

CHAPTER ONE

PERFORMANCE OF WIRELINE SERVICES

1.1 Subscribers Base: -

1.1.1 The Wireline services were provided by 5 licensed private operators in addition to incumbents BSNL and MTNL as on 31st March 2007. List of Wireline Service providers along with their areas of operation is given in Table 1 below:

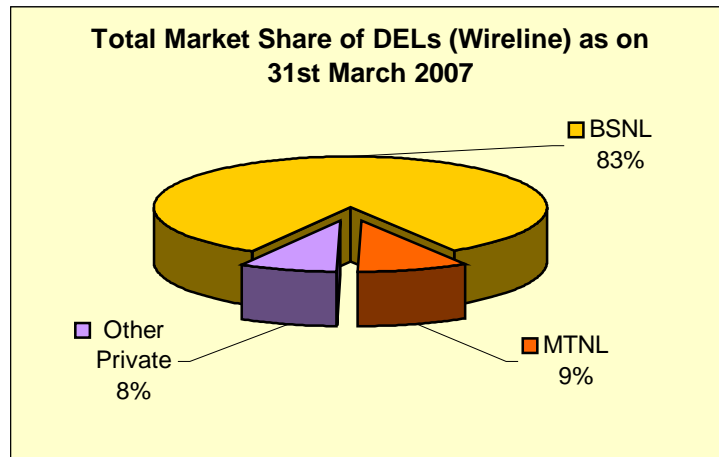
Table 1

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, Chennai, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamil Nadu, UP(E),UP(W) including Uttaranchal and West Bengal.
4	Tata Teleservices (Maharashtra) Ltd.	Maharashtra, Mumbai
5	Tata Teleservices Ltd.	Andhra Pradesh, Bihar, Chennai, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh, Orissa, Punjab, Rajasthan, Tamil Nadu, 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

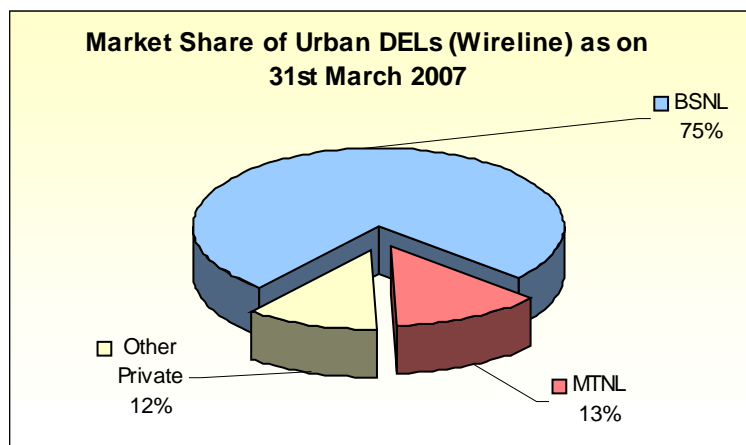
1.1.2 Market Share of DELs.

The total subscriber base of Wireline stood at 40.75 million as on 31st March 2007. The incumbents BSNL and MTNL have 83% and 9% market share respectively in the subscriber base, while all the five private operators together have 8% share. In the current quarter the fixed wireline market share is constant as compare to previous quarter wireline market share. As on 31st March 2007, the total Urban DELs are 28.19 million and Rural DELs are 12.56 million. The market share of total DELs is depicted in the chart below:

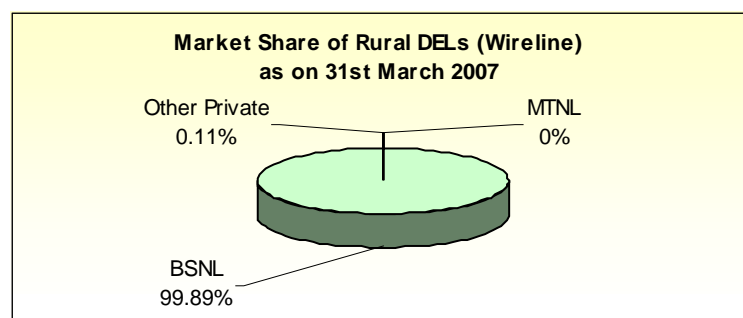
A. Distribution of Market share of Urban + Rural Wireline subscriber



B. Distribution of Market share of Urban Wireline subscriber

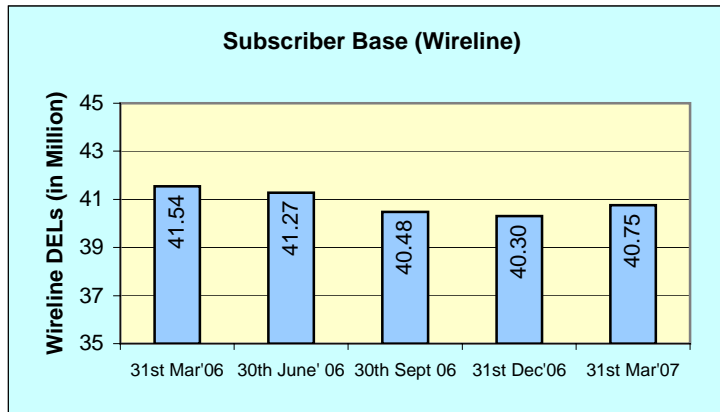


C. Distribution of Market share of Rural Wireline subscriber



1.1.3 Subscriber Base of Wireline for last five quarters

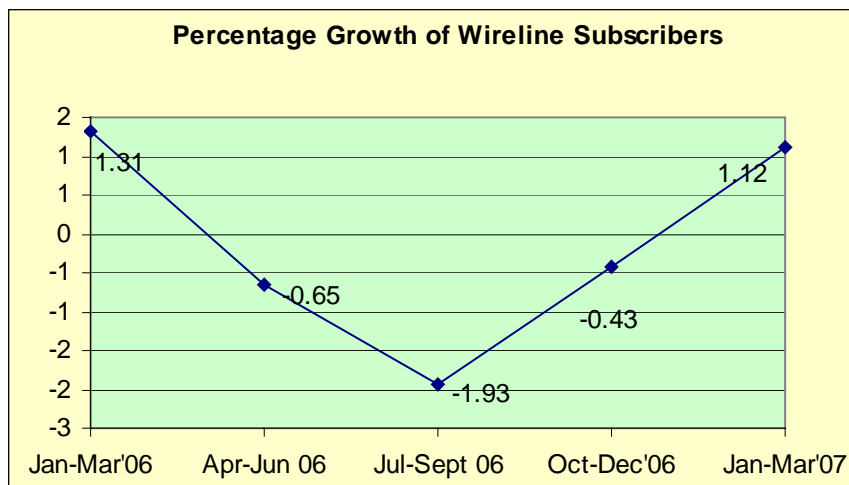
The subscriber base of the Wireline service sector for last five quarters is depicted below:



1.1.4 Growth of DELs

The Wireline Service sector has registered an increase of 4,51,502 lines during the quarter from January'2007 to March'2007. The net number of DELs has increased from 40.30 million to 40.75 million as on 31st March 2007. The overall percentage of increase in subscriber base during the Quarter is 1.12%.

During the quarter ending 31st March 2007, all Service Providers (except HFCL) have increased their respective Wireline subscriber base such as BSNL from 33.58 to 33.74, MTNL from 3.69 to 3.73, Bharti Airtel Ltd. from 1.74 to 1.87, Tata Teleservices Ltd. (TTL) (including Maharashtra) from 0.48 to 0.53, Shyam Telelink Ltd. from 0.15 to 0.15 and Reliance Communications Ltd. (RCL) from 0.49 to 0.57. The reduction in the subscriber base of Wireline is only by M/s HFCL Infotel Ltd. from 0.17 to 0.17.

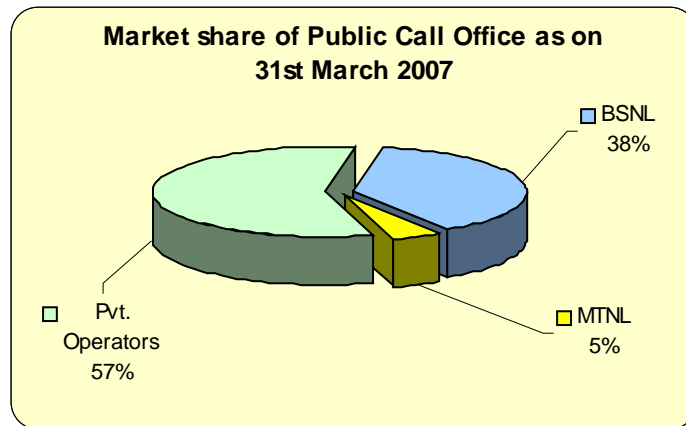


1.2 Other Performance Indicators: -

1.2.1 Public Call Offices:

During the current quarter 245229 new PCOs have been added. Total number of PCOs in the country as on 31st March 2007 is 5.55. The share of BSNL is 2.11 million i.e. 38% of the total PCOs. The share of MTNL and other private operators combined is 0.26 (5%) and 3.18 (57%) respectively.

