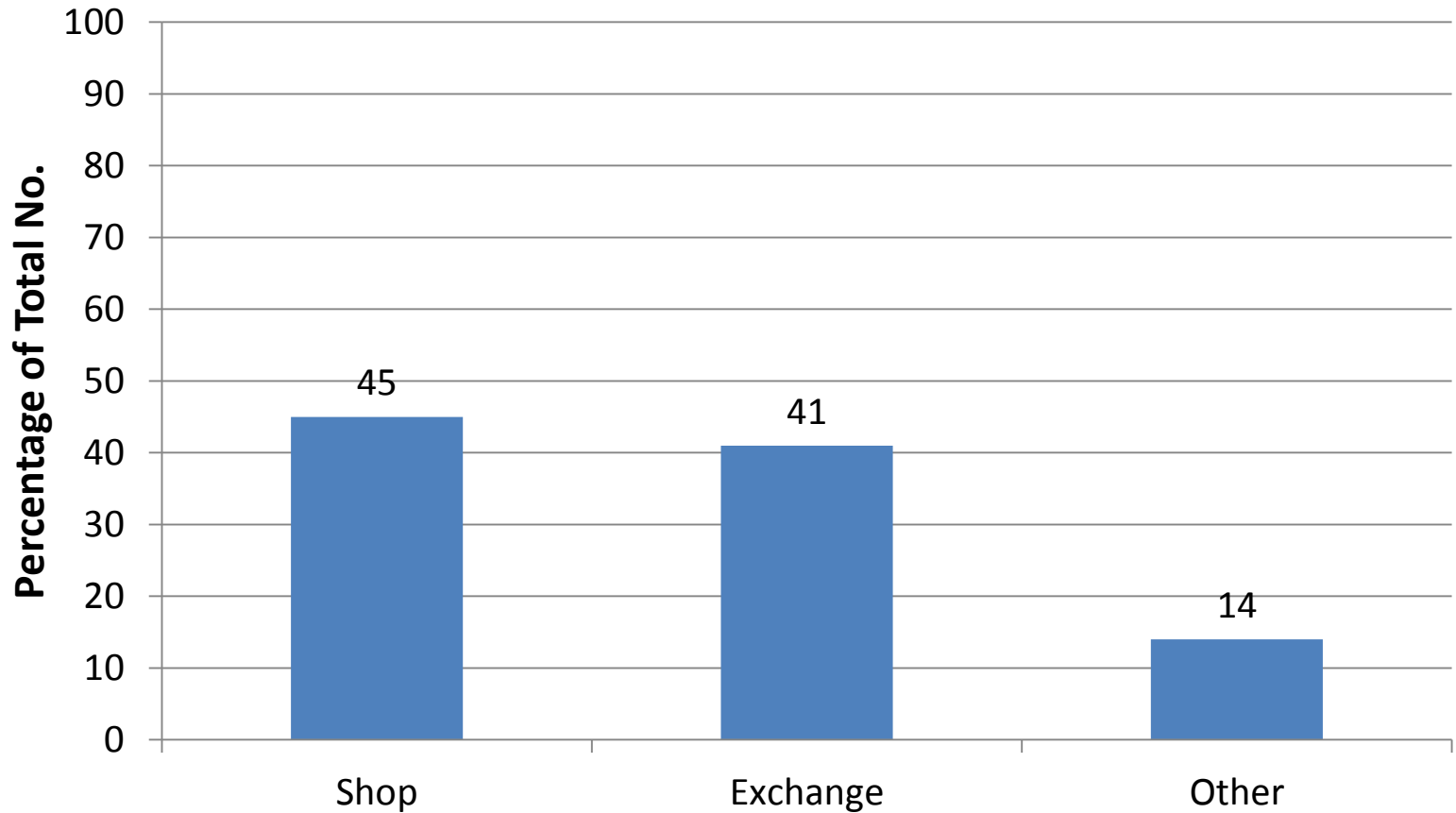


Summary of Physical Inspection Reports of 28672 Broadband Kiosks installed under USOF's Wireline Broadband Scheme

