

| Sl No | Service Area | January 2012 | | | | | | | | | | |
|----------------|------------------|--------------------------------|------------------------|---------------------------------|---------------------|------------------------|---|-------------------------|------------------|--------------------|-------------------------------------|-------------|
| | | Total PortOut Request Received | Total PortOut Rejected | Rejected Under various category | | | | | | | | |
| | | | | UPC Mismatch | < 90 days | Contractual Obligation | Subscriber is either blacklisted or unsettled overdue | Number Under Litigation | Port stop by law | Under Owner Change | Force Majeure or by the Acts of God | Invalid LSA |
| P | R=R1+...+Rn | R1 | R2 | R3 | R4 | R5 | R6 | R7 | R8 | R9 | | |
| 1 | Andhra Pradesh | 15981 | 1374 (8.6%) | 778 (4.9%) | 299 / 7 (1.9%) | 126 (0.8%) | 171 (1.1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 2 | Assam | 468 | 122 (26.1%) | 50 (10.7%) | 10 / 10 (2.1%) | 0 (0%) | 61 (13%) | 1 (0.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 3 | Bihar incl JHK | 2510 | 539 (21.5%) | 183 (7.3%) | 84 / 7 (3.3%) | 217 (8.6%) | 55 (2.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 4 | Gujarat | 6135 | 532 (8.7%) | 337 (5.5%) | 90 / 0 (1.5%) | 16 (0.3%) | 89 (1.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 5 | Haryana | 10984 | 738 (6.7%) | 545 (5%) | 135 / 4 (1.2%) | 10 (0.1%) | 46 (0.4%) | 0 (0%) | 0 (0%) | 2 (0.02%) | 0 (0%) | 0 (0%) |
| 6 | Himachal Pradesh | 823 | 113 (13.7%) | 52 (6.3%) | 19 / 2 (2.3%) | 9 (1.1%) | 33 (4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 7 | Jammu & Kashmir | 51 | 37 (72.5%) | 33 (64.7%) | 0 / 0 (0%) | 0 (0%) | 5 (9.8%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 8 | Karnataka | 16850 | 8455 (50.2%) | 1025 (6.1%) | 879 / 1 (5.2%) | 377 (2.2%) | 6174 (36.6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 9 | Kerala | 6238 | 591 (9.5%) | 299 (4.8%) | 79 / 10 (1.3%) | 72 (1.2%) | 140 (2.2%) | 0 (0%) | 1 (0.02%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 10 | Kolkatta TD | 1561 | 287 (18.4%) | 101 (6.5%) | 26 / 7 (1.7%) | 0 (0%) | 160 (10.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 11 | Maharashtra | 8136 | 1778 (21.9%) | 1002 (12.3%) | 285 / 0 (3.5%) | 121 (1.5%) | 370 (4.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 12 | MP incl CHG | 4442 | 832 (18.7%) | 310 (7%) | 131 / 0 (2.9%) | 264 (5.9%) | 126 (2.8%) | 0 (0%) | 0 (0%) | 1 (0.02%) | 0 (0%) | 0 (0%) |
| 13 | NE1 incl NE2 | 73 | 18 (24.7%) | 8 (11%) | 2 / 0 (2.7%) | 0 (0%) | 8 (11%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 14 | Orissa | 2231 | 305 (13.7%) | 198 (8.9%) | 79 / 5 (3.5%) | 3 (0.1%) | 25 (1.1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 15 | Punjab | 14978 | 1194 (8%) | 746 (5%) | 123 / 1 (0.8%) | 286 (1.9%) | 39 (0.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 16 | Rajasthan | 15378 | 2545 (16.5%) | 1443 (9.4%) | 521 / 6 (3.4%) | 0 (0%) | 135 (0.9%) | 0 (0%) | 0 (0%) | 446 (2.9%) | 0 (0%) | 0 (0%) |
| 17 | TN incl Chennai | 6880 | 1461 (21.2%) | 600 (8.7%) | 123 / 23 (1.8%) | 532 (7.7%) | 206 (3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 18 | UP East | 9971 | 1459 (14.6%) | 745 (7.5%) | 379 / 2 (3.8%) | 250 (2.5%) | 85 (0.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 19 | UP West incl UTT | 7244 | 3608 (49.8%) | 640 (8.8%) | 160 / 1 (2.2%) | 2775 (38.3%) | 31 (0.4%) | 0 (0%) | 0 (0%) | 0 (0%) | 2 (0.03%) | 0 (0%) |
| 20 | West Bengal | 2389 | 177 (7.4%) | 102 (4.3%) | 50 / 1 (2.1%) | 0 (0%) | 25 (1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| All India BSNL | | 133323 | 26165 (19.6%) | 9197 (6.9%) | 3474 / 87 (2.6%) | 5058 (3.8%) | 7984 (6%) | 1 (0.001%) | 1 (0.001%) | 449 (0.3%) | 2 (0.002%) | 0 (0%) |