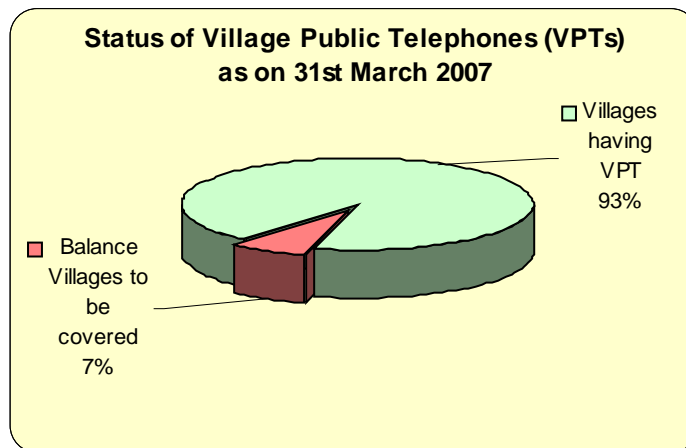
Operator-wise (BSNL/MTNL/Other Private Operators) market share of PCO is depicted in the chart below. Operator-wise details of PCOs is available at Table 1.2.



1.2.2 Village Public Telephones (VPT):

There are 6,07,491 villages in India. During the previous quarter ending 31st December 2006 there were 5,52,309 VPTs in the country whereas by the end of this quarter i.e. 31st March 2007, the total number of VPTs has increase to 5,56,368. Thus 7,507 VPTs have been increased during the current quarter. BSNL has increased 7,567 VPTs during the quarter. Among the five private operators there was a decrease of 60 VPTs during this quarter. The total number of villages left uncovered, as on 31st March 2007 are 43,416. The status of VPT's is depicted in the chart below:-

Circle-wise and Operator-wise details of village public telephones as on 31st March 2007 and achievement during the quarter are available at Table 1.3.



CHAPTER TWO

PERFORMANCE OF WIRELESS SERVICES

Subscriber Base reaches 165.11 million
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PART A:

2.1 Details of service providers: - The list of all the Wireless service providers along with their licensed service area is as under: -

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 (23)		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	MP, WB, HP, Bihar, Orissa, Assam & NE (7)	Delhi, Mumbai, Chennai, Kolkata, MH, Gujarat, AP, KTK, TN, Kerala, PB, Haryana, UP (W), UP (E), Rajasthan & J&K	
	Reliable Internet Services Ltd	Kolkata (1)	All India except Kolkata	
5	Hutch	All India (except MP) (22)	MP	UP-W, WB, HP, Bihar, Orissa, Assam, NE, J&K
6	Tata Teleservices	All India (except AS, NE & J&K) (20)	AS, NE & J&K	All India except (AS, NE & J&K)
7	IDEA	Delhi, Mumbai, MH, Guj, AP, KR, HR, UP-W, UP-E, Raj, MP, HP & Bihar (13)	Chennai, Kolkata, KTK, TN, Punjab, WB, Orissa, Assam, NE & J&K	Mumbai, Bihar
8	Spice Communications	KTK, Punjab (2)	All India except (KTK, Punjab)	KTK, Punjab
9	BPL	Mumbai (1)	All India except (Mumbai)	--
10	HFCL	Punjab (1)	All India except Punjab	Punjab
11	Shyam Telelink	Rajasthan (1)	All India except Rajasthan	Rajasthan

Note: 1. Reliance Telecom for all his circles has applied for Unified Licence.

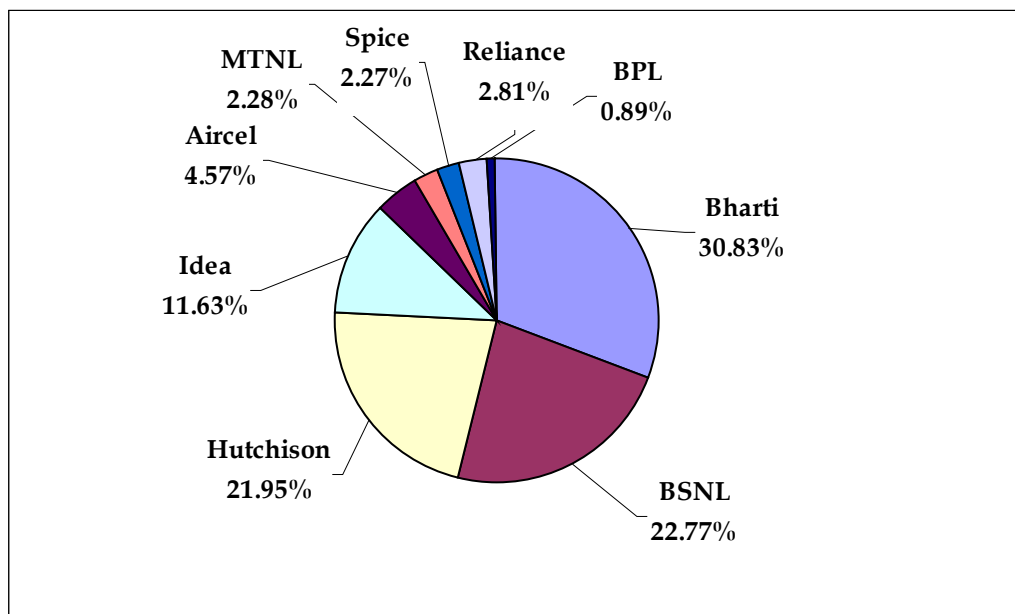
Circle-wise details of Cellular, Wireline & Unified Access Service providers at the end of the quarter are given at Annex 2.1. All the service areas of the country have Wireless operators ranging from 4 to 7.

2.2 Growth of Subscribers Base: -

2.2.1 GSM sector

- The GSM subscribers' base has reached 120.47 million in the quarter ending March 2007 as against 105.54 million at the end of the previous quarter. The quarterly growth for this quarter is 14.27%.
- M/s Bharti with 37.14-million subscriber base remains the largest GSM mobile operator followed by M/s BSNL, M/s Hutch and M/s Idea with subscribers base of 27.43 million, 26.44 million and 14.01 million respectively.
- The subscriber base of Bharti, BSNL, Hutch & Idea is more than 87% of the total GSM subscribers base.
- Private operators have 75% subscribers whereas public sector operators (BSNL & MTNL) have 25% subscribers in the GSM segment. The number of PSU licensee are 23 whereas the number of operational private operator licensees is 90.
- 22 new private licensees were awarded licenses in Dec, 06 but they are non-operational at present

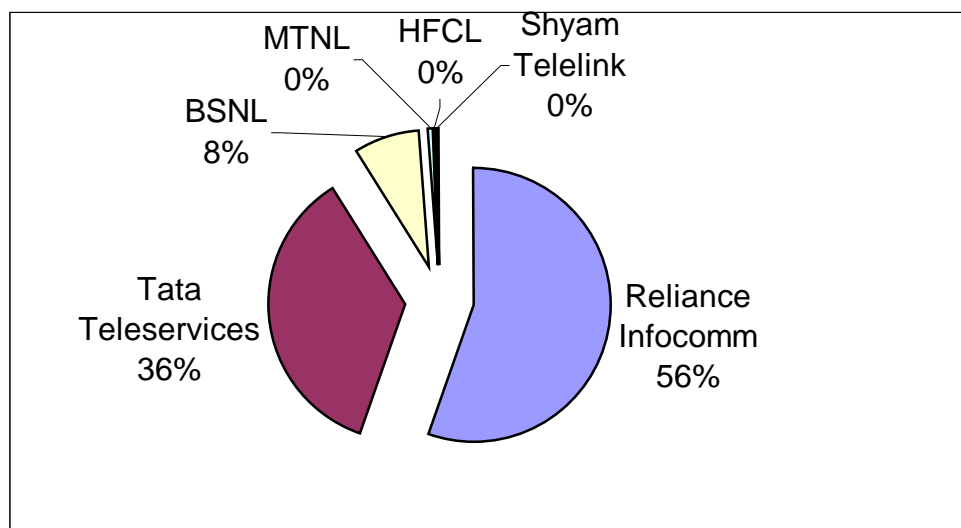
Operator-wise Market Share of GSM service providers as on 31.03.07



2.2.2 CDMA sector

- The CDMA Subscribers Base has reached 44.64 million during the quarter ending March 2007 as against 44.19 million at the end of December 2006. The quarterly growth in this quarter is 1.00% as against 14.73% 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 24.62 million, 16.02 million and 3.55 million respectively. However M/s Reliance recorded negative growth in all circles except Tamil Nadu & Himachal Pradesh.