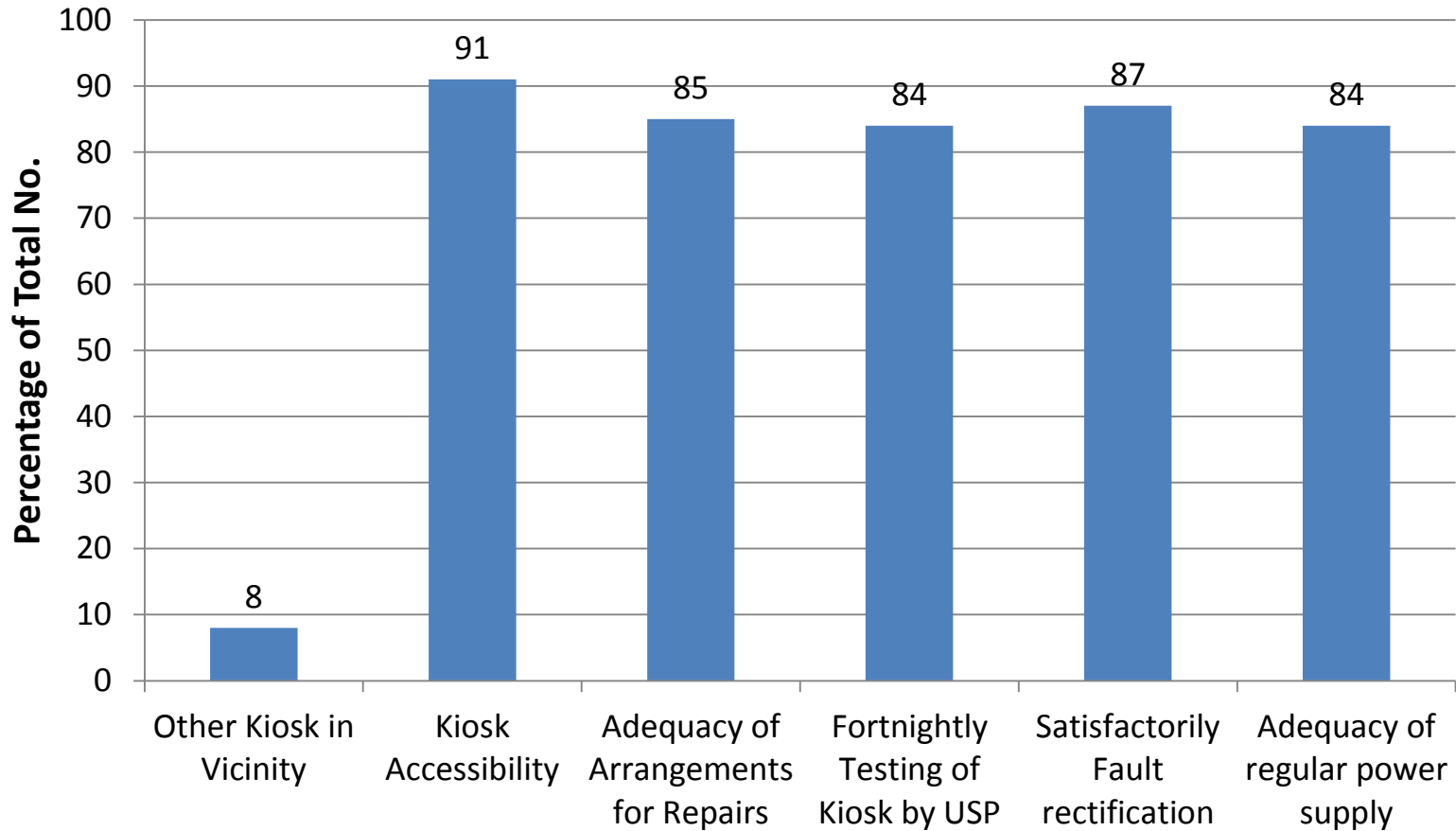
- The system to receive the physical inspection reports from CCA offices was computerized vide letter no. 1-16/2009-USOF(BB-LL)(Pt.) dated 04/03/2011. Based on the initial inputs, the system was subsequently improved vide letter no. 1-16/2009-USOF(BB-LL)(Pt.) dated 04/07/2011.
- USOF HQ has compiled physical inspection reports received in new format along with some reports provided by CCAs in old format.
- CCA offices have inspected 10375 Broadband Kiosks installed under the scheme. Inspection Reports of 8511 Kiosks are available in the new format.
- The Data relating to balance sites inspected in old format is to be progressively integrated into the computerized inspection report format as and when the subsequent inspection of these sites is carried out and reported to USOF HQ.

