

## ANNEXURE No. 15

[Vide Starred Question

No 424(6) Answered on 22nd December, 2005]

## Performance Monitoring Report of Cellular Mobile Service

| Parameters              |  |  |  |  |  |  |  |                         |  |  |  |                        |  |  |  |
|-------------------------|--|--|--|--|--|--|--|-------------------------|--|--|--|------------------------|--|--|--|
| (A) Network Performance |  |  |  |  |  |  |  | (B) Customer help lines |  |  |  | (C) Billing Complaints |  |  |  |
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|-------------------------|--------|--------|-------|-------|-------|-------|-------|---------|---------|---------|---------|---------|---------|--------|---------|---------|
| 3 BSNL                  | 87.00  | 80.05% | 2.2   | 4.40% | 1.32% | 2.26% | 0.91% | 98.0%   | 99.00%  | NA      | NA      | NA      | NA      | 0.410% | 100.00% | 30 days |
| 4 Bharti Cellular       | 23.10  | 99.27% | 9.2   | 0.44% | 0.27% | 0.91% | 95.3% | 99.00%  | 99.00%  | 99.00%  | 99.00%  | 94.00%  | 94.00%  | 0.090% | 100.00% | 30 days |
| 5 Reliance - CDMA       | 41.00  | 98.00% | 6.0   | 0.00% | 0.51% | 0.97% | 98.0% | 99.50%  | 99.50%  | 99.50%  | 99.50%  | 72.83%  | 72.83%  | 0.080% | 100.00% | 30 days |
| 6 Tata MH-CDMA          | 0.38   | 97.57% | 20.0  | 0.00% | 0.30% | 0.41% | 97.3% | 67.34%  | 71.16%  | 99.82%  | 81.66%  | 68.50%  | 76.50%  | 0.078% | 100.00% | 30 days |
| II Gujarat              |        |        |       |       |       |       |       |         |         |         |         |         |         |        |         |         |
| 7 Hutch - Fascal        | 19.48  | 96.55% | 9.6   | 0.11% | 0.27% | 1.06% | 96.9% | 99.82%  | 99.82%  | 99.82%  | 99.82%  | 81.66%  | 95.30%  | 0.074% | 100.00% | 07 days |
| 8 IIT A Cellular        | 9.88   | 98.97% | 15.7  | 1.60% | 0.69% | 1.52% | 98.0% | 74.00%  | 95.50%  | 95.50%  | 95.50%  | 68.50%  | 76.50%  | 0.078% | 100.00% | 30 days |
| 9 BSNL                  | 0.00   | 98.97% | 2.2   | 0.48% | 1.58% | 0.99% | 97.3% | 100.00% | 100.00% | 100.00% | 100.00% | 82.24%  | 96.02%  | 0.020% | 100.00% | 30 days |
| 10 Bharti Cellular      | 12.38  | 99.84% | 11.9  | 0.11% | 0.08% | 0.81% | 99.2% | 99.50%  | 99.50%  | 99.50%  | 99.50%  | 71.13%  | 71.13%  | 0.090% | 100.00% | 07 days |
| 11 Reliance - CDMA      | 36.33  | 98.35% | 4.7   | 0.00% | 0.47% | 0.92% | 98.3% | 80.00%  | 84.00%  | 99.82%  | 99.82%  | 81.66%  | 95.30%  | 0.074% | 100.00% | 07 days |
| 12 Tata-CDMA            | 17.40  | 97.99% | 4.7   | 0.00% | 0.20% | 0.68% | 98.3% | 80.00%  | 84.00%  | 99.82%  | 99.82%  | 81.66%  | 95.30%  | 0.074% | 100.00% | 07 days |
| III Andhra Pradesh      |        |        |       |       |       |       |       |         |         |         |         |         |         |        |         |         |
| 13 IIT A Cellular       | 13.51  | 99.98% | 5.5   | 0.28% | 1.63% | 0.52% | 99.3% | 100.00% | 100.00% | 100.00% | 100.00% | 84.00%  | 96.00%  | 0.010% | 100.00% | 30 days |
| 14 Bharti Mobile        | 164.30 | 98.66% | 16.1  | 0.48% | 0.69% | 1.05% | 99.5% | 99.00%  | 99.00%  | 99.00%  | 99.00%  | 93.00%  | 95.00%  | 0.040% | 100.00% | 30 days |
| 15 BSNL - AP            | 0.00   | 98.00% | 6.0   | 0.70% | 9.39% | 1.62% | 97.0% | 100.00% | 100.00% | 100.00% | 100.00% | 76.00%  | 85.00%  | 0.030% | 97.00%  | 30 days |
