



Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators July - September 2009

New Delhi, India
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Snapshot

(Data As on 30th September 2009)

Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	509.03 Million
% Growth During Quarter	9.5%
Urban Subscribers	357.22 Million (70.2%)
Rural Subscribers	151.81 Million (29.8%)
Teledensity	43.50
Urban Teledensity	102.79
Rural Teledensity	18.46
Wireless Subscribers	
Total Wireless Subscribers	471.73 Million
% Growth During Quarter	10.40%
Urban Subscribers	330.04 Million (70.0%)
Rural Subscribers	141.68 Million (30.0%)
GSM Subscribers	370.59 Million (78.6%)
CDMA Subscribers	101.13 Million (21.4%)
Teledensity	40.31
Urban Teledensity	94.98
Rural Teledensity	17.22
Wireline Subscribers	
Total Wireline Subscribers	37.31 Million
% Growth During Quarter	-0.60%
Urban Subscribers	27.18 Million (72.8%)
Rural Subscribers	10.13 Million (27.2%)
Teledensity	3.19
Urban Teledensity	7.82
Rural Teledensity	1.23
Internet & Broadband Subscribers	
Total Internet Subscribers	14.63 Million
% Growth During Quarter	4.09%
Broadband Subscribers	7.21 Million

Broadcasting & Cable Services	
Total Number of Registered Channels with I&B Ministry	472
Number of Pay Channels	138
Number of private FM Radio Stations	248
DTH Subscribers	17.34 Million
Number of Set Top Boxes in CAS areas	734,016
Telecom Financial Data (for the QE Sep-09)	
Gross Revenue during the quarter	Rs. 38,854.65 Crore
% change in GR during Quarter	-0.65%
Share of Public sector undertaking's in GR	23.09%
Adjusted Gross Revenue (AGR)	Rs. 29,115.30 Crores
% change in AGR during Quarter	-2.08%
Revenue & Usage Parameters (for the QE Sep-09)	
Average Revenue Per User (ARPU) GSM	Rs. 164
Average Revenue Per User (ARPU) CDMA	Rs. 89
Minutes of Usage (MOU) GSM	423 Minutes
Minutes of Usage (MOU) CDMA	308 Minutes
Minutes of Usage for Internet Telephony	118.01 Million

Introduction

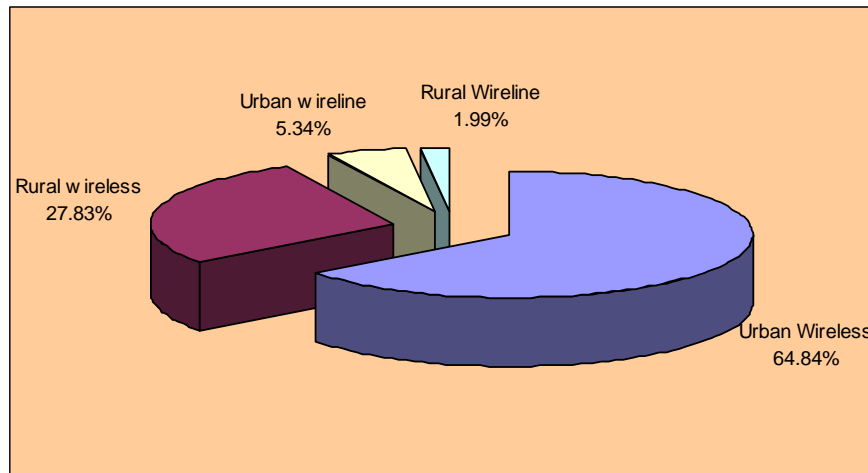
This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending September 2009. This report provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. The Executive Summary of various Telecom Services has been given in the beginning followed by 'Performance Indicators at a Glance'. Chapter-1 deliberates the growth pattern of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter-2 covers the key Revenue and usage parameters. Chapter-3 gives the financial and accounting data. Chapter-4 covers QoS performance of various service providers. The information relating to Cable TV, DTH & Radio Broadcast services are provided in Chapter-5.

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

Executive Summary & Trends at a Glance

1. The number of telephone subscribers in India increased to 509.03 Million at the end of Sep-09 from 464.82 Million in Jun-09, thereby registering a growth rate of 9.51%. With this, the overall Tele-density in India reached 43.50 as on 30th September 2009.
2. Subscription in Urban Areas increased to 357.22 Million and Rural subscription increased to 151.81 Million. Rural Teledensity reached 18.46 and urban Teledensity reached 102.79 at the end of Sep-09. The share of rural subscribers increased to 29.8% in total subscription.

Composition of Telephone Subscribers



3. With 44.43 Million net additions during the Quarter, Total Wireless (GSM + CDMA) subscriber base increased to 471.73 Million at the end of Sep-09, and wireless Tele-density reached 40.31.
4. Wireline subscriber base declined to 37.31 Million at the end of Sep-09, bringing down the wireline teledensity to 3.19.

5. Internet subscribers increased to 14.63 million at the end of September 2009 registering a quarterly growth rate of 4.09%.
6. Share of Broadband subscription in total Internet subscription increased from 47.1% in Jun-09 to 49.3% in Sep-09. 86.53% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.
7. Average Revenue Per User (ARPU) for GSM-Full Mobility service declined by 11.3%, from Rs. 185 in QE Jun-09 to Rs. 164 in QE Sep-09.
8. ARPU for CDMA – Full mobility service declined by 3.8%, from Rs. 92 in QE Jun-09 to Rs. 89 in QE Sep-09.
9. ARPU for dialup Internet usage declined by 5.08%, from Rs. 243.50 in QE Jun-09 to Rs 231.13 in the quarter ending Sep-09.
10. MOU per subscriber for GSM – Full mobility service continued to show a declining trend. It declined by 6.68%, from 454 in QE Jun-09 to 423 in QE Sep-09. The outgoing MOUs declined by 6.8% and incoming by 6.5%.
11. MOU per subscriber for CDMA-full mobility service declined by 9.8% from 342 (Q.E Jun-09) to 308 (Q.E Sep-09). The Outgoing MOUs declined by 9.2% and Incoming MOUs declined by 10.5%.

12. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE Sep-09 has been Rs 38,854.65 Crore and Rs. 29,115.31 Crore respectively. There has been a reduction of 0.65% & 2.08%, as compared to previous quarter, in GR & AGR respectively.
13. Average licence fee as percentage of AGR is 8.41% in Sep-09 as against 8.43% in previous quarter.
14. The performance of wireline service providers improved as compared to the previous quarter, in respect of Time taken for refund of deposits after closures.
15. The wireline service performance has deteriorated in this quarter, as compared to the previous quarter in respect of following parameters:
 - a. Call Completion Rate (in local network)
 - b. % Faults repaired by next working day
 - c. Mean Time to Restore (MTTR)
 - d. Metering and billing credibility – postpaid
16. The performance of the wireless service providers improved in this quarter in respect of the following parameters:
 - a. SDCCH/ Paging Chl. Congestion
 - b. TCH Congestion
 - c. Worst affected cells having more than 3% TCH drop (call drop) rate

17. The performance of the wireless service providers has deteriorated in this quarter as compared to the previous quarter in respect of the following parameters:-
 - a. Call Set-up Success Rate (within licensee's own network)
 - b. Connection with good voice quality
 - c. Metering and billing credibility - post paid
 - d. Resolution of billing/charging/validity complaints
18. Total Number of channels registered with Ministry of I&B increased to 472 from 447 in June-09. There are 138 pay TV channels in existence as reported by 23 broadcasters/their distributors at the Quarter ending Sept-09.
19. Maximum number of TV channels being carried by any of the reported MSOs is 254 whereas in conventional analogue form, the maximum number of channels being carried by the reported MSOs is 100 channels.
20. The number of private FM Radio stations in operation are 248 at the end of Sept-09.
21. Besides free DTH service of Doordarshan, there are 6 private DTH licensees. All the 6 DTH licensees are offering pay DTH services to the customers as on 30.09.2009 and their reported subscriber base is 17.34 million.
22. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai decreased from 8,16,192 in June-09 to 7,34,016 in Sept-09.

Trends at a Glance

A. Wireline & Wireless Services

	QE Sep 2008	QE Dec 2008	QE Mar 2009	QE Jun 2009	QE Sep 2009	%age change over Sep 2008 (12 months)	%age change over Dec 2008 (9 months)	%age change over Mar 2009 (6 months)	%age change over Jun 2009 (3 months)
	1) Subscriber's Base (in million)								
i) Wireline	38.35	37.9	37.96	37.53	37.31	-2.72%	-1.57%	-1.72%	-0.60%
ii) Wireless	315.31	346.89	391.76	427.29	471.73	49.61%	35.99%	20.41%	10.40%
Total	353.66	384.79	429.72	464.82	509.03	43.93%	32.29%	18.46%	9.51%
Rural	90.56	103.83	122.21	136.27	151.81	67.64%	46.21%	24.22%	11.41%
Urban	263.10	280.96	307.51	328.55	357.22	35.77%	27.14%	16.16%	8.73%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - full mobility									
i) GSM	499	496	484	454	423	-15.1%	-14.6%	-12.5%	-6.7%
ii) CDMA	332	371	357	342	308	-7.1%	-16.8%	-13.5%	-9.8%
3) ARPU (Rs./sub/ month)									
Wireless - full mobility									
i) GSM	221	220	205	185	164	-25.9%	-25.5%	-20.3%	-11.3%
ii) CDMA	122	111	99	92	89	-27.7%	-20.3%	-10.6%	-3.8%
4) Teledensity									
Population in million (Estimated)	1154	1158	1162	1166	1170				
i) Wireline teledensity	3.32	3.27	3.27	3.20	3.19	-3.97%	-2.50%	-2.50%	-0.34%
ii) Wireless teledensity	27.32	29.96	33.71	36.64	40.31	47.57%	34.56%	19.59%	10.02%
Total Teledensity	28.33	30.64	33.23	36.98	43.50	53.56%	41.98%	30.92%	17.64%
Rural teledensity	11.13	12.72	14.93	16.61	18.46	65.88%	45.07%	23.58%	11.12%
Urban teledensity	77.35	82.15	89.44	95.05	102.79	32.90%	25.13%	14.93%	8.15%

B. Subscriber Base

(i) Wireline Subscribers Base (in Million)

Service Providers	QE Sep 2008	QE Dec 2008	QE Mar 2009	QE Jun 2009	QE Sep 2009	%age change over Sep 2008	%age change over Dec 2008	%age change over Mar 2009	%age change over Jun 2009
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	30.12	29.5	29.34	28.79	28.45	-5.55%	-3.57%	-3.04%	-1.19%
MTNL	3.57	3.53	3.57	3.55	3.51	-1.56%	-0.44%	-1.56%	-1.00%
Bharti	2.51	2.61	2.73	2.83	2.93	16.66%	12.19%	7.26%	3.47%
Reliance	1.02	1.07	1.11	1.13	1.15	12.96%	7.69%	3.81%	1.97%
Tata	0.82	0.87	0.92	0.95	1.00	22.35%	15.32%	9.05%	5.61%
HFCL	0.15	0.16	0.16	0.16	0.17	10.65%	3.74%	3.74%	3.74%
Shyam	0.16	0.16	0.13	0.11	0.10	-40.51%	-40.51%	-26.78%	-13.47%
Total	38.35	37.9	37.96	37.53	37.31	-2.72%	-1.57%	-1.72%	-0.60%

(ii) Wireless Subscriber Base (in Million)

Service Providers	QE Sep 2008	QE Dec 2008	QE Mar 2009	QE Jun 2009	QE Sep 2009	%age change over Sep 2008	%age change over Dec 2008	%age change over Mar 2009	%age change over Jun 2009
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	77.48	85.65	93.92	102.37	110.51	42.63%	29.03%	17.67%	7.96%
Reliance	56.05	61.34	72.67	79.62	86.12	53.64%	40.39%	18.51%	8.17%
Vodafone	54.63	60.93	68.77	76.45	82.85	51.65%	35.97%	20.47%	8.37%
BSNL	43.86	46.23	52.15	54.36	58.76	33.96%	27.10%	12.67%	8.08%
Tata	29.33	31.76	35.12	37.12	46.80	59.55%	47.34%	33.25%	26.06%
Idea	33.98	38.01	43.02	47.09	51.45	51.43%	35.37%	19.61%	9.27%
Aircel	13.88	16.08	18.48	21.80	25.73	85.36%	60.00%	39.22%	18.03%
MTNL	3.96	4.19	4.48	4.61	4.68	18.19%	11.70%	4.47%	1.61%
BPL	1.66	1.95	2.16	2.31	2.50	50.31%	27.95%	15.51%	8.22%
HFCL	0.36	0.38	0.39	0.38	0.38	5.46%	-0.09%	-2.65%	-1.18%
Shyam	0.12	0.37	0.6	1.19	1.96	1533.78%	429.87%	226.76%	64.87%
Total	315.3	346.9	391.8	427.29	471.73	49.61%	35.99%	20.41%	10.40%

C. Internet & Broadband Services

	QE Sep 2008	QE Dec 2008	QE Mar 2009	QE Jun 2009	QE Sep 2009	%age change over Sep 2008 (12 months)	%age change over Dec 2008 (9 months)	%age change over Mar 2009 (6 months)	%age change over Jun 2009 (3 months)
1) Subscriber's Base (in million)									
i) Internet	12.24	12.86	13.54	14.05	14.63	19.47%	13.77%	8.05%	4.09%
ii) Wireless Data subscribers	88.27	101.1	117.82	126.97	127.04	43.92%	25.66%	7.83%	0.06%
ii) Broadband Connections (>=256 Kbps download speed)	4.9	5.52	6.22	6.62	7.21	47.14%	30.62%	15.92%	8.91%
2) Minutes of Use (Dialup Internet) (MOU/subs/month) – Day Usage (8am to 8 pm)	212.34	214.23	226.58	243.57	237.06	11.64%	10.66%	4.63%	-2.67%
3) ARPU (Dialup Internet) (Rs/subs/month)	213.08	221.97	236.47	243.5	231.13	8.47%	4.13%	-2.26%	-5.08%

Chapter 1: Subscription Data

Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 464.82 Million in Jun-09 to 509.03 Million at the end of Sep-09, registering a growth rate of 9.5%. The overall Teledensity in India has reached 43.50 as on 30th September 2009.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

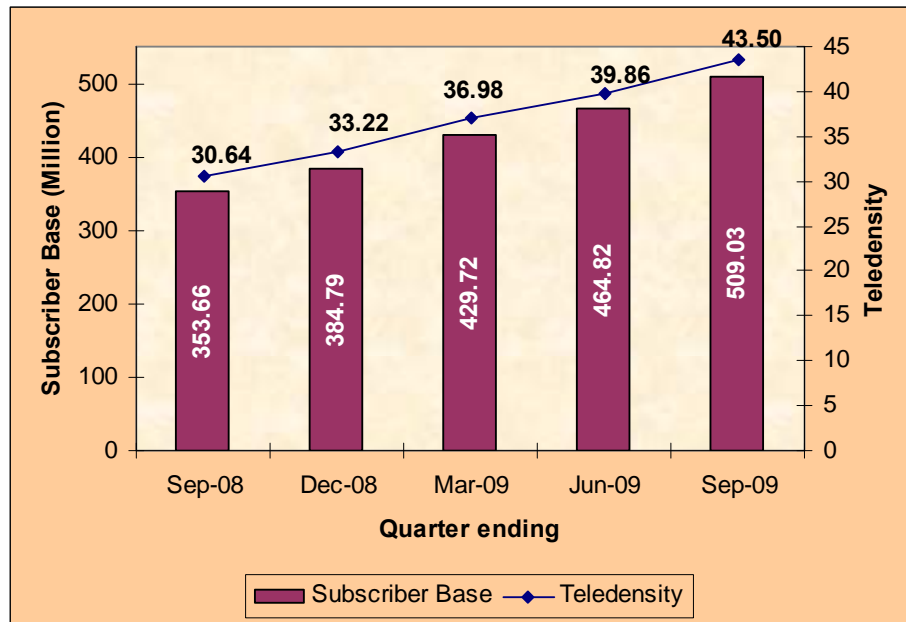


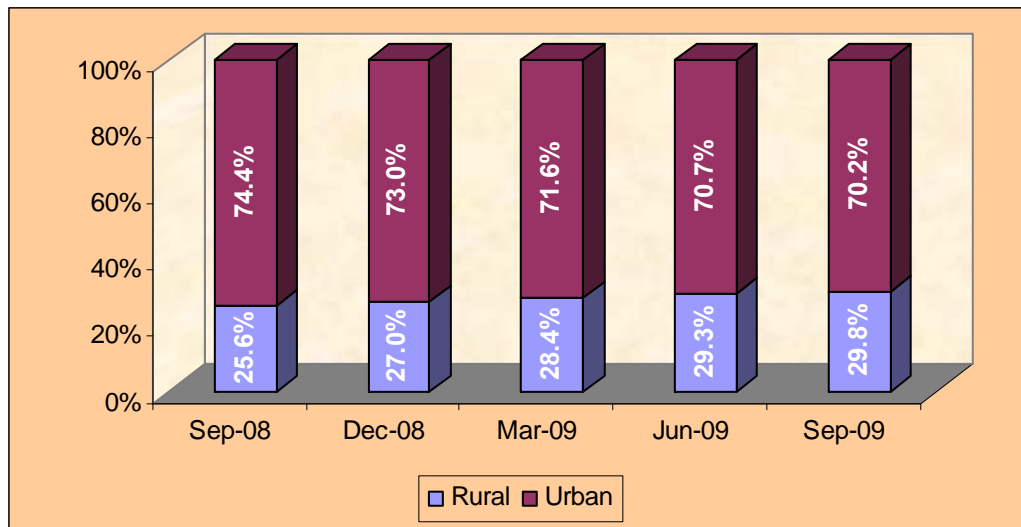
Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (Million)		Teledensity	
	Rural	Urban	Rural	Urban
Sep-08	90.56	263.10	11.13	77.35
Dec-08	103.83	280.96	12.72	82.15
Mar-09	122.21	307.51	14.93	89.44
Jun-09	136.27	328.55	16.61	95.05
Sep-09	151.81	357.22	18.46	102.79

1.2 Subscription in Urban Areas grew from 328.55 Million in Jun-09 to 357.22 Million in Sep-09, taking the urban Teledensity to 102.79. Rural subscription increased from 136.27 Million to 151.81 Million, taking the Rural Teledensity from 16.61 in Jun-09 to 18.46 at the end of Sep-09.

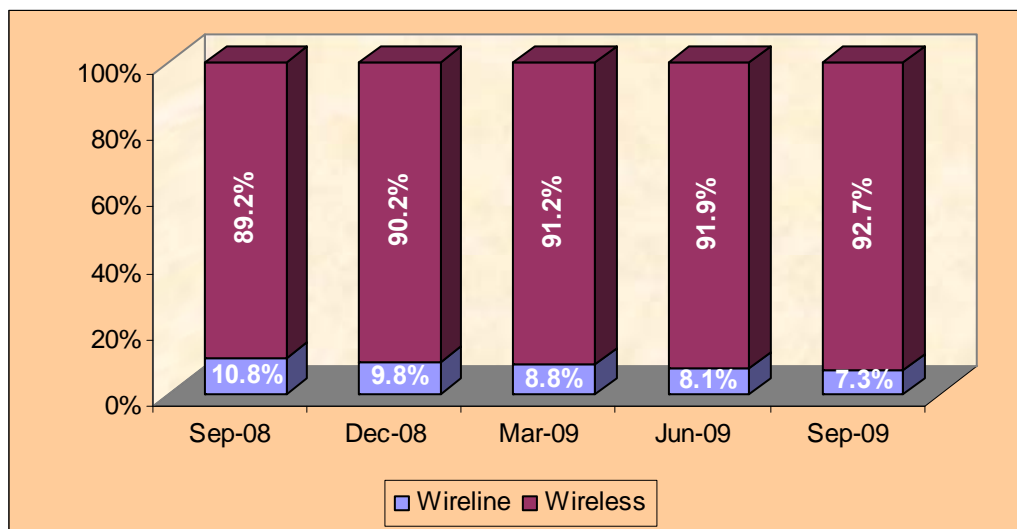
1.3 Overall rate of growth of Access Subscription in QE Sep-09 (9.5%) has shown an increase as compared to previous quarter (8.2%). About 65% of the net additions have been in urban areas. However, in terms of rate of growth, rural areas registered a higher rate.

Chart 1.2: Market Share - Rural & Urban



1.4 Share of rural areas in total subscription has increased to 29.8%.

Chart 1.3: Composition of Access subscription – Wireline & Wireless



1.5 The dominance of wireless segment in access services is steadily growing

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

Service Area	Subscribers (Million)			
	Jun-09	Sep-09	Net Additions	Rate of change
Andhra Pradesh	35.59	39.60	4.01	11.3%
Assam	6.74	7.35	0.61	9.0%
Bihar	25.55	28.82	3.26	12.8%
Delhi	26.02	27.47	1.45	5.6%
Gujarat	27.89	29.54	1.65	5.9%
Haryana	11.40	12.25	0.85	7.5%
Himachal Pradesh	3.97	4.37	0.40	10.0%
J&K	4.30	4.82	0.51	12.0%
Karnataka	28.21	31.62	3.41	12.1%
Kerala	21.53	23.65	2.12	9.8%
Madhya Pradesh	24.30	26.53	2.23	9.2%
Maharashtra	36.71	39.43	2.72	7.4%
Mumbai	23.33	25.36	2.03	8.7%
North East	4.17	4.49	0.32	7.6%
Orissa	10.63	12.10	1.48	13.9%
Punjab	17.19	18.35	1.16	6.8%
Rajasthan	26.89	29.34	2.45	9.1%

Service Area	Subscribers (Million)			
	Jun-09	Sep-09	Net Additions	Rate of change
T.N.	32.57	37.06	4.48	13.8%
Chennai	11.06	12.01	0.95	8.6%
U.P.(E)	31.65	34.84	3.19	10.1%
U.P.(W)	22.78	24.99	2.21	9.7%
Kolkata	13.97	14.86	0.88	6.3%
W.B.	18.36	20.17	1.81	9.9%
Total	464.82	509.03	44.21	9.5%

Table 1.3: Service Area wise Teledensity as on 30th September 2009

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	18.84	121.92	47.35
Assam	15.31	77.85	24.47
Bihar	10.56	100.28	22.75
Delhi	-	-	154.99
Gujarat	27.62	85.04	50.52
Haryana	31.98	84.62	49.32
Himachal Pradesh	45.04	231.19	65.24
J&K	22.21	96.25	41.86
Karnataka	17.96	116.11	54.01
Kerala	38.92	156.27	68.98
Madhya Pradesh	10.68	77.00	28.11
Maharashtra	22.36*	99.53*	57.77*
Mumbai			
North East	19.85	81.94	34.62
Orissa	15.68	102.94	30.08
Punjab	34.77	107.77	64.22
Rajasthan	24.69	106.78	44.26
T.N.	32.00*	107.14*	72.02*
Chennai			
U.P.(E)	12.28*	88.52*	29.11*
U.P.(W)			
Kolkata	19.14*	89.83*	39.18*
W.B.			
Total	18.46	102.79	43.50

* Population data/projections are available state-wise only

Table 1.4: Subscribers (Rural & Urban) & Market share

Service Provider	Rural Subscribers	Urban Subscribers	Total Subscribers	Market Share
Bharti	38.45	74.99	113.44	22.29%
Reliance	17.52	69.75	87.27	17.14%
BSNL	31.02	56.19	87.20	17.13%
Vodafone	27.29	55.56	82.85	16.28%
IDEA	22.15	29.30	51.45	10.11%
Tata	4.46	43.34	47.80	9.39%
Aircel	10.74	14.99	25.73	5.05%
MTNL	-	8.19	8.19	1.61%
Loop Mobile (BPL)	-	2.50	2.50	0.49%
Sistema	0.19	1.86	2.06	0.40%
HFCL	0.00	0.54	0.55	0.11%
Total	151.81	357.22	509.03	

1.6 Bharti is the leading operator in Access segment in terms of number of subscribers, followed by Reliance.

Section B: Wireless Service

Table 1.5: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 30th September 2009]

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

1.7 Total Wireless (GSM + CDMA) subscriber base increased from 427.29 Million at the end of June-09 to 471.73 Million at the end of Sept-09, thereby showing a growth of 10.4%. During this quarter 44.43 million subscribers were added. Wireless Teledensity increased from 36.64 at the end of June-09 to 40.31 at the end of Sept-09.

Chart 1.4: Wireless Subscriber Base and Teledensity

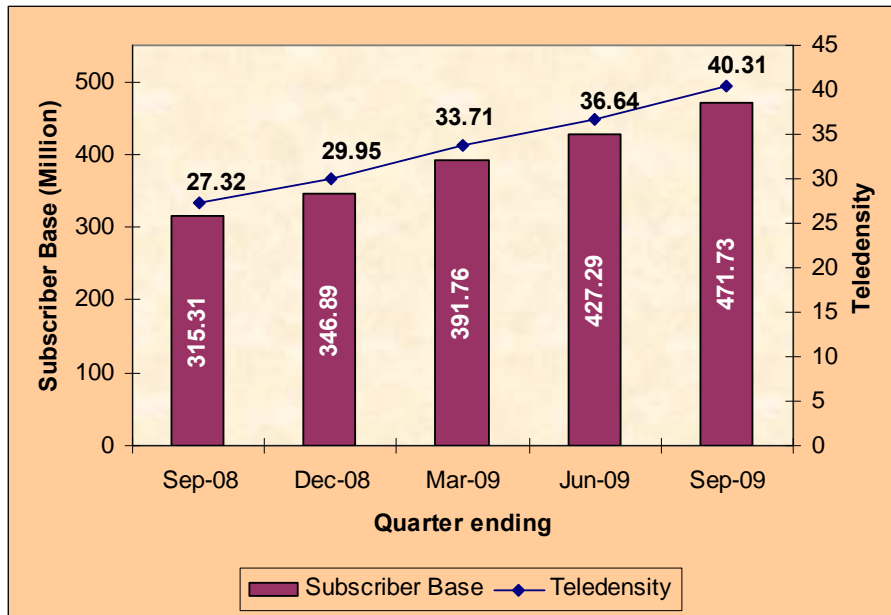


Table 1.6: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (Million)		Teledensity	
	Rural	Urban	Rural	Urban
Sep-08	79.61	235.70	9.78	69.29
Dec-08	93.15	253.74	11.41	74.19
Mar-09	111.63	280.13	13.64	81.47
Jun-09	125.95	301.34	15.35	87.18
Sep-09	141.68	330.04	17.22	94.98

- 1.8 The rural Wireless subscribers increased from 125.95 Million in Jun-09 to 141.68 Million in Sept-09.
- 1.9 Rural subscription (12.5%) has been growing at a faster rate than Urban (9.5%). The share of rural wireless subscription is 30% in total wireless subscription.
- 1.10 Overall rate of growth of Wireless Subscription in QE Sept-09 (10.40%) is higher as compared to previous quarter (9.07%). Higher growth rate could mainly be attributed to the launch of GSM services by Tata Teleservices Limited across service areas.

Chart 1.5: Wireless Market Share – Rural & Urban

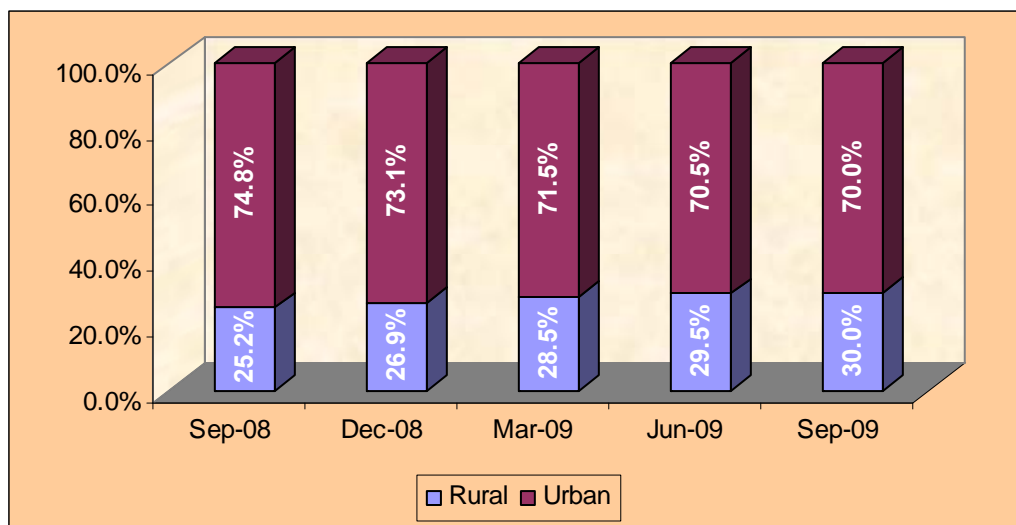


Table 1.7: Growth in Wireless Subscribers

Service Provider	Subscriber Base (Millions)			Rate of Growth	Market Share - Jun-09	Market Share - Sep-09
	Jun-09	Sep-09	Net Additions			
Bharti	102.37	110.51	8.14	8.0%	24.0%	23.4%
Reliance	79.62	86.12	6.50	8.2%	18.6%	18.3%
Vodafone	76.45	82.85	6.40	8.4%	17.9%	17.6%
BSNL	54.36	58.76	4.39	8.1%	12.7%	12.5%
IDEA	47.09	51.45	4.37	9.3%	11.0%	10.9%
Tata	37.12	46.80	9.67	26.1%	8.7%	9.9%
Aircel	21.80	25.73	3.93	18.0%	5.1%	5.5%
MTNL	4.61	4.68	0.07	1.6%	1.1%	1.0%
Loop Mobile (BPL)	2.31	2.50	0.19	8.2%	0.5%	0.5%
Sistema	1.19	1.96	0.77	64.9%	0.3%	0.4%
HFCL	0.38	0.38	(0.005)	-1.2%	0.1%	0.1%
Total	427.29	471.73	44.43	10.4%		

Table 1.8: Service Area wise Wireless Subscribers

Service Area	Subscribers (Million)			
	Jun-09	Sep-09	Net Additions	Rate of Growth
Andhra Pradesh	33.10	37.13	4.03	12.2%
Assam	6.40	7.02	0.62	9.7%
Bihar	24.17	27.43	3.27	13.5%
Delhi	23.44	24.84	1.40	6.0%
Gujarat	25.82	27.48	1.66	6.4%
Haryana	10.55	11.42	0.87	8.2%
Himachal Pradesh	3.60	4.01	0.40	11.2%
Jammu & Kashmir	4.07	4.58	0.52	12.7%
Karnataka	25.45	28.87	3.42	13.4%
Kerala	17.98	20.12	2.14	11.9%
Madhya Pradesh	22.66	24.92	2.27	10.0%
Maharashtra	33.52	36.33	2.80	8.4%
Mumbai	20.43	22.46	2.03	9.9%
North East	3.84	4.16	0.32	8.3%
Orissa	10.00	11.48	1.48	14.8%
Punjab	15.56	16.72	1.17	7.5%
Rajasthan	25.27	27.74	2.47	9.8%
T.N.	30.35	34.87	4.52	14.9%
Chennai	9.65	10.58	0.93	9.6%
U.P.(E)	30.20	33.38	3.19	10.5%
U.P.(W)	21.45	23.65	2.20	10.3%
Kolkata	12.44	13.33	0.89	7.1%
W.B.	17.36	19.22	1.86	10.7%
Total	427.29	471.73	44.43	10.4%

Table 1.9: Service Area wise Wireless Teledensity as on 30th September 2009

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	17.49	114.75	44.39
Assam	14.94	72.41	23.36
Bihar	10.11	95.12	21.66
Delhi	-	-	140.13
Gujarat	26.17	78.36	46.98
Haryana	30.07	78.31	45.97
Himachal Pradesh	40.18	221.01	59.81
Jammu & Kashmir	21.76	89.94	39.85
Karnataka	16.34	106.10	49.31
Kerala	29.50	143.39	58.67
Madhya Pradesh	10.25	71.76	26.41
Maharashtra	20.76*	89.77*	52.42*
Mumbai			
North East	18.95	74.02	32.05
Orissa	14.98	97.08	28.53
Punjab	31.44	98.58	58.53
Rajasthan	23.63	100.10	41.85
T.N.	29.67*	99.21*	66.71*
Chennai			
U.P.(E)	11.88*	83.75*	27.75*
U.P.(W)			
Kolkata	18.39*	81.89*	36.40*
W.B.			
Total	17.22	94.98	40.31*

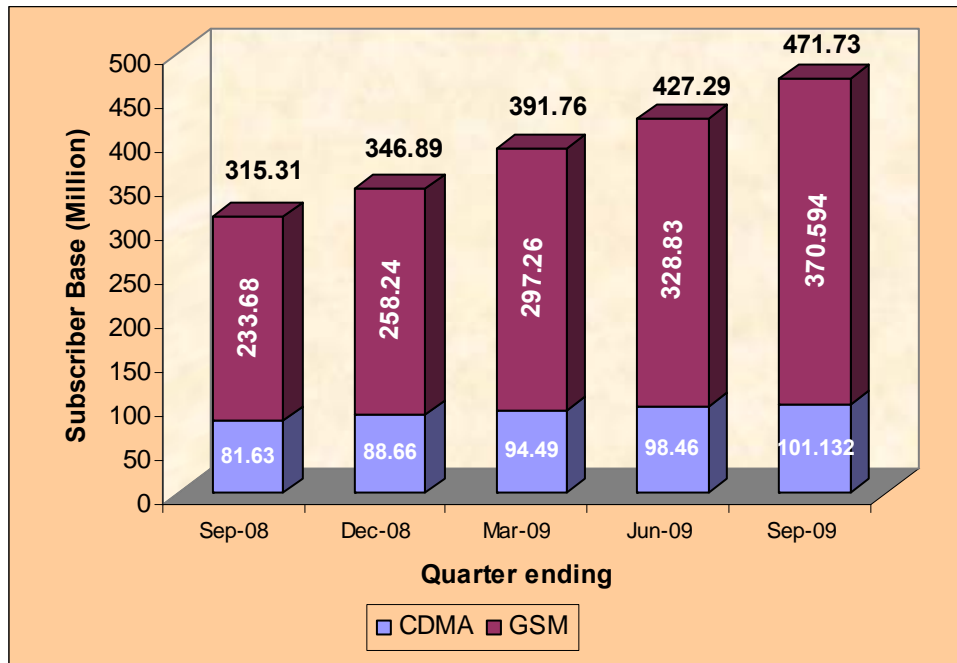
* Population data/projections are available state-wise only

Table 1.10: Rural Subscribers and Market Share

Service Provider	Subscribers as on Sept-09 (in millions)	Rural Subscribers (in millions)	Percentage of rural subscribers	Market Share of Rural Subscribers
Bharti	110.51	38.45	34.79	27.14
Vodafone	82.85	27.29	32.94	19.26
Idea	51.45	22.15	43.59	15.63
BSNL	58.76	20.92	35.61	14.77
Reliance	86.12	17.52	20.35	12.37
Aircel	25.73	10.74	41.74	7.58
Tata	46.80	4.43	9.46	3.12
Sistema	1.96	0.19	9.49	0.13
HFCL	0.38	0.001	0.31	0.001
BPL	2.50	-	-	-
MTNL	4.68	-	-	-
Total	471.73	141.68	29.48	100

Detailed table on service provider wise subscriber base in each service area is at Annexure-1.

