



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators

October - December 2011

New Delhi, India
13th April 2012

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Snapshot

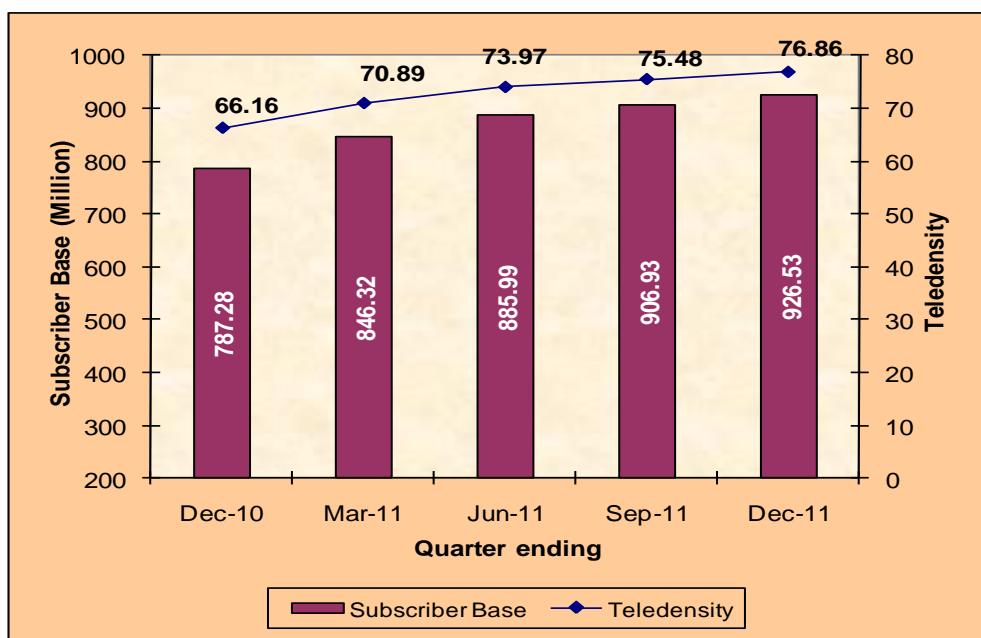
(Data As on 31st December 2011)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	926.53 Million
% change over the previous quarter	2.16%
Urban Subscribers	611.19 Million (65.97%)
Rural Subscribers	315.33 Million (34.03%)
Market share of Private Operators	86.09%
Market share of PSU Operators	13.91%
Teledensity	76.86
Urban Teledensity	167.85
Rural Teledensity	37.48
Wireless Subscribers	
Total Wireless Subscribers	893.84 Million
% change over the previous quarter	2.32%
Urban Subscribers	586.26 Million (65.59%)
Rural Subscribers	307.59 Million (34.41%)
GSM Subscribers	785.97 Million (87.93%)
CDMA Subscribers	107.88 Million (12.07%)
Market share of Private Operators	88.54%
Market share of PSU Operators	11.46%
Teledensity	74.15
Urban Teledensity	161.01
Rural Teledensity	36.56
Wireline Subscribers	
Total Wireline Subscribers	32.69 Million
% change over the previous quarter	-1.88%
Urban Subscribers	24.94 Million (76.30%)
Rural Subscribers	7.75 Million (23.70%)
Market share of Private Operators	19.05%
Market share of PSU Operators	80.95%
Teledensity	2.71
Urban Teledensity	6.85
Rural Teledensity	0.92
Village Public Telephones (VPT)	0.58 Million
Public Call Office (PCO)	2.37 Million

Internet / Broadband Subscribers	
Total Internet Subscribers	22.39 Million
% change over the previous quarter	6.66%
Broadband Subscribers	13.35 Million
Broadcasting & Cable Services	
Number of private satellite TV channels registered with Ministry of I&B	825
Number of Pay Channels	163
Number of private FM Radio Stations	245
DTH Subscribers registered with Pvt. SPs	44.21 Million
Number of Set Top Boxes in CAS areas	8,53,737
Telecom Financial Data (for the QE Dec-11)	
Gross Revenue during the quarter	₹ 49365.18 Crore
% change in GR over the previous quarter	-1.16%
Share of Public sector undertaking's in GR	15.41%
Adjusted Gross Revenue (AGR)	₹34081.35 Crore
% change in AGR over the previous quarter	1.86%
Monthly Average Revenue Per User (ARPU) for Access Services	₹100
Revenue & Usage Parameters (for the QE Dec-11)	
Monthly ARPU GSM Service	₹ 96
Monthly ARPU CDMA Full Mobility Service	₹ 73
Minutes of Usage (MOU) per subscriber per month GSM Service	332 Minutes
Minutes of Usage (MOU) per subscriber per month CDMA Full Mobility Service	226 Minutes
Minutes of Usage for Internet Telephony	233.01 Million

Executive Summary

1. The number of telephone subscribers in India increased from 906.93 million at the end of Sep-11 to 926.53 million at the end of Dec-11, registering a growth of 2.16% over the previous quarter as against 2.36% during the QE Sep-11. This reflects year-on-year (Y-O-Y) growth of 17.69% over the same quarter of last year. The overall Teledensity in India has reached 76.86 as on 31st December 2011.

Trends in Telephone subscribers and Teledensity in India

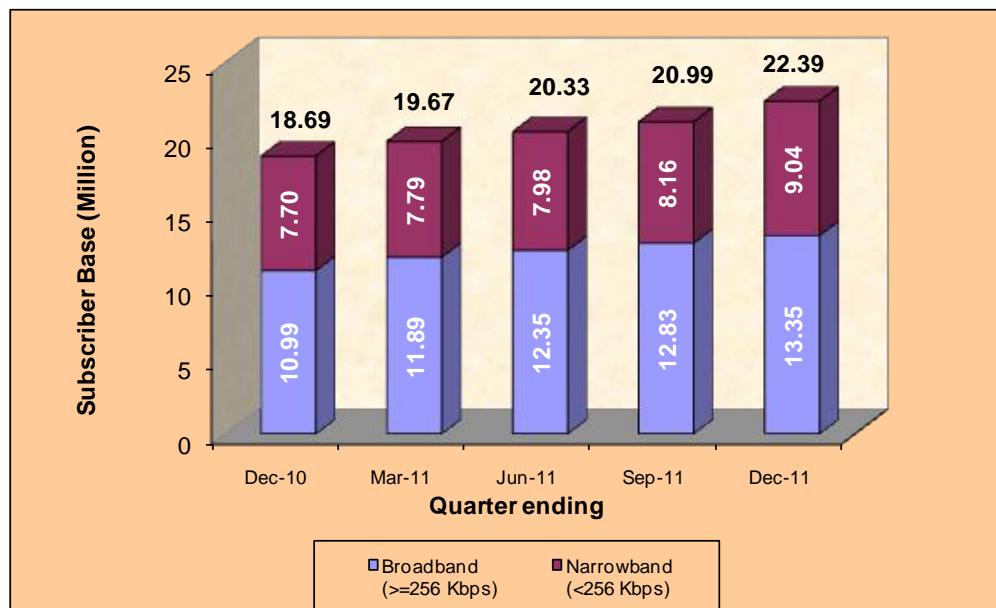


2. Subscription in Urban Areas grew from 601.72 million at the end of Sep-11 to 611.19 million at the end of Dec-11, taking the Urban Teledensity from 166.01 to 167.85. Rural subscription increased from 305.51 million to 315.33 million, and the Rural Teledensity increased from 36.40 to 37.48. Share of Rural areas in total

- subscription has increased from 33.69% at the end of Sep-11 to 34.03% at the end of Dec-11.
3. About 49.87% of the total net additions have been in Urban areas as compared to 64.37% in the previous quarter. Rural subscription growth rate increased from 2.50% in QE Sep-11 to 3.22% in QE Dec-11, and Urban subscription growth rate declined from 2.29% in QE Sep-11 to 1.63% in QE Dec-11.
- Composition of Telephone Subscribers**
-
- A 3D pie chart titled "Composition of Telephone Subscribers". The chart is divided into four segments: "Urban Wireless" (blue, 63.27%), "Rural wireless" (purple, 33.20%), "Urban wireline" (yellow-green, 2.69%), and "Rural Wireline" (orange, 0.84%). The chart is set against a light orange background.
- | Service Type | Percentage |
|----------------|------------|
| Urban Wireless | 63.27% |
| Rural wireless | 33.20% |
| Urban wireline | 2.69% |
| Rural Wireline | 0.84% |
4. With 20.23 million net additions during the quarter, total wireless (GSM + CDMA) subscriber base registered a growth of 2.32% over the previous quarter and increased from 873.61 million at the end of Sep-11 to 893.84 million at the end of Dec-11. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Dec-11 is 18.83%. Wireless Teledensity increased from 72.70 to 74.15.
5. Wireline subscriber base further declined from 33.31 million at the end of Sep-11 to 32.69 million at the end of Dec-11, bringing down the wireline Teledensity from 2.77 at the end of Sep-11 to 2.71 at the end of Dec-11.

6. Internet subscribers increased from 20.99 million at the end of Sep-11 to 22.39 million at the end of Dec-11, registering a quarterly growth rate of 6.66%. Top 10 ISPs together hold 95.04% of the total Internet subscriber base.
7. Number of Broadband subscribers increased from 12.83 million at the end of Sep-11 to 13.35 million at the end of Dec-11, registering a quarterly growth of 4.03% and Y-O-Y growth of 21.49%.
8. Share of Broadband subscription in total Internet subscription decreased from 61.1% at the end of Sep-11 to 59.6% at the end of Dec-11. 85.12% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

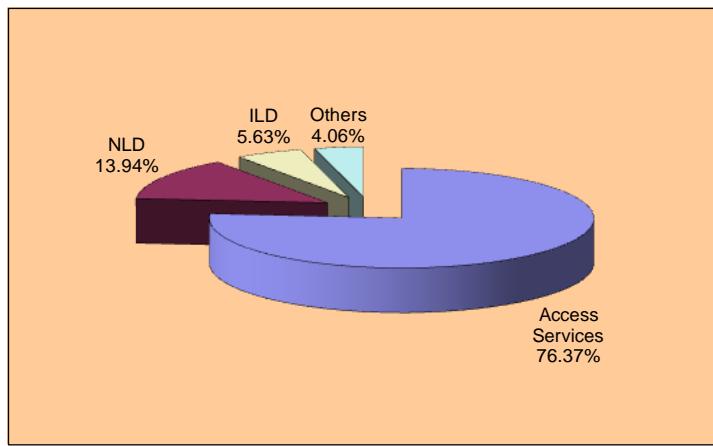
Trends in Internet/Broadband subscription



9. Monthly Average Revenue Per User (ARPU) for GSM service increased by 2.93%, from ₹93 in QE Sep-11 to ₹96 in QE Dec-11, with Y-O-Y decrease of 8.62%.
10. MOU per subscriber per month for GSM service slightly increased by 0.53%, from 331 in QE Sep-11 to 332 in QE Dec-11. The Outgoing MOUs (161) increased by 1.00% and Incoming MOUs (171) by 0.09%.
11. Monthly ARPU for CDMA – full mobility service increased by 4.09%, from ₹71 in QE Sep-11 to ₹73 in QE Dec-11. ARPU for CDMA has increased by 7.51% on Y-O-Y basis.
12. The total MOU per subscriber per month decreased by 1.98%, from 230 in QE Sep-11 to 226 in QE Dec-11. The Outgoing MOUs (113) declined by 2.32% while Incoming MOUs (112) declined by 1.63%.
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Dec-11 has been ₹49,365.18 Crore and ₹34,081.35 Crore respectively. There has been a decrease of 1.16% in GR and an increase of 1.86% in AGR as compared to previous quarter. The year-on-year (Y-O-Y) growth in GR and AGR over the same quarter in last year has been 15.03% and 13.89% respectively. Pass-through charges accounted for 30.96% of the GR for the quarter ending Dec-11. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Dec-11 are -7.27% and 17.65% respectively.

14. Average license fee as percentage of AGR is 8.31% in QE Dec-11 as against 8.30% in previous quarter. The quarterly and the year-on-year (Y-O-Y) growth rates of the average license fee for QE Dec-11 are 2.08% and 13.34% respectively.
15. Access services contributed 76.37% of the total revenue of telecom services. In Access services GR, AGR, License Fee & spectrum Charges increased by 3.35%, 4.09%, 4.20% & 6.13% respectively in the quarter ending Dec-11 vis-à-vis previous quarter.
16. Monthly Average Revenue per User (ARPU) for Access Services based on AGR increased from ₹98 in QE Sep-11 to ₹100 in QE Dec-11.

Composition of Gross Revenue



17. The performance of wireless service providers has improved in respect of all the Quality of Service (QoS) parameters listed below:
- 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
 - Worst affected cells having more than 3% TCH drop (call drop) rate
 - Connection with good voice quality
 - 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
 - Accessibility of call centre/ customer care
 - Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
 - %age of calls answered by the operators (voice to voice) within 60 sec.
 - %age requests for Termination / Closure of service complied within 7 days
 - Time taken for refund of deposits after closures
18. The performance of wireline service providers in terms of QoS during the quarter vis-à-vis that in previous quarter is depicted as under:

Parameters showing Improvement in QoS	Parameters showing deterioration in QoS	Parameters showing no change in QoS
<ul style="list-style-type: none"> • Faults incidences (No. of faults/100 Subs./month • % of faults repaired within 3 days • % of faults repaired within 5 days • Mean Time to Repair (MTTR). 	<ul style="list-style-type: none"> • Metering and billing credibility - post paid • Metering and billing credibility - pre paid 	<ul style="list-style-type: none"> • Answer to Seizure Ratio (ASR) • Point of Interconnection (POI) Congestion • Resolution of billing/ charging/

<ul style="list-style-type: none"> • Call Completion Rate (CCR). • Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints. • 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. 		<ul style="list-style-type: none"> • validity complaints • Accessibility of call centre/ customer care
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19. At the end of Dec-11, total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 825. There are 163 pay TV channels in existence, as reported by 25 broadcasters/their distributors, as on QE Dec-11.
20. Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 277 whereas in the conventional analogue form, maximum number of channels being carried by any of the reported MSOs is 100 channels.
21. Apart from All India Radio, Prasar Bharti – a public broadcaster, there are 245 private FM Radio stations in operation at the end of Dec-11.
22. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.12.2011, their reported subscriber base is 44.21 million.
23. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 8,19,960 at the end of Sep-11 to 8,53,737 at the end of Dec-11.

Trends at a Glance

A. Wireline & Wireless Services

	QE Dec 2010	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	%age change over Dec 2010	%age change over Mar 2011	%age change over Jun 2011	%age change over Sep 2011
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Wireline	35.09	34.73	34.29	33.31	32.69	-6.85%	-5.89%	-4.69%	-1.88%
ii) Wireless	752.19	811.59	851.70	873.61	893.84	18.83%	10.13%	4.95%	2.32%
Total	787.28	846.32	885.99	906.93	926.53	17.69%	9.48%	4.58%	2.16%
Rural	259.78	282.23	298.05	305.51	315.33	21.39%	11.73%	5.80%	3.22%
Urban	527.50	564.08	587.94	601.42	611.19	15.87%	8.35%	3.95%	1.63%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - Full mobility									
i) GSM	360	349	344	331	332	-7.61%	-4.80%	-3.39%	0.53%
ii) CDMA	270	263	238	230	226	-16.39%	-14.11%	-5.18%	-1.98%
3) ARPU (₹/sub/ month)									
Wireless - Full mobility									
i) GSM	105	100	98	93	96	-8.62%	-4.30%	-1.80%	2.93%
ii) CDMA	68	66	64	71	73	7.51%	11.75%	14.04%	4.09%
4) Teledensity									
Population in million (Estimated)	1190	1194	1198	1202	1206				
i) Wireline Teledensity	2.95	2.91	2.86	2.77	2.71	-8.06%	-6.80%	-5.30%	-2.20%
ii) Wireless Teledensity	63.22	67.98	71.11	72.70	74.15	17.29%	9.07%	4.27%	1.98%
Total Teledensity	66.16	70.89	73.97	75.48	76.86	16.16%	8.41%	3.90%	1.83%
Rural Teledensity	31.18	33.79	35.60	36.40	37.48	20.20%	10.91%	5.29%	2.97%
Urban Teledensity	147.88	157.32	163.13	166.01	167.85	13.51%	6.70%	2.90%	1.11%

B. Wireline and Wireless Subscriber Base

Service Provider	QE Dec 2010	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	%age change over Dec 2010	%age change over Mar 2011	%age change over Jun 2011	%age change over Sep 2011
	(12 months)	(9 months)	(6 months)	(3 months)					
BSNL	25.65	25.22	24.72	23.68	23.00	-10.31%	-8.81%	-6.96%	-2.85%
MTNL	3.47	3.46	3.44	3.45	3.45	-0.38%	-0.29%	0.30%	0.25%
Bharti	3.26	3.30	3.32	3.33	3.32	1.84%	0.65%	-0.13%	-0.33%
Reliance	1.22	1.23	1.24	1.26	1.27	3.60%	2.56%	1.82%	0.40%
Tata	1.27	1.28	1.33	1.36	1.40	10.11%	9.02%	5.50%	2.87%
Quadrant (HFCL)	0.19	0.19	0.19	0.20	0.20	6.91%	4.66%	2.71%	1.20%
Sistema	0.04	0.04	0.04	0.04	0.05	21.45%	24.09%	16.81%	6.39%
Total	35.09	34.73	34.29	33.31	32.69	-6.85%	-5.89%	-4.69%	-1.88%

Service Provider	QE Dec 2010	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	%age change over Dec 2010	%age change over Mar 2011	%age change over Jun 2011	%age change over Sep 2011
	(12 months)	(9 months)	(6 months)	(3 months)					
Bharti	152.50	162.20	169.19	172.78	175.65	15.19%	8.29%	3.82%	1.66%
Reliance	125.65	135.72	143.27	147.09	150.08	19.44%	10.58%	4.76%	2.03%
Vodafone	124.26	134.57	141.52	144.99	147.75	18.91%	9.79%	4.40%	1.90%
BSNL	86.71	91.83	93.73	95.79	96.76	11.59%	5.37%	3.24%	1.01%
Tata	84.23	89.14	90.99	88.77	83.49	-0.88%	-6.33%	-8.24%	-5.95%
Idea/Spice	81.78	89.50	95.11	100.18	106.38	30.08%	18.86%	11.85%	6.19%
Aircel/Dishnet	50.17	54.84	57.98	59.79	61.64	22.87%	12.40%	6.32%	3.09%
MTNL	5.40	5.47	5.50	5.58	5.68	5.25%	3.80%	3.31%	1.75%
Loop	3.04	3.09	3.15	3.20	3.24	6.30%	4.59%	2.73%	1.24%
Quadrant (HFCL)	1.61	1.47	1.40	1.22	1.19	-26.01%	-18.69%	-15.05%	-2.60%
Sistema	8.43	10.06	11.73	13.27	15.01	77.94%	49.22%	27.99%	13.12%
Unitech	18.51	22.79	26.33	29.65	36.31	96.15%	59.30%	37.89%	22.43%
S Tel	2.32	2.82	3.32	3.50	3.55	53.29%	25.82%	6.99%	1.52%
Videocon	7.32	7.11	7.13	6.27	5.44	-25.64%	-23.40%	-23.66%	-13.18%
Etisalat	0.26	0.97	1.36	1.52	1.67	530.46%	72.52%	22.93%	10.18%
Total	752.19	811.59	851.70	873.61	893.84	18.83%	10.13%	4.95%	2.32%

C. Internet & Broadband Services

	QE Dec 2010	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	%age change over Dec 2010	%age change over Mar 2011	%age change over Jun 2011	%age change over Sep 2011
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Internet (excluding Internet Access by wireless phone subscribers)	18.69	19.67	20.33	20.99	22.39	19.82%	13.80%	10.13%	6.66%
- Narrowband Connections	7.70	7.79	7.98	8.16	9.04	17.42%	16.07%	13.25%	10.80%
- Broadband Connections (>=256 Kbps download speed)	10.99	11.89	12.35	12.83	13.35	21.49%	12.32%	8.11%	4.03%
ii) Wireless Data Subscribers	332.43	381.4	346.67	373.84	431.37	29.76%	13.10%	24.43%	15.39%

D. Telecom Financial Data

	QE Dec 2010	QE Mar 2011	QE Jun 2011	QE Sep 2011	QE Dec 2011	%age change over Dec 2010	%age change over Mar 2011	%age change over Jun 2011	%age change over Sep 2011
						(12 months)	(9 months)	(6 months)	(3 months)
A. Telecom Sector									
i) Gross Revenue (₹ in Crores)	42916.81	45513.05	46891.61	49942.25	49365.18	15.03%	8.46%	5.28%	-1.16%
ii) Adjusted Gross Revenue (₹ in Crores)	29925.37	31470.63	32589.93	33460.52	34081.35	13.89%	8.30%	4.58%	1.86%
B. Access Services									
Adjusted Gross Revenue (₹ in Crores)	24239.72	24500.33	26110.16	26360.44	27438.98	13.20%	11.99%	5.09%	4.09%
ARPU per month (AGR/Average subscribers/3)	107	100	100	98	100	-6.84%	-0.21%	-0.51%	1.82%

Introduction

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

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

Chapter 1 : Subscription Data

Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 906.93 million at the end of Sep-11 to 926.53 million at the end of Dec-11, registering a growth of 2.16% over the previous quarter as against 2.36% during the QE Sep-11. This reflects year-on-year (Y-O-Y) growth of 17.69% over the same quarter of last year. The overall Teledensity in India has reached 76.86 as on 31st December 2011.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

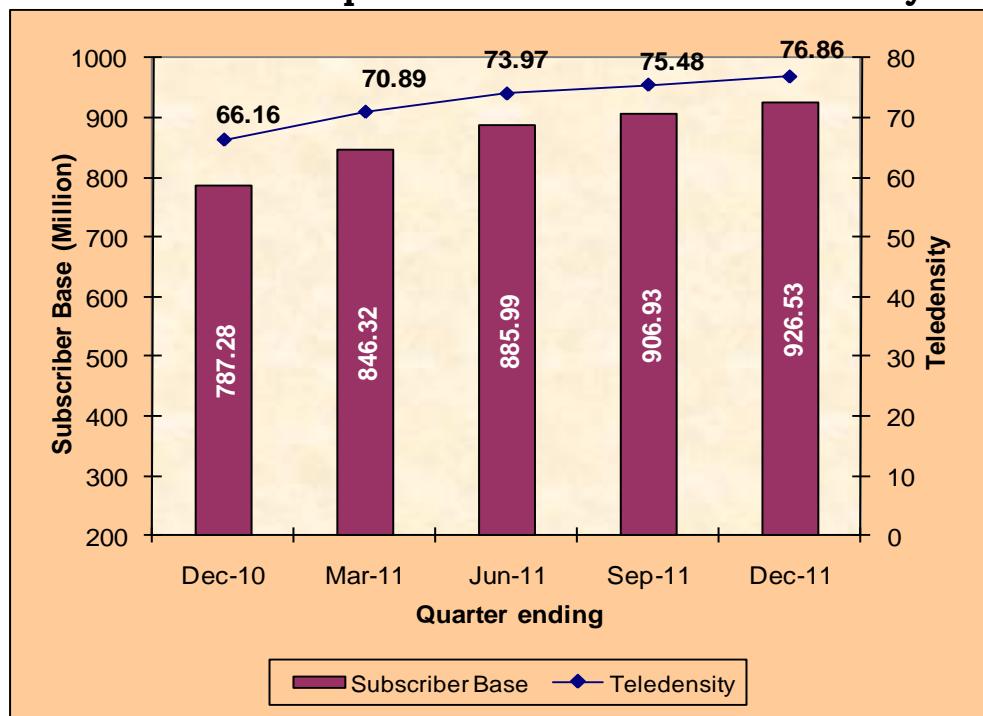


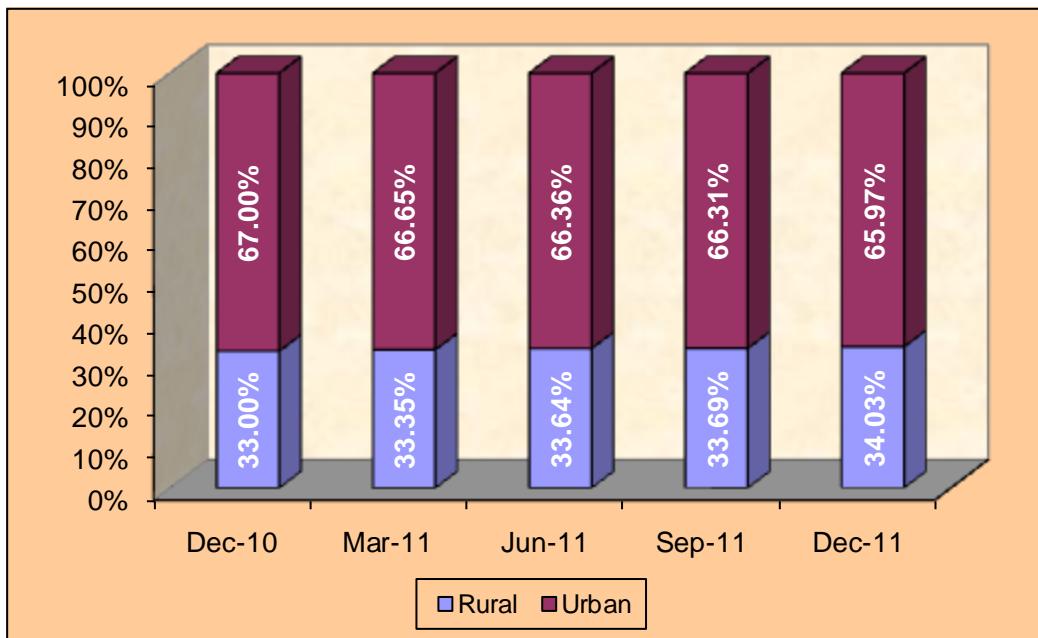
Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-10	259.78	527.50	31.18	147.88
Mar-11	282.23	564.08	33.79	157.32
Jun-11	298.05	587.94	35.60	163.13
Sep-11	305.51	601.42	36.40	166.01
Dec-11	315.33	611.19	37.48	167.85

- 1.2 Subscription in Urban Areas grew from 601.72 million at the end of Sep-11 to 611.19 million at the end of Dec-11, taking the Urban Teledensity from 166.01 to 167.85. Rural subscription increased from 305.51 million to 315.33 million, and the Rural Teledensity increased from 36.40 to 37.48. The year-on-year (Y-O-Y) growth rate of Rural and Urban Teledensity from Dec-10 to Dec-11 is 20.20 and 13.51 respectively.
- 1.3 Rural subscription growth rate increased from 2.50% in QE Sep-11 to 3.22% in QE Dec-11, while Urban subscription declined from 2.29% in QE Sep-11 to 1.63% in QE Dec-11. The Y-O-Y rates of growth in Rural and Urban subscribers are 21.39% and 15.87% respectively.

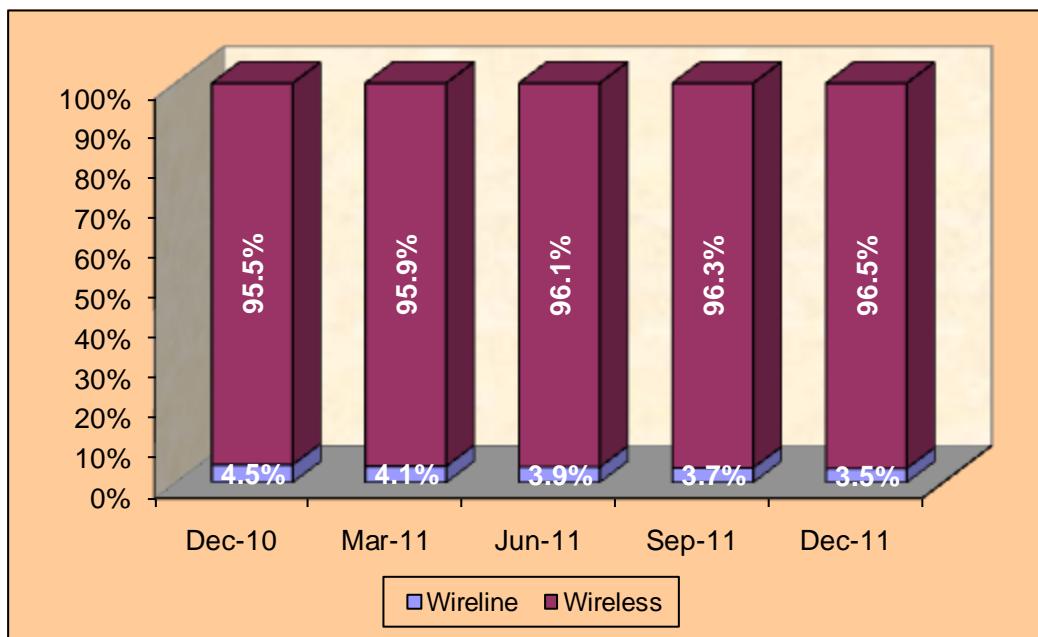
- 1.4 Rural subscription continues to show higher growth rate than urban.

Chart 1.2: Market Share - Rural & Urban



- 1.5 Share of Rural areas in total subscription has increased from 33.69% at the end of Sep-11 to 34.03% at the end of Dec-11. The year-on-year (Y-O-Y) growth of the market share of the Rural areas for Dec-11 is 3.14%.

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

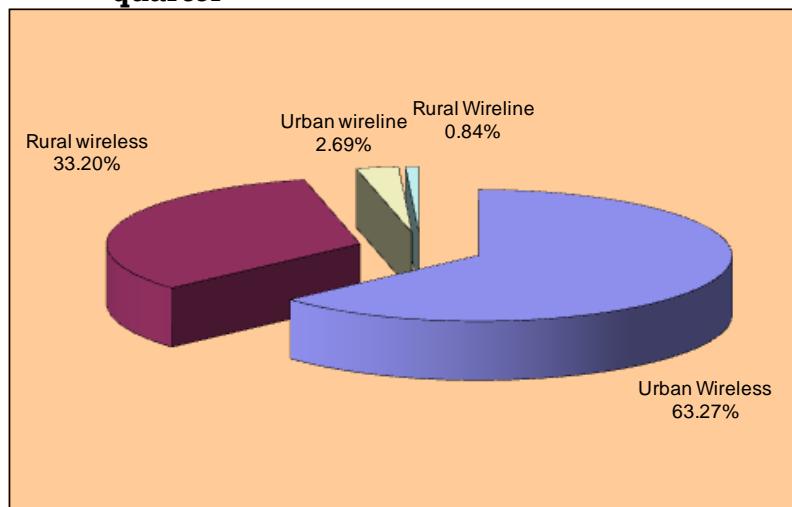
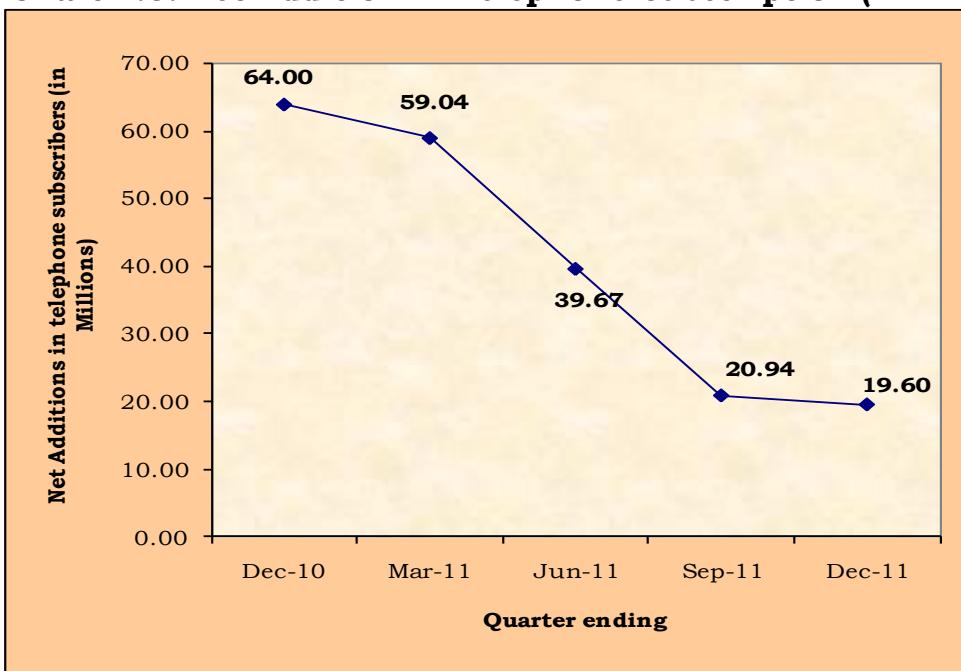


Table 1.2: Service Area wise Access (Wireless +Wireline) Subscribers

Service Area	Subscribers (million)			
	Sep-11	Dec-11	Net Additions	Rate of Growth
Andhra Pradesh	67.27	68.00	0.73	1.08%
Assam	13.64	14.16	0.52	3.78%
Bihar	59.49	61.61	2.13	3.58%
Delhi	44.18	44.50	0.32	0.72%
Gujarat	52.01	52.88	0.87	1.67%
Haryana	22.51	22.12	-0.38	-1.69%
Himachal Pradesh	8.05	8.12	0.07	0.92%
Jammu & Kashmir	6.02	6.22	0.20	3.27%
Karnataka	55.07	56.51	1.44	2.61%
Kerala	36.78	37.36	0.58	1.58%
Madhya Pradesh	50.13	51.35	1.22	2.44%
Maharashtra	69.55	71.27	1.72	2.47%
Mumbai	39.96	40.24	0.28	0.70%
North East	8.37	8.52	0.15	1.81%
Orissa	25.30	25.96	0.66	2.60%
Punjab	32.63	33.16	0.53	1.61%
Rajasthan	46.95	48.47	1.53	3.25%
T.N. (incl. Chennai)	77.77	79.12	1.35	1.74%
U.P.(E)	70.30	73.14	2.84	4.04%
U.P.(W)	51.94	52.90	0.96	1.85%
Kolkata	25.28	25.53	0.25	0.99%
West Bengal	43.74	45.39	1.65	3.77%
All India	906.93	926.53	19.60	2.16%

- 1.7 During the quarter, UP(E) has recorded the highest growth rate of 4.04%, followed by Assam (3.78%) and WB (3.77%). In terms of net additions also, UP(E) (2.84 million) is on the top position. Haryana has recorded -ve growth during the quarter.

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



1.8 The net additions during the quarter have further decreased.

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

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	37.38	189.71	79.65
Assam	28.21	144.72	45.85
Bihar	24.27	191.93	47.16
Delhi	-	-	235.54
Gujarat	50.86	141.57	87.67
Haryana	53.65	148.09	85.80
Himachal Pradesh	74.91	467.10	118.64
J&K	29.27	115.40	52.52
Karnataka	40.50	184.11	94.30
Kerala	56.63	254.97	107.24
Madhya Pradesh	25.46	127.10	52.57
Maharashtra	49.64*	149.50*	96.34*
Mumbai			
North East	37.91	145.51	64.02
Orissa	32.91	212.20	63.25
Punjab	63.33	182.05	112.69
Rajasthan	42.44	159.77	70.54
T.N. (incl Chennai)	54.30	162.23	114.28
U.P.(E)	30.38*	158.27*	58.97*
U.P.(W)			
Kolkata	42.20*	166.71*	77.67*
W.B.			
All India	37.48	167.85	76.86

* 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 74.91, followed by Punjab (63.33). Bihar has continues to have the lowest Rural Teledensity of 24.27, followed by Madhya Pradesh (25.46).

Table 1.4: Growth in Subscribers

Service Provider	Subscriber base (millions)			Rate of Growth	Market Share - Sep-11	Market Share - Dec-11
	Sep-11	Dec-11	Net Additions			
Bharti	176.11	178.97	2.86	1.62%	19.42%	19.32%
Reliance	148.35	151.34	3.00	2.02%	16.36%	16.33%
Vodafone	144.99	147.75	2.75	1.90%	15.99%	15.95%
BSNL	119.47	119.77	0.29	0.25%	13.17%	12.93%
IDEA/Spice	100.18	106.38	6.20	6.19%	11.05%	11.48%
Tata	90.13	84.89	-5.24	-5.82%	9.94%	9.16%
Aircel/Dishnet	59.79	61.64	1.85	3.09%	6.59%	6.65%
Unitech	29.65	36.31	6.65	22.43%	3.27%	3.92%
Sistema	13.31	15.05	1.74	13.09%	1.47%	1.62%
MTNL	9.03	9.13	0.11	1.18%	1.00%	0.99%
Videocon	6.27	5.44	-0.83	-13.18%	0.69%	0.59%
S Tel	3.50	3.55	0.05	1.52%	0.39%	0.38%
Loop Mobile	3.20	3.24	0.04	1.24%	0.35%	0.35%
Etisalat	1.52	1.67	0.15	10.18%	0.17%	0.18%
Quadrant (HFCL)	1.42	1.39	-0.03	-2.08%	0.16%	0.15%
Total	906.93	926.53	19.60	2.16%	100%	100%

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

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

Service Provider	Subscribers as on Dec-11 (in millions)	Rural Subscribers (in millions)	Percentage of Rural subscribers	Market share of Rural subscribers
Bharti	178.97	72.67	40.60%	23.0%
Vodafone	147.75	57.55	38.95%	18.3%
IDEA/Spice	106.38	56.28	52.90%	17.8%
BSNL	119.77	41.60	34.73%	13.2%
Reliance	151.34	33.37	22.05%	10.6%
Aircel/Dishnet	61.64	21.71	35.22%	6.9%
Tata	84.89	17.49	20.60%	5.5%
Unitech	36.31	10.56	29.09%	3.3%
Sistema	15.05	2.47	16.41%	0.8%
S Tel	3.55	1.64	46.08%	0.5%
Quadrant (HFCL)	1.39	0.0003	0.02%	0.0001%
Loop Mobile	3.24	-	-	-
Videocon	5.44	-	-	-
Etisalat	1.67	-	-	-
MTNL	9.13	-	-	-
Total	926.53	315.33	34.03%	100%

1.11 IDEA continues to be the Service provider with highest proportion of Rural subscribers to its total subscribers.

Section B: Wireless Service

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

SLNo.	Service Provider	Area of Operation
1	Bharti	All India
2	Aircel Group	All India
3	Reliance Communications	All India (except Assam & NE)
4	Reliance Telecom	Kolkata, MP, WB, HP, Bihar, OR, Assam & NE
5	Vodafone	All India
6	Tata Teleservices	All India
7	IDEA (Including Spice)	All India
8	Sistema Shyam Telelink	All India
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, MH, Bihar, Karnataka, Gujarat & UP(W)
12	Quadrant (HFCL)	Punjab
13	Unitech	All India (except Delhi)
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:

- Loop (UP-W)
- Unitech (Haryana, Rajasthan, Himachal Pradesh, Assam, North East and J&K)

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

1.12 Total Wireless (GSM + CDMA) subscriber base increased from 873.61 million at the end of Sep-11 to 893.84 million at the end of Dec-11, thereby showing a growth of 2.32%. During this quarter 20.23 million subscribers were added. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Dec-11 is 18.83%. Wireless Teledensity increased from 72.70 to 74.15.

Chart 1.6: Wireless Subscriber Base and Teledensity

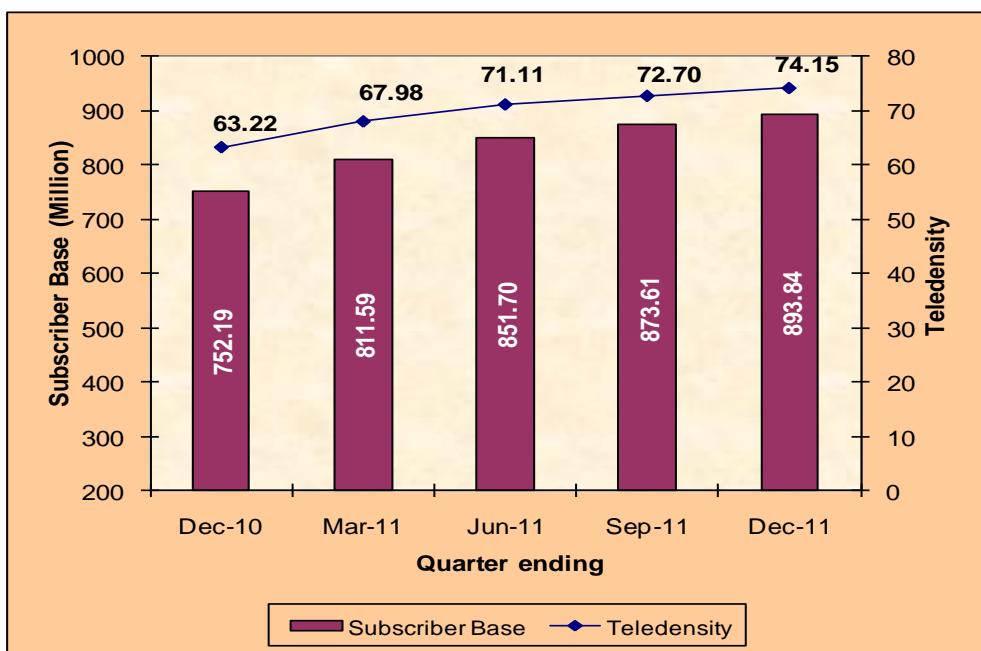


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-10	250.89	501.30	30.11	140.53
Mar-11	273.54	538.05	32.75	150.06
Jun-11	289.57	562.12	34.58	155.96
Sep-11	297.49	576.12	35.44	159.03
Dec-11	307.59	586.26	36.56	161.01

- 1.13 The Rural Wireless subscribers increased from 297.49 million at the end of Sep-11 to 307.59 million at the end of Dec-11.
- 1.14 Rural subscription grew at the rate of 3.39% in QE Dec-11 as against 2.73% in QE Sep-11 and Urban subscription grew at the rate of 1.76% as against 2.49% in the previous quarter. The share of Rural wireless subscription increased to 34.41% in total wireless subscription.

