

Quarterly Report on the Financial Results for the Quarter ended March 31, 2012



Reliance Communications Limited
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May 26, 2012

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General Risk: Investments in equity and equity-related securities involve a degree of risk and investors should not invest in the equity shares of the Company unless they can afford to take the risk of losing their investment. For taking an investment decision, investors must rely on their own examination of the Company including the risks involved.

Convenience Translation: All references in this report to "Rs" are to Indian Rupees and all references herein to "US\$" are to United States Dollars.

We publish our financial statements in Indian Rupees, the legal currency of the Republic of India. All amounts translated into United States Dollars in this report are provided solely for the convenience of the reader, and no representation is made that the Indian Rupee or United States Dollar amounts referred to herein could have been or could be converted into United States Dollars or Indian Rupees respectively, as the case may be, at any particular rate, the rates stated in this report, or at all.

Others: In this report, the terms "we", "us", "our", "the Company" or "the Group", unless otherwise specified or the context otherwise implies, refer to Reliance Communications Limited ("Reliance Communications") and its affiliates, including, inter alia, FLAG Telecom Group Limited ("FLAG"), Reliance Telecom Limited ("RTL"), Reliance Communications Infrastructure Limited ("RCIL") and Reliance Infratel Limited ("Reliance Infratel"). Further abbreviations are defined within this report.

Any discrepancies in any table between total and sums of the amounts listed are due to rounding off.

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1. Performance Snapshot

Particulars	Units	12 months period ended				Quarter ended			
		March-2009	March-2010	March-2011	March-2012	June 30, 2011 (Q1 FY12)	September 30, 2011 (Q2 FY12)	December 31, 2011 (Q3 FY12)	March 31, 2012 (Q4 FY12)
Total Subscribers	000's	72,666	102,422	135,719	153,046	143,265	147,087	150,079	153,046
Consolidated financials									
Revenue	Rs. mn	229,485	221,323	231,076	203,823	49,401	50,402	50,551	53,100
EBITDA	Rs. mn	93,050	78,205	90,816	64,899	16,021	16,051	16,141	16,322
Cash profit from operations	Rs. mn	100,789	86,138	79,976	49,665	11,995	13,763	12,188	11,719
Profit before income taxes	Rs. mn	61,967	52,228	15,176	8,821	2,201	3,234	2,549	836
Net Profit	Rs. mn	60,449	46,550	13,457	9,285	1,574	2,521	1,862	3,316
Total Fixed Assets	Rs. mn	729,476	715,395	729,408	714,778	715,354	714,339	749,916	714,778
Shareholders' Equity	Rs. mn	370,003	387,825	357,518	317,123	354,843	356,012	349,543	317,123
Net Debt	Rs. mn	225,943	198,888	320,485	358,393	319,754	319,036	367,627	358,393
Key Ratios									
EBITDA Margin	%	40.5%	35.3%	39.3%	31.8%	32.4%	31.8%	31.9%	30.7%
Net Profit Margin	%	26.3%	21.0%	5.8%	4.6%	3.2%	5.0%	3.7%	6.2%
Net Debt to funded equity ratio	Times	0.61	0.51	0.90	1.13	0.90	0.90	1.05	1.13
KPIs									
Wireless APRU	Rs.	244	158	116	102	103	101	100	99
Wireless RPM	Rs.	0.63	0.48	0.44	0.44	0.44	0.45	0.45	0.44
Wireless MoU per sub	Min/month	389	333	262	230	233	227	224	227
Long Distance Minutes	Mn Min	39,724	61,136	80,293	84,343	21,283	21,967	20,653	20,440

2. Overview

2.1. [Introduction](#)

Reliance Communications Limited ("Reliance Communications" or "the Company") is India's largest integrated communications service provider in the private sector with over 161 million individual, enterprise, and carrier customers.

We operate pan-India across the full spectrum of wireless, wireline, and long distance, voice, data, video and internet communication services. We also have an extensive international presence through the provision of long distance voice, data and internet services and submarine cable network infrastructure globally.

2.2. [Strategic Business Units](#)

The business of Reliance Communications is organized into two strategic customer-facing business units: Wireless and Global Enterprise. In addition, subsidiaries of Reliance Communications are engaged, inter alia, in the ownership, operation and development of telecom infrastructure, such as wireless communications sites and towers. Our strategic business units are supported by our fully integrated, state-of-the-art network and operations platform and by the largest retail distribution and customer service facilities of any communications service provider in India.

2.2.1. [Wireless](#)

RCOM offers CDMA and GSM based wireless services on a nationwide basis. RCOM has rolled-out 3G services in all the 13 circles where the company has won 3G spectrum. RCOM provides gamut of services in mobile and fixed wireless voice, data, and value added services for individual consumers and enterprises.

Following the roll-out of our GSM network, we are now the only player in the country offering both GSM and CDMA (dual technology) services on a nationwide basis.

As on date, we have rolled-out 3G services in all circles where we have won 3G spectrum, covering over 333 towns. On CDMA platform, Netconnect Broadband+ service is available in over 1,000 cities with seamless handover to 1x service across 20,000 towns.

