

**Table 1.1****Subscriber Base of Fixed Services**

Sr. No.	Fixed Service Operators	Area of Operation	31st Dec 2005		
			Urban	Rural	Total
1	BSNL	All India	22820644	13940496	36761140
2	MTNL	Delhi & Mumbai	3856868	0	3856868
3	Bharti Telesonic Ltd	AP, MP, Delhi, Haryana, TN , Chennai, Karnataka, Kerala, Gujarat, Punjab, Maharashtra, Mumbai, U.P. (W) including Uttaranchal, West Bengal and Kolkata	1199513	0	1199513
4	Tata Teleservices (Maharashtra) Ltd	Maharashtra & Mumbai	1024759	5957	1030716
5	Tata Teleservices Ltd	AP, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	3003381	8870	3012251
6	HFCL Infotel Ltd	Punjab	238737	630	239367
7	Shyam Telelink Ltd	Rajasthan	159619	8892	168511
8	Reliance Infocomm. Ltd	AP, Bihar, Delhi, Gujarat, Haryana, HP, KN, Kerala, MP, MH, Mumbai, Orissa, Punjab, Rajasthan, TN Chennai UP(E), UP(W), WB, Kolkata	2556183	11524	2567707
<b>Grand Total</b>			<b>34859704</b>	<b>13976369</b>	<b>48836073</b>

**Table 1.2****Details of Public Call Offices (PCO)**

<b>S.No</b>	<b>Service Providers</b>	<b>Area of Operation</b>	<b>PCOs as on 31.12.05</b>	<b>PCOs added during the quarter ending 31.12.05</b>
1	BSNL	All India	2023673	37350
2	MTNL	Delhi & Mumbai	281876	-1373
3	Bharti	AP,MP, Delhi, Haryana, TN , Chennai, Kerala,Karnataka, Gujarat, Punjab, Maharashtra, Mumbai, U.P. (W) including Uttaranchal, West Bengal and Kolkata	184445	-173479
4	HFCL	Punjab	40874	3074
5	TATA	Maharashtra, Mumbai ,AP, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	489366	61659
6	Reliance	Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	688308	155714
7	Shyam Telelink	Rajasthan	26145	0
	<b>TOTAL</b>		<b>3734687</b>	<b>82945</b>

\* Source - Operators

**Table 1.3****Details of Village Public Telephones (VPT)**

<b>S.No</b>	<b>Service Providers</b>	<b>Area of Operation</b>	<b>VPTs as on 31.12.05</b>	<b>Achievement during the Qtr. ending 31.12.05</b>
1	BSNL	All India	527595	4329
2	MTNL	Delhi & Mumbai	0	0
3	Bharti	MP, Delhi, Haryana, TN , Chennai, Karnataka, Gujarat, Punjab, Maharashtra, Mumbai, U.P. (W) including Uttaranchal, West Bengal and Kolkata	0	0
4	HFCL	Punjab	630	-15
5	TATA	Maharastra	2648	-6
6	TTL	AP, TN, Chennai, Karnataka, Gujarat, Delhi, Bihar, Orissa, Rajasthan, Punjab, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, U.P. (E), U.P (W) including Uttaranchal, West Bengal and Kolkata	1358	0
7	Reliance	AP,Bihar,Delhi,Gujarat,Haryana,HP,KN,Kerala,MP,Maharashtra,Mumbai Orissa,Punjab,Rajasthan,TN,Chennai, UP(E),UP(W),WB,Kolkata	4115	0
8	STL	Rajasthan	3010	0
<b>TOTAL</b>			<b>539356</b>	<b>4308</b>

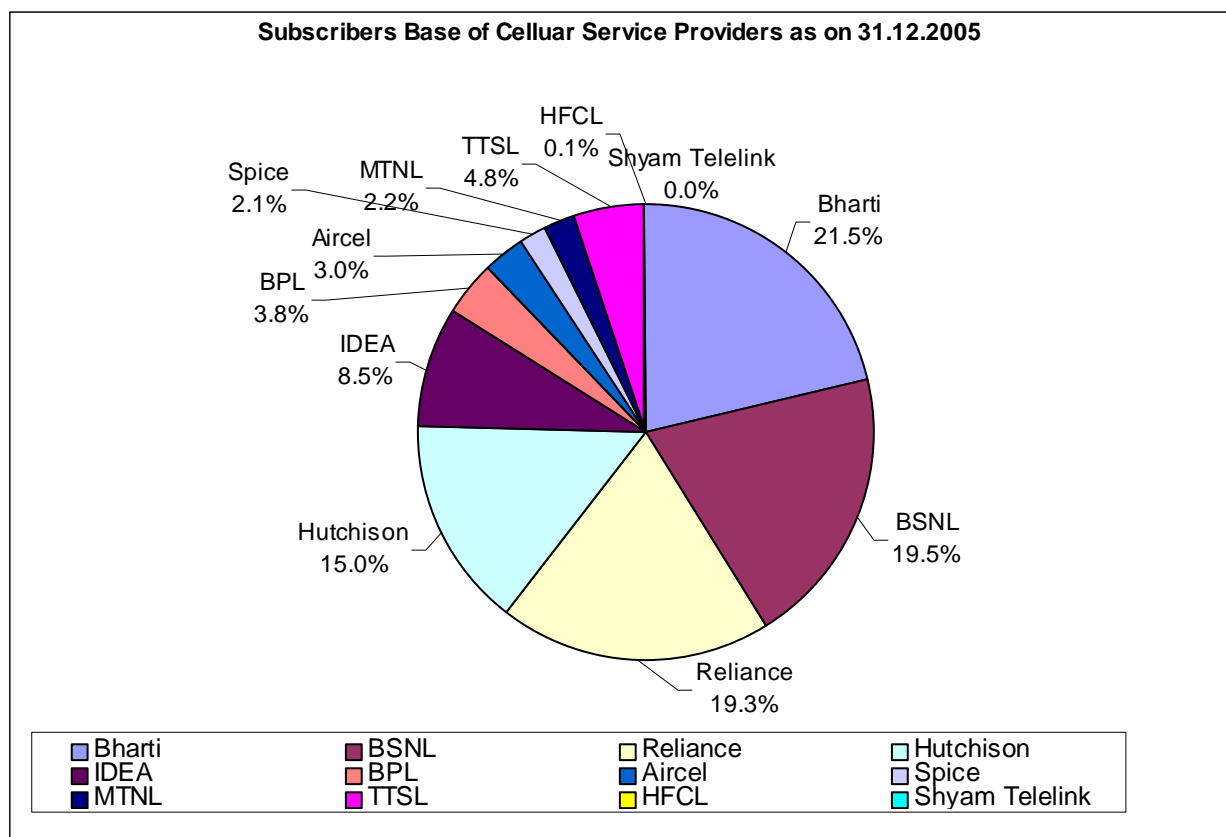
\* Source – Operators

**Table 2.1**

**Subscriber Base of Mobile operators**

<b>Mobile Groups and their market share</b>			
<b>Mobile Group</b>	<b>Subscribers as on December, 05 (in Millions)</b>	<b>Market Share (in %age)</b>	<b>Technology Used</b>
Bharti	16.33	21.50	GSM
BSNL	14.83	19.53	GSM & CDMA
Reliance	14.68	19.33	GSM & CDMA
Hutchison	11.41	15.02	GSM
IDEA	6.47	8.52	GSM
BPL	2.89	3.81	GSM
Aircel	2.28	3.00	GSM
Spice	1.63	2.15	GSM
MTNL	1.65	2.18	GSM & CDMA
TTSL	3.68	4.85	CDMA
HFCL	0.06	0.08	CDMA
Shyam Telelink	0.03	0.04	CDMA
<b>Total Subscribers</b>	<b>75.94</b>		

\* Source - Operators



**Table 2.2**

**Market Share of Mobile (GSM + CDMA) Service Providers**

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

<b>GSM Group</b>	<b>No of Subscribers (in Millions)</b>	<b>Market Share (in %age)</b>
Bharti	16.33	27.92
BSNL	14.29	24.43
Hutchison	11.41	19.51
Idea	6.47	11.06
BPL	2.89	4.94
Aircel	2.28	3.90
Reliance	1.66	2.84
Spice	1.63	2.79
MTNL	1.53	2.62
<b>Total</b>	<b>58.49</b>	<b>100</b>

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

<b>CDMA Group</b>	<b>No of Subscribers (in Millions)</b>	<b>Market Share (in %age)</b>
Reliance Infocomm	13.01	74.56
Tata Teleservices	3.68	21.09
BSNL	0.54	3.09
MTNL	0.13	0.74
HFCL	0.06	0.34
Shyam Telelink	0.03	0.17
<b>Total</b>	<b>17.45</b>	<b>100</b>

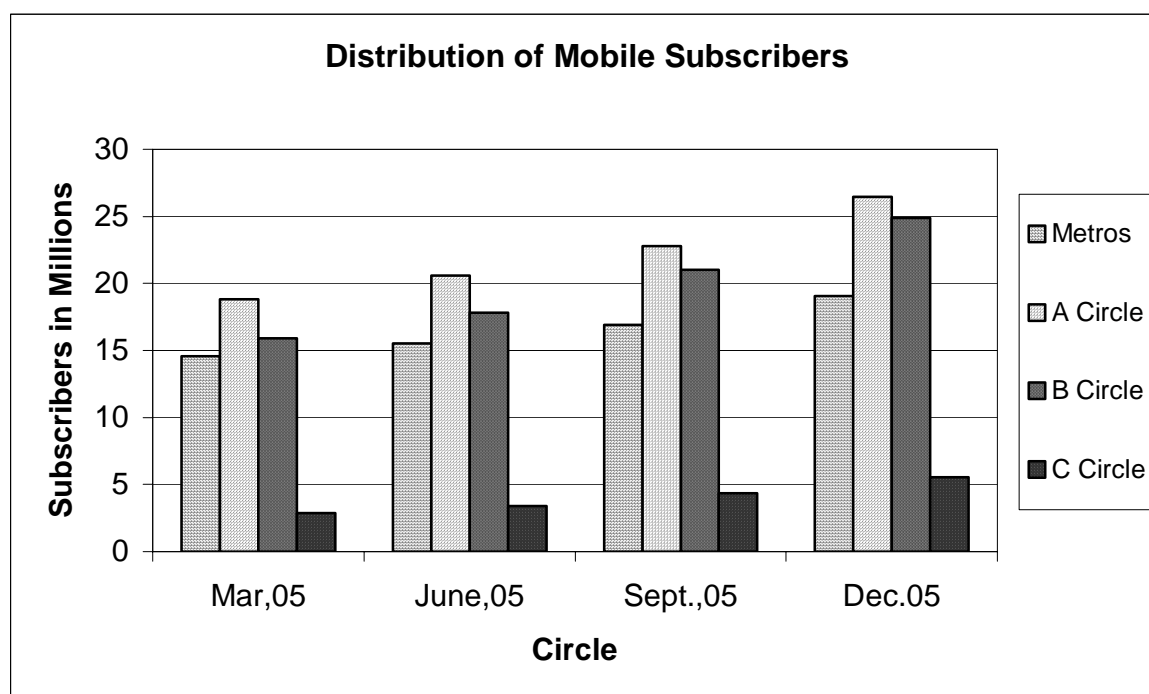
**Table 2.3****Growth Pattern in Mobile Subscriber Base**Mobile Subscribers Base

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

<u>Circle</u>	<u>No. of Subscribers</u>	<u>Market Share</u>
Metros	19.04 million	25.98%
Circles 'A'	26.46 million	35.05%
Circles 'B'	24.88 million	32.29%
Circles 'C'	5.56 million	6.68%

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

	In Million			
	Mar, 05	June, 05	Sept., 05	Dec.05
Metros	14.59	15.54	16.91	19.04
A' Circle	18.84	20.58	22.81	26.46
B' Circle	15.91	17.83	21.01	24.88
C' Circle	2.87	3.41	4.34	5.56



**Table 3.1****Subscribers Base of Internet Services**

<b>S. NO.</b>	<b>Name of ISP</b>	<b>Category</b>	<b>Area of Operation</b>	<b>Sep-05</b>	<b>Dec-05</b>	<b>%Growth</b>
1	Bharat Sanchar Nigam Ltd.	A	All India	2262349	2597159	14.80
2	Mahanagar Telephone Nigam Ltd.	B	Mumbai & Delhi	1207476	1313690	8.80
3	Sify Ltd.	A	All India	855690	877134	2.51
4	Videsh Sanchar Nigam Ltd.	A	All India	509411	467073	-8.31
5	Reliance Communications Infrastructure Ltd.	A	All India	309951	340326	9.80
6	Bharti Televentures Ltd.(Bharti Infotel)	A	All India	192996	313317	62.34
7	Data Infosys	A	All India	245560	245336	-0.09
8	Iqara Telecom India Pvt. Ltd. (BG Broadband)	A	All India	104281	111062	6.50
9	Hathway Cable & Data Pvt Ltd.	A	All India	49929	56502	13.16
10	HCL Infinet Ltd.	A	All India	42818	42581	-0.55
11	ICENET.NET Ltd.	B	Gujrat	27720	29776	7.42
12	Asianet Sattelite Communications Ltd.	B	Kerala	23147	26206	13.22
13	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	A	All India	23955	24322	1.53
14	Shyam Internet Service Pvt. Ltd.	A	All India	50028	23887	-52.25
15	HFCL Infotel Ltd.	B	Punjab	18409	20796	12.97
16	Fascel Ltd.	B	Gujarat	18001	18001	0.00
17	WWW Communications Ltd.	B	Delhi	14680	15257	3.93
18	Hughes Escorts Communications Ltd.	A	All India	11192	12070	7.84
19	Broadband Pacenet (I) Pvt. Ltd.	B	Mumbai	10229	11237	9.85
20	West Bengal Electronics Industry Development Corporation Ltd.	B	Calcutta	9437	10756	13.98
21	Seven Star Dot Com Pvt. Ltd.	B	Khar(w), Jogeshwari (w)	9013	9013	0.00
22	S. S. net Com Pvt Ltd.	B	North East	7748	7952	2.63
23	Spectra Net Ltd	A	All India	6671	7053	5.73
24	Primus Telecommunications India Ltd.	A	All India	6557	6557	0.00
25	Tulip IT Service Ltd.	B	Kerala	450	6000	1233.33
26	Rolta India Ltd.	B	Mumbai	6387	5527	-13.46
27	Ortel Communications Ltd.	C	Cuttack, Bhubaneshwar, Rourkela	5461	5461	0.00
28	RPG Infotech Ltd. (Sprint RPG India)	A	All India	5430	5430	0.00