Chart 1.7: Wireless Market Share – Rural & Urban

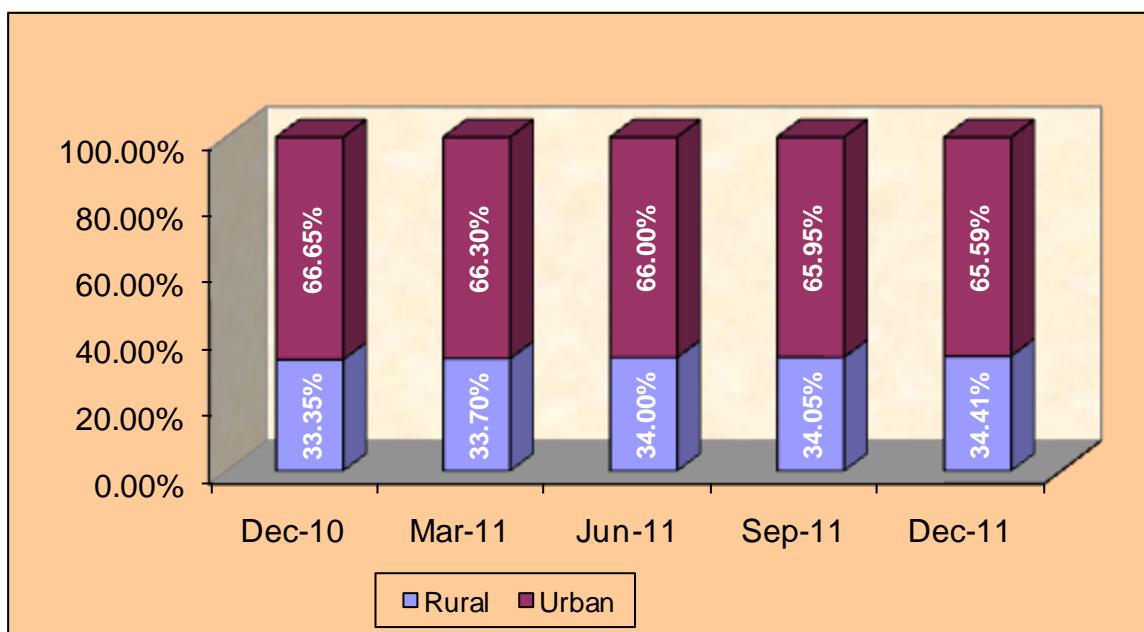


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (millions)			Rate of Growth	Market Share - Sep-11	Market Share - Dec-11
	Sep-11	Dec-11	Net Additions			
Bharti	172.78	175.65	2.87	1.66%	19.78%	19.65%
Reliance	147.09	150.08	2.99	2.03%	16.84%	16.79%
Vodafone	144.99	147.75	2.75	1.90%	16.60%	16.53%
IDEA/Spice	100.18	106.38	6.20	6.19%	11.47%	11.90%
BSNL	95.79	96.76	0.97	1.01%	10.97%	10.83%
Tata	88.77	83.49	-5.28	-5.95%	10.16%	9.34%
Aircel/Dishnet	59.79	61.64	1.85	3.09%	6.84%	6.90%
Unitech	29.65	36.31	6.65	22.43%	3.39%	4.06%
Sistema	13.27	15.01	1.74	13.12%	1.52%	1.68%
MTNL	5.58	5.68	0.10	1.75%	0.64%	0.64%
Videocon	6.27	5.44	-0.83	-13.18%	0.72%	0.61%
S Tel	3.50	3.55	0.05	1.52%	0.40%	0.40%
Loop	3.20	3.24	0.04	1.24%	0.37%	0.36%
Etisalat	1.52	1.67	0.15	10.18%	0.17%	0.19%
Quadrant (HFCL)	1.22	1.19	-0.03	-2.60%	0.14%	0.13%
Total	873.61	893.84	20.23	2.32%	-	-

1.15 Bharti remains the leading operator with 175.65 million subscribers at the end of Dec-11, followed by Reliance (150.08 million) and Vodafone (147.75 million). In terms of net additions during the quarter, Unitech (6.65 million) has added the highest number of subscribers, followed by IDEA (6.20 Million) and Reliance (2.99 Million). Tata, Videocon & Quadrant continued to record -ve growth.

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (million)			
	Sep-11	Dec-11	Net Additions	Rate of change
Andhra Pradesh	64.92	65.65	0.73	1.12%
Assam	13.39	13.93	0.54	4.00%
Bihar	58.88	61.00	2.13	3.61%
Delhi	41.32	41.62	0.30	0.73%
Gujarat	50.12	51.01	0.89	1.77%
Haryana	21.89	21.52	-0.36	-1.66%
Himachal Pradesh	7.72	7.81	0.08	1.07%
Jammu & Kashmir	5.81	6.01	0.20	3.49%
Karnataka	52.35	53.80	1.45	2.77%
Kerala	33.53	34.16	0.63	1.88%
Madhya Pradesh	48.91	50.15	1.24	2.54%
Maharashtra	66.82	68.60	1.78	2.67%
Mumbai	36.96	37.23	0.27	0.73%
North East	8.11	8.27	0.16	1.92%
Orissa	24.73	25.49	0.76	3.09%
Punjab	31.12	31.68	0.56	1.79%
Rajasthan	45.73	47.28	1.54	3.38%
T.N. (incl. Chennai)	74.38	75.77	1.39	1.86%
U.P.(E)	68.87	71.75	2.88	4.18%
U.P.(W)	51.11	52.08	0.97	1.89%
Kolkata	23.92	24.35	0.44	1.82%
West Bengal	43.04	44.69	1.66	3.85%
All India	873.61	893.84	20.23	2.32%

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

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	36.27	182.66	76.90
Assam	28.01	140.85	45.10
Bihar	24.11	189.50	46.70
Delhi	-	-	220.27
Gujarat	49.75	135.55	84.56
Haryana	52.53	143.43	83.48
Himachal Pradesh	70.85	458.16	114.03
Jammu & Kashmir	28.81	110.14	50.77
Karnataka	39.16	174.29	89.78
Kerala	48.43	242.85	98.04
Madhya Pradesh	25.23	123.13	51.34
Maharashtra	48.50*	140.32*	91.44*
Mumbai			
North East	37.29	139.63	62.12
Orissa	32.43	207.86	62.11
Punjab	60.65	173.68	107.64
Rajasthan	41.74	154.73	68.80
T.N. (incl. Chennai)	52.31	155.10	109.44
U.P.(E)	30.10*	154.64*	57.94*
U.P.(W)			
Kolkata	41.70*	160.78*	75.62*
W.B.			
All India	36.56	161.01	74.15

* Population data/projections are available state-wise only

Notes:

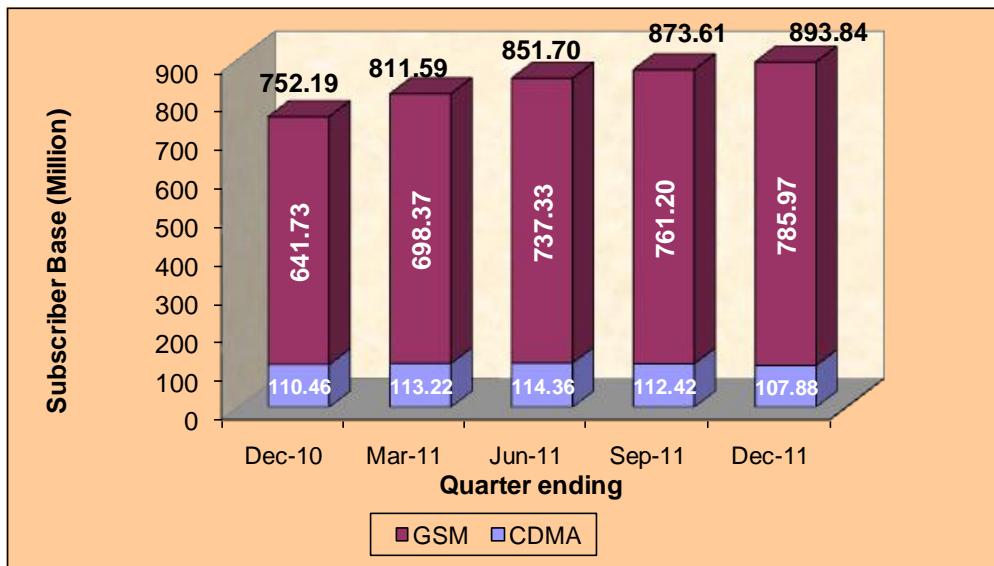
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the State of Delhi, includes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

Table 1.11: Rural Wireless Subscribers and Market Share

Service Provider	Subscribers at the end of Dec-11 (in millions)	Rural Subscribers (in millions)		Percentage of Rural subscribers in total		Market Share of Rural Subscribers	
		Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11
Bharti	175.65	71.11	72.67	41.16%	41.37%	23.90%	23.62%
Vodafone	147.75	55.62	57.55	38.36%	38.95%	18.70%	18.71%
Idea /Spice	106.38	52.10	56.28	52.01%	52.90%	17.51%	18.30%
BSNL	96.76	34.00	33.91	35.49%	35.04%	11.43%	11.02%
Reliance	150.08	32.68	33.36	22.22%	22.23%	10.98%	10.85%
Aircel / Dishnet	61.64	21.14	21.71	35.35%	35.22%	7.11%	7.06%
Tata	83.49	18.63	17.45	20.99%	20.90%	6.26%	5.67%
Unitech	36.31	8.33	10.56	28.07%	29.09%	2.80%	3.43%
Sistema	15.01	2.26	2.46	17.04%	16.42%	0.76%	0.80%
S Tel	3.55	1.61	1.64	46.19%	46.08%	0.54%	0.53%
Quadrant (HFCL)	1.19	0.0003	0.0003	0.02%	0.02%	0.0001%	0.0001%
Loop	3.24	0	0	0%	0%	0%	0%
MTNL	5.68	0	0	0%	0%	0%	0%
Videocon	5.44	0	0	0%	0%	0%	0%
Etisalat	1.67	0	0	0%	0%	0%	0%
Total	893.84	297.49	307.59	34.05%	34.41%	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 CDMA subscriber base declined from 112.42 million at the end of Sep-11 to 107.88 million at the end of Dec-11. At the end of Dec-11, GSM subscribers constituted 87.93% of the wireless market.

GSM Services

1.18 The GSM subscribers were 785.97 million at the end of Dec-11 as against 761.20 million at the quarter ending Sep-11, showing a growth of 3.25%. Bharti with 175.65 million subscribers continues to be the largest GSM mobile operator, followed by Vodafone (147.75 million).

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

Service Provider	Sep-11		Dec-11		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Bharti	172.78	22.70%	175.65	22.35%	2.87
Vodafone	144.99	19.05%	147.75	18.80%	2.75
Idea/Spice	100.18	13.16%	106.38	13.53%	6.20
Reliance	91.94	12.08%	94.72	12.05%	2.78
BSNL	90.91	11.94%	92.43	11.76%	1.52
Aircel /Dishnet	59.79	7.86%	61.64	7.84%	1.85
Tata	49.98	6.57%	50.62	6.44%	0.64
Unitech	29.65	3.90%	36.31	4.62%	6.65
Videocon	6.27	0.82%	5.44	0.69%	-0.83
MTNL	5.32	0.70%	5.43	0.69%	0.10
S Tel	3.50	0.46%	3.55	0.45%	0.05
Loop	3.20	0.42%	3.24	0.41%	0.04
Etisalat	1.52	0.20%	1.67	0.21%	0.15
Quadrant (HFCL)	1.16	0.15%	1.15	0.15%	-0.01
Total	761.20	100%	785.97	100%	24.77

1.19 Net additions increased from 23.86 million in quarter ending Sep-11 to 24.77 million in the quarter ending Dec-11.

CDMA Services

1.20 The CDMA subscriber base further declined from 112.42 million at the end of Sep-11 to 107.88 million at the end of Dec-11, thereby showing a -ve growth rate of 4.04%. Reliance with 55.36 million subscribers continues to be the largest CDMA mobile operator. However, in terms of net additions during the quarter, Sistema continued to add the highest number of subscribers (1.74 million), followed by Reliance (0.22 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-11		Dec-11		Net Additions (in millions)
	No of Subscribers (in millions)	Market Share	No of Subscribers (in millions)	Market Share	
Reliance	55.15	49.06%	55.36	51.32%	0.22
Tata	38.80	34.51%	32.88	30.48%	-5.92
Sistema	13.27	11.80%	15.01	13.91%	1.74
BSNL	4.88	4.34%	4.33	4.02%	-0.55
MTNL	0.26	0.23%	0.26	0.24%	-0.01
Quadrant (HFCL)	0.06	0.05%	0.04	0.04%	-0.02
Total	112.42	100.00%	107.88	100.00%	-4.54

1.21 There has been a net decline of 4.54 million subscribers during the quarter ending Dec-11.

Section C: Wireline Service

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

S1. No.	Name of the Service Provider	Area of Operation
1	BSNL	All India except Delhi & Mumbai
2	MTNL	Delhi & Mumbai
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamil Nadu (incl. Chennai), UP(East) and UP(West)
4	Tata Teleservices Ltd. & Tata Teleservices (Mah) Ltd.	All India
5	Quadrant Televentures Ltd. (HFCL)	Punjab
6	Sistema Shyam Telelink Ltd.	Rajasthan
7	Reliance Communications Ltd.	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

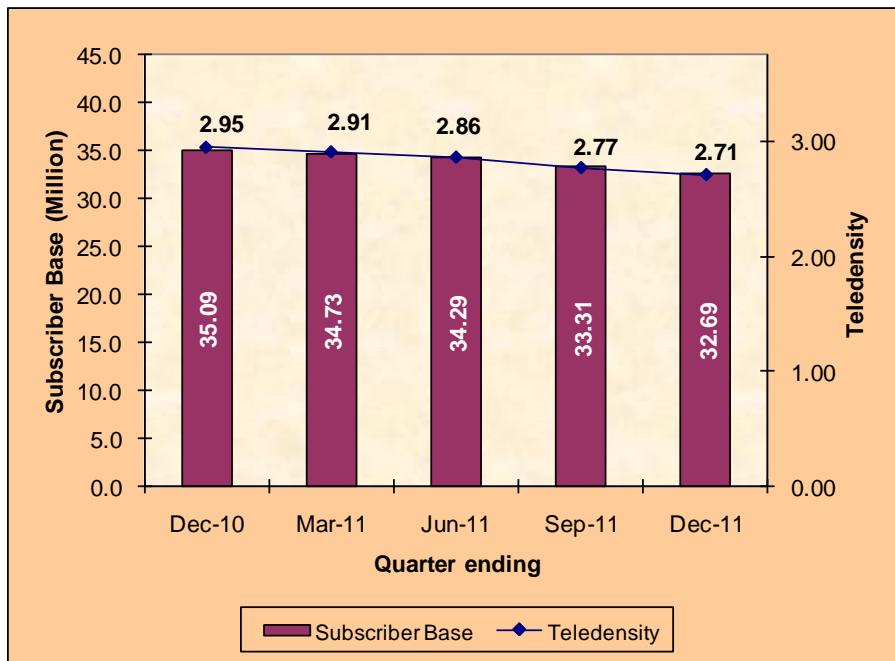


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (million)		Teledensity	
	Rural	Urban	Rural	Urban
Dec-10	8.88	26.21	1.07	7.35
Mar-11	8.69	26.04	1.04	7.26
Jun-11	8.47	25.82	1.01	7.16
Sep-11	8.02	25.30	0.95	6.98
Dec-11	7.75	24.94	0.92	6.85

1.22 Wireline subscriber base further declined from 33.31 million at the end of Sep-11 to 32.69 million at the end of Dec-11. Wireline Teledensity is 2.71. Rural subscriber base has shown Y-o-Y decline of 12.80%, from 8.88 Million at the end of Dec-10 to 7.75 Million at the end of Dec-11. During the same period, Urban subscription recorded decline of 4.84%.

Chart 1.10: Wireline Market share – Rural & Urban

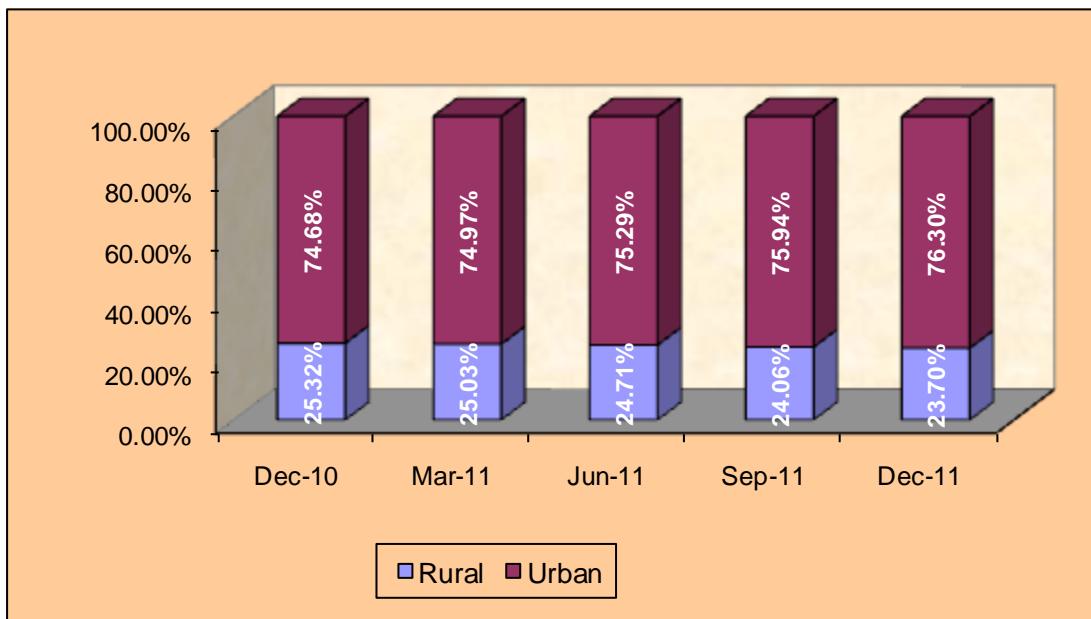


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share

Service Provider	Subscriber Base (million)			Share of Rural subscription
	Rural	Urban	Total	
BSNL	7.69	15.31	23.00	33.45%
MTNL	-	3.45	3.45	-
Bharti	-	3.32	3.32	-
Reliance	0.002	1.26	1.27	0.13%
Tata	0.04	1.35	1.40	3.21%
Quadrant (HFCL)	-	0.20	0.20	-
Sistema	0.007	0.04	0.05	14.41%
Total	7.75	24.94	32.69	23.70%

Table 1.17: Service Provider wise growth in Subscribers

Service Provider	Subscriber Base (million)			Rate of change	Market share-Sep-11	Market share-Dec-11
	Sep-11	Dec-11	Net Additions			
BSNL	23.68	23.00	-0.674	-2.85%	71.08%	70.38%
MTNL	3.45	3.45	0.009	0.25%	10.34%	10.57%
Bharti	3.33	3.32	-0.011	-0.33%	9.99%	10.15%
Reliance	1.26	1.27	0.005	0.40%	3.78%	3.87%
Tata	1.36	1.40	0.039	2.87%	4.08%	4.28%
Quadrant (HFCL)	0.20	0.20	0.002	1.20%	0.59%	0.61%
Sistema	0.04	0.05	0.003	6.39%	0.13%	0.15%
Total	33.31	32.69	-0.627	-1.88%	100%	100%

Table 1.18: Service Area wise Wireline Subscribers

Service Area	Sep-11	Dec-11	Net Additions	Rate of Change
Andhra Pradesh	2.35	2.35	-0.001	-0.05%
Assam	0.25	0.23	-0.020	-8.13%
Bihar	0.61	0.61	0.001	0.10%
Delhi	2.87	2.89	0.017	0.58%
Gujarat	1.89	1.87	-0.019	-1.00%
Haryana	0.62	0.60	-0.018	-2.98%
Himachal Pradesh	0.32	0.32	-0.009	-2.68%
Jammu & Kashmir	0.21	0.21	-0.006	-2.60%
Karnataka	2.72	2.71	-0.012	-0.43%
Kerala	3.26	3.21	-0.050	-1.53%
Madhya Pradesh	1.22	1.20	-0.020	-1.62%
Maharashtra	2.73	2.67	-0.065	-2.38%
Mumbai	2.99	3.00	0.010	0.32%
North East	0.26	0.25	-0.004	-1.47%
Orissa	0.57	0.47	-0.105	-18.31%
Punjab	1.52	1.49	-0.031	-2.05%
Rajasthan	1.21	1.20	-0.017	-1.43%
T.N. (incl. Chennai)	3.39	3.35	-0.033	-0.98%
U.P.(E)	1.43	1.39	-0.043	-2.99%
U.P.(W)	0.82	0.82	-0.007	-0.86%
Kolkata	1.36	1.18	-0.184	-13.55%
W.B.	0.71	0.69	-0.010	-1.46%
All India	33.31	32.69	-0.627	-1.88%

- 1.23 Delhi, Mumbai & Bihar are the only Service Areas which showed positive growth.

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

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.10	7.06	2.75
Assam	0.19	3.87	0.75
Bihar	0.16	2.43	0.47
Delhi	-	-	15.27
Gujarat	1.10	6.03	3.10
Haryana	1.12	4.66	2.33
Himachal Pradesh	4.07	8.94	4.61
Jammu & Kashmir	0.45	5.26	1.75
Karnataka	1.34	9.82	4.52
Kerala	8.20	12.12	9.20
Madhya Pradesh	0.23	3.97	1.23
Maharashtra	1.14*	9.18*	4.90*
Mumbai			
North East	0.63	5.89	1.90
Orissa	0.49	4.35	1.14
Punjab	2.68	8.37	5.05
Rajasthan	0.70	5.04	1.74
T.N.	1.98	7.13	4.85
U.P.(E)	0.29*	3.62*	1.03*
U.P.(W)			
Kolkata	0.50*	5.93*	2.05*
W.B.			
All India	0.92	6.85	2.71

* Population data/projections are available state-wise only

Notes:

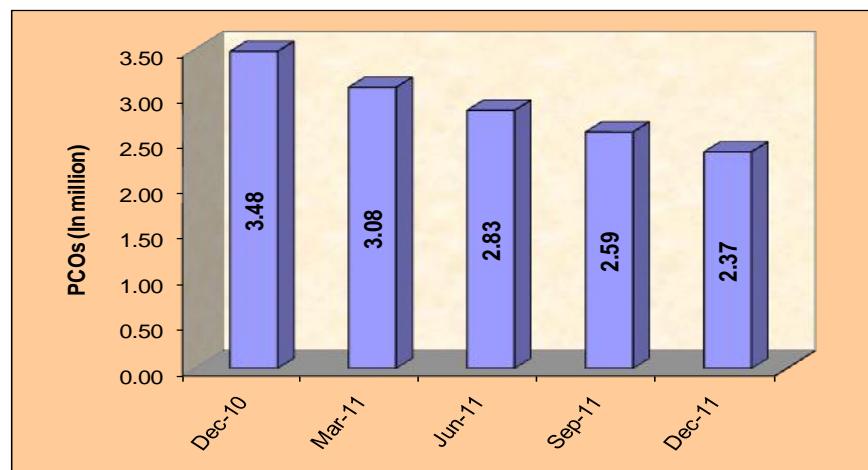
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for Urban and Rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

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

Public Call Offices (PCO)

1.25 Total number of PCOs in the country at the end of Dec-11 is 2.37 million as compared to 2.59 million at the end of Sep-11, showing a reduction of 0.22 million PCOs. Detailed table is at Annexure - 1.4.

Chart 1.11: Number of PCOs



1.26 Number of PCOs continued to show declining trend. This quarter has recorded a decline of 8.42%. The year-on-year (Y-O-Y) decline over the same quarter of the last year is 31.71%.

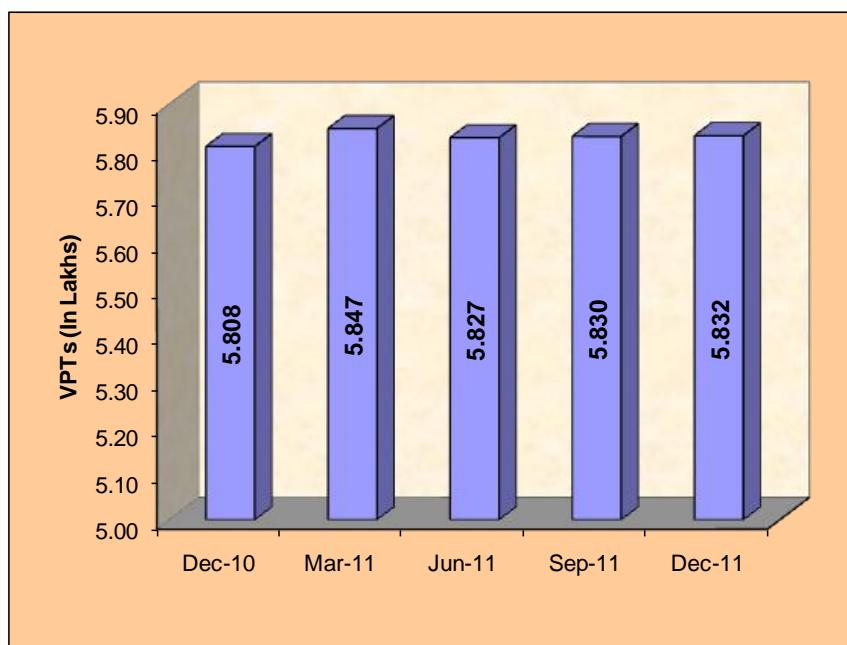
Table 1.20: Rate of change & Market share of PCOs

Service Provider	Sep-11	Dec-11	Rate of change	Market share (Dec-11)
BSNL	1.29	1.19	-7.68%	50.20%
MTNL	0.16	0.16	-0.90%	6.75%
Bharti	0.06	0.05	-10.52%	2.22%
Quadrant (HFCL)	0.01	0.01	-14.11%	0.27%
Sistema	0.02	0.02	1.56%	0.88%
Tata	0.76	0.67	-10.86%	28.40%
Reliance	0.30	0.27	-9.65%	11.28%
Total	2.59	2.37	-8.42%	100.00%

Village Public Telephones (VPTs)

1.27 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs slightly increased from 5.83 lakhs at the end of Sep-11 to 5.832 lakhs as the end of Dec-11. At the end of Dec-11, 98.22% of the total inhabited villages in India have been connected. Detailed table is at Annexure -1.5.

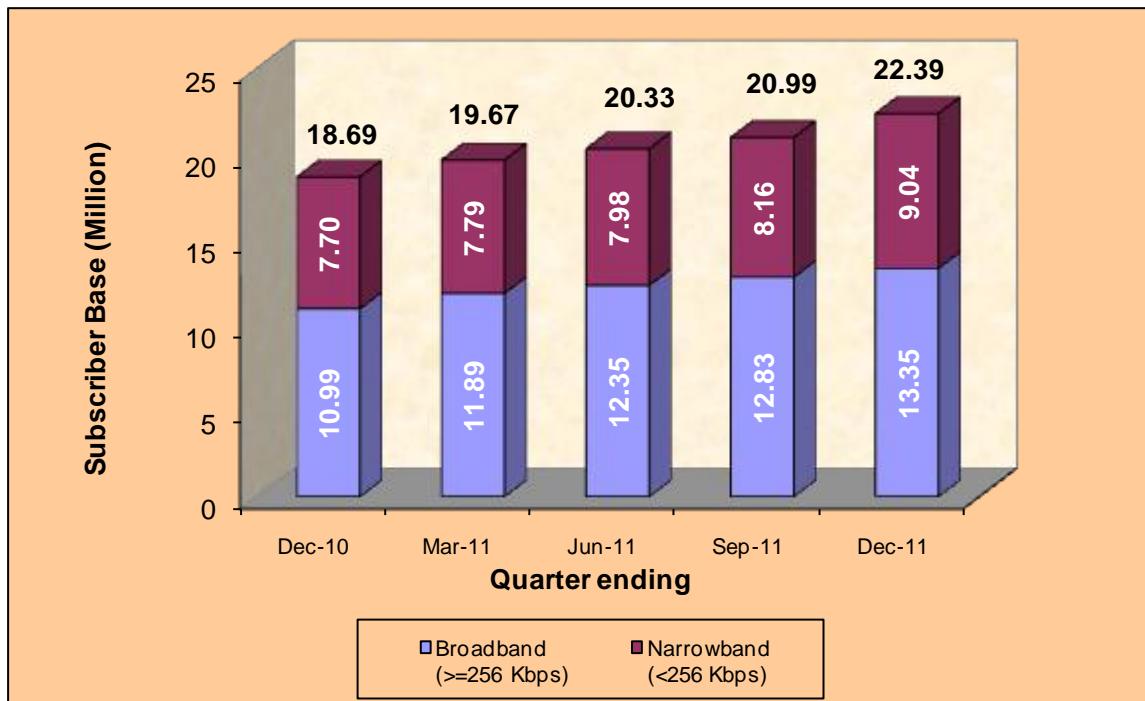
Chart 1.12: Growth in VPTs



Section D: Internet Service

- 1.28 There are 22.39 million Internet subscribers at the end of Dec-11 as compared to 20.99 million at the end of Sep-11, registering a growth of 6.66%. Apart from this, 431.37 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.
- 1.29 Number of Broadband subscribers increased from 12.83 million at the end of Sep-11 to 13.35 million at the end of Dec-11, registering a quarterly growth of 4.03% and Y-O-Y growth of 21.49%.

Chart 1.13: Trends in Internet/Broadband subscription



- 1.30 Share of Broadband subscription in total Internet subscription decreased from 61.1% at the end of Sep-11 to 59.6% at the end of Dec-11.

- 1.31 Number of Narrowband subscribers increased from 8.16 million at the end of Sep-11 to 9.04 million at the end of Dec-11, thereby showing a growth rate of 10.8% as against a growth rate of 2.21% in the previous quarter i.e. QE Sep-11.

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

Quarter ending	PSU ISPs	Private ISPs	Total	Share of PSUs
Dec-10	13.03	5.66	18.69	69.7%
Mar-11	13.74	5.94	19.67	69.8%
Jun-11	14.07	6.26	20.33	69.2%
Sep-11	14.43	6.56	20.99	68.7%
Dec-11	14.85	7.55	22.39	66.3%

- 1.32 The total Internet leased line customers stood at 50,343 at the end of Dec-11 as compared to 49,476 at the end of Sep-11, registering an increase of about 1.75%.
- 1.33 There are 7585 Cyber Cafes at the end of Dec-11 as compared to 7890 at the end of Sep-11 registering a decline of 3.87% during the quarter.
- 1.34 As per the reports available with the TRAI, 36 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

- 1.35 The International Internet bandwidth owned by various ISPs is reported to be 790 GB during this quarter as compared to 678 GB in QE Sep-11.

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	12307235	54.97%
2	Reliance Communications Infrastructure Limited	A	All India	3576179	15.97%
3	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2537913	11.33%
4	Bharti Airtel Ltd.	A	All India	1370783	6.12%
5	You Broadband & Cable India Pvt. Ltd.	A	All India	389983	1.74%
6	Hathway Cable & Datacom Pvt. Ltd.	A	All India	360571	1.61%
7	Tikona Digital Networks Pvt Ltd	A	All India	255411	1.14%
8	Tata Communications Limited	A	All India	188118	0.84%
9	Beam Telecom Pvt. Ltd.	B	Andhra Pardesh	180926	0.81%
10	Asianet Satellite Communications Ltd.	B	Kerala	112954	0.50%
Total of Top 10 ISPs				21280073	95.04%
Others				1110376	4.96%
Grand Total				22390449	100.00%

- 1.36 BSNL holds 54.97% of the market share with reported subscriber base of 12.31 million Internet subscribers at the end of Dec-11. Reliance is at second position (3.58 million) followed by MTNL (2.54 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.
- 1.37 Top 10 ISPs together hold 95.04% of the total Internet subscriber base.

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

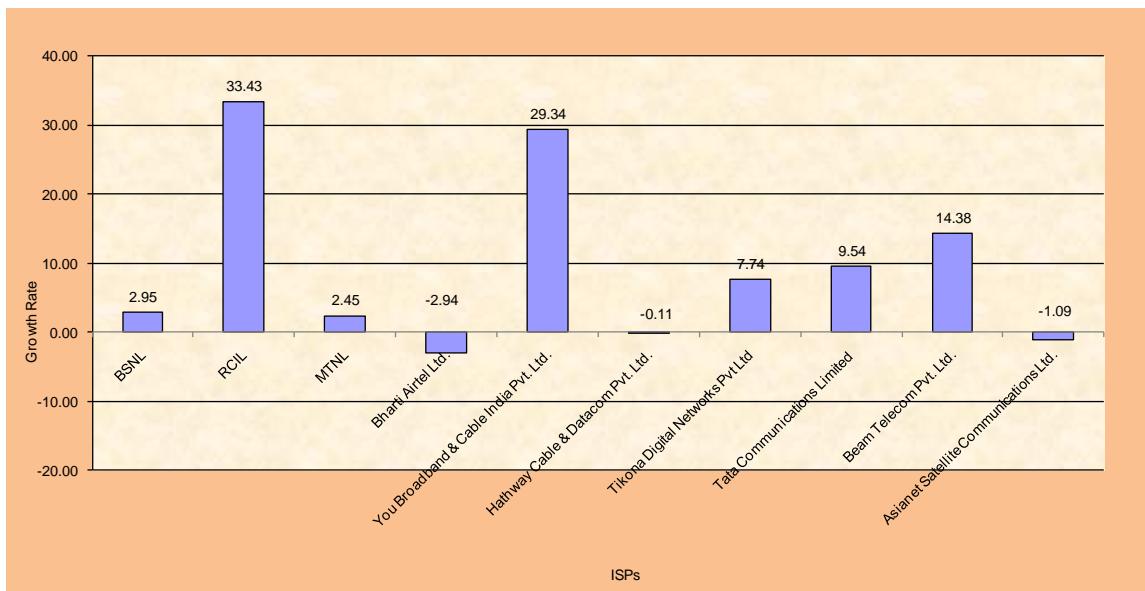


Chart 1.15: Technology trends for Internet Access (including Broadband)

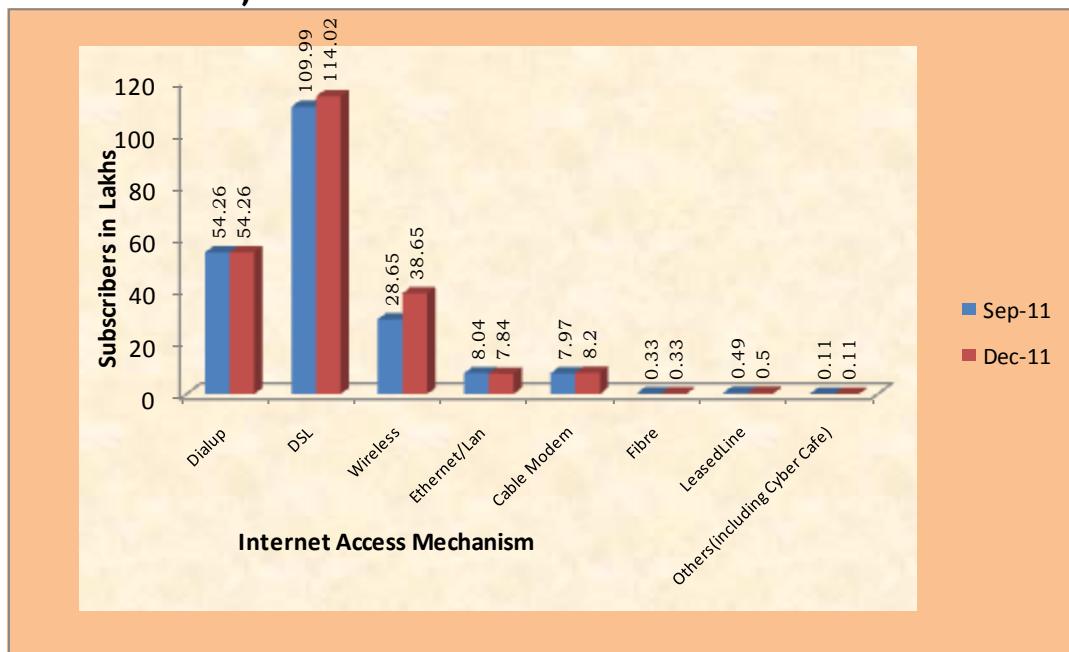
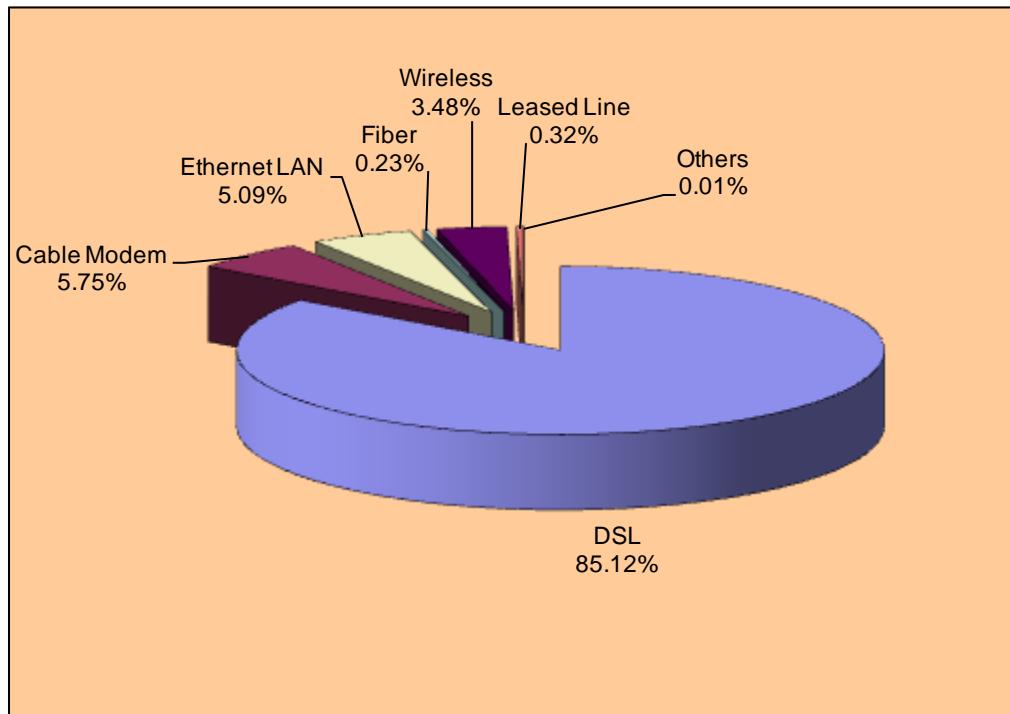
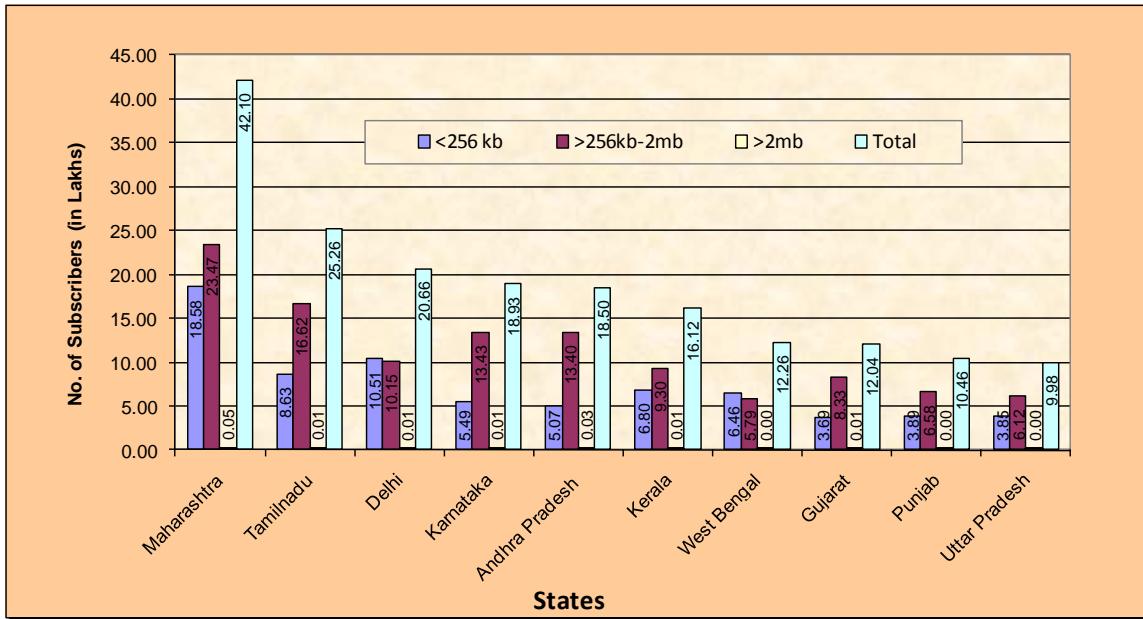


Chart 1.16: Broadband Access - Technologies & Market Share



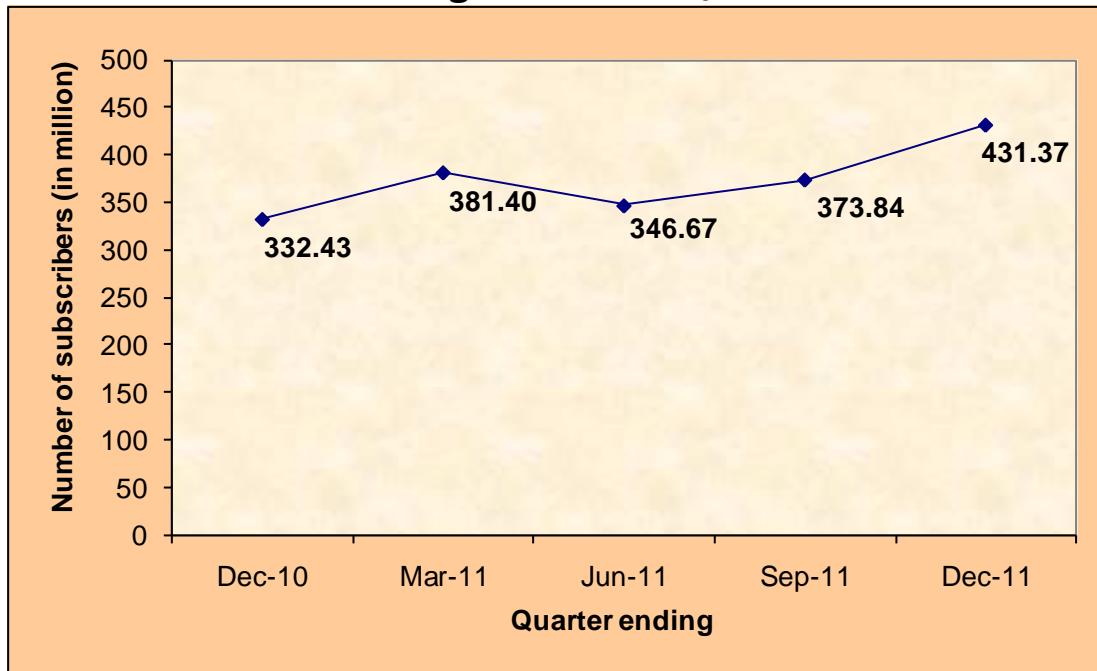
- 1.38 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 85.12% of total broadband subscribers, followed by Cable Modem Technology (5.75%) and Ethernet LAN (5.09%).

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 (\geq 256 Kbps) subscriber base in the country. Tamil Nadu is at second place in internet and broadband subscriber base.
- 1.40 At the end of Dec-11, in 8 out of the top 10 states, the number of broadband subscribers is more than the number of Internet subscribers.

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



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

- 1.41 48.26% of total wireless subscribers base are capable of Accessing Data Services/Internet at the end of Dec-11 as against 42.79% at the end of previous quarter.