Operator-wise Market Share of CDMA Wireless as on 31.03.07



2.2.3 Subscribers Base

As on 31.3.2007, the Wireless (Mobile and WLL (F)) market has reached the 165.11 million subscribers mark as against 149.62 million subscribers in the previous quarter.

2.2.4 Addition in Subscribers Base

During this quarter 15.49 million subscribers were added, thus recording growth of 10.35% in this quarter as against 15.50% in the previous quarter. The total wireless subscriber base has increased from 98.77 million in March 2006 to 165.11 in March 2007.

2.2.5 Company wise Market Share

- a) AS on 31st March 2007, the total subscriber base of 165.11 million comprises of 131.97 million urban subscribers and 33.14 rural subscribers. The Subscriber Base of different wireless operators alongwith their rural subscriber base is given in Table 2.1

The top six Wireless operators on the basis of market share are : -

SLNO	Operator (With number of Operating Circle)	Subscribers Base as on Qtr Ending Mar 07	Market Share as on Quarter Ending Mar 07	Subscribers Base as on Quarter Ending Dec 06	Market Share as on Qtr Ending Dec 06
1	Bharti (23)	37.14 million	22.49%	31.97	21.37%
2	BSNL (21)	30.98 million	18.77%	26.6	17.78%
3	Reliance (23)	28.01 million	16.96%	29.98	20.04%
4	Hutch (16)	26.44 million	16.01%	23.31	15.58%
5	TTSL	16.02 million	9.70%	14.45	9.66%
6	Idea	14.01 million	8.50%	12.44	8.31%
7	Others	12.5 million	7.57%	10.87	7.27%

The details of operator-wise subscribers of GSM and CDMA are given in Table 2.2.

- b) Distribution of Subscriber base and market share of Wireless services as on March 2007 among Metros, Circles A to C is given in Table 2.3.

PART B : ARPU and MoU

2.3 GSM

2.3.1 Average Revenue Per User (ARPU)

- The all India blended ARPU per month has declined by 5.7% from Rs. 316 in the quarter ending December 2006 to Rs. 298 in the quarter ending March 2007.
- ARPU for postpaid service has declined by 3% from Rs. 632 in December 2006 to Rs. 613 in March 2007. Prepaid ARPU declined by 4.58% from Rs.262 in December 2006 to Rs.250 in March 2007.
- According to the revenue reports received from the service providers, revenue, net of “pass through”, is about Rs. 10040 Crores in the quarter ending March 2007 as against Rs. 9260 Crores in the December 2006 quarter. Growth in revenue has been 8% as against 9% in the previous quarter.

ARPU (Rs. per month during the quarter)

Circle	Postpaid	Prepaid	Blended ARPU
Circle A	619	246	294
Circle B	502	241	264
Circle C	542	262	295
Metro	707	273	372
All India	613	250	298
All private SPs	652	243	295
BSNL/MTNL	503	273	305

- On all India average, growth in subscriber base has been 14% and the revenue has grown by 8%. This gap between growth in revenue and subscribers is an indicative of declining ARPUs.

Composition of Revenue (%)

Item	Dec-06	Mar-07
Rental revenue	24%	23%
Revenue from call charges (usage)	53%	53%
Revenue from roaming	10%	10%
Revenue from SMS	6%	6%
Other revenues*	7%	8%

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

2.3.2 Usage Pattern

- MOU per subscriber per month increased by 3.74% from 454 in quarter ending December 2006 to 471 in quarter ending March 2007.
- In Postpaid, total MOUs increased by 8.02% from 972 in December 2006 to 1050 in March 2007. Corresponding increase in prepaid has been 5.21%, from 365 to 384.
- Overall ratio of incoming-outgoing MOUs has been 54:46 for GSM services. For postpaid, ratio of incoming-outgoing minutes is 51:49 and for prepaid segment, it is 55:45.
- Outgoing SMS per subscriber has declined by 18.75% from 48 in December 2006 to 39 March 2007. This decline in usage could perhaps be linked to revision in SMS tariffs by several GSM service providers. During the quarter, there have been tariff reports indicating reduction in the number of free/discounted SMS under various packs/plans, increase in the rate for SMS, restriction on the usage of free/discounted SMS on festival/customary days. Thus, this could be a case of higher prices pushing down the usage.

The related data may be referred in Annex. 2.2.

2.3.3 Average Subscriber outgo (rental + call charges) per minute

The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. Annex 2.4 indicates the average outgo per outgoing minute i.e. Rental revenue + Airtime revenue per outgoing minute. This parameter can also be viewed as an indicator of average tariff per minute prevailing in the market from the subscribers' perspective.

All India average outgo per minute has declined by 8.73% from Rs. 1.26 in Dec-06 to Rs. 1.15 in Mar-07.

2.4 CDMA

2.4.1 ARPU (Average Revenue Per User per month)

- All India blended ARPU (per month) for the quarter ending March 2007 is Rs. 202 as against Rs. 196/- for the quarter ending December 2006.
- The lowest blended ARPU per month is in West Bengal (Rs.155) while the highest blended ARPU is in Mumbai (Rs. 308)
- The huge difference between postpaid and prepaid ARPU noted in previous quarter continued to remain valid for this quarter as well. Postpaid ARPU has been 2.66 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 (1.79) times and highest in Metro (3.22) times.
- According to the revenue reports submitted by the service providers, revenue, net of "pass through", for the quarter ending in March 2007 from CDMA full mobility

service is about Rs. 1892.88 Crores which was 1768.26 Crores for the previous quarter ended in December 2006.

ARPU (Rs. per month during the quarter) - CDMA

Circle	Postpaid	Prepaid	Blended ARPU
Circle A	418	156	189
Circle B	343	166	184
Circle C	356	199	207
Metro	579	180	248
All India	447	168	202

Composition of Revenue (%)

Item	Dec-06	Mar-07
Rental revenue	22%	22%
Revenue from call charges (usage)	65%	66%
Revenue from SMS	3%	2%
Other revenues*	10%	10%

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

2.4.2 Usage Pattern

- Average MOU per subscriber per month for the quarter is 471.
- The highest MOUs is recorded for Circle C at 549 per subscriber per month, which is 16.56 % higher than the all India figure at 471 per subscriber per month
- The lowest MOUs have been seen in Circle A at 457, which is 3% lower than the all India figure at 471 MOUs per subscriber per month.
- The ratio of incoming – outgoing traffic is 52:48 in the quarter ending March 2007.
- The highest number of SMS per subscriber is recorded in Circle A (30 per subscriber per month), which is 25% higher than the all India average of 24 SMS per subscriber per month.

The related data may be referred in Annex. 2.3.

2.4.3 Average Subscriber Outgo (rental + call charges) Per Minute

Average Subscriber Outgo per minute (Rental Revenue + Airtime Revenue per outgoing minute) is given in Annex. 2.4.

The All India Average Subscriber Outgo per minute has declined from Rs. Rs. 0.86/- in December 2006 to 0.81 in March 2007.

CHAPTER THREE

PERFORMANCE OF INTERNET SERVICES

3.1 Service Providers & Subscribers Base: -

Total 9.27 million Internet subscribers were reported in quarter ending March 2007 as compared to 8.58 million during the preceding quarter, indicating a growth rate of 8.03% over previous quarter.

Bharat Sanchar Nigam Ltd (BSNL) has retained its top position and reported a subscriber base of 4.19 million Internet subscribers against 3.81 million at the end of last quarter. Mahanagar Telephone Nigam Limited (MTNL) has retained second position with a subscriber's base of 1.76 million. M/s Sify Limited is third with subscriber base of 0.82 million. (Ref. Table 3.1).

