BSNL - J&K (54.37%), Kolkata (53.29%) MTNL - Delhi (53.47%)
Answer to Seizure Ratio (ASR)	≥ 75 %	RCOM has met the benchmark
Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	≤ 0.5%	All the Licensees have met this benchmark
Metering & billing credibility – Post-paid	≤ 0.1%	MTNL - Delhi (0.18%) Bharti Airtel - GJ(0.20%), MH(0.14%), Mumbai(0.13%), TN(0.20%)
Metering & billing credibility – Pre-paid	≤ 0.1%	
Resolution of billing/charging/validity complaints	100% within 4 weeks	MTNL - Delhi (81.00%)
Period of applying credit/ waiver/ adjustment to customer’s account from the date of resolution of complaints	Within 1 week of resolution of complaint	Tata Tele. – Mumbai (98.00%)
Response time to the customer for assistance		
Accessibility of call centre/ customer care	≥ 95%	BSNL- AP(91.88%), HP(93.74%), Kerala (94.83%) KTK (94.81%), MH(87.04%), MP(87.81%), NE-II (93.53%), Uttaranchal(93.91%) HFCL – PB (90.20%)
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	BSNL- AP(85.33%), HR (80.17%), MP(80.00%), Uttaranchal(79.33%) Bharti Airtel - GJ(80.52%),

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		MH(80.52%), Mumbai (80.52%), TN(83.70%) Tata Tele. - Del (88.18%), KTK (86.96%)
Termination / closure of service		
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	BSNL- Bihar(97.00%) MTNL - Delhi (98.00%)
Time taken for refund of deposits after closures	100% within 60 days	Bharti Airtel- AP(98.00%), GJ (54.00%), Kerala (97.00%), KTK(98.00%), MH (42.00%), Mumbai (58.00%), TN(89.00%) Tata Tele. - MH (65%), Mum (90%)

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

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

A. Dial-up service

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

Table 4.5: Performance on ISPs Quality of Service

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days
1	BHARAT SANCHAR NIGAM LTD.	0-4 hrs	16-30 Sec	90.00%	95.00%	100.00%	Nil	0.01	0-4 Hrs
2	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Instantaneous	30 Sec	99.77%	99.99%	-	Nil	0.01	5 Min
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	100.00 %	-	-	Nil	0.005	15 Min
3	RELIANCE COMM. INFRASTRUCTURE LTD	Online	<20 Sec	98.00%	100.00%	-	Nil	NR	<8.00 Hrs
4	BHARTI AIRTEL LTD.	Online	30-40 Sec	99.80%	100.00%	-	<0.015% (DNF)	<0.01	3.37 Hrs
5	TATA COMMUNICATIONS	Online	30Sec	80.00%	90.00%	99.00%	2 Min	<1%	10-15 Min
6	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR
7	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days		
8	ASIANET SATELITE COMMUNICATIONS	Immediate	10 Sec	98.00%	99.00%	100.00%	<30Min	0.002	24.15 Hrs
9	QUADRANT TELEVENTURES LTD.	NR	30Sec	99.00%	100.00%	-	NR	0.002	2.51 Hrs
10	TATA TELESERVICES (MH)	Immediate	18 Sec	99.00%	100.00%	-	Nil	0.001	7.08 Hrs
11	HCL INFINET LTD.	4 Min	24 Sec	99.40%	99.20%	99.10%	24 Min	0.002	17-19 Hrs

Note:-

NR= Not Reported

NA-Not Applicable

DNF-Data Not in Format

 **Not meeting the benchmark**

Service Activation Time

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

Time to Access

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

Probability of Accessing the ISP Node

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

ISP Node unavailability

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

Grade of Service

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

Mean Time to Restore (MTTR)

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

B. Broadband Service

4.15 Out of 105 Broadband Service providers, 20 Service Providers are having subscriber base > 10,000 and these 20 Service providers share the 98.9% of total subscriber base. This report covers performance of 17 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI, as the remaining three service providers i.e. Syscon Infoway, Hughes Communications Ltd and IndusInd Media & Communictaions (newly added service provider in the category), have not submitted the report.

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

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in =< 15 working days	BSNL AP(95.30%), Chhattisgarh(99.70%) KTK(99.00%), MH(99.60%) MTNL: - Delhi (87.05%), Mumbai (87.54%) Tata Communications: KTK(98.00 %) Quadrant Televentures Ltd. (formerly HFCL Infotel Ltd – Punjab (99.77%) Beam Cables - Hyd(98.00%) Spectranet - All India (99.03%)
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	BSNL:- Kol(88.90%) MTNL:- Delhi (58.27%), Mumbai (78.93%) Tata Communications - MP & CG(89.00%), TN & Pondicherry (88.00%) Hathway - MH (87.00%) Tikona Digital Networks - All India (83.02%) DVOIS Broadband Pvt. Ltd: All India (88.79%) Asianet Satellite Communications Ltd.: Kerala (86.66%)
	% of faults repaired within 3 working day	=>99%	BSNL:- Assam(94.30%), Bihar(98.10%), HP(94.60%), NE- I (52.10%) MTNL:- Delhi (76.87%), Mumbai (88.21%) Tata Communications- MP & CG(98.00%), Punjab (98.00%), TN & Pondicherry (97.00%), UP (W) (96.00%), Kol (98.00%) Hathway - MH(97.00%), UP(98.00%) You Broadband & Cable India Pvt Ltd- All India (98.77%), AP (98.89%), Guj (98.22%) Tikona Digital Networks- All India (87.75%) Asianet Satellite Communications Ltd. - Kerala (98.00%)
3	Billing Performance		
	Billing Performance • %age of bills disputed	<2%	BSNL- Kol (2.50%) Tikona Digital Network - All India (6.17%)
	%age of billing complaints resolved	100% within 4 weeks	BSNL:- AP(98.40%),Orissa (99.90%) MTNL : Delhi(91.13%)

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
	within 4 weeks		Tata Teleservices - MH & Goa (99.41%) Tikona Digital Network - All India (94.11%) DVOIS Broadband - All India (99.80%) Asianet Satellite Communications Ltd. - Kerala (97.50%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	BSNL - Guj(56.00%), MH(62.00%), Mumbai(75.00%)
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	Bharti Airtel - Guj(69.02%), MH(69.02%), Mumbai (75.00%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	Alliance - Kolkata (7 links) Tikona Digital Networks - All India (12 links)
	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	BSNL - AP, Assam, Bihar, Chhattisgarh, Chennai, Gujrat, HR, HP, J&K, Jharkhand, Karnataka, Kerala, Kol, MH, MP, NEI, NEII, Orissa, Punjab, Raj, TN, Uttaranchal, UP(E), UP(W), WB, A&N (1link in all above) MTNL - Delhi (1.33links), Mumbai (5 links) Tikona Digital Networks - All India(20 links)

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

Chapter 5 :

Performance of Cable TV, DTH and Radio Broadcasting Services

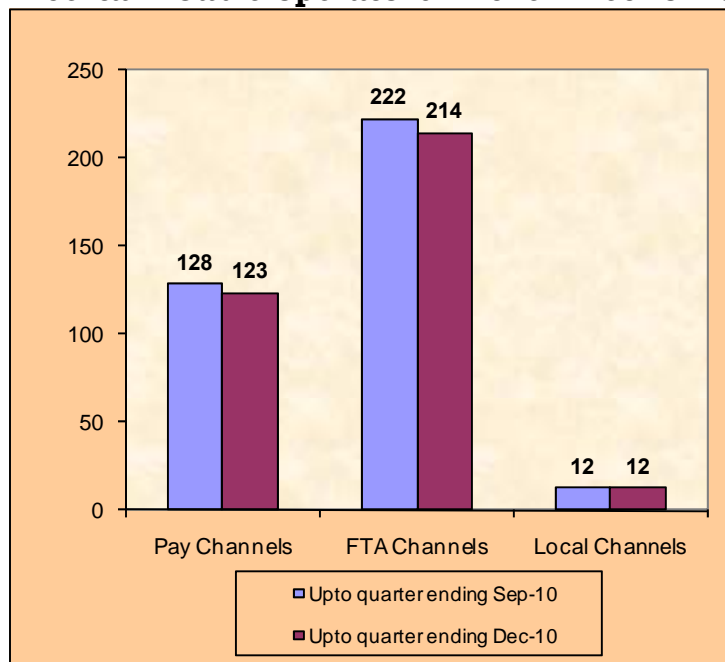
Table 5.1: Key Parameters

S.No	Parameter	Sep-10	Dec-10
1	Number of Broadcasters/ Distributors	24	24
2	Number of channels registered with Ministry of I&B	526	604
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	154	155
4	Maximum number of Pay TV Channels carried by certain cable operator	128	123
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	222	214
6	Private FM Radio stations in operation	248	245
7	Private DTH Operators	6	6
8	Licensees of community radio stations	110	123
9	Operational community radio station	84	103
10	Teleport Service Providers in operation	68	68
11	Number of Set top boxes in CAS notified areas of Delhi , Mumbai, Kolkata and Chennai	7,75,876	7,86,422

Cable TV Services

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

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

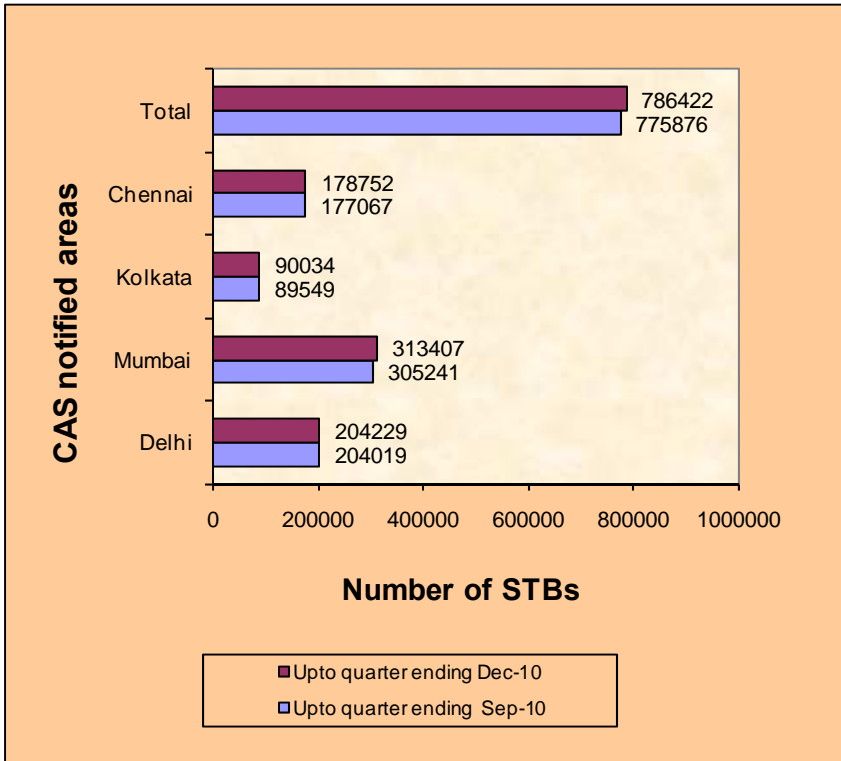


5.2 The maximum number of FTA and Pay Channels reportedly being carried in the cable networks are 214 and 123 respectively in the QE Dec-10. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

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

5.4 At the end of the quarter Sep-10, there were 7,75,876 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has increased to 7,86,422 at the end of Dec-10.

Chart 5.2: Set Top Boxes (STBs)



Satellite TV Channels

5.5 At the end of Dec-10, total Number of channels registered with Ministry of I&B is 604. This includes 155 pay TV channels which are being broadcasted/ distributed by 24 broadcasters or their authorized agents/aggregators. The list of broadcasters/distributors of pay TV channels alongwith the reported rates of pay channels for Non-CAS areas are at Annexure-5.1.

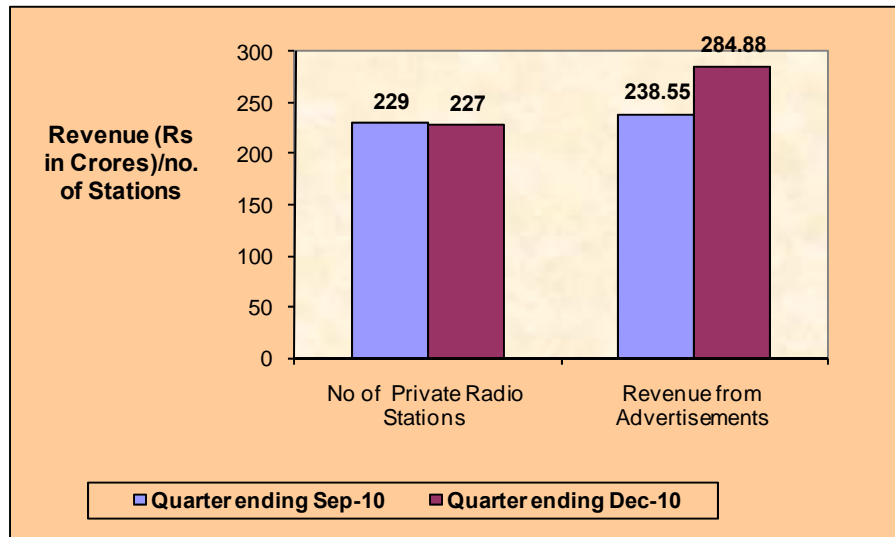
5.6 During the quarter ending Dec-10, 1 channel namely “Suvarna” was converted from FTA to Pay by the broadcaster.

FM Radio Services

5.7 Apart from All India Radio of Prasar Bharti – a public broadcaster, there are 245 FM Radio stations in operation at the end of Dec-10. The list of 245 private FM Radio stations is at Annexure-5.2.

5.8 29 FM Radio Service Providers have reported revenue from Advertisement in respect of 227 Radio Stations and that amounts to ₹284.88 Crores. In the previous quarter ₹238.55 crores were reported as the Advertisement revenue by 30 FM Service Providers in respect of 229 radio stations. However, the details do not pertain to the same set of service providers.

Chart 5.3: Comparative position of Revenue from FM Radio Stations



Community Radio

5.9 At the quarter ending Sep-10, out of 110 licensees of community radio stations, 84 stations were in operation. In the quarter ending Dec-10, 13 new licenses were issued. Now, in the quarter ending Dec-10, out of 123 licensees, 103 stations are in operation.

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

	Upto 31.12.2010
Total No. of Applications Received	814
No of Licenses issued	123
No of Letters of Intent Issued	263
No of Applications rejected	145
No of stations operational	103

Source: Ministry of Information & Broadcasting

DTH Services

5.10 Besides the free DTH service of Doordarshan- a public broadcaster, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.12.2010, their reported subscriber base is 32.05 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.11 Upto quarter ending Sep, 2010, there were 68 Teleport Service Providers in operation in India. In the quarter ending Dec-10, no new license was issued. Now, at the quarter ending Dec-10, there are 68 Teleport service providers are in operation. A list of the stations is at Annexure-5.4.

Annexures

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

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

Source: DoT and Service providers

UASLs	241
CMTSs	38
Total	279

Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea/Spice (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10
Andhra Pradesh	66,26,786	69,54,764	1,44,17,840	1,53,29,598	70,75,631	78,00,076	15,34,492	17,12,612	27,39,060	33,71,540
Assam	10,65,719	11,51,891	27,10,036	28,28,490	1,75,362	1,97,036	28,96,025	29,59,315	19,69,515	20,21,320
Bihar	40,58,424	45,57,162	1,29,01,274	1,39,01,163	37,38,930	42,00,974	39,99,191	41,78,731	39,49,869	43,05,931
Delhi	60,24,698	64,91,025	70,77,884	74,20,171	30,35,326	34,22,238	16,66,398	18,51,911	30,95,992	34,44,593
Gujarat	1,23,27,687	1,36,43,746	60,08,563	62,11,414	60,00,166	66,00,203	36,947	1,81,592	35,56,325	40,29,291
Haryana	32,74,177	35,32,770	16,60,048	18,56,093	24,71,611	26,41,238	1,59,346	2,72,982	18,52,471	22,08,092
Himachal Pradesh	2,51,494	2,84,136	14,68,592	15,28,727	3,44,923	4,37,037	6,68,579	7,48,372	9,71,880	10,45,568
Jammu & Kashmir	2,56,127	3,62,171	17,72,077	18,79,828	71,833	88,558	15,44,931	16,27,640	3,18,038	4,18,293
Karnataka	57,35,240	61,35,912	1,34,70,973	1,40,04,247	31,21,463	36,00,642	12,74,713	14,29,830	33,34,632	38,53,026
Kerala	47,09,123	49,66,772	33,52,122	33,83,097	60,02,217	62,22,842	17,40,945	19,16,490	12,89,756	13,22,211
Madhya Pradesh	22,76,334	24,06,495	77,19,594	85,27,584	84,01,422	93,61,609	2,89,114	5,70,667	53,41,270	60,88,106
Maharashtra	86,07,685	97,74,318	72,69,397	78,65,425	1,05,51,511	1,18,00,335	7,86,126	9,07,715	45,57,387	53,62,071
Mumbai	53,68,727	55,41,814	32,07,499	32,63,688	18,03,591	18,10,276	12,73,102	14,13,126	29,12,542	31,57,580
North East	6,47,660	6,73,722	16,57,241	17,48,202	86,595	1,03,929	19,02,068	18,49,467	5,65,444	6,11,981
Orissa	12,51,768	18,09,046	49,05,816	49,89,102	8,10,952	9,81,638	21,65,496	22,98,704	22,38,970	25,01,198
Punjab	34,91,130	36,82,662	54,03,251	59,46,742	37,59,869	40,56,443	1,76,166	3,61,243	20,21,301	27,89,397
Rajasthan	80,33,143	82,91,029	1,10,84,801	1,20,01,442	25,19,682	27,09,911	85	1,77,737	35,99,219	43,80,686
Tamil Nadu (incl. Chennai)	1,01,30,663	1,04,48,463	1,17,22,611	1,21,05,165	12,01,183	12,01,781	1,77,81,916	1,84,21,433	26,81,860	34,23,185
UP(E)	1,17,69,526	1,24,67,953	1,08,12,901	1,14,55,638	44,23,834	48,01,859	13,09,135	15,95,095	49,93,967	59,19,285
UP(W)	73,51,792	79,77,889	50,00,380	54,75,843	66,13,009	71,84,449	12,12,042	14,26,228	42,54,262	47,91,356
Kolkata	38,81,490	40,32,549	30,04,451	31,81,073	7,71,790	8,78,242	15,40,301	16,19,342	20,20,824	23,33,803
West Bengal	84,13,649	90,68,831	66,64,921	75,92,487	12,32,607	16,77,339	25,58,260	26,48,579	37,85,493	41,72,857
Total	11,55,53,042	12,42,55,120	14,32,92,272	15,24,95,219	7,42,13,507	8,17,78,655	4,65,15,378	5,01,68,811	6,20,50,077	7,15,51,370