Table 1.23: Service Provider wise details of Data Services

Subscriber Base of Data Services		
S.No.	Service Provider	Data Subscribers as on 31st December 2011 (in millions)
1	Aircel	13.75
2	Bharti	173.18
3	Loop	3.23
4	BSNL*	GPRS - 81.21 CDMA 2000 XI - 0.02
5	HFCL#	1.15
6	Vodafone	72.45
7	Idea	16.86
8	MTNL*	GPRS - 4.45 CDMA 2000 XI - 0.04
9	RTL	4.28
10	RCL*	GPRS - 5.30 CDMA 2000 XI - 7.53
11	Sistema@	1.34
12	Tata*	GPRS - 1.93 CDMA 2000 XI - 2.51
13	S Tel	0.39
14	Unitech#	36.31
15	Etisalat	0.010
16	Videocon#	5.44
	Total	431.37

* = Provides GSM & CDMA Based services.

@ = Provides 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)

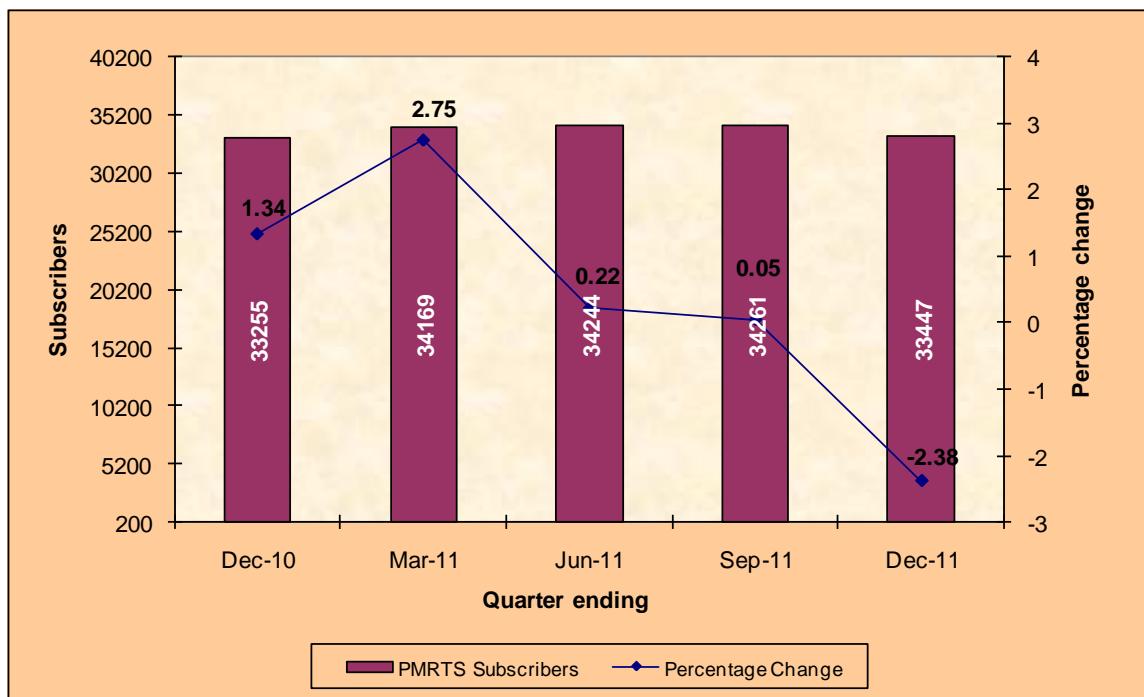
Table 1.24: PMRTS Subscriber base – Service Provider wise

Sr. No.	Name of the Service Provider	Subscriber Base as on 30.09.11	Subscriber Base as on 31.12.11	%age Change	%age in Market Share
1	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	21090	20682	-1.93	61.84
2	Procall Ltd.	6164	6368	3.31	19.04
3	Smartalk Pvt Ltd.	2326	1796	-22.79	5.37
4	QuickCall	3279	3509	7.01	10.49
5	Bhilwara Telenet Services Pvt.Ltd.	1402	1092	-22.11	3.26
6	*India Satcom Ltd.	0	0	0.00	0.00
	Total	34261	33447	-2.38	100.00

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

- 1.42 The subscriber base of PMRTS decreased from 34,261 at the end of QE Sep-11 to 33,447 at the end of Dec-11.
- 1.43 Detailed table on Service Area wise subscriber base is at Annexure-1.8.

Chart 1.19: Number of PMRTS subscribers & Rate of Change (%)



Very Small Aperture Terminal (VSAT)

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

Sr. No	Name of Service Provider	Subscriber base at the Quarter ending		%age change	Market Share (%)
		Sep-11	Dec-11		
1	Hughes Communications Ltd.	51580	53053	2.86	33.70
2	HCL Comnet	23615	23739	0.53	15.08
3	Bharti Airtel Limited	45579	46108	1.16	29.29
4	Bharti Broadband	156	149	-4.49	0.09
5	Essel Shyam	2728	2728	0.00	1.73
6	Tatanet Services	17921	19314	7.77	12.27
7	ITI	0	0	0.00	0.00
8	GNFC	0	0	0.00	0.00
9	BSNL	8723	9269	6.26	5.89
10	Infotel Satcom	1522	1689	10.97	1.07
11	Infinium India Ltd.	1335	1373	2.85	0.87
	Total	153159	157422	2.78	100.00

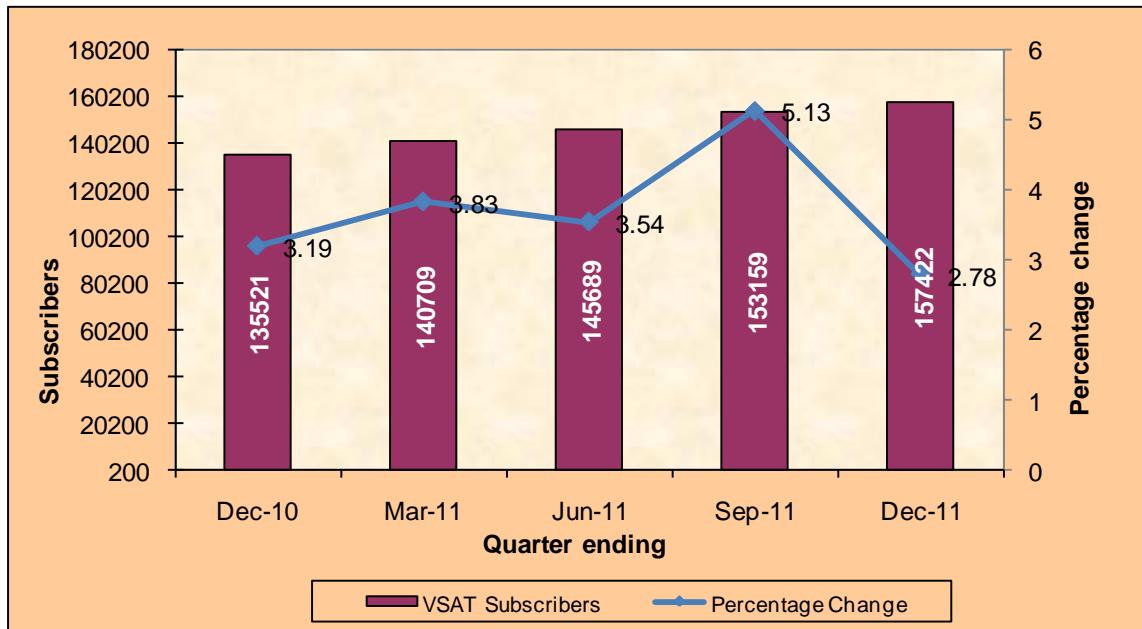
Note: M/s ITI and M/s GNFC have surrendered complete Bandwidth in extended C-Band with effect from 1st October 2009 and 15th March 2009 respectively. However, they have not surrendered their licenses. As of now their subscriber base is zero.

1.44 The total number of VSAT subscribers increased to 157422 at the end of Dec-11. Net additions during the quarter has been 4263 and, the growth rate 2.78%.

1.45 Hughes Communication Limited with subscriber base of 53053 continues to be the market leader.

1.46 Bharti Broadband has registered decline in VSAT subscribers in this quarter.

Chart 1.20: Number of VSAT Subscribers & Rate of Change (%)



Chapter 2 : Revenue and Usage

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

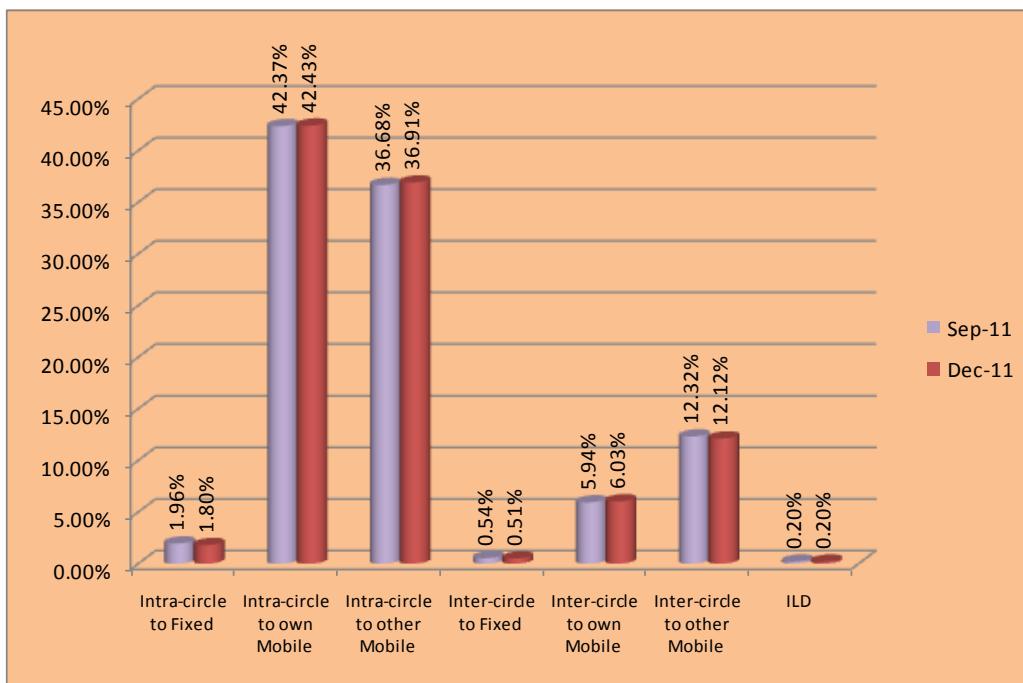
Section A: GSM Service

Table 2.1: Key Indicators - GSM Service

Parameter	QE Dec-10	QE Sep-11	QE Dec-11	QoQ % change over Sep-11	YoY % change over Dec-10
Subscriber Base (million)	642.03	761.21	785.71	3.22%	22.38%
Share of Prepaid (%)	96.65%	96.91%	96.95%	0.04%	0.31%
Incoming MOU* per sub. per month	186	171	171	0.09%	-7.74%
Outgoing MOU* per sub. per month	174	159	161	1.00%	-7.48%
Outgoing SMS per sub. per month	46	45	34	-22.61%	-24.69%
Average Revenue Per User (ARPU) per month	105	93	96	2.93%	-8.62%

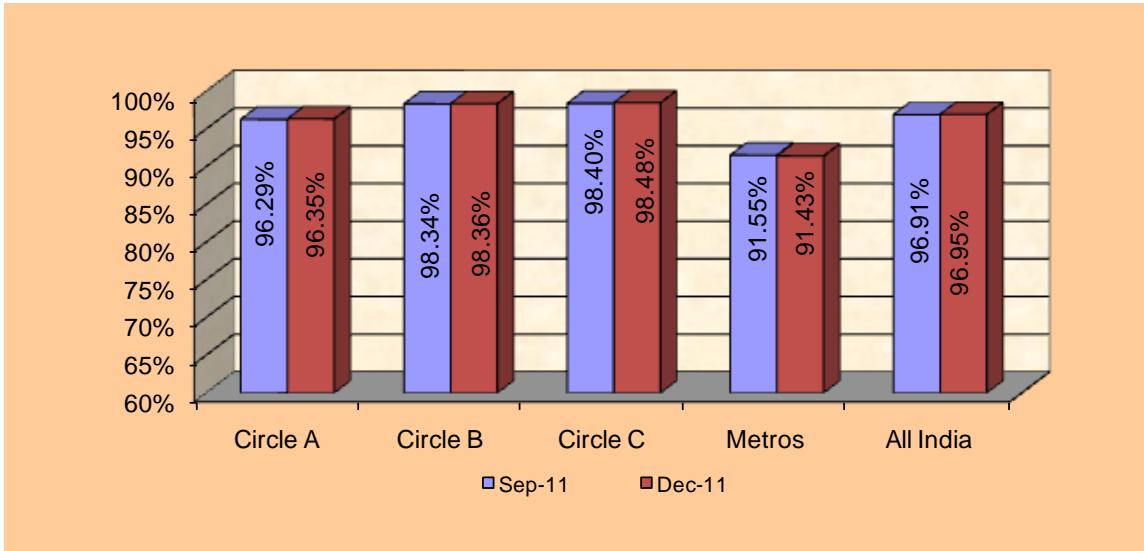
* Minutes of Usage

Chart 2.1: Outgoing Traffic Pattern - GSM Service



Note: Outgoing minutes data revised by Aircel for Kolkata service area for QE Sep-11 have been incorporated

Chart 2.2: Proportion of prepaid subscribers - GSM Service



- 2.1 Market share of prepaid segment increased from 96.91% at the end of Sep-11 to 96.95% at the end of Dec-11.

Table 2.2: Monthly ARPU - GSM Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	494	89	104
Circle B	573	78	86
Circle C	462	80	86
Metro	646	72	121
All India	553	81	96
All private SPs	591	84	98
BSNL/MTNL	376	64	78

- 2.2 The all India blended ARPU per month increased by 2.93% from ₹93 in QE Sep-11 to ₹96 in QE Dec-11.
- 2.3 Prepaid ARPU increased from ₹79 in Sep-11 to ₹81 in Dec-11 and Postpaid ARPU increased from ₹542 to ₹553.

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

Item	Sep-11	Dec-11
Rental Revenue	20.39%	20.42%
Revenue from Calls	50.92%	50.61%
Revenue from SMS	7.79%	7.20%
Revenue from Roaming	7.97%	8.73%
Other Revenues *	12.93%	13.04%

* 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	561	448	1009	85	151	154	305	52
Circle B	541	472	1013	60	138	162	300	21
Circle C	539	468	1006	45	162	202	364	16
Metro	512	388	900	84	166	144	311	37
All India	541	437	978	76	149	163	312	33

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	166	164	330	54
Circle B	145	167	312	22
Circle C	167	206	374	17
Metro	196	165	361	41
All India	161	171	332	34

- 2.4 The overall MOU per subscriber slightly increased by 0.53%, from 331 in QE Sep-11 to 332 in QE Dec-11.
- 2.5 Prepaid MOU per subscriber increased by 0.83%, while the postpaid MOUs declined by 1.61%.

- 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 per month declined by 22.6% from 45 in QE Sep-11 to 34 in QE Dec-11. This decline could be the result of the introduction of ceiling on SMS numbers by TRAI to curb Unsolicited Commercial Communications, as this is the 1st full quarter after the Regulation.

Table 2.5: Outgoing Traffic (MOU) Pattern - GSM Service

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	2.06%	40.01%	41.89%	0.47%	5.31%	10.06%	0.21%
Circle B	1.69%	46.40%	35.60%	0.36%	5.14%	10.64%	0.17%
Circle C	0.83%	52.18%	31.14%	0.30%	5.75%	9.73%	0.07%
Metros	2.49%	26.66%	32.94%	1.25%	11.05%	25.18%	0.43%
All India	1.80%	42.43%	36.91%	0.51%	6.03%	12.12%	0.20%

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 below provides the figures for the quarter ending Dec-11.

Table 2.6: Average outgo per outgoing minute - GSM Service

(₹ per month)

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.62	0.52	0.53
Circle B	0.64	0.48	0.49
Circle C	0.63	0.43	0.44
Metros	0.75	0.52	0.57
All India	0.66	0.49	0.51

* Outgo includes both Rental and call charges

- 2.9 All India average outgo per minute increased from ₹0.50 in the QE Sep-11 to ₹0.51 in the QE Dec-11.

Table 2.7: Trends of Key Parameters - GSM Service

Parameter	Dec-10	Mar-11	Jun-11	Sep-11	Dec-11
1. ARPU (₹ Per month)	105	100	98	93	96
2. MOU per subscriber per month	360	349	344	331	332
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	143	138	137	129	131
3.2 NLD (inter-circle)	31	31	30	30	30
3.3 ILD	0.4	0.4	0.4	0.3	0.3
4. Outgoing SMS per subscriber per month SMS	46	44	45	45	34
5. Average Outgo per outgoing minute (₹)	0.52	0.51	0.50	0.50	0.51

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

Section B: CDMA – Full Mobility Service

Table 2.8: Key Indicators – CDMA Full Mobility Service

Parameter	QE Sep-11	QE Dec-11	% Change
Subscriber Base in millions	95.2	93.2	-2.2%
Share of Prepaid (%)	93.8%	93.5%	-0.3%
Incoming MOUs per subs per month	114	112	-1.6%
Outgoing MOUs per subs per month	116	113	-2.3%
Outgoing SMS per subs per month	15	14	-8.4%
ARPU (₹ Per month)	71	73	4.1%

Chart 2.3: Outgoing Traffic Pattern – CDMA Full Mobility Service

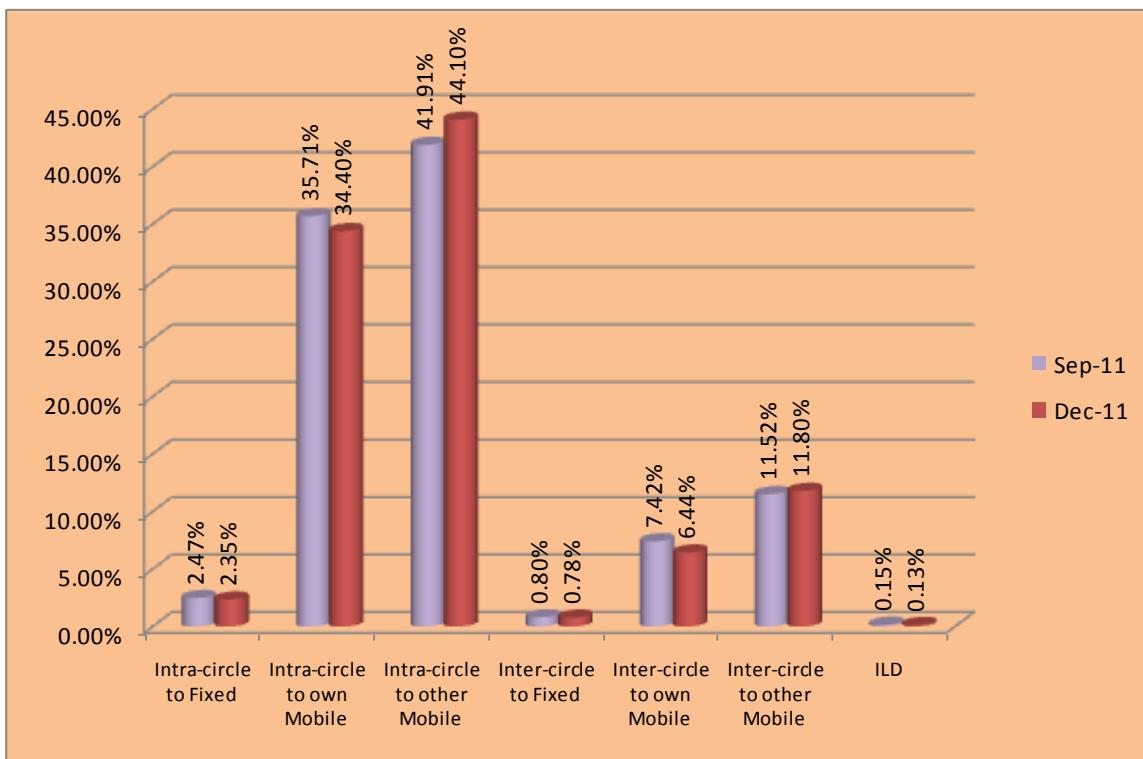
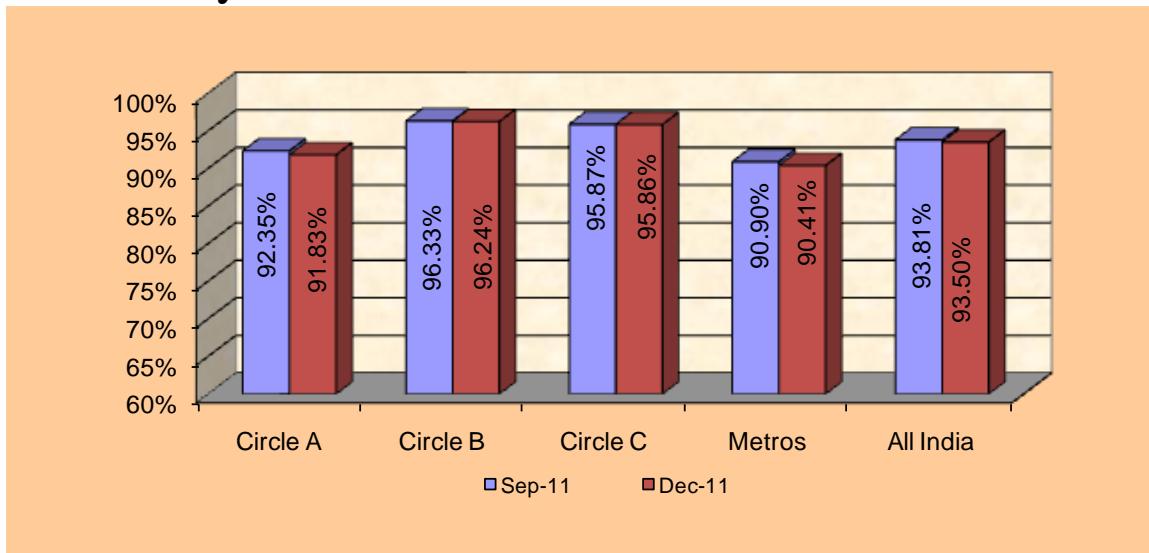


Chart 2.4: Proportion of prepaid subscribers – CDMA Full Mobility Service



2.11 Market share of Prepaid segment slightly decreased from 93.81% in QE Sep-11 to 93.50% in QE Dec-11.

Table 2.9: Monthly ARPU – CDMA Full Mobility Service

(₹ per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	463	49	83
Circle B	360	40	52
Circle C	469	44	61
Metro	492	59	100
All India	451	47	73

2.12 The All India blended Average Revenue Per User (ARPU) per month has shown an increase of 4.09% from Rs. 71 in QE Sept-11 to Rs. 73 in QE Dec-11. ARPU for Prepaid service increased by 2.86%

from Rs. 46 in QE Sept-11 to Rs. 47 in QE Dec-11. ARPU for Postpaid service increased by 1.50% from Rs. 445 in QE Sep-11 to Rs. 451 in QE Dec-11.

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

Item	QE Sep-11	QE Dec-11
Rental Revenue#	22.5%	23.0%
Revenue from Calls	41.2%	41.7%
Revenue from SMS	1.5%	1.7%
Revenue from Roaming	4.1%	4.3%
Other Revenues*	30.7%	29.3%

* 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	328	188	517	15	88	100	189	16
Circle B	467	363	830	16	96	102	198	11
Circle C	438	245	683	9	117	129	246	7
Metro	312	188	501	30	99	103	202	17
All India	359	229	587	20	96	104	201	13

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	108	108	216	16
Circle B	110	112	221	11
Circle C	130	134	264	7
Metro	120	111	231	19
All India	113	112	226	14

- 2.13 The total MOU per subscriber per month decreased by 1.98%, from 230 in QE Sep-11 to 226 in QE Dec-11. The outgoing MOUs decreased by 2.32% and the incoming MOUs decreased by 1.63%.
- 2.14 Prepaid MOUs decreased by 1.92% and postpaid MOUs decreased by 5.34%.
- 2.15 Outgoing SMS per subscriber per month has gone down to 14 in QE Dec-11 from 15 in QE Sep-11.

Table 2.12: Outgoing Traffic Pattern – CDMA Full Mobility Service

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	2.8%	33.0%	49.7%	0.8%	4.9%	8.6%	0.2%
Circle B	1.6%	36.2%	44.4%	0.7%	6.8%	10.3%	0.1%
Circle C	2.1%	35.5%	50.1%	0.7%	4.8%	6.8%	0.0%
Metros	3.0%	33.0%	33.7%	0.9%	8.7%	20.5%	0.2%
All India	2.4%	34.4%	44.1%	0.8%	6.4%	11.8%	0.1%

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

[₹ Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.91	0.46	0.57
Circle B	0.59	0.37	0.41
Circle C	0.46	0.31	0.33
Metros	0.91	0.46	0.57
All India	0.79	0.41	0.49

* Outgo includes both Rental and call charges

- 2.16 All India average outgo per minute increased from ₹ 0.47 in QE Sep-11 to ₹0.49 in QE Dec-11.

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

Parameter	Dec-10	Mar-11	Jun-11	Sep-11	Dec-11
1. ARPU (₹ Per month)	68	66	64	71	73
2. MOU per subscriber per month	270	263	238	230	226
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	111	108	97	93	92
3.2 NLD (inter-circle)	25	24	22	23	22
3.3 ILD	0.13	0.16	0.19	0.18	0.15
4. Outgoing SMS per subscriber per month SMS	29	33	15	15	14
5. Average Outgo per outgoing minute (₹)	0.48	0.47	0.50	0.47	0.49

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Service

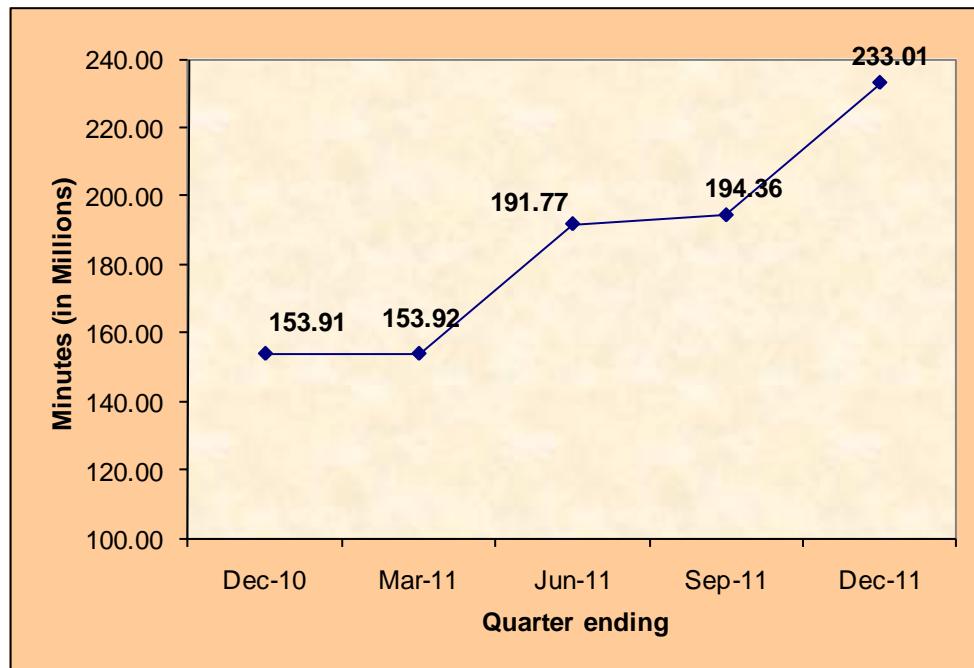
Revenue of ISPs

2.17 The total Revenue of the Internet Services as reported by ISPs was ₹2,673.94 crores for the quarter ending Dec-11 as compared to ₹2,664.78 crores for the quarter ending Sep-11, showing an increase of 0.34%.

Internet Telephony

2.18 Total Minutes of Usage (MOU) for Internet Telephony increased from 194.36 million in QE Sep-11 to 233.01 million in QE Dec-11.

Chart 2.5: Trends in MOU for Internet Telephony



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-10 ₹ in Crore)	QE Sep-11 ₹ in Crore)	QE Dec-11 ₹ in Crore)	Q-O-Q % Change Over Sep-11	Y-O-Y % Change over Dec-10
Gross Revenue (GR)	42916.81	49942.25	49365.18	-1.16%	15.03%
Adjusted Gross Revenue (AGR)	29925.37	33460.52	34081.35	1.86%	13.89%
Pass Through (GR-AGR)	12991.45	16481.73	15283.83	-7.27%	17.65%
License Fee	2500.06	2775.73	2833.53	2.08%	13.34%
Spectrum Charges	1060.64	1172.00	1245.29	6.25%	17.41%

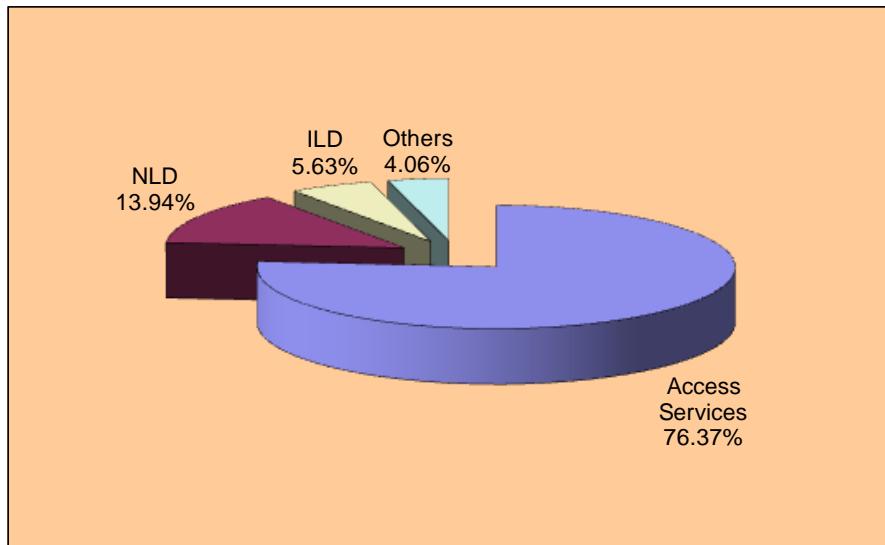
- 3.1 Gross Revenue declined by 1.16% while AGR increased by 1.86% in the QE Dec-11.
- 3.2 Pass through decreased by 7.27% in the QE Dec-11 and on annual basis it has increased by 17.65%.
- 3.3 Pass-through charges as % Gross Revenue: 30.96% as against 33.0% in the previous quarter.
- 3.4 Average License fee as % Adjusted Gross Revenue: 8.31%.
- 3.5 Public sector undertaking's share to GR: 15.41%.

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

(₹ in Crore)

Service	GR	AGR	LF	Spectrum Charges
Access Providers	37701.91	27438.98	2434.99	1242.64
NLD	6880.88	5146.47	308.80	-
ILD	2777.59	1287.87	77.26	-
Others	2004.80	208.03	12.48	2.66
Total	49365.18	34081.35	2833.53	1245.29

Chart 3.1: Composition of Gross Revenue



- 3.6 Access services contributed 76.37% of the total revenue of telecom services. In Access services GR, AGR, License Fee & spectrum Charges increased by 3.35%, 4.09%, 4.20% & 6.13% respectively during the quarter.

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

Chart 3.2: Trend in ARPU per month for Access Services

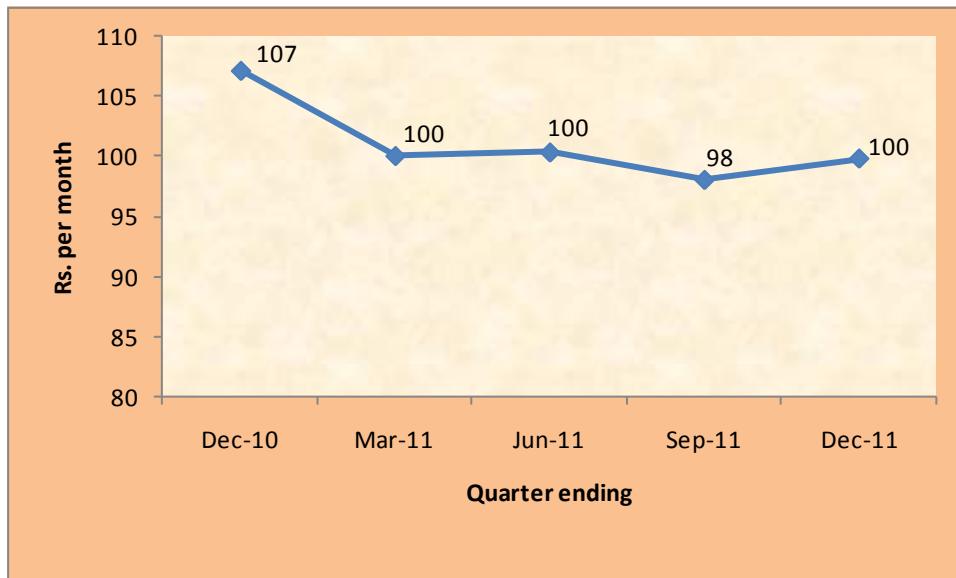


Table 3.3: Access Services – Service Provider wise Gross Revenue

(₹ in Crore)

Service	QE Sep-11	QE Dec-11	% Change
Bharti	10077.79	10487.65	4.07
Vodafone	7376.22	7887.85	6.94
Idea	4689.73	5080.89	8.34
BSNL	4691.86	4166.73	-11.19
Reliance	3033.88	3031.03	-0.09
Tata	2822.86	3022.83	7.08
Aircel	1589.52	1649.61	3.78
Unitech	651.48	807.75	23.99
MTNL	807.16	775.21	-3.96
Sistema Shyam	328.19	378.73	15.40
Loop	177.33	178.04	0.40
Videocon	128.13	141.39	10.35
Quadrant Tele	46.03	46.71	1.49
S Tel	38.56	29.18	-24.33
Etisalat	20.26	18.32	-9.56
Grand Total (Access)	36478.99	37701.91	3.35

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

Category	Gross Revenue for QE Dec-11 (₹ in Cr.)	% age share of Gross Revenue
Metro	6992.12	18.55
A	14150.93	37.53
B	12399.38	32.89
C	4159.48	11.03
Total	37701.91	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, 2011		Quarter Ending December, 2011	
			Out Of 253(No s.)	Out Of 253 (in %)	Out Of 262(N os.)	Out Of 262 (in %)
I.	<i>Network Related Parameters</i>					
1	Network Availability					
(i)	BTSs Accumulated downtime (not available for service)	$\leq 2\%$	2	0.79%	1	0.38%
(ii)	Worst affected BTSs due to downtime	$\leq 2\%$	12	4.74%	8	3.05%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate (within licensee's own network)	$\geq 95\%$	3	1.19%	1	0.38%
(ii)	SDCCH/ Paging Chl. Congestion	$\leq 1\%$	4	1.58%	2	0.76%
(iii)	TCH Congestion	$\leq 2\%$	6	2.37%	3	1.15%
3	Connection Maintenance (Retainability)					
(i)	Call Drop Rate	$\leq 2\%$	3	1.19%	2	0.76%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	$\leq 5\%$	58	22.92%	41	15.65%
(iii)	Connection with good voice quality	$\geq 95\%$	4	1.58%	2	0.76%
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	$\leq 0.5\%$			12	4.58%
II.	<i>Customer Service Quality Parameters</i>					

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending September, 2011		Quarter Ending December, 2011	
			Out Of 253(No s.)	Out Of 253 (in %)	Out Of 262(N os.)	Out Of 262 (in %)
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	10	3.95%	4	1.53%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	13	5.14%	4	1.53%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	6	2.37%	6	2.29%
(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	0	0	0	0
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	14	5.53%	3	1.15%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	86	33.99%	50	19.08%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	4	1.58%	4	1.53%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	11	4.35%	9	3.44%

4.1 The performance has improved in this quarter as compared to the previous quarter in respect of all the parameters.

Table 4.2: Parameter wise Performance of Wireless Service Providers

Parameter	Benchmark	Service Provider	Service Area	Performance
BTSSs Accumulated downtime (not available for service) (%age)	$\leq 2\%$	BSNL	NE	2.38
Worst affected BTSSs due to downtime (%age)	$\leq 2\%$	Aircel	BH	4.77
		Aircel	J&K	8.21
		BSNL	ASS	9.07
		BSNL	NE	5.63
		BSNL	UP-E	2.20
		BSNL	UP-W	7.53
		BSNL	WB	2.02
		Vodafone	BR	2.33
Call Set-up Success Rate (within licensee's own network)	$\geq 95\%$	Vodafone	BR	93.93
SDCCH/ Paging Chl. Congestion (%age)	$\leq 1\%$	BSNL	NE	1.78
		Vodafone	BR	1.46
TCH Congestion (%age)	$\leq 2\%$	BSNL	NE	2.37
		Uninor	UPE	2.03
		Vodafone	BR	3.83
Call Drop Rate (%age)	$\leq 2\%$	BSNL	NE	2.15
		BSNL	UP-W	2.28
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	$\leq 3\%$	Aircel	ASM	4.19
		Aircel	BH	4.85
		Aircel	HP	12.06
		Aircel	J&K	5.68
		Aircel	MP	3.91
		Aircel	NE	4.56
		Aircel	OR	5.50
		Aircel	WB	4.97
		BSNL	AP	3.60
		BSNL	ASS	4.40
		BSNL	BH	4.35
		BSNL	HP	4.83
		BSNL	J&K	4.87
		BSNL	KOL	5.11
		BSNL	MH	4.87
		BSNL	MP	4.71
		BSNL	NE	7.18
		BSNL	OR	4.19

Parameter	Benchmark	Service Provider	Service Area	Performance
		BSNL	PB	5.84
		BSNL	RAJ	4.98
		BSNL	UP-E	3.50
		BSNL	UP-W	9.02
		BSNL	WB	4.59
		MTNL GSM	MBI	3.48
		Stel	ASS	3.05
		Stel	HP	3.26
		Stel	NE	3.12
		Stel	OR	3.03
		TATA GSM	AP	3.52
		TATA GSM	BH	4.66
		TATA GSM	GUJ	5.49
		TATA GSM	KTK	3.69
		TATA GSM	UPE	3.63
		TATA GSM	WB	4.81
		Uninor	BH	3.12
		Uninor	UPE	3.60
		Uninor	UPW	3.56
		Vodafone	BR	12.71
		Vodafone	DL	3.39
		Vodafone	UP-E	3.34
		Vodafone	WB	3.87
Connection with good voice quality	$\geq 95\%$	Aircel	J&K	93.12
		BSNL	HR	93.60
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	$\leq 0.5\%$	Aircel	RAJ	0.67
		BSNL	BH	0.67
		Stel	BH	0.67
		Uninor	AP	5.00
		Uninor	BH	8.00
		Uninor	KTK	0.67
		Uninor	MBI	1.00
		Uninor	MH	2.00
		Uninor	TN	2.00
		Uninor	UPE	2.67
		Uninor	UPW	7.67
		Uninor	WB	6.33
Metering and billing credibility - post paid	$\leq 0.1\%$	Vodafone	MP	0.16
		Vodafone	MUM	0.12

Parameter	Benchmark	Service Provider	Service Area	Performance
		Vodafone	NE	0.15
		Vodafone	RJ	0.16
		Vodafone	UP-W	0.19
Metering and billing credibility - pre paid	$\leq 0.1\%$	Uninor	GUJ	0.36
		Uninor	MBI	0.28
		Uninor	MH	0.18
		BSNL	WB	0.31
Resolution of billing/charging/validity complaints	100% within 4 weeks	BSNL	AP	99
		BSNL	J&K	99
		Uninor	WB	97.76
		Vodafone	MUM	99.51
		Vodafone	RJ	98.25
Accessibility of call centre/ customer care	$\geq 95\%$	Etisalat	TN	93.51
		Idea	MBI	94.58
		Idea	RAJ	87.33
Percentage of calls answered by the operators (voice to voice) within 60 seconds	$\geq 90\%$	Aircel	ASM	62.10
		Aircel	GUJ	65.74
		Aircel	HP	89.34
		Aircel	MP	86.25
		Aircel	NE	89.37
		Aircel	TN	86.11
		Aircel	UPE	87.43
		Airtel	AP	85.84
		Airtel	MBI	89.00
		Airtel	RAJ	88.00
		BSNL	AP	72.00
		BSNL	CHN	84.00
		BSNL	KR	67.50
		BSNL	TN	83.00
		BSNL	UP-W	81.15
		Idea	AP	52.36
		Idea	DLI	89.06
		Idea	HR	86.11
		Idea	KR	86.91
		Idea	KTK	49.20
		Idea	MP	83.94
		Idea	PB	88.74
		Idea	RAJ	62.36
		Idea	TN	56.58
		Idea	UP-E	64.48

Parameter	Benchmark	Service Provider	Service Area	Performance
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	Idea	UP-W	68.97
		MTNL CDMA	MBI*	84.04
		RCOM CDMA	AP	86.58
		RCOM CDMA	MH	86.13
		RCOM CDMA	MBI	88.18
		RCOM GSM	AP	83.37
		RCOM GSM	GUJ	80.75
		RCOM GSM	MH	83.58
		RCOM GSM	PB	79.18
		RTL	ASS	86.68
		RTL	BH	89.21
		RTL	OR	87.65
		TATA CDMA	MBI	87.00
		TATA GSM	AP	86.00
		Uninor	AP	70.73
		Uninor	GUJ	81.00
		Uninor	KOL	89.21
		Uninor	KTK	88.71
		Uninor	MBI	66.57
		Uninor	MH	70.55
		Uninor	TN	86.42
		Vodafone	ASM	84.85
		Vodafone	KTK	86.99
		Vodafone	NE	86.40
		Vodafone	RJ	74.77
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	Aircel	MH	97.00
		Aircel	MBI	98.00
		Idea	KTK	98.24
		Idea	NE	98.44
Time taken for refund of deposits after closures	100% within 60 days	Idea	ASS	33.33
		Idea	NE	33.33
		TATA CDMA	AP	99.00
		TATA CDMA	HR	99.00
		TATA CDMA	KOL	99.00

Parameter	Benchmark	Service Provider	Service Area	Performance
		TATA CDMA	MH	99.00
		TATA CDMA	MBI	99.00
		TATA CDMA	TN	99.00
		TATA GSM	AP	67.00

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

Section B: Quality of Service Performance of Wireline Service Providers

Table 4.3: QoS Summary - Wireline Service

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			QE September 2011		QE December 2011	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(i)	Fault incidences per 100 subs/month	≤ 5	14	15.91%	10	11.36%
(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%	33	37.50%	20	22.73%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	21	23.86%	19	21.59%
(iii)	MTTR	<8Hrs	10	11.36%	7	7.95%
(iv) a	Call Completion Rate (in local network)	≥ 55%	4	4.55%	2	2.27%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	1	1.14%	1	1.14%
(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%	5	5.68%	13	14.77%
(vii)	Metering & billing credibility – Pre-paid #	≤ 0.1%	-	-	3	3.41%
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	17	19.32%	17	19.32%
(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	16	18.18%	15	17.05%

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			QE September 2011		QE December 2011	
			Out of 88 In Nos.	Out of 88 In %age	Out of 88 In Nos.	Out of 88 In %age
(x)	Response time to the customer for assistance					
(x) a	Accessibility of call centre/ customer care	≥ 95%	15	17.05%	15	17.05%
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	16	18.18%	7	7.95%
(xi)	Termination / closure of service	100% within 7 days	17	19.32%	2	2.27%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	9	10.23%	5	5.68%

NOTE : 1) As per "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 ", the service providers who cannot measure and report Call Completion Rate (CCR) due to constraint in network architecture may opt to measure and report their performance on Answer to Seizure Ratio (ASR). M/s RCOM have reported the ASR for 20 licensed service areas. Therefore, * 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" except M/s BSNL because most of the service providers are not providing pre-paid service in Basic (Wireline) service.