| 16 Hutchison Essar S    | 16.00  | 99.16% | 5.0   | 0.28% | 0.74% | 0.63% | 98.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00  | Nil     | 0.090% | 100.00% | 15 days |
| 17 Reliance-CDMA        | 41.00  | 98.75% | 5.3   | 0.00% | 0.63% | 0.73% | 99.9% | 95.50%  | 99.50%  | 99.50%  | 99.50%  | 49.90%  | 49.90%  | 0.080% | 100.00% | 30 days |
| 18 Tata-CDMA            | 5.29   | 99.32% | 5.7   | 0.00% | 1.33% | 0.43% | 97.2% | 77.00%  | 82.00%  | 99.82%  | 99.82%  | 81.66%  | 95.30%  | 0.074% | 100.00% | 07 days |
| IV Karnataka            |        |        |       |       |       |       |       |         |         |         |         |         |         |        |         |         |
| 19 Bharti Mobile        | 23.10  | 99.65% | 13.0  | 0.37% | 0.32% | 1.30% | 96.4% | 97.61%  | 97.61%  | 97.61%  | 97.61%  | 94.80%  | 96.38%  | 0.004% | 100.00% | 30 days |
| 20 Spice Comm           | 1.34   | 99.87% | 9.0   | 0.15% | 1.15% | 1.25% | 99.7% | 99.7%   | 99.7%   | 99.7%   | 99.7%   | 100.00% | 100.00% | 0.002% | 100.00% | 30 days |
| 21 BSNL                 | 21.00  | 99.50% | 10.5  | 0.41% | 1.50% | 1.20% | 98.0% | 96.00%  | 96.00%  | 96.00%  | 96.00%  | 88.00%  | 88.00%  | 0.100% | 100.00% | 07 days |
| 22 Hutchison Essar S    | 15.33  | 98.04% | 100.0 | 1.00% | 2.00% | 1.95% | 96.7% | 97.00%  | 96.00%  | 96.00%  | 96.00%  | 97.30%  | 81.30%  | 0.020% | 100.00% | 30 days |
| 23 Reliance-CDMA        | 39.67  | 98.62% | 6.7   | 0.00% | 0.58% | 0.67% | 99.9% | 95.50%  | 99.50%  | 99.50%  | 99.50%  | 60.33%  | 60.33%  | 0.060% | 100.00% | 30 days |
| 24 Tata-CDMA            | 14.35  | 99.30% | 6.9   | 0.00% | 0.24% | 1.09% | 96.4% | 93.00%  | 96.30%  | 96.30%  | 96.30%  | NA      | NA      | 0.260% | 100.00% | 30 days |
| V Tamil Nadu            |        |        |       |       |       |       |       |         |         |         |         |         |         |        |         |         |
| 25 IIT A Cellular       | 31.40  | 98.91% | 11.7  | 0.74% | 1.26% | 0.80% | 98.8% | 99.55%  | 100.00% | 100.00% | 100.00% | 98.53%  | 100.00% | 0.090% | 100.00% | 30 days |
| 26 Aircel               | 18.55  | 99.02% | 11.4  | 2.66% | 3.88% | 1.67% | 95.7% | 100.00% | 100.00% | 100.00% | 100.00% | 95.00%  | 95.00%  | 0.030% | 100.00% | 25 days |
| 27 BSNL                 | 0.00   | 95.10% | 7.8   | 0.98% | 1.90% | 1.20% | 95.0% | 85.00%  | 85.00%  | 85.00%  | 85.00%  | 85.00%  | 97.00%  | 0.000% | 100.00% | Nil     |
| 28 Bharti Cellular      | 20.00  | 99.65% | 11.3  | 0.03% | 0.76% | 0.77% | 98.4% | 99.99%  | 100.00% | 100.00% | 100.00% | 84.36%  | 95.57%  | 0.070% | 100.00% | 30 days |
| 29 Reliance-CDMA        | 28.33  | 98.80% | 5.7   | 0.00% | 0.45% | 0.76% | 99.0% | 99.50%  | 99.50%  | 99.50%  | 99.50%  | 80.43%  | 80.43%  | 0.070% | 100.00% | 30 days |
| 30 Tata-CDMA            | 13.02  | 99.58% | 10.7  | 0.00% | 0.98% | 1.11% | 97.7% | 93.00%  | 95.00%  | 95.00%  | 95.00%  | NA      | NA      | 0.130% | 100.00% | 03 days |
| VI Kerala               |        |        |       |       |       |       |       |         |         |         |         |         |         |        |         |         |
| 31 IIT A-Escotel Mobile | 22.22  | 99.87% | 13.9  | 0.35% | 1.51% | 2.16% | 97.9% | 100.00% | 100.00% | 100.00% | 100.00% | 90.00%  | 98.00%  | 0.370% | 100.00% | 30 days |
| 32 BPT Cellular         | 12.50  | 96.20% | 15.9  | 0.80% | 1.40% | 1.26% | 99.1% | 0.30%   | 100.00% | 100.00% | 100.00% | 96.00%  | 96.00%  | 0.005% | 100.00% | 30 days |