29	In 2 Cable.com(India) Pvt. Ltd.	A	All India	5341	5181	-3.00
30	Digital 2 Virtual ISP Private Ltd.	C	vadodara	5156	5156	0.00
31	Forum Infotech (P) Ltd.	C	Srinagar SSA	5050	5050	0.00
32	Trak Online Net India	A	All India	3587	4829	34.63
33	Space Online (P) Ltd.	B	Gujarat	4788	4788	0.00
34	Trikon Electronics	B	Mumbai	3295	3973	20.58
35	E-Comm Opportunities Pvt. Ltd.	B	Gujrat	3912	3912	0.00
36	Southern Online Bio Technologies Ltd.	B	Andhra Pradesh	3184	3322	4.33
37	Narmada Cyberzone Pvt. Ltd.	B	Gujrat		3262	
38	Blazenet Pvt. Ltd.	B	Gujrat	3209	3249	1.25
39	Sixth Sense Informatics Pvt. Ltd.	B	Mumbai	2600	2600	0.00
40	Vasnet Communications Pvt. Ltd.	C	Mangalore SSA	2374	2502	5.39
41	Geocity Network Solutions Pvt. Ltd.	B	Delhi	2249	2339	4.00
42	Siti Cable Network (Zee Interactive Multimedia Ltd.)	A	All India	2700	2336	-13.48
43	Value Heathcare Ltd.	B	Mumbai	2229	1817	-18.48
44	Descon Ltd.	B&C	Kolkata, West Bengal	1695	1778	4.90
45	City Online Services Pvt. Ltd.	B	Andhra Pradesh & Karnataka	1558	1775	13.93
46	Hathway Bhawani Cable & Datacom	B	Mumbai	1704	1769	3.81
47	Sab Industires Ltd. (Sab Infotech)	B	Punjab, Karnal & Dharamshala	1195	1585	32.64
48	Ankhnnet Information Pvt. Ltd.	B	Mumbai	1555	1555	0.00
49	Swiftmail Communications Ltd.	A	All India	1089	1449	33.06
50	Jain Info net Pvt Ltd.	B	Rajasthan	1431	1431	0.00
51	Dishnet Wireless Ltd.	A	All India	1270	1320	3.94
52	Spectrum softech Solutions	C	Ernakulam SSA	1273	1277	0.31
53	ERNET India Ltd.	A	All India	1130	1157	2.39
54	iPath India Pvt. Ltd.	C	Ernakulam	1151	1140	-0.96
55	Jindal Online.com Ltd.	B	Gujrat	1025	1025	0.00
56	Mylai Karpagamba Information System Pvt. Ltd.	B	Chennai	964	964	0.00
57	Pacific Internet India	A	All India	975	958	-1.74
58	Broadlyne Infoservices Pvt. Ltd.	B	Mumbai	900	900	0.00
59	Comsat Max Ltd.	A	All India	873	873	0.00
60	Websurf Pvt. Ltd.	C	Kalyan SSA	791	791	0.00
61	Ice Network (P) Ltd.	B	Bangalore	785	785	0.00
62	Broadlane Network Pvt. Ltd.	C	Kalyan SSA	989	695	-29.73
63	Kappa Infotech Pvt Ltd.	C	Kota SSA	593	593	0.00
64	Sanchar Telenetwork Pvt. Ltd.	C	Bhavnagar SSA	575	575	0.00
65	Bohra Prastisthan Pvt. Ltd.	C	Udaipur SSA	535	538	0.56
66	Bhasinsoft India Ltd.	B	Karnataka	532	532	0.00



67	Quest Consultancy Pvt. Ltd.	C	Valsad	340	526	54.71
68	Speed Online.net Pvt. Ltd.	C	Rajkot	564	525	-6.91
69	Uclix Computer's Pvt. Ltd.	C	Jodhpur	525	525	0.00
70	Primenet Global Ltd.	A	All India	524	514	-1.91
71	My Guru Online	B	Andhra Pradesh	495	495	0.00
72	Tata Internet Services Ltd.	A	All India	661	484	-26.78
73	Bhaskar Multinet Pvt. Ltd.	C	Jaipur SSA	454	454	0.00
74	Micky Online Pvt. Ltd.	C	Moradabad, Nainital	497	450	-9.46
75	Growth Compusoft Exports Ltd.	B	Gujrat	444	444	0.00
76	deLaila Industry Pvt. Ltd.	C	Srinagar SSA	440	440	0.00
77	Silicon Mountains (I) Ltd.	B	Maharashtra	425	425	0.00
78	C-Tel Solutions Pvt. Ltd.	C	Gurgaon SSA	422	422	0.00
79	Bhupati Hotels Pvt. Ltd.	C	Visakhapatnam	213	413	93.90
80	ISP Solutions India pvt. Ltd.	C	Coimbatore SSA	355	367	3.38
81	SpaceCom Broadband Network Ltd.	B	Delhi	366	366	0.00
82	Rajasthan Telematics Ltd.	B	Rajasthan	350	350	0.00
83	Rida Communications Pvt. Ltd.	C	Aligarh	261	330	26.44
84	Emtici Engineering ltd.	C	Khera SSA	305	305	0.00
85	Lee & Nee Softwares (Exports) Ltd.	C	Bhuvaneshwar	303	303	0.00
86	CJM Consultancy Services Pvt. Ltd.	B&C	Delhi, Ghaziabad	59	301	410.17
87	Atria Convergence Technologies Pvt. Ltd.	B	Karnataka	462	298	-35.50
88	Alliance Broadband Services Pvt. Ltd.	B	Kolkata	290	290	0.00
89	CJ Online Pvt. Ltd.	C	Ghaziabad SSA	320	287	-10.31
90	NetMagic Solutions (P) Ltd.	B	Mumbai	256	267	4.30
91	GUJ Info Petro Ltd.(GIPL)	A	All India	262	262	0.00
92	Karuturi Networks Limited	B	Karnataka	200	234	17.00
93	Vainavi Industries Ltd. (MAC Info Pvt. Ltd.)	B	Hydrabad	230	230	0.00
94	Starnet Online Services Ltd.	C	Visakha patnam SSA	216	216	0.00
95	i2i Enterprise Ltd.	A	All India	197	214	8.63
96	Gateway Systems Pvt. Ltd.	A	All India	301	204	-32.23
97	Trans Virtual Pvt. Ltd.	C	Guwahati	196	196	0.00
98	Digital Nagpur Online Pvt. Ltd.	C	Nagpur	186	186	0.00
99	Online Media Solutions Ltd.	B	Andhra Pradesh	175	176	0.57
100	del DSL Internet Pvt. Ltd.	B&C	Delhi, Ghaziabad, Gurgaon	173	173	0.00
101	Planet Internet Satellite Pvt. Ltd.	C	Nadiad SSA	170	154	-9.41
102	Q Tel Comtech Ltd.	C	Gurgaon	154	154	0.00
103	North East Online Services Pvt. Ltd.	C	Guwahati	142	142	0.00

104	Tawi e.com	C	Jammu Tawi	1476	119	-91.94
105	Cable Combine Communication Pvt. Ltd.	C	Siliguri	116	116	0.00
106	Worldcom Communications Pvt. Ltd.	A	All India	110	110	0.00
107	Viraj Telecom Ltd.	B	Karnataka	105	105	0.00
108	Estel Communications Pvt. Ltd.	A	All India	100	99	-1.00
109	Reach Network India Pvt. Ltd.	A	All India	93	93	0.00
110	Czars Oleoresin Pvt. Ltd.	C	Gulbarga	37	83	124.32
111	Sanyog Networks Pvt. Ltd.	C	Tripura	80	80	0.00
112	Mynet Services India Pvt. Ltd.	C	Salem	74	74	0.00
113	Instant Cable Network Pvt. Ltd.	C	Gurgaon SSA	72	72	0.00
114	Saravana Cables Pvt. Ltd.	c	Trichirapalli SSA	68	68	0.00
115	Manipal Ecommerce Ltd. (Manipal Control Data Electronic Commerce Ltd.)	B	Karnataka	72	65	-9.72
116	n-Logue Communications(P) Ltd	A	All India	268	59	-77.99
117	L&T Finance Ltd. (L&T Netcom Ltd.)	A	All India	62	56	-9.68
118	Vebtel Obconic Internet Protocol Pvt. Ltd.	B	Andhra Pradesh	32	55	71.88
119	Direct Internet Pvt. Ltd.	B	Delhi	46	46	0.00
120	VSNL Broadband Ltd. (Tata Power Broadband Company)	B	Mumbai	38	45	18.42
121	Swastik netvision telecom pvt. Ltd.	B	Gujrat	55	38	-30.91
122	Pioneer Online Service Pvt. Ltd.	B	Andhra Pradesh	36	36	0.00
123	Nettlinx Ltd.	B	Andhra Pradesh	27	35	29.63
124	Opto Networks Pvt.Ltd.	C	Ghaziabad, Meerut SSA	32	34	6.25
125	Indian Quotations Systems Pvt. Ltd.	B	Mumbai	32	32	0.00
126	RailTel Corporation of India Ltd.	A	All India	27	27	0.00
127	Chandra net Pvt. Ltd.	B	Gujrat	25	25	0.00
128	PBC Venture Ltd. (earlier Chemical & Metallurgical Design Co. Ltd.)	B	Delhi	21	23	9.52
129	Access Online Pvt. Ltd.	B	Mumbai	22	22	0.00
130	IOL Broadband Ltd. (India Online Network Ltd.)	B	Mumbai	22	22	0.00
131	Gujrat Narmada Valley Fertilizer Co. Ltd. (GNFC)	A	All India	21	21	0.00
132	Aksh Broadband Ltd.	C	Jaipur SSA	45	19	-57.78
133	Essel Shyam Communication Ltd,	A	All India	18	18	0.00
134	Centre for Development of Advanced Computing, C-DAC (Electronics Research and	C	Ghaziabad	17	17	0.00

	Development Centre of India (ER&DC))					
135	Conjoinex Technologies Pvt. Ltd.	C	J&K, Chandigarh	16	17	6.25
136	World Phone Internet services (P) Ltd.	A	All India	17	17	0.00
137	Astro Network India Pvt. Ltd.	A	All India	16	16	0.00
138	Arun Girija Communications Pvt Ltd.	C	Patna SSA	15	15	0.00
139	GTL Ltd.	A	All India	40	15	-62.50
140	Nachiket (I) Management Services (P) Ltd. (Diksha Cyber City)	C	Sri Ganganagar	13	13	0.00
141	Uttar Pradesh Network Pvt. Ltd.	B	Uttar Pradesh (E&W)	10	10	0.00
142	Samkhya Networks (P) Ltd.	C	Gurgaon	9	9	0.00
143	A-Team Information Technology Ltd.	C	Erode	8	8	0.00
144	Cyquator Technologies Ltd.	A	All India	9	8	-11.11
145	Software Technology Park of India (STPI)	A	All India	8	8	0.00
146	Akaansha Infotainment Pvt. Ltd.	C	Kamrup SSA	6	6	0.00
147	Astra Infonets Pvt. Ltd.	B	Hydrabad	8	6	-25.00
148	Godrej Infotech Ltd.	B	Mumbai	5	5	0.00
149	Surana Telecom Ltd.	B	Andhra Pradesh	3	3	0.00
150	Compucom (I) Ltd.	C	Jaipur SSA	2	2	0.00
151	Antriksh Technologies Pvt. Ltd.	C	Jammu SSA	354	0	-100.00
152	Apna Telelink Pvt LTD	C	Jalandhar SSA	0	0	
153	HCL Comnet	A	All India	0	0	
154	Nelco Ltd.	A	All India	0	0	
155	Shreedhar Infosys Ltd.	C	Varanasi SSA	0	0	
	<b>Total</b>			<b>6125010</b>	<b>6703256</b>	<b>9.44</b>

