



Telecom Regulatory Authority of India

The Indian Telecom Services
Performance Indicators October– December 2008

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INTRODUCTION

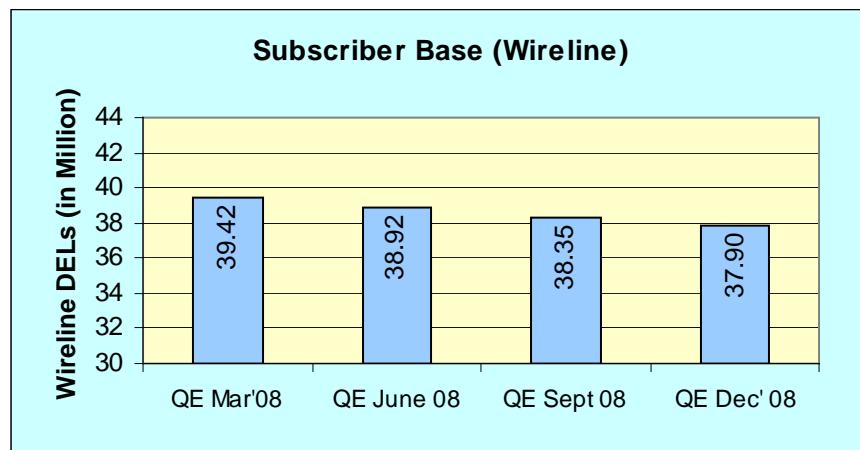
- (i) This report presents the growth trends for the telecom services in India for the quarter ending **December 2008**. This report provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. Under the Unified Access Service (UAS) Regime, the details of subscriber base under wireless services, both GSM & CDMA (WLL(F) + WLL(M)) technologies has been combined. The Executive Summary of various Telecom Services has been given in the beginning followed by 'Performance Indicators at a Glance'. First four chapters deliberate the growth pattern of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter Five includes QoS performance analysis of various service providers. Chapter Six is on performance of Cable TV, DTH & Radio Broadcast services. Financial details of telecom services sector is given in Chapter Seven.
- (ii) The report has been compiled on the basis of information received from various telecom service providers. TRAI collects performance-based data from various service providers on quarterly basis to monitor the growth trends in the telecom sector.
- (iii) This performance indicator report is also available on TRAI's website (http://www.trai.gov.in/Reports_list_year.asp). Any suggestion pertaining to this may please be addressed to S. K. Gupta, Advisor (CN & IT), TRAI; Tel. +91-11-23217914, Fax. +91-11-23211998 and e-mail: advcn@trai.gov.in or cn@trai.gov.in

EXECUTIVE SUMMARY

A. Wireline Services

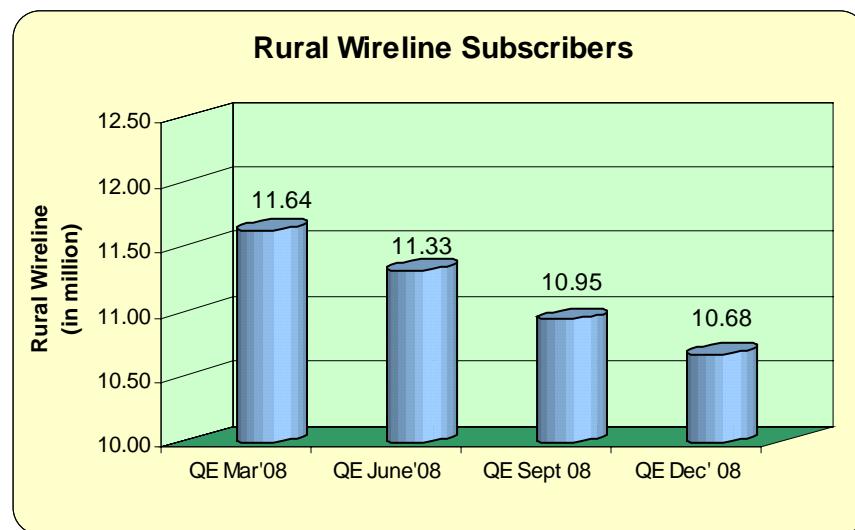
- A.1 Wireline services subscriber base stood at 37.90 million in quarter ending December 2008 as compared to 38.35 million in quarter ending September 2008.

Figure –1 : Subscriber Base (Wireline)



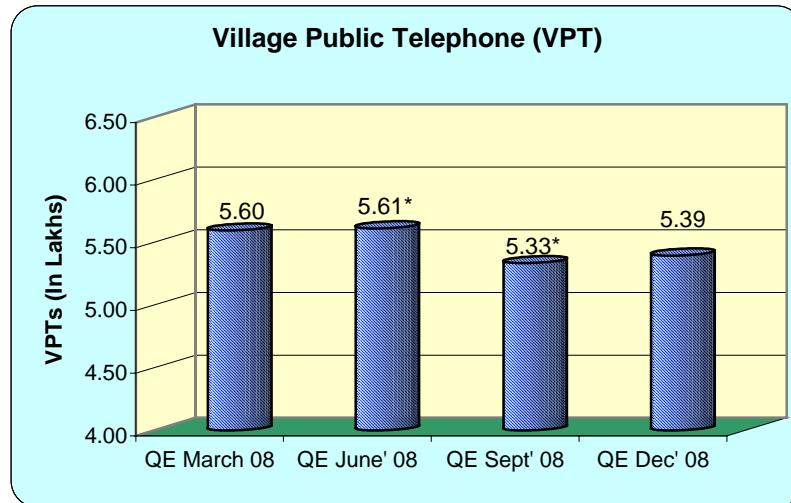
- A.2 Rural Wireline Subscriber base stood at 10.68 million in quarter ending December 2008 as compared to 10.95 million in quarter ending September 2008.

Figure- 2 : Rural Wireline Subscribers



- A.3 Number of Village Public Telephones (VPTs) have increased from 5.33* lakhs in quarter ending September 2008 to 5.39 lakhs in quarter ending December 2008.

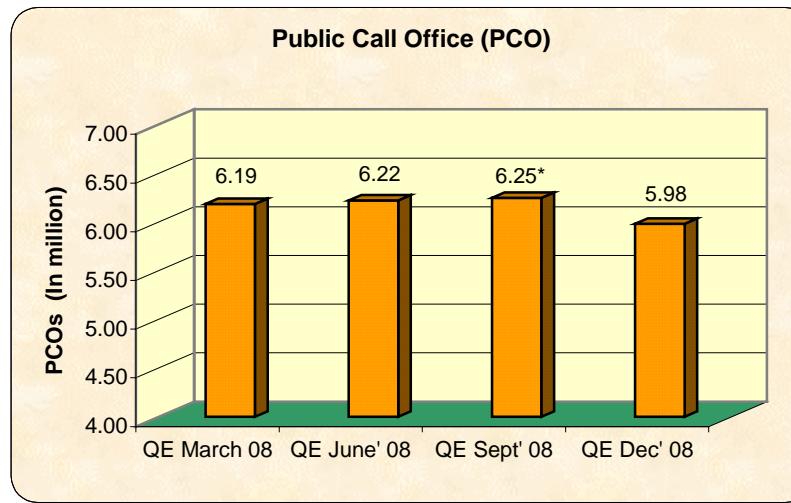
Figure-3 : Village Public Telephone



(*The change in number of VPTs for the QE June'08 & QE September'08 is due to revised information furnished by M/s TATA and clarification given by BSNL)

- A.4 Number of Public Call Offices (PCOs) have decreased from 6.25* million in quarter ending September 2008 to 5.98 million in quarter ending December 2008.

Figure-4 : Public Call Office



(*The changes in numbers of PCOs for the QE September 2008 is due to latest information given by MTNL and revised information furnished by M/s TATA)

B. Wireless Services

B.1 The Wireless subscribers have reached 346.89 million as on 31st December 2008 as against 315.31 million subscribers in the previous quarter. During this quarter 31.58 million wireless subscribers were added.

Figure-5 : Wireless Subscribers

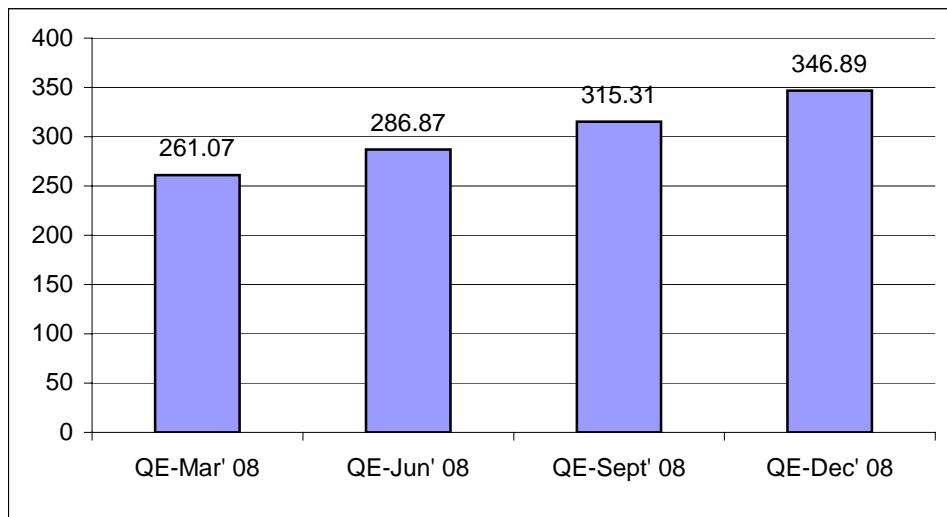
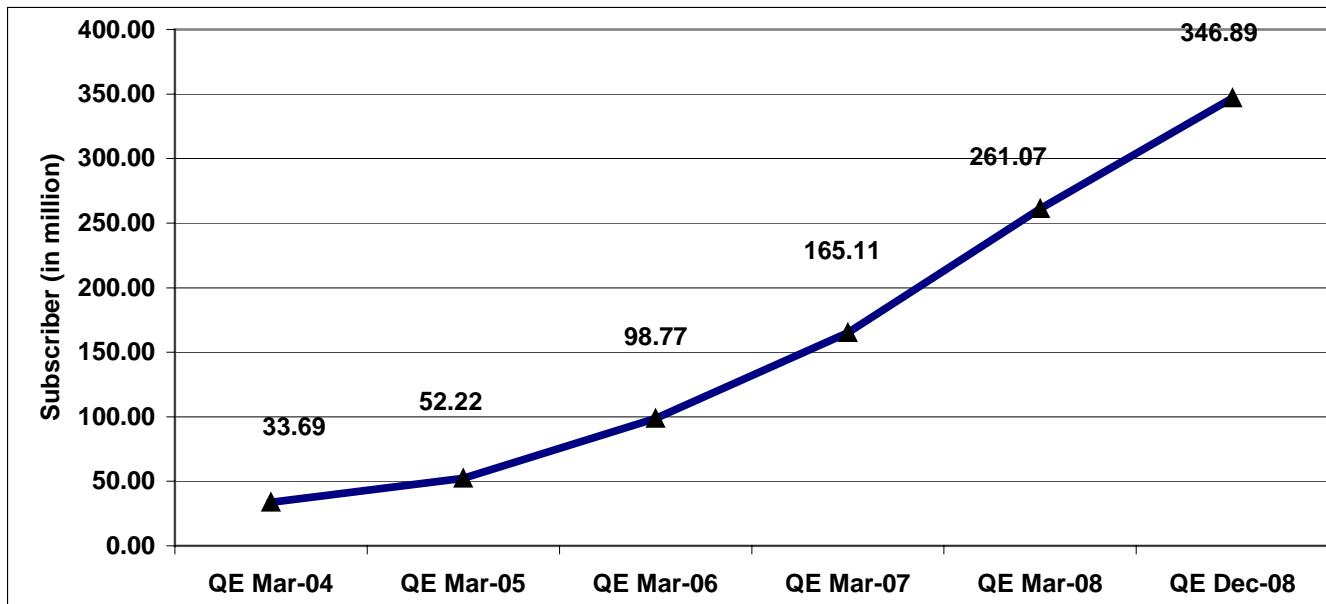


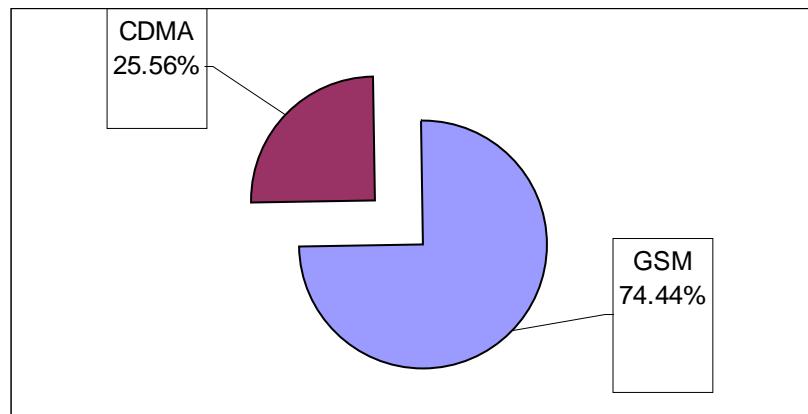
Figure-6: Total Subscriber Base (Wireless)



B.2 Technology-wise Wireless Market Share

There are 258.23 million GSM subscribers (74.44%) and 88.66 million CDMA subscribers (25.56%) at the end of December 2008.

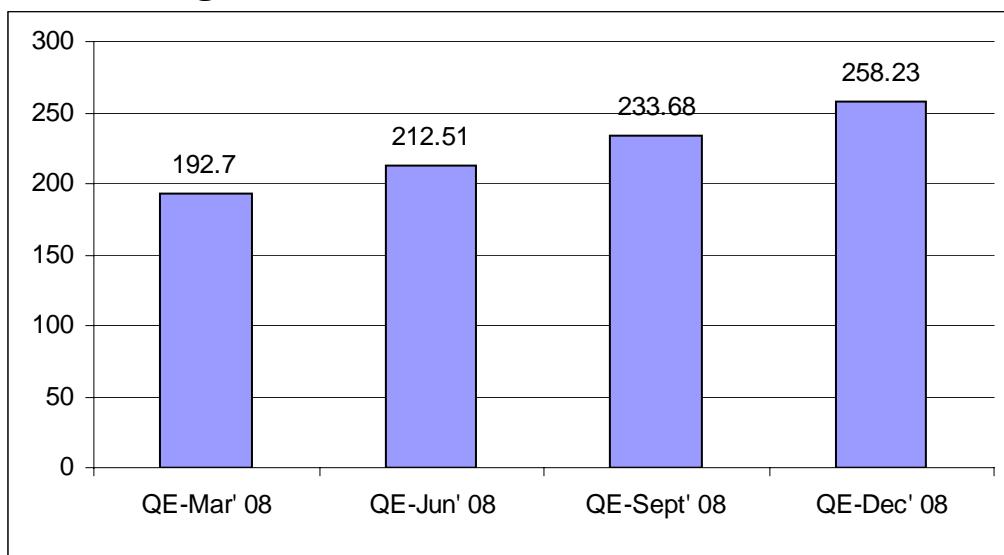
Figure-7: Technology wise Wireless Market Share



B.2.1 GSM

The GSM subscriber base has reached 258.23 million in the quarter ending December 2008 as against 233.68 million at the end of the previous quarter.

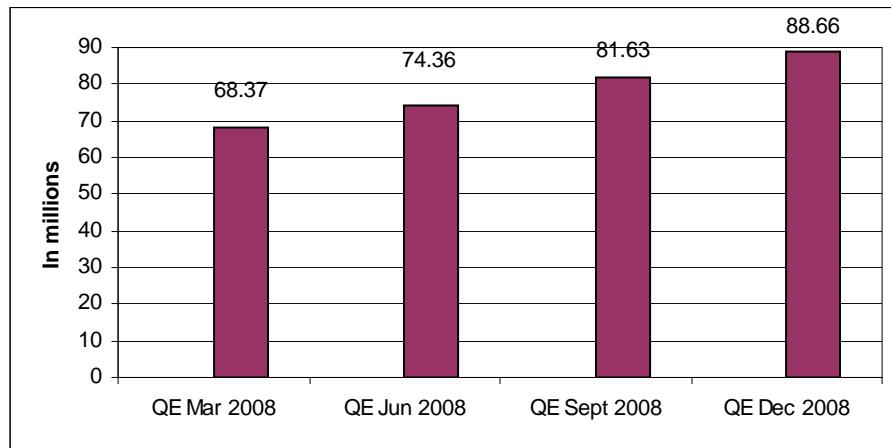
Figure-8 : GSM Subscriber Growth



B.2.2 CDMA

The CDMA subscriber base has reached 88.66 million in the quarter ending December 2008 as against 81.63 million at the end of the previous quarter.

Figure-9 : CDMA Subscriber Growth



B.3 Average Revenue Per User (ARPU), Minutes of Usage (MoU) etc.

B.3.1 GSM – Full Mobility Service

- The all India blended ARPU per month has shown a slight decline of 0.45% from Rs. 221/- in September 2008 to Rs. 220/- in December 2008.
- ARPU for postpaid service has shown a decline of 4.2% from Rs. 584/- in September 2008 to Rs. 559/- in December 2008. On the other hand Prepaid service has shown an increase of 1.6% from Rs. 189/- in September 2008 to Rs. 192/- in December 2008.
- MOU per subscriber continue to show a declining trend. It has declined by 0.56% from 499 in September 2008 to 496 in December 2008. The outgoing MOUs declined by 0.39% and incoming by 0.72%.
- Postpaid segment alone has shown a decline of 1.75% in MOUs per subscriber.
- Total MOU per subscriber for prepaid segment has shown an increase of 0.62%. Outgoing MOUs have increase by 0.95% and incoming by 0.32%.

- Higher decline in Incoming MOUs has turned the overall ratio of incoming-outgoing MOUs from 52:48 in September 2008 to 51:49 in December 2008.
- Outgoing SMS per subscriber continued to show increasing trend from 25 in September 2008 to 29 in December 2008 – an increase of 16%.
- Against the overall trend of decline in MOUs, Circle category “C” has recorded increase in MOU per subscriber from 505 in September 2008 to 522 in December 2008.

Figure-10 : Key Indicators for GSM

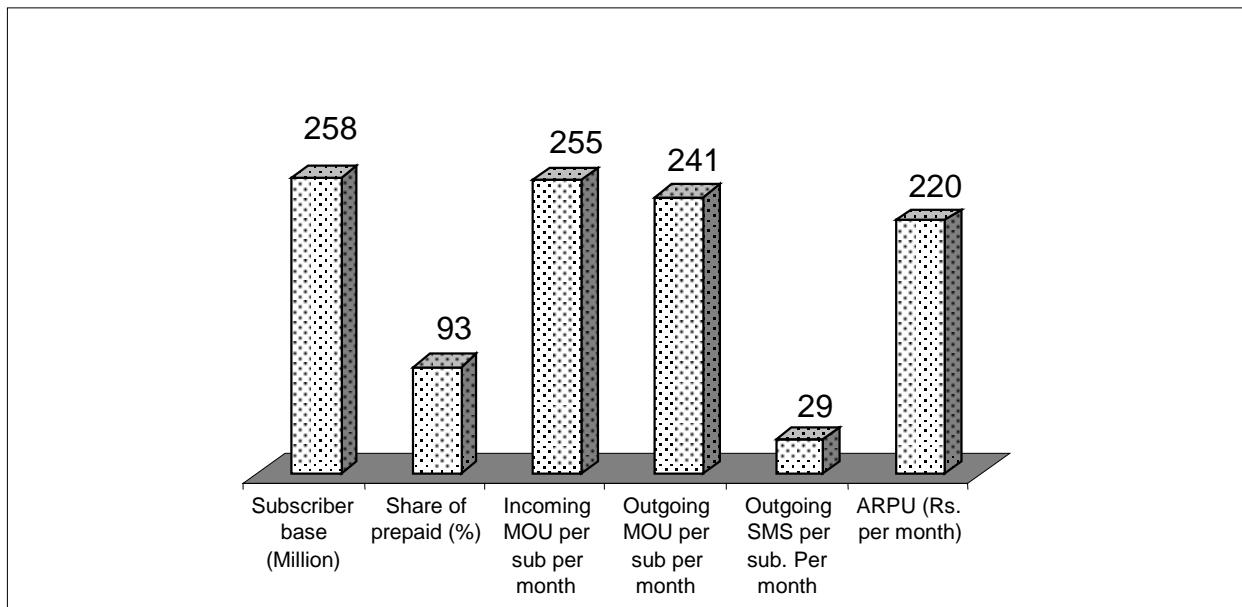


Figure-11 : Variation in Key Indicators over Last Quarter

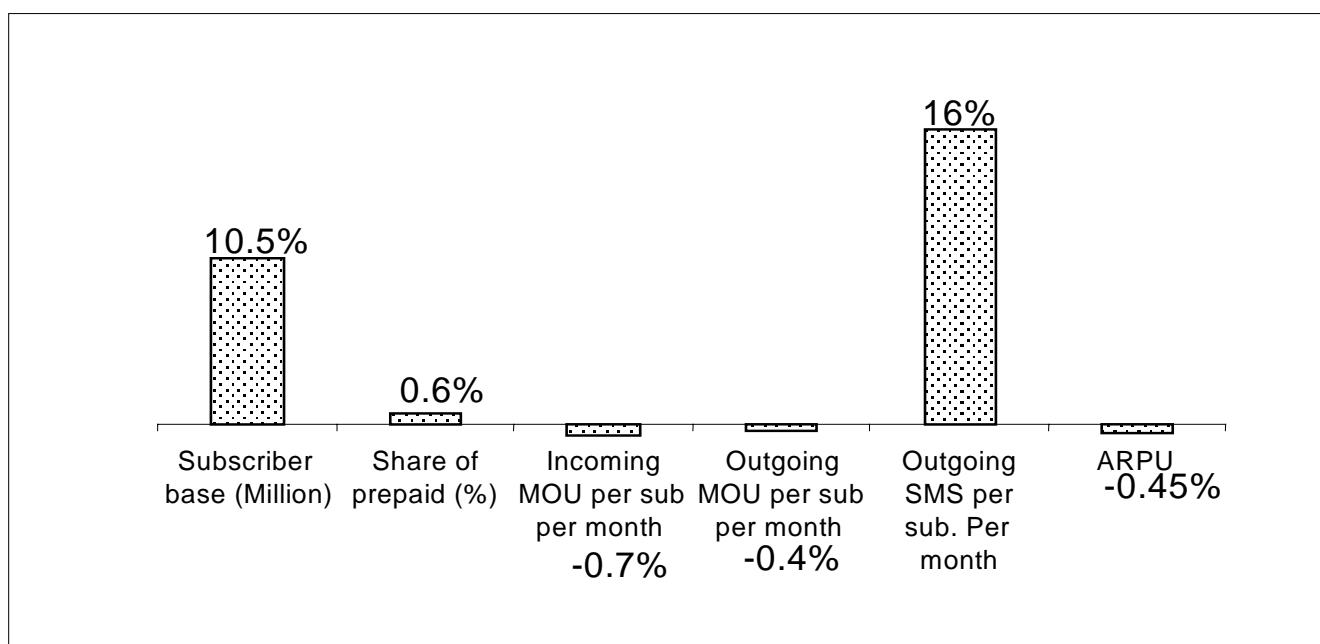
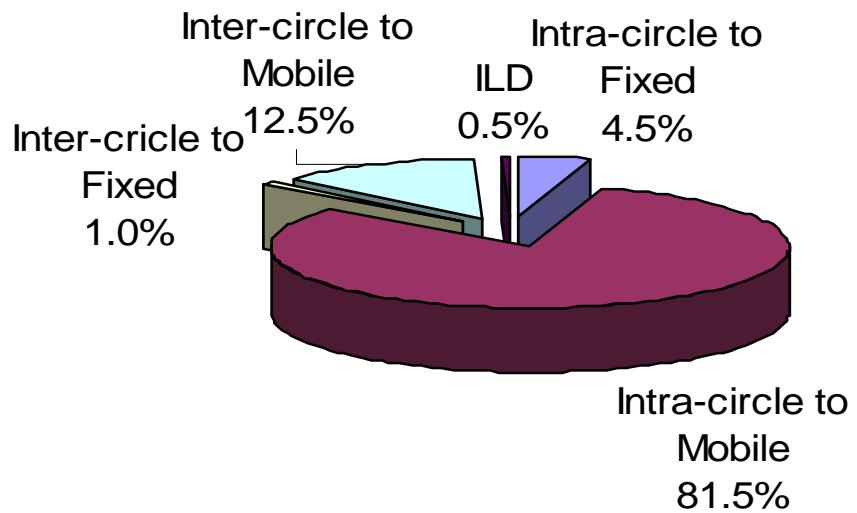


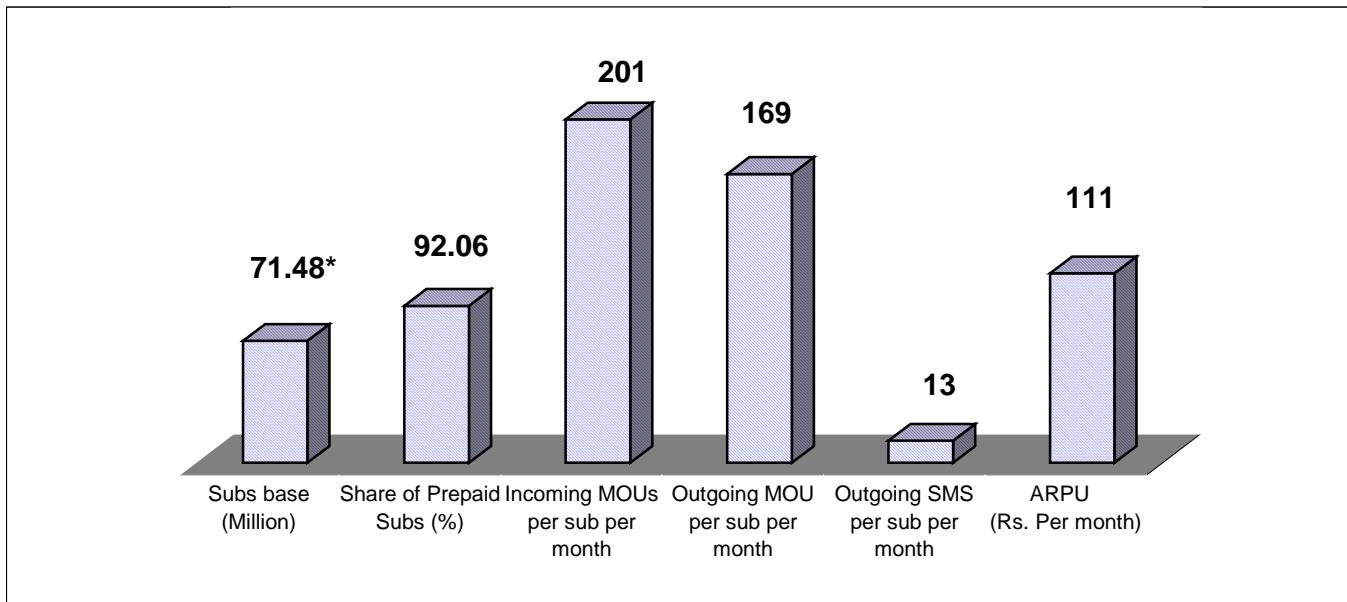
Figure-12: Mobile(GSM) Originated Traffic- distribution by terminating network



B.3.2 CDMA (Full Mobility)

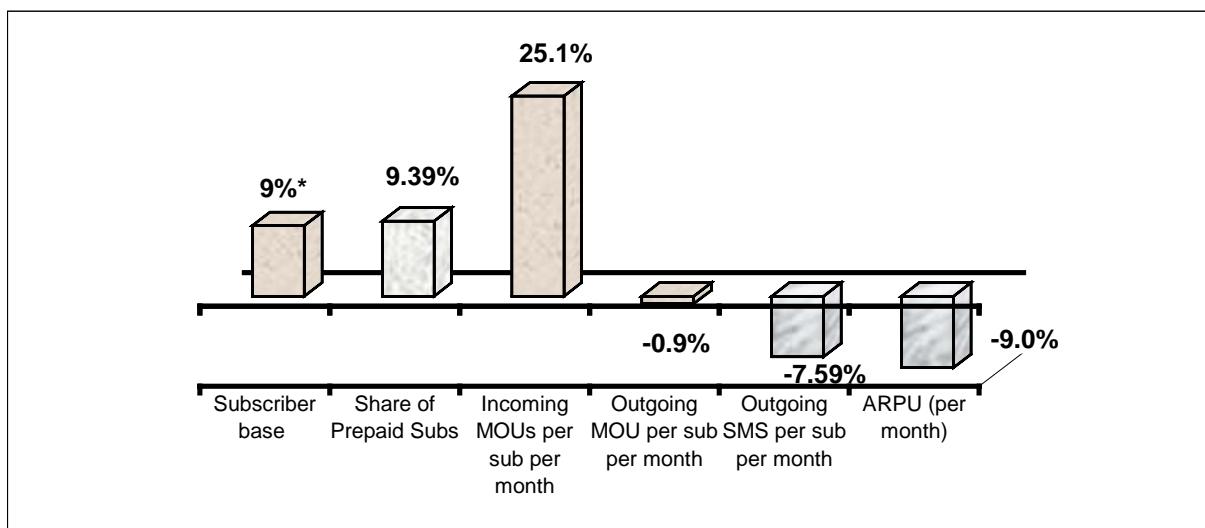
- All India blended ARPU (per month) for the quarter ending December 2008 is Rs.111/- as compared to Rs. 122/- for the quarter ending September 2008.
- The Total MOU per subscriber per month has shown sharp increase from 332 minutes for the quarter ending September 2008 to 370 minutes for the quarter ending December 2008.

Figure-13 : Key Indicators for CDMA



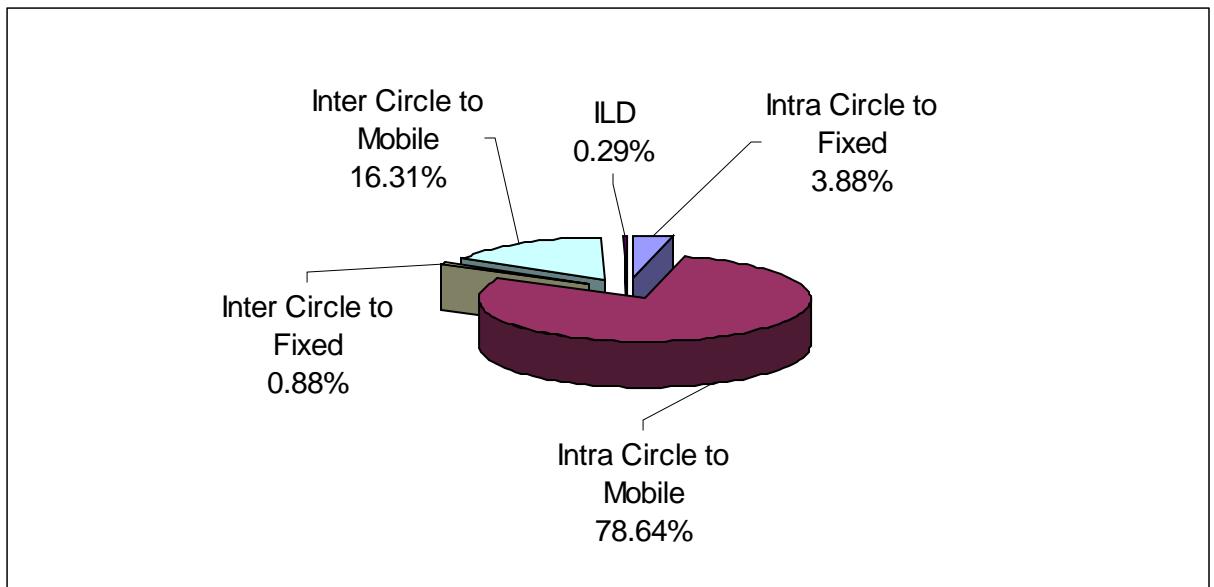
* Does not include WLL (F) & WLL (M) Subscribers.

Figure-14 : Variation in Key Indicators over last quarter



* Does not include WLL (F) & WLL (M) Subscribers.

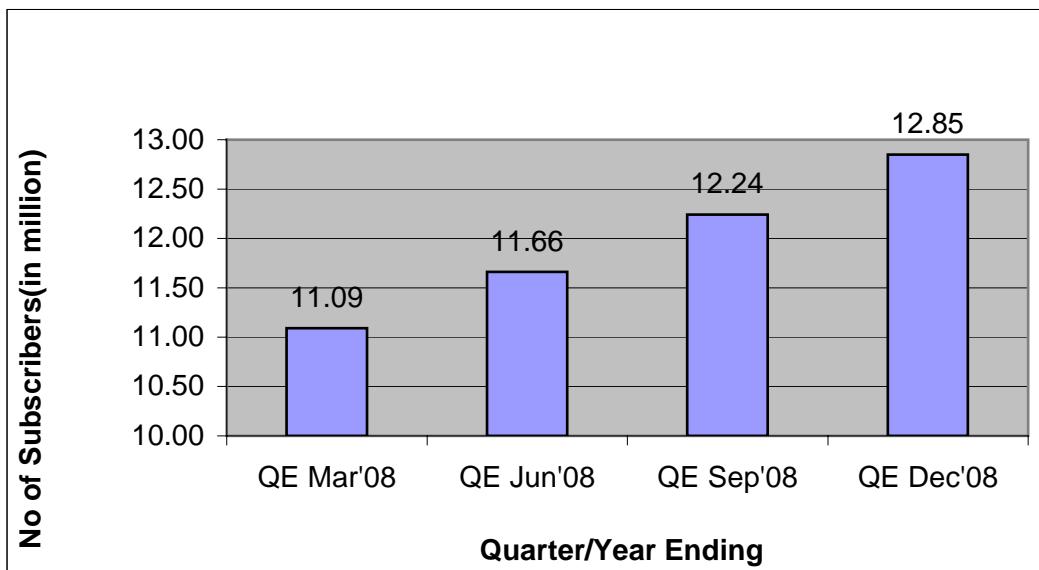
Figure-15 : Mobile (CDMA) Originated Traffic- distribution by terminating network



C. Internet Services

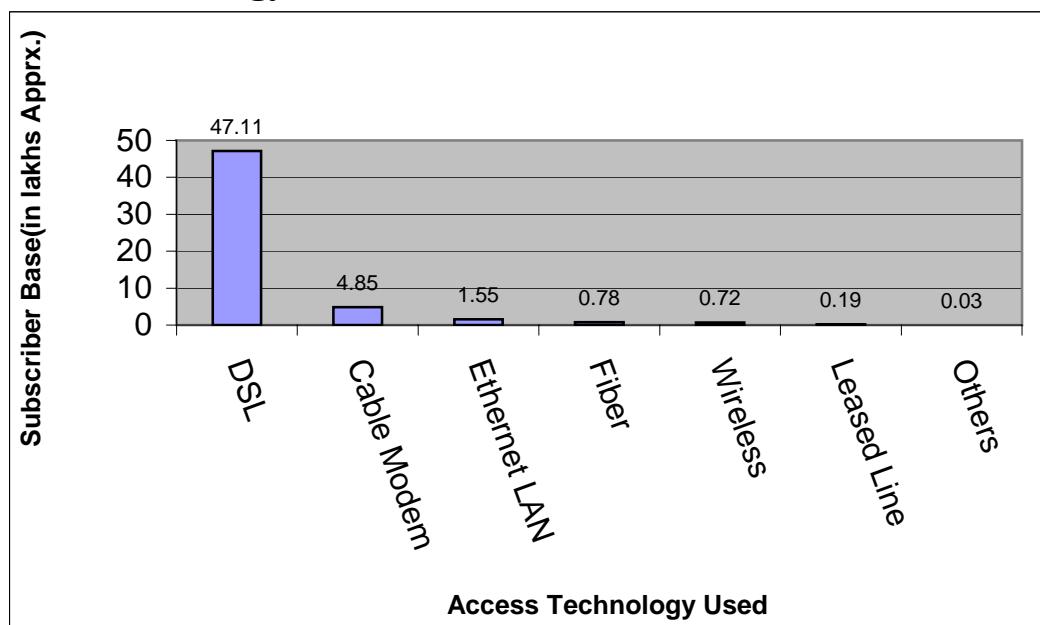
- C.1 There are 12.85 million Internet subscribers at the end of December 2008 as compared to 12.24 million at the end of September 2008 registering a growth of 5.01%. This growth rate is higher as compared to the growth rate of 4.97% at the end of September 2008.
- C.2 Besides above, there are 101.10 million wireless data subscribers at the end of December 2008 (capable of accessing data services including internet through mobile handsets (GSM/ CDMA)).

Figure-16 : Internet Subscriber Base



- C.3 **Broadband Subscriber Growth** - The number of Broadband subscribers (with a download speed of 256 Kbps or more) was 5.52 million at the end of December 2008 as compared to 4.90 million at the end of September 2008. The growth rate of broadband subscribers in this quarter is 12.65%.
- C.4 **Broadband Subscribers Share (Technology wise)** - Out of total 5.52 million broadband subscribers, 4.711 million are DSL based; 0.485 million Cable Modem; 0.155 million Ethernet LAN; 0.078 million Fiber; 0.072 million Wireless, Leased Line 0.019 million and 0.003 million use other technologies.

Figure-17 : Technology Trends for Broadband



D. Quality of Service Performance

D.1 Wireline Services

This report covers 84 licencees providing basic services. In this quarter the performance of the Basic Service Providers have improved as compared to the previous quarter in respect of parameters like Faults incidences, Mean Time to Repair, Metering & Billing credibility, Customer Care Services (Closures and Additional Facilities), Response time to the customer for assistance (i) %age of calls answered (electronically) within 20 sec (ii) %age of calls answered (electronically) within 40 sec (iii) %age of calls answered (voice to voice) within 60 sec (iv) %age of calls answered (voice to voice) within 90 sec and Time Taken to Refund.