The industry is witnessing an explosive growth in the Tab market and there was an express need from the Enterprise Segment for a Tablet that would allow seamless high speed data roaming across the country. After the success of the Reliance 3G Tab, we launched the Reliance CDMA Tab that would allow roaming in over 1,000 towns in the High Speed Data mode and across 20,000 towns and 500,000 villages on 1x mode.

We not only provide telecom connectivity to the mass market consumer segment but also, as an Integrated Telecom Service Provider, we offer total telecom solutions to our Corporate, SME & SoHo customers. Our portfolio of products includes mobile handsets, fixed wireless phones/terminals, tablets, high-speed internet data cards and Blackberry services. Our primary brands are Reliance Mobile for the mobile portfolio of services, Reliance Hello for the fixed wireless portfolio of services and Reliance Netconnect for wireless data services. We offer a unique wireless multimedia experience under the brand Reliance Mobile World.

We also offer public calling office ("PCO") services over our wireless network through independent retail operators of such facilities. We have pioneered rural telephony initiatives that are supported by the Government of India's Universal Services Obligation (USO) Fund. Additionally, we provide connectivity for devices such as point of sale terminals, lottery terminals, and ATM terminals.

We are among the top two providers of wireless communication services in the country, with a wireless subscriber base of over 153 million as of March 31, 2012 representing a market share of 16.7%. In addition, we are also the largest PCO operator in the private sector.

As per TRAI QoS report published in April, 2012; RCOM has met TRAI's QoS criteria in ALL the 22 circles. TRAI has rated RCOM's network as No.1 in 18 out of 22 circles for 'Lowest Call Drop Rate' across operators and also rated amongst Top 3 in 18 out of 22 circles for 'Best Call Set-up Success Rate'.

2.2.2. Global Enterprise

Global and the Broadband businesses have so far operated effectively as two separate Segments. This had enabled both the businesses to grow simultaneously and build up a strong customer base. Both the businesses offer similar type of products and services and serve similar clients in different geographies. Thus, in order to synergize and leverage their strengths and benefit from the market opportunities, the business units of Global and Enterprise Broadband have been combined into an integrated "Global Enterprise Business Unit (GEBU)" from the beginning of this financial year.

The Global Enterprise Business Unit offers the most comprehensive portfolio of Enterprise, IT infrastructure, National and International long distance voice, video and data network services on an integrated and highly scalable platform. Our business segments comprise Carrier, Enterprise and Consumer business units.

In India, we provide long distance business services including wholesale voice, bandwidth and infrastructure services, national and international private leased circuits, broadband internet access, audio and video conferencing, MPLS-VPN, remote access VPN, Centrex, toll-free services voice services for offices, voice VPN for corporates and managed internet data centre ("IDC") services. We offer unique, value-added products and services to large, medium and small enterprises for their communications, networking, and IT infrastructure needs across the country. We have a product range of more than 38 products to suit the needs of all customer segments, more than any other service provider in India.

Our National Long distance offer's NLD carriage and termination on an inter segment basis, to other business units of Reliance Communications. We also offer bandwidth and infrastructure services to other operators. We are leveraging our existing metro fibre optic networks to establish direct building connectivity on-net. Currently we are operating in 44 cities in India with more than 1,156,000 buildings connected directly to our network, serviced by more than 1.51 million access lines.

Our primary building access technology is metro Ethernet technology with ring based fiber uplinks, which offers performance and cost advantages versus other access technologies in areas with high service potential. Our Metro Ethernet LAN technology gives us a significant edge in delivering high bandwidth data services, as compared with all of our competitors who operate on predominantly copper networks. In cities where we are not currently

providing wireline direct building connectivity, we have selectively deployed wireless LMDS to access targeted buildings in accordance with our customer requirements. In the top 10 cities of India, we have augmented building connectivity program through deployment of WiMAX 802.16d technology. Using wire-line or wireless access, we provide services to the enterprise customers in more than 900 Indian cities/towns.

We have established an enterprise customer base of over 35,000 corporations that includes over 850 of the Top 1,000 Indian enterprises and MNCs. We are also expanding our enterprise subscriber base rapidly in the SME segment. We are the clear market leader in IDC services (Reliance Data Center) with more than 60% market share. We continue to maintain leadership in other high growth segments of the market such as MPLS-VPN and Centrex solutions.

Globally, we provide carrier's carrier voice, carrier's carrier bandwidth, enterprise data and consumer voice services.

In our Carrier Voice, we offer ILD carriage and termination, on an inter segment basis, to other business units of Reliance Communications as part of the wholesale product offering. We entered the long distance market in India in mid-2003 and are one of the largest carriers of international voice minutes with a market share of 30% for ILD wholesale inbound traffic.

As part of our Consumer voice offering we offer virtual international calling services to retail customers for calls to 200 international destinations including India under the brand Reliance Global Call. Our retail services are available to customers in 14 countries in Australia, Austria, Belgium, Canada, France, Hong Kong, India, Ireland, Netherlands, New Zealand, Singapore, Spain, United Kingdom and United States. We have over 2.5 million customers for our Reliance Global Call service.