**Table 4.1**

**Subscriber Base of Public Mobile Radio Trunking Service (PMRTS)**

<b>Subscriber base of PMRTS Service Operators for quarter ending September &amp; December, 2005</b>				
<b>Sr. No.</b>	<b>Service Providers</b>	<b>Operative Area</b>	<b>Subscriber Base</b>	
			<b>30-09-2005</b>	<b>31-12-2005</b>
1	Aryadoot Transport Pvt Limited	Vishakhapatnam	1119	1219
2	Jet-Aiu Skyline Transport Pvt Ltd.	Indore	367	380
3	Container Movement (Bombay) Transport Pvt Ltd.	Delhi	5	5
4	Arya Offshore Services Pvt Ltd.	Mumbai	548	568
		Chennai	820	887
	<b>Total</b>		<b>1368</b>	<b>1445</b>
5	German Express Shipping Agency (India) Pvt Ltd. (Hapag Llyod)	Navi Mumbai (Belapur)	645	629
		Delhi	516	507
	<b>Total</b>		<b>1161</b>	<b>1136</b>
6	United Liner Agencies of India (Pvt) Ltd	Delhi	694	665
		Calcutta	1113	1076
	<b>Total</b>		<b>1807</b>	<b>1741</b>
7	Procall Limited	Delhi	6826	7054
		Jaipur	332	339
		Gurgaon	929	653
		Faridabad	239	242
	<b>Total</b>		<b>8326</b>	<b>8288</b>
8	The Arvind Mills Ltd.	Delhi	684	670
		Faridabad	1	1
		Mumbai	1383	1315
		Vashi	46	46
		Ahmedabad	245	271
		Baroda	376	369
		Surat	1042	877
		Chennai	1197	1355
		Bangalore	2107	2109
	<b>Total</b>		<b>7081</b>	<b>7013</b>
9	Smarttalk Pvt. Ltd.	Pune	821	844
		Vashi	260	278

		Mumbai	392	309
	<b>Total</b>		<b>1473</b>	<b>1431</b>
10	Quickcalls India Pvt. Ltd.	Bangalore	2137	2300
		Hyderabad	1193	1282
		Chennai	618	527
	<b>Total</b>		<b>3948</b>	<b>4109</b>
11	Bhilwara Telenet Services Pvt. Ltd.	Mumbai	968	1008
		Delhi	0	0
	<b>Total</b>		<b>968</b>	<b>1008</b>
12	India Satcom Ltd.	Bangalore	244	250
	<b>Grand Total</b>		<b>27867</b>	<b>28025</b>

\* Service Providers have not reported the data so the last quarter figures have been retained.

Table 4.2

### Subscriber Base of VSAT Service Providers

#### (i) Subscriber Base of VSAT Service Operators

Sr. No.	Service Provider	Quarter ending			
		March, 2005	June, 2005	Sep-05	Dec-05
1	<b>Hughes</b>	12012	12454	13269	14267
2	<b>HCL Comnet</b>	13452	14129	14882	16192
3	<b>Comsat Max</b>	4453	4540	4655	4661
4	<b>Bharti BT</b>	5581	6134	6199	6929
5	<b>Essel Shyam</b>	1652	2073	2209	2486
6	<b>Tata Services</b>	949	1024	1669	1969
7	<b>Telstra Vishesh*</b>	127	127	127	Not reported
8	<b>ITI</b>	51	49	49	49
9	<b>GNFC</b>	25	26	24	24
	<b>Total</b>	<b>38302</b>	<b>40556</b>	<b>43083</b>	<b>46577</b>

#### (ii) Growth Rate & Market Share of Subscriber Base

Sr. No.	Name of Service Provider	Quarter ending		%age growth rate	%age Market Share
		Sept, 05	Dec-05		
1	<b>Tata Services</b>	1669	1969	17.97	4.23
2	<b>HCL Comnet</b>	14882	16192	8.80	34.76
3	<b>Essel Shyam</b>	2209	2486	12.54	5.34
4	<b>Hughes</b>	13269	14267	7.52	30.63
5	<b>Bharti BT</b>	6199	6929	11.78	14.88
6	<b>Comsat Max</b>	4655	4661	0.13	10.01
7	<b>Telstra Vishesh*</b>	127	Not reported	0.00	0.00
8	<b>GNFC</b>	24	24	0.00	0.05
9	<b>ITI</b>	49	49	0.00	0.11
	<b>Total</b>	<b>43083</b>	<b>46577</b>	<b>8.11</b>	<b>100.00</b>

\* Service Providers not reported their data in this quarter, the figure of last quarter has been retained.

**Table 6.1****No of Cable and Satellite TV Households**

NRS Survey 2005	60.70 Million (Both Urban + Rural)
MPA Research Estimates) (year ending 31 <sup>st</sup> December' 2005)	64.85 Million (includes 0.75 Million DTH Households)
NRS Survey 2003	42.58 Million
IRS Survey (June 2004)	43 Million
IRS Estimates by end of 2005	46.50 Million

**Source:** Based on Reports quoting NRS / IRS Survey(s) and MPA Research Estimates

**Table 6.2**

**Genrewise % in share of viewership Vs Advertisement Revenue Share for 2004 & 2005**

<b>Channel Category</b>	<b>2004</b>		<b>2005</b>	
	<b>Share of Viewership</b>	<b>Share of Revenue</b>	<b>Share of Viewership</b>	<b>Share of Revenue</b>
GEC (Gen Entertainment Channel)	33.0%	47.0%	33.6%	39.5%
Regional Language	41.0%	20.4%	36.5%	24.8%
News Channels	5.4%	10.3%	6.5%	11.9%
Hindi Film Channels	5.0%	3.7%	7.8%	5.6%
English Entertainment	2.0%	4.4%	1.2%	3.8%
Sports*	9.0%	10.0%	8.3%	8.8 %
Infotainment / Kids	3.0%	2.2%	3.8%	2.6%
Music/ Comedy/ Lifestyle/ Fashion	2.0%	1.5%	2.1%	2.9%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Source:** TAM (All HHs, 4+ Years), AdEx India, Industry Sources. (4+ years means viewers above the age group of 4)



**Table 6.3**

**Viewing Pattern of FTA Vs Pay Channels (in % terms) (+4 Cable and Satellite viewers) in four metros during the period (July-Sep'05)(Q3) and (Oct-Dec' 05)(Q4)**

Figures in %

<b>Genre</b>	<b>Chennai</b>		<b>Delhi</b>		<b>Kolkata</b>		<b>Mumbai</b>	
	<b>Q3</b>	<b>Q4</b>	<b>Q3</b>	<b>Q4</b>	<b>Q3</b>	<b>Q4</b>	<b>Q3</b>	<b>Q4</b>
Cable Channels	1	0	11	11	13	13	12	11
FTA Channels	95	95	<b>23</b>	<b>28</b>	<b>37</b>	<b>42</b>	27	29
Pay Channels	4	5	66	61	50	45	61	60
<b>Total</b>	100	100	100	100	100	100	100	100

**Source:** TAM consultancy Report to TRAI for the Quarter July – Sept 2005, Oct – Dec 2005

% Figures rounded off to whole numbers  
+4 means viewers of the age above 4

**Table 6.4 (a)**

**Range (Minimum and Maximum) of number of channels Pay, FTA, Local regularly carried on network as at the end of quarter ending September 2005(Q3)and quarter ending December' 2005 (Q4)**

(Figures are number of channels)

	Pay Channels		FTA Channels		Local Channels		Total	
	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4
Maximum	54	63	149	149	7	7	183	183
Minimum	26	32	27	34	0	1	55	80
No of Agencies /Service Providers Reporting							4	7
The digital services on the basis of reporting MSOs are offered in the cities of Delhi, Mumbai, Pune, Bangalore, Chennai and Kolkata								
Note : The figures of maximum and minimum are based on no of channels (analogue and / or digital) reported across different networks of different reporting service providers having different combinations of pay, FTA and Local channels. Therefore the sum of number pay/FTA/Local channels column will not add to give figures in the total column.								

**Table 6.4 (b)****Minimum and Maximum) of number of channels Pay, FTA, Local regularly carried under different modes ( Analogue or Digital or Simulcast) during quarter ending 31<sup>st</sup> December' 2005**

(Figures are number of channels)

<b>As Reported for the Quarter Ending Dec 05</b>				
<b>Mode</b>	<b>Range</b>	<b>Pay Channels</b>	<b>FTA Channels</b>	<b>Local Channels</b>
Analogue	Max	57	64	7
	Min	21	34	1
Digital	Max	56	120	1
	Min	33	56	1
Analogue cum Digital (simulcast)	Max	36	40	1
	Min	33	28	1
<p>Note: The figures of maximum and minimum are based on no of channels (analogue and / or digital) reported across different networks of different reporting service providers having different combinations of pay, FTA and Local channels. Therefore figures in various cells above across a particular row as a combination may not give indication of size of network.etc.. Similar information is not available for the previous quarter ending Sept 2005 for all reported networks.</p>				

**Table 6.5**

**Information on New Pay Channels and Free to Air (FTA) channels converted into Pay Channels after 26.12.2003**

S.No	Name of the Channel	Name of Broadcaster /Distributor	Whether New Pay Channel or FTA Channel turned Pay
1	ZOOM	Bennett, Coleman & Co	New Pay Channel
2	Hangama TV	Star India P Ltd	New Pay channel
3	Animax India	Set Discovery P Ltd	New Pay channel
4	Discovery – Travel & Living	Set Discovery P Ltd	New Pay channel
5	Star One	Star India P Ltd	New Pay channel
6	VH 1	Zee Turner Ltd	New Pay channel
7	Pogo \$	Zee Turner Ltd	New Pay channel
8	ESPN Plus	ESPN Software India Private Limited	New Pay channel
9	Toon Disney	Star India P Ltd	New Pay channel
10	Disney Channel	Star India P Ltd	New Pay channel
11	Zee Action (Action Cinema)	Zee Turner Ltd	New Pay channel
12	Zee Premier (Premier Cinema)	Zee Turner Ltd	New Pay channel
13	Zee Classic (Classic Cinema)	Zee Turner Ltd	New Pay channel
14	Zee Select (MX)	Zee Turner Ltd	New Pay channel
15	Awaaz	Zee Turner Ltd	New Pay channel
16	Zee Business News	Zee Turner Ltd	New Pay channel
17	Channel [V] International	Star India P Ltd	New Pay channel
18	UDAYA TV	Sun Network	FTA to Pay
19	Ushe TV	Sun Network	FTA to Pay
20	Udaya News	Sun Network	FTA to Pay
21	MTV	Set Discovery P Ltd	FTA to Pay
22	NDTV Profit	Set Discovery P Ltd	New Pay Channel
23	NDTV 24X7	Set Discovery P Ltd	FTA to Pay
24	ZEE SPORTS	ZEE Turner Ltd	New pay Channel
25	SAB TV	Set Discovery P Ltd	FTA to Pay
26	Adithya Music \$	M/s Channel Plus	New Pay Channel
27	Teja News \$	M/s Channel Plus	New Pay Channel
28	ETV \$	Ms Ushodaya Enterprises Limited	FTA to Pay
29	ETV 2 \$	Ms Ushodaya Enterprises Limited	FTA to Pay
30	Times Now \$	M/s Times Global Broadcasting Company Ltd	Pay Channel

- Note:- 1. The distribution of Nick, Ten Sports and HBO changed hands and were pay channels as on 26.12.03.
2. In respect of S.No's 11-14, the names in brackets are the new names
3. \$ Not as Pay channels in Chennai

**Table 6.6****No. of Applications / Letters of Intent / Licenses Issues in respect of DTH Service Provider**

	<b>Up to 30.9.2005</b>	<b>Up to 31.12.2005</b>
Total No. of Applications Received	6	6
No of Licenses issued	1	1
No of Letters of Intent Issued	2	2
No of Applications rejected	NIL	1
No of Applications under consideration	3	2

**Source:** Ministry of Information & Broadcasting

**Table 6.7****Status of Community Radio Stations in the country as at the end of month ending Nov 2005 (to be updated for Dec 2005)**

S NO	Particulars	Upto 30.9.2005	Upto 30.11.2005
1	No of Applications Received	76	89
2	No of Letter of Intents Issued	41	45
3	Number of Applications Rejected	8	8
4	No of License Issued/License Agreement Signed	24	25
5	No of Stations Operational	13	15