However, the performance of Basic Service Providers have deteriorated in this quarter, as compared to the previous quarter, in respect to parameters like Provision of Telephones, Faults repaired by next working day, Call Completion Rate and Customer Care Services (Shifts)

The summary of performance of the service providers who have not met the benchmarks in this quarter as compared to previous quarter is given in the table –1.

Table 1: Summary of Performance of Wireline Service Providers

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			September, 2008		December, 2008	
			Out of 84 In Nos	Out of 84 In %age	Out of 84 In Nos	Out of 84 In %age
1	Provision of Telephones after registration of demand	100% within 7 Days	35	41.67%	41	48.81%
2	Fault incidences per 100 subs/month	<3	43	51.19%	36	42.86%
3	Fault repaired by next working day	>90%	21	25.00%	24	28.57%
4	MTTR	<8Hrs	29	34.52%	21	25.00%
5	Call Completion Rate (in local network)	>55%	3	3.57%	4	4.76%
6	Metering & billing credibility - % of bills	<0.1%	6	7.14%	2	2.38%
7	Customer Care Service (95% of requests)					
(i)	Shifts	<3 Days	12	14.29%	13	15.48%
(ii)	Closures	<24 hrs.	5	5.95%	2	2.38%
(iii)	Additional Facilities	<24 hrs.	12	14.29%	7	8.33%
8	Response time to the customer for assistance					
(i)	%age of calls answered (electronically)					
	Within 20 sec = 80%	80%	1	1.19%	0	0.00%
	within 40 sec = 95%	95%	2	2.38%	0	0.00%
	%age of calls answered by operator (voice to voice)					
	Within 60 sec = 80%	80%	4	4.76%	0	0.00%
	within 90 sec = 95%	95%	22	26.19%	3	3.57%

9	Time taken for refund of deposits after closures	100% within 60 days	7	8.33%	0	0.00%
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D.2 Wireless Service

This report covers performance of 95 GSM Cellular Mobile Licensees and 44 CDMA service Licensees vis-à-vis the QoS benchmarks prescribed by TRAI. All Cellular Mobile Service Providers have achieved prescribed TRAI benchmark in respect of the following parameters:-

1. Accumulated down time of Community isolation
2. %age of calls answered (electronically) within 20 sec.
3. %age of complaints resolved within 4 weeks.
4. Period of all refunds/payments due to customers from the date of resolution of complaints.

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

1. Call Set-Up Success Rate (Within Licensee's Own network)
2. Complaints per 100 bills issued.

The performance has deteriorated in this quarter as compared to the previous quarter related to the parameters like Blocked Call rate (SDCCH/paging channel congestion and TCH Congestion), Call Drop Rate, %age of Connections with good voice quality, Response time to the customer for assistance (i) %age of calls answered (electronically) within 40 seconds (ii) %age of calls answered (voice to voice) within 60 seconds & (iii) %age of calls answered (voice to voice) within 90 seconds.

The comparative statement of the key parameters is given in the Table 2:-

Table 2 : Summary of Performance of Wireless Service Providers

S. N.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending September, 2008		Quarter Ending December, 2008	
			Out Of 138 (Nos.)	Out Of 138 (in %)	Out Of 140* (Nos.)	Out Of 140* (in %)
1	Accumulated down time of Community isolation	<24 hrs	0	0.00%	0	0.00%
2	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	6	4.35%	5	3.57%
3	Service access delay	<15 Sec	1	0.72%	1	0.71%

4	Blocked call rate (i) SDCCH/paging channel congestion	<1%	8	5.80%	13	9.29%
	(ii) TCH Congestion	<2%	13	9.42%	15	10.71 %
5	Call drop rate	<3.0%	0	0.00%	6	4.29%
6	Connections with good voice quality	>95%	3	2.17%	6	4.29%
7	Response time to the customer for assistance					
(i)	%age of calls answered (electronically); within 20 seconds = 80%	80%	0	0.00%	0	0.00%
(ii)	%age of calls answered (electronically); within 40 seconds = 95%	95%	0	0.00%	1	0.71%
(iii)	%age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	13	9.42%	18	12.86 %
(iv)	%age of calls answered by operator (voice to voice); within 90 seconds = 95%	95%	39	28.26%	48	34.29 %
8	Complaints per 100 bills issued	<0.1%	3	2.17%	2	1.43%
9	% Of complaints resolved with 4 weeks	100%	0	0.00%	0	0.00%
10	Period of all Refunds/Payment due to Customers from the date of resolution of complaints as in (9) above	<4 Weeks	0	0.00%	0	0.00%

Note : * M/s Idea Cellular have submitted PMR first time for Bihar and Mumbai service areas in this quarter. So, total number of licensees providing PMR is 140

D.3 Broadband Service

Regulations on 'Quality of Service of Broadband Service Regulations 2006' came into force with effect from 1st Jan 2007. Total number of the Service providers providing Broadband was 72 in last quarter (September, 2008). Twelve new service providers are added in this quarter.

This report covers performance of 15 Service Providers providing Broadband vis-à-vis the QoS benchmarks prescribed by TRAI.

E. Broadcasting and Cable Services

E.1 Based on the data received from various Multi System Operators (MSOs) across the country, the maximum number of Free-to-Air (FTA) and Pay Channels being carried in the cable networks are 180 and 110 respectively. There are 129 pay channels as reported by 19 broadcasters/their distributors in the Quarter ending 31st December 2008.

- E.2 Apart from All India Radio, there were 236 FM Radio station in operation as on 30th September 2008. During the quarter ending 31st December 2008, 9 more private FM radio station came into operation. Now, at the end of quarter ending 31st December 2008, 245 private FM Radio stations are in operation.
- E.3 No DTH license was issued during the quarter ending 31st December 2008. Therefore, at present, there are 6 private DTH licensees apart from free DTH service of Doordarshan. Out of these 6 licensees, 5 licensees are offering pay DTH services to the customers as on 31.12.2008, while remaining one is in the process of rolling out its services. Total number of reported registered subscribers being served by these five Private DTH operators is 11.1 million at the end of quarter ending 31st December 2008.
- E.4 Upto quarter ending 30th September 2008, there were 57 Community Radio Station licensees and out of these, 36 were operational. In the quarter ending 31st December 2008, 3 more licenses were issued and five licensees started their services. Now, in the quarter ending 31st December 2008, out of 60 licensees of community radio stations, 41 stations are in operation.
- E.5 At the end of the quarter 30th September 2008, there were 717722 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. Now, in the quarter ending 31st December 2008, the STB number has increased to 767616 in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai.
- E.6 Upto quarter ending 30th September 2008, there were 54 Teleport Service Providers in operation in India. In the quarter ending 31st December 2008, no new license was issued.

F. Financial Details of the Telecom Network

- F.1 The Gross Revenue of the Telecom Service Sector for the IIIrd Quarter (October – December 2008) of the financial year 2008-09 was Rs.39408 Crores as against Rs. 37196 Crores for the IInd Quarter (July-September 2008) thereby showing increase by 5.95%. The Adjusted Gross Revenue (AGR) for the Quarter under review is placed at Rs.28,940 Crores as against Rs. 27,357 Crores for the previous quarter thereby showing increase of 5.79%.

- F.2 The Gross Revenue and AGR of the Public Sector units in Telecom Sector is Rs.10542 Crores and Rs.8321 Crores respectively in quarter ending December 2008, as against Rs. 10265 Crores and Rs. 8544 Crores for the previous quarter ending September 2008.
- F.3 The Gross Revenue and AGR of the Private Sector enterprises in Telecom Sector is placed at Rs.28866 Crores and Rs.20619 Crores respectively in the quarter ending December 2008 as against Rs. 26931 Crores and 18813 Crores for the previous quarter ending September 2008.
- F.4 The Share of Public and Private sector enterprises in the total AGR from Telecom Service is 28.75% and 71.25% respectively in quarter ending 2008 as against 31.23% and 68.77% in the previous quarter ending September 2008.
- F.5 Overall % of License Fee paid by Telecom Service Providers to AGR is 8.46% in the quarter ending December 2008 as against 8.55% in previous quarter ending September 2008.
- F.6 The Pass Thru as % of GR for the ILD services is highest at 46.76% followed by NLD at 27.08% and Access at 23.40% in the quarter ending December 2008.

**G. Performance Indicators at a Glance for Quarter ending
31st December 2008**

Table 3 : Growth of Wireline & Wireless Services

	QE Dec 2007	QE Mar 2008	QE Jun 2008	QE Sep 2008	QE Dec 2008	%age growth over Dec 2007 (12 months)	%age growth over Mar 2007 (9months)	%age growth over Jun 2008 (6 months)	%age growth over Sep 2008 (3 months)
1) Subscriber's Base (in million)									
i) Wireline	39.25	39.42	38.92	38.35	37.90	-3.44	-3.86	-2.62	-1.17
ii) Wireless	233.62	261.07	286.87	315.31	346.89	48.48	32.87	20.92	10.02
Gross Total	272.87	300.49	325.79	353.66	384.79	41.02	28.05	18.11	8.80
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless									
i) GSM	464	493	505	499	496	6.90	0.61	-1.78	-0.60
ii) CDMA	375	364	354	332	370	-1.33	1.65	4.52	11.45
3) ARPU (Rs./sub/ month)									
Wireless									
i) GSM	261	264	239	221	220	-15.71	-16.67	-7.95	-0.45
ii) CDMA	176	159	139	122	111	-36.93	-30.19	-20.14	-9.02
4) Teledensity									
Population in million (Estimated)	1143	1146	1150	1154	1158				
i) Wireline	3.43	3.44	3.38	3.32	3.27	-4.58	-4.85	-3.29	-1.42
ii) Wireless	20.44	22.78	24.95	27.32	29.96	46.56	31.50	20.09	9.65
Gross Total	23.87	26.22	28.33	30.64	33.23	39.21	26.73	17.29	8.45

Table 4 : Growth of Internet & Broadband Services

	QE Dec 2007	QE Mar 2008	QE Jun 2008	QE Sep 2008	QE Dec 2008	%age growth over Dec 2007 (12 months)	%age growth over Mar 2007 (9 months)	%age growth over Jun 2008 (6 months)	%age growth over Sep 2008 (3 months)
1) Subscriber's Base (in million)									
i) Internet	10.36	11.09	11.66	12.24	12.85	24.03	15.87	10.21	4.98
ii) Wireless Internet *	57.83	65.50	75.97	88.27	101.10	74.82	54.35	33.08	14.53
ii) Broadband Connections (>=256 Kbps download speed)	3.13	3.87	4.38	4.90	5.52	76.36	42.64	26.03	12.65
2) Minutes of Use (Dialup Internet) (MOU/ subs/month)	210	220	225	212.34	214.23	2.01	-2.62	-4.79	0.89
3) ARPU (Dialup Internet) (Rs/subs/month)	210	220	225	213.08	221.97	5.70	0.90	-1.35	4.17

* Accessing Internet through wireless (GSM & CDMA) networks

%age Growth figures are calculated by rounding the actual figures to nearest million. These may vary with values given in the subsequent chapters of this report.

H. Performance of Service Providers during the quarter: -

Table 5 : Wireline Subscribers Base(in Million)

1) Wireline Service Providers	QE Dec 2007	QE Mar 2008	QE Jun 2008	QE Sep 2008	QE Dec 2008	%age growth over Dec 2007 (12 months)	%age growth over Mar 2007 (9 months)	%age growth over Jun 2008 (6 months)	%age growth over Sep 2008 (3 months)
BSNL	31.71	31.55	30.87	30.12	29.50	-6.97	-6.50	-4.44	-2.06
MTNL	3.60	3.68	3.63	3.57	3.53	-1.94	-4.08	-2.75	-1.12
Bharti	2.18	2.28	2.39	2.51	2.61	19.72	14.47	9.21	3.98
Reliance	0.78	0.87	0.95	1.02	1.07	37.18	22.99	12.63	4.90
Tata/ Hughes	0.67	0.72	0.77	0.82	0.87	29.85	20.83	12.99	6.10
HFCL	0.15	0.15	0.15	0.15	0.16	6.67	6.67	6.67	6.67
Shyam	0.16	0.16	0.16	0.16	0.16	0.00	0.00	0.00	0.00
Total	39.25	39.42	38.92	38.35	37.90	-3.44	-3.86	-2.62	-1.17

Table 6 : Wireless Subscriber Base (in Million)

Service Providers	QE Dec 2007	QE Mar 2008	QE Jun 2008	QE Sep 2008	QE Dec 2008	%age growth over Dec 2007 (12 months)	%age growth over Mar 2007 (9 months)	%age growth over Jun 2008 (6 months)	%age growth over Sep 2008 (3 months)
Bharti	55.16	61.98	69.38	77.48	85.65	55.28	38.19	23.45	10.54
Reliance	40.96	45.79	50.79	56.05	61.34	49.76	33.96	20.77	9.44
Vodafone	39.86	44.13	49.20	54.63	60.93	52.86	38.07	23.84	11.53
BSNL	36.81	40.79	41.96	43.86	46.23	25.59	13.34	10.18	5.40
Tata Tele	21.74	24.33	26.33	29.33	31.76	46.09	30.54	20.62	8.29
Idea	21.05	24.00	27.19	30.38	34.21	60.52	42.54	25.82	12.61
Aircel	9.43	10.61	11.92	13.88	16.08	70.52	51.56	34.90	15.85
Spice	3.80	4.21	4.55	3.60	3.80	0.00	-9.74	-16.48	5.56
MTNL	3.20	3.53	3.72	3.96	4.19	30.94	18.70	12.63	5.81
BPL	1.24	1.29	1.38	1.66	1.95	57.26	51.16	41.30	17.47
HFCL	0.25	0.30	0.34	0.36	0.38	52.00	26.67	11.76	5.56
Shyam	0.10	0.11	0.11	0.12	0.37	270.00	236.36	236.36	208.33
Total	233.62	261.07	286.87	315.31	346.89	48.48	32.87	20.92	10.02

CHAPTER ONE

PERFORMANCE OF WIRELINE SERVICES

Subscribers Base: -

- 1.1 The Wireline services were provided by 5 licensed private operators (UASL) in addition to incumbents BSNL and MTNL as on 31st December 2008. List of Wireline Service providers along with their areas of operation is given in the Table 7. The Operator wise details of Wireline Subscriber Base as on 31st December 2008 is given in Table 26.

Table 7: List of Wireline Service Providers along with their Area of Operation

Sl. No.	Name of the Service Provider	Area of Operation
1	BSNL	All India except Delhi & Mumbai
2	MTNL	Delhi & Mumbai
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamil Nadu(included Chennai circle), UP-East,UP-West (including Uttaranchal) and West Bengal.
4	Tata Teleservices (Maharashtra) Ltd.	Maharashtra, Mumbai
5	Tata Teleservices Ltd.	Andhra Pradesh, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh, Orissa, Punjab, Rajasthan, Tamil Nadu(included Chennai), UP(E), UP(W) including Uttaranchal and West Bengal
6	HFCL Infotel Ltd	Punjab
7	Shyam Telelink Ltd	Rajasthan
8	Reliance Communications Ltd.	Andhra Pradesh, Bihar, Chennai, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, Tamil Nadu, UP(E), UP(W) and West Bengal

Market Share of Wireline subscriber base.

- 1.2 As on 31st December 2008, the total subscriber base of fixed (Wireline) lines stood at 37.90 million. The incumbents BSNL and MTNL have 77.84% and 9.32% market share respectively in the subscriber base, while all the five private operators together have 12.83% share. The market share of total Fixed (Wireline) lines is shown in the Figure below:-

Figure 18: Distribution of Market share of Urban + Rural Wireline subscriber

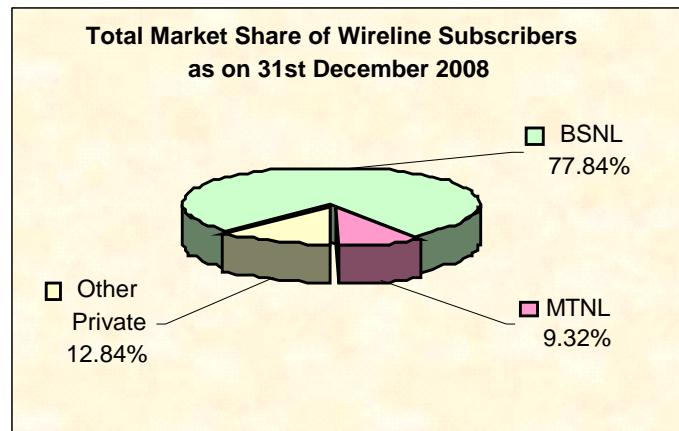


Figure 19 : Distribution of Market share of Urban Wireline subscriber

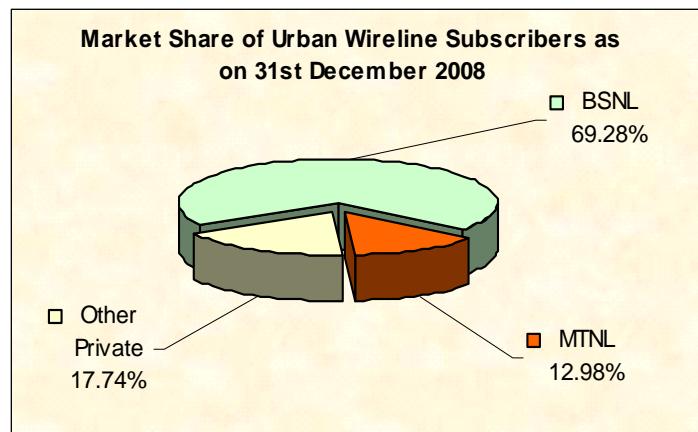
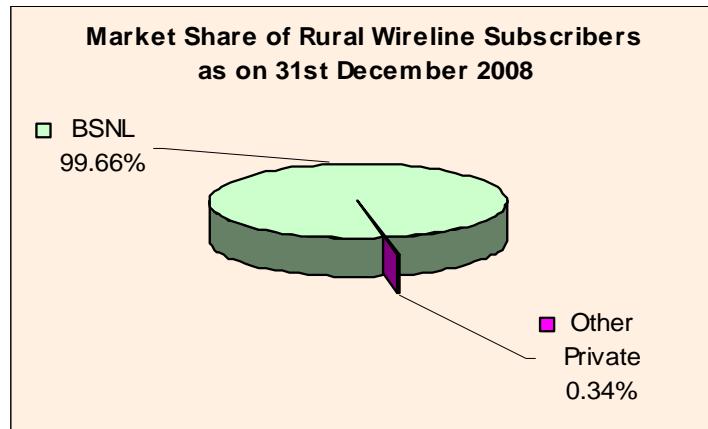


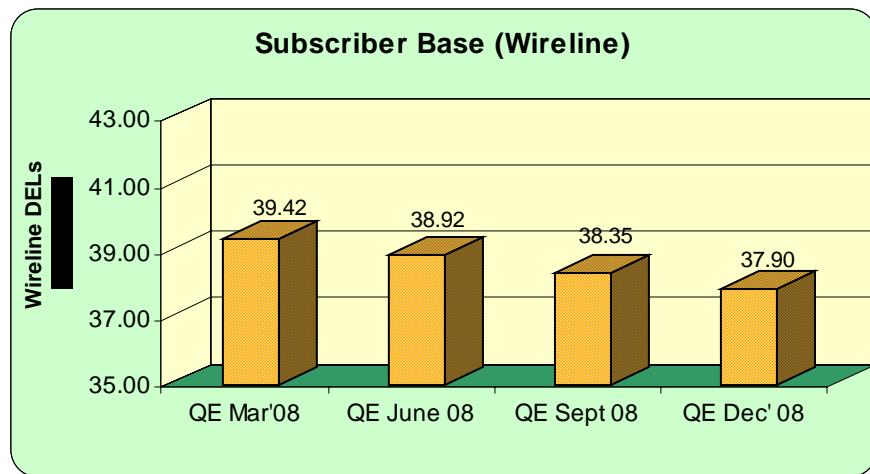
Figure 20 : Distribution of Market share of Rural Wireline subscriber



Subscriber Base of Wireline for last four quarters

- 1.3 The subscriber base of the Wireline service sector for last four quarters is depicted below:

Figure 21: The subscriber base of the Wireline service sector for last four quarter

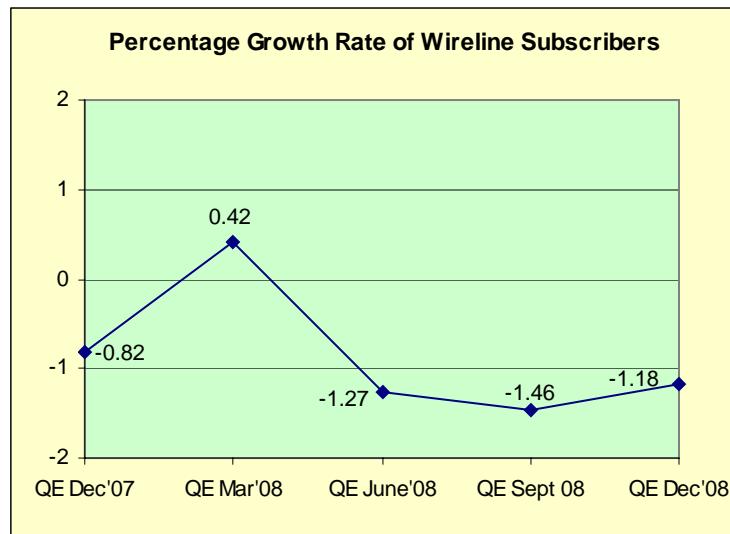


Status of Wireline services

- 1.4 The Fixed (Wireline) subscriber base registered a decrease of 450,899 lines during the quarter ending December 2008. The net number of fixed lines (wireline) has decreased to 37,898,155 as on 31st December 2008 from 3,83,49,054 in the quarter ending September 2008. The overall percentage decrease in subscriber base during the quarter is 1.18%.

- 1.5 During the quarter ending 31st December 2008, some service providers have increased their respective wireline subscriber base such as M/s Bharti Airtel Ltd. from 25,09,460 to 26,19,462(+110,002), M/s Tata Teleservices Ltd. (TTL) (including TT(M)L) from 821,602 to 871,351(+49,749), M/s Reliance Communications Ltd. (RCL) from 10,21,484 to 10,74,218 (+52,734) and M/s HFCL Infotel Ltd. from 152,249 to 156,887 (+4,638). The reduction in the subscriber base of Wireline during the quarter ending December' 08 reported by M/s BSNL from 301,22,269 to 295,00,460 (-6,21,809), M/s Shyam Telelink Ltd. from 149,529 to 141,966(-7,563) and M/s MTNL from 35,72,461 to 35,33,811 (-38,650).

Figure 22 : Percentage Growth Rate of Wireline Subscribers



Other Performance Indicators: -

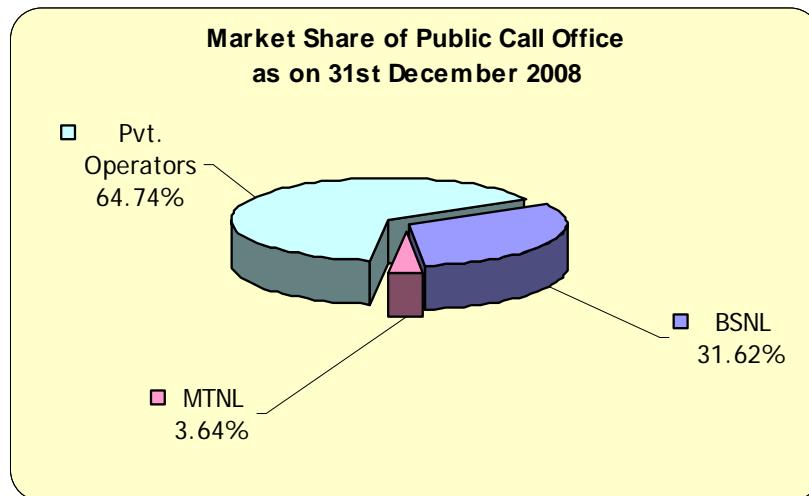
Public Call Offices:

- 1.6 During the quarter ending December 2008, number of PCOs has decreased by 2,65,471. Total number of PCOs in the country as on 31st December 2008 is 59,82,335 as compared to 62,47,806* in the quarter ending September 2008 . The share of BSNL in is 18,91,508 i.e. 31.62% of the total PCOs. The share of MTNL and other private operators combined is 2,17,903 (3.64%) and 38,72,924 (64.74%) respectively.

Operator-wise (BSNL/MTNL/Other Private Operators) market share of PCO is depicted in the Figure 23. Service area and operator wise details of PCO's are available at Table 27.

(*) The changes in status of PCO is due to information furnished by MTNL & M/s Tata.

Figure 23 : Market Share of Public Call Office as on 31.12.2008

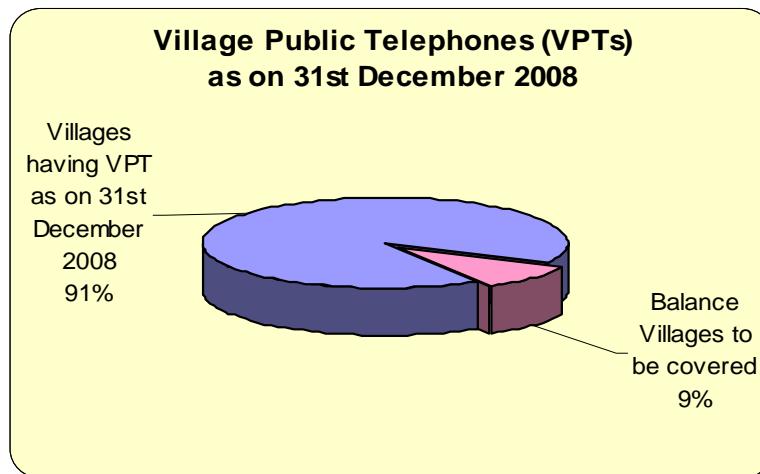


Village Public Telephones (VPT):

- 1.7 There are 5,93,485 villages in India as per census 2001 as reported by BSNL. During the previous quarter ending 30th September 2008 there were 5,33,402* VPTs in the country whereas by the end of this quarter i.e. 31st December 2008, the total number of VPTs have increased to 5,39,448. Thus 6,046 VPTs have increased during the quarter ending December 2008. The total number of villages left uncovered, are 54,037 as on 31st December 2008. The status of VPT's is depicted in the Figure 24.

(*) The changes in status of VPT is due to information furnished by M/s Tata and clarification given by BSNL.

Figure 24 : Village Public Telephones as on 31.12.2008



Circle-wise and Operator-wise details of village public telephones as on 31st December 2008 and addition/deletion during the quarter are available in Table 28.

CHAPTER TWO

PERFORMANCE OF WIRELESS SERVICES

Wireless Subscriber Base reached 346.89 million

PART A

Details of service providers:

- 2.1 The list of all the Wireless service providers currently providing services along with their licensed service areas is given in table 8.

Table 8: List of Wireless Service providers

SLNO	Service Provider	Area for which licensed with No.	Area for which not licensed	UASL Service Licensed
1	BSNL/MTNL	All India (23)		
2	Bharti	All India (22)		All India except NE
3	Aircel Group	All India (23)		All India except Chennai & TN
4	Reliance Group	All India (23)		All India except NE & AS
	Reliance Communications	All India (except Assam & NE) (21)	Assam & NE	All India except NE & AS
	Reliance Telecom	Kolkata, MP, WB, HP, Bihar, OR, Assam & NE (8)	Delhi, Mumbai, Chennai, MH, Gujarat, AP, KTK, TN, KR, PB, Har, UP (W), UP (E), Raj & J&K	MP, WB, HP, Bihar, OR, Assam & NE
5	Vodafone	All India (23)		All India
6	Tata Teleservices	All India (23)		All India
7	IDEA	All India (22)		Mumbai, Chennai & TN, Kol, KTK, Pb, WB, Bihar, OR, Assam, NE & J&K
8	Shyam Telelink	All India (22)		All India
9	BPL/Loop Telecom Private Ltd	All India (22)		All India except Mumbai
10	Unitech Group	All India (22)		All India
11	Datacom Solutions Pvt. Ltd.	All India except Pb (21)	Punjab	All India except Pb
12	Swan Telecom Pvt. Ltd	Delhi, Mumbai, Mah, Guj, AP, Ktk, Chennai & TN, KR, Punjab, HR, UP (W), UP (E) & Raj (13)	Kol., MP, WB, HP, Bihar, OR, Assam, NE & J&K	All India except Kol., MP, WB, HP, Bihar, OR, Assam, NE & J&K
13	Spice Communications	Delhi, Mah, AP, KTK, Punjab, Har (6)	All India except (Delhi, Mah, AP, KTK, Pb & Har)	Delhi, Mah, AP, KTK, Pb, Har
14	S Tel Ltd	HP, Bihar, Orissa, Assam, NE, J&K (6)	All India except HP, Bihar, OR, Assam, NE, J&K	HP, Bihar, OR, Assam, NE, J&K
15	HFCL	Punjab (1)	All India except Punjab	Punjab

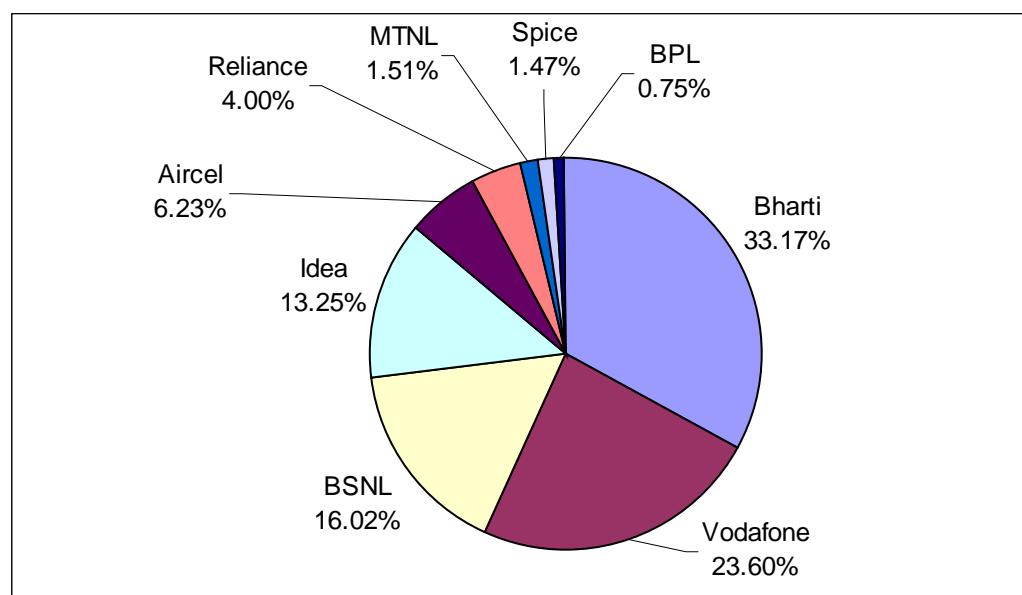
Circle-wise details of all Wireless, Wireline & Unified Access Service providers for the quarter ending December 2008 are given at Annex A & B.

Growth of Subscribers Base: -

GSM

- 2.2 The GSM subscribers base has reached 258.23 million in the quarter ending 31st December 2008 as against 233.68 million at the end of the previous quarter. The growth rate for this quarter is 10.51%. M/s Bharti with 85.65 -million subscriber base remains the largest GSM mobile operator followed by M/s Vodafone, M/s BSNL and M/s Idea with subscribers base of 60.93 million, 41.36 million and 34.21 million respectively. The market share of different GSM operators is given below:

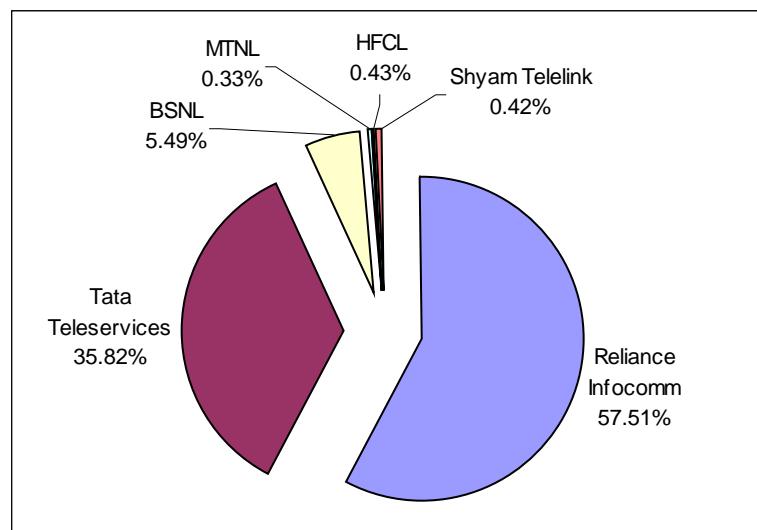
Figure 25 : Operator-wise Market Share of GSM service providers as on 31st December 2008



CDMA

- 2.3 The CDMA Subscribers Base has reached 88.66 million during the quarter ending December 2008 as against 81.63 million at the end of previous quarter. The growth rate in this quarter is 8.61% as against 9.78% for the previous quarter. M/s Reliance remains the largest CDMA mobile operator followed by M/s Tata Teleservices and M/s BSNL with subscribers base of 50.99 million, 31.76 million and 4.87 million respectively

Figure 26: Operator-wise Market Share of CDMA Wireless as on 31st December 2008



Wireless Subscriber Base

- 2.4 At the end of December 2008, the total Wireless Subscribers (Mobile and WLL (F)) has reached 346.89 million as against 315.31 million subscribers at the end of previous quarter.

Addition in Subscribers Base

- 2.5 During this quarter total 31.58 million subscribers were added. The total subscriber base of 346.89 million comprises of 258.23 million GSM mobile (74.44%) & 88.66 million CDMA Mobile (25.56%). The growth rate in this quarter is 10.02% as against 9.92% in the previous quarter.

Company wise Market Share

- 2.6 M/s Bharti has maintained its 1st position with a subscriber base of 85.65 million. It has market share of 24.69% w.r.t total subscriber base. M/s Reliance is on 2nd position with a total subscribers base of 61.34 million. M/s Vodafone has started its service in Madhya Pradesh, Himachal Pradesh & Bihar. M/s Tata has started its service in Assam, North East & Jammu & Kashmir and M/s Idea Cellular limited has started its services in Bihar.
- 2.7 The Wireless operators on the basis of market share are given below: -

Table 9: The Wireless Operators on the basis of Market Share

SL NO	Wireless Group	Subscribers Base as on Dec 08 (In millions)	Market Share (in %age)
1	Bharti	85.65	24.69%
2	Reliance	61.34	17.68%
3	Vodafone	60.93	17.56%
4	BSNL	46.23	13.33%
5	Idea	34.21	9.86%
6	Tata	31.76	9.16%
7	Aircel	16.08	4.64%
8	MTNL	4.19	1.21%
9	Spice	3.8	1.10%
10	BPL	1.95	0.56%
11	HFCL	0.38	0.11%
12	Shyam	0.37	0.11%
		346.89	

The details of operator-wise subscribers of GSM and CDMA are given in Table 30 and Table 31.

- 2.8 Distribution of Subscriber base and market share of Wireless services as on December 2008 among Metros, Circles A to C is given in Table 32, Table 33 and Figure 34.

PART B : ARPU and MoU

GSM (Full Mobility)

Average Revenue Per User (ARPU)

- 2.9 The all India blended ARPU per month has shown a slight decline of 0.45% from Rs. 221/- in September 2008 to Rs. 220/- in December 2008.
- 2.10 ARPU for postpaid service has shown a decline of 4.2% from Rs. 584/- in September 2008 to Rs. 559/- in December 2008. On the other hand Prepaid service has shown an increase of 1.6% from Rs. 189/- in September 2008 to Rs. 192/- in December 2008.
- 2.11 As per the revenue reports furnished by the service providers, revenue from subscribers adjusted for interconnect charges, is about Rs. 16,171 Crores in the quarter ending December 2008 as against Rs. 14,772 Crores in the September 2008 quarter, thereby showing a growth of 9.5%.

Table 10: Growth in Revenue of GSM Service Providers

Period	Revenue* (Rs. in Crores)	Quarterly rate of growth
July-07 to Sept-07	11,903	5.0%
Oct-07 to Dec-07	12,738	7.0%
Jan-08 to Mar-08	14,329	12.5%
Apr-08 to Jun-08	14,470	1.0%
Jul-08 to Sep-08	14,772	2.0%
Oct-08 to Dec-08	16,171	9.5%

* Net of pass through

Table 11: Average Revenue Per Unit (Rs. per month during the quarter)

Circle	Postpaid	Prepaid	Blended ARPU
Circle A	554	197	225
Circle B	480	187	200
Circle C	514	191	204
Metro	621	194	270
All India	559	192	220
All private SPs	615	196	225
BSNL/MTNL	382	173	195

Table 12: Composition of Revenue (%)

Item	Sep-08	Dec-08
Rental Revenue	19.2%	18.0%
Revenue from Call charges (usage)	59.2%	60.1%
Revenue from Roaming	8.4%	8.9%
Revenue from SMS	4.2%	4.2%
Other Revenues *	8.9%	8.8%

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

Usage Pattern

- 2.12 MOU per subscriber continue to show a declining trend. It has declined by 0.56% from 499 minutes in September 2008 to 496 minutes in December 2008. The outgoing MOUs declined by 0.39% and incoming by 0.72%.
- 2.13 Postpaid segment alone has shown a decline of 1.75% in MOUs per subscriber.
- 2.14 Total MOU per subscriber for prepaid segment has shown an increase of 0.62%. Outgoing MOUs have increase by 0.95% and incoming by 0.32%.
- 2.15 Higher decline in Incoming MOUs has turned the overall ratio of incoming-outgoing MOUs from 52:48 in September 2008 to 51:49 in December 2008.
- 2.16 Outgoing SMS per subscriber continued to show increasing trend from 25 in September 2008 to 29 in December 2008 – an increase of 16%.
- 2.17 Against the overall trend of decline in MOUs, Circle category “C” has recorded increase in MOU per subscriber from 505 in September 2008 to 522 in December 2008.

Detailed data is given in Annex. C.