Note : %age of Rejections are wrt Total Portout Requests Received

Rejections in <90 Days Category (R2) are Total Rejections under <90 Days Category / Rejected <90 days Plan change

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| | More than 15 % |
| | 7.5 % to 15 % |
| | 5 % to 7.5 % |
| | Less than 5 % |

| Sl No | Service Area | February - 2012 | | | | | | | | | | |
|----------------|------------------|--------------------------------|------------------------|---------------------------------|---------------------|------------------------|---|-------------------------|------------------|--------------------|-------------------------------------|---------------|
| | | Total PortOut Request Received | Total PortOut Rejected | Rejected Under various category | | | | | | | | |
| | | | | UPC Mismatch | < 90 days | Contractual Obligation | Subscriber is either blacklisted or unsettled overdue | Number Under Litigation | Port stop by law | Under Owner Change | Force Majeure or by the Acts of God | Invalid LSA |
| P | R=R1+...+Rn | R1 | R2 | R3 | R4 | R5 | R6 | R7 | R8 | R9 | | |
| 1 | Andhra Pradesh | 15398 | 1331 (8.6%) | 696 (4.5%) | 257 / 8 (1.7%) | 237 (1.5%) | 141 (0.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 2 | Assam | 557 | 160 (28.7%) | 58 (10.4%) | 24 / 11 (4.3%) | 0 (0%) | 78 (14%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 3 | Bihar incl JHK | 2625 | 458 (17.4%) | 130 (5%) | 72 / 3 (2.7%) | 220 (8.4%) | 36 (1.4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 4 | Gujarat | 6965 | 590 (8.5%) | 314 (4.5%) | 160 / 0 (2.3%) | 22 (0.3%) | 94 (1.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 5 | Haryana | 9753 | 863 (8.8%) | 526 (5.4%) | 202 / 2 (2.1%) | 8 (0.1%) | 96 (1%) | 0 (0%) | 0 (0%) | 31 (0.3%) | 0 (0%) | 0 (0%) |
| 6 | Himachal Pradesh | 1024 | 122 (11.9%) | 61 (6%) | 27 / 1 (2.6%) | 4 (0.4%) | 30 (2.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 7 | Jammu & Kashmir | 62 | 41 (66.1%) | 31 (50%) | 1 / 0 (1.6%) | 0 (0%) | 9 (14.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 8 | Karnataka | 15365 | 7084 (46.1%) | 1098 (7.1%) | 844 / 2 (5.5%) | 226 (1.5%) | 4916 (32%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 9 | Kerala | 6161 | 690 (11.2%) | 281 (4.6%) | 39 / 5 (0.6%) | 272 (4.4%) | 98 (1.6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 10 | Kolkatta TD | 5146 | 3908 (75.9%) | 2566 (49.9%) | 712 / 0 (13.8%) | 0 (0%) | 630 (12.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 11 | Maharashtra | 7305 | 1459 (20%) | 812 (11.1%) | 206 / 0 (2.8%) | 45 (0.6%) | 396 (5.4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 12 | MP incl CHG | 4222 | 761 (18%) | 265 (6.3%) | 154 / 0 (3.6%) | 222 (5.3%) | 120 (2.8%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 13 | NE1 incl NE2 | 73 | 22 (30.1%) | 11 (15.1%) | 0 / 0 (0%) | 0 (0%) | 11 (15.1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 14 | Orissa | 1972 | 178 (9%) | 114 (5.8%) | 53 / 1 (2.7%) | 2 (0.1%) | 9 (0.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 15 | Punjab | 14126 | 1437 (10.2%) | 694 (4.9%) | 388 / 1 (2.7%) | 299 (2.1%) | 56 (0.4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 16 | Rajasthan | 21589 | 7883 (36.5%) | 1223 (5.7%) | 1029 / 8 (4.8%) | 0 (0%) | 136 (0.6%) | 0 (0%) | 3 (0.01%) | 5490 (25.4%) | 0 (0%) | 2 (0.01%) |
| 17 | TN incl Chennai | 7861 | 1948 (24.8%) | 636 (8.1%) | 277 / 21 (3.5%) | 708 (9%) | 327 (4.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 18 | UP East | 9322 | 1132 (12.1%) | 600 (6.4%) | 376 / 2 (4%) | 87 (0.9%) | 69 (0.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 19 | UP West incl UTT | 7123 | 3592 (50.4%) | 522 (7.3%) | 161 / 0 (2.3%) | 2880 (40.4%) | 26 (0.4%) | 0 (0%) | 0 (0%) | 2 (0.03%) | 1 (0.01%) | 0 (0%) |
| 20 | West Bengal | 2708 | 236 (8.7%) | 158 (5.8%) | 58 / 5 (2.1%) | 0 (0%) | 20 (0.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| All India BSNL | | 139357 | 33895 (24.3%) | 10796 (7.7%) | 5040 / 70 (3.6%) | 5232 (3.8%) | 7298 (5.2%) | 0 (0%) | 3 (0.002%) | 5523 (4%) | 1 (0.001%) | 2 (0.001%) |