Source : Ministry of Information and Broadcasting

## Annex 1.1

### Details of Fixed Service Licenses issued to private operators

<b>Service Provider</b>	<b>Service Area</b>	<b>DoT. Letter. Reference No.</b>	<b>License No.</b>	<b>Date</b>
<b>Bharti</b>	M P		17-12/95-BS-II	28.02.1997
<b>HFCL</b>	Punjab	10-10-2003-BS-II / Vol-II	17-15/95-BSII/Punjab	07.11.1997
<b>Tata</b>	Maharashtra including Mumbai	10-10-2003-BS-II	17-11/95-BS-II	30.09.1997
<b>Shyam</b>	Rajasthan	10-10-2003-BS-II / Vol-II	17-16/95-BS-II/Rajasthan	04.03.1998
<b>Tata</b>	A P	10-10-2003-BS-II	17-1/95-BS-II/Andra Pradesh	04.11.1997
<b>Tata</b>	TN	10-10-2003-BS-II	18-61/2001-BS-II	31.08.2001
<b>Tata</b>	Karnataka	10-10-2003-BS-II	18-59/2001-BS-II	31.08.2001
<b>Tata</b>	Delhi	10-10-2003-BS-II	18-57/2001-BS-II/Delhi	31.08.2001
<b>Tata</b>	Gujarat	10-10-2003-BS-II	18-58/2001-BS-II	31.08.2001
<b>Reliance</b>	Bihar	10-10-2003-BS-II / Vol-II	18-113/2001-BS-II	20.07.2001
<b>Reliance</b>	Delhi	10-10-2003-BS-II / Vol-II	18-32/2001-BS-II	20.07.2001
<b>Reliance</b>	Gujarat	10-10-2003-BS-II / Vol-II	17-6/95-BS-II	18.03.1997
<b>Reliance</b>	Haryana	10-10-2003-BS-II / Vol-II	18-30/2001-BS-II	20.07.2001
<b>Reliance</b>	HP	10-10-2003-BS-II / Vol-II	18-116/2001-BS-II	20.07.2001
<b>Reliance</b>	Karnataka	10-10-2003-BS-II / Vol-II	18-35/2001-BS-II	20.07.2001
<b>Reliance</b>	Kerala	10-10-2003-BS-II / Vol-II	18-38/2001-BS-II	20.07.2001
<b>Reliance</b>	MP	10-10-2003-BS-II / Vol-II	18-32/2001-BS-II	20.07.2001
<b>Reliance</b>	Maharashtra	10-10-2003-BS-II / Vol-II	18-36/2001-BS-II	20.07.2001
<b>Reliance</b>	Orissa	10-10-2003-BS-II / Vol-II	18-112/2001-BS-II	20.07.2001
<b>Reliance</b>	Punjab	10-10-2003-BS-II / Vol-II	18-31/2001-BS-II	20.07.2001
<b>Reliance</b>	Rajasthan	10-10-2003-BS-II / Vol-II	18-115/2001-BS-II	20.07.2001
<b>Reliance</b>	Tamil Nadu	10-10-2003-BS-II / Vol-II	18-29/2001-BS-II	20.07.2001
<b>Reliance</b>	UP(East)	10-10-2003-BS-II / Vol-II	18-34/2001-BS-II	20.07.2001
<b>Reliance</b>	UP(West)	10-10-2003-BS-II / Vol-II	18-39/2001-BS-II	20.07.2001

### List of Cellular, Fixed & Unified Access Service Providers

Circle	Operators		
	Mobile		Fixed
	Cellular	Unified	
Delhi	Hutch	Reliance Infocomm	MTNL
	MTNL	Tata Teleservices	
	Idea Cellular	Bharti Televentures Ltd	
Mumbai	BPL	Reliance Infocomm	MTNL
	Hutch	Tata Teleservices	
	MTNL	Bharti Televentures Ltd	
Chennai	Aircel Cellular	Reliance Infocomm	BSNL
	BSNL	Tata Teleservices	
	Hutchison South	Bharti Televentures Ltd	
Kolkata	Hutchison East	Reliance Infocomm	BSNL
	BSNL	Tata Teleservices	
	Reliable Internet Services Ltd.	Bharti Televentures Ltd	
Maharashtra	BPL	Reliance Infocomm	BSNL
	Idea Cellular	Tata Teleservices	
	BSNL	Bharti Televentures Ltd	
Gujarat	Fascel (Hutch)	Reliance Infocomm	BSNL
	Idea Cellular	Tata Teleservices	
	BSNL	Bharti Televentures Ltd	
Andhra Pradesh	Idea Cellular	Reliance Infocomm	BSNL
	Hutchison South	Tata Teleservices	
	BSNL	Bharti Televentures Ltd.	
Karnataka	Spice *	Reliance Infocomm	BSNL
	BSNL	Tata Teleservices	
	Hutch South	Bharti Televentures Ltd.	
Tamilnadu	BPL	Reliance Infocomm	BSNL
	Aircel	Tata Teleservices	
	BSNL	Bharti Televentures Ltd	
Kerala	Idea Communications	Reliance Infocomm	BSNL
	BPL	Tata Teleservices	
	BSNL	Bharti Televentures Ltd	
Punjab	BSNL	Reliance Infocomm	BSNL
	Hutchinson South	HFCL Infocom	
		Tata Teleservices	
		Bharti Televentures Ltd.	
	Spice Communications		



Haryana	Idea Communications	Reliance Infocomm	BSNL
	ADIL (Hutch)	Tata Teleservices	
	BSNL	Bharti Televentures Ltd.	
Uttar Pradesh(W)	Idea Communications	Reliance Infocomm	BSNL
	BSNL	Huchinson Essar South Ltd.	
		Tata Teleservices	
		Bharti Televentures Ltd.	
Uttar Pradesh(E)	ADIL (Hutch)	Reliance Infocomm	BSNL
	BSNL	Tata Teleservices	
	Escorts Communications	Bharti Televentures Ltd.	
Rajasthan	ADIL (Hutch)	Reliance Infocomm	BSNL
	Bharti Ltd.	Tata Teleservices	
	BSNL	Shyam Telelink	
	Escorts Communications		
Madhya Pradesh	Idea	Reliance Infocomm	BSNL
	BSNL	Tata Teleservices	
	Reliance Telecom	Bharti Televentures Ltd.	
WB&A&N	BSNL	Reliance Infocomm	BSNL
	Reliance Telecom	Tata Teleservices	
		Bharti Televentures Ltd.	
		Huchinson Essar South Ltd.	
		Dishnet Wireless Ltd.	
Himachal Pradesh	BSNL	Reliance Infocomm	BSNL
	Reliance Telecom	Tata Teleservices	
	Escorts Communications	Dishnet Wireless Ltd.	
		Bharti Televentures Ltd.	
Bihar	BSNL	Reliance Infocomm	BSNL
	Reliance Telecom	Tata Teleservices	
		Bharti Televentures Ltd.	
		Dishnet Wireless Ltd.	
Orissa	BSNL	Reliance Infocomm	BSNL
	Reliance Telecom	Tata Teleservices	
		Bharti Televentures Ltd.	
		Dishnet Wireless Ltd.	
Assam	BSNL	Dishnet Wireless Ltd.	BSNL
	Reliance Telecom	Bharti Televentures Ltd.	

North East	Reliance Telecom	Dishnet Wireless Ltd.	BSNL
	BSNL		
	Bharti Hexacom Ltd.		
Jammu & Kashmir	BSNL	Dishnet Wireless Ltd.	BSNL
		Bharti Televentures Ltd.	
		Reliance Infocomm	

\* Spice became UASL in December 2005

**Average Revenue Per User (ARPU)**

Table a: ARPU (Rs. per month during the quarter)

Circle	Postpaid	Prepaid	Blended ARPU
Circle A	511	205	255
Circle B	395	206	226
Circle C	379	178	193
Metro	574	216	296
<b>All India</b>	<b>511</b>	<b>207</b>	<b>256</b>

Table b: Trends in All India Monthly ARPU

Quarter ending	ARPU (Rs. per month)
Mar-05	<b>241</b>
Jun-05	<b>240</b>
Sep-05	<b>244</b>
Dec-05	<b>256</b>

Table c: Trends in All India Monthly ARPU

Quarter ending	ARPU (Rs. per month)
Dec-04	398
Mar-05	394
Jun-05	381
Sep-05	374
Dec-05	<b>362</b>

## Usage Pattern for CDMA

Table a: MOU &amp; SMS (per subscriber per month)

	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	371	296	668	25	140	242	382	13
Circle B	372	280	652	26	201	257	457	15
Circle C	371	229	600	26	240	162	402	12
Metro	381	312	693	31	165	271	437	11
<b>All India</b>	375	298	673	28	171	251	423	13

Table b: BLENDED [Postpaid + Prepaid]

	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	178	251	428	15
Circle B	219	259	478	16
Circle C	250	167	417	13
Metro	216	274	491	16
<b>All India</b>	205	257	462	15

Table c: Composition of outgoing Local (Intra-circle) minutes of use

Circle	To Fixed	To Mobile	To Own Network (Mobile)
Circle A	14%	86%	58%
Circle B	10%	90%	68%
Circle C	7%	93%	33%
Metro	15%	85%	60%
<b>All India</b>	13%	87%	60%

Table d: Composition of outgoing NLD (Inter-Circle) minutes of use

Circle	To Fixed	To Mobile
Circle A	31%	69%
Circle B	29%	71%
Circle C	28%	72%
Metro	34%	66%
<b>All India</b>	32%	68%

Table e: Composition of Total outgoing minutes of use (excl. ILD)

Circle	To Fixed	To Mobile
Circle A	16%	84%
Circle B	12%	88%
Circle C	8%	92%
Metro	18%	82%
<b>All India</b>	15%	85%

## Usage Pattern for GSM

Table a: MOU &amp; 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	318	387	705	43	114	204	318	62
Circle B	287	393	679	37	113	173	286	29
Circle C	307	226	533	29	157	247	403	14
Metro	306	388	694	45	86	205	291	34
<b>All India</b>	306	373	679	41	110	197	307	40

Table b: BLENDED [Postpaid + Prepaid]

	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	163	248	410	58
Circle B	144	212	356	30
Circle C	197	241	438	18
Metro	147	256	402	37
<b>All India</b>	155	237	393	40

Table c: Composition of outgoing Local (Intra-circle) minutes of use

Circle	To Fixed	To Mobile	To Own Network (Mobile)
Circle A	17%	83%	51%
Circle B	19%	81%	57%
Circle C	33%	67%	70%
Metro	15%	85%	43%
<b>All India</b>	19%	81%	53%

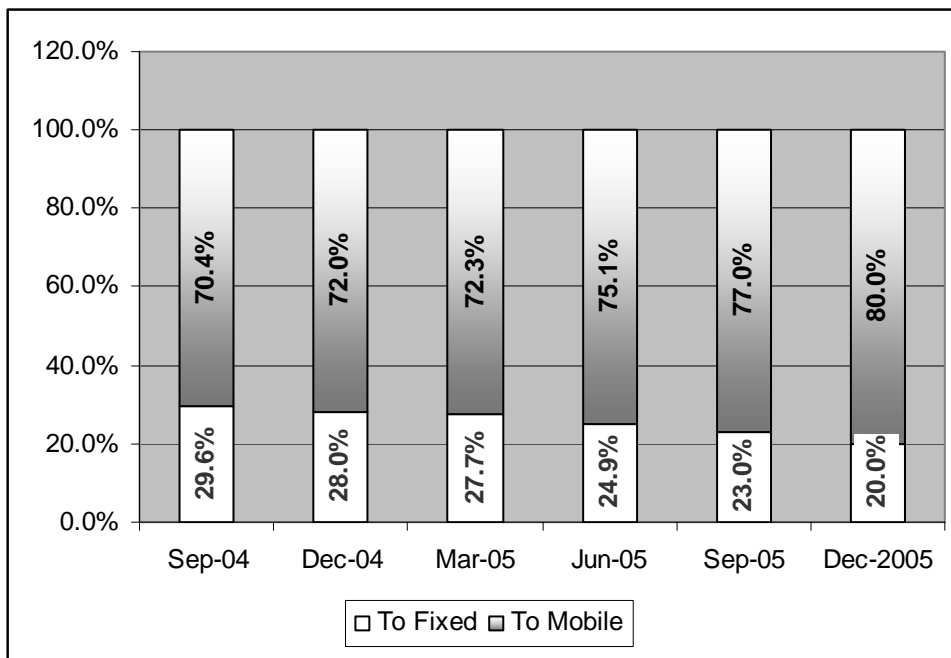
Table d: Composition of outgoing NLD (Inter-Circle) minutes of use

Circle	To Fixed	To Mobile
Circle A	29%	71%
Circle B	28%	72%
Circle C	32%	68%
Metro	27%	73%
<b>All India</b>	28%	72%

Table e: Composition of Total outgoing minutes of use (excl. ILD)

Circle	To Fixed	To Mobile
Circle A	19%	81%
Circle B	20%	80%
Circle C	33%	67%
Metro	18%	82%
<b>All India</b>	20%	80%

Chart: Trend in composition of total outgoing MOUs (excl. ILD)



## Revenue Per Minute (RPM)

Table a: Revenue realization per minute for total usage [Incoming + Outgoing MOU]

Circle	Postpaid	Prepaid	[In Rs.]
			Blended
Circle A	0.77	0.54	0.59
Circle B	0.61	0.45	0.47
Circle C	0.63	0.44	0.46
Metro	0.86	0.50	0.60
<b>All India</b>	<b>0.77</b>	<b>0.49</b>	<b>0.55</b>

Table b: Revenue realization per minute for total usage [Incoming + Outgoing MOU]

Circle	Postpaid	Prepaid	[In Rs.]
			Blended
Circle A	0.85	0.88	0.87
Circle B	0.79	0.97	0.91
Circle C	0.85	0.71	0.75
Metro	1.12	1.06	1.08
<b>All India</b>	<b>0.92</b>	<b>0.93</b>	<b>0.92</b>