| 33 BSNL                 | 22.00  | 98.10% | 16.6  | 0.67% | 1.80% | 1.61% | 95.2% | NA      | NA      | NA      | NA      | NA      | NA      | 0.002% | 100.00% | 30 days |
| 34 Bharti-Cellular      | 8.05   | 99.53% | 12.4  | 0.01% | 0.20% | 1.21% | 98.6% | 84.00%  | 88.00%  | 88.00%  | 88.00%  | 100.00% | 100.00% | 0.080% | 100.00% | NA      |

|                     | 1                     | 2 | 3      | 4      | 5    | 6     | 7      | 8     | 9      | 10      | 11     | 12      | 13      | 14     | 15      | 16      |
|---------------------|-----------------------|---|--------|--------|------|-------|--------|-------|--------|---------|--------|---------|---------|--------|---------|---------|
| 35                  | Tata-CDMA             |   | 0 00   | 99 58% | 18 5 | 0 00% | 0 00%  | 0 38% | 96 1%  | 92 00%  | 94 00% | NA      | NA      | 0 110% | 100 00% | 07 days |
| 36                  | Reliance-CDMA         |   | 13 33  | 98 75% | 5 7  | 0 00% | 0 44%  | 0 79% | 99 6%  | 95 50%  | 95 50% | 70 46%  | 70 46%  | 0 090% | 100 00% | 30 days |
| <b>VII Punjab</b>   |                       |   |        |        |      |       |        |       |        |         |        |         |         |        |         |         |
| 37                  | Spice Comm            |   | 23 50  | 95 06% | 12 0 | 0 12% | 3 61%  | 1 58% | 97 0%  | 100 00% | Nil    | 100 00% | 98 00%  | 0 022% | 100 00% | 30 days |
| 38                  | Bharti Mobile         |   | 6 60   | 99 01% | 11 0 | 0 12% | 0 07%  | 1 82% | 99 2%  | 99 91%  | 99 98% | 99 99%  | 99 99%  | 0 090% | 100 00% | 01 days |
| 39                  | Hutchison Essar       |   |        |        |      |       |        |       |        |         |        |         |         |        |         |         |
|                     | South                 |   | Nil    | 99 06% | 10 0 | 0 07% | 0 44%  | 1 47% | 100 0% | 97 66%  | 97 66% | 80 83%  | 95 80%  | 0 091% | 100 00% | 30 days |
| 40                  | BSNL                  |   | 42 50  | 99 80% | 3 8  | 0 30% | 1 67%  | 1 19% | 100 0% | NA      | NA     | NA      | NA      | 0 010% | 100 00% | 30 days |
| 41                  | Reliance-CDMA         |   | 23 00  | 98 57% | 4 3  | 0 00% | 0 48%  | 1 06% | 99 7%  | 99 50%  | 99 50% | 61 00%  | 61 00%  | 0 070% | 100 00% | 30 days |
| 42                  | Tata-CDMA             |   | 3 06   | 99 90% | 6 0  | 0 00% | 0 11%  | 0 62% | 95 3%  | 96 60%  | 96 60% | NA      | NA      | 0 210% | 100 00% | 30 days |
| <b>VIII Haryana</b> |                       |   |        |        |      |       |        |       |        |         |        |         |         |        |         |         |
| 43                  | IDEA-Escotel Mobile   |   | 7 26   | 99 98% | 13 9 | 0 30% | 0 71%  | 0 94% | 99 5%  | 100 00% | Nil    | 85 00%  | 95 00%  | 0 040% | 100 00% | 37 days |
| 44                  | Hutch                 |   |        |        |      |       |        |       |        |         |        |         |         |        |         |         |
|                     | Aircel                |   |        |        |      |       |        |       |        |         |        |         |         |        |         |         |
|                     | Digilink              |   | 7 10   | 99 10% | 9 3  | 0 01% | 0 32%  | 1 73% | 98 4%  | 100 00% | Nil    | 82 40%  | 95 60%  | 0 090% | 100 00% | 15 days |