Besides above, there are 31.30 million Internet subscribers at the end of March 2007, who are accessing Internet through mobile handset (GSM/ CDMA).

3.2 Internet Telephony: -

Department of Telecom (DOT) has granted permission to 125 ISPs to offer Internet Telephony services. As per the reports submitted to TRAI, 25 ISPs are offering Internet Telephony services, the list of which is enclosed at Annex 3.2. Total minutes of the use (MoU) for Internet Telephony during the quarter were 102.25 million.

3.3 Market Share: -

The growth trend indicates a slight increase in the market share of PSU owned ISPs. During the quarter PSU owned ISPs have captured 64.22% market share.

The market share of top 5 ISPs is as under:

ISP	Share in %
Bharat Sanchar Nigam Ltd.	45.21
Mahanagar Telephone Nigam Ltd.	19.01
Sify Ltd.	8.89
Bharti Airtel Ltd. (Bharti Televentures Ltd.)	6.84
Reliance Communications Infrastructure Limited	6.06

Among PSU owned ISPs; M/s BSNL has shown steady increase in the subscriber base and holding 45.21% of total subscriber base. MTNL is at second position and having a market share of 19.01%.

Chart I - Internet Subscriber Base as on 31/03/07

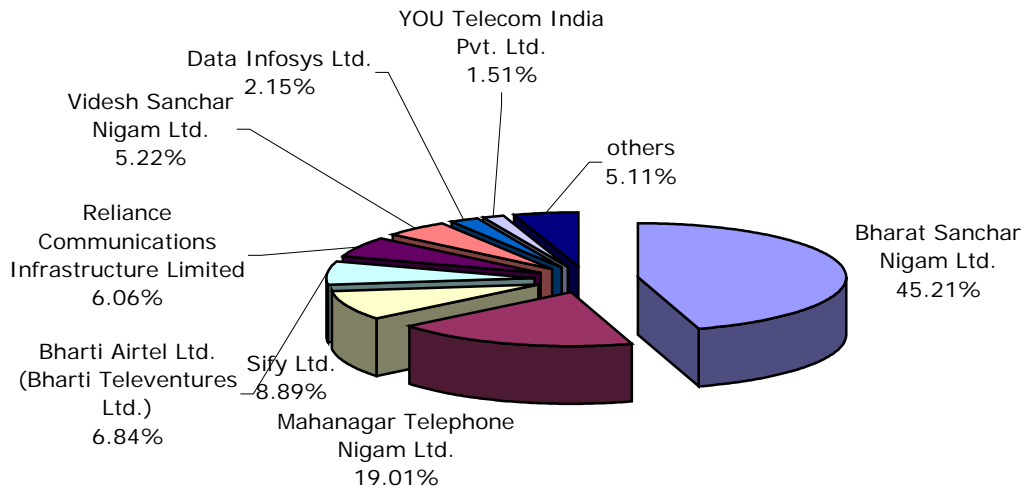
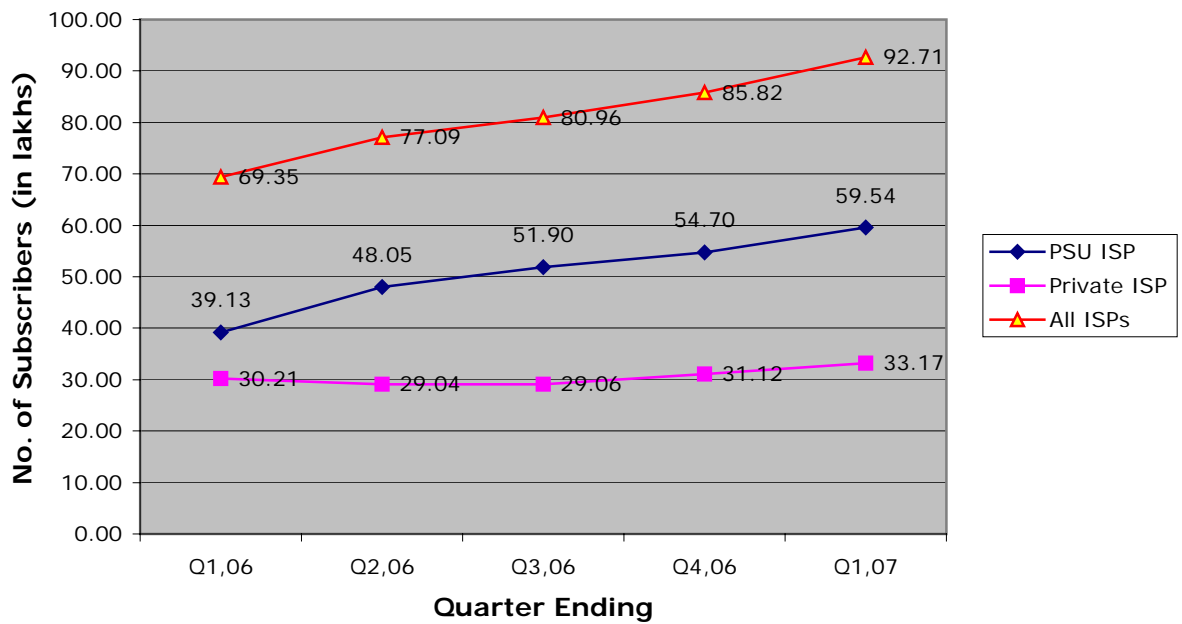


Chart II - Growth Trends



3.4 Leased Lines Connectivity:

The Internet leased line customer base stood at 18287 for the quarter ending March 2007 as compared to 18058 of December 2006 registering an increase of 1.27%.

3.5 Broadband Connectivity (>=256 Kbps):

The number of Broadband subscribers (with a download speed of 256 Kbps or more) was 23.39 Lakhs on 31st March 2007. Out of these 1941922 are DSL based; 237521 Cable Modem; 76708 Ethernet LAN; 21993 Fibre; 20792 Radio customers and 39760 Others. The growth rate of Broadband subscriber in this quarter is 13.85% as compared to 13.04% in the previous quarter.

3.6 Minutes Of Use (MOU) per subscriber for Dialup Internet access:

The average dialup access minutes of usage (MoU) per subscriber/month were approximately 180 minutes as against 190 minutes at the end of previous quarter registering a decrease of 5.26 %.

3.7 Average Revenue Per User (ARPU) for ISPs:

The average revenue per user (ARPU) per month for dialup Internet subscribers was Rs. 200/- for the quarter ending March 2007.

3.8 International connectivity:

The bandwidth owned by various IGSP for their ISP operations and Internet Leased lines is reported to be 19 GB for downlinking and 18 GB for uplinking.

CHAPTER FOUR

PERFORMANCE OF VALUE ADDED SERVICES

4.1 Public Mobile Radio Trunk Service (PMRTS): -

- The subscriber base of PMRTS increased from 30670 in December 2006 to 31501 in March 2007 registering a growth rate of 2.71%.
- Arvind Mills Limited leads the tally of subscribers with a subscriber base of 9675 followed by Procall and Quick Calls India Pvt. Ltd. with a subscriber base of 8129 and 4572 respectively. Out of the 12 PMRTS operators, there is no change in the subscriber base namely Container Movement transport Pvt. Ltd. However, M/s German Express Shipping Agency and Procall Ltd. have registered a negative growth rate in this quarter. M/s Quick Call has registered the highest growth rate of 8.24% in this quarter.
- Delhi, Bangalore, Mumbai and Chennai together account for **71.42%** of market share of the total subscribers. Delhi leads the tally with the market share of 8924 subscribers followed by Bangalore, Mumbai and Chennai with the market share of 6636, 3891 and 3046 subscribers respectively.

The subscriber base of service providers of PMRTS is given in Table 4.1.

4.2 VSAT services: -

- VSAT services are being provided by 8 VSAT Service Providers.
- In the present quarter, there was an addition of 2585 new subscribers. The total number of subscribers increased from 58226 in December 2006 to 60811 in March 2007, registering a growth of 4.44% as against the growth rate of 5.73% in quarter ended December, 2006.
- M/s Hughes Communications Ltd. remained the market leader with 20317 VSAT subscribers followed by M/s HCL Comnet with 20250, Bharti Airtel Ltd. with 8917 and M/s Bharti Broadband Limited with 4862 VSAT subscribers respectively.
- M/s Essel Shyam and GNFC are having a negative growth rate of 2.90% and 70.00% respectively in this quarter.
- DoT vide Letter no. 815-80-2007-DS dated 1.3.2007 have informed that the commercial CUG/VSAT license no.815-80/2001-LR dated 27.02.2003 has been transferred from M/s Tata Services Limited to Tatanet Services Limited.