Chart 1.11: Wireless Subscription: GSM vs CDMA



1.11 GSM subscription has been growing at a faster rate and the ratio between the growth rates of GSM & CDMA has also been increasing. In the QE Sep-09 growth rate of GSM was 4.69 times the growth rate of CDMA, as against 2.53 in the previous quarter. At the end of Sep-09, GSM subscribers constituted 78.6% of the wireless market.

GSM Services

1.12 The GSM subscribers were 370.59 million at the quarter ending Sep-09 as against 328.83 million at the end of the previous quarter, showing a growth of 12.7%. Bharti with 110.51 million subscribers continues to be the largest GSM mobile operator. However, in terms of net additions during the quarter, Tata added the highest number of subscribers (8.85 Million), followed by Bharti (8.14 Million).

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

Service Provider	Jun-09		Sep-09		Net additions (in Millions)
	No of Subscribers (in Millions)	Market Share (in %age)	No of Subscribers (in Millions)	Market Share (in %age)	
Bharti	102.37	31.13	110.51	29.82	8.14
Vodafone	76.45	23.25	82.85	22.35	6.4
BSNL	49.10	14.93	53.4	14.41	4.3
Idea	47.08	14.32	51.46	13.89	4.38
Reliance	25.42	7.73	30.93	8.35	5.51
Aircel	21.80	6.63	25.73	6.94	3.93
Tata	-	-	8.85	2.39	8.85
MTNL	4.30	1.31	4.37	1.18	0.07
BPL	2.31	0.70	2.5	0.67	0.19
Total	328.83	100	370.59	100	41.76

CDMA Services

1.13 The CDMA Subscriber Base increased to 101.13 million during the quarter ending Sep-09 from 98.46 million at the end of previous quarter. The growth in this quarter is 2.7% as against 4.2% for the previous quarter. Reliance is the largest CDMA mobile operator with 55.18 Million subscribers, followed by Tata Teleservices (37.94 million) and BSNL (5.35 million).

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

Service Provider	Jun-09		Sep-09		Net Additions (in Millons)
	No of Subscribers (in Millions)	Market Share (in %age)	No of Subscribers (in Millions)	Market Share (in %age)	
Reliance	54.19	55.04	55.18	54.57	0.99
Tata Teleservices	37.12	37.70	37.94	37.52	0.82
BSNL	5.27	5.35	5.35	5.29	0.08
Sistema	1.19	1.21	1.96	1.94	0.77
HFCL	0.38	0.39	0.38	0.38	0
MTNL	0.31	0.31	0.31	0.31	0
Total	98.46		101.13		2.67

Section C: Wireline Service

Table 1.14: Service Providers providing Wireline service [as on 30th September 2009]

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, Chennai, UP-East, UP-West and West Bengal.
4	Tata Teleservices Ltd.	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Orissa, Punjab, Rajasthan, Tamil Nadu, Chennai, UP(E), UP(W) and West Bengal
5	HFCL Infotel Ltd	Punjab
6	Shyam Telelink Ltd	Rajasthan
7	Reliance Communications Ltd.	Andhra Pradesh, Bihar, Chennai, Delhi, Gujarat, Haryana, Himachal Pradesh, J&K, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, Tamilnadu, UP(East), UP(West) and West Bengal

1.14 Wireline subscriber base declined from 37.53 Million in June-09 to 37.31 Million at the end of Sept-09. Wireline teledensity is 3.19.

Chart 1.7: Wireline Subscriber Base and Teledensity

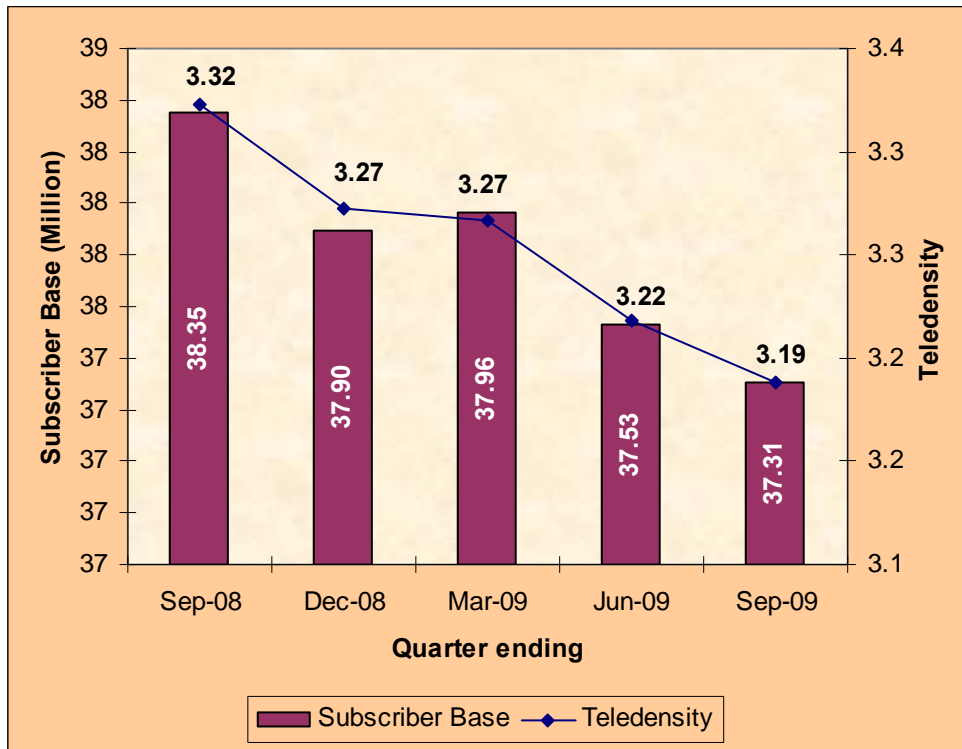


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (Million)		Teledensity	
	Rural	Urban	Rural	Urban
Sep-08	10.95	27.40	1.35	8.06
Dec-08	10.68	27.22	1.31	7.96
Mar-09	10.58	27.38	1.29	7.96
Jun-09	10.32	27.21	1.26	7.87
Sep-09	10.13	27.17	1.23	7.82

1.15 Rural Wireline subscription has been declining at a faster rate than Urban subscription, leading to decline in the share of Rural subscription

Chart 1.8: Wireline Market share – Rural & Urban

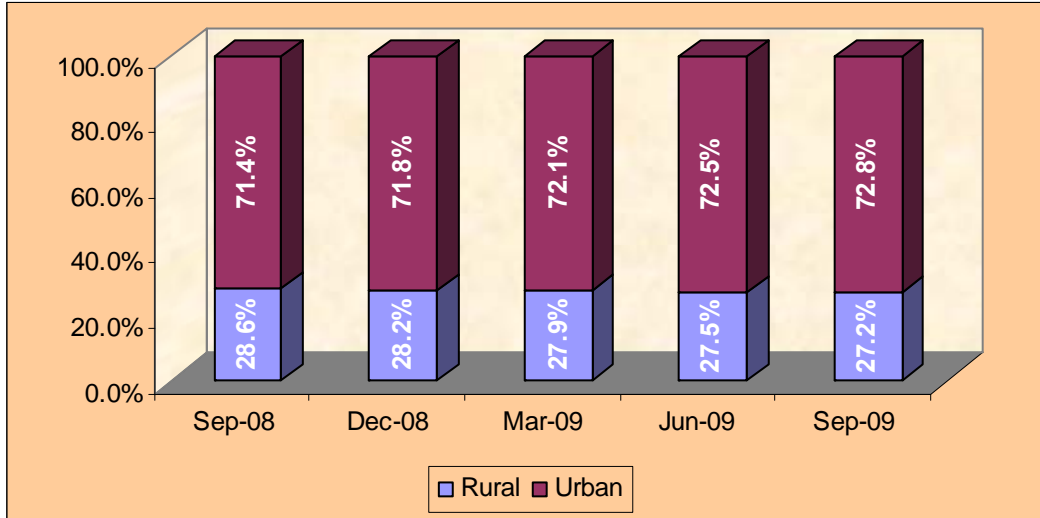


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share

Service Provider	Subscriber Base (Million)			Share of rural subscription
	Rural	Urban	Total	
BSNL	10.09	18.36	28.45	35.47%
MTNL	-	3.51	3.51	-
Bharti	-	2.93	2.93	-
Reliance	0.00	1.15	1.15	0.08%
Tata	0.03	0.97	1.00	3.11%
HFCL	-	0.17	0.17	-
Sistema	0.01	0.09	0.10	8.77%
Total	10.13	27.18	37.31	

Table 1.17: Growth in Subscribers

Service Provider	Subscriber Base (Million)			Rate of growth	Market share-Jun-09	Market share-Sep-09
	Jun-09	Sep-09	Net Additions			
BSNL	28.79	28.45	-0.35	-1.2%	76.73%	76.25%
MTNL	3.55	3.51	-0.04	-1.0%	9.46%	9.42%
Bharti	2.83	2.93	0.10	3.5%	7.54%	7.85%
Reliance	1.13	1.15	0.02	1.9%	3.01%	3.09%
Tata	0.95	1.00	0.05	5.3%	2.54%	2.69%
HFCL	0.16	0.17	0.00	2.1%	0.43%	0.44%
Sistema	0.11	0.10	-0.02	-14.3%	0.30%	0.26%
Total	37.53	37.31	-0.22	-0.6%		

1.16 BSNL/MTNL, the PSU operators own 85.67% of the Market share.

While major Private Wireline service providers have increased their subscriber base, BSNL/MTNL lost 0.38 Million subscribers during the quarter ending Sept-09. Wireline subscriber additions have been seen only in Delhi, Chennai UP(E) & UP(W).

Table 1.18: Service Area wise Wireline Subscribers

Service Area	Jun-09	Sep-09	Net Additions	Rate of Change
Andhra Pradesh	2.49	2.48	-0.015	-0.6%
Assam	0.34	0.33	-0.009	-2.7%
Bihar	1.38	1.38	-0.002	-0.1%
Delhi	2.58	2.63	0.056	2.2%
Gujarat	2.07	2.07	-0.005	-0.2%
Haryana	0.85	0.83	-0.016	-1.9%
Himachal Pradesh	0.37	0.36	-0.007	-1.8%
Jammu & Kashmir	0.23	0.23	-0.002	-0.9%
Karnataka	2.76	2.75	-0.004	-0.1%
Kerala	3.55	3.53	-0.020	-0.6%
Madhya Pradesh	1.64	1.60	-0.037	-2.3%
Maharashtra	3.18	3.10	-0.082	-2.6%
Mumbai	2.89	2.89	0.000	0.0%
North East	0.33	0.33	-0.001	-0.4%
Orissa	0.63	0.63	-0.002	-0.4%
Punjab	1.63	1.63	-0.001	-0.1%
Rajasthan	1.62	1.60	-0.025	-1.6%
T.N.	2.22	2.19	-0.035	-1.6%
Chennai	1.41	1.43	0.021	1.5%
U.P.(E)	1.45	1.46	0.007	0.5%
U.P.(W)	1.34	1.34	0.005	0.4%
Kolkata	1.53	1.53	-0.001	0.0%
W.B.	1.01	0.96	-0.048	-4.8%
Total	37.53	37.31	-0.224	-0.6%

Table 1.19: Service Area wise Wireline Teledensity as on 30th September 2009

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.35	7.17	2.96
Assam	0.37	5.44	1.11
Bihar	0.45	5.16	1.09
Delhi	-	-	14.85
Gujarat	1.46	6.68	3.54
Haryana	1.90	6.31	3.35
Himachal Pradesh	4.86	10.18	5.43
Jammu & Kashmir	0.46	6.32	2.01
Karnataka	1.62	10.00	4.70
Kerala	9.42	12.89	10.31
Madhya Pradesh	0.43	5.24	1.70
Maharashtra	1.60*	9.77*	5.35*
Mumbai			
North East	0.90	7.92	2.57
Orissa	0.71	5.87	1.56
Punjab	3.33	9.19	5.69
Rajasthan	1.07	6.69	2.41
T.N.	2.33*	7.93*	5.31*
Chennai			
U.P.(E)	0.40*	4.77*	1.36*
U.P.(W)			
Kolkata	0.74*	7.95*	2.79*
W.B.			
Total	1.23	7.82	3.19

* Population data/projections are available state-wise only

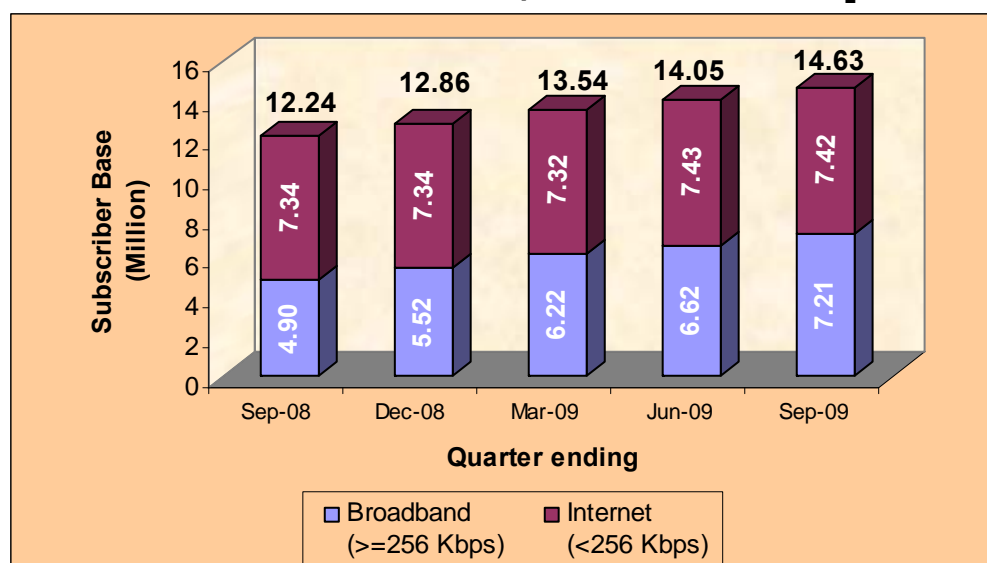
Detailed table on service provider wise subscriber base in each service area is at Annexure-2.

Section D: Internet Service

1.17 There are 14.63 million Internet subscribers at the end of September 2009 as compared to 14.05 million at the end of June 2009 registering a growth of 4.09%. This growth rate is higher as compared to QE June 2009 (3.80%).

1.18 The number of Broadband subscribers is 7.21 million at the end of September 2009 as compared to 6.62 million at the end of June 2009, thus registering a growth of 8.9% over the previous quarter.

Chart 1.9: Trends in Internet/Broadband subscription



1.19 Share of Broadband subscription in total Internet subscription increased from 47.1% in Jun-09 to 49.3% in Sep-09.

1.20 Internet Subscriber growth during the quarter is driven by Broadband services. Out of the total 2.38 million Internet

subscribers added during the last one year, 2.31 million are Broadband customers.

1.21 The total Internet leased line customers stood at 27723 at the end of Sep-09 as compared to 25888 at the end of Jun-09.

1.22 As per the reports available with the TRAI, 32 ISPs are providing Internet Telephony services presently. The list is at Annexure-3.

ISP Connectivity

1.23 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 254 GB for International and 212 GB for National during this quarter as compared to 245 GB for International and 208 GB for National at the end of Jun-09.

Table 1.20: Internet Subscriber Base & Market share of top 10 ISPs

S.No	ISP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	8077245	55.23
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2222191	15.19
3	Bharti Airtel Ltd.	A	All India	1196691	8.18
4	Reliance Communications Infrastructure Limited	A	All India	1090105	7.45
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	312677	2.14
6	Tata Communications Internet Services Limited	A	All India	307954	2.11
7	Sify Technologies Ltd.	A	All India	287699	1.97
8	Data Infosys Ltd.	A	All India	250428	1.71
9	YOU Telecom India Pvt. Ltd.	A	All India	200779	1.37
10	Asianet Satellite Communications Ltd.	B	Kerala	81894	0.56
	Total of Top 10 ISPs			14027663	95.91
	Others			597769	4.09
	Grand Total			14625432	100

1.26 BSNL holds 55.23% of the market share and a reported subscriber base of 8.08 million Internet subscribers at the end of Sep-09 as against 7.60 million at the end of Jun-09. MTNL is at second position (2.22 million) followed by Bharti (1.20 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-4.

1.27 Top 10 ISPs together hold 95.91% of the total Internet subscriber base.

Chart 1.10: Growth achieved by top ten ISPs during the quarter

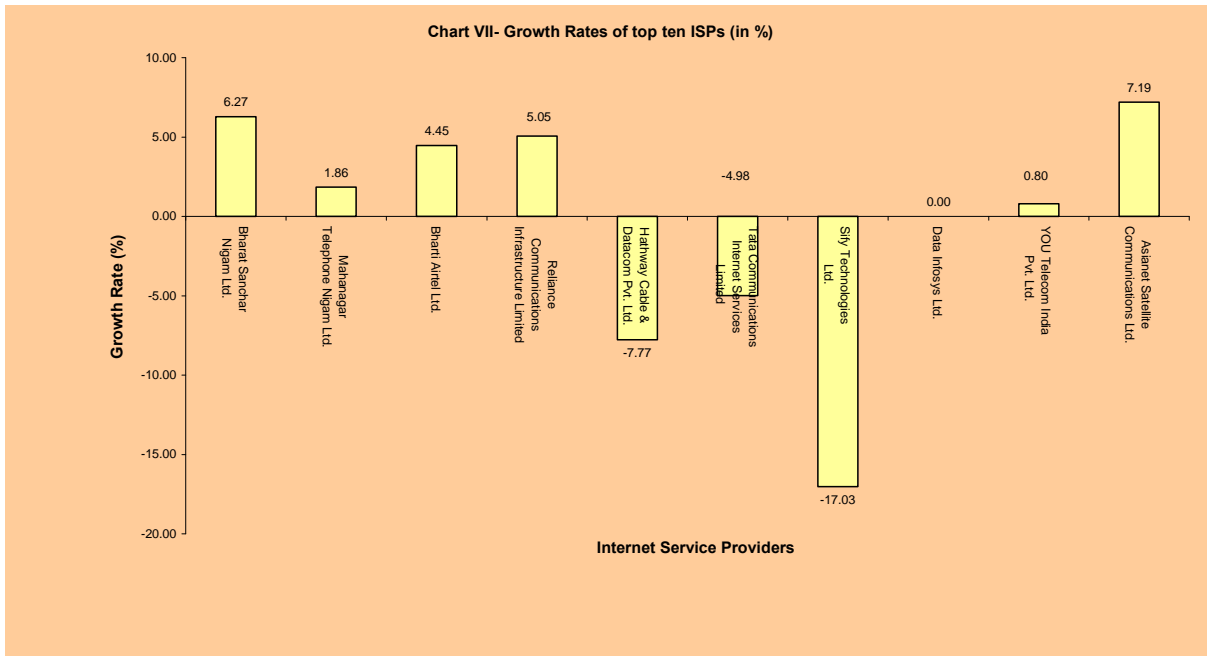
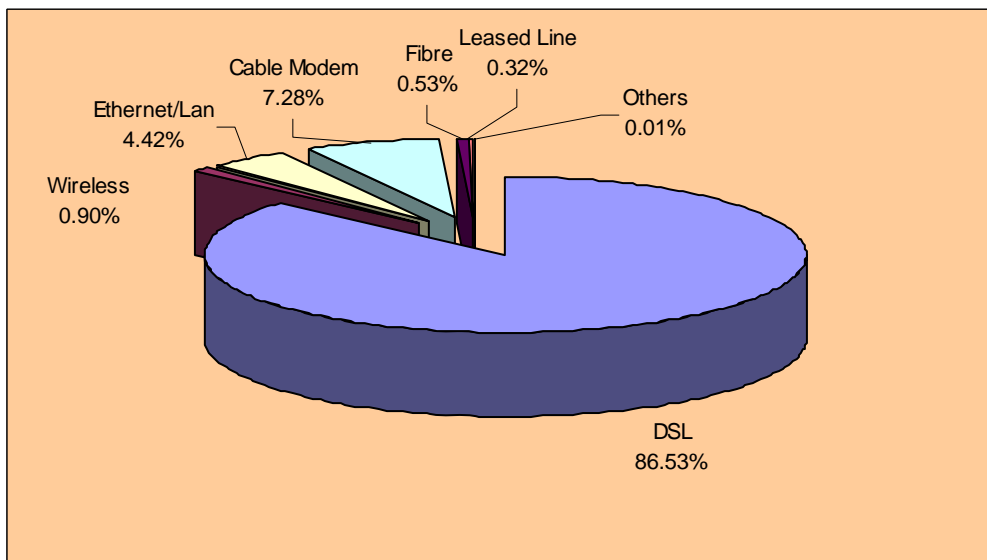
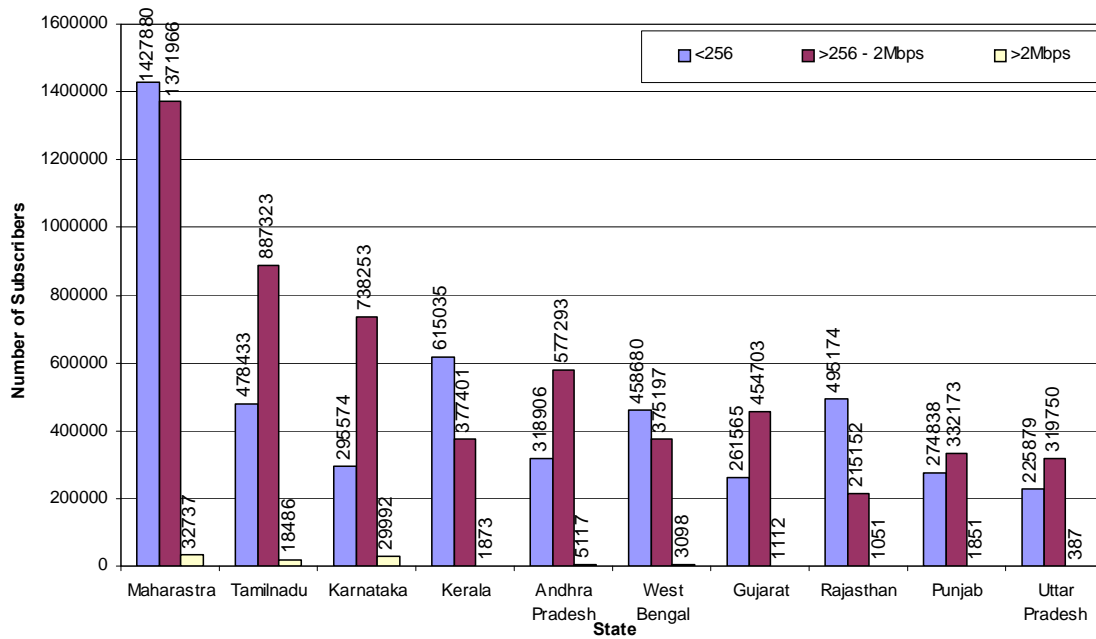


Chart 1.11: Broadband Access - Technologies & Market Share



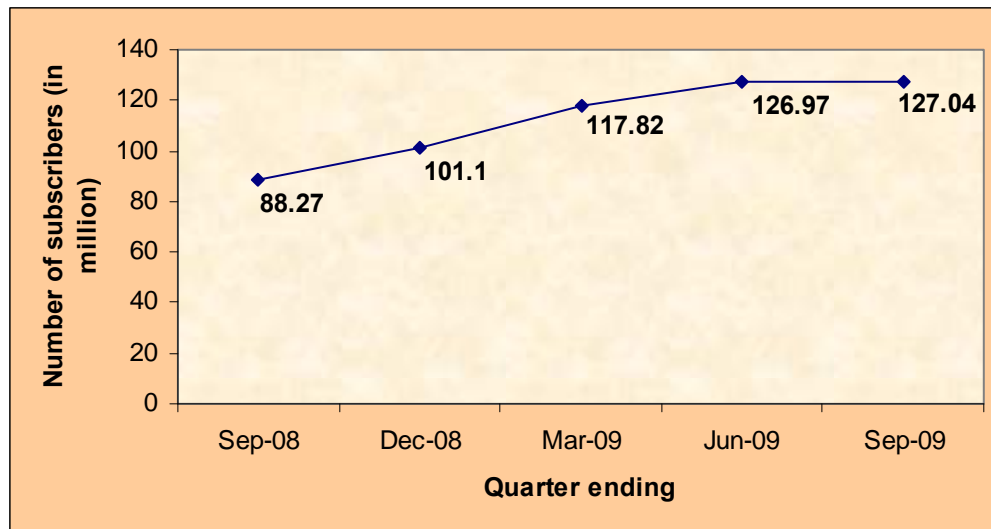
1.28 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 86.55% of total broadband subscribers. Cable Modem Technology follows with 7.21% connections.

Chart 1.12: Speed Category wise data on Internet/broadband subscribers for top 10 States



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

Chart 1.13: Growth of wireless subscribers capable of Accessing Data services/Internet



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

Section E: Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.21: PMRTS Subscriber base

Name of the Service Provider	Operative Areas	Subscriber Base as on 30.06.09	Subscriber Base as on 30.09.09	%age change
The Arvind Mills Ltd.	Delhi, Faridabad, Mumbai, Vashi, Ahmedabad, Baroda, Surat, Bharuch, Chennai, Bangalore	10862	11307	4.10
Procall Limited	Delhi, Jaipur, Gurgaon, Faridabad	7417	6936	-6.49
QuickCall	Bangalore, Hyderabad, Chennai	2860	2984	4.34
Smartalk Pvt Limited	Pune, Vashi, Mumbai	2449	2560	4.53
Aryadoot Transport Pvt Limited	Vishakhapatnam	1802	1922	6.66
United Liner Agencies of India (Pvt) Ltd	Delhi, Calcutta	1692	1718	1.54
Bhilwara Telenet Services Pvt Limited	Mumbai	1514	1452	-4.10
Arya Offshore Services Pvt Ltd.	Mumbai, Chennai	1005	1058	5.27
German Express Shipping Agency (India) Pvt Ltd. (Hapag Llyod)	Navi Mumbai (Belapur), Delhi	749	731	-2.40
Jet-Aiu Skyline Transport Pvt Ltd.	Indore	513	551	7.41
India Satcom Ltd.	Bangalore	87	50	-42.53
Container Movement (Bombay) Transport Pvt Ltd.	Delhi	1	1	0.00
Total		30951	31270	1.03

1.30 The subscriber base of PMRTS increased from 30,951 in QE June-09 to 31,270 in QE Sep-09.

1.31 Delhi continues to have the highest number of subscribers (6748) followed by Mumbai (5112), Chennai (4318) and Bangalore (3944). These 4 service areas account for 64.35% of the total subscribers. Service area-wise subscriber base is at Annexure-5.