Location of Kiosk



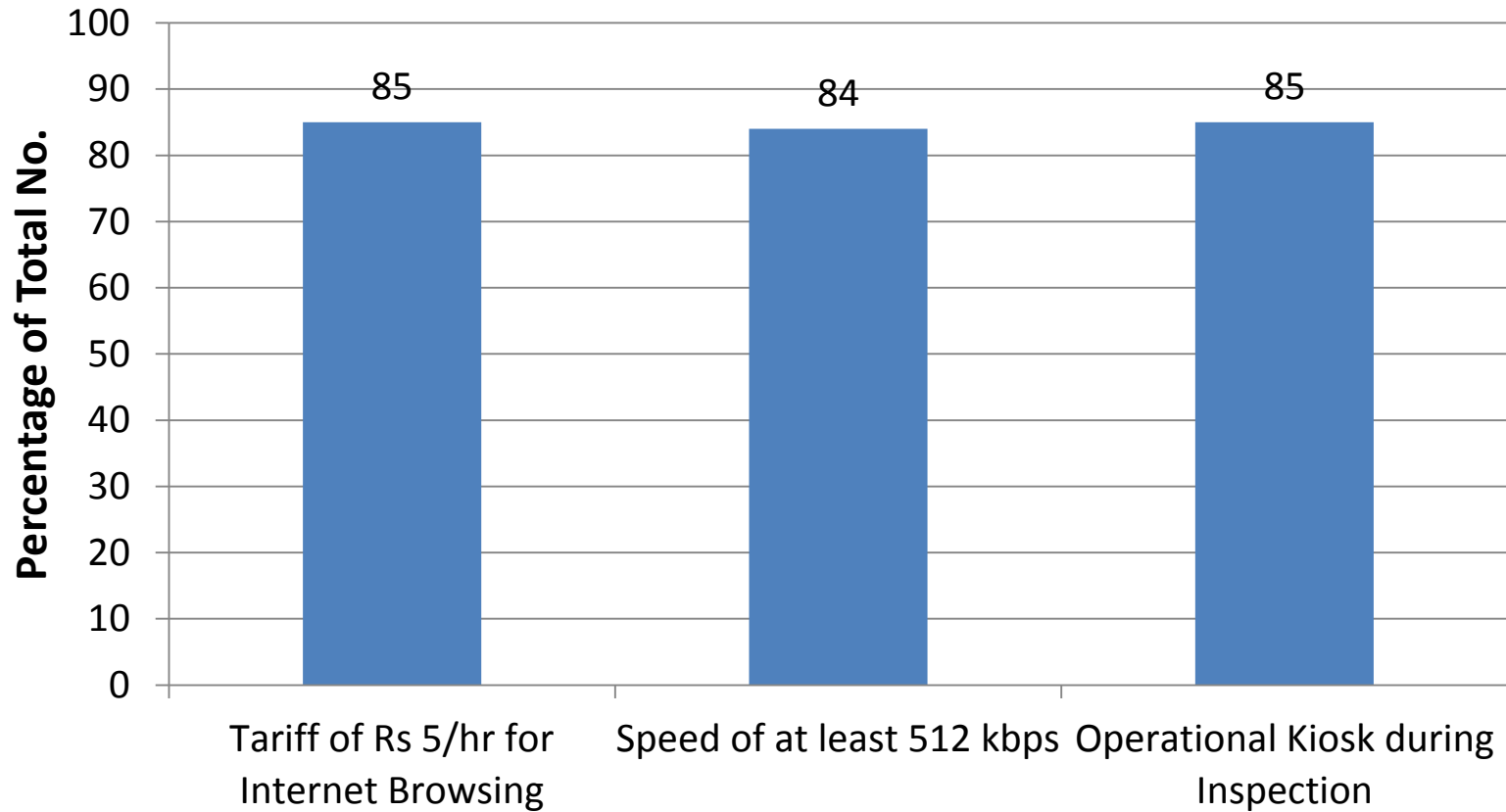
| | Number of Compliant Cases | | |
|-----------|---------------------------|-----|-----|
| | 157 | 621 | 64 |
| Total No. | 842 | 842 | 842 |