The number of subscribers of each service providers along with the Market Share in terms of Percentage of Subscribers as on 31st March 2007 is given in Table 4.2.

CHAPTER FIVE

QUALITY OF SERVICE (QOS) PERFORMANCE

5.1 Quality of Service performance of Basic (Wireline) Service Operators:

Based on Quality of Service Parameters reported by all the Wireline Service Operators for the quarter ending March 2007, the information on QoS performance is attached to this report as Annex 5.1.

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 following Table:

Sr. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			Dec, 2006		March, 2007	
			Out of 79 In Nos	Out of 79 In %age	Out of 79 In Nos	Out of 79 In %age
1	Provision of Telephones after registration of demand	100% within 7 Days	68	86.08%	70	88.61%
2	Fault incidences per 100 subs/month	<5	30	37.97%	25	31.65%
3	Fault repaired by next working day	>90%	18	22.78%	16	20.25%
4	MTTR	<8Hrs	27	34.18%	30	37.97%
5	Grade of Service (Junction between local exchange)	2/1000	25	31.65%	19	24.05%
6	Call Completion Rate (in local network)	>55%	39	49.37%	22	27.85%
7	Metering & billing credibility - % of bills	<0.1%	14	17.72%	8	10.13%
8	Customer Care Service (95% of requests)					
(i)	Shifts	<3 Days	31	39.24%	32	40.51%
(ii)	Closures	<24 hrs.	21	26.58%	22	27.85%
(iii)	Additional Facilities	<24 hrs.	24	30.38%	13	16.46%
9	Response time to the customer for assistance					
(i)	%age of calls answered (electronically)					
	Within 20 sec = 80%	80%	1	1.27%	1	1.27%
	within 40 sec = 95%	95%	3	3.80%	6	7.59%
(ii)	%age of calls answered by operator (voice to voice)					
	Within 60 sec = 80%	80%	8	10.13%	8	10.13%
	within 90 sec = 95%	95%	25	31.65%	24	30.38%
10.	Time taken for refund of deposits after closures	100% within 60 days	14	17.72%	18	22.78%

The parameter wise performance is given as under:

Parameters	Benchmarks	Service Providers not meeting the benchmarks
Provision of Telephones after registration of demand	100% within 7 Days	BSNL = All circles except Tamilnadu, HP, J&K, and UP-E MTNL = Delhi (98.97%), Mumbai (63.05%) Reliance = All Circles Bharti = All circles (except Gujarat) Tata = All circles except Bihar, Punjab, Tamilnadu and Haryana. HFCL = Punjab (95.36%) Shyam = Rajasthan (97.50%)
Fault incidences per 100 subs/month	<5	BSNL = All circles except AP, MP, TN, Chennai, Kolkatta, NE-I and NE-II MTNL = Delhi (12.67), Mumbai (7.84) Bharti = Raj (5.43) HR (9.09), UP-E (11.97), UP-W (9.90)
Fault repaired by next working day	>90%	BSNL = Bihar (81.46%), Chhattisgarh (87.71%), Punjab (86.42%), A&N (66.90%), Assam (75.43%), Jharkhand (88.69%), J & K (85.40%), KR (89.85%), NE-I (81.82%), West Bengal (89.17%) MTNL = Mumbai (84.41%), Delhi (81.46%) Bharti = Gujarat (11.75%), Kolkatta (87.16%), UP-W (88.75%) Tata - AP (70.56%), Gujarat (81.91%)
MTTR	<8Hrs	BSNL = AP (12.50), Bihar (10.50), Gujarat (10.90), Chhattisgarh (11.80), Maharashtra (9.00), Punjab (15.80), Raj (8.20), KTK (12.40), Assam (11.20), Chennai (10.10), Jharkhand (12.50), Kerala (11.10), Kolkatta (9.40), NE - I (30.30), NE- II (14.90), UP -W (8.50), WB (14.30) MTNL = Delhi (9.27), Mumbai (19.61) Bharti = Delhi (10.00 hrs), MP (9.00 hrs.), Punjab (12.80 hrs), Raj (9.60 hrs), Haryana (10.70 hrs.), Kolkatta (39.40 hrs.), UP-E (20.40 hrs.), UP-W (27.96 hrs) Tata = AP (13.20), Delhi (9.60), Gujarat (9.70),
Grade of Service (Junction between local exchange)	2/1000	BSNL = Not reported the data for all circles Reliance = All circles except (Delhi, Kolkatta and Mumbai) Bharti = MP (0.0900), Tata = MH (0.0200)
Call Completion Rate (in local network)	>55%	BSNL = MH (54.00%), Rajasthan (49.00%) A&N (44.00%), Assam (50.00%), Jharkhand (52.00%), J&K (50.96%), MTNL = Delhi (49.00%) Bharti = AP (51.00%), Delhi (53.00%), MP (49.20%), Punjab (53.00%), Raj (53.00%), Tamil Nadu (44.00%), Haryana (53.00%), Kolkatta (53.00%), UP-E (53.00%), UP -W (53.00%) Tata = AP (47.51%), Delhi (54.26%), Gujarat (51.99%), KTK (48.76%), Kolkatta (52.88%) Reliance = Data not provide
Metering & billing credibility - % of bills	<0.1%	BSNL = Jharkhand (0.12%) Bharti = AP (0.30%) Chennai (0.13%), Kerala (0.20%), Mumbai (0.13%) Tata = Delhi (0.25%), Maharashtra (0.19%), Mumbai (0.50%), AP (0.20%),
Customer Care Service (95% of requests)		
Shifts	<3 Days	BSNL = Andhra Pradesh (76.60%), Gujarat (71.02%), Chhattisgarh (91.27), Maharashtra (84.72%), KTK (93.92%), A&N (32.50%), Jharkhand (90.54%), Kerala (91.34%), NE-I (68.81%), UP-W (58.18%) MTNL = Delhi (87.27%), Mumbai (33.88%) Reliance = MP (87.23%), KR (66.67%), Kolkatta (86.89%), Mumbai (47.02%). Bharti = All circles except Delhi, Haryana and KTK Tata = AP (53.54%), MH (90.34%), Mumbai (94.18%)

Closures	<24 hrs.	BSNL = Andhra Pradesh (66.70%), Gujarat (94.96%), Chhattisgarh (60.95%), Maharashtra (91.50%), Assam (88.01%), Himachal Pradesh (87.70%), UP- E (94.85%) MTNL = Delhi (86.06%), Mumbai (49.69%) Bharti = All Cirlces except Gujarat, MP, MH, & Mumbai. Tata = Maharashtra (90.34%)
Additional Facilities	<24 hrs.	BSNL = Andhra Pradesh (70.33%), MH (92.99%), Assam (66.75%), HP (93.17%), Kolkatta (61.71%), NE-I (92.20%) MTNL = Delhi (61.63%), Mumbai (57.61%) Reliance = Kolkatta (92.87%) Tata = AP (82.60%), Delhi (88.10%), Maharashtra (91.16%), Mumbai (94.72%)
Response time to the customer for assistance		
%age of calls answered (electronically)		
Within 20 sec = 80%	80%	BSNL - Uttranchal (37.00%)
Within 40 sec = 95%	95%	BSNL - WB (92.00%) Bharti = Tamilnadu (93.39%), Chennai (93.39%), kolkatta (90.48%) Tata = Bihar (92.00), Kolkatta (90.00%),
%age of calls answered by operator (voice to voice)		
Within 60 sec = 80%	80%	BSNL = AP (53.00%), Kerala (73.00%) Bharti = Gujarat (39.44%), MH (42.53%), Mumbai (44.48%) Tata = Delhi (57.00%), Kolkatta (72.00%), Mumbai (73.00%)
within 90 sec = 95%	95%	BSNL = AP 89.00%), UP-W (94.00%) MTNL = Mumbai (89.73%) Bharti = Delhi (90.48%), Gujarat (66.12%), Maharashtra (67.58%), Punjab (90.48%), Rajasthan (90.48%), HR (90.48%), KTK (93.53%), Kolkatta (90.48%), Mumbai (68.87%), UP-E (90.48%), UP-W (90.48%). Tata = All circles except (AP, MH and Punjab)
Time taken for refund of deposits after closures	100% within 60 days	Bharti – All circles except Kerala Tata = MH (99.00%), Mumbai (99.58%), Shyam = Rajasthan (90.00%)