Very Small Aperture Terminal (VSAT)

Table 1.22: VSAT Service Providers currently providing service & subscriber base

Sr. No.	Name of Service Provider	Quarter ending		%age change	Market Share
		June-09	Sept-09		
1	Hughes Communications Ltd.	31,846	32,725	2.76	29.00%
2	HCL Comnet	26,100	26,705	2.32	23.66%
3	Bharti Airtel Limited, Bangalore	28,059	33,719	20.17	29.88%
4	Bharti Broadband	4,801	1,070	-77.71	0.95%
5	Essel Shyam	2,728	2,728	0.00	2.42%
6	Tatanet Services	10,951	11,555	5.52	10.24%
7	ITI	16	16	0.00	0.01%
8	GNFC	0	0	0.00	0.00%
9	BSNL	3,827	4,339	13.38	3.84%
	Total	1,08,328	1,12,857	4.18	

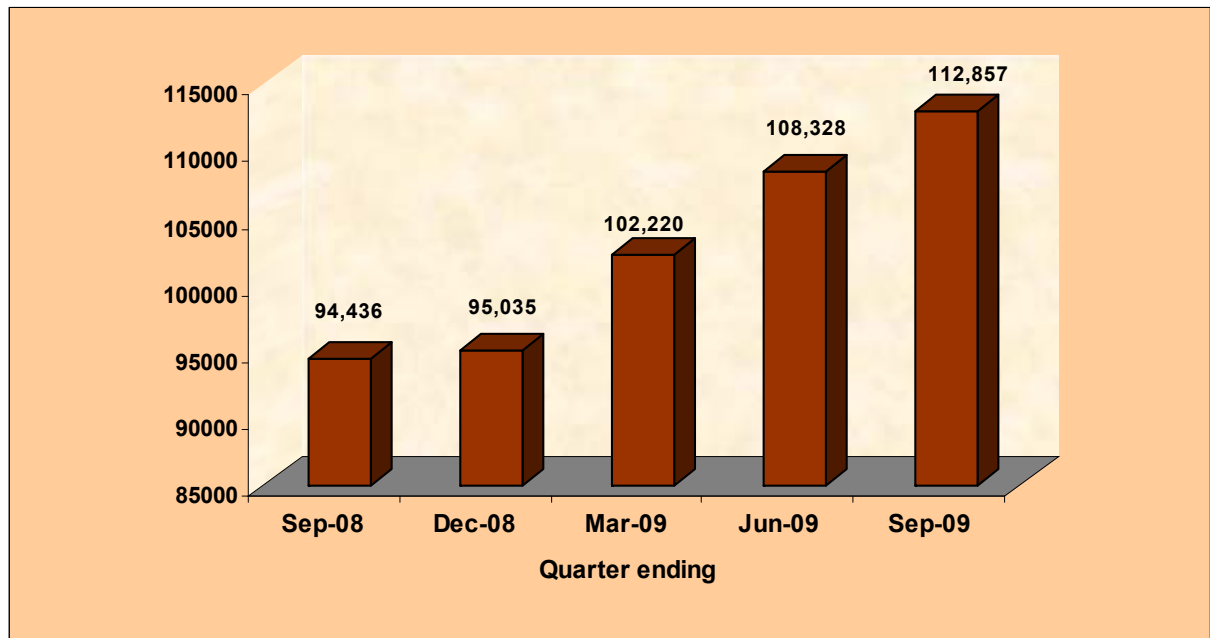
1.32 The total number of VSAT subscribers increased from 1,08,326 in June 2009 to 1,12,857 in September 2009. Net additions has been 4529 and, the growth rate 4.18%.

1.33 Bharti Airtel Ltd. has replaced Hughes Communication Limited as the market leader with subscriber base of 33,719, followed by Hughes Communication Limited (32,725) and HCL Comnet (26,705) VSAT subscribers respectively.

1.34 Bharti Airtel Ltd has the highest growth rate of 20.17% in this quarter followed by BSNL with 13.38%.

1.35 Bharti Broadband (-77.71%) has registered a sharp decline in growth in this quarter

Chart 1.14 : Number of VSAT connections



Chapter 2: Revenue and Usage

For all the parameters, Metros indicate data for Delhi, Mumbai & Kolkata. Data for Chennai service area has been included in Circle A, as part of TN

Section A: GSM – Full Mobility Service

Table 2.1: Key Indicators

	June-09	Sept-09	%age Change
Subscriber base (Million)	328	368	12.25%
Share of prepaid (%)	94.3	94.8	0.6%
Incoming MOU* per sub per month	231	216	-6.5%
Outgoing MOU* per sub per month	223	207	-6.8%
Outgoing SMS per sub. Per month	28	29	2.9%
Average Revenue Per User (ARPU) (Rs. per month)	185	164	-11.3%

* Minutes of usage

Chart 2.1: Traffic pattern

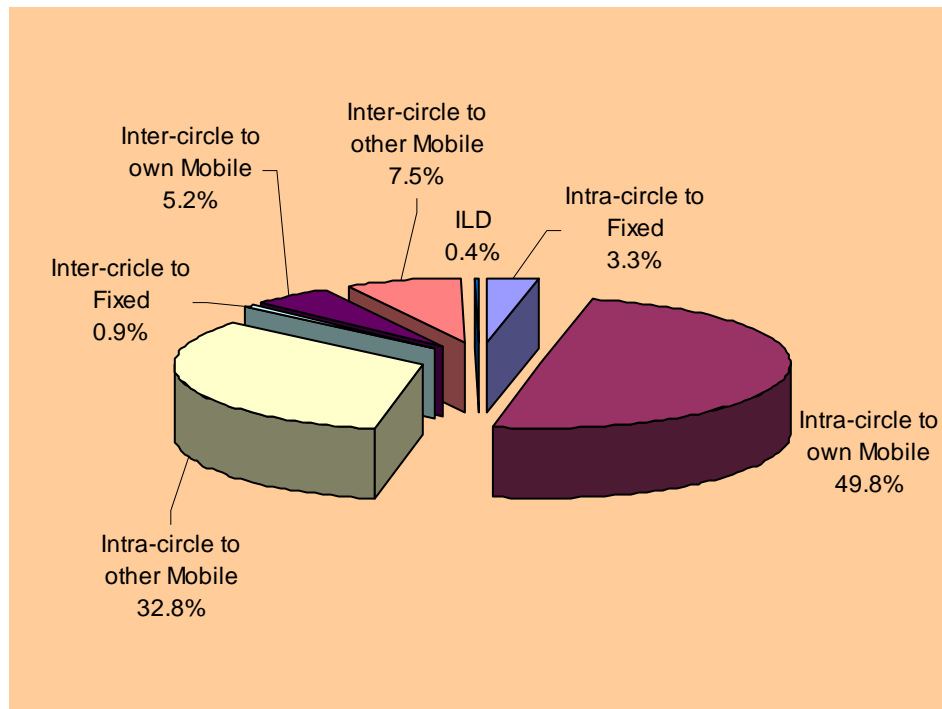
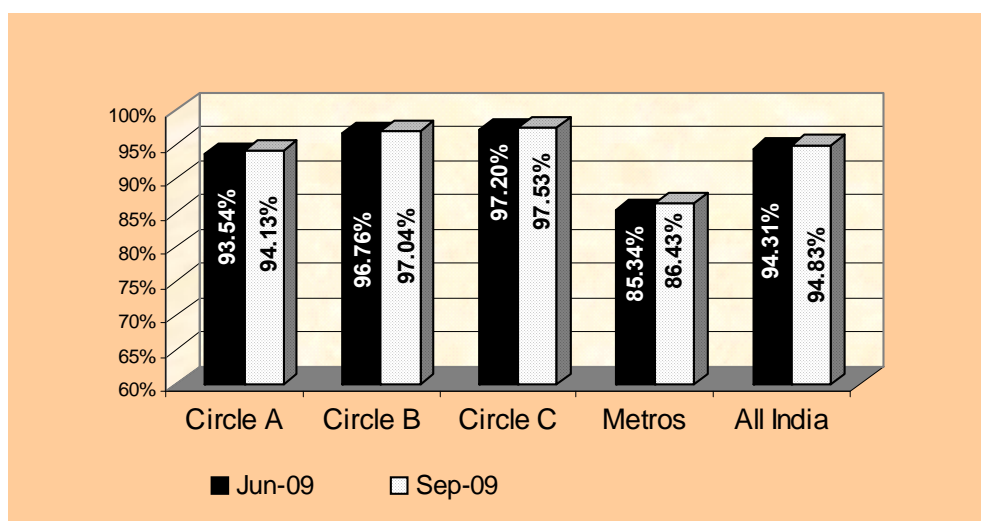


Chart 2.2: Proportion of prepaid subscribers



2.1 Share of prepaid subscription has grown from 94.3% in Jun-09 to 94.83% in Sep-09.

Table 2.2: ARPU

(Rs. per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	512	146	169
Circle B	462	140	150
Circle C	495	142	151
Metro	614	143	209
All India	530	143	164
All private SPs	570	145	166
BSNL/MTNL	387	133	152

2.2 The all India blended ARPU per month declined by 11.3% from Rs. 185 in Jun-09 to Rs. 164 in Sep-09.

2.3 Decline in ARPU was largely in the prepaid segment (12% from Rs. 162 in Jun-09 to Rs. 143 in Sep-09). The decline in postpaid was 1.7% (from Rs. 539 in Jun-09 to Rs. 530 in Sep-09).

Table 2.3: Composition of Revenue (%)

Item	Jun-09	Sep-09
Rental Revenue	17.5%	18.5%
Revenue from Call charges (usage)	61.7%	60.9%
Revenue from Roaming	8.3%	7.7%
Revenue from SMS	4.2%	4.7%
Other Revenues *	8.3%	8.3%

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

Table 2.4: 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	605	472	1078	106	171	190	361	46
Circle B	606	468	1074	52	191	203	394	16
Circle C	528	368	896	36	221	255	476	8
Metro	515	425	941	60	176	177	353	18
All India	574	451	1025	76	186	203	389	26

BLENDED [Postpaid + Prepaid]

Circle	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	198	207	405	50
Circle B	204	211	415	17
Circle C	229	258	487	9
Metro	223	212	435	24
All India	207	216	423	29

- 2.4 MOU per subscriber continued to show a declining trend. It has declined by 6.68%, from 454 in QE Jun-09 to 423 in QE Sep-09. The outgoing MOUs declined by 6.84% and incoming by 6.52%.
- 2.5 Decline in MOU is 3.40% in Postpaid and 6.34% in Prepaid.
- 2.6 The overall ratio of incoming-outgoing MOUs remained unchanged at 51:49.
- 2.7 Outgoing SMS per subscriber increased from 28 in Jun-09 to 29 in Sep-09.

Table 2.5: Traffic pattern

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	3.86%	45.45%	38.76%	0.74%	4.52%	6.28%	0.40%
Circle B	3.31%	55.14%	29.99%	0.65%	3.99%	6.53%	0.39%
Circle C	1.67%	59.92%	25.53%	1.18%	5.18%	6.21%	0.30%
Metros	3.99%	34.20%	32.76%	1.88%	10.98%	15.51%	0.68%
All India	3.34%	49.83%	32.80%	0.91%	5.21%	7.49%	0.42%

Average Subscriber outgo* per minute

2.8 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. The average outgo per outgoing minute (Rental revenue + Airtime revenue per outgoing minute), therefore, is a realistic indicator of tariff levels. The table below provides the figures for the quarter ending Sept-09.

Table 2.6: Average outgo per outgoing minute

[Rs. Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.76	0.76	0.76
Circle B	0.71	0.65	0.66
Circle C	0.91	0.60	0.61
Metros	0.90	0.79	0.83
All India	0.80	0.69	0.71

* Outgo includes both Rental and call charges

2.9 All India blended average outgo per minute declined from Rs. 0.74 in Jun-09 to Rs. 0.71 in Sep-09

Section B: CDMA – Full Mobility Service

Table 2.7: Key Indicators

Parameters	Jun-09	Sep-09	% Change
Subscriber Base in Millions	78.78	82.61	4.9%
Share of Prepaid (%)	93.1%	93.4%	0.3%
Incoming MOUs per subs per month	182	163	-10.5%
Outgoing MOUs per subs per month	160	145	-9.2%
Outgoing SMS per subs per month	11	10	-0.9%
ARPU (Rs. Per month)	92	89	-3.8%

Chart 2.3: Traffic Pattern

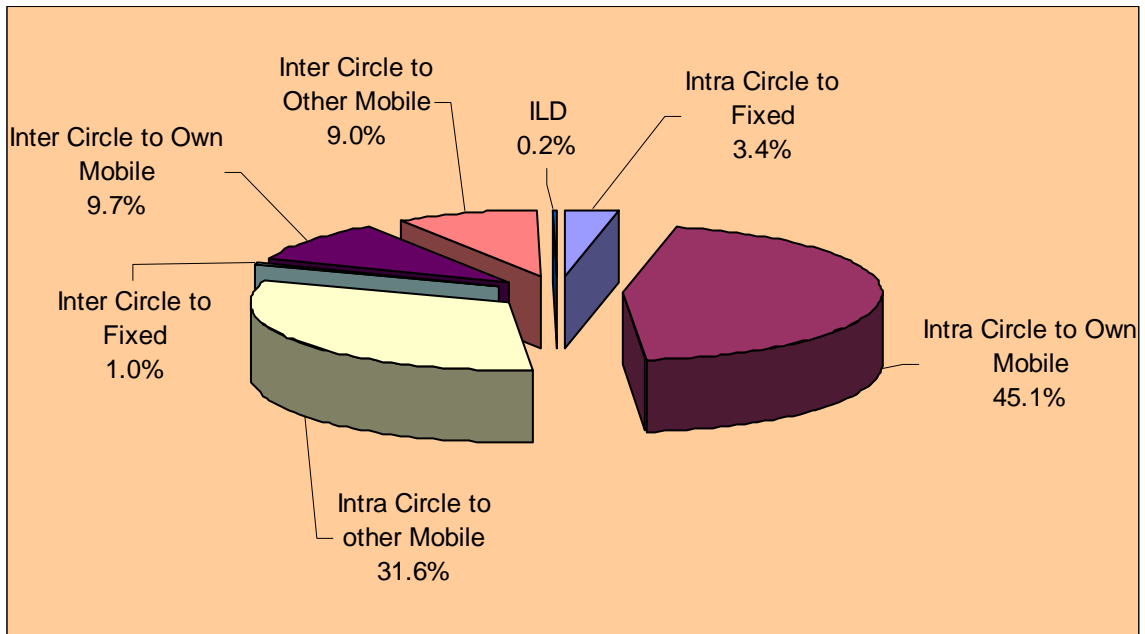
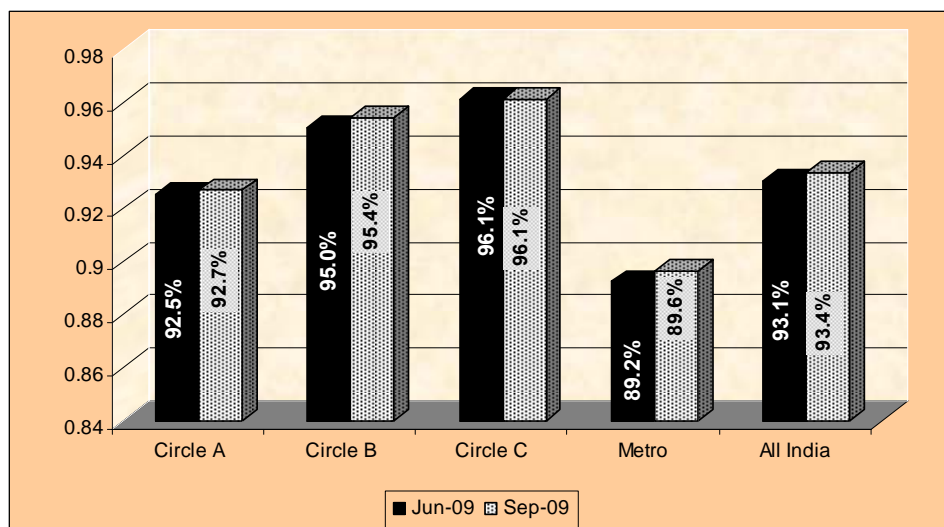


Chart 2.4: Proportion of prepaid subscribers



2.10 Share of prepaid subscription has grown from from 93.1% in Jun-09 to 93.4% at the end of Sep-09.

Table 2.8: ARPU

(Rs. per month)

Circle	Postpaid	Prepaid	Blended ARPU
Circle A	410	61	87
Circle B	347	61	75
Circle C	461	79	94
Metro	460	74	115
All India	412	65	89

2.11 The all India Blended ARPU for prepaid service declined by 5.3%, from Rs. 69 in Jun-09 to Rs. 65 in Sep-09. But ARPU for Postpaid service increased from Rs.396 in Jun-09 to Rs. 412 in Sep-09.

Table 2.9: Composition of Revenue (%)

Item	Jun-09	Sep-09
Rental Revenue	25.2%	26.6%
Revenue from Call charges (usage)	57.2%	56.0%
Revenue from Roaming	2.1%	1.9%
Revenue from SMS	6.0%	5.1%
Other Revenues *	9.5%	10.4%

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

Table 2.10: 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	516	331	847	16	91	126	217	11
Circle B	605	360	965	20	122	152	274	5
Circle C	756	353	1109	7	162	220	382	4
Metro	496	350	846	42	127	156	283	16
All India	544	346	890	25	116	150	266	9

Circle	Blended			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	123	141	264	12
Circle B	145	163	308	6
Circle C	185	225	410	4
Metro	166	176	342	19
All India	145	163	308	10

2.12 The total MOU per subscriber per month continued to show a declining trend. It declined by 9.8%, from 342 in Q.E June-09 to 308 in Q.E Sep-09.

2.13 The Outgoing MOU declined by 9.2%, from 160 in previous quarter to 145 in the current quarter. Incoming MOU also declined, by 10.5%, from 182 to 163.

2.14 SMS usage slightly declined from 11 in Jun-09 to 10 in Sep-09.

Table 2.11: Traffic Pattern

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	4.27%	37.64%	41.25%	0.89%	9.52%	6.26%	0.17%
Circle B	3.17%	51.67%	28.22%	0.82%	8.45%	7.45%	0.22%
Circle C	1.24%	50.93%	32.51%	1.11%	8.12%	6.03%	0.05%
Metros	3.82%	41.51%	24.36%	1.38%	12.69%	16.08%	0.16%
All India	3.44%	45.06%	31.60%	1.00%	9.67%	8.98%	0.17%

Table 2.12: Average outgo per outgoing minute

[Rs. Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.78	0.59	0.65
Circle B	0.61	0.46	0.49
Circle C	0.63	0.43	0.46
Metros	0.88	0.57	0.67
All India	0.75	0.51	0.57

* Outgo includes both Rental and call charges

2.15 All India average outgo per minute has slightly increased from Re. 0.56 in June-09 to Rs. 0.57 in Sep-09.

Section C: Internet Services

Revenue of ISPs

2.16 The total Revenue of the Internet Services as reported by ISPs was Rs.2109.34 crores for the quarter ending September 2009 as compared to Rs. 2039.51 crores in the quarter ending June-09, showing an increase of 3.42%. Total Revenue includes Rs. 131.94 crores from Dial up Subscribers, 446.67 crores from Leased Line Subscribers, 1256.70 crores from Broadband Subscribers, 12.77 crores from Internet Telephony Subscribers, 1.02 crores from IPTV Services and 260.22 crores from Other Services.

Dial up Access – ARPU & Minutes of use per subscriber

2.17 ARPU per month for dialup Internet usage is Rs 231.13 for the quarter ending Sept-09 as against Rs. 243.50 in QE Mar-09, thereby showing a decrease of 5.08%.

2.18 The average Minutes of Usage (MoU) per subscriber per month for dialup subscribers has declined. During the day time i.e. between 8 a.m to 8 p.m, MoU has declined from 243.57 minutes in QE June-09 to 237.06 in QE Sept-09 and during night time i.e. between 8 p.m to 8 a.m., it has declined from 109.67 minutes in QE June-09 to 97.37 in QE Sept-09

Internet Telephony

2.19 Total Minutes of Usage (MOU) for Internet Telephony has declined from 131.94 million in QE June-09 to 118.01 million in QE Sept-09. Overall decrease in Internet Telephony Minutes is mainly due to reduction of telephony minutes as reported by M/s Trak Online Net India Pvt Ltd from 38 million to 26 million during the quarter.

Chapter 3: Financial Data of Telecom Service Sector

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

Particulars	QE Jun-09 (Rs. in Crore)	QE Sep-09 (Rs. in Crore)	%age Change
Gross Revenue (GR)	39108.33	38854.65	-0.65 %
Adjusted Gross Revenue (AGR)	29732.52	29115.30	-2.08 %
License Fee	2507.20	2450.01	-2.28 %
Spectrum Charges	874.02	856.90	-1.96 %
Pass through (GR – AGR)	9375.81	9739.35	3.88 %

- 3.1 Gross Revenue has declined by 0.65% and AGR declined by 2.08%.
- 3.2 Average License fee as % Gross Revenue: 6.31%.
- 3.3 Average License fee as % Adjusted Gross Revenue: 8.41 %.
- 3.4 Pass Thru charges have shown an increase of 3.88% as against a reduction of 12.53% in the previous quarter.
- 3.5 Public sector undertaking's share to Total GR: 23.09%.

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

Service	QE Sep-09			
	GR	AGR	LF	Spectrum Charges
Access Providers	30942.40	24281.05	2159.95	854.83
NLD	4494.39	3535.70	212.14	0.00
ILD	2128.66	982.09	58.94	0.00
Others (reported)	1289.21	316.46	18.98	2.08
Total	38854.65	29115.30	2450.01	856.90

3.6 Access services contributed 79.64% of the total revenue of telecom services.

Table 3.3: Access Services – Service Provider wise Gross Revenue (Rs in Cr.)

Service Provider	QE Jun-09	QE Sep-09	% Change (Q-on-Q)
Aircel	897.51	955.55	6.47%
Bharti	8912.77	8775.36	-1.54%
BSNL	6327.65	6059.30	-4.24%
Etisalat	51.09	30.41	-40.48%
HFCL	37.42	36.25	-3.13%
Idea	2893.09	2877.37	-0.54%
Loop	166.75	158.44	-4.98%
MTNL	1207.23	1199.86	-0.61%
Reliance	3049.18	3163.39	3.75%
Sistema Shyam	37.35	29.55	-20.88%
Spice	308.67	303.06	-1.82%
Tata	1868.00	1960.06	4.93%
Unitech	12.69	12.92	1.81%
Vodafone	5470.53	5380.88	-1.64%
Grand Total	31239.93	30942.	-0.95%

3.7 In Access services, GR and AGR have declined by 0.95% and 2.41% respectively. License Fee (LF) and Spectrum charges have declined by 2.55% and 1.92% respectively.

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

Category	Gross Revenue (Rs in Cr.)	Share %
Metro	6208	20.06%
A	11779	38.07%
B	9866	31.88%
C	3089	9.98%
Total	30942	100%

Note: The data for Chennai has been shown under Category A (alongwith TN)

Notes:

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. *Tulip IT Services did not furnish data of their NLD and ILD operations, as they were yet to submit the same to the Deptt. of Telecommunications.*

Chapter 4: Quality of Service (QoS)

Section A: Quality of Service Performance of Wireless Service Providers

Table 4.1: QoS Summary - Wireless Service

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending June, 2009		Quarter Ending September, 2009	
			Out Of 156 (Nos.)	Out Of 156 (in %)	Out Of 164 (Nos.)	Out Of 164 (in %)
I.	Network Related Parameters					
1	Network Availability					
(i)	BTSS Accumulated downtime (not available for service)	≤ 2%	-	-	6	3.6%
(ii)	Worst affected BTSS due to downtime *	≤ 2%	-	-	28	17.1%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate (within licensee's own network) *	≥ 95%	7	4.49%	7	4.2%
(ii)	SDCCH/ Paging Chl. Congestion	≤ 1%	12	7.69%	9	5.5%
(iii)	TCH Congestion	≤ 2%	8	5.13%	5	3.0%
3	Connection Maintenance (Retainability)					
(i)	Call Drop Rate	<i>Till June'09: (Benchmark <3%) from July '09: (Benchmark ≤ 2%)</i>	4	2.56%	13	7.9%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	≤ 5%	73	46.79%	56	34.2%
(iii)	Connection with good voice quality *	≥ 95%	5	3.21%	11	6.7%
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	≤ 0.5%	-	-	13	7.9%
II.	Customer Service Quality Parameters					
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	5	3.21%	22	13.4%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	-	-	22	13.4%

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending June, 2009		Quarter Ending September, 2009	
			Out Of 156 (Nos.)	Out Of 156 (in %)	Out Of 164 (Nos.)	Out Of 164 (in %)
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	1	0.64%	5	3.0%
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Till June'09: (Benchmark <4 weeks) from July '09: (Benchmark within 1 week of resolution of complaint)	0	0.00%	0	0.00%
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	-	-	38	23.2%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	Till June'09: (Benchmark 80%) from July '09: (Benchmark ≥ 90%)	37	23.72%	83	50.6%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	-	-	54	32.9%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	-	-	6	3.6%

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

- a. SDCCH/ Paging Chl. Congestion
- b. TCH Congestion
- c. Worst affected cells having more than 3% TCH drop (call drop) rate
- d. Call Set-up Success Rate (within licensee's own network)**

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

- a. Connection with good voice quality
- b. Metering and billing credibility - post paid
- c. Resolution of billing/charging/validity complaints

Table 4.2: Parameter- wise Performance of Wireless Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Network Availability		
BTSs Accumulated downtime (not available for service) (%age)	$\leq 2\%$	BSNL - NE (2.83%) MTNL - Delhi (3.48%) Bharti Airtel - NE (10.26%) Dishnet - Assam (2.08%), Bihar (2.11%), NE (4.83%)
Worst affected BTSs due to downtime (%age)	$\leq 2\%$	BSNL - Assam (13.08%), Chennai (4.73%), Kol (7.70%), MP (2.08%), NE (2.43%), PB (8.77%), RJ (10.97%), UP-E (7.12%), WB (2.63%) MTNL - Delhi (8.12%) Bharti Airtel - Assam (12.59%), Bihar (10.98%), KTK (5.16%), MP (2%), NE (44.98%), UP-E (4.05%), UP-W (2.22%), WB (2.01%) Aircel - AP (2.20%), KTK (4.53%) Dishnet - Assam (17.20%), Bihar (20.35%), Kol (2.49%), NE (34.20%), WB (3.86%) Vodafone - MP (2.01%), UP-E (2.28%)
Connection Establishment (Accessibility)		
Call Set-up Success Rate (within licensee's own network)	$\geq 95\%$	Bharti Airtel - Bihar (93.91%), NE (88.41%) Dishnet - Bihar (66.47%), Kol (66.31%), KR (66.51%), RJ (65.75%), TN (66.50%), WB (66.42%)
SDCCH/ Paging Chl. Congestion (%age) (Benchmark $\leq 1\%$)	$\leq 1\%$	BSNL - Assam (1.04%) Bharti Airtel - Bihar (2.10%), NE (4.28%), UP-E (1.07%), WB (1.09%) Dishnet - Assam (3.22%), Bihar (7.42%), J&K (2.77%), NE (11.20%)
TCH Congestion (%age)	$\leq 2\%$	Bharti Airtel - NE (4.92%) Dishnet - Assam (2.94%), Bihar (7.24%), J&K (2.53%), NE (9.16%)
Connection Maintenance (Retainability)		
Call Drop Rate (%age)	$\leq 2\%$	BSNL - Assam (2.74%), NE (2.33%) Bharti Airtel - NE (2.96%), UP-E (2.05%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		Vodafone - MP (2.37%) Aircel - Chennai (2.21%) Dishnet - Assam (3.82%), Bihar (2.92%), HP (2.11%), J&K (3.69%), NE (4.94%), WB (2.70%)
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	BSNL - AP (9.46%), Assam (22.99%), Chennai (6.31%), Kol (9.30%), MH (20.06%), MP (5.50%), NE (7.43%), PB (34.55%), RJ (13.43%), WB (10.00%) MTNL - Delhi (6.50%) Bharti Airtel - AP (11.59%), Assam (16.37%), Bihar (13.45%), GJ (15.33%), HR (10.67%), HP (6.96%), J&K (12.27%), KTK (14.48%), KR (11.53%), MP (15.03%), Mumbai (5.29%), MH (16.28%), NE (25.78%), Orissa (12.36%), PB (12.35%), RJ (14.38%), TN (11.79%), UP-E (19.49%), UP-W (11.31%), WB (15.91%) Vodafone - AP (5.60%) Idea - GJ (8.52%), HP (20.29%), HR (10.11%), MH (10.59%), MP (13.72%), Mumbai (8.94%), RJ (13.49%), TN (8.19%), UP-E (7.04%), UP-W (8.00%) Aircel - Chennai (14.87%), KR (13.04%), TN (5.72%) Dishnet - Assam (40.67%), Bihar (27.08%), HP (30.51%), J&K (36.2%), Kol (12.37%), NE (48.46%), Orissa (21.93%), UP-E (14.43%), UP-W (14.19%), WB (33.64%) SPICE - PB (9.23%)
Connection with good voice quality	≥ 95%	Bharti Airtel - Assam (90.76%), KTK (94.54%), MH (93.83%), NE (87.38%), RJ (93.18%), UP-E (91.34%) Dishnet - Assam (90.44%), Bihar (94.17%), J&K (92.77%), NE (91.74%), WB (94.01%)
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	≤ 0.5%	Bharti Airtel - Bihar (1%) Vodafone - TN (1%) Aircel - Delhi (2.67%), Mumbai (1.67%) Dishnet - Bihar (2.67%), HP (2%), J&K (5.67%), Kol (3%), NE (4.67%), Orissa (3.67%), WB (3.67%) LOOP - Mumbai (0.67%) Sistema - KR (0.81%)
Metering and Billing		
Metering and billing credibility - post paid	≤ 0.1%	MTNL -Mumbai (0.12%) Bharti Airtel - MH (0.14%), UP-W (0.11%) RCOM - Kol (0.11%), Orissa (0.11%), RJ (0.11%) Tata Tele. - Delhi (0.11%), Kol (0.14%) Vodafone - MP (0.15%) Idea - Bihar (0.23%), Mumbai (0.11%) Aircel - AP (1.61%), Chennai (0.33%), Delhi (2.44%), KTK (0.2%), Mumbai (3.05%) Dishnet - Assam (0.14%), HP (0.13%), J&K (0.63%), Kol (1.64%), NE (0.16%), WB (0.53%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Metering and billing credibility - pre paid	≤ 0.1%	<p>MTNL - Mumbai (0.13%)</p> <p>Vodafone - KTK (0.4%)</p> <p>Idea - MH (0.12%), Orissa (0.32%)</p> <p>Aircel - AP (0.36%), Delhi (2.67%), KTK (0.16%), MH (18.24%), Mumbai (2.26%), TN (0.28%)</p> <p>Dishnet - Assam (0.38%), Bihar (13.54%), HP (0.83%), J&K (3.11%), Kol (1.36%), NE (7.14%), Orissa (7.62%), UP-E (0.72%), UP-W (2.65%), WB (6.26%)</p> <p>Sistema - KR (0.21%), RJ (1.34%)</p>
Resolution of billing/charging/validity complaints	100% within 4 weeks	Dishnet - Assam (46%), Bihar (90%)
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	All the Operators have met this benchmark
Response time to the customer for assistance		
Accessibility of call centre/ customer care	≥ 95%	<p>BSNL - HP (92%), Kol (91%)</p> <p>Bharti Airtel - UP-E (83.28%)</p> <p>RCOM - Bihar (85%), Chennai (90%), Delhi (88%), HR (89%), Kol (88%), MH (87%), MP (89%), PB (90%), RJ (89%), TN (90%), UP-E (87%), UP-W (89%), WB (88%)</p> <p>RTL - Assam (86%), Bihar (85%), HP (92%), Kol (85%), MP (86%), NE (89%), Orissa (86%), WB (82%)</p> <p>Tata Tele. - AP (91.41%)</p> <p>SPICE - PB (87%)</p> <p>Idea - Bihar (36.27%), UP-W (93.12%)</p> <p>Sistema - RJ (94%), TN (92.93%)</p>
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	<p>BSNL - AP (75.07%), Assam (76.42%), Bihar (87%), HP (75.39%), HR (75%), J&K (78%), Kol (86.5%), MH (87.10%), MP (87.10%), Orissa (84.33%), UP-W (86.5%)</p> <p>Bharti Airtel - Assam (49%), Bihar (75%), Delhi (86%), HR (70%), J&K (83%), Kol (69%), KR (78%), KTK (72%), Mumbai (79%), NE (58%), Orissa (60%), PB (84%), RJ (85%), UP-E (88%), UP-W (81%), WB (69%)</p> <p>RCOM - AP (84%), Bihar (83%), Chennai (82%), Delhi (84%), GJ (75%), HP (75%), HR (80%), J&K (75%), Kol (78%), KR (88%), MH (81%), Mumbai (88%), PB (75%), RJ (89%), TN (72%), UP-E (78%), UP-W (75%), WB (78%)</p> <p>RTL - HP (53%), Kol (68%), MP (68%), Orissa (81%), WB (27%)</p> <p>Tata Tele. - AP (70%), Delhi (77%), GJ (77%), HR (83%), Kol (80%), KTK (80%), PB (84%), RJ (86%), UP-E (76%), UP-W (82%), WB (80%)</p> <p>Vodafone - Bihar (79.6%)</p> <p>SPICE - PB (89%)</p> <p>Idea - Bihar (76%), Delhi (77%), HP (87%), HR (88%), MP (85%), Mumbai (83%)</p> <p>Aircel - AP (37%), Delhi (9%), KR (89%), KTK (83%), Mumbai (35%)</p> <p>Dishnet - Assam (89%), Kol (84%), Orissa (88%), NE (86%), UP-E (71%), UP-W (69%), WB (71%)</p> <p>Sistema - Bihar (78%)</p>