Average Subscriber outgo (rental + call charges) per minute

- 2.18 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. Annexure D indicates the average outgo per outgoing minute i.e. Rental revenue + Airtime revenue per outgoing minute.
 - 2.19 All India average outgo per minute has shown a marginal decline from Rs. 0.79 in September 2008 to Rs. 0.78 in December 2008.
- .

CDMA (Full Mobility Service)

ARPU (Average Revenue Per User per month)

- 2.20 All India blended ARPU per month for the quarter ending December 2008 is Rs. 111/- as compared to Rs. 122/- for the quarter ending September 2008.
- 2.21 According to the revenue reports submitted by the service providers for the quarter ending December 2008, revenue, net of “pass through”, from CDMA full mobility service is Rs. 2276.33 crores which was 2289.33 crores in the quarter ending September 2008 registering a decline of 0.56%.
- 2.22 The huge difference between postpaid and prepaid ARPU noticed in the last quarter continued to remain valid for the current quarter as well. Postpaid ARPU has been 4.42 times that of prepaid ARPU, which perhaps, could be attributed to declining importance of processing fee on recharge coupon/voucher purchased by prepaid subscribers. The gap is lowest in Circle C (3.07 times) and highest in Circle A (4.84 times).

Table 13: Average Revenue Per Unit (Rs. per month during the quarter)

Circle	Postpaid	Prepaid	Blended ARPU
Circle A	394	81	107
Circle B	344	86	100
Circle C	327	107	115
Metro	423	96	137
All India	388	88	111

Table 14: Composition of Revenue (%)

Item	Sep-08	Dec-08
Rental Revenue	24.3%	24.2%
Revenue from Call Charges (usage)	62.1%	59.3%
Revenue from SMS	2.3%	2.7%
Roaming Revenue	4.0%	5.0%
Other Revenues*	7.3%	8.7%

* Includes revenue from other value added services, installations etc.

Usage Pattern (Minutes of Usage)

- 2.23 The total MOU per subscriber/ month has shown increase from 332 minutes (Q.E September 2008) to 370 minutes (Q.E December 2008).
- 2.24 The O/G MOU per subscriber per month has shown decline from 171 minutes in previous quarter to 169 minutes in the current quarter. Sharp increase has been noticed in incoming MOUs from 161minutes in the previous quarter ending September 2008 to 201 minutes per subscriber in quarter ending December 2008.
- 2.25 ARPU has also decreased from Rs. 122/- (Q.E September 2008) to Rs. 111/- (Q.E December-2008) for the CDMA operators registering a decline of 9.01%.

Detailed data is given in Annex E.

Average Subscriber Outgo (rental + call charges) Per Minute

- 2.26 Average Subscriber Outgo per minute (Rental Revenue + Airtime Revenue per outgoing minute) is given in Annex. F. The All India Average Subscriber Outgo per minute is Rs. 0.61/- in December 2008 as against Rs. 0.67/- in September 2008.

CHAPTER THREE

PERFORMANCE OF INTERNET SERVICES

Service Providers & Subscribers Base: -

- 3.1 There are 12.85 million Internet subscribers at the end of December 2008 as compared to 12.24 million at the end of September 2008 registering a growth of 5.01%. This growth rate in quarter ending December 2008 is higher than the growth rate of 4.97% at the end of September 2008.
- 3.2 Among 164 ISPs who reported their subscribers figure for Quarter ending 31st December 2008, Bharat Sanchar Nigam Ltd (BSNL) has retained its top position and reported a subscriber base of 6.70 million Internet subscribers against 6.38 million at the end of last quarter. Mahanagar Telephone Nigam Limited (MTNL) has retained second position with a subscriber's base of nearly 2.02 million. M/s Bharti Airtel Ltd is third with subscriber base of 1.00 million. (Ref. Table 34).
- 3.3 Besides above, there are 101.10 million wireless subscribers at the end of December 2008 (capable of accessing data services including Internet through mobile handset (GSM/ CDMA)).

Internet Telephony: -

- 3.4 The Internet Telephony has been permitted to all Internet service providers w.e.f 24th August 2007. Total 34 ISPs have been providing Internet Telephony services during the quarter ending 31st December 2008, the list is enclosed as Annex H. Total minutes of usage for Internet Telephony during the quarter were 133.23 million, as compared to 132.66 million for the last quarter.

Market Share: -

- 3.5 The growth trend of Wireline Internet Subscribers indicates a slight decrease in the market share of PSU owned ISPs vis-à-vis private operators. During the quarter, private ISPs market share has slightly increased to 32.18% as against 31.96% in the preceding quarter. The PSU owned ISPs market share has decreased from 68.04% to 67.82% at the end of December 2008.
- 3.6 The market share of top 5 ISPs is given in Table 15.

Table 15: Market Share of Top 5 Internet Service Providers

Sl.	ISP	Subs. base	Share in %
1	Bharat Sanchar Nigam Ltd.	6695196	52.08
2	Mahanagar Telephone Nigam Ltd.	2022973	15.74
3	Bharti Airtel Ltd. (Bharti Televentures Ltd.)	1006688	7.83
4	Reliance Communications Infrastructure Limited	940227	7.31
5	Sify Technologies Ltd.	475213	3.70

Among PSU owned ISPs; M/s BSNL has shown an increase of 4.99% in the subscriber base and have 52.08% share of total wireline Internet subscriber base. MTNL is at second position and have a market share of 15.74% Wireline Internet Subscribers.

Figure 27: Internet Subscriber Base as on 31.12.2008

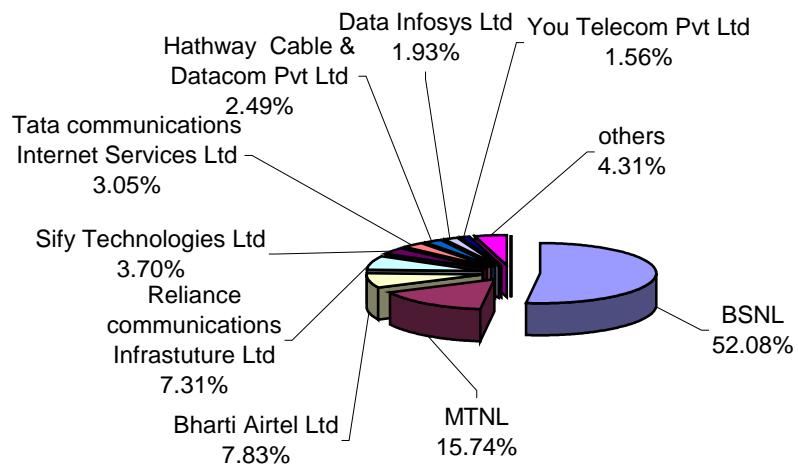
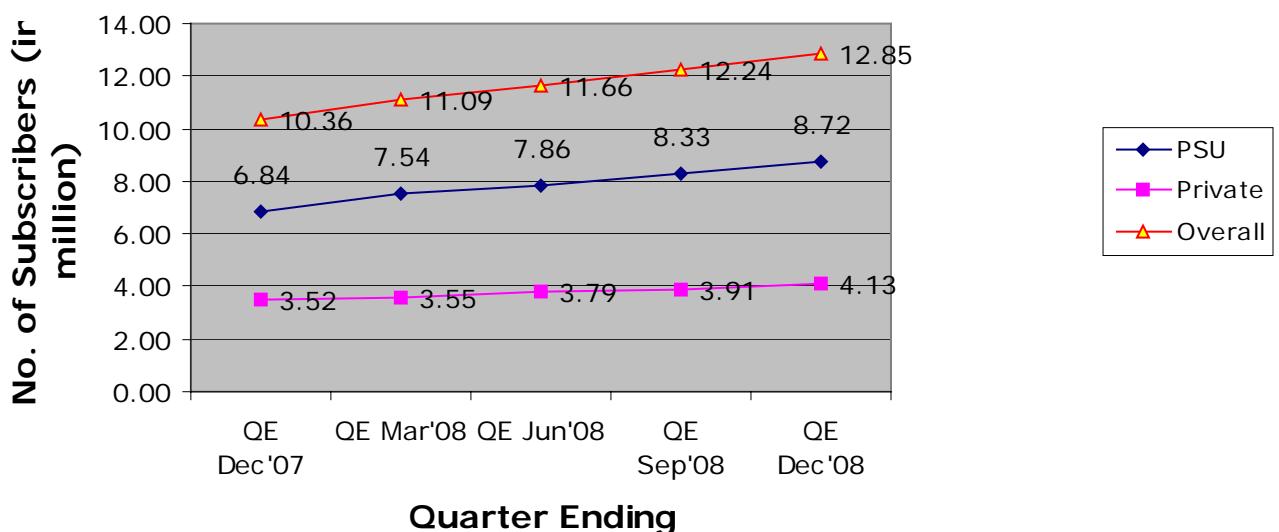
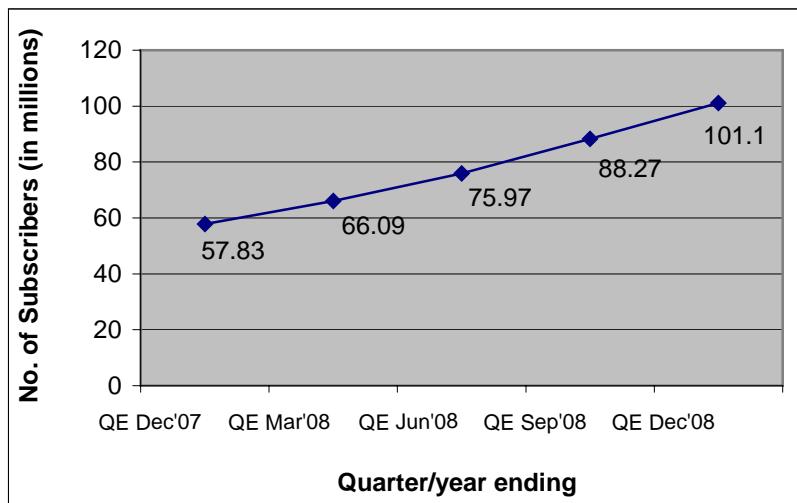


Figure 28 : Growth Trends of Wireline Internet Subscribers



- 3.7 The growth trend of Wireless Subscribers capable of accessing data services including Internet through their mobile handsets is shown in Figure 29.

Figure 29 : Growth of Wireless Subscribers Capable of Accessing Data Services/ Internet



This segment has been showing an increasing trend during the year 2008. These subscribers can use mobile handsets which are having "Internet enabled" feature.

Leased Lines Connectivity:

- 3.8 The numbers of Internet Leased Line connections are 24203 at the end of December 2008 as compared to 24076 at the end of September 2008 registering a slight increase of 0.52%.

Broadband Connectivity (>=256 Kbps):

- 3.9 The number of Broadband subscribers (with a download speed of 256 Kbps or more) was 5524604 at the end of December 2008. Out of these 4711482 are DSL based; 484657 Cable Modem; 155295 Ethernet LAN; 78388 Fibre; 72990 Wireless customers; Leased Line 19131 and 2661 Others.

Company wise market share of Broadband Service Providers:

- 3.10 The Top 10 Internet Service Providers providing broadband service on the basis of market share are:-

Table 16: Top 10 Service Providers providing Broadband

Sl.No	ISPs Offering Broadband Services	Subscribers Base	Share in %
1	Bharat Sanchar Nigam Ltd.	3007415	54.44
2	Bharti Airtel Ltd.	754342	13.65
3	Mahanagar Telephone Nigam Ltd.	662273	11.99
4	Hathway Cable & Datacom Pvt. Ltd.	254067	4.60
5	Tata Communications	223049	4.04
6	You Telecom India Pvt Ltd	147464	2.67
7	Reliance Comm. Infra. Ltd.	101310	1.83
8	Sify Limited	93807	1.70
9	HFCL Infotel Ltd	54736	0.99
10	Asianet Satellite Communication Limited	53188	0.96
	Sub Total	5351651	96.85%
	Others	173953	3.15%
	TOTAL	5525604	100%

Minutes of Use (MoU) per subscriber for Dialup Internet access:

- 3.11 The average minutes of usage per subscriber/ month for dialup subscribers was approximately 214.23 minutes during day time i.e. between 8 a.m to 8 p.m and approximately 104.50 minutes during night time i.e. between 8 p.m to 8 a.m. at the end of December 2008.
- .

Average Revenue Per User (ARPU) for ISPs:

- 3.12 The average revenue per user (ARPU) per month for dialup Internet usage was Rs 221.97 at the end of December 2008 as compared to Rs 213.08 at the end of September 2008 having an increase of 4.17%.

International connectivity:

- 3.13 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 148 GB for International and 110 GB for National at the end of December 2008.

Revenue of ISP Operators:

- 3.14 The total Revenue of the Internet Service Sector as reported by ISPs was Rs.2076.07 crores at the end of December 2008 as compared to Rs. 1402.94 crores at the end of September 2008 showing an increase of 30.09%.

CHAPTER FOUR

PERFORMANCE OF VALUE ADDED SERVICES

Public Mobile Radio Trunk Service (PMRTS): -

- 4.1 The subscriber base of PMRTS decreased from, 34846 in September 2008 to 33632 in December 2008 registering a negative growth of 3.48%.
- 4.2 It has been observed that M/s Arvind Mills Limited leads the tally of subscribers with a subscriber base of 11410 followed by M/s Procall (8583), M/s Quick Calls India Pvt. Ltd (3314), M/s.Smartalk Pvt. Ltd (2449), M/s United Liner Agencies of India (2073), M/s Arya Doot Transport Pvt Ltd(1796), M/s.Bhilwara Telenet Services Pvt. Ltd. (1456). M/s. Arya Offshore Services Pvt. Ltd. (1203), M/s. German Express Shipping Agencies of (India) Pvt. Ltd.(767), M/s Jet-Aiu Skyline Transport (455),M/s India Satcom(120) and M/s Container Movement Transport Pvt Ltd (6)., Operative area Delhi leads the tally with 8896 subscribers followed by Mumbai, Bangalore and Chennai with 5082, 4783 and 4110 subscribers respectively which accounted for 68.00% of the total subscribers.
- 4.3 M/s. India Satcom have registered maximum negative growth rate of 20.00% in their subscriber base followed by M/s. Quick Calls (-13.43%). M/s Arya Offshore Services (-7.03%), M/s. Jet-Aiu Skyline Transport (-5.41%), M/s Smartalk(-4.34%), M/s Arvind Mills(-2.87%), M/s Procall Ltd (-2.23%), M/s German Express Shipping Agency (-1.41%), and M/s Bhilwara Telenet (-0.34%).

The subscriber base of service providers of PMRTS is given in Table 35.

VSAT services: -

- 4.4 VSAT services are being provided by 9 VSAT Service Providers.
- 4.5 In this quarter, there was an addition of 599 new subscribers. The total number of subscribers increased from 94436 in September,2008 to 95035 in December,2008, registering a growth of 0.63% as against the growth rate of 5.08% in quarter ended September, 2008
- 4.6 M/s Hughes Communication Limited is the market leader with subscriber base 27825 followed by M/s HCL Comnet with 25634 and M/s Bharti Airtel Limited Bangalore with 25068 VSAT subscribers respectively.
- 4.7 M/s Hughes Communication Ltd.& M/s ITI have registered negative growth of 6.22% and 17.78% respectively in this quarter.
- 4.8 M/s BSNL has the highest growth rate of 15.16% in this quarter.
- 4.9 There is no change in the subscriber base for the VSAT operators M/s GNFC.
- 4.10 The number of subscribers of each service provider from quarter ending December 2007 to December 2008 along with the Market Share in terms of Percentage of Subscribers as on 31.12.2008 is given in Table 36.

CHAPTER FIVE

QUALITY OF SERVICE (QoS) PERFORMANCE

Quality of Service performance of Wireline Service Operators:

- 5.1 Based on Quality of Service Parameters reported by all the Wireline Service Operators for the quarter ending December 2008, the information on QoS performance is attached to this report at Annex K.
- 5.2 The summary of status of the service providers who have not met the benchmarks in this quarter as compared to previous quarter is given in the Table 17 below:

Table 17: The status of Wireline Service Providers who have not met the benchmarks

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			September, 2008		December, 2008	
			Out of 84 In Nos	Out of 84 In %age	Out of 84 In Nos	Out of 84 In %age
1	Provision of Telephones after registration of demand	100% within 7 Days	35	41.67%	41	48.81%
2	Fault incidences per 100 subs/month	<3	43	51.19%	36	42.86%
3	Fault repaired by next working day	>90%	21	25.00%	24	28.57%
4	MTTR	<8Hrs	29	34.52%	21	25.00%
5	Call Completion Rate (in local network)	>55%	3	3.57%	4	4.76%
6	Metering & billing credibility - % of bills	<0.1%	6	7.14%	2	2.38%
7	Customer Care Service (95% of requests)					
(i)	Shifts	<3 Days	12	14.29%	13	15.48%
(ii)	Closures	<24 hrs.	5	5.95%	2	2.38%
(iii)	Additional Facilities	<24 hrs.	12	14.29%	7	8.33%
8	Response time to the customer for assistance					
(i)	%age of calls answered (electronically)					
	Within 20 sec = 80%	80%	1	1.19%	0	0.00%
	within 40 sec = 95%	95%	2	2.38%	0	0.00%
(ii)	%age of calls answered by operator (voice to voice)					
	Within 60 sec = 80%	80%	4	4.76%	0	0.00%

	within 90 sec = 95%	95%	22	26.19%	3	3.57%
9	Time taken for refund of deposits after closures	100% within 60 days	7	8.33%	0	0.00%

Table 18:The Parameter wise Performance of Wireline Service Providers

Parameters	Benchmarks	Service Providers not meeting the Benchmarks
Provision of Telephones after registration of demand	100% within 7 Days	<p>BSNL = AP (91.62%), GJ (98.35%), MH (86.04%), PB (97.82%), HR (99.31%), KTK (99.74%), A&N (88.12%), Assam (99.01%), Chennai (99.47%), Jharkhand (98.40%), Kerala (93.80%), Kolkata (98.61%), NE-I (88.94%), Orissa (99.44%), UP-E (99.22%), UP-W (94.51%), Uttaranchal (98.84%)</p> <p>MTNL = Delhi (99.17%), Mumbai (95.25%)</p> <p>Reliance = AP (87.61%), Delhi (44.92%), MH (73.68%), TN (86.25%), KTK (44.08%), Chennai (50.16%), KR (83.91%), Kolkata (58.76%), Mumbai (40.80%), UP-E (97.50%)</p> <p>Tata = AP (95.74%), Delhi (98.11%), GJ (95.45%), MH (83.33%), PB (98.26%), HR (92.06%), KTK (92.80%), Kolkata (99.76%), Mumbai (90.50%), UP-W (87.50%)</p> <p>HFCL = Punjab (98.58%)</p> <p>Shyam = Rajasthan (99.42%)</p>
Fault incidences per 100 subs/month	<3	<p>BSNL = AP (3.90), Bihar (4.70), GJ (5.40), Chhattisgarh (6.90), MP (3.90), MH (7.00), PB (7.90), RJ (5.40), TN (3.01), HR (5.00), KTK (5.50), A&N (5.60), Assam (6.60), Chennai (3.56), HP (8.90), Jharkahand (3.90), J&K (8.30), KR (6.90), Kolkata (4.00), NE-I (4.40), NE-II (4.20), Orissa (4.30), UP-E (5.40), UP-W (7.00), Uttaranchal (5.70), WB (5.40)</p> <p>MTNL = Delhi (5.88), Mumbai (9.69)</p> <p>Reliance = UP -E (7.19)</p> <p>Bharti = AP (5.00), MP (7.00), TN (6.00), KTK (4.00), UP-E (3.25), UP-W (3.46)</p> <p>HFCL = Punjab (4.47)</p>
Fault repaired by next working day	>90%	<p>BSNL = AP (89.17%), Bihar (77.69%), MH (89.34%), PB (87.23%), A&N (80.26%), Assam (79.69%), HP (87.16%), Jharkhand (89.94%), J&K (73.69%), KR (84.59%), Kolkata (87.98%), NE-II (85.15%), WB (81.83%)</p> <p>Tata = AP (84.77%), Delhi (84.00%), MH (83.33%), PB (86.00%), HR (43.00%), UP-E (69.00%), UP-W (57.00%)</p> <p>Reliance = MH (73.66%), Kolkata</p>

		(65.20%) Bharti = TN (87.00%) Shyam = Rajasthan (87.00%)
MTTR	<8Hrs	BSNL = AP (14.54 hrs.), Bihar (8.42 hrs.), Chhattisgarh (9.50 hrs.), MH (8.62 hrs.), PB (14.08 hrs.), KTK (9.26 hrs.), Chennai (8.48 hrs.), Jharkahand (8.07 hrs.), KR (17.67 hrs.), Kolkata (10.17 hrs.), NE-I (14.59 hrs.), NE-II (8.57 hrs.), Orissa (8.27 hrs), WB (9.05 hrs.) MTNL = Mumbai (12.93 hrs) Tata = Delhi (9 hrs.), PB (24 hrs.), HR (187 hrs.), UP-E (31 hrs.), UP-W (50 hrs.)
Call Completion Rate (in local network)	>55%	BSNL = J&K (54.12%), Kolkata (53.00%), NE-II (52.40%) MTNL = Delhi (50.81%)
Metering & billing credibility - % of bills	<0.1%	Tata = MH (0.325%), Mumbai (0.245%)
Customer Care Service (95% of requests)		
Shifts	<3 Days	BSNL = AP (85.00%), MH (89.00%), A&N (88.00%), Assam (94.00%), KR (87.00%), NE-I (86.00%) MTNL = Delhi (90.30%), Mumbai (88.79%) Tata = AP (84.86%), Delhi (33.33%), GJ (77.78%), KTK (72.63%), Chennai (50.00%)
Closures	<24 hrs.	BSNL = AP (93.67%), A&N (92.01%)
Additional Facilities	<24 hrs.	BSNL = AP (87.65%), A&N (90.91%), J&K (92.70%) MTNL = Delhi (91.33%) Tata = HR (90.70%), UP-W (93.33%) Bharti = HR (88.00%)
Response time to the customer for assistance		
%age of calls answered electronically		
Within 20 sec = 80%	80%	All the Operators meet this Benchmark
Within 40 sec = 95%	95%	All the Operators meet this Benchmark
%age of calls answered by operator (voice to voice)		
Within 60 sec = 80%	80%	All the Operators meet this Benchmark

within 90 sec = 95%	95%	MTNL = Mumbai (83.74%) Tata = MH (88.00%), Mumbai (88.30%)
Time taken for refund of deposits after closures	100% within 60 days	All the Operators meet this Benchmark

Quality of Service performance of Wireless Service Providers for quarter ending 31st December 2008: -

- 5.3 This report covers performance of 95 GSM and 44 CDMA service operators vis-à-vis the QoS benchmarks prescribed by TRAI. The summary of performance of service providers not meeting the benchmark as compared to previous quarter is given in the table 19 below:

Table 19: Performance of Wireless Service Providers not meeting the benchmarks

S. N.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending September, 2008		Quarter Ending December, 2008	
			Out Of 138 (Nos.)	Out Of 138 (in %)	Out Of 140* (Nos.)	Out Of 140* (in %)
1	Accumulated down time of Community isolation	<24 hrs	0	0.00%	0	0.00%
2	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	6	4.35%	5	3.57%
3	Service access delay	<15 Sec	1	0.72%	1	0.71%
4	Blocked call rate (i) SDCCH/paging channel congestion	<1%	8	5.80%	13	9.29%
	(ii) TCH Congestion	<2%	13	9.42%	15	10.71 %
5	Call drop rate	<3.0%	0	0.00%	6	4.29%
6	Connections with good voice quality	>95%	3	2.17%	6	4.29%
7	Response time to the customer for assistance					
(i)	%age of calls answered (electronically); within 20 seconds = 80%	80%	0	0.00%	0	0.00%
(ii)	%age of calls answered (electronically); within 40 seconds = 95%	95%	0	0.00%	1	0.71%
(iii)	%age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	13	9.42%	18	12.86 %
(iv)	%age of calls answered by operator (voice to voice); within 90 seconds = 95%	95%	39	28.26%	48	34.29 %
8	Complaints per 100 bills issued	<0.1%	3	2.17%	2	1.43%
9	% Of complaints resolved with 4 weeks	100%	0	0.00%	0	0.00%
10	Period of all Refunds/Payment due to Customers from the date of resolution of complaints as in (9) above	<4 Weeks	0	0.00%	0	0.00%

Note : * M/s Idea Cellular have submitted PMR first time for Bihar and Mumbai service areas in this quarter. So, total no. of licensees providing PMR is 140

Table 20: The Parameter wise Performance of Wireless Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Accumulated down time of Community Isolation	<24 hrs	All the Operators meet this Benchmark
Call Set-Up Success Rate (Within Licensee's Own network)	>95%	Bharti Airtel – KTK (93.87%), UP-E (93.51%), WB (93.61%), Assam (94.82%), NE (80.59%)
Service Access Delay	<15 sec.	Bharti Airtel – AP (16.20 sec.)
Blocked call rate (i) SDCCH/paging channel congestion	<1%	Bharti Airtel – KTK (2.68%), UP-E (1.30%), RJ (1.44%), WB (2.55%), Bihar (6.46%), Assam (1.83%), NE (4.51%) Dishnet - WB (1.49%), Bihar (8.27%), Assam (2.87%), J&K (4.64%), NE (7.48%) BPL - Mumbai (1.56%)
(ii) TCH Congestion	<2%	BSNL - MH (2.53%), AP (2.30%) MTNL - Delhi (3.20%) – GSM Service Bharti Airtel - KTK (4.74%), UP-E (2.80%), WB (2.35%), Bihar (3.79%), NE (5.66%) Dishnet - WB (3.27%), Bihar (5.71%), Assam (2.50%), J&K (2.65%), NE (8.17%), Kolkata (2.50%) BPL - Mumbai (2.92%)
Call Drop Rate	<3%	Bharti Airtel - Bihar (3.15%), NE (3.26%) Dishnet - WB (3.54%), Bihar (3.21%), J&K (3.41%), NE (3.39%)
Connections with good voice quality	>95%	Bharti Airtel - KTK (88.05%), NE (93.59%) Dishnet - WB (94.12%), Assam (90.53%), J&K (94.94%), NE (92.71%)
Response time to the customer for assistance %age of calls answered (electronically) within 20 seconds = 80%	80%	All the Operators meet this Benchmark
%Age of calls answered (electronically) within 40 seconds = 95%	95%	BSNL - UP-E (92%)
%Age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	BSNL - AP (62.00%), KTK (72.00%) Bharti Airtel - HR (53.14%), UP-E (72.69%), J&K (76.93%) RCom - TN (77.27%), UP-E (43.04%), Bihar (60.76%), Chennai (78.98%) RTL - WB (74.71%), HP (70.34%), Bihar (61.87%) SPICE – PB (39.00%) Idea - GJ (55.00%) Dishnet - Bihar (65.00%), J&K (59.00%) Aircel - TN (53.00%) HFCL - PB (93.67%)

%Age of calls answered by operator (voice to voice); within 90 seconds = 95%	95%	BSNL - AP (72.00%), KTK (80.00%), KR (89.00%), UP-E (94.00%), Assam (90.00%), Chennai (94.00%) Bharti Airtel - TN (94.72%), HR (68.75%), UP-W (93.67%), UP-E (80.72%), WB (94.95%), Orissa (92.90%), J&K (87.17%), NE (94.98%), Kolkata (94.65%) RCOM - MH (94.48%), GJ (94.64%), AP (90.05%), TN (84.74%), KR (94.81%), PB (91.71%), HR (87.91%), UP-W (91.94%), UP-E (44.75%), WB (90.93%), RJ (91.21%), HP (91.71%), Bihar (65.07%), Delhi (81.65%), Chennai (86.26%), Kolkata (90.93%) RTL - HP (82.57%), Bihar (70.49%), Kolkata (93.27%) Tata Tele - TN (91.01%), UP-W (88.09%), WB (93.39%), Bihar (92.79%), Delhi (90.69%), Chennai (91.51%), Kolkata (93.10%) SPICE - PB (44.00%) Idea - GJ (66.00%), UP-W (94.00%) Dishnet - Bihar (80.00%), J&K (67.00%), Kolkata (92.00%) Aircel - TN (47.00%)
Complaints per 100 bills issued	<0.1%	Idea - Mumbai (0.750%) Aircel - Chennai (0.2%)
% Of complaints resolved within 4 weeks	100%	All the Operators meet this Benchmark
Period of all Refunds/Payment due to Customers from the date of resolution of complaints	<4 Weeks	All the Operators meet this Benchmark

Some of the Service Providers are having major problems in achieving the benchmarks in respect of parameters (i) Blocked Call Rate (SDCCH & TCH Congestion), (ii) Call Drop Rate, (iii) %age of Connection with good voice quality, (iii) %age of calls answered by operator (voice to voice); within 60 seconds (iv) %Age of calls answered by operator (voice to voice); within 90 seconds.

Details of Quality of Service Parameters :

- 5.4 Detail of performance related to Network Performance, Customer help line and billing complaints are available at Annex L.
- 5.5 The Comparative Performance of the Service Providers for the quarter ending September 2008 and December 2008 is available at Annex M.
- 5.6 The Performance of the CMSPs with respect to the new parameter of %age of Cells having more than 3% call (TCH) drop, service area wise is available at Annex N.

Quality of Service Performance of Internet Service Providers for quarter ending 31st December 2008: -

- 5.7 Annex O indicates the Quality of Service achieved by the ISPs during the quarter.

The observations on QoS Benchmarks are as follows:

5.8 Service Activation Time (6 hrs):

All the ISPs have met the TRAI benchmark of 6 hrs. M/s HFCL Infotel Ltd and M/s Tata Teleservices (MH) have not provided the data.

5.9 Time to Access (30 sec) :

All the ISPs have met the TRAI benchmark of 30 sec.

5.10 Probability of Accessing the ISP Node

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.

5.11 ISP Node Unavailability:

ISP Nodes unavailability should not exceed 30 minutes in a month. All the ISPs have met the TRAI benchmark. M/s.BSNL, M/s. MTNL Delhi, M/s MTNL Mumbai, M/s Reliance Comm.Infrastructure Ltd, M/s You Telecom India Pvt. Ltd, M/s. HFCL Infotel Ltd and M/s Tata Teleservices (MH) have not provided data.

5.12 Grade of Service :

ISPs are required to maintain the Grade of Service on the link connecting PSTN Node to the ISP Node as 1 in 100. M/s.Reliance Comm. Infrastructure Ltd has not provided data. M/s You Telecom India Pvt. Ltd has informed that M/s BSNL has not provided data and M/s.Tata Communications has also informed that the information was not provided by BSO.

5.13 Mean Time to Restore (MTTR):

As per clause 1.9 schedule “C” of ISP license, ISPs are required to rectify 90% of faults due to subscriber complaint within 24 hours and 99% within three days. All the Operators have met this benchmark. M/s Tata Teleservices has reported that 92.25% of the subscribers complaint are repaired within 24 hours.

Quality of Service Performance of Internet Service Providers providing broadband service for quarter ending 31st December 2008

- 5.14 Broadband Regulations came into force with effect from 1st January of 2007. Total number of the Broadband Service providers was 72 at the end of last quarter September 2008. Total number of subscriber base of all the Broadband service providers is 5524604 in quarter ending December 2008.
- 5.15 Twelve new Service Providers are added in this quarter. Out of 84 Broadband Service providers only 15 Service Providers are having subscriber base more than 10,000 subscribers and these 15 Service providers share the 98.64% of total subscriber base in this quarter. The total number of Broadband Subscribers of these 15 Service Providers have increased from 4846810 to 5449665 by adding 6,02,855 (12.43%) subscribers in the quarter ending December, 2008. This report covers performance of 15 broadband Service Providers vis-à-vis the QoS benchmarks prescribed by TRAI.
- 5.16 Broadband Regulations came into force with effect from 1st Jan 2007. Based on Quality of Service Parameters reported by Internet Service Providers providing broadband service for the quarter ending December 2008, the information on QoS performance is attached to this report as Annex P.
- 5.17 Following table indicates the status of non-compliance in respect of QOS benchmarks for Internet Service Providers providing broadband service:

Table 21: Status of Non-Compliance of QoS benchmarks for Internet Service Providers providing Broadband Service.

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in < 15 working days	BSNL :- AP(98.10%), Assam, (99.60%), Bihar(99.00%), Chhattisgarh (99.90%), HP(99.50%), J&K(85.00%), Jharkhand (98.90%) ,KTK (82.90%), Kolkata (98.70%), MH (97.80%), NE-I(91.30%), Orissa (98.00%), TN(98.10%), UP(W)(91.20%), Uttarakhand (89.90%) WB(96.40%) MTNL :- Delhi(92.74%), Mumbai(75.62%). Tata Communications :- Central Region (99.00%), East (95.00%), North (96.00%) South2 (95.00%), South 3 (98.00%), South 4 (98.00%) Hathway :- Guj(99.14%), MH(91.00%), AP(89.00%) Reliance :- All India (99.00%)
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	BSNL :- Chennai(89.30%), Kolkata(59.80%), NE-I(89.70%) MTNL :- Delhi (73.57%), Mumbai (54.00%) Tata Communications :- East(84.00%) North(86.00%), South1(83.00%), South3(89.00%), West1(87.00%), West2(89.00%) Hathway : AP (89.00%) You Telecom : All India (84.00%), AP (80.00%), Guj (85.00%), KTK (83.00%), MH (83.00%), TN (76.00%)

	% of faults repaired within 3 working day	=>99%	BSNL :- Bihar(98.20%), Kol(88.70%), NEI(89.40%), Orissa(97.00%) MTNL :- Delhi (91.91%), Mumbai(84.00%) Bharti Airtel :- AP(98.00%), Delhi(98.00%) HR(97.00%), KTK(98.00%) UP (W) (98.00%) Tata Communications :- Central Region (98.00%) East (95.00%), North (95.00%), South I (95.00%), South 2(98.00%), South 3(96.00%), South 4(98.00%) West I (96.00%), West 2(97.00%) You Telecom India Pvt Ltd. :- MH (97.00%)
3	Billing Performance		
	%age of bills disputed	<2%	Tata Communications :- West 1 (2.18%)
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	BSNL :- AP(98.10%), Chhattisgarh (99.90%), J&K(99.70%), Kolkata(95.30%), MP(99.90%), Orrisa(99.20%), UP(W) (84.40%), Chennai(66.70%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	BSNL :- Jharkhand (66.70%), Kolkata (96.80%), NE I (88.90%) Orissa(99.50%), UP(W)(70.40%) Bharti Airtel :- HR (97.00%)
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (voice to Voice) within 90 sec	>80%	BSNL :- NE I (78.40%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		Bharti Airtel :- Delhi(7 Links), SpectraNet :- All India (3 Links) Alliance :- Kolkata (7 Links)
	% of International bandwidth utilization during peak hours (TCBH) Enclose MRTG) Benchmark<90%		Alliance :- Kolkata (84.00%)
	No. of Upstream links for International connectivity having bandwidth utilization >90% during peak hours	<1%	Bharti Airtel :- Delhi(1 Link) Alliance :- Kolkata (2 Links)
6	Service availability /uptime (for all users) in %age	>98%	BSNL :- J&K(96.30%), NE I (92.20%), NE II (93.70%) Tata Comm. Ltd. :- North (97.07, South 1(97.52%), South 3(97.50%), West 2 (96.98%) Reliance :- All India (68.02%)

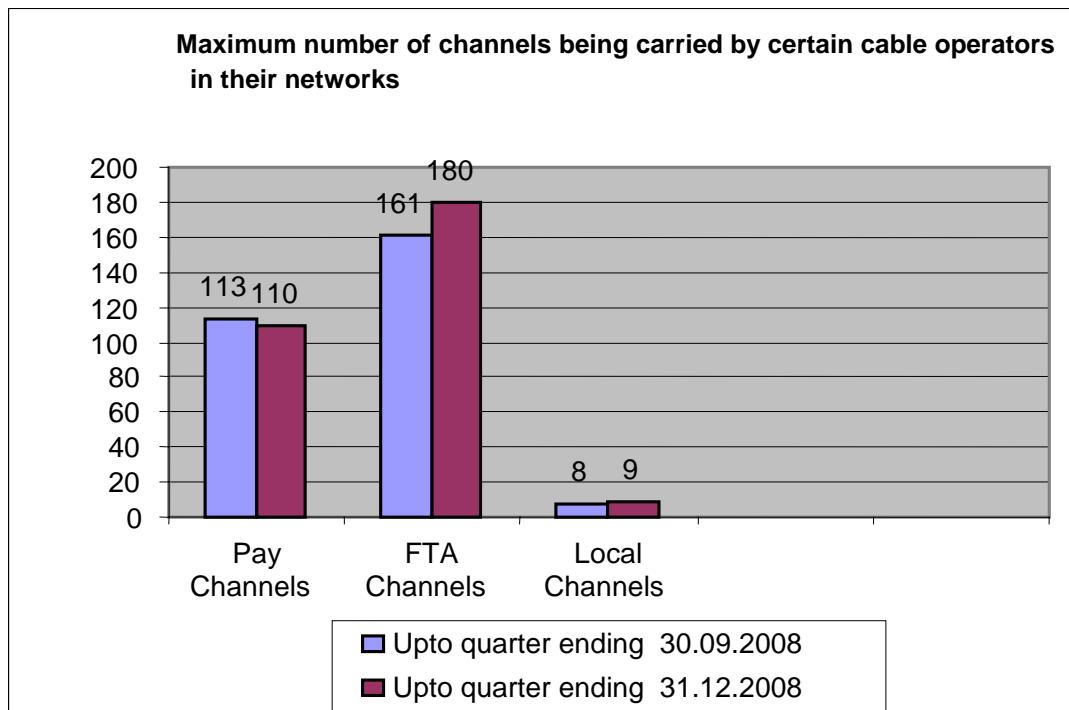
CHAPTER SIX

PERFORMANCE OF CABLE TV, DTH AND RADIO BROADCASTING SERVICES

Cable TV Services

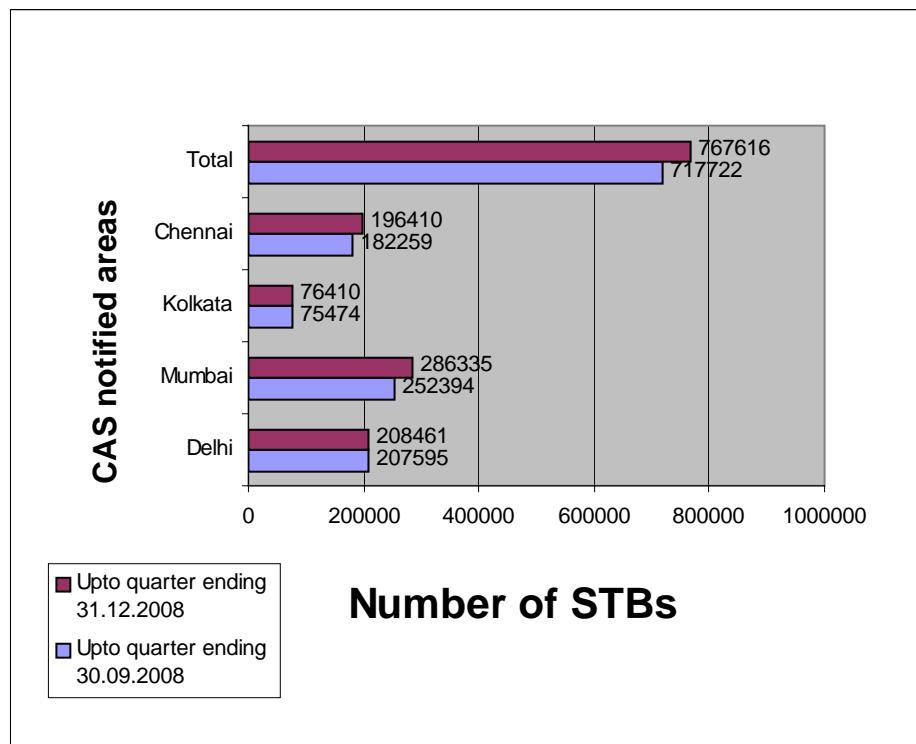
- 6.1 Figure 30 depicts the maximum number of FTA channels, Pay channels and local channels being carried by the MSOs in their network across the country. This is based on the reports received from some of the major service providers regarding the number of channels being carried by them in their networks 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.
- 6.2 The maximum number of Free-to-Air (FTA) and Pay Channels reportedly being carried in the cable networks are 180 and 110 respectively in this quarter. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

Figure 30 : Maximum Number of Channels



- 6.3 At the end of the quarter ending 30th September 2008, there were 717722 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. Now, at the quarter ending 31st December 2008, the number has increased to 767616 in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. The Figure 31 shows the city-wise status of STBs installed at these four places.