:

Table 4.4: QoS Parameters not reported by the service providers - wireline

S.No.	Service Provider	Parameters
1	BSNL	<ul style="list-style-type: none"> • Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark). • Metering and Billing credibility - post paid(A&N). • Metering and Billing credibility - pre paid(A&N,AP,ASM). • Resolution of billing/charging/validity complaints(AP,AS,BR, Chattishgarh,GJ,J&K,JHAR,MP,NE-1,PB,RJ,TN,UPE, UPW, Uttranchal). • Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints(A&N,ASS,BR,HP, HR, JHAR, KTK, KER,MP,NE-1,NE-II,PB,TN,UPE,UPW,WB). • %age requests for Termination / Closure of service complied within 7 days(A&N,AP,ASM,BR,CH,Chattishgarh, GUJ,HP,HR,J&K, JHAR, KOL, KR,KTK,MH,MP,NE-I,NE-II,OR,PB,RJ,TN,UPE,UPW, Uttranchal, WB).
2	Sistema Shyam	<ul style="list-style-type: none"> • Accessibility of call centre/ customer care (Rajasthan)
3	Tata Teleservices	<ul style="list-style-type: none"> • %age requests for Termination / Closure of service complied within 7 days (All circles)
4	RCOM	<ul style="list-style-type: none"> • Call Completion Rate (All Circles)

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

- a. Faults incidences (No. of faults/ 100 Subs./month)
- b. % of faults repaired within 3 days
- c. % of faults repaired within 5 days
- d. Mean Time to Repair (MTTR).
- e. Call Completion Rate (CCR).
- f. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints.
- g. Percentage of calls answered by the operators (voice to voice) within 60 seconds.

- h. %age requests for Termination / Closure of service complied within 7 days.
 - i. Time taken for refund of deposits after closures.
- 4.5 The performance has deteriorated as compared to the previous quarter, in respect of the following parameters:
 - a. Metering and billing credibility - post paid
 - b. Metering and Billing credibility - pre paid
- 4.6 The performance of the Wireline Service Providers is at same level as compared to the previous quarter in respect of the following parameters:
 - a. Answer to Seizure Ratio (ASR)
 - b. Point of Interconnection (POI) Congestion
 - c. Resolution of billing/ charging/ validity complaints
 - d. Accessibility of call centre/ customer care

Table 4.5: Parameter wise QoS of Wireline Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	≤ 5	BSNL: Chhatishgarh(6.37),HP(6.72),KOL(5.72),KR (6.32), MH (6.24),Uttranchal(5.38) MTNL: Delhi(6.48), Mumbai(5.99).
% Fault repaired by next working day	$\geq 90\%$	BSNL: A&N(85.86%),HP(87.53%),J&K(57.82%),KOL (67.58%),KR(73.08%),MH(83.76%),WB(86.14 %) MTNL: Delhi(81.09%) HFCL: Punjab(89.27%)
% Fault repaired within 3 days	$\geq 100\%$	BSNL: A&N(61.53%),AP(97.35%),ASM(98.70%),BR (96.66%), J&K(74.48%),JHAR(98.48%),KOL(77.32%),K R(87.78%),KTK(97.30%),MH(89.18%),OR(99. 97%),PB(99.59%),RAJ(99.98%),TN(99.47),UPE (99.24%),UPW(99.45%),UTT (97.76%),WB92.98%) BHARTI AIRTEL: MP(98.79%) MTNL: Mumbai(96.85%)
% Fault repaired within 5 days	$\geq 100\%$	BSNL: A&N(74.09%),AP(98.25),ASM(99.99%), BR(99.86%),CH(99.37%), Chhatishgarh(99.51%),GUJ(99.76%),HP(98.4 2%),J&K(92.61%),KR(84.39%),,KTK(94.20%), MH(99.42%),PB(99.81%).RAJ(99.94%),TN(99. 97%), UPE (99.38%), UPW(99.86%), UTT(99.51%), WB(94.27%).
MTTR	$<8\text{Hrs}$	BSNL: A&N(10.18),AP(9.24),KER(21.05),WB(9.69) MTNL: DEL(9.06),Mumbai(12.80) TCIL: Punjab(16.53)
Call Completion Rate (in local network)	$\geq 55\%$	BSNL: MH(54.92%),MP(53.20%)
Answer to Seizure Ratio (ASR)	$\geq 75 \%$	MTNL: Mumbai(57.09%)
Metering and billing credibility - post paid	$\leq 0.1\%$	RCOM: CH(3.79%),DEL(3.71%),GUJ(4.43%), MUM(0.28%) BHARTI: AP(0.45%),DEL(0.13%),GUJ(0.23%), KTK(0.30%),MH(0.18%), MP(0.34%),MUM(0.26%),TN(0.21%),UPW(0.1 6%).

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Metering and billing credibility - pre paid	≤ 0.1%	BSNL: Guj(3.44%), KER(12.30%), MP(3.00%)
Resolution of billing/charging/validity complaints (Benchmark 100% within 4 weeks)	100% within 4 weeks	BSNL: HR(96.00%), MH(78.00%) MTNL: Delhi(91.92%) BHARTI: AP(91.71%), DEL(97.98%), GUJ(99.45%), HR(99.07%), KER(90.57%), KOL(97.90%), KTK(88.26%), MH(98.79%), MP(99.56%), MUM(99.56%), PB(99.68%), TN(91.22%), UPE(99.34%), UPW(98.95%)
Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints	1 week of resolution of complaint	BHARTI: AP(74.03%), DEL(71.78%), GUJ(53.09%), HR(71.43%), KER(74.32%), KOL(65.71%), KTK(73.30%), MH(58.41%), MP(53.79%), MUM(59.76%), PB(67.14%), RAJ(77.27%), TN(79.59%), UPE(82.54%), UPW(70.11%)
Accessibility of call centre/ customer care	≥ 95%	BSNL: AP(94.54%), BR(94.22%), Chattishgarh(94.39%), HP(92.89%), HR(93.85%), J&K(92.28%), JHAR(93.14%), MH(91.45%), RJ(93.35%), TN(94.80%), UPE(92.63%), Uttranchal(93.42%) Mumbai: (93.82%) TCIL: BR(70.00%), KOL(82.00%)
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	BHARTI: DEL(99.80%), GUJ(93.94%), KTK(99.51%), MUM(95.83%), TN(99.26%)
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	MTNL: DEL(90.93%), MUM(94.96%),
Time taken for refund of deposits after closures	100% within 60 days	BHARTI: DEL(99.80%), GUJ(93.94%), KTK(99.51%), MUM(95.83%), TN(99.26%)

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 188 Internet Service Provider, who have submitted their Performance Monitoring Reports to TRAI for the quarter ending December, 2011 only 14 ISPs are providing Dial-up service. However, all the 14 ISPs do not come under the purview of Top twenty Internet service providers. The following Dial-up Access services that come under top twenty have been taken into account for the analysis in this quarter.

Table 4.6: Performance on ISPs Quality of Service

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints			
		Service Activatio n time	Service Accessibility					GOS on the link connect ing to PSTN node to ISP				
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavaila bility 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.	Same day	34 Sec	99.00%	99.90%	99.90%	1%	99.90%	<7 hrs			
2	RELIANCE COMM. INFRASTRUCT URE LTD	Online	<20 Sec	98.00%	100.00%	—	Nil	NR	<8 hrs			
3	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Instantane ous	30 Sec	99.78%	100.00%	—	Nil	0.01	5 Min			
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	99.99%	—	—	Nil	0.005	15 Min			
4	BHARTI AIRTEL LTD.	Online	30-40 Sec	99.80%	100.00%	100.00%	<0.015% (DNF)	<0.01	8.38 hrs			

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints			
		Service Activatio n time	Service Accessibility					GOS on the link connect ing to PSTN node to ISP				
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavaila bility 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			
5	TATA COMMUNICAT IONS LTD	Online	30Sec	80.00%	90.00%	99.00%	58 hrs	<1%	10-15 Min			
6	QUADRANT TELEVENTUR ES LTD.	NR	30Sec	99.99%	100.00%	-	NR	0.002	3.04 hrs			
7	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min			
8	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NR			
9	TATA TELESERVICE S (MH) LTD.	Online Immediate	17 Sec	99.00%	100.00%	NA	100%	0.001	6.52 hrs			
10	BROADBAND PACENET INDIA PVT.LTD.	99.95%	100%	80.00%	99.00%	100.00%	<2%	98.00%	72 hrs			

Note:-

NR= Not Reported

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 except M/S Tata Communications Limited 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 M/s Sify Ltd. has not reported the data. All the ISPs except M/s Broadband Pacenet India Pvt.Ltd have met the TRAI benchmark.

B. Broadband Service

- 4.15 Out of 155 Broadband Service providers, 28 Service Providers are having subscriber base > 10,000 and these 28 Service providers share the 99.07% of total subscriber base. This report covers performance of 26 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI, as the remaining two service providers i.e. M/s Zylog Systems and M/s D-Vios, did not submit their performance monitoring report during the quarter inspite of having the requisite subscribers base.

Table 4.7: 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 <ul style="list-style-type: none"> • %age of connections provided within 15 days of registration of demand 	100% in <= 15 working days	<u>BSNL</u> AP(98.90%), Assam(97.70%), J&K(99.80%), KTK(99.90%), MH(99.90%), Punjab(99.98%), Uttarakhand(99.99%), UP(E) (98.70%) WB(95.80%), A&N(52.70%) <u>MTNL</u> - Delhi(97.07%) Mumbai(94.32%) <u>Hathway</u> - MH(99.80%) <u>Sify</u> - All India (94.99%) <u>Quadrant Televentures</u> - Punjab(99.86%) <u>Tata Teleservices</u> - MH&Goa(6.00%) <u>Beam Telecom</u> - Hyd(97.66%) <u>Tikona</u> - All India(97.07%) <u>Rajesh Multichannel</u> - Mumbai(94.00%) <u>Syscon Infoway</u> - Mumbai (96.00%) <u>You Broadband</u> - All India(99.13%) MH(98.79%),Guj(99.20%),KTK(99.04%), TN(99.60%), AP(99.30%) <u>Spectranet</u> - All India(99.39%) <u>Tata Communications</u> - AP(99.48%), Mumbai(99.00%), Punjab(99.00%)
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	<u>BSNL</u> - Assam(82.50%),Kol(88.30%) <u>MTNL</u> - Delhi (71.77%) Mumbai(84.63%) <u>Hathway</u> - Guj(87.00%) MH(88.00%), Goa(86.00%) <u>Sify</u> - All India (73.17%) <u>You Broadband</u> - All India(71.80%) MH(72.22%), Guj(76.58%), KTK(60.67%), TN(64.42%), HR(82.34%), AP(61.71%) <u>Tata Communications</u> - Assam(88.00%) TN & Pondicherry(88.00%)
	% of faults repaired within 3 working day	=>99%	<u>BSNL</u> - Assam(86.30%) J&K(98.70%), WB(98.97%) <u>MTNL</u> - Delhi(89.02%), Mumbai(93.61%) <u>Hathway</u> - Delhi(97.00%), MH(96.40%) Punjab(97.00%), UP(98.00%), Chhattisgarh(97.00%) <u>Sify</u> - All India(39.47%) <u>You Broadband</u> - All India(95.70%) MH(95.94%), Guj(96.50%), KTK(89.47%), TN(93.52%), HR(98.07%), AP(94.80%) <u>Tata Communications</u> - Assam(96.00%) Mumbai(95.00%) TN& Pond.(97.00%), Bihar & Jharkhand(96.00%)

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
3	Billing Performance		
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	BSNL - KTK(99.98%), Uttaranchal(99.90%), MTNL - Delhi 98.01% Bharti Airtel - AP(93.00%), Delhi(95.00%), Guj(96.00%), HR(92.00%), KTK(88.00%), Kerala(85.00%), Kol(86.00%), MP&CG(99.00%), MH(98.00%), Mumbai(97.00%), Punjab(97.00%), TN(92.00%), UP(E)96.00%, UP(W)(92.00%) Tata Teleservices MH&Goa(94.00%) Asianet Satellite - Kerala(99.99%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	BSNL - Uttaranchal(99.90%) Rajesh Multichannel - Mumbai (00.00%) Tata Teleservices - MH&Goa(97.00%)
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	Hathway - MH(51.00%) Tikona Digital - All India(22.33%) Vasai Cable - Mumbai(73.97%)
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	MTNL - Mumbai(73.23%) Tikona Digital Networks - All India (37.67%) Vasai Cable - Mumbai (73.97%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	Alliance - Kolkata (7 links) Five Networks - All India(12 links) Softeng Computers - All India (5 links)
	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	Benchmark 0	MTNL- Delhi -(1.33%) Syscon Infoway - Mumbai(4 links) Vasai Cable - Mumbai (1 link) Five Networks - All India (5500)
	%age International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Benchmark <90%	Syscon Infoway - Mumbai(98.00%)

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
	Broadband Connection Speed available(download) from ISP node to user	Benchmark > 80%	<u>BSNL</u> - A&N(15.00%)
6	Service availability/uptime (for all users) in %age		
	Service availability/uptime (for all users) in %age	Benchmark >98%	<u>Hathway</u> - Delhi(97.00%), Punjab(97.87%) <u>Tata Communications</u> - Kerala & Lakshadweep(97.00%), TN & Pond.(92.00%) <u>Ortel Communications</u> - Ortel(96.18%) <u>Vasai Cables</u> - Mumbai(97.55%)

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

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

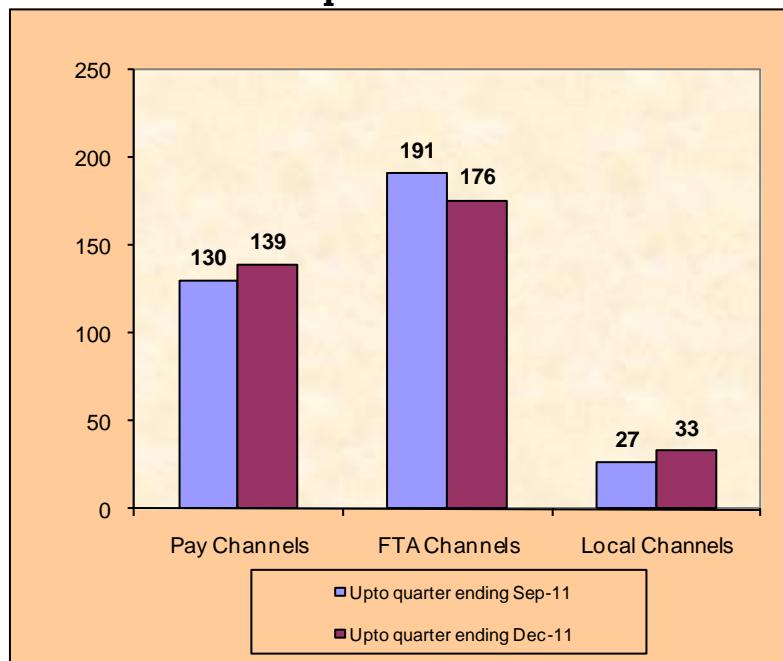
Table 5.1: Key Parameters

S.No	Parameter	QE Sep-11	QE Dec-11
1	Number of Broadcasters/ Distributors	24	25
2	Number of private satellite TV channels registered with Ministry of I&B	762	825
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	161	163
4	Maximum number of Pay TV Channels carried by certain cable operator	130	139
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	191	176
6	Private FM Radio stations in operation	245	245
7	Private DTH Operators	6	6
8	Licensees of community radio stations	157	160
9	Operational community radio station	118	121
10	Number of permitted Teleports	87	87
11	Number of Set top boxes in CAS notified areas of Delhi , Mumbai, Kolkata and Chennai	8,19,960	8,53,737

Cable TV Services

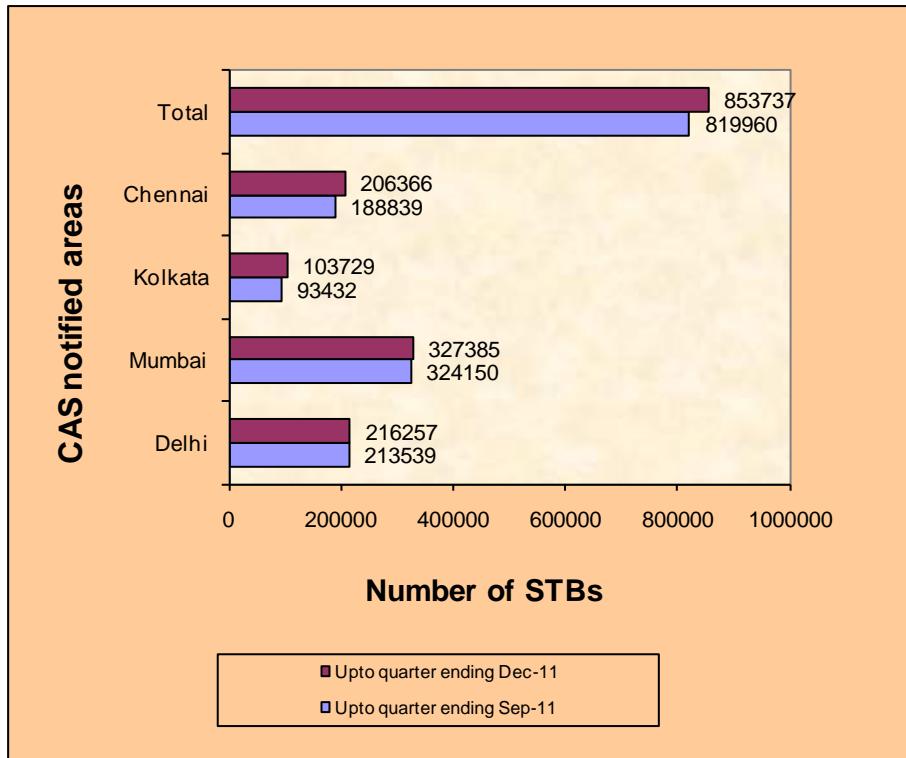
5.1 Chart 5.1 depicts the maximum number of Free-to-Air (FTA) channels, Pay channels and local channels being carried by the Multi System Operators (MSOs) in their network across the country. This is based on the reports received from some of the major service providers regarding the number of channels 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 176 and 139 respectively in the QE Dec-11. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.
- 5.3 Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 277, whereas in conventional analogue form, the maximum number of channels being carried any by the reported MSOs is 100 channels.
- 5.4 At the end of the quarter Sep-11, there were 8,19,960 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has increased to 8,53,737 at the end of Dec-11.

Chart 5.2: Set Top Boxes (STBs)



Satellite TV Channels

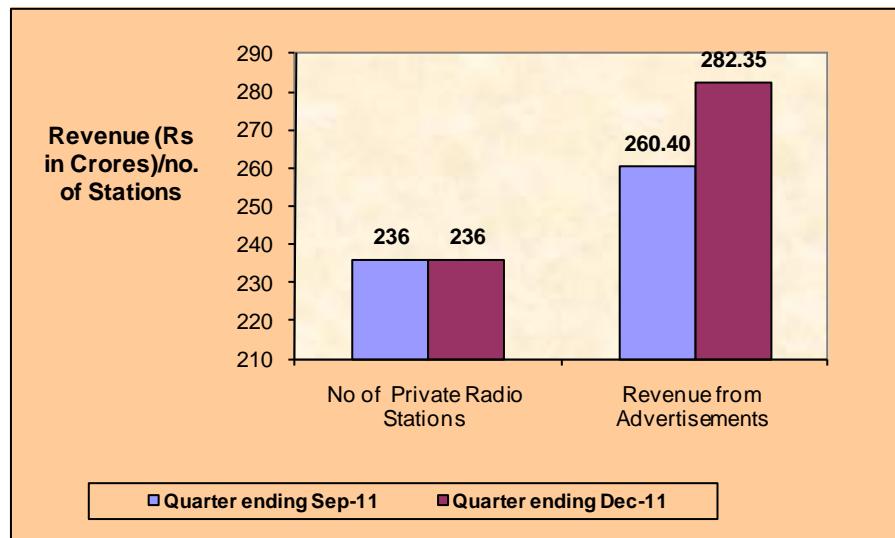
- 5.5 At the end of Dec-11, total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 825.
- 5.6 There are 163 pay TV channels which have been taken on records in respect of their rates as on December 2011. These 163 channels are being broadcasted/ distributed by 25 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.

- 5.7 During the quarter ending Dec-11, 3 new pay channels i.e. (i) Big Magic, (ii) 9X Tashan & (iii) Sarthak TV were launched and one channel namely “Firangi” was converted from Pay to FTA by the broadcasters /distributors.

FM Radio Services

- 5.8 Apart from All India Radio of Prasar Bharti – a public broadcaster, there are 245 FM Radio stations in operation at the end of Dec-11. The list of 245 private FM Radio stations is at Annexure-5.2.
- 5.9 The total Advertisement Revenue during the quarter ending Sep-11 in respect of 236 private FM Radio stations was ₹260.40 crore and for quarter ending Dec-11 in respect of 236 private Radio stations, the total Advertisement Revenue was ₹282.35 crore. The reports prepared on the basis of reports submitted by the FM Radio service providers. 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

5.10 At the quarter ending Sep-11, out of 157 licensees of community radio stations, 118 stations were in operation. In the quarter ending Dec-11, 3 licenses were issued. Now, out of 160 licensees, 121 stations are in operation.

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

	As on 31.12.2011
Total No. of Applications Received	973
No. of Licenses issued	160
No. of Letters of Intent Issued	363
No. of Applications rejected	361
No. of stations operational	121

Source: Ministry of Information & Broadcasting

DTH Services

5.11 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 31.12.2011, their reported registered subscriber base is 44.21 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.12 As per the information available on the website of Ministry of Information and Broadcasting, there are 87 total numbers of permitted Teleports as on 31.12.2011. A list of the permitted Teleports is at Annexure-5.4.

Annexures

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

SL NO	Service Provider	Area for which licensed with No.	UASL	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) 20		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 240

CMTSs 37

Total 277

Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea/Spice (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11
Andhra Pradesh	73,13,071	70,57,478	1,75,43,731	1,77,99,477	88,14,749	95,02,047	17,78,237	19,02,133	40,17,005	44,71,656
Assam	17,80,174	19,23,161	34,40,564	35,35,202	3,07,731	3,05,312	36,39,355	37,04,780	24,62,502	26,41,158
Bihar	54,34,847	57,08,731	1,63,72,973	1,67,17,806	51,22,796	53,15,012	48,36,771	50,14,778	55,25,089	58,69,523
Delhi	81,61,323	82,70,357	84,40,357	85,25,943	42,74,022	43,53,653	23,03,559	23,28,051	43,19,152	44,93,584
Gujarat	1,53,30,567	1,56,02,586	67,86,155	68,03,860	74,73,029	76,52,235	6,40,249	5,88,260	53,20,985	51,84,383
Haryana	42,44,337	43,18,417	22,52,561	22,72,637	35,52,946	34,04,573	5,35,578	5,57,768	31,42,656	31,58,104
Himachal Pradesh	3,92,233	4,19,262	17,42,796	17,74,268	4,03,346	4,28,431	6,76,110	6,82,359	15,04,445	15,15,368
Jammu & Kashmir	6,07,948	6,72,276	19,49,520	20,12,929	1,54,241	1,57,225	14,96,257	15,40,464	5,31,804	5,20,976
Karnataka	67,52,649	65,92,047	1,51,34,765	1,52,47,038	46,10,753	53,53,391	16,56,806	17,09,850	44,75,347	45,37,870
Kerala	56,63,785	58,09,868	34,89,607	34,99,504	72,92,186	74,24,470	24,70,924	24,51,546	17,84,797	18,32,709
Madhya Pradesh	34,17,602	36,89,068	95,78,239	95,94,351	1,23,61,239	1,31,49,755	7,50,829	8,00,335	77,06,569	78,35,590
Maharashtra	1,21,59,506	1,25,64,117	90,59,413	93,14,783	1,39,75,703	1,48,47,286	11,40,080	11,94,827	68,89,292	72,73,512
Mumbai	60,33,153	61,03,637	36,77,397	37,09,284	24,11,871	27,26,879	11,39,159	11,63,956	40,63,833	47,15,749
North East	8,79,899	9,36,435	21,52,503	21,83,305	2,14,131	2,03,796	23,44,899	24,04,365	7,99,872	8,74,352
Orissa	23,99,585	24,69,064	57,05,644	58,44,248	6,69,135	9,04,833	26,36,381	26,98,928	37,81,637	39,27,744
Punjab	43,09,584	44,19,821	68,33,634	69,20,713	48,98,022	51,02,506	7,66,707	8,53,222	38,22,263	38,89,172
Rajasthan	89,30,277	91,66,448	1,29,03,873	1,34,77,509	32,05,315	36,24,750	10,51,189	13,23,712	52,50,349	52,88,348
Tamil Nadu (incl. Chennai)	1,19,03,932	1,21,46,209	1,31,11,896	1,32,44,114	17,36,664	20,40,275	2,10,45,433	2,16,08,522	44,81,053	45,63,122
UP(E)	1,42,58,211	1,44,34,048	1,33,83,415	1,37,73,095	65,69,496	69,69,806	21,20,118	23,25,744	70,26,778	72,64,444
UP(W)	92,77,895	94,13,864	65,75,163	66,20,368	95,68,967	98,29,965	20,15,481	19,78,571	62,91,382	63,87,635
Kolkata	44,40,616	44,71,199	37,45,605	37,91,510	9,40,631	11,82,440	16,82,576	17,38,401	33,45,436	31,86,773
West Bengal	1,13,01,041	1,15,58,663	89,02,960	89,90,872	16,23,403	19,01,471	30,68,223	30,73,839	53,98,664	52,84,790
Total	14,49,92,235	14,77,46,756	17,27,82,771	17,56,52,816	10,01,80,376	10,63,80,111	5,97,94,921	6,16,44,411	9,19,40,910	9,47,16,562

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11
Andhra Pradesh	48,08,011	48,39,582	53,96,821	53,53,603	30,13,658	24,03,747	86,28,897	86,05,785	2,57,842	2,29,531
Assam	-	-	-	-	1,24,864	1,27,243	14,14,842	14,93,374	1,08,715	1,05,113
Bihar	35,26,107	35,84,608	28,33,217	29,05,782	24,15,615	20,06,691	56,89,530	56,27,274	3,94,819	3,94,780
Delhi	39,98,126	40,88,918	-	-	54,30,505	49,33,285	-	-	-	-
Gujarat	29,04,241	29,01,236	24,45,606	25,23,430	15,72,784	13,12,461	38,21,777	38,27,939	2,64,254	2,55,240
Haryana	11,15,410	10,92,941	16,84,896	16,35,454	13,74,516	11,45,872	29,36,126	29,01,815	60,943	26,966
Himachal Pradesh	3,35,738	3,31,964	2,84,689	2,82,075	1,31,979	1,15,904	16,52,265	16,50,694	70,530	69,228
Jammu & Kashmir	3	4	-	-	1,18,794	1,15,815	8,70,448	9,12,294	79,551	79,144
Karnataka	33,39,799	33,44,956	58,41,733	57,54,527	11,83,067	10,42,458	58,66,696	61,78,981	4,33,042	3,81,533
Kerala	23,95,875	24,02,172	18,42,217	18,68,626	5,10,618	4,64,989	60,87,410	64,67,952	3,73,071	3,40,436
Madhya Pradesh	43,00,290	44,12,958	34,99,475	36,57,512	12,12,966	10,98,049	42,98,129	42,77,809	5,16,855	4,99,675
Maharashtra	34,11,211	34,67,665	48,79,221	45,79,836	57,84,125	48,62,082	58,75,967	56,89,187	3,73,777	2,14,559
Mumbai	38,88,109	39,17,961	25,67,835	25,31,622	36,05,122	28,07,805	-	-	-	-
North East	-	-	-	-	77,126	75,908	14,53,842	14,06,606	1,45,380	1,46,808
Orissa	7,91,650	8,03,796	17,40,049	18,46,963	7,11,406	5,46,573	38,41,354	41,03,086	2,20,436	1,31,243
Punjab	9,98,295	10,01,213	21,26,456	21,48,736	14,32,979	13,97,660	46,30,317	46,73,097	60,883	58,105
Rajasthan	23,49,693	23,66,570	16,94,725	18,52,340	25,44,907	20,82,615	52,83,309	54,79,462	2,45,193	2,17,733
Tamil Nadu (incl. Chennai)	41,37,287	41,52,343	35,49,527	34,78,418	9,11,521	7,87,431	87,12,145	90,41,321	4,55,116	4,48,937
UP(E)	53,31,105	51,93,467	30,70,442	32,20,791	15,84,923	13,12,676	97,39,114	97,81,355	4,77,673	4,58,229
UP(W)	34,89,168	33,41,500	24,98,489	26,36,922	27,39,169	23,39,792	44,78,312	45,15,054	1,58,935	1,57,969
Kolkata	20,86,382	21,30,203	17,47,955	18,37,791	14,81,690	12,68,708	23,15,812	23,52,114	37,457	36,861
West Bengal	19,39,777	19,88,309	22,73,114	25,01,469	8,34,932	6,29,165	33,14,480	34,42,306	1,49,298	82,210
Total	5,51,46,277	5,53,62,366	4,99,76,467	5,06,15,897	3,87,97,266	3,28,76,929	9,09,10,772	9,24,27,505	48,83,770	43,34,300

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		Quadrant (HFCL) (GSM)		Quadrant (HFCL) (CDMA)		Loop (GSM)	
	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11
Andhra Pradesh	-	-	-	-	5,54,288	6,12,536	-	-	-	-	-	-
Assam	-	-	-	-	330	930	-	-	-	-	155	325
Bihar	-	-	-	-	12,89,118	15,34,689	-	-	-	-	127	324
Delhi	25,86,791	26,48,421	1,36,467	1,34,821	9,39,112	10,80,970	-	-	-	-	-	-
Gujarat	-	-	-	-	75,378	1,18,862	-	-	-	-	9	69
Haryana	-	-	-	-	1,96,917	2,21,355	-	-	-	-	90	95
Himachal Pradesh	-	-	-	-	23	33	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	15	20	-	-	-	-	-	-
Karnataka	-	-	-	-	17,46,711	20,46,800	-	-	-	-	216	521
Kerala	-	-	-	-	5,68,810	6,13,862	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	278	1,772	-	-	-	-	127	220
Maharashtra	-	-	-	-	5,99,103	6,79,159	-	-	-	-	104	325
Mumbai	27,34,873	27,76,981	1,25,316	1,20,942	7,68,595	7,33,740	-	-	-	-	31,93,124	32,30,733
North East	-	-	-	-	24	150	-	-	-	-	29	41
Orissa	-	-	-	-	144	285	-	-	-	-	722	912
Punjab	-	-	-	-	135	617	11,63,917	11,53,117	60,566	39,475	139	145
Rajasthan	-	-	-	-	22,33,161	23,49,997	-	-	-	-	293	389
Tamil Nadu (incl. Chennai)	-	-	-	-	15,43,277	16,97,304	-	-	-	-	-	-
UP(E)	-	-	-	-	2,70,681	4,17,579	-	-	-	-	-	-
UP(W)	-	-	-	-	2,63,040	4,16,312	-	-	-	-	-	8
Kolkata	-	-	-	-	7,04,287	8,02,124	-	-	-	-	1,744	2,274
West Bengal	-	-	-	-	15,13,072	16,77,432	-	-	-	-	-	-
Total	53,21,664	54,25,402	2,61,783	2,55,763	1,32,66,499	1,50,06,528	11,63,917	11,53,117	60,566	39,475	31,96,879	32,36,381

Annexure 1.2 (contd.)

Service Area	Stel (GSM)		Unitech (GSM)		Videocon (GSM)		Etisalat (GSM)		Total		
	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Net Additions
Andhra Pradesh	-	-	27,50,241	28,23,204	11,027	10,941	28,615	33,681	6,49,16,193	6,56,45,401	7,29,208
Assam	1,11,455	89,789	-	94	-	-	-	-	1,33,90,687	1,39,26,481	5,35,794
Bihar	19,56,431	20,59,787	34,26,728	42,04,457	19,823	20,515	34,277	40,221	5,88,78,268	6,10,04,978	21,26,710
Delhi	-	-	-	-	-	-	7,25,869	7,60,160	4,13,15,283	4,16,18,163	3,02,880
Gujarat	-	-	21,89,373	30,54,752	12,66,412	11,49,514	26,640	31,457	5,01,17,459	5,10,06,284	8,88,825
Haryana	-	-	-	165	7,78,687	7,73,634	11,065	14,177	2,18,86,728	2,15,23,973	(3,62,755)
Himachal Pradesh	4,41,927	4,57,963	-	61	87,139	78,588	-	-	77,23,220	78,06,198	82,978
Jammu & Kashmir	-	-	-	23	-	-	-	-	58,08,581	60,11,170	2,02,589
Karnataka	-	-	12,75,396	15,72,226	12,016	11,946	22,662	27,844	5,23,51,658	5,38,01,988	14,50,330
Kerala	-	-	7,20,681	7,19,519	3,15,352	2,47,419	10,213	12,246	3,35,25,546	3,41,55,318	6,29,772
Madhya Pradesh	-	-	150	769	12,09,489	10,62,933	61,424	73,767	4,89,13,661	5,01,54,563	12,40,902
Maharashtra	-	-	26,26,482	38,65,221	13,796	13,739	28,951	33,768	6,68,16,731	6,86,00,066	17,83,335
Mumbai	-	-	12,03,710	13,26,201	11,36,735	9,03,068	4,14,709	4,65,247	3,69,63,541	3,72,33,805	2,70,264
North East	43,079	34,536	-	32	-	-	-	-	81,10,784	82,66,334	1,55,550
Orissa	9,43,502	9,07,306	12,77,692	12,97,817	10,548	10,670	-	-	2,47,29,885	2,54,93,468	7,63,583
Punjab	-	-	230	328	-	-	14,283	17,902	3,11,18,410	3,16,75,829	5,57,419
Rajasthan	-	-	-	282	10,329	10,568	28,922	34,815	4,57,31,535	4,72,75,538	15,44,003
Tamil Nadu (incl. Chennai)	-	-	14,15,965	14,26,080	13,49,190	11,01,925	26,603	30,511	7,43,79,609	7,57,66,512	13,86,903
UP(E)	-	-	49,77,930	65,34,887	19,738	16,724	41,050	48,198	6,88,70,674	7,17,51,043	28,80,369
UP(W)	-	-	37,05,581	43,86,953	9,470	8,830	40,525	46,092	5,11,11,577	5,20,79,835	9,68,258
Kolkata	-	-	13,87,354	15,50,799	10	1,967	-	-	2,39,17,555	2,43,53,164	4,35,609
West Bengal	-	-	26,96,791	35,42,995	19,520	19,902	-	-	4,30,35,275	4,46,93,423	16,58,148
Total	34,96,394	35,49,381	2,96,54,304	3,63,06,865	62,69,281	54,42,883	15,15,808	16,70,086	87,36,12,860	89,38,43,534	2,02,30,674

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		Quadrant (HFCL)		Sistema		Tata	
	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11
Andhra Pradesh	1,25,472	1,25,010	87,518	88,155	-	-	-	-	1,66,902	1,71,570
Assam	-	-	-	-	-	-	-	-	2,459	2,595
Bihar	-	-	4,749	4,790	-	-	-	-	9,155	9,899
Delhi	10,74,054	10,73,939	1,80,282	1,81,861	-	-	-	-	66,648	75,034
Gujarat	55,120	54,932	1,13,904	1,11,453	-	-	-	-	65,534	66,713
Haryana	23,650	23,758	4,659	4,784	-	-	-	-	16,221	17,302
Himachal Pradesh	-	-	4,462	4,462	-	-	-	-	1,766	1,829
Jammu & Kashmir	-	-	-	-	-	-	-	-	243	327
Karnataka	4,90,798	4,89,456	1,09,477	1,10,426	-	-	-	-	1,13,896	1,18,385
Kerala	55,570	55,416	55,260	55,773	-	-	-	-	11,910	12,337
Madhya Pradesh	3,04,935	2,99,205	34,783	35,417	-	-	-	-	7,620	9,495
Maharashtra	70,115	69,995	99,657	1,00,860	-	-	-	-	2,17,543	2,23,657
Mumbai	3,31,851	3,30,555	2,27,257	2,29,521	-	-	-	-	5,35,153	5,42,151
North East	-	-	-	-	-	-	-	-	224	234
Orissa	-	-	4,146	4,113	-	-	-	-	7,046	7,194
Punjab	1,05,578	1,05,396	35,097	33,016	1,96,383	1,98,744	-	-	16,201	15,508
Rajasthan	39,279	39,150	24,685	25,253	-	-	44,835	47,699	5,047	5,485
Tamil Nadu (incl. Chennai)	4,85,702	4,84,083	1,44,312	1,46,167	-	-	-	-	59,700	61,821
U.P.(E)	50,401	50,239	39,405	40,080	-	-	-	-	12,947	13,078
U.P.(W)	24,136	24,062	5,650	5,683	-	-	-	-	7,551	7,444
Kolkata	91,660	92,099	83,095	81,789	-	-	-	-	29,763	30,325
West Bengal	-	-	2,398	2,228	-	-	-	-	5,543	5,719
Total	33,28,321	33,17,295	12,60,796	12,65,831	1,96,383	1,98,744	44,835	47,699	13,59,072	13,98,102

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Total		
	Sep-11	Dec-11	Sep-11	Dec-11	Sep-11	Dec-11	Net Additions
Andhra Pradesh	-	-	19,72,556	19,66,602	23,52,448	23,51,337	-1,111
Assam	-	-	2,49,718	2,29,088	2,52,177	2,31,683	-20,494
Bihar	-	-	5,94,652	5,94,446	6,08,556	6,09,135	579
Delhi	15,47,440	15,54,281	-	-	28,68,424	28,85,115	16,691
Gujarat	-	-	16,54,531	16,37,087	18,89,089	18,70,185	-18,904
Haryana	-	-	5,74,579	5,54,818	6,19,109	6,00,662	-18,447
Himachal Pradesh	-	-	3,17,999	3,09,242	3,24,227	3,15,533	-8,694
Jammu & Kashmir	-	-	2,12,574	2,06,966	2,12,817	2,07,293	-5,524
Karnataka	-	-	20,04,758	19,89,078	27,18,929	27,07,345	-11,584
Kerala	-	-	31,32,965	30,82,352	32,55,705	32,05,878	-49,827
Madhya Pradesh	-	-	8,70,342	8,53,788	12,17,680	11,97,905	-19,775
Maharashtra	-	-	23,45,167	22,73,011	27,32,482	26,67,523	-64,959
Mumbai	18,97,801	18,99,485	-	-	29,92,062	30,01,712	9,650
North East	-	-	2,56,857	2,53,057	2,57,081	2,53,291	-3,790
Orissa	-	-	5,60,989	4,56,115	5,72,181	4,67,422	-1,04,759
Punjab	-	-	11,62,971	11,32,502	15,16,230	14,85,166	-31,064
Rajasthan	-	-	11,00,774	10,79,720	12,14,620	11,97,307	-17,313
Tamil Nadu (incl. Chennai)	-	-	26,98,214	26,62,526	33,87,928	33,54,597	-33,331
U.P.(E)	-	-	13,27,567	12,84,226	14,30,320	13,87,623	-42,697
U.P.(W)	-	-	7,86,704	7,79,736	8,24,041	8,16,925	-7,116
Kolkata	-	-	11,56,722	9,72,575	13,61,240	11,76,788	-1,84,452
West Bengal	-	-	6,97,173	6,86,839	7,05,114	6,94,786	-10,328
Total	34,45,241	34,53,766	2,36,77,812	2,30,03,774	3,33,12,460	3,26,85,211	-6,27,249