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Termination / closure of service		
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	Bharti Airtel – Delhi (87%), GJ (95%), MH (90%), MP (88%), Mumbai (89%), Orissa (94%), WB (90%) Tata Tele. – Assam (91.53%), Bihar (79.48%), Delhi (79.54%), GJ (90.89%), HR (85.62%), Kol (76.68%), KR (94.81%), KTK (92.97%), NE (91.57%), PB (94.95%), UP-E (93.75%), UP-W (93.70%) Vodafone – Assam (94.85%), HP (97.68%) Idea – Bihar (75%), HP (80%) Aircel –AP (26.27%), Delhi (97.93%)
Time taken for refund of deposits after closures	100% within 60 days	Vodafone – GJ (97.08%), Mumbai (80.53%) Idea – GJ (92.8%), MH (97.3%), RJ (93%)

4.3 The detailed tables on QoS for Wireless Services are available at:

- ❖ Annexure-6: Service Provider wise performance of QoS parameters.
- ❖ Annexure-7: Percentage of Wireless Service Providers not meeting the QoS Benchmarks

Section B: Quality of Service Performance of Wireline Service Providers

Table 4.3: QoS Summary - Wireline Service

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			June, 2009		September, 2009	
			Out of 85 In Nos	Out of 85 In %age	Out of 88 In Nos	Out of 88 In %age
(i)	Fault incidences per 100 subs/month	<i>Till June'09: (Benchmark <3) from July '09: (Benchmark ≤ 5)</i>	32	37.65%	17	19.32%
(ii) a	% Fault repaired by next working day	≥ 90%	16	18.82%	17	19.32%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	-	-	46	52.27%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	-	-	23	26.14%
(iii)	MTTR	<8Hrs	12	14.12%	19	21.59%
(iv) a	Call Completion Rate (in local network)	≥ 55%	2	2.35%	3 (out of 68 Licenses)	4.41%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	-	-	1 (out of 20 Licences)	5.00%
(v)	Metering & billing credibility – Post-paid	≤ 0.1%	3	3.53%	5	5.68%
(vi)	Metering & billing credibility – Pre-paid #	≤ 0.1%	-	-	-	-
(vii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	-	-	7	7.95%
(viii)	Period of applying credit/adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	-	-	4	4.55%

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			June, 2009		September, 2009	
			Out of 85 In Nos	Out of 85 In %age	Out of 88 In Nos	Out of 88 In %age
(ix)	Response time to the customer for assistance					
(ix) a	Accessibility of call centre/ customer care	≥ 95%	-	-	33	37.50%
(ix) b	%age of calls answered by the operators (voice to voice) within 60 seconds	<i>Till June'09: (Benchmark 80%) from July '09: (Benchmark ≥ 90%)</i>	3	3.53%	31	35.23%
(xi)	Termination / closure of service	<i>Till June'09: (Benchmark 95% requests within <24 hrs.) from July '09: (Benchmark 100% within 7 days)</i>	0	0.00%	20	22.73%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	1	1.18%	1	1.14%

NOTE : None of the SPs have reported for the parameter "Metering and billing credibility - pre paid"

4.7 The performance has improved as compared to the previous quarter, in respect of Time taken for refund of deposits after closures.

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

- a. Call Completion Rate (in local network)
- b. % Fault repaired by next working day
- c. MTTR
- d. Metering and billing credibility - postpaid

Table 4.4: Parameter wise QoS of Wireline Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	<i>Till June '09: (Benchmark <3)</i> from July '09: (Benchmark ≤ 5)	BSNL - Assam (5.69), J&K (9.09), HP (8.61), KR (8.26), MH (7.66), NE-I (5.39), PB (8.95), Uttaranchal (5.57), UP-W (6.68), WB (6.20) MTNL - Delhi (9.11), Mumbai (10.26) Bharti Airtel - MP (10.36) HFCL - PB (5.35)
% Fault repaired by next working day	≥ 90%	BSNL - A&N (88.5%), AP (82.4%), Bihar (72.93%), J&K (73.06%), Kolkata (87.6%), Kerala (84.1%), MH (89.29%), NE-I (87.26%), PB (85.2%), WB (86.91%) MTNL - Delhi (82.6%), Mumbai (86.38%) Bharti Airtel - MP (85.16%) Tata Tele. - AP (75.3%), Chennai (68.18%), HR (66.67%), KTK (75.54%)
% Fault repaired within 3 days	≥ 100%	BSNL - A&N (94.2%), AP (82.8%), Assam (98.2%), Bihar (80.5%), GJ (98.7%), HP (88.8%), J&K (74%), Kerala (94.61%), KTK (97.7%), NE-I (41%), NE-II (97.5%), Orissa (97.2%), PB (90.7%), UP-E (97.4%), UP-W (95%), Uttaranchal (98.3%), WB (93.6%) MTNL - Delhi (92%), Mumbai (94.01%) Bharti Airtel - Delhi (98.94%), Kerala (98.5%), KTK (98.2%), MH (98%), MP (95.9%), Mumbai (94.4%), TN (98.3%) Tata Tele. - AP (93.08%), Chennai (95.45%), Delhi (97.32%), GU (98.16%), HR (77.78%), KTK (73.02%)
% Fault repaired within 5 days	≥ 100%	BSNL - AP (98.8%), Bihar (56.5%), GJ (97%), HP (98.6%), J&K (98.8%), Kerala (95%), KTK (97.87%), NE-I (40%), RJ (98.47%), UP-W (98%), WB (97.3%) Tata Tele. - AP (98%), Delhi (98%), GJ (98%), KTK (76%), UP-E (9%)
MTTR	<8Hrs	BSNL - AP (13.97 hrs.), J&K (8.67 hrs.), Kerala (13.67 hrs.), MH (12.41 hrs.), NE-I (16.78 hrs.), NE-II (11.03 hrs.), PB (16.06 hrs.), WB (10.31 hrs.) MTNL - Delhi (10.78 hrs.), Mumbai (18.43 hrs.) Bharti Airtel - MH (8.6 hrs.), MP (13.7 hrs.), Mumbai (12.8 hrs.) Tata Tele. - AP (13.48 hrs.), Chennai (19.72 hrs.), GJ (8.89 hrs.), HR (28.77 hrs.), KTK (15.94 hrs.), UP-E (9.65 hrs.)
Call Completion Rate (in local network)	≥ 55%	BSNL - J&K (52.09%), Kolkata (54.31%) MTNL - Delhi (51.82%)
Answer to Seizure Ratio (ASR)	≥ 75 %	RCOM - WB (73.55%)
Metering & billing credibility – Post-paid	≤ 0.1%	BSNL - J&K (0.9%), Kolkata (0.25%), Orissa (0.17%), UP-W (0.94%) MTNL - Delhi (0.19%)
Metering & billing credibility – Pre-paid #	≤ 0.1%	-
Resolution of billing/charging/validity complaints	100% within 4 weeks	MTNL - Delhi (92.82%) Tata Tele. - MH (97%), Mumbai (91%)

Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	Bharti Airtel - Kerala, KTK & TN (>1 week) Tata Tele. - Mumbai (>1 week)
Response time to the customer for assistance		
Accessibility of call centre/ customer care	≥ 95%	BSNL - Assam (82.81%), Bihar (89.35%), Chattisgarh (93%), Chennai (83.84%), KTK (81.87%), MH (80.24%), MP (85.92%), NE-I (90.14%), TN (93.12%), UP-E (93.84%), UP-W (84.41%), WB (75.41%) MTNL - Mumbai (91.25%) Bharti Airtel - Delhi (88.05%), HR (90.22%), Kolkata (90.22%), Mumbai (92.63%), PB (90.22%), RJ (90.22%), UP-E (90.22%), UP-W (90.22%) Tata Tele. - AP (93%), Delhi (91.79%), GJ (94.07%), HP (90.10%), HR (90.54%), KTK (92.30%), Orissa (92.80%), PB (89.69%), UP-E (92.73%), UP-W (92.99%) HFCL - PB (94%) Sistema - RJ (92.66%)
%age of calls answered by the operators (voice to voice) within 60 seconds	Till June'09: (Benchmark 80%) from July '09: (Benchmark ≥ 90%)	BSNL - Kolkata (88.95%), RJ (87%), WB (84.33%) MTNL -Mumbai (83.91%) Bharti Airtel - Delhi (81.19%) Tata Tele. - AP (76.82%), Bihar (87.45%), Chennai (86.88%), Delhi (73.52%), GJ (79.52%), HP (76.96%), HR (76.39%), Kolkata (87.55%), Kerala (88.68%), KTK (75.87%), MH (87%), MP (87.11%), Orissa (79.46%), PB (75.66%), RJ (81%), TN (86.88%), UP-E (81.61%), UP-W (82.76%), WB (86.72%)
Termination / closure of service		
%age requests for Termination / Closure of service complied within 7 days	Till June'09: (Benchmark 95% requests within <24 hrs.) from July '09: (Benchmark 100% within 7 days)	BSNL - AP (88.7%), HP(98%), J&K (94.4%), Kerala (97.06%), UP-W (97.08%) Tata Tele. - AP (85.93%), Delhi (93.1%), GJ (87.38%), KTK (88.73%)
Time taken for refund of deposits after closures	100% within 60 days	Sistema - RJ (62.78%)

4.9 Detailed table containing QOS parameters for all the Wireline Service Providers is given in Annexure-8.

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

A. Dial-up service

Table 4.5: Performance on ISPs Quality of Service

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days
1	Bharat Sanchar Nigam Ltd.	0-4 hrs	16-30 Sec	90.00%	95.00%	100.00%	Nil	0.01	0-4 hrs
2	Mahanagar Telephone Nigam Ltd, Delhi	Online	30 Sec	99.74%	99.99%	-	Nil	0.01	5 Min
	Mahanagar Telephone Nigam Ltd, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.005	15 Min
3	Bharti Airtel Ltd.	Online	30-40 Sec	99.80%	100.00%	100.00%	<0.015	<0.01	3.22 Min
4	Reliance Comm. Infrastructure Ltd	Online	<25 Sec	98.00%	100.00%	-	Nil	NA	<8 hrs
5	Sify Ltd.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NA
6	Data Infosys Ltd.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min
7	Asianet Satellite Communications	Immediate	10 Sec	98.00%	99.00%	100.00%	<30Min	0.002	27 .23 hrs
8	Hfcl Infotel Ltd.	NA	30Sec	100%	100%	100%	NA	0.005	2.28 hrs
9	Tata Teleservices (Mh) / Hughes Telecom	Online	20 Sec	99.00%	99.99%	100%	0 Min	0.001	7.30 hrs
10	Hcl Infinet Ltd.	4 Min	24 Sec	99.40%	99.20%	99.10%	24 Min	0.002	17-19 hrs
11	Shyam Internet Services Ltd.	5 Min	20 Sec	98.50%	99.50%	99.99%	15 Min	0.01	1.5 hrs

Note:

NA= Data not available



Not meeting the benchmark

- **Service Activation Time**

HFCL Infotel Ltd has not provided the data. All other ISPs have met the TRAI benchmark of 6 hrs.

- **Time to Access**

All the ISPs other than Bharti Airtel Ltd. have met the TRAI benchmark of 30 sec.

- **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.

- **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. Reliance Comm. Infrastructure Ltd has not provided data.

- **Mean Time to Restore (MTTR)**

ISPs are required to rectify 90% of faults resulting due to subscriber complaint within 24 hours and 99% within three days. Sify Ltd. has not provided data. All other Operators have met this benchmark.

B. Broadband Service

4.10 Out of 97 Broadband Service providers 18 Service Providers are having subscriber base > 10,000 and these 18 Service providers share the 98.78% of total subscriber base. This report covers performance of 15 out of these 18 broadband Service Providers. Three service providers i.e. Syscon Infoway Pvt Ltd, Ankhnet

Informations Pvt Ltd and Broadband Pacenet(I) Pvt. Ltd (newly added service provider), have not submitted the report.

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

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in =< 15 working days	BSNL:- Assam (97.30%), NE I (66.70%), WB (97.30%), A&N (98.70%) MTNL:- Delhi (97.71%), Mumbai (65.63%) Tata Communications: East(99.00%), West1(98.00%) Hathway:- MH(98.00%), TN(95.00%) Tata Teleservices Ltd. - MH & Goa(98.00%)
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	BSNL:- Jharkhand((79.80%), Kol((88.10%) MTNL:- Delhi (60.25%), Mumbai (66.19%) Tata communications- South 1 (87.00%), West 1(88.00%) Alliance - Kol(70.00%)
	% of faults repaired within 3 working day	=>99%	BSNL:- Assam(94.80%), NEI(89.30%), WB(96.10%) MTNL:- Delhi (80.68%), Mumbai (79.64%) Bharti Airtel:- AP (98.17%), MP&CG (98.00%) Tata Communications:- East(98.00%), South 1(98.00%), South 2(98.00%), South 3(98.00%), South 4(98.00%), West 1(96.00%) You Telecom India Pvt Ltd.: Guj(98.00%) Alliance: Kolkata(90.00%)
3	Billing Performance		
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	BSNL:- NEI(66.70%) MTNL : Delhi(96.40%)
	%age of cases to whom refund of deposits is made within 60 days of	100% within 60 days	BSNL:- NEI (66.70) You Telecom: All India (59.00%), AP (72.00%), Guj(68.00%), HR(40.00%), KTK (66.00%), MH(66.00%), TN(45.00%)

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
	closures		
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	MTNL: Mumbai(42.54%)
	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	BSNL: NEI (55.60%) MTNL: Mumbai(47.73%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		Alliance: Kolkata (7 Links)
6	Service availability /uptime (for all users) in %age	>98%	BSNL: Assam(95.00%), Jharkhand(97.50%)NE I (66.40%), WB(92.00%) Tata Communications: South 4 (97.72%) Hathway: Delhi(97.00%), TN(91.00%) Ortel : Orissa (92.97%)
7.	Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to IGSP/NIXI		Bharti Airtel : Kol(125 ms)

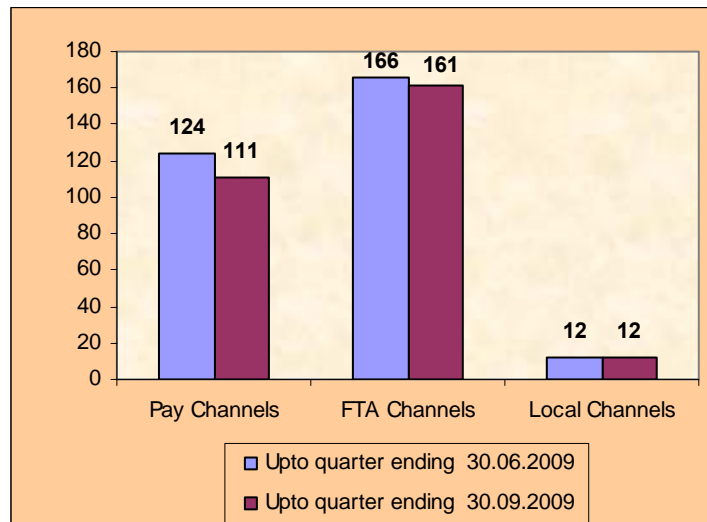
Detailed table containing QoS parameters for all the Broadband Service Providers is given in Annexure-9.

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

Cable TV Services

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

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

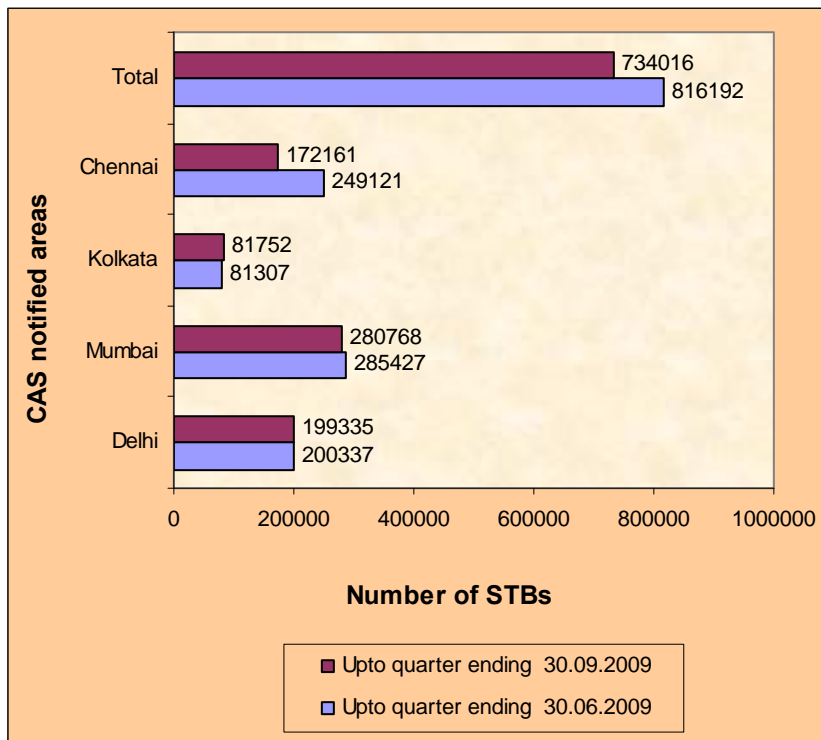


5.2 The maximum number of FTA and Pay Channels reportedly being carried in the cable networks are 161 and 111 respectively in this quarter. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

5.3 Maximum number of TV channels being carried by any of the reported MSOs is 254, whereas in conventional analogue form, the maximum number of channels being carried by the reported MSOs is 100 channels.

5.4 At the end of the quarter June-09, there were 8,16,192 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has decreased to 7,34,016 at the end of Sept-09. The reason for this decrease is that one of the service provider has stopped operation in Chennai CAS notified areas.

Chart 5.2 : Set Top Boxes (STBs)



Satellite TV Channels

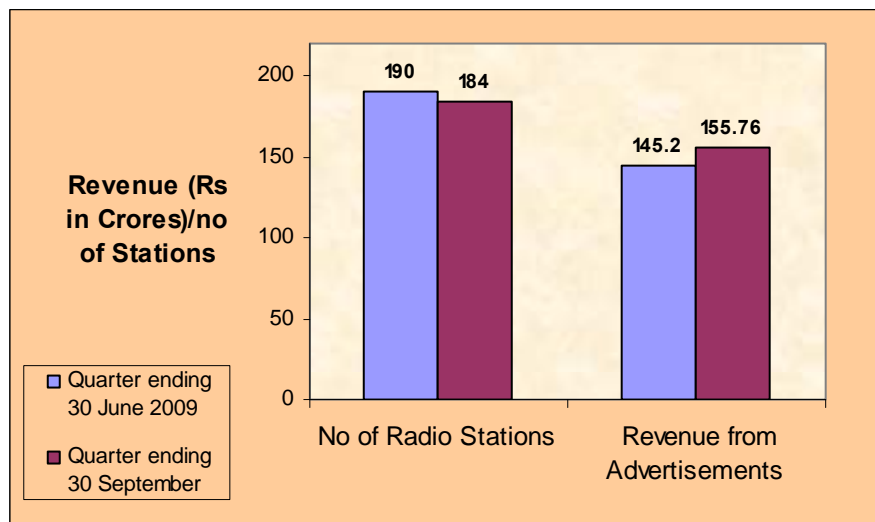
- 5.5 At the end of Sept-09, Total Number of channels registered with Ministry of I&B is 472. There are reportedly 138 pay TV channels in existence. These 138 pay TV channels are being broadcasted/distributed by 23 broadcasters or their distributors. The list of broadcasters/distributors of pay TV channels alongwith the reported rates of pay channels for Non-CAS areas is at Annexure-10.
- 5.6 In the quarter ending September 2009, 3 pay channels namely "NAT GEO WILD", "NAT GEO Adventure" & "National GEO Music" were launched by a broadcaster (M/s Fox Channels (India) Private Ltd) and one channel namely "NewX" was converted from Pay to FTA by the broadcaster (M/s INX News Private Limited).

FM Radio Services

- 5.7 Apart from All India Radio, there were 248 FM Radio station in operation as on June 30, 2009. With no new addition in FM Radio Stations during the quarter, as on 30th Sepetmber 2009, there are 248 FM Radio Stations in operation. A list of 248 FM Radio stations is at Annexure-11.

5.8 30 FM Radio Service Providers have reported revenue from Advertisement in respect of 184 Radio Stations and that amounts to Rs. 155.76 Crores. In the previous quarter Rs. 145.2 crores were reported as the Advertisement revenue by 30 FM Service Providers in respect of 190 radio stations. However, the details do not pertain to the same set of service providers.

Chart 5.3: Comparative position of Revenue from FM Radio Stations



Community Radio

5.9 At the quarter ending June-09, out of 74 licensees of community radio stations, 41 stations were in operation. In the quarter ending Sept-09, 9 licenses were issued. Now, out of 83 licensees, 47 stations are in operation.

Table 5.1: Status of applications for community radio station licenses received from Ministry of Information and Broadcasting upto the end of September, 2009

	As on 30.09.2009
Total No. of Applications Received	548
No of Licenses issued	83
No of Letters of Intent Issued	189
No of Applications rejected	41
No of stations operational	47

Source: Ministry of Information & Broadcasting

DTH Services

5.10 Apart from free DTH service of Doordarshan, there are 6 private DTH licensees.

5.11 All the six private licensees are offering pay DTH services to the consumers as on 30.09.2009. Total number of reported registered subscribers is 17.34 million. The list of DTH licensees is at Annexure-12.

Teleport Service

5.12 Upto quarter ending June-09, there were 58 Teleport Service Providers in operation in India. With no issue of new license in the quarter ending Sept-09, at the quarter ending Sept-09, 58 Teleport service providers are in operation. A list of these stations is at Annexure-13.

Annexures

Annexure 1: Wireless Subscriber Base

Group													
Sl.	Circle	Vodafone Essar		Loop Mobile(BPL Mobile)		Idea		Bharti Airtel		Reliance		HFCL Infotel	
		Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09
1	A.P.	4,416,028	4,826,493	-	-	5,463,665	5,608,871	10,101,627	10,982,799	5,871,714	6,047,777	-	-
2	Assam	273,162	405,641	-	-	-	-	1,734,349	1,931,357	1,422,867	1,480,694	-	-
3	Bihar	1,422,240	1,886,121	-	-	1,454,923	1,958,679	8,494,235	9,328,172	6,073,526	6,471,721	-	-
4	Chennai	1,626,652	1,686,454	-	-	-	-	2,320,577	2,461,610	1,410,620	1,431,423	-	-
5	Delhi	4,253,878	4,466,895	-	-	2,336,208	2,369,760	5,114,351	5,415,988	4,387,599	4,765,710	-	-
6	Gujarat	8,606,777	9,001,337	-	-	4,200,106	4,445,774	4,364,229	4,769,501	4,477,378	4,815,759	-	-
7	Haryana	2,351,449	2,444,667	-	-	1,614,431	1,815,160	1,288,688	1,353,890	1,937,692	2,077,552	-	-
8	H.P.	70,877	88,506	-	-	159,508	176,102	1,031,947	1,164,278	1,054,953	1,080,946	-	-
9	J & K	109,943	173,518	-	-	-	-	1,814,674	1,902,885	176,701	308,784	-	-
10	Karnataka	4,071,322	4,295,557	-	-	1,765,742	1,926,743	10,552,659	11,085,474	4,451,640	4,796,870	-	-
11	Kerala	3,474,920	3,729,586	-	-	4,728,033	4,900,290	2,620,335	2,970,022	2,828,253	2,955,854	-	-
12	Kolkata	3,035,964	3,219,323	-	-	-	-	2,542,882	2,688,753	3,029,185	3,262,426	-	-
13	M.P.	613,735	783,929	-	-	5,600,628	5,902,960	5,166,595	5,572,236	6,718,581	7,201,126	-	-
14	Maharashtra	5,363,034	5,889,390	-	-	8,000,687	8,278,063	6,096,530	6,261,008	5,157,612	5,710,351	-	-
15	Mumbai	4,582,141	4,756,222	2,305,640	2,495,087	940,274	1,162,478	2,826,561	2,859,089	4,584,789	5,074,915	-	-
16	North East	273,793	313,479	-	-	-	-	1,025,180	1,141,794	468,526	471,717	-	-
17	Orissa	632,914	702,385	-	-	156,905	275,281	3,428,702	3,703,479	2,241,926	2,415,929	-	-
18	Punjab	2,348,146	2,560,849	-	-	2,554,320	2,769,615	3,921,741	4,188,114	1,862,543	2,000,811	384,203	379,654
19	Rajasthan	5,555,606	6,180,390	-	-	1,337,896	1,811,360	7,862,633	8,646,002	3,714,212	3,789,338	-	-
20	T.N.	5,702,130	6,183,793	-	-	64,526	530,681	6,811,054	7,482,551	4,216,390	4,701,454	-	-
21	U.P.(E)	7,459,534	8,176,771	-	-	2,318,149	2,640,235	6,679,810	7,218,194	5,640,790	6,482,869	-	-
22	U.P.(W)	4,801,976	5,107,985	-	-	4,392,897	4,882,350	2,526,960	3,005,020	4,467,274	4,985,488	-	-
23	W.B.	5,403,377	5,966,755	-	-	-	-	4,041,562	4,379,200	3,421,529	3,788,149	-	-
	Total	76,449,598	82,846,046	2,305,640	2,495,087	47,088,898	51,454,402	102,367,881	110,511,416	79,616,300	86,117,663	384,203	379,654

Annexure 1: Wireless Subscriber Base (contd.)