General Characteristics



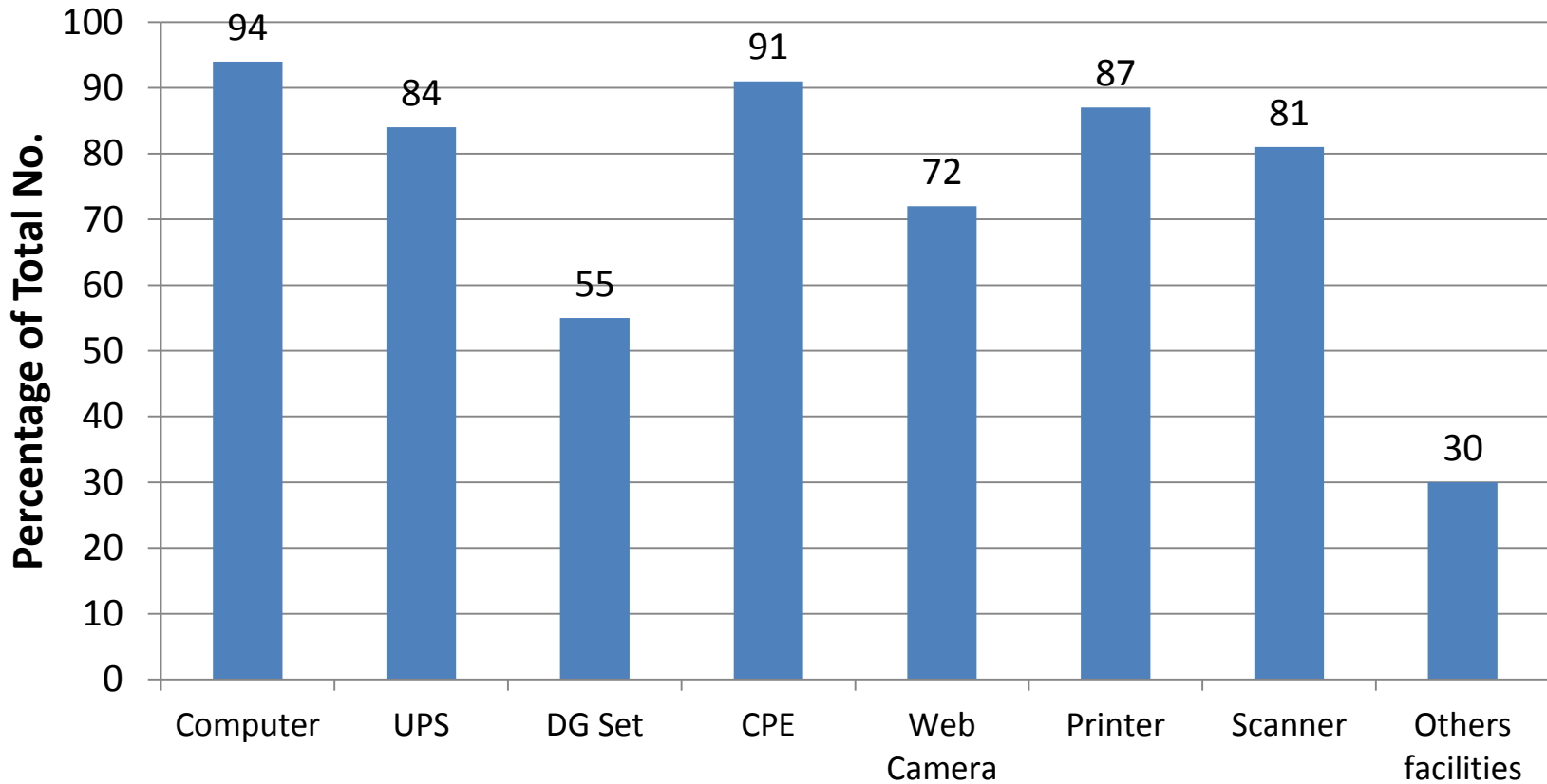
| | Number of Compliant Cases | | | | | |
|-----------|---------------------------|-----|-----|-----|-----|-----|
| | 102 | 729 | 699 | 637 | 721 | 726 |
| Total No. | 838 | 825 | 804 | 829 | 820 | 818 |