| 45                  | BSNL                  |   | 17 00  | 95 33% | 3 7  | 6 88% | 13 47% | 3 43% | 95 6%  | NA      | NA     | NA      | NA      | 0 010% | 100 00% | 30 days |
| 46                  | Bharti-Cellular       |   | 1 58   | 98 04% | 10 0 | 0 34% | 0 32%  | 1 75% | 99 0%  | 99 98%  | 99 99% | 98 00%  | 99 00%  | 0 090% | 100 00% | 01 days |
| 47                  | Reliance-CDMA         |   | 33 33  | 98 22% | 6 0  | 0 00% | 0 54%  | 1 15% | 99 4%  | 99 50%  | 99 50% | 61 00%  | 61 00%  | 0 090% | 100 00% | 30 days |
| 48                  | Tata-CDMA             |   | 6 34   | 99 62% | 8 0  | 0 00% | 0 48%  | 1 14% | 97 1%  | 96 60%  | 96 60% | NA      | NA      | 0 400% | 100 00% | 30 days |
| <b>IX UP-W</b>      |                       |   |        |        |      |       |        |       |        |         |        |         |         |        |         |         |
| 49                  | Hutchison Essar S     |   | Nil    | 97 40% | 10 0 | 0 06% | 0 03%  | 2 10% | 96 0%  | 99 90%  | 99 90% | 83 00%  | 91 00%  | 0 070% | 100 00% | 30 days |
| 50                  | IDEA                  |   | 7 00   | 99 68% | 11 4 | 0 89% | 1 94%  | 1 84% | 97 7%  | 81 00%  | 96 00% | 85 00%  | 96 00%  | 0 510% | 100 00% | 30 days |
| 51                  | BSNL                  |   | 0 00   | 99 00% | 17 0 | 1 10% | 0 20%  | 2 00% | 99 0%  | NA      | NA     | NA      | NA      | 0 100% | 100 00% | 07 days |
| 52                  | Bharti-Cellular       |   | 12 55  | 98 72% | 14 1 | 0 15% | 0 40%  | 1 45% | 97 0%  | 93 39%  | 99 78% | NA      | NA      | 0 090% | 100 00% | 30 days |
| 53                  | Reliance-CDMA         |   | 26 00  | 97 37% | 4 7  | 0 00% | 0 68%  | 1 25% | 99 0%  | 99 50%  | 99 50% | 35 32%  | 35 32%  | 0 080% | 100 00% | 30 days |
| 54                  | Tata-CDMA             |   | 9 24   | 99 19% | 17 1 | 0 00% | 0 00%  | 0 81% | 96 4%  | 85 80%  | 90 10% | NA      | NA      | 0 160% | 100 00% | 30 days |
| <b>X UP-E</b>       |                       |   |        |        |      |       |        |       |        |         |        |         |         |        |         |         |
| 55                  | Bharti-Cellular       |   | 24 00  | 99 05% | 14 1 | 0 43% | 0 91%  | 1 95% | 97 0%  | 81 00%  | 96 80% | 97 00%  | 100 00% | 0 070% | 098 00% | 21 days |
| 56                  | Hutch-ADIL            |   | 0 00   | 97 35% | 8 0  | 0 13% | 0 09%  | 1 98% | 96 1%  | 100 00% | 93 00% | 100 00% | 99 00%  | 0 005% | 100 00% | 21 days |
| 57                  | BSNL                  |   | 2 00   | 93 00% | 12 0 | 4 00% | 4 00%  | 2 83% | 95 0%  | NA      | NA     | NA      | NA      | 0 100% | 100 00% | 01 days |
| 58                  | Reliance-CDMA         |   | 38 00  | 97 86% | 4 3  | 0 00% | 0 57%  | 1 60% | 98 0%  | 99 50%  | 99 50% | 35 33%  | 35 33%  | 0 070% | 100 00% | 30 days |
| 59                  | Tata-CDMA             |   | 10 40  | 99 89% | 16 8 | 0 00% | 0 00%  | 0 56% | 99 0%  | 95 00%  | 95 00% | NA      | NA      | 0 520% | 100 00% | NA      |
| <b>XI Rajasthan</b> |                       |   |        |        |      |       |        |       |        |         |        |         |         |        |         |         |
| 60                  | Hutch-Aircel Digilink |   | 6 23   | 99 27% | 8 8  | 0 35% | 0 34%  | 1 89% | 97 2%  | 100 00% | 87 51% | 100 00% | 94 24%  | 0 090% | 100 00% | 21 days |
| 61                  | BSNL                  |   | 144 30 | 94 80% | 6 2  | 1 10% | 14 80% | 2 20% | 97 5%  | 0 60%   | 4 20%  | 20 00%  | 32 20%  | 0 500% | 099 30% | 30 days |