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10
Andhra Pradesh	51,00,408	47,12,610	50,10,065	52,02,517	34,18,860	34,90,871	52,00,054	60,36,106	2,77,328	2,76,072
Assam	-	-	-	-	1,10,150	1,11,589	11,60,693	12,57,528	1,13,998	1,11,025
Bihar	34,91,885	35,69,539	21,50,202	24,72,477	24,46,584	25,34,424	48,85,670	52,93,975	3,96,468	3,99,121
Delhi	39,26,056	38,96,204	-	-	55,54,031	56,57,536	-	-	-	-
Gujarat	29,57,090	28,57,664	12,20,556	14,68,322	16,89,786	17,45,110	32,09,243	35,04,406	3,10,596	2,98,595
Haryana	12,34,894	11,26,083	12,66,600	13,67,140	15,28,204	15,31,371	27,71,101	29,16,314	99,785	97,334
Himachal Pradesh	3,22,298	3,31,797	1,36,602	1,94,720	1,29,400	1,32,934	14,11,384	15,42,050	85,547	78,312
Jammu & Kashmir	30	112	-	-	84,717	92,154	5,96,209	6,82,634	92,433	85,464
Karnataka	34,57,539	32,93,773	53,43,091	54,79,370	14,45,488	14,80,852	41,16,656	46,31,256	4,49,296	4,43,438
Kerala	24,11,202	23,58,254	18,04,032	18,44,210	8,09,724	8,19,199	43,68,928	52,37,643	5,55,453	5,55,453
Madhya Pradesh	41,35,087	42,10,171	27,42,764	32,06,164	14,47,061	14,83,211	37,79,277	40,75,245	8,59,414	8,15,783
Maharashtra	35,44,286	33,85,329	34,51,699	39,52,363	55,83,202	57,86,128	50,07,984	57,30,876	5,12,133	3,27,332
Mumbai	38,08,381	38,26,342	22,21,037	24,52,459	31,13,326	33,22,480	-	-	-	-
North East	-	-	-	-	76,328	79,312	11,10,645	11,94,212	1,35,656	1,36,782
Orissa	7,50,474	7,58,671	16,40,457	17,75,713	7,08,599	7,21,549	29,13,214	33,61,261	2,20,675	2,20,958
Punjab	11,41,385	9,86,781	14,38,411	16,19,236	14,58,726	14,91,865	39,73,241	42,68,737	71,990	67,931
Rajasthan	24,48,607	23,95,768	2,95,607	7,57,728	28,54,628	28,32,371	48,39,650	52,31,205	3,05,296	2,84,536
Tamil Nadu (incl. Chennai)	42,60,947	40,63,530	36,57,969	36,95,587	11,26,617	11,59,508	62,17,937	76,89,650	4,42,734	4,22,622
UP(E)	51,64,707	51,25,068	19,66,574	22,31,657	17,52,692	17,68,391	87,06,623	92,93,987	4,77,347	4,76,261
UP(W)	33,57,299	33,70,967	13,37,574	15,99,913	28,32,654	29,17,468	36,73,624	40,11,644	1,84,473	1,82,926
Kolkata	19,33,539	19,81,233	12,31,143	14,40,331	16,62,241	16,60,970	20,66,597	23,83,243	46,511	46,980
West Bengal	18,41,179	18,50,861	12,41,589	15,82,888	10,82,726	10,71,310	25,28,464	28,92,705	1,47,398	1,47,935
Total	5,52,87,293	5,41,00,757	3,81,55,972	4,23,42,795	4,09,15,744	4,18,90,603	7,25,37,194	8,12,34,677	57,84,531	54,74,860

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		Quadrant (HFCL) (GSM)		Quadrant (HFCL) (CDMA)		Loop (GSM)	
	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10
Andhra Pradesh	-	-	-	-	1,09,336	2,23,419	-	-	-	-	-	-
Assam	-	-	-	-	-	-	-	-	-	-	0	0
Bihar	-	-	-	-	4,87,686	6,53,088	-	-	-	-	-	-
Delhi	23,90,348	24,50,187	1,38,708	1,37,825	5,74,998	6,36,071	-	-	-	-	-	-
Gujarat	-	-	-	-	-	24,352	-	-	-	-	-	-
Haryana	-	-	-	-	75,832	1,01,630	-	-	-	-	53	99
Himachal Pradesh	-	-	-	-	-	-	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	-	-	-	-	-	-	-	-
Karnataka	-	-	-	-	6,34,397	9,49,504	-	-	-	-	-	-
Kerala	-	-	-	-	2,87,615	3,97,930	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	-	266	-	-	-	-	63	68
Maharashtra	-	-	-	-	1,96,080	3,12,009	-	-	-	-	-	-
Mumbai	26,25,631	26,59,071	1,56,567	1,50,684	3,71,347	5,15,391	-	-	-	-	29,83,482	30,43,654
North East	-	-	-	-	-	-	-	-	-	-	0	0
Orissa	-	-	-	-	-	-	-	-	-	-	96	178
Punjab	-	-	-	-	-	-	7,27,261	13,42,478	2,95,683	2,69,245	35	75
Rajasthan	-	-	-	-	16,41,269	17,64,476	-	-	-	-	80	174
Tamil Nadu (incl. Chennai)	-	-	-	-	8,43,605	11,62,002	-	-	-	-	-	-
UP(E)	-	-	-	-	-	8,620	-	-	-	-	-	-
UP(W)	-	-	-	-	-	9,831	-	-	-	-	-	-
Kolkata	-	-	-	-	5,05,206	5,96,550	-	-	-	-	90	331
West Bengal	-	-	-	-	9,11,099	10,78,528	-	-	-	-	-	-
Total	50,15,979	51,09,258	2,95,275	2,88,509	66,38,470	84,33,667	7,27,261	13,42,478	2,95,683	2,69,245	29,83,899	30,44,579

Annexure 1.2 (contd.)

Service Area	Stel (GSM)		Unitech (GSM)		Videocon (GSM)		Etisalat (GSM)		Total		
	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Net Additions
Andhra Pradesh	-	-	12,23,875	19,49,049	16	8,545	2,765	5,534	5,27,36,516	5,70,73,313	43,36,797
Assam	25,866	48,979	-	-	-	-	-	-	1,02,27,364	1,06,87,173	4,59,809
Bihar	7,69,225	12,06,467	13,95,209	21,55,143	20	9,499	2,233	4,141	4,46,72,870	4,94,41,835	47,68,965
Delhi	-	-	-	-	-	-	7,388	1,46,516	3,34,91,827	3,55,54,277	20,62,450
Gujarat	-	-	7,08,884	14,56,801	8,34,160	12,95,940	4,344	8,548	3,88,64,347	4,33,25,984	44,61,637
Haryana	-	-	-	-	7,60,000	13,31,521	1,695	3,412	1,71,55,817	1,89,86,079	18,30,262
Himachal Pradesh	3,11,841	4,03,745	-	-	3,600	42,326	-	-	61,06,140	67,69,724	6,63,584
Jammu & Kashmir	-	-	-	-	-	-	-	-	47,36,395	52,36,854	5,00,459
Karnataka	-	-	6,99,924	7,27,014	15	8,478	3,398	6,983	4,30,86,825	4,60,44,325	29,57,500
Kerala	-	-	4,10,569	5,06,069	3,30,233	5,99,802	1,104	2,234	2,80,73,023	3,01,32,206	20,59,183
Madhya Pradesh	-	-	-	-	3,09,682	7,90,034	5,572	13,708	3,73,06,654	4,15,49,111	42,42,457
Maharashtra	-	-	6,40,160	15,12,746	20	9,980	4,526	9,646	5,07,12,196	5,67,36,273	60,24,077
Mumbai	-	-	4,43,168	8,95,380	9,83,734	13,62,201	2,116	16,221	3,12,74,250	3,34,30,367	21,56,117
North East	6,999	19,281	-	-	-	-	-	-	61,88,636	64,16,888	2,28,252
Orissa	5,28,341	6,37,052	4,86,058	6,55,517	20	6,489	-	-	1,86,20,936	2,07,17,076	20,96,140
Punjab	-	-	-	-	-	-	2,289	4,366	2,39,60,738	2,68,87,201	29,26,463
Rajasthan	-	-	-	-	20	7,839	4,534	9,694	3,76,26,621	4,08,44,596	32,17,975
Tamil Nadu (incl. Chennai)	-	-	8,83,967	11,95,658	12,60,562	18,08,754	3,900	9,371	6,22,16,471	6,68,06,709	45,90,238
UP(E)	-	-	19,07,886	28,19,348	100	19,849	5,228	12,023	5,32,90,520	5,79,95,034	47,04,514
UP(W)	-	-	13,40,291	21,37,594	70	8,372	5,491	12,502	3,71,62,961	4,11,06,982	39,44,021
Kolkata	-	-	4,98,787	10,25,775	-	-	-	-	1,91,62,970	2,11,80,422	20,17,452
West Bengal	-	-	6,28,882	14,73,955	20	9,974	-	-	3,10,36,287	3,52,68,249	42,31,962
Total	16,42,272	23,15,524	1,12,67,660	1,85,10,049	44,82,272	73,19,603	56,583	2,64,899	68,77,10,364	75,21,90,678	6,44,80,314

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		Quadrant (HFCL)		Sistema		Tata	
	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10
Andhra Pradesh	1,21,897	1,24,100	83,741	85,004	-	-	-	-	1,52,285	1,57,100
Assam	-	-	-	-	-	-	-	-	1,239	1,820
Bihar	-	-	3,829	4,091	-	-	-	-	8,146	8,538
Delhi	10,19,936	10,33,787	1,73,209	1,75,032	-	-	-	-	51,791	56,054
Gujarat	51,910	53,624	1,16,662	1,17,061	-	-	-	-	57,043	60,229
Haryana	22,930	23,079	3,732	3,784	-	-	-	-	12,370	13,181
Himachal Pradesh	-	-	3,741	3,898	-	-	-	-	1,532	1,615
Jammu & Kashmir	-	-	18	18	-	-	-	-	128	129
Karnataka	4,81,370	4,85,521	1,02,035	1,04,319	-	-	-	-	1,10,762	1,12,163
Kerala	53,660	54,433	53,765	52,996	-	-	-	-	10,097	10,418
Madhya Pradesh	3,03,026	3,04,367	33,379	33,001	-	-	-	-	4,656	5,144
Maharashtra	67,835	68,906	87,562	93,156	-	-	-	-	1,89,574	1,97,795
Mumbai	3,24,626	3,28,972	2,09,610	2,16,097	-	-	-	-	5,12,964	5,17,083
North East	-	-	-	-	-	-	-	-	123	155
Orissa	-	-	3,793	3,916	-	-	-	-	5,677	6,173
Punjab	1,01,359	1,03,363	39,692	38,453	1,83,010	1,85,902	-	-	13,254	14,388
Rajasthan	37,990	38,522	21,431	22,219	-	-	37,092	39,274	4,382	4,554
Tamil Nadu (incl. Chennai)	4,74,572	4,80,179	1,37,815	1,38,229	-	-	-	-	54,441	55,315
U.P.(E)	47,798	48,750	34,079	35,034	-	-	-	-	10,196	10,831
U.P.(W)	23,507	23,696	5,404	5,522	-	-	-	-	5,652	6,131
Kolkata	83,871	86,043	90,972	88,029	-	-	-	-	25,292	27,128
West Bengal	-	-	1,459	1,943	-	-	-	-	3,175	3,741
Total	32,16,287	32,57,342	12,05,928	12,21,802	1,83,010	1,85,902	37,092	39,274	12,34,779	12,69,685

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Total		
	Sep-10	Dec-10	Sep-10	Dec-10	Sep-10	Dec-10	Net Additions
Andhra Pradesh	-	-	20,34,108	20,16,068	23,92,031	23,82,272	-9,759
Assam	-	-	2,95,293	2,55,182	2,96,532	2,57,002	-39,530
Bihar	-	-	13,53,544	12,49,501	13,65,519	12,62,130	-1,03,389
Delhi	15,46,202	15,46,758	-	-	27,91,138	28,11,631	20,493
Gujarat	-	-	18,22,636	17,40,637	20,48,251	19,71,551	-76,700
Haryana	-	-	6,61,235	6,31,370	7,00,267	6,71,414	-28,853
Himachal Pradesh	-	-	3,39,434	3,36,455	3,44,707	3,41,968	-2,739
Jammu & Kashmir	-	-	2,18,097	2,14,836	2,18,243	2,14,983	-3,260
Karnataka	-	-	20,53,135	20,42,895	27,47,302	27,44,898	-2,404
Kerala	-	-	32,27,547	31,97,039	33,45,069	33,14,886	-30,183
Madhya Pradesh	-	-	11,24,325	10,77,462	14,65,386	14,19,974	-45,412
Maharashtra	-	-	25,49,308	25,21,309	28,94,279	28,81,166	-13,113
Mumbai	19,28,340	19,20,303	-	-	29,75,540	29,82,455	6,915
North East	-	-	2,94,060	2,77,385	2,94,183	2,77,540	-16,643
Orissa	-	-	5,58,180	5,58,625	5,67,650	5,68,714	1,064
Punjab	-	-	12,40,431	12,29,874	15,77,746	15,71,980	-5,766
Rajasthan	-	-	12,97,365	12,42,162	13,98,260	13,46,731	-51,529
Tamil Nadu (incl. Chennai)	-	-	28,50,853	28,37,874	35,17,681	35,11,597	-6,084
U.P.(E)	-	-	13,94,572	13,81,876	14,86,645	14,76,491	-10,154
U.P.(W)	-	-	8,43,746	8,21,157	8,78,309	8,56,506	-21,803
Kolkata	-	-	12,30,682	12,14,072	14,30,817	14,15,272	-15,545
West Bengal	-	-	8,26,646	8,03,214	8,31,280	8,08,898	-22,382
Total	34,74,542	34,67,061	2,62,15,197	2,56,48,993	3,55,66,835	3,50,90,059	-4,76,776

Annexure 1.4: Service Provider wise details of PCOs

S. No.	Name of the Circle/Service Area	Service Provider	30 th September 2010	31 st December 2010	Net PCO added/ decreased during the Q.E. Dec.' 10	Percentage Growth/ Decline for the Q.E. 31.12.2010
1	Andaman & Nicobar	BSNL	570	729	159	27.89
2	Andhra Pradesh	BSNL	143565	133531	-10,034	-6.99
		TATA	109757	99340	-10,417	-9.49
		Reliance	165934	160559	-5,375	-3.24
		Bharti	1166	986	-180	-15.44
3	Assam	BSNL	30587	30561	-26	-0.09
		TATA	2128	1836	-292	-13.72
4	Bihar (including Jharkhand)	BSNL	82155	82093	-62	-0.08
		Reliance	25430	24242	-1,188	-4.67
		TATA	59,598	59,560	-38	-0.06
5	Delhi	Bharti	7060	6154	-906	-12.83
		MTNL	66773	65975	-798	-1.20
		TATA	35433	29777	-5,656	-15.96
		Reliance	15974	15992	18	0.11
6	Gujarat	BSNL	67979	61552	-6,427	-9.45
		Reliance	32510	31227	-1,283	-3.95
		TATA	59582	59381	-201	-0.34
		Bharti	133	113	-20	-15.04
7	Haryana	BSNL	17825	16393	-1,432	-8.03
		Bharti	860	752	-108	-12.56
		Reliance	3218	3086	-132	-4.10
		TATA	12667	11700	-967	-7.63
8	Himachal Pradesh	BSNL	9345	8950	-395	-4.23
		Reliance	4949	4734	-215	-4.34
		TATA	4365	4160	-205	-4.70
9	Jammu & Kashmir	BSNL	10711	10726	15	0.14
		TATA	252	0	-252	-100.00
10	Karnataka	BSNL	201266	195587	-5,679	-2.82
		Bharti	24561	21405	-3,156	-12.85
		TATA	86708	75139	-11,569	-13.34
		Reliance	69833	67004	-2,829	-4.05
11	Kerala	BSNL	95193	89584	-5,609	-5.89
		Reliance	31013	28325	-2,688	-8.67
		Bharti	2202	1915	-287	-13.03
		TATA	13382	11593	-1,789	-13.37
12	Madhya Pradesh (Including Chattisgarh)	BSNL	58127	57080	-1,047	-1.80
		Bharti	16139	14523	-1,616	-10.01
		Reliance	20498	19540	-958	-4.67
		TATA	30148	27551	-2,597	-8.61

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	30th September 2010	31st December 2010	Net PCO added/ decreased during the Q.E. Dec.' 10	Percentage Growth/ Decline for the Q.E. 31.12.2010
13	Maharashtra (including Mumbai)	BSNL & MTNL	309851	299,659	-10,192	-3.29
		TATA	291084	260,169	-30,915	-10.62
		Bharti	211	191	-20	-9.48
		Reliance	107709	103,535	-4,174	-3.88
	Mumbai	MTNL	119717	117781	-1,936	-1.62
		TATA	97,234	95,753	-1,481	-1.52
		Bharti	150	130	-20	-13.33
		Reliance	35085	34989	-96	-0.27
	Maharashtra excluding Mumbai	BSNL	190134	181878	-8,256	-4.34
		Tata	193850	164416	-29,434	-15.18
		Bharti	61	61	0	0.00
		Reliance	72624	68546	-4,078	-5.62
	14	North East	BSNL	16671	16514	-157
TATA			1059	949	-110	-10.39
15	Orissa	BSNL	17485	17703	218	1.25
		Reliance	6538	5965	-573	-8.76
		TATA	24659	21043	-3,616	-14.66
16	Punjab	BSNL	17539	16895	-644	-3.67
		Quadrant (formerly HFCL)	15939	14371	-1,568	-9.84
		Reliance	11640	11200	-440	-3.78
		Bharti	1474	1318	-156	-10.58
		TATA	33237	30557	-2,680	-8.06
17	Rajasthan	BSNL	43247	42893	-354	-0.82
		Bharti	789	665	-124	-15.72
		Sistema Shyam	24061	23866	-195	-0.81
		Reliance	20206	19168	-1,038	-5.14
		TATA	19455	18197	-1,258	-6.47
18	Tamil Nadu (including Chennai)	BSNL	254514	246,498	-8,016	-3.15
		TATA	93256	84,661	-8,595	-9.22
		Bharti	30576	27,940	-2,636	-8.62
		Reliance	107782	103,494	-4,288	-3.98
	Chennai	BSNL	76770	75714	-1,056	-1.38
		Reliance	19632	19290	-342	-1.74
	Tamil nadu (excluding Chennai)	BSNL	177744	170784	-6,960	-3.92
		TATA	93256	84661	-8,595	-9.22
		Bharti	30576	27940	-2,636	-8.62
		Reliance	88150	84204	-3,946	-4.48