Operation of Kiosk



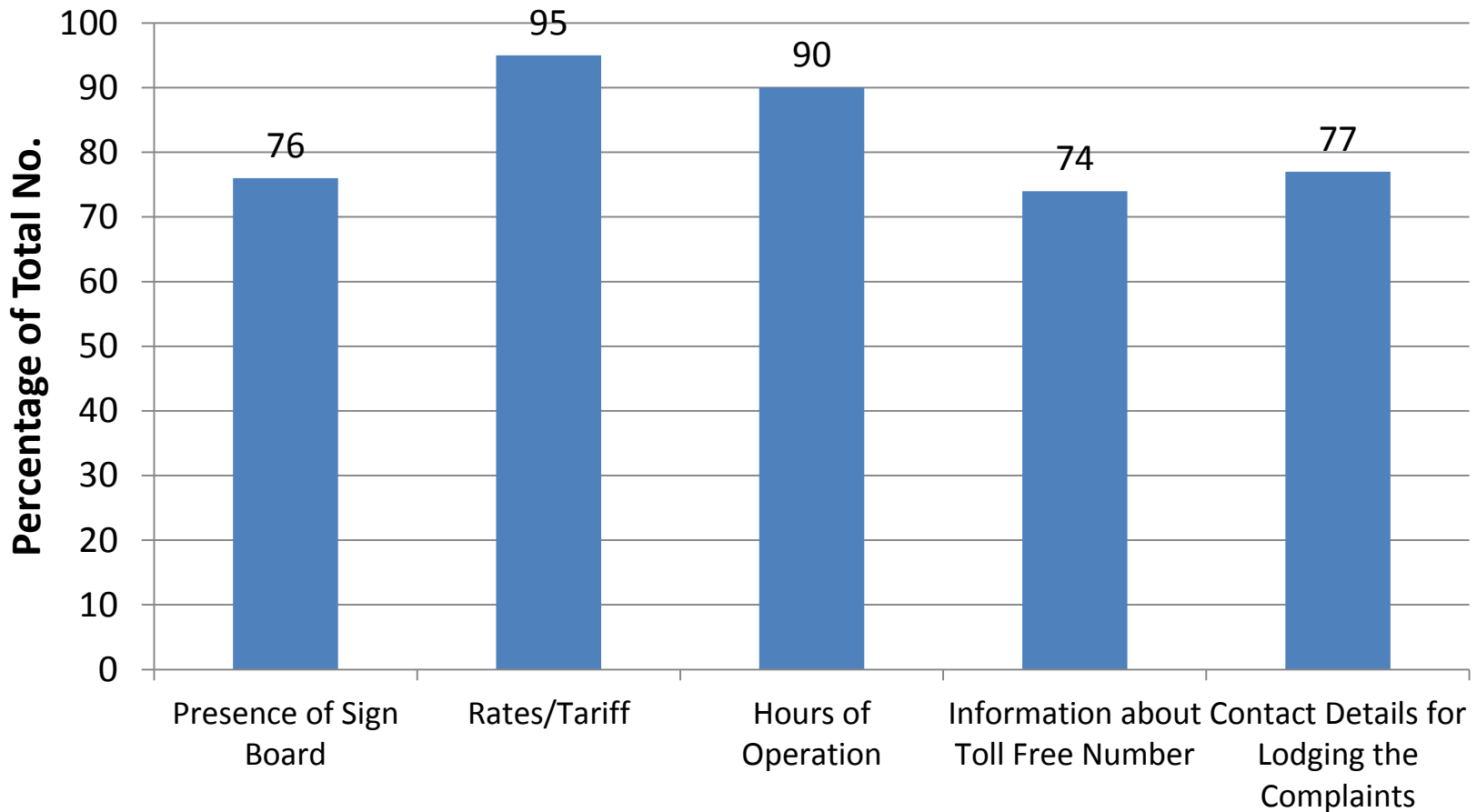
| | Number of Compliant Cases | | |
|-----------|---------------------------|-----|-----|
| | 725 | 689 | 724 |
| Total No. | 795 | 778 | 826 |

Availability of Prescribed Facilities



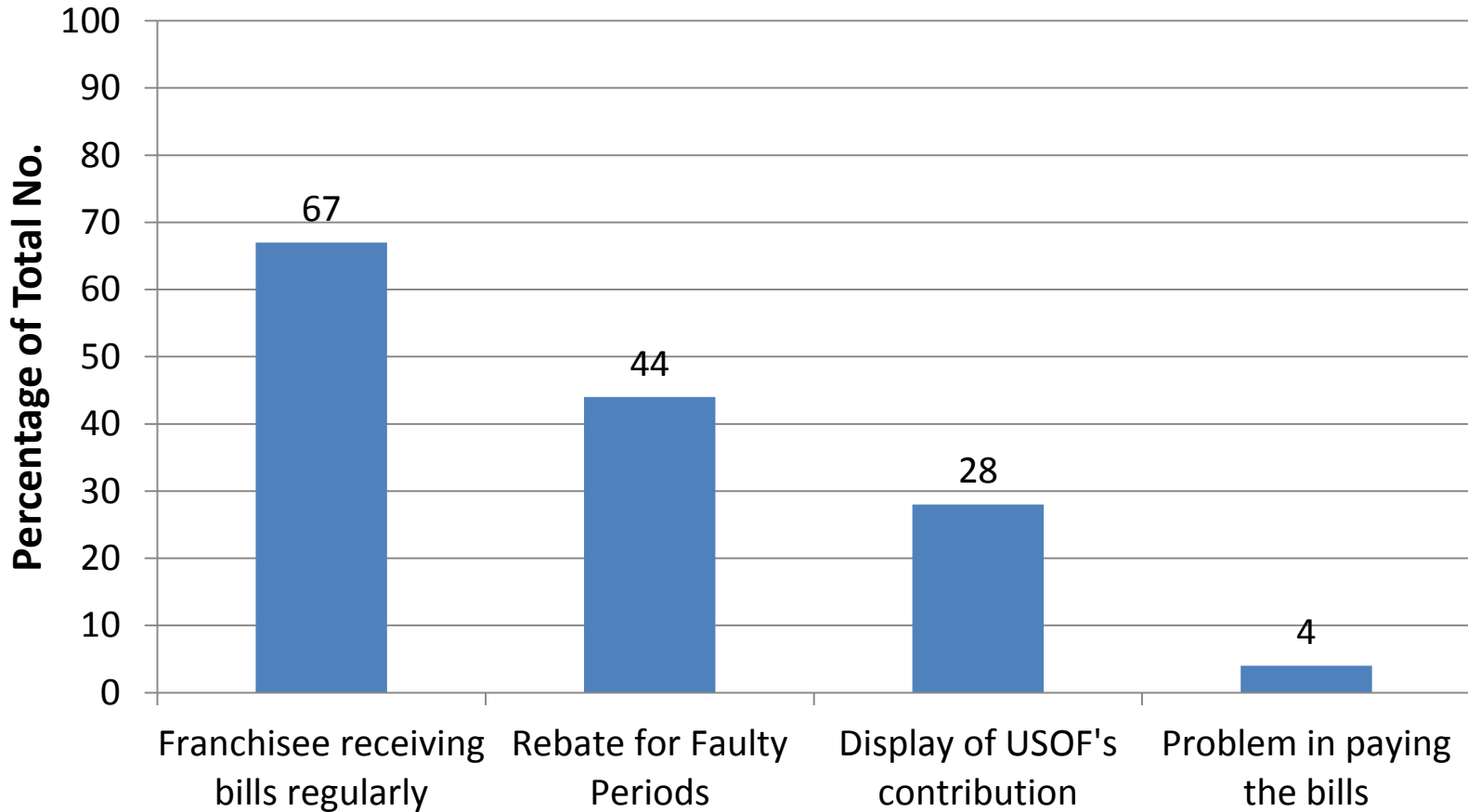
| | Number of Compliant Cases | | | | | | | |
|-----------|---------------------------|-----|-----|-----|-----|-----|-----|-----|
| | 802 | 526 | 592 | 781 | 311 | 583 | 486 | 225 |
| Total No. | 832 | 835 | 834 | 835 | 824 | 832 | 833 | 876 |