| 62                  | Bharti-Hexacom        |   | 23 00  | 96 89% | 10 0 | 0 28% | 0 45%  | 1 71% | 96 4%  | 99 91%  | 99 98% | 95 32%  | 97 31%  | 0 003% | 100 00% | 02 days |
| 63                  | Reliance-CDMA         |   | 59 67  | 96 77% | 6 7  | 0 00% | 0 52%  | 1 64% | 98 0%  | 99 50%  | 99 50% | 54 63%  | 54 63%  | 0 090% | 100 00% | 30 days |
| 64                  | Tata-CDMA             |   | 11 37  | 99 47% | 9 7  | 0 00% | 0 00%  | 0 74% | 96 3%  | 67 33%  | 73 00% | NA      | NA      | 0 026% | 100 00% | 30 days |

|                            | 1      | 2       | 3    | 4     | 5      | 6      | 7      | 8      | 9       | 10      | 11      | 12      | 13     | 14      | 15      | 16      |
|----------------------------|--------|---------|------|-------|--------|--------|--------|--------|---------|---------|---------|---------|--------|---------|---------|---------|
| <b>XII Madhya Pradesh</b>  |        |         |      |       |        |        |        |        |         |         |         |         |        |         |         |         |
| 65 IDEA-Cellular           | 7.12   | 98.66%  | 12.3 | 0.74% | 0.73%  | 1.87%  | 1.87%  | 99.0%  | 100.00% | Nil     | 72.07%  | 76.60%  | 0.100% | 100.00% | 100.00% | 30 days |
| 66 Reliance-GSM            | 16.26  | 98.17%  | 8.1  | 0.57% | 8.10%  | 2.84%  | 2.84%  | 96.8%  | 100.00% | Nil     | 100.00  | Nil     | 0.030% | 100.00% | 100.00% | 01 days |
| 67 BSNL                    | 0.00   | 97.94%  | 2.7  | 0.70% | 2.18%  | 100.0% | 100.0% | 99.30% | 99.00%  | 99.50%  | 97.00%  | 99.30%  | 0.025% | 160.00% | 160.00% | 30 days |
| 68 Bharti Cellular         | 20.40  | 99.68%  | 10.0 | 0.03% | 0.33%  | 0.58%  | 0.58%  | 98.4%  | 99.93%  | 99.99%  | 97.22%  | 98.30%  | 0.098% | 100.00% | 100.00% | 30 days |
| 69 Reliance-CDMA           | 60.33  | 97.78%  | 6.0  | 0.06% | 0.59%  | 1.50%  | 1.50%  | 98.0%  | 95.50%  | 95.50%  | 62.40%  | 62.40%  | 0.070% | 100.00% | 100.00% | 30 days |
| 70 Tata-CDMA               | 0.27   | 98.27%  | 3.8  | 0.00% | 0.00%  | 0.60%  | 0.60%  | 98.1%  | 100.00% | Nil     | NA      | NA      | 0.420% | 100.00% | 100.00% | 30 days |
| <b>XIII West Bengal</b>    |        |         |      |       |        |        |        |        |         |         |         |         |        |         |         |         |
| 71 Bharati                 | 0.00   | 98.75%  | 5.1  | 0.56% | 1.78%  | 1.67%  | 1.67%  | 100.0% | 99.46%  | 99.81%  | 96.76%  | 97.89%  | 0.010% | 100.00% | 100.00% | 21 days |
| 72 Reliance-GSM            | 7.49   | 98.00%  | 9.4  | 1.48% | 7.23%  | 2.60%  | 2.60%  | 97.4%  | NA      | NA      | 100.00% | Nil     | Nil    | NA      | NA      | Nil     |
| 73 BSNL                    | 0.00   | 98.44%  | 5.8  | 0.97% | 1.57%  | 2.61%  | 2.61%  | 98.6%  | NA      | NA      | NA      | NA      | 0.000% | 100.00% | 100.00% | 30 days |
| 74 Tata-CDMA               | 22.36  | 98.76%  | 9.6  | 0.00% | 0.00%  | 0.95%  | 0.95%  | 97.3%  | NA      | NA      | NA      | NA      | 0.170% | 100.00% | 100.00% | 30 days |
| 75 Reliance-CDMA           | 25.00  | 98.16%  | 4.0  | 0.00% | 0.66%  | 1.05%  | 1.05%  | 98.4%  | 99.50%  | 99.50%  | 52.70%  | 52.70%  | 0.090% | 100.00% | 100.00% | 30 days |
| 76 Hutchison Essar S       | 17.41  | 96.14%  | 9.5  | 0.30% | 0.76%  | 1.83%  | 1.83%  | 97.2%  | 100.00% | 100.00% | 90.00%  | 98.00%  | 0.090% | 100.00% | 100.00% | 30 days |