Our international Data business is underpinned by our ownership of the largest private submarine cable system in the world, directly connecting 40 countries from the East coast of the United States, to Europe, the Middle East, India, South and East Asia, through to Japan. The network seamlessly interconnects with our 190,000 route Kilometres fibre optic cables within India.

As part of wholesale offering, we offer national and international (submarine cable) network infrastructure on both an Indefeasible Right of Use ("IRU") and leased circuit basis, internet bandwidth, IPLC to carriers, ISPs, content providers and enterprises globally.

We have a very strong and rapidly growing enterprise business segment outside India. We are among the top 10 Managed Ethernet services provider in the U.S. and have a strong position in the global enterprise data market. We have over 2,100 enterprise customers globally in developed markets of the US, UK, France, Germany, Benelux, Singapore and Australia.

2.2.3. Reliance Digital TV

We launched nationwide satellite TV services on 19th August, 2008 under our wholly-owned subsidiary Reliance Big TV Limited. These services are available on the Direct-To-Home (DTH) format to consumers in India.

Our Direct-To-Home (DTH) digital TV Business has moved into its 4th full year of operations. Reliance Digital TV offers a full combo of Standard Definition, High Definition & High Definition-DVR STBs, along with largest channel bouquet. We also introduced a new technology advancement which made us the 1st operator to offer all 250 channels in HD like quality. Reliance offers nationwide Direct-To-Home satellite TV services, employing state-of-the-art MPEG4 technology.

Reliance Digital TV is available at more than 40,000 outlets across 8,300 towns in the country. The retail and distribution reach, as well as other elements of infrastructure established for our wireless network, have been leveraged to expand our DTH presence. Reliance Digital TV currently has 4.3 million subscribers, with 10% share of the DTH market in India. We launched India's first High definition cum Advanced Digital Video recorder (HD DVR). This is a world class product offering 200 hrs of recording, trick play functions & universal remote for operating three devices.

Recently we introduced India's first Consumer offering of 'Loyalty Program'. This is the first time in Indian DTH industry's history that the consumer will get rewarded for long term association. For every rupee spent on Reliance Digital TV subscription, the consumer will now earn reward points which can be redeemed against various Reliance Digital TV services.

During the past 12 months, there has been a significant enhancement in the, already stable product quality. Now our Set Top Box (STB) Failure Rate has gone down to 0.8%, which is amongst the best internationally & by far the best in India.

2.3. [Network and Operating Facilities](#)

We have India's widest network coverage encompassing 24,000 towns, 600,000 villages & all major railway routes & highways which covers 90% of the country's population.

Our national inter-city long distance network is the largest next generation network in India, with over 160,000 route kilometres of ducted fibre optic cables. We have a totally unique asset in over 25,000 route kilometres of ducted fibre optic cables installed in the leading cities in India. The entire inter-city and metro fibre optic backbone network is deployed in a ring and mesh architecture and is MPLS enabled. The Reliance Data Network has over 180 MPLS integrated network nodes.

We have over 450,000 sq. ft. of IDC capacity in multiple locations and plan to add more IDC capacity to meet growing demand. Our network operating centre in Navi Mumbai, India, is one of the most advanced in the world. The entire range of our products and services is enabled by streamlined, fully integrated, flow through operating and business support systems. These facilities provide us with by far the most superior platform in India for offering bandwidth intensive, feature rich, converged services and solutions for consumers, enterprises, and carrier customers with virtually limitless scalability.

Our national networks are integrated with our international networks.

We have relationships with over 800 global, regional and domestic carriers capable of offering services in 230 countries. Our Managed Network Services are currently available in over 40,000 locations across 163 countries. We also own 22,000 kms of metro fibre network in the U.S. in 14 metros allowing us to offer our customers seamless end-to-end connectivity to these key business markets.

Our consumer and SME offerings are supported by one of the most extensive and powerful distribution networks in India. The backbone of our retail presence is combination of exclusive Reliance World and Reliance Express stores along with strong independent 3rd party retailer network. These stores offer customer activation and after sales service. Reliance World stores also operate as broadband experience centres offering a range of broadband internet and video conferencing applications. Furthermore, we have over 900,000 retailers who offer sale of Reliance Mobile connections or recharge of our prepaid mobile and FWP's in our coverage footprint.

2.4. [Recent Rewards & Recognition](#)

- May 2012 - Reliance was awarded TM Forum Global Excellence Award 2012 - 'Business Innovation, in Dublin - Ireland this year. This award was conferred for 3G Video on demand innovative platform - demonstrating the most innovative and successful new service or business model.
- April 2012 - Top Green IT Enterprise Award 2012 instituted by IDG Media in recognition of our contribution towards green and clean environment.
- March 2012 - CIO Grand Masters - 'Virtualization' award for operational agility, resources flexibility through eco-friendly initiatives to deliver responsive, reliable & continued service.