Sl.	Circle	Sistema Shyam Teleservices Ltd		Tata Teleservices		Aircel		MTNL		BSNL		State-wise Total		
		Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Net additions
1	A.P.	-	-	3,336,765	5,070,148	194,176	513,316	-	-	3,714,654	4,076,644	33,098,629	37,126,048	4,027,419
2	Assam	-	-	63,041	71,156	1,897,990	2,078,925	-	-	1,005,079	1,047,960	6,396,488	7,015,733	619,245
3	Bihar	-	86,691	1,939,169	2,102,126	1,658,696	2,310,852	-	-	3,125,544	3,290,534	24,168,333	27,434,896	3,266,563
4	Chennai	51,494	74,751	433,548	1,002,458	2,650,046	2,729,490	-	-	1,158,894	1,195,290	9,651,831	10,581,476	929,645
5	Delhi	-	-	4,913,995	5,130,788	326,658	546,606	2,112,006	2,146,011	-	-	23,444,695	24,841,758	1,397,063
6	Gujarat	-	-	1,505,205	1,567,031	-	-	-	-	2,662,688	2,876,183	25,816,383	27,475,585	1,659,202
7	Haryana	-	-	1,417,525	1,490,471	-	-	-	-	1,942,591	2,237,906	10,552,376	11,419,646	867,270
8	H.P.	-	-	141,931	146,928	162,548	234,804	-	-	981,872	1,115,856	3,603,636	4,007,420	403,784
9	J & K	-	-	70,005	95,739	950,455	1,154,640	-	-	945,643	948,567	4,067,421	4,584,133	516,712
10	Karnataka	-	-	1,439,535	3,216,844	194,122	370,363	-	-	2,977,518	3,175,883	25,452,538	28,867,734	3,415,196
11	Kerala	46,686	99,772	795,846	1,484,966	187,483	338,578	-	-	3,294,945	3,637,199	17,976,501	20,116,267	2,139,766
12	Kolkata	49,942	178,228	1,571,290	1,591,032	585,580	678,444	-	-	1,624,823	1,706,795	12,439,666	13,325,001	885,335
13	M.P.	-	-	1,416,380	2,065,308	-	-	-	-	3,141,374	3,398,180	22,657,293	24,923,739	2,266,446
14	Maharashtra	-	-	4,928,774	5,868,225	356	55,118	-	-	3,974,525	4,264,336	33,521,518	36,326,491	2,804,973
15	Mumbai	-	-	2,506,546	3,169,717	195,019	411,820	2,493,846	2,534,130	-	-	20,434,816	22,463,458	2,028,642
16	North East	-	-	32,246	45,005	1,188,067	1,310,819	-	-	848,681	872,588	3,836,493	4,155,402	318,909
17	Orissa	-	-	714,975	1,306,137	1,034,508	1,102,424	-	-	1,786,037	1,972,474	9,995,967	11,478,109	1,482,142
18	Punjab	-	-	1,491,951	1,532,311	-	-	-	-	2,996,273	3,293,015	15,559,177	16,724,369	1,165,192
19	Rajasthan	890,286	1,009,360	2,693,459	2,765,214	-	-	-	-	3,216,472	3,540,731	25,270,564	27,742,395	2,471,831
20	T.N.	122,248	241,349	710,334	1,892,140	8,953,682	9,720,725	-	-	3,768,725	4,115,291	30,349,089	34,867,984	4,518,895
21	U.P.(E)	-	-	1,610,213	1,672,887	126,151	295,875	-	-	6,361,985	6,895,083	30,196,632	33,381,914	3,185,282
22	U.P.(W)	-	-	2,342,834	2,419,298	132,879	283,090	-	-	2,782,080	2,968,368	21,446,900	23,651,599	2,204,699
23	W.B.	28,447	270,381	1,045,961	1,090,104	1,360,315	1,592,744	-	-	2,054,099	2,127,715	17,355,290	19,215,048	1,859,758
	Total	1,189,103	1,960,532	37,121,528	46,796,033	21,798,731	25,728,633	4,605,852	4,680,141	54,364,502	58,756,598	427,292,236	471,726,205	44,433,969

Annexure 2: Wireline Subscriber Base

Sl. No	Circle	GROUP														Circle-wise Total		
		Bharti Airtel Ltd.		Reliance Communications		HFCL infotel		Sistema Shyam Teleservices Ltd		Tata Teleservices		MTNL		BSNL				
		Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09	Sep-09	Jun-09
1	A.P.	109,321	115,184	85,808	84,458	-	-	-	-	133,678	138,895	-	-	2,164,250	2,139,218	2,493,057	2,477,755	(15,302)
2	Assam	-	-	-	-	-	-	-	-	53	65	-	-	343,880	334,617	343,933	334,682	(9,251)
3	Bihar	-	-	2,373	2,572	-	-	-	-	3,622	3,876	-	-	1,376,881	1,374,674	1,382,876	1,381,122	(1,754)
4	Chennai	280,860	294,720	90,052	94,519	-	-	-	-	30,726	32,882	-	-	1,008,870	1,009,206	1,410,508	1,431,327	20,819
5	Delhi	863,365	904,328	156,013	165,320	-	-	-	-	27,189	28,471	1,530,853	1,535,106	-	-	2,577,420	2,633,225	55,805
6	Gujarat	40,000	42,839	109,727	112,174	-	-	-	-	44,471	46,287	-	-	1,879,967	1,867,963	2,074,165	2,069,263	(4,902)
7	Haryana	21,635	21,957	6,637	5,064	-	-	-	-	5,555	6,097	-	-	815,532	800,104	849,359	833,222	(16,137)
8	H.P.	-	-	3,197	3,357	-	-	-	-	768	797	-	-	366,959	360,016	370,924	364,170	(6,754)
9	J & K	-	-	1	6	-	-	-	-	3	17	-	-	233,520	231,300	233,524	231,323	(2,201)
10	Karnataka	434,310	448,803	101,175	100,849	-	-	-	-	86,413	87,867	-	-	2,133,147	2,113,777	2,755,045	2,751,296	(3,749)
11	Kerala	51,020	51,266	55,091	54,394	-	-	-	-	7,141	8,004	-	-	3,440,513	3,420,547	3,553,765	3,534,211	(19,554)
12	Kolkata	65,106	68,620	90,042	92,516	-	-	-	-	16,687	17,773	-	-	1,360,307	1,352,519	1,532,142	1,531,428	(714)
13	M.P.	301,650	302,587	32,418	32,389	-	-	-	-	2,422	2,819	-	-	1,303,000	1,264,394	1,639,490	1,602,189	(37,301)
14	Maharashtra	55,464	56,783	74,785	76,784	-	-	-	-	138,026	147,684	-	-	2,916,406	2,821,417	3,184,681	3,102,668	(82,013)
15	Mumbai	279,527	289,239	167,542	174,665	-	-	-	-	428,116	450,992	2,019,254	1,979,348	-	-	2,894,439	2,894,244	(195)
16	North East	-	-	-	-	-	-	-	-	14	45	-	-	334,633	333,223	334,647	333,268	(1,379)
17	Orissa	-	-	2,925	3,036	-	-	-	-	3,036	3,008	-	-	623,119	620,729	629,080	626,773	(2,307)
18	Punjab	89,525	91,318	44,093	43,084	163,821	165,978	-	-	8,796	9,892	-	-	1,321,138	1,316,065	1,627,373	1,626,337	(1,036)
19	Rajasthan	33,841	35,010	21,279	21,847	-	-	111,041	95,181	1,968	2,522	-	-	1,453,659	1,441,993	1,621,788	1,596,553	(25,235)
20	T.N.	139,671	140,982	36,784	36,663	-	-	-	-	4,175	4,179	-	-	2,043,678	2,007,578	2,224,308	2,189,402	(34,906)
21	U.P.(E)	22,570	22,773	35,614	34,921	-	-	-	-	5,993	6,588	-	-	1,390,441	1,396,900	1,454,618	1,461,182	6,564
22	U.P.(W)	40,017	41,845	9,956	9,348	-	-	-	-	2,482	2,916	-	-	1,284,116	1,287,758	1,336,571	1,341,867	5,296
23	W.B.	-	-	4,759	4,271	-	-	-	-	1,429	1,585	-	-	1,000,679	952,971	1,006,867	958,827	(48,040)
	Total	2,827,882	2,928,254	1,130,271	1,152,237	163,821	165,978	111,041	95,181	952,763	1,003,261	3,550,107	3,514,454	28,794,695	28,446,969	37,530,580	37,306,334	(224,246)

Annexure 3: List of Internet Service Providers Providing 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	Cordia LT Communications Pvt Ltd
8	Data Infosys Ltd.
9	DeIDSL Internet Pvt. Ltd.
10	Digital2Virtual ISP Pvt. Ltd.
11	Dishnet Wireless Ltd.
12	IKF Technologies Ltd
13	Karuturi Telecom Pvt Ltd(Estel Communications Pvt. Ltd.)
14	Mahanagar Telephone Nigam Ltd.
15	Manipal Ecommerce Ltd.*
16	My Own Infotech Pvt. Ltd.*
17	Nettlinx Ltd.
18	Narmada Cyberzone Pvt Ltd*
19	Opto Network Pvt. Ltd.
20	Pulse Telesystems Pvt. Ltd.
21	Sify Technologies Ltd.
22	Swiftmail Communications Ltd
23	Swastik Netvision Telecom P. Ltd.
24	Trak Online Net India Pvt.Ltd.
25	Trikon Electronics Pvt. Ltd.
26	Tata Communications Ltd (Videsh Sanchar Nigam Ltd.)
27	Tata Communications Internet Services Ltd
28	Tata Teleservices (Maharashtra) limited
29	YOU Telecom India Pvt. Ltd.
30	VIVA Communications Pvt Ltd (Mylai Karpagambal Information Systems (P) Ltd.)
31	World Phone Internet Services Pvt Ltd*
32	IOL Netcom Ltd*

* ISP has not submitted report for the quarter ending September 2009.

Annexure 4: Subscriber Base for Internet Service Providers

S. No.	Name of ISP	Category	Geographical Area of operation	Jun'09	Sep'09	% Change
1	Bharat Sanchar Nigam Ltd.	A	All India	7600402	8077245	6.27
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2181663	2222191	1.86
3	Bharti Airtel Ltd.	A	All India	1145723	1196691	4.45
4	Reliance Communications Infrastructure Limited	A	All India	1037710	1090105	5.05
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	339032	312677	-7.77
6	Tata Communications Internet Services Limited	A	All India	324089	307954	-4.98
7	Sify Technologies Ltd.	A	All India	346757	287699	-17.03
8	Data Infosys Ltd.	A	All India	250437	250428	0.00
9	YOU Telecom India Pvt. Ltd.	A	All India	199193	200779	0.80
10	Asianet Satellite Communications Ltd.	B	Kerala	76403	81894	7.19
11	HFCL Infotel Ltd.	B	Punjab Telecom Circle	71278	74377	4.35
12	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	A	All India	57835	65085	12.54
13	Punj Lloyd (Spectra Net Ltd.)	A	All India	43529	43529	0.00
14	HCL Infinet Ltd.	A	All India	42151	42156	0.01
15	Beam Cable System Pvt. Ltd.	B	Andhra Pardesh	33436	37141	11.08
16	Ortel Communication Ltd.	A	All India	29537	32965	11.61
17	Shyam Internet Services Ltd	B	Rajasthan	32749	32927	0.54
18	Ankhnet Informations Pvt. Ltd	B	Mumbai	17049	31810	86.58
19	Broadband Pacenet (I) Pvt. Ltd*	A	Mumbai	22167	22167	0.00
20	Alliance Broadband Services Pvt. Ltd.	B	Kolkata	21530	21116	-1.92
21	Vodafone Essar Gujarat Ltd.	B	Gujarat	18001	18001	0.00
22	Sycon Infoway Pvt Ltd	B	Mumbai	15263	17769	16.42
23	Indusind Media & Communications Limited (In2cable (I) Ltd.)	A	All India	12375	12498	0.99
24	Hughes Communications India Ltd.	A	All India	10701	11231	4.95

S. No.	Name of ISP	Category	Geographical Area of operation	Jun'09	Sep'09	% Change
25	IOL Netcom Limited*	B	Mumbai	9973	9973	0.00
26	D-Vois Broadband Private Limited	A		6024	9116	51.33
27	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	7307	8617	17.93
28	West Bengal Electronics Industry Development Corp. Ltd.*	B	Kolkata, WB	7365	7365	0.00
29	Tata Communications Limited	A	All India	6088	7103	16.67
30	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	7023	6068	-13.60
31	Tikona Digital Networks Pvt Ltd	A	All India	1266	5600	342.34
32	Spacenet Internet Services Pvt Ltd	B	Delhi	4522	4962	9.73
33	Trikon Electronics Pvt. Ltd.	B	Mumbai	4653	4709	1.20
34	Gujarat Telelink Pvt Ltd	B	Gujarat	3885	4204	8.21
35	Meghbela Cable & Broadband Service (P) Ltd	B	Kolkata	3555	4160	17.02
36	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	3518	3863	9.81
37	DEN Networks Ltd	A	All India	2731	3492	27.87
38	Nettlinx Ltd.	B	Andhra Pradesh	158	1793	1034.81
39	Swiftmail Communications Ltd.	A	All India	2645	3171	19.89
40	HCL Comnet Systems & Services Ltd.	A	All India	3145	3147	0.06
41	Intermedia Cable Communication Pvt Ltd	C	Pune/Nasik	1354	3127	130.95
42	Bhupati Hotels Ltd	C	Delhi	2469	2548	3.20
43	Geocity Network Solutions Pvt. Ltd.	B	Delhi	2214	2274	2.71
44	Descon Ltd*	B&B	Kolkata & West Bengal Telecom Circle	2212	2212	0.00
45	Value Healthcare Ltd.	B	Mumbai	1808	1877	3.82
46	Cable Combine Communication Pvt. Ltd.	C	Siliguri SSA	1697	1762	3.83
47	Dishnet Wireless Ltd	A	All India	1278	1699	32.94
48	Star Broadband Services (I) Pvt Ltd	B	Delhi	1347	1551	15.14
49	Narmada Cyberzone Pvt Ltd*	C	Gujarat	1475	1475	0.00
50	CJM Consultancy Services Pvt. Ltd.	B	Delhi	1136	1464	28.87
51	Quest Consultancy Pvt. Ltd.*	C	Valsad SSA	1326	1326	0.00

S. No.	Name of ISP	Category	Geographical Area of operation	Jun'09	Sep'09	% Change
52	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	1026	1300	26.71
53	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	1179	1255	6.45
54	ERNET India	A	All India	1072	1055	-1.59
55	Space Online Ltd*	B	Gujarat	1023	1023	0.00
56	Kaizen Infonet Pvt Ltd*	C	Surat & Valsaad SSA	980	980	0.00
57	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	794	954	20.15
58	Honesty Net Solutions (I) Pvt Ltd	B	Mumbai	781	886	13.44
59	F/X Wireless Technology Solutions Pvt Ltd	B	Mumbai	702	877	24.93
60	Amber Online Services Ltd.*	B	Andhra Pradesh	858	858	0.00
61	Blazenet Ltd.*	B	Gujarat	834	834	0.00
62	Wire & Wireless (I) Ltd.*	A	All India	802	802	0.00
63	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	767	788	2.74
64	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	815	766	-6.01
65	North East Dataa Network Pvt Ltd*	B	Karnataka	739	739	0.00
66	Pioneer eLabs Ltd *	B	Andhra Pradesh	719	719	0.00
67	NetMagic Solutions(P) Ltd.	A	All India	641	691	7.80
68	RS Broadband Service India Pvt Ltd	B	Tamil Nadu SSA	266	660	148.12
69	Yashash Cable Network Pvt Ltd	C	Mysore SSA	607	635	4.61
70	Speed Online.net Pvt. Ltd.*	C	Rajkot	610	610	0.00
71	Bhiwani Communications Pvt. Ltd.	C	Rohtak	578	605	4.67
72	Software Technology Park of India(STPI)	A	All India	550	550	0.00
73	S.S.Netcom Pvt Ltd	B	North East Circle	525	520	-0.95
74	Trak Online Net India Pvt.Ltd	A	All India	3467	511	-85.26
75	Limras Eronet Broadband Service Pvt Ltd*	A	Tamil Nadu	438	438	0.00
76	Sab Industires Ltd. (Sab Infotech)	B,C	Punjab, Karnal, Ambala, Hisar	402	375	-6.72
77	Astro Network India Pvt. Ltd.	A		9	340	3677.78

S. No.	Name of ISP	Category	Geographical Area of operation	Jun'09	Sep'09	% Change
78	Bohra Pratisthan Pvt. Ltd	C	Udaipur SSA	298	305	2.35
79	delDSL Internet Pvt Ltd	B & C	Delhi & Gurgaon	280	275	-1.79
80	Netcom Online Solutions India Pvt Ltd	B	Tamil Nadu	426	273	-35.92
81	Micky Online Pvt Ltd	C	Moradabad	280	270	-3.57
82	Rida Communication Pvt. Ltd.	C	Aligarh SSA	235	255	8.51
83	World Phone Internet Services Pvt Ltd	A	All India	165	255	54.55
84	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	261	253	-3.07
85	Pacific Internet India Pvt. Ltd.	A	All India	239	245	2.51
86	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	273	230	-15.75
87	City Online Services Ltd	B	Andhra Pradesh & Karnataka	190	220	15.79
88	Khetan Cable Network (P) Ltd	C	Indore SSA	215	211	-1.86
89	Atria Convergence Technologies Pvt. Ltd.*	B	Karnataka	202	202	0.00
90	Vainavi Industries Ltd*	B	Andhra Pradesh	200	200	0.00
91	Rainbow Communications (India) Pvt Ltd*	C	Salem SSA	197	197	0.00
92	Kelnet Communication Services Pvt.Ltd	C	Trivandrum	431	188	-56.38
93	Primenet Global Ltd.	A	All India	161	175	6.00
94	Adya Tech One Services Pvt Ltd	C	Ghaziabad SSA	131	172	31.30
95	Sanyog Networks Pvt Ltd	C	Tripura SSA	161	161	0.00
96	Quick Online Pvt. Ltd.*	C	Ghaziabad SSA	160	160	0.00
97	Dreamzcraft Info Solutions Pvt Ltd*	C	Dehradun SSA	158	158	0.00
98	Nihar Internet Services (P) Ltd	C	Ghaziabad-SSA	99	157	58.59
99	Aeroway Networks Pvt Ltd	C	Mysore SSA	188	135	-28.19
100	Readylink Internet Services Pvt Ltd	B	Coimbatore SSA & Erode SSA	115	132	14.78
101	Verizon Communications India Pvt. Ltd. (Worldcom Communications)	A	All India	154	131	-14.94
102	Mynet Services India Pvt. Ltd.	C	Tamil Nadu SSA	130	130	0.00
103	Eastern Teleservices Pvt Ltd	C	Jamshedpur	160	129	-19.38

S. No.	Name of ISP	Category	Geographical Area of operation	Jun'09	Sep'09	% Change
			SSA			
104	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).	A	All India	110	115	4.55
105	BT Global Communications India Pvt. Ltd(i2i Enterprise Ltd.)	A	All India	104	104	0.00
106	iCAN Solutions Private Limited	B	Mumbai	75	95	26.67
107	Oasis Cable Pvt Ltd*	C	Haridwar SSA	93	93	0.00
108	Tarang Communications Pvt. Ltd.*	C	Guwahati SSA	83	83	0.00
109	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	90	82	-8.89
110	Eronet Broadband Service India Pvt. Ltd.*	C	Erode	80	80	0.00
111	ISP Services (India) Pvt. Ltd.	C	Trichy	72	72	0.00
112	Guj Info Petro Ltd. (GIPL)	A	Gujarat	70	70	0.00
113	Reach Network India Pvt. Ltd.	A	All India	76	67	-11.84
114	Essel Shyam Communications Limited	A	All India	55	65	18.18
115	Harisree Cable Net Pvt. Ltd.	C	Kanpur SSA	57	58	1.75
116	Konark Infocomm Pvt Ltd	C	Ghaziabad SSA	42	42	0.00
117	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd).	A	Chennai	39	40	2.56
118	STN Communication & Advertising Pvt Ltd.	C	Guwahati	36	34	-5.56
119	Ishan Netsol Pvt Ltd*	B	Gujarat	31	31	0.00
120	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	27	24	-11.11
121	CJ Online Pvt. Ltd.	C	Ghaziabad	21	21	0.00
122	Chemical And Metallurgical Design Co. Ltd	B	Delhi	17	18	5.88
123	Vishwashakti Technologies Pvt Ltd*	B	Hyderabad	16	16	0.00
124	Nelco Ltd.	A	All India	14	14	0.00
125	Nextgen Communications Ltd(RPG Infotech Ltd)	A	All India	14	13	-7.14
126	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	13	13	0.00
127	Power Grid Corporation of India Ltd.	A	All India	13	13	0.00
128	Virtela India Pvt. Ltd.	B&C	Mumbai, Bangalore,	12	13	8.33

S. No.	Name of ISP	Category	Geographical Area of operation	Jun'09	Sep'09	% Change
			Gurgaon			
129	Godrej Infotech Ltd.*	B	Mumbai	9	9	0.00
130	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	7	8	14.29
131	IKF Technologies Ltd	A	All India	7	7	0.00
132	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	6	6	0.00
133	AT & T Global Network Services India Private Limited	A	All India	1	6	500.00
134	My Own Infotech Pvt. Ltd.*	C	Surat SSA	5	5	0.00
135	Opto Network Pvt. Ltd.	A	All India	4	4	0.00
136	Fast Lynx Internet Service Pvt Ltd	C	Ludhiana	13	3	-76.92
137	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	3	3	0.00
138	National Stock Exchange of India Ltd	A	ALL INDIA	3	3	0.00
139	ABT Ltd.	C	Coimbatore SSA	3	3	0.00
140	Manipal Ecommerce Ltd.*	B	Karnataka	3	3	0.00
141	Tata Internet Services Ltd.*	A	All India	2	2	0.00
142	Compucom (I) Pvt. Ltd.	C	Jaipur	2	2	0.00
143	Phonic Net Pvt Ltd	B	Mumbai	2	2	0.00
144	Kerala State Electronics Development Corp Ltd.(Keltron)	C	Thiruvananthapuram	23	1	-95.65
145	Virgo Global Media Ltd (Online Media Solutions Ltd)	B	Andhra Pradesh	22	1	-95.45
146	GTL Ltd.	A	All India	1	1	0.00
147	L&T Finance Ltd*(L&T Netcom Ltd.)	A	All India	1	1	0.00
148	Karuturi Global Ltd *	B	Karnataka	1	1	0.00
149	Advanced Financial Services Pvt Ltd	B	Hyderabad	1	1	0.00
150	Infotel Broadband Services Pvt Ltd	A	All India	1	1	0.00
151	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharastra	844	0	-100.00
152	Global One India Pvt Ltd	A	All India	21	0	-100.00
153	Apna Telelink Ltd.	C	Jalandhar	0	0	
154	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	
155	Reliance Wimax Limited(Gateway Systems (I)	A	All India	0	0	

S. No.	Name of ISP	Category	Geographical Area of operation	Jun'09	Sep'09	% Change
	Ltd)					
156	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	
157	Tatanet Services Ltd	A	All India	0	0	
158	Gujarat Narmada Valley Fertilizer	A	All India	0	0	
159	Cordia LT Communications PVT Ltd	A	All India	0	0	
160	Swastik Netvision Telecom P.Ltd	B	Gujarat	0	0	
				535**		
	TOTAL			14050657	14625432	4.09

* ISP's have not submitted the report for the quarter September'09

** Ice Network Pvt Ltd, Bharti Broadband Ltd & United Villages Network Pvt Ltd have surrendered their Licences and have subscribers 460, 54 & 21 totalling 535

Annexure 5: Service Area wise PMRTS subscriber Base

Sr. No.	Operative Area	Service Providers	Subscriber Base		Rate of change
			30.06.09	30.09.09	
1	Delhi	Container Movement	1	1	0.00%
		German Express	334	322	-3.59%
		United Liner Agencies	299	313	4.68%
		Procall	5613	5308	-5.43%
		Arvind Mills Ltd.	801	804	0.37%
		Total	7048	6748	-4.26%
2	Mumbai	Arya Offshore Services	563	565	0.36%
		German Express	415	409	-1.45%
		Arvind Mills Ltd.	1736	1907	9.85%
		Smartalk	693	779	12.41%
		Bhilwara Telenet	1514	1452	-4.10%
		Total	4921	5112	3.88%
3	Kolkatta	United Liner	1393	1405	0.86%
		Total	1393	1405	0.86%
4	Chennai	Arya Offshore Services	442	493	11.54%
		Arvind Mills	2386	2531	6.08%
		Quick Calls	1241	1294	4.27%
		Total	4069	4318	6.12%
5	Bangalore	Arvind Mills	3450	3515	1.88%
		Quick Calls	390	379	-2.82%
		India Satcom	87	50	-42.53%
		Total	3927	3944	0.43%
6	Vishakhapatnam	Arya Transport	1802	1922	6.66%
		Total	1802	1922	6.66%
7	Indore	Jet Aiu Skyline	513	551	7.41%
		Total	513	551	7.41%
8	Jaipur	Procall	432	341	-21.06%
		Total	432	341	-21.06%
9	Gurgaon	Procall	1174	1098	-6.47%
		Total	1174	1098	-6.47%
10	Faridabad	Procall	198	189	-4.55%
		Arvind Mills	1	0	-
		Total	199	189	-5.03%
11	Vashi	Arvind Mills	232	232	0.00%
		Smartalk	707	793	12.16%
		Total	939	1025	9.16%
12	Ahmedabad	Arvind Mills	443	475	7.22%
		Total	443	475	7.22%

Sr. No.	Operative Area	Service Providers	Subscriber Base		Rate of change
			30.06.09	30.09.09	
13	Baroda	Arvind Mills	668	664	-0.60%
		Total	668	664	-0.60%
14	Surat	Arvind Mills	1031	1033	0.19%
		Total	1031	1033	0.19%
15	Bharuch	Arvind Mills	114	146	28.07%
		Total	114	146	28.07%
16	Pune	Smartalk	1049	988	-5.82%
		Total	1049	988	-5.82%
17	Hyderabad	Quick Calls	1229	1311	6.67%
		Total	1229	1311	6.67%
		Grand Total	30951	31270	1.03%

Annexure 6: Performance of QoS Parameters for Cellular Mobile Services

Sl. No.	Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters							
			Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI	Metering and Billing				Response time to the customer for assistance		Termination / closure of service	
			BTSs Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
			Benchmarks																
			≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
1	AP	Aircel	0.30%	2.20%	98.64%	0.19%	0.08%	0.45%	3.84%	98.36%	0.00%	1.61%	0.36%	100%	1 Week	100.00%	37.00%	26.27%	100%
2		Airtel	0.18%	0.53%	96.74%	0.62%	1.30%	1.44%	11.59%	95.34%	0.00%	0.10%	0.00%	100%	1 Week	97.72%	92.00%	99.00%	100%
3		BSNL	0.50%	1.15%	96.05%	0.46%	1.34%	1.59%	9.46%	98.00%	0.00%	0.00%	0.00%	100%	1 Week	100.00%	75.07%	100.00%	100%
4		Idea	0.04%	0.03%	99.92%	0.38%	0.41%	0.73%	4.80%	96.35%	0.00%	0.03%	0.01%	100%	1 Week	99.83%	98.00%	100.00%	100%
5		RCOM	0.13%	0.87%	99.44%	0.00%	0.08%	0.77%	1.78%	99.54%	NR	0.10%	0.03%	100%	1 Week	93.00%	84.00%	100.00%	100%
6		TTSL	0.04%	0.00%	98.90%	0.00%	0.05%	0.43%	0.43%	98.51%	0.34%	0.02%	0.04%	100%	<1 week	91.41%	70.00%	95.01%	100%
7		Vodafone	0.22%	0.06%	99.07%	0.17%	0.31%	0.79%	5.60%	98.23%	0.33%	0.09%	0.01%	100%	1 Week	99.76%	90.92%	100.00%	100%

8	Assam	Airtel	1.87%	12.59%	95.76%	0.69%	1.68%	2.01%	16.37%	90.76%	0.00%	0.01%	0.00%	100%	1 Week	98.19%	49.00%	99.00%	100%
9		BSNL	1.34%	13.08%	97.77%	1.04%	1.98%	2.74%	22.99%	96.67%	0.00%	0.00%	0.01%	100%	within 3 days	100.00%	76.42%	100.00%	100%
10		Dishnet	2.08%	17.20%	88.72%	3.22%	2.94%	3.82%	40.67%	90.44%	0.00%	0.14%	0.38%	46%	1 Week	100.00%	89.00%	NR	100%
11		RTL	0.15%	1.32%	97.04%	0.55%	1.71%	0.85%	0.27%	96.00%	NR	0.02%	0.07%	100%	1 Week	86.00%	99.00%	100.00%	100%
12		TTSL	0.07%	0.00%	99.27%	0.00%	0.04%	0.40%	1.00%	98.99%	0.00%	0.01%	0.01%	100%	<1 week	100.00%	98.00%	91.53%	100%
13	Vodafone	0.39%	1.53%	96.08%	0.52%	1.94%	1.88%	3.85%	97.43%	0.00%	0.10%	0.04%	100%	1 Week	99.16%	95.52%	94.85%	100%	
14	Bihar	Airtel	1.25%	10.98%	93.91%	2.10%	1.72%	1.79%	13.45%	96.27%	1.00%	0.00%	0.00%	100%	1 Week	95.30%	75.00%	100.00%	100%
15		BSNL	0.00%	1.10%	98.17%	0.63%	1.12%	1.57%	4.07%	98.33%	0.00%	0.00%	0.00%	100%	within 3 days	99.00%	87.00%	100.00%	100%
16		Dishnet	2.11%	20.33%	82.05%	7.42%	7.24%	2.92%	27.08%	94.17%	2.67%	0.00%	13.54%	90%	1 Week	100.00%	98.00%	100.00%	100%
17		Idea	1.09%	1.02%	99.58%	0.64%	1.48%	1.40%	4.26%	95.74%	0.00%	0.23%	0.01%	100%	1 Week	36.30%	76.00%	75.00%	100%
18		RCOM	0.46%	1.23%	98.64%	0.00%	0.72%	1.13%	1.26%	96.89%	NR	0.10%	0.03%	100%	1 Week	85.00%	83.00%	100.00%	100%
19		RTL	0.10%	0.85%	98.47%	0.68%	0.98%	0.99%	1.18%	96.36%	NR	0.00%	0.07%	100%	1 Week	85.00%	99.00%	100.00%	100%
20		Sistema *	0.35%	18.11%	99.25%	0.00%	0.14%	1.11%	4.51%	97.63%	0.00%	NA	0.02%	100%	N/A	NR	78.00%	NA	NA
21	TTSL	0.04%	0.54%	98.64%	0.00%	0.22%	0.85%	0.00%	98.20%	0.00%	0.05%	0.01%	100%	<1 week	98.51%	92.00%	79.48%	100%	
22	Vodafone	0.61%	1.31%	95.74%	0.57%	1.84%	1.97%	4.96%	95.97%	0.00%	0.10%	0.01%	100%	1 Week	99.45%	79.60%	NR	NR	
23	Chennai	Aircel	0.42%	1.42%	97.29%	0.54%	0.42%	2.21%	14.87%	96.91%	0.00%	0.33%	0.07%	100%	1 Week	100.00%	96.00%	100.00%	100%
24		Airtel	0.15%	0.71%	98.23%	0.20%	0.12%	1.08%	4.19%	98.12%	0.00%	0.00%	0.00%	100%	1 Week	Included in TN	93.00%	99.00%	100%
25		BSNL	0.43%	4.73%	98.67%	0.33%	0.77%	1.27%	6.31%	99.67%	0.00%	0.00%	0.00%	100%	same day	98.00%	97.60%	100.00%	100%
26		RCOM	0.13%	0.56%	99.59%	0.00%	0.12%	0.69%	1.35%	99.00%	NR	0.07%	0.01%	100%	1 Week	90.00%	82.00%	100.00%	100%
27		TTSL	0.02%	0.00%	98.24%	0.00%	0.01%	0.39%	0.00%	99.20%	0.00%	0.04%	0.01%	100%	<1 week	97.88%	91.00%	95.88%	100%
28	Vodafone	0.09%	0.37%	99.53%	0.12%	0.08%	0.65%	1.59%	98.87%	0.00%	0.08%	0.10%	100%	< 2 Days	99.23%	96.73%	100.00%	100%	
29	Delhi	Aircel	0.73%	0.72%	98.47%	0.01%	0.05%	0.84%	2.09%	98.11%	2.67%	2.44%	2.67%	100%	1 Week	100.00%	9.00%	97.93%	100%
30		Airtel	0.31%	1.37%	98.89%	0.19%	0.17%	1.03%	4.55%	95.39%	0.00%	0.03%	0.00%	100%	1 Week	97.72%	86.00%	87.00%	100%
31		Idea	0.08%	0.08%	99.08%	0.15%	0.57%	0.72%	2.42%	98.32%	0.00%	0.00%	0.01%	100%	1 Week	97.63%	77.00%	99.00%	100%
32		MTNL	3.48%	8.12%	96.07%	0.23%	1.37%	1.20%	6.50%	97.50%	0.33%	0.05%	0.02%	100%	1 Week	99.72%	93.00%	100.00%	100%
33		RCOM	0.12%	0.80%	99.35%	0.00%	0.19%	0.75%	1.88%	99.40%	NR	0.10%	0.02%	100%	1 Week	88.00%	84.00%	100.00%	100%
34		TTSL	0.03%	0.00%	98.68%	0.00%	0.02%	0.45%	0.55%	98.83%	0.00%	0.11%	0.02%	100%	<1 week	96.76%	77.00%	79.54%	100%
35	Vodafone	0.06%	0.00%	99.42%	0.11%	0.20%	0.78%	2.50%	98.16%	0.00%	0.03%	0.01%	100%	Postpaid - 48hrs Prepaid - 72hrs	99.88%	91.64%	100.00%	100%	
36	GUJ	Airtel	0.12%	1.02%	98.36%	0.32%	0.40%	1.60%	15.33%	97.74%	0.00%	0.06%	0.00%	100%	1 Week	98.89%	90.00%	95.00%	100%