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	30th September 2010	31st December 2010	Net PCO added/ decreased during the Q.E. Dec.' 10	Percentage Growth/ Decline for the Q.E. 31.12.2010
19	Uttar Pradesh (East)	BSNL	117106	116370	-736	-0.63
		Reliance	28176	26727	-1,449	-5.14
		Bharti	1139	930	-209	-18.35
		TATA	27164	27611	447	1.65
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	34657	33413	-1,244	-3.59
		Reliance	21117	20295	-822	-3.89
		Bharti	1025	886	-139	-13.56
		TATA	30007	27412	-2,595	-8.65
21	West Bengal (including Kolkata)	BSNL	102976	107,120	4,144	4.02
		Reliance	32213	31,394	-819	-2.54
		Bharti	381	288	-93	-24.41
		TATA	54769	48,390	-6,379	-11.65
	Kolkata	BSNL	56460	55679	-781	-1.38
		Reliance	10557	10428	-129	-1.22
		Bharti	381	288	-93	-24.41
		TATA	22563	19771	-2,792	-12.37
	West Bengal (excluding Kolkata)	BSNL	46516	51441	4,925	10.59
		Reliance	21656	20966	-690	-3.19
		TATA	32206	28619	-3,587	-11.14
	TOTAL			3 519 308	3 341 642	-177,666

Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	30 th September 2010	31 st December 2010	Net VPT added/ decreased during the QE Dec.'10	Percentage Growth/ Decline for the Q.E. 31.12.2010
1	Andaman & Nicobar	BSNL	341	341	0	0.00
2	Andhra Pradesh	BSNL	23642	23642	0	0.00
		TATA	1358	1358	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
3	Assam	BSNL	24018	24032	14	0.06
4	Bihar(including Jharkhand)	BSNL	67138	67657	519	0.77
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
5	Delhi	Bharti	0	0	0	0.00
		MTNL	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
6	Gujarat	BSNL	16919	16926	7	0.04
		Bharti	0	0	0	0.00
		Reliance	4115	4115	0	0.00
		TATA	0	0	0	0.00
7	Haryana	BSNL	6678	6678	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
8	Himachal Pradesh	BSNL	17352	17365	13	0.07
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
9	Jammu & Kashmir	BSNL	6181	6181	0	0.00
10	Karnataka	BSNL	27436	27441	5	0.02
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
11	Kerala	BSNL	1372	1372	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
12	Madhya Pradesh (Including Chattisgarh)	BSNL	70120	70120	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	30th September 2010	31st December 2010	Net VPT added/ decreased during the QE Dec.'10	Percentage Growth/ Decline for the Q.E. 31.12.2010
13	Maharashtra (including Mumbai)	BSNL& MTNL	29388	39607	10219	34.77
		Bharti	0	0	0	0.00
		TATA	2267	2267	0	0.00
		Reliance	0	0	0	0.00
	Mumbai	MTNL	0	0	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	Maharashtra Excluding Mumbai	BSNL	29388	39607	10219	34.77
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	2267	2267	0	0.00
14	North East	BSNL	10123	10357	234	2.31
15	Orissa	BSNL	43281	43805	524	1.21
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
16	Punjab	BSNL	12063	12063	0	0.00
		Quadrant (formerly HFCL)	134	130	-4	-2.99
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
17	Rajasthan	BSNL	38819	38838	19	0.05
		Bharti	0	0	0	0.00
		Sistema Shyam	3010	3010	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
18	Tamil Nadu (including Chennai)	BSNL	15481	15482	1	0.01
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
	Chennai	BSNL	1655	1655	0	0.00
		Reliance	0	0	0	0.00
	Tamil Nadu (excluding Chennai)	BSNL	13826	13827	1	0.01
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
		Bharti	0	0	0	0.00

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	30th September 2010	31st December 2010	Net VPT added/ decreased during the QE Dec.'10	Percentage Growth/ Decline for the Q.E. 31.12.2010
19	U P (East)	BSNL	74123	74121	-2	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
20	UP (West) (incl. Uttaranchal)	BSNL	38706	38815	109	0.28
		Reliance	0	0	0	0.00
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
21	West Bengal (including Kolkata)	BSNL	34564	35101	537	1.55
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	Kolkata	BSNL	567	537	-30	-5.29
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	West Bengal (excluding Kolkata)	BSNL	33997	34564	567	1.67
		Reliance	0	0	0	0.00
TATA		0	0	0	0.00	
Total			568,629	580,824	12,195	2.14

Note: BSNL have not furnished VPTs in r/o J&K circle, hence the QE Sept. 10 data has been taken in the Dec.'10 PMR report.

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

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

* ISPs have not submitted report for the qtr.ending Dec-10

Annexure 1.7: Internet Service Provider wise Subscriber Base

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
1	Bharat Sanchar Nigam Ltd.	A	All India	3830884	6812865	10643749	10172299	4.63
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1468923	919327	2388250	2362245	1.10
3	Reliance Communications Infrastructure Limited	A	All India	1845947	181284	2027231	1829707	10.80
4	Bharti Airtel Ltd.	A	All India	3248	1404882	1408130	1381921	1.90
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	2355	340718	343073	333717	2.80
6	You Broadband & Cable India Private Limited	A	All India	55648	253492	309140	251702	22.82
7	Tikona Digital Networks Pvt Ltd	A	All India	1304	206815	208119	174950	18.96
8	Tata Communications Internet Services Limited	A	All India	78214	128983	207197	231610	-10.54
9	Sify Technologies Ltd.	A	All India	50198	63632	113830	162808	-30.08
10	Data Infosys Ltd.	A	All India	104115	471	104586	104586	0.00
11	Asianet Satellite Communications Ltd.	B	Kerala	15187	88964	104151	99909	4.25
12	Beam Telecom Pvt. Ltd.	B	Andhra Pradesh	0	96834	96834	82925	16.77
13	Quadrant Televentures Ltd.(HFCL Infotel Ltd.)	B	Punjab Telecom Circle	2018	89072	91090	88576	2.84
14	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	A	All India	18241	64936	83177	82264	1.11
15	Spectra Net Ltd(Punj Lloyd)	A	All India	28168	41334	69502	64717	7.39
16	Ortel Communication Ltd.	A	Orissa, West Bengal, Andhra Pradesh, Chattisgarh	0	49782	49782	47498	4.81
17	HCL Infinet Ltd.	A	All India	41189	822	42011	41950	0.15
18	D-Vois Broadband Private Limited	A	All India/Karnataka	1116	39767	40883	45223	-9.60

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
19	Syscon Infoway Pvt Ltd	B	Mumbai	1925	34425	36350	30304	19.95
20	Ankhnnet Informations Pvt. Ltd*	B	Mumbai	31778	32	31810	31810	0.00
21	Broadband Pacenet (I) Pvt. Ltd	A	Mumbai	13736	13719	27455	22167	23.86
22	Alliance Broadband Services Pvt. Ltd.	B	Kolkata	6805	15133	21938	21770	0.77
23	Chandra Net Pvt. Limited	B	Ahmedabad , Gujarat	11114	9913	21027	17537	19.90
24	Vodafone Essar Gujarat Ltd.*	B	Gujarat	18001	0	18001	18001	0.00
25	Shyam Internet Services Ltd	B	Rajasthan	14630	2947	17577	17174	2.35
26	Indusind Media & Communications Limited (In2cable (I) Ltd.)	A	All India	3427	10401	13828	13665	1.19
27	Meghbela Cable & Broadband Servies (P) Ltd	B	Kolkata	5562	6698	12260	9473	29.42
28	Hughes Communications India Ltd.	A	All India	1193	10782	11975	11820	1.31
29	Tata Communications Limited	A	All India	3396	8312	11708	11516	1.67
30	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	8307	1839	10146	10220	-0.72
31	IOL Netcom Limited*	B	Mumbai	0	9973	9973	9973	0.00
32	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	14	9593	9607	8527	12.67
33	Honesty Net Solutions (I) Pvt Ltd*	B	Mumbai	3030	5809	8839	8419	4.99
34	Gujarat Telelink Pvt Ltd	B	Gujarat	1399	6304	7703	6301	22.25
35	RailTel Corporation of India Ltd.*	A	All India	0	5996	5996	5996	0.00
36	Trikon Electronics Pvt. Ltd.	B	Mumbai	2070	2929	4999	5017	-0.36
37	Spacenet Internet Services Pvt Ltd	B	Delhi	14	4411	4425	4797	-7.75
38	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	105	4060	4165	4099	1.61
39	Swiftmail Communications Ltd.	A	All India	1199	2338	3537	3584	-1.31

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
40	Descon Ltd*	B	Kolkata & West Bengal	3328	1	3329	3329	0.00
41	DEN Networks Ltd	A	All India	1160	2017	3177	3360	-5.45
42	HCL Comnet Systems & Services Ltd.	A	All India	3147	0	3147	3147	0.00
43	Nettlinx Ltd.	B	Andhra Pradesh	57	2957	3014	2244	34.31
44	Blazenet Ltd.*	B	Gujarat	10	2910	2920	2800	4.29
45	Kaizen Infonet Pvt.Ltd.	B&C	Gujarat Circle & Surat SSA	1374	1343	2717	2711	0.22
46	Narmada Cyberzone Pvt. Ltd.	C	Gujarat	2343	0	2343	2247	4.27
47	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	21	2265	2286	2204	3.72
48	Bhupati Hotels Ltd*	B	Visakhapatnam	34	2249	2283	2283	0.00
49	Geocity Network Solutions Pvt. Ltd.	B	Delhi	14	2252	2266	2364	-4.15
50	Cable Combine Communication Pvt. Ltd.*	C	Siliguri SSA	88	1946	2034	2034	0.00
51	Value Healthcare Ltd.	B	Mumbai	2010	17	2027	2077	-2.41
52	Dishnet Wireless Ltd	A	All India	18	1891	1909	1613	18.35
53	Star Broadband Services (I) Pvt Ltd	B	Delhi	98	1521	1619	1619	0.00
54	F/X Wireless Technology Services Pvt. Ltd.	B	Mumbai	424	1182	1606	1464	9.70
55	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	21	1440	1461	1448	0.90
56	CJM Consultancy Services Pvt. Ltd.	B	Delhi	7	1366	1373	1377	-0.29
57	Cordia LT Communications Pvt Ltd*	A	All India	241	983	1224	1224	0.00
58	Ishan Netsol Pvt Ltd	B	Gujarat	329	786	1115	611	82.49
59	Speed Online.net Pvt. Ltd.	C	Rajkot	801	298	1099	884	24.32
60	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	1009	34	1043	977	6.76
61	ERNET India	A	All India	421	593	1014	1029	-1.46
62	NetMagic Solutions(P) Ltd.	A	All India	0	995	995	936	6.30

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
63	Readylink Internet Services Pvt Ltd	B	ROTN	249	654	903	148	510.14
64	North East Dataa Network Pvt Ltd	B	Karnataka	9	893	902	721	25.10
65	Intermedia Cable Communication Pvt Ltd	C	Pune/Nasik	644	210	854	870	-1.84
66	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	297	540	837	1030	-18.74
67	Yashash Cable Network Pvt Ltd	C	Mysore SSA	28	775	803	718	11.84
68	Pioneer eLabs Ltd*	B	Andhra Pradesh	611	108	719	719	0.00
69	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	20	698	718	249	188.35
70	Bhiwani Communications Pvt. Ltd.	C	Rohtak	537	156	693	681	1.76
71	Amber Online Services Ltd.*	B	Andhra Pradesh	566	4	570	570	0.00
72	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	492	39	531	553	-3.98
73	Trak Online Net India Pvt. Ltd.	A	All India	11	509	520	507	2.56
74	S.S.Netcom Pvt. Ltd.*	B	North East Circle	22	498	520	520	0.00
75	CJ Online Pvt. Ltd.	C	Ghaziabad	53	429	482	446	8.07
76	Software Technology Park of India(STPI)*	A	All India	29	444	473	465	1.72
77	delDSL Internet Pvt Ltd	C	Delhi & Gurgaon	14	346	360	335	7.46
78	World Phone Internet Services Pvt Ltd	A	All India	0	345	345	345	0.00
79	Sab Industires Ltd. (Sab Infotech)	B,C	Punjab, Karnal, Ambala, Hisar	236	76	312	312	0.00
80	Pacific Internet India Pvt. Ltd.	A	All India	0	295	295	272	8.46
81	Rida Communication Pvt. Ltd.	C	Aligarh SSA	7	277	284	287	-1.05
82	Bohra Pratisthan Pvt. Ltd*	C	Udaipur SSA	198	75	273	273	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
83	Wire and Wireless India Ltd.	A	Across India	21	250	271	271	0.00
84	IKF Technologies Ltd	A	All India	142	123	265	1306	-79.71
85	Micky Online Pvt Ltd	C	Moradabad	260	0	260	260	0.00
86	Khetan Cable Network (P) Ltd	C	Indore SSA	236	24	260	251	3.59
87	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	125	117	242	239	1.26
88	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	230	0	230	233	-1.29
89	City Online Services Ltd*	B	Andhra Pradesh & Karnataka	63	157	220	220	0.00
90	Atria Convergence Technologies Pvt. Ltd.*	B	Karnataka	55	147	202	202	0.00
91	Vainavi Industries Ltd*	B	Andhra Pradesh	200	0	200	200	0.00
92	Rainbow Communications (India) Pvt Ltd*	C	Salem SSA	195	2	197	197	0.00
93	Primenet Global Ltd.	A	All India	43	150	193	195	-1.03
94	Mynet Services India Pvt. Ltd.	C	Tamil Nadu SSA	34	153	187	175	6.86
95	Nihar Internet Services (P) Ltd	C	Ghaziabad-SSA	70	90	160	160	0.00
96	Dreamzcraft Info Solutions Pvt Ltd*	C	Dehradun SSA	141	17	158	158	0.00
97	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	1	152	153	279	-45.16
98	Netcom Online Solutions India Pvt Ltd*	B	Tamil Nadu	55	96	151	151	0.00
99	Sanyog Networks Pvt. Ltd.*	C	Tripura SSA	1	144	145	167	-13.17
100	Adya Tech One Services Pvt. Ltd.*	C	Ghaziabad SSA	66	70	136	136	0.00
101	Verizon Communications Pvt. Ltd.	A	All India	0	127	127	127	0.00
102	Nelco Ltd.	A	All India	64	46	110	100	10.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
103	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	1	109	110	108	1.85
104	Aeroway Networks Pvt Ltd	C	Mysore SSA	109	0	109	84	29.76
105	VIVA Communications Pvt Ltd	A	Chennai	1	107	108	88	22.73
106	Astro Network India Pvt. Ltd.	A	All India	0	108	108	480	-77.50
107	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	91	12	103	103	0.00
108	Karuturi Telecom Private Limited	A	All India	1	100	101	97	4.12
109	iCAN Solutions Private Limited*	B	Mumbai	32	63	95	95	0.00
110	Oasis Cable Pvt Ltd*	C	Haridwar SSA	77	16	93	93	0.00
111	Tarang Communications Pvt. Ltd.*	C	Guwahati SSA	1	82	83	83	0.00
112	Eronet Broadband Service India Pvt. Ltd.*	C	Erode	11	69	80	80	0.00
113	Phonic Net Pvt Ltd	B	Mumbai	0	73	73	2	3550.00
114	Essel Shyam Communications Limited*	A	All India	58	9	67	67	0.00
115	Harisree Cable Net Pvt. Ltd.	C	Kannur SSA	8	57	65	61	6.56
116	ISP Services (India) Pvt. Ltd.	C	Trichy	37	24	61	53	15.09
117	BT Global Communications India Pvt. Ltd(i2i Enterprise Ltd.)	A	All India	0	60	60	69	-13.04
118	Guj Info Petro Ltd. (GIPL)	A	Gujarat	3	57	60	60	0.00
119	Limras Eronet Broadband Service Pvt Ltd*	A	Tamil Nadu SSA	53	5	58	58	0.00
120	RS Broadband Service India Pvt Ltd*	B	Tamil Nadu SSA	41	15	56	56	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
121	Fast Lynx Internet Service Pvt Ltd	B	Punjab	50	0	50	67	-25.37
122	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	0	49	49	36	36.11
123	Reach Network India Pvt. Ltd.	A	All India	7	39	46	49	-6.12
124	Konark Infocomm Pvt Ltd *	C	Ghaziabad SSA	41	1	42	42	0.00
125	Chemical and Metallurgical Design Co.Ltd.	B	Delhi	0	29	29	28	3.57
126	STN Communication & Advertising Pvt. Ltd.	C	Guwahati	3	16	19	17	11.76
127	Kelnet Communication Services Pvt. Ltd.*	C	Trivandrum	10	8	18	18	0.00
128	Power Grid Corporation of India Ltd.	A	All India	0	17	17	14	21.43
129	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	0	16	16	20	-20.00
130	AT&T Global Network Services India Private Limited	A	All India	0	15	15	15	0.00
131	Nextgen Communications Ltd(RPG Infotech Ltd).*	A	All India	5	7	12	12	0.00
132	Virtela India Pvt. Ltd.	B	Mumbai, Bangalore	0	9	9	9	0.00
133	Godrej Infotech Ltd.	B	Mumbai	5	3	8	9	-11.11
134	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	0	7	7	9	-22.22
135	Tatanet Services Ltd	A	All India	0	6	6	5	20.00
136	ABT Ltd.	C	Coimbatore SSA	0	5	5	5	0.00
137	My Own Infotech Pvt. Ltd.*	C	Surat SSA	5	0	5	5	0.00
138	Vishwashakti Technologies Pvt Ltd*	B	Hyderabad	0	5	5	5	0.00
139	Opto Network Pvt. Ltd.	A	All India	0	4	4	4	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
140	National Stock Exchange of India Ltd	A	ALL INDIA	0	3	3	3	0.00
141	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	1	2	3	3	0.00
142	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	3	0	3	4	-25.00
143	Compucom (I) Pvt. Ltd.*	C	Jaipur	0	2	2	2	0.00
144	Manipal Ecommerce Ltd.*	B	Karnataka	1	1	2	2	0.00
145	Tata Internet Services Ltd.*	A	All India	0	2	2	2	0.00
146	L&T Finance Ltd	A	All India	0	1	1	1	0.00
147	Infotel Broadband Services Pvt Ltd	A	All India	0	1	1	0	0.00
148	Karuturi Global Ltd (Mar)*	B	Karnataka	0	1	1	1	0.00
149	Virgo Global Media Ltd	B	Andhra Pradesh	1	0	1	1	0.00
150	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	0	0	0	0	0.00
151	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
152	Equant Network Services India Pvt. Ltd.	A	ALL INDIA	0	0	0	0	0.00
153	Advanced Financial Srvices Pvt. Ltd.	B	Hyderabad, A.P.	0	0	0	0	0.00
154	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
155	Reliance Wimax Limited	A	All India	0	0	0	0	0.00
156	S tel Pvt. Ltd.	A	All India	0	0	0	0	0.00
157	GTL Ltd.	A	All India	0	0	0	0	0.00
158	Vcare Call Centre India Pvt. Ltd.			0	0	0	0	0.00
159	Apna Telelink Ltd.	C	Jalandhar	0	0	0	0	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2010	Total Internet Connections as on Sep-2010	% Growth
160	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)	A	All India	0	0	0	3329	0.00
161	Kerala State Electronics Development Corp Ltd.(Keltron)*	C	Thiruvananthapuram	0	0	0	0	0.00
162	S&A Internet Services Private Limited*	A	All India	0	0	0	0	0.00
163	Space Online Ltd*	B	Gujarat	0	0	0	0	0.00
164	Swastik Netvision Telecom P.Ltd*	B	Gujarat	0	0	0	0	0.00
	Total			7698096	10989091	18687187	17895233	4.43

* ISP's have not submitted the report for the quarter December 2010

Annexure 1.8: Service Area wise PMRTS subscriber Base

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			30.09.10	31.12.10
1	Delhi(Faridabad/ Gurgaon)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1440	1389
		Procall(Delhi)	4928	4672
		Procall (Faridabad)	224	185
		Procall (Gurgaon)	1013	1106
		Total	7605	7352
2	Mumbai(Navi Mumbai/Vashi)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3517	3619
		Smartalk (Mumbai)	755	710
		Smartalk (Vashi)	788	771
		Bhilwara Telenet(Mumbai)	1320	1260
		Total	6380	6360
3	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1370	1363
		Total	1370	1363
4	TN(Chennai)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3378	3426
		Quick Calls	921	926
		Total	4299	4352
5	Karnataka (Bangalore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	4327	4817
		Quick Calls	1114	1095
		*India Satcom	0	0
		Total	5441	5912
6	Andhra Pradesh (Vishakhapatnam)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2063	2110
		Total	2063	2110
7	Madhya Pradesh (Indore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	606	627
		Total	606	627
8	Jaipur	Procall	396	390
		Total	396	390

Annexure 1.8 (Contd.)