### Growth Pattern of Internet Subscribers

Chart 4 - Growth Trends

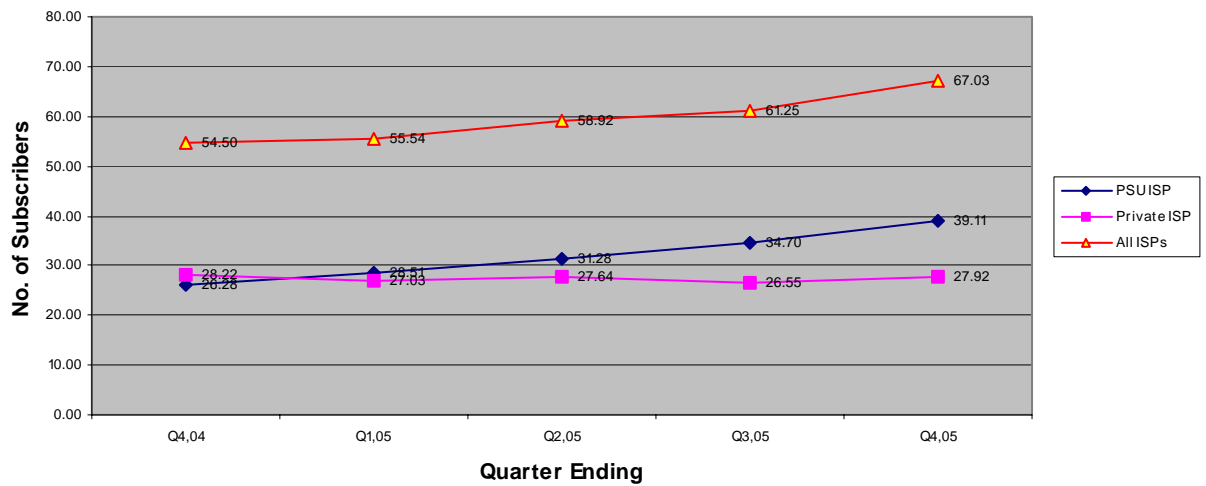
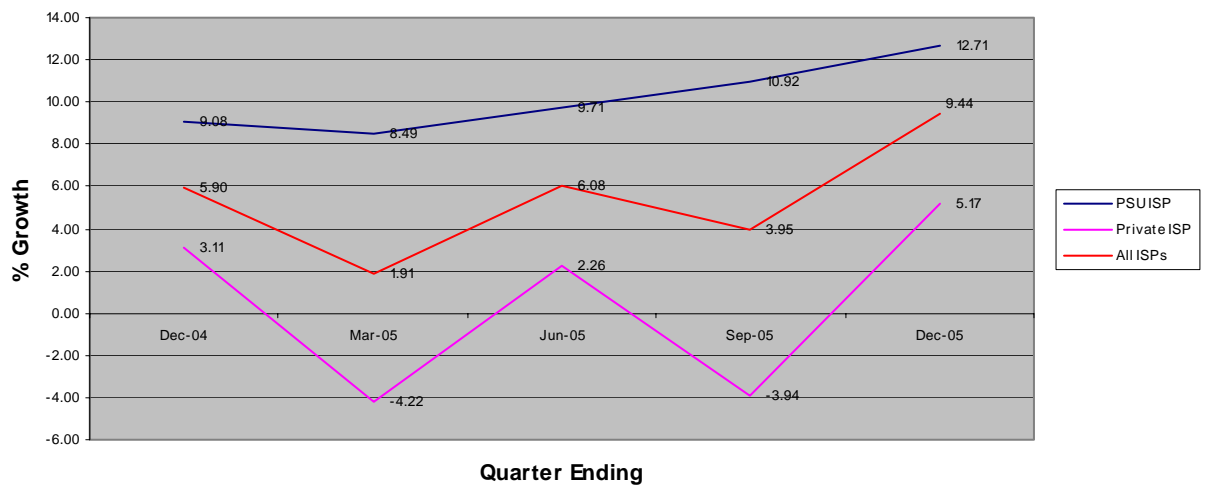


Chart 5 - Growth Trends-II

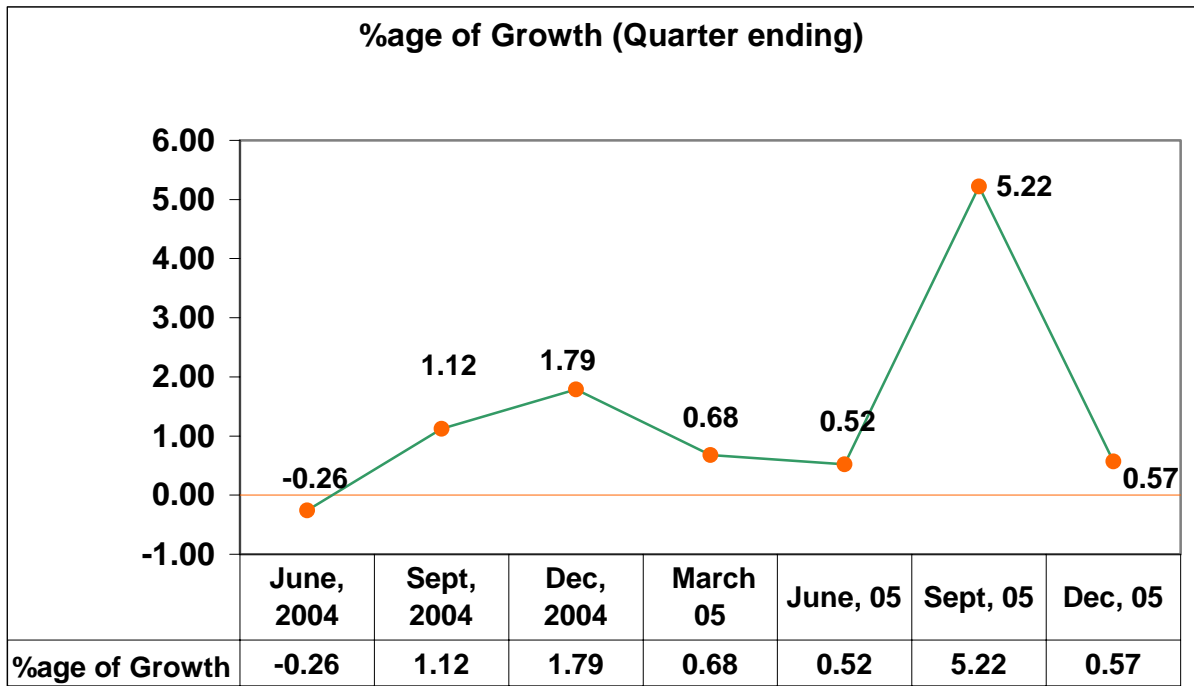


**List of Internet Telephony Service Providers**

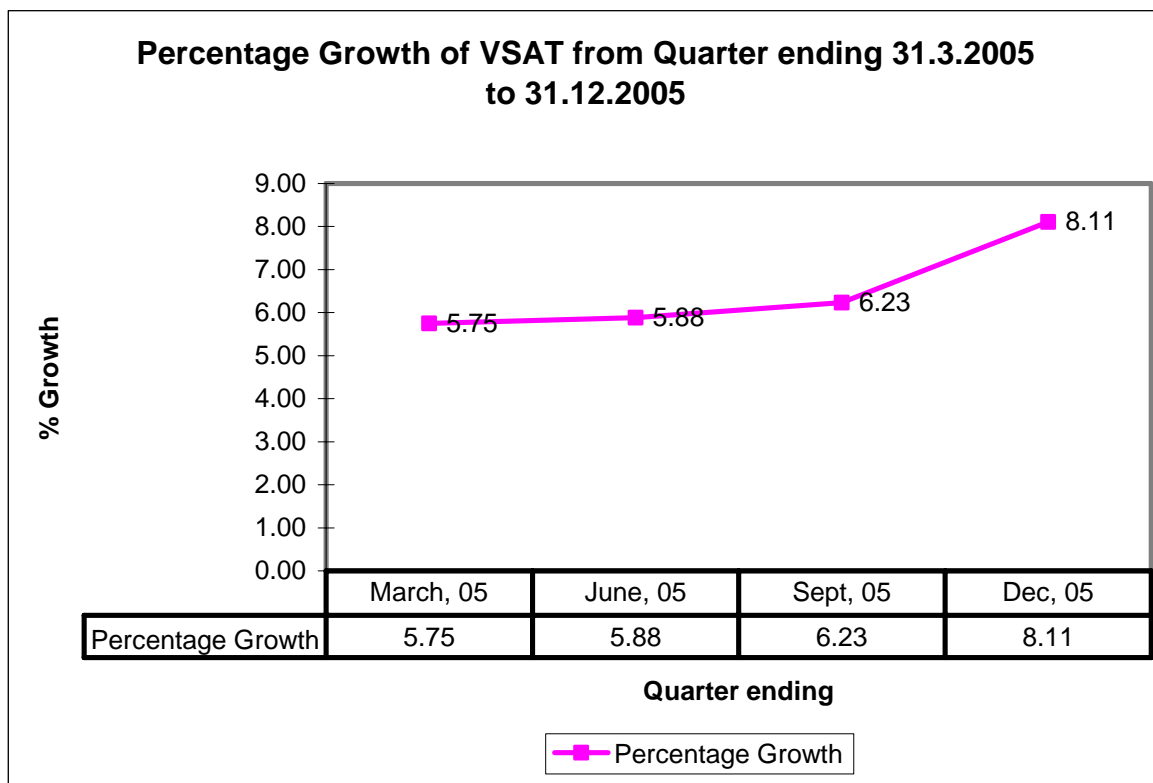
<b>S. No.</b>	<b>Name of ISPs</b>
1	Apna Telelink Pvt. Ltd.
2	Asianet Satellite Communications Ltd.
3	BG Broadband India Pvt. Ltd.
4	Bharti Broadband Network Ltd.
5	BSNL
6	City Online Services Pvt. Ltd.
7	Data Infosys Ltd.
8	Data Link Impex Pvt. Ltd.
9	Digital2Virtual SP Pvt. Ltd.
10	Estel Communications Pvt. Ltd.
11	Gateway Systems (I) Pvt. Ltd.
12	Growth Compusoft Exports Ltd.
13	GTL Limited
14	Hathway Cable & Datacom Pvt. Ltd.
15	HCL Infinet Ltd.
16	Icenet.net Limited
17	In2Cable.Com (India) Ltd
18	iServe India Solutions Pvt. Ltd.
19	Jain Infonet Pvt. Ltd.
20	Karuturi Networks Ltd.
21	Mahanagar Telephone Nigam Limited
22	Narmada Cyberzone Pvt. Ltd.
23	NetMagic Solutions (P) Ltd.
24	Nettlinx Ltd.
25	Online Media Solution Ltd.
26	Opto network Pvt. Ltd.
27	Ortel Communications Ltd.
28	PBC Venutres Ltd.
29	Primus Telecommunication India Ltd.
30	Rolta India Limited
31	SAB Infotech Pvt. Ltd.
32	Seven Star Dot Com
33	Sify Ltd.
34	Southern Online Services Ltd.
35	Surana Telecom Ltd.
36	Swiftmail Communications Ltd.
37	Trak Online Net India Pvt.Ltd
38	Trikon electronics Pvt. Ltd.
39	Value Healthcare Ltd.
40	VSNL
41	Wilnet Communications Pvt. Ltd.
42	World Phone Internet Services (P) Ltd.

43	Swastik Netvision Telecom Pvt. Ltd.
44	Pioneer Online Pvt. Ltd.
45	Speed Online.net Pvt. Ltd.
46	Bharti Infotel Ltd.
	Mylai Karpagambal Information Systems Pvt.
47	Ltd.
48	DelDSL Internet Pvt. Ltd.
49	Vebtel Obconic Internet Protocol Pvt. Ltd.
50	Growth Compusoft Exports Ltd.
51	Tata Teleservices (Maharashtra) Ltd.

**Growth Rate of PMRTS subscribers**



**Growth Rate of VSAT Subscribers**



**Annex 5.1**

**Quality of Service (QOS) Performance for Basic Services**

S. No	Service Area	Service Provider	New connections after registration of demand	Fault incidences per 100/sub/month)	Fault repaired by next working day	Mean Time to Repair (MTR)	Grade of service (calls per thousand)	Call completion rate in local network	Metering & billing credibility- % of bills disputed	Shifts	Closures	Additional facility	Response Time to the Customer for Assistance						
													95% of requests			%age of calls answered (electronically)		%age of calls answered by operator (voice to voice)	
													100% in < 7days	<5	>90%	<8 hrs	a) Junction between local exchange (2/1000)	>55%	<0.1%,
1	ANDRA PRADESH	BSNL	78.18	5.01	NA	19.00	NA	55.00%	0.03	69.40	78.44	NA	NA	NA	NA				
		RELIANCE	57.52	3.00	2.87	4.90	0.4100	NA	2.24	100.00	34.68	95.51	NA	NA	91.50	100.00			
		BHARTI	94.09	12.18	1.72	2.26	0.0020	53.00%	1.80	59.91	88.66	100.00	NA	NA	75.85	81.89			
		TATA	87.43	3.29	59.52	17.14	0.2170	49.30%	0.10	85.78	98.00	94.84	NA	NA	NA	NA			
2	BIHAR	BSNL	28.33	9.81	NA	13.00	NA	37.00%	0.04	100.00	NA	NA	NA	NA	NA				
		RELIANCE	100.00	4.54	75.00	4.65	0.0310	NA	0.00	NIL	NIL	76.92	NA	NA	91.50	100.00			
3	DELHI	MTNL	50.00	10.63	88.56	10.98	0.0020	47.00%	0.08	84.40	75.34	66.18	100.00	100.00	89.00	83.00			
		RELIANCE	22.65	2.61	2.92	5.27	0.0000	NA	0.10	57.14	50.00	93.97	NA	NA	91.50	100.00			
		BHARTI	88.54	5.74	NA	10.28	0.0010	59.10%	0.05	49.28	0.00	34.88	NA	NA	66.00	NA			
		TATA	93.49	0.37	100.00	2.58	0.0007	51.70%	0.10	97.86	57.86	96.68	NA	NA	NA	NA			
4	GUJARAT	BSNL	84.72	6.29	NA	10.00	NA	62.00%	0.06	93.03	94.43	NA	NA	NA	NA				
		RELIANCE	100.00	9.81	2.80	8.05	0.0350	NA	0.09	72.83	47.65	95.93	NA	NA	91.50	100.00			
		BHARTI	71.18	5.21	53.00	12.50	0.0000	NA	2.03	Nil	Nil	7.18	NA	NA	NA	NA			
		TATA	96.35	0.42	93.36	5.90	0.0112	67.22%	0.17	100.00	100.00	97.90	NA	NA	NA	NA			
5	MP &	BSNL(MP)	83.19	7.31	NA	6.00	NA	71.00%	0.08	99.00	85.35	NA	NA	NA	NA				