Annexure 1.4: Service Provider wise details of PCOs

S. No.	Name of the Circle/Service Area	Service Provider	QE Sep-11	QE Dec-11	Net PCO added/ decreased during the QE Dec-11	Percentage Growth/ Decline for the QE Dec-11
1	Andaman & Nicobar	BSNL	418	416	-2	-0.48%
2	Andhra Pradesh	BSNL	112327	107407	-4,920	-4.38%
		TATA	70188	61078	-9,110	-12.98%
		Reliance	79354	71134	-8,220	-10.36%
		Bharti	722	638	-84	-11.63%
3	Assam	BSNL	27189	23271	-3,918	-14.41%
		TATA	740	590	-150	-20.27%
4	Bihar(including Jharkhand)	BSNL	76559	74665	-1,894	-2.47%
		Reliance	6415	8122	1,707	26.61%
		TATA	54,798	27,591	-27,207	-49.65%
5	Delhi	Bharti	4394	4069	-325	-7.40%
		MTNL	61691	61291	-400	-0.65%
		TATA	43717	47332	3,615	8.27%
		Reliance	6029	4406	-1,623	-26.92%
6	Gujarat	BSNL	52287	49964	-2,323	-4.44%
		Reliance	14150	12362	-1,788	-12.64%
		TATA	47667	43368	-4,299	-9.02%
		Bharti	66	36	-30	-45.45%
7	Haryana	BSNL	12437	11166	-1,271	-10.22%
		Bharti	376	378	2	0.53%
		Reliance	843	966	123	14.59%
		TATA	9678	8173	-1,505	-15.55%
8	Himachal Pradesh	BSNL	7664	7206	-458	-5.98%
		Reliance	1239	1162	-77	-6.21%
		TATA	2960	2538	-422	-14.26%
9	Jammu & Kashmir	BSNL	10159	9832	-327	-3.22%
		TATA	501	427	-74	-14.77%
10	Karnataka	BSNL	174102	166401	-7,701	-4.42%
		Bharti	16218	14691	-1,527	-9.42%
		TATA	45730	44894	-836	-1.83%
		Reliance	31850	27473	-4,377	-13.74%
11	Kerala	BSNL	79183	65737	-13,446	-16.98%
		Reliance	10528	8762	-1,766	-16.77%
		Bharti	1538	1313	-225	-14.63%
		TATA	6262	5700	-562	-8.97%
12	Madhya Pradesh (Including Chattisgarh)	BSNL	46863	42741	-4,122	-8.80%
		Bharti	9394	8450	-944	-10.05%
		Reliance	8362	6730	-1,632	-19.52%
		TATA	15678	14416	-1,262	-8.05%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Sep-11	QE Dec-11	Net PCO added/ decreased during the QE Dec-11	Percentage Growth/ Decline for the QE Dec-11
13	Maharashtra (including Mumbai)	BSNL & MTNL	262,609	256,565	-6,044	-2.30%
		TATA	294,726	275,993	-18,733	-6.36%
		Bharti	105	101	-4	-3.81%
		Reliance	49,429	43,032	-6,397	-12.94%
	Mumbai	MTNL	100103	99042	-1,061	-1.06%
		TATA	83,883	81,220	-2,663	-3.17%
		Bharti	66	65	-1	-1.52%
		Reliance	19215	17120	-2,095	-10.90%
	Maharashtra excluding Mumbai	BSNL	162506	157523	-4,983	-3.07%
		Tata	210843	194773	-16,070	-7.62%
		Bharti	39	36	-3	-7.69%
		Reliance	30214	25912	-4,302	-14.24%
14	North East	BSNL	14984	14710	-274	-1.83%
		TATA	382	198	-184	-48.17%
15	Orissa	BSNL	16775	14714	-2,061	-12.29%
		Reliance	1403	1040	-363	-25.87%
		TATA	8573	7786	-787	-9.18%
16	Punjab	BSNL	15779	15621	-158	-1.00%
		Quadrant Televentures	7370	6,330	-1,040	-14.11%
		Reliance	5523	4232	-1,291	-23.37%
		Bharti	889	558	-331	-37.23%
		TATA	20484	15195	-5,289	-25.82%
17	Rajasthan	BSNL	36646	35525	-1,121	-3.06%
		Bharti	407	329	-78	-19.16%
		Sistema Shyam	20533	20853	320	1.56%
		Reliance	7551	6114	-1,437	-19.03%
		TATA	11960	10740	-1,220	-10.20%
18	Tamil Nadu (including Chennai)	BSNL	212,956	204,736	-8,220	-3.86%
		TATA	55,455	50,193	-5,262	-9.49%
		Bharti	23,297	21,121	-2,176	-9.34%
		Reliance	49,501	43,035	-6,466	-13.06%
	Chennai	BSNL	74649	74455	-194	-0.26%
		Reliance	10053	8681	-1,372	-13.65%
	Tamil nadu (excluding Chennai)	BSNL	138307	130281	-8,026	-5.80%
		TATA	55455	50193	-5,262	-9.49%
		Bharti	23297	21121	-2,176	-9.34%
		Reliance	39448	34354	-5,094	-12.91%

Annexure 1.4 (Contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Sep-11	QE Dec-11	Net PCO added/ decreased during the QE Dec-11	Percentage Growth/ Decline for the QE Dec-11
19	Uttar Pradesh (East)	BSNL	109467	106642	-2,825	-2.58%
		Reliance	8144	8944	800	9.82%
		Bharti	694	468	-226	-32.56%
		TATA	13101	10636	-2,465	-18.82%
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	31359	30554	-805	-2.57%
		Reliance	5122	6790	1,668	32.57%
		Bharti	665	453	-212	-31.88%
		TATA	19624	17448	-2,176	-11.09%
21	West Bengal (including Kolkata)	BSNL	91,700	53,356	-38,344	-41.81%
		Reliance	11,078	13,608	2,530	22.84%
		Bharti	225	177	-48	-21.33%
		TATA	34,388	30,135	-4,253	-12.37%
	Kolkata	BSNL	52507	18066	-34,441	-65.59%
		Reliance	4566	4210	-356	-7.80%
		Bharti	225	177	-48	-21.33%
		TATA	15196	13966	-1,230	-8.09%
	West Bengal (excluding Kolkata)	BSNL	39193	35290	-3,903	-9.96%
		Reliance	6512	9398	2,886	44.32%
		TATA	19192	16169	-3,023	-15.75%
	TOTAL		25,93,180	23,74,828	- 2,18,352	-8.42%

Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	QE Sep-11	QE Dec-11	Net VPT added/ decreased during the QE Dec-11	Percentage Growth/ Decline for the QE Dec-11
1	Andaman & Nicobar	BSNL	350	350	0	0.00%
2	Andhra Pradesh	BSNL	23996	24001	5	0.02%
		TATA	1358	1358	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
3	Assam	BSNL	24291	24326	35	0.14%
4	Bihar(including Jharkhand)	BSNL	67733	67739	6	0.01%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Bharti	0	0	0	0.00%
5	Delhi	MTNL	0	0	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		BSNL	16932	16932	0	0.00%
6	Gujarat	Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
		BSNL	6678	6678	0	0.00%
7	Haryana	Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
		BSNL	17406	17406	0	0.00%
8	Himachal Pradesh	Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
		BSNL	6352	6353	1	0.02%
		BSNL	27448	27449	1	0.00%
10	Karnataka	Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
		BSNL	1372	1372	0	0.00%
11	Kerala	Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
		BSNL	70155	70156	1	0.00%
12	Madhya Pradesh (Including Chattisgarh)	Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Sep-11	QE Dec-11	Net VPT added/ decreased during the QE Dec-11	Percentage Growth/ Decline for the QE Dec-11
13	Maharashtra (including Mumbai)	BSNL& MTNL	39742	39743	1	0.00%
		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	39742	39743	1	0.003%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	2267	2267	0	0.00%
14	North East	BSNL	12438	12506	68	0.55%
15	Orissa	BSNL	44858	44858	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
16	Punjab	BSNL	12065	12065	0	0.00%
		Quadrant (formerly HFCL)	93	70	-23	-24.73%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
17	Rajasthan	BSNL	38838	38838	0	0.00%
		Bharti	0	0	0	0.00%
		Sistema Shyam	3010	3010	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
18	Tamil Nadu (including Chennai)	BSNL	15492	15492	0	0.00%
		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	13837	13837	0	0.00%
		TATA	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	QE Sep-11	QE Dec-11	Net VPT added/ decreased during the QE Dec-11	Percentage Growth/ Decline for the QE Dec-11
19	U P (East)	BSNL	74121	74121	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
20	UP (West) (incl. Uttaranchal)	BSNL	38994	39004	10	0.03%
		Reliance	0	0	0	0.00%
		Bharti	0	0	0	0.00%
		TATA	0	0	0	0.00%
21	West Bengal (including Kolkata)	BSNL	37028	37084	56	0.15%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Kolkata	BSNL	567	567	0	0.00%
		Bharti	0	0	0	0.00%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	West Bengal (excluding Kolkata)	BSNL	36461	36517	56	0.15%
		Reliance	0	0	0	0.00%
		TATA	0	0	0	0.00%
	Total		5,83,017	5,83,178	161	0.03%

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

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

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-2011	Total Internet Connections as on Sep-2011	% Growth
1	Bharat Sanchar Nigam Ltd.	A	All India	3730881	8576354	12307235	11954042	2.95
2	Reliance Communications Infrastructure Limited	A	All India	3386839	189340	3576179	2680107	33.43
3	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1499718	1038195	2537913	2477200	2.45
4	Bharti Airtel Ltd.	A	All India	1548	1369235	1370783	1412317	-2.94
5	You Broadband & Cable India Private Limited	A	All India	39461	350522	389983	301513	29.34
6	Hathway Cable & Datacom Pvt. Ltd.	A	All India	1652	358919	360571	360950	-0.11
7	Tikona Digital Networks Pvt Ltd	A	All India	1304	254107	255411	237055	7.74
8	Beam Telecom Pvt. Ltd.	B	Andhra Pardesh	0	180926	180926	158184	14.38
9	Tata Communications Limited	A	All India	55969	132149	188118	157862	19.17
10	Asianet Satellite Communications Ltd.	B	Kerala	7359	105595	112954	114200	-1.09
11	Quadrant Televntures Ltd.(HFCL Infotel Ltd.)	B	Punjab Telecom Circle	6214	98755	104969	103264	1.65
12	Data Infosys Ltd.	A	All India	101120	458	101578	101573	0.00
13	Sify Technologies Ltd.	A	All India	29061	60395	89456	92828	-3.63
14	Tata Teleservices (Maharashtra) Ltd.	A	All India	385	85658	86043	82794	3.92
15	Syscon Infoway Pvt Ltd	B	Mumbai	1925	67223	69148	36350	90.23
16	Ortel Communication Ltd.	A	Orissa,W.B., Andhra Pradesh, Chattisgarh	3	53461	53464	53632	-0.31
17	D-Vois Broadband Private Limited	A	All India/Karnataka	48	48043	48091	50283	-4.36
18	Five Network Solution (India) Ltd.	A	All India	0	42875	42875	39467	8.64
19	Zylog Systems(India) Ltd.)	A	All India	16781	21091	37872	29383	28.89
20	Spectra ISP Network Pvt. Ltd.(Punj Lloyd)	A	All India	1031	30648	31679	37153	-14.73

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2011	Total Internet Connections as on Sep-2011	% Growth
21	Broadband Pacenet (I) Pvt. Ltd.	A	All India	146	35323	35469	27455	29.19
22	Ankhnet Informations Pvt. Ltd	B	Mumbai	31778	32	31810	31810	0.00
23	Tikona Infonet Ltd. (HCL Infonet Ltd.)	A	All India	27707	960	28667	42005	-31.75
24	Indusind Media & Communications Limited	A	All India	1363	26680	28043	26325	6.53
25	Chandra Net Pvt. Limited	B	Ahmedabad, Gujarat	64	25954	26018	24887	4.54
26	Softeng Computers Pvt. Ltd.	A	All India	0	24089	24089	72135	-66.61
27	Alliance Broadband Services Pvt. Ltd.	B	Kolkata	6893	15017	21910	21769	0.65
28	Shyam Internet Services Ltd	B	Rajasthan	15903	2733	18636	18132	2.78
29	Vodafone Essar Gujarat Ltd.	B	Gujarat	18001	0	18001	18001	0.00
30	Gujarat Telelink Pvt Ltd	B	Gujarat	1165	13711	14876	13593	9.44
31	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	15	13041	13056	12638	3.31
32	Vasai Cable Pvt. Ltd.	C		9	12792	12801	12098	5.81
33	Meghbela Cable & Broadband Servies (P) Ltd	B	Kolkata	4880	7663	12543	12260	2.31
34	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	7227	5028	12255	11398	7.52
35	Wish Net Pvt. Ltd.	B		0	11925	11925	10791	10.51
36	IOL Netcom Limited	B	Mumbai	9222	751	9973	9973	0.00
37	Honesty Net Solutions (I) Pvt Ltd	B	Mumbai	3030	5809	8839	8839	0.00
38	Noida Software Technology Park Ltd.	A		228	6763	6991	6567	6.46
39	Home Systems Pvt. Ltd.	B	Mumbai	6723	4	6727	3624	85.62
40	City Online Services Ltd	B	Andhra Pradesh & Karnataka	57	6382	6439	6439	0.00
41	Spacenet Internet Services Pvt Ltd	B	Delhi	18	4488	4506	4164	8.21
42	Swiftmail Communications Ltd.	A	All India	1061	3363	4424	4615	-4.14
43	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	71	3966	4037	4116	-1.92

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2011	Total Internet Connections as on Sep-2011	% Growth
44	DEN Networks Ltd	A	All India	824	2850	3674	3603	1.97
45	HCL Comnet Systems & Services Ltd.	A	All India	3455	0	3455	3462	-0.20
46	Descon Ltd	B	Kolkata & West Bengal	3328	1	3329	3329	0.00
47	Nettlinx Ltd.	B	Andhra Pradesh	34	3204	3238	3663	-11.60
48	Siliguri Internet & Cable TV Pvt. Ltd.			0	2933	2933	0	0.00
49	Blazenet Ltd.	B	Gujarat	10	2910	2920	2920	0.00
50	F/X Wireless Technology Services Pvt. Ltd.	B	Mumbai	164	2696	2860	2356	21.39
51	RailTel Corporation of India Ltd.	A	All India	0	2840	2840	5996	-52.64
52	Narmada Cyberzone Pvt Ltd	C	Gujarat	1780	974	2754	2588	6.41
53	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	14	2731	2745	2651	3.55
54	Dishnet Wireless Ltd	A	All India	7	2732	2739	2739	0.00
55	Geocity Network Solutions Pvt. Ltd.	B	Delhi	2	2722	2724	2619	4.01
56	Kaizen Infonet Pvt Ltd	B	Gujarat Circle & Surat SSA	1311	1396	2707	2707	0.00
57	Hughes Communications India Ltd.	A	All India	27	2412	2439	12425	-80.37
58	Bhupati Hotels Pvt. Ltd	B	Andhra Pradesh	34	2249	2283	2283	0.00
59	Symbois Creations Pvt. Ltd.	C	Nagaland	1	2251	2252	2151	4.70
60	Value Healthcare Ltd.	B	Mumbai	1965	21	1986	1961	1.27
61	North East Dataa Network Pvt Ltd.	B	Karnataka	1744	3	1747	1591	9.81
62	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	0	1684	1684	1488	13.17
63	Star Broadband Services (I) Pvt Ltd	B	Delhi	0	1552	1552	1571	-1.21
64	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	18	1520	1538	1523	0.98
65	Trikon Electronics Pvt. Ltd.	B	Mumbai	0	1533	1533	1578	-2.85
66	Ishan Netsol Pvt Ltd	B	Gujarat	342	1048	1390	1318	5.46
67	Atria Convergence Technologies Pvt. Ltd.	A	Karnataka	0	1297	1297	2170	-40.23
68	CJM Consultancy Services Pvt. Ltd.	B	Delhi	1266	0	1266	1389	-8.86

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2011	Total Internet Connections as on Sep-2011	% Growth
69	Wan and Lan Internet Pvt. Ltd.	B		82	1174	1256	1343	-6.48
70	Cordia LT Communications Pvt Ltd	A	All India	241	983	1224	1224	0.00
71	Yashash Cable Network Pvt Ltd	B	karnataka	24	1181	1205	984	22.46
72	Touch Net India Pvt. Ltd.	C		237	953	1190	1188	0.17
73	Speed Online.net Pvt. Ltd.	C	Rajkot	687	406	1093	1146	-4.62
74	Readylink Internet Services Pvt Ltd	B	ROTN	10	1067	1077	1049	2.67
75	CJ Online Pvt. Ltd.	C	Ghaziabad	211	736	947	447	111.86
76	IKF Technologies Ltd	A	All India	568	351	919	919	0.00
77	Intermedia Cable Communication Pvt Ltd	C	Pune/Nasik	459	400	859	841	2.14
78	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	120	699	819	803	1.99
79	Capture Network Systems Pvt. Ltd.	B	Gujarat	3	788	791	688	14.97
80	Pioneer eLabs Ltd.	B	Andhra Pradesh	611	108	719	719	0.00
81	Tulip Telecom Limited	A	All India	18	659	677	752	-9.97
82	Pipetel Communications Pvt. Ltd.			37	536	573	0	0.00
83	S.S.Netcom Pvt Ltd	B	North East Circle	22	498	520	520	0.00
84	Rajdhani Telecom Pvt. Ltd.			110	401	511		0.00
85	Software Technology Park of India(STPI)	A	All India	33	448	481	579	-16.93
86	Amber Online Services Ltd.	B	Andhra Pradesh	3	469	472	451	4.66
87	delDSL Internet Pvt Ltd	B	Delhi & Gurgaon	7	448	455	438	3.88
88	ERNET India	A	All India	199	247	446	907	-50.83
89	World Phone Internet Services Pvt Ltd	A	All India	0	412	412	408	0.98

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2011	Total Internet Connections as on Sep-2011	% Growth
90	Pacific Internet India Pvt. Ltd.	A	All India	0	343	343	295	16.27
91	Apna Telelink Ltd.	C	Jalandhar	0	325	325	110	195.45
92	Dream Plus Multi Services Pvt. Ltd.	B	Bihar	6	291	297	442	-32.81
93	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	142	135	277	207	33.82
94	Khetan Cable Network (P) Ltd	C	Indore SSA	242	26	268	271	-1.11
95	Rida Communication Pvt. Ltd.	C	Aligarh SSA	6	238	244	251	-2.79
96	Primenet Global Ltd.	A	All India	0	218	218	261	-16.48
97	Bhiwani Communications Pvt. Ltd.	C	Rohtak	100	113	213	190	12.11
98	MyNet Services India Pvt. Ltd.	C	Tamil Nadu SSA	35	170	205	205	0.00
99	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	200	0	200	209	-4.31
100	Vainavi Industries Ltd.	B	Andhra Pradesh	200	0	200	200	0.00
101	Rainbow Communications (India) Pvt Ltd	C	Salem SSA	195	2	197	197	0.00
102	Nihar Internet Services (P) Ltd	C	Ghaziabad-SSA	82	100	182	160	13.75
103	Sab Industires Ltd. (Sab Infotech)	B,C	Punjab, Karnal, Ambala, Hisar	104	76	180	209	-13.88
104	Bohra Pratisthan Pvt. Ltd	C	Udaipur SSA	140	35	175	175	0.00
105	VIVA Communications Pvt Ltd	A	Chennai	0	174	174	174	0.00
106	Netcom Online Solutions India Pvt Ltd.	B	Tamil Nadu	60	98	158	158	0.00
107	Sanyog Networks Pvt Ltd	C	Tripura SSA	152	2	154	145	6.21
108	United Telecoms Ltd.	B		0	143	143	88	62.50
109	Micky Online Pvt Ltd	C	Moradabad	130	0	130	138	-5.80
110	Verizon Communications India Pvt. Ltd.	A	All India	0	127	127	127	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2011	Total Internet Connections as on Sep-2011	% Growth
111	QBC Infotech Pvt. Ltd.			0	125	125	119	5.04
112	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	2	118	120	103	16.50
113	Trans Virtual Pvt. Ltd.	C		120	0	120	116	3.45
114	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	100	18	118	116	1.72
115	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	0	106	106	106	0.00
116	iCAN Solutions Private Limited	B	Mumbai	32	63	95	95	0.00
117	Karuturi Telecom Private Limited	A	All India	0	95	95	96	-1.04
118	Oasis Cable Pvt Ltd.	C	Haridwar SSA	77	16	93	93	0.00
119	Tarang Communications Pvt. Ltd.	C	Guwahati SSA	1	82	83	83	0.00
120	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	3	78	81	531	-84.75
121	Eronet Broadband Service India Pvt. Ltd.	C	Erode	11	69	80	80	0.00
122	Nelco Ltd.	A	All India	1	79	80	91	-12.09
123	Aeroway Networks Pvt Ltd.	C	Mysore SSA	2	76	78	80	-2.50
124	Phonic Net Pvt Ltd.	B	Mumbai	0	73	73	73	0.00
125	Harisree Cable Net Pvt. Ltd.	C	Kannur SSA	10	61	71	69	2.90
126	Essel Shyam Communications Limited	A	All India	58	9	67	67	0.00
127	Limras Eronet Broadband Service Pvt Ltd	A	Tamil Nadu SSA	53	5	58	58	0.00
128	Tatanet Services Ltd	A	All India	0	58	58	54	7.41
129	RS Broadband Service India Pvt Ltd.	B	Tamil Nadu SSA	41	15	56	56	0.00
130	Guj Info Petro Ltd. (GIPL)	A	Gujarat	0	55	55	59	-6.78

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2011	Total Internet Connections as on Sep-2011	% Growth
131	Wire and Wireless India Ltd.	A	Across India	1	44	45	89	-49.44
132	NetMagic Solutions(P) Ltd.	A	All India	0	44	44	1378	-96.81
133	Konark Infocomm Pvt Ltd	C	Ghaziabad SSA	41	1	42	42	0.00
134	Dreamzcraft Info Solutions Pvt Ltd	C	Dehradun SSA	12	28	40	62	-35.48
135	Reach Network India Pvt. Ltd.	A	All India	3	33	36	38	-5.26
136	Chemical And Metallurgical Design Co. Ltd	B	Delhi	0	35	35	35	0.00
137	Adya Tech One Services Pvt Ltd	C	Ghaziabad SSA	7	27	34	136	-75.00
138	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	0	31	31	36	-13.89
139	Power Grid Corporation of India Ltd.	A	All India	0	24	24	21	14.29
140	Kelnet Communication Services Pvt. Ltd	C	Trivandrum	0	23	23	17	35.29
141	AT&T Global Network Services India Private Limited	A	All India	0	21	21	18	16.67
142	Devas Multimedia Pvt.Ltd.	A	Bengalore & karnataka	0	20	20	23	-13.04
143	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	0	17	17	16	6.25
144	Financial Technologies Communications Ltd.	A	Mumbai	0	13	13	7	85.71
145	Nextgen Communications Ltd	A	All India	0	10	10	12	-16.67
146	Virtela India Pvt. Ltd.	B	Mumbai, Bangalore	0	9	9	9	0.00
147	Godrej Infotech Ltd.	B	Mumbai	4	3	7	7	0.00
148	Novanet Ltd.	B		0	7	7	8	-12.50
149	STN Communication & Advertising Pvt Ltd.	C	Guwahati	5	1	6	18	-66.67
150	ABT Ltd.	C	Coimbatore SSA	0	5	5	5	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2011	Total Internet Connections as on Sep-2011	% Growth
151	My Own Infotech Pvt. Ltd	C	Surat SSA	5	0	5	5	0.00
152	Vishwashakti Technologies Pvt Ltd.	B	Hyderabad	0	5	5	5	0.00
153	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	0	4	4	6	-33.33
154	Madura Cable Net Pvt. Ltd.	C		4	0	4	69	-94.20
155	Opto Network Pvt. Ltd.	A	All India	0	4	4	4	0.00
156	Astro Network India Pvt. Ltd.	A	All India	0	3	3	108	-97.22
157	BT Global Communications India Pvt. Ltd.	A	All India	0	3	3	60	-95.00
158	Fast Lynx Internet Service Pvt Ltd	B	Punjab	3	0	3	95	-96.84
159	Compucom (I) Pvt. Ltd.	C	Jaipur	0	2	2	2	0.00
160	Manipal Ecommerce Ltd.	B	Karnataka	1	1	2	2	0.00
161	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	2	0	2	2	0.00
162	National Stock Exchange of India Ltd	A	ALL INDIA	0	2	2	2	0.00
163	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	0	2	2	2	0.00
164	Infotel Broadband Services Pvt Ltd	A	All India	0	1	1	1	0.00
165	L&T Finance Ltd.	A	All India	0	1	1	1	0.00
166	Virgo Global Media Ltd	B	Andhra Pradesh	1	0	1	1	0.00
167	Advanced Financial Services Pvt Ltd	B	Hyderabad, Andhra Pradesh	0	0	0	0	0.00
168	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	0	0	0	0	0.00
169	Equant Network Services India Pvt. Ltd.	A	All India	0	0	0	0	0.00
170	GTL Ltd.	A	All India	0	0	0	0	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Narrowband Connections (<256 Kbps)	Broadband Connections (>256 Kbps)	Total Internet Connections as on Dec-2011	Total Internet Connections as on Sep-2011	% Growth
171	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)	A	All India	0	0	0	0	0.00
172	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
173	ISP Services (India) Pvt. Ltd.	C	Trichy	0	0	0	61	0.00
174	Karuturi Global Ltd.	B	Karnataka	0	0	0	0	0.00
175	Kerala State Electronics Development Corp Ltd.(Keltron)	C	Thiruvananthapuram	0	0	0	0	0.00
176	Reliance Wimax Limited	A	All India	0	0	0	0	0.00
177	S tel Pvt. Ltd.	A	All India	0	0	0	0	0.00
178	S&A Internet Services Private Limited	A	All India	0	0	0	0	0.00
179	Sisam Technologies Pvt. Ltd.			0	0	0		0.00
180	Space Online Ltd	B	Gujarat	0	0	0	0	0.00
181	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	0.00
182	Swastik Netvision Telecom P.Ltd	B	Gujarat	0	0	0	0	0.00
183	Syntel Telecom Ltd.	B	Mumbai	0	0	0	0	0.00
184	Tata Internet Services Ltd.	A	All India	0	0	0	0	0.00
185	Trak Online Net India Pvt.Ltd	A	All India	0	0	0	495	0.00
186	Urban Communications Infrastructure Pvt. Ltd.	B		0	0	0	0	0.00
187	Vcare Call Centres India Pvt. Ltd.			0	0	0	0	0.00
Total				9039262	13351187	22390449	20992404	6.66

Annexure 1.8: Service Area wise PMRTS subscriber Base

Sr. No.	Operative Area	Service Providers	Subscriber Base	
			QE Sep-11	QE Dec-11
1	Delhi(Faridabad/ Gurgaon)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1398	1431
		Procall(Delhi)	4440	4582
		Procall (Faridabad)	307	311
		Procall (Gurgaon)	1031	1079
		Total	7176	7403
2	Mumbai(Navi Mumbai/Vashi)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3929	4078
		Smartalk (Mumbai)	813	640
		Smartalk (Vashi)	740	376
		Bhilwara Telenet(Mumbai)	1402	1092
		Total	6884	6186
3	Kolkata	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	1401	1388
		Total	1401	1388
4	TN(Chennai)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	3409	3316
		Quick Calls	928	946
		Total	4337	4262
5	Karnataka (Bangalore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	5020	4389
		Quick Calls	957	1142
		*India Satcom	0	0
		Total	5977	5531
6	Andhra Pradesh (Vishakhapatnam)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2352	2283
		Total	2352	2283
7	Madhya Pradesh (Indore)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	730	724
		Total	730	724
8	Jaipur	Procall	386	396
		Total	386	396

Annexure 1.8 (Contd.)

Sr. No.	Operative Area	Service Providers	Subscriber Base		
			QE Sep-11	QE Dec-11	
9	Gujrat(Ahmedabad/ Surat/Baroda/ Bharuch)	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	2851	3073	
			Total	2851	
10	Pune	Smartalk	773	780	
		Total	773	780	
11	Hyderabad	Quick Calls	1394	1421	
		Total	1394	1421	
Grand Total			34261	33447	
<p>*M/s India Satcom Ltd. reported through email that their MRTS department is non functional and they do not have any subscriber.</p>					

Annexure 2.1: GSM Service – Service Area wise Statistics for QE Dec-11

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	97.30%	111	37	172	180	352
Gujarat	95.75%	96	34	165	146	311
Karnataka	96.23%	109	83	178	171	349
MH	96.20%	100	40	162	157	319
TN (incl. Chennai)	96.16%	102	72	156	166	322

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	98.35%	76	24	149	143	292
Kerala	97.26%	119	43	161	199	360
MP	98.38%	84	23	139	142	281
Punjab	95.51%	98	34	182	179	361
Rajasthan	98.57%	96	23	147	162	309
UP(E)	99.10%	83	13	141	195	336
UP(W)	98.67%	75	20	136	150	286
WB	99.49%	64	10	125	153	278

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	96.35%	114	31	205	228	433
Bihar	99.68%	72	8	134	201	335
HP	98.62%	74	28	176	177	353
J&K	91.50%	170	3	354	312	666
NE	96.84%	118	61	198	189	386
Orissa	99.22%	74	13	162	195	357

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	95.60%	80	29	152	158	311
Delhi	90.22%	144	47	219	184	403
Mumbai	89.88%	124	43	200	149	350

Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics for QE Dec-11

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	94%	70	16	114	100	214
Guj	90%	72	22	99	91	190
TN	91%	86	12	86	93	179
Karnataka	91%	103	11	110	116	226
AP	92%	87	18	122	129	251

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%	46	4	141	127	268
Rajasthan	96%	51	12	96	113	209
UP(E)	98%	49	12	100	119	219
MP	97%	48	9	130	117	247
Kerala	93%	66	9	71	82	154
UP(W)	97%	49	14	101	109	210
Haryana	93%	54	14	119	105	223
Punjab	89%	72	11	135	90	226

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (₹ per month)	Outgoing SMS per subscriber per month	O/G MOU /sub /month	I/C MOU /sub /month	Total MOU/ sub/ month
Orissa	95%	51	5	127	127	254
Bihar	98%	51	7	132	139	271
HP	92%	80	6	102	88	190
J&K	54%	270	2	205	158	363
North East	76%	284	21	98	70	168
Assam	55%	331	9	102	64	166

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%	74	8	119	135	254
Delhi	90%	94	23	139	117	257
Mumbai	89%	122	18	93	89	183

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Service

	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 [page]	Years affected BTSs due to downtime [page]	Call Set-up Success Rate (within licensee's own network)	SBCCH/Paging Chl. Congestion [page]	TCH Congestion [page]	Call Drop Rate [page]	Worst affected cells having more than 2% TCH drop rate [page]	Connection with good voice quality		Point of interconnection (PoI) Congestion (No. of PoIs not meeting the benchmark) (Aver aged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/recharging complaints	Period of applying credit waiver/ adjustment to customers' account from the date of issue of complaint	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	Page requests for Termination / Closure of service completed 100%	Time taken for refund of deposit after closures
			≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	100% within 4 weeks	100% of resolution of complaint	IV 95%	IV 90%	100%	100% within 60 days		
1	AP	Aircel	0.02	0.02	99.36	0.05	0.01	0.70	1.60	98.36	0.00	0.02	0.02	100.00	100.00	94.37	100.00	100.00		
2		Airtel	0.12	0.04	99.61	0.14	0.14	0.59	1.09	99.14	0.00	0.01	0.00	100.00	100.00	99.94	85.84	100.00	100.00	
3		BSNL	1.57	0.00	98.00	0.70	1.97	1.00	3.60	98.00	0.00	0.00	0.00	99.00	100.00	98.00	72.00	100.00	100.00	
4		Etisalat	0.19	0.00	99.44	0.02	0.00	0.37	2.00	98.82	0.00	0.00	0.00	100.00	0.00	98.20	100.00	0.00	0.00	
5		Idea	0.02	0.00	99.96	0.28	0.47	0.79	2.97	97.54	0.00	0.13	0.01	100.00	100.00	99.53	52.36	100.00	100.00	
6		MTS	0.12	0.00	99.09	0.00	0.00	0.39	0.53	100.00	0.00	0.00	0.00	100.00	100.00	97.31	95.74	0.00	0.00	
7		RCOM CDMA	0.07	0.04	99.30	0.00	0.20	0.49	0.26	98.41	0.00	0.07	0.03	100.00	100.00	99.10	86.58	100.00	100.00	
8		RCOM GSM	0.09	0.02	99.61	0.06	0.11	0.51	0.41	99.128	0	0.10	0.09	100.00	100.00	99.44	83.37	100.00	100.00	
9		TATA CDMA	0.03	0.00	99.33	0.00	0.08	0.45	0.54	99.26	0.00	0.00	0.00	100.00	100.00	99.00	98.00	100.00	99.00	
10		TATA GSM	0.07	0.43	98.36	0.11	0.21	0.76	3.52	97.86	0.00	0.00	0.00	100.00	100.00	100.00	86.00	100.00	67.00	
11		Uninor	0.07	0.00	99.00	0.13	0.20	1.27	2.07	98.91	5.00	0.00	0.05	100.00	0.00	96.92	70.73	0.00	0.00	
12	ASM	Videcon	0.49	0.00	99.10	0.13	0.00	1.31	0.00	99.42	0.00	0.00	0.00	100.00	100.00	98.44	99.26	0.00	0.00	
13		Vodafone	0.03	0.04	99.40	0.06	0.32	0.57	2.90	98.86	0.00	0.09	0.05	100.00	100.00	100.00	96.39	100.00	100.00	
14		Aircel	0.34	1.88	96.86	0.74	1.34	1.49	4.19	95.40	0.00	0.01	0.02	100.00	100.00	100.00	62.10	100.00	100.00	
15		Airtel	0.35	0.60	98.18	0.17	0.50	1.46	2.05	99.22	0.00	0.00	0.06	100.00	100.00	99.69	97.69	100.00	100.00	
16		Uninor	0.79	0.00	99.64	0.46	0.00	0.05	0.00	98.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
17		Vodafone	0.82	1.89	98.26	0.33	0.84	0.80	2.62	97.28	0.00	0.07	0.05	100.00	100.00	99.85	84.85	100.00	100.00	
18		BSNL	1.03	9.07	98.00	1.00	2.00	2.00	4.40	97.50	0.00	0.01	0.00	100.00	100.00	100.00	90.67	100.00	100.00	
19		Idea	0.11	1.40	99.41	0.39	0.26	0.97	2.50	96.37	0.00	0.00	0.00	100.00	100.00	96.46	90.72	100.00	33.33	
20		Loop Telecom	0.53	0.00	99.98	0.00	0.00	0.28	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00	
21		MTS	0.68	0.00	100.00	0.00	0.00	0.02	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	90.00	0.00	0.00	
22		RTL	0.22	0.87	98.75	0.27	0.60	0.62	1.09	98.56	0.00	0.05	0.03	100.00	100.00	98.99	86.68	100.00	100.00	
		Stel	0.46	1.14	99.44	0.23	0.13	0.49	3.05	98.58	0.00	0.00	0.03	100.00	100.00	95.49	91.10	0.00	0.00	
		TATA CDMA	0.09	0.00	99.58	0.00	0.01	0.48	0.63	99.54	0.00	0.01	0.01	100.00	100.00	97.00	98.00	100.00	100.00	

Note: M/s Uninor has submitted data for customer service quality parameters for the QE Sept-2011 instead of QE Dec-2011

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters										Customer Service Quality Parameters					
			Network Availability		Connection Establishment (Accessbility)			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 Ch. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Vorst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality		Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/grievance complaints				
			≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	100% of resolution of complaint	≥ 95%	≥ 90%	100% within 60 days
23	BH	Aircel	1.73	4.77	97.77	0.12	0.76	1.45	4.85	95.73	0.00	0.00	0.10	100.00	100.00	91.93	100.00	100.00
24		Airtel	0.13	0.68	98.55	0.45	0.75	0.79	1.78	98.99	0.00	0.01	0.00	100.00	100.00	98.29	95.00	100.00
25		BSNL	0.97	1.70	97.68	0.36	0.82	1.37	4.35	96.68	0.67	0.03	0.11	100.00	100.00	100.00	96.76	100.00
26		Etsalat	0.84	1.59	95.37	0.14	0.03	0.60	2.65	98.53	0.00	0.00	0.00	100.00	0.00	98.57	98.92	0.00
27		Idea	1.20	1.87	97.79	0.63	1.76	1.64	2.69	95.31	0.00	0.03	0.01	100.00	100.00	97.33	99.25	100.00
28		Loop Telecom	1.14	0.94	99.95	0.23	0.00	0.24	0.00	99.70	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00
29		MTS	1.23	0.94	99.58	0.00	0.42	0.89	2.60	98.72	0.00	0.00	0.00	100.00	100.00	99.62	90.45	0.00
30		RCom CDMA	0.78	1.28	98.30	0.00	1.56	1.32	1.52	97.25	0.00	0.10	0.10	100.00	100.00	98.77	94.65	100.00
31		RTL	0.15	0.99	97.75	0.63	0.98	0.79	2.65	98.04	0.00	0.09	0.10	100.00	100.00	98.63	89.21	100.00
32		Stel	1.32	0.64	98.40	0.28	1.01	0.57	1.96	96.41	0.67	0.00	0.03	100.00	100.00	96.10	92.30	0.00
33		TATA CDMA	0.13	0.26	98.75	0.00	0.49	0.83	1.43	99.37	0.00	0.00	0.01	100.00	100.00	99.00	99.00	100.00
34		TATA GSM	0.01	0.00	97.61	0.10	0.41	1.06	4.66	97.42	0.00	0.03	0.00	100.00	100.00	96.00	96.00	100.00
35		Uninor	1.45	1.33	97.78	0.42	1.45	1.63	3.12	96.60	8.00	0.00	0.01	100.00	0.00	96.23	98.39	0.00
36		Videcon	0.92	0.00	99.41	0.41	0.03	1.09	0.00	98.21	0.00	0.00	0.00	100.00	100.00	98.95	98.45	0.00
37	CH	Vodafone	0.42	2.33	93.93	1.46	3.83	1.91	12.71	96.34	0.00	0.05	0.07	100.00	100.00	100.00	98.20	100.00
38		Aircel	0.00	0.00	99.53	0.11	0.14	0.57	1.49	98.76	0.00	0.03	0.07	100.00	100.00	100.00	95.57	100.00
39		Airtel	1.82	0.00	98.03	0.42	0.87	0.48	0.61	98.48	0.00	0.03	0.03	100.00	100.00	100.00	90.47	100.00
40		BSNL	0.47	1.70	100.00	0.17	0.30	0.63	1.73	100.00	0.00	0.00	0.00	100.00	0.00	100.00	84.00	100.00
41		Idea	0.01	0.00	0.00	0.03	0.04	0.47	0.68	97.94	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
42		RCom CDMA	0.23	0.53	99.39	0.00	0.33	0.40	0.35	98.80	0.00	0.07	0.02	100.00	100.00	99.56	97.66	100.00
43		RCom GSM	0.20	0.16	99.61	0.02	0.12	0.49	0.23	99.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
44		TATA CDMA	0.02	0.00	99.32	0.00	0.02	0.21	0.00	99.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
45		TATA GSM	0.04	0.02	97.09	0.07	0.08	0.98	1.57	97.94	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
46	DL	Vodafone	0.03	0.00	99.99	0.86	0.87	0.99	3.39	97.66	0.00	0.05	0.00	100.00	100.00	100.00	97.44	100.00
47		Aircel	0.20	1.07	98.10	0.11	0.08	0.79	1.80	97.27	0.00	0.07	0.04	100.00	100.00	93.80	100.00	100.00
48		Airtel	0.01	0.00	99.86	0.04	0.06	0.62	0.98	98.99	0.00	0.03	0.03	100.00	100.00	99.81	94.74	100.00
49		Etsalat	1.03	1.98	98.77	0.11	0.18	1.16	2.89	97.04	0.00	0.00	0.07	100.00	100.00	98.96	98.45	0.00
50		Idea	0.10	0.02	99.72	0.62	0.79	0.71	2.20	98.06	0.00	0.11	0.01	100.00	100.00	99.30	89.06	100.00
51		MTNL CDMA	1.68	1.20	98.70	0.33	0.31	1.68	1.20	98.92	0.00	0.01	0.00	100.00	100.00	97.30	0.00	100.00
52		MTNL GSM	0.38	1.60	97.94	0.10	1.27	1.65	2.44	97.97	0.00	0.07	0.01	100.00	100.00	99.90	92.40	100.00
53		MTS	0.06	0.08	99.07	0.00	0.21	0.43	0.90	99.98	0.00	0.00	0.00	100.00	100.00	98.13	95.46	100.00
54		RCom CDMA	0.14	0.03	98.77	0.00	0.95	0.79	0.49	98.74	0.00	0.08	0.06	100.00	100.00	99.17	93.28	100.00
55		RCom GSM	0.26	0.35	99.43	0.08	0.19	0.90	0.45	99.100	0.00	0.09	0.10	100.00	100.00	98.90	91.32	100.00
56		TATA CDMA	0.01	0.00	98.74	0.00	0.00	0.68	1.77	98.07	0.00	0.01	0.01	100.00	100.00	98.00	94.00	100.00

Note: M/s Uninor has submitted data for customer service quality parameters for the QE Sept-2011 instead of QE Dec-2011

Annexure 4.1 (Contd.)

	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 Available downtime (not available for service) (%)	Voice affected BTSs due to downtime (%)age)	Call Set-up Success Rate (within licensee's own network)	SDCChl Psgng Ch. Congestion (%)age)	TCH Congestion (%)age)	Call Drop Rate (%)age)	Worst affected cells having more than 2% TCH drop (call drop) rate (%)age)	Connection with good voice quality		Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/complaints	Period of applying credit/waiver/adjustment to customers' account from the date of initiation 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 100	Time taken for refund of deposits after closures
53	GJ	Etsalat	0.04	0.00	99.50	0.02	0.00	1.05	2.14	98.44	0.00	0.00	0.00	100.00	0.00	98.82	99.23	0.00	0.00
54		Videocon	0.04	0.00	99.22	0.03	0.08	0.54	0.36	98.67	0.00	0.00	0.04	100.00	100.00	98.29	97.39	0.00	0.00
55		Aircel	0.02	0.00	98.67	0.01	0.18	0.53	1.63	97.79	0.00	0.08	0.02	100.00	100.00	100.00	65.74	100.00	100.00
56		Airtel	0.07	0.06	99.21	0.10	0.22	1.41	1.93	97.59	0.00	0.02	0.02	100.00	100.00	97.90	90.91	100.00	100.00
57		BSNL	0.67	1.77	98.67	0.17	1.47	1.77	2.27	100.00	0.00	0.00	0.00	100.00	100.00	99.00	92.00	100.00	100.00
58		Idea	0.03	0.00	99.39	0.24	0.16	1.13	2.74	95.63	0.00	0.05	0.01	100.00	100.00	99.17	96.93	100.00	100.00
59		Loop Telecom	0.00	0.00	100.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00	0.00	0.00
60		MTS	0.07	0.00	99.39	0.00	0.00	0.33	2.85	100.00	0.00	0.00	0.00	100.00	100.00	95.21	90.30	100.00	100.00
61		RCOM CDMA	0.09	0.05	99.49	0.00	0.15	0.33	0.23	98.63	0.00	0.10	0.10	100.00	100.00	97.96	95.61	100.00	100.00
62		RCOM GSM	0.09	0.05	99.25	0.02	0.35	0.69	0.32	98.75	0	0.10	0.10	100.00	100.00	98.81	80.75	100.00	100.00
63	HP	TATA CDMA	0.00	0.00	98.90	0.00	0.02	0.58	0.65	99.04	0.00	0.00	0.02	100.00	100.00	97.00	93.00	100.00	100.00
64		TATA GSM	0.02	0.00	96.82	0.11	0.48	1.26	5.49	98.26	0.00	0.01	0.00	100.00	100.00	98.00	92.00	100.00	100
65		Uninor	0.01	0.00	96.96	0.11	0.16	1.52	2.37	96.65	0.00	0.36	0.36	99.99	0.00	96.59	81.00	0.00	0.00
66		Vodafone	0.03	0.01	98.65	0.57	0.30	0.97	2.10	97.03	0.00	0.07	0.03	100.00	100.00	100.00	91.57	100.00	100.00
67		Aircel	0.09	0.27	99.29	0.68	0.39	0.95	12.06	96.39	0.00	0.00	0.01	100.00	100.00	100.00	89.34	100.00	100.00
68		Airtel	0.03	0.17	99.12	0.13	0.19	1.04	2.63	98.63	0.00	0.01	0.00	100.00	100.00	99.28	98.93	100.00	100.00
69		BSNL	1.90	1.87	95.67	0.77	1.83	1.83	4.83	95.47	0.00	0.00	0.00	100.00	100.00	100.00	94.00	100.00	100.00
70		Idea	0.03	0.00	98.43	0.39	1.06	1.10	2.41	95.94	0.00	0.00	0.02	100.00	100.00	98.65	95.89	100.00	100.00
71		MTS	0.43	0.00	99.71	0.00	0.00	0.10	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
72		RCOM CDMA	0.16	0.09	99.43	0.00	0.15	1.03	0.72	98.27	0.00	0.05	0.01	100.00	100.00	99.38	96.67	100.00	100.00
73	HR	RTL	0.21	0.78	98.90	0.02	0.26	0.69	0.35	98.02	0.00	0.07	0.04	100.00	100.00	98.96	91.51	100.00	100.00
74		Stel	0.23	0.89	98.70	0.06	0.10	0.62	3.26	96.51	0.00	0.05	0.05	100.00	100.00	97.00	90.60	0.00	0.00
75		TATA CDMA	0.00	0.00	98.69	0.00	0.19	0.25	1.91	99.65	0.00	0.01	0.00	100.00	100.00	98.00	97.00	100.00	100.00
76		TATA GSM	0.00	0.00	99.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	99.00	94.00	100.00	100
77		Uninor	0.11	0.00	97.95	0.00	0.00	0.00	0.00	99.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
78		Vodafone	0.51	0.00	99.33	0.08	0.01	0.85	0.00	98.69	0.00	0.00	0.01	100.00	100.00	97.62	97.62	0.00	0.00
79		Aircel	0.07	0.40	97.40	0.57	0.01	0.95	2.61	98.27	0.00	0.08	0.08	100.00	100.00	93.13	100.00	100.00	100.00
80		Airtel	0.05	0.12	99.13	0.14	0.20	0.66	0.92	98.66	0.00	0.04	0.00	100.00	100.00	97.04	96.74	100.00	100.00
81		BSNL	1.37	1.93	99.00	0.17	0.63	1.87	2.93	93.60	0.00	0.10	0.10	100.00	100.00	94.00	100.00	100.00	100.00
82		Etsalat	0.11	0.00	99.52	0.03	0.05	0.84	1.59	98.76	0.00	0.02	0.02	100.00	0.00	98.91	98.53	0.00	0.00
83	RR	Idea	0.14	0.00	99.65	0.51	0.32	0.82	2.61	96.74	0.00	0.08	0.00	100.00	100.00	99.58	86.11	100.00	100.00
84		Loop Telecom	0.14	0.07	100.00	0.04	0.00	0.08	0.00	98.88	0.00	0.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00
85		MTS	0.14	0.00	99.56	0.00	0.00	0.45	0.93	100.00	0.00	0.00	0.00	100.00	100.00	99.49	96.47	0.00	0.00
86		RCOM CDMA	0.14	0.00	99.32	0.00	0.25	0.89	0.55	98.75	0.00	0.10	0.03	100.00	100.00	99.37	91.22	100.00	100.00
87		RCOM GSM	0.15	0.00	99.79	0.26	0.06	0.77	0.45	99.161	0	0.05	0.03	100.00	100.00	99.01	91.42	100.00	100.00
88		TATA CDMA	0.03	0.00	99.99	0.00	0.04	0.64	1.85	99.01	0.00	0.00	0.00	100.00	100.00	97.00	96.00	100.00	99.00
89		TATA GSM	0.03	0.02	99.00	0.02	0.20	0.64	0.95	96.90	0.00	0.00	0.00	100.00	100.00	99.00	91.00	100.00	100
90		Uninor	0.02	0.00	100.00	0.11	0.00	0.12	0.93	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
91		Vodafone	0.02	0.00	98.78	0.02	0.18	0.71	1.01	98.51	0.00	0.09	0.09	100.00	100.00	97.76	98.36	0.00	0.00
92		Vodafone	0.11	0.61	98.55	0.31	0.76	0.80	1.17	97.50	0.00	0.01	0.03	100.00	100.00	96.37	100.00	100.00	100.00

Note: M/s Uninor has submitted data for customer service quality parameters for the QE Sept-2011 instead of QE Dec-2011

Annexure 4.1 (Contd.)