37		BSNL	0.31%	1.02%	96.73%	0.21%	1.38%	1.49%	4.43%	96.67%	0.00%	0.00%	0.00%	100%	within 3 days	99.00%	90.33%	100.00%	100%
38		Idea	0.07%	0.27%	99.43%	0.21%	0.14%	1.30%	8.52%	96.37%	0.00%	0.05%	0.02%	100%	1 Week	99.44%	98.00%	99.86%	92.8%
39		RCOM	0.12%	0.74%	99.48%	0.00%	0.13%	0.63%	1.03%	99.84%	NR	0.10%	0.03%	100%	1 Week	91.00%	75.00%	100.00%	100%
40		TTSL	0.02%	0.00%	98.75%	0.00%	0.02%	0.46%	0.69%	98.96%	0.00%	0.04%	0.06%	100%	<1 week	95.70%	77.00%	90.89%	100%
41		Vodafone	0.05%	0.25%	99.32%	0.22%	0.14%	0.70%	1.62%	98.23%	0.00%	0.05%	0.00%	100%	1 Week	99.96%	98.14%	100.00%	97.08%
42	HP	Airtel	0.19%	0.43%	98.30%	0.25%	0.29%	1.14%	6.96%	97.66%	0.00%	0.00%	0.00%	100%	1 Week	99.42%	91.00%	97.00%	100%
43		BSNL	1.27%	1.61%	95.56%	0.58%	1.47%	1.87%	3.95%	95.00%	0.00%	0.00%	0.00%	100%	1 day	92.00%	75.39%	100.00%	100%
44		Dishnet	0.02%	0.00%	98.35%	0.07%	0.32%	2.11%	30.51%	95.65%	2.00%	0.13%	0.83%	100%	1 Week	100.00%	91.00%	100.00%	100%
45		Idea	0.00%	0.00%	99.80%	0.14%	0.25%	1.86%	20.29%	96.99%	0.00%	0.00%	0.02%	100%	1 Week	99.42%	87.00%	80.00%	100%
46		RCOM	0.22%	1.23%	99.41%	0.00%	0.42%	1.02%	2.75%	98.13%	NR	0.10%	0.01%	100%	1 Week	93.00%	75.00%	100.00%	100%
47		RTL	0.13%	0.78%	98.49%	0.17%	0.50%	0.83%	0.24%	95.98%	NR	0.00%	0.08%	100%	1 Week	92.00%	53.00%	NR	NR
48		TTSL	0.05%	0.00%	98.82%	0.00%	0.02%	0.77%	0.85%	98.28%	0.00%	0.05%	0.03%	100%	<1 week	98.05%	94.00%	95.68%	100%
49		Vodafone	0.67%	0.00%	98.89%	0.00%	0.03%	1.73%	1.29%	97.44%	0.00%	0.03%	0.01%	100%	1 Week	99.12%	95.91%	97.68%	99.41%
50		HR	Airtel	0.25%	0.23%	97.91%	0.36%	0.52%	1.46%	10.67%	96.78%	0.00%	0.00%	0.00%	100%	1 Week	98.30%	70.00%	99.00%
51	BSNL		1.62%	1.88%	96.10%	0.71%	1.64%	1.99%	4.76%	95.77%	0.00%	0.00%	0.00%	100%	NIL	100.00%	75.00%	100.00%	100%
52	Idea		0.16%	0.87%	99.87%	0.21%	0.40%	1.23%	10.11%	96.63%	0.00%	0.03%	0.03%	100%	1 Week	99.81%	88.00%	100.00%	100%
53	RCOM		0.20%	1.27%	99.12%	0.00%	0.31%	1.16%	1.15%	97.29%	NR	0.10%	0.02%	100%	1 Week	89.00%	80.00%	100.00%	100%
54	TTSL		0.01%	0.00%	98.70%	0.00%	0.11%	0.28%	1.09%	98.77%	0.00%	0.03%	0.02%	100%	<1 week	96.56%	83.00%	85.62%	100%
55	Vodafone		0.15%	0.18%	99.54%	0.17%	0.08%	1.02%	3.35%	97.39%	0.00%	0.00%	0.00%	100%	1 Week	99.53%	97.17%	NR	100%
56	J&K	Airtel	0.29%	1.36%	97.40%	0.52%	0.68%	1.57%	12.27%	96.27%	0.33%	0.02%	0.00%	100%	1 Week	100.00%	83.00%	100.00%	100%
57		BSNL	1.47%	1.93%	96.93%	0.83%	1.74%	1.95%	4.60%	97.27%	0.00%	0.00%	0.00%	100%	4 days	99.00%	78.00%	100.00%	100%
58		Dishnet	0.37%	1.75%	90.09%	2.77%	2.53%	3.69%	36.20%	92.77%	5.67%	0.63%	3.11%	100%	1 Week	100.00%	92.00%	100.00%	100%
59		RCOM	NR	NR	NR	NR	NR	NR	NR	NR	NR	0.05%	0.02%	100%	1 Week	93.00%	75.00%	100.00%	100%
60		TTSL	0.07%	0.00%	99.13%	0.00%	0.06%	0.87%	1.13%	99.22%	0.00%	0.07%	0.09%	100%	<1 week	98.78%	96.00%	97.52%	100%
61	Vodafone	0.08%	0.30%	98.60%	0.10%	0.27%	1.25%	3.09%	98.13%	0.00%	0.04%	0.01%	100%	1 Week	99.26%	97.00%	100.00%	100%	
62	KOL	Airtel	0.22%	1.39%	98.99%	0.14%	0.09%	0.87%	3.59%	96.97%	0.00%	0.03%	0.00%	100%	1 Week	Included in WB	69.00%	95.74%	100%
63		BSNL	1.90%	7.70%	97.33%	0.81%	1.46%	1.88%	9.30%	98.67%	0.00%	0.00%	0.00%	100%	1 day	91.00%	86.50%	100.00%	100%
64		Dishnet	0.40%	2.49%	98.24%	0.05%	0.85%	1.30%	12.37%	98.22%	3.00%	1.64%	1.36%	100%	1 Week	100.00%	84.00%	100.00%	100%
65		RCOM	0.17%	0.00%	99.49%	0.00%	0.23%	0.81%	1.73%	98.85%	NR	0.11%	0.04%	100%	1 Week	88.00%	78.00%	100.00%	100%
66		RTL	0.00%	0.00%	98.32%	0.31%	0.85%	1.11%	0.02%	96.77%	NR	0.01%	0.08%	100%	1 Week	85.00%	68.00%	100.00%	100%
67		Sistema *	0.00%	0.30%	99.27%	0.00%	0.07%	0.46%	2.45%	98.31%	0.00%	N/A	N/A	100%	NIL	95.56%	94.02%	N/A	N/A
68		TTSL	0.06%	0.21%	98.85%	0.00%	0.11%	0.43%	0.94%	98.90%	0.00%	0.14%	0.01%	100%	<1 week	95.81%	80.00%	76.68%	100%

69		Vodafone	0.14%	0.79%	98.96%	0.17%	0.51%	0.71%	1.13%	98.16%	0.00%	0.00%	0.00%	100%	Postpaid - 72hrs Prepaid - 48 hrs	99.12%	93.78%	NR	NR
70	Kerala	Aircel	0.22%	0.49%	97.83%	0.04%	0.43%	1.20%	13.04%	98.00%	0.33%	NA	0.04%	NA	1 Week	100.00%	89.00%	NA	NA
71		Airtel	0.08%	0.24%	98.62%	0.17%	0.20%	1.14%	11.53%	98.19%	0.00%	0.00%	0.00%	100%	1 Week	96.46%	78.00%	99.00%	100%
72		BSNL	0.48%	1.13%	98.00%	0.17%	1.37%	1.33%	2.73%	97.37%	0.00%	0.00%	0.00%	100%	1 Week	99.00%	94.40%	100.00%	100%
73		Idea	0.04%	0.08%	99.78%	0.18%	0.32%	1.14%	4.61%	96.47%	0.00%	0.07%	0.01%	100%	1 Week	99.02%	94.00%	100.00%	100%
74		RCOM	0.15%	0.28%	99.56%	0.00%	0.11%	0.78%	1.42%	98.97%	NR	0.10%	0.04%	100%	1 Week	95.00%	88.00%	100.00%	100%
75		Sistema *	0.13%	0.00%	99.02%	NA	0.00%	0.45%	1.38%	99.03%	1.81%	N/A	0.21%	100%	1 Week	100.00%	96.00%	N/A	N/A
76		TTSL	0.01%	0.00%	98.93%	0.00%	0.13%	0.56%	0.65%	99.31%	0.00%	0.05%	0.04%	100%	<1 week	97.89%	90.00%	94.81%	100%
77		Vodafone	0.19%	0.52%	99.10%	0.15%	0.37%	0.76%	2.78%	97.59%	0.00%	0.02%	0.06%	100%	48 hours	98.66%	97.53%	100.00%	100%
78	KTK	Aircel	1.06%	4.53%	98.35%	0.13%	0.42%	0.46%	4.83%	98.29%	0.33%	0.20%	0.16%	100%	1 Week	100.00%	83.00%	100.00%	100%
79		Airtel	0.96%	5.16%	96.29%	0.92%	1.39%	1.82%	14.48%	94.54%	0.33%	0.05%	0.00%	100%	1 Week	96.03%	72.00%	97.00%	100%
80		BSNL	1.78%	1.93%	98.67%	0.27%	1.26%	1.41%	1.74%	97.77%	0.01%	0.00%	0.00%	100%	within 3 days	97.00%	95.00%	100.00%	100%
81		RCOM	0.17%	0.54%	99.43%	0.00%	0.11%	0.75%	1.43%	99.46%	NR	0.10%	0.03%	100%	1 Week	95.00%	90.00%	100.00%	100%
82		Spice	0.11%	0.46%	98.11%	0.08%	0.43%	1.39%	4.58%	97.43%	0.00%	0.03%	0.06%	100%	1 Week	99.80%	97.00%	100.00%	100%
83		TTSL	0.04%	0.56%	98.97%	0.00%	0.00%	0.79%	0.88%	98.62%	0.00%	0.08%	0.03%	100%	<1 week	94.98%	80.00%	92.97%	100%
84		Vodafone	0.22%	0.97%	99.03%	0.06%	0.35%	0.98%	4.53%	98.28%	0.00%	0.06%	0.40%	100%	1 Week	99.48%	92.38%	100.00%	100%
85		MH	Aircel	0.53%	1.94%	97.41%	0.05%	0.17%	0.47%	4.92%	98.15%	0.00%	NA	18.24%	NA	1 Week	100.00%	97.00%	NA
86	Airtel		0.90%	1.61%	97.30%	0.48%	0.70%	1.47%	16.28%	93.83%	0.00%	0.14%	0.03%	100%	1 Week	98.29%	94.00%	90.00%	100%
87	BSNL		1.94%	1.87%	97.33%	1.00%	2.00%	1.89%	20.06%	96.33%	0.00%	0.00%	0.00%	100%	1 day	98.00%	87.10%	100.00%	100%
88	Idea		0.59%	1.85%	98.23%	0.90%	1.37%	1.47%	10.59%	97.19%	0.00%	0.05%	0.12%	100%	1 Week	98.94%	99.00%	98.00%	97.3%
89	RCOM		0.17%	0.27%	99.42%	0.00%	0.16%	0.76%	0.60%	99.01%	NR	0.10%	0.02%	100%	1 Week	87.00%	81.00%	100.00%	100%
90	TTSL		0.07%	0.04%	98.70%	0.00%	0.06%	0.78%	0.73%	99.07%	0.00%	0.03%	0.05%	100%	1 Week	100.00%	95.00%	100.00%	100%
91	Vodafone		0.23%	1.23%	97.59%	0.40%	1.18%	0.95%	3.00%	97.17%	0.00%	0.00%	0.02%	100%	1 Week	99.28%	94.69%	NR	NR
92	MP		Airtel	0.40%	2.00%	98.34%	0.21%	0.42%	1.44%	15.03%	95.90%	0.00%	0.08%	0.00%	100%	1 Week	98.88%	94.00%	88.00%
93		BSNL	0.36%	2.08%	97.18%	0.31%	1.76%	1.70%	5.50%	98.89%	0.33%	0.00%	0.00%	100%	1 Week	100.00%	87.10%	100.00%	100%
94		Idea	0.74%	1.94%	98.08%	0.86%	1.30%	1.73%	13.72%	95.39%	0.00%	0.01%	0.02%	100%	1 Week	97.95%	85.00%	100.00%	100%
95		RCOM	0.25%	0.82%	99.29%	0.00%	0.14%	0.73%	0.96%	98.58%	NR	0.10%	0.04%	100%	1 Week	89.00%	91.00%	100.00%	100%
96		RTL	0.10%	0.38%	98.39%	0.20%	0.68%	0.96%	0.77%	96.55%	NR	0.02%	0.08%	100%	1 Week	86.00%	68.00%	100.00%	100%
97		TTSL	0.03%	0.00%	98.04%	0.00%	1.02%	0.83%	1.64%	96.79%	0.00%	0.04%	0.03%	100%	<1 week	98.39%	91.00%	96.06%	100%
98		Vodafone	0.18%	2.01%	96.74%	0.17%	1.70%	2.37%	3.67%	97.45%	0.00%	0.15%	0.05%	99.97%	1 Week	99.52%	100.00%	100.00%	100%
99	Mum	Aircel	1.10%	0.78%	97.29%	0.01%	0.14%	0.86%	1.51%	98.19%	1.67%	3.05%	2.26%	100%	1 Week	100.00%	35.00%	100.00%	100%

100		Airtel	0.40%	1.19%	97.84%	0.11%	0.23%	0.99%	5.29%	97.50%	0.00%	0.07%	0.00%	100%	1 Week	98.52%	79.00%	89.00%	100%
101		Idea	0.05%	0.18%	99.15%	0.07%	0.20%	0.89%	8.94%	97.80%	0.00%	0.11%	0.08%	100%	1 Week	98.30%	83.00%	99.64%	100%
102		Loop	0.23%	1.20%	99.99%	0.45%	0.27%	1.56%	1.75%	96.98%	0.67%	0.06%	0.03%	100%	1 Week	95.03%	91.00%	100.00%	100%
103		MTNL	1.36%	1.92%	96.39%	0.99%	1.97%	1.96%	3.80%	96.68%	0.00%	0.12%	0.13%	100%	1 Week	97.50%	97.00%	100.00%	100%
104		RCOM	0.33%	0.58%	99.65%	0.00%	0.09%	0.84%	0.58%	97.92%	NR	0.10%	0.04%	100%	1 Week	92.00%	88.00%	100.00%	100%
105		TTSL	0.05%	0.22%	98.40%	0.00%	0.02%	0.83%	0.83%	98.92%	0.00%	0.05%	0.02%	100%	1 Week	100.00%	97.00%	100.00%	100%
106		Vodafone	0.12%	0.77%	98.33%	0.15%	0.91%	1.22%	3.71%	97.89%	0.00%	0.02%	0.01%	99.67%	1 Week	99.97%	97.25%	100.00%	80.53%
107	NE	Airtel	10.26%	44.98%	88.41%	4.28%	4.92%	2.96%	25.78%	87.38%	0.00%	0.01%	0.00%	100%	1 Week	99.83%	58.00%	99.00%	100%
108		BSNL	2.83%	2.43%	96.00%	0.96%	1.83%	2.33%	7.43%	97.33%	0.47%	0.00%	0.00%	100%	1 Week	99.00%	NR	100.00%	100%
109		Dishnet	4.83%	34.20%	75.90%	11.20%	9.16%	4.94%	48.46%	91.74%	4.67%	0.16%	7.14%	100%	1 Week	100.00%	86.00%	100.00%	100%
110		Vodafone	1.30%	1.81%	96.37%	0.13%	1.24%	1.70%	3.58%	96.60%	0.00%	0.08%	0.07%	100%	1 Week	98.87%	98.11%	100.00%	100%
111		RTL	0.18%	1.51%	97.48%	0.49%	1.21%	0.82%	0.22%	96.00%	NR	0.01%	0.03%	100%	1 Week	89.00%	90.00%	100.00%	100%
112		TTSL	0.01%	0.00%	99.27%	0.00%	0.00%	0.77%	0.67%	98.74%	0.12%	0.00%	0.01%	100%	<1 week	99.51%	98.00%	91.57%	100%
113	Orissa	Airtel	0.23%	1.34%	97.39%	0.35%	0.43%	1.64%	12.36%	97.87%	0.00%	0.08%	0.00%	100%	1 Week	97.31%	60.00%	94.00%	100%
114		BSNL	0.77%	1.36%	97.83%	0.88%	1.58%	1.39%	2.83%	98.33%	0.00%	0.00%	0.00%	100%	1 Week	98.00%	84.33%	100.00%	100%
115		Dishnet	0.17%	0.57%	97.45%	0.18%	0.87%	1.81%	21.93%	95.40%	3.67%	0.00%	7.62%	100%	1 Week	100.00%	88.00%	100.00%	100%
116		Idea	0.10%	0.35%	98.88%	0.18%	0.49%	1.16%	4.85%	96.57%	0.00%	0.00%	0.32%	100%	1 Week	98.66%	90.00%	100.00%	100%
117		RCOM	0.14%	0.31%	99.62%	0.00%	0.33%	0.90%	0.47%	99.17%	NR	0.11%	0.08%	100%	1 Week	94.00%	91.00%	100.00%	100%
118		RTL	0.08%	0.55%	98.60%	0.21%	1.08%	1.00%	0.37%	96.03%	NR	0.01%	0.06%	100%	1 Week	86.00%	81.00%	100.00%	100%
119		TTSL	0.72%	1.14%	98.34%	0.00%	0.00%	0.42%	1.21%	98.70%	0.00%	0.06%	0.01%	100%	<1 week	97.96%	92.00%	97.31%	100%
120	Vodafone	0.09%	0.82%	98.78%	0.08%	0.48%	1.97%	2.21%	96.77%	0.00%	0.02%	0.00%	100%	1 Week	99.00%	99.00%	100.00%	NR	
121	PB	Airtel	0.18%	0.62%	98.07%	0.21%	0.26%	1.45%	12.35%	97.47%	0.00%	0.00%	0.00%	100%	1 Week	97.70%	84.00%	99.00%	100%
122		BSNL	1.28%	8.77%	97.67%	0.86%	1.87%	1.40%	34.55%	98.00%	0.00%	0.00%	0.00%	100%	1 Week	97.00%	92.02%	100.00%	100%
123		HFCL	0.98%	0.00%	99.05%	0.00%	0.00%	0.95%	0.00%	96.90%	0.00%	0.01%	0.09%	100%	1 Week	94.00%	99.00%	100.00%	100%
124		RCOM	0.16%	0.78%	98.33%	0.00%	0.24%	0.87%	1.35%	99.61%	NR	0.10%	0.01%	100%	1 Week	90.00%	75.00%	100.00%	100%
125		Spice	0.06%	0.61%	98.86%	0.05%	0.43%	0.79%	9.23%	97.96%	0.00%	0.02%	0.01%	100%	1 Week	87.00%	89.00%	100.00%	100%
126		TTSL	0.06%	0.00%	98.51%	0.00%	0.32%	0.57%	0.00%	96.97%	0.00%	0.05%	0.01%	100%	<1 week	96.38%	84.00%	94.95%	100%
127		Vodafone	0.06%	0.07%	98.74%	0.06%	0.13%	1.10%	1.53%	98.25%	0.00%	0.02%	0.00%	100%	1 Week	99.07%	94.75%	NR	100%
128	RJ	Airtel	0.49%	1.50%	96.12%	0.94%	1.17%	1.69%	14.38%	93.18%	0.00%	0.04%	0.00%	100%	1 Week	97.29%	85.00%	100.00%	100%
129		BSNL	2.00%	10.97%	98.00%	0.27%	1.17%	1.97%	13.43%	97.57%	0.00%	0.00%	0.01%	100%	1 Week	96.00%	95.16%	100.00%	100%
130		Idea	0.23%	0.24%	99.63%	0.30%	0.24%	1.25%	13.49%	97.75%	0.00%	0.06%	0.02%	100%	1 Week	99.36%	93.00%	100.00%	93.0%
131		RCOM	0.18%	0.63%	98.88%	0.00%	0.20%	0.88%	0.87%	98.88%	NR	0.11%	0.02%	100%	1 Week	89.00%	89.00%	100.00%	100%

132	TN	Sistema *	0.19%	0.00%	98.21%	0.00%	0.30%	0.63%	2.08%	99.37%	0.00%	0.00%	1.34%	100%	1 Week	94.00%	NA	100.00%	N/A
133		TTSL	0.65%	0.00%	98.28%	0.00%	0.12%	0.82%	0.91%	98.57%	0.00%	0.03%	0.02%	100%	<1 week	96.95%	86.00%	97.62%	100%
134		Vodafone	0.28%	1.10%	99.40%	0.27%	0.14%	1.13%	4.84%	96.67%	0.00%	0.07%	0.07%	100%	1 Week	99.37%	97.63%	100.00%	100%
135		Aircel	0.22%	0.52%	95.56%	0.68%	1.72%	1.15%	5.72%	96.64%	0.33%	0.05%	0.28%	100%	1 Week	100.00%	95.00%	100.00%	100%
136		Airtel	0.26%	0.79%	96.64%	0.80%	0.82%	1.10%	11.79%	96.14%	0.00%	0.00%	0.00%	100%	1 Week	95.14%	93.00%	99.00%	100%
137		BSNL	0.57%	1.95%	98.00%	0.32%	1.43%	1.00%	4.90%	99.00%	0.00%	0.00%	0.00%	100%	5 days	96.00%	93.70%	100.00%	100%
138		Idea	0.04%	0.00%	98.76%	0.12%	0.18%	0.72%	8.19%	98.85%	0.00%	0.03%	0.00%	99.9%	1 Week	96.16%	100.00%	100.00%	100%
139		RCOM	0.15%	0.51%	99.51%	0.00%	0.10%	0.76%	0.71%	98.04%	NR	0.09%	0.01%	100%	1 Week	90.00%	72.00%	100.00%	100%
140		Sistema *	0.25%	0.00%	99.15%	NA	0.00%	0.13%	0.08%	99.50%	0.00%	N/A	0.09%	100%	1 Week	92.93%	96.00%	NA	NA
141		TTSL	0.05%	0.00%	98.44%	0.00%	0.02%	0.50%	0.76%	98.47%	0.00%	0.05%	0.02%	100%	<1 week	97.88%	91.00%	96.62%	100%
142	Vodafone	0.07%	0.15%	98.46%	0.39%	0.55%	1.02%	4.82%	96.90%	1.00%	0.10%	0.06%	100%	< 2 Days	99.12%	98.31%	100.00%	100%	
143	UP-E	Airtel	0.67%	4.05%	95.38%	1.07%	1.66%	2.05%	19.49%	91.34%	0.33%	0.02%	0.01%	100%	1 Week	83.28%	88.00%	98.00%	100%
144		BSNL	0.64%	7.12%	97.00%	0.69%	1.50%	1.53%	3.50%	96.67%	0.33%	0.00%	0.00%	100%	Same Day	100.00%	92.00%	100.00%	100%
145		Dishnet	0.49%	1.32%	97.83%	0.05%	0.15%	0.86%	14.43%	95.87%	0.00%	NA	0.72%	NA	1 Week	100.00%	71.00%	NA	NA
146		Idea	0.37%	0.41%	99.75%	0.30%	0.95%	0.95%	7.04%	96.61%	0.00%	0.02%	0.01%	100%	1 Week	98.83%	96.00%	100.00%	100%
147		RCOM	0.24%	0.96%	99.08%	0.00%	0.43%	0.94%	0.62%	98.88%	NR	0.10%	0.01%	100%	1 Week	87.00%	78.00%	100.00%	100%
148		TTSL	0.05%	0.00%	98.54%	0.00%	0.02%	0.66%	0.69%	99.14%	0.00%	0.04%	0.02%	100%	<1 week	96.50%	76.00%	93.75%	100%
149		Vodafone	0.20%	2.28%	97.26%	0.67%	1.36%	1.71%	2.63%	95.51%	0.00%	0.10%	0.07%	100%	1 Week	99.02%	99.29%	100.00%	100%
150	UP-W	Airtel	0.45%	2.22%	96.87%	0.73%	1.35%	1.17%	11.31%	95.73%	0.00%	0.11%	0.00%	100%	1 Week	95.10%	81.00%	99.00%	100%
151		BSNL	0.63%	1.87%	98.41%	0.58%	1.82%	1.50%	4.42%	97.50%	0.00%	0.00%	0.00%	100%	1 Week	99.00%	86.50%	100.00%	100%
152		Dishnet	0.45%	0.82%	97.22%	0.19%	0.16%	0.97%	14.19%	96.39%	0.00%	NA	2.65%	NA	1 Week	100.00%	69.00%	NA	NA
153		Idea	0.30%	1.47%	99.82%	0.47%	1.31%	1.25%	8.00%	99.30%	0.00%	0.06%	0.01%	100%	1 Week	93.12%	94.00%	99.96%	100%
154		RCOM	0.24%	0.40%	99.23%	0.00%	0.28%	1.04%	1.73%	99.48%	NR	0.10%	0.03%	100%	1 Week	89.00%	75.00%	100.00%	100%
155		TTSL	0.04%	0.00%	99.29%	0.00%	0.32%	0.74%	0.70%	99.99%	0.33%	0.04%	0.04%	100%	<1 week	98.08%	82.00%	93.70%	100%
156		Vodafone	0.67%	1.84%	97.82%	0.78%	1.10%	1.35%	4.32%	95.64%	0.00%	0.01%	0.00%	100%	Within 48 hours of complaint registered	99.29%	91.14%	100.00%	100%
157	WB	Airtel	0.42%	2.91%	96.28%	1.09%	1.12%	1.59%	15.91%	96.87%	0.00%	0.02%	0.01%	100%	1 Week	99.81%	69.00%	90.00%	100%
158		BSNL	0.93%	2.63%	97.00%	1.00%	1.33%	1.57%	10.00%	96.13%	0.07%	0.00%	0.00%	100%	1 Week	98.00%	91.00%	100.00%	100%
159		Dishnet	0.52%	3.86%	94.85%	0.65%	1.43%	2.70%	33.64%	94.01%	3.67%	0.53%	6.26%	100%	1 Week	100.00%	71.00%	100.00%	100%
160		RCOM	0.28%	1.31%	99.14%	0.00%	0.24%	1.21%	1.30%	97.91%	NR	0.10%	0.03%	100%	1 Week	88.00%	78.00%	100.00%	100%

161		RTL	0.11%	0.89%	98.90%	0.52%	0.36%	0.83%	0.53%	98.40%	NR	0.04%	0.07%	100%	1 Week	82.00%	27.00%	100.00%	100%
162		Sistema *	1.47%	0.74%	99.12%	0.00%	0.13%	0.75%	0.86%	96.36%	0.00%	N/A	0.02%	100%	NIL	95.00%	91.89%	NA	NA
163		TTSL	0.37%	0.24%	98.22%	0.00%	0.07%	0.76%	0.75%	98.53%	0.00%	0.05%	0.01%	100%	<1 week	95.81%	80.00%	100.00%	100%
164		Vodafone	0.55%	0.91%	96.82%	0.80%	1.28%	1.47%	3.60%	96.65%	0.00%	0.00%	0.00%	100%	Postpaid - 72hrs Prepaid - 48 hrs	99.29%	93.81%	NR	NR

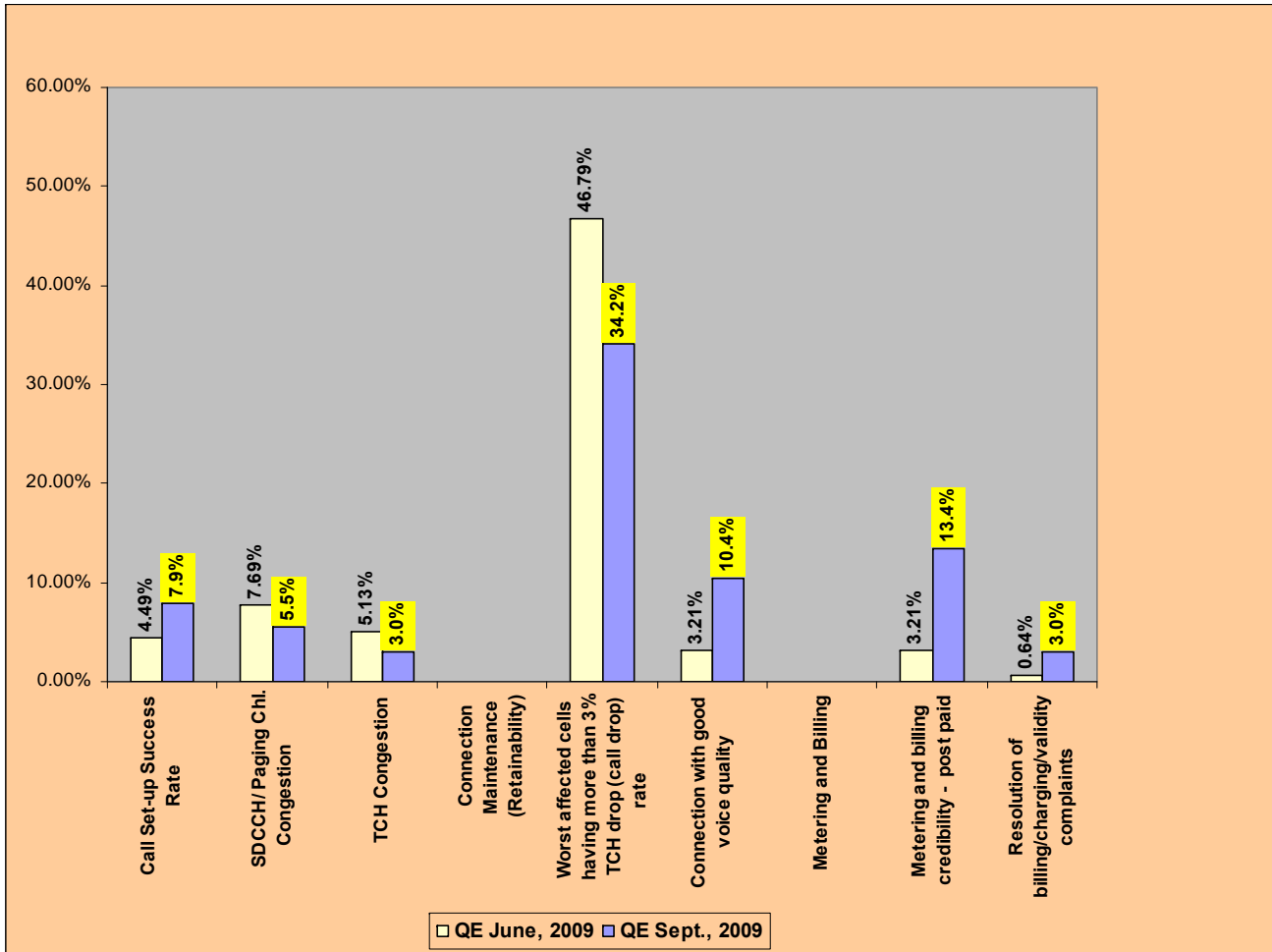
 Benchmark not met

NR - Data Not Reported

NA - Not Applicable

* Corrected data as on 20.1.2010

Annexure 7: Percentage of Wireless service Providers not meeting the benchmarks



Annexure 8: Performance of QoS Parameters for Basic (Wire-line) Services

Sl. No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs./month)	Fault Repair			Rent Rebate	Mean Time to Repair (MTTR)	Call Completion Rate (CCR)	Answer to Seizure Ratio	POI	Metering and Billing			Response time to the customer for Assistance		Termination / closure of service	
				% of faults repaired by next working day	% of faults repaired within 3 days	% of faults repaired within 5 days						Metering and billing credibility	Resolution of billing/charging/ validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	% of calls answered by the operators (voice to voice) within 60 sec.	% requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
				≤ 5	By next working day: ≥ 90%	For urban areas: ≥ 100%						For rural and hilly areas: ≥ 100%	≤ 8 Hrs	≥ 55%	≥ 75 %	≤ 0.5%	≤ 0.1%	100% within 4 weeks
1	A&N	BSNL	4.15	88.50%	94.20%	NIL	NIL	7.70	56.86%	NA	NA	0.00%	NR	NR	N/A	N/A	99.78%	100%
2	AP	Bharti Airtel	4.13	97.90%	99.10%	NA	81	5.48	87.88%	NA	Nil	0.00%	99.83%	1 week	100%	98.50%	100.0%	100%
3		BSNL	4.62	82.49%	82.80%	98.80%	NIL	13.97	67.58%	NA	3	0.06%	NR	NR	95.98%	90.39%	88.70%	100%
4		RCOM	2.01	100.00%	100%	NA	2	2.29	NA	90.14%	NIL	0.03%	100%	1 week	96.00%	92.00%	100%	100%
5		TTSL	0.50	75.30%	93.08%	98.00%	145	13.48	98.51%	NA	NIL	0.01%	100%	1 week	93.00%	76.82%	85.93%	100%