Note : %age of Rejections are wrt Total Portout Requests Received

Rejections in <90 Days Category (R2) are Total Rejections under <90 Days Category / Rejected <90 days Plan change

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| | 7.5 % to 15 % |
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| Sl No | Service Area | March - 2012 | | | | | | | | | | |
|----------------|------------------|--------------------------------|------------------------|---------------------------------|---------------------|------------------------|---|-------------------------|------------------|--------------------|-------------------------------------|---------------|
| | | Total PortOut Request Received | Total PortOut Rejected | Rejected Under various category | | | | | | | | |
| | | | | UPC Mismatch | < 90 days | Contractual Obligation | Subscriber is either blacklisted or unsettled overdue | Number Under Litigation | Port stop by law | Under Owner Change | Force Majeure or by the Acts of God | Invalid LSA |
| P | R=R1+...+Rn | R1 | R2 | R3 | R4 | R5 | R6 | R7 | R8 | R9 | | |
| 1 | Andhra Pradesh | 16741 | 1991 (11.9%) | 798 (4.8%) | 569 / 8 (3.4%) | 498 (3%) | 126 (0.8%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 2 | Assam | 1205 | 207 (17.2%) | 121 (10%) | 11 / 9 (0.9%) | 0 (0%) | 75 (6.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 3 | Bihar incl JHK | 2259 | 411 (18.2%) | 120 (5.3%) | 80 / 2 (3.5%) | 182 (8.1%) | 29 (1.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 4 | Gujarat | 8548 | 977 (11.4%) | 486 (5.7%) | 342 / 0 (4%) | 34 (0.4%) | 115 (1.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 5 | Haryana | 9932 | 892 (9%) | 476 (4.8%) | 355 / 2 (3.6%) | 11 (0.1%) | 32 (0.3%) | 0 (0%) | 0 (0%) | 18 (0.2%) | 0 (0%) | 0 (0%) |
| 6 | Himachal Pradesh | 956 | 132 (13.8%) | 74 (7.7%) | 33 / 1 (3.5%) | 6 (0.6%) | 19 (2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 7 | Jammu & Kashmir | 211 | 122 (57.8%) | 59 (28%) | 0 / 0 (0%) | 0 (0%) | 63 (29.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 8 | Karnataka | 15860 | 7692 (48.5%) | 1112 (7%) | 999 / 1 (6.3%) | 239 (1.5%) | 5342 (33.