5.2 Quality of Service performance of Cellular Service Providers for quarter ending 31st March 2007: -

This report covers performance of 93 GSM Cellular operators and 42 CDMA service operators vis-à-vis the QoS benchmarks prescribed by TRAI. The summary of performance of service providers in meeting the benchmark in this quarter is given in the following table:

Sr. No.	Parameters	Bench-Marks	No. Of Operators Meeting The Benchmarks			
			Quarter Ending Dec, 2006		Quarter Ending March, 2007	
			Out Of 133 (Nos.)	Out Of 133(%)	Out Of 135 (Nos.)	Out Of 135 (%)
1	Accumulated down time of Community isolation	<24 hrs	133	100.00%	133	98.52%
2	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	133	100.00%	133	98.52%
3	Service access delay	<15 Sec	131	98.50%	131	97.04%
4	Blocked call rate (i) SDCCH/paging channel congestion	<1%	125	93.98%	129	95.56%
	(ii) TCH Congestion	<2%	122	91.73%	127	94.07%
5	Call drop rate	<3.0%	133	100.00%	133	98.52%
6	% of Connections with good voice quality	>95%	131	98.50%	131	97.04%
7	Response time to the customer for assistance	80%	133	100.00%	135	100.00%
	%age of calls answered (electronically) within 20 seconds = 80%					
	%Age of calls answered (electronically) within 40 seconds = 95%	95%	128	96.24%	133	98.52%
	%Age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	126	94.74%	106	78.52%
	%Age of calls answered by operator (voice to voice); within 90 seconds = 95%	95%	87	65.41%	90	66.67%
8	Complaints per 100 bills issued	<0.1%	119	89.47%	125	92.59%
9	% Of complaints resolved with 4 weeks	100%	132	99.25%	132	97.78%
10	Period of all Refunds/Payment due to Customers from the date of resolution of complaints As In (9) above	<4 Weeks	132	99.25%	135	100.00%

The parameter wise performance is given as under:

Parameters		Service Providers Not Meeting The Benchmarks
Accumulated down time of Community isolation	<24 hrs	Reliance Telecom = Orissa (28.28 hrs.) , Assam (41.47 hrs)
Call Set-Up Success Rate (Within Licensee's Own network)	>95%	Bharti Airtel - Gujarat (93.15%) , Bihar (91.10%)
Service access delay	Between 9 To 20 Sec (Average of 100 calls =15 Secs.)	Tata Tele - Kerala (17.70 Sec) Bharti Airtel – Maharashtra (18.84) , Kerala (15.35), Bihar (16.00)
Blocked call rate (i) SDCCH/paging channel congestion	<1%	Averaged figures - MTNL – Delhi (1.91%) Reliance Telecom - NE (4.96%) Bharti Airtel – Karnataka (1.25%) , Bihar (4.27%), West Bengal (1.81%), Orissa (1.98%)
(ii) TCH Congestion	<2%	Averaged figures - BSNL - Andhara Pradesh (3.03%) Reliance Telecom – Madhya Pradesh (2.77%) , West Bengal (7.64%) , Himachal Pradesh (3.42%) , Bihar (5.17%) , Orissa (2.78%) , Assam (3.25%) , North East (7.47%)
Call drop rate	<3.0%	Bharti Airtel – Rajasthan (17.43%) , Bihar (3.10%)
% of Connections with good voice quality	>95%	Bharti Airtel – Karnataka (86.08%) , Assam (94.21%) Reliance Telecom - Assam (94.30%) Aircel Cellular – TN (89.49%)
Response time to the customer for assistance %age of calls answered (electronically) within 20 seconds = 80%	80%	All the Operators meeting this Benchmark
%Age of calls answered (electronically) within 40 seconds = 95%	95%	Dishnet Wireless - Orissa (94.00%) Reliable Internet - Kolkatta (93.00%)
%Age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	BSNL - Maharashtra (64.00%) , AP (11.00%) Karnataka (59.83%) , KR (60.32%) , MP (64.00%) , Kolkatta (75.00%) , Chennai (28.00%) Reliance Comm - Maharashtra, Gujarat, Andhra Pradesh, Karnataka, Tamilnadu, Kerala, Punjab, Haryana , UP-W, UP-E , Rajasthan, Madhya Pradesh , West Bengal, Himachal Pradesh, Bihar , Orissa , Delhi , Mumbai, Chennai , Kolkata - (71.51% - in all Circles) MTNL - Delhi (63.70%) Tata Tele - Mumbai (73.29%)

<p>%Age of calls answered by operator (voice to voice); within 90 seconds = 95%</p>	<p>95%</p>	<p>BSNL – Maharashtra (70.00%), AP (13.00%), Karnataka (65.83%), Kerala (67.43%), UP-W (94.50%), MP (70.00%), Chennai (34.00%), Kolkatta (78.00%) MTNL - Delhi (79.30%) Bharti Airtel - UP-W (90.00%), UP-E (93.62%), WB (90.00%), Kolkatta (84.00%) Reliance Comm - Maharashtra, Gujarat, Andhra Pradesh, Karnataka, Tamilnadu, Kerala, Punjab, Haryana , UP-W , UP-E , Rajasthan, Madhya Pradesh , West Bengal , Himachal Pradesh, Bihar , Orissa , Delhi , Mumbai , Chennai , Kolkata- (78.97% - in all Circles) Tata Tele - Gujarat (87.70%), Karnataka (86.50%), Punjab (84.90%), Haryana (81.40%), West Bengal (86.70%), Bihar (88.00%) , Orissa (93.90%), Delhi (89.50%), Mumbai (68.60%), Kolkata (90.40%) BPL - Mumbai (88.12%) Shyam Telelink – Rajasthan (87.00%)</p>
<p>Complaints per 100 bills issued</p>	<p><0.1%</p>	<p>Bharti Airtel - UP – W (0.14%), UP – E (0.13%), Rajasthan (0.12%), West Bengal (0.13%), NE (0.26%) Idea - Rajasthan (2.15%) Tata Tele - Maharashtra (0.15%), Mumbai (0.23%), Delhi (0.14%) Dishnet Wireless - J & K (0.51%)</p>
<p>% Of complaints resolved within 4 weeks</p>	<p>100%</p>	<p>Tata Tele – Mumbai (99.01%) Idea - Rajasthan (91.00%) Bhati Airtel - Bihar (96.00%)</p>
<p>Period of all Refunds/Payment due to Customers from the date of resolution of complaints</p>	<p><4 Weeks</p>	<p>All the Operators meeting this Benchmark</p>

5.2.2 Details of Quality of service:

Detail of performance related to Network Performance, Customer help line and billing complaints are available at Annex 5.2.

5.3 Quality of Service Performance of Internet Service Providers for quarter ending 31st March 2007: -

5.3.1 The annex 5.3 indicates the Quality of Service achieved by Top 20 ISPs during the quarter: It is observed that most of the ISPs were able to meet the benchmarks, barring one or two cases.

5.3.2 The observations on QOS Benchmarks are as follows:

5.3.2.1 Service Activation Time:

All the ISPs have met the benchmark of 6 hrs.

5.3.2.2 Time to Access:

All the ISPs have met the benchmark except Bhart Airtel Ltd. and WWW Communication Ltd.

5.3.2.3 Probability of Accessing the ISP Node:

ISPs are required to maintain the parameter of 80% for the first attempt, 90% for the second attempt and 99% for the third attempt. All the ISPs are able to meet this benchmark.

5.3.2.4 ISP Node Unavailability:

ISP Nodes unavailability should not exceed 30 minutes in a month. Except Asianet Sattelite Communication Ltd. and WWW communications Ltd., other ISPs are able to achieve this benchmark. WWW Communications Ltd. has informed that the benchmark was not met due to breakage on the circuit.

5.3.2.5 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. Two ISPs (VSNL and YOU Telecom India Pvt. Ltd.) have informed that the information regarding the above mentioned benchmark can not be provided as the BSO has not given the information to them.

5.3.2.6 Mean Time to Restore (MTTR) :

As per clause 1.9 Schedule 'C' of ISP license, ISPs are required to rectify 90% of faults pertaining to subscriber complaints within 24 hours and 99% within three days.

All the ISPs have been rectifying the fault within stipulated period of three days.