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			30.09.10	31.12.10
9	Gujrat(Ahmedabad/Surat /Baroda/ Bharuch)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2455	2543
		Total	2455	2543
10	Pune	Smartalk	943	868
		Total	943	868
11	Hyderabad	Quick Calls	1258	1378
		Total	1258	1378
Grand Total			32816	33255
*M/s India Satcom Ltd. reported through email that their MRTS department is non functional and they do not have any subscriber.				

Annexure 2.1: GSM Service – Service Area wise Statistics

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber	O/G MOU /subs	I/C MOU /subs	Total MOU/ sub.
AP	97.33%	116	57	175	185	360
Gujarat	95.37%	107	44	163	155	318
Karnataka	96.22%	116	111	182	178	359
MH	95.10%	115	43	181	172	353
TN (incl. Chennai)	96.03%	108	100	172	185	356

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
Haryana	98.51%	81	32	179	169	348
Kerala	96.92%	120	54	164	199	364
MP	98.34%	94	24	153	156	309
Punjab	94.99%	110	52	222	223	445
Rajasthan	98.50%	99	39	155	169	323
UP(E)	99.02%	90	18	150	214	364
UP(W)	98.45%	86	22	163	180	343
WB	99.44%	78	9	140	164	304

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
Assam	95.39%	132	28	233	266	499
Bihar	99.68%	80	14	144	203	347
HP	98.44%	85	27	248	236	484
J&K	88.60%	154	5	364	331	695
NE	95.63%	131	60	220	223	443
Orissa	99.20%	83	17	180	209	389

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub / month	Total MOU/ sub/ month
Kolkata	95.72%	91	35	158	157	315
Delhi	89.44%	156	61	229	197	426
Mumbai	89.83%	132	44	196	155	352

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

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
MH	95%	58	17	130	128	258
Gujarat	91%	73	96	116	117	234
TN	92%	78	18	100	109	209
Karnataka	92%	91	10	120	124	244
AP	93%	84	17	145	147	292

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
WB	99%	44	5	152	133	285
Rajasthan	96%	50	12	132	125	258
UP(E)	98%	52	10	147	158	305
MP	97%	51	8	153	141	294
Kerala	94%	63	7	83	95	178
UP(W)	97%	54	12	132	135	267
Haryana	93%	58	13	135	123	258
Punjab	89%	74	11	150	115	264

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Orissa	95%	52	4	172	144	317
Bihar	98%	54	6	160	166	326
HP	92%	76	6	120	118	238
J&K	51%	235	0	386	224	610
North East	80%	224	25	166	99	266
Assam	60%	277	8	157	88	245

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Kolkata	94%	69	8	149	138	287
Delhi	91%	91	137	155	137	292
Mumbai	89%	87	25	117	121	238

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Services

S. No.	Name of Service Area	Name of Service Provider	Network Related Parameters								Customer Service Quality Parameters								
			Network Availability		Connection Establishment (Accessibility)		Connection Maintenance (Retainability)		POI	Metering and Billing				Response time to the customer for assistance		Termination / closure of service			
			BTSs Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of uton of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
			Benchmark																
			≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
1	AP	Aircel	0.02	0.00	99.26	0.03	0.02	0.44	1.63	97.60	1	0.18%	0.06%	100%	100%	100%	91.48%	100%	100%
2		Airtel	0.13	0.30	99.15	0.18	0.53	0.90	1.34	99.13	0	0.02%	0.00%	100%	100%	88%	72.00%	100%	100%
3		BSNL	0.98	0.00	95.00	0.33	1.03	1.34	3.75	98.67	0	0.00%	0.00%	100%	100%	98%	85%	100%	100%
4		Etisalat	2.00	15.63	99.53	0.40	0.00	0.32	2.48	96.74	0	NA	0.0%	100%	NA	98.84%	97.53%	NA	NA
5		Idea	0.01	0.00	99.92	0.23	0.51	0.78	5.28	95.91	0	0.03%	0.03%	100%	100%	100%	62%	100%	100%
6		RCOM - CDMA	0.09	0.04	99.52	0.00	0.05	0.55	2.16	98.90	0	0.09%	0.05%	100%	100%	94%	82%	100%	100%
6		RCOM - GSM	0.06	0.00	99.72	0.05	0.10	0.31	2.30	98.55	0	0.08%	0.05%	100%	100%	96%	78%	100%	100%
7		Sistema	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.09%	100%	100%	98.45%	90.08%	NA	NA
8		TTSL CDMA	0.01	0.00	99.90	0.00	0.01	0.19	0.04	99.71	0	0.05%	0.05%	100%	100%	97%	94%	100%	96%
8		TTSL GSM	0.02	0.02	98.88	0.03	0.19	1.01	3.43	96.72	0	0.06%	0.00%	100%	100%	100%	73%	100%	64%
9		Uninor	0.03	0.02	99.34	0.08	0.05	0.58	2.79	98.55	2	NA	0.0%	100%	NA	74.6%	90.3%	NA	NA
10	Videocon	0.96	0.00	99.13	0.07	0.10	0.89	0.00	99.11	0	NA	0.05%	100%	100%	100.00%	100.00%	NA	NA	
11	Vodafone	0.02	0.00	99.50	0.07	0.20	0.64	4.34	98.64	0	0.06%	0.01%	100%	100%	100%	90%	100%	100%	
12	ASM	Airtel	0.26	0.68	97.89	0.53	1.35	1.61	2.22	98.98	0	0.01%	0.03%	100%	100%	100%	54.00%	100%	100%
13		BSNL	1.67	10.70	95.67	0.87	1.56	2.00	4.98	97.33	0	0.01%	0.00%	100%	100%	100%	96%	100%	100%
14		Dishnet	0.52	3.30	97.13	0.99	1.31	1.31	9.67	90.30	1	0.02%	0.01%	100%	100%	100%	90.79%	100%	100%
15		Idea	0.17	0.00	98.79	0.41	0.77	1.49	7.75	96.98	0	0.00%	0.02%	100%	100%	96%	93%	98%	100%
16		LOOP Telecom	0.07	0.00	98.52	0.27	0.00	0.42	0.00	99.36	0	NA	NA	NA	NA	NA	NA	NA	NA
17		RTL	0.08	0.19	96.21	0.90	1.32	1.03	4.67	95.64	0	0.04%	0.04%	100%	100%	73%	91%	100%	100%
18		Stel	0.82	1.76	97.88	0.23	0.36	0.54	5.03	96.55	0	NA	0.03%	100%	100%	99%	99%	NA	NA
19		TTSL CDMA	0.07	0.00	99.62	0.00	0.02	0.37	0.08	99.90	0	0.01%	0.06%	99%	100%	98%	94%	100%	82%
20		Vodafone	0.18	0.90	98.91	0.05	0.17	0.95	3.14	97.74	0	0.10%	0.03%	100%	100%	100%	98%	100%	100%

Annexure 4.1 (Contd.)

21	BH	Airtel	0.09	0.38	98.12	0.51	1.03	1.21	2.18	98.02	0	0.03%	0.00%	100%	100%	94%	84.00%	100%	100%
22		BSNL	1.28	1.83	96.88	0.45	1.17	1.52	5.09	96.57	1	0.07%	0.05%	100%	100%	100%	93%	100%	100%
23		Dishnet	0.49	3.29	98.38	0.19	0.92	1.70	15.72	94.95	1	0.00%	0.47%	100%	100%	100%	54.33%	100%	100%
24		Etisalat	4.72	11.49	99.61	0.27	0.01	0.31	1.05	98.86	0	NA	0.0%	100%	NA	99.03%	92.21%	NA	NA
25		Idea	1.03	1.36	98.22	0.71	1.75	1.45	4.04	95.56	0	0.03%	0.01%	100%	100%	98%	94%	100%	100%
26		RCOM - CDMA	0.59	1.02	99.65	0.00	1.55	0.90	0.57	96.31	0	0.09%	0.06%	100%	100%	100%	94%	100%	100%
27		RTL	0.26	1.28	97.52	0.87	1.46	1.35	2.52	95.83	0	0.07%	0.04%	100%	100%	84%	47%	100%	100%
28		Sistema	1.83	1.70	99.27	0.00	0.03	0.22	0.98	99.49	0	NA	0.10%	100%	100%	98.00%	96.56%	NA	NA
29		Stel	1.88	1.49	97.22	0.50	0.55	0.34	4.91	97.21	6	NA	0.06%	100%	100%	95%	95%	NA	NA
30		TTSL CDMA	0.10	0.09	99.74	0.00	0.03	0.34	0.03	99.73	0	0.04%	0.05%	100%	100%	99%	96%	100%	89%
		TTSL GSM	0.02	0.00	97.91	0.06	0.32	0.77	1.65	98.08	0	0.05%	0.00%	100%	100%	95%	88%	100%	-
31		Uninor	0.40	0.58	97.40	0.35	0.50	1.76	4.83	96.44	14	NA	0.1%	100%	NA	90.5%	82.9%	NA	NA
32		Videocon	0.53	0.04	98.90	0.32	0.27	0.55	0.95	98.90	0	NA	0.08%	100%	100%	100.00%	100.00%	NA	NA
33		Vodafone	0.45	1.47	95.85	1.17	2.61	1.29	5.16	96.18	0	0.10%	0.01%	100%	100%	100%	97%	100%	91%
34	CHN	Aircel	0.22	0.14	98.15	0.45	0.28	0.76	0.40	98.23	0	0.54%	0.02%	100%	100%	100%	82.39%	100%	100%
35		Airtel	0.04	0.00	99.56	0.07	0.08	0.54	0.55	99.05	0	0.03%	0.11%	100%	100%	Included in TN		100%	100%
36		BSNL	0.20	0.23	100.00	0.23	0.33	0.73	2.53	100.00	0	0.00%	0.20%	100%	100%	95%	93%	100%	100%
37		RCOM - CDMA	0.06	0.00	99.55	0.00	0.20	0.62	1.48	99.06	0	0.08%	0.03%	100%	100%	89%	95%	100%	100%
38		TTSL CDMA	0.01	0.00	99.78	0.00	0.01	0.15	0.00	99.83	0	0.01%	0.16%	100%	100%	NIL	NIL	NIL	NA
38		Vodafone	0.05	0.07	99.68	0.06	0.08	0.58	1.14	98.94	0	0.02%	0.07%	100%	100%	100%	84%	100%	100%
39		Airtel	0.07	0.42	97.83	0.04	0.07	0.90	2.64	97.20	0	0.10%	0.09%	100%	100%	100%	50.40%	100%	100%
40		Airtel	0.02	0.03	99.59	0.09	0.19	0.61	0.81	99.13	0	0.04%	0.08%	100%	100%	100%	77.00%	100%	100%
41		Etisalat	4.31	9.72	97.42	0.44	0.80	2.93	9.09	96.96	2	NA	0.1%	100%	100%	98.49%	94.45%	NA	NA
42		Idea	0.04	0.04	99.80	0.30	0.54	0.75	2.33	98.17	0	0.04%	0.04%	100%	100%	99%	28%	99%	100%
43	MTNL	0.30	4.04	97.11	0.12	1.02	1.62	4.88	98.09	0	0.03%	0.02%	100%	100%	99.97%	99.57%	100%	100%	
44	DL	RCOM - CDMA	0.25	0.09	98.72	0.00	0.82	0.81	2.62	98.68	0	0.08%	0.03%	100%	100%	96%	93%	100%	100%
		RCOM - GSM	0.37	0.63	99.61	0.28	0.94	0.45	0.97	98.33	0	0.08%	0.03%	100%	100%	99%	59%	100%	100%
45		Sistema	0.17	0.00	99.12	0.00	0.00	0.33	2.00	99.12	0	0.00%	0.16%	100%	100%	97.41%	93.96%	100%	100%
46		TTSL CDMA	0.00	0.00	99.85	0.00	0.01	0.30	0.11	99.68	0	0.14%	0.13%	100%	100%	95%	72%	100%	82%
47		Vodafone	0.02	0.00	99.20	0.27	0.49	1.05	3.92	98.12	0	0.03%	0.00%	100%	100%	100%	77%	100%	100%
48		Aircel	Circle is working on ICR and Radio KPIs submitted by Aircel partner is applicable for Aircel also									1	0.21%	0.29%	100%	100%	100%	40.08%	96%
49	Airtel	0.06	0.20	99.14	0.09	0.21	1.04	2.15	98.34	0	0.01%	0.10%	100%	100%	96%	55.00%	100%	100%	
50	BSNL	0.54	1.37	98.04	0.39	1.32	1.68	3.78	100.00	0	0.06%	0.02%	100%	100%	95%	91%	100%	100%	
51	Etisalat	0.62	5.00	99.56	0.07	0.01	1.45	14.10	98.65	0	NA	0.0%	100%	NA	98.79%	97.54%	NA	NA	
52	Idea	0.04	0.04	99.22	0.24	0.24	1.09	14.60	96.01	0	0.04%	0.00%	100%	100%	99%	84%	100%	100%	
53	GJ	RCOM - CDMA	0.10	0.16	99.30	0.00	0.12	0.47	0.45	98.93	0	0.09%	0.05%	100%	100%	89%	92%	100%	100%
		RCOM - GSM	0.10	0.15	99.33	0.09	0.28	0.40	2.22	98.54	0	0.08%	0.04%	100%	100%	100%	77%	100%	100%
54		TTSL CDMA	0.00	0.00	99.65	0.00	0.00	0.35	0.07	99.79	0	0.03%	0.17%	100%	100%	96%	85%	100%	92%
		TTSL GSM	0.06	0.11	99.24	0.04	0.07	0.81	3.47	98.67	0	0.05%	0.01%	100%	100%	99%	91%	100%	-
55	Uninor	0.25	0.10	98.30	0.06	0.10	1.46	4.61	97.20	6	NA	0.0%	100%	NA	68.3%	88.3%	NA	NA	
56	Videocon	0.10	0.33	98.18	0.06	0.14	0.80	2.24	97.52	1	NA	0.1%	100%	100%	95%	88%	NA	NA	
57	Vodafone	0.02	0.08	99.24	0.21	0.20	1.04	3.98	97.42	0	0.05%	0.01%	100%	100%	100%	81%	100%	100%	