Figure 31: Set Top Boxes (STBs)



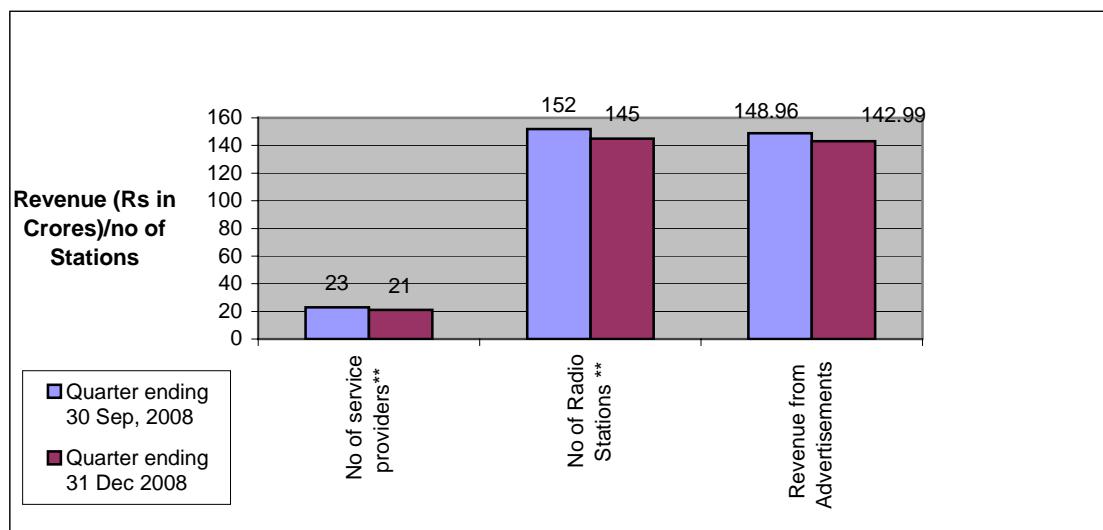
Satellite TV Channels

- 6.4 At the end of 31st December 2008, there are reportedly 129 pay channels in existence. These 129 channels are being broadcasted / distributed by 19 broadcasters or their distributors. The list of broadcasters/distributors of pay channels alongwith the rates of pay channels for Non-CAS areas are given at Table 37.

FM Radio Services

- 6.5 Apart from All India Radio, there were 236 FM Radio station in operation as on 30th September 2008. During the quarter ending 31st December 2008, 9 more private FM radio station came into operation. Now, at the end of quarter ending 31st December 2008, 245 private FM Radio stations are in operation. The list of these stations is given at Table 38.
- 6.6 The total Advertisement Revenue up to the quarter ending September' 08 in respect of 23 FM Radio Service Providers and for quarter ending December, 2008 in respect of 21 FM Radio Service Providers who have given their reports is given in the Figure 32. However, the details do not pertain to the same set of service providers.

Figure 32 : Comparative Position of Revenue of FM Radio Station



** Some of the service providers have not reported the advertisement revenue details.

Community Radio

- 6.7 Upto quarter ending September 2008, there were 57 Community Radio Stations licensees and out of these, 36 were in operation. In the Quarter ending 31st December 2008, 3 more licenses were issued. At the quarter ending 31st December 2008, out of 60 licensees of community radio stations, 41 stations are in operation. In the current quarter five licenses have started their services. The status of applications for community radio station licenses received in Ministry of Information and Broadcasting upto the end of 31st December 2008 is given at Table 39.

DTH Services

- 6.8 No new DTH license was issued during the quarter. Therefore, at present, apart from free to air DTH service of Doordarshan, there are 6 private DTH licensees.
- 6.9 Out of 6 DTH licensees, only 5 licensees are offering pay DTH services to the consumers as on 31.12.2008. Total number of reported registered subscribers being served by these 5 DTH operators as on 31.12.2008 is 11.1 million. The list of DTH licensees is given at Table 40.

Teleport Service

- 6.10 Upto quarter ending 30th September 2008, there were 54 Teleport Service Providers in operation in India. No new license was issued in the quarter ending 31st December 2008. The list of these stations is given at Table 41.

CHAPTER SEVEN

FINANCIAL DETAILS OF TELECOM SERVICE SECTOR

Analysis of GR, AGR, License Fee & Spectrum Charges for the Quarter ending December 2008 (IIIrd Quarter of the financial year 2008-09)

- 7.1 Figures for the Industry as a whole for Quarter III (Quarter ending December 2008) of F.Y 2008-09 are given below:

Table 22: Figures for the Quarter III of F.Y 2008-09

Item	Amount (Rupees in crore)
Gross Revenue (GR)	39408.16
Adjusted Gross Revenue (AGR)	28940.40
License Fee	2449.36
Spectrum Charges	829.05
Pass through (GR – AGR)	10467.76

- 7.2 Increase in Gross Revenue and AGR by 5.95% and 5.79% respectively over the previous quarter. Last Quarter, there was a increase in GR and AGR by 5.34% and 1.36% respectively over the previous quarter. GR of all the Service Providers has increased except Reliance and HFCL.
- 7.3 Service Provider wise GR, AGR, LF & Spectrum Charges for quarter ending December 2008 are available at Table 42.
- 7.4 In Access services, GR is increased by 4.08%, AGR by 4.07%, License Fee (LF) by 3.44% and Spectrum charges by 9.80%. In NLD, GR is increased by 9.36%, AGR by 10.06% and LF by 10.06%. In ILD, GR is increased by 12.90%, AGR by 43.89% and LF by 43.90%.
- 7.5 In case of access services, pass through as % of GR of Shyam is the highest – 39.49% (67.59%). It is followed by Tata – 31.39% (32.18%), BPL – 28.05% (28.56%), Reliance – 26.79% (33%), and Aircel – 24.85% (25.34%). Figures in brackets are for previous quarter.
- 7.6 In NLD, pass thru is highest of Idea – 65.54% (81.82%) followed by Tulip – 61.18% (53.60%), Reliance – 38.62% (40.61%), Vodafone – 35.06% (35.85%) and Tata – 29.91% (29.55%). Figures in brackets are for previous quarter. BSNL, Railtel and HCL have not shown any pass thru.
- 7.7 In ILD, BSNL, Aircel, BT and AT&T have not shown any pass thru. The SPs which have shown pass thru, pass thru % of GR is highest in case of Vodafone – 72.89% (76.11%) followed by Bharti – 68.06% (69.55%), Tata – 63.37% (69.93%), and Reliance – 48.80% (64.63%). Figures in brackets are for previous quarter.
- 7.8 As in the previous two quarters, Bharti – Airtel Group again has the highest Gross Revenue of Rs. 10849.63 cr. (Rs. 10007.04 crore) followed by the BSNL – Rs. 9027.18 cr. (Rs. 8800.07 crore). For the first time, Bharti's AGR is also more than

the BSNL's – Rs. 7858.49 cr. (Rs.7214.09 cr.) against Rs. 7179.19 cr. (Rs. 7449.58 crore) for BSNL. However, in this quarter, Bharti's figures include the revenue of ISP services also (GR – Rs. 328.25 cr., AGR – Rs. 36.54 cr. and LF – Rs. 2.19 cr.) Pass Thru component of Bharti is Rs. 2991.13 cr. – 27.57% of GR (Rs. 2792.95 cr. – 27.91% of GR) as against BSNL's Rs. 1847.99 cr. – 20.47% of GR (1350.48 cr. – 15.35% of GR). Figures in brackets are for previous quarter.

- 7.9 The AGR share of Public and Private sector is 28.75% and 71.25% respectively as against 31.23% and 68.77% respectively in the previous quarter.
- 7.10 The License Fee contribution of Bharti is 27.20% (25.96%) followed by BSNL – 23.33% (25.92%), Vodafone – 15.69% (15.01%) and Reliance – 10.27% (10.03%). Figures in brackets are for previous quarter.
- 7.11 Overall % of License Fee to AGR is 8.46% as against 8.55% in previous quarter.
- 7.12 Aircel has added data for spectrum charges for 7 Circles – A.P. Delhi, Mumbai, Karnataka, Kerala, UP(E) and UP(W). Vodafone has added data for Bihar and M.P. Service Areas. Tata has added data for Assam, J&K and North East Service Areas and included Chennai in Tamil Nadu Circle. Spice has now become an associate of Idea Cellular Ltd.
- 7.13 MTNL has shown an increase in GR and AGR by 3.42% and 4.36% respectively from the previous Quarter. In last quarter, there was a decrease by 5.04% and 4.32% respectively.
- 7.14 Reliance has shown a decrease in GR by 2.16% and increase in AGR by 7.97%. Last quarter, it showed an increase in GR by 8.97% and a decrease of 5.46% in AGR. In 1st quarter of this financial year, their GR decreased by 3.24% whereas AGR increased by 3.56%.

Table 23: Comparison of Gross Revenue, Adjusted Gross Revenue (AGR), Licence Fee and Spectrum Charges (IInd Quarter & IIIrd Quarter of 2008-09)

(Rs. in Crore)

Gross Revenue		% age	AGR		% age	Licence Fee		% age	Spectrum Charges		% age
II nd Qtr.	III rd Qtr.		II nd Qtr.	III rd Qtr.		II nd Qtr.	III rd Qtr.		II nd Qtr.	III rd Qtr.	
37196	39408	5.95	27357	28940	5.79	2339	2449	4.70	755	829	9.86
129082*			101484*			8363*			2665*		

* Figures for last financial year (2007-08)

Table 24 : Service wise Gross Revenue, Adjusted Gross Revenue (AGR), Licence Fee and Spectrum Charges (IIIrd Quarter of 2008-09)

(Rs. in Crore)

Service	III rd Qtr of F.Y. 2008-09				% Share			
	GR	AGR	LF	Spectrum Charges	GR	AGR	LF	Spectrum Charges
Access Providers	32161.10	24635.22	2191.05	827.55	81.61	85.12	89.45	99.82
NLD	3843.10	2802.52	168.15	0.00	9.75	9.68	6.87	0.00
ILD	2277.64	1212.66	72.76	0.00	5.78	4.19	2.97	0.00
Others (reported)	1126.32	290.00	17.40	1.50	2.86	1.00	0.71	0.18
Total	39408.16	28940.40	2449.36	829.05	100%	100%	100%	100%

Table 25: Category-wise Share in the Access Revenue (GR)

Category	GR	%	GR (Last Quarter)	% (Last Qtr.)	% change
Metro	6493	20.19%	6329	20.48%	2.59
A	12316	38.29%	12068	39.05%	2.06
B	10409	32.36%	9858	31.90%	5.59
C	2943	9.15%	2644	8.56%	11.31
Total	32161	100%	30899	100%	4.08

Note:

1. Source: Figures are un-audited and as submitted by the Operators.
2. The figures have been regrouped for analysis purpose.
3. The Spectrum charges are now reported on “Payment due for the 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.
5. VSNL indicates VSNL Broadband Ltd. Rest is now Tata Communications Ltd. and hence, included in Tata Group.

Table NO 26(Chaper One/Para No 1.1)

Subscriber Base of Wireline Services as on 31st December 2008

Sl. No.	Service Provider (Wireline)	Area of Operation	30th Sept. 2008			31st Dec. 2008		
			Urban	Rural	Total	Urban	Rural	Total
1	BSNL	All India	19187701	10934568	30122269	18855282	10645178	29500460
2	MTNL	Delhi & Mumbai	3572461	0	3572461	3533811	0	3533811
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamilnadu (included Chennai circle), UP-East, UP-West (including Uttaranchal) and West Bengal.	2509460	0	2509460	2619462	0	2619462
4	Tata Teleservices (Maharashtra) Ltd.	Maharastra & Mumbai	460324	0	460324	470612	22097	492709
5	Tata Teleservices Ltd	AP, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	361278	0	361278	376112	2530	378642
6	HFCL Infotel Ltd	Punjab	152249	0	152249	156887	0	156887
7	Shyam Telelink Ltd	Rajasthan	136162	13367	149529	131165	10801	141966
8	Reliance Communication Ltd	AP, Bihar, Delhi, Gujarat, Haryana, HP, KN, Kerala, MP, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, TN Chennai UP(E), UP(W), WB, Kolkata	1020733	751	1021484	1073416	802	1074218
Grand Total			27400368	10948686	38349054	27216747	10681408	37898155

Table No 27(Chaper One/Sub Para 1.6)

Details of Public Call Offices (PCO)

Public Call Office				
S.No	Service Providers	Area of Operation	PCOs as on 31.12.08	PCOs added during the quarter ending 31.12.08
1	BSNL	All India	1891508	-23598
2	MTNL	Delhi & Mumbai	217903	-3371
3	Bharti Airtel Ltd.	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamilnadu (included Chennai circle), UP-East, UP-West (including Uttaranchal) and West Bengal.	183103	-6019
4	HFCL Infotel Ltd.	Punjab	30105	-2178
5	Shyam Telelink Ltd.	Rajasthan	33905	-869
6	TATA Teleservices Ltd.	Maharashtra, Mumbai ,AP, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	1522156	-14148
7	Reliance Communications Ltd.	Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	2103655	-215288
TOTAL			5 982 335	- 265 471

***Note:** M/s RCOM has furnished separate PCO figure for KOLKATA for the QE Dec.'08 which is also included in West Bengal PCO figure, hence the same have been deducted from West Bengal PCO figure. It may also be noted that M/s RCOM has not furnished its PCO details for KOLKATA in the QE Sept.08 therefore the PCO of KOLKATA for the QE June 08 has been considered.

Table No 28 (Chapter One/Sub Para 1.7)

Details of Village Public Telephones (VPT)

VILLAGE PUBLIC TELEPHONES				
S.No	Service Providers	Area of Operation	VPTs as on 31.12.08	Achievement during the Qtr. ending 31.12.08
1	BSNL	All India	528185	6065
2	MTNL	Delhi & Mumbai	0	0
3	Bharti Airtel Ltd.	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamilnadu (included Chennai circle), UP-East, UP-West (including Uttaranchal) and West Bengal.	0	0
4	HFCL Infotel Ltd.	Punjab	238	-17
5	Tata Teleservices (Maharashtra) Ltd.	Maharastra & Mumbai	2542	0
6	TATA Teleservices Ltd.	AP, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	1358	-2
7	Reliance Communications Ltd.	AP, Bihar, Delhi, Gujarat, Haryana, HP, Karnataka, Kerala, MP, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, TN, Chennai, UP(E), UP(W), West Bengal, Kolkata	4115	0
8	Shyam Telelink Ltd.	Rajasthan	3010	0
	TOTAL		539448	6046

Table No 29 (Chapter Two/Sub Para2.1)

Subscriber Base of Wireless Operators

SLNO	Wireless Group	Subscribers as on December-08 (in millions)	Rural Subscribers (in millions)	Rural Subscribers (%age of total)	Market Share of Rural Subscribers
1	Bharti	85.65	26.10	30.48	28.02
2	Reliance	61.35	12.28	20.01	13.18
4	Vodafone	60.93	19.19	31.49	20.60
3	BSNL	46.23	16.29	35.24	17.49
5	Idea	34.21	11.57	33.82	12.42
6	Tata	31.76	2.15	6.76	2.30
7	Aircel	16.08	5.15	32.01	5.52
8	MTNL	4.19	0.00	0	0.00
9	Spice	3.80	0.42	11.06	0.45
10	BPL	1.95	0.00	0	0.00
11	HFCL	0.38	0.002	0.42	0.00
12	Shyam	0.37	0.002	0.46	0.00
	Total	346.89	93.15	26.85	100.00

Figure 33: Market Share of Wireless Service Providers as on 31st December 2008

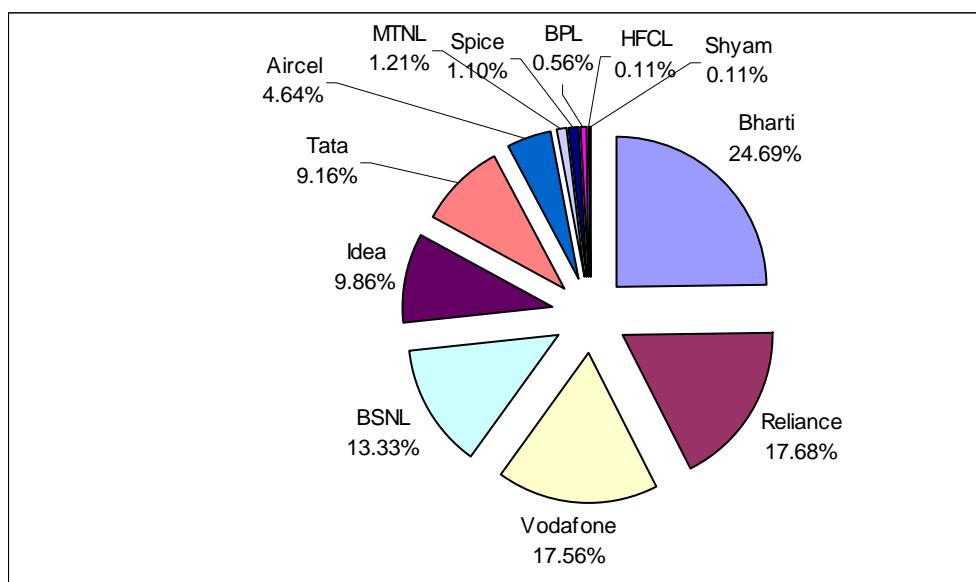


Table No 30 (Chapter Two/Sub Para 2.7)**Market Share of Wireless (GSM) Operators**

a) The market share of different GSM Service Providers is given below:

GSM Group	No of Subscribers (in Millions)	Market Share (in %age)
Bharti	85.65	33.17
Vodafone	60.93	23.60
BSNL	41.36	16.02
Idea	34.21	13.25
Aircel	16.08	6.23
Reliance	10.35	4.00
MTNL	3.90	1.51
Spice	3.80	1.47
BPL	1.95	0.75
Total	258.23	100.00

Source: Service Providers

Table No 31 (Chapter Two/Sub Para 2.7)**Market Share of Wireless (CDMA) Operators**

b) The market share of different CDMA Service Providers is given below:

Company Name (CDMA Group)	No of Subscribers (in Millions)	Market Share (in %age)
Reliance Infocomm	50.99	57.51
Tata Teleservices	31.76	35.82
BSNL	4.87	5.49
MTNL	0.29	0.33
HFCL	0.38	0.43
Shyam Telelink	0.37	0.42
Total	88.66	100

Source: Service Providers

Table No 32 (Chapter Two/Sub Para 2.8)**Growth Pattern of Wireless Subscribers Base****Wireless Subscriber Base:**

- The market share distribution among Metros & Circles A to C is given below:

Circle	No. of Subscribers	Market Share
Metros	55.16 million	16.19%
Circles'A'	122.31 million	35.26%
Circles'B'	129.18 million	37.24%
Circles'C'	39.24 million	11.31%

Table No 33 (Chapter Two/Sub Para 2.8)

- The details of subscriber base in various categories of service areas for the last four quarters are given below:

Category	No. of Service Areas	Mar'08	June'08	Sept'08	Dec'08	% Growth in Dec'08
Figures (in millions)						
Metros	4	44.81	48.21	52.25	56.16	7.48
A' Circle	5	93.95	102.55	111.83	122.31	9.37
B' Circle	8	95.09	105.51	116.72	129.18	10.68
C' Circle	6	27.22	30.59	34.51	39.24	13.72

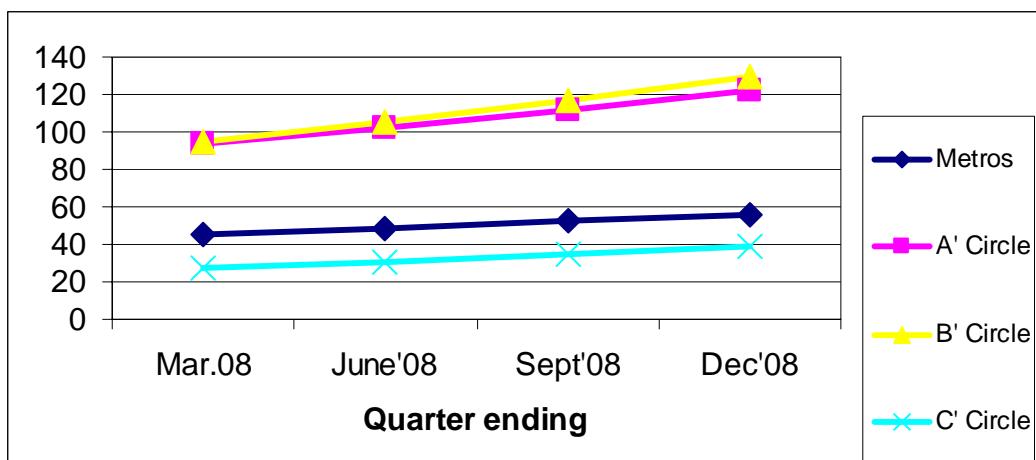
Figure 34: Growth Trend of Wireless Subscribers

Table No 34 (Chapter No Three/Sub Para 3.2)

Subscribers Base of Internet Services

S. No.	Name of ISP	Category	Geographical Area of Operation	Dec'08 Total	Sep'08 Total	% Growth
1	Bharat Sanchar Nigam Ltd.	A	All India	6695196	6377051	4.99
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2022973	1951851	3.64
3	Bharti Airtel Ltd. (Bharti Televentures Ltd.)	A	All India	1006688	938251	7.29
4	Reliance Communications Infrastructure Limited	A	All India	940227	878252	7.06
5	Sify Technologies Ltd.	A	All India	475213	510071	-6.83
6	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	391669	399478	-1.95
7	Hathway Cable & Datacom Pvt. Ltd.	A	All India	320437	288142	11.21
8	Data Infosys Ltd.	A	All India	248053	199819	24.14
9	YOU Telecom India Pvt. Ltd.	A	All India	200422	199352	0.54
10	Asianet Satellite Communications Ltd.	B	Kerala	71093	66506	6.90
11	HFCL Infotel Ltd.	B	Punjab Telecom Circle	60886	55868	8.98
12	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	A	All India	46287	41010	12.87
13	HCL Infonet Ltd.	A	All India	42214	42367	-0.36
14	Punj Lloyd (Spectra Net Ltd.)	A	All India	37332	35173	6.14
15	Shyam Internet Services Ltd	B	Rajasthan	32711	32681	0.09
16	Beam Cable System Pvt. Ltd.	B	Andhra Pardesh	30189	27253	10.77
17	Hughes Communications India Ltd.*	A	All India	26743	26743	
18	Ortel Communication Ltd.	A	All India	25741	23933	7.55
19	Vodafone Essar Gujarat Ltd. (Fascel Ltd.)	B	Gujarat	18001	18001	
20	Alliance Broadband Services Pvt. Ltd.*	B	Kolkata	17661	17661	
21	Broadband Pacenet (I) Pvt. Ltd*	A	Mumbai	12470	12470	
22	Indusind Media & Communications Limited (In2cable (I) Ltd.)	A	All India	10591	9653	9.72
23	IOL Netcom Limited	B	Mumbai	9973	0	
24	Syscon Infoway Pvt Ltd	B	Mumbai	7637	0	
25	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	6339	6386	-0.74
26	D-Vois Broadband Private Limited	A		6254	4031	55.15
27	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	5615	5924	-5.22
28	Tata Communications Limited	A	All India	5186	5015	3.41
29	Trikon Electronics Pvt. Ltd.	B	Mumbai	4599	4612	-0.28
30	WWW Communications Ltd	B	Delhi	4535	4535	

31	Meghbela Cable & Broadband Service (P) Ltd	B	Kolkata	4479	0	
32	Spacenet Internet Services Pvt Ltd	B	Delhi	4295	4176	2.85
33	Swiftmail Communications Ltd.	A	All India	4118	3867	6.49
34	Trak Online Net India Pvt.Ltd	A	All India	3832	3963	-3.31
35	HCL Comnet Systems & Services Ltd.	A	All India	3253	3253	
36	Descon Ltd	B&B	Kolkata & West Bengal Telecom Circle	3249	1805	80.00
37	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	3015	2886	4.47
38	Gujarat Telelink Pvt Ltd	B	Gujarat	2992	0	
39	Bhupati Hotels Pvt Ltd	C	Delhi	2227	2415	-7.78
40	Geocity Network Solutions Pvt. Ltd.	B	Delhi	2067	1957	5.62
41	Star Broadband Services (I) Pvt Ltd	B	Delhi	1819	1916	-5.06
42	Value Healthcare Ltd.	B	Mumbai	1776	1693	4.90
43	Wire & Wireless (I) Ltd.(Siti Cable Network Ltd)	A	All India	1671	3649	-54.21
44	Cable Combine Communication Pvt. Ltd.	C	Siliguri SSA	1517	1478	2.64
45	Narmada Cyberzone Pvt Ltd	C	Gujarat	1373	0	
46	CJM Consultancy Services Pvt. Ltd.	B	Delhi	1342	1303	2.99
47	Dishnet Wireless Ltd*	A	All India	1278	1278	
48	Space Online Ltd*	B	Gujarat	1023	1023	
49	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	1016	998	1.80
50	ERNET India	A	All India	1008	1012	-0.40
51	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	1002	966	3.73
52	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	983	1084	-9.32
53	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	902	750	20.27
54	Blazenet Ltd.*	B	Gujarat	834	834	
55	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	808	808	
56	Honesty Net Solutions (I) Pvt Ltd*	B	Mumbai	781	781	
57	Kaizen Infonet Pvt Ltd	C	Surat & Valsaad SSA	775	0	
58	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	773	757	2.11
59	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	765	677	13.00
60	Amber Online Services Ltd.	B	Andhra Pradesh	755	727	3.85
61	North East Dataa Network Pvt Ltd	B	Karnataka	733	761	-3.68
62	DEN Networks Ltd	A	All India	731	0	
63	S.S.Netcom Pvt Ltd	B	North East Circle	705	0	
64	Pioneer eLabs Ltd *(Pioneer Online Pvt. Ltd)	B	Andhra Pradesh	653	653	
65	NetMagic Solutions(P) Ltd.	A	All India	631	594	6.23
66	F/X Wireless Technology Solutions Pvt Ltd	B	Mumbai	618	605	2.15
67	Yashash Cable Network Pvt Ltd	C	Mysore SSA	592	0	

68	Sab Industires Ltd. (Sab Infotech)	B,C	Punjab, Karnal, Ambala, Hisar	552	608	-9.21
69	Software Technology Park of India (STPI)	A	All India	550	618	-11.00
70	Bhiwani Communications Pvt. Ltd.	C	Rohtak	516	495	4.24
71	Bohra Pratisthan Pvt. Ltd	C	Udaipur SSA	498	535	-6.92
72	Ice Network Private Limited*	B	Bangalore	460	460	
73	Speed Online.net Pvt. Ltd.	C	Rajkot	454	515	-11.84
74	Limras Eronet Broadband Service Pvt Ltd	A	Tamil Nadu	440	0	
75	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	434	625	-30.56
76	Kelnet Communication Services Pvt. Ltd	C	Trivandrum	431	517	-16.63
77	Ankhnet Informations Pvt. Ltd.	B	Mumbai	364	392	-7.14
78	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	355	415	-14.46
79	Netcom Online Solutions India Pvt Ltd	B	Tamil Nadu	349	324	7.72
80	delDSL Internet Pvt Ltd	B & C	Delhi & Gurgaon	311	305	1.97
81	Micky Online Pvt Ltd	C	Moradabad	288	260	10.77
82	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	271	247	9.72
83	Aeroway Networks Pvt Ltd	C	Mysore SSA	266	127	109.45
84	Khetan Cable Network (P) Ltd	C	Indore SSA	258	270	-4.44
85	Rida Communication Pvt. Ltd.	C	Aligarh SSA	250	305	-18.03
86	Pacific Internet India Pvt. Ltd.	A	All India	241	237	1.69
87	iPath India Pvt. Ltd.	C	Ernakulam SSA	234	276	-15.22
88	RS Broadband Service India Pvt Ltd	B	Tamil Nadu SSA	232	230	0.87
89	Atria Convergence Technologies Pvt. Ltd.*	B	Karnataka	202	202	
90	Vainavi Industries Ltd*(MAC Info Pvt. Ltd.)	B	Andhra Pradesh	200	200	
91	Rainbow Communications (India) Pvt Ltd	C	Salem SSA	197	260	-24.23
92	Verizon Communications India Pvt. Ltd.* (Worldcom Communications)	A	All India	186	186	
93	Quick Online Pvt. Ltd.*	C	Ghaziabad SSA	177	177	
94	Eastern Teleservices Pvt Ltd	C	Jamshedpur SSA	175	182	-3.85
95	World Phone Internet Services Pvt LTd	A	All India	165	143	15.38
96	City Online Services Ltd.	B	Andhra Pradesh & Karnataka	164	159	3.14
97	Primenet Global Ltd.	A	All India	161	152	5.92
98	Dreamzcraft Info Solutions Pvt Ltd	C	Dehradun SSA	158	0	
99	Sanyog Networks Pvt Ltd	C	Tripura SSA	144	0	
100	Adya Tech One Services Pvt Ltd	C	Ghaziabad SSA	131	95	37.89
101	STN Communication & Advertising Pvt Ltd.	C	Guwahati	114	131	-12.98

102	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).	A	All India	112	99	13.13
103	BT Global Communications India Pvt. Ltd. (i2i Enterprise Ltd.)	A	All India	104	150	-30.67
104	Mynet Services India Pvt. Ltd.	C	Tamil Nadu SSA	98	280	-65.00
105	Readylink Internet Services Pvt Ltd	B	Coimbatore SSA & Erode SSA	98	93	5.38
106	Oasis Cable Pvt Ltd	C	Haridwar SSA	93	0	
107	Reach Network India Pvt. Ltd.	A	All India	92	97	-5.15
108	Nihar Internet Services (P) Ltd*	C	Ghaziabad-SSA	92	92	0.00
109	Nettlinx Ltd.	B	Andhra Pradesh	91	94	-3.19
110	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	86	58	48.28
111	Tarang Communications Pvt. Ltd.*	C	Guwahati SSA	83	83	
112	Guj Info Petro Ltd. (GIPL)	A	Gujarat	81	84	-3.57
113	ISP Services (India) Pvt. Ltd.	C	Trichy	79	75	5.33
114	iCAN Solutions Private Limited	B	Mumbai	75	0	
115	Eronet Broadband Service India Pvt. Ltd.	C	Erode	63	82	-23.17
116	Mylai Karpagambal Information Systems (P) Ltd.	A	Chennai	63	55	14.55
117	Harisree Cable Net Pvt. Ltd.	C	Kanpur SSA	60	65	-7.69
118	Bharti Broadband Ltd*	A	ALL INDIA	54	54	
119	Nextgen Communications Ltd(RPG Infotech Ltd)	A	All India	53	53	
120	Konark Infocomm Pvt Ltd	C	Ghaziabad SSA	47	47	
121	Ishan Netsol Pvt Ltd	B	Gujarat	31	0	
122	Conjoinix Technologies Pvt Ltd*	C	J&K, Chandigarh	27	27	
123	CJ Online Pvt. Ltd.	C	Ghaziabad	23	25	-8.00
124	Kerala State Electronics Development Corp. Ltd.(Keltron)	C	Thiruvananthapuram	23	24	-4.17
125	Online Media Solutions Ltd.	B	Andhra Pradesh	22	22	
126	Global One India Pvt Ltd	A	All India	21	21	
127	United Villages Networks Pvt Ltd*	C	Bhuvaneshwar	21	21	
128	Nelco Ltd.*	A	All India	21	21	
129	Essel Shyam Communications Limited	A	All India	20	0	
130	Reliance Wimax Limited(Gateway Systems (I) Ltd)	A	All India	16	29	-44.83
131	Chemical And Metallurgical Design Co. Ltd	B	Delhi	16	15	6.67
132	Vishwashakti Technologies Pvt Ltd	B	Hyderabad	16	0	
133	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	15	17	-11.76
134	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	14	14	

135	Virtela India Pvt. Ltd.	B&C	Mumbai, Bangalore, Gurgaon	12	11	9.09
136	Power Grid Corporation of India Ltd.	A	All India	11	11	
137	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	10	18	-44.44
138	My Own Infotech Pvt. Ltd.*	C	Surat SSA	10	10	
139	Astro Network India Pvt. Ltd.*	A		9	9	
140	Fast Lynx Internet Service Pvt Ltd	C	Ludhiana	7	0	
141	Godrej Infotech Ltd.	B	Mumbai	6	6	
142	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	4	4	
143	National Stock Exchange of India Ltd	A	ALL INDIA	3	3	
144	ABT Ltd.	C	Coimbatore SSA	3	3	
145	Manipal Ecommerce Ltd.*	B	Karnataka	3	3	
146	Opto Network Pvt. Ltd.*	A	All India	2	2	
147	GTL Ltd.	A	All India	2	2	
148	Tata Internet Services Ltd.*	A	All India	2	2	
149	Compucom (I) Pvt. Ltd.	C	Jaipur	2	2	
150	L&T Finance Ltd. (L&T Netcom Ltd.)	A	All India	1	1	
151	Apna Telelink Ltd.	C	Jalandhar	1	1	
152	Karuturi Networks Ltd*.	B	Karnataka	1	1	
153	Advanced Financial Services Pvt Ltd	B	Hyderabad	1	0	
154	DCT Networks Pvt Ltd (Manipal Software Pvt. Ltd.)	A	All India	0	106	-100.00
155	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)	A	All India	0	0	
156	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	
157	Swastik Netvision Telecom P. Ltd.	B	Gujarat	0	0	
158	VSNL Broadband Ltd	A	All India	0	0	
159	Gujarat State Petroleum Corporation Ltd*. (GSPC)	B	Gujarat	0	0	
160	Tatanet Services Ltd*	A	All India	0	0	
161	Vcare Call Centers India Pvt Ltd	B	Delhi	0	0	
162	Noida Software Technology Park Ltd	A	All India	0	0	
163	United Telecoms Limited	B	Maharashtra	0	0	
164	Cordia LT Communications PVT Ltd	A	All India	0	0	
TOTAL				12855154	12242398	5.01

* ISPs have not submitted the report

Table No 35 (Chapter Four/Sub Para 4.3)

Subscriber Base of Public Mobile Radio Trunking Services (PMRTS)

Summary report of PMRTS Operators %age Growth and Market share					
Sr. No.	Name of the Service Provider	Subscriber Base as on 30.9.2008	Subscriber Base as on 30.12.2008	%age Growth in Subscribers	%age in Market Share
1	Aryadoot Transport Pvt Limited	1774	1796	1.24	5.34
2	Jet-Aiu Skyline Transport Pvt Ltd.	481	455	-5.41	1.35
3	Container Movement (Bombay) Transport Pvt Ltd.	6	6	0.00	0.02
4	Arya Offshore Services Pvt Ltd.	1294	1203	-7.03	3.58
5	German Express Shipping Agency (India) Pvt Ltd. (Hapag Llyod)	778	767	-1.41	2.28
6	United Liner Agencies of India (Pvt) Ltd	1988	2073	4.28	6.16
7	Procall Limited	8779	8583	-2.23	25.52
8	The Arvind Mills Ltd.	11747	11410	-2.87	33.93
9	Smartalk Pvt Limited	2560	2449	-4.34	7.28
10	QuickCall	3828	3314	-13.43	9.85
11	Bhilwara Telenet Services Pvt Limited	1461	1456	-0.34	4.33
12	India Satcom Ltd.	150	120	-20.00	0.36
	Total	34846	33632	-3.48	100.00

Table No 36(Chapter No Four/Sub Para 4.10)

Subscriber Base of VSAT Service Providers

Subscriber Base, Growth Rate & Market Share of VSAT Service Providers for quarter ending December, 2008

Sr. No.	Name of Service Provider	Quarter ending		%age growth rate	%age Market Share
		Sept,2008	Dec,2008		
1	Hughes Communications Ltd.	29670	27825	-6.22	29.28
2	HCL Comnet	24885	25634	3.01	26.97
3	Bharti Airtel Limited, Bangalore	23989	25068	4.50	26.38
4	Bharti Broadband	5572	5587	0.27	5.88
5	Essel Shyam	2654	2728	2.79	2.87
6	Tatanet Services	5069	5217	2.92	5.49
7	ITI	45	37	-17.78	0.04
8	GNFC	0	0	0.00	0.00
9	BSNL	2552	2939	15.16	3.09
	Total	94436	95035	0.63	100.00

Table No 37 (Chapter Six/Sub Para 6.4)
List of Broadcasters alongwith their pay channels

<i>S. No</i>	<i>Name of the Broadcaster</i>	<i>S.No</i>	<i>Name of the channel</i>	<i>Reported Rates(in INR)</i>	<i>Remarks</i>
1	M/s Zee-Turner Limited	1	Zee TV	12.97	
		2	Zee Cinema	12.97	
		3	Cartoon Network	12.50	
		4	Zee Marathi	08.00	
		5	Zee News	07.50	
		6	CNN	01.50	
		7	Zee Café	08.00	
		8	Zee Studios	07.00	
		9	Zee Bangla	08.10	
		10	Zee Gujrathi	01.50	
		11	Zee Punjabi	01.50	
		12	Zee Trendz	01.00	
		13	HBO	15.60	
		14	POGO	12.50	
		15	Zee Business	04.80	
		16	Zee Classic	10.00	
		17	Zee Action	10.00	
		18	Zee Premier	11.20	
		19	Zee Sports	10.40	
		20	Zee Telugu	10.40	
		21	Zee Kannada	07.46	
		22	Play TV	04.00	
		23	ETC Punjabi	09.00	
		24	ETC	03.00	
		25	Zee Music	05.00	
		26	Zee Jagran	02.00	
		27	Zee Smile	06.14	
		28	24 Ghante	06.00	
		29	24 Taas	08.50	
		30	Zee Talkies	15.50	
		31	Zee Next	20.00	
		32	Ten Sports	15.00	Till 31.03.2008, this channel was being distributed by M/s MSM Discovery India Private Limited.