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 9 | Kerala | 7032 | 680 (9.7%) | 372 (5.3%) | 30 / 14 (0.4%) | 167 (2.4%) | 111 (1.6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 10 | Kolkatta TD | 1710 | 283 (16.5%) | 122 (7.1%) | 19 / 8 (1.1%) | 0 (0%) | 142 (8.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 11 | Maharashtra | 8502 | 1615 (19%) | 782 (9.2%) | 279 / 0 (3.3%) | 68 (0.8%) | 486 (5.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 12 | MP incl CHG | 4529 | 916 (20.2%) | 317 (7%) | 224 / 0 (4.9%) | 210 (4.6%) | 165 (3.6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 13 | NE1 incl NE2 | 194 | 57 (29.4%) | 21 (10.8%) | 5 / 1 (2.6%) | 0 (0%) | 31 (16%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 14 | Orissa | 2207 | 273 (12.4%) | 218 (9.9%) | 40 / 2 (1.8%) | 2 (0.1%) | 13 (0.6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 15 | Punjab | 14091 | 1333 (9.5%) | 645 (4.6%) | 359 / 2 (2.5%) | 265 (1.9%) | 64 (0.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 16 | Rajasthan | 18839 | 7970 (42.3%) | 1211 (6.4%) | 991 / 4 (5.3%) | 0 (0%) | 140 (0.7%) | 0 (0%) | 8 (0.04%) | 5619 (29.8%) | 0 (0%) | 1 (0.01%) |
| 17 | TN incl Chennai | 8967 | 2242 (25%) | 646 (7.2%) | 424 / 19 (4.7%) | 818 (9.1%) | 354 (3.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 18 | UP East | 7651 | 1113 (14.5%) | 546 (7.1%) | 331 / 4 (4.3%) | 167 (2.2%) | 69 (0.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 19 | UP West incl UTT | 7458 | 3610 (48.4%) | 522 (7%) | 191 / 2 (2.6%) | 2851 (38.2%) | 44 (0.6%) | 0 (0%) | 0 (0%) | 0 (0%) | 2 (0.03%) | 0 (0%) |
| 20 | West Bengal | 4321 | 279 (6.5%) | 165 (3.8%) | 82 / 2 (1.9%) | 0 (0%) | 32 (0.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| All India BSNL | | 141213 | 32795 (23.2%) | 8813 (6.2%) | 5364 / 81 (3.8%) | 5518 (3.9%) | 7452 (5.3%) | 0 (0%) | 8 (0.006%) | 5637 (4%) | 2 (0.001%) | 1 (0.001%) |

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Rejections in <90 Days Category (R2) are Total Rejections under <90 Days Category / Rejected <90 days Plan change