5.4 Quality of Service Performance of Broadband Service Providers for quarter ending 31st March 2007: -

There are 51 broadband service providers having subscriber base of 23.39 lakhs subscribers. Among these 51 broadband service providers 11 service providers (who are having subscriber base more than 10,000 subscribers) have the total 22.62 lakhs subscribers i.e. about 98% of total broadband subscriber base. This report covers performance of these 11 broadband service providers vis-à-vis the QoS benchmarks prescribed by TRAI. Broadband Regulations came into force with effect from 1st Jan 2007 and this is the first Performance Monitoring Report (PMR) of Broadband service providers. Based on Quality of Service Parameters reported by Broadband Service Providers for the quarter ending March 2007, the information on QoS performance is attached to this report as Annex 5.4.

Following table indicates the status of compliance and non-compliance in respect of QOS benchmarks for Broadband service providers:

S	Parameters	Bench-marks	Service Providers meeting the Benchmark	Service Providers not meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in =< 15 working days	HFCL, You Telecom, BSNL, SIFY, Ortel, Hathway (North)	VSNL: (99.33%) MTNL: Mumbai (47.84%). Delhi 96.11%). Airtel: (All Circle): MH (72%), Mumbai (79.74%), Karnatka (88.20). all other circles having performance between 91.95% to 99.88%. Asianet: (92%) Hathway: South (97%), West (88%)
2	Faults Repair/Restoration Time			
	% of faults repaired by next working day	>90%	Airtel (Except in Karnataka Circle), HFCL, You Telecom, BSNL, Asianet, Ortel, Hathway (West & North)	VSNL: 78.87% MTNL: Delhi(78.87), Mumbai(32.33%) Airtel: (Karnataka): 79.83% SIFY: 88% Hathway: South (83%).
	% of faults repaired within 3 working day	=>99%	BSNL, HFCL, You Telecom, Asianet, Ortel , Airtel (HR, RAJ, Kolkata, TN, Kerla, Mumbai, Gujrat, MP), Hathway (North)	VSNL: 94% MTNL: Mumbai(84.83%), Delhi(95.40%) Airtel: Karnatka (83.25%). Delhi (98.78), Punjab(98.09), UP(W) (97.70), UP(E) (98.03), Chhenai(97.31%), AP(97.81%), MH (95.91%) SIFY: 95% Hathway: South (82%), West (96.31%).
	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		BSNL, MTNL (Delhi), Airtel (Chennai, TN, Karnataka, Mumbai, MH, Guj, MP), HFCL, Asianet, Ortel, You Telecom, Hathway (North & West Zone)	VSNL: Data reported is zero but % of faults repaired within 3 working day is 94%. Hathway: for south zone Data reported is zero but % of faults repaired within 3 working day is 82%.

3 Billing Performance				
	%age of bills disputed	<2%	BSNL, Airtel (all 16 circles), MTNL (Delhi), HFCL, You Telecom, Asianet, Ortel, Hathway (West)	VSNL: 2.31% Hathway: South (4.37%), North zone (2.6%) Sify: Data not reported.
	%age of complaints resolved within 4 weeks	100% within 4 weeks	BSNL, Airtel (Mumbai, Maharastra, Guj, MP), You Telecom, Asianet, Ortel, Hathway (South)	VSNL: 98.08% MTNL: Delhi 99.37% Mumbai data not reported, Airtel: AP (83.41), Chennai (87.71%), TN(87.71%), Karnatka(90.79%), Kerla(96.75%). Data not reported for Delhi, HR, Raj, Punjab, Kolkatta, UP(W), UP(E). HFCL: 93.33% Hathway: North (93.33%), West (3.0%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	BSNL, MTNL (Delhi), VSNL, Airtel (Karnatak, Mumbai, Maharastra), HFCL, You Telecom, Asianet, Ortel, Hathway(South & North)	Airtel: Raj(0%), Kolkatta (0%), UP(E) (0%), HR(1.33%), UP(W)(4.27%), Delhi(4.44%), Punjab (5.75%) , MP(10.07%). Chhenai, AP, Kerla, Guj having the performance between 90% to 99.33%.. Data not reported for TN. Hathway: West(97%)
4 Response Time to the Customer for assistance				
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	BSNL, MTNL (Delhi), VSNL, Airtel(Delhi, HR, RAJ, Punjab, Kolkatta, UP(West), UP(East), Chhenai, TN, AP, Karnataka, Kerla, MP), HFCL, Sify, You Telecom, Asianet, Ortel, Hathway (North, South & West), Sify	MTNL: Mumbai (36.05%) Airtel: Guj (33.85%), MH(41.12%), Mumbai (53.23%).
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	BSNL, MTNL (Delhi), VSNL, Airtel(Delhi, HR, RAJ, Punjab, Kolkatta, UP(West), UP(East), Chhenai, TN, AP, Karnataka, Kerla, MP), HFCL, Sify, You Telecom, Asianet, Ortel, Hathway(North, South & West) , Sify	Airtel: Guj (68.59%), MH(72.29%), Mumbai (74.24%).
5	Service Availability/Uptime (for all users) in %age	>90%	BSNL, MTNL, Airtel, VSNL, Ortel, HFCL, Asianet, You Telecom, Hathway(North, South & West zone)	All the broadband service providers reported data within the benchmark except for following who have not been reported the data: You Telecom, SIFY
6	Packet loss (for wired broadband access) in %age	<1%	BSNL, MTNL, Airtel, VSNL, Ortel, HFCL, Asianet, You Telecom, Hathway (North zone) , Sify	Hathway: South (<2%), West (<2%)

CHAPTER SIX

PERFORMANCE OF CABLE TV, DTH AND RADIO BROADCASTING SERVICES

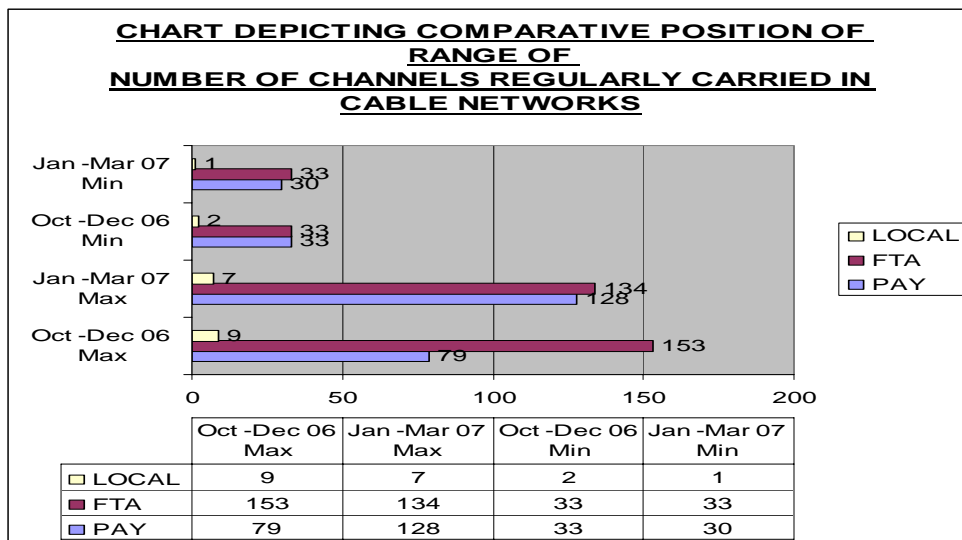
6.1 This chapter contains:

- a) Range of number of channels Pay, FTA, Local regularly carried on network at the end of quarter ending 31st March 2007 and quarter ending 31st December 2006. Refer Table 6.1 (a) & 6.1(b).
- b) Details of new pay channels / FTA Channels converted into Pay Channels after 26.12.2003 are at Table 6.2. The table information on New introduced Pay Channels and Free to Air (FTA) channels converted into Pay Channels after 26.12.2003 indicates that there are 36 new pay channels/ converted FTA Channels to pay that have been launched since 26.12.2003. This is based on information reported by broadcasters in terms of clause 4 of the TRAI's Tariff Order of 1.10.2004 on broadcasting and cable services
- c) Information on total Advertisement Revenue of FM Radio Stations is compiled in table 6.3.
- d) For detail of number of application received, letter of intent, number of Licence issued for community radio refer Table 6.4.
- e) Details of number of applications received, number of Licenses issued for DTH services refer Table 6.5.

6.2 Highlights

1.1 The figures of **Maximum and Minimum** are based on number of channels (analogue and /or digital) reported across different networks of different reporting service providers having different combinations of pay, FTA and Local channels. Therefore, the sum of number pay / FTA/Local channels column will not add to give figures in the total column.