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58	HP	Airtel	0.06	0.06	99.17	0.12	0.22	0.87	2.63	98.65	0	0.01%	0.01%	100%	100%	89%	50.00%	100%	100%	
59		BSNL	1.86	1.89	95.30	0.67	1.87	1.90	4.83	95.50	4	0.10%	0.10%	100%	100%	100%	91%	100%	100%	
60		Dishnet	0.06	0.00	99.04	0.21	0.55	1.85	23.00	94.03	0	0.05%	0.17%	100%	100%	100%	65.99%	100%	100%	
61		Idea	0.13	0.00	98.48	0.13	0.93	1.65	16.32	96.66	0	0.00%	0.01%	100%	100%	99%	77%	100%	100%	
62		RCOM - CDMA	0.30	0.15	99.81	0.00	0.26	0.86	1.39	98.63	0	0.09%	0.04%	100%	100%	89%	88%	100%	100%	
63		RTL	0.21	1.79	97.62	0.51	0.58	1.20	4.57	96.35	0	0.06%	0.03%	100%	100%	81%	91%	100%	100%	
64		Stel	0.43	0.92	97.59	0.18	0.07	0.69	4.64	96.86	0	NA	0.02%	100%	100%	96%	96%	NA	NA	
65		TTSL CDMA	0.00	0.00	99.82	0.00	0.01	0.19	0.24	99.82	0	0.04%	0.06%	100%	100%	95%	88%	100%	89%	
66		Videocon	0.44	0.00	98.96	0.12	0.51	0.41	0.00	99.00	0	NA	0.01%	100%	100%	98%	100%	NA	NA	
67		Vodafone	0.01	0.00	99.78	0.01	0.03	1.09	3.59	97.64	0	0.00%	0.00%	100%	100%	100%	97%	100%	100%	
68	HR	Airtel	Circle is working on ICR and Radio KPIs submitted by Airtel partner is applicable for Airtel also.										NA	0.05%	100%	100%	100%	78.25%	NA	NA
69		Airtel	0.10	0.21	99.21	0.12	0.19	0.67	1.00	98.65	0	0.05%	0.02%	100%	100%	93%	56.00%	100%	100%	
70		BSNL	1.40	1.89	96.13	0.18	1.21	1.90	4.50	96.67	0	0.08%	0.10%	100%	100%	100%	90%	nil	nil	
71		Etisalat	1.21	5.65	99.17	0.01	0.00	1.71	13.77	98.42	0	NA	0.0%	100%	NA	98.76%	96.51%	NA	NA	
72		Idea	0.06	0.00	99.91	0.26	0.72	0.92	4.63	96.86	0	0.08%	0.06%	100%	100%	99%	19%	100%	100%	
73		LOOP Telecom	0.04	0.00	97.28	0.47	0.00	0.66	0.00	98.04	0	NA	0.00%	-	-	100%	100%	NA	NA	
74		RCOM - CDMA	0.36	0.19	99.39	0.00	0.28	0.79	0.41	98.16	0	0.09%	0.06%	100%	100%	86%	92%	100%	100%	
75		RCOM - GSM	0.28	0.12	99.65	0.17	0.18	0.36	1.75	98.68	0	0.08%	0.04%	100%	100%	95%	78%	100%	100%	
76		Sistema	0.23	0.00	98.82	0.00	0.00	0.55	4.83	99.27	0	0.00%	0.08%	100%	100%	96.12%	95.29%	100%	100%	
77		TTSL CDMA	0.01	0.00	99.99	0.00	0.03	0.29	0.21	99.82	0	0.15%	0.11%	100%	100%	89%	64%	100%	86%	
78	TTSL GSM	0.02	0.00	99.21	0.15	0.40	1.03	1.95	96.85	0	0.00%	0.01%	100%	100%	99%	94%	100%	-		
79	Videocon	0.13	0.34	97.99	0.04	0.22	0.66	1.30	98.43	2	NA	0.01%	100%	100%	98%	100%	NA	NA		
80	Vodafone	0.02	0.08	98.87	0.19	0.63	1.04	2.47	97.06	0	0.01%	0.01%	100%	100%	100%	93%	100%	100%		
81	J&K	Airtel	0.11	0.37	99.25	0.09	0.09	0.81	0.95	98.64	0	0.01%	0.03%	100%	100%	97%	49.00%	100%	100%	
82		BSNL	1.99	1.83	98.00	0.90	1.90	2.00	4.87	98.00	0	0.01%	0.05%	92%	100%	100%	91%	100%	100%	
83		Dishnet	0.09	0.18	95.62	0.51	3.05	1.70	11.76	91.33	0	0.15%	0.01%	100%	100%	100%	80.71%	100%	100%	
84		Idea	0.15	0.57	99.45	0.14	0.18	1.32	8.43	97.45	0	0.00%	0.01%	100%	100%	92%	56%	100%	100%	
85		RCOM - CDMA	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	0.00%	0.00%	100%	100%	NR	NR	NR	NR
86		RCOM - GSM	0.34	1.21	99.68	0.05	0.42	0.27	1.74	98.05	0	0.07%	0.03%	100%	100%	96%	79%	100%	100%	
87		TTSL CDMA	0.01	0.00	99.51	0.00	0.02	0.39	0.38	99.35	0	0.04%	0.40%	100%	100%	95%	86%	100%	80%	
88	Vodafone	0.00	0.00	99.45	0.15	0.17	1.13	4.53	98.07	0	0.03%	0.03%	100%	100%	100%	99%	100%	93%		
89	KOL	Airtel	0.03	0.08	99.56	0.09	0.09	0.69	0.44	98.59	0	0.02%	0.02%	100%	100%	Included in WB		100%	100%	
90		BSNL	1.49	6.78	99.37	0.65	1.05	0.80	4.77	99.78	4	0.00%	0.30%	100%	100%	95%	92%	100%	100%	
91		Dishnet	0.01	0.00	97.68	0.06	0.08	0.90	3.73	97.59	2	0.01%	0.37%	100%	100%	100%	76.58%	100%	100%	
92		Idea	0.02	0.14	96.83	0.11	0.32	0.57	4.93	98.57	0	0.33%	0.06%	100%	100%	99%	80%	78%	NA	
93		LOOP Telecom	0.53	0.43	98.03	0.69	0.00	0.84	0.00	98.71	0	NA	0.00%	-	-	100%	100%	NA	NA	
94		RCOM - CDMA	0.11	0.00	99.72	0.00	0.19	0.60	1.15	98.72	0	0.07%	0.04%	100%	100%	96%	91%	100%	100%	
95		RTL	0.01	0.00	99.55	0.71	0.01	0.73	1.26	97.50	0	0.09%	0.04%	100%	100%	76%	81%	100%	100%	
96		Sistema	0.02	0.00	98.26	0.00	0.19	1.08	1.48	99.71	0	NA	0.09%	100%	100%	100.00%	91.30%	NA	NA	
97		TTSL CDMA	0.01	0.00	99.68	0.00	0.01	0.27	0.12	99.79	0	0.05%	0.07%	100%	100%	98%	93%	100%	96%	
98		TTSL GSM	0.01	0.00	98.90	0.12	0.10	0.63	1.91	99.66	0	0.00%	0.00%	100%	100%	99%	88%	100%	-	
99	Uninor	0.02	0.00	99.31	0.03	0.05	0.77	2.57	98.07	5	NA	0.0%	100%	NA	94.5%	84.5%	NA	NA		
100	Vodafone	0.03	0.10	99.05	0.09	0.36	0.71	1.06	98.64	0	0.01%	0.00%	100%	100%	100%	75%	98.29%	100%		

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97	KR	Airtel	0.08	0.05	99.44	0.22	0.24	0.75	2.09	98.36	0	0.03%	0.11%	100%	100%	100%	87.00%	100%	100%
98		BSNL	0.39	1.01	98.14	0.09	1.49	0.68	2.40	99.91	0	0.00%	0.10%	100%	100%	100%	93%	100%	100%
99		Dishnet	0.01	0.00	99.37	0.01	0.01	0.58	2.59	97.49	0	0.2%	0.01%	100%	100%	100%	90.09%	100%	100%
100		Etisalat	0.07	0.00	99.48	0.26	0.03	0.38	3.94	98.26	0	NA	0.0%	100%	NA	99.05%	96.94%	NA	NA
101		Idea	0.06	0.05	99.88	0.19	0.56	0.95	1.44	95.61	0	0.06%	0.00%	100%	100%	99%	99%	100%	100%
102		RCOM - CDMA	0.02	0.00	99.70	0.00	0.05	0.69	1.85	98.95	0	0.09%	0.04%	100%	100%	84%	92%	100%	100%
102		RCOM - GSM	0.02	0.00	99.78	0.05	0.14	0.25	2.19	98.96	0	0.08%	0.06%	100%	100%	92%	93%	100%	100%
103		Sistema	0.03	0.00	99.07	0.00	0.00	0.37	0.37	99.92	0	0.00%	0.05%	100%	100%	99.59%	90.17%	NA	NA
104		TTSL CDMA	0.01	0.00	99.86	0.00	0.00	0.19	0.08	99.76	0	0.02%	0.04%	100%	100%	97%	94%	100%	98%
104		TTSL GSM	0.02	0.08	98.98	0.14	0.44	0.75	1.40	98.03	0	0.00%	0.00%	100%	100%	99%	95%	99.9%	100%
105		Uninor	0.12	0.07	99.01	0.04	0.05	1.24	1.35	99.16	0	NA	0.0%	100%	NA	100.0%	95.1%	NA	NA
106		Videocon	0.08	0.00	99.28	0.01	0.00	0.86	0.95	98.61	1	NA	0.06%	100%	100%	100.00%	100.00%	NA	NA
107		Vodafone	0.01	0.01	98.98	0.10	0.70	0.63	0.72	97.46	0	0.09%	0.03%	100%	100%	100%	99%	100%	100%
108		KTK	Aircel	0.03	0.00	99.09	0.06	0.08	0.49	1.78	98.03	0	0.13%	0.15%	100%	100%	100%	83.59%	100%
109	Airtel		0.17	0.24	99.10	0.27	0.39	1.11	3.50	98.41	0	0.03%	0.00%	100%	100%	99%	84.00%	100%	100%
110	BSNL		0.92	1.91	98.18	0.16	0.68	0.96	4.62	98.67	0	0.03%	0.05%	100%	100%	98%	92%	100%	100%
111	Etisalat		0.47	4.03	99.50	0.15	0.01	0.36	3.69	98.78	0	NA	0.0%	NA	NA	95.47%	98.38%	NA	NA
112	Idea		0.03	0.11	99.73	0.08	0.49	1.28	4.38	96.84	0	0.09%	0.03%	82%	100%	99%	43%	100%	100%
113	RCOM - CDMA		0.09	0.02	99.48	0.00	0.11	0.59	1.33	98.75	0	0.08%	0.05%	100%	100%	93%	93%	100%	100%
113	RCOM - GSM		0.07	0.06	99.70	0.05	0.38	0.31	2.33	98.82	0	0.07%	0.04%	100%	100%	93%	83%	100%	100%
114	Sistema		0.11	0.05	98.41	0.00	0.15	0.70	1.57	99.72	0	0.00%	0.14%	100%	100%	98.01%	90.18%	NA	NA
115	TTSL CDMA		0.01	0.00	99.82	0.00	0.01	0.08	0.01	99.85	0	0.01%	0.10%	100%	100%	97%	93%	100%	99%
115	TTSL GSM		0.04	0.06	99.42	0.09	0.09	0.94	3.03	97.91	0	0.02%	0.00%	100%	100%	100%	87%	100%	100%
116	Uninor	0.02	0.00	99.37	0.05	0.01	0.49	3.41	98.79	1	NA	0.0%	100%	NA	96.8%	90.1%	NA	NA	
117	Videocon	0.31	0.00	98.81	0.21	0.39	0.81	0.82	98.53	0	NA	0.1%	100%	100%	100%	97.20%	NA	NA	
118	Vodafone	0.02	0.00	99.57	0.06	0.14	0.65	4.90	98.77	0	0.08%	0.06%	100%	100%	100%	78%	100%	100%	
119	MBI	Aircel	0.04	0.13	98.37	0.15	0.01	0.78	2.25	98.29	0	0.14%	0.12%	100%	100%	100%	89.77%	100%	100%
120		Airtel	0.26	1.33	98.31	0.33	0.62	1.15	1.88	98.39	0	0.02%	0.00%	100%	100%	100%	82.00%	100%	100%
121		Etisalat	3.21	13.76	99.58	0.00	0.00	1.89	9.04	97.21	0	NA	0.0%	100%	100%	98.56%	93.34%	NA	NA
122		Idea	0.02	0.00	99.26	0.11	0.21	1.18	7.08	98.85	0	0.04%	0.04%	100%	100%	97%	90%	100%	100%
123		LOOP Mobile	0.18	0.34	99.64	0.25	0.06	0.85	0.64	98.22	0	0.02%	0.05%	100%	100%	97.38%	95.55%	100%	100%
124		MTNL	0.72	1.20	98.17	0.34	1.93	1.91	3.24	95.71	0	0.60%	0.085%	100%	100%	95.96%	93.09%	100%	100%
125		RCOM - CDMA	0.16	0.14	99.06	0.00	0.21	0.59	0.40	98.92	0	0.09%	0.03%	100%	100%	96%	90%	100%	100%
125		RCOM - GSM	0.19	0.27	99.19	0.22	0.48	0.35	0.52	98.40	0	0.09%	0.03%	100%	100%	98%	92%	100%	100%
126		Sistema	0.09	0.00	99.10	0.00	0.00	0.14	2.01	99.59	0	0.06%	0.03%	100%	100%	99.00%	94.00%	100%	100%
127		TTSL CDMA	0.01	0.00	99.54	0.00	0.01	0.29	0.38	99.84	0	0.09%	0.02%	92.58%	99.22%	96%	93.05%	100%	84%
127		TTSL GSM	0.04	0.16	98.99	0.26	0.36	0.93	1.84	97.38	0	0.10%	0.01%	100%	100%	95.01%	96.36%	100%	96.67%
128	Uninor	0.04	0.00	99.36	0.01	0.02	0.80	2.09	99.01	2	NA	0.0%	100%	NA	95.0%	91.6%	NA	NA	
129	Videocon	0.41	0.00	98.83	0.05	0.01	1.14	0.00	99.18	2	NA	0.1%	100%	100%	95%	91%	NA	NA	
130	Vodafone	0.01	0.00	99.05	0.16	0.34	0.69	1.30	98.54	0	0.00%	0.01%	100%	100%	100%	83%	100%	100%	

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131	MH	Airtel	0.05	0.00	99.23	0.03	0.03	0.46	2.84	98.18	0	0.25%	0.15%	100%	100%	100%	92.40%	100%	100%
132		Airtel	0.22	0.85	98.95	0.22	0.43	1.25	2.07	98.02	0	0.02%	0.01%	100%	100%	100%	79.00%	100%	100%
133		BSNL	0.99	1.79	98.13	0.78	1.80	1.34	4.95	98.30	0	0.03%	0.10%	100%	100%	100%	90%	100%	100%
134		Etisalat	2.71	16.35	99.47	0.26	0.00	1.47	9.59	98.34	0	NA	0.0%	100%	100%	98.66%	97.76%	NA	NA
135		Idea	0.24	1.45	97.57	0.85	1.71	1.81	11.60	97.09	0	0.15%	0.05%	100%	100%	99%	86%	100%	100%
136		RCOM - CDMA	0.28	0.48	98.51	0.00	0.68	0.70	0.85	98.43	0	0.08%	0.05%	100%	100%	94%	91%	100%	100%
137		RCOM - GSM	0.33	1.21	99.05	0.18	0.55	0.33	2.17	98.26	0	0.09%	0.04%	100%	100%	100%	91%	100%	100%
138		Sistema	0.23	0.00	99.02	0.00	0.00	0.30	2.19	99.25	0	0.06%	0.10%	100%	100%	97.00%	93.00%	100%	100%
138		TTSL CDMA	0.04	0.00	99.57	0.00	0.34	0.42	1.05	99.34	0	0.04%	0.02%	92.29%	97.22%	96%	93.33%	100%	69%
139		TTSL GSM	0.02	0.00	98.85	0.26	0.86	0.71	2.26	97.69	0	0.08%	0.02%	100%	100%	95.34%	96.96%	100%	99.73%
140		Uninor	0.36	0.39	98.31	0.00	0.04	1.17	3.69	96.90	0	NA	0.0%	100%	NA	93.6%	97.2%	NA	NA
140		Videcon	0.29	0.00	98.42	0.08	0.27	0.51	1.14	98.97	0	NA	0.10%	100%	100%	95.14%	91.40%	NA	NA
141		Vodafone	0.10	0.40	98.22	0.49	0.85	1.01	4.50	96.80	0	0.08%	0.06%	100%	100%	100%	67%	100%	100%
142		Airtel	Circle is working on ICR and Radio KPIs submitted by Airtel partner is applicable for Airtel also									1	2.03%	0.02%	100%	100%	100%	65.32%	100%
143	Airtel	0.18	0.78	99.05	0.12	0.21	1.19	1.46	97.32	0	0.01%	0.01%	100%	100%	100%	91.00%	100%	100%	
144	BSNL	1.00	3.63	96.35	1.20	5.35	2.27	14.68	97.86	0	0.01%	0.18%	100%	100%	100%	90.45%	100%	100%	
145	Etisalat	0.43	0.00	98.24	0.31	0.00	1.46	15.83	98.23	1	NA	0.0%	100%	100%	97.99%	97.27%	NA	NA	
146	Idea	1.09	1.79	97.36	0.73	1.02	1.32	9.89	96.07	0	0.03%	0.02%	100%	100%	99%	97%	100%	97.70%	
147	MP	LOOP Telecom	0.26	0.43	96.73	0.42	0.00	0.30	0.01	98.51	0	NA	0.00%	-	-	100%	100%	NA	NA
148		RCOM - CDMA	0.30	0.40	99.88	0.00	0.10	0.87	0.25	98.59	0	0.09%	0.06%	100%	100%	96%	95%	100%	100%
149		RTL	0.10	0.29	96.87	0.58	1.46	1.26	3.24	96.83	0	0.08%	0.05%	100%	100%	85%	56%	100%	100%
150		TTSL CDMA	0.01	0.00	99.65	0.00	0.00	0.30	0.12	99.53	0	0.06%	0.14%	100%	100%	99%	93%	100%	86%
150		TTSL GSM	0.05	0.02	98.68	0.25	0.23	0.76	1.49	98.55	0	0.03%	0.00%	100%	100%	99%	90%	100%	-
151		Videcon	0.60	0.53	99.07	0.12	0.45	0.89	1.64	98.42	2	NA	0.04%	100%	100%	100.00%	100.00%	NA	NA
152		Vodafone	0.05	0.02	98.76	0.11	0.28	1.32	4.56	97.93	0	0.25%	0.12%	100%	100%	100%	93%	100%	100%
153	NE	Airtel	0.54	2.81	96.31	0.77	1.47	1.61	3.91	96.97	1	0.00%	0.01%	100%	100%	100%	65.00%	100%	100%
154		BSNL	4.77	12.35	95.80	2.35	2.68	2.63	10.77	96.65	0	0.05%	0.05%	100%	100%	98%	96.00%	100%	100%
155		Dishnet	1.64	15.00	90.56	9.78	8.06	2.24	21.33	91.80	2	0.02%	0.13%	100%	100%	100%	74.14%	100%	100%
156		Idea	1.58	0.00	98.12	0.39	1.35	1.66	10.65	96.92	0	0.00%	0.02%	100%	100%	96%	93%	100%	100%
157		LOOP Telecom	0.17	0.00	99.20	0.37	0.00	0.48	0.00	99.86	0	NA	NA	NA	NA	NA	NA	NA	NA
158		RTL	0.17	0.76	97.36	0.91	1.71	1.21	4.07	95.07	0	0.02%	0.03%	100%	100%	46%	93%	100%	100%
159		Stel	1.17	0.96	97.20	0.04	0.03	0.53	5.14	97.01	0	NA	0.02%	100%	100%	98%	98%	NA	NA
160		TTSL CDMA	0.49	0.20	99.63	0.00	0.10	0.33	0.26	99.66	0	0.01%	0.04%	100%	100%	99%	96%	100%	88%
161		Vodafone	0.47	1.52	96.15	0.37	1.89	1.24	4.42	97.35	0	0.10%	0.01%	100%	100%	100%	96%	100%	100%
162		OR	Airtel	0.09	0.30	98.80	0.16	0.33	1.21	2.54	96.86	0	0.01%	0.01%	100%	100%	93%	65.00%	100%
163	BSNL		0.79	0.94	97.02	0.81	1.59	1.95	4.75	97.73	0	0.04%	0.04%	100%	100%	100%	92.78%	100%	100%
164	Dishnet		0.03	0.08	99.27	0.52	0.39	1.22	12.15	95.53	0	0.01%	0.15%	100%	100%	100%	78.72%	100%	100%
165	Idea		0.04	0.03	97.73	0.08	0.43	0.67	3.72	97.46	0	0.02%	0.01%	100%	100%	99%	94%	100%	100%
166	LOOP Telecom		0.46	0.00	98.20	0.26	0.01	0.74	0.00	98.69	0	NA	0.00%	-	-	100%	100%	NA	NA
167	RCOM - CDMA		0.24	0.12	99.83	0.00	0.03	0.82	0.53	98.72	0	0.09%	0.05%	100%	100%	89%	90%	100%	100%
168	RTL		0.10	0.23	97.72	0.64	1.48	1.22	4.49	96.16	0	0.06%	0.04%	100%	100%	66%	90%	100%	100%
169	Stel		0.18	0.00	97.97	0.09	0.08	0.46	1.23	97.61	0	NA	0.07%	100%	100%	95%	95%	NA	NA
170	TTSL CDMA		0.03	0.00	99.72	0.00	0.00	0.09	0.09	99.74	0	0.04%	0.09%	95%	100%	99%	96%	100%	95%
170	TTSL GSM		0.02	0.04	98.86	0.07	0.33	0.93	2.27	97.76	0	0.05%	0.01%	100%	100%	97%	92%	100%	-
171	Uninor		0.29	0.07	98.99	0.04	0.09	1.39	2.43	98.85	0	NA	0.0%	100%	NA	100.0%	98.8%	NA	NA
172	Videcon		0.37	0.00	99.05	0.38	0.42	0.73	0.00	99.37	0	NA	0.03%	100%	100%	100%	100%	NA	NA
173	Vodafone		0.11	0.28	99.12	0.11	0.46	1.28	2.20	98.19	0	0.01%	0.18%	100%	100%	100%	92%	100%	100%

Annexure 4.1 (Contd.)