2	M/s MSM Discovery India Private Limited	33	SET(Sony Entertainment Television)	20.00	
		34	MAX	17.00	
		35	Discovery	15.00	
		36	Animal Planet	05.00	
		37	AXN	14.50	
		38	Animax	02.00	
		39	Discovery Travel and Living	09.00	
		40	SAB TV	13.74	
		41	SET PIX	12.00	
		42	MTV	07.00	
		43	NICK	06.00	
		44	VH1	03.00	
		45	NDTV 24X7	8.50	
		46	NDTV Profit	06.00	
3	M/s Channel Plus	47	Aaj Tak	07.00	
		48	Headlines Today	03.00	
		49	Tez	02.00	
		50	SUN TV	12.40	
		51	Gemini TV	10.30	
		52	Udaya TV	11.50	
		53	K TV	15.00	
		54	Teja TV	05.30	
		55	Udaya Movies	14.40	
		56	Sun Music	07.00	
		57	Gemini Music	07.00	
		58	Sun News	01.40	
		59	Gemini News	07.50	
		60	Udaya Varthegalu	07.35	
		61	Gemini Cable Vision	17.00	
		62	Adithya	03.00	
		63	Teja News	01.60	
		64	Ushe	15.00	
		65	Udaya News	01.50	

4.	M/s STAR DEN Media Services Private Limited The discounts if any, given on bouquet rate to existing affiliate(s) will also be extended to a-la-carte rate(s) in the same proportion as the discounted bouquet rate.	66	Star Plus	17.50	
		67	Star Gold	16.50	
		68	Star Movies	16.50	
		69	Star World	04.55	
		70	Vijay TV	04.00	Rate of this channel is Rs. 11.80 in Tamilnadu
		71	NGC	05.75	
		72	The History Channel	04.40	
		73	Channel (V)	01.00	
		74	Star One	20.50	
		75	The Disney Channel	08.90	
		76	Toon Disney	08.90	
		77	Hungama	07.80	
		78	Times Now	08.50	
		79	Zoom	07.80	
		80	CNBC TV 18	8.50	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. 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 (as in the column on the left) 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
		81	CNN-IBN	5.00	

		82	CNBC Awaaz	4.50	<p>relevant extract of the interim order dated 1st October, 2008 is as under:-</p> <p>"....The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".</p> <p>The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-</p> <ol style="list-style-type: none"> 1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN) 3) 3.50 (CNBC Awaaz)
		83	The MGM	6.00	M/s Star Den has started distributing this channel w.e.f 15.09.2008. Rate under examination.
5. M/s Ushodaya Enterprises Private Limited	84	ETV	10.00		
	85	ETV 2	05.60		
	86	ETV Bangla	10.40		
	87	ETV Marathi	10.40		
	88	ETV Kannada	10.40		
	89	ETV Gujarathi	10.40		
	90	ETV Oriya	10.40		
	91	ETV UP	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	
	92	ETV Bihar	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	
	93	ETV Urdu	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	
	94	ETV Rajasthan	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.	

		95	ETV MP	10.40	Converted from FTA to pay channel w.e.f 12th May 2008.
6.	M/s UTV Global Broadcasting Limited	96	Bindass	10.00	
		97	Bindass Movies	10.00	
		98	World Movies	10.00	Newly launched channel, reported vide letter dated 11 th February, 2008
		99	UTV Movies	15.00	Newly launched channel, reported vide letter dated 11 th March, 2008
		100	UTVi	08.50	Newly launched channel, reported vide letter dated 2 nd April, 2008
7.	M/s BBC World India Private Limited	101	BBC World	05.00	
		102	BBC Entertainment	06.50	
		103	Cbeebies	06.50	
8.	M/s ESPN Software India Private Limited	104	ESPN	33.13	
		105	Star Sports	33.13	
		106	Star Cricket	28.00	
9.	M/s Raj Television Limited	107	Raj TV	11.00	Rate is Rs. 07.72 in Andhra Pradesh
		108	Raj Digital Plus	07.72	Rate is Rs. 04.68 in Andhra Pradesh
		109	Vissa TV	04.68	Rate is Rs. 11.00 in Andhra Pradesh
10.	M/s INX Media Private Limited	110	9XM	07.00	
		111	9X	20.50	
		112	NewsX	08.50	Newly launched channel, w.e.f 27.03.2008

11.	M/s Neo Sports Broadcast Private Limited	113	NEO Cricket	33.13	
		114	NEO Sports	24.87	
12.	M/s New Delhi Television Limited	115	NDTV 'Imagine'	20.50	Newly launched channel, w.e.f 21.01.2008
		116	NDTV Good Times	09.00	Has been declared pay channel vide their letter dated 3 rd April, 2008
		117	NDTV Lumiere	15.00	Newly launched channel w.e.f 10.10.2008
		118	NDTV Showbiz	8.00	Newly launched channel w.e.f 15.08.2008
13.	M/s Mega Reach	119	Firangi	15.00	Newly launched channel, w.e.f 25.02.2008
		120	Sahara One	20.50	Converted from FTA to Pay w.e.f 06.06.2008
		121	Filmy	16.50	Converted from FTA to Pay w.e.f 06.06.2008
14.	M/s B4U Television Network (India) Private Limited	122	B4U Movies	06.00	
15.	M/s MAA Television Network Limiter	123	MAA TV	05.50	
		124	MAA Music	7.00	Newly launched channel, w.e.f 30.05.2008
16.	M/s TV Today Network Limited	125	Dilli Aaj Tak	08.50	
17.	M/s Allied Infotainment Distribution Private Limited	126	E-24	15.00	Newly launched channel, w.e.f 27.03.2008
18	M/s VIACOM 18 Media Private Limited	127	COLORS	20.00	Newly launched channel, w.e.f 21.07.2008
19	M/s Turner International India Private Limited	128	Boomerang	10.00	Rate under examination
		129	TCM Turner Classic Movies	10.00	Rate under examination

Table No 38 (Chapter Six/Sub Para 6.5)

List of operationalised private FM Radio Stations in India as on 31.12.2008			
S.No	City	Name of the Company	Date of Operationalisation
1	DELHI	CLEAR MEDIA	01.09.2006
2	DELHI	DIGITAL RADIO	29.04.2003
3	DELHI	E.N.I.L.	29.04.2003
4	DELHI	H.T. MUSIC	30.10.2006
5	DELHI	M.B.P.L.	29.04.2003
6	DELHI	RADIO MID-DAY	23.09.2006
7	DELHI	RADIO TODAY BROADCASTING LTD	28.05.2007
8	DELHI	ADLABS FILMS	24-09-2006
9	MUMBAI	ADLABS FILMS	14.11.2006
10	MUMBAI	DIGITAL RADIO	29.04.2002
11	MUMBAI	E.N.I.L.	23.04.2002
12	MUMBAI	H.T. MUSIC	15.01.2007
13	MUMBAI	M.B.P.L.	21.05.2002
14	MUMBAI	RADIO TODAY BROADCASTING LTD	26.01.2008
15	MUMBAI	RADIO MID-DAY	29.04.2003
16	KOLKATA	ADLABS FILMS	21.10.2006
17	KOLKATA	RADIO TODAY BROADCASTING LTD	04.10.2007
18	KOLKATA	ANANDA OFFSET	28.02.2007
19	KOLKATA	DIGITAL RADIO	03.05.2003
20	KOLKATA	E.N.I.L.	03.05.2003
21	KOLKATA	HITZ FM	03.05.2003
22	KOLKATA	INDIA FM	03.05.2003
23	KOLKATA	H.T. MUSIC	23.01.2008
24	CHENNAI	ADLABS FILMS	27.09.2006
25	CHENNAI	E.N.I.L.	05.05.2003
26	CHENNAI	M.B.P.L.	10.07.2006
27	CHENNAI	MALAR PUBLICATIONS	02.10.2006
28	CHENNAI	MUTHOOT FINANCE	04.01.2008
29	CHENNAI	NOBLE BROADCASTING	18.01.2007
30	CHENNAI	RADIO MID-DAY	10.01.2007
31	CHENNAI	SUN TV	05.05.2003
32	AGARTALA	POSITIVE RADIO	07.08.2007
33	AGRA	ADLABS FILMS	18.08.2007
34	AGRA	PAN INDIA	28.05.2008
35	AGRA	SHRI PURAN MULTIMEDIA	08.07.2007
36	AHMEDABAD	E.N.I.L.	10.12.2001
37	AHMEDABAD	M.B.P.L.	25.07.2007
38	AHMEDABAD	RADIO MID-DAY	26.08.2007
39	AHMEDABAD	SOUTH ASIA	20.04.2008

40	AHMEDABAD	SYNERGY MEDIA	21.07.2007
41	AHMEDNAGAR	B.A.G. INFOTAINMENT	01.03.2008
42	AHMEDNAGAR	M.B.P.L.	07.02.2008
43	AJMER	ADLABS FILMS	28/08/2007
44	AJMER	KUSHAL GLOBAL	12.09.2007
45	AJMER	SYNERGY MEDIA	31.08.2007
46	AKOLA	M.B.P.L.	13.03.2008
47	ALIGARH	ADLABS FILMS	08.12.2006
48	ALLAHABAD	ADLABS FILMS	29.10.2007
49	ALLAHABAD	PAN INDIA	29.05.2008
50	ALLAHABAD	SOUTH ASIA	18.03.2008
51	AMRITSAR	ADLABS FILMS	01.08.2007
52	AMRITSAR	PAN INDIA	26.01.2008
53	AMRITSAR	RADIO TODAY BROADCASTING LTD	15.05.2008
54	AMRITSAR	SYNERGY MEDIA	27-7-2007
55	ASANSOL	ADLABS FILMS	29.06.2007
56	ASANSOL	SOUTH ASIA	03.06.2008
57	AURANGABAD	E.N.I.L.	24.07.2007
58	AURANGABAD	SOUTH ASIA	21.04.2008
59	BANGALORE	ADLABS FILMS	09.10.2006
60	BANGALORE	E.N.I.L.	17.04.2006
61	BANGALORE	H.T. MUSIC	06.03.2007
62	BANGALORE	INDIA RADIO VENTURES	01.10.2006
63	BANGALORE	KAL RADIO	06.11.2006
64	BANGALORE	M.B.P.L.	10.06.2001
65	BANGALORE	RADIO MID-DAY	01.08.2006
66	BAREILY	ADLABS FILMS	30.03.2007
67	BAREILY	SHRI PURAN MULTIMEDIA	09.04.2007
68	BHOPAL	ADLABS FILMS	20.05.2007
69	BHOPAL	E.N.I.L.	26.05.2007
70	BHOPAL	SOUTH ASIA	06.11.2007
71	BHOPAL	SYNERGY MEDIA	26.05.2007
72	BHUBANESHWAR/ CUTTAK	ADLABS FILMS	14.04.2007
73	BHUBANESHWAR/ CUTTAK	EASTERN MEDIA	04.05.2007
74	BHUBANESHWAR/ CUTTAK	SOUTH ASIA	28.06.2007
75	BIKANER	ADLABS FILMS	19.01.2007
76	BILASPUR	SYNERGY MEDIA	27.09.2007
77	CHANDIGARH	ADLABS FILMS	12.02.2007
78	CHANDIGARH	SYNERGY MEDIA	19.02.2007
79	COCHIN	KAL RADIO	17.05.2008*
80	COCHIN	MALAYALLA MANORAMA	18.05.2008
81	COCHIN	THE MATHRABHUMI	17.05.2008
82	COIMBATORE	E.N.I.L.	03.11.2007
83	COIMBATORE	M.B.P.L.	12.11.2007

84	COIMBATORE	MALAR PUBLICATIONS	29.10.2007
85	COIMBATORE	SUN TV	07.03.2003
86	DHULE	B.A.G. INFOTAINMENT	15.08.2007
87	GANGTOK	CHINAR CIRCUITS	10.08.2008
88	GORAKHPUR	SHRI PURAN MULTIMEDIA	03.06.2007
89	GULBERGA	KAL RADIO	02.06.2008
90	GUWAHATI	ADLABS FILMS	14.04.2007
91	GUWAHATI	POSITIVE RADIO	13.04.2007
92	GUWAHATI	PURVY BROADCASTING	09.10.2007
93	GUWAHATI	SOUTH ASIA	11.04.2008
94	GWALIOR	ADLABS FILMS	06.08.2007
95	GWALIOR	GWALIOR FARMS	04.08.2007
96	GWALIOR	ITM SOFTWARE	07.09.2007
97	GWALIOR	SYNERGY MEDIA	06.08.2007
98	HISSAR	ADLABS FILMS	02.03.2007
99	HISSAR	B.A.G. INFOTAINMENT	18.06.2007
100	HISSAR	SHRI PURAN MULTIMEDIA	21.03.2007
101	HISSAR	SINGLA PROPERTY	17.03.2007
102	HYDERABAD	ADLABS FILMS	25.09.2006
103	HYDERABAD	E.N.I.L.	19.04.2006
104	HYDERABAD	KAL RADIO	06.11.2006
105	HYDERABAD	M.B.P.L.	30.05.2006
106	INDORE	ADLABS FILMS	03.08.2007
107	INDORE	E.N.I.L.	01.10.2001
108	INDORE	SOUTH ASIA	09.12.2007
109	INDORE	SYNERGY MEDIA	11.08.2007
110	ITANAGAR	POSITIVE RADIO	05.08.2008
111	JABALPUR	B.A.G. INFOTAINMENT	01.03.2008
112	JABALPUR	E.N.I.L.	15.02.2008
113	JABALPUR	SOUTH ASIA	19.03.2008
114	JABALPUR	SYNERGY MEDIA	15.02.2008
115	JAIPUR	E.N.I.L.	17.04.2006
116	JAIPUR	M.B.P.L.	08.09.2006
117	JAIPUR	RAJASTHAN PATRIKA	15.08.2006
118	JAIPUR	SOUTH ASIA	06.11.2006
119	JAIPUR	SYNERGY MEDIA	28.05.2006
120	JALANDHAR	ADLABS FILMS	14.04.2007
121	JALANDHAR	E.N.I.L.	24.04.2007
122	JALANDHAR	SHRI PURAN MULTIMEDIA	14.04.2007
123	JALANDHAR	SYNERGY MEDIA	19.04.2007
124	JALGOAN	B.A.G. INFOTAINMENT	22.04.2008
125	JALGOAN	M.B.P.L.	21.05.2008
126	JAMMU	ADLABS FILMS	07.12.2006
127	JAMSHED PUR	ADLABS FILMS	07.11.2007
128	JAMSHED PUR	SOUTH ASIA	13.04.2008
129	JAMSHED PUR	NEUTRAL PUBLICATION	18.07.2008
130	JHANSI	ADLABS FILMS	19.01.2007
131	JODHPUR	ADLABS FILMS	14.12.2007

132	JODHPUR	KUSHAL GLOBAL	14.12.2007
133	JODHPUR	RADIO TODAY BROADCASTING LTD	01.06.2008
134	JODHPUR	SYNERGY MEDIA	20.12.2007
135	KANNUR	ASIANET COMMUNICATION	13.01.2008
136	KANNUR	KAL RADIO	12.03.2008*
137	KANNUR	MALAYALLA MANORAMA	30.12.2007
138	KANNUR	THE MATHRABHUMI	30.12.2007
139	KANPUR	ADLABS FILMS	14.06.2007
140	KANPUR	E.N.I.L.	16.06.2007
141	KANPUR	SOUTH ASIA	28.01.2008
142	KARNAL	B.A.G. INFOTAINMENT	18.06.2007
143	KARNAL	SHRI PURAN MULTIMEDIA	02.04.2007
144	KHOZIKODE	KAL RADIO	07.12.2007
145	KHOZIKODE	MALAYALLA MANORAMA	29.11.2007
146	KOLHAPUR	E.N.I.L.	18.09.2007
147	KOLHAPUR	PUDHARI PUBLICATION	21.09.2007
148	KOTA	ADLABS FILMS	21.01.2008
149	KOTA	RAJASTHAN PATRIKA	25.02.2008
150	KOTA	SYNERGY MEDIA	02.02.2008
151	LUCKNOW	E.N.I.L.	13.08.2007
152	LUCKNOW	M.B.P.L.	10.12.2001
153	LUCKNOW	SOUTH ASIA	06.11.2007
154	MADURAI	E.N.I.L.	28-09.2007
155	MADURAI	KAL RADIO	05.10.2007
156	MADURAI	MALAR PUBLICATIONS	01.10.2007
157	MANGALORE	ADLABS FILMS	24.11.2007
158	MANGALORE	E.N.I.L.	24.11.2007
159	MANGALORE	KAL RADIO	21.02.2008
160	MUZAFFARPUR	B.A.G. INFOTAINMENT	01.08.2007
161	mysore	ADLABS FILMS	14.10.2007
162	mysore	KAL RADIO	07.12.2007
163	NAGPUR	E.N.I.L.	18.10.2007
164	NAGPUR	M.B.P.L.	21.10.2007
165	NAGPUR	SOUTH ASIA	04.05.2008
166	NAGPUR	SYNERGY MEDIA	21.10.2007
167	NANDED	M.B.P.L.	15.05.2008
168	NASIK	E.N.I.L.	06.07.2007
169	NASIK	SOUTH ASIA	16.04.2008
170	PANAJI	ADLABS FILMS	22.05.2007
171	PANAJI	E.N.I.L.	22.05.2007
172	PANAJI	INDIA RADIO VENTURES	25.06.2007
173	PATIALA	ADLABS FILMS	01.08.2007
174	PATIALA	B.A.G. INFOTAINMENT	18.06.2007
175	PATIALA	PAN INDIA	26.01.2008
176	PATIALA	RADIO TODAY BROADCASTING LTD	01.06.2008

177	PATNA	E.N.I.L.	02.04.2007
178	PONDICHERRY	ADLABS FILMS	01.12.2007
179	PONDICHERRY	KAL RADIO	20.12.2007
180	PONDICHERRY	MALAR PUBLICATIONS	22.12.2007
181	PUNE	E.N.I.L.	18.10.2002
182	PUNE	M.B.P.L.	10.04.2008
183	PUNE	RADIO MID-DAY	06.05.2008
184	PUNE	SOUTH ASIA	22.07.2008
185	RANCHI	ADLABS FILMS	24.10.2007
186	RANCHI	B.A.G. INFOTAINMENT	15.11.2007
187	RANCHI	SHRI PURAN MULTIMEDIA	27.10.2007
188	RANCHI	NEUTRAL PUBLICATION	18.07.2008
189	RAIPUR	E.N.I.L.	11.01.2008
190	RAIPUR	RANEKA FINCOM	15.01.2008
191	RAIPUR	SYNERGY MEDIA	16.01.2008
192	RAJAHMUNDRY	KAL RADIO	19.01.2008
193	RAJKOT	ADLABS FILMS	13.06.2007
194	RAJKOT	E.N.I.L.	13.06.2007
195	RAJKOT	SOUTH ASIA	18.04.2008
196	ROURKELA	ADLABS FILMS	06.01.2008
197	ROURKELA	EASTERN MEDIA	22.01.2008
198	SANGLI	M.B.P.L.	08.02.2008
199	SHILONG	POSITIVE RADIO	16.10.2007
200	SHILONG	SOUGH ASIA	13.06.2008
201	SHOLAPUR	ADLABS FILMS	08.11.2007
202	SHOLAPUR	M.B.P.L.	14.11.2007
203	SILIGURI	CHINAR CIRCUITS	12.03.2008
204	SILIGURI	PCM CEMMENTS	14.11.2007
205	SILIGURI	SYNTECH INFORMATICS	24.11.2007
206	SILIGURI	SOUTH ASIA	25.10.2008
207	SRI-NAGAR	ADLABS FILMS	10.12.2006
208	SURAT	ADLABS FILMS	29.08.2007
209	SURAT	E.N.I.L.	21.08.2007
210	SURAT	M.B.P.L.	22.08.2007
211	SURAT	SYNERGY MEDIA	27.08.2007
212	THIRUVANANTHA PURAM	ADLABS FILMS	29.01.2008
213	THIRUVANANTHA PURAM	E.N.I.L.	29.01.2008
214	THIRUVANANTHA PURAM	KAL RADIO	06.02.2008
215	THIRUVANANTHA PURAM	THE MATHRABHUMI	29.01.2008
216	THRISSUR	ASIANET COMMUNICATION	23.12.2007
217	THRISSUR	KAL RADIO	26.12.2007
218	THRISSUR	MALAYALLA MANORAMA	14.12.2007
219	THRISSUR	THE MATHRABHUMI	14.12.2007

220	TIRUCHI	KAL RADIO	17.01.2008
221	TIRUCHI	MALAR PUBLICATIONS	14.01.2008
222	TIRUNELVELI	MALAR PUBLICATIONS	13.10.2007
223	TIRUNELVELI	SUN TV	07.03.2003
224	TIRUPATI	ADLABS FILMS	01.08.2007
225	TIRUPATI	KAL RADIO	27.08.2007
226	TUTICORIN	KAL RADIO	05.10.2007
227	TUTICORIN	MALAR PUBLICATIONS	15.10.2007
228	UDAIPUR	ADLABS FILMS	03.08.2007
229	UDAIPUR	RAJASTHAN PATRIKA	27.08.2007
230	UDAIPUR	SYNERGY MEDIA	07.07.2007
231	VADODARA	ADLABS FILMS	05.06.2007
232	VADODARA	E.N.I.L.	05.06.2007
233	VADODARA	M.B.P.L.	11.06.2007
234	VADODARA	SOUTH ASIA	17.04.2008
235	VARANASI	E.N.I.L.	14.07.2007
236	VARANASI	PAN INDIA	29.05.2008
237	VARANASI	SHRI PURAN MULTIMEDIA	20.07.2007
238	VARANASI	SOUTH ASIA	29.12.2007
239	VIJAYWADA	E.N.I.L.	11.12.2007
240	VIJAYWADA	KAL RADIO	25.12.2007
241	VISHAKAPATNAM	ADLABS FILMS	27.10.2007
242	VISHAKAPATNAM	E.N.I.L.	26.10.2007
243	VISHAKAPATNAM	M.B.P.L.	29.10.2007
244	VISHAKAPATNAM	UDAYA TV	06.02.2003
245	WARANGAL	KAL RADIO	28.05.2008

Table No 39 (Chapter Six/Sub Para 6.7)

Number of Applications received / Letters of Intent issued / Licenses Issued in respect of Community Radio Stations

	As on 31.12.2008
Total No. of Applications Received	403
No of Licenses issued	60
No of Letters of Intent Issued	172
No of Applications rejected	39
No of stations operational	41

Table No 40 (Chapter Six/Sub Para 6.9)
List of applicants who have been granted DTH License

1. **M/s. Tata Sky Ltd.,**
3rd Floor, Bombay Dyeing A.O. Building,
Pandurang Budhkar Marg, Worli,
Mumbai – 400 025
Tel: 022-6613 3000
Fax-022-6613 3030/6616 3013
2. **M/s Dish TV India Ltd.**
FC-19, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186
3. **SUN Direct TV(P) Ltd.**
4/1017, 3rd Cross Street, 9th Link, Nehru Nagar,
Kottivakkam, Chennai-600 041
Tel: 044-4341 1434
Fax: 044-4341 1010
4. **Bharti Telemedia Ltd.**
Unitech World Cyber Park
Tower-B, 8th Floor
Sector -39, Gurgaon – 122 001
Tel: 95124-424 4000
Fax: 95124-424 4282
5. **Reliance Big TV Pvt. Ltd.**
BHQ, 4th Floor,
Dhirubai Ambani Knowledge City
Navi Mumbai- 400 710
Fax: 022-3037 1099
6. **M/s Bharat Business Channel Ltd.**
12th Floor, Videocon Tower
Block E-1, Jhandewalan Extension
New Delhi – 110 055
Tel: 41593100/41593114
Fax; 41593150

Table No 41(Chapter Six/Sub Para 6.10)

List of companies permitted by Ministry of I&B to set up teleports at various locations in India as on 31.12.2008		
S.No	City	Name of the Company
1	New Delhi	M/s TV Today Network Limited
2	Greater Noida	M/s Jain Studios Limited
3	Chennai	M/s Sun TV Network Limited
4	Mumbai	M/s Entertainment Television Network Limited
5	Hyderabad	M/s Ushodaya Enterprises Limited
6	NOIDA, Mumbai, Aroor (Kerala)	M/s Essel Shyam Communications Limited
7	Thiruvananthapuram (Kerala)	M/s Asianet Communications Limited
8	NOIDA	M/s Sahara Sanchar Limited
9	New Delhi, Mumbai, NOIDA	M/s Television Eighteen India Limited
10	New Delhi	M/s New Delhi Television Limited
11	Kochi (Kerala)	M/s Indiavision Satellite Communications Ltd
12	Greater Noida	M/s Noida Software Technology Park Ltd
13	NOIDA	M/s DISH TV
14	Guwahati, Noida	M/s Positiv Television Private Ltd
15	Mumbai	M/s Channel Guide India Ltd
16	Chennai	M/s Coxswain Technologies Limited
17	NOIDA	M/s Independent News Service Pvt Limited
18	Gurgaon, Kolkata, Chennai, Hyderabad, Noida	M/s Indiasign Private Limited
19	Hyderabad	M/s Associated Broadcasting Co Private Limited
20	Bhopal	M/s A V Entertainment Private Limited
21	Thiruvananthapuram	M/s Amrita Enterprises Private Limited
22	Chennai	M/s Mavis Satcom Limited
23	New Delhi, Mumbai, Chennai, Kolkata, Cochin, Chennai	M/s Videsh Sanchar Nigam Ltd
24	Mumbai	M/s Lamhas Satellite Services Limited
25	Thiruvananthapuram	M/s Malayalam Communications Limited
26	Mumbai	M/s Sanskar Info TV Private Limited
27	Mumbai	M/s Bennett, Coleman & Co Limited
28	New Delhi	M/s Senior Media Limited
29	Ahmedabad	M/s Lok Prakashan Limited
30	Kolkata	M/s Calcutta Television Network Pvt Ltd
31	Rajpura (Punjab)	M/s Kohinoor Broadcasting Corpn Ltd
32	Bhubaneshwar	M/s Kamyab TV Private Limited
33	Bangalore	M/s Kasthuri Media's Private Limited
34	Kolkata	M/s SST Media Private Limited
35	Alapuzza	M/s MM TV Limited
36	Hyderabad	M/s IN Cablenet (Andhra) Limited
37	Hyderabad	M/s Indira Television Limited
38	New Delhi	M/s Tata Sky Limited

39	NOIDA	M/s Media Content & Communications Services (India) Private Limited
40	Bangalore	M/s Satish Sugars Limited
41	Delhi	M/s MH One TV Network Limited
42	New Delhi	M/s S TV Enterprises Limited
43	Surat	M/s AIRR X Media Limited
44	New Delhi	M/s Broadcast Equipment (India) Private Ltd
45	Hyderabad	M/s Winning Edge Communications Limited
46	Hyderabad	M/s Rachna Television Private Limited
47	Bhubneshwar	M/s Ortel Communications Limited
48	Hyderabad	M/s Sowbhagya Exports Limited
49	NOIDA	M/s Pragya Vision Private Limited
50	Guwahati	M/s Brahmaputra Tele-Productions Pvt Limited
51	New Delhi	M/s G-Next Media Private Limited
52	Bhubaneshwar	M/s Eastern Media Limited
53	Jaipur	M/s Rajasthan Patrika Private Limited
54	Guwahati	M/s Pride East Entertainment Private Limited

Table No 42 (Chapter Seven/Sub Para 7.3)

Summary statement of GR, AGR, Licence Fee and Spectrum Charges

For the quarter ending Dec 31, 2008 (Q-3 of F.Y. 2008-09)

Sl. NO.	Name of Company	Gross Revenue (Rs.)	AGR (Rs.)	AGR %age of GR	Licence Fee (Rs.)	Licence Fee %age of AGR	Spectrum Charges (Rs.)	Subscribers (in million s) as on 31.12.08*	Subscribers Market Share (%)
1	BSNL	9027.18	7179.19	79.53%	571.38	7.96%	93.57	75.73	19.68
2	MTNL	1514.76	1142.03	75.39%	112.33	9.84%	9.15	7.72	2.01
3	Bharti-Airtel Group	10849.63	7858.49	72.43%	666.25	8.48%	308.42	88.27	22.94
4	Reliance Group	4455.26	3080.88	69.15%	251.65	8.17%	47.43	62.42	16.22
5	Vodafone Group	5762.67	4245.00	73.66%	384.34	9.05%	182.02	60.93	15.83
6	Tata Group	3132.10	1897.12	60.57%	158.60	8.36%	37.91	32.63	8.48
7	Idea Group	2854.07	2125.45	74.47%	190.81	8.98%	105.44	34.21	8.89
8	VSNL	11.27	10.03	89.00%	0.60	6.00%	0.00		
9	BPL Mobile Comm	175.96	126.60	71.95%	12.66	10.00%	6.58	1.95	0.51
10	Spice Group	326.90	267.43	81.81%	23.33	8.72%	11.45	3.80	0.99
11	HFCL Infotel	41.08	31.03	75.52%	2.48	8.00%	0.30	0.54	0.14
12	Shyam Telelink	25.89	15.66	60.51%	1.25	8.00%	0.66	0.51	0.13
13	Aircel Group	861.72	647.25	75.11%	54.82	8.47%	25.04	16.08	4.18
14	Others	369.66	314.23	85.00%	18.85	6.00%	1.08		
	Rail -TEL	47.87	47.87	100.00%	2.87	6%	0.00		
	Tulip IT Services	32.40	12.45	38.42%	0.75	6%	0.61		
	BT Group	84.84	84.84	100.00%	5.09	6%	0.00		
	AT & T	102.65	102.65	100.00%	6.16	6%	0.00		
	Sify Comm Ltd	79.25	47.47	59.90%	2.85	6%	0.00		
	HCL Group	22.66	18.95	83.64%	1.14	6%	0.47		
	Grand Total of All SPs	39408.16	28940.40	73.44%	2449.36	8.46%	829.05	384.79	100.00

* Source: TRAI Press Release No. 11/2009 dated 21.01.2009

Annexure A(Chapter Two/Sub Para 2.1)

List of Wireless, Wireline & Unified Access Service Providers

Circle	Operators		
	Wireless		Wireline
	CMTS	Unified	
Delhi	MTNL	Vodafone	
	Idea Cellular	Reliance Infocomm	MTNL
		Tata Teleservices	
		Bharti Airtel Ltd	
		Aircell Ltd.	
Mumbai	BPL	Vodafone	
	MTNL	Reliance Infocomm	MTNL
		Tata Teleservices	
		Bharti Airtel Ltd	
		Aircell Ltd.	
		Idea Cellular	
Chennai	Aircel	Reliance Infocomm	BSNL
	BSNL	Tata Teleservices	
		Bharti Airtel Ltd	
		Vodafone	
Kolkata	BSNL	Vodafone	
	Reliance Telecom	Reliance Infocomm	BSNL
		Tata Teleservices	
		Bharti Airtel Ltd	
		Dishnet Wireless Ltd.	
Maharashtra	Idea Cellular	Reliance Infocomm	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd	
		Aircell Ltd.	
Gujarat	Idea Cellular	Reliance Infocomm	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd	
		Aircell Ltd.	
Andhra Pradesh	Idea Cellular	Reliance Infocomm	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Aircell Ltd.	

Karnataka	BSNL	Spice Communications	
		Vodafone	
		Reliance Infocomm	BSNL
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Aircell Ltd.	
Tamilnadu	Aircel	Vodafone	
	BSNL	Reliance Infocomm	BSNL
		Tata Teleservices	
		Bharti Airtel Ltd	
Kerala	Idea Cellular	Reliance Infocomm	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd	
		Dishnet Wireless Ltd.	
Punjab	BSNL	Reliance Infocomm	BSNL
		Vodafone	
		HFCL Infocom	
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Spice Communications	
Haryana	Idea Cellular	Reliance Infocomm	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
Uttar Pradesh(W)	Idea Cellular	Reliance Infocomm	BSNL
	BSNL	Vodafone	
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
Uttar Pradesh(E)	BSNL	Vodafone	
	IDEA Cellular	Reliance Infocomm	BSNL
		Tata Teleservices	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
Rajasthan	BSNL	Vodafone	
	IDEA Cellular	Reliance Infocomm	BSNL
		Tata Teleservices	
		Shyam Telelink	
		Bharti Hexacom Ltd.	
Madhya Pradesh	Idea Cellular	Reliance Infocomm	
	BSNL	Tata Teleservices	
		Reliance Telecom	BSNL
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd	

WB&A&N	BSNL	Reliance Infocomm	BSNL
		Tata Teleservices	
		Reliance Telecom	
		Bharti Airtel Ltd	
		Vodafone Essar South Ltd.	
		Dishnet Wireless Ltd.	
Himachal Pradesh	BSNL	Reliance Infocomm	BSNL
	IDEA Cellular	Tata Teleservices	
		Reliance Telecom	
		Dishnet Wireless Ltd.	
		Bharti Airtel Ltd.	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
Bihar	BSNL	Reliance Infocomm	BSNL
		Tata Teleservices	
		Reliance Telecom	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
		Aditya Birla Telecom Ltd.	
Orissa	BSNL	Reliance Infocomm	BSNL
		Tata Teleservices	
		Reliance Telecom	
		Bharti Airtel Ltd.	
		Dishnet Wireless Ltd.	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
Assam	BSNL	Dishnet Wireless Ltd.	BSNL
		Bharti Airtel Ltd.	
		Reliance Telecom	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
North East	BSNL	Dishnet Wireless Ltd.	BSNL
	Bharti Hexacom Ltd.	Reliance Telecom	
		Essar Spacetel Pvt. Ltd.(Vodafone)	
Jammu & Kashmir	BSNL	Dishnet Wireless Ltd.	BSNL
		Bharti Airtel Ltd.	
		Reliance Infocomm	
		Essar Spacetel Pvt. Ltd.(Vodafone)	

List of New Unified Access Service Providers Licences issued between December 2007 To January 2008.