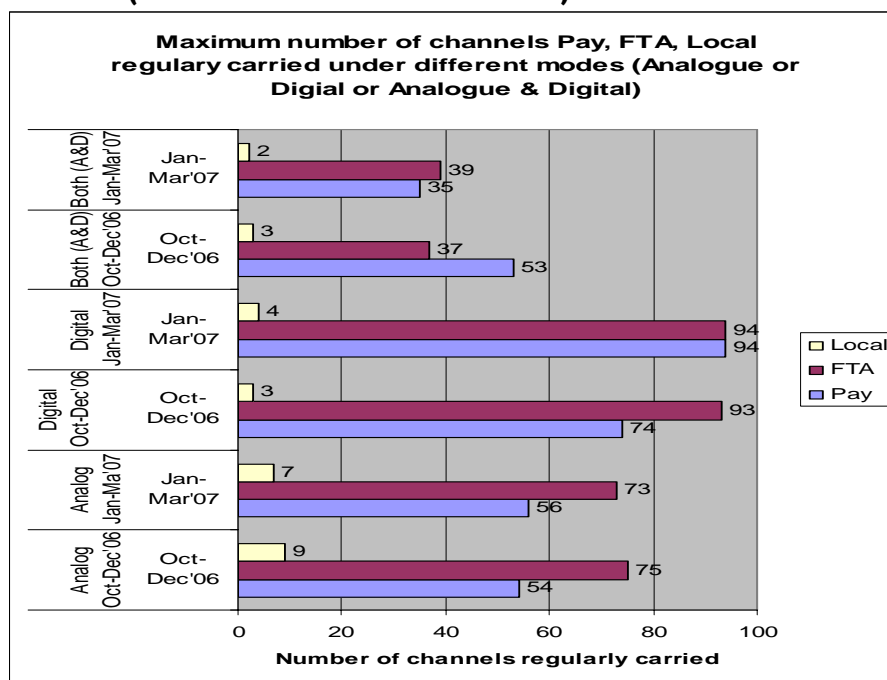
Chart No 1



1.2 The figures of **Maximum and Minimum** are based on number of channels (analogue and /or digital) reported across different networks of different reporting service providers having different combinations of pay, FTA and Local channels. Therefore, figures in various cells above across a particular row as a combination may not be indicative size of network etc.

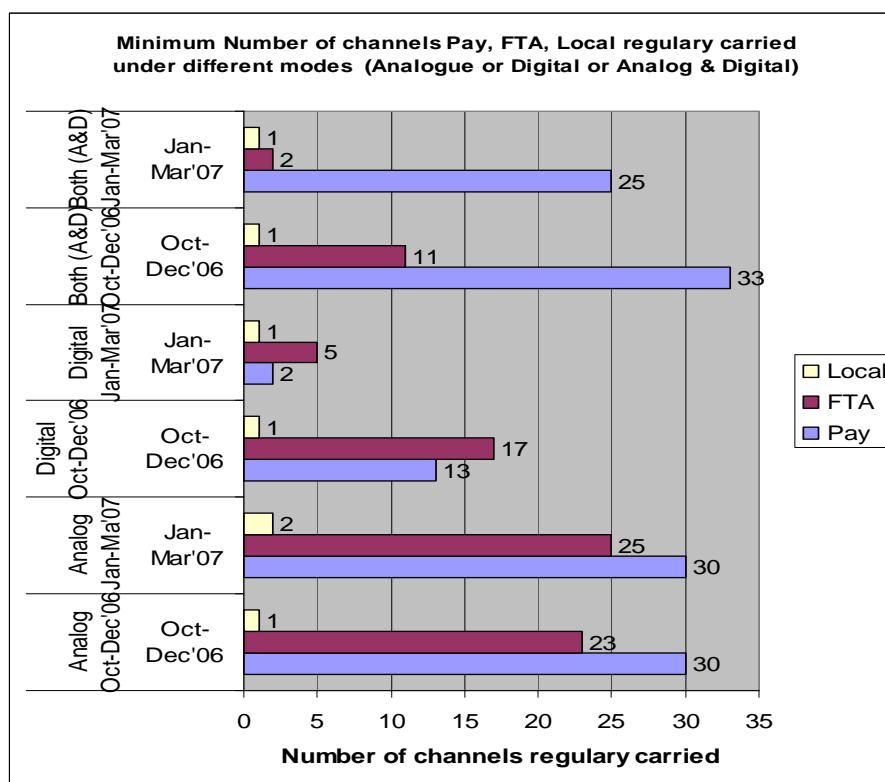
a)

Chart No 2
(Maximum No of channels)



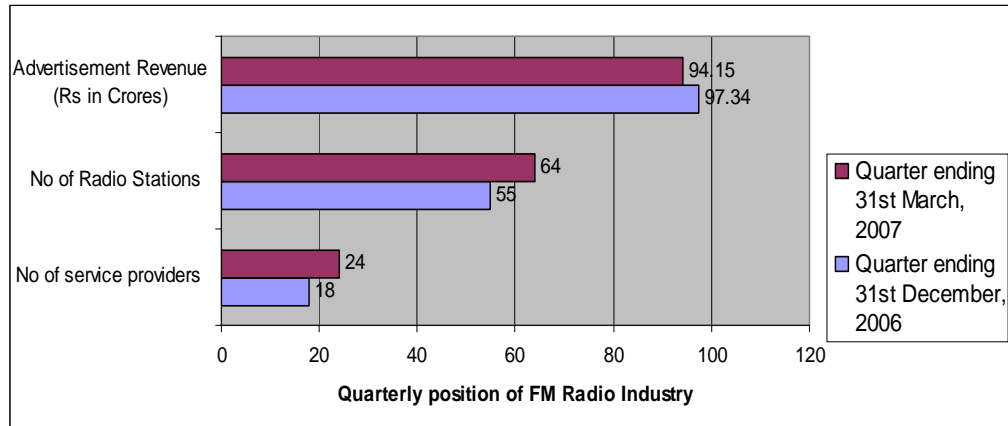
b)

Chart No 3
(Minimum Number of channels)



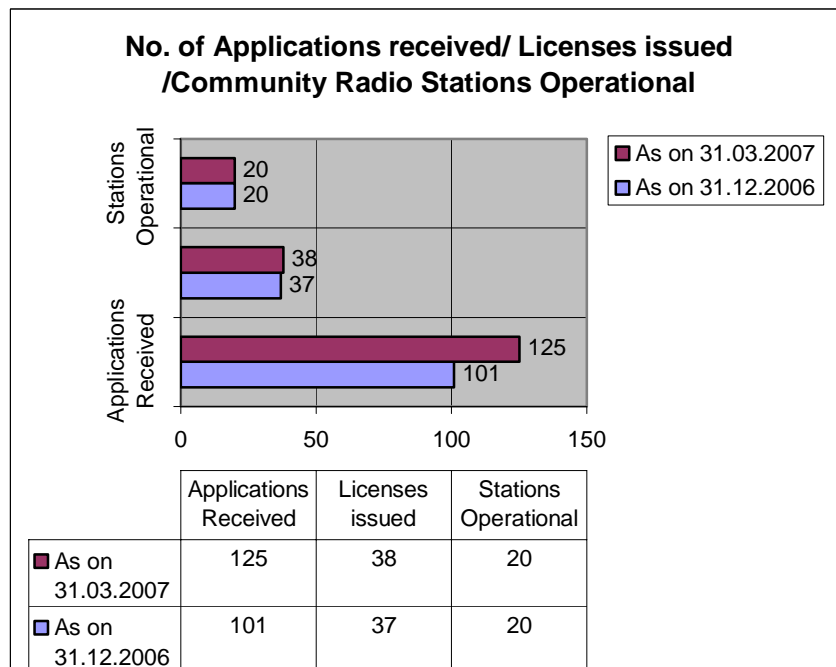
1.3 The total Advertisement Revenue in quarter ending December 2006 of 18 FM Radio Service Providers and quarter ending March 2007 of 23 FM Radio Service Providers who have given their reports are given in the chart.

**Chart No 4
The Total Advertisement Revenue**



1.4 Details of number of applications received, number of Licenses issued for Community Radio Stations are given in the chart below:-

Chart No 5



1.5 Details of number of applications received, number of Licenses issued for DTH services are given in the chart below.

Chart 6