Sign Board and Displayed Information



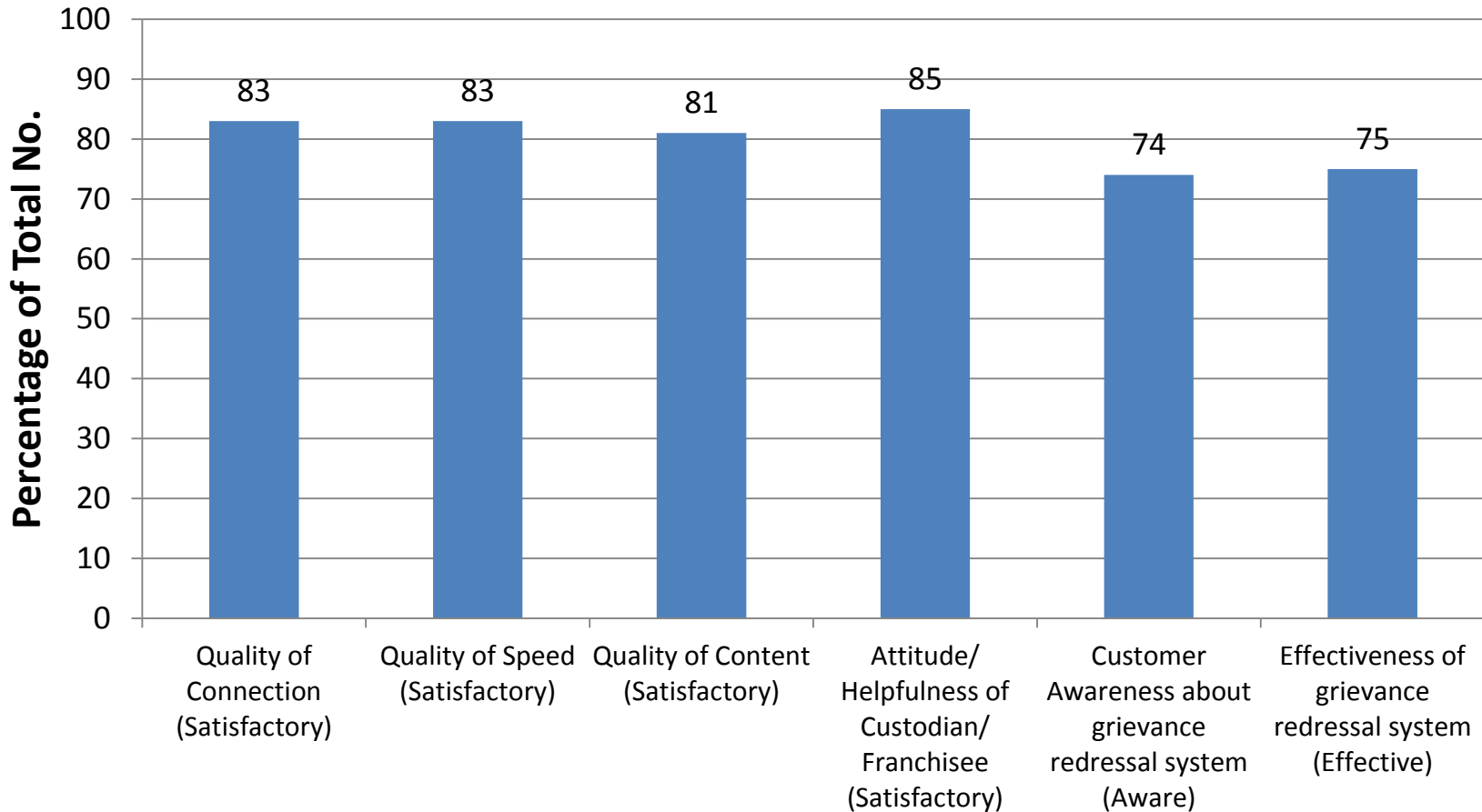
| | Number of Compliant Cases | | | | |
|-----------|---------------------------|-----|-----|-----|-----|
| | 592 | 543 | 517 | 212 | 222 |
| Total No. | 827 | 750 | 751 | 751 | 753 |