2.5. [Principal Operating Companies](#)

Reliance Communications Limited is the Flagship company and is also the holding company for the other major operating companies in the Group. Reliance Communications provides wireless, wireline, broadband, and long distance services in India and overseas. Its major assets are the wireless network, transmission networks used in its business, and the contact centres. Following the recent roll-out of our GSM network, we now provide CDMA based wireless services in 20 Circles and GSM based wireless services in 14 Circles.

Reliance Globalcom Limited ("RGL") which was earlier known as FLAG Telecom Group Ltd, is a subsidiary of Reliance Communications. RGL encompasses Enterprise Services, Capacity Sales, Managed Services and a highly successful bouquet of Retail products & services comprising of Global Voice, Internet Solutions and Value Added Services. Its major assets are the FLAG Atlantic, FLAG North Asia Loop, FLAG Europe Asia and FALCON submarine cable systems.

Reliance Telecom Limited ("RTL") is a wholly owned subsidiary of Reliance Communications. RTL provides GSM-based wireless services in 8 service areas, and owns the GSM wireless networks in its service areas. We have received requisite Government approvals and spectrum to roll-out CDMA services in additional 2 Circles.

Reliance Communications Infrastructure Limited ("RCIL") is a wholly owned subsidiary of Reliance Communications. RCIL provides wireless multimedia (Reliance Mobile World) and internet access (Reliance Netconnect) services to customers of Reliance Communications.

Reliance Infratel Limited owns, operates, and develops telecom infrastructure, primarily consisting of wireless communication sites and towers. It currently owns all of the towers used by Reliance Communications' CDMA and GSM wireless networks and is developing additional towers to meet the needs of Reliance Communications and other customers. Reliance Infratel is currently a subsidiary of Reliance Communications through RCIL.

3. Financial Highlight

Financial results for the quarter ended March 31, 2012 as per Indian GAAP. In the tables below, "Qtr ended 31/12/11" refers to the three month period ended December 31, 2011 and "Qtr ended 31/03/12" refers to the three month period ended March 31, 2012. Exchange rate for conversion of Indian Rupees to United States Dollars is Rs 53.11 = US\$ 1.00 for the quarter ended December 31, 2011, Rs 50.88 = US\$ 1.00 for the quarter ended March 31, 2012, being the revaluation rate as announced by FEDAI.

3.1. Summarized Consolidated Statement of Operations

(Rs Million, except ratios)

Particulars	Qtr ended 31/12/11	Qtr ended 31/03/12	Q-on-Q Growth (%)
Total revenue	50,551	53,100	5.0%
Net revenue	41,496	44,704	7.7%
EBITDA	16,141	16,322	1.1%
Cash profit from operations	12,188	11,719	-3.8%
Amortisation of Compensation under Employee Stock Option Scheme	0	(12)	
Profit before tax	2,549	836	-67.2%
Net profit	1,862	3,316	78.1%
<i>EBITDA margin (%)</i>	<i>31.9%</i>	<i>30.7%</i>	

(US\$ Million)

Particulars	Qtr ended 31/12/11	Qtr ended 31/03/12	Q-on-Q Growth (%)
Total revenue	952	1,044	9.7%
Net revenue	781	879	12.5%
EBITDA	304	321	5.6%
Cash profit from operations	230	230	0.4%
Amortisation of Compensation under Employee Stock Option Scheme	0	(0)	-
Profit before tax	48	16	-66.3%
Net profit	35	65	85.7%
<i>EBITDA margin (%)</i>	<i>31.9%</i>	<i>30.7%</i>	

3.2. Summarized Consolidated Balance Sheet

(Rs Million, except ratios)

Particulars	As at 31/12/11	As at 31/03/12
Assets		
Net fixed assets, including capital work-in-progress	749,916	714,778
Investments	1,280	1,230
Total current assets (excluding cash & cash equivalents)	150,231	150,021
Total assets	901,427	866,029
Liabilities and stockholders equity		
Total current liabilities and provisions	173,994	181,911
Net debt	367,627	358,393
Total liabilities	541,621	540,304
Stockholders equity (Net of Goodwill)	349,543	317,123
Minority interest	10,263	8,602
Total liabilities and stockholders equity	901,427	866,029
<i>Net debt to stockholders equity (x)</i>	<i>1.05</i>	<i>1.13</i>
<i>Book value per equity share (Rs)</i>	<i>174</i>	<i>158</i>

(US\$ Million)

Particulars	As at 31/12/11	As at 31/03/12
Assets		
Net fixed assets, including capital work-in-progress	14,122	14,050
Investments	24	24
Total current assets (excluding cash & cash equivalents)	2,828	2,949
Total assets	16,974	17,023
Liabilities and stockholders equity		
Total current liabilities and provisions	3,276	3,576
Net debt	6,923	7,045
Total liabilities	10,199	10,620
Stockholders equity (Net of Goodwill)	6,582	6,233
Minority interest	193	169
Total liabilities and stockholders equity	16,974	17,023

3.3. Summarized Statement of Operations by Segment

3.3.1. Wireless

(Rs Million, except ratios)