	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) [page]	Worst affected BTSs due to downtime [page]	Call Set-up Success Rate (within licensee's own network)	SDCCH Paging Ch. Congestion [page]	TCH Congestion [page]	Call Drop Rate [page]	Worst affected cells having more than 3% TCH drop (call drop) rate [page]	Connection with good voice quality	Point of Interconnection (POI) Congestion (No. of TCHs not meeting requirement) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing related complaints	Period of applying credit waiver adjustment to customer's account from the date of union of complaints	Accessibility of call center/ customer care	Percentage of calls answered by the Operator (from 0 to 100) within 60 seconds	Page requests for Termination / Closure of service completed [0]	Time taken for refund of deposits after closures		
89	J&K	Aircel	1.24	8.21	96.61	0.27	1.98	1.15	5.68	93.12	0.00	0.07	0.04	100.00	100.00	100.00	92.84	100.00	100.00		
90		Airtel	0.07	0.21	99.09	0.11	0.17	0.85	1.69	98.68	0.00	0.01	0.00	100.00	100.00	95.31	93.96	100.00	100.00		
91		BSNL	1.87	1.83	98.00	0.90	1.90	2.00	4.87	98.00	0.00	0.10	0.10	99.00	100.00	100.00	96.00	100.00	100.00		
92		Idea	0.16	0.49	99.28	0.14	0.20	1.34	2.81	96.16	0.00	0.06	0.11	100.00	100.00	97.37	94.81	100.00	100.00		
93		MTS	0.42	0.00	99.92	0.00	0.00	0.03	0.00	99.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
94		RCOM GSM	0.32	1.37	98.72	0.13	0.35	1.07	0.67	97.219	0	0.10	0.09	100.00	100.00	98.96	96.23	100.00	100.00		
95		TATA CDMA	0.06	0.00	99.24	0.00	0.01	0.77	2.39	98.77	0.00	0.00	0.00	100.00	100.00	98.00	97.00	100.00	100.00		
96		Uninor	0.36	0.00	97.65	0.00	0.00	0.00	0.00	98.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
97		Vodafone	0.02	0.00	99.40	0.07	0.28	1.03	2.79	97.54	0.00	0.04	0.02	100.00	100.00	100.00	97.14	100.00	100.00		
98	KOL	Aircel	0.01	0.00	97.96	0.11	0.03	0.59	1.08	97.81	0.33	0.06	0.14	100.00	100.00	100.00	90.00	100.00	100.00		
99		Airtel	0.03	0.16	99.35	0.04	0.07	0.82	0.14	98.47	0.00	0.03	0.01	100.00	100.00	0.00	0.00	100.00	100.00		
100		BSNL	0.55	1.73	99.23	0.54	0.79	0.85	5.11	99.80	0.33	0.00	0.00	100.00	100.00	100.00	98.40	100.00	100.00		
101		Idea	0.10	0.50	98.58	0.12	0.36	0.84	0.85	98.29	0.00	0.06	0.01	100.00	100.00	99.45	93.55	100.00	100.00		
102		Loop Telecom	0.80	1.33	99.99	0.00	0.00	1.52	2.86	97.40	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00		
103		MTS	0.00	0.00	99.14	0.00	0.11	0.69	1.09	98.56	0.00	0.00	0.00	100.00	100.00	100.00	93.00	0.00	0.00		
104		RCOM CDMA	0.08	0.07	99.56	0.00	0.14	0.53	0.33	98.86	0.00	0.10	0.10	100.00	100.00	99.75	97.40	100.00	100.00		
105		RTL	0.07	0.27	99.47	0.10	0.18	0.37	0.28	98.67	0.00	0.09	0.09	100.00	100.00	98.57	93.07	100.00	100.00		
106		TATA CDMA	0.02	0.00	98.72	0.00	0.06	0.80	2.78	97.66	0.00	0.02	0.01	100.00	100.00	99.00	99.00	100.00	99.00		
107	KR	TATA GSM	0.01	0.00	98.13	0.05	0.06	0.96	1.26	98.04	0.00	0.00	0.01	100.00	100.00	99.00	96.00	100.00	100.00		
108		Uninor	0.07	0.00	98.91	0.22	0.17	1.67	2.58	97.25	0.33	0.00	0.02	100.00	0.00	97.25	89.21	0.00	0.00		
109		Videcon	0.51	0.53	98.44	0.29	0.02	1.11	0.00	98.35	0.00	0.00	0.00	100.00	100.00	99.28	99.01	0.00	0.00		
110		Vodafone	0.04	0.10	99.63	0.14	0.37	0.79	1.50	98.32	0.00	0.01	0.02	100.00	100.00	96.09	100.00	100.00	100.00		
111		Aircel	0.10	0.82	99.64	0.02	0.01	0.62	0.92	97.97	0.00	0.10	0.05	100.00	100.00	100.00	92.09	100.00	100.00		
112		Airtel	0.02	0.10	98.94	0.17	0.15	1.06	1.87	96.81	0.00	0.02	0.06	100.00	100.00	99.48	97.20	100.00	100.00		
113		BSNL	0.50	0.97	98.00	0.30	1.90	0.53	2.03	99.90	0.00	0.00	0.00	100.00	100.00	100.00	67.50	100.00	100.00		
114		Idea	0.05	0.10	99.78	0.27	0.46	0.85	1.44	95.68	0.00	0.01	0.00	100.00	100.00	0.00	86.91	100.00	100.00		
115		MTS	0.01	0.00	98.93	0.00	0.00	0.47	0.32	100.00	0.00	0.00	0.00	100.00	100.00	99.87	90.02	0.00	0.00		
116	KR	RCOM CDMA	0.02	0.00	99.55	0.00	0.09	0.58	0.41	98.89	0.00	0.07	0.02	100.00	100.00	99.56	95.38	100.00	100.00		
117		RCOM GSM	0.03	0.00	99.88	0.09	0.02	0.44	0.47	99.185	0	0.10	0.04	100.00	100.00	99.41	93.08	100.00	100.00		
118		TATA CDMA	0.01	0.00	98.71	0.00	0.00	0.67	1.64	98.94	0.00	0.00	0.00	100.00	100.00	98.00	94.00	100.00	100.00		
119		TATA GSM	0.01	0.00	98.06	0.06	0.20	0.98	2.73	98.29	0.00	0.00	0.00	100.00	100.00	99.00	99.00	100.00	100.00		
120		Uninor	0.08	0.05	99.19	0.18	0.09	1.15	2.11	97.50	0.00	0.00	0.06	100.00	0.00	99.63	97.38	0.00	0.00		
121		Videcon	0.16	0.54	99.04	0.00	0.00	0.91	1.17	98.44	0.00	0.00	0.09	100.00	100.00	99.56	95.77	0.00	0.00		
122		Vodafone	0.02	0.06	98.41	0.34	1.00	0.65	0.98	97.21	0.00	0.09	0.04	100.00	100.00	100.00	93.79	100.00	100.00		
123		Etsalat	0.04	0.00	99.73	0.18	0.00	0.82	2.85	98.45	0.00	0.00	0.00	100.00	0.00	99.08	100.00	0.00	0.00		

Note: M/s Uninor has submitted data for customer service quality parameters for the QE Sept-2011 instead of QE Dec-2011

Annexure 4.1 (Contd.)

	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					
121	KTK	Aircel	0.23	0.79	99.42	0.05	0.06	0.76	2.30	98.58	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter 1)	0.00	0.07	0.09	100.00	100.00	100.00	99.54	90.79	100.00	100.00
122		Airtel	0.23	0.92	98.78	0.38	0.34	0.69	2.75	98.66		0.00	0.02	0.00	100.00	100.00	100.00	98.00	92.00	100.00	100.00
123		BSNL	0.90	1.87	99.00	0.20	0.97	1.17	2.43	98.60		0.00	0.00	0.00	100.00	100.00	100.00	99.08	100.00	0.00	0.00
124		Etsalat	0.53	0.00	99.60	0.06	0.00	0.55	2.84	98.91		0.00	0.00	0.00	100.00	100.00	100.00	99.08	100.00	0.00	0.00
125		Idea	0.05	0.22	97.23	0.16	0.75	1.12	1.40	97.07		0.00	0.14	0.01	100.00	100.00	100.00	97.34	49.20	98.24	100.00
126		Loop Telecom	0.39	0.00	98.25	0.01	0.00	0.33	1.05	96.74		0.00	0.00	0.00	100.00	100.00	100.00	100.00	100.00	0.00	0.00
127		MTS	0.18	0.18	98.29	0.00	0.31	0.84	2.01	99.81		0.00	0.00	0.00	100.00	100.00	100.00	96.32	95.19	0.00	0.00
128		RCOM CDMA	0.14	0.06	99.27	0.00	0.15	0.53	0.35	98.71		0.00	0.09	0.02	100.00	100.00	100.00	98.10	95.06	100.00	100.00
129		RCOM GSM	0.21	0.89	99.99	0.06	0.08	0.66	0.31	99.085		0	0.09	0.07	100.00	100.00	100.00	99.42	91.83	100.00	100.00
130		TATA CDMA	0.02	0.00	98.78	0.00	0.09	0.44	0.31	98.44		0.00	0.00	0.01	100.00	100.00	100.00	98.00	96.00	100.00	100.00
131		TATA GSM	0.07	0.23	98.14	0.10	0.45	0.80	3.69	98.23		0.00	0.00	0.00	100.00	100.00	100.00	100.00	93.00	100.00	100
132		Videocon	0.35	0.00	99.12	0.16	0.27	0.19	0.00	99.39		0.00	0.00	0.00	100.00	100.00	100.00	96.67	99.12	0.00	0.00
133		Uninor	0.03	0.00	99.09	0.06	0.03	1.23	2.35	98.57		0.67	0.00	0.07	100.00	100.00	100.00	98.18	88.71	0.00	0.00
134		Vodafone	0.03	0.03	99.41	0.10	0.26	0.66	1.93	98.73		0.00	0.09	0.09	100.00	100.00	100.00	86.99	100.00	100.00	100.00
135	MBI	Aircel	0.01	0.00	97.66	0.05	0.01	0.73	1.90	98.13	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter 1)	0.00	0.02	0.07	100.00	100.00	100.00	91.97	98.00	100.00	100.00
136		Airtel	0.02	0.01	99.64	0.01	0.03	0.69	0.19	99.63		0.00	0.02	0.00	100.00	100.00	100.00	99.80	89.00	100.00	100.00
137		Etsalat	0.29	1.84	99.30	0.04	0.01	0.90	1.14	97.86		0.00	0.00	0.02	100.00	100.00	100.00	98.79	98.76	0.00	0.00
138		Idea	0.02	0.00	99.28	0.08	0.29	1.47	2.85	98.68		0.00	0.03	0.09	100.00	100.00	100.00	94.58	94.18	100.00	100.00
139		Loop Mobile	0.03	0.02	99.16	0.14	0.02	0.49	0.44	98.21		0.00	0.03	0.05	100.00	100.00	100.00	98.72	98.29	100.00	100.00
140		MTNL CDMA	0.73	0.12	98.04	0.50	0.01	1.17	0.12	98.03		0.10	0.08	0.06	100.00	100.00	100.00	96.09	84.04	100.00	100.00
141		MTNL GSM	0.59	1.81	97.89	0.19	0.13	1.25	3.48	96.85		0.00	0.05	0.03	100.00	100.00	100.00	95.94	93.89	100.00	100.00
142		MTS	0.12	0.00	99.36	0.00	0.01	0.21	1.91	99.76		0.00	0.00	0.00	100.00	100.00	100.00	97.00	90.00	100.00	0.00
143		RCOM CDMA	0.23	0.48	99.24	0.00	0.55	0.57	0.31	98.89		0.00	0.10	0.08	100.00	100.00	100.00	99.27	88.18	100.00	100.00
144		RCOM GSM	0.29	0.87	99.64	0.12	0.07	0.77	0.20	98.962		0	0.10	0.10	100.00	100.00	100.00	99.24	90.17	100.00	100.00
145		TATA CDMA	0.03	0.22	99.11	0.00	0.01	0.55	2.00	98.60		0.00	0.02	0.00	100.00	100.00	100.00	98.00	87.00	100.00	99.00
146		TATA GSM	0.01	0.04	99.61	0.15	0.14	0.84	2.41	97.47		0.00	0.00	0.00	100.00	100.00	100.00	96.00	91.00	100.00	100
147		Videocon	0.00	0.00	99.06	0.10	0.02	1.73	2.25	98.28		1.00	0.00	0.28	100.00	100.00	100.00	97.56	66.57	0.00	0.00
148		Vodafone	0.01	0.00	99.99	0.18	0.72	0.78	2.81	97.61		0.00	0.12	0.02	99.51	100.00	100.00	99.68	92.21	100.00	100.00
149	MH	Aircel	0.08	0.20	99.70	0.02	0.00	0.57	1.96	98.49	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter 1)	0.00	0.03	0.10	100.00	100.00	100.00	91.67	97.00	100.00	100.00
150		Airtel	0.06	0.04	98.97	0.03	0.08	0.70	1.35	99.06		0.00	0.02	0.00	100.00	100.00	100.00	99.93	91.00	100.00	100.00
151		BSNL	1.40	1.83	95.00	0.87	1.77	1.93	4.87	98.23		0.00	0.04	0.11	100.00	100.00	100.00	98.57	100.00	100.00	100.00
152		Etsalat	1.55	1.39	98.02	0.32	0.07	1.22	1.85	98.14		0.00	0.00	0.01	100.00	100.00	100.00	98.94	99.15	0.00	0.00
153		Idea	0.46	1.72	97.64	0.70	1.36	1.67	2.86	97.18		0.00	0.09	0.10	100.00	100.00	100.00	97.37	94.90	100.00	100.00
154		Loop Telecom	0.02	0.00	97.94	0.01	0.13	0.82	0.00	100.00		0.00	0.00	0.00	100.00	100.00	100.00	100.00	100.00	0.00	0.00
155		MTS	0.19	0.00	99.12	0.00	0.11	0.32	2.82	99.74		0.00	0.00	0.00	100.00	100.00	100.00	96.00	91.00	100.00	0.00
156		RCOM CDMA	0.29	0.60	98.95	0.01	0.35	0.62	0.35	98.20		0.00	0.10	0.08	100.00	100.00	100.00	99.46	86.13	100.00	100.00
157		RCOM GSM	0.41	1.16	99.40	0.16	0.11	0.67	0.43	98.707		0	0.10	0.10	100.00	100.00	100.00	98.85	83.58	100.00	100.00
158		TATA CDMA	0.03	0.00	98.09	0.00	0.10	1.23	2.72	98.51		0.00	0.01	0.00	100.00	100.00	100.00	98.00	95.00	100.00	99.00
159		TATA GSM	0.02	0.01	98.99	0.24	0.39	0.95	2.80	96.90		0.00	0.00	0.00	100.00	100.00	100.00	98.00	92.00	100.00	100
160		Uninor	0.19	1.06	96.87	0.55	0.26	1.49	2.30	96.47		2.00	0.00	0.18	100.00	100.00	100.00	97.62	70.55	0.00	0.00
161		Videocon	0.98	0.00	99.50	0.13	0.00	0.50	0.00	99.28		0.00	0.00	0.00	100.00	100.00	100.00	98.70	98.11	0.00	0.00
162		Vodafone	0.24	1.17	97.86	0.81	0.85	0.89	2.67	97.35		0.00	0.10	0.01	100.00	100.00	100.00	99.91	93.04	100.00	100.00

Note: M/s Uninor has submitted data for customer service quality parameters for the QE Sept-2011 instead of QE Dec-2011

Annexure 4.1 (Contd.)

	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 Available and downtime (not available for service) (#age)	Voice affected BTSs due to downtime (#age)	Call Set-up Success Rate (within licensee's own network)	SDC/HCI Passing Ch. Congestion (#age)	TCH Congestion (#age)	Call Drop Rate (#age)	Voice affected cells having more than 2x TCH drop (call drop) rate (#age)	Connection with good voice quality		Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing discrepancies	Period of applying credit waiver/adjustment to customers' account from the date of issue of complaints	Accessibility of call centre/ customer care	#age requests for Termination / Closure of service completed (#age)	Time taken for refund of deposits after closures	
157	MP	Aircel	0.06	0.00	99.46	0.17	0.35	0.67	3.91	99.04	0.00	0.05	0.11	100.00	100.00	100.00	86.25	100.00	100.00
158		Airtel	0.12	0.43	98.98	0.17	0.11	1.28	1.75	95.92	0.00	0.02	0.02	100.00	100.00	100.00	99.92	96.21	100.00
159		BSNL	1.28	1.98	96.19	0.81	1.69	1.98	4.71	97.86	0.00	0.00	0.10	100.00	100.00	100.00	98.50	95.00	100.00
160		Etsalat	0.18	0.00	99.08	0.07	0.02	1.18	2.27	97.30	0.00	0.00	0.00	100.00	0.00	99.02	98.99	0.00	0.00
161		Idea	0.62	0.60	98.99	0.11	0.25	0.69	2.32	98.96	0.00	0.05	0.00	100.00	100.00	100.00	96.69	83.94	100.00
162		Loop Telecom	0.14	0.00	97.95	0.00	0.00	0.47	2.02	98.21	0.00	0.00	0.00	0.00	100.00	100.00	100.00	0.00	0.00
163		MTS	0.26	0.00	98.82	0.00	0.00	0.40	2.32	97.85	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
164		RCOM CDMA	0.54	0.92	99.37	0.00	0.19	0.61	0.46	98.66	0.00	0.10	0.07	100.00	100.00	100.00	98.98	96.70	100.00
165		RTL	0.19	0.78	98.98	0.15	0.74	0.57	1.38	98.18	0.00	0.10	0.05	100.00	100.00	100.00	98.96	98.39	100.00
166		TATA CDMA	0.02	0.00	99.56	0.00	0.00	0.65	0.41	99.23	0.00	0.01	0.06	100.00	100.00	98.00	98.00	100.00	100.00
167		TATA GSM	0.02	0.05	97.77	0.26	0.42	0.96	1.59	98.09	0.00	0.02	0.00	100.00	100.00	99.00	95.00	100.00	100
168		Uninor	0.96	0.00	99.31	0.05	0.04	0.11	2.28	99.34	0.00	0.00	0.00	0.00	100.00	100.00	99.57	0.00	0.00
169		Videcon	0.24	0.96	99.21	0.04	0.08	0.66	0.95	98.43	0.00	0.00	0.06	100.00	100.00	98.14	96.44	0.00	0.00
170	NE	Aircel	0.47	1.83	96.71	0.77	1.75	1.88	4.56	95.32	0.00	0.01	0.02	100.00	100.00	100.00	89.37	100.00	100.00
171		Airtel	0.73	1.90	95.70	0.81	1.63	1.37	2.53	98.64	0.00	0.00	0.00	100.00	100.00	100.00	99.79	97.01	100.00
172		Uninor	0.23	0.00	99.55	0.04	0.00	0.09	0.00	96.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
173		BSNL	2.38	5.63	95.83	1.78	2.37	2.15	7.18	96.82	0.00	0.05	0.05	100.00	100.00	100.00	99.00	93.50	100.00
174		Idea	0.88	1.96	98.00	0.40	1.47	1.74	2.86	95.28	0.00	0.00	0.00	100.00	100.00	100.00	96.10	94.20	98.44
175		Loop Telecom	1.28	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	100.00	0.00	0.00
176		MTS	1.16	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	90.00	0.00	0.00
177		RTL	0.26	1.44	98.08	0.30	1.17	0.77	2.45	98.58	0.00	0.01	0.02	100.00	100.00	98.95	91.73	100.00	100.00
178		Stel	0.75	0.85	99.49	0.01	0.00	0.43	3.12	98.65	0.00	0.00	0.02	100.00	100.00	95.45	93.20	0.00	0.00
179		TATA CDMA	0.11	0.00	99.00	0.00	0.08	0.35	0.11	99.59	0.00	0.00	0.01	100.00	100.00	96.00	98.00	100.00	100.00
180		Vodafone	0.76	0.97	98.46	0.27	0.74	0.82	2.90	97.25	0.00	0.15	0.06	100.00	100.00	99.97	86.40	100.00	100.00
181	OR	Aircel	0.26	1.79	98.76	0.31	0.29	1.41	5.50	96.16	0.00	0.02	0.00	100.00	100.00	100.00	97.39	100.00	100.00
182		Airtel	0.25	1.59	98.14	0.31	0.62	1.54	2.85	96.19	0.00	0.02	0.00	100.00	100.00	100.00	99.79	97.03	100.00
183		BSNL	0.89	1.14	96.52	0.89	1.78	1.91	4.19	97.67	0.00	0.01	0.04	100.00	100.00	100.00	95.32	91.56	100.00
184		Idea	0.26	0.06	98.97	0.05	0.26	0.55	2.76	96.89	0.00	0.00	0.00	100.00	100.00	100.00	99.07	94.88	100.00
185		Loop Telecom	0.07	0.00	99.92	0.08	0.08	0.44	0.00	96.75	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00
186		MTS	1.07	0.00	98.79	0.00	0.00	1.51	0.90	98.38	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00
187		RCOM CDMA	0.28	0.37	99.64	0.00	0.03	0.92	0.61	98.87	0.00	0.10	0.06	100.00	100.00	98.07	94.77	100.00	100.00
188		RTL	0.05	0.02	98.27	0.26	0.56	0.63	1.38	98.33	0.00	0.09	0.03	100.00	100.00	98.85	87.65	100.00	100.00
189		Stel	0.26	0.00	98.96	0.10	0.10	0.42	3.03	98.26	0.00	0.00	0.06	100.00	100.00	96.20	92.10	0.00	0.00
190		TATA CDMA	0.02	0.00	99.43	0.00	0.00	0.28	0.33	99.58	0.00	0.00	0.03	100.00	100.00	99.00	98.00	100.00	100.00
191		TATA GSM	0.01	0.00	98.75	0.07	0.30	0.66	1.65	98.08	0.00	0.01	0.00	100.00	100.00	97.00	95.00	100.00	100
192		Uninor	0.48	0.27	97.88	0.67	0.91	1.86	2.50	95.52	0.00	0.00	0.04	100.00	0.00	98.81	96.64	0.00	0.00
193		Videcon	0.74	0.00	99.57	0.16	0.00	0.58	0.00	99.01	0.00	0.00	0.00	100.00	100.00	98.74	98.31	0.00	0.00
		Vodafone	0.10	0.11	98.53	0.34	0.72	1.15	2.32	98.31	0.00	0.03	0.08	100.00	100.00	99.97	99.29	100.00	100.00

Note: M/s Uninor has submitted data for customer service quality parameters for the QE Sept-2011 instead of QE Dec-2011

Annexure 4.1 (Contd.)

	Name of Service Area	Name of Service Provider	Network Related Parameters								Customer Service Quality Parameters									
			Network Availability		Connection Establishment (Accessiblity)		Connection Maintenance (Retainability)		POI	Metering and Billing				Response time to the customer for assistance	Termination / closure of service	Percentage of termination / closure of service completed 100	Time taken for refund of deposits after disconnection			
			BTSs Remained downline (not available for service) [Age]	Worst affected BTSs due to downtime [Age]	Call Set-up Success rate (within licensee's own network)	SDCCH/ Paging Ch. Congestion [Age]	TCH Congestion [Age]	Call Drop Rate [Age]		Worst affected cells having more than 1% TCH drop (call drop) int [Age]	Connection with good voice quality	Point of Interconnection (PoI) Connection No. of PoIs not meeting the benchmark (Average over a period of quarters)	Metering and Billing creditability - post paid	Metering and Billing creditability - pre paid	Resolution of billing/recharging/grading complaints	Period of applying credit waiver adjustment to customer's account from the date of issue of complaints	Accessibility of call centre/ customer care			
194	PB	Aircel	0.03	0.00	98.18	0.06	0.01	0.63	1.80	97.30	0.00	0.01	0.03	100.00	100.00	90.12	100.00	100.00		
195		Airtel	0.05	0.09	99.13	0.12	0.22	0.73	1.33	98.78	0.00	0.03	0.00	100.00	100.00	99.79	97.27	100.00	100.00	
196		BSNL	0.40	1.95	97.99	0.72	1.21	1.99	5.84	95.37	0.00	0.00	0.02	100.00	0.00	98.77	99.24	0.00	0.00	
197		Etsalat	0.07	0.00	99.57	0.03	0.00	0.81	1.85	98.65	0.00	0.00	0.05	0.01	100.00	100.00	98.87	88.74	100.00	100.00
198		Idea	0.04	0.00	98.75	0.25	0.78	1.19	2.57	97.34	0.00	0.00	0.01	100.00	100.00	98.00	100.00	100.00	100.00	
199		Loop Telecom	0.18	0.04	100.00	0.08	0.00	0.62	0.00	98.92	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00	
200		MTS	0.00	0.00	98.53	0.00	0.00	0.34	2.36	97.64	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
201		QTL GSM	0.13	0.12	98.50	0.06	0.19	0.78	0.66	98.10	0.00	0.00	0.07	100.00	100.00	98.38	94.07	0.00	0.00	
202		QTL CDMA	0.05	0.00	98.61	0.55	0.87	1.67	0.22	97.72	0.00	0.03	0.00	100.00	100.00	100.00	96.00	100.00	100.00	
203		RCOM CDMA	0.06	0.00	99.13	0.00	0.16	0.48	0.18	98.66	0.00	0.10	0.03	100.00	100.00	99.35	90.39	100.00	100.00	
204		RCOM GSM	0.11	0.02	99.42	0.06	0.19	0.76	0.35	98.936	0	0.10	0.04	100.00	100.00	98.98	79.18	100.00	100.00	
205		TATA CDMA	0.01	0.00	98.57	0.00	0.03	0.61	0.96	99.10	0.00	0.01	0.00	100.00	100.00	99.00	96.00	100.00	100.00	
206		TATA GSM	0.02	0.00	98.86	0.05	0.19	0.68	1.57	96.61	0.00	0.00	0.00	100.00	100.00	99.00	92.00	100.00	100.00	
207		Uninor	1.23	0.00	99.94	0.01	0.75	0.32	0.53	99.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00	
208		Vodafone	0.01	0.05	98.93	0.11	0.36	0.78	2.21	97.72	0.00	0.07	0.01	100.00	100.00	100.00	96.80	100.00	100.00	
209	RAJ	Aircel	0.04	0.00	96.53	0.02	0.05	0.97	2.16	97.07	0.67	0.01	0.05	100.00	100.00	100.00	92.62	100.00	100.00	
210		Airtel	0.11	0.20	99.29	0.21	0.38	1.26	2.81	98.92	0.00	0.03	0.00	100.00	100.00	99.31	88.00	100.00	100.00	
211		BSNL	1.81	1.99	99.03	0.19	0.70	1.31	4.98	98.36	0.00	0.10	0.10	100.00	100.00	97.00	91.00	100.00	100.00	
212		Etsalat	1.32	0.00	98.80	0.14	0.08	0.91	2.47	97.79	0.00	0.00	0.01	100.00	0.00	99.08	99.36	0.00	0.00	
213		Idea	0.17	0.68	98.35	0.43	1.08	1.46	2.67	96.15	0.00	0.02	0.05	100.00	100.00	87.33	62.36	100.00	100.00	
214		Loop Telecom	0.72	0.00	99.95	0.48	0.00	0.72	0.00	97.11	0.00	0.00	0.00	0.00	100.00	100.00	100.00	0.00	0.00	
215		MTS	0.12	0.00	99.29	0.00	0.27	0.69	1.34	99.43	0.00	0.00	0.00	100.00	100.00	97.69	92.00	100.00	100.00	
216		RCOM CDMA	0.48	0.77	99.23	0.00	0.17	0.70	0.31	98.72	0.00	0.10	0.10	100.00	100.00	98.46	97.88	100.00	100.00	
217		RCOM GSM	0.43	0.96	99.63	0.22	0.12	0.84	0.64	98.919	0	0.10	0.10	100.00	100.00	98.91	95.55	100.00	100.00	
218		TATA CDMA	0.02	0.00	98.82	0.00	0.06	0.62	2.78	99.39	0.00	0.00	0.04	100.00	100.00	98.00	97.00	100.00	100.00	
219	TN	TATA GSM	0.02	0.00	97.73	0.06	0.09	1.04	2.92	98.24	0.00	0.01	0.00	100.00	100.00	99.00	93.00	100.00	100.00	
220		Videcon	0.06	0.00	99.11	0.27	0.17	0.80	0.00	99.30	0.00	0.00	0.00	100.00	100.00	99.20	98.08	0.00	0.00	
221		Uninor	0.78	0.79	98.89	0.00	0.00	0.00	0.00	98.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
222		Vodafone	0.11	0.66	99.07	0.31	0.26	0.90	2.32	97.78	0.00	0.16	0.07	98.25	100.00	100.00	74.77	100.00	100.00	
223		Aircel	0.66	0.46	98.85	0.57	0.68	0.59	1.51	95.16	0.00	0.06	0.13	100.00	100.00	100.00	86.11	100.00	100.00	
224		Airtel	0.08	0.23	98.13	0.58	0.38	1.17	2.84	96.69	0.00	0.01	0.03	100.00	100.00	99.91	91.45	100.00	100.00	
225		BSNL	0.47	1.73	98.67	0.10	0.23	1.23	3.00	99.00	0.00	0.00	0.00	100.00	100.00	100.00	83.00	100.00	100.00	
226		Etsalat	0.15	0.00	99.33	0.35	0.00	0.73	2.09	98.47	0.00	0.00	0.00	100.00	0.00	93.51	100.00	0.00	0.00	
227		Idea	0.01	0.00	99.62	0.04	0.07	0.45	1.10	97.99	0.00	0.06	0.02	100.00	100.00	98.11	56.58	100.00	100.00	
228		MTS	0.11	0.64	99.57	0.00	0.00	0.67	2.15	99.78	0.00	0.00	0.02	100.00	100.00	99.16	90.18	0.00	0.00	
229		RCOM CDMA	0.05	0.00	99.41	0.00	0.19	0.56	0.38	98.89	0.00	0.09	0.01	100.00	100.00	97.89	97.66	100.00	100.00	
230		RCOM GSM	0.05	0.01	99.84	0.09	0.02	0.46	0.34	99.36	0	0.10	0.07	100.00	100.00	98.61	90.83	100.00	100.00	
231		TATA CDMA	0.01	0.00	98.58	0.00	0.63	0.80	1.16	99.57	0.00	0.00	0.00	100.00	100.00	99.00	98.00	100.00	99.00	
232		TATA GSM	0.03	0.00	97.98	0.15	0.29	0.66	2.01	98.52	0.00	0.00	0.00	100.00	100.00	99.00	99.00	100.00	0.00	
233		Uninor	0.06	0.00	99.26	0.08	0.02	1.20	1.82	98.71	2.00	0.00	0.04	100.00	0.00	97.89	86.42	0.00	0.00	
234		Videcon	0.12	0.42	98.91	0.05	0.07	0.97	1.43	97.94	0.00	0.00	0.09	100.00	100.00	97.81	90.51	0.00	0.00	
235		Vodafone	0.12	1.35	98.20	0.45	1.10	0.87	1.98	97.09	0.00	0.03	0.03	100.00	100.00	91.35	100.00	100.00	100.00	

Note: M/s Uninor has submitted data for customer service quality parameters for the QE Sept-2011 instead of QE Dec-2011

Annexure 4.1 (Contd.)

	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 Available during downtime (not available for service) [x-age]	Voice affected BTSs due to downtime [x-age]	Call Set-up Success Rate (within licensee's own network)	SDCChI Pasing Chl. Congestion [x-age]	TCH Congestion [x-age]	Call Drop Rate [x-age]	Voice affected cells having more than 2% TCH drop (call drop rate) [x-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 complaints	Period of applying credit / value/ adjustment to customer's account from the date of issue of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (ratio to voice) within 60 seconds	x-age requests for Termination / Closure of service completed [x-age]	Time taken for refund of deposits after closures
229	UPE	Aircel	0.42	1.88	98.43	0.18	0.64	0.57	1.69	96.41	0.00	0.04	0.04	100.00	100.00	100.00	87.43	100.00	100.00	
230		Airtel	0.37	0.72	99.21	0.12	0.34	1.27	2.91	98.39	0.00	0.02	0.00	100.00	100.00	100.00	99.39	94.50	100.00	100.00
231		BSNL	0.78	2.20	97.33	0.67	1.50	1.60	3.50	96.33	0.00	0.07	0.06	100.00	100.00	100.00	97.00	92.00	100.00	100.00
232		Etisalat	0.82	0.00	98.23	0.59	0.12	0.49	1.01	98.93	0.00	0.00	0.01	100.00	0.00	98.41	99.05	0.00	0.00	0.00
233		Idea	0.26	0.67	99.91	0.87	1.79	1.43	2.93	95.88	0.00	0.05	0.00	100.00	100.00	100.00	64.48	100.00	100.00	100.00
234		MTS	0.17	0.00	99.50	0.00	0.00	0.45	1.32	100.00	0.00	0.00	0.00	100.00	100.00	100.00	98.60	96.00	0.00	0.00
235		RCom CDMA	0.60	0.79	98.89	0.00	0.57	1.01	0.66	98.64	0.00	0.10	0.10	100.00	100.00	100.00	98.97	97.23	100.00	100.00
236		RCom GSM	0.45	1.12	99.16	0.41	0.80	1.20	2.05	98.396	0	0.09	0.10	100.00	100.00	100.00	99.12	97.43	100.00	100.00
237		TATA CDMA	0.05	0.00	98.72	0.00	0.00	0.78	2.81	98.02	0.00	0.00	0.03	100.00	100.00	100.00	98.00	98.00	100.00	100.00
238		TATA GSM	0.06	0.04	97.17	0.22	1.22	1.22	3.63	96.65	0.00	0.01	0.00	100.00	100.00	100.00	98.00	96.00	100.00	100.00
239	UPW	Uninor	1.51	1.00	96.80	0.57	2.03	1.74	3.60	95.62	2.67	0.00	0.03	100.00	0.00	96.96	96.11	0.00	0.00	0.00
240		Videcon	1.21	0.52	99.03	0.26	0.09	1.08	0.81	97.33	0.00	0.00	0.00	100.00	100.00	100.00	99.51	98.44	0.00	0.00
241		Vodafone	0.15	0.89	97.37	0.26	1.04	1.41	3.34	95.93	0.00	0.06	0.02	100.00	100.00	100.00	99.25	100.00	100.00	100.00
242		Aircel	0.63	1.80	98.44	0.25	0.34	0.61	2.74	96.92	0.00	0.03	0.01	100.00	100.00	100.00	91.60	100.00	100.00	100.00
243		Airtel	0.12	0.22	98.03	0.50	0.70	1.20	2.46	97.14	0.00	0.04	0.00	100.00	100.00	100.00	99.51	92.29	100.00	100.00
244		BSNL	1.34	7.53	98.10	0.86	1.94	2.28	9.02	97.33	0.00	0.05	0.00	100.00	100.00	100.00	81.15	100.00	100.00	100.00
245		Etisalat	1.15	0.00	98.92	0.11	0.02	0.44	1.67	98.81	0.00	0.00	0.02	100.00	0.00	98.73	99.18	0.00	0.00	0.00
246		Idea	0.05	0.13	99.88	0.93	1.42	1.05	2.89	99.80	0.00	0.06	0.00	100.00	100.00	100.00	97.79	68.97	100.00	100.00
247		Loop Telecom	0.28	0.28	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00	0.00	0.00	0.00
248		MTS	0.06	0.00	99.33	0.00	0.00	0.47	1.13	99.38	0.00	0.00	0.00	100.00	100.00	100.00	98.50	95.00	0.00	0.00
249	WB	RCom CDMA	0.31	0.32	98.72	0.00	0.59	1.04	0.61	98.59	0.00	0.09	0.06	100.00	100.00	100.00	97.84	96.07	100.00	100.00
250		RCom GSM	0.39	1.20	99.44	0.15	0.43	0.98	0.95	98.660	0	0.09	0.10	100.00	100.00	100.00	98.79	94.54	100.00	100.00
251		TATA CDMA	0.03	0.00	98.73	0.00	0.02	0.74	1.89	99.00	0.00	0.00	0.02	100.00	100.00	100.00	98.00	97.00	100.00	100.00
252		TATA GSM	0.05	0.09	98.50	0.08	0.23	0.87	1.96	97.01	0.00	0.03	0.00	100.00	100.00	100.00	99.00	96.00	100.00	100.00
253		Uninor	0.57	1.21	97.15	0.47	1.89	1.21	3.56	95.93	7.67	0.00	0.14	99.98	0.00	97.17	94.71	0.00	0.00	0.00
254		Videcon	0.71	0.60	98.24	0.47	0.16	1.36	1.12	97.01	0.00	0.00	0.00	100.00	100.00	100.00	99.25	99.11	0.00	0.00
255		Vodafone	0.27	1.35	97.50	0.73	1.19	1.34	2.93	96.55	0.00	0.19	0.02	100.00	100.00	100.00	96.74	100.00	100.00	100.00
256		Aircel	0.26	1.32	96.71	0.77	0.94	1.58	4.97	95.86	0.00	0.00	0.11	100.00	100.00	100.00	91.75	100.00	100.00	100.00
257		Airtel	0.06	0.25	98.80	0.24	0.86	1.55	2.62	98.78	0.00	0.01	0.00	100.00	100.00	100.00	99.92	91.98	100.00	100.00
258		BSNL	1.25	2.02	97.09	0.56	0.89	1.09	4.59	97.45	0.00	0.02	0.31	100.00	100.00	100.00	98.58	100.00	100.00	100.00
259	WB	Idea	0.09	0.72	97.73	0.35	1.01	1.21	2.67	96.13	0.00	0.04	0.01	100.00	100.00	100.00	99.50	91.26	100.00	100.00
260		MTS	0.20	0.66	98.77	0.00	0.20	0.90	1.91	98.30	0.00	0.00	0.00	100.00	100.00	100.00	91.00	0.00	0.00	0.00
261		RCom CDMA	0.14	0.10	98.92	0.00	0.21	0.87	0.36	98.19	0.00	0.10	0.10	100.00	100.00	100.00	98.40	97.40	100.00	100.00
262		RTL	0.21	0.80	98.47	0.22	0.90	0.95	1.82	98.41	0.00	0.08	0.10	100.00	100.00	100.00	98.99	97.16	100.00	100.00
263		TATA CDMA	0.08	0.05	99.28	0.00	0.02	0.52	0.69	99.24	0.00	0.02	0.01	100.00	100.00	100.00	99.00	99.00	100.00	100.00
264		TATA GSM	0.01	0.00	98.54	0.11	0.11	0.94	4.81	97.18	0.00	0.00	0.00	100.00	100.00	100.00	97.00	97.00	100.00	100.00
265		Uninor	1.73	1.55	96.26	0.60	1.88	1.69	2.89	95.77	6.33	0.00	0.01	97.76	0.00	95.82	96.01	0.00	0.00	0.00
266		Videcon	0.43	0.00	99.45	0.30	0.06	1.41	0.00	98.81	0.00	0.00	0.00	100.00	100.00	100.00	99.08	99.22	0.00	0.00
267		Vodafone	0.03	0.12	97.27	0.52	1.26	1.43	3.87	95.19	0.00	0.01	0.01	100.00	100.00	100.00	95.78	100.00	100.00	100.00

Note: M/s Uninor has submitted data for customer service quality parameters for the QE Sept-2011 instead of QE Dec-2011

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

Sl. No.	Name of Service Area	Name of Service Provider	Fault Repair			Rent Rebate	Mean Time to Repair (MTTR)	Call Completion Rate (CCR)	Answer to Seizure Ratio	POI Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and Billing			Response time to the customer for	Termination / closure of service					
			Faults Incidences (No. of faults/100 Subs/month)	% of faults repaired by next working day	% of faults repaired within 3 days						Metering and Billing credibility - post paid	Metering and Billing credibility - pre paid	Resolution of billing charging/validity complaints	Period of applying credit waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures		
			Benchmarks				≤ 5	By next working day: ≥ 90%	For urban areas: ≥ 100%	For rural and hilly areas: ≥ 100%	≤ 8 Hrs	≥ 55%	≥ 75 %	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	1 week of resolution of complaint	≥ 95%	≥ 90%
1	A&N	BSNL	1.45	85.86%	61.53%	74.09%		10.18	71.62%	NR	NR	NR	NR	NR	NR	NR	100.00%	95.00%	NR	100.00%
2	AP	Bharti	2.20	97.16%	100.00%	NA		3.19	92.79%	NA	NIL	0.45%	NA	91.71%	74.03%	98.86%	94.69%	100.00%	100.00%	
3		BSNL	3.01	92.17%	97.35%	98.25%		9.24	70.44%	NR	NR	NIL	NR	NR	NIL	94.54%	92.67%	NR	100.00%	
4		RCOM	0.35	100.00%	100.00%	N.A.		02:27	NR	86.45%	NIL	0.02%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%	
5		TCL	1.34	95.33%	100.00%	100.00%		4.55	93.49%	NA	NIL	0.05%	NA	100.00%	100.00%	96.00%	93.00%	NR	100.00%	
6		ASS	BSNL	4.47	95.55%	98.70%	99.99%		3.07	69.41%	NR	NR	NIL	NR	NR	NR	95.87%	97.67%	NR	100.00%
7		TCL	NIL	NA	NA	NA		NIL	87.1%	NA	NIL	NIL	NA	NA	NA	100.00%	100.00%	NR	NIL	
8	BR	BSNL	4.14	92.78%	96.66%	99.86%	767.00	6.38	72.49%	NR	NR	NIL	NR	NR	NR	94.22%	96.00%	NR	100.00%	
9		RCOM	NIL	NIL	NIL	N.A.		NIL	NR	96.16%	NIL	NIL	NR	NA	100.00%	97.59%	96.13%	No Termination request received	100.00%	
10		TCL	0.29	92.86%	NIL	100.00%		3.84	89.42%	NA	NIL	NIL	NA	NA	NIL	70.00%	59.00%	NR	NIL	
11	CH	BSNL	2.91	97.37%	NIL	99.37%		7.01	82.77%	NR	NR	NIL	NR	100.00%	100.00%	95.66%	93.74%	NR	100.00%	
12		RCOM	0.21	100.00%	NIL	N.A.		0.11	NR	86.21%	NIL	3.79%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%	
13		TCL	0.07	97.22%	NIL	100.00%		4.28	90.53%	NA	NIL	0.01%	NA	100.00%	100.00%	99.00%	95.00%	NR	100.00%	
14	Chattishgarh	BSNL	6.37	96.34%	NIL	99.51%		5.55	67.76%	NR	NR	NIL	NR	NR	NIL	94.39%	61.33%	NR	100.00%	
15	DL	Bharti	1.57	96.79%	NIL	NA		4.38	95.26%	NA	NIL	0.13%	NA	97.98%	71.78%	98.84%	96.51%	100.00%	99.80%	
16		MTNL	6.48	81.09%	NIL	NA		9.06	55.53%	NA	NIL	0.04%	NR	91.92%	*	99.92%	98.86%	90.93%	100.00%	
17		RCOM	0.28	100.00%	NIL	N.A.		0.10	NR	92.31%	NIL	3.71%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%	
18		TCL	0.14	98.04%	NIL	100.00%		6.80	98.76%	NA	NIL	0.03%	NA	100.00%	100.00%	95.00%	90.00%	NR	NIL	
19	GJ	Bharti	1.73	95.19%	NIL	NA		4.61	93.00%	NA	NIL	0.23%	NA	99.45%	53.09%	99.98%	98.55%	100.00%	93.94%	
20		BSNL	4.86	94.98%	NIL	99.76%		5.59	70.17%	NR	NR	NIL	3.44%	NR	100.00%	99.92%	95.90%	NR	100.00%	
21		RCOM	0.73	100.00%	NIL	N.A.		0.09	NR	84.32%	NIL	4.43%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%	
22		TCL	1.15	98.56%	NIL	100.00%		4.00	100.00%	NA	NIL	0.05%	NA	100.00%	100.00%	100.00%	99.00%	NR	100.00%	

Annexure 4.2 (Contd.)