Billing



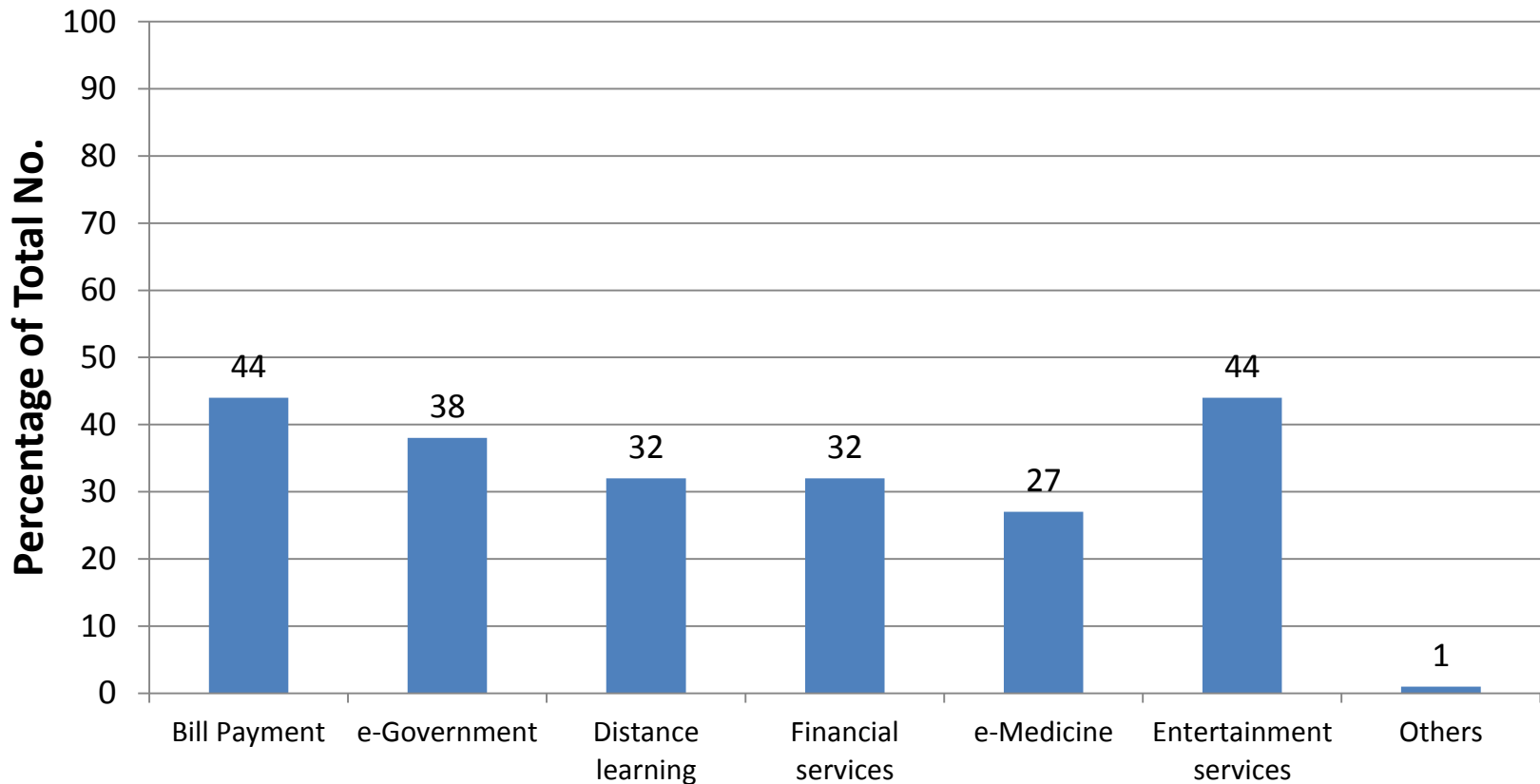
| | Number of Compliant Cases | | | |
|-----------|---------------------------|-----|-----|-----|
| | 381 | 139 | 42 | 11 |
| Total No. | 789 | 722 | 787 | 792 |