Particulars	Qtr ended 31/12/11	Qtr ended 31/03/12	Q-on-Q Growth (%)
Gross revenue	44,471	45,055	1.3%
Net revenue	32,201	32,924	2.2%
EBITDA	11,823	12,022	1.7%
EBIT	7,195	5,238	-27.2%
<i>EBITDA margin (%)</i>	<i>26.6%</i>	<i>26.7%</i>	
<i>EBIT margin (%)</i>	<i>16.2%</i>	<i>11.6%</i>	

3.3.2. Global Enterprise

(Rs Million, except ratios)

Particulars	Qtr ended 31/12/11	Qtr ended 31/03/12	Q-on-Q Growth (%)
Gross revenue	23,516	24,395	3.7%
Net revenue	18,756	19,512	4.0%
EBITDA	5,694	5,893	3.5%
EBIT	1,957	3,980	103.4%
<i>EBITDA margin (%)</i>	<i>24.2%</i>	<i>24.2%</i>	
<i>EBIT margin (%)</i>	<i>8.3%</i>	<i>16.3%</i>	

Note: "Net revenue" in 3.3.1 and 3.3.2 above represents gross segment revenue less license fees and access charges.

3.3.3. Others

(Rs Million, except ratios)

Particulars	Qtr ended 31/12/11	Qtr ended 31/03/12	Q-on-Q Growth (%)
Other income	2,322	2,700	16.3%
Other expenses	3,670	4,262	16.1%
EBITDA	(1,348)	(1,561)	15.8%
EBIT	(2,762)	(2,563)	-7.2%

Note: "Other income" in 3.3.3 above represents revenue earned from operating activities not included in segments (as defined). "Other expenses" in 3.3.3 above represents expenses related to such activities and unallocated corporate expenses.

3.4. Contribution to Revenue by Segment

(Rs Million, except ratios)

Segment	Qtr ended 31/12/11		Qtr ended 31/03/12	
	Revenue	% of Total	Revenue	% of Total
Wireless	44,471	63%	45,055	62%
Global Enterprise	23,516	34%	24,395	34%
Others	2,322	3%	2,700	4%
Sub Total	70,309	100%	72,150	100%
<i>Eliminations</i>	(19,758)		(19,050)	
Total	50,551		53,100	

Note: "Others" comprises "Other income" as shown in 3.3.3 above.

3.5. Contribution to EBITDA by Segment

(Rs Million, except ratios)

Segment	Qtr ended 31/12/11		Qtr ended 31/03/12	
	EBITDA	% of Total	EBITDA	% of Total
Wireless	11,823	73%	12,022	74%
Global Enterprise	5,694	35%	5,893	36%
Others	(1,348)	-8%	(1,561)	-10%
Sub Total	16,169	100%	16,354	100%
<i>Eliminations</i>	(28)		(31)	
Total	16,141		16,323	

3.6. Investment in Projects by Segment

(Rs Million, except ratios)

Segment	Cumulative to 31/03/12		Qtr ended 31/03/12	
	Rs Million	% of Total	Rs Million	% of Total
Wireless	659,709	72%	2,598	60%
Global Enterprise	228,142	25%	1,559	36%
Others	30,460	3%	173	4%
Total	918,311	100%	4,330	100%

4. Key Performance Indicators

The financial figures used for computing ARPU, RPM and SMS revenue are based on Indian GAAP. Data used for computing wireless market share is derived from reports published by industry associations. Although we believe that such data is reliable, it has not been independently verified. Definitions of terms are set out in Section 9. "Qtr ended 31/12/11" refers to the three month period ended December 31, 2011; "Qtr ended 31/03/12" refers to the three month period ended March 31, 2012.

Metric	Unit	Qtr ended 31/12/11	Qtr ended 31/03/12
Service areas operational*	Nos	22	22
Wireless customers	Nos	150,078,928	153,045,692
Wireless market share (All-India)	%	16.9%	16.7%
Wireless net adds	Nos	2,991,741	2,966,764
Market share – wireless net adds	%	14.4%	13.4%
Pre-paid % of total wireless customers	%	97.1%	97.1%
Pre-paid % of wireless net adds	%	100.8%	96.9%
Wireless ARPU	Rs/Sub	100	99
Wireless churn	%	4.2%	4.5%
Wireless minutes of use (MoU)	Bn Mins	99.9	103.0
Wireless MoU per customer/month	Min/Sub	224	227
Wireless revenue per minute (RPM)	Rs/Min	0.45	0.44
Wireless EBITDA per minute	Rs/Min	0.12	0.12
Broadband Service areas operational	Nos	18	18
Broadband Towns active (wireline)	Nos	44	44
Access lines	Nos	1,511,000	1,515,000
Access line net adds	Nos	-11,000	4,000
Buildings directly connected	Nos	1,145,263	1,156,710
Total ILD minutes	Mn Mins	4,771	4,996
Total NLD minutes	Mn Mins	15,882	15,444

* Considering Tamil Nadu and Chennai as one combined circle

Note: Definition of ILD minutes includes transit minutes and global calling card minutes. Definition of NLD minutes includes carriage of all ILD minutes originating or terminating in India.