Slno	Service Area	Name of Licensee	Effective Date of Licence
1	Andhra Pradesh	Datacom Solutions Pvt. Ltd.	25.1.2008
2	Andhra Pradesh	Unitech Wireless (South) Ltd	25.1.2008
3	Andhra Pradesh	Spice Communications Ltd	25.1.2008
4	Andhra Pradesh	Swan Telecom Pvt. Ltd	25.1.2008
5	Andhra Pradesh	Loop Telecom Private Ltd	25.1.2008
6	Andhra Pradesh	Shyam Telelink Ltd	25.1.2008
7	Assam	Datacom Solutions Pvt. Ltd.	25.1.2008
8	Assam	Loop Telecom Private Ltd	25.1.2008
9	Assam	Shyam Telelink Ltd	25.1.2008
10	Assam	Idea Cellular Ltd	25.1.2008
11	Assam	Unitech Wireless (East) Private Ltd	25.1.2008
12	Assam	Tata Teleservices Ltd	25.1.2008
13	Assam	S Tel Ltd	25.1.2008
14	Bihar	Datacom Solutions Pvt. Ltd.	25.1.2008
15	Bihar	Loop Telecom Private Ltd	25.1.2008
16	Bihar	Shyam Telelink Ltd	25.1.2008
17	Bihar	Unitech Wireless (East) Private Ltd	25.1.2008
18	Bihar	S Tel Ltd	25.1.2008
19	Delhi	Datacom Solutions Pvt. Ltd.	25.1.2008
20	Delhi	Spice Communications Ltd	25.1.2008
21	Delhi	Swan Telecom Pvt. Ltd	25.1.2008
22	Delhi	Loop Telecom Private Ltd	25.1.2008
23	Delhi	Shyam Telelink Ltd	25.1.2008
24	Delhi	Unitech Wireless (Delhi) Ltd	25.1.2008
25	Gujarat	Datacom Solutions Pvt. Ltd.	25.1.2008
26	Gujarat	Swan Telecom Pvt. Ltd	25.1.2008
27	Gujarat	Loop Telecom Private Ltd	25.1.2008
28	Gujarat	Shyam Telelink Ltd	25.1.2008
29	Gujarat	Unitech Wireless (West) Private Ltd	25.1.2008
30	Haryana	Datacom Solutions Pvt. Ltd.	25.1.2008
31	Haryana	Spice Communications Ltd	25.1.2008
32	Haryana	Swan Telecom Pvt. Ltd	25.1.2008
33	Haryana	Loop Telecom Private Ltd	25.1.2008
34	Haryana	Shyam Telelink Ltd	25.1.2008
35	Haryana	Unitech Wireless (North) Private Ltd	25.1.2008
36	Himachal Pradesh	Datacom Solutions Pvt. Ltd.	25.1.2008
37	Himachal Pradesh	Loop Telecom Private Ltd	25.1.2008
38	Himachal Pradesh	Shyam Telelink Ltd	25.1.2008
39	Himachal Pradesh	Unitech Wireless (North) Private Ltd	25.1.2008
40	Himachal Pradesh	S Tel Ltd	25.1.2008

Slno	Service Area	Name of Licensee	Effective Date of Licence
41	Jammu & Kashmir	Datacom Solutions Pvt. Ltd.	25.1.2008
42	Jammu & Kashmir	Loop Telecom Private Ltd	25.1.2008
43	Jammu & Kashmir	Shyam Telelink Ltd	25.1.2008
44	Jammu & Kashmir	Idea Cellular Ltd	25.1.2008
45	Jammu & Kashmir	Unitech Wireless (North) Private Ltd	25.1.2008
46	Jammu & Kashmir	Tata Teleservices Ltd	25.1.2008
47	Jammu & Kashmir	S Tel Ltd	25.1.2008
48	Karnataka	Datacom Solutions Pvt. Ltd.	25.1.2008
49	Karnataka	Unitech Wireless (South) Ltd	25.1.2008
50	Karnataka	Swan Telecom Pvt. Ltd	25.1.2008
51	Karnataka	Loop Telecom Private Ltd	25.1.2008
52	Karnataka	Shyam Telelink Ltd	25.1.2008
53	Karnataka	Idea Cellular Ltd	25.1.2008
54	Kerala	Datacom Solutions Pvt. Ltd.	25.1.2008
55	Kerala	Unitech Wireless (South) Ltd	25.1.2008
56	Kerala	Swan Telecom Pvt. Ltd	25.1.2008
57	Kerala	Loop Telecom Private Ltd	25.1.2008
58	Kerala	Shyam Telelink Ltd	25.1.2008
59	Kolkata	Datacom Solutions Pvt. Ltd.	25.1.2008
60	Kolkata	Loop Telecom Private Ltd	25.1.2008
61	Kolkata	Shyam Telelink Ltd	25.1.2008
62	Kolkata	Idea Cellular Ltd	25.1.2008
63	Kolkata	Unitech Wireless (Kolkata) Ltd	25.1.2008
64	Madhya Pradesh	Essar Spacetel Pvt. Ltd.	19.12.2007
65	Madhya Pradesh	Datacom Solutions Pvt. Ltd.	25.1.2008
66	Madhya Pradesh	Loop Telecom Private Ltd	25.1.2008
67	Madhya Pradesh	Shyam Telelink Ltd	25.1.2008
68	Madhya Pradesh	Unitech Wireless (West) Private Ltd	25.1.2008
69	Maharashtra	Datacom Solutions Pvt. Ltd.	25.1.2008
70	Maharashtra	Spice Communications Ltd	25.1.2008
71	Maharashtra	Swan Telecom Pvt. Ltd	25.1.2008
72	Maharashtra	Loop Telecom Private Ltd	25.1.2008
73	Maharashtra	Shyam Telelink Ltd	25.1.2008
74	Maharashtra	Unitech Wireless (West) Private Ltd	25.1.2008
75	Mumbai	Datacom Solutions Pvt. Ltd.	25.1.2008
76	Mumbai	Swan Telecom Pvt. Ltd	25.1.2008
77	Mumbai	Shyam Telelink Ltd	25.1.2008
78	Mumbai	Unitech Infrastructures Pvt. Ltd.	25.1.2008
79	North East	Datacom Solutions Pvt. Ltd.	25.1.2008
80	North East	Loop Telecom Private Ltd	25.1.2008
81	North East	Shyam Telelink Ltd	25.1.2008
82	North East	Idea Cellular Ltd	25.1.2008
83	North East	Unitech Wireless (East) Ltd	25.1.2008
84	North East	Tata Teleservices Ltd	25.1.2008
85	North East	S Tel Ltd	25.1.2008
86	Orissa	Datacom Solutions Pvt. Ltd.	25.1.2008
87	Orissa	Loop Telecom Private Ltd	25.1.2008

Slno	Service Area	Name of Licensee	Effective Date of Licence
88	Orissa	Shyam Telelink Ltd	25.1.2008
89	Orissa	Idea Cellular Ltd	25.1.2008
90	Orissa	Unitech Wireless (East) Ltd	25.1.2008
91	Orissa	S Tel Ltd	25.1.2008
92	Punjab	Swan Telecom Pvt. Ltd	25.1.2008
93	Punjab	Loop Telecom Private Ltd	25.1.2008
94	Punjab	Shyam Telelink Ltd	25.1.2008
95	Punjab	Idea Cellular Ltd	25.1.2008
96	Punjab	Unitech Wireless (North) Private Ltd	25.1.2008
97	Rajasthan	Datacom Solutions Pvt. Ltd.	25.1.2008
98	Rajasthan	Swan Telecom Pvt. Ltd	25.1.2008
99	Rajasthan	Loop Telecom Private Ltd	25.1.2008
100	Rajasthan	Unitech Wireless (North) Private Ltd	25.1.2008
101	Tamilnadu (including Chennai)	Datacom Solutions Pvt. Ltd.	25.1.2008
102	Tamilnadu (including Chennai)	Swan Telecom Pvt. Ltd	25.1.2008
103	Tamilnadu (including Chennai)	Loop Telecom Private Ltd	25.1.2008
104	Tamilnadu (including Chennai)	Shyam Telelink Ltd	25.1.2008
105	Tamilnadu (including Chennai)	Idea Cellular Ltd	25.1.2008
106	Tamilnadu (including Chennai)	Unitech Wireless (Tamil Nadu) Pvt. Ltd	25.1.2008
107	Uttar Pradesh (East)	Datacom Solutions Pvt. Ltd.	25.1.2008
108	Uttar Pradesh (East)	Swan Telecom Pvt. Ltd	25.1.2008
109	Uttar Pradesh (East)	Loop Telecom Private Ltd	25.1.2008
110	Uttar Pradesh (East)	Shyam Telelink Ltd	25.1.2008
111	Uttar Pradesh (East)	Unitech Wireless (East) Ltd	25.1.2008
112	Uttar Pradesh (West)	Datacom Solutions Pvt. Ltd.	25.1.2008
113	Uttar Pradesh (West)	Swan Telecom Pvt. Ltd	25.1.2008
114	Uttar Pradesh (West)	Loop Telecom Private Ltd	25.1.2008
115	Uttar Pradesh (West)	Shyam Telelink Ltd	25.1.2008
116	Uttar Pradesh (West)	Unitech Wireless (West) Private Ltd	25.1.2008
117	West Bengal	Datacom Solutions Pvt. Ltd.	25.1.2008
118	West Bengal	Loop Telecom Private Ltd	25.1.2008
119	West Bengal	Shyam Telelink Ltd	25.1.2008
120	West Bengal	Idea Cellular Ltd	25.1.2008
121	West Bengal	Unitech Wireless (East) Ltd	25.1.2008

Usage Pattern for GSM (Full Mobility)

MoU & SMS (per subscriber per month)

Circle	Postpaid				Prepaid			
	O/G MOU	I/C MOU	Total MOU	O/G SMS	O/G MOU	I/C MOU	Total MOU	O/G SMS
Circle A	642	525	1167	66	207	239	446	39
Circle B	669	487	1156	48	216	235	451	15
Circle C	827	600	1427	34	221	263	484	12
Metro	519	427	946	73	192	207	399	38
All India	616	487	1103	63	210	236	446	26

BLENDED [Postpaid + Prepaid]

Circle	O/G MOU	I/C MOU	Total MOU	O/G SMS
Circle A	241	261	502	41
Circle B	236	246	481	16
Circle C	245	277	522	13
Metro	251	246	497	44
All India	241	255	496	29

Composition of outgoing minutes of use

Circle	Local (Intra-circle)	NLD (Inter-circle)	ILD
Circle A	88.29%	11.16%	0.55%
Circle B	88.18%	11.26%	0.55%
Circle C	86.68%	13.17%	0.15%
Metro	74.59%	24.69%	0.72%
All India	85.94%	13.53%	0.53%

Composition of outgoing Local (Intra-circle) minutes of use

Circle	To Fixed	To Mobile		
		On-net	Off-net	Total
Circle A	6%	52%	42%	94%
Circle B	5%	62%	33%	95%
Circle C	3%	70%	27%	97%
Metro	6%	48%	46%	94%
All India	5%	57%	37%	95%

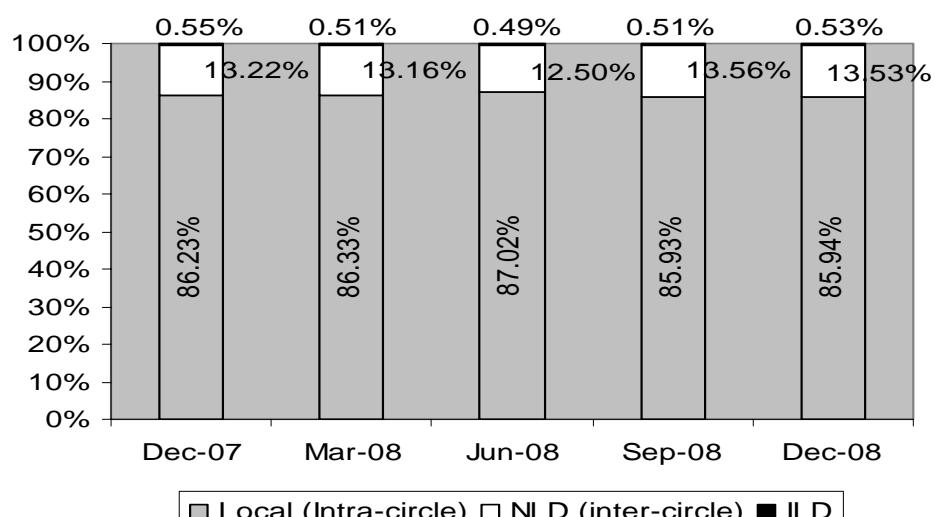
Composition of outgoing NLD (inter-circle) minutes of use

Circle	To Fixed	To Mobile		
		On-net	Off-net	Total
Circle A	8%	41%	51%	92%
Circle B	7%	33%	60%	93%
Circle C	7%	34%	59%	93%
Metro	8%	27%	65%	92%
All India	7%	34%	59%	93%

Composition of Total outgoing minutes of use (excl. ILD)

Circle	To Fixed	To Mobile		
		On-net	Off-net	Total
Circle A	6%	50%	43%	94%
Circle B	5%	59%	36%	95%
Circle C	4%	65%	31%	96%
Metro	7%	43%	51%	93%
All India	6%	54%	40%	94%

Composition of outgoing MoUs



**Average Subscriber Outgo (Rental + Call Charges) Per Minute
(Rs. Per Minute) for GSM (Full Mobility)**

(Rs. Per Min)

	Postpaid	Prepaid	Blended
Circle A	0.75	0.82	0.80
Circle B	0.66	0.75	0.74
Circle C	0.62	0.75	0.74
Metros	0.91	0.86	0.88
All India	0.76	0.79	0.78

* Outgo includes both Rental and call charges

Annexure E (Chapter Two/Sub Para 2.24)

Usage Pattern – CDMA (Full Mobility)

MoU & SMS (per subscriber per month)

Circle	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	499	375	874	18	112	159	271	14
Circle B	557	384	940	19	149	185	334	9
Circle C	678	381	1059	8	194	254	448	5
Metro	487	396	883	26	151	207	358	18
All India	516	385	901	20	140	185	325	12

Circle	Blended			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	144	178	322	15
Circle B	172	196	367	10
Circle C	212	259	471	5
Metro	193	231	424	19
All India	169	201	370	13

Composition of outgoing minutes of use

Circle	Local (Intra-circle)	NLD (Inter-Circle)	ILD
Circle A	83.8%	16.0%	0.3%
Circle B	86.7%	12.8%	0.4%
Circle C	90.0%	9.9%	0.1%
Metro	71.3%	28.5%	0.2%
All India	82.5%	17.2%	0.3%

Outgoing MoUs per subscriber per month

Circle	Local (Intra-circle)	NLD (Inter-Circle)	ILD
Circle A	121	23	0.39
Circle B	149	22	0.76
Circle C	191	21	0.13
Metro	138	55	0.35
All India	140	29	0.49

Composition of outgoing Local (Intra-circle) minutes of use based on terminating network.

Circle	To Fixed	To Mobile	To Own Network (Mobile)
Circle A	6%	94%	48%
Circle B	4%	96%	69%
Circle C	2%	98%	63%
Metro	6%	94%	67%
All India	5%	95%	62%

Composition of Outgoing NLD (Inter-Circle) minutes of use based on terminating network

Circle	To Fixed	To Mobile	To Own Network (Mobile)
Circle A	5%	95%	67%
Circle B	5%	95%	58%
Circle C	4%	96%	60%
Metro	5%	95%	46%
All India	5%	95%	56%

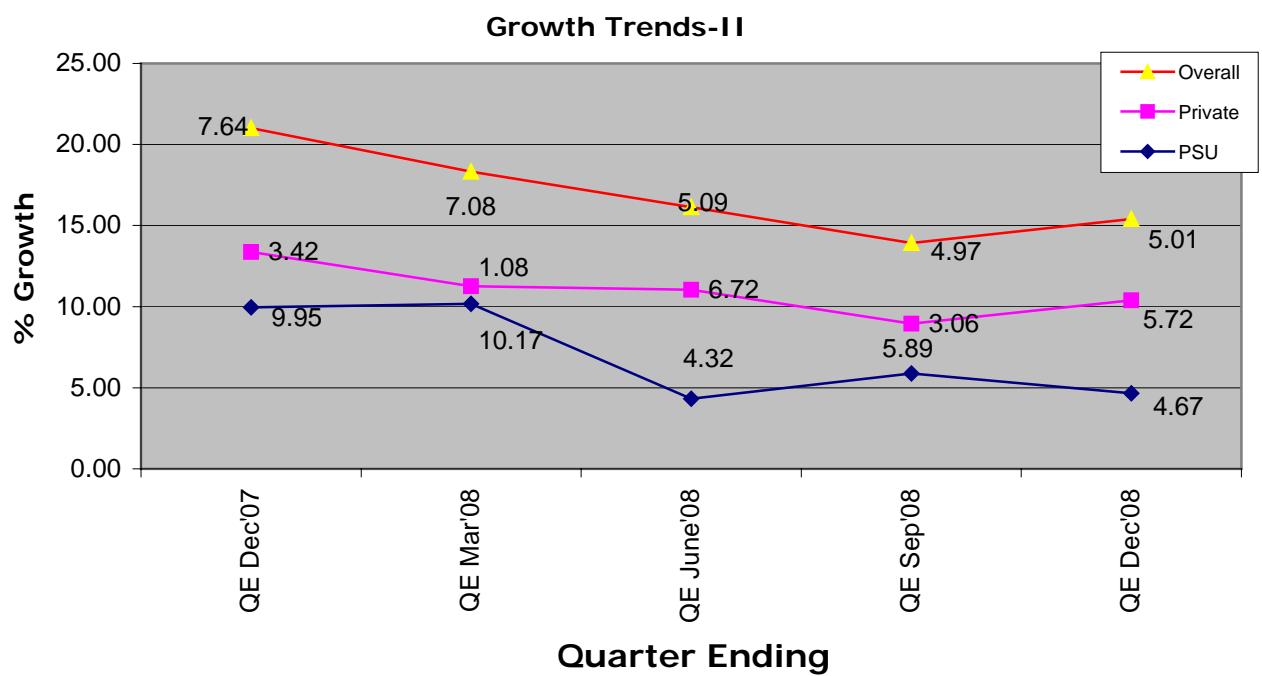
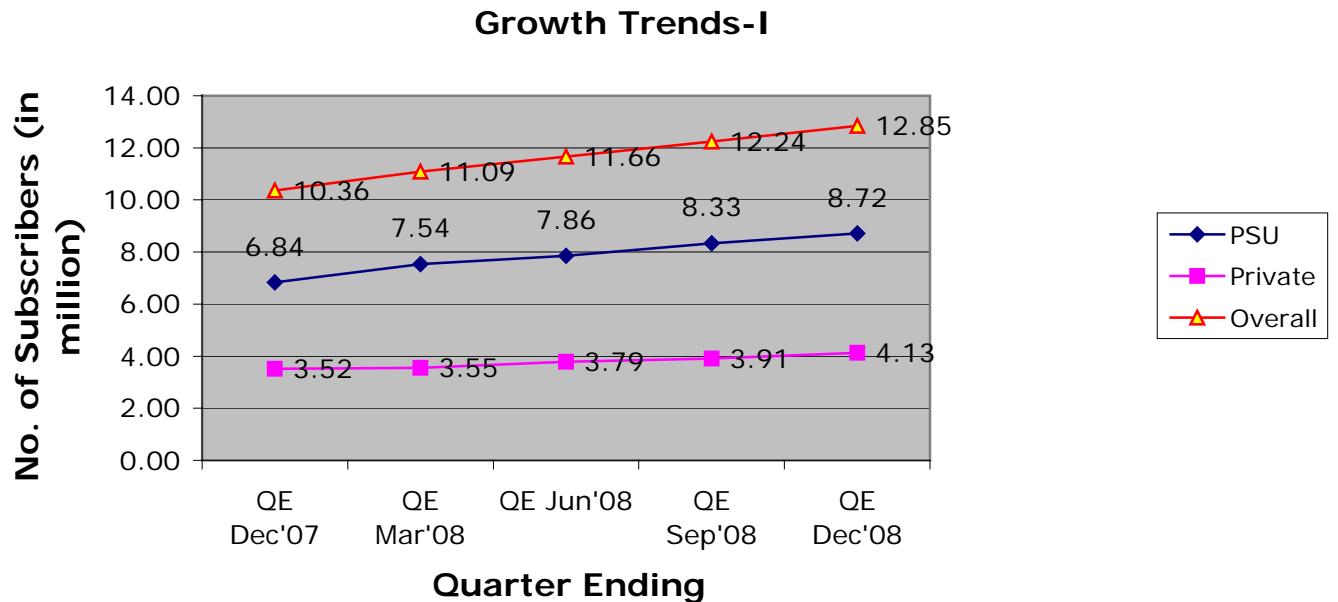
Composition of Total outgoing minutes of use (excl. ILD) based on terminating network.

Circle	To Fixed	To Mobile
Circle A	6%	94%
Circle B	4%	96%
Circle C	2%	98%
Metro	6%	94%
All India	5%	95%

**Average Subscriber Outgo (Rental + Call Charges) Per Minute
(Rs. Per Minute) for CDMA (Full Mobility)**

Category	Prepaid	Postpaid	Blended
	Rent + call Revenue per Outgoing Minute	Rent + call Revenue per Outgoing Minute	Rent + call Revenue per Outgoing Minute
Category - A	0.62	0.82	0.68
Category - B	0.51	0.70	0.55
Category - C	0.47	0.60	0.48
Metro	0.58	0.92	0.69
All India	0.55	0.81	0.61

Growth Pattern of Internet Subscribers

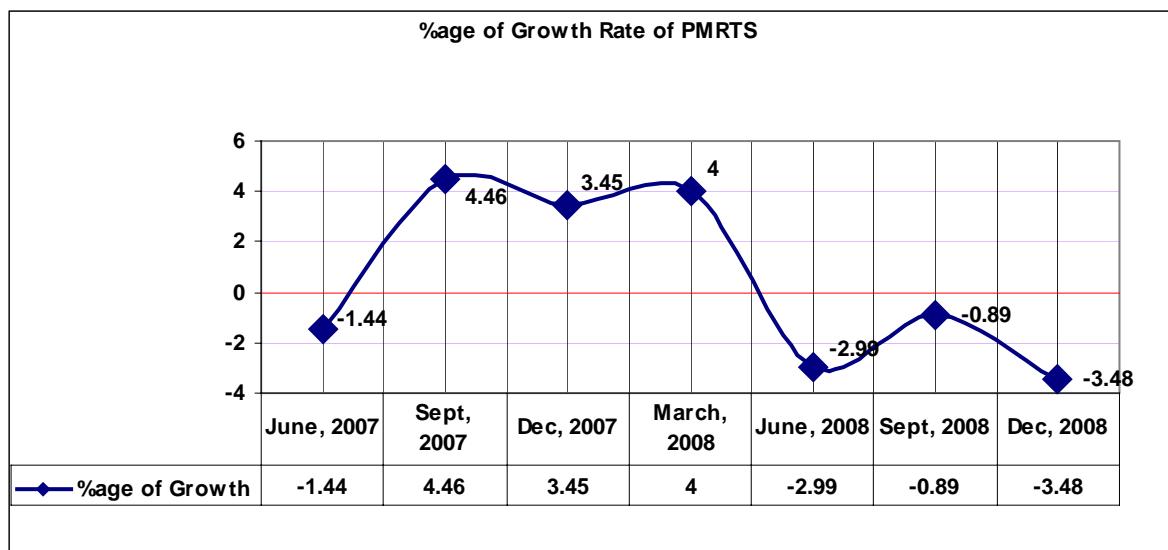


**List of Internet Service Providers (ISPs)
Reporting Internet Telephony Services**

S. No.	Name of ISP
1	Apna Telelink Ltd.
2	Asianet Satellite Communications Ltd.
3	Blazenet Ltd.*
4	Broadband Pacenet (I) Pvt. Ltd.*
5	City Online Services Ltd.
6	CJ Online Pvt. Ltd.
7	Data Infosys Ltd.
8	DeDSL Internet Pvt. Ltd.
9	Digital2Virtual ISP Pvt. Ltd.
10	Dishnet Wireless Ltd.*
11	Karuturi Telecom Pvt Ltd (Estel Communications Pvt. Ltd.)
12	HCL Infinet Ltd.
13	Indusind Media & Communications Limited (In2cable (I) Ltd.)
14	Mahanagar Telephone Nigam Ltd.
15	Manipal Ecommerce Ltd.*
16	My Own Infotech Pvt. Ltd.*
17	Mylai Karpagambal Information Systems (P) Ltd.
18	NetMagic Solutions (P) Ltd.
19	Nettlinx Ltd.
20	Opto Network Pvt. Ltd.
21	Pioneer Online Pvt. Ltd.
22	Pulse Telesystems Pvt. Ltd.
23	Sify Ltd.
24	Southern Online Bio Technologies Ltd.
25	Swiftmail Communications Ltd
26	Swastik Netvision Telecom P. Ltd.
27	Trak Online Net India Pvt.Ltd
28	Trikon Electronics Pvt. Ltd.
29	Tata Communications Ltd (Videsh Sanchar Nigam Ltd.)
30	Tata Communications Internet Services Ltd (VSNL Internet Services Ltd.)
31	YOU Telecom India Pvt. Ltd.
32	World Phone Internet Services Pvt Ltd
33	Cordia L T Communications Private Ltd
34	IOL Netcom Ltd

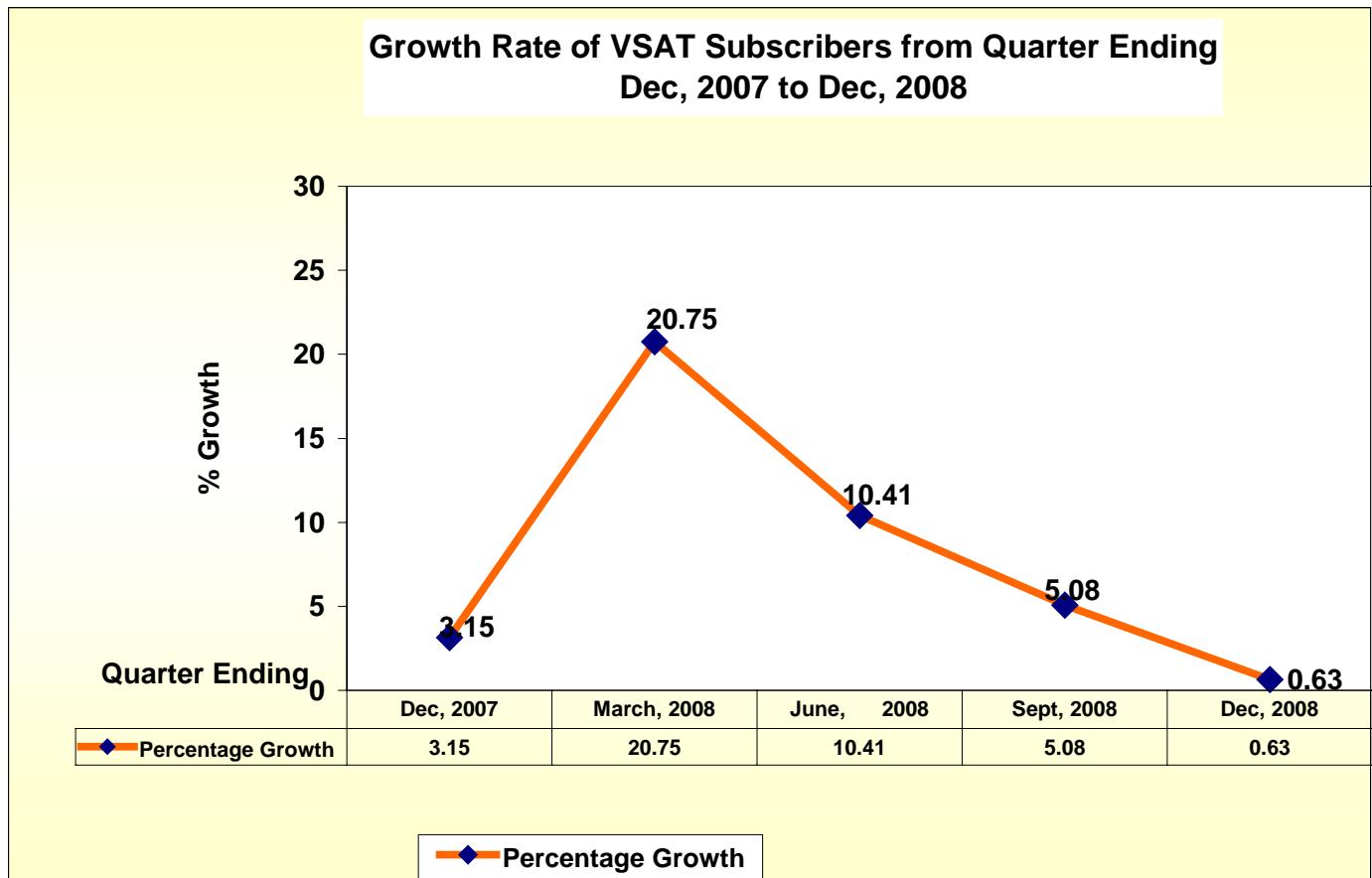
* ISP has not submitted report at the end of December 2008.

Annexure I (Chapter Four/Sub Para 4.1)
Growth Rate of PMRTS subscribers



Annexure J (Chapter Four/Sub Para 4.5)

Growth Rate of VSAT Subscribers



Annexure K (Chapter Five/Sub Para 5.1)

Quality of Service (QOS) Performance for Wireline Services

Performance Monitoring Report of Quality of Services for Basic (Wire-line) Services for the Quarter ending December 2008																				
Sl. No	Service Area	Service Providers	New connections after registration of demand		Fault repaired by next working day		Rent Rebate (Total no. of cases)		Mean Time to Repair (MTTR)	Grade of service (calls per thousand)	Call completion rate in local network	Metering & billing credibility- % of bills disputed	Time taken for refund of deposits after closures	Shifts	Closures	Additional facility	Response Time to the Customer for Assistance			
			100% in < 7days	<3	>90%	For faults pending > 3 days to >15 days	<8 hrs	a) Junction between local exchange (2/1000)						95% of requests	%age of calls answered (electronically)	%age of calls answered by operator (voice to voice)				
1	ANDHRA PRADESH	BSNL	91.62	3.90	89.17	Nil	14.54	NR	65.43%	0.020	100.00%	85.00	93.67	87.65	100.00	100.00	83.30	95.27		
		RELIANCE	87.61	1.91	98.67	NA	3.20	0.0000	NR	0.005	100.00%	97.15	98.89	99.47	100.00	100.00	98.00	100.00		

		BHARTI	100.00	5.00	98.00	57	3.00	0.0000	87.00%	0.000	100.00%	96.00	100.00	99.00	100.00	100.00	95.00	97.00
		TATA	95.74	0.50	84.77	22	7.00	0.0010	91.30%	0.010	100.00%	84.86	100.00	96.68	100.00	100.00	91.00	95.00
2	BIHAR	BSNL	100.00	4.70	77.69	179	8.52	NR	59.55%	0.030	100.00%	100.00	98.23	97.12	100.00	100.00	100.00	100.00
		TATA	100.00	0.00	Nil	Nil	Nil	NA	92.46%	0.000	NA	NIL	NIL	100.00	100.00	94.00	100.00	
		RELIANCE	100.00	0.00	NA	NA	NA	0.0000	NR	0.000	100.00%	NA	NA	99.09	100.00	100.00	98.00	100.00
3	DELHI	MTNL	99.17	5.88	93.35	24396	7.57	0.0000	50.81%	0.080	100.00%	90.30	98.39	90.04	98.00	100.00	98.67	98.67
		RELIANCE	44.92	0.95	95.61	NA	5.40	0.0000	NR	0.023	100.00%	100.00	97.80	98.39	100.00	100.00	98.00	100.00
		BHARTI	100.00	3.00	97.00	1500	7.00	0.0000	94.00%	0.040	100.00%	99.00	100.00	99.00	100.00	100.00	97.00	99.00
		TATA	98.11	1.62	84.00	4	9.00	0.0001	91.49%	0.020	100.00%	33.33	100.00	98.74	100.00	100.00	97.00	98.00
4	GUJARAT	BSNL	98.35	5.40	94.67	300	7.07	NR	65.50%	0.030	100.00%	98.00	100.00	99.96	100.00	100.00	99.58	99.58
		RELIANCE	100.00	2.81	96.08	NR	5.30	0.0000	NR	0.339	100.00%	97.45	99.18	99.20	100.00	100.00	98.00	100.00
		BHARTI	100.00	2.00	99.00	9	6.80	0.0001	61.00%	0.000	100.00%	98.00	100.00	98.00	100.00	100.00	88.00	95.00
		TATA	95.45	0.00	95.00	2	5.00	0.0000	100.00%	0.060	100.00%	77.78	100.00	99.31	100.00	100.00	97.00	98.00
5	CHATTISGARH	BSNL	100.00	6.90	91.07	Nil	9.50	NR	65.96%	0.020	100.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00
6	MP	BSNL	100.00	3.90	96.26	274	5.70	NR	70.04%	0.030	100.00%	100.00	100.00	100.00	90.00	95.00	99.00	99.77
		RELIANCE	100.00	1.64	96.47	Nil	5.01	0.0000	NR	0.010	100.00%	100.00	98.95	99.34	100.00	100.00	98.00	100.00
		TATA	100.00	0.27	Nil	Nil	0.00	NA	NA	0.000	100.00%	NIL	NIL	NIL	100.00	100.00	95.00	97.00

		BHARTI	100.00	7.00	97.00	2759	7.90	0.0010	60.00%	0.030	100.00%	97.00	100.00	97.00	100.00	100.00	95.00	100.00
7	MAHARASHTRA	BSNL	86.04	7.00	89.34	2247	8.62	NR	61.03%	0.010	100.00%	89.00	97.23	96.58	100.00	100.00	100.00	100.00
		RELIANCE	73.66	1.93	73.66	1	5.10	0.0000	NR	0.024	100.00%	100.00	98.48	98.12	100.00	100.00	98.00	100.00
		BHARTI	100.00	3.00	98.00	66	7.90	0.0000	61.00%	0.000	100.00%	96.00	100.00	95.00	100.00	100.00	88.00	95.00
		TATA	83.33	2.13	83.33	NR	NR	0.0020	58.19%	0.325	100.00%	96.22	100.00	97.34	100.00	100.00	83.00	88.00
		BSNL	97.82	7.90	87.23	Nil	14.08	NR	67.96%	0.000	100.00%	95.00	96.21	99.20	100.00	100.00	92.00	97.67
8	PUNJAB	RELIANCE	100.00	1.97	96.35	NR	4.31	0.0000	NR	0.035	100.00%	100.00	99.37	98.75	100.00	100.00	98.00	100.00
		BHARTI	100.00	2.00	98.00	41	6.00	0.0000	97.00%	0.030	100.00%	99.00	100.00	99.00	100.00	100.00	97.00	99.00
		TATA	98.26	0.30	86.00	Nil	24.00	0.0000	91.75%	0.000	100.00%	NIL	100.00	99.06	100.00	100.00	94.00	96.00
		HFCL	98.58	4.47	98.10	33	4.60	0.0002	55.43%	0.066	100.00%	96.89	100.00	99.97	80.00	95.00	95.00	97.00
		BSNL	100.00	5.40	94.06	405	7.91	NR	62.16%	0.010	100.00%	100.00	99.93	99.98	100.00	100.00	81.00	95.00
9	RAJASTHAN	RELIANCE	100.00	2.70	96.25	Nil	5.39	0.0000	NR	0.059	100.00%	100.00	97.80	99.59	100.00	100.00	98.00	100.00
		BHARTI	100.00	0.00	97.00	25	7.00	0.0000	93.00%	0.020	100.00%	99.00	100.00	99.00	100.00	100.00	97.00	99.00
		TATA	100.00	0.10	100.00	Nil	4.00	NA	NA	0.000	100.00%	NIL	NIL	NIL	100.00	100.00	95.00	97.00
		SHYAM	99.42	1.46	84.47	NR	5.00	0.0010	92.30%	0.090	100.00%	100.00	100.00	98.44	NA	NA	81.00	NA
		BSNL	100.00	3.01	95.23	Nil	5.73	NR	80.53%	0.010	100.00%	100.00	100.00	100.00	98.72	98.72	98.96	99.30
10	TAMILNADU	RELIANCE	86.25	2.81	95.74	Nil	6.24	0.0000	NR	0.012	100.00%	100.00	99.00	99.66	100.00	100.00	98.00	100.00

		BHARTI	100.00	6.00	87.00	1481	8.00	0.0000	91.00%	0.030	100.00%	98.00	100.00	100.00	100.00	95.00	98.00	
		TATA	100.00	0.00	Nil	Nil	Nil	NA	NA	0.000	100.00%	NIL	100.00	100.00	100.00	100.00	98.00	99.00
11	HARYANA	BSNL	99.31	5.00	94.65	950	7.25	NR	73.58%	0.000	100.00%	99.00	99.55	99.76	100.00	100.00	80.00	100.00
		RELIANCE	100.00	0.00	NA	NA	NA	0.0000	NR	0.000	100.00%	Nil	Nil	Nil	100.00	100.00	98.00	100.00
		TATA	92.06	0.68	43.00	1	187.00	NA	96.00%	0.000	100.00%	NIL	NIL	90.70	100.00	100.00	93.00	96.00
		BHARTI	100.00	3.00	98.00	10	6.00	0.0000	98.00%	0.020	100.00%	98.00	100.00	88.00	100.00	100.00	97.00	99.00
12	KARNATAKA	BSNL	99.74	5.50	94.16	10985	9.26	NR	65.11%	0.030	100.00%	100.00	100.00	100.00	100.00	100.00	99.88	99.96
		RELIANCE	44.08	0.54	96.98	Nil	2.28	0.0005	NR	0.011	100.00%	100.00	98.46	99.56	100.00	100.00	98.00	100.00
		BHARTI	100.00	4.00	97.00	3791	3.00	0.0000	88.00%	0.010	100.00%	97.00	100.00	100.00	100.00	100.00	97.00	99.00
		TATA	92.80	0.00	96.00	1	6.00	0.0000	90.82%	0.000	100.00%	72.63	100.00	99.01	100.00	100.00	93.00	95.00
13	A&N	BSNL	88.12	5.60	80.26	Nil	7.55	NR	57.76%	0.000	100.00%	88.00	92.01	90.91	98.00	99.67	94.67	97.00
14	ASSAM	BSNL	99.01	6.60	79.69	Nil	7.85	NR	74.77%	0.040	100.00%	94.00	98.37	95.12	98.00	99.67	94.67	97.00
15	CHENNAI	BSNL	99.47	3.56	99.41	1857	8.48	NR	81.48%	0.010	100.00%	99.00	100.00	100.00	100.00	100.00	97.79	99.00
		RELIANCE	50.16	2.20	96.21	15	6.45	0.0000	NR	0.021	100.00%	98.78	99.26	98.86	100.00	100.00	98.00	100.00
		TATA	100.00	0.10	93.00	Nil	6.00	NA	93.20%	0.020	100.00%	50.00	100.00	99.18	100.00	100.00	92.00	95.00
16	H P	RELIANCE	100.00	0.00	NA	NA	NA	0.0006	NR	0.000	100.00%	Nil	Nil	Nil	100.00	100.00	98.00	100.00
		TATA	100.00	0.34	100.00	Nil	4.00	NA	NA	0.000	100.00%	NIL	NIL	NIL	100.00	100.00	95.00	97.00