	<b>CHATTISGARH</b>	<b>BSNL(Chattisgarh)</b>	66.34	10.17	NA	14.00	NA	63.00%	0.10	89.40	64.20	NA	NA	NA	NA	NA
		<b>RELIANCE</b>	54.68	2.91	95.99	4.28	0.0040	NA	0.07	69.57	NA	NA	NA	NA	91.50	100.00
		<b>BHARTI</b>	NA	4.32	94.26	7.11	0.0000	65.70%	0.03	57.82	100.00	90.89	99.80	100.00	90.00	100.00
6	<b>MAHARASHTRA</b>	<b>BSNL</b>	93.55	8.14	NA	15.00	NA	55.00%	0.03	66.86	76.51	NA	NA	NA	NA	NA
		<b>RELIANCE</b>	15.31	2.76	88.68	2.14	0.1010	NA	0.21	77.27	36.96	94.97	NA	NA	91.50	100.00
		<b>BHARTI</b>	9.01	16.63	16.00	612.60	0.0000	NA	Nil	Nil	Nil	20.83	NA	NA	NA	NA
		<b>TATA</b>	NA	5.50	94.29	4.06	0.0020	62.49%	0.26	93.59	100.00	93.02	NA	NA	NA	NA
7	<b>PUNJAB</b>	<b>BSNL</b>	97.51	8.04	NA	13.00	NA	66.00%	0.03	99.00	99.72	NA	NA	NA	NA	NA
		<b>RELIANCE</b>	48.24	6.44	99.26	4.03	0.0180	NA	0.07	66.67	72.84	96.65	NA	NA	91.50	100.00
		<b>BHARTI</b>	66.76	5.25	85.39	11.60	0.1000	52.90%	3.95	96.74	77.10	21.08	NA	NA	NA	NA
		<b>HFCL</b>	85.85	1.86	95.55	7.10	0.0016	56.10%	0.10	92.05	98.00	95.86	100.00	NA	77.00	98.00
8	<b>RAJASTHAN</b>	<b>BSNL</b>	78.58	8.68	NA	11.00	NA	57.00%	0.03	87.01	80.25	NA	NA	NA	NA	NA
		<b>RELIANCE</b>	69.42	5.86	99.42	13.19	0.0140	NA	1.79	Nil	78.57	91.67	NA	NA	91.50	100.00
		<b>SHYAM</b>	100.00	2.92	93.47	5.00	0.0010	77.00%	0.93	95.26	100.00	97.20	NA	NA	93.00	95.00
9	<b>TAMILNADU</b>	<b>BSNL</b>	100.00	4.01	NA	7.00	NA	74.00%	0.03	100.00	89.63	NA	NA	NA	NA	NA
		<b>RELIANCE</b>	83.33	5.16	99.78	4.20	0.1450	NA	0.06	75.00	34.44	93.44	NA	NA	91.50	100.00
		<b>BHARTI</b>	88.71	3.24	NA	1.13	0.0020	70.00%	0.07	78.54	94.11	93.75	18.09	28.55	75.85	81.89
		<b>TATA</b>	Nil	Nil	0.00	27.00	0.0000	58.53%	0.00	N/Ap	N/Ap	N/Ap	NA	NA	NA	NA
10	<b>HARYANA</b>	<b>BSNL</b>	92.79	7.77	NA	9.00	NA	71.00%	0.06	98.33	91.24	NA	NA	NA	NA	NA
		<b>RELIANCE</b>	53.49	2.48	84.21	7.31	0.0660	NA	0.00	97.06	40.00	85.71	NA	NA	91.50	100.00
		<b>BHARTI</b>	100.00	3.59	NA	12.18	0.0010	49.98%	NA	NA	NA	NA	NA	NA	NA	NA
11	<b>KARNATAKA</b>	<b>BSNL</b>	87.16	6.98	NA	7.00	NA	57.00%	0.03	93.68	93.89	NA	NA	NA	NA	NA
		<b>RELIANCE</b>	12.44	0.48	3.47	3.47	0.0800	NA	0.29	0.00	62.77	89.71	NA	NA	91.50	100.00
		<b>BHARTI</b>	90.22	2.44	96.11	4.20	0.0000	56.31%	0.53	42.18	90.00	98.50	NA	NA	100.00	NA
		<b>TATA</b>	93.68	0.92	80.24	14.40	0.0000	53.78%	0.06	80.85	64.29	64.40	NA	NA	NA	NA

Operators not meeting the TRAI's prescribed benchmarks

N/App

= Not Applicable

NA= Data not provide by the Service Operator

M/s Reliance have a centralised call centre data, for the parameter of "Response time to the customer for assistance", so the data is common for all circles.

S. No	Service Area	Service Provider	New connections after registration of demand	Fault incidences per 100/sub/month	Fault repaired by next working day	Mean Time to Repair (MTR)	Grade of service (calls per thousand)	Call completion rate in local network	Metering & billing credibility- % of bills disputed	Shifts	Closures	Additional facility	Response Time to the Customer for Assistance						
													a) Junction between local exchange (2/1000)	95% of requests			%age of calls answered (electronically)		%age of calls answered by operator (voice to voice)
							100% in < 7days							<5	>90%	<8 hrs	>55%	<0.1%,	< 3 days
12	A&N	BSNL	79.47	11.57	NA	13.00	NA	NA	NA	70.14	60.65	NA	NA	NA	NA	NA			
13	Assam	BSNL	39.86	7.86	NA	4.00	NA	63.00%	0.08	100.00	50.88	NA	NA	NA	NA	NA			
14	Chennai	BSNL	92.81	13.96	NA	20.00	NA	70.00%	0.08	88.31	100.00	NA	NA	NA	NA	NA			
		Reliance	48.64	4.32	99.91	5.32	0.1440	NA	0.07	62.50	22.07	4.83	NA	NA	91.50	100.00			
		TATA	100.00	0.25	100.00	2.90	NA	0.49%	NA	100.00	100.00	100.00	NA	NA	NA	NA			
15	H P	BSNL	97.68	9.31	NA	6.00	NA	63.00%	0.05	95.03	95.29	NA	NA	NA	NA	NA			
16	Jhar khand	BSNL	36.96	8.09	NA	15.00	NA	37.00%	0.05	92.06	100.00	NA	NA	NA	NA	NA			
17	J&K	BSNL	16.38	16.33	NA	9.00	NA	41.00%	0.04	100.00	87.15	NA	NA	NA	NA	NA			
18	Kerala	BSNL	61.11	11.36	NA	16.00	NA	69.00%	0.05	97.22	92.88	NA	NA	NA	NA	NA			
		BHARTI	67.95	11.87	NA	3.40	2.0000	51.00%	1.67	0.00	0.00	100.00	NA	NA	96.00	100.00			
		RELIANCE	52.73	2.98	3.23	2.39	0.0050	NA	0.13	100.00	34.68	93.95	NA	NA	91.50	100.00			
19	Kolkata	BHARTI	34.27	10.35	NA	0.65	0.0000	38.40%	0.83	100.00	96.33	54.92	96.77	96.77	93.13	93.13			



		<b>RELIANCE</b>	54.86	3.16	88.70	4.94	0.0000	NA	0.10	71.88	7.48	95.60	NA	NA	91.50	100.00
		<b>BSNL</b>	63.49	4.85	NA	11.00	NA	50.00%	0.06	49.48	100.00	NA	NA	NA	NA	NA
20	Mumbai	<b>TATA</b>	NA	1.42	63.10	5.40	0.0020	64.05%	0.37	31.14	0.00	93.45	NA	NA	NA	NA
		<b>BHARTI</b>	55.02	2.18	46.00	3.40	0.0000	NA	2.38	45.45	NA	67.06	NA	NA	NA	NA
		<b>RELIANCE</b>	40.93	4.89	99.97	5.65	0.0000	NA	0.33	Nil	9.54	88.58	NA	NA	91.50	100.00
		<b>MTNL</b>	55.73	11.30	NA	25.10	0.0007	54.00%	0.11	30.74	70.58	54.92	NA	NA	NA	NA
		<b>BSNL</b>	40.00	5.37	NA	31.00	NA	53.00%	0.07	96.05	100.00	NA	NA	NA	NA	NA
21	NE-I	<b>BSNL</b>	91.39	5.19	NA	7.00	NA	56.00%	0.20	90.54	15.47	NA	NA	NA	NA	NA
22	NE-II	<b>BSNL</b>	100.00	6.35	NA	9.00	NA	73.00%	0.10	100.00	92.26	NA	NA	NA	NA	NA
23	Orissa	<b>RELIANCE</b>	76.74	1.44	91.67	4.65	0.8030	NA	0.49	Nil	100.00	Nil	NA	NA	91.50	100.00
		<b>BSNL</b>	92.18	6.95	NA	8.00	NA	85.00%	0.05	93.19	55.54	NA	NA	NA	NA	NA
24	UP-E	<b>BHARTI</b>	98.16	4.32	94.26	7.11	0.0000	65.70%	0.03	57.82	100.00	33.60	99.80	100.00	90.00	100.00
		<b>RELIANCE</b>	37.26	9.23	100.00	5.35	0.0200	NA	0.11	89.29	51.85	93.61	NA	NA	91.50	100.00
		<b>BSNL</b>	73.28	10.25	NA	10.00	NA	62.00%	0.02	88.13	83.21	NA	NA	NA	NA	NA
25	UP-W	<b>BHARTI</b>	9.95	6.73	NA	6.73	0.0000	38.10%	1.15	20.00	NA	63.16	0.00	0.00	0.00	0.00
		<b>RELIANCE</b>	43.18	2.90	94.74	3.25	0.8150	NA	0.00	100.00	67.65	93.75	NA	NA	91.50	100.00
		<b>BSNL</b>	55.56	10.93	NA	6.00	NA	85.00%	0.05	100.00	93.73	NA	NA	NA	NA	NA
26	Uttaranchal	<b>BSNL</b>	33.28	7.71	NA	18.00	NA	67.00%	0.04	97.85	95.28	NA	NA	NA	NA	NA
27	West Bengal	<b>RELIANCE</b>	0.00	7.14	75.00	1.69	0.0960	NA	2.97	Nil	73.91	100.00	NA	NA	91.50	100.00

Operator not meeting the prescribed benchmark

N/App =

## Annex 5.2

### Quality of Service Performance for Mobile (GSM) Services

Sr. No.	Service Providers	Parameters													
		(A) Network Performance						(B) Customer help lines				(C) Billing Complaints			
		(i)	(ii)	(iii)	(iv)	(v)	(vi)	(i)				(i)	(ii)	(iii)	
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate	Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	
Benchmarks															
		<24 hrs	>95%	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls = <15 sec)	(I) SDCCH / Paging Channel Congestion <1%	(ii) TCH Congestion <2%	<3%	>95%	(I) %age of calls answered (electronically); within 20 seconds = 80%,	(I) %age of calls answered (electronically); within 40 seconds = 95%	(I) %age of calls answered by operator (voice to voice); within 60 seconds = 80%,	(I) %age of calls answered by operator (voice to voice); within 90 seconds = 95%,	<0.1%	100%	<4 weeks
	<b>'A' Circle</b>														
<b>I</b>	<b>Maharashtra</b>														
1	BPL Cellular	18.05	98.07%	11.0	1.00%	1.73%	1.31%	97.8%	100.00%	100.00%	100.00%	N/Ap	0.100%	100.00%	30 days
2	IDEA Cellular	2.05	98.98%	10.6	0.88%	1.16%	1.48%	99.0%	100.00%	100.00%	61.00%	74.00%	0.200%	100.00%	30 days
3	BSNL	40.00	96.00%	2.0	2.10%	3.10%	1.30%	98.0%	100.00%	100.00%	99.00%	95.00%	0.100%	100.00%	30 days
4	Bharti Tele-ventures	22.05	97.64%	9.9	0.21%	0.23%	0.98%	95.2%	99.00%	99.00%	94.00%	95.00%	0.100%	100.00%	30 days
5	Reliance - CDMA	1.09	98.35%	4.3	0.00%	0.41%	0.82%	99.4%	99.50%	NA	82.21%	91.70%	0.070%	100.00%	30 days
6	Tata, MH -CDMA	0.00	97.62%	20.0	0.00%	0.55%	0.57%	97.3%	100.00%	100.00%	87.32%	N/Ap	0.650%	100.00%	60 days
<b>ii</b>	<b>Gujarat</b>														
7	Hutch - Fascel	9.17	96.27%	11.2	0.15%	0.77%	1.21%	96.2%	100.00%	100.00%	79.67%	90.67%	0.032%	100.00%	06 days
8	IDEA Cellular	2.15	98.85%	14.1	0.92%	0.52%	1.62%	97.5%	95.00%	99.00%	73.00%	83.00%	0.100%	100.00%	30 days
9	BSNL	Nil	99.00%	2.0	0.90%	1.80%	1.00%	98.0%	100.00%	100.00%	100.00%	100.00%	0.000%	100.00%	30 days
10	Bharti Tele-ventures	0.00	99.92%	12.5	0.25%	0.78%	1.49%	97.1%	90.29%	96.84%	95.08%	97.23%	0.160%	100.00%	07 days