5. Basis of Presentation of Financial Statements

5.1. Reporting Periods

The financial year end of Reliance Communications Limited is March 31. Each financial year ("FY") is referred to by the calendar year in which the particular financial year end occurs. The current financial year will be for a period of 12 months, commenced on April 1, 2011 and ending on March 31, 2012.

5.2. Consolidated and Segment Financial Results

5.2.1. Revenues

Revenues of the Company have been reported in the following manner:

- Consolidated Revenues and Segment Gross Revenues

Consolidated revenues of the Company have been classified as "Services and Sales" revenue. This represents revenues earned from the provision of services and from the sale of network infrastructure on an IRU basis.

For the purposes of business segment reporting, revenues have been classified under two segments namely "Wireless" and "Global Enterprise". The lines of business included in each segment and the basis of segment revenue reporting is described in Section 5.3 below. Revenue earned from operating activities not included in these segments (as defined) is shown as "Other Income" under "Others" in the segment analysis.

- Elimination of Inter Segment Revenues

Revenues for each business segment are reported at gross level where inter segment revenue is also included. Hence, revenue of one segment, from inter segment source, is reported as the expense of the related segment. Elimination takes place in determining consolidated revenues for the Company.

For the purpose of determining transfer pricing between segments, open market wholesale rates for comparable services or, where applicable, rates stipulated by the regulatory authorities have been adopted.

5.2.2. Net Revenues by Segment

"Net Revenues" represent revenues earned less direct variable operating expenses in the nature of: (1) revenue share (including levies for Universal Service Obligation), and spectrum fees (referred to collectively as "License Fees"); and (2) charges for access, carriage, interconnection, and termination (referred to collectively as "Access Charges").

Expenses included under License Fees are currently incurred as a percentage of adjusted gross revenue. Expenses included under Access Charges, on the basis of fixed or ceiling cost per minute, or are determined by commercial negotiation with other carriers and between our business segments, as appropriate.

Access Charges and license Fees are disclosed in aggregate as part of the classification of "Operating Expenses" in the consolidated statement of operations. Net Revenues are reported for each business segment.

5.2.3. Operating Expenses

Operating expenses of the Company have been reported in the following manner:

- Consolidated and Segment Gross Operating Expenses

Consolidated operating expenses of the Company have been classified under four categories of costs, namely "Access Charges and license Fees", "Network Operations", "Employees", and "Selling, General & Administrative".

- Elimination of Inter Segment Expenses

Principles, as stated in 5.2.1 above, have been followed for reporting gross operating expenses of each segment and elimination of such expenses in determining consolidated EBITDA for the Company.

5.3. Composition of Segments

Financial performance of the Company has been reported under the following two business segments:

- Wireless
- Global Enterprise

Financial results by segment include all products and services covered by the individual segment as described below. Operating activities not included in the segments (as defined below) are grouped under "Others".

5.3.1. Wireless

The Wireless segment functions in a retail mode. Wireless services are offered on both CDMA and GSM technology platforms. Wireless services consist mainly of the following:

- ❑ 3G in 13 circles & Nation-wide 2G mobile services for individuals and corporate customers, including local and long distance voice, messaging, wireless internet access, wireless multimedia and value added services. Services are offered on both pre-paid and post paid bases.
- ❑ Fixed wireless phone and terminal services are mainly for residential and SME customers, including local and long distance voice, messaging, wireless internet access, wireless multimedia, and value added services. Services are offered on both pre-paid and post paid bases.
- ❑ 3G services provide customers with a plethora of data applications like live mobile TV, Video-on-demand, video calling, video and music streaming, video conferencing, personalized RSS feeds and much more.
- ❑ Public calling offices and coin collection boxes for local and long distance voice using fixed wireless phones and terminals. Service is provided to independent retail operators of such facilities on a pre-paid basis.

Assets allocated to this business segment include: radio equipment (base trans-receiver stations (BTSs), microwave towers, antennas, mobile switching centers (MSCs), and related electronics, software and systems for operations); intra-city access networks (ducts and optical fiber) other than in 44 cities; utilities, servers, customer premises equipment, and license fees.

5.3.2. Global Enterprise

The Global Enterprise Business segment provides wholesale and retail voice and data services from many international locations. It provides the following services to the wireless segment of Reliance Communications on an inter segment basis and enterprises in India and across the globe:

- ❑ National inter-circle (NLD) carriage services for voice, data, and internet.
- ❑ NLD bandwidth and infrastructure services for other service providers.
- ❑ International long distance (ILD) carriage services for voice, data, and internet.
- ❑ IRUs and leased circuits for international voice and data connectivity through submarine cable systems, together with cable restoration and maintenance services.
- ❑ Global Ethernet services to enterprise customers across four industry verticals i.e. financial, legal, healthcare and Government
- ❑ International managed data services, including IP-VPN.