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| Sl No | Service Area | April - 2012 | | | | | | | | | | |
|----------------|------------------|--------------------------------|------------------------|---------------------------------|---------------------|------------------------|---|-------------------------|------------------|--------------------|-------------------------------------|---------------|
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| | | | | UPC Mismatch | < 90 days | Contractual Obligation | Subscriber is either blacklisted or unsettled overdue | Number Under Litigation | Port stop by law | Under Owner Change | Force Majeure or by the Acts of God | Invalid LSA |
| P | R=R1+...+Rn | R1 | R2 | R3 | R4 | R5 | R6 | R7 | R8 | R9 | | |
| 1 | Andhra Pradesh | 15974 | 1519 (9.5%) | 762 (4.8%) | 401 / 11 (2.5%) | 236 (1.5%) | 120 (0.8%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 2 | Assam | 671 | 160 (23.8%) | 95 (14.2%) | 16 / 10 (2.4%) | 0 (0%) | 49 (7.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 3 | Bihar incl JHK | 2020 | 216 (10.7%) | 114 (5.6%) | 62 / 5 (3.1%) | 27 (1.3%) | 12 (0.6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 1 (0.05%) |
| 4 | Gujarat | 7326 | 906 (12.4%) | 430 (5.9%) | 242 / 0 (3.3%) | 145 (2%) | 89 (1.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 5 | Haryana | 8602 | 896 (10.4%) | 454 (5.3%) | 388 / 2 (4.5%) | 7 (0.1%) | 39 (0.5%) | 0 (0%) | 0 (0%) | 8 (0.1%) | 0 (0%) | 0 (0%) |
| 6 | Himachal Pradesh | 889 | 211 (23.7%) | 122 (13.7%) | 55 / 5 (6.2%) | 0 (0%) | 34 (3.8%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 7 | Jammu & Kashmir | 63 | 38 (60.3%) | 26 (41.3%) | 1 / 0 (1.6%) | 0 (0%) | 11 (17.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 8 | Karnataka | 12679 | 6081 (48%) | 798 (6.3%) | 706 / 2 (5.6%) | 177 (1.4%) | 4400 (34.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 9 | Kerala | 5317 | 509 (9.6%) | 275 (5.2%) | 49 / 7 (0.9%) | 66 (1.2%) | 119 (2.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 10 | Kolkatta TD | 2458 | 353 (14.4%) | 155 (6.3%) | 13 / 1 (0.5%) | 0 (0%) | 185 (7.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 11 | Maharashtra | 7839 | 1286 (16.4%) | 661 (8.4%) | 245 / 0 (3.1%) | 32 (0.4%) | 348 (4.4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 12 | MP incl CHG | 3958 | 788 (19.9%) | 254 (6.4%) | 204 / 0 (5.2%) | 199 (5%) | 131 (3.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 13 | NE1 incl NE2 | 162 | 45 (27.8%) | 21 (13%) | 7 / 2 (4.3%) | 0 (0%) | 17 (10.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 14 | Orissa | 2024 | 334 (16.5%) | 171 (8.4%) | 63 / 2 (3.1%) | 0 (0%) | 100 (4.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 15 | Punjab | 14123 | 1208 (8.6%) | 629 (4.5%) | 313 / 2 (2.2%) | 226 (1.6%) | 40 (0.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 16 | Rajasthan | 17790 | 2328 (13.1%) | 1106 (6.2%) | 787 / 10 (4.4%) | 0 (0%) | 160 (0.9%) | 0 (0%) | 0 (0%) | 275 (1.5%) | 0 (0%) | 0 (0%) |
| 17 | TN incl Chennai | 8173 | 2133 (26.1%) | 816 (10%) | 242 / 16 (3%) | 773 (9.5%) | 302 (3.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 18 | UP East | 6954 | 844 (12.1%) | 481 (6.9%) | 156 / 3 (2.2%) | 61 (0.9%) | 146 (2.1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 19 | UP West incl UTT | 6817 | 2687 (39.4%) | 434 (6.4%) | 139 / 3 (2%) | 2067 (30.3%) | 44 (0.6%) | 0 (0%) | 1 (0.01%) | 1 (0.01%) | 1 (0.01%) | 0 (0%) |
| 20 | West Bengal | 3339 | 320 (9.6%) | 202 (6%) | 84 / 2 (2.5%) | 0 (0%) | 34 (1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| All India BSNL | | 127178 | 22862 (18%) | 8006 (6.3%) | 4173 / 83 (3.3%) | 4016 (3.2%) | 6380 (5%) | 0 (0%) | 1 (0.001%) | 284 (0.2%) | 1 (0.001%) | 1 (0.001%) |