11	Reliance - CDMA	1.14	98.66%	4.7	0.00%	0.36%	0.82%	99.7%	99.50%	NA	86.33%	94.10%	0.070%	100.00%	30 days
12	Tata -CDMA	12.11	98.27%	4.6	0.00%	0.07%	0.56%	98.5%	100.00%	N/Ap	92.00%	98.00%	0.100%	100.00%	30 days
iii	<b>Andhara Pradesh</b>														
13	IDEA Cellular	2.01	99.99%	4.8	0.28%	1.69%	0.47%	99.4%	100.00%	100.00%	89.00%	98.00%	0.400%	100.00%	30 days
14	Bharti Tele-ventures	177.67	98.75%	14.1	0.24%	0.62%	0.97%	99.7%	99.00%	99.00%	94.00%	97.00%	0.100%	100.00%	30 days
15	BSNL, AP	Nil	98.00%	6.0	0.40%	4.90%	1.60%	97.0%	100.00%	100.00%	81.00%	97.00%	0.000%	100.00%	Immediate
16	Hutchison Essar S	16.00	99.68%	5.0	0.31%	0.51%	0.53%	98.0%	100.00%	100.00%	93.33%	95.00%	0.006%	100.00%	02 days
17	Reliance - CDMA	0.81	99.18%	4.3	0.00%	0.56%	0.67%	99.9%	99.50%	NA	36.21%	50.37%	0.070%	100.00%	30 days
18	Tata -CDMA	11.41	99.00%	5.7	0.00%	0.02%	0.43%	96.4%	100.00%	N/Ap	78.00%	93.00%	0.100%	100.00%	30 days
iv	<b>Karnataka</b>														
19	Bharti Tele-ventures	22.86	99.47%	13.0	0.44%	0.42%	1.28%	96.4%	97.49%	97.53%	91.97%	96.14%	0.003%	100.00%	30 days
20	Spice Comm.	3.70	99.79%	9.0	0.22%	3.37%	1.18%	99.0%	NA	NA	88.00%	98.00%	0.020%	100.00%	07 days
21	BSNL	20.00	96.00%	12.0	2.80%	5.80%	1.20%	98.0%	96.00%	97.00%	53.00%	58.00%	0.100%	100.00%	30 days
22	Hutchison Essar S	14.08	99.96%	10.0	0.05%	1.91%	1.95%	96.3%	100.00%	100.00%	85.00%	97.00%	0.023%	100.00%	02 days
23	Reliance - CDMA	1.15	98.64%	4.0	0.00%	0.55%	0.63%	99.8%	99.50%	NA	54.91%	70.54%	0.070%	100.00%	30 days
24	Tata -CDMA	17.41	99.75%	8.9	0.00%	0.53%	1.35%	96.7%	100.00%	N/Ap	85.00%	95.00%	0.200%	100.00%	30 days
v	<b>Tamil Nadu</b>														
25	BPL Cellular	49.54	98.83%	11.8	0.74%	1.31%	0.74%	98.9%	100.00%	N/Ap	100.00%	N/Ap	0.070%	100.00%	30 days
26	Aircel	19.51	99.18%	11.4	NA	NA	1.79%	95.9%	100.00%	100.00%	83.00%	96.00%	0.040%	100.00%	30 days
27	BSNL	Nil	95.00%	8.0	1.00%	2.00%	1.30%	96.0%	85.00%	96.00%	85.00%	97.00%	0.000%	100.00%	Nil
28	Bharti Tele-ventures	20.00	99.61%	14.6	0.18%	0.17%	0.88%	98.8%	99.95%	100.00%	95.96%	96.00%	0.070%	100.00%	30 days
29	Reliance - CDMA	0.64	99.79%	4.3	0.00%	0.48%	0.76%	100.0%	99.50%	NA	62.65%	72.83%	0.080%	100.00%	30 days
30	Tata -CDMA	12.53	98.69%	11.0	0.00%	0.13%	1.16%	97.7%	100.00%	N/Ap	83.00%	91.00%	0.130%	100.00%	30 days
	<b>B' Circle</b>														
vi	<b>Kerala</b>														
31	IDEA-Escotel Mobile	21.17	99.98%	13.4	0.26%	1.31%	1.67%	97.9%	NA	NA	NA	NA	0.100%	100.00%	30 days
32	BPL Cellular	19.75	95.50%	16.2	0.21%	1.50%	1.18%	99.4%	NA	NA	NA	NA	0.004%	100.00%	30 days
33	BSNL	8.00	98.00%	13.0	0.40%	1.60%	2.00%	96.0%	81.00%	97.00%	82.00%	96.00%	0.000%	100.00%	30 days
34	Bharti Tele-ventures	2.47	99.45%	12.4	0.06%	0.05%	1.25%	98.8%	99.99%	100.00%	100.00%	Nil	0.060%	100.00%	30 days
35	Tata - CDMA	0.00	99.80%	17.5	0.00%	0.00%	0.58%	96.8%	100.00%	N/Ap	85.00%	96.00%	0.300%	100.00%	30 days
36	Reliance - CDMA	0.33	99.81%	4.0	0.00%	0.39%	0.68%	99.8%	99.50%	NA	63.27%	75.88%	0.100%	100.00%	30 days
vii	<b>Punjab</b>														
37	Spice Comm.	19.20	95.68%	9.1	0.45%	3.62%	1.49%	98.0%	99.00%	99.00%	98.00%	98.00%	0.022%	100.00%	07 days

38	HFCL - CDMA	0.00	97.00%	13.0	0.00%	0.00%	0.67%	97.1%	100.00%	N/Ap	100.00%	Nil	Nil	Nil	Nil
39	Bharti Tele-ventures	8.25	98.15%	10.0	0.23%	0.24%	1.69%	99.3%	99.77%	99.99%	99.99%	99.99%	0.090%	100.00%	15 days
40	Hutchission Essar South	Nil	99.03%	10.0	0.17%	0.60%	1.50%	99.8%	100.00%	100.00%	91.00%	95.00%	0.011%	100.00%	04 days
41	BSNL	3.00	100.00%	4.0	0.10%	1.00%	1.10%	99.0%	100.00%	100.00%	70.00%	85.00%	0.100%	100.00%	Immediate
42	Reliance - CDMA	0.73	98.61%	4.7	0.00%	0.30%	0.88%	98.4%	99.50%	NA	79.02%	91.14%	0.090%	100.00%	30 days
43	Tata - CDMA	0.16	99.84%	8.0	0.00%	0.68%	0.61%	95.9%	100.00%	N/Ap	77.00%	91.00%	0.500%	100.00%	30 days
<b>viii</b>	<b>Haryana</b>														
44	IDEA-Escotel Mobile	7.42	99.98%	13.6	0.17%	0.99%	1.05%	99.4%	40.00%	75.00%	100.00%	Nil	0.300%	100.00%	30 days
45	Hutch-Aircel Digilink	6.50	99.96%	9.4	0.02%	0.27%	1.26%	98.3%	88.67%	100.00%	91.33%	94.33%	0.077%	100.00%	05 days
46	BSNL	11.00	95.00%	9.0	0.80%	1.80%	2.90%	96.0%	100.00%	100.00%	70.00%	85.00%	0.100%	100.00%	30 days
47	Bharti Tele-ventures	2.71	97.87%	11.0	0.22%	0.21%	1.77%	99.0%	99.88%	99.93%	95.72%	97.63%	0.090%	100.00%	15 days
48	Reliance - CDMA	0.40	98.90%	4.0	0.00%	0.29%	0.80%	99.7%	99.50%	NA	79.02%	91.14%	0.080%	100.00%	30 days
49	Tata - CDMA	3.59	99.77%	8.0	0.00%	1.64%	0.79%	96.2%	100.00%	N/Ap	71.00%	91.00%	0.270%	100.00%	30 days
<b>ix</b>	<b>UP - W</b>														
50	Hutchission Essar S	Nil	97.60%	9.0	0.10%	0.27%	1.95%	96.0%	100.00%	100.00%	91.67%	93.33%	0.980%	100.00%	03 days
51	IDEA	3.15	99.87%	11.7	0.57%	1.77%	1.61%	97.3%	82.00%	96.00%	84.00%	95.00%	0.300%	100.00%	15 days
52	BSNL	Nil	99.00%	14.0	0.90%	2.80%	2.80%	99.0%	90.00%	98.00%	80.00%	96.00%	0.000%	100.00%	07 days
53	Bharti Tele-ventures	22.53	97.67%	14.0	0.31%	0.44%	1.65%	96.5%	98.00%	99.00%	92.00%	95.00%	0.100%	100.00%	30 days
54	Reliance - CDMA	1.07	98.53%	4.3	0.00%	0.63%	0.83%	98.6%	99.50%	NA	35.27%	48.45%	0.100%	100.00%	30 days
55	Tata - CDMA	5.01	100.00%	18.8	0.00%	1.00%	0.78%	95.3%	100.00%	N/Ap	88.00%	95.00%	0.100%	100.00%	30 days
<b>x</b>	<b>UP - E</b>														
56	Bharti Tele-ventures	24.00	99.05%	11.0	0.32%	1.17%	1.75%	97.0%	99.45%	99.85%	90.60%	97.93%	0.100%	100.00%	25 days
57	Hutch -ADIL	Nil	96.02%	10.0	0.24%	1.39%	2.10%	96.3%	100.00%	100.00%	89.67%	95.67%	0.031%	100.00%	06 days
58	BSNL	3.00	95.00%	10.0	1.00%	2.00%	3.00%	96.0%	90.00%	98.00%	80.00%	96.00%	0.100%	100.00%	30 days
59	Reliance - CDMA	1.41	98.91%	4.7	0.00%	0.54%	0.73%	99.3%	99.50%	NA	35.27%	48.45%	0.070%	100.00%	30 days
60	Tata - CDMA	22.40	100.00%	17.0	0.00%	0.00%	0.76%	99.0%	100.00%	N/Ap	89.00%	95.00%	0.100%	100.00%	81 days
<b>xi</b>	<b>Rajasthan</b>														
61	Hutch-Aircel Diglink	13.08	96.63%	9.6	0.16%	0.40%	1.78%	97.5%	99.33%	100.00%	86.67%	95.00%	0.050%	100.00%	05 days
62	BSNL	21.00	96.00%	6.0	1.40%	7.90%	2.20%	98.0%	82.00%	96.00%	84.00%	97.00%	0.020%	100.00%	30 days
63	Bharti - Hexacom	20.82	97.34%	10.0	1.49%	0.51%	1.31%	96.0%	99.98%	99.99%	92.34%	95.00%	0.100%	100.00%	30 days
64	Reliance - CDMA	1.84	98.44%	4.7	0.00%	0.50%	0.83%	99.7%	99.50%	NA	68.47%	83.72%	0.080%	100.00%	30 days
65	Tata - CDMA	16.28	97.68%	9.7	0.00%	0.00%	0.69%	98.5%	100.00%	N/Ap	92.00%	96.00%	0.040%	100.00%	30 days