| <b>C Circle</b>            |        |         |      |       |        |        |        |        |         |         |         |         |        |         |         |         |
| <b>XIV Jhachal Pradesh</b> |        |         |      |       |        |        |        |        |         |         |         |         |        |         |         |         |
| 77 Bharti Telenet          | 4.83   | 97.94%  | 11.0 | 0.72% | 0.80%  | 1.47%  | 1.47%  | 98.7%  | 99.99%  | 100.00% | NA      | NA      | 0.001% | 100.00% | 100.00% | 01 day  |
| 78 Reliance-GSM            | 11.10  | 100.00% | 8.2  | 0.26% | 1.56%  | 2.60%  | 2.60%  | 98.3%  | 95.00%  | 100.00% | 95.00%  | 100.00% | Nil    | Nil     | Nil     | Nil     |
| 79 BSNL                    | 0.00   | 98.40%  | 5.7  | 2.00% | 4.00%  | 2.80%  | 2.80%  | 95.2%  | NA      | NA      | NA      | NA      | 0.070% | 100.00% | 100.00% | 07 days |
| 80 Reliance-CDMA           | 28.00  | 98.85%  | 4.3  | 0.00% | 0.41%  | 0.74%  | 0.74%  | 98.0%  | 95.60%  | 95.60%  | 61.00%  | 61.00%  | 0.080% | 100.00% | 100.00% | 30 days |
| 81 Tata-CDMA               | 0.00   | 98.37%  | 12.0 | 0.00% | 0.29%  | 0.71%  | 0.71%  | 95.9%  | 96.60%  | 96.60%  | NA      | NA      | 0.220% | 100.00% | 100.00% | 30 days |
| <b>XV Bihar</b>            |        |         |      |       |        |        |        |        |         |         |         |         |        |         |         |         |
| 82 Reliance-GSM            | 15.53  | 96.33%  | 8.3  | 1.76% | 9.20%  | 2.03%  | 2.03%  | 96.6%  | NA      | NA      | NA      | NA      | 0.000% | NA      | NA      | NA      |
| 83 BSNL                    | 8.00   | 98.64%  | 8.1  | 3.34% | 12.96% | 3.04%  | 3.04%  | 90.3%  | NA      | NA      | NA      | NA      | 0.220% | 89.92%  | 89.92%  | 42 days |
| 84 Reliance-CDMA           | 82.00  | 95.88%  | 4.7  | 0.00% | 0.69%  | 1.47%  | 1.47%  | 95.2%  | 99.60%  | 99.60%  | 52.70%  | 52.70%  | 0.090% | 100.00% | 100.00% | 30 days |
| 85 Bharti Cellular         | 6.36   | 98.63%  | 6.8  | 1.20% | 1.85%  | 2.74%  | 2.74%  | 97.8%  | 96.00%  | 96.00%  | 97.00%  | 97.00%  | 0.110% | 166.00% | 166.00% | 30 days |
| 86 Tata-CDMA               | 0.18   | 99.99%  | 8.3  | 0.00% | 0.00%  | 0.56%  | 0.56%  | 98.3%  | NA      | NA      | NA      | NA      | 1.920% | 100.00% | 100.00% | 30 days |
| <b>XVI Orissa</b>          |        |         |      |       |        |        |        |        |         |         |         |         |        |         |         |         |
| 87 Reliance-GSM            | 1.32   | 98.61%  | 7.2  | 0.17% | 7.74%  | 2.07%  | 2.07%  | 98.8%  | NA      | NA      | 88.67%  | 100.00% | 0.000% | NA      | NA      | NA      |
| 88 BSNL                    | 37.35  | 95.22%  | 10.0 | 4.45% | 11.77% | 2.10%  | 2.10%  | 93.0%  | NA      | NA      | NA      | NA      | 0.160% | 100.00% | 100.00% | Nil     |
| 89 Bharti                  | 0.00   | 99.86%  | 7.0  | 0.04% | 0.12%  | 1.08%  | 1.08%  | 98.9%  | 99.55%  | 100.00% | 96.86%  | 98.16%  | 0.040% | 100.00% | 100.00% | 30 days |
| 90 Reliance-CDMA           | 46.33  | 98.19%  | 5.0  | 0.00% | 0.56%  | 1.14%  | 1.14%  | 98.0%  | 99.50%  | 99.50%  | 62.40%  | 62.40%  | 0.070% | 100.00% | 100.00% | 30 days |
| 91 Tata-CDMA               | 2.23   | 97.76%  | 9.2% | 0.00% | 0.00%  | 0.69%  | 0.69%  | 95.8%  | NA      | NA      | NA      | NA      | 0.180% | 100.00% | 100.00% | 30 days |