174	PB	Airtel	Circle is working on ICR and Radio KPIs submitted by Airtel partner is applicable for Airtel also.							2	0.06%	0.03%	100%	100%	100%	62.22%	100%	100%	
175		Airtel	0.06	0.08	99.23	0.14	0.20	0.80	1.75	98.93	0	0.03%	0.02%	100%	100%	77%	70.00%	100%	100%
176		BSNL	0.32	1.98	98.22	0.94	1.96	1.10	13.13	95.25	0	0.02%	0.07%	100%	100%	100%	91.00%	100%	100%
177		Etisalat	1.44	5.88	99.01	0.03	0.10	2.45	16.35	97.86	0	NA	0.0%	100%	NA	98.42%	96.97%	NA	NA
178		HFCL-CDMA	1.23	0.00	99.32	0.00	0.00	0.65	2.46	97.73	0	0.01%	0.02%	100%	100%	84%	94%	100%	100%
		HFCL-GSM	0.28	1.17	98.19	0.07	0.24	0.86	4.87	97.71	0	NA	0.04%	100%	100%	97%	94%	NA	NA
179		Idea	0.04	0.15	98.22	0.42	1.78	1.42	9.43	97.41	0	0.06%	0.00%	100%	100%	99%	32%	100%	100%
180		LOOP Telecom	0.36	0.00	98.28	0.09	0.00	0.50	0.00	98.20	0	NA	0.00%	-	-	100%	100%	NA	NA
181		RCOM - CDMA	0.12	0.00	99.22	0.00	0.13	0.59	0.28	98.67	0	0.07%	0.08%	100%	100%	89%	91%	100%	100%
		RCOM - GSM	0.08	0.00	99.69	0.11	0.53	0.29	1.69	98.12	0	0.08%	0.05%	100%	100%	99%	59%	100%	100%
182	TTSL CDMA	0.01	0.00	99.76	0.00	0.00	0.24	0.10	99.77	0	0.09%	0.03%	100%	100%	92%	72%	100%	85%	
	TTSL GSM	0.03	0.00	99.26	0.09	0.03	0.92	2.41	97.47	0	0.03%	0.00%	100%	100%	99%	96%	100%	-	
183	Vodafone	0.04	0.18	99.11	0.09	0.26	0.90	4.35	97.92	0	0.04%	0.00%	100%	100%	100%	94%	100%	94%	
184	RJ	Airtel	Circle is working on ICR and Radio KPIs submitted by Airtel partner is applicable for Airtel also.							0	1.83%	0.13%	100%	100%	100%	52.66%	100%	100%	
185		Airtel	0.08	0.12	99.29	0.18	0.26	0.94	2.43	98.47	0	0.02%	0.01%	100%	100%	100%	49.00%	100%	100%
186		BSNL	1.80	6.33	98.77	0.16	0.72	1.58	8.13	97.94	0	0.05%	0.05%	98%	100%	100%	91%	99%	100%
187		Etisalat	0.66	3.09	99.06	0.34	0.07	1.46	16.70	98.48	0	NA	0.0%	100%	NA	98.36%	96.79%	NA	NA
188		Idea	0.07	0.03	98.70	0.56	0.95	1.64	10.28	97.09	0	0.08%	0.01%	100%	100%	88%	39%	100%	100%
189		LOOP Telecom	0.87	0.00	99.00	0.08	0.00	0.15	0.00	99.20	0	NA	0.57%	100%	100%	100%	100%	NA	NA
190		RCOM - CDMA	0.33	0.86	99.44	0.00	0.07	0.82	0.38	98.23	0	0.09%	0.05%	100%	100%	90%	96%	100%	100%
		RCOM - GSM	0.36	1.20	99.52	0.08	0.14	0.42	3.49	98.52	0	0.09%	0.03%	100%	100%	100%	91%	100%	100%
191		Sistema	0.12	0.00	98.51	0.00	0.55	0.63	3.71	99.00	0	0.02%	0.02%	100%	100%	95.00%	90.00%	100%	100%
192		TTSL CDMA	0.01	0.00	99.79	0.00	0.01	0.21	0.15	99.79	0	0.10%	0.10%	100%	100%	97%	87%	100%	86%
	TTSL GSM	0.03	0.03	98.84	0.16	0.48	0.75	1.84	98.70	0	0.07%	0.00%	100%	100%	99%	92%	100%	-	
193	Videocon	0.33	0.18	99.17	0.21	0.51	0.77	0.77	99.04	0	NA	0.08%	100%	100%	100%	100%	NA	NA	
194	Vodafone	0.13	0.95	99.46	0.15	0.08	0.97	3.82	97.61	0	0.10%	0.05%	100%	100%	100%	87%	100%	100%	
195	TN	Airtel	0.17	0.05	97.32	0.49	0.56	0.60	1.70	95.94	0	0.09%	0.18%	100%	100%	100%	73.34%	100%	100%
196		Airtel	0.16	0.40	99.10	0.19	0.33	0.98	2.63	97.76	0	0.02%	0.12%	100%	100%	100%	39.00%	100%	100%
197		BSNL	0.38	1.50	96.08	0.35	0.52	0.98	3.47	99.00	0	0.02%	0.03%	100%	100%	100%	94.00%	100%	100%
198		Etisalat	0.43	1.45	99.54	0.27	0.00	0.46	4.31	98.36	0	NA	0.0%	100%	100%	98.99%	96.24%	NA	NA
199		Idea	0.02	0.00	99.04	0.05	0.11	0.86	7.93	98.25	0	0.09%	0.03%	100%	100%	99%	59%	100%	NA
200		RCOM - CDMA	0.04	0.00	99.65	0.00	0.04	0.65	2.12	98.95	0	0.08%	0.04%	100%	100%	89%	93%	100%	100%
		RCOM - GSM	0.03	0.00	99.68	0.05	0.05	0.37	2.41	98.95	0	0.08%	0.03%	100%	100%	100%	94%	100%	100%
201		Sistema	0.06	0.00	98.74	0.00	0.00	0.39	2.29	99.29	0	0.00%	0.03%	100%	100%	99.50%	91.43%	NA	NA
202		TTSL CDMA	0.01	0.00	99.78	0.00	0.00	0.16	0.04	99.85	0	0.02%	0.17%	100%	100%	97%	94%	100%	97%
		TTSL GSM	0.03	0.00	98.99	0.06	0.04	0.67	1.87	97.90	0	0.01%	0.00%	100%	100%	99%	95%	99.7%	30%
203	Uninor	0.03	0.00	99.42	0.03	0.01	0.58	2.54	98.62	4	NA	0.0%	100%	NA	97.0%	98.1%	NA	NA	
204	Videocon	0.43	0.29	98.15	0.05	0.18	1.10	2.13	98.36	1	NA	0.05%	100%	100%	94%	85.84%	NA	NA	
205	Vodafone	0.03	0.05	98.85	0.19	0.64	0.89	2.71	96.93	0	0.03%	0.05%	100%	100%	100%	88%	100%	100%	

Annexure 4.1 (Contd.)

206		Airtel	0.34	1.15	98.49	0.34	0.64	1.16	3.79	97.70	0	0.02%	0.02%	100%	100%	97%	70.00%	100%	100%
207		BSNL	0.62	4.44	97.00	0.70	1.57	1.67	3.83	97.00	0	0.07%	0.06%	100%	100%	99%	98.00%	100%	100%
208		Dishnet	0.13	0.48	98.45	0.05	0.04	0.24	4.23	65.37	0	0.17%	0.16%	100%	100%	100%	41.57%	100%	100%
209		Etisalat	5.12	17.84	99.66	0.16	0.00	0.71	2.08	98.30	0	NA	0.0%	100%	100%	98.45%	97.78%	NA	NA
210		Idea	0.25	0.08	99.46	0.90	1.93	1.38	6.96	96.05	0	0.05%	0.02%	100%	100%	100%	99%	100%	100%
211	UP-E	RCOM - CDMA	0.43	1.52	98.80	0.00	0.54	0.82	0.85	97.85	0	0.09%	0.05%	100%	100%	99%	87%	100%	100%
211		RCOM - GSM	0.46	1.03	99.49	0.40	0.64	0.32	3.61	97.90	0	0.08%	0.04%	100%	100%	100%	91%	100%	100%
212		TTSL CDMA	0.04	0.00	99.73	0.00	0.01	0.18	0.11	99.73	0	0.05%	0.07%	100%	100%	94%	72%	100%	85%
212		TTSL GSM	0.03	0.00	99.30	0.02	0.04	1.18	2.38	96.30	0	0.00%	0.00%	100%	100%	99%	93%	100%	-
213		Uninor	0.20	0.77	96.18	0.71	1.05	1.95	5.07	95.88	8	NA	0.0%	100%	NA	89.6%	54.1%	NA	NA
214		Videocon	0.72	1.31	98.69	0.57	0.09	0.48	0.40	99.23	3	NA	0.02%	100%	100%	100%	100%	NA	NA
215		Vodafone	0.29	1.71	98.27	0.48	0.61	1.75	6.35	95.54	0	0.12%	0.31%	100%	100%	100%	87%	99.77%	100%
216	UP-W	Airtel	0.17	0.54	97.58	0.56	1.00	1.22	2.73	97.58	0	0.04%	0.01%	100%	100%	100%	69.00%	100%	100%
217		BSNL	1.30	5.37	96.26	0.94	1.78	2.38	11.70	97.56	1	0.00%	0.00%	100%	100%	100%	94%	100%	100%
218		Dishnet	0.13	0.05	98.75	0.23	0.33	0.56	3.59	97.89	0	0.05%	0.01%	100%	100%	100%	70.29%	NIL	NIL
219		Etisalat	0.88	4.17	99.33	0.27	0.00	0.66	4.31	97.84	0	NA	0.0%	100%	100%	98.57%	96.78%	NA	NA
220		Idea	0.08	0.39	99.83	0.76	1.19	0.95	4.93	99.83	0	0.10%	0.00%	100%	100%	99%	95%	100%	100%
221		RCOM - CDMA	0.20	0.07	98.83	0.00	0.63	0.97	1.64	97.75	0	0.09%	0.04%	100%	100%	94%	81%	100%	100%
221		RCOM - GSM	0.28	0.78	99.56	0.23	0.70	0.31	2.08	97.85	0	0.09%	0.04%	100%	100%	100%	94%	100%	100%
222		TTSL CDMA	0.02	0.00	99.84	0.00	0.01	0.26	0.08	99.87	0	0.06%	0.07%	100%	100%	95%	72%	100%	49%
222		TTSL GSM	0.03	0.00	99.45	0.01	0.01	1.02	2.85	96.76	0	0.09%	0.00%	100%	100%	99%	92%	100%	-
223		Uninor	0.24	0.19	96.91	0.26	0.69	1.90	6.21	95.03	11	NA	0.0%	100%	NA	75.6%	46.0%	NA	NA
224	Videocon	0.24	1.23	98.55	0.36	0.09	0.53	0.48	99.66	3	NA	0.10%	100%	100%	100%	100%	NA	NA	
225		Vodafone	0.12	0.46	97.40	0.55	1.50	1.12	3.29	96.51	0	0.08%	0.02%	100%	100%	100%	93%	100%	100%
226	WB	Airtel	0.04	0.15	99.21	0.19	0.50	1.04	1.17	98.83	1	0.01%	0.01%	100%	100%	94%	52.00%	100%	100%
227		BSNL	1.02	1.84	97.50	0.70	0.98	0.80	6.98	97.62	0	0.01%	0.08%	100%	100%	100%	92.89%	100%	100%
228		Dishnet	0.23	1.14	98.02	0.44	1.43	1.30	12.76	94.99	0	0.03%	0.24%	100%	100%	100%	59.25%	100%	100%
229		Idea	0.07	0.78	95.55	0.33	0.22	0.88	6.98	97.26	0	0.00%	0.05%	100%	100%	99%	71%	72%	NA
230		RCOM - CDMA	0.31	0.76	99.30	0.00	0.30	0.94	0.19	97.54	0	0.09%	0.05%	100%	100%	96%	91%	100%	100%
231		RTL	0.10	0.18	98.61	0.69	0.85	1.08	3.45	97.55	0	0.08%	0.02%	100%	100%	50%	12%	100%	100%
232		Sistema	0.27	0.55	98.41	0.00	0.08	1.48	4.10	99.59	0	NA	0.08%	100%	100%	100%	90.20%	NA	NA
233		TTSL CDMA	0.06	0.05	99.75	0.00	0.02	0.28	0.10	99.75	0	0.04%	0.02%	100%	100%	99%	95%	100%	88%
233		TTSL GSM	0.02	0.02	98.39	0.09	0.17	1.13	2.75	97.20	0	0.00%	0.00%	100%	100%	95%	87%	NR	NR
234		Uninor	0.05	0.24	97.47	0.43	0.54	1.76	3.84	96.82	11	NA	0.1%	100%	NA	83.5%	82.7%	NA	NA
235	Videocon	0.22	0.00	98.98	0.27	0.08	0.22	0.00	99.63	0	NA	0.01%	100%	100%	100%	100%	NA	NA	
236		Vodafone	0.03	0.12	97.34	0.42	1.37	1.89	4.70	95.04	0	0.03%	0.00%	100%	100%	100%	87%	97%	100%

Shaded Boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

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

Sl. No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs./month)	Fault Repair			Rent Rebate	Mean Time to Repair (MTTR)	Call Completion Rate (CCR)	Answer to Seizure Ratio	POI	Metering and Billing				Response time to the customer for Assistance		Termination / closure of service		
				% of faults repaired by next working day	% of faults repaired within 3 days	% of faults repaired within 5 days						Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service completed within 7 days	Time taken for refund of deposits after closures
1	A&N	BSNL	4.17	92.21%	100.00%	100.00%	NIL	7.81	59.83%	NA	NIL	NR	NR	NR	NR	100.00%	96.00%	100%	NR	
2	AP	Airtel	2.57	98.96%	100.00%	NA	NIL	2.11	93.20%	NA	NIL	0.01%	NA	100.0%	100%	100.00%	93.86%	100.0%	98%	
3		BSNL	3.82	92.84%	96.51%	99.22%	NIL	11.16	68.43%	NA	NIL	NR	NR	NR	100	91.98%	85.33%	99%	100%	
4		RCOM	1.06	100%	100%	N.A.	NIL	02:26	NA	91.50%	NIL	0.01%	NR	100%	100%	98%	93%	100%	100%	
5	ASM	TTSL	1.7	95.87%	100%	100%	NIL	5.03	98.72%	NA	NIL	0.07%	NA	98%	100%	96.96%	90.67%	100%	NIL	
6		BSNL	4.53	94.56%	99.22%	100.00%	NIL	3.98	68.40%	NA	NIL	NR	NR	NR	NR	97.42%	97.00%	100%	NR	
7		TTSL	0.0	NIL	NIL	NIL	NIL	0.00	98.52%	NA	NIL	0.00%	NA	NR	NR	96.13%	90.25%	NR	NIL	
8	BR	BSNL	2.94	84.23%	94.76%	80.60%	NIL	7.20	67.37%	NA	NIL	NR	NR	NR	NR	94.29%	100.00%	97%	NR	
9		RCOM	0.00	NIL	NIL	N.A.	NIL	0	NA	97.13%	NIL	NIL	NR	NA	100%	98%	93%	No Termination request received	100%	
10		TTSL	2.0	92.47%	100%	100%	NIL	5.85	98.61%	NA	NIL	0.02%	NA	100%	100%	97.76%	93.74%	100%	NIL	
11	Chattisgarh	BSNL	6.11	96.13%	99.01%	98.05%	NIL	6.08	67.90%	NA	NIL	NR	NR	NR	NR	96.30%	97.33%	100%	NR	
12	CH	BSNL	2.84	96.86%	98.53%	99.38%	NIL	7.03	78.27%	NA	NIL	NR	NR	NR	NR	95.67%	91.52%	100%	100%	
13		RCOM	0.45	100%	100%	N.A.	NIL	02:26	NA	89.10%	NIL	0.02%	NR	100%	100%	98%	93%	100%	100%	
14		TTSL	0.3	94.85%	100%	100%	NIL	6.78	98.43%	NA	NIL	0.02%	NA	100%	100%	97.09%	92.44%	100%	NIL	
15	DL	Airtel	2.09	97.74%	100.00%	NA	NIL	5.40	92.55%	NA	NIL	0.07%	NA	100.0%	100%	99.54%	98.04%	100.0%	100%	
16		MTNL	6.63	75.83%	86.56%	NA	63575	13.17	53.47%	NA	0.33	0.18%	NR	81%	*	99.89%	99.14%	98%	100%	
17		RCOM	0.51	100%	100%	N.A.	NIL	02:12	NA	92.74%	NIL	0.03%	NR	100%	100%	98%	93%	100%	100%	
18	GJ	TTSL	0.4	91.52%	100%	100%	NIL	5.88	99.06%	NA	NIL	0.05%	NA	100%	100%	94.26%	88.18%	100%	NIL	
19		Airtel	1.93	97.96%	100.00%	NA	NIL	3.33	92.20%	NA	NIL	0.20%	NA	100.0%	100%	99.18%	80.52%	100.0%	54%	
20		BSNL	4.96	95.27%	98.50%	98.88%	NIL	6.46	67.17%	NA	NIL	0.04%	NR	NR	NR	99.97%	94.34%	100%	100%	
21	GJ	RCOM	2.09	100%	100%	N.A.	NIL	01:57	NA	85.87%	NIL	0.02%	NR	100%	100%	98%	93%	100%	100%	
22		TTSL	1.7	94.17%	100%	100%	NIL	5.65	100.00%	NA	NIL	0.08%	NA	100%	100%	97.14%	96.99%	100%	100%	

Annexure 4.2 (Contd.)