- ❑ Virtual international calling and voice content services provided by overseas operating units in Australia, Austria, Belgium, Canada, France, Hong Kong, India, Ireland, Netherlands, New Zealand, Singapore, Spain, United Kingdom and United States in a retail mode to individual customers for calling India and global destinations.
- ❑ Managed contact centre solutions for call centres in India and overseas.
- ❑ Services provided through LMDS, WIMAX etc. and involving the provision of IT infrastructure are covered under this segment. Services are provided across various customer groups including residential, SMEs, and large corporates. Products and services include the following:
 - Voice Products: E1 DID, Centrex, PBX trunks, One Office Duo, toll free, Audio conferencing, and fixed line phones.
 - Data products: VPN, leased lines, IPLCs, Ethernet, video conferencing, Remote Access VPN, internet data centre (IDC) services (including managed hosting, applications, storage, and disaster recovery), and broadband internet.

NLD and ILD assets are allocated to this segment. NLD assets include: transport equipment and electronics; transmission networks connecting various Media Convergence Nodes (MCNs) across all circles; buildings, utilities, and license fees. ILD assets include: dedicated ports and switches, electronics, infrastructure at various points of presence and other cable systems not owned and operated by the Company. In addition, the submarine cable systems, cable landing stations, switching equipment for PoPs and associated facilities of FLAG, are included in this segment.

Allocated assets also include: in-building wiring and building access networks from building access nodes in all locations where active; intra-city access networks (ducts and optical fiber) in 44 cities; internet data centers; digital loop carriers (DLC), routers, modems and related electronics; customer premises equipment (CPE) and license fees.

5.3.3. Others

Others comprise operating activities not included in the segments as defined above. These activities include DTH services, retailing (Reliance World), property leasing and investments.

Assets shown under Others mainly comprise properties owned by the Company, including the Dhirubhai Ambani Knowledge City, and property and fittings (including electronics for video-conferencing and other digital services) used by Reliance World retail outlets.

6. Financial Statements

Financial results for the quarter ended March 31, 2012 as per Indian GAAP. An explanation of the basis of presentation is set out in Section 5. In the tables below, "Qtr ended 31/12/11" refers to the three month period ended December 31, 2011 and "Qtr ended 31/03/12" refers to the three month period ended March 31, 2012. Previous quarter's figures have been re-grouped, re-arranged and re-classified wherever necessary.

6.1. Consolidated Results of Operations

(Rs. Million, except ratios)

Particulars	Qtr ended 31/12/11	Qtr ended 31/03/12
Total revenues	50,551	53,100
Services and sales	50,551	53,100
Total operating expenses	34,410	36,778
Access charges and license fees	9,055	8,396
Network operations	14,957	18,390
Employees	2,940	3,082
SG&A	7,458	6,910
EBITDA before exceptional item	16,141	16,322
Finance charges (net)	3,812	5,795
Depreciation / amortization	9,780	9,703
Exceptional Items	0	(12)
Profit before tax	2,549	836
Provision for tax (including Deferred tax)	141	(1,193)
Net profit after tax (before adjustment of share of Minority Interest/ Associates)	2,408	2,029
Share of Minority and associates	546	(1,287)
Net profit after tax (after adjustment of share of Minority Interest/ Associates)	1,862	3,316
Ratios		
<i>EBITDA margin (%)</i>	<i>31.9%</i>	<i>30.7%</i>
<i>Net profit margin (%)</i>	<i>3.7%</i>	<i>6.2%</i>

6.2. Consolidated Balance Sheet

(Rs. Million)

Particulars	As at 31/12/11	As at 31/03/12
ASSETS		
Current assets		
Inventories	5,193	5,663
Debtors	49,314	35,839
Other current assets	23,685	29,569
Loans and advances	72,039	78,950
Total current assets (excluding cash and cash equivalents)	150,231	150,021
Fixed assets		
Gross block	991,667	995,639
Less: Depreciation	(324,787)	(331,091)
Net block	666,880	664,548
Capital work-in-progress	83,036	50,230
Total fixed assets	749,916	714,778
Investments	1,280	1,230
Total assets	901,427	866,029
LIABILITIES AND STOCKHOLDERS EQUITY		
Stockholders equity		
Share capital	10,320	10,320
Reserves and surplus (net of Goodwill)	339,223	306,803
Stockholders equity	349,543	317,123
Minority interest	10,263	8,602
Current liabilities and provisions		
Current liabilities	143,918	147,004
Provisions	30,076	34,907
Total current liabilities and provisions	173,994	181,911
Debt		
Foreign currency loans	314,080	277,439
Rupee loans	67,818	91,739
Gross Debt	381,898	369,178
Less: Cash and cash equivalents	14,271	10,785
Net debt	367,627	358,393
Total liabilities and stockholders equity	901,427	866,029

6.3. Consolidated Statement of Cash Flows

(Rs. Million)