Customer Satisfaction Aspects



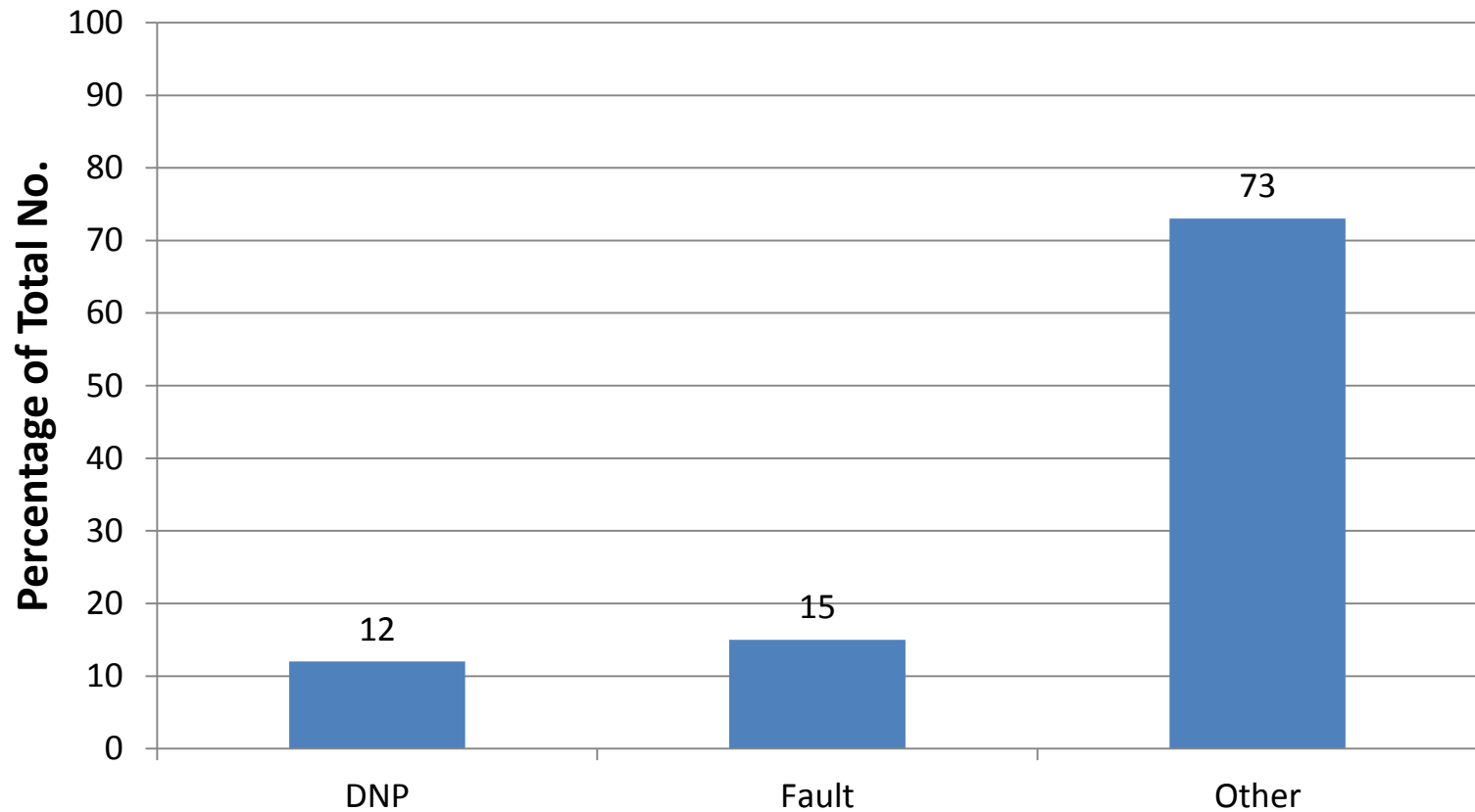
| | Number of Compliant Cases | | | | | |
|-----------|---------------------------|-----|-----|-----|-----|-----|
| | 659 | 656 | 602 | 654 | 370 | 357 |
| Total No. | 782 | 775 | 770 | 778 | 776 | 763 |

Availability of Special Content



| Total No. | Number of Compliant Cases | | | | | | |
|-----------|---------------------------|----|----|----|----|-----|---|
| 876 | 111 | 91 | 90 | 92 | 67 | 122 | 0 |

Reason for Non-Operational Status of Kiosk



| Total No. | Number of Compliant Cases | | |
|-----------|---------------------------|----|----|
| 76 | 7 | 26 | 43 |