		BSNL	100.00	8.90	87.16	510	7.90	NR	72.26%	0.010	100.00%	100.00	98.68	97.61	NR	NR	NR	NR
17	JHARKHAND	BSNL	98.40	3.90	89.94	Nil	8.07	NR	55.08%	0.050	100.00%	98.00	99.12	99.86	NR	NR	NR	NR
18	J & K	BSNL	Nil	8.30	73.69	Nil	8.19	NR	54.12%	0.050	100.00%	NIL	97.21	92.70	NR	NR	NR	NR
19	KERALA	BSNL	93.80	6.90	84.59	5909	17.67	NR	69.41%	0.000	100.00%	87.00	97.68	97.68	100.00	100.00	96.51	100.00
		BHARTI	100.00	2.00	97.00	168	4.00	0.0000	90.00%	0.060	100.00%	98.00	100.00	100.00	100.00	100.00	98.00	99.00
		TATA	100.00	0.00	Nil	Nil	Nil	NA	92.49%	0.000	100.00%	NIL	NIL	100.00	100.00	100.00	94.00	96.00
		RELIANCE	83.91	2.13	97.68	Nil	4.30	0.0000	NR	0.037	100.00%	100.00	98.67	97.73	100.00	100.00	98.00	100.00
20	KOLKATA	BHARTI	100.00	3.00	98.00	32	6.00	0.0000	96.00%	0.000	100.00%	98.00	100.00	100.00	100.00	100.00	97.00	99.00
		RELIANCE	58.76	2.88	65.20	3	4.58	0.0000	NR	0.057	100.00%	97.96	99.54	98.91	100.00	100.00	98.00	100.00
		TATA	99.76	0.00	Nil	Nil	Nil	NA	91.00%	0.000	100.00%	NIL	100.00	98.01	100.00	100.00	95.00	100.00
		BSNL	98.61	4.00	87.98	7859	10.17	NR	53.00%	0.070	100.00%	99.00	100.00	99.83	100.00	100.00	88.49	100.00
21	MUMBAI	TATA	90.50	2.33	95.20	NR	NR	0.0000	57.00%	0.245	100.00%	98.94	100.00	98.68	100.00	100.00	83.97	88.30
		BHARTI	100.00	2.00	96.00	156	7.90	0.0001	62.00%	0.000	100.00%	97.00	100.00	96.00	100.00	100.00	88.00	95.00
		RELIANCE	40.80	0.75	96.67	3	5.17	0.0000	NR	0.030	100.00%	97.88	97.80	97.58	100.00	100.00	98.00	100.00
		MTNL	95.25	9.69	91.24	67995	12.93	0.0000	55.50%	0.050	100.00%	88.79	98.35	97.76	100.00	100.00	83.37	83.74
22	NE-I	BSNL	88.94	4.40	92.18	568	14.59	NR	63.30%	0.040	100.00%	86.00	97.49	95.51	100.00	100.00	100.00	100.00
23	NE-II	BSNL	100.00	4.20	85.15	502	8.57	NR	52.40%	0.030	100.00%	100.00	100.00	100.	93.19	97.72	93.00	97.33

24	ORISSA	BSNL	99.44	4.30	93.58	3440	8.27	NR	58.99%	0.030	100.00%	96.00	99.88	99.58	100.00	100.00	100.00	100.00	
		TATA	100.00	0.00	Nil	Nil	Nil	0.0020	99.74%	0.000	100.00%	NIL	100.00	NIL	100.00	100.00	92.00	100.00	
		RELIANCE	100.00	0.07	100.00	NA	NA	0.0000	NR	0.000	100.00%	Nil	100.00	100.00	100.00	100.00	98.00	100.00	
25	UP-E	BSNL	99.22	5.40	93.00	1147	6.69	NR	69.37%	0.000	100.00%	99.00	99.22	99.79	100.00	100.00	100.00	100.00	
		BHARTI	100.00	3.25	98.00	14	6.00	0.0010	98.00%	0.010	100.00%	100.00	100.00	100.00	100.00	100.00	97.00	99.00	
		TATA	100.00	0.10	69.00	1	31.00	NA	99.96%	0.000	100.00%	NIL	100.00	97.83	100.00	100.00	94.00	96.00	
		RELIANCE	97.50	7.19	98.98	NR	3.46	0.0000	NR	0.055	100.00%	100.00	99.21	98.35	100.00	100.00	98.00	100.00	
26	UP-W	BSNL	94.51	7.00	92.11	954	7.36	NR	65.50%	0.030	100.00%	98.00	97.85	99.38	100.00	100.00	96.67	98.67	
		BHARTI	100.00	3.46	97.00	29	6.00	0.0050	93.00%	0.020	100.00%	98.00	100.00	98.00	100.00	100.00	97.00	99.00	
		TATA	87.50	0.11	57.00	Nil	50.00	NA	98.67%	0.000	100.00%	NIL	100.00	93.33	100.00	100.00	93.00	96.00	
		RELIANCE	100.00	0.00	NA	Nil	NA	0.0000	NR	0.000	100.00%	Nil	100.00	Nil	100.00	100.00	98.00	100.00	
27	UTTARANCHAL	BSNL	98.84	5.70	95.61	24	7.00	NR	59.64%	0.000	100.00%	96.00	96.64	97.75	95.67	95.67	95.67	95.67	
28	WEST BENGAL	BSNL	100.00	5.40	81.83	4	9.05	NR	62.58%	0.020	100.00%	100.00	99.93	99.98	96.33	99.00	96.00	98.67	
		RELIANCE	100.00	0.42	97.37	Nil	1.35	0.0000	NR	0.000	100.00%	Nil	100.00	100.00	100.00	100.00	98.00	100.00	

Operator not meeting the prescribed
benchmark

NR = Data Not Reported

NA = Not
Applicable

Annexure L (Chapter Five/Sub Para 5.4)
Quality of Service Performance for Wireless Services

Performance of QoS Parameters for Cellular Mobile Services as reported by CMSPs for the quarter ending December, 2008

Sl. No.	Name of Licensees & Service area	Parameters													
		(A) Network Performance							(B) Customer help lines			(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(i)			(i)	(ii)		
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensee's own network)	Service Access Delay	Blocked Call Rate (Averaged over the quarter)	Call Drop Rate	%age of cells having more than 3% Call (TCH) Drop	%age of connections with good voice quality	Response time to the customer for assistance			Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
		<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	SDCCH / Paging Channel Congestion <1%	TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically) within 20 seconds = 80%,	(I) %age of calls answered (electronically) within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds=80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks

'A' Circle																
I	Maharashtra															
1	Vodafone Essar	1.12	99.70%	13.30	0.41%	0.97%	0.95%	7.32%	97.20%	100.00%	100.00%	100.00%	100.00%	0.060%	100.00%	15 days
2	IDEA Cellular	21.40	98.11%	14.56	0.91%	1.30%	1.36%	12.10%	97.28%	100.00%	100.00%	99.00%	99.00%	0.019%	100.00%	30 days
3	BSNL	NIL	97.00%	9.80	0.86%	2.53%	2.13%	30.70%	96.00%	100.00%	100.00%	83.00%	95.00%	0.090%	100.00%	30 days
Bharti Airtel Limited																
4		18.37	95.05%	11.21	0.95%	1.87%	1.61%	14.41%	97.71%	100.00%	NA	98.22%	99.52%	0.005%	100.00%	30 days
5	Reliance Comm	0.58	99.29%	3.85	0.00%	0.97%	0.75%	0.64%	99.37%	98.61%	98.61%	92.03%	94.48%	0.080%	100.00%	30 days
Tata Teleservices																
6		4.07	97.47%	10.00	0.00%	0.62%	0.88%	2.10%	97.17%	100.00%	100.00%	95.67%	97.24%	0.097%	100.00%	30 days
ii	Gujarat															
7	Vodafone Essar	8.40	99.00%	13.18	0.22%	0.20%	0.85%	2.07%	97.59%	100.00%	100.00%	98.60%	100.00%	0.060%	100.00%	15 days
8	IDEA Cellular	3.00	99.23%	13.04	0.51%	0.21%	1.84%	25.12%	96.05%	100.00%	100.00%	55.00%	66.00%	0.060%	100.00%	30 days
9	BSNL	NIL	99.60%	2.25	0.54%	1.56%	2.02%	25.69%	95.00%	100.00%	100.00%	80.00%	95.00%	0.000%	100.00%	NIL
Bharti Airtel Limited																
10		17.50	95.56%	10.77	0.55%	0.59%	1.57%	16.84%	95.84%	100.00%	NA	95.81%	97.85%	0.016%	100.00%	30 days
11	Reliance Comm	0.13	99.32%	4.07	0.00%	0.61%	0.61%	0.72%	99.43%	98.61%	98.61%	90.98%	94.64%	0.060%	100.00%	30 days
Tata Teleservices																
12		NIL	98.71%	5.77	0.00%	0.03%	0.53%	0.79%	98.86%	100.00%	100.00%	95.09%	97.15%	0.040%	100.00%	30 days
iii	Andhra Pradesh															
13	IDEA Cellular	21.47	99.06%	8.00	0.49%	0.75%	1.03%	6.36%	96.61%	100.00%	100.00%	97.00%	99.00%	0.030%	100.00%	30 days
Bharti Airtel Limited																
14		23.30	96.94%	16.20	0.80%	1.78%	1.60%	13.34%	97.62%	100.00%	NA	97.99%	99.49%	0.000%	100.00%	30 days
15	BSNL	19.00	98.00%	7.10	0.56%	2.30%	1.83%	8.81%	98.00%	100.00%	100.00%	62.00%	72.00%	0.000%	100.00%	7 days
16	Vodafone Essar	19.08	98.53%	9.00	0.11%	0.13%	0.90%	6.10%	98.00%	100.00%	100.00%	97.60%	100.00%	0.060%	100.00%	15 days
17	Reliance Comm	0.32	99.25%	4.21	0.00%	0.41%	0.55%	0.74%	99.43%	98.61%	98.61%	89.15%	90.05%	0.080%	100.00%	30 days
Tata Teleservices																
18		NIL	98.67%	5.71	0.00%	0.07%	0.53%	0.93%	99.03%	100.00%	100.00%	90.65%	95.21%	0.016%	100.00%	30 days
iv	Karnataka															
Bharti Airtel Limited																
19		19.08	93.87%	3.21	2.68%	4.74%	2.36%	25.37%	88.05%	100.00%	NA	92.36%	96.88%	0.000%	100.00%	30 days
20	Spice Comm.	22.70	97.18%	11.30	0.30%	0.98%	1.17%	NR	97.30%	96.00%	98.00%	88.00%	96.00%	0.088%	100.00%	30 days

21	BSNL	15.00	97.70%	12.25	0.86%	1.85%	0.95%	6.53%	97.47%	100.00%	100.00%	72.00%	80.00%	0.040%	100.00%	NIL
22	Vodafone Essar	23.40	99.80%	10.10	0.19%	0.85%	0.86%	6.60%	98.17%	100.00%	100.00%	96.30%	100.00%	0.090%	100.00%	15 days
23	Reliance Comm	NIL	99.32%	3.90	0.00%	0.55%	0.59%	0.41%	98.54%	98.61%	98.61%	96.78%	98.50%	0.060%	100.00%	30 days
24	Tata Teleservices	NIL	99.14%	5.64	0.00%	0.05%	0.80%	0.91%	98.97%	100.00%	100.00%	93.48%	96.64%	0.020%	100.00%	30 days
v	Tamil Nadu															
25	Vodafone Essar	22.01	99.23%	14.45	0.26%	1.74%	1.56%	2.48%	98.80%	100.00%	100.00%	94.33%	100.00%	0.050%	100.00%	15 days
26	Aircel	11.21	98.57%	11.12	0.30%	1.64%	0.80%	NR	97.18%	100.00%	100.00%	53.00%	47.00%	0.010%	100.00%	30 days
27	BSNL	NIL	96.87%	9.94	0.45%	1.70%	1.10%	6.11%	99.00%	100.00%	100.00%	87.00%	96.00%	0.000%	100.00%	NIL
	Bharti Airtel Limited	11.56	96.72%	12.96	0.99%	0.69%	1.37%	15.66%	96.00%	100.00%	NA	87.11%	94.72%	0.000%	100.00%	30 days
29	Reliance Comm	0.07	99.16%	3.67	0.00%	0.56%	0.80%	0.68%	97.75%	98.61%	98.61%	77.27%	84.74%	0.080%	100.00%	30 days
30	Tata Teleservices	NIL	99.81%	5.46	0.00%	0.58%	0.95%	0.98%	99.26%	100.00%	100.00%	86.48%	91.01%	0.020%	100.00%	30 days
	B' Circle															
vi	Kerala															
31	IDEA Cellular	19.36	99.64%	12.77	0.40%	0.79%	1.40%	5.51%	95.90%	80.00%	95.00%	80.00%	95.00%	0.081%	100.00%	30 days
32	Vodafone Essar	9.40	98.46%	14.22	0.14%	0.60%	0.70%	1.40%	97.70%	100.00%	100.00%	96.30%	100.00%	0.010%	100.00%	15 days
33	BSNL	NIL	97.40%	5.10	0.55%	2.00%	1.40%	1.40%	97.80%	100.00%	100.00%	81.00%	89.00%	0.000%	100.00%	30 days
34	Bharti Airtel Limited	15.63	98.41%	12.08	0.41%	0.31%	1.14%	11.30%	97.49%	100.00%	NA	98.13%	99.49%	0.083%	100.00%	30 days
35	Tata Teleservices	NIL	98.86%	5.10	0.00%	0.00%	0.74%	0.00%	98.43%	100.00%	100.00%	93.90%	96.86%	0.015%	100.00%	30 days
36	Reliance Comm	NIL	99.39%	5.08	0.00%	0.51%	0.69%	1.01%	98.63%	98.61%	98.61%	89.62%	94.81%	0.080%	100.00%	30 days
vii	Punjab															
37	Spice Comm.	11.22	99.43%	9.20	0.17%	1.11%	1.12%	6.49%	99.89%	100.00%	100.00%	39.00%	44.00%	0.020%	100.00%	30 days
38	HFCL - CDMA	15.21	99.26%	12.80	0.00%	0.02%	0.72%	6.23%	97.96%	99.33%	97.33%	93.67%	96.30%	0.020%	NR	30 days
39	Bharti Airtel Limited	19.12	98.45%	5.20	0.32%	0.96%	1.30%	11.41%	97.29%	100.00%	NA	98.75%	99.87%	0.009%	100.00%	30 days
40	Vodafone Essar	15.50	99.10%	10.00	0.06%	0.04%	1.12%	3.75%	98.15%	100.00%	100.00%	97.00%	99.30%	0.020%	100.00%	15 days
41	BSNL	1.00	97.90%	4.40	0.60%	1.90%	1.80%	22.74%	95.30%	82.00%	96.00%	82.00%	97.00%	0.000%	100.00%	NIL
42	Reliance Comm	0.39	99.38%	3.83	0.00%	0.54%	0.61%	0.60%	99.44%	98.61%	98.61%	91.55%	91.71%	0.080%	100.00%	30 days
43	Tata	NIL	98.39%	5.70	0.00%	0.00%	0.97%	0.83%	98.34%	100.00%	100.00%	96.80%	98.53%	0.035%	100.00%	30 days

	Teleservices															
viii	Haryana															
44	IDEA Cellular	16.56	99.97%	10.53	0.33%	0.45%	0.85%	32.76%	97.10%	100.00%	100.00%	91.00%	95.00%	0.080%	100.00%	30 days
45	Vodafone Essar	4.10	99.91%	13.60	0.19%	0.12%	1.36%	9.00%	96.63%	100.00%	100.00%	97.60%	99.00%	0.040%	100.00%	15 days
46	BSNL	4.00	95.60%	7.10	0.80%	1.80%	2.80%	14.52%	95.70%	100.00%	100.00%	80.00%	95.00%	0.010%	100.00%	30 days
	Bharti Airtel Limited	17.00	98.32%	5.20	0.47%	0.44%	1.03%	9.11%	97.95%	100.00%	NA	53.14%	68.75%	0.004%	100.00%	30 days
48	Reliance Comm	NIL	99.19%	3.74	0.00%	0.36%	0.97%	1.25%	99.05%	98.61%	98.61%	87.80%	87.91%	0.080%	100.00%	30 days
49	Tata Teleservices	NIL	98.63%	5.30	0.00%	0.19%	0.91%	0.80%	98.33%	100.00%	100.00%	96.17%	98.24%	0.035%	100.00%	30 days
ix	UP - W															
50	Vodafone Essar	NIL	99.80%	9.00	0.89%	1.87%	1.98%	11.90%	95.30%	100.00%	100.00%	98.00%	99.60%	0.040%	100.00%	15 days
51	IDEA Cellular	18.20	98.52%	10.23	0.26%	1.06%	1.37%	3.71%	98.17%	100.00%	100.00%	92.00%	94.00%	0.010%	100.00%	30 days
52	BSNL	NIL	99.00%	14.33	0.61%	1.79%	2.93%	8.71%	99.00%	92.00%	97.00%	80.00%	95.00%	0.000%	100.00%	NIL
	Bharti Airtel Limited	23.88	95.09%	9.10	0.98%	1.47%	1.09%	8.95%	98.61%	100.00%	NA	92.23%	93.67%	0.012%	100.00%	30 days
54	Reliance Comm	0.03	99.12%	3.95	0.00%	0.51%	0.80%	1.40%	97.44%	98.61%	98.61%	86.06%	91.94%	0.080%	100.00%	30 days
55	Tata Teleservices	NIL	98.25%	6.30	0.00%	0.20%	0.92%	0.81%	99.26%	100.00%	100.00%	83.85%	88.09%	0.017%	100.00%	30 days
x	UP - E															
56	Bharti Airtel Limited	23.83	93.51%	14.59	1.30%	2.80%	2.00%	19.08%	98.10%	100.00%	NA	72.69%	80.72%	0.027%	100.00%	30 days
57	Vodafone Essar	NIL	96.80%	9.00	0.52%	1.89%	1.80%	1.83%	95.70%	99.60%	99.60%	98.00%	100.00%	0.000%	100.00%	15 days
58	IDEA Cellular	18.14	99.35%	10.00	0.17%	0.52%	1.10%	11.03%	97.11%	100.00%	100.00%	88.00%	98.00%	0.002%	100.00%	30 days
59	BSNL	NIL	98.20%	10.00	0.80%	1.80%	2.40%	6.06%	95.20%	87.00%	92.00%	83.00%	94.00%	0.080%	100.00%	30 days
60	Reliance Comm	0.67	99.03%	4.53	0.00%	1.20%	0.79%	0.96%	98.47%	98.61%	98.61%	43.04%	44.75%	0.080%	100.00%	30 days
	Tata Teleservices	NIL	98.45%	5.23	0.02%	0.06%	0.97%	0.75%	98.41%	100.00%	100.00%	96.51%	98.73%	0.013%	100.00%	30 days
xi	Rajasthan															
62	Vodafone Essar	19.18	98.39%	9.38	0.26%	0.23%	0.99%	7.80%	96.70%	100.00%	100.00%	98.30%	99.30%	0.010%	100.00%	15 days
63	BSNL	22.00	97.80%	7.31	0.19%	1.24%	2.14%	19.20%	97.41%	99.00%	100.00%	81.00%	95.00%	0.060%	100.00%	30 days
64	IDEA Cellular	21.22	99.28%	10.04	0.23%	0.43%	1.27%	15.21%	97.33%	100.00%	100.00%	99.00%	100.00%	0.090%	100.00%	30 days
65	Bharti Airtel	15.59	95.22%	13.50	1.44%	1.73%	1.56%	12.01%	96.30%	100.00%	NA	96.75%	97.27%	0.000%	100.00%	30 days

	Limited															
66	Reliance Comm	0.74	99.23%	4.07	0.00%	0.48%	0.86%	0.92%	97.64%	98.61%	98.61%	86.98%	91.21%	0.070%	100.00%	30 days
67	Tata Teleservices	NIL	98.44%	5.53	0.00%	0.07%	0.75%	0.99%	98.96%	100.00%	100.00%	95.72%	97.92%	0.017%	100.00%	30 days
68	Shyam Telelink Ltd	11.53	98.94%	6.00	0.00%	0.01%	0.49%	3.48%	99.51%	NR*	NR*	81.33%	NIL	0.090%	100.00%	30 days
Madhya Pradesh																
69	IDEA Cellular	22.55	98.07%	7.14	0.96%	1.43%	1.86%	17.40%	96.10%	100.00%	100.00%	93.00%	98.00%	0.048%	100.00%	30 days
70	Reliance Telecom	22.47	100.00%	7.28	0.53%	1.21%	1.32%	5.50%	95.54%	100.00%	100.00%	81.17%	100.00%	0.010%	100.00%	1 day
71	BSNL	3.00	98.38%	10.15	0.46%	1.90%	1.89%	15.10%	98.80%	100.00%	100.00%	82.00%	96.00%	0.000%	100.00%	21 days
72	Bharti Airtel Limited	22.35	97.61%	13.96	0.33%	0.79%	1.39%	14.19%	97.90%	100.00%	NA	95.76%	97.74%	0.001%	100.00%	30 days
73	Reliance Comm	0.71	99.19%	4.00	0.00%	1.19%	1.03%	1.02%	98.19%	98.61%	98.61%	93.67%	96.15%	0.080%	100.00%	30 days
74	Tata Teleservices	NIL	98.23%	5.40	0.00%	0.00%	0.73%	0.00%	98.40%	100.00%	100.00%	97.29%	98.76%	0.014%	100.00%	30 days
xiii West Bengal																
75	Bharti Airtel Limited	NIL	93.61%	11.05	2.55%	2.35%	1.74%	16.92%	96.20%	100.00%	NA	93.16%	94.95%	0.019%	100.00%	30 days
76	Reliance Telecom	21.43	99.00%	7.86	0.50%	1.80%	1.57%	9.91%	96.25%	100.00%	100.00%	74.71%	83.00%	0.000%	NA	Immediate
77	BSNL	NIL	97.70%	10.23	0.52%	1.32%	1.60%	16.43%	97.80%	98.00%	96.00%	88.00%	96.00%	0.080%	100.00%	15 days
78	Tata Teleservices	NIL	98.18%	4.75	0.00%	0.02%	0.92%	0.83%	98.48%	100.00%	100.00%	88.93%	93.39%	0.033%	100.00%	30 days
79	Reliance Comm	NIL	98.88%	3.47	0.00%	1.38%	1.39%	0.88%	98.09%	98.61%	98.61%	80.91%	90.93%	0.090%	100.00%	30 days
80	Vodafone Essar	NIL	99.92%	14.40	0.44%	0.84%	1.26%	1.54%	96.79%	100.00%	100.00%	97.30%	98.30%	0.000%	100.00%	15 days
81	Dishnet	NIL	97.70%	9.00	1.49%	3.27%	3.54%	42.79%	94.12%	100.00%	100.00%	97.00%	98.00%	0.000%	100.00%	15 days
C' Circle																
xiv Himachal Pradesh																
82	Bharti Airtel Limited	21.40	97.40%	7.30	0.42%	0.85%	1.33%	13.40%	98.19%	100.00%	NA	96.73%	99.14%	0.001%	100.00%	30 days
83	IDEA Cellular	NIL	99.62%	12.53	0.04%	0.12%	1.44%	12.38%	97.67%	94.00%	98.00%	100.00%	100.00%	0.000%	NA	NA

84	Reliance Telecom	23.45	99.00%	6.44	0.45%	1.36%	1.32%	9.22%	95.63%	100.00%	100.00%	70.34%	82.57%	0.000%	NA	NIL
85	BSNL	3.00	95.40%	4.90	0.70%	2.00%	2.90%	31.84%	95.40%	100.00%	100.00%	80.00%	95.00%	0.000%	100.00%	NIL
86	Reliance Comm	0.46	99.36%	3.97	0.00%	0.70%	0.77%	0.89%	97.77%	98.61%	98.61%	91.55%	91.71%	0.060%	100.00%	30 days
87	Tata Teleservices	NIL	98.19%	5.00	0.00%	0.03%	0.47%		0.00%	99.46%	100.00%	100.00%	97.38%	98.75%	0.060%	100.00%
88	Dishnet	NIL	98.41%	9.00	0.50%	1.63%	2.08%	31.08%	97.28%	100.00%	100.00%	97.00%	98.00%	0.010%	100.00%	30 days
xv Bihar																
89	Reliance Telecom	22.43	95.33%	9.84	0.94%	1.80%	2.02%	8.04%	95.54%	100.00%	100.00%	61.87%	70.49%	0.000%	NA	NIL
90	BSNL	21.00	98.20%	10.00	0.50%	1.10%	1.10%	11.87%	98.80%	87.00%	97.00%	86.00%	96.00%	0.000%	100.00%	NIL
91	Reliance Comm	3.74	98.93%	3.74	0.00%	1.59%	1.30%	1.15%	98.96%	98.61%	98.61%	60.76%	65.07%	0.080%	100.00%	30 days
92	Bharti Airtel Limited	15.21	96.21%	10.20	6.46%	3.79%	3.15%	24.79%	98.47%	100.00%	NA	92.58%	95.01%	0.000%	100.00%	30 days
93	Tata Teleservices	NIL	98.58%	5.43	0.00%	0.17%	0.92%	0.00%	98.45%	100.00%	100.00%	91.15%	95.03%	0.016%	100.00%	30 days
94	Dishnet	NIL	97.16%	9.00	8.27%	5.71%	3.21%	25.99%	96.33%	100.00%	100.00%	98.00%	99.00%	0.010%	100.00%	30 days
95	IDEA Cellular	2.00	99.88%	5.00	0.28%	1.23%	0.79%	6.83%	96.41%	100.00%	100.00%	81.00%	84.00%	0.000%	NA	NA
xvi Orissa																
96	Reliance Telecom	22.52	99.17%	6.88	0.82%	1.90%	1.31%	6.83%	98.81%	100.00%	NA	89.00%	99.00%	0.000%	NA	NA
97	BSNL	4.00	99.00%	11.00	0.98%	1.48%	1.02%	12.52%	99.00%	83.00%	97.00%	82.00%	98.00%	0.020%	100.00%	NIL
98	Bharti Airtel Limited	NIL	96.11%	7.80	0.69%	1.14%	1.67%	17.92%	99.01%	100.00%	NA	89.91%	92.90%	0.000%	100.00%	30 days
99	Reliance Comm	0.61	99.39%	4.03	0.00%	0.82%	1.06%	1.32%	99.10%	98.61%	98.61%	93.67%	98.15%	0.080%	100.00%	30 days
100	Tata Teleservices	NIL	98.54%	5.65	0.00%	0.22%	0.89%	0.96%	98.37%	100.00%	100.00%	87.95%	92.79%	0.031%	100.00%	30 days
101	Dishnet	NIL	97.97%	9.00	0.26%	1.41%	2.26%	27.92%	96.86%	100.00%	100.00%	65.00%	80.00%	0.030%	100.00%	30 days
102	Vodafone Essar	17.42	98.42%	13.00	0.03%	0.25%	2.32%	0.05%	97.60%	99.30%	99.30%	100.00%	100.00%	0.030%	100.00%	15 days
xvii Assam																
103	Bharti Airtel Limited	9.35	94.82%	3.20	1.83%	1.92%	2.22%	20.15%	95.07%	100.00%	NA	95.45%	95.95%	0.000%	100.00%	30 days
104	BSNL	3.00	97.85%	12.00	0.91%	1.44%	1.48%	9.03%	97.00%	95.00%	98.00%	80.00%	90.00%	0.020%	100.00%	30 days
105	Reliance Telecom	21.17	97.00%	7.39	0.89%	1.79%	2.43%	9.75%	95.80%	NA	NA	85.83%	96.14%	0.085%	100.00%	30 days

106	Dishnet	NIL	97.45%	9.00	2.87%	2.50%	2.56%	30.01%	90.53%	100.00%	100.00%	88.00%	97.00%	0.000%	100.00%	30 days
107	Vodafone Essar	1.02	97.65%	6.02	0.09%	0.10%	1.55%	0.00%	97.44%	100.00%	100.00%	99.60%	100.00%	0.080%	100.00%	15 days
xviii J & K																
108	BSNL	NIL	97.00%	13.00	0.90%	1.90%	2.70%	17.03%	98.00%	85.00%	96.00%	89.00%	96.00%	0.000%	100.00%	21 days
109	Bharti Airtel Limited	20.29	96.64%	4.90	0.69%	1.25%	1.76%	15.88%	95.45%	100.00%	NA	76.93%	87.17%	0.004%	100.00%	30 days
110	Dishnet	NIL	97.05%	9.00	4.64%	2.65%	3.41%	34.81%	94.94%	100.00%	100.00%	59.00%	67.00%	0.030%	100.00%	30 days
xix NE																
111	BSNL	NIL	98.07%	14.67	0.94%	1.39%	2.85%	10.27%	97.00%	91.00%	96.00%	94.00%	97.00%	0.070%	100.00%	30 days
112	Bharti Airtel Limited	18.12	80.59%	3.47	4.51%	5.66%	3.26%	30.98%	93.59%	100.00%	NA	92.39%	94.98%	0.000%	100.00%	30 days
113	Reliance Telecom	16.52	97.00%	7.48	0.80%	1.84%	2.44%	9.10%	95.17%	NA	NA	100.00%	NA	0.005%	100.00%	NA
114	Dishnet	NIL	97.99%	9.00	7.48%	8.17%	3.39%	36.56%	92.71%	100.00%	100.00%	98.00%	99.00%	0.000%	NA	NIL
115	Vodafone Essar	NIL	97.08%	6.02	0.29%	1.55%	1.74%	0.00%	96.50%	100.00%	100.00%	99.00%	100.00%	0.040%	100.00%	15 days
METRO																
xx Delhi																
116	Bharti Airtel Limited	NIL	98.60%	8.50	0.22%	0.28%	0.97%	4.65%	96.28%	100.00%	NA	92.37%	96.75%	0.035%	100.00%	30 days
117	Vodafone Essar	NIL	98.99%	7.97	0.37%	0.20%	0.86%	1.25%	97.43%	96.60%	98.00%	97.60%	98.60%	0.010%	100.00%	15 days
118	MTNL - GSM (i)	NIL	95.54%	11.30	0.09%	3.20%	0.94%	3.13%	98.00%	100.00%	100.00%	88.00%	96.00%	0.090%	100.00%	30 days
118	MTNL - CDMA (ii)	NIL	97.25%	NR	NR	0.17%	2.76%	NR	97.30%	NR	NR	#	#	0.090%	100.00%	NR
119	IDEA Cellular	NIL	99.76%	9.00	0.17%	0.37%	0.69%	2.97%	98.34%	100.00%	100.00%	93.00%	98.00%	0.050%	100.00%	30 days
120	Tata Teleservices	NIL	98.67%	5.70	0.00%	0.63%	0.64%	0.98%	98.56%	100.00%	100.00%	85.65%	90.69%	0.031%	100.00%	30 days
121	Reliance Comm	NIL	99.37%	4.11	0.00%	0.53%	0.55%	1.04%	99.27%	98.61%	98.61%	80.23%	81.65%	0.080%	100.00%	30 days
xxi Mumbai																
122	BPL Mobile	NIL	99.61%	8.43	1.56%	2.92%	1.98%	4.60%	97.33%	84.82%	NA	99.65%	99.83%	0.050%	100.00%	30 days
123	Vodafone Essar	NIL	97.58%	10.00	0.76%	0.67%	1.28%	4.60%	96.80%	100.00%	100.00%	95.30%	97.00%	0.000%	100.00%	15 days
124	MTNL - GSM (i)	NIL	96.70%	9.70	0.94%	1.93%	1.83%	0.00%	96.48%	94.00%	98.00%	91.00%	97.00%	0.039%	100.00%	30 days
124	MTNL - CDMA (ii)	NIL	97.21%	2.21	0.83%	0.02%	1.05%	0.00%	96.23%	NR*	NR*	NR*	NR*	NR	NR	NR
125	Bharti Airtel	NIL	95.90%	5.02	0.35%	0.75%	1.37%	8.26%	97.44%	100.00%	NA	93.80%	97.96%	0.013%	100.00%	30 days

	Limited															
126	Reliance Comm	NIL	99.23%	4.11	0.00%	1.09%	0.77%	0.83%	99.56%	98.61%	98.61%	93.13%	95.14%	0.070%	100.00%	30 days
127	Tata Teleservices	NIL	99.05%	9.00	0.00%	0.37%	0.88%	0.00%	96.37%	100.00%	100.00%	96.82%	97.34%	0.030%	100.00%	30 days
128	IDEA Cellular	NIL	99.26%	12.73	0.17%	0.48%	1.41%	14.00%	98.55%	100.00%	100.00%	92.00%	97.00%	0.750%	100.00%	30 days
xxii Chennai																
129	Aircel Cellular Ltd	NIL	96.05%	14.80	0.12%	1.60%	0.60%	NR	97.61%	NR##	NR##	90.00%	100.00%	0.200%	100.00%	30 days
130	Vodafone Essar	NIL	99.38%	11.15	0.18%	0.59%	0.59%	1.80%	98.57%	100.00%	100.00%	93.60%	100.00%	0.020%	100.00%	15 days
131	BSNL	NIL	99.30%	5.70	0.10%	0.70%	1.00%	3.20%	100.00%	100.00%	100.00%	89.00%	94.00%	0.030%	100.00%	30 days
132	Reliance Comm	NIL	99.28%	4.74	0.00%	0.33%	0.67%	0.30%	98.07%	98.61%	98.61%	78.98%	86.26%	0.080%	100.00%	30 days
133	Tata Teleservices	NIL	98.16%	5.41	0.00%	0.03%	0.32%	0.00%	99.29%	100.00%	100.00%	87.36%	91.51%	0.020%	100.00%	30 days
	Bharti Airtel Limited *															
xxiii Kolkata																
134	Bharti Airtel Limited	NIL	98.24%	6.34	0.53%	0.22%	1.04%	4.50%	96.80%	100.00%	NA	93.16%	94.95%	0.013%	100.00%	30 days
135	Vodafone Essar	NIL	99.78%	13.70	0.28%	0.86%	0.62%	1.54%	97.74%	100.00%	100.00%	95.00%	97.30%	0.010%	100.00%	15 days
136	BSNL	NIL	98.17%	9.10	0.57%	0.41%	1.41%	6.20%	99.42%	97.00%	99.00%	83.00%	95.00%	0.030%	100.00%	30 days
137	Reliance Telecom	NIL	98.67%	8.16	0.03%	0.16%	1.21%	3.08%	96.29%	100.00%	100.00%	86.90%	93.27%	0.000%	NA	30 days
138	Tata Teleservices	NIL	99.14%	5.64	0.00%	0.05%	0.80%	0.00%	98.97%	100.00%	100.00%	88.30%	93.10%	0.018%	100.00%	30 days
139	Reliance Comm	NIL	99.14%	4.12	0.00%	1.07%	0.81%	0.91%	98.22%	98.61%	98.61%	80.91%	90.93%	0.070%	100.00%	30 days
140	Dishnet	NIL	97.83%	9.00	0.31%	2.50%	1.29%	7.77%	97.29%	100.00%	100.00%	86.00%	92.00%	0.000%	100.00%	30 days
	Service Providers not meeting the benchmarks				NR=Data Not Reported				NA = Not Applicable,				* The License of M/s Bharti Airtel Chennai has been merged with Tamilnadu Circle.			