23	HP	BSNL	7.44	88.32%	96.04%	91.77%	NIL	7.23	68.88%	NA	NIL	NR	NR	NR	NR	95.67%	91.33%	100%	NR
24		RCOM	0.00	NIL	NIL	N.A.	NIL	0	NA	80.87%	NIL	NIL	NR	NA	100%	98%	93%	No Termination request received	100%
25		TTSL	0.1	100%	100%	100%	NIL	1.27	NR	NA	NA	0.00%	NA	NR	100%	99.30%	97.72%	NR	NIL
26	HR	Airtel	2.16	98.79%	100.00%	NA	NIL	4.34	94.49%	NA	NIL	0.03%	NA	100.0%	100%	96.59%	98.04%	100.0%	100%
27		BSNL	4.74	96.28%	99.96%	100.00%	570	6.87	76.12%	NA	NIL	NR	NR	NR	NR	93.74%	80.17%	100%	NR
28		RCOM	0.00	NIL	NIL	N.A.	NIL	0	NA	84.13%	NIL	NIL	NR	NA	100%	98%	93%	100%	100%
29		TTSL	0.2	91%	100%	100%	NIL	4.29	98.60%	NA	NIL	0.02%	NA	100%	100%	98.85%	95.64%	100%	NIL
30	J&K	BSNL	6.15	56.97%	68.05%	81.15%	NIL	7.53	54.37%	NA	NIL	NR	NR	NR	NR	96.30%	92.73%	NA	NR
31		TTSL	0.0	NIL	NIL	NIL	NIL	0.00	96.05%	NA	NIL	0.00%	NA	NR	NR	98.38%	95.95%	NR	NR
32	Jharkhand	BSNL	3.30	95.24%	99.97%	100.00%	NIL	6.61	70.78%	NA	NIL	NR	NR	NR	NR	95.77%	90.67%	100%	NR
33	KOL	Airtel	2.01	98.39%	100.00%	NA	NIL	4.11	93.19%	NA	NIL	0.03%	NA	100.0%	100%	96.59%	98.04%	100.0%	100%
34		BSNL	4.89	88.11%	97.73%	NIL	NIL	7.33	53.29%	NA	NIL	0.14%	NR	NR	NR	100.00%	97.17%	100%	100%
35		RCOM	0.47	100%	100%	N.A.	NIL	02:11	NA	85.65%	NIL	0.04%	NR	100%	100%	98%	93%	100%	100%
36		TTSL	1.3	94.15%	100%	100%	NIL	4.26	99.21%	NA	NIL	0.01%	NA	100%	100%	98.73%	93.45%	100%	NIL
37	KR	Airtel	2.09	98.21%	100.00%	NA	NIL	2.79	93.97%	NA	NIL	0.07%	NA	100.0%	100%	100.00%	93.26%	100.0%	97%
38		BSNL	6.29	75.29%	90.16%	85.46%	NIL	17.89	73.47%	NA	NIL	NR	NR	100%	NR	94.83%	96.47%	99.25%	100%
39		RCOM	0.85	100%	100%	N.A.	NIL	02:27	NA	84.69%	NIL	0.01%	NR	100%	100%	98%	93%	100%	100%
40		TTSL	0.2	100%	100%	100%	NIL	5.38	99.37%	NA	NIL	0.01%	NA	100%	NR	97.46%	93.16%	100%	NIL
41	KTK	Airtel	3.74	95.82%	100.00%	NA	NIL	2.80	88.33%	NA	NIL	0.01%	NA	100.0%	100%	100.00%	93.12%	100.0%	98%
42		BSNL	4.32	94.64%	97.63%	96.20%	NIL	5.71	69.63%	NA	NIL	0.14%	NR	NR	NR	94.81%	93.05%	100%	100%
43		RCOM	0.41	100%	100%	N.A.	NIL	02:25	NA	80.93%	NIL	0.01%	NR	100%	100%	98%	93%	100%	100%
44		TTSL	0.6	90.74%	100%	100%	NIL	3.13	98.66%	NA	NIL	0.05%	NA	100%	100%	94.97%	86.96%	100%	NIL
45	MH	Airtel	1.88	95.88%	100.00%	NA	NIL	3.56	90.09%	NA	NIL	0.14%	NA	100.0%	100%	99.88%	80.52%	100.0%	42%
46		BSNL	6.41	86.38%	90.98%	97.34%	NIL	8.53	57.89%	NA	NIL	0.01%	NR	NR	NR	87.04%	100.00%	99.80%	100%
47		RCOM	0.50	100%	100%	N.A.	NIL	01:54	NA	85.83%	NIL	0.03%	NR	100%	100%	98%	93%	100%	100%
48		TTSL	0.7	92%	100%	NR	NIL	7.04	94.57%	NA	NIL	0.01%	NA	97%	100%	96.00%	91.00%	100%	65%
49	MP	Airtel	6.54	97.28%	99.22%	NA	NIL	3.58	85.33%	NA	NIL	0.04%	NA	100.0%	100%	98.46%	94.05%	100.0%	100%
50		BSNL	3.44	95.94%	100.00%	100.00%	NIL	4.43	73.14%	NA	NIL	0.03%	NR	100	NR	87.81%	80.00%	100%	100%
51		RCOM	1.24	100%	100%	N.A.	NIL	02:03	NA	87.73%	NIL	0.03%	NR	100%	100%	98%	93%	100%	100%
52	TTSL	0.4	93%	100%	100%	NIL	7.40	99.37%	NA	NIL	0.00%	NA	NR	100%	96.34%	97.27%	NR	NIL	
53	MUM	Airtel	1.32	95.72%	100.00%	NA	NIL	4.87	91.60%	NA	NIL	0.13%	NA	100.0%	100%	99.18%	80.52%	100.0%	58%
54		MTNL	9.42	91.15%	96.62%	NA	NR	13.28	56.44%	NA	NIL	0.04%	NA	NA	NIL	100%	NR	NR	NR
55		RCOM	0.21	100%	100%	N.A.	NIL	02:19	NA	86.82%	NIL	0.02%	NR	100%	100%	98%	93%	100%	100%
56		TTSL	0.6	96.27%	100%	NR	NIL	5.25	92.63%	NA	NIL	0.02%	NA	98%	98%	95.00%	92.00%	100%	90%
57	NE	TTSL	0.0	NIL	NIL	NIL	NIL	0.00	NR	NA	NA	0.00%	NA	NR	NR	97.07%	93.01%	NR	NIL
58	NE - I	BSNL	4.77	90.05%	98.48%	99.59%	NIL	19.39	61.43%	NA	NIL	0.00%	NR	NR	NR	95.89%	99.33%	100%	100%
59	NE - II	BSNL	2.03	88.02%	100.00%	100.00%	NIL	7.31	60.63%	NA	NIL	NR	NR	NR	NR	93.53%	95.00%	100%	NR
60	OR	BSNL	4.25	92.58%	97.85%	99.95%	NIL	7.23	62.50%	NA	NIL	NR	NR	NR	NR	95.78%	98.67%	99.93%	NR
61		RCOM	0.00	NIL	NIL	N.A.	NIL	0	NA	94.13%	NIL	NIL	NR	NA	100%	98%	93%	No Termination request received	100%
62		TTSL	3.0	98%	100%	100%	NIL	0.93	99.81%	NA	NIL	0.02%	NA	100%	100%	97.12%	93.97%	No Termination request received	NIL

Annexure 4.2 (Contd.)

63	PB	Airtel	2.05	96.91%	100.00%	NA	NIL	6.02	96.55%	NA	NIL	0.05%	NA	100.0%	100%	96.59%	98.04%	100.0%	100%
64		BSNL	5.93	92.53%	97.95%	99.85%	NIL	8.22	70.87%	NA	NIL	0.01%	NR	NR	NR	95.78%	92.00%	100%	100%
65		HFCL	4.08	94.87%	99.12%	NA	NIL	5.8	55.39%	NA	NIL	0.03%	NA	100%	100%	90.20%	90.00%	100%	100%
66		RCOM	0.72	100%	100%	N.A.	NIL	02:03	NA	93.55%	NIL	0.02%	NR	100%	100%	98%	93%	100%	100%
67	RJ	TTSL	1.4	94.59%	100%	100%	NIL	4.14	99.08%	NA	NIL	0.01%	NA	100%	100%	98.24%	95.48%	100%	NIL
68		Airtel	1.22	98.41%	100.00%	NA	NIL	4.98	91.48%	NA	NIL	0.03%	NA	100.0%	100%	96.59%	98.04%	100.0%	100%
69		BSNL	4.34	95.08%	98.98%	99.45%	NIL	6.31	66.92%	NA	NIL	Nil	NR	NR	NR	94.40%	91.00%	100%	100%
70		RCOM	0.46	100%	100%	N.A.	NIL	02:09	NA	93.28%	NIL	0.02%	NR	100%	100%	98%	93%	100%	100%
71	TN	Sistema	3.83	90.02%	NIL	100.0%	NIL	5.37	97.04%	NA	NIL	0.09%	NIL	NIL	NR	97.00%	93.00%	100.0%	100.0%
72		TTSL	0.1	100%	100%	100%	NIL	0.84	100.00%	NA	NIL	0.00%	NA	-	100%	97.19%	97.24%	100.0%	NIL
73		Airtel	2.97	96.02%	100.00%	NA	NIL	2.81	91.11%	NA	NIL	0.20%	NA	100.0%	100%	99.99%	83.70%	100.0%	89%
74		BSNL	3.11	93.97%	98.31%	99.55%	NIL	5.50	80.14%	NA	NIL	0.01%	NR	NR	NR	95.51%	92.67%	99.85%	100%
75	UP-E	RCOM	0.61	100%	100%	N.A.	NIL	02:17	NA	81.72%	NIL	0.02%	NR	100%	100%	98%	93%	100%	100%
76		TTSL	1.2	92%	100%	100%	NIL	5.80	NR	NA	NA	0.06%	NA	100%	100%	97.09%	92.44%	100%	NIL
77		Airtel	2.46	97.67%	100.00%	NA	NIL	5.44	98.22%	NA	NIL	0.04%	NA	100.0%	100%	99.99%	98.04%	100.0%	100%
78		BSNL	3.56	95.56%	98.56%	99.73%	NIL	6.42	70.78%	NA	NIL	0.01%	NR	NR	NR	96.38%	100.00%	100%	100%
79	UP-W	RCOM	1.18	100%	100%	N.A.	NIL	01:46	NA	93.11%	NIL	0.03%	NR	100%	100%	98%	93%	100%	100%
80		TTSL	4.6	100%	100%	100%	NIL	1.73	99.96%	NA	NA	0.01%	NA	100%	100%	94.99%	96.58%	100%	NIL
81		Airtel	2.65	97.52%	100.00%	NA	NIL	6.50	89.57%	NA	NIL	0.03%	NA	100.0%	100%	99.54%	98.04%	100.0%	100%
82		BSNL	5.19	94.67%	99.37%	99.88%	NIL	6.20	68.49%	NA	NIL	NR	NR	NR	NR	95.42%	93.89%	100%	NR
83	UP-W	RCOM	0.00	NIL	NIL	N.A.	NIL	0	NA	92.39%	NIL	NIL	NR	NA	100%	98%	93%	No Termination request received	100%
84		TTSL	0.1	100%	100%	100%	NIL	2.64	99.07%	NA	NIL	0.00%	NA	NR	NR	98.36%	94.84%	100%	NIL
85	Uttaranchal	BSNL	5.47	92.85%	97.77%	99.87%	NIL	5.46	66.60%	NA	NIL	0.00%	NR	NR	NR	93.91%	79.33%	100%	100%
86	WB	BSNL	5.45	89.09%	89.06%	95.52%	NIL	9.84	64.18%	NA	NIL	0.03%	NR	NR	NR	98.10%	91.49%	100%	100%
87		RCOM	0.00	NIL	NIL	N.A.	NIL	0	NA	77.64%	NIL	NIL	NR	NA	100%	98%	93%	100%	100%
88		TTSL	0.4	100%	100%	100%	NIL	3.78	NR	NA	NA	0.00%	NA	NR	NR	98.73%	95.33%	NR	NIL



Benchmark not met

NR - Data Not Reported

NA - Not Applicable

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

Annexure 4.3: Quality of Service Performance of Broadband Service Providers

Sl. No.	Service Operators	Service Provisioning	Faults Repair		Billing Performance				Response Time to the Customer for assistance		Bandwidth utilisation/throughput					Packet Loss	Network latency (for wired broadband access)		
		%age of connections provided within 15 days of registration of demand	% of faults repaired by next working day (>90%)	% of faults repaired within 3 working day	Rent Rebate	%age of bills disputed	%age of billing complaints resolved within 4 weeks	%age of cases to whom refund of deposits is made within 60 days of closures	%age of calls answered by operator (Voice to voice) within 60 sec	%age of calls answered by operator (Voice to voice) within 90 sec	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)
		100%	>90%	>99%	in nos.	<2%	100%	100% within 60 days	>60%	>80%	0	0	<90%	>80%	>98%	<1%	<120 ms	<350 ms	<800 ms
1	BSNL																		
1.1	Andhra Pradesh	95.30%	92.80%	99.20%	101	0.40%	98.40%	100.00%	87.90%	95.60%									
1.2	Assam	100.00%	96.80%	94.30%	0	0.20%	100.00%	100.00%	91.20%	97.57%									
1.3	Bihar	100.00%	93.30%	98.10%	0	0.10%	100.00%	100.00%	100.00%	100.00%									
1.4	Chhattisgarh	99.70%	95.60%	99.80%	214	0.20%	100.00%	100.00%	79.70%	92.90%									
1.5	Chennai	100.00%	92.00%	100.00%	0	0.20%	100.00%	100.00%	90.60%	100.00%									
1.6	Gujrat	100.00%	95.10%	100.00%	0	0.00%	100.00%	100.00%	72.20%	88.00%									
1.7	Haryana	100.00%	96.00%	100.00%	34	0.00%	100.00%	100.00%	85.00%	93.80%									
1.8	Himachal Pradesh	100.00%	93.40%	94.60%	0	0.00%	100.00%	100.00%	83.90%	93.90%									
1.9	Jammu & Kashmir	100.00%	94.10%	99.70%	1	0.20%	100.00%	100.00%	80.30%	92.20%									
1.10	Jharkhand	100.00%	92.30%	100.00%	0	0.10%	100.00%	100.00%	85.10%	91.80%									
1.11	Karnataka	99.00%	95.80%	99.80%	452	0.10%	100.00%	100.00%	87.50%	95.70%									
1.12	Kerala	100.00%	92.50%	99.70%	28	0.30%	100.00%	100.00%	77.80%	91.50%									
1.13	Kolkata	100.00%	88.90%	99.90%	0	2.50%	100.00%	100.00%	94.10%	100.00%									
1.14	Maharashtra	99.60%	93.30%	100.00%	4816	0.20%	100.00%	100.00%	87.80%	95.70%	0	1	78.70%	83.30%	99.80%	0.00%	18.3	219.7	NA
1.15	Madhya Pradesh	100.00%	97.60%	100.00%	0	0.20%	100.00%	100.00%	90.90%	97.30%				89.90%	99.70%				
1.16	North East I	100.00%	92.20%	52.10%	0	0.00%	100.00%	100.00%	87.20%	93.40%				92.70%	99.90%				
1.17	North East II	100.00%	95.90%	100.00%	0	0.00%	100.00%	100.00%	83.30%	95.40%				84.90%	99.60%				
1.18	Orissa	100.00%	93.10%	100.00%	26	0.10%	99.90%	100.00%	88.00%	94.60%				88.30%	99.00%				
1.19	Punjab	100.00%	95.40%	99.60%	384	0.30%	100.00%	100.00%	82.10%	92.20%				88.50%	99.50%				
1.20	Rajasthan	100.00%	97.80%	100.00%	2	0.90%	100.00%	100.00%	85.30%	91.40%				89.20%	99.60%				
1.21	Tamil Nadu	100.00%	94.20%	100.00%	0	0.10%	100.00%	100.00%	90.50%	95.70%				86.50%	99.90%				
1.22	Uttaranchal	100.00%	96.00%	100.00%	14	0.00%	100.00%	100.00%	89.40%	97.90%				91.30%	100.00%				
1.23	UP East	100.00%	92.90%	99.90%	108	0.40%	100.00%	100.00%	87.20%	94.90%				95.20%	99.20%				
1.24	UP West	100.00%	94.30%	99.80%	18	0.40%	100.00%	100.00%	78.30%	91.70%				93.80%	99.60%				
1.25	West Bengal	100.00%	93.90%	100.00%	14	0.20%	100.00%	100.00%	87.00%	95.00%				91.60%	99.70%				
1.26	A&N	100.00%	91.30%	100.00%	0	0.00%	100.00%	100.00%	90.00%	98.66%				91.60%	99.50%				
		100.00%	91.30%	100.00%	0	0.00%	100.00%	100.00%	90.00%	98.66%				100.00%	100.00%				

Annexure 4.3 (Contd.)

2	MTNL																		
2.1	Delhi	87.05%	58.27%	76.87%	31539	0.15%	91.13%	100.00%	99.68%	99.85%	0	1.33	83.91%	95.00%	99.86%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	87.54%	78.93%	88.21%	18526	0.013%	100.00%	NA	76.91%	84.04%	0	5	78.93%	C/DNF	C/DNF	C/DNF	C/DNF	C/DNF	NA
3	Bharti Airtel Ltd.																		
3.1	Andhra Pradesh	100.00%	100.00%	100.00%	0	0.05%	100.00%	100.00%	87.00%	92.04%	0	0	83.00%	105.00%	99.99%	0.00%	39	268	NA
3.2	Delhi	100.00%	99.00%	100.00%	1	0.03%	100.00%	100.00%	94.00%	97.23%	0	0	59.00%	100.00%	99.98%	0.00%	24	2	NA
3.3	Gujarat	100.00%	97.00%	100.00%	0	0.18%	100.00%	56.00%	63.00%	69.02%	0	NA	77.00%	99.00%	99.97%	0.10%	47	41	NA
3.4	Haryana	100.00%	100.00%	100.00%	0	0.02%	100.00%	100.00%	94.00%	97.23%	0	NA	NA	100.00%	99.88%	0.00%	37	2	NA
3.5	Karnataka	100.00%	98.00%	100.00%	0	0.01%	100.00%	100.00%	86.00%	91.37%	0	0	55.00%	102.00%	99.97%	0.00%	54	307	NA
3.6	Kerala	100.00%	99.00%	100.00%	0	0.01%	100.00%	100.00%	93.00%	94.99%	0	NA	NA	102.00%	99.99%	0.00%	63	288	NA
3.7	Kolkata	100.00%	99.00%	100.00%	0	0.01%	100.00%	100.00%	94.00%	97.23%	0	0	83.00%	100.00%	99.99%	0.00%	24	2	NA
3.8	Madhya Pradesh & CG	100.00%	95.00%	100.00%	3	0.01%	100.00%	100.00%	94.00%	96.52%	0	0	82.00%	99.00%	99.93%	0.05%	39	67	NA
3.9	Maharashtra	100.00%	97.00%	100.00%	0	0.14%	100.00%	62.00%	63.00%	69.02%	0	NA	74.00%	99.00%	99.97%	0.04%	47	41	NA
3.10	Mumbai	100.00%	96.00%	100.00%	0	0.08%	100.00%	75.00%	63.00%	69.02%	NA	0	70.00%	99.00%	99.95%	0.05%	59	53	NA
3.11	Punjab	100.00%	98.00%	100.00%	2	0.02%	100.00%	100.00%	94.00%	97.23%	0	0	69.00%	100.00%	99.29%	0.00%	32	16	NA
3.12	Rajasthan	100.00%	100.00%	100.00%	0	0.01%	100.00%	100.00%	94.00%	97.23%	0	NA	NA	100.00%	99.99%	0.00%	15	2	NA
3.13	Tamilnadu	100.00%	99.00%	100.00%	1	0.16%	100.00%	100.00%	84.00%	89.54%	0	0	46.00%	104.00%	99.98%	0.00%	63	259	NA
3.14	UP - East	100.00%	99.00%	100.00%	0	0.03%	100.00%	100.00%	94.00%	97.00%	0	NA	NA	100.00%	99.91%	0.00%	15	2	NA
3.15	UP - West	100.00%	99.00%	100.00%	1	0.03%	100.00%	100.00%	94.00%	97.23%	0	NA	NA	100.00%	99.99%	0.00%	29	2	NA
4	Tata Communications																		
4.1	Andhra Pradesh	100.00%	98.00%	100.00%	1993	0.06%	100.00%	100.00%	93.75%	94.22%	0	0	49.79%	88.00%	100.00%	0.41%	42	213	NA
4.2	Assam	NA	95.00%	100.00%		NA	NA	NA							100.00%				
4.3	Delhi & NCR	100.00%	99.00%	100.00%		0.10%	100.00%	100.00%							100.00%				
4.4	Gujarat & Daman & Diu	100.00%	98.00%	99.00%		0.16%	100.00%	100.00%							100.00%				
4.5	Haryana	100.00%	99.00%	99.00%		0.06%	100.00%	100.00%							99.00%				
4.6	Himachal Pradesh	NA	NA	NA		NA	NA	NA							100.00%				
4.7	Jammu & Kashmir	NA	100.00%	100.00%		NA	NA	NA							100.00%				
4.8	Karnataka	98.00%	100.00%	100.00%		0.26%	100.00%	100.00%							100.00%				
4.9	Kerala & Lakshadweep	100.00%	94.00%	99.00%		0.43%	100.00%	100.00%							99.00%				
4.10	Madhya Pradesh & CG	NA	89.00%	98.00%		0.12%	100.00%	100.00%							100.00%				
4.11	Maharashtra & Goa	100.00%	99.00%	100.00%		0.22%	100.00%	100.00%							99.00%				
4.12	Mumbai	100.00%	96.00%	99.00%		0.30%	100.00%	100.00%							100.00%				
4.13	North Eastern	NA	100.00%	100.00%		NA	NA	NA							99.00%				
4.14	Orissa	NA	95.00%	100.00%		NA	NA	NA							100.00%				
4.15	Punjab	100.00%	97.00%	98.00%		0.19%	100.00%	100.00%							99.00%				
4.16	Rajasthan	NA	96.00%	99.00%		0.77%	100.00%	NA							100.00%				
4.17	Tamil Nadu & Pondicherry	100.00%	88.00%	97.00%		0.17%	100.00%	100.00%							98.00%				
4.18	Uttar Pradesh - East	NA	97.00%	99.00%		NA	NA	NA							99.00%				
4.19	Uttar Pradesh - West	NA	94.00%	96.00%		NA	NA	NA							99.00%				
4.20	West Bengal	NA	NA	NA		NA	NA	100.00%							NA				
4.21	Kolkata	100.00%	94.00%	98.00%		0.14%	100.00%	100.00%							100.00%				
4.22	Bihar & Jharkhand	NA	98.00%	100.00%	NA	NA	NA	100.00%											

Annexure 4.3 (Contd.)