| <b>XVII Assam</b>          |        |         |      |       |        |        |        |        |         |         |         |         |        |         |         |         |
| 92 Bharti                  | 154.56 | 99.17%  | 10.0 | 0.11% | 0.62%  | 1.91%  | 1.91%  | 95.0%  | 99.80%  | 100.00% | NA      | NA      | 0.080% | 100.00% | 100.00% | 30 days |
| 93 BSNL                    | 0.00   | 98.00%  | 10.0 | 3.00% | 4.00%  | 3.00%  | 3.00%  | 98.0%  | 70.00%  | 80.00%  | 80.00%  | 95.00%  | 0.010% | 100.00% | 100.00% | 30 days |
| 94 Reliance-GSM            | 55.16  | 95.33%  | 12.2 | 1.04% | 4.82%  | 1.16%  | 1.16%  | 95.7%  | 85.00%  | 95.00%  | 85.00%  | 95.00%  | 0.040% | 100.00% | 100.00% | NA      |

| 1   | 2                      | 3      | 4      | 5    | 6     | 7     | 8     | 9      | 10      | 11      | 12      | 13     | 14     | 15      | 16      |
|-----|------------------------|--------|--------|------|-------|-------|-------|--------|---------|---------|---------|--------|--------|---------|---------|
|     | <b>XVHI J &amp; K</b>  |        |        |      |       |       |       |        |         |         |         |        |        |         |         |
| 95  | BSNL                   | 23.40  | 99.00% | 15.0 | 1.30% | 7.33% | 2.00% | 96.00% | NA      | NA      | NA      | NA     | 0.100% | 100.00% | 21 days |
| 96  | Bharti                 | 4.50   | 97.92% | 10.0 | 0.46% | 0.25% | 1.58% | 97.7%  | 99.96%  | 100.00% | NA      | NA     | 0.050% | 100.00% | NA      |
|     | <b>XIX NE</b>          |        |        |      |       |       |       |        |         |         |         |        |        |         |         |
| 97  | BSNL                   | 7.00   | 99.80% | 14.0 | 0.49% | 1.37% | 2.00% | 98.1%  | NA      | NA      | NA      | NA     | 0.00%  | 100.00% | 15 days |
| 98  | Bharti                 | 0.00   | 98.99% | 10.0 | 0.01% | 0.08% | 1.21% | 97.5%  | 100.00% | Nil     | NA      | NA     | 0.130% | 100.00% | 30 days |
| 99  | Reliance-GSM           | 4.00   | 96.00% | 8.3  | 0.93% | 7.17% | 2.71% | 97.0%  | 65.00%  | 93.00%  | 65.00%  | 93.00% | 0.005% | 100.00% | 01 day  |
|     | <b>METRO</b>           |        |        |      |       |       |       |        |         |         |         |        |        |         |         |
|     | <b>XX Delhi</b>        |        |        |      |       |       |       |        |         |         |         |        |        |         |         |
| 100 | Bharti Cellular        | 0.00   | 98.51% | 14.4 | 0.12% | 0.06% | 1.57% | 98.3%  | 99.68%  | 99.85%  | 93.91%  | 95.76% | 0.070% | 100.00% | 30 days |
| 101 | Hutchison Essar M Serv | Nil    | 99.62% | 8.2  | 0.01% | 0.05% | 1.32% | 98.8%  | 99.00%  | 99.06%  | 84.33%  | 87.33% | 0.007% | 100.00% | 30 days |
| 102 | MTNL                   | 0.00   | 95.34% | 12.7 | 0.55% | 0.55% | 1.43% | 95.1%  | Nil     | Nil     | 91.60%  | 97.60% | 0.090% | 100.00% | 30 days |
| 103 | IDEA Cellular          | 0.00   | 99.99% | 7.0  | 1.29% | 2.70% | 0.58% | 98.4%  | 100.00% | Nil     | 90.00%  | 98.00% | 0.042% | 100.00% | 30 days |
| 104 | Tata-CDMA              | 0.00   | 98.07% | 9.6  | 0.00% | 0.19% | 0.63% | 95.5%  | 84.00%  | 89.00%  | NA      | NA     | 0.590% | 100.00% | 30 days |
| 105 | Reliance-CDMA          | 0.00   | 98.33% | 4.0  | 0.00% | 0.46% | 0.83% | 97.5%  | 99.50%  | 99.50%  | 56.30%  | 56.30% | 0.080% | 100.00% | 30 days |