<b>xii</b>	<b>Madhya Pradesh</b>															
66	IDEA Cellular	19.23	98.22%	1.0	1.44%	12.28%	1.73%	98.5%	100.00%	100.00%	97.72%	99.48%	0.100%	100.00%	30 days	
67	Reliance - GSM	22.28	100.00%	7.8	0.63%	8.90%	2.33%	96.4%	NA	NA	100.00%	NA	0.020%	100.00%	01 day	
68	BSNL	4.00	100.00%	3.0	0.30%	1.10%	1.10%	100.0%	100.00%	100.00%	100.00%	100.00%	0.100%	100.00%	30 days	
69	Bharti Tele-ventures	23.12	99.85%	13.0	0.05%	0.35%	0.54%	98.3%	99.93%	99.99%	91.41%	98.33%	0.020%	100.00%	30 days	
70	Reliance - CDMA	1.23	98.98%	4.0	0.00%	0.64%	0.79%	99.5%	99.50%	NA	56.17%	72.51%	0.080%	100.00%	30 days	
71	Tata - CDMA	2.40	98.29%	3.2	0.00%	0.00%	0.58%	99.1%	100.00%	N/Ap	88.00%	96.00%	0.200%	100.00%	30 days	
<b>xiii</b>	<b>West Bengal</b>															
72	Bharti Tele-ventures	0.00	97.41%	9.0	0.01%	0.08%	1.73%	100.0%	91.00%	99.00%	94.00%	98.60%	0.040%	100.00%	21 days	
73	Reliance - GSM	8.29	96.83	9.09	1.25	8.26	2.54	96.51	NA	NA	100	NA	Nil	N/Ap	N/Ap	
74	BSNL	Nil	99.00%	6.0	0.20%	1.10%	2.20%	99.0%	86.00%	96.00%	87.00%	97.00%	0.000%	100.00%	Immediate	
75	Tata - CDMA	20.32	99.14%	9.4	0.00%	0.00%	1.12%	98.3%	NA	NA	NA	NA	0.400%	100.00%	30 days	
76	Reliance - CDMA	1.08	99.27%	4.0	0.00%	0.50%	0.71%	97.2%	99.50%	NA	49.76%	69.19%	0.120%	100.00%	30 days	
77	Hutchission Essar S	16.51	95.34%	10.0	0.28%	0.94%	1.17%	97.8%	100.00%	100.00%	90.33%	95.00%	0.080%	100.00%	05 days	
78	Dishnet	0.00	99.62%	8.0	0.00%	0.00%	1.36%	99.0%	NA	NA	98.00%	99.00%	0.050%	100.00%	NA	
	<b>C' Circle</b>															
<b>xiv</b>	<b>Himachal Pradesh</b>															
79	Bharti Tele-ventures	4.58	97.72%	10.0	0.27%	0.31%	1.70%	98.7%	99.73%	99.86%	NA	NA	0.001%	100.00%	15 days	
80	Reliance - GSM	17.10	100.00%	8.9	0.33%	1.10%	2.52%	98.6%	NA	NA	95.00%	100.00%	Nil	N/Ap	N/Ap	
81	BSNL	Nil	98.00%	6.0	0.70%	1.40%	2.70%	96.0%	82.00%	96.00%	81.00%	95.00%	0.000%	NA	NA	
82	Reliance - CDMA	1.07	98.40%	4.7	0.00%	0.36%	0.73%	99.5%	99.50%	NA	79.02%	91.14%	0.060%	100.00%	30 days	
83	Tata - CDMA	4.00	98.38%	12.0	0.00%	0.02%	0.52%	95.5%	100.00%	N/Ap	75.00%	91.00%	0.200%	100.00%	30 days	
<b>xv</b>	<b>Bihar</b>															
84	Reliance - GSM	7.20	97.33%	8.2	1.60%	9.80%	2.05%	97.5%	NA	NA	95.00%	100.00%	Nil	N/Ap	N/Ap	
85	BSNL	10.00	99.00%	9.0	1.50%	4.50%	3.20%	90.0%	86.00%	95.60%	87.00%	97.00%	0.100%	100.00%	30 days	
86	Reliance - CDMA	1.02	98.87%	4.0	0.00%	0.44%	0.70%	98.9%	99.50%	NA	49.76%	69.19%	0.080%	100.00%	30 days	
87	Bharti Tele-ventures	12.39	98.74%	6.7	0.07%	1.26%	1.91%	95.6%	91.97%	97.79%	97.37%	97.37%	0.050%	100.00%	30 days	
88	Tata - CDMA	21.20	99.21%	8.3	0.00%	0.00%	0.59%	98.3%	NA	NA	NA	NA	0.100%	100.00%	30 days	
<b>xvi</b>	<b>Orissa</b>															
89	Reliance - GSM	2.53	98.89%	7.3	0.16%	6.83%	1.98%	97.3%	NA	NA	91.00%	100.00%	Nil	N/Ap	N/Ap	
90	BSNL	33.00	94.00%	10.0	2.10%	3.20%	2.00%	92.0%	84.00%	85.00%	83.00%	96.00%	0.000%	100.00%	Nil	
91	Bharti Tele-ventures	0.00	99.63%	7.1	0.07%	0.14%	1.13%	98.9%	98.00%	98.00%	95.00%	95.00%	0.030%	100.00%	30 days	
92	Reliance - CDMA	0.84	99.75%	4.0	0.00%	0.48%	0.83%	99.5%	99.50%	NA	56.17%	72.51%	0.130%	100.00%	30 days	

93	Tata - CDMA	2.33	97.88%	11.2	0.00%	0.00%	0.70%	95.3%	NA	NA	NA	NA	0.090%	100.00%	01 day
94	Dishnet	0.00	99.72%	8.0	0.01%	0.00%	2.18%	99.0%	NA	NA	99.00%	99.00%	0.000%	N/Ap	N/Ap
<b>xvii</b>	<b>Assam</b>														
95	Bharti Tele-ventures	0.00	97.70%	10.0	0.89%	1.40%	1.47%	95.9%	95.00%	97.00%	99.00%	100.00%	0.010%	100.00%	30 days
96	BSNL	3.00	99.00%	12.0	0.10%	1.70%	2.80%	95.0%	80.00%	95.00%	81.00%	95.00%	0.000%	100.00%	30 days
97	Reliance - GSM	41.05	95.67%	7.2	0.89%	4.64%	1.17%	97.4%	NA	NA	80.00%	100.00%	0.020%	100.00%	NA
98	Dishnet	0.00	99.44%	7.0	0.23%	0.73%	2.36%	99.0%	NA	NA	89.00%	99.00%	0.050%	100.00%	NA
<b>xviii</b>	<b>J &amp; K</b>														
99	BSNL	3.00	100.00%	12.0	0.80%	1.50%	1.90%	96.0%	85.00%	96.00%	83.00%	97.00%	0.000%	N/Ap	21 days
100	Bharti Tele-ventures	4.25	96.17%	11.0	0.83%	0.44%	1.50%	97.4%	99.99%	99.99%	NA	NA	0.060%	100.00%	01 day
<b>xix</b>	<b>NE</b>														
101	BSNL	13.00	96.00%	12.0	0.80%	1.70%	2.50%	96.0%	84.00%	96.00%	90.00%	97.00%	0.000%	100.00%	21 days
102	Bharti Tele-ventures	0.00	98.76%	10.0	0.44%	0.13%	1.39%	97.1%	96.00%	98.00%	100.00%	Nil	0.030%	100.00%	30 days
103	Reliance - GSM	20.39	96.33%	8.1	1.19%	8.45%	4.60%	98.2%	NA	NA	76.00%	100.00%	0.005%	100.00%	NA
104	Dishnet	0.00	99.87%	8.0	0.11%	0.04%	2.15%	99.0%	NA	NA	99.00%	99.00%	Nil	N/Ap	N/Ap
	<b>METRO</b>														
<b>xx</b>	<b>Delhi</b>														
105	Bharti Tele-ventures	0.00	98.74%	16.6	0.08%	0.08%	1.45%	95.8%	99.46%	99.84%	92.27%	95.00%	0.066%	100.00%	30 days
106	Hutchison Essar M Serv	Nil	98.99%	7.9	0.01%	0.00%	1.17%	97.8%	100.00%	100.00%	82.00%	88.33%	0.050%	100.00%	03 days
107	MTNL	Nil	95.36%	13.6	0.36%	1.24%	1.29%	96.3%	97.50%	98.50%	92.00%	95.45%	0.090%	100.00%	30 days
108	IDEA Cellular	Nil	98.98%	7.0	0.54%	1.45%	0.59%	98.4%	100.00%	N/Ap	82.00%	15.00%	0.100%	100.00%	30 days
109	Tata - CDMA	0.35	97.79%	9.5	0.00%	0.03%	0.58%	95.3%	100.00%	N/Ap	93.00%	98.00%	0.100%	100.00%	30 days
110	Reliance - CDMA	0.00	98.48%	4.0	0.00%	0.55%	0.72%	98.2%	99.50%	NA	56.11%	73.58%	0.070%	100.00%	30 days
<b>xxi</b>	<b>Mumbai</b>														
111	BPL Mobile	18.57	99.51%	10.8	0.27%	1.77%	1.52%	99.0%	77.87%	NA	97.77%	99.41%	0.100%	100.00%	40 days
112	Hutchison Max Tel	Nil	99.14%	10.0	0.32%	1.27%	1.68%	96.4%	97.67%	100.00%	90.33%	94.67%	0.002%	100.00%	03 days
113	MTNL	Nil	98.93%	13.4	0.88%	1.78%	1.48%	95.8%	83.00%	95.00%	84.00%	96.50%	0.060%	100.00%	30 days
114	Bharti Tele-ventures	0.00	98.69%	12.0	0.29%	0.20%	1.10%	98.3%	98.80%	98.94%	93.72%	94.77%	0.030%	100.00%	07 days
115	Reliance - CDMA	0.00	98.35%	4.0	0.00%	0.51%	0.89%	100.0%	95.50%	NA	61.12%	77.05%	0.070%	100.00%	30 days
116	Tata -CDMA	0.00	98.24%	20.0	0.00%	0.03%	0.59%	97.4%	0.00%	0.00%	NA	NA	1.040%	100.00%	NA
<b>xxii</b>	<b>Chennai</b>														
117	Aircel Cellular Ltd	3.00	97.80%	13.0	1.20%	7.63%	0.93%	95.0%	95.00%	100.00%	86.00%	100.00%	0.200%	100.00%	30 days

118	Bharti Tele-ventures	0.00	99.55%	12.8	0.08%	0.09%	0.72%	97.8%	99.98%	99.99%	91.00%	98.00%	0.090%	100.00%	30 days
119	Hutchison Essar S	Nil	99.62%	12.3	0.19%	1.19%	0.75%	98.7%	100.00%	100.00%	93.67%	97.67%	0.083%	100.00%	03 days
120	BSNL	Nil	96.00%	10.0	0.40%	2.40%	1.00%	99.0%	NA	NA	100.00%	100.00%	0.000%	100.00%	30 days
121	Reliance - CDMA	0.00	98.74%	4.0	0.00%	0.68%	0.47%	99.9%	99.50%	NA	62.65%	72.83%	0.070%	100.00%	30 days
122	Tata - CDMA	0.00	99.95%	12.9	0.00%	0.01%	0.69%	96.7%	100.00%	N/Ap	83.00%	91.00%	0.250%	100.00%	30 days
<b>xxiii</b>	<b>Kolkata</b>														
123	Bharti Tele-ventures	0.00	97.37%	5.3	0.03%	0.68%	1.54%	95.5%	99.37%	99.41%	81.00%	84.00%	0.100%	100.00%	07 days
124	Hutchison Essar S	Nil	99.94%	16.0	0.30%	1.40%	0.75%	96.4%	100.00%	100.00%	83.67%	95.00%	0.088%	100.00%	04 days
125	BSNL	Nil	98.00%	8.0	0.50%	2.60%	0.90%	99.0%	85.00%	96.00%	84.00%	97.00%	0.200%	100.00%	30 days
126	Reliable Internet. Ser.	0.00	99.33%	9.7	0.01%	0.06%	1.69%	98.7%	NA	NA	100.00%	NA	Nil	N/Ap	N/Ap
127	Tata - CDMA	18.45	97.08%	9.4	0.00%	0.12%	0.62%	97.0%	NA	NA	NA	NA	0.100%	100.00%	30 days
128	Reliance - CDMA	0.00	98.44%	4.0	0.00%	0.58%	0.93%	98.3%	99.50%	NA	49.76%	69.19%	0.080%	100.00%	30 days
	Service Providers not meeting the benchmarks NA=Data not available N/Ap = Not Applicable														

## Annex 5.3

### Quality of Service Performance for ISPs

S. No.	Name of the Service Provider	Service Activation time	Time to Access	Access Portability in 1 <sup>st</sup> attempt (in %)	Access Portability in 2 <sup>nd</sup> attempt (in %)	Access Portability in 3 <sup>rd</sup> attempt (in %)	ISP Node unavailability	Grade of Service (QoS)	Mean time to Restore of faults resulting as per subscriber complaints	
	<b>TRAI Benchmarks</b>	<b>6 hrs</b>	<b>30 sec</b>	<b>80</b>	<b>90</b>	<b>99</b>	<b>30 min</b>	<b>1 : 100</b>	<b>3 days</b>	
1	Bharat Sanchar Nigam Ltd.	0-4 hrs	15-30 sec	92	98	100	Nil	1:100	0-4 hrs	
2	MTNL	Delhi	Online	30 sec	99.67	99.99	-	-	0.01	5 min
		Mumbai	Immediate	26 sec	100	-	-	-	0.005	15 min
3	Sify Ltd.	3 mins	30 sec	90	95	99	20 min	0.005	4 hrs	
4	VSNL	2-4 hrs	30 sec	80	90	99	Nil	Not provided by BSO	10-15 min	
5	Reliance Communications Infrastructure	Online	<25 sec	98	100	-	Nil	-	<45 mins	
6	Bharti Infotel Ltd.	5 min (online)	30-35 sec	99.8	100	100	Nil	1:100	2 hrs	
7	Data Infosys	2-3 min	20-25 sec	95	97	99	30 min	1:100	15 min	
8	Iqara Telecom India Pvt. Ltd. (BG Broadband)	2 min (Online)	20 sec	98	99	100	Nil	Not provided by BSO	23 hrs	
9	Hathway Cable & Data Pvt. Ltd.*	-	-	-	-	-	-	-	-	
10	HCL Infinet Ltd.	4 min	26 sec	99.1	99.2	99.4	24 min	1:200	17-19 hrs	
11	ICENET.NET Ltd.	2 hrs	20 sec	85	95	100	Nil	1:100	1 hr	
12	Asianet Satellite Communications Ltd.	Immediate	10 sec	98	99	100	<b>&lt;1 Hr</b>	1 in 500	3 Hrs 10 mins	
13	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	-	25 sec	99.65	Nil	Nil	-	1:1000	1 hr	
14	Shyam Internet Services Pvt. Ltd.	5 min	20 sec	98.5	99.5	99.99	15 min	1%	1.5 hrs	
15	HFCL Infotel Ltd.	-	30 sec	98.2	99.2	100	Nil	0.85 in 100	7 min	
16	Fascel Ltd.*	-	-	-	-	-	-	-	-	
17	WWW Communications Ltd.	4-5 mins	20-35 sec	87	96	99	<b>190 min</b>	-	10-15 min	
18	Hughes*	-	-	-	-	-	-	-	148.5 min	
19	Broadband Pacenet (I) Pvt. Ltd.	-	-	-	-	-	-	-	3 hrs	
20	Webel ISP	-	-	-	-	-	-	-	25 min	

\*are not providing Internet Access on Dial Up. Internet Access on Mobile is provided via WAP Setup but they have been included in Top 20 on the basis of Total Number of Subscribers.