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| SI No | Service Area | May-12 | | | | | | | | | | |
|----------------|------------------|--------------------------------|------------------------|---------------------------------|---------------------|------------------------|---|-------------------------|------------------|--------------------|-------------------------------------|-------------|
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| | | | | UPC Mismatch | < 90 days | Contractual Obligation | Subscriber is either blacklisted or unsettled overdue | Number Under Litigation | Port stop by law | Under Owner Change | Force Majeure or by the Acts of God | Invalid LSA |
| P | R=R1+...+Rn | R1 | R2 | R3 | R4 | R5 | R6 | R7 | R8 | R9 | | |
| 1 | Andhra Pradesh | 16429 | 1274 (7.8%) | 758 (4.6%) | 228 / 9 (1.4%) | 148 (0.9%) | 140 (0.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 2 | Assam | 650 | 188 (28.9%) | 91 (14%) | 15 / 7 (2.3%) | 0 (0%) | 82 (12.6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 3 | Bihar incl JHK | 2047 | 186 (9.1%) | 99 (4.8%) | 44 / 2 (2.1%) | 20 (1%) | 23 (1.1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 4 | Gujarat | 8760 | 648 (7.4%) | 394 (4.5%) | 126 / 0 (1.4%) | 40 (0.5%) | 88 (1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 5 | Haryana | 8048 | 730 (9.1%) | 447 (5.6%) | 201 / 3 (2.5%) | 32 (0.4%) | 39 (0.5%) | 0 (0%) | 0 (0%) | 11 (0.1%) | 0 (0%) | 0 (0%) |
| 6 | Himachal Pradesh | 1010 | 164 (16.2%) | 73 (7.2%) | 37 / 4 (3.7%) | 5 (0.5%) | 49 (4.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 7 | Jammu & Kashmir | 63 | 37 (58.7%) | 27 (42.9%) | 0 / 0 (0%) | 0 (0%) | 10 (15.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 8 | Karnataka | 15786 | 7146 (45.3%) | 1039 (6.6%) | 761 / 1 (4.8%) | 112 (0.7%) | 5234 (33.2%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 9 | Kerala | 6973 | 779 (11.2%) | 486 (7%) | 30 / 4 (0.4%) | 159 (2.3%) | 104 (1.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 10 | Kolkatta TD | 2611 | 292 (11.2%) | 157 (6%) | 10 / 4 (0.4%) | 0 (0%) | 125 (4.8%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 11 | Maharashtra | 10243 | 1679 (16.4%) | 973 (9.5%) | 335 / 0 (3.3%) | 30 (0.3%) | 341 (3.3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 12 | MP incl CHG | 6209 | 795 (12.8%) | 381 (6.1%) | 154 / 0 (2.5%) | 140 (2.3%) | 120 (1.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 13 | NE1 incl NE2 | 166 | 47 (28.3%) | 22 (13.3%) | 6 / 2 (3.6%) | 0 (0%) | 19 (11.4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 14 | Orissa | 1657 | 186 (11.2%) | 137 (8.3%) | 42 / 1 (2.5%) | 0 (0%) | 7 (0.4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 15 | Punjab | 13781 | 1047 (7.6%) | 628 (4.6%) | 185 / 2 (1.3%) | 175 (1.3%) | 59 (0.4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 16 | Rajasthan | 23085 | 1854 (8%) | 1014 (4.4%) | 680 / 13 (2.9%) | 0 (0%) | 160 (0.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 17 | TN incl Chennai | 7292 | 1221 (16.7%) | 453 (6.2%) | 238 / 22 (3.3%) | 333 (4.6%) | 197 (2.7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 18 | UP East | 7107 | 740 (10.4%) | 461 (6.5%) | 195 / 4 (2.7%) | 19 (0.3%) | 65 (0.9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 19 | UP West incl UTT | 6209 | 2695 (43.4%) | 419 (6.7%) | 175 / 6 (2.8%) | 2066 (33.3%) | 32 (0.5%) | 0 (0%) | 0 (0%) | 0 (0%) | 3 (0.05%) | 0 (0%) |
| 20 | West Bengal | 2753 | 244 (8.9%) | 133 (4.8%) | 88 / 2 (3.2%) | 0 (0%) | 23 (0.8%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| All India BSNL | | 140879 | 21952 (15.6%) | 8192 (5.8%) | 3550 / 86 (2.5%) | 3279 (2.3%) | 6917 (4.9%) | 0 (0%) | 0 (0%) | 11 (0.008%) | 3 (0.002%) | 0 (0%) |

Note : %age of Rejections are wrt Total Portout Requests Received

Rejections in <90 Days Category (R2) are Total Rejections under <90 Days Category / Rejected <90 days Plan change

| | |
|--|----------------|
| | More than 15 % |
| | 7.5 % to 15 % |
| | 5 % to 7.5 % |
| | Less than 5 % |