|     | <b>XX Mumbai</b>       |        |        |      |       |       |       |        |         |         |         |        |        |         |         |
| 106 | Bharti Mobile          | 285.46 | 99.45% | 11.1 | 0.27% | 1.87% | 1.63% | 99.0%  | 72.93%  | NA      | 97.49%  | 99.06% | 0.100% | 100.00% | 40 days |
| 107 | Hutchison Max Tel      | 0.00   | 99.26% | 9.0  | 0.69% | 1.59% | 1.61% | 97.2%  | 97.47%  | 97.51%  | 84.42%  | 90.05% | 0.001% | 100.00% | 30 days |
| 108 | MTNL                   | 0.00   | 99.00% | 13.8 | 0.88% | 1.72% | 1.48% | 95.8%  | 81.40%  | 95.50%  | 82.00%  | 95.50% | 0.073% | 100.00% | 30 days |
| 109 | Bharti Cellular        | 1.00   | 96.13% | 6.0  | 0.22% | 0.31% | 1.07% | 96.7%  | 96.39%  | 96.40%  | 85.00%  | 90.00% | 0.020% | 100.00% | 30 days |
| 110 | Reliance-CDMA          | 0.00   | 97.68% | 4.0  | 0.00% | 0.62% | 1.23% | 99.9%  | 99.50%  | 99.50%  | 64.03%  | 64.03% | 0.070% | 100.00% | 30 days |
| 111 | Tata-CDMA              | 9.38   | 97.57% | 20.0 | 0.00% | 0.65% | 0.41% | 97.3%  | 67.34%  | 71.16%  | NA      | NA     | 0.430% | 100.00% | NA      |
|     | <b>XXH Chennai</b>     |        |        |      |       |       |       |        |         |         |         |        |        |         |         |
| 112 | Aircel Cellular Ltd    | 1.40   | 97.60% | 14.0 | 2.21% | 6.50% | 0.93% | 95.2%  | 95.00%  | 95.00%  | 95.00%  | 95.00% | 0.300% | 100.00% | 30 days |
| 113 | Bharti Mobinet         | 0.00   | 99.68% | 16.4 | 0.03% | 0.04% | 0.61% | 96.5%  | 99.97%  | 99.99%  | 86.39%  | 95.00% | 0.080% | 100.00% | 30 days |
| 114 | Hutchison Essar S      | 0.00   | 99.59% | 12.4 | 0.35% | 1.10% | 0.85% | 98.8%  | 100.00% | Nil     | 85.60%  | 99.30% | 0.030% | 100.00% | 30 days |
| 115 | BSNL                   | 0.00   | 98.08% | 12.2 | 0.40% | 3.50% | 1.00% | 100.0% | NA      | NA      | NA      | NA     | 0.100% | 100.00% | 01 day  |
| 116 | Reliance-CDMA          | 0.00   | 98.84% | 5.0  | 0.00% | 0.53% | 0.42% | 100.0% | 99.50%  | 99.50%  | 80.43%  | 80.43% | 0.070% | 100.00% | 30 days |
| 117 | Tata-CDMA              | 0.00   | 99.63% | 14.9 | 0.00% | 0.40% | 0.68% | 96.6%  | 93.00%  | 95.00%  | NA      | NA     | 0.140% | 100.00% | 03 days |
|     | <b>XXH Kolkata</b>     |        |        |      |       |       |       |        |         |         |         |        |        |         |         |
| 118 | Bharti Mobinet         | 0.00   | 96.00% | 7.8  | 0.01% | 0.11% | 1.34% | 96.0%  | 99.84%  | 99.99%  | 87.44%  | 90.35% | 0.090% | 100.00% | 24 days |
| 119 | Hutchison Essar S      | 0.00   | 99.95% | 15.6 | 0.26% | 1.70% | 0.84% | 96.6%  | 100.00% | Nil     | 85.30%  | 96.00% | 0.080% | 100.00% | 30 days |
| 120 | BSNL                   | 0.00   | 98.10% | 7.0  | 0.81% | 1.63% | 1.46% | 97.9%  | NA      | NA      | NA      | NA     | 0.010% | 99.00%  | 30 days |
| 121 | Reliable Internet Ser  | 0.00   | 99.47% | 9.4  | 0.01% | 0.05% | 1.73% | 99.5%  | NA      | NA      | 100.00% | Nil    | Nil    | NA      | NA      |
| 122 | Tata-CDMA              | 20.55  | 99.59% | 9.6  | 0.00% | 0.11% | 0.52% | 96.4%  | NA      | NA      | NA      | NA     | 0.300% | 100.00% | 30 days |
| 123 | Reliance-CDMA          | 0.00   | 98.20% | 6.0  | 0.00% | 0.53% | 1.27% | 98.3%  | 95.50%  | 95.50%  | 52.70%  | 52.70% | 0.080% | 100.00% | 30 days |

Service Providers not meeting the benchmarks: NA-Data not available