23	HP	BSNL	6.72	87.53%	NIL	98.42%		7.02	71.77%	NR	NR	0.10%	NIL	100.00%	NR	92.89%	87.67%	NR	100.00%
24		RCOM	NIL	NIL	NIL	N.A.		NIL	NR	81.83%	NIL	NIL	NR	NA	100.00%	97.59%	96.13%	No Termination request received	100.00%
25		TCL	NIL	NA	NA	NA		NIL	NA	NA	NA	NIL	NA	NA	NIL	100.00%	100.00%	NR	NIL
26	HR	Bharti	1.98	99.41%	100.00%	NA		3.65	94.93%	NA	NIL	0.06%	NA	99.07%	71.43%	97.68%	97.70%	100.00%	100.00%
27		BSNL	4.53	97.33%	100.00%	100.00%		6.61	76.93%	NR	NR	NIL	NIL	96.00%	NR	93.85%	96.67%	NR	100.00%
28		RCOM	NIL	NIL	NIL	N.A.		NIL	NR	84.78%	NIL	NIL	NR	NA	100.00%	97.59%	96.13%	No Termination request received	100.00%
29		TCL	0.02	100.00%	100.00%	100.00%		4.62	99.94%	NA	NIL	0.02%	NA	100.00%	NIL	100.00%	100.00%	NR	NIL
30	J&K	BSNL	4.59	57.82%	74.48%	92.61%		7.21	61.97%	NR	NR	NIL	NIL	NR	2 days	92.28%	93.33%	NR	100.00%
31		TCL	NIL	NA	NA	NA		NIL	99.01%	NA	NIL	NIL	NA	NA	NIL	100.00%	100.00%	NR	NIL
32	JHAR	BSNL	2.95	91.94%	98.48%	100.00%		6.65	64.25%	NR	NR	NIL	NIL	NR	NR	93.14%	95.00%	NR	100.00%
33	KOL	Bharti	2.00	97.87%	100.00%	NA		4.01	98.17%	NA	NIL	0.06%	NA	97.90%	65.71%	97.68%	96.62%	100.00%	100.00%
34		BSNL	5.72	67.58%	77.32%	NIL		5.49	59.91%	NR	NR	NIL	NIL	100.00%	100.00%	98.55%	96.64%	NR	100.00%
35		RCOM	0.69	100.00%	100.0%	N.A.		0.10	NR	84.37%	NIL	0.04%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
36		TCL	0.74	100.00%	100.00%	100.00%		2.07	97.27%	NA	NIL	0.01%	NA	100.00%	NIL	82.00%	63.00%	NR	100.00%
37	KER	BSNL	6.32	73.08%	87.78%	84.39%		21.05	73.42%	NR	NR	0.04%	12.30%	NIL	NR	97.68%	96.51%	NR	100.00%
38		RCOM	0.34	100.00%	100.0%	N.A.		0.10	NR	84.02%	NIL	0.03%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
39		TCL	0.03	100.00%	100.00%	100.00%		3.52	98.32%	NA	NIL	0.02%	NA	100.00%	NIL	96.00%	97.00%	NR	NIL
40		Bharti	1.82	95.97%	100.00%	NA		3.47	92.64%	NA	NIL	0.09%	NA	90.57%	74.32%	99.82%	96.88%	100.00%	100.00%
41	KTK	Bharti	3.02	94.05%	100.00%	NA		4.92	92.86%	NA	NIL	0.30%	NA	88.26%	73.30%	99.82%	94.85%	100.00%	99.51%
42		BSNL	4.21	93.41%	97.30%	94.20%		5.72	70.41%	NR	NR	0.02%	NIL	100.00%	NR	98.22%	99.41%	NR	100.00%
43		RCOM	0.16	100.00%	100.0%	N.A.		0.11	NR	84.43%	NIL	0.02%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
44		TCL	0.23	95.62%	100.00%	100.00%		4.02	87.61%	NA	NIL	0.01%	NA	100.00%	100.00%	100.00%	100.00%	NR	NIL
45	MH	Bharti	1.52	96.78%	100.00%	NA		4.11	92.83%	NA	NIL	0.18%	NA	98.79%	58.41%	99.98%	98.74%	100.00%	100.00%
46		BSNL	6.24	83.76%	89.18%	99.42%		7.46	54.92%	NR	NR	NIL	NIL	78.00%	100.00%	91.45%	95.00%	NR	100.00%
47		RCOM	0.22	100.00%	100.0%	N.A.		0.10	NR	86.98%	NIL	0.05%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
48		TCL	0.61	99.12%	100.00%	100.00%		4.07	98.05%	NA	NIL	0.07%	NA	100.00%	100.00%	98.00%	93.00%	NR	100.00%
49	MP	Bharti	4.75	95.78%	98.79%	NA		4.40	87.33%	NA	NIL	0.34%	NA	99.56%	53.79%	99.81%	94.60%	100.00%	100.00%
50		BSNL	3.51	96.41%	100.00%	100.00%		3.98	53.20%	NR	NR	NIL	3.00%	NR	NR	95.56%	89.00%	NR	100.00%
51		RCOM	0.90	100.00%	100.00%	N.A.		0.10	NR	87.67%	NIL	0.08%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
52		TCL	0.01	100.00%	100.00%	100.00%		5.86	100.00%	NA	NIL	0.03%	NA	100.00%	NIL	95.00%	90.00%	NR	NIL

Annexure 4.2 (Contd.)

53	MUM	Bharti	0.96	95.55%	100.00%	NA		4.79	91.52%	NA	NIL	0.26%	NA	99.56%	59.76%	99.86%	98.88%	100.00%	95.83%
54		MTNL	5.99	91.96%	96.85%	NA		12.80	57.51%	57.09%	0.44%	0.04%	NA	100.00%	100.00%	93.82%	93.82%	94.96%	100.00%
55		TCL	0.53	97.67%	100.00%	100.00%		4.87	96.97%	NA	NIL	0.06%	NA	100.00%	100.00%	98.00%	93.00%	NR	100.00%
56		RCOM	0.20	100.00%	100.00%	N.A.		0.11	NR	84.28%	NIL	0.28%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
57	NE	TCL	NIL	NA	NA	NA		NIL	73.31%	NA	NIL	NIL	NA	NA	NA	NA	NR	NR	NIL
58	NE-I	BSNL	4.22	93.47%	100.00%	100.00%		7.68	63.56%	NR	NR	0.02%	NIL	NR	NR	96.54%	95.00%	NR	100.00%
59	NE-II	BSNL	2.79	93.82%	100.00%	100.00%		6.73	60.33%	NR	NR	0.01%	NIL	NIL	NR	95.90%	98.67%	NR	100.00%
60	OR	BSNL	4.26	95.46%	99.97%	100.00%		6.48	67.77%	NR	NR	NIL	NIL	100.00%	100.00%	96.44%	98.67%	NR	100.00%
61		RCOM	NIL	NIL	NIL	N.A.		NIL	NR	91.36%	NIL	NIL	NR	NA	100.00%	97.59%	96.13%	No Termination request received	100.00%
62		TCL	0.25	94.44%	100.00%	100.00%		1.54	99.97%	NA	NIL	NIL	NA	NA	NA	NA	100.00%	100.00%	NR
63	PB	Bharti	1.80	96.94%	100.00%	NA		4.87	94.94%	NA	NIL	0.06%	NA	99.68%	67.14%	97.68%	96.47%	100.00%	100.00%
64		BSNL	3.94	96.41%	99.59%	99.81%		5.62	70.45%	NR	NR	NIL	NIL	NR	NR	95.07%	94.00%	NR	100.00%
65		HFCL	4.74	89.27%	100.00%	NIL		9.67	55.60%	N/A	NIL	0.03%	N/A	100.00%	100.00%	100.00%	95.00%	100.00%	100.00%
66		RCOM	0.67	100.00%	100.00%	N.A.		0.09	NR	92.81%	NIL	0.06%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
67		TCL	0.47	95.95%	100.00%	100.00%		2.30	79.60%	NA	NIL	0.06%	NA	100.00%	NIL	97.00%	91.00%	NR	NIL
68	RJ	Sistema Shvam	3.57	92.74%	100.00%	100.00%		5.17	96.56%	NA	NIL	NIL	NA	100.00%	100.00%	NR	98.00%	100.00%	100.00%
69		Bharti	2.00	94.91%	100.00%	NA		4.60	88.31%	NA	NIL	0.10%	NA	100.00%	77.27%	97.68%	97.03%	100.00%	100.00%
70		BSNL	4.39	100.00%	98.98%	99.94%		6.18	71.29%	NR	NR	NIL	NIL	NR	NIL	93.35%	83.00%	NR	100.00%
71		RCOM	0.57	100.00%	100.00%	N.A.		0.11	NR	94.55%	NIL	0.07%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
72		TCL	NIL	NA	NA	NA		NIL	100.00%	NA	NIL	NIL	NA	NA	NA	NA	100.00%	100.00%	NR
73	TN	Bharti	2.93	94.05%	100.00%	NA		4.99	92.43%	NA	NIL	0.21%	NA	91.22%	79.59%	95.29%	95.62%	100.00%	99.26%
74		BSNL	3.15	95.47%	99.47%	99.97%		4.99	80.49%	NR	NR	NIL	NIL	NR	NR	94.80%	98.33%	NR	100.00%
75		RCOM	0.54	100.00%	100.00%	N.A.		0.11	NR	80.82%	NIL	0.06%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
76		TCL	NIL	NA	NA	NA		NIL	NA	NA	NIL	NIL	NA	NA	NA	99.00%	95.00%	NR	NIL
77	UP-E	Bharti	1.30	98.32%	100.00%	NA		3.93	92.39%	NA	NIL	0.06%	NA	99.34%	82.54%	99.79%	96.43%	100.00%	100.00%
78		BSNL	3.37	95.57%	99.24%	99.38%		6.26	70.50%	NR	NR	0.01%	NIL	NR	NR	92.63%	90.33%	NR	100.00%
79		RCOM	0.82	100.00%	100.00%	N.A.		0.10	NR	93.39%	NIL	0.07%	NR	100.00%	100.00%	97.59%	96.13%	100.00%	100.00%
80		TCL	0.47	95.08%	100.00%	100.00%		2.62	99.44%	NA	NIL	0.01%	NA	100.00%	NIL	100.00%	100.00%	NR	NIL
81	UP-W	Bharti	1.82	96.88%	100.00%	NA		4.37	95.61%	NA	NIL	0.16%	NA	98.95%	70.11%	99.79%	96.56%	100.00%	100.00%
82		BSNL	4.82	95.04%	99.45%	99.86%		5.98	71.69%	NR	NR	NIL	NIL	NR	NR	97.03%	100.00%	NR	100.00%
83		RCOM	NIL	NIL	NIL	N.A.		NIL	NR	89.19%	NIL	NIL	NR	NA	100.00%	97.59%	96.13%	100.00%	100.00%
84		TCL	0.03	100.00%	100.00%	100.00%		7.35	100.00%	NA	NIL	0.01%	NA	100.00%	NIL	100.00%	100.00%	NR	NIL
85	Uttaranchal	BSNL	5.38	93.27%	97.76%	99.51%		4.65	72.14%	NR	NR	NIL	NIL	NR	NIL	93.42%	94.33%	NR	100.00%
86	WB	BSNL	4.60	86.14%	92.98%	94.27%	390.00	9.69	59.87%	NR	NR	0.07%	NIL	100.00%	NR	95.14%	76.00%	NR	100.00%
87		RCOM	NIL	NIL	NIL	N.A.		NIL	NR	93.31%	NIL	NIL	NR	NA	100.00%	97.59%	96.13%	100.00%	100.00%
88		TCL	NIL	NA	NA	NA		NIL	NA	NA	NA	NA	NA	NA	NA	NA	NA	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) (TCBH) >90% (Enclose MRTG)	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 ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)	
		10.0%	>90%	>99%	in nos.	<2%	10.0%	100% within 60 days	>60%	>80%	0	0	<90%	>80%	>98%	<1%	<120 ms	<350 ms	<800 ms
1	BSNL																		
1.1	Andhra Pradesh	99.90%	95.00%	99.70%	314	0.00%	100.00%	100.00%	86.50%	93.40%				92.10%	99.90%				
1.2	Assam	97.70%	82.50%	86.30%	2	0.10%	100.00%	100.00%	85.00%	92.00%				97.30%	99.90%				
1.3	Bihar	100.00%	93.10%	99.40%	0	0.10%	100.00%	100.00%	100.00%	100.00%				87.80%	99.90%				
1.4	Chhattisgarh	100.00%	93.10%	99.50%	158	0.10%	100.00%	100.00%	80.60%	91.10%				91.00%	99.60%				
1.5	Chennai	100.00%	95.00%	100.00%	0	0.40%	100.00%	100.00%	87.80%	100.00%				83.30%	100.00%				
1.6	Gujrat	100.00%	95.20%	99.60%	127	0.00%	100.00%	100.00%	82.80%	90.30%				89.20%	99.80%				
1.7	Haryana	100.00%	94.10%	99.70%	320	0.10%	100.00%	100.00%	85.20%	93.70%				91.80%	99.60%				
1.8	Himachal Pradesh	100.00%	92.60%	99.70%	0	0.00%	100.00%	100.00%	88.10%	93.10%				84.90%	99.30%				
1.9	Jammu & Kashmir	99.80%	94.70%	98.70%	0	0.10%	100.00%	100.00%	80.30%	91.90%				89.70%	99.30%				
1.10	Jharkhand	100.00%	93.40%	100.00%	0	0.10%	100.00%	100.00%	82.80%	91.10%				89.00%	99.50%				
1.11	Karnataka	99.90%	94.20%	99.50%	940	0.10%	99.98%	100.00%	86.10%	94.80%				93.40%	99.90%				
1.12	Kerala	100.00%	90.90%	99.60%	84	0.30%	100.00%	100.00%	78.10%	87.60%				88.10%	100.00%				
1.13	Kolkata	100.00%	88.30%	99.80%	0	0.20%	100.00%	100.00%	93.40%	98.70%				83.70%	99.80%				
1.14	Maharashtra	99.90%	94.50%	100.00%	2109	0.10%	100.00%	100.00%	85.80%	94.60%				92.50%	99.60%				
1.15	Madhya Pradesh	100.00%	95.10%	100.00%	0	0.10%	100.00%	100.00%	89.60%	95.30%				93.10%	99.90%				
1.16	North East I	100.00%	90.70%	99.60%	829	0.10%	100.00%	100.00%	84.10%	92.80%				89.10%	99.30%				
1.17	North East II	100.00%	95.50%	100.00%	0	0.10%	100.00%	100.00%	92.20%	94.80%				89.40%	98.80%				
1.18	Orissa	100.00%	92.80%	100.00%	21	0.10%	100.00%	100.00%	83.50%	93.80%				92.90%	99.50%				
1.19	Punjab	99.98%	94.10%	99.50%	327	0.00%	100.00%	100.00%	80.50%	91.60%				88.20%	99.70%				
1.20	Rajasthan	100.00%	96.20%	100.00%	3	0.10%	100.00%	100.00%	85.30%	95.10%				90.50%	99.90%				
1.21	Tamil Nadu	100.00%	93.80%	99.90%	0	0.10%	100.00%	100.00%	92.30%	96.70%				94.20%	100.00%				
1.22	Uttaranchal	99.99%	93.10%	100.00%	38	0.00%	99.90%	99.90%	87.40%	97.10%				96.80%	99.10%				
1.23	UP East	98.70%	94.50%	100.00%	163	0.20%	100.00%	100.00%	86.30%	94.20%				93.60%	99.70%				
1.24	UP West	100.00%	93.30%	99.30%	42	0.10%	100.00%	100.00%	78.10%	89.90%				92.20%	99.80%				
1.25	West Bengal	95.80%	91.60%	98.97%	79	0.30%	100.00%	100.00%	84.80%	95.30%				92.10%	99.50%				
1.26	A&N	52.70%	91.40%	100.00%	0	0.00%	100.00%	100.00%	94.70%	100.00%				15.00%	99.40%				
2	MTNL																		
2.1	Delhi	97.07%	71.77%	89.02%	17676	0.12%	98.01%	117.00%	99.70%	99.82%	0	1.33	79.40%	95.00%	99.88%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	94.32%	84.63%	93.61%	16854	0.011%	100.00%	NA	70.66%	73.23%	0	0	78.55%	80.00%	98.00%	1.00%	70	350	NA

Annexure 4.3 (Contd.)

3	Bharti Airtel Ltd.																		
3.1	Andhra Pradesh	100.00%	93.89%	99.70%	3	0.23%	93.00%	100.00%	95.75%	97.91%	0	0	0.17%	103.68%	100.00%	0.00%	70	263.67	NA
3.2	Delhi	100.00%	96.91%	99.43%	3	0.08%	95.00%	100.00%	97.42%	98.84%	0	0	0.52%	100.00%	99.97%	0.00%	28	3.33	NA
3.3	Gujarat	100.00%	98.32%	99.86%	1	0.10%	96.00%	100.00%	90.87%	94.43%	0	NA	0.41%	99.00%	99.99%	0.00%	49	48.8	NA
3.4	Haryana	100.00%	99.78%	100.00%	6	0.05%	92.00%	100.00%	96.93%	98.55%	0	NA	NA	100.00%	99.94%	0.00%	31	3.33	NA
3.5	Karnataka	100.00%	94.19%	100.00%	0	0.26%	88.00%	100.00%	96.79%	98.45%	0	0	0.75%	99.89%	99.99%	0.00%	85	264	NA
3.6	Kerala	100.00%	93.05%	100.00%	0	0.06%	85.00%	100.00%	96.53%	98.08%	0	NA	NA	101.56%	99.99%	0.00%	103	312.33	NA
3.7	Kolkata	100.00%	96.86%	99.37%	4	0.06%	86.00%	100.00%	97.98%	99.20%	0	0	0.60%	100.00%	99.99%	0.00%	25	2.67	NA
3.8	Madhya Pradesh & CG	100.00%	98.09%	99.56%	145	0.11%	99.00%	100.00%	94.67%	97.33%	0	0	0.57%	99.00%	99.88%	0.00%	72	76.8	NA
3.9	Maharashtra	100.00%	98.16%	99.51%	7	0.07%	98.00%	100.00%	92.90%	95.77%	0	NA	0.44%	99.00%	99.98%	0.00%	57	56.8	NA
3.10	Mumbai	100.00%	98.19%	99.52%	1	0.08%	97.00%	100.00%	94.22%	96.80%	NA	0	0.59%	99.00%	99.92%	0.00%	54	54.7	NA
3.11	Punjab	100.00%	97.81%	99.54%	2	0.06%	97.00%	100.00%	97.19%	98.69%	0	0	0.74%	100.00%	99.99%	0.00%	46	7.73	NA
3.12	Rajasthan	100.00%	97.97%	99.81%	0	0.04%	100.00%	100.00%	97.47%	99.18%	0	NA	NA	99.00%	99.99%	0.00%	13	4.33	NA
3.13	Tamilnadu	100.00%	92.59%	100.00%	0	0.33%	92.00%	100.00%	95.04%	98.34%	0	0	0.59%	102.38%	99.98%	0.00%	76	281.33	NA
3.14	UP - East	100.00%	99.44%	99.88%	1	0.05%	96.00%	100.00%	97.20%	98.78%	0	NA	NA	100.00%	100.00%	0.00%	14	3.33	NA
3.15	UP - West	100.00%	96.27%	99.34%	21	0.13%	92.00%	100.00%	97.70%	99.02%	0	NA	NA	100.00%	99.97%	0.00%	28	3	NA
4	Hathway																		
4.1	Andhra Pradesh	100.00%	97.00%	99.00%	266	1.97%	100.00%	100.00%	93.00%	97.00%	0	0	86.00%	87.00%	99.00%	0.98%	80	310	NA
4.2	Delhi	100.00%	92.00%	97.00%	109	1.79%	100.00%	100.00%	71.00%	82.00%	0	0	87.00%	85.00%	97.00%	0.99%	12	310	NA
4.3	Gujarat	400.00%	87.00%	99.07%	0	0.00%	100.00%	100.00%	89.00%	96.00%	0	0	88.00%	85.00%	99.00%	0.97%	55	250	NA
4.4	Haryana	100.00%	NA	NA	0	NA	NA	NA	DNF	DNF	0	DNF	NA	85.00%	100.00%	0.98%	10	320	NA
4.5	Karnataka	100.00%	95.00%	99.00%	367	0.86%	100.00%	100.00%	84.00%	87.00%	0	0	86.00%	90.00%	100.00%	0.98%	80	320	NA
4.6	Maharashtra	99.80%	88.00%	96.40%	4808	0.98%	100.00%	100.00%	51.00%	86.00%	0	0	86.00%	85.00%	99.00%	0.97%	20	275	NA
4.7	Punjab	100.00%	95.00%	97.00%	28	1.45%	100.00%	100.00%	99.00%	NA	NR	0	86.00%	85.00%	97.87%	0.97%	80	325	NA
4.8	Goa	100.00%	86.00%	99.00%	0	0.00%	NA	DNF	100.00%	100.00%	0	0	86.00%	90.00%	99.00%	0.98%	50	250	NA
4.9	Uttar Pradesh	100.00%	97.00%	98.00%	0	0.99%	100.00%	100.00%	DNF	DNF	NR	NA	89.00%	85.00%	99.00%	0.98%	28	284	NA
4.10	Chhattisgarh	100.00%	94.00%	97.00%	0	1.06%	100.00%	100.00%	100.00%	NA	0	0	87.00%	85.00%	99.00%	0.98%	10	310	NA
5	SIFY																		
All India		94.99%	73.17%	39.47%	0	NA	NA	NA	93.19%	95.20%	0	0	86.00%	DNF	100.00%	0.00%	42	242	NR
6	Quadrant Televentures Ltd.(Formerly HFCL Infotel Ltd.)																		
Punjab		99.86%	97.11%	99.96%	1	0.02%	100.00%	100.00%	90.00%	93.00%	0	0	69.00%	100.00%	99.80%	0.00%	90	300	NA
7	Tata Teleservices (Maharashtra) Ltd.																		
Maharashtra & Goa		6.00%	92.69%	100.00%	0	0.76%	94.00%	97.00%	95.47%	98.14%	NR	NR	70.00%	87.40%	99.87%	0.00%	42	197	NA
8	Beam Cables																		
Hyderabad		97.66%	90.00%	99.00%	2374	2.00%	100.00%	NA	62.33%	86.00%	0	0	43.33%	80.00%	99.00%	1.00%	100	300	NA
9	Alliance Broadband																		
Kolkata		100.00%	99.00%	100.00%	0	0.09%	100.00%	NA	98.00%	99.00%	7	0	NR	DNF	99.00%	1.00%	NA	NA	NA

Annexure 4.3 (Contd.)

10	Broadband Pacenet India Private Ltd.																		
10.1	Mumbai	100.00%	94.00%	99.00%	8	0.00%	DNF	NA	77.00%	97.00%	0	0	83.00%	DNF	98.00%	1.00%	50	280	NA
10.2	Mumbai-Pune	100.00%	97.00%	100.00%	3	NR	NR	NA	80.00%	100.00%	0	0	59.00%	DNF	99.00%	1.00%	50	280	NA
10.3	All India	100.00%	93.00%	99.50%	0	0.00%	NA	NA	73.00%	100.00%	0	0	64.00%	DNF	99.00%	1.00%	75	310	NA
10.4	Madhya Pradesh	100.00%	96.00%	100.00%	0	0.00%	100.00%	NA	80.00%	100.00%	0	0	68.00%	DNF	99.00%	1.00%	50	280	NA
10.5	Gujarat	100.00%	97.00%	100.00%	0	0.00%	100.00%	NA	80.00%	100.00%	0	0	80.00%	DNF	99.00%	1.00%	50	280	NA
10.6	Rajasthan	100.00%	98.00%	100.00%	0	0.00%	NA	NA	95.00%	100.00%	0	0	65.00%	DNF	99.00%	1.00%	50	280	NA
10.7	Andhra Pradesh	100.00%	90.00%	100.00%	0	0.00%	NA	NA	95.00%	100.00%	0	0	34.67%	DNF	99.00%	1.00%	50	280	NA
11	Tikona Digital Networks																		
	All India	97.07%	94.03%	99.13%	NR	0.81%	100.00%	100.00%	22.33%	37.67%	0	0	66.48%	99.90%	100.00%	NR	NR	NR	NR
12	Asianet Satellite Communications Ltd.																		
	Kerala	100.00%	90.00%	99.03%	NR	1.84%	99.99%	100.00%	NR	NR	0	0	75.20%	90.00%	99.00%	1.00%	50	270	NA
13	Zylog Systems(India)Ltd.																		
13.1	ROTN	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NA	
13.2	Chennai	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NA	
13.3	Andhra Pradesh	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NA	
13.4	Karnataka	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NA	
13.5	Punjab	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NA	
13.6	Gujarat	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NA	
14	Indusind Media & Communications Ltd. (Broadband Division)																		
	All India	100.00%	97.00%	99.00%	38	0.00%	100.00%	NA	100.00%	100.00%	0	0	74.50%	80.00%	98.00%	1.00%	45	260	NA
15	Rajesh Multichannel Pvt. Ltd.																		
	Mumbai	94.00%	98.00%	NR	0	0.00%	100.00%	0.00%	93.00%	85.00%	0	NR	86.00%	NR	99.00%	NR	NR	NR	NR
16	Chandranet Pvt. Ltd.																		
	Gujarat	100.00%	96.06%	99.77%	22	NR	100.00%	100.00%	90.94%	99.30%	0	0	87.00%	95.00%	99.00%	NR	NR	NR	NR
17	Gujarat Telelink Pvt. Ltd.																		
	Gujarat	100.00%	95.00%	99.00%	52	0.00%	100.00%	100.00%	97.00%	97.00%	NA	0	84.82%	87.88%	99.39%	0.00%	11	300	NA
18	Syscon Infoway Pvt Ltd.																		
	Mumbai	96.00%	98.00%	99.33%	0	0.00%	100.00%	NA	96.00%	92.00%	0	4	98.00%	NR	99.00%	NR	NR	NR	NR
19	D-Vois Broadband																		
	All India	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	
20	Wish Net Private Ltd																		
	Kolkata	100.00%	98.92%	100.00%	0	0.08%	100.00%	NA	81.00%	97.67%	0	0	71.16%	DNF	99.00%	1.00%	NA	NA	NA

Annexure 4.3 (Contd.)

21	Tata Communications																		
21.1	Andhra Pradesh	99.48%	98.00%	100.00%				0.00%	100.00%	100.00%						98.00%			
21.2	Assam	NA	88.00%	96.00%				NA	NA	NA						100.00%			
21.3	Delhi & NCR	100.00%	99.00%	99.00%				0.00%	100.00%	100.00%						99.00%			
21.4	Gujarat & Daman & Dv	100.00%	98.00%	99.00%				0.00%	100.00%	100.00%						98.00%			
21.5	Haryana	NA	99.00%	100.00%				NA	NA	NA						100.00%			
21.6	Himachal Pradesh	NA	100.00%	100.00%				NA	NA	NA						100.00%			
21.7	Jammu & Kashmir	NA	100.00%	100.00%				NA	NA	NA						100.00%			
21.8	Karnataka	100.00%	99.00%	100.00%				0.00%	100.00%	100.00%						100.00%			
21.9	Kerala & Lakshadweep	100.00%	97.00%	99.00%				0.00%	100.00%	100.00%						97.00%			
21.10	Madhya Pradesh & Chhattisgarh	100.00%	95.00%	100.00%				1.00%	100.00%	NA						98.00%			
21.11	Maharashtra & Goa	100.00%	98.00%	100.00%				0.00%	100.00%	100.00%						98.00%			
21.12	Mumbai	99.00%	90.00%	95.00%				0.00%	100.00%	100.00%						99.00%			
21.13	North eastern	NA	100.00%	100.00%				NA	NA	NA						100.00%			
21.14	Orissa	NA	100.00%	100.00%				NA	NA	NA						100.00%			
21.15	Punjab	99.00%	99.00%	100.00%				0.00%	100.00%	100.00%						100.00%			
21.16	Rajasthan	NA	99.00%	100.00%				0.00%	100.00%	100.00%						100.00%			
21.17	Tamil Nadu & Pondicherry	100.00%	88.00%	97.00%				0.00%	100.00%	100.00%						92.00%			
21.18	Uttar Pradesh - East	NA	99.00%	99.00%				NA	NA	NA						100.00%			
21.19	Uttar Pradesh - West	NA	100.00%	100.00%				NA	NA	NA						100.00%			
21.20	West Bengal	NA	NA	NA				NA	NA	NA						NA			
21.21	Kolkata	100.00%	97.00%	99.00%				0.00%	100.00%	100.00%						99.00%			
21.22	Bihar & Jharkhand	NA	94.00%	96.00%				NA	NA	NA						100.00%			
22	Ortel Communications																		
	Orissa	100.00%	91.00%	100.00%	NR	NA	NA	NA	100.00%	100.00%	0	0	71.26%	95.33%	96.18%	o	59	169.33	NA
23	Reliance Communications																		
	All India	100.00%	100.00%	100.00%	0	0.12%	100.00%	100.00%	96.00%	97.00%	0	0	50.98%	94.00%	99.62%	1.00%	DNF	DNF	DNF

Annexure 4.3 (Contd.)

24	You Broadband																		
24.1	All India	99.13%	71.80%	95.70%	2128	1.05%	100.00%	100.00%	88.00%	92.00%	NA	0	74.54%	85.59%	98.38%	0.00%	14	257	NA
24.2	Maharashtra	98.79%	72.22%	95.94%	598	0.47%	100.00%	100.00%	87.33%	91.00%	NA	0	76.46%	85.68%	98.35%	0.00%	23	260	NA
24.3	Gujarat	99.20%	76.58%	96.50%	724	0.19%	100.00%	100.00%	88.00%	92.33%	NA	0	73.67%	85.87%	98.41%	0.00%	12	254	NA
24.4	Karnataka	99.04%	60.67%	89.47%	200	0.18%	100.00%	100.00%	86.67%	90.67%	NA	0	71.15%	85.10%	98.31%	0.00%	6	234	NA
24.5	Tamilnadu	99.60%	64.42%	93.52%	199	0.28%	100.00%	100.00%	88.67%	93.00%	NA	0	61.03%	85.39%	98.33%	0.00%	8	260	NA
24.6	Haryana	100.00%	82.34%	98.07%	33	0.70%	100.00%	100.00%	87.33%	91.67%	NA	0	75.00%	85.10%	98.54%	0.00%	18	262	NA
24.7	Andhra Pradesh	99.30%	61.71%	94.80%	374	0.34%	100.00%	100.00%	88.33%	92.00%	NA	0	75.00%	85.99%	98.33%	0.00%	15	263	NA
25	Spectranet																		
	All India	99.39%	98.00%	99.00%	0	NA	NA	NA	100.00%	100.00%	0	0	53.00%	DNF	99.00%	DNF	DNF	DNF	Nil
26	Five Networks																		
	All India	100.00%	99.50%	100.00%	NA	NR	100.00%	100.00%	NA	NA	12	5500	NR	95.00%	98.00%	1.00%	NA	286.67	NA
27	Vasai Cables																		
	Mumbai	100.00%	93.60%	99.56%	0	0.79%	100.00%	NA	39.59%	73.97%	0	1	80.00%	80.00%	97.55%	1.00%	4	255	NR
28	Softeng Computers																		
	All India	100.00%	99.33%	100.00%	0	0.00%	100.00%	100.00%	90.00%	99.00%	5	0	0.00%	95.00%	99.00%	0.50%	10	253.33	NA
		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 2011)

S. No	Name of the Broadcaster	S.N o	Name of the channel	Reported Rates(in ₹)	Remarks
1	M/s Media Pro Enterprise India Private 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.N o	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
		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

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		32	Imagine TV	20.50	<p>Earlier, this channel was distributed by M/s Turner M/s Turner General Entertainment Networks India Private Limited upto 20.05.2011.</p> <p>W.e.f 20.05.2011, the distribution of this channel was shifted to M/s Zee Turner Limited.</p> <p>W.e.f 01.07.2011, the distribution of this channel was again shifted to M/s Media Pro Enterprise India Private Limited.</p>
		33	Star Plus	18.73	<p>As on 01.12.2007, rate of the channel was Rs. 17.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 18.73 .</p>
		34	Star Gold	17.66	<p>As on 01.12.2007, rate of the channel was Rs. 16.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .</p>
		35	Star Movies	17.66	<p>As on 01.12.2007, rate of the channel was Rs. 16.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .</p>
		36	Star World	04.87	<p>As on 01.12.2007, rate of the channel was Rs. 4.55</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 4.87 .</p>
		37	Vijay TV	04.28	<p>As on 01.12.2007, rate of the channel was Rs. 4.00 (Rs 11.80 in Tamilnadu)</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 4.28 (Rs 12.63 in Tamilnadu).</p>
		38	NGC	06.15	<p>As on 01.12.2007, rate of the channel was Rs. 5.75</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 6.15 .</p>
		39	The Fox History and Entertainment Channel	04.71	<p>As on 01.12.2007, rate of the channel was Rs. 4.40</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 4.71 .</p>
		40	Channel (V)	01.07	<p>As on 01.12.2007, rate of the channel was Rs. 1.00</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 1.07 .</p>
		41	Life Ok (earlier name "Star One")	21.94	<p>As on 01.12.2007, rate of the channel was Rs. 20.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 21.94 .</p>
		42	The MGM	06.42	<p>M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ Rs. 6.00</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .</p>

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		43	Star Jalsha	12.00	<p>Earlier, "Star Jalsha " was distributed by M/s Star Den as a FTA channel upto 04.11.2009</p> <p>W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 12.</p>
		44	Star Ananda	06.00	<p>Earlier, "Star Ananda"" was distributed by M/s Media Content & Communications Service (India) Private Limited as a FTA channel upto 4.11.2009</p> <p>W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 6.00.</p>
		45	FX	15.50	
		46	FOX CRIME	15.50	
		47	BABY TV	13.25	
		48	Nat Geo Wild	16.00	
		49	Nat Geo Adventure	16.00	
		50	Nat GEO Music	07.40	
		51	NDTV 24X7	09.10	<p>As on 01.12.2007, rate of the channel was Rs. 8.50</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .</p>
		52	NDTV Profit	06.42	<p>As on 01.12.2007, the rate of the channel was Rs. 6.00</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .</p>
		53	NDTV Good Times	09.63	<p>This channel was converted from FTA to Pay channel w.e.f 03.05.2008 @ Rs 9.00.</p> <p>W.e.f 01.07.2009, rate of the channel increased to Rs 9.63.</p>
		54	Suvarna	12.00	Converted from FTA to Pay w.e.f 1.11.2010.
		55	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	Reporte d Rates(in ₹)	Remarks
			Note:		<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 Zee and Star Den channels were shifted to M/s Media Pro Enterprise India Private Limited w.e.f 01.07.2011.</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	56	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 .
		57	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 .
		58	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 .
		59	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 .
		60	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 .
		61	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 .
		62	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 .
		63	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 .
		64	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 .
		65	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 .
		66	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 .
		67	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 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		68	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.
		69	Discovery Science	12.00	Channel launched on 01.01.2010
		70	Discovery Turbo	10.00	Channel launched on 01.01.2010
		71	Neo Sports	26.60	Prior to 01.09.2010, these channels were distributed by M/s Neo Sports Broadcast Private Limited.
		72	Neo Cricket	35.45	W.e.f 01.09.2010, the distribution of these channels were shifted to M/s MSM Discovery Private Limited.
		73	Discovery Channel – Tamil	16.05	Channel launched on 01.08.2011
* Prior to 01.09.2010, the name of the channel "TLC" was "Discovery Travel & Living"					
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 Viacom 18 channels on behalf of Kal Comm Pvt Limited.					