5	Hathway																		
5.1	Andhra Pradesh	100.00%	96.00%	100.00%	61	1.76%	100.00%	100.00%	94.00%	97.00%	0	0	89.00%	90.00%	100.00%	0.99%	80	310	NA
5.2	Delhi	100.00%	98.00%	99.00%	2	1.58%	100.00%	100.00%	92.00%	97.00%	0	0	84.00%	85.00%	99.00%	0.99%	80	300	NA
5.3	Gujarat	100.00%	91.00%	99.36%	0	0.00%	100.00%	100.00%	88.00%	NA	0	0	89.00%	85.00%	100.00%	0.99%	80	275	NA
5.4	Haryana	100.00%	100.00%	100.00%	0	NA	NA	NA	DNF	DNF	NR	DNF	NA	85.00%	100.00%	0.99%	100	320	NA
5.5	Karnataka	100.00%	95.00%	100.00%	140	0.59%	100.00%	100.00%	90.00%	93.00%	0	0	89.00%	90.00%	100.00%	0.99%	80	320	NA
5.6	Maharashtra	100.00%	87.00%	97.00%	5273	0.74%	100.00%	100.00%	85.00%	96.00%	0	0	90.00%	85.00%	99.00%	0.99%	80	325	NA
5.7	Punjab	100.00%	98.00%	99.00%	24	1.25%	100.00%	100.00%	99.00%	NA	0	0	86.00%	85.00%	99.05%	0.98%	80	300	NA
5.8	Goa	100.00%	94.00%	100.00%	0	0.00%	NA	100.00%	97.00%	100.00%	0	0	88.00%	85.00%	100.00%	0.99%	100	350	NA
5.9	Uttar Pradesh	100.00%	96.00%	98.00%	22	1.62%	100.00%	100.00%	DNF	DNF	NR	NA	85.00%	85.00%	98.73%	0.97%	100	320	NA
6	YOU Broadband																		
	All India	100.00%	93.74%	98.77%	528	0.59%	100.00%	100.00%	98.00%	99.00%	NA	0	74.69%	85.42%	98.55%	0.00%	14	257	NA
6.1	Andhra Pradesh	100.00%	92.15%	98.89%	86	0.39%	100.00%	100.00%	98.00%	99.00%	NA	0	74.43%	85.99%	98.44%	0.00%	15	263	NA
6.2	Gujarat	100.00%	92.33%	98.22%	277	0.37%	100.00%	100.00%	98.00%	99.00%	NA	0	73.47%	85.54%	98.48%	0.00%	12	254	NA
6.3	Haryana	100.00%	97.00%	100.00%	4	0.72%	100.00%	100.00%	97.00%	99.00%	NA	0	75.65%	85.10%	98.89%	0.00%	18	262	NA
6.4	Karnataka	100.00%	98.65%	99.89%	1	0.47%	100.00%	100.00%	96.00%	98.00%	NA	0	77.08%	85.10%	99.52%	0.00%	6	235	NA
6.5	Maharashtra	100.00%	95.53%	99.05%	136	0.61%	100.00%	100.00%	98.00%	99.00%	NA	0	75.54%	85.25%	98.58%	0.00%	23	260	NA
6.6	Tamilnadu	100.00%	93.73%	99.12%	24	1.01%	100.00%	100.00%	96.00%	98.00%	NA	0	78.00%	84.87%	98.36%	0.00%	8	260	NA
7	SIFY																		
	All India	100.00%	90.00%	99.00%	203	0.00%	0.00%	0.00%	85.00%	92.00%	0	0	87.00%	95.00%	100.00%	C/DNF	C/DNF	C/DNF	0
8	Reliance																		
	All India	100.00%	100.00%	100.00%	0	0.01%	100.00%	100.00%	93.00%	95.00%	0	0	49.62%	DNF	99.48%	C/DNF	DNF	DNF	NA
9	Quadrant Televentures Ltd.(Formerly HFCL Infotel Ltd.)																		
	Punjab	99.77%	98.95%	99.96%	2	0.03%	100.00%	100.00%	84.00%	88.00%	0	0	69.18%	100.00%	99.91%	0.00%	83	310	NA
10	Ortel																		
	Orissa	100.00%	91.75%	100.00%	NR	NA	NA	NA	100.00%	100.00%	0	0	71.69%	92.93%	99.00%	0.06%	87	258	NA
11	Tata Teleservices (Maharashtra) Ltd.																		
	Maharashtra & Goa	100.00%	92.72%	100.00%	NA	0.69%	96.41%	100.00%	93.01%	96.63%	NR	NR	46.00%	85.00%	99.99%	0.07%	46	241	NA
12	Beam Cables																		
	Hyderabad	98.00%	91.66%	99.00%	3415	1.66%	100.00%	NA	63.00%	81.00%	0	0	52.00%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA

Annexure 4.3 (Contd.)

13	Alliance Broadband																		
	Kolkata	100.00%	99.00%	100.00%	0	0.08%	100.00%	NA	98.00%	99.00%	7	0	NR	DNF	99.00%	1.00%	NA	NA	NA
14	Spectranet																		
	All India	99.03%	99.00%	100.00%	0	0.00%	NA	NA	100.00%	100.00%	0	0	71.33%	DNF	DNF	C/DNF	C/DNF	C/DNF	NA
15	Tikona Digital Networks																		
	All India	100.00%	83.02%	87.75%	4881	6.17%	94.11%	100.00%	92.33%	93.33%	12	20	83.43%	97.00%	99.70%	NR	NR	NR	NR
16	DVOIS Broadband Pvt Ltd																		
	All India	100.00%	88.79%	99.62%	908	1.01%	99.80%	NR	63.00%	82.00%	0	0	0.00%	93.00%	99.99%	0.10%	NR	NR	NR
17	Asianet Satellite Communications Ltd.																		
	Kerala	100.00%	86.66%	98.00%	NR	0.96%	97.50%	100.00%	NR	NR	0	0	78.66%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA
	Abbreviation	DNF = Data not as per Format				NR = Data not reported by the Service Provider							NA = Not Applicable			C/DNF = Complied the parameter but Data is not in the required format			

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

(As reported to TRAI upto 31st December 2010)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
3	M/s SUN 18 Media Services North – other than South India Territory*	51	SUN TV	13.26	As on 01.12.2007, the rate of the channel was Rs. 12.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 13.26 .
		52	Gemini TV	11.02	As on 01.12.2007, the rate of the channel was Rs. 10.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 11.02 .
4	M/s SUN 18 Media Services South – South India Territory* * South India Territories comprising of the states of Tamil Nadu, Karnataka, AP and Kerela as well as the Union Territories of Pondicherry, Lakshadweep and Andaman & Nicobar Islands]	53	Udaya TV	12.30	As on 01.12.2007, the rate of the channel was Rs. 11.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 12.30.
		54	K TV	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06.
		55	Gemini Comedy (vi)	05.68	As on 01.12.2007, the rate of the channel was Rs. 5.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 5.68.
		56	Udaya Movies	15.40	As on 01.12.2007, the rate of the channel was Rs. 14.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 15.40 .
		57	Sun Music	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50.
		58	Gemini Music (vii)	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50 .
		59	Sun News	01.50	As on 01.12.2007, the rate of the channel was Rs. 1.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 1.50
		60	Gemini News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 8.02 .
		61	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was Rs. 7.35 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.86 .
		62	Gemini Movies	18.20	As on 01.12.2007, the rate of the channel was Rs. 17.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 18.20 .
		63	Chintu TV (v)	13.37	W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids).
		64	Udaya Comedy (viii)	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06 .

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
5.	M/s STAR DEN Media Services Private Limited The discounts if any, given on bouquet rate to existing affiliate(s) will also be extended to a-la-carte rate(s) in the same proportion as the discounted bouquet rate.	83	Star Plus	18.73	As on 01.12.2007, rate of the channel was Rs. 17.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.73 .
		84	Star Gold	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		85	Star Movies	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		86	Star World	04.87	As on 01.12.2007, rate of the channel was Rs. 4.55 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.87 .
		87	Vijay TV	04.28	As on 01.12.2007, rate of the channel was Rs. 4.00 (Rs 11.80 in Tamilnadu) W.e.f. 01.01.2009, rate of the channel increased to Rs 4.28 (Rs 12.63 in Tamilnadu).
		88	NGC	06.15	As on 01.12.2007, rate of the channel was Rs. 5.75 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.15 .
		89	The Fox History and Entertainment Channel	04.71	As on 01.12.2007, rate of the channel was Rs. 4.40 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.71 .
		90	Channel (V)	01.07	As on 01.12.2007, rate of the channel was Rs. 1.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 1.07 .
		91	Star One	21.94	As on 01.12.2007, rate of the channel was Rs. 20.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.94 .
		92	Times Now	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		93	Zoom	08.35	As on 01.12.2007, rate of the channel was Rs. 7.80 W.e.f. 01.01.2009, rate of the channel increased to Rs 8.35 .
		94	The MGM	06.42	M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .
		95	Star Jalsha	12.00	Earlier, "Star Jalsha " was distributed by M/s Star Den as a FTA channel upto 04.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 12.

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		96	Star Ananda	06.00	Earlier, "Star Ananda"" was distributed by M/s Media Content & Communications Service (India) Private Limited as a FTA channel upto 4.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 6.00.
		97	FX	15.50	From 01.08.2009 to 31.01.2010, these channels were distributed by M/s Fox Channels (India) Private Limited. W.e.f 01.02.2010, the distribution of these channels were shifted to M/s Star Den Media Services Private Limited.
		98	FOX CRIME	15.50	
		99	BABY TV	13.25	
		100	Nat Geo Wild	16.00	
		101	Nat Geo Adventure	16.00	
		102	Nat GEO Music	07.40	
		103	Suvarna	12.00	
6	M/s Ushodaya Enterprises Private Limited	104	ETV	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 W.e.f. 01.11.2009, rate of the channel increased to Rs 10.70 .
		105	ETV 2	05.99	As on 01.12.2007, rate of the channel was Rs. 5.60 W.e.f. 01.11.2009, rate of the channel increased to Rs 5.99
		106	ETV Bangla	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		107	ETV Marathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		108	ETV Kannada	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		109	ETV Gujarathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		110	ETV Oriya	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		111	ETV UP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		112	ETV Bihar	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

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

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
19.	M/s Allied Infotainment Distribution Private Limited	145	E-24	15.00	Channel launched on. 27.03.2008
20	M/s Turner International India Private Limited	146	Boomerang	10.00	
		147	TCM Turner Classic Movies	10.00	
21	M/s Orissa Television Ltd	148	Tarang	10.70	As on 06.11.208, the rate of the channel was Rs 10/- W.e.f 01.06.2010, rate of the channel increased to Rs 10.70.
		149	Tarang Music	05.35	As on 01.04.2009, the rate of the channel was Rs 5/- W.e.f 01.06.2010, rate of the channel increased to Rs 5.35.
		150	Prarthana	05.35	As on 14.04.2010, the rate of the channel was Rs 5/- W.e.f 01.06.2010, rate of the channel increased to Rs 5.35.
22	M/s Times Global Broadcasting Company Limited	151	ET NOW	08.50	Channel launched on. 27.06.2009.
23	Taj Television India Private Limited	152	Ten Action+ ^(vii)	11.13	Prior to 01.02.2010, the channel 'Zee Sports' (now Ten Action +) was distributed by M/s Zee Turner Limited @ 11.13. W.e.f 01.02.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		153	Ten Sports	16.05	Channel "Ten Sports" was distributed by M/s MSM Discovery India Private Limited upto 31.03.2008. W.e.f 01.04.2008, channel "Ten Sports" shifted to M/s Zee Turner Limited. Channel "'Ten Sports' was distributed by M/s Zee Turner Limited upto 31.01.2010. W.e.f 31.01.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		154	Ten Cricket	35.45	Channel launched on 10.08.2010
24	M/s Asianet Communications Limited	155	Asianet Plus	07.00	The channel has been converted from FTA to Pay w.e.f 29.01.2010.

Annexure 5.1 (Contd.)

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

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

[As on 31/12/2010]

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

Annexure 5.2 (Contd.)

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

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
		Vishakhapatnam
		Hyderabad
		Jaipur
	Total	25
10	Gwalior Farms Pvt. Ltd.	Gwalior
	Total	1
11	HT Music & Entertainment Co Pvt Ltd	Bangalore
		Kolkata
		Mumbai
		Delhi
	Total	4
12	India Radio Venture	Bangalore
	India Radio Venture	Panaji
	Total	2
13	ITM Software & Entertainment Pvt Ltd	Gwalior
	Total	1
14	Kal Radio Pvt. Ltd.	Bangalore
		Cochin
		Gulbarga
		Hyderabad
		Kannur
		Kozhikode
		Maduri
		Mangalore
		Mysore
		Pondicherry
		Rajahmundry
		Thirissur
		Thiruvananthapuram
		Tiruchy
		Tirupathi
		Tuticorin
		Vijayawada
		Warangal
	Total	18
15	Kushal Global Ltd.	Ajmer
		Jodhpur
	Total	2
16	Malar Publications Pvt. Ltd	Chennai
		Coimbatore
		Maduri
		Pondicherry
		Tiruchy
		Tirunelveli
		Tuticorin
	Total	7
17	Music Broadcast Pvt. Ltd	Ahmedabad
		Ahmednagar
		Akola
		Chennai
		Coimbatore
		Hyderabad
		Jalgaon

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
		Nagpur
		Nanded
		Pune
		Sangli
		Sholapur
		Surat
		Vadodara
		Vishakhapatnam
		Jaipur
	Total	16
18	The Muthoot Finance Pvt. Ltd	Chennai
	Total	1
19	Neutral Publishing House Ltd.	Jamshedpur
		Ranchi
	Total	2
20	Noble Broadcasting Corporation Pvt Ltd	Chennai
	Total	1
21	PAN India Network Infravest PvtLtd	Agra
		Akola
		Allahabad
		Amritsar
		Jalgaon
		Nanded
		Patiala
		Varanasi
	Total	8
22	Positive Radio Pvt Ltd	Agartala
		Guwahati
		Itanagar
		Shillong
	Total	4
23	Pudhari Publication Pvt. Ltd.	Kolhapur
		Sangli
	Total	2
24	Purvy Broadcasts Pvt. Ltd.	Guwahati
	Total	1
25	Radio Mid-Day West (India)Pvt. Ltd	Ahmedabad
		Bangalore
		Chennai
		Kolkata
		Delhi
		Pune
	Total	6
26	Radio Today Broadcasting Pvt Ltd	Amritsar
		Jodhpur
		Kolkata
		Mumbai
		Patiala
		Shimla
		Delhi
	Total	7

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
27	Rajasthan Patrika Pvt Ltd	Kota
		Raipur
		Udaipur
		Jaipur
	Total	4
28	Rancka Fincom Pvt Ltd	Raipur
	Total	1
29	Shri Puran Multimedia Ltd	Agra
		Bareilly
		Gorakhpur
		Hissar
		Jalander
		Karnal
		Ranchi
		Varanasi
	Total	8
30	Singla Property Dealers Pvt. Ltd.	Hissar
	Total	1
31	South Asia FM Pvt. Ltd	Ahmedabad
		Aizawal
		Allahabad
		Asansol
		Aurangabad
		Bhopal
		Bhubaneshwar
		Gangtok
		Guwahati
		Indor
		Jabalpur
		Jaipur
		Jamshedpur
		Kanpur
		Lucknow
		Nagpur
		Nasik
		Pune
		Rajkot
		Shillong
		Siliguri
		Vadodara
		Varanasi
	Total	23

Annexure 5.2 (Contd.)

S.No	Name of the Company	Station
32	Synergy Media Entertainment Ltd	Ahmedabad
		Ajmer
		Amritsar
		Bhopal
		Bilaspur
		Gwalior
		Indor
		Jabalpur
		Jalander
		Jodhpur
		Kota
		Nagpur
		Raipur
		Surat
		Udaipur
		Chandigarh
		Jaipur
	Total	17
33	Syntech Infomatics Pvt. Ltd	Silliguri
	Total	1
34	The Mathrubhumi	Cochin
		Kannur
		Thirissur
		Thiruvananthapuram
	Total	4
35	The Malayala Manorama Co Ltd.	Cochin
		Kannur
		Kozhikode
		Thirissur
	Total	4
36	PCM Cement Concrete Pvt. Ltd.	Silliguri
		Gangtok
	Total	2

Source: Website of Ministry of Information & Broadcasting as on 31.12.2010

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

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

- 2. M/s Dish TV India Ltd.**
FC-19, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186

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

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

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

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

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

[As on 31/12/2010]

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

Annexure 5.4 (Contd.)

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

Source: Ministry of Information & Broadcasting

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