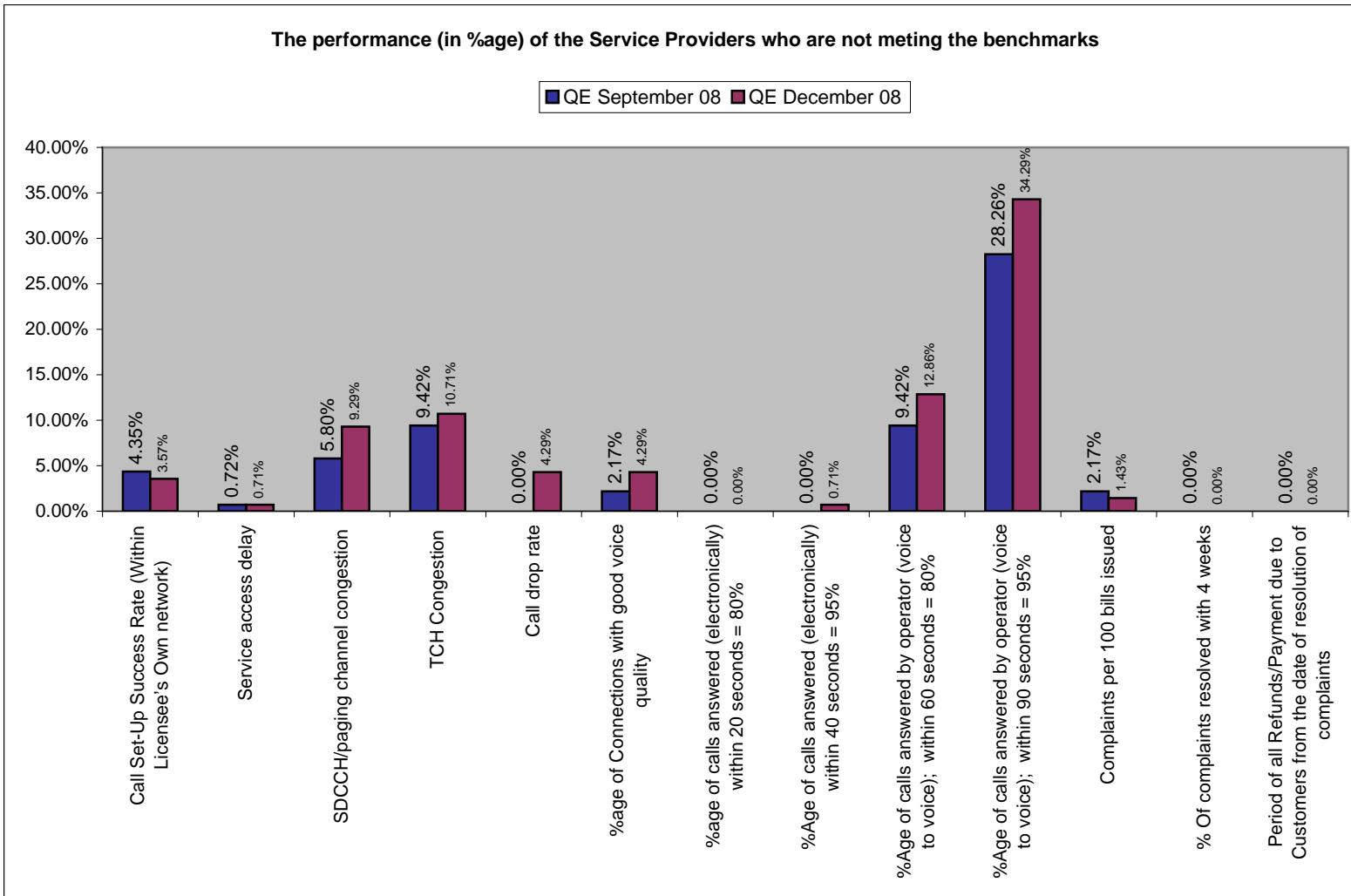
NR* IVR service not provided by MTNL (Mumbai) & Reliance Telecom

NR** Shyam has not reported for B (i)a & b as they do not have a system to measure the % of calls answered by operator (voice to voice)

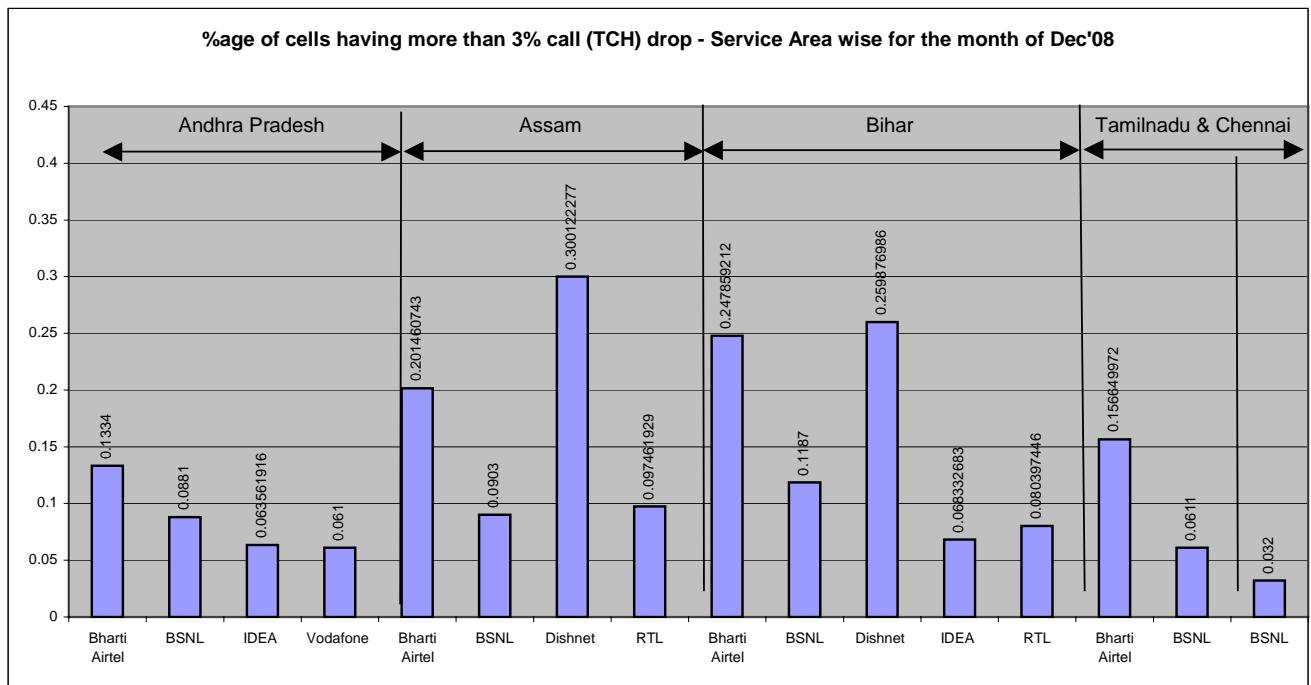
MTNL (Delhi) has informed that convergent billing call centre is under commissioning

NR# M/s Aircel Cellular Ltd. has informed that IVR is under testing will be implemented from Feb '09

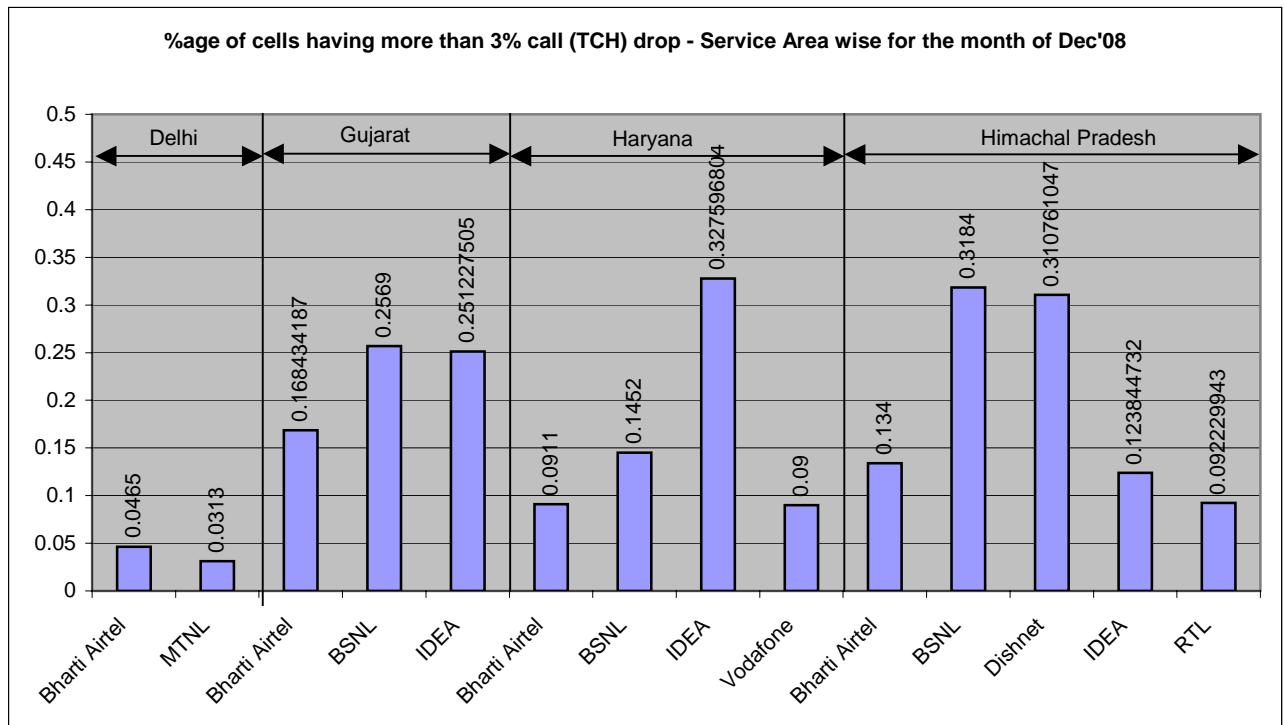
Annexure M (Chapter Five/Sub Para 5.5)



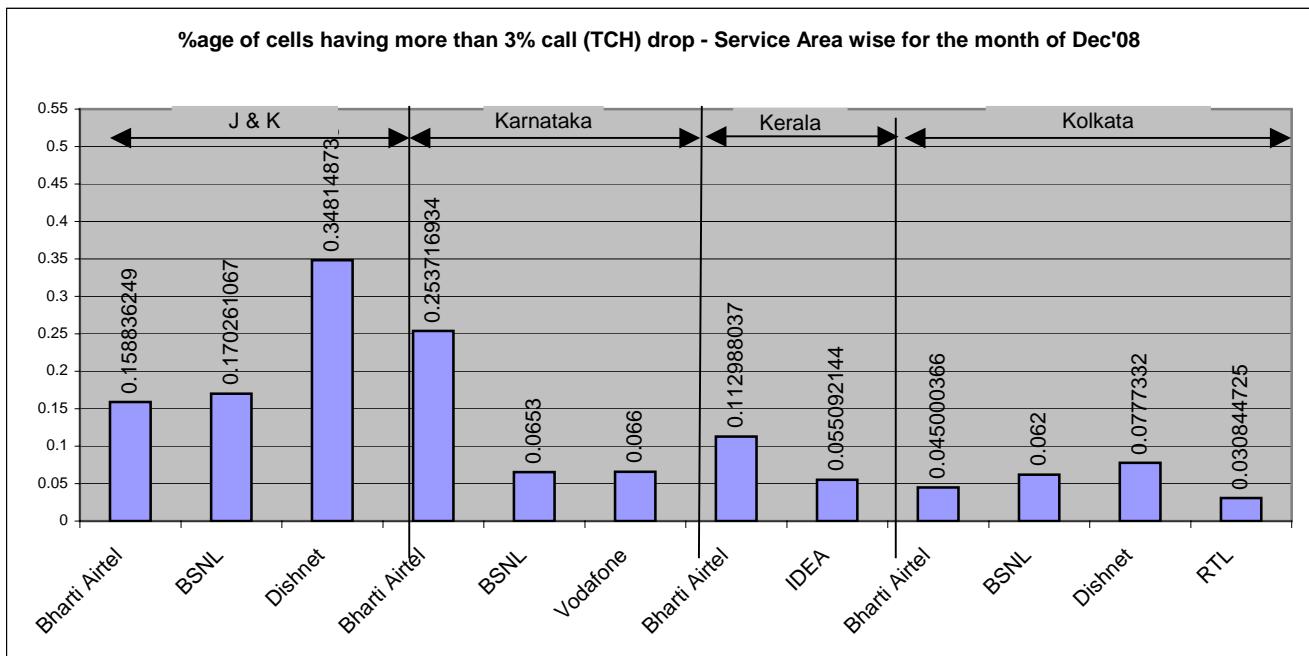
Annexure N (Chapter Five/Sub Para 5.6)



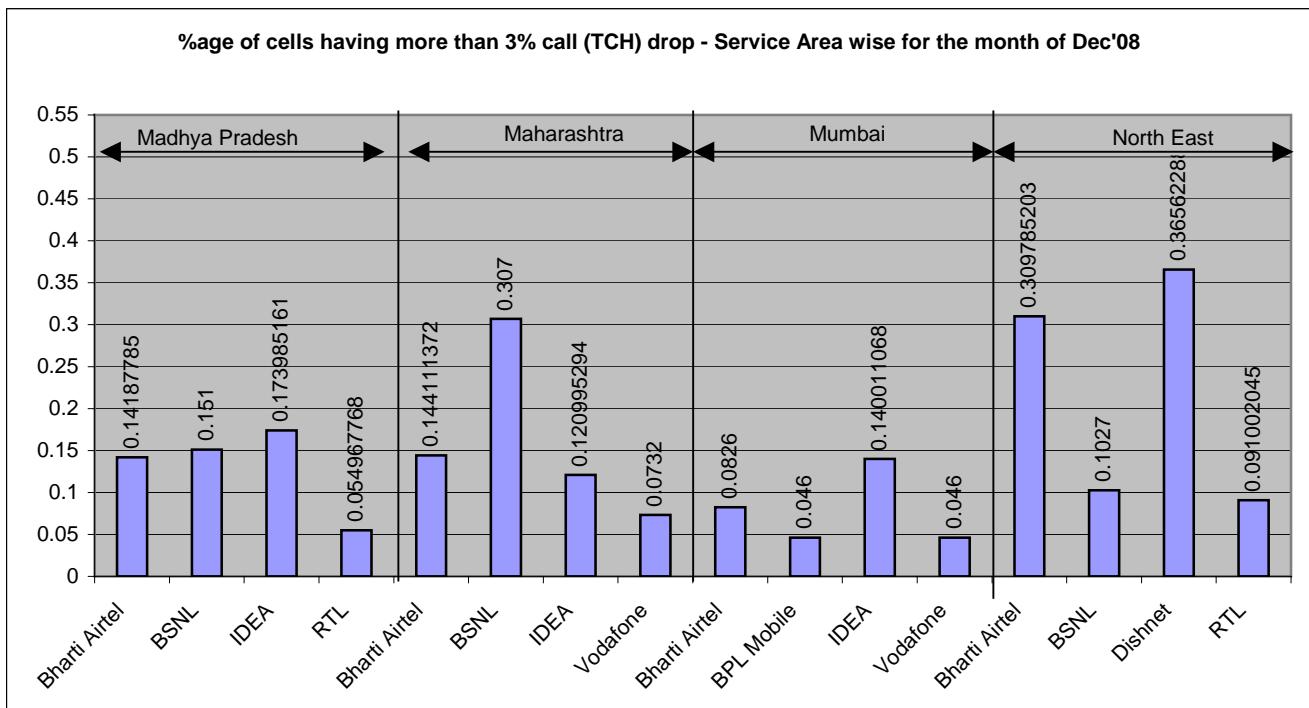
Annexure N (Chapter Five/Sub Para 5.6)



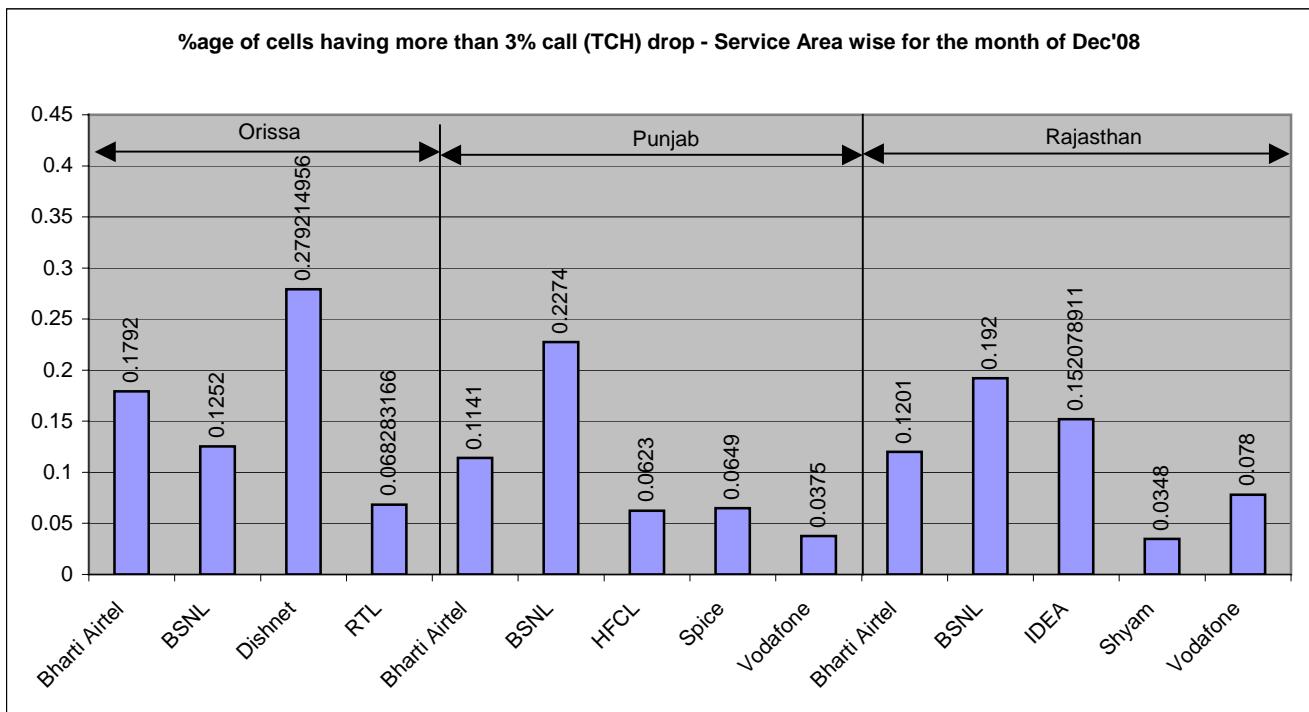
Annexure N (Chapter Five/Sub Para 5.6)



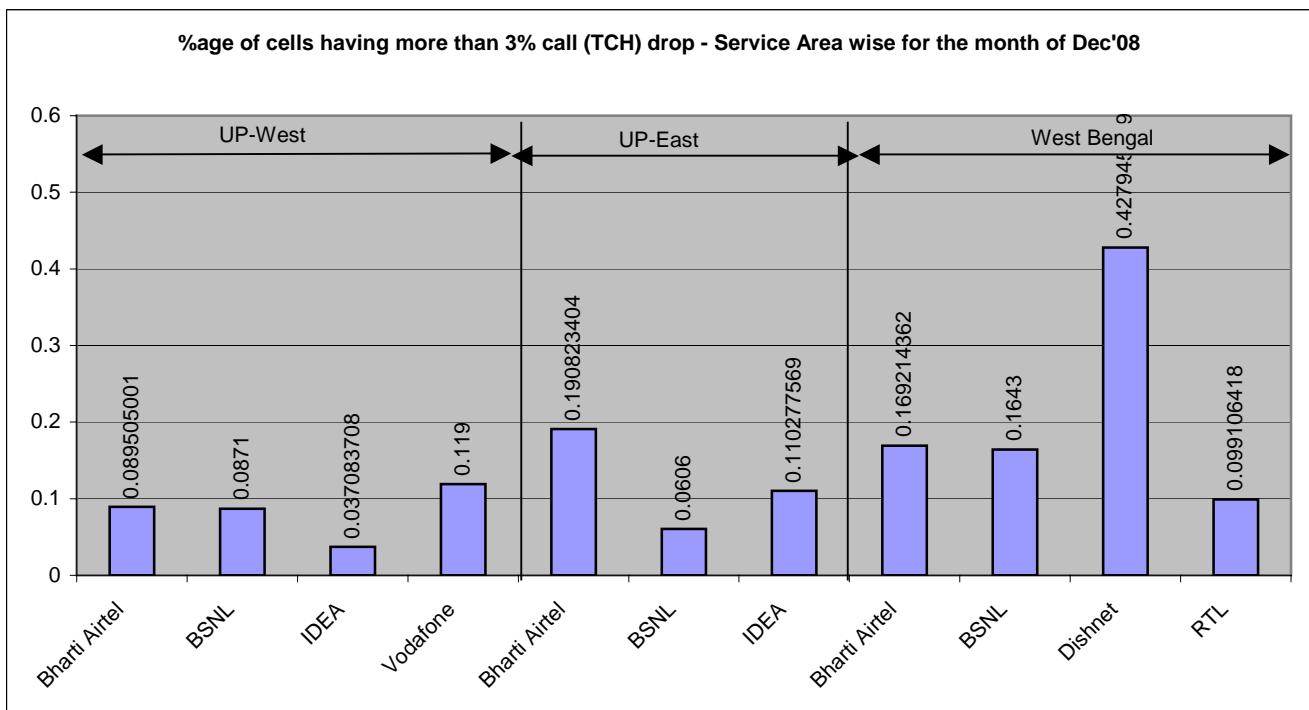
Annexure N (Chapter Five/Sub Para 5.6)



Annexure N (Chapter Five/Sub Para 5.6)



Annexure N (Chapter Five/Sub Para 5.6)



Annexure O (Chapter Five/Sub Para 5.7)
Quality of Service Performance for ISPs

Performance of Internet Service Providers on Quality of Service Parameters										
Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints	
		Service Activation time	Time to Access	Service Accessibility			ISP node unavailability in a month	GOS on the link connecting to PSTN node to ISP		
				1st Attempt	2nd Attempt	3rd Attempt				
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days	
1	BHARAT SANCHAR NIGAM LTD.	0-4 hrs	16-30 Sec	90.00%	95.00%	100.00%	Nil	0.01	4 hrs	
2	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Online	30 Sec	99.76%	99.99%	-	Nil	0.01	5 Min	
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.02	15 Min	
3	BHARTI AIRTEL LTD.	Online	30-35 Sec	99.80%	100.00%	-	<0.01	<0.01	43 min	
4	RELIANCE COMM. INFRASTRUCTURE LTD	Online	<25 Sec	98.00%	100.00%	-	Nil	Nil	<8 hrs	
5	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	4 hrs	
6	TATA COMMUNICATIONS	Online	30Sec	80%	90%	99%	28Min	Not provided by BSO approx >1%	10-15Min	
7	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min	
8	YOU TELECOM INDIA PVT. LTD.	2 Min	20 Sec	98.00%	99.00%	100.00%	Nil	Not provided by M/s BSNL	31 hrs	
9	ASIANET SATELITE COMMUNICATIONS	Immediate	10 Sec	98.00%	99.00%	100.00%	<30Min.	0.002	17.40 hrs	
10	HFCL INFOTEL LTD.	NA	30Sec	98%	99%	100%	NA	0.005	2 hrs	
11	HCL INFINET LTD.	4 Min	23 Sec	99.70%	99.20%	99.60%	24 Min	0.01	17-19 hrs	
12	TATA TELESERVICES (MH) / HUGHES TELECOM	NA	30Sec	99.00%	100.00%	-	NA	0.001	**	
13	SHYAM INTERNET SERVICES LTD.	5 Min	20 Sec	98.50%	99.50%	99.99%	15 Min	0.01	1.5 hrs	

Note: NA= Service Provider have not provided the data.

** M/s Tata Teleservices has reported that 92.25% of the subscribers complaint are repaired within 24 hours

Quality of Service Performance for Broadband Service Providers

Performance Monitoring Report on Quality of Service of Broadband Service Providers for Quarter Ending December 2008																				
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 deposit 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 utilisation during peak hours (TCBH) (Enclose MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)	
			1.2	2.2	2.3	2.4	3.3	3.4	3.5	4.2	4.3	5.2	5.4	5.7	5.8	6.3	7.0	8.1	8.2	8.3
			100%	>90%	>99%	in nos.	<2%	100%	100% within 60 days	>60%	>80%	0	0	<90%	>80%	>98%	<1%	<120 ms	<350 ms	<800 ms
1	BSNL																			
1.1	Andhra Pradesh	98.10%	95.20%	99.40%	0	0.10%	98.10%	100.00 %	86.80%	95.20%	0	4.3	81.60%	91.40 %	99.10%	0.20%	99.7	295.7	0	
1.2	Assam	99.60%	94.90%	99.60%	0	0.20%	100.00%	100.00 %	84.50%	95.40%	0		81.60%	94.20 %	99.80%	0.20%	99.7	295.7	0	
1.3	Bihar	99.00%	96.30%	98.20%	0	0.00%	100.00%	100.00 %	100.00%	100.00 %	0		81.60%	87.00 %	100.00 %	0.20%	99.7	295.7	0	
1.4	Chhattisgarh	99.90%	94.90%	99.40%	68	0.30%	99.90%	100.00 %	77.80%	88.70%	0		81.60%	92.80 %	98.90%	0.20%	99.7	295.7	0	
1.5	Chennai	100.00 %	89.30%	100.00 %	0	0.00%	66.70%	100.00 %	99.40%	100.00 %	0		81.60%	86.40 %	99.90%	0.20%	99.7	295.7	0	
1.6	Gujrat	100.00 %	95.20%	99.50%	0	0.10%	100.00%	100.00 %	78.80%	90.10%	0		81.60%	88.80 %	100.00 %	0.20%	99.7	295.7	0	
1.7	Haryana	100.00 %	95.70%	99.90%	0	0.10%	100.00%	100.00 %	86.40%	94.40%	0		81.60%	91.70 %	98.90%	0.20%	99.7	295.7	0	

1.8	Himachal Pradesh	99.50%	95.30%	99.80%	0	0.00%	100.00%	100.00 %	77.20%	92.20%	0		81.60%	85.60 %	98.30%	0.20%	99.7	295.7	0
1.9	Jammu & Kashmir	85.00%	95.60%	99.50%	2	0.20%	99.70%	100.00 %	74.70%	89.30%	0		81.60%	85.30 %	96.30%	0.20%	99.7	295.7	0
1.1 0	Jharkhand	98.90%	94.10%	99.40%	0	0.00%	100.00%	66.70 %	87.60%	94.40%	0		81.60%	92.10 %	99.40%	0.20%	99.7	295.7	0
1.1 1	Karnataka	82.90%	95.40%	99.80%	581	0.20%	100.00%	100.00 %	84.40%	94.40%	0		81.60%	90.90 %	99.50%	0.20%	99.7	295.7	0
1.1 2	Kerala	100.00 %	94.60%	99.60%	0	0.30%	100.00%	100.00 %	79.80%	91.60%	0		81.60%	88.90 %	99.30%	0.20%	99.7	295.7	0
1.1 3	Kolkata	98.70%	59.80%	88.70%	0	0.30%	95.30%	96.80 %	87.30%	100.00 %	0		81.60%	83.80 %	99.80%	0.20%	99.7	295.7	0
1.1 4	Maharashtra	97.80%	94.30%	99.70%	14	0.20%	100.00%	100.00 %	83.70%	94.00%	0		81.60%	87.40 %	99.20%	0.20%	99.7	295.7	0
1.1 5	Madhya Pradesh	100.00 %	96.40%	99.90%	0	0.30%	99.90%	100.00 %	86.90%	97.60%	0		81.60%	89.30 %	99.20%	0.20%	99.7	295.7	0
1.1 6	North East I	91.30%	94.70%	89.40%	2	0.00%	88.90%	88.90 %	83.80%	78.40%	0		81.60%	84.70 %	92.20%	0.20%	99.7	295.7	0
1.1 7	North East II	100.00 %	92.40%	100.00 %	0	0.00%	100.00%	100.00 %	90.20%	94.90%	0		81.60%	80.00 %	93.70%	0.20%	99.7	295.7	0
1.1 8	Orissa	98.00%	94.90%	97.00%	3	0.20%	99.20%	99.50 %	88.50%	97.00%	0		81.60%	89.90 %	99.00%	0.20%	99.7	295.7	0
1.1 9	Punjab	100.00 %	94.30%	99.80%	20	0.10%	100.00%	100.00 %	83.70%	94.20%	0		81.60%	88.40 %	99.30%	0.20%	99.7	295.7	0
1.2 0	Rajasthan	100.00 %	97.10%	99.90%	0	0.10%	100.00%	100.00 %	87.40%	96.40%	0		81.60%	88.50 %	99.50%	0.20%	99.7	295.7	0
1.2 1	Tamil Nadu	98.10%	95.10%	99.70%	1	0.10%	100.00%	100.00 %	88.00%	96.40%	0		81.60%	89.80 %	99.40%	0.20%	99.7	295.7	0
1.2 2	UP- East	100.00 %	94.80%	99.90%	19	0.70%	100.00%	100.00 %	89.00%	97.30%	0		81.60%	94.00 %	99.60%	0.20%	99.7	295.7	0
1.2 3	UP-West	91.20%	91.00%	99.50%	70	0.70%	80.40%	70.40 %	80.40%	91.30%	0		81.60%	83.10 %	99.50%	0.20%	99.7	295.7	0
1.2 4	Uttaranchal	89.90%	96.60%	99.60%	19	0.00%	100.00%	100.00 %	88.40%	96.20%	0		81.60%	90.90 %	98.10%	0.20%	99.7	295.7	0
1.2 5	West Bengal	96.40%	96.90%	100.00 %	1	0.10%	100.00%	100.00 %	92.60%	99.40%	0		81.60%	91.00 %	99.20%	0.20%	99.7	295.7	0
1.2 6	A&N	100.00 %	91.10%	100.00 %	0	0.00%	100.00%	100.00 %	80.00%	100.00 %	0		81.60%	90.00 %	99.30%	0.20%	99.7	295.7	0
2	MTNL																		
2.1	Delhi	92.74%	73.57%	91.91%	3497	0.11%	100.00%	100.00 %	98.85%	99.19%	0	1.33	88%	95.00 %	99.80%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	75.62%	54.00%	84.00%	0	0.047 %	100.00%	NA	63.61%	83.80%	0	0	79.06%	C/DNF	C/DNF	C/DNF	C/DNF	C/DNF	NA
3	Bharti Airtel Ltd.																		
3.1	Andhra Pradesh	100.00 %	93.00%	98.00%	63	0.00%	100.00%	100.00 %	95.00%	97.00%	0	0	88.00%	100.00 %	100.00 %	0.00%	22	185	NA
3.2	Delhi	100.00 %	98.00%	98.00%	805	0.00%	100.00%	100.00 %	89.00%	93.00%	7	1	85.00%	100.00 %	100.00 %	0.00%	41	58	NA
3.3	Gujarat	100.00 %	98.00%	100.00 %	16	0.00%	100.00%	100.00 %	88.00%	95.00%	0	NA	NA	99.00 %	100.00 %	0.00%	41	66	NA

3.4	Haryana	100.00 %	99.00%	97.00%	6	0.00%	100.00%	97.00 %	85.00%	90.00%	1	0	58.00%	100.00 %	100.00 %	0.00%	42	62	NA
3.5	Karnataka	100.00 %	93.00%	98.00%	100	0.00%	100.00%	100.00 %	93.00%	96.00%	0	0	86.00%	107.00 %	100.00 %	0.00%	52	228	NA
3.6	Kerala	100.00 %	98.00%	100.00 %	3	0.00%	100.00%	100.00 %	99.00%	99.00%	0	NA	NA	102.00 %	100.00 %	0.00%	72	249	NA
3.7	Kolkata	100.00 %	99.00%	100.00 %	14	0.00%	100.00%	100.00 %	85.00%	90.00%	0	0	73.00%	100.00 %	100.00 %	0.00%	54	65	NA
3.8	Madhya Pradesh & CG	100.00 %	95.00%	99.00%	169	0.00%	100.00%	100.00 %	95.00%	100.00 %	0	0	71.00%	99.00 %	100.00 %	0.00%	91	118	NA
3.9	Maharashtra	100.00 %	98.00%	100.00 %	12	0.00%	100.00%	100.00 %	88.00%	95.00%	0	NA	NA	99.00 %	100.00 %	0.00%	40	66	NA
3.10	Mumbai	100.00 %	94.00%	99.00%	110	0.00%	100.00%	100.00 %	88.00%	95.00%	NA	0	86.00%	99.00 %	100.00 %	0.00%	27	66	NA
3.11	Punjab	100.00 %	100.00 %	99.00%	31	0.00%	100.00%	100.00 %	85.00%	90.00%	0	0	75.00%	100.00 %	100.00 %	0.00%	36	54	NA
3.12	Rajasthan	100.00 %	100.00 %	99.00%	15	0.00%	100.00%	100.00 %	85.00%	90.00%	0	0	76.00%	100.00 %	100.00 %	0.00%	39	56	NA
3.13	Tamilnadu	100.00 %	94.00%	99.00%	774	0.00%	100.00%	100.00 %	90.00%	94.00%	0	0	89.00%	111.00 %	100.00 %	0.00%	35	62	NA
3.14	UP - East	100.00 %	100.00 %	99.00%	23	0.00%	100.00%	100.00 %	85.00%	90.00%	0	0	80.00%	100.00 %	100.00 %	0.00%	49	55	NA
3.15	UP - West	100.00 %	99.00%	98.00%	14	0.00%	100.00%	100.00 %	85.00%	90.00%	0	0	72.00%	100.00 %	100.00 %	0.00%	38	48	NA
4	Tata Communications																		
4.1	Central Region	99.00%	94.00%	98.00%	37473	1.30%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	99.27%	0.00%	80	180	NA
4.2	East	95.00%	84.00%	95.00%		0.96%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	98.90%	0.00%	80	180	NA
4.3	North	96.00%	86.00%	95.00%		1.56%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	97.07%	0.00%	80	180	NA
4.4	South 1	100.00 %	83.00%	95.00%		1.70%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	97.52%	0.00%	80	180	NA
4.5	South 2	95.00%	91.00%	98.00%		0.95%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	98.50%	0.00%	80	180	NA
4.6	South 3	98.00%	89.00%	96.00%		0.28%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	97.50%	0.00%	80	180	NA
4.7	South 4	98.00%	90.00%	98.00%		0.72%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	99.03%	0.00%	80	180	NA
4.8	West 1	100.00 %	87.00%	96.00%		2.18%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	98.10%	0.00%	80	180	NA
4.9	West 2	100.00 %	89.00%	97.00%		1.84%	100.00%	100.00 %	92.19%	94.82%	0	0	60.62%	C/DNF	96.98%	0.00%	80	180	NA
5	Hathway																		
5.1	Andhra Pradesh	100.00 %	89.00%	99.00%	1120	1.65%	100.00%	100.00 %	100.00%	100.00%	0	0	87.50%	DNF	99.00%	C/DNF	80	320	NA
5.2	Chennai	100.00 %	95.00%	99.00%	2421	1.18%	100.00%	100.00 %	100.00%	100.00%	4	DNF	C/DNF	NR	99.00%	C/DNF	100	300	NA

5.3	Delhi	100.00 %	98.00%	99.00%	25	1.28%	100.00%	100.00 %	87.50%	NA	0	0	87.50%	85.00 %	99.00%	C/DNF	80	300	NA
5.4	Gujarat	99.14%	91.00%	99.00%	88	0.21%	100.00%	100.00 %	70.00%	85.00%	0	NA	NA	C/DNF	97.00%	C/DNF	100	350	NA
5.5	Haryana	100.00 %	98.00%	100.00 %	0	0.00%	100.00%	100.00 %	87.50%	NR	0	DNF	NA	DNF	100.00 %	C/DNF	100	320	NA
5.6	Karnataka	100.00 %	90.00%	99.00%	1736	0.70%	100.00%	100.00 %	100.00%	100.00 %	0	0	87.50%	C/DNF	99.00%	C/DNF	80	320	NA
5.7	Maharashtra	91.00%	90.00%	99.00%	6949	1.58%	100.00%	100.00 %	70.00%	87.50%	0	1	87.50%	85.00 %	99.00%	DNF	80	350	NA
5.8	Punjab	100.00 %	95.00%	100.00 %	2	1.00%	100.00%	100.00 %	87.50%	NA	0	0	87.50%	DNF	100.00 %	C/DNF	80	300	NA
5.9	Tamilnadu	100.00 %	96.00%	99.00%	594	0.80%	100.00%	100.00 %	100.00%	NA	0	0	C/DNF	DNF	99.00%	C/DNF	100	300	NA
5.10	Uttar Pradesh	100.00 %	NA	NA	0	1.18%	100.00%	100.00 %	NA	NA	0	NA	NA	C/DNF	100.00 %	C/DNF	100	320	NA
6	YOU Telecom India Pvt. Ltd.																		
	All India	100.00 %	84.00%	99.00%	483	0.20%	100.00%	100.00 %	79.00%	84.00%	0	0	77.45%	85.00 %	99.00%	C/DNF	C/DNF	C/DNF	NA
6.1	Andhra Pradesh	100.00 %	80.00%	99.00%	41	0.14%	100.00%	100.00 %	80.00%	85.00%	NA	0	77.14%	85.00 %	99.20%	C/DNF	C/DNF	C/DNF	NA
6.2	Gujarat	100.00 %	85.00%	99.00%	54	0.19%	100.00%	100.00 %	78.00%	84.00%	NA	0	78.69%	85.00 %	99.30%	C/DNF	C/DNF	C/DNF	NA
6.3	Haryana	100.00 %	98.00%	100.00 %	1	0.22%	100.00%	100.00 %	79.00%	84.00%	NA	0	76.47%	85.00 %	100.00 %	C/DNF	C/DNF	C/DNF	NA
6.4	Karnataka	100.00 %	83.00%	100.00 %	1	0.10%	100.00%	100.00 %	79.00%	83.00%	NA	0	76.19%	85.00 %	99.30%	C/DNF	C/DNF	C/DNF	NA
6.5	Maharashtra	100.00 %	83.00%	97.00%	357	0.26%	100.00%	100.00 %	78.00%	83.00%	0	0	76.67%	85.00 %	98.40%	C/DNF	C/DNF	C/DNF	NA
6.6	Tamilnadu	100.00 %	76.00%	99.00%	29	0.24%	100.00%	100.00 %	80.00%	85.00%	NA	0	76.19%	85.00 %	98.70%	C/DNF	C/DNF	C/DNF	NA
7	SIFY																		
	All India	100.00 %	91.00%	100.00 %	126	0.00%	0.00%	0.00%	87.00%	100.00 %	0	0	77.00%	95.00 %	100.00 %	C/DNF	C/DNF	C/DNF	NA
8	Reliance																		
	All India	100.00 %	100.00 %	100.00 %	7	0.13%	100.00%	100.00 %	95.00%	96.00%	0	0	DNF	90.00 %	99.84%	0.28%	DNF	DNF	DNF
9	Asianet																		
	Kerala	100.00 %	91.00%	99.00%	NR	1.00%	100.00%	100.00 %	NR	NR	0	0	85.00%	90.00 %	99.00%	C/DNF	C/DNF	C/DNF	C/DNF
10	HFCL Infotel Ltd.d																		
	Punjab	99.90%	99.20%	99.98%	1	0.06%	100.00%	100.00 %	84.00%	90.00%	0	0	87.00%	100.00 %	99.92%	0.00%	40	300	NA
11	Ortel																		
	Orissa	100.00 %	90.30%	100.00 %	4327	0.80%	100.00%	100.00 %	91.70%	95.30%	0	0	74.42%	91.00 %	98.50%	0.06%	88	258	NA

12	Tata Teleservices (Maharashtra) Ltd.																		
	Maharashtra & Goa	94.00%	92.25%	100.00 %	NA	0.51%	100.00%	100.00 %	84.48%	88.23%	0	0	68.00%	87.00 %	99.87%	0.53%	65	246	NA
13	Alliance Broadband Services Pvt. Ltd.																		
	Kolkatta	100.00 %	98.75%	100.00 %	14	0.04%	100.00%	NA	83.00%	96.00%	7	2	84.00%	DNF	99.00%	1.00%	NA	NA	NA
14	Spectra Net																		
	All India (Delhi, Bangalore & Mumbai)	99.39%	97.66%	98.33%	NR	0.00%	NR	NR	100.00%	100.00 %	3	0	77.00%	256.00 %	99.00%	0.10%	C/DNF	C/DNF	NA
15	IOL Broadband Ltd.																		
	Service Providers not meeting the Benchmark	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 Q (Chapter Seven)