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*	74	SUN TV	13.26	As on 01.12.2007, the rate of the channel was Rs. 12.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 13.26 .
4	M/s SUN 18 Media Services South –South India Territory*	75	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 .
	* 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]	76	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.
		77	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.
		78	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.
		79	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 .
		80	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.
		81	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 .
		82	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
		83	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 .
		84	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was Rs. 7.35 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.86 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
		85	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 .
		86	Chintu TV ^(v)	13.37	W.e.f 09.04.2009, Teja News (Telugu News) was converted to Chintu TV (Kannada Kids).
		87	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 .
		88	Kushi TV ^(iv)	13.37	W.e.f 09.04.2009, Udaya News (Kannada News) was converted to Kushi TV (Telugu Kids).
		89	Chutti TV	13.37	Converted from FTA to Pay w.e.f 17.11.2009
		90	Udaya II	07.49	Converted from FTA to Pay w.e.f 17.11.2009
		91	Adithya TV	18.19	Converted from FTA (Telugu-Music) to Pay (Tamil-Movies) w.e.f 17.11.2009.
		92	Surya TV	12.31	Converted from FTA to Pay w.e.f 01.04.2010
		93	Kiran TV	18.19	Converted from FTA to Pay w.e.f 01.04.2010
		94	The Disney Channel	09.52	Prior to 01.04.2010, these channels were distributed by M/s Star Den Media Services Private Limited.
		95	Disney XD ^(xiv)	09.52	
		96	Hangama TV	08.35	W.e.f 1.4.2010, the distribution of these channels were shifted to M/s Sun Distribution Services.
		97	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.
		98	IBN Lokmat	7.86	The channel has been converted from FTA to Pay w.e.f 14.08.2010.
		99	Colors	21.40	Earlier these channels were distributed by M/s MSM Discovery India Private Limited upto 13.07.2010.
		100	MTV	7.49	
		101	NICK	6.42	
		102	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
		103	CNBC TV 18	09.10	
		104	CNN-IBN	05.35	
		105	CNBC Awaaz	04.82	<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> <ul 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>

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 Viacom 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 Ushodaya Enterprises Private Limited	106	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 .
		107	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
		108	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 .
		109	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 .
		110	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 .
		111	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 .
		112	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 .
		113	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 .
		114	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 .
		115	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 .
		116	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 .
		117	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 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
6	M/s UTV Global Broadcasting Limited	118	Bindass	10.00	
		119	UTV Action ^(v)	10.00	
		120	World Movies	10.00	Channel launched on 03.02.2008
		121	UTV Movies	15.00	Launching of channel, reported vide letter dated 11.03.2008
		122	Bloomberg UTV ^(vi)	08.50	Launching of channel, reported vide letter dated 15.04.2008
		123	UTV Action – Telugu	18.35	Channel launched on 26.06.2011
7	M/s BBC World (India) Private Limited	124	BBC World	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 14.02.2011, rate of the channel increased to Rs 5.35
8	M/s BBC Worldwide Channels Private Limited	125	BBC Entertainment	06.95	As on 01.12.2007, rate of the channel was Rs. 6.50 W.e.f. 14.02.2011, rate of the channel increased to Rs 6.95
		126	Cbeebies	06.95	As on 01.12.2007, rate of the channel was Rs. 6.50 W.e.f. 14.02.2011, rate of the channel increased to Rs 6.95
9	M/s ESPN Software India Private Limited	127	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
		128	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
		129	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
		130	ESPNEWS	9.10	Newly launched channel w.e.f. 19.07.2011

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
10	M/s Television Limited	131	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).
		132	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) .
		133	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).
11	M/s 9X Media Private Limited ⁽ⁱⁱⁱ⁾	134	9XM	07.00	
		135	9X	20.50	
12	M/s Turner General Entertainment Networks India Private Limited(ii)	136	NDTV Lumiere	15.00	Channel launched on 10.10.2008
		137	NDTV Showbiz	08.00	Channel launched on 15.08.2008
13	M/s ABS Media Services Private Limited	138	Sahara One	20.50	Converted from FTA to Pay W.e.f. 06.06.2008
		139	Filmy	16.50	Converted from FTA to Pay W.e.f. 06.06.2008
14.	M/s B4U Television Network (India) Private Limited	140	B4U Movies	06.65	Reported on 25.11.2010, the rate of the channel revised from Rs. 6.00 to Rs 6.65.
15.	M/s MAA Television Network Limiter	141	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.
		142	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.
		143	MAA Movies	18.50	Channel launched on 07.07.2010
		144	MAA Junior	13.50	Channel launched on 07.07.2010
16	M/s TV Today Network Limited	145	Dilli Aaj Tak	08.50	
17.	M/s Allied Infotainment Distribution Private Limited	146	E-24	15.00	Channel launched on. 27.03.2008

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in ₹)	Remarks
18	M/s Turner International India Private Limited	147	Boomerang	10.00	
		148	TCM Turner Classic Movies	10.00	
19	M/s Odisha Television Ltd	149	Tarang	10.70	As on 06.11.2008, the rate of the channel was Rs 10/- W.e.f 01.06.2010, rate of the channel increased to Rs 10.70.
		150	Tarang Music	05.00	
		151	Prarthana	05.00	
20	M/s Media Network & Distribution (India) Limited	152	ET NOW	08.50	Channel launched on 27.06.2009.
		153	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 .
		154	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 .
21	M/s Taj Television India Private Limited	155	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.
		156	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.
		157	Ten Cricket	35.45	W.e.f 31.01.2010, the distribution of channel shifted to M/s Taj Television India Private Limited. Channel launched on 10.08.2010
		158	BIG CBS PRIME	14	Channel launched on 15.11.2010
22	M/s BIG CBS Networks Limited	159	BIG CBS LOVE	11	Channel launched on 15.03.2011
		160	BIG CBS SPARK	11	Channel launched on 02.05.2011
		161	BIG MAGIC	11	Converted from FTA to Pay w.e.f 15.09.2011
23	M/s Reliance Television Private Limited	162	9X Tashan	5	Channel launched on 31.08.2011
24	M/s Paul Entertainment Pvt Limited	163	Sarthak TV	9.50	Converted from FTA to Pay w.e.f 20.05.2011

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 , "Firangi" channel has been converted from Pay to FTA w.e.f 09.09.2011. W.e.f 22.10.2010, "Sahara one" and "Filmy" channels are being distributed by M/s ABS Media Services Private 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 operational private FM Radio Stations in India

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
1	DELHI	CLEAR MEDIA	HIT-FM	01.09.2006	
2	DELHI	DIGITAL RADIO	RED-FM	29.04.2003	<i>ALREADY IN OPERATION FROM PHASE-I</i>
3	DELHI	E.N.I.L.	RADIO- MIRCHI	29.04.2003	<i>ALREADY IN OPERATION FROM PHASE-I</i>
4	DELHI	H.T. MEDIA	FEVER 104	30.10.2006	
5	DELHI	M.B.P.L.	RADIO-CITY	29.04.2003	<i>ALREADY IN OPERATION FROM PHASE-I</i>
6	DELHI	RADIO-ONE LTD.	RADIO-ONE [1]	23.09.2006	
7	DELHI	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	28.05.2007	
8	DELHI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24-09-2006	
9	MUMBAI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.11.2006	
10	MUMBAI	DIGITAL RADIO	RED-FM	29.04.2002	<i>ALREADY IN OPERATION FROM PHASE-I</i>
11	MUMBAI	E.N.I.L.	RADIO- MIRCHI	29.04.2002	<i>ALREADY IN OPERATION FROM PHASE-I</i>
12	MUMBAI	H.T. MEDIA	FEVER 104	15.01.2007	
13	MUMBAI	M.B.P.L.	RADIO-CITY	21.05.2002	<i>ALREADY IN OPERATION FROM PHASE-I</i>
14	MUMBAI	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	26.01.2008	
15	MUMBAI	RADIO-ONE LTD.	RADIO-ONE [1]	29.04.2003	<i>ALREADY IN OPERATION FROM PHASE-I</i>
16	KOLKATA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	21.10.2006	
17	KOLKATA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	04.10.2007	
18	KOLKATA	ANANDA OFFSET	FRIEND 91.9	28.02.2007	
19	KOLKATA	DIGITAL RADIO	RED-FM	03.05.2003	<i>ALREADY IN OPERATION FROM PHASE-I</i>

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
20	KOLKATA	E.N.I.L.	RADIO- MIRCHI	03.05.2003	ALREADY IN OPERATION FROM PHASE-I
21	KOLKATA	HITZ FM	POWER-FM	03.05.2003	ALREADY IN OPERATION FROM PHASE-I
22	KOLKATA	INDIA FM	AMAR-FM	03.05.2003	ALREADY IN OPERATION FROM PHASE-I
23	KOLKATA	RADIO-ONE LTD.	RADIO-ONE [1]	12.12.2008	
24	KOLKATA	H.T. MEDIA	FEVER 104	23.01.2008	
25	CHENNAI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	27.09.2006	
26	CHENNAI	E.N.I.L.	RADIO- MIRCHI	05.05.2003	ALREADY IN OPERATION FROM PHASE-I
27	CHENNAI	M.B.P.L.	RADIO-CITY	10.07.2006	
28	CHENNAI	MALAR PUBLICATIONS	HELLO-FM	02.10.2006	
29	CHENNAI	MUTHOOT BROADCASTING PVT. LTD.	CHENNAI LIVE	04.01.2008	
30	CHENNAI	NOBLE BROADCASTING	AAHAA-FM	18.01.2007	
31	CHENNAI	RADIO-ONE LTD.	RADIO-ONE [1]	10.01.2007	
32	CHENNAI	SUN TV	SURYANA FM	05.05.2003	ALREADY IN OPERATION FROM PHASE-I
33	AGARTALA	POSITIVE RADIO	OOLALA FM	07.08.2007	
34	AGRA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	18.08.2007	
35	AGRA	SHRI PURAN MULTIMEDIA	MANTRA FM	08.07.2007	
36	AHMEDABAD	E.N.I.L.	RADIO- MIRCHI	10.12.2001	ALREADY IN OPERATION FROM PHASE-I
37	AHMEDABAD	M.B.P.L.	RADIO-CITY	25.07.2007	
38	AHMEDABAD	RADIO-ONE LTD.	RADIO-ONE [1]	26.08.2007	
39	AHMEDABAD	SOUTH ASIA	S. FM	20.04.2008	
40	AHMEDABAD	D. B. CORP.	MY-FM	21.07.2007	
41	AHMEDNAGAR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.03.2008	
42	AHMEDNAGAR	M.B.P.L.	RADIO-CITY	07.02.2008	
43	AJMER	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	28-08-2007	
44	AJMER	D. B. CORP.	MY-FM	31.08.2007	
45	AKOLA	M.B.P.L.	RADIO-CITY	13.03.2008	
46	ALIGARH	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	08.12.2006	
47	ALLAHABAD	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.10.2007	
48	ALLAHABAD	SOUTH ASIA	S. FM	18.03.2008	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
49	AMRITSAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007	
50	AMRITSAR	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	15.05.2008	
51	AMRITSAR	D. B. CORP.	MY-FM	27-07-2007	
52	ASANSOL	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.06.2007	
53	ASANSOL	SOUTH ASIA	S. FM	03.06.2008	
54	AURANGABAD	E.N.I.L.	RADIO- MIRCHI	24.07.2007	
55	AURANGABAD	SOUTH ASIA	S. FM	21.04.2008	
56	BANGALURU	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	09.10.2006	
57	BANGALURU	E.N.I.L.	RADIO- MIRCHI	17.04.2006	
58	BANGALURU	H.T. MEDIA	FEVER 104	06.03.2007	
59	BANGALURU	INDIA RADIO VENTURES	RADIO- INDIGO	01.10.2006	
60	BANGALURU	KAL RADIO	S. FM	06.11.2006	
61	BANGALURU	M.B.P.L.	RADIO-CITY	10.06.2001	<i>ALREADY IN OPERATION FROM PHASE-I</i>
62	BANGALURU	RADIO-ONE LTD.	RADIO-ONE [1]	01.08.2006	
63	BAREILLY	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	30.03.2007	
64	BAREILLY	SHRI PURAN MULTIMEDIA	MANTRA FM	09.04.2007	
65	BHOPAL	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	20.05.2007	
66	BHOPAL	E.N.I.L.	RADIO- MIRCHI	26.05.2007	
67	BHOPAL	SOUTH ASIA	S. FM	06.11.2007	
68	BHOPAL	D. B. CORP.	MY-FM	26.05.2007	
69	BHUBANESHWAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007	
70	BHUBANESHWAR	EASTERN MEDIA	CHOCOLATE	04.05.2007	
71	BHUBANESHWAR	SOUTH ASIA	S. FM	28.06.2007	
72	BIKANER	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	19.01.2007	
73	BILASPUR	D. B. CORP.	MY-FM	27.09.2007	
74	CHANDIGARH	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	12.02.2007	
75	CHANDIGARH	D. B. CORP.	MY-FM	19.02.2007	
76	COIMBATORE	E.N.I.L.	RADIO- MIRCHI	03.11.2007	
77	COIMBATORE	M.B.P.L.	RADIO-CITY	12.11.2007	
78	COIMBATORE	MALAR PUBLICATIONS	HELLO-FM	29.10.2007	
79	COIMBATORE	SUN TV	SURYANA FM	07.03.2003	<i>ALREADY IN OPERATION FROM PHASE-I</i>
80	DHULE	B.A.G. INFOTAINMENT	RADIO- DHAMAL	15.08.2007	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
81	GANGTOK	CHINAR CIRCUITS	NINE-91.9 FM	10.08.2008	
82	GANGTOK	PCM CEMMENTS	MISTY FM	31.01.2009	
83	GANGTOK	SOUTH ASIA	S.FM		
84	GORAKHPUR	SHRI PURAN MULTIMEDIA	MANTRA FM	03.06.2007	
85	GULBERGA	KAL RADIO	S. FM	02.06.2008	
86	GUWAHATI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007	
87	GUWAHATI	POSITIVE RADIO	OOLALA FM	13.04.2007	
88	GUWAHATI	PURVY BROADCASTING	GUP-SHUP	09.10.2007	
89	GUWAHATI	SOUTH ASIA	S. FM	11.04.2008	
90	GWALIOR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	06.08.2007	
91	GWALIOR	GWALIOR FARMS	CHASKA	04.08.2007	
92	GWALIOR	ITM SOFTWARE	SUNO LEMON	07.09.2007	
93	GWALIOR	D. B. CORP.	MY-FM	06.08.2007	
94	HISSAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	02.03.2007	
95	HISSAR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007	
96	HISSAR	SHRI PURAN MULTIMEDIA	MANTRA FM	21.03.2007	
97	HYDERABAD	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	25.09.2006	
98	HYDERABAD	E.N.I.L.	RADIO- MIRCHI	19.04.2006	
99	HYDERABAD	KAL RADIO	S. FM	06.11.2006	
100	HYDERABAD	M.B.P.L.	RADIO-CITY	30.05.2006	
101	INDORE	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	03.08.2007	
102	INDORE	E.N.I.L.	RADIO- MIRCHI	01.10.2001	ALREADY IN OPERATION FROM PHASE-I
103	INDORE	SOUTH ASIA	S. FM	09.12.2007	
104	INDORE	D. B. CORP.	MY-FM	11.08.2007	
105	ITANAGAR	POSITIVE RADIO	OOLALA FM	05.08.2008	
106	JABALPUR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.03.2008	
107	JABALPUR	E.N.I.L.	RADIO- MIRCHI	15.02.2008	
108	JABALPUR	SOUTH ASIA	S. FM	19.03.2008	
109	JABALPUR	D. B. CORP.	MY-FM	15.02.2008	
110	JAIPUR	E.N.I.L.	RADIO- MIRCHI	17.04.2006	
111	JAIPUR	M.B.P.L.	RADIO-CITY	08.09.2006	
112	JAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	15.08.2006	
113	JAIPUR	SOUTH ASIA	S. FM	06.11.2006	
114	JAIPUR	D. B. CORP.	MY-FM	28.05.2006	
115	JALANDHAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.04.2007	
116	JALANDHAR	E.N.I.L.	RADIO- MIRCHI	24.04.2007	
117	JALANDHAR	SHRI PURAN MULTIMEDIA	MANTRA FM	14.04.2007	
118	JALANDHAR	D. B. CORP.	MY-FM	19.04.2007	
119	JALGOAN	B.A.G. INFOTAINMENT	RADIO- DHAMAL	22.04.2008	
120	JALGOAN	M.B.P.L.	RADIO-CITY	21.05.2008	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
121	JAMMU	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	07.12.2006	
122	JAMSHED PUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	07.11.2007	
123	JAMSHED PUR	SOUTH ASIA	S. FM	13.04.2008	
124	JAMSHED PUR	NEUTRAL PUBLICATION	DHOOM FM	18.07.2008	
125	JHANSI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	19.01.2007	
126	JODHPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.12.2007	
127	JODHPUR	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.06.2008	
128	JODHPUR	D. B. CORP.	MY-FM	20.12.2007	
129	KANNUR	ASIANET RADIO PVT. LTD.	BEST FM	13.01.2008	
130	KANNUR	KAL RADIO	S. FM	12.03.2008*	
131	KANNUR	MALAYALLA MANORAMA	MANGO FM	30.12.2007	
132	KANNUR	THE MATHRABHUMI	CLUB-FM	30.12.2007	
133	KANPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.06.2007	
134	KANPUR	E.N.I.L.	RADIO- MIRCHI	16.06.2007	
135	KANPUR	SOUTH ASIA	S. FM	28.01.2008	
136	KARNAL	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007	
137	KARNAL	SHRI PURAN MULTIMEDIA	MANTRA FM	02.04.2007	
138	KOCHI	KAL RADIO	S. FM	17.05.2008*	
139	KOCHI	MALAYALLA MANORAMA	MANGO FM	18.05.2008	
140	KOCHI	THE MATHRABHUMI	CLUB-FM	17.05.2008	
141	KOLHAPUR	E.N.I.L.	RADIO- MIRCHI	18.09.2007	
142	KOLHAPUR	PUDHARI PUBLICATION	TOMOTO FM	21.09.2007	
143	KOTA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	21.01.2008	
144	KOTA	RAJASTHAN PATRIKA	RADIO- TADKA	25.02.2008	
145	KOTA	D. B. CORP.	MY-FM	02.02.2008	
146	KOZHIKKODE	KAL RADIO	S. FM	07.12.2007	
147	KOZHIKKODE	MALAYALLA MANORAMA	MANGO FM	29.11.2007	
148	LUCKNOW	E.N.I.L.	RADIO- MIRCHI	13.08.2007	
149	LUCKNOW	M.B.P.L.	RADIO-CITY	10.12.2001	ALREADY IN OPERATION FROM PHASE-I
150	LUCKNOW	SOUTH ASIA	S. FM	06.11.2007	
151	MADURAI	E.N.I.L.	RADIO- MIRCHI	28.09.2007	
152	MADURAI	KAL RADIO	S. FM	05.10.2007	
153	MADURAI	MALAR PUBLICATIONS	HELLO-FM	01.10.2007	
154	MANGALORE	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24.11.2007	
155	MANGALORE	E.N.I.L.	RADIO- MIRCHI	24.11.2007	
156	MANGALORE	KAL RADIO	S. FM	21.02.2008	
157	MUZAFFARPUR	B.A.G. INFOTAINMENT	RADIO- DHAMAL	01.08.2007	
158	mysore	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	14.10.2007	
159	mysore	KAL RADIO	S. FM	07.12.2007	
160	NAGPUR	E.N.I.L.	RADIO- MIRCHI	18.10.2007	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
161	NAGPUR	M.B.P.L.	RADIO-CITY	21.10.2007	
162	NAGPUR	SOUTH ASIA	S. FM	04.05.2008	
163	NAGPUR	D. B. CORP.	MY-FM	21.10.2007	
164	NANDED	M.B.P.L.	RADIO-CITY	15.05.2008	
165	NASIK	E.N.I.L.	RADIO- MIRCHI	06.07.2007	
166	NASIK	SOUTH ASIA	S. FM	16.04.2008	
167	PANAJI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	22.05.2007	
168	PANAJI	E.N.I.L.	RADIO- MIRCHI	22.05.2007	
169	PANAJI	INDIA RADIO VENTURES	RADIO INDIGO	25.06.2007	
170	PATIALA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007	
171	PATIALA	B.A.G. INFOTAINMENT	RADIO- DHAMAL	18.06.2007	
172	PATIALA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.06.2008	
173	PATNA	E.N.I.L.	RADIO- MIRCHI	02.04.2007	
174	PUDUCHERRY (UT)	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.12.2007	
175	PUDUCHERRY (UT)	KAL RADIO	S. FM	20.12.2007	
176	PUDUCHERRY (UT)	MALAR PUBLICATIONS	HELLO-FM	22.12.2007	
177	PUNE	E.N.I.L.	RADIO- MIRCHI	18.10.2002	ALREADY IN OPERATION FROM PHASE-I
178	PUNE	M.B.P.L.	RADIO-CITY	06.04.2008	
179	PUNE	RADIO-ONE LTD.	RADIO-ONE [1]	12.05.2008	
180	PUNE	SOUTH ASIA	S. FM	22.07.2008	
181	RAIPUR	E.N.I.L.	RADIO- MIRCHI	11.01.2008	
182	RAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	10.02.2009	
183	RAIPUR	RANEKA FINCOM	RANGILA 104.8	15.01.2008	
184	RAIPUR	D. B. CORP.	MY-FM	16.01.2008	
185	RAJAHMUNDRY	KAL RADIO	S. FM	19.01.2008	
186	RAJKOT	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	13.06.2007	
187	RAJKOT	E.N.I.L.	RADIO- MIRCHI	13.06.2007	
188	RAJKOT	SOUTH ASIA	S. FM	18.04.2008	
189	RANCHI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	24.10.2007	
190	RANCHI	B.A.G. INFOTAINMENT	RADIO- DHAMAL	15.11.2007	
191	RANCHI	SHRI PURAN MULTIMEDIA	MANTRA FM	27.10.2007	
192	RANCHI	NEUTRAL PUBLICATION	DHOOM FM	18.07.2008	
193	ROURKELA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	06.01.2008	
194	ROURKELA	EASTERN MEDIA	RADIO- CHOCOLATE	22.01.2008	
195	SANGLI	M.B.P.L.	RADIO-CITY	08.02.2008	
196	SANGLI	PUDHARI PUBLICATION	TOMOTO FM	21.09.2009	
197	SHILLONG	POSITIVE RADIO	OOLALA FM	16.10.2007	
198	SHILLONG	SOUTH ASIA	S. FM	13.06.2008	
199	SHIMLA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	25.06.2009	Freq. change 14-09-2009

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
200	SHIMLA	T.V. TODAY BROADCASTING LTD	RADIO- MEOW	01.10.2009	
201	SHIMLA	B.A.G. INFOTAINMENT	RADIO- DHAMAL	30.11.2009	
202	SHOLAPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	08.11.2007	
203	SHOLAPUR	M.B.P.L.	RADIO-CITY	14.11.2007	
204	SILIGURI	CHINAR CIRCUITS	NINE-91.9 FM	12.03.2008	
205	SILIGURI	PCM CEMMENTS	MISTY FM	14.11.2007	
206	SILIGURI	SYNTECH INFORMATICS	HIGH FM	24.11.2007	
207	SILIGURI	SOUTH ASIA	S. FM	25.10.2008	
208	SRI-NAGAR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	10.12.2006	
209	SURAT	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.08.2007	
210	SURAT	E.N.I.L.	RADIO- MIRCHI	21.08.2007	
211	SURAT	D. B. CORP.	MY-FM	27.08.2007	
212	SURAT	M.B.P.L.	RADIO-CITY	22.08.2007	
213	THIRUVANANTHAPURAM	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	29.01.2008	
214	THIRUVANANTHAPURAM	E.N.I.L.	RADIO- MIRCHI	29.01.2008	
215	THIRUVANANTHAPURAM	KAL RADIO	S. FM	06.02.2008	
216	THIRUVANANTHAPURAM	THE MATHRABHUMI	CLUB-FM	29.01.2008	
217	THRISSUR	ASIANET RADIO PVT. LTD.	BEST FM	23.12.2007	
218	THRISSUR	KAL RADIO	S. FM	26.12.2007	Frq. Change 18-9-2009
219	THRISSUR	MALAYALLA MANORAMA	MANGO FM	14.12.2007	
220	THRISSUR	THE MATHRABHUMI	CLUB-FM	14.12.2007	
221	TIRUCHI	KAL RADIO	S. FM	17.01.2008	
222	TIRUCHI	MALAR PUBLICATIONS	HELLO-FM	14.01.2008	
223	TIRUNELVELI	MALAR PUBLICATIONS	HELLO-FM	13.10.2007	
224	TIRUNELVELI	SUN TV	SURYANA FM	07.03.2003	ALREADY IN OPERATION FROM PHASE-I
225	TIRUPATI	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	01.08.2007	
226	TIRUPATI	KAL RADIO	S. FM	27.08.2007	
227	TUTICORIN	KAL RADIO	S. FM	05.10.2007	
228	TUTICORIN	MALAR PUBLICATIONS	HELLO-FM	15.10.2007	
229	UDAIPUR	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	03.08.2007	
230	UDAIPUR	RAJASTHAN PATRIKA	RADIO- TADKA	27.08.2007	
231	UDAIPUR	D. B. CORP.	MY-FM	07.07.2007	
232	VADODARA	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	05.06.2007	
233	VADODARA	E.N.I.L.	RADIO- MIRCHI	05.06.2007	
234	VADODARA	M.B.P.L.	RADIO-CITY	11.06.2007	

Annexure 5.2 (Contd.)

S.NO.	CITY	NAME OF THE COMPANY	CHANNEL IDENTITY	DATE OF OPERATIONALISATION	REMARKS
235	VADODARA	SOUTH ASIA	S. FM	17.04.2008	
236	VARANASI	E.N.I.L.	RADIO- MIRCHI	14.07.2007	
237	VARANASI	SHRI PURAN MULTIMEDIA	MANTRA FM	20.07.2007	
238	VARANASI	SOUTH ASIA	S. FM	29.12.2007	
239	VIJAYWADA	E.N.I.L.	RADIO- MIRCHI	11.12.2007	
240	VIJAYWADA	KAL RADIO	S. FM	25.12.2007	
241	VISHAKAPATNAM	RELIANCE BROADCAST NETWORK LTD.	BIG-FM	27.10.2007	
242	VISHAKAPATNAM	E.N.I.L.	RADIO- MIRCHI	26.10.2007	
243	VISHAKAPATNAM	M.B.P.L.	RADIO-CITY	29.10.2007	
244	VISHAKAPATNAM	UDAYA TV	VISAKHA FM	06.02.2003	ALREADY IN OPERATION FROM PHASE-I
245	WARANGAL	KAL RADIO	S. FM	28.05.2008	

Source: Ministry of Information & Broadcasting

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

- 1. M/s. Tata Sky Ltd.,**
3rd Floor, Bombay Dyeing A.O. Building,
Pandurang Budhkar Marg, Worli,
Mumbai – 400 025
Tel: 022-6613 3000
Fax-022-6613 3030/6616 3013
- 2. M/s Dish TV India Ltd.**
FC-9, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186
- 3. SUN Direct TV(P) Ltd.**
Murasoli Maran Towers, 73, MRC Nagar,
Main Road, MRC Nagar, Chennai – 28
PH: 044-44676767
- 4. Bharti Telemedia Ltd.**
Airtel centre, Plot No 16, Udyog Vihar Phase IV, ,
Gurgaon – 122015
Ph: 0124-4222222
- 5. Reliance Big TV Pvt. Ltd.**
3rd Floor, B-Wing,
Reliance Centre, Maharaja Ranjit Singh Marg,
New Delhi – 110 002
Ph: 011-30332832
- 6. M/s Bharat Business Channel Ltd.**
Uplink Centre, Plot No 1D,
Udyog Vihar, Industrial Area,
Greater NOIDA, Distt, Gautam Budh Nagar , - 201 306
PH: 0120-6141000

Annexure 5.4: List of permitted teleports at various locations in India

[As on 31/12/2011]

Sr.No	Name of Teleport	Address	Location	Date of Permission
1	TV TODAY NETWORK LIMITED	TV TODAY NETWORK LIMITED FC-8, SECTOR-16A, NOIDA(UP)	NEW DELHI	22-Nov-00
2	SUN TV LTD.	R.S NO. 4288/7273 & 116, BLOCK NO. 94, MRC NAGAR CHENNAI-600018	CHENNAI	12-Mar-01
3	ENTERTAINMENT TELEVISION NETWORK PVT.LTD.	7B, SHAH INDUSTRIAL ESTATE, OFF VEERA DESAI ROAD, ANDHERI W., MUMBAI-400053	MUMBAI	23-May-01
4	USHODAYA ENTERPRISES LTD.	6-3-570, VENADU COMPLEX, SOMAJIGUDA, HYDERABAD-500082	HYDERABAD	23-May-01
5	ESSEL SHYAM COMMUNICATION LIMITED	C-34,SECTOR-62,ELECTRONIC CITY,NOIDA-201307	NOIDA	3-Sep-01
6	ASIANET INFRASTRUCTURE PVT LTD.	ASIANET STUDIO/COMPLEX, PULIYARAKONAM P.O., THIRUVANANTHAPURAM KERALA	THIRUVANANTHAPURAM	17-Oct-01
7	ESSEL SHYAM COMMUNICATION LTD.	C-34, ELECTRONIC CITY,SECTOR -62, NOIDA-2 NOIDA-201307	NOIDA-2	7-Feb-02
8	SAHARA SANCHAR LIMITED	SAHARA INDIA COMPLEX, C-2, C-3, SECTOR XI NOIDA-201301 U.P	NOIDA	12-Feb-02
9	TELEVISION EIGHTEEN INDIA LIMITED	VIDEOCON TOWER, E-1 RANI JHANSI ROAD, JHANDEWALAN EXTN., NEW DELHI-110055	NEW DELHI	18-Mar-02
10	NEW DELHI TELEVISION LTD (NDTV)	ARCHANA COMPLEX, GATEWAY OF INDIA, KAILASH-I NEW DELHI-110048	NEW DELHI	11-Jun-02
11	INDIAVISION SATELLITE COMMUNICATIONS LTD.	TATU'S TOWER, 32/1787, PADIVATTOM, NH BY-PASS ROAD, KOCHI-KERALA 682024	KOCHI -KERALA	7-Nov-02
12	NOIDA SOFTWARE TECHNOLOGY PARK LTD.	B-23-25, POCKET C, SURAJPUR INDUSTRIAL AREA, GREATER NOIDA(U.P.)	GREATER NOIDA	27-Jan-03
13	DISH TV INDIA LIMITED (Formerly known ASQ(U.P.) Enterprises Ltd.)	FC-19, SECTOR-16A, NOIDA-201301	NOIDA	2-Apr-03
14	POSITIVE TELEVISION PVT. LTD.	7 C,DOCTORS LANE, GOL MARKET, NEW DELHI-110001	GUWAHATI	9-Jun-03
15	CHANNEL GUIDE INDIA LTD.	BOKADIA MANSION, 3RD FLOOR,229, PRINCESS STREET, MUMBAI	MUMBAI	15-Sep-03
16	INDIASIGN PVT. LTD.	A-49, SECTOR 18, ELECTRONICS CITY, HARTRON COMPLEX, GURGAON(HARYANA)	GURGAON	18-Nov-03
17	ASSOCIATED BROADCASTING CO PVT. LTD.	NO.97, ROAD NO.3, BANJARA HILLS, HYDERABAD-500034	HYDERABAD	24-Nov-03

Annexure 5.4 (Contd.)

18	AV ENTERTAINMENT PVT. LTD.	240, ZONE-I, M.P.NAGER, BHOPAL(M.P)	BHOPAL	15-Dec-03
19	TELEVISION EIGHTEEN INDIA LIMITED	EMPIRE COMPLEX, 414, SENAPATI BAPAT MARG, LOWER PAREL, MUMBAI-400013	MUMBAI	19-Mar-04
20	AMRITA ENTERPRISES PVT. LTD.	IC NO. 15/1069, AMRITA, GANDHI NAGER, VAZHUTHANCADU, THIRUVANANTHAPURAM-695014	THIRUVANANTHAPURAM	20-Apr-04
21	MAVIS SATCOM LIMITED	NO.48 NP, JAWAHARLAL NEHRU ROAD, EKKATUTHANGAL, CHENNAI-600092	CHENNAI	22-Apr-04
22	TATA COMMUNICATIONS LTD VSNL	VSNL, TECHNICAL COMPLEX, SDF BUILDING, SALT LAKE, KOLKATTA-700091	KOLKATTA	14-May-04
23	TATA COMMUNICATIONS LTD VSNL	VSNL, VSB, KAKKANAD, THIRKKAKARA, COCHIN ERNAKULAM, COACHIN-682030	COCHIN	14-May-04
24	TATA COMMUNICATIONS LTD VSNL	VSNL, THIRUVELLUVAR SATELLITE EARTH STATION, REDHILLS ROAD, AMBATTUR, CHENNAI-600053	CHENNAI	14-May-04
25	TATA COMMUNICATIONS LTD VSNL	VSNL, VSB, BANGLA SAHAB ROAD, NEW DELHI-110001	NEW DELHI	14-May-04
26	TATA COMMUNICATIONS LTD VSNL	VSNL, VSB, FORT, MG ROAD, MUMBAI-400001	MUMBAI	14-May-04
27	LAMHAS SATELLITE SERVICES LTD.	161, TOWER I, INTERNATIONAL INFOTECH PARK, VASHI, NAVI MUMBAI	MUMBAI	10-Aug-04
28	MALAYALAM COMMUNICATIONS LTD.	MALAYALAM COMMUNICATIONS LTD. CHANDRAGIRI HILLS, KOWDIAR P.O., THIRUVANANTHAPURAM-695003	THIRUVANANTHAPURAM	22-Dec-04
29	SANSKAR INFO TV PVT. LTD.	B-10, MELKAY BUILDING, OPP. MAROL TELEPHONE EXCHANGE, CENTRAL ROAD, MIDC, ANDHERI E, MUMBAI-400093	MUMBAI	23-Feb-05
30	BENNETT COLEMAN AND CO LTD.	BENNETT, COLEMAN & CO. LTD., THE TIMES OF INDIA BUILDING DR. D.N. ROAD, MUMBAI-400001	MUMBAI	2-May-05
31	SENIOR MEDIA LTD.	SENIOR MEDIA LTD. NO.3, SIRI FORT ROAD, NEW DELHI-49	NEW DELHI	5-May-05
32	LOK PRAKASHAN LTD.	LOK PRAKASHAN LTD. 57 CHOWRINGHEE ROAD, HORIZON, 3RD FLOOR, KOLKATA-700071	AHMEDABAD	6-May-05
33	CALCUTTA TELEVISION NETWORK PVT. LTD.	CALCUTTA TELEVISION NETWORK PVT. LTD. 89 M.BROAD BIRATI, KOLKATA-700051	KOLKATA	22-Aug-05
34	KOHINOOR BROADCASTING CORPORATION LTD.	KOHINOOR BROADCASTING CORPORATION LTD. TAGORE COMPLEX, MODEL TOWN, PATIALA-147001, PUNJAB	RAJPURA - PUNJAB	9-Sep-05
35	TELEVISION EIGHTEEN INDIA LIMITED	VIDEOCON TOWER, E-1 RANI JHANSI ROAD, JHANDEWALAN EXTN., NEW DELHI-110055	NOIDA	14-Sep-05

Annexure 5.4 (Contd.)

36	KAMYAB TV PVT. LTD. (Formerly known as MD TV Pvt. Ltd.)	KAMYAB TV PVT. LTD. 168, EKAMRA BHUBANESHWER MARG, UNIT-6 BHUBANESWER-751001	BHUBANESHWER	30-Sep-05
37	KASTURI MEDIA PVT. LTD.	KASTHURI MEDIAS PVT. LTD. NO.286, 3RD MAIN ROAD, J.P. NAGER, BANGALORE BANGLORE-560078	BANGALORE	10-Nov-05
38	SST MEDIA PVT. LTD.	57 J.L NEHRU ROAD HORIZON 3RD FLOOR, KOLKATA-700071	KOLKATA	30-Nov-05
39	ESSEL SHYAM COMMUNICATION LTD.	ROYAL PALAMS,SURVEY NO. 169,NEAR UNIT 26, AAREY MILK COLONY, GOREGAON EAST, MUMBAI-400065	MUMBAI	2-Dec-05
40	MM TV LTD.	MM TV LTD. POST BOX NO. 106, KANDATHIL VARGHESE MAPPILLAI MEMORIAL SOCIETY BUILDING KKROAD, KOTTAYAM-686601, KERALA	ALAPUZZA	2-Mar-06
41	IN CABLENET ANDHRA LTD.	IN CABLENET ANDHRA LTD. 98, OM PLAZA, DOMALGUDA, HYDERABAD-500029	HYDERABAD	9-Mar-06
42	INDRA TELEVISION LTD.	INDRA TELEVISION LTD. MEGA CITY NO. 338, ROAD NO.3, ARORA COLONY BANJARA HILLS HYDERABAD-500034	HYDERABAD	7-Jun-06
43	SUN TV LTD.	R.S NO. 4288/7273 & 116, BLOCK NO. 94, MRC NAGAR CHENNAI-600018	CHENNAI	14-Jul-06
44	MEDIA CONTENT AND COMMUNICATION SERVICES INDIA PRIVATE LIMITED	DLF CNTR,7TH FLOOR,4 SNANSAD MARG, NEW DELHI-110001	NOIDA	20-Sep-06
45	TATA SKY LIMITED	TATA SKY LTD. 3RD FLOOR,C-1,WADI INTERNATIONAL CENTRE BOMBAY DYEING,PANDURANG BUDHAR MARG,WORLI,MUMBAI-400025	NEW DELHI	20-Sep-06
46	SATISH SUGERS LTD.	VAISHNAVI BHAVANA,89/1, 1ST A MAIN ROAD,INDUSTRIAL SUBRUB, 2ND STAGE, YESHWANTHPUR,BANGLORE-560022	BANGALORE	26-Sep-06
47	SHITAL FIBRES LTD.	SHITAL FIBRES LTD.A-17, FOCAL POINT EXTENSION ,PO.BOX NO. 407 AND 449, JALLANDHAR-144004	JALLANDHAR	29-Sep-06
48	MH ONE TV NETWORK LTD.	MH ONE TV NETWORK LTD. 2,SSI INDUSTRIAL AREA, GT KARNAL ROAD, DELHI-33	DELHI	23-Nov-06
49	STV ENTERPRISES LTD.	268 MASID KOTH, NEAR UDAI PARK MARKET, NEW DELHI-110049	NEW DELHI	11-Jan-07
50	AIRR X MEDIA LTD.	502 ASHWIN MEHTA PARK ATHWALINES SURAT GUJARAT	SURAT	13-Mar-07
51	BROADCAST EQUIPMENTS INDIA PVT. LTD.	370-371/2, FIRST FLOOR, HOSPITAL ROAD, JANGPURA, NEW DELHI-110014	NEW DELHI	21-May-07
52	WINNING COMMUNICATIONS LTD.	EDGE WINNING EDGE COMMUNICATIONS LTD. 301,SWARNA JAYANTHI COMPLEX, AMEERPET, HYDERABAD-500038	HYDERABAD	25-May-07
53	INDIASIGN PVT. LTD.	GL 34/1 SALT LAKE ELECTRONIC COMPLEX SECTOR-5, KOLKATTA WEST BENGAL	KOLKATA	15-Jun-07
54	INDIASIGN PVT. LTD.		CHENNAI	15-Jun-07

Annexure 5.4 (Contd.)

55	RACHANA TELEVISION PVT. LTD.	PLOT NO. 564-A-19-III, ROAD NO.92,JUBILEE HILLS, HYDERABAD-500033	HYDERABAD	15-Jun-07
56	ORTEL COMMUNICATIONS LTD.	ORTEL COMMUNICATIONS LTD. B-7/122A, SAFDARJUNG ENCLAVE, NEW DELHI-110029	BHUBANESHWER	25-Jun-07
57	SOWBHAGYA EXPORTS LTD.	SOWBHAGYA EXPORTS LTD. 77/14 SKD NAGER, SRINAGER COLONY HYDERABAD-500073	HYDERABAD ANDHRA PRADESH	4-Jul-07
58	ESSEL SHYAM COMMUNICATION LTD.	C-13B, NARAINA INDUSTRIAL AREA-I, NEW DELHI-28	AROOR KERALA	5-Jul-07
59	PRAGYA VISION PVT. LTD.	PC-13, SECTOR 16A, FILM CITY, NOIDA-201301	NOIDA	5-Sep-07
60	BRAHMAPUTRA PRODUCTIONS PVT. LTD.	TELE-13TH MILE TAMULIKUCHI BYRNihat RI BHOI MEGHALAYA	GUWAHATI	25-Sep-07
61	G. NEXT MEDIA PVT. LTD.	78, OKHALA INDUSTRIAL ESTATE PHASE-III, NEW DELHI-110020	NEW DELHI	5-Oct-07
62	INDIASIGN PVT. LTD.	1343,ROAD NO. 67, JUBILEE HILL, HYDERABAD HYDERABAD		14-Mar-08
63	TATA COMMUNICATIONS LIMITED	THIRUVALLUR SATELLITE EARTH STATION,226, RED HILLS ROAD, AMBATTUR, CHENNAI-600053	CHENNAI-2	6-May-08
64	POSITIVE TELEVISION PVT. LTD.	POSITIVE TELEVISION PVT. LTD. 7C, DOCTOR'S LANE, GOL MARKET, NEW DELHI-110001	NOIDA	23-May-08
65	EASTERN MEDIA LTD.	A/62,NAYAPALLI, BHUBANESWAR-751003, ORISSA	BHUBANESHWER	2-Jul-08
66	RAJASTHAN PATRIKA PRIVATE LIMITED	KESARGARH, JLN MARG, JAIPUR-302004	JAIPUR	5-Aug-08
67	PRIDE EAST ENTERTAINMENT PVT. LIMITED	NEWS LIVE, 55B, G.S.ROAD, CHRISTIAN BARTI, DISPUR, GUWAHATI-78	GUWAHATI	13-Aug-08
68	INDIASIGN PVT. LTD.	1343,ROAD NO. 67, JUBILEE HILL, HYDERABAD	HYDERABAD (Location shifted from Noida)	17-Sep-08
69	VINTAGE STUDIO PVT. LTD.	23/24, EAST PATEL NAGAR, NEW DELHI-110008	NEW DELHI	5-Jan-09
70	SKYLINE TELE MEDIA SERVICES PVT. LTD.	C-4,SHIVALIK,NEAR MALVIYA NAGAR MARKET, NEW DELHI-110017	NOIDA	27-May-09
71	INFORMATION TV PVT. LTD.	275,CAPTAIN MARG,SRINIVASPURI,NEW DELHI-110065	GAUR NEW DELHI	3-Jun-09
72	UNILAZER EXPORTS AND MANAGEMENT CONSULTANTS LIMITED	PARIJAT HOUSE, 1076, DR. E MOSES ROAD, WORLI, NAKA, MUMBAI-400018	MUMBAI	26-Jun-09
73	COMSAT SYSTEM PVT. LTD.	PLOT NO. 22/A, IDA, MALLAPUR, HYDERABAD-500076	HYDERABAD	14-Oct-09
74	BHARTI TELEPORTS LIMITED	THE GRAND HOTEL, VASANT KUNJ, PHASE-II, NELSON MANDELA ROAD, NEW DELHI-110070	Noida	11-Nov-09

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75	SRI VENKATESWARA BHAKT CHANNEL PVT. LTD.	THIRUNILAYAM,HIMAYATH NAGAR,HYDERABAD	TRUPATI	11-Nov-09
76	TATA COMMUNICATIONS LIMITED	THIRUVALLUVAR SATELLITE EARTH STATION,226,RED ROAD,AMBATTUR,CHENNAI-600053	CHENNAI -3 HILLS	13-Jan-10
77	ROYS INSTITUTE OF COMPETITIVE EXAMINATION PVT LTD	11/1 B.T ROAD BELGHORIA KOLKATA-700056 24 PARGANAS NORTH WEST BENGAL	KOLKATA	1-Apr-10
78	INDEPENDENT NEWS SERVICES PVT. LTD.	PLOT NO. 17B & 17C, SECTOR 16A, FILM CITY NOIDA(UP)	NOIDA -2	28-Apr-10
79	RAJ TELEVISION NETWORK LTD.	32,POES ROAD, 2ND STREET,TEYNAMPET, CHENNAI-600018	CHENNAI	5-May-10
80	ESSEL SHYAM COMMUNICATION LTD.	G-138, NARAINA INDUSTRIAL AREA-I, NEW DELHI-28	NOIDA -3	12-May-10
81	KANSAN NEWS PRIVATE LIMITED	HOUSE NO. 18, SECTOR-18,CHANDIGARH	CHANDIGARH	13-May-10
82	TATA COMMUNICATIONS LTD VSNL	TATA COMMUNICATIONS LTD. VIDESH SANCHAR BHAWAN MAHATMA GANDHI ROAD, MUMBAI-400001	CHENNAI -4	4-Jun-10
83	DISH TV INDIA LTD.	PLOT NO.18, SECTOR 16A, NOIDA-201301	NOIDA	6-Apr-11
84	AASTHA BROADCASTING NETWORK LIMITED	AASTHA BHAWAN, A-105, SECTOR-5,NOIDA-201301	NOIDA	2-May-11
85	MAHUA MEDIA PRIVATE LIMITED	FC 17A & 17B, SECTOR 16A, FILM CITY,NOIDA-201301	NOIDA	25-May-11
86	RTR Broadcast Pvt. Ltd.	D-38, RDC, Raj Nagar, Ghaziabad	Ghaziabad	7-Sep-11
87	Silver Star Communication Ltd.	NO. 24, VI MAIN ROAD, KASTURIBA NAGAR, ADYAR, CHENNAI-600020 INDIA	CHENNAI	2-Nov-11

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