Particulars		Qtr ended 31/12/11	Qtr ended 31/03/12
Cash flows from operating activities:			
Net profit/(loss) before tax	A	2,549	836
Add: Non cash/non operating items	B	13,738	15,458
Depreciation and amortization		9,780	9,703
Provision for doubtful debts		42	76
Finance charges (net)		3,986	5,683
(Profit)/loss on sale of investments		(70)	(4)
Exceptional items		0	0
Cash generated from operations before working capital changes	A+B	16,287	16,294
(Increase)/decrease in working capital		(6,382)	69
Cash generated from operations		9,905	16,363
Tax paid		201	(827)
Net cash provided/used by/in operating activities	C	10,106	15,536
Cash flows from investing activities:			
(Purchase)/sale of property, plant, and equipment (net)		(10,448)	(19,273)
(Purchase)/sale of investments (net)		1,013	(199)
Interest income / (expense) (net)		(5,771)	(5,052)
Net cash provided/used by/in investing activities	D	(15,206)	(24,524)
Cash flows from financing activities:			
Increase/(decrease) in borrowings		1,412	5,502
Net cash provided/used by/in financing activities	E	1,412	5,502
Cash and cash equivalents:			
Beginning of the period	F	17,959	14,271
End of the period	C+D+E+F	14,271	10,785

7. Accounting Policies

Set out below are the significant accounting policies to the Consolidated Statement of Operations and the Consolidated Balance Sheet.

7.1. Principles of Consolidation

Consolidation has been carried out in compliance with the applicable Accounting Standards, viz., AS 21 and AS 23, issued by the Institute of Chartered Accountants of India.

7.2. Other Significant Accounting Policies

7.2.1. Basis of Preparation of Financial Statements

The financial statements have been prepared under the historical cost convention in accordance with the generally accepted accounting principles in India and the provisions of the Companies Act, 1956.

7.2.2. Use of Estimates

The presentation of financial statements requires estimates and assumptions to be made that affect the reported amount of assets and liabilities on the date of the financial statements and the reported amount of revenues and expenses during the reporting period. Difference between the actual results and estimates are recognized in the period in which the results are known/materialized.

7.2.3. Fixed Assets

Fixed assets are stated at cost net of cenvat/value added tax and include amount added on revaluation less accumulated depreciation, amortization and impairment loss, if any.

- All costs including financing cost until commencement of commercial operations relating to borrowings attributable to fixed assets, are capitalized.
- Expenses incurred relating to projects prior to commencement of commercial operation are considered as project development expenditure and shown under capital work-in-progress.
- In respect of operating leases, rentals are expensed with reference to lease terms and other considerations in compliance with the provisions of the AS 19 issued by The Institute of Chartered Accountants of India, except for rentals pertaining to the period up to the date of commencement of commercial operations, which are capitalized.
- In respect of finance leases, the lower of the fair value of the assets and present value of the minimum lease rentals is capitalized as fixed assets with corresponding amount shown as liabilities for leased assets in compliance with the provisions of the AS 19 issued by The Institute of Chartered Accountants of India. The principal component in the lease rental in respect of the above is adjusted against liabilities for leased assets and the interest component is recognized as an expense in the year in which the same is incurred except in case of assets used for capital projects where it is capitalized.

- Entry fees paid for telecom licenses and indefeasible right of connectivity are stated at cost for acquiring the same less accumulated amortization. These are classified as part of fixed assets.

7.2.4. Depreciation/Amortization

- Depreciation on fixed assets is provided on straight line method at the rates and in the manner prescribed in Schedule XIV to the Companies Act, 1956 except in cases of cable systems, customer premises equipment and certain other assets for which useful life has been considered based on technical estimation. Depreciation is net of the amount adjusted from Provision for Business Restructuring in accordance with the Scheme.
- Depreciation on assets taken on finance lease is provided over the remaining period of lease from the commencement of commercial operations.
- Leasehold land is depreciated over the period of the lease term.
- Intangible assets, namely entry fees for telecom licenses are amortized equally over the balance period of licenses from the date of commencement of commercial services or acquisition. Indefeasible rights of use are amortized on matching principle basis for the upfront revenue recognition.
- The depreciation schedule for various classes of assets is as follows:

Asset Class	Period (Years)
Leasehold Land	Over the lease period
Building	30 & 60
Plant and Machinery	10-20
Furniture and Fixture	10
Office Equipment	5-10
Vehicles	5

7.2.5. Impairment of Assets

An asset is treated as impaired when the carrying cost of assets exceeds its recoverable value. An impairment loss is charged to the profit and loss account in the year in which an asset is identified as impaired. The impairment loss recognized in prior accounting periods is reversed if there has been a change in the estimate of recoverable amount.

7.2.6. Investments

Investments are classified into long term and current investments. Investments which are intended to be held for more than one year are classified as long term investments and investments which are intended to be held for less than one year, are classified as current investments.

Current investments are carried at lower of cost and quoted/fair value, computed category wise. Long term investments are stated at cost. Provision for diminution in the value of long

term investments is made only if such a decline is other than temporary in the opinion of the management.

7.2.7. Inventories

Inventories are valued at lower of cost or net realizable value. Cost of communication devices and accessories and stores and spares are determined on weighted average basis, or net realizable value whichever is less.

7.2.8. Employee Retirement