6	Assam	BSNL	5.69	94.03%	98.20%	99.90%	NIL	7.90	63.74%	NA	2	0.07%	NR	NR	82.81%	95.00%	99.83%	100%
7		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	NA	NA	NA	0.00%	NIL	1 week	97.57%	94.00%	NIL	NIL
8	BR	BSNL	4.88	72.93%	80.50%	56.50%	913	6.86	56.52%	NA	2	0.05%	NR	NR	89.35%	100.00%	97.50%	100%
9		RCOM	NR	NR	NR	NR	NIL	NIL	NA	91.39%	NIL	0.00%	100%	NA	96.00%	92.00%	NIL	100%
10		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	98.68%	NA	NIL	0.00%	100%	1 week	96.76%	87.45%	100.00%	NIL
11	Chattisgarh	BSNL	7.04	93.98%	NR	NR	NIL	7.40	67.37%	NA	1	0.04%	NR	NR	93.00%	100.00%	100.00%	100%
12	Chennai	BSNL	2.75	97.49%	99.99%	100%	1945	7.32	83.08%	NA	NA	0.03%	NR	NR	83.84%	93.61%	100.00%	100%
13		RCOM	1.15	100.00%	100%	NA	5	2.26	NA	86.00%	NIL	0.06%	100%	1 week	96.00%	92.00%	100%	100%
14		TTSL	NIL	68.18%	95.45%	100%	1	19.72	98.02%	NA	NIL	0.00%	100%	1 week	95.65%	86.88%	63.64%	NIL
15	Delhi	Bharti Airtel	4.22	94.92%	98.94%	NA	3605	7.46	97.09%	NA	4	0.01%	NA	1 week	88.05%	81.19%	100.00%	100%
16		MTNL	9.11	82.60%	92.00%	NA	57126	10.78	51.82%	NA	2	0.19%	92.82%	*	99.84%	99.45%	93.19%	100%
17		RCOM	1.44	100.00%	100%	NA	5	2.31	NA	91.38%	NIL	0.05%	100%	1 week	96.00%	92.00%	100%	100%
18		TTSL	1.30	97.75%	97.32%	98.00%	3	7.21	98.37%	NA	NIL	0.00%	100%	1 week	91.79%	73.52%	93.10%	100%
19	GJ	Bharti Airtel	2.73	98.67%	99.1%	NA	5	6.5	63.31%	NA	NIL	0.01%	100%	1 week	NR	NR	100%	100%
20		BSNL	5.89	95.62%	98.70%	97.00%	1263	7.18	65.53%	NA	NA	0.10%	NR	NR	100.00%	99.76%	99.85%	100%
21		RCOM	2.39	100.00%	100%	NA	20	1.20	NA	79.68%	NIL	0.04%	100%	1 week	96.00%	92.00%	100%	100%
22		TTSL	3.80	97.86%	98.16%	98.00%	13	8.89	100.00%	NA	NIL	0.00%	100%	1 week	94.07%	79.52%	87.38%	100%
23	HP	BSNL	8.61	90.29%	88.80%	98.60%	202	6.92	72.36%	NA	NA	0.01%	NR	NR	N/A	N/A	98.00%	100%
24		RCOM	NR	NR	NR	NR	NIL	NIL	NA	80.68%	NIL	0.00%	100%	NA	96.00%	92.00%	NIL	100%
25		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	NA	NA	NA	0.00%	NIL	1 week	90.19%	76.96%	NIL	NIL
26	HR	Bharti Airtel	4.87	98.13%	99.66%	NA	103	5.94	95.56%	NA	Nil	0.01%	NA	1 week	90.22%	89.30%	100.00%	100%
27		BSNL	4.86	95.33%	100%	100.00%	1471	7.04	75.81%	NA	1	0.01%	NR	NR	99.55%	NR	99.91%	100%
28		RCOM	NR	NR	NR	NR	NIL	NIL	NA	86.28%	NIL	0.04%	100%	1 week	96.00%	92.00%	NIL	100%
29		TTSL	0.10	66.67%	77.78%	100%	2	28.77	98.30%	NA	NIL	0.00%	100%	1 week	90.54%	76.39%	NIL	NIL
30	J&K	BSNL	9.09	73.06%	74.00%	98.80%	NIL	8.67	52.09%	NA	2	0.90%	NR	NR	N/A	N/A	94.40%	100%
31		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	NA	NA	NA	0.00%	NIL	1 week	97.38%	93.27%	NIL	NIL
32	Jharkhand	BSNL	4.15	96.21%	99.70%	99.90%	NIL	7.38	61.40%	NA	1	0.07%	NR	NR	N/A	N/A	99.06%	100%
33	Kolkata	Bharti Airtel	4.56	96.43%	99.32%	NA	411	7.01	95.35%	NA	Nil	0.01%	NA	1 week	90.22%	89.30%	100.00%	100%
34		BSNL	4.85	87.60%	99.11%	NR	5073	7.95	54.31%	NA	NA	0.25%	NR	NR	100.00%	88.95%	100.00%	100%
35		RCOM	2.08	100.00%	100%	NA	14	2.33	NA	82.12%	NIL	0.07%	100%	1 week	96.00%	92.00%	100%	100%
36		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	98.83%	NA	NIL	0.00%	100%	1 week	97.60%	87.55%	100.00%	NIL
37	Kerala	Bharti Airtel	3.09	95.85%	98.5%	NA	137	4.33	91.83%	NA	Nil	0.04%	99.41%	> 1 week	100%	97.09%	100.0%	100%

38		BSNL	8.26	84.10%	94.61%	95.00%	4452	13.67	70.47%	NA	1	0.01%	NR	NR	98.67%	95.92%	97.06%	100%
39		RCOM	2.00	100.00%	100%	NA	2	1.51	NA	84.66%	NIL	0.04%	100%	1 week	96.00%	92.00%	100%	100%
40		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	98.38%	NA	NIL	0.00%	100%	1 week	96.18%	88.68%	NIL	NIL
41	KTK	Bharti Airtel	3.85	96.60%	98.20%	NA	2493	4.01	90.35%	NA	NIL	0.00%	99.76%	> 1 week	100%	89.26%	100.0%	100%
42		BSNL	4.82	92.33%	97.70%	97.87%	10671	6.88	69.16%	NA	2	0.09%	NR	NR	81.87%	99.81%	100.00%	100%
43		RCOM	0.67	100.00%	100%	NA	3	1.55	NA	86.82%	NIL	0.04%	100%	1 week	96.00%	92.00%	100%	100%
44		TTSL	NIL	75.54%	73.02%	76.00%	6	15.94	98.62%	NA	NIL	0.00%	100%	1 week	92.30%	75.87%	88.73%	NIL
45	MH	Bharti Airtel	2.60	97.43%	98.0%	NA	20	8.6	64.55%	NA	NIL	0.003%	100%	1 week	NR	NR	100%	100%
46		BSNL	7.66	89.29%	NR	NR	1669	12.41	71.89%	NA	6	0.04%	NR	NR	80.24%	100.00%	99.04%	100%
47		RCOM	2.05	100.00%	100%	NA	6	2.47	NA	83.31%	NIL	0.05%	100%	1 week	96.00%	92.00%	100%	100%
48		TTSL	2.33	92.00%	100%	100%	NIL	6.84	59.97%	NA	NIL	0.01%	97.00%	1 week	100.00%	87.00%	100.00%	100%
49	MP	Bharti Airtel	10.36	85.16%	95.90%	NA	15971	13.7	60.19%	NA	NIL	0.022%	100%	1 week	96.37%	97.55%	100%	100%
50		BSNL	3.86	95.66%	NR	NR	547	5.65	69.87%	NA	4	0.05%	NR	NR	85.92%	99.00%	99.08%	100%
51		RCOM	2.17	100.00%	100%	NA	1	1.34	NA	86.40%	NIL	0.06%	100%	1 week	96.00%	92.00%	100%	100%
52		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	NA	NA	NA	0.00%	100%	1 week	96.29%	87.11%	NIL	NIL
53	Mum	Bharti Airtel	1.68	92.88%	94.40%	NA	156	12.8	65.36%	NA	NIL	0.01%	100%	1 week	92.63%	93.79%	100%	100%
54		MTNL	10.26	86.38%	94.01%	NA	82362	18.43	56.89%	-	1	0.05%	100%	1 week	91.25%	83.91%	99.41%	100%
55		RCOM	0.98	100.00%	100%	NA	4	3.17	NA	89.48%	NIL	0.05%	100%	1 week	96.00%	92.00%	100.00%	100%
56		TTSL	1.06	96.16%	100%	100%	NIL	4.26	56.51%	NA	NIL	0.01%	91.00%	> 1 week	100.00%	90.00%	100.00%	100%
57	NE	TTSL	NIL	NIL	NIL	NIL	NIL	NA	NA	NA	0.00%	NIL	1 week	98.65%	96.79%	NIL	NIL	
58	NE - I	BSNL	5.39	87.26%	41.00%	40.00%	25	16.78	62.53%	NA	NA	0.07%	NR	NR	90.14%	100.00%	100.00%	100%
59	NE - II	BSNL	2.13	90.59%	97.50%	99.00%	75	11.03	57.91%	NA	NA	0.07%	NR	NR	99.50%	94.50%	100.00%	100%
60	OR	BSNL	4.43	93.45%	97.20%	99.80%	2748	7.49	62.64%	NA	2	0.17%	NR	NR	96.54%	100.00%	99.05%	100%
61		RCOM	NR	NR	NR	NR	NIL	NIL	NA	94.77%	NIL	0.00%	100%	NA	96.00%	92.00%	NIL	100%
62		TTSL	NIL	100.00%	NIL	NIL	NIL	7.42	99.99%	NA	NIL	0.00%	100%	1 week	92.80%	79.46%	NIL	NIL
63	PB	Bharti Airtel	3.24	96.31%	99.35%	NA	145	7.08	96.10%	NA	NIL	0.02%	NA	1 week	90.22%	89.30%	100.00%	100%
64		BSNL	8.95	85.20%	90.70%	99.60%	156	16.06	70.26%	NA	NA	0.03%	NR	NR	99.62%	94.33%	99.49%	100%
65		HFCL	5.35	95.80%	99.30%	NA	181	6.1	55.74%	NA	NIL	0.08%	100%	1 week	94.00%	98.00%	100%	100%
66		RCOM	2.34	100.00%	100%	NA	2	1.35	NA	94.43%	NIL	0.05%	100%	1 week	96.00%	92.00%	100%	100%
67	TTSL	NIL	100.00%	NIL	NIL	NIL	1.96	98.30%	NA	NIL	0.00%	100%	1 week	89.69%	75.66%	NIL	NIL	
68	RJ	Bharti Airtel	2.60	96.20%	99.51%	NA	20	7.17	93.83%	NA	NIL	0.01%	NA	1 week	90.22%	89.30%	100.00%	100%
69		BSNL	4.99	95.58%	99.22%	98.47%	840	6.85	62.56%	NA	1	0.03%	NR	NR	95.60%	87.00%	99.07%	100%

70		RCOM	2.30	100.00%	100%	NA	NIL	1.43	NA	88.05%	NIL	0.06%	100%	1 week	96.00%	92.00%	100.00%	100%
71		Sistema	2.65	91.21%	100%	NIL	NIL	5.35	91.26%	-	NIL	0.05%	NIL	NR	92.66%	100%	100.00%	62.78%
72		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	NA	NA	NA	0.00%	100.00%	1 week	92.27%	81.00%	100.00%	NIL
73	TN	Bharti Airtel	5.01	96.62%	98.30%	NA	743	3.83	90.89%	NA	Nil	0.05%	99.58%	> 1 week	100%	94.78%	100.0%	100%
74		BSNL	2.86	95.42%	99.12%	100%	NIL	5.38	72.52%	NA	2	0.02%	NR	NR	93.12%	98.20%	100.00%	100%
75		RCOM	2.09	100.00%	100%	NA	6	2.10	NA	79.35%	NIL	0.04%	100%	1 week	96.00%	92.00%	100.00%	100%
76		TTSL	NIL	100.00%	NIL	NIL	NIL	0.80	98.51%	NA	NIL	0.00%	100%	1 week	95.65%	86.88%	100.00%	NIL
77	UP-E	Bharti Airtel	3.26	95.89%	99.33%	NA	143	7.43	99.55%	NA	Nil	0.00%	NA	1 week	90.22%	89.30%	100.00%	100%
78		BSNL	4.16	94.92%	97.40%	99.60%	1402	6.80	70.77%	NA	9	0.01%	NR	NR	93.84%	100.00%	99.96%	100%
79		RCOM	2.62	100.00%	100%	NA	14	1.10	NA	86.74%	NIL	0.09%	100%	1 week	96.00%	92.00%	100.00%	100%
80		TTSL	0.40	91.30%	NIL	9.00%	2	9.65	98.92%	NA	NIL	0.00%	100%	1 week	92.73%	81.61%	NIL	NIL
81	UP-W	Bharti Airtel	3.81	94.89%	99.69%	NA	41	7.78	91.05%	NA	Nil	0.01%	NA	1 week	90.22%	89.30%	100.00%	100%
82		BSNL	6.68	92.24%	95.00%	98.00%	4007	7.20	65.16%	NA	NIL	0.94%	NR	NR	84.41%	96.66%	97.08%	100%
83		RCOM	NR	NR	NR	NR	NIL	NIL	NA	87.55%	NIL	0.00%	100%	NA	96.00%	92.00%	NIL	100%
84		TTSL	NIL	NIL	NIL	NIL	NIL	NIL	98.40%	NA	NIL	0.00%	NIL	1 week	92.99%	82.76%	NIL	NIL
85	Uttaranchal	BSNL	5.57	94.91%	98.30%	99.90%	NIL	6.30	66.51%	NA	NA	0.00%	NR	NR	97.73%	96.00%	99.03%	100%
86	WB	BSNL	6.20	86.91%	93.60%	97.30%	693	10.31	64.48%	NA	20	0.06%	NR	NR	75.41%	84.33%	100.00%	100%
87		RCOM	NR	NR	NR	NR	NIL	NIL	NA	73.55%	NIL	0.00%	100%	NA	96.00%	NR	NIL	100%
88		TTSL	0.50	100.00%	NIL	NIL	NIL	3.26	NA	NA	NA	0.00%	100%	1 week	96.71%	86.72%	NIL	NIL



Benchmark not met

NR - Data Not Reported

NA - Not Applicable

NOTE : 1) * MTNL Delhi has reported that the credit is given in the next billing cycle.

2) None of the SPs have reported for the Parameter "Metering and billing credibility - pre paid"

Annexure 9: Quality of Service Performance of Broadband Service Providers

Sl. No.	Service Operators	Service Provisioning	Faults Repair		Billing Performance			Response Time to the Customer for assistance		Bandwidth utilisation/throughput					Packet Loss	Network latency (for wired broadband access)			
		%age of connections provided within 15 days of registration of demand	% of faults repaired by next working day (>90%)	% of faults repaired within 3 working day	Rent Rebate	%age of bills disputed	%age of billing complaints resolved within 4 weeks	%age of cases to whom refund of deposits is made within 60 days of closures	%age of calls answered by operator (Voice to voice) within 60 sec	%age of calls answered by operator (Voice to voice) within 90 sec	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	% International bandwidth utilization during peak hours (TCBH) (Enclosure MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)
		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	99.90%	94.60%	99.80%	9	1.50%	99.60%	99.80%	89.20%	93.70%	0	0	70.01%	93.10%	99.10%	0.04%	12	232	NA
1.2	Assam	97.30%	93.80%	94.80%	5336	0.40%	99.70%	100.00%	84.50%	87.00%	0		70.01%	97.70%	95.00%	0.04%	12	232	NA
1.3	Bihar	100.00%	96.80%	98.90%	0	0.00%	100.00%	100.00%	100.00%	100.00%	0		70.01%	87.00%	99.90%	0.04%	12	232	NA
1.4	Chhattisgarh	100.00%	93.70%	99.90%	84	0.10%	100.00%	100.00%	82.50%	90.20%	0		70.01%	91.60%	99.60%	0.04%	12	232	NA
1.5	Chennai	100.00%	92.30%	100.00%	0	0.00%	100.00%	100.00%	92.50%	100.00%	0		70.01%	91.50%	100.00%	0.04%	12	232	NA
1.6	Gujrat	100.00%	94.20%	99.80%	0	0.10%	100.00%	100.00%	75.00%	87.90%	0		70.01%	87.60%	99.70%	0.04%	12	232	NA
1.7	Haryana	100.00%	92.80%	99.90%	0	0.10%	100.00%	100.00%	81.60%	92.20%	0		70.01%	90.40%	99.60%	0.04%	12	232	NA
1.8	Himachal Pradesh	100.00%	92.10%	100.00%	0	0.00%	100.00%	100.00%	86.10%	94.40%	0		70.01%	87.30%	99.10%	0.04%	12	232	NA

1.9	Jammu & Kashmir	99.80%	94.10%	100.00%	0	0.10%	100.00%	100.00%	79.40%	93.70%	0		70.01%	88.70%	98.40%	0.04%	12	232	NA
1.10	Jharkhand	100.00%	79.80%	99.60%	0	0.00%	100.00%	100.00%	86.00%	96.20%	0		70.01%	92.50%	97.50%	0.04%	12	232	NA
1.11	Karnataka	100.00%	95.60%	99.90%	914	0.20%	100.00%	100.00%	86.10%	95.20%	0		70.01%	93.20%	99.90%	0.04%	12	232	NA
1.12	Kerala	100.00%	94.40%	100.00%	3	0.20%	100.00%	100.00%	82.50%	92.60%	0		70.01%	89.10%	99.90%	0.04%	12	232	NA
1.13	Kolkata	100.00%	88.10%	99.90%	0	0.40%	100.00%	100.00%	87.70%	100.00%	0		70.01%	80.70%	99.70%	0.04%	12	232	NA
1.14	Maharashtra	99.50%	94.80%	99.90%	0	0.20%	100.00%	99.80%	87.10%	92.80%	0		70.01%	89.90%	99.80%	0.04%	12	232	NA
1.15	Madhya Pradesh	100.00%	94.70%	100.00%	0	0.20%	100.00%	100.00%	86.40%	95.30%	0		70.01%	90.60%	99.60%	0.04%	12	232	NA
1.16	North East I	66.70%	96.20%	89.30%	9	0.10%	66.70%	66.70%	65.90%	55.60%	0		70.01%	59.30%	66.40%	0.04%	12	232	NA
1.17	North East II	100.00%	95.10%	100.00%	0	0.00%	100.00%	100.00%	88.30%	94.30%	0		70.01%	85.80%	98.90%	0.04%	12	232	NA
1.18	Orissa	100.00%	95.10%	100.00%	16	0.20%	100.00%	100.00%	86.90%	94.60%	0		70.01%	90.90%	99.40%	0.04%	12	232	NA
1.19	Punjab	100.00%	94.20%	99.70%	31	0.10%	100.00%	100.00%	84.80%	93.20%	0		70.01%	89.80%	99.60%	0.04%	12	232	NA
1.20	Rajasthan	100.00%	92.10%	98.40%	210	0.10%	100.00%	99.80%	86.10%	95.90%	0		70.01%	88.50%	99.60%	0.04%	12	232	NA
1.21	Tamil Nadu	99.60%	93.70%	100.00%	0	0.10%	100.00%	100.00%	87.70%	95.30%	0		70.01%	90.80%	99.80%	0.04%	12	232	NA
1.22	UP- East	100.00%	93.30%	100.00%	113	0.50%	100.00%	100.00%	87.40%	95.10%	0		70.01%	94.70%	99.70%	0.04%	12	232	NA
1.23	UP-West	100.00%	92.20%	99.60%	415	0.40%	100.00%	99.70%	80.30%	89.40%	0		70.01%	91.30%	99.30%	0.04%	12	232	NA
1.24	Uttaranchal	100.00%	95.30%	100.00%	46	0.00%	100.00%	100.00%	92.80%	94.10%	0		70.01%	92.60%	99.20%	0.04%	12	232	NA
1.25	West Bengal	97.30%	91.10%	96.10%	4	0.70%	100.00%	99.60%	92.00%	99.40%	0		70.01%	93.00%	92.00%	0.04%	12	232	NA
1.26	A&N	98.70%	92.40%	100.00%	0	0.00%	100.00%	100.00%	81.70%	100.00%	0		70.01%	62.00%	99.50%	0.04%	12	232	NA
2	MTNL																		
2.1	Delhi	97.71%	60.25%	80.68%	8005	0.14%	96.40%	100.00%	98.50%	99.22%	0	1	83.78%	95.00%	99.81%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	65.63%	66.19%	79.64%	0	0.020%	100.00%	NA	42.54%	47.73%	0	0	73.68%	C/DNF	C/DNF	C/DNF	C/DNF	C/DNF	NA
3	Bharti Airtel Ltd.																		
3.1	Andhra Pradesh	100.00%	94.83%	98.17%	263	0.00%	100.00%	100.00%	93.85%	95.60%	0	0	84.32%	100.00%	99.99%	0.00%	28	276	NA
3.2	Delhi	100.00%	96.00%	99.00%	2963	0.00%	100.00%	100.00%	90.00%	94.00%	0	0	84.00%	100.00%	99.98%	0.00%	21	5	NA
3.3	Gujarat	100.00%	97.00%	100.00%	2	0.00%	100.00%	100.00%	NA	NA	0	NA	NA	99.00%	100.00%	0.00%	48	27	NA
3.4	Haryana	100.00%	96.00%	99.00%	16	0.00%	NA	100.00%	91.00%	95.00%	0	0	54.00%	100.00%	99.95%	0.00%	36	5	NA
3.5	Karnataka	100.00%	94.31%	98.33%	668	0.00%	100.00%	100.00%	90.89%	93.16%	0	0	81.88%	107.67%	99.99%	0.00%	44	267	NA

3.6	Kerala	100.00%	95.06%	99.08%	4	0.04%	100.00%	100.00%	96.30%	97.46%	0	0	NA	104.33%	100.00%	0.00%	69	228	NA
3.7	Kolkata	100.00%	96.00%	99.00%	357	0.00%	100.00%	100.00%	91.00%	95.00%	0	0	70.00%	100.00%	99.98%	0.00%	125	101	NA
3.8	Madhya Pradesh & CG	100.00%	90.00%	98.00%	269	0.00%	100.00%	100.00%	94.00%	97.00%	0	0	80.00%	99.00%	100.00%	0.00%	67	81	NA
3.9	Maharashtra	100.00%	96.00%	99.00%	0	0.00%	100.00%	100.00%	NA	NA	0	NA	NA	99.00%	100.00%	0.00%	39	27	NA
3.10	Mumbai	100.00%	92.00%	99.00%	5	0.00%	100.00%	100.00%	93.00%	97.00%	NA	0	82.00%	99.00%	100.00%	0.00%	27	27	NA
3.11	Punjab	100.00%	97.00%	100.00%	47	0.00%	100.00%	100.00%	91.00%	95.00%	0	0	80.00%	100.00%	99.98%	0.00%	27	5	NA
3.12	Rajasthan	100.00%	96.00%	99.00%	12	0.00%	100.00%	100.00%	91.00%	95.00%	0	0	63.00%	100.00%	100.00%	0.00%	20	5	NA
3.13	Tamilnadu	100.00%	94.47%	98.33%	395	0.01%	100.00%	100.00%	92.09%	94.27%	0	0	96.34%	104.28%	99.99%	0.00%	50	265	NA
3.14	UP - East	100.00%	97.00%	99.00%	63	0.00%	NA	100.00%	91.00%	95.00%	0	0	70.00%	100.00%	100.00%	0.00%	35	5	NA
3.15	UP - West	100.00%	96.00%	99.00%	29	0.00%	100.00%	100.00%	91.00%	95.00%	0	0	58.00%	100.00%	99.99%	0.00%	33	5	NA
4	Tata Communications																		
4.1	Central Region	100.00%	99.00%	100.00%	10085	0.93%	100.00%	100.00%	78.13%	81.74%	0	0	46.26%	C/DNF	99.59%	0.00%	C/DNF	C/DNF	NA
4.2	East	99.00%	94.00%	98.00%		0.66%					0	0	46.26%	C/DNF	98.70%	0.00%	C/DNF	C/DNF	NA
4.3	North	100.00%	97.00%	99.00%		0.84%					0	0	46.26%	C/DNF	99.48%	0.00%	C/DNF	C/DNF	NA
4.4	South 1	100.00%	87.00%	98.00%		0.96%					0	0	46.26%	C/DNF	98.38%	0.00%	C/DNF	C/DNF	NA
4.5	South 2	100.00%	92.00%	98.00%		0.68%					0	0	46.26%	C/DNF	98.04%	0.00%	C/DNF	C/DNF	NA
4.6	South 3	100.00%	95.00%	98.00%		0.77%					0	0	46.26%	C/DNF	99.76%	0.00%	C/DNF	C/DNF	NA
4.7	South 4	100.00%	91.00%	98.00%		0.65%					0	0	46.26%	C/DNF	97.72%	0.00%	C/DNF	C/DNF	NA
4.8	West 1	98.00%	88.00%	96.00%		1.30%					0	0	46.26%	C/DNF	99.22%	0.00%	C/DNF	C/DNF	NA
4.9	West 2	100.00%	94.00%	99.00%		0.82%					0	0	46.26%	C/DNF	98.15%	0.00%	C/DNF	C/DNF	NA
5	Hathway																		
5.1	Andhra Pradesh	100.00%	98.00%	100.00%	169	1.80%	100.00%	100.00%	100.00%	100.00%	1	0	84.00%	85.00%	99.00%	0.95%	80	320	NA
5.2	Delhi	100.00%	96.00%	99.00%	76	1.29%	100.00%	100.00%	65.00%	84.00%	0	0	85.00%	85.00%	97.00%	0.95%	80	300	NA
5.3	Gujarat	100.00%	96.00%	100.00%	0	0.04%	100.00%	100.00%	86.00%	91.00%	0	0	85.00%	85.00%	98.00%	0.90%	100	350	NA
5.4	Haryana	100.00%	99.00%	100.00%	0	NR	NA	NA	90.00%	NA	NR	DNF	NA	85.00%	100.00%	0.95%	100	320	NA
5.5	Karnataka	100.00%	96.00%	100.00%	337	0.97%	100.00%	100.00%	100.00%	100.00%	1	0	85.00%	85.00%	99.00%	0.95%	80	320	NA

5.6	Maharashtra	98.00%	90.00%	99.00%	16381	1.50%	100.00%	100.00%	67.00%	92.00%	1	2	83.00%	85.00%	99.00%	0.00%	80	350	NA
5.7	Punjab	100.00%	99.00%	99.00%	29	1.71%	100.00%	100.00%	99.00%	NA	NR	0	86.00%	85.00%	99.00%	0.96%	80	300	NA
5.8	Tamilnadu	95.00%	96.00%	100.00%	990	1.57%	100.00%	100.00%	100.00%	100.00%	0	0	87.00%	80.00%	91.00%	0.95%	100	300	NA
5.9	Uttar Pradesh	100.00%	98.00%	99.00%	70	1.79%	100.00%	100.00%	99.00%	NA	NR	NA	86.00%	85.00%	98.00%	0.95%	100	320	NA
6	YOU Telecom India Pvt. Ltd.																		
	All India	100.00%	95.00%	99.49%	200	0.63%	100.00%	59.00%	83.00%	88.00%	0	0	76.37%	85.00%	99.01%	C/DNF	C/DNF	C/DNF	NA
6.1	Andhra Pradesh	100.00%	98.00%	99.90%	5	0.38%	100.00%	72.00%	85.00%	90.00%	NA	0	73.33%	85.00%	99.14%	C/DNF	C/DNF	C/DNF	NA
6.2	Gujarat	100.00%	91.00%	98.00%	158	0.46%	100.00%	68.00%	82.00%	87.00%	NA	0	76.74%	85.00%	98.94%	C/DNF	C/DNF	C/DNF	NA
6.3	Haryana	100.00%	98.00%	100.00%	0	0.47%	100.00%	40.00%	82.00%	87.00%	NA	0	78.57%	85.00%	99.65%	C/DNF	C/DNF	C/DNF	NA
6.4	Karnataka	100.00%	98.00%	100.00%	0	0.52%	100.00%	66.00%	82.00%	87.00%	NA	0	71.43%	85.00%	99.48%	C/DNF	C/DNF	C/DNF	NA
6.5	Maharashtra	100.00%	91.00%	99.00%	33	0.92%	100.00%	66.00%	82.00%	89.00%	0	0	78.65%	85.00%	98.92%	C/DNF	C/DNF	C/DNF	NA
6.6	Tamilnadu	100.00%	91.00%	99.79%	4	0.67%	100.00%	45.00%	85.00%	89.00%	NA	0	68.75%	85.00%	98.60%	C/DNF	C/DNF	C/DNF	NA
7	SIFY																		
	All India	100.00%	90.00%	99.00%	153	0.00%	0.00%	0.00%	90.00%	100.00%	0	Nil	85.00%	95.00%	100.00%	C/DNF	C/DNF	C/DNF	Nil
8	Reliance																		
	All India	100.00%	100.00%	100.00%	NR	NR	NR	100.00%	NR	NR	0	0	34.00%	90.00%	NR	NR	C/DNF	DNF	DNF
9	Asianet																		
	Kerala	100.00%	91.00%	99.07%	NR	2.00%	100.00%	100.00%	NR	NR	0	0	76.00%	DNF	99.00%	C/DNF	C/DNF	C/DNF	NA
10	HFCL Infotel Lt.d																		
	Punjab	99.80%	99.00%	100.00%	3	0.06%	100.00%	100.00%	96.00%	98.00%	0	0	84.00%	100.00%	99.93%	0.00%	C/DNF	C/DNF	NA
11	Ortel																		
	Orissa	100.00%	92.27%	99.17%	1168	0.48%	100.00%	100.00%	99.33%	100.00%	0	0	68.45%	91.16%	92.97%	0.06%	85	258	NA
12	Tata Teleservices (Maharashtra) Ltd.																		

	Maharashtra & Goa	98.00%	92.79%	100.00%	NA	0.32%	100.00%	100.00%	94.18%	95.39%	0	0	67.00%	90.00%	99.97%	0.45%	95	285	NA
13	Alliance Broadband Services Pvt. Ltd.																		
	Kolkatta	100.00%	70.00%	90.00%	0	0.04%	100.00%	NA	87.00%	97.00%	7	1	76.00%	DNF	99.00%	1.00%	NA	NA	NA
14	Spectra Net																		
	All India (Delhi, Banglore & Mumbai)	99.30%	99.33%	100.00%	0	0.00%	0.00%	0.00%	100.00%	100.00%	0	0	89.00%	C/DNF	99.00%	DNF	DNF	NA	NA
15	Beam Cables																		
	Hyderabad	100.00%	91.00%	C/DNF	930	C/DNF	100.00%	NA	C/DNF	C/DNF	0	0	83.00%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA
	Abbreviation	DNF = Data not as per Format				NR = Data not reported by the Service Provider							NA = Not Applicable			C/DNF = Complied the parameter but Data is not in the required format			

Annexure 10: Broadcaster wise list of pay channels along with their reported a-la-carte rates

(As reported to TRAI upto 30th September 2009)

<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	13.88	As on 01.12.2007, the rate of the channel was Rs. 12.97. Reported revised rate of Rs. 13.88 w.e.f. 01.01.2009. Reported revised rate under examination
		2	Zee Cinema	13.88	As on 01.12.2007, the rate of the channel was Rs. 12.97 Reported revised rate of Rs. 13.88 w.e.f. 01.01.2009. Reported revised rate under examination.
		3	Cartoon Network	13.37	As on 01.12.2007, the rate of the channel was Rs. 12.50 Reported revised rate of Rs. 13.37 w.e.f. 01.01.2009. Reported revised rate under examination
		4	Zee Marathi	08.56	As on 01.12.2007, the rate of the channel was Rs. 8.00 Reported revised rate of Rs. 08.56 w.e.f. 01.01.2009. Reported revised rate under examination
		5	Zee News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 Reported revised rate of Rs. 08.02 w.e.f. 01.01.2009. Reported revised rate under examination
		6	CNN	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 Reported revised rate of Rs. 01.60 w.e.f. 01.01.2009. Reported revised rate under examination.
		7	Zee Café	08.56	As on 01.12.2007, the rate of the channel was Rs. 8.00 Reported revised rate of Rs. 08.56 w.e.f. 01.01.2009. Reported revised rate under examination.
		8	Zee Studios	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 Reported revised rate of Rs. 07.49 w.e.f. 01.01.2009. Reported revised rate under examination

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		9	Zee Bangla	08.67	As on 01.12.2007, the rate of the channel was Rs. 8.10 Reported revised rate of Rs. 08.67 w.e.f. 01.01.2009. Reported revised rate under examination
		10	Zee Punjabi	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 Reported revised rate of Rs. 01.60 w.e.f. 01.01.2009. Reported revised rate under examination
		11	Zee Trendz	01.07	As on 01.12.2007, the rate of the channel was Rs. 1.00 Reported revised rate of Rs. 01.67 w.e.f. 01.01.2009. Reported revised rate under examination
		12	HBO	16.69	As on 01.12.2007, rate of the channel was Rs. 15.60 Reported revised rate of Rs. 16.69 w.e.f. 01.01.2009. Reported revised rate under examination
		13	POGO	13.37	As on 01.12.2007, rate of the channel was Rs. 12.50 Reported revised rate of Rs. 13.37 w.e.f. 01.01.2009. Reported revised rate under examination.
		14	Zee Business	05.14	As on 01.12.2007, rate of the channel was Rs. 4.80 Reported revised rate of Rs. 05.14 w.e.f. 01.01.2009. Reported revised rate under examination
		15	Zee Classic	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 Reported revised rate of Rs. 10.70 w.e.f. 01.01.2009. Reported revised rate under examination
		16	Zee Action	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 Reported revised rate of Rs. 10.70 w.e.f. 01.01.2009. Reported revised rate under examination
		17	Zee Premier	11.98	As on 01.12.2007, rate of the channel was Rs. 11.20 Reported revised rate of Rs. 11.98 w.e.f. 01.01.2009. Reported revised rate under examination
		18	Zee Sports	11.13	As on 01.12.2007, rate of the channel was Rs. 10.40 Reported revised rate of Rs. 11.13 w.e.f. 01.01.2009. Reported revised rate under examination.
		19	Zee Telugu	11.13	As on 01.12.2007, rate of the channel was Rs. 10.40 Reported revised rate of Rs. 11.13 w.e.f. 01.01.2009. Reported revised rate under examination.

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		20	Zee Kannada	07.98	As on 01.12.2007, rate of the channel was Rs. 7.46 Reported revised rate of Rs. 07.98 w.e.f. 01.01.2009. Reported revised rate under examination.
		21	Play TV	04.28	As on 01.12.2007, rate of the channel was Rs. 4.00 Reported revised rate of Rs. 04.28 w.e.f. 01.01.2009. Reported revised rate under examination.
		22	ETC Punjabi	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 Reported revised rate of Rs. 09.63 w.e.f. 01.01.2009. Reported revised rate under examination.
		23	ETC	03.21	As on 01.12.2007, rate of the channel was Rs. 3.00 Reported revised rate of Rs. 03.21 w.e.f. 01.01.2009. Reported revised rate under examination.
		24	Zing*	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 Reported revised rate of Rs. 05.35 w.e.f. 01.01.2009. Reported revised rate under examination.
		25	Zee Jagran	02.14	As on 01.12.2007, rate of the channel was Rs. 2.00 Reported revised rate of Rs. 02.14 w.e.f. 01.01.2009. Reported revised rate under examination.
		26	Zee Smile	06.57	As on 01.12.2007, rate of the channel was Rs. 6.14 Reported revised rate of Rs. 06.57 w.e.f. 01.01.2009. Reported revised rate under examination.
		27	24 Ghante	06.42	As on 01.12.2007, rate of the channel was Rs. 6.00 Reported revised rate of Rs. 06.42 w.e.f. 01.01.2009. Reported revised rate under examination.
		28	24 Taas	09.09	As on 01.12.2007, rate of the channel was Rs. 8.50 Reported revised rate of Rs. 09.09 w.e.f. 01.01.2009. Reported revised rate under examination.
		29	Zee Talkies	16.58	As on 01.12.2007, rate of the channel was Rs. 15.50 Reported revised rate of Rs. 16.58 w.e.f. 01.01.2009. Reported revised rate under examination.

<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>
		30	Ten Sports	16.05	Till 31.03.2008, this channel was being distributed by M/s MSM Discovery India Private Limited. As on 01.12.2007, the rate of the channel was Rs. 15.00 Reported revised rate of Rs. 16.05 w.e.f. 01.01.2009. Reported revised rate under examination.
		31	WB	6.60	Launched on 15.03.2009
		32	REAL	13.00	Launched on 02.03.2009
		33	Zee 24 Ghantalu	5.60	Launched on 02.04.2009
		<p>Note:</p> <p>i) Channel "Reality TV" was distributed @ Rs. 1.50 upto 31.08.2008. The distribution of this channel ceased from 01.09.2008 for public viewing as downlinking permission was cancelled by Ministry of I&B.</p> <p>ii) As on 01.12.2007, Channel "Zee Next" was distributed @ Rs 20.00. The distribution of this channel suspended from 05.03.2009 for public viewing.</p> <p>iii) As on 01.12.2007, Channel "Zee Gujarati" was distributed @ Rs 01.50. The distribution of this channel discontinued from 01.06.2009.</p> <p>iv) * Prior to 01.05.2009, the name of the channel "Zing" was "Zee Music"</p>			
2	M/s MSM Discovery India Private Limited	34	SET(Sony Entertainment Television)	21.40	As on 01.12.2007, the rate of channel was Rs. 20.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.40 .
		35	MAX	18.19	As on 01.12.2007, rate of the channel was Rs. 17.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.19 .
		36	Discovery	16.05	As on 01.12.2007, rate of the channel was Rs. 15.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 16.05 .
		37	Animal Planet	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 5.35 .
		38	AXN	15.52	As on 01.12.2007, rate of the channel was Rs. 14.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 15.52 .
		39	Animax	02.14	As on 01.12.2007, rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		40	Discovery Travel and Living	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.63 .
		41	SAB TV	14.70	As on 01.12.2007, rate of the channel was Rs. 13.74 W.e.f. 01.01.2009, rate of the channel increased to Rs 14.70 .
		42	SET PIX	12.84	As on 01.12.2007, rate of the channel was Rs. 12.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 12.84 .
		43	MTV	07.49	As on 01.12.2007, rate of the channel was Rs. 7.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 7.49 .
		44	NICK	06.42	As on 01.12.2007, rate of the channel was Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .
		45	VH1	03.21	As on 01.12.2007, rate of the channel was Rs. 3.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 3.21 .
		46	NDTV 24X7	9.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		47	NDTV Profit	06.42	As on 01.12.2007, the rate of the channel was Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .
		48	Aaj Tak	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 7.49 .
		49	Headlines Today	03.21	As on 01.12.2007, the rate of the channel was Rs. 3.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 3.21 .
		50	Tez	02.14	As on 01.12.2007, the rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .

<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>
		51	COLORS	21.40	This channel was launched on 21.07.2008 and the rate of the channel was Rs 20.00. The channel was distributed by M/s Viacom 18 till 31.03.2009. W.e.f. 01.04.2009, rate of the channel increased to Rs 21.40.
		52	Channel 8	10.00	Earlier, "Channel 8" was distributed by M/s Bengla Entertainment Private Limited as a FTA channel. W.e.f. 01.04.2009, this channel was converted to Pay channel @ Rs 10.00.
3	M/s Channel Plus	53	SUN TV	12.40	
		54	Gemini TV	10.30	
		55	Udaya TV	11.50	
		56	K TV	15.00	
		57	Teja TV	05.30	
		58	Udaya Movies	14.40	
		59	Sun Music	07.00	
		60	Gemini Music	07.00	
		61	Sun News	01.40	
		62	Gemini News	07.50	
		63	Udaya Varthegalu	07.35	
		64	Navvulu TV *	17.00	
		65	Chintu TV	01.60	
		66	Ushe	15.00	
		67	Kushi TV**	01.50	
		<p>Note: Prior to 06.03.2009, channel "Adithya" was distributed @ Rs. 03.00. W.e.f. 06.03.2009, the channel "Adithya" has been converted from Pay to FTA. * Prior to 27.07.2009, the name of the channel "Navvulu" was "Gemini Cable Vision" ** Prior to 09.04.2009, the name of the channel "Kushi TV" was "Udaya News"</p>			
4.	M/s STAR DEN Media Services Private Limited	68	Star Plus	18.73	As on 01.12.2007, rate of the channel was Rs. 17.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.73 .
	The discounts if any, given on bouquet rate to existing affiliate(s)	69	Star Gold	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		70	Star Movies	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
	will also be extended to a-la-carte rate(s) in the same proportion as the discounted bouquet rate.	71	Star World	04.87	As on 01.12.2007, rate of the channel was Rs. 4.55 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.87 .
		72	Vijay TV	04.28	As on 01.12.2007, rate of the channel was Rs. 4.00 (Rs 11.80 in Tamilnadu) W.e.f. 01.01.2009, rate of the channel increased to Rs 4.28 (Rs 12.63 in Tamilnadu).
		73	NGC	06.15	As on 01.12.2007, rate of the channel was Rs. 5.75 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.15 .
		74	The Fox History and Entertainment Channel	04.71	As on 01.12.2007, rate of the channel was Rs. 4.40 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.71 .
		75	Channel (V)	01.07	As on 01.12.2007, rate of the channel was Rs. 1.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 1.07 .
		76	Star One	21.94	As on 01.12.2007, rate of the channel was Rs. 20.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.94 .
		77	The Disney Channel	09.52	As on 01.12.2007, rate of the channel was Rs. 8.90 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.52 .
		78	Toon Disney	09.52	As on 01.12.2007, rate of the channel was Rs. 8.90 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.52 .
		79	Hungama	08.35	As on 01.12.2007, rate of the channel was Rs. 7.80 W.e.f. 01.01.2009, rate of the channel increased to Rs 8.35 .
		80	Times Now	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		81	Zoom	08.35	As on 01.12.2007, rate of the channel was Rs. 7.80 W.e.f. 01.01.2009, rate of the channel increased to Rs 8.35 .
		82	CNBC TV 18	9.10	These channels were distributed by M/s Zee Turner

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		83	CNN-IBN	5.35	<p>Limited upto 31.03.2008 at a-la-carte rate of Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz) respectively. M/s Star Den started distributing these channels w.e.f. 01.04.2008 at a-la-carte rate of Rs 08.50 (CNBC TV 18), Rs 05.00 (CNN IBN) and Rs 04.50 (CNBC Awaaz). M/s Star Den has been directed vide TRAI's Direction dated 28.08.2008 to reduce the a-la-carte rates of these channels from the reported level to Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz). Broadcaster has approached Hon'ble TDSAT against this direction vide Appeal No 11(C) of 2008. M/s Star Den has given an undertaking to Hon'ble TDSAT during the course of the hearing on October 1, 2008 for a-la-carte offering of the channels. The relevant extract of the interim order dated 1st October, 2008 is as under:-</p> <p>"....The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".</p> <p>The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-</p> <ol style="list-style-type: none"> 1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN) 3) 3.50 (CNBC Awaaz)
		84	CNBC Awaaz	4.82	<p>The matter was heard on 18.02.2009 by the Hon'ble TDSAT and the appeal has been disposed of by the Hon'ble TDSAT by passing following order:</p> <p>"In view of the judgement of this Tribunal dated 15.01.2009, the appeal does not survive".</p> <p>TRAI has filed an appeal in the Hon'ble Supreme Court of India against the order of Hon'ble TDSAT judgement dated 15.01.2009. Matter is sub-judice.</p> <p>W.e.f. 01.01.2009, rate of the channels increased to Rs 9.10 (CNBC TV 18), Rs 5.35 (CNN-IBN) & Rs 4.82 (CNBC Awaaz) .</p>
		85	The MGM	6.42	<p>M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ Rs. 6.00</p>

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
					W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .
5.	M/s Ushodaya Enterprises Private Limited	86	ETV	10.00	
		87	ETV 2	05.60	
		88	ETV Bangla	10.40	
		89	ETV Marathi	10.40	
		90	ETV Kannada	10.40	
		91	ETV Gujarathi	10.40	
		92	ETV Oriya	10.40	
		93	ETV UP	10.40	Converted from FTA to pay channel w.e.f. 12.05.2008.
		94	ETV Bihar	10.40	Converted from FTA to pay channel w.e.f. 12.05.2008.
		95	ETV Urdu	10.40	Converted from FTA to pay channel w.e.f. 12.05.2008.
		96	ETV Rajasthan	10.40	Converted from FTA to pay channel w.e.f. 12.05.2008.
		97	ETV MP	10.40	Converted from FTA to pay channel w.e.f. 12.05.2008.
6.	M/s UTV Global Broadcasting Limited	98	Bindass	10.00	
		99	Bindass Movies	10.00	
		100	World Movies	10.00	Launch of channel reported vide letter dated 11.02.2008
		101	UTV Movies	15.00	Launch of channel reported vide letter dated 11.03.2008
		102	UTVi	08.50	Launch of channel reported vide letter dated 02.04.2008
7.	M/s BBC World (India) Private Limited	103	BBC World	05.00	
8.	M/s BBC Worldwide Channels Private Limited	104	BBC Entertainment	06.50	Prior to 01.07.2009, these channels were distributed by M/s BBC World (India) Private Limited
		105	Cbeebies	06.50	

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
9.	M/s ESPN Software India Private Limited	106	ESPN	33.13	
		107	Star Sports	33.13	
		108	Star Cricket	28.00	
10.	M/s Raj Television Limited	109	Raj TV	11.77	As on 01.12.2007, rate of the channel was Rs. 11.00 (Rs. 7.72 in Andhra Pradesh). W.e.f. 01.01.2009, rate of the channel to Rs 11.77(Rs 8.26 in Andhra Pradesh).
		110	Raj Digital Plus	08.26	As on 01.12.2007, rate of the channel was Rs. 7.72 (Rs 4.68 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 8.26 (Rs 5.01 in Andhra Pradesh) .
		111	Vissa TV	05.01	As on 01.12.2007, rate of the channel was Rs. 4.68 (Rs. 11.00 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 5.01 (Rs 11.77 in Andhra Pradesh).
11	M/s INX Media Private Limited	112	9XM	07.00	
		113	9X	20.50	
Note: Prior to 10.10.2009, channel "NewsX" was distributed @ Rs. 08.50. W.e.f. 10.10.2009, the channel "NewsX" has been converted from Pay to FTA.					
12.	M/s Neo Sports Broadcast Private Limited	114	NEO Cricket	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel increased to Rs 35.45.
		115	NEO Sports	26.60	As on 01.12.2007, rate of the channel was Rs. 24.87 W.e.f. 01.01.2009, rate of the channel increased to Rs 26.60.
13.	M/s NDTV Imagine	116	NDTV 'Imagine'	20.50	Channel Launched on 21.01.2008
		117	NDTV Lumiere	15.00	Channel Launched on 10.10.2008
		118	NDTV Showbiz	8.00	Channel Launched on 15.08.2008

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
14	New Delhi Television Ltd	119	NDTV Good Times	09.63	This channel was converted from FTA to Pay channel w.e.f 03.05.2008 @ Rs 9.00. W.e.f 01.07.2009, rate of the channel increased to Rs 9.63.
15.	M/s Mega Reach	120	Firangi	15.00	Channel Launched on 25.02.2008
		121	Sahara One	20.50	Converted from FTA to Pay W.e.f. 06.06.2008
		122	Filmy	16.50	Converted from FTA to Pay W.e.f. 06.06.2008
16.	M/s B4U Television Network (India) Private Limited	123	B4U Movies	06.00	
17.	M/s MAA Television Network Limiter	124	MAA TV	06.00	As on 01.12.2007, the rate of the channel was Rs. 5.50 W.e.f. 01.08.2009, rate of the channel increased to Rs 6.00.
		125	MAA Music	07.50	As on 01.01.2008, the rate of the channel was Rs. 7.00 W.e.f. 01.08.2009, rate of the channel increased to Rs 7.50.
18.	M/s TV Today Network Limited	126	Dilli Aaj Tak	08.50	
19.	M/s Allied Infotainment Distribution Private Limited	127	E-24	15.00	Channel Launched on 27.03.2008
20	M/s Turner International India Private Limited	128	Boomerang	10.00	
		129	TCM Turner Classic Movies	10.00	
21	M/s Fox Channels (India) Private Ltd	130	FX	15.50	Newly launched channel w.e.f. 31.03.2009
		131	FOX CRIME	15.50	Newly launched channel w.e.f. 31.03.2009
		132	BABY TV	13.25	Newly launched channel w.e.f. 31.03.2009
		133	Nat Geo Wild	16.00	Newly launched channel w.e.f. 01.08.2009
		134	Nat Geo Adventure	16.00	Newly launched channel w.e.f. 01.08.2009

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		135	Nat Geo Music	07.40	Newly launched channel w.e.f. 01.08.2009
22	M/s Orissa Television Ltd	136	TARANG	10.00	Channel Launched on . 06.11.2008
		137	TARANG MUSIC	05.00	Newly launched channel w.e.f. 01.04.2009
23	M/s Times Global Broadcasting Company Limited	138	ET NOW	08.50	Newly launched channel w.e.f. 27.06.2009.

Annexure 11: List of operationalised private FM Radio Stations in India

[As on 30/09/2009]

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.	29.04.2002
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

S.No	City	Name of the Company	Date of Operationalisation
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	09.04.2007

S.No	City	Name of the Company	Date of Operationalisation
		MULTIMEDIA	
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	GANGTOK	PCM CEMENTS	31.01.2009
89	GORAKHPUR	SHRI PURAN MULTIMEDIA	03.06.2007
90	GULBERGA	KAL RADIO	02.06.2008
91	GUWAHATI	ADLABS FILMS	14.04.2007
92	GUWAHATI	POSITIVE RADIO	13.04.2007
93	GUWAHATI	PURVY BROADCASTING	09.10.2007
94	GUWAHATI	SOUTH ASIA	11.04.2008
95	GWALIOR	ADLABS FILMS	06.08.2007
96	GWALIOR	GWALIOR FARMS	04.08.2007
97	GWALIOR	ITM SOFTWARE	07.09.2007
98	GWALIOR	SYNERGY MEDIA	06.08.2007
99	HISSAR	ADLABS FILMS	02.03.2007

S.No	City	Name of the Company	Date of Operationalisation
100	HISSAR	B.A.G. INFOTAINMENT	18.06.2007
101	HISSAR	SHRI PURAN MULTIMEDIA	21.03.2007
102	HISSAR	SINGLA PROPERTY	17.03.2007
103	HYDERABAD	ADLABS FILMS	25.09.2006
104	HYDERABAD	E.N.I.L.	19.04.2006
105	HYDERABAD	KAL RADIO	06.11.2006
106	HYDERABAD	M.B.P.L.	30.05.2006
107	INDORE	ADLABS FILMS	03.08.2007
108	INDORE	E.N.I.L.	01.10.2001
109	INDORE	SOUTH ASIA	09.12.2007
110	INDORE	SYNERGY MEDIA	11.08.2007
111	ITANAGAR	POSITIVE RADIO	05.08.2008
112	JABALPUR	B.A.G. INFOTAINMENT	01.03.2008
113	JABALPUR	E.N.I.L.	15.02.2008
114	JABALPUR	SOUTH ASIA	19.03.2008
115	JABALPUR	SYNERGY MEDIA	15.02.2008
116	JAIPUR	E.N.I.L.	17.04.2006
117	JAIPUR	M.B.P.L.	08.09.2006
118	JAIPUR	RAJASTHAN PATRIKA	15.08.2006
119	JAIPUR	SOUTH ASIA	06.11.2006
120	JAIPUR	SYNERGY MEDIA	28.05.2006
121	JALANDHAR	ADLABS FILMS	14.04.2007
122	JALANDHAR	E.N.I.L.	24.04.2007
123	JALANDHAR	SHRI PURAN MULTIMEDIA	14.04.2007
124	JALANDHAR	SYNERGY MEDIA	19.04.2007
125	JALGOAN	B.A.G. INFOTAINMENT	22.04.2008
126	JALGOAN	M.B.P.L.	21.05.2008
127	JAMMU	ADLABS FILMS	07.12.2006
128	JAMSHED PUR	ADLABS FILMS	07.11.2007
129	JAMSHED PUR	SOUTH ASIA	13.04.2008
130	JAMSHED PUR	NEUTRAL PUBLICATION	18.07.2008
131	JHANSI	ADLABS FILMS	19.01.2007
132	JODHPUR	ADLABS FILMS	14.12.2007
133	JODHPUR	KUSHAL GLOBAL	14.12.2007
134	JODHPUR	RADIO TODAY BROADCASTING LTD	01.06.2008
135	JODHPUR	SYNERGY MEDIA	20.12.2007

S.No	City	Name of the Company	Date of Operationalisation
136	KANNUR	ASIANET COMMUNICATION	13.01.2008
137	KANNUR	KAL RADIO	12.03.2008
138	KANNUR	MALAYALLA MANORAMA	30.12.2007
139	KANNUR	THE MATHRABHUMI	30.12.2007
140	KANPUR	ADLABS FILMS	14.06.2007
141	KANPUR	E.N.I.L.	16.06.2007
142	KANPUR	SOUTH ASIA	28.01.2008
143	KARNAL	B.A.G. INFOTAINMENT	18.06.2007
144	KARNAL	SHRI PURAN MULTIMEDIA	02.04.2007
145	KOLHAPUR	E.N.I.L.	18.09.2007
146	KOLHAPUR	PUDHARI PUBLICATION	21.09.2007
147	KOLKATA	RADIO MID-DAY	12.12.2008
148	KOTA	ADLABS FILMS	21.01.2008
149	KOTA	RAJASTHAN PATRIKA	25.02.2008
150	KOTA	SYNERGY MEDIA	02.02.2008
151	KOZIKODE	KAL RADIO	07.12.2007
152	KOZIKODE	MALAYALLA MANORAMA	29.11.2007
153	LUCKNOW	E.N.I.L.	13.08.2007
154	LUCKNOW	M.B.P.L.	10.12.2001
155	LUCKNOW	SOUTH ASIA	06.11.2007
156	MADURAI	E.N.I.L.	28-09.2007
157	MADURAI	KAL RADIO	05.10.2007
158	MADURAI	MALAR PUBLICATIONS	01.10.2007
159	MANGALORE	ADLABS FILMS	24.11.2007
160	MANGALORE	E.N.I.L.	24.11.2007
161	MANGALORE	KAL RADIO	21.02.2008
162	MUZAFFARPUR	B.A.G. INFOTAINMENT	01.08.2007
163	MYSORE	ADLABS FILMS	14.10.2007
164	MYSORE	KAL RADIO	07.12.2007
165	NAGPUR	E.N.I.L.	18.10.2007
166	NAGPUR	M.B.P.L.	21.10.2007
167	NAGPUR	SOUTH ASIA	04.05.2008
168	NAGPUR	SYNERGY MEDIA	21.10.2007
169	NANDED	M.B.P.L.	15.05.2008

S.No	City	Name of the Company	Date of Operationalisation
170	NASIK	E.N.I.L.	06.07.2007
171	NASIK	SOUTH ASIA	16.04.2008
172	PANAJI	ADLABS FILMS	22.05.2007
173	PANAJI	E.N.I.L.	22.05.2007
174	PANAJI	INDIA RADIO VENTURES	25.06.2007
175	PATIALA	ADLABS FILMS	01.08.2007
176	PATIALA	B.A.G. INFOTAINMENT	18.06.2007
177	PATIALA	PAN INDIA	26.01.2008
178	PATIALA	RADIO TODAY BROADCASTING LTD	01.06.2008
179	PATNA	E.N.I.L.	02.04.2007
180	PONDICHERRY	ADLABS FILMS	01.12.2007
181	PONDICHERRY	KAL RADIO	20.12.2007
182	PONDICHERRY	MALAR PUBLICATIONS	22.12.2007
183	PUNE	E.N.I.L.	18.10.2002
184	PUNE	M.B.P.L.	06.04.2008
185	PUNE	RADIO MID-DAY	12.05.2008
186	PUNE	SOUTH ASIA	22.07.2008
187	RACHI	ADLABS FILMS	24.10.2007
188	RACHI	B.A.G. INFOTAINMENT	15.11.2007
189	RACHI	SHRI PURAN MULTIMEDIA	27.10.2007
190	RACHI	NEUTRAL PUBLICATION	18.07.2008
191	RAIPUR	E.N.I.L.	11.01.2008
192	RAIPUR	RAJASTHAN PATRIKA	10.02.2009
193	RAIPUR	RANEKA FINCOM	15.01.2008
194	RAIPUR	SYNERGY MEDIA	16.01.2008
195	RAJAHMUNDRY	KAL RADIO	19.01.2008
196	RAJKOT	ADLABS FILMS	13.06.2007
197	RAJKOT	E.N.I.L.	13.06.2007
198	RAJKOT	SOUTH ASIA	18.04.2008
199	ROURKELA	ADLABS FILMS	06.01.2008
200	ROURKELA	EASTERN MEDIA	22.01.2008
201	SANGLI	M.B.P.L.	08.02.2008
202	SHILONG	POSITIVE RADIO	16.10.2007
203	SHILONG	SOUTH ASIA	13.06.2008
204	SHOLAPUR	ADLABS FILMS	08.11.2007

S.No	City	Name of the Company	Date of Operationalisation
205	SHOLAPUR	M.B.P.L.	14.11.2007
206	SILIGURI	CHINAR CIRCUITS	12.03.2008
207	SILIGURI	PCM CEMENTS	14.11.2007
208	SILIGURI	SYNTECH INFORMATICS	24.11.2007
209	SILIGURI	SOUTH ASIA	25.10.2008
210	SRI-NAGAR	ADLABS FILMS	10.12.2006
211	SURAT	ADLABS FILMS	29.08.2007
212	SURAT	E.N.I.L.	21.08.2007
213	SURAT	SYNERGY MEDIA	27.08.2007
214	SURAT	M.B.P.L.	22.08.2007
215	THIRUVANANTHA PURAM	ADLABS FILMS	29.01.2008
216	THIRUVANANTHA PURAM	E.N.I.L.	29.01.2008
217	THIRUVANANTHA PURAM	KAL RADIO	06.02.2008
218	THIRUVANANTHA PURAM	THE MATHRABHUMI	29.01.2008
219	THRISSUR	ASIANET COMMUNICATION	23.12.2007
220	THRISSUR	KAL RADIO	26.12.2007
221	THRISSUR	MALAYALLA MANORAMA	14.12.2007
222	THRISSUR	THE MATHRABHUMI	14.12.2007
223	TIRUCHI	KAL RADIO	17.01.2008
224	TIRUCHI	MALAR PUBLICATIONS	14.01.2008
225	TIRUNELVELI	MALAR PUBLICATIONS	13.10.2007
226	TIRUNELVELI	SUN TV	07.03.2003
227	TIRUPATI	ADLABS FILMS	01.08.2007
228	TIRUPATI	KAL RADIO	27.08.2007
229	TUTICORIN	KAL RADIO	05.10.2007
230	TUTICORIN	MALAR PUBLICATIONS	15.10.2007
231	UDAIPUR	ADLABS FILMS	03.08.2007
232	UDAIPUR	RAJASTHAN PATRIKA	27.08.2007
233	UDAIPUR	SYNERGY MEDIA	07.07.2007
234	VADODARA	ADLABS FILMS	05.06.2007

S.No	City	Name of the Company	Date of Operationalisation
235	VADODARA	E.N.I.L.	05.06.2007
236	VADODARA	M.B.P.L.	11.06.2007
237	VADODARA	SOUTH ASIA	17.04.2008
238	VARANASI	E.N.I.L.	14.07.2007
239	VARANASI	PAN INDIA	29.05.2008
240	VARANASI	SHRI PURAN MULTIMEDIA	20.07.2007
241	VARANASI	SOUTH ASIA	29.12.2007
242	VIJAYWADA	E.N.I.L.	11.12.2007
243	VIJAYWADA	KAL RADIO	25.12.2007
244	VISHAKAPATNAM	ADLABS FILMS	27.10.2007
245	VISHAKAPATNAM	E.N.I.L.	26.10.2007
246	VISHAKAPATNAM	M.B.P.L.	29.10.2007
247	VISHAKAPATNAM	UDAYA TV	06.02.2003
248	WARANGAL	KAL RADIO	28.05.2008

Source: Website of Ministry of Information & Broadcasting as on 30.09.2009

Annexure 12: List of applicants who have been granted DTH License

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

Annexure 13: List of companies permitted by Ministry of I&B to set up teleports at various locations in India

[As on 30/09/2009]

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

S.No	City	Name of the Company
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
55	New Delhi	M/s Vintage Studio Private Limited
56	NOIDA	M/s Skyline TeleMedia Private Limited
57	NOIDA	M/s Information TV Private Limited
58	Mumbai	M/s Unilazer Export & Management Consultants Limited

Source: Ministry of Information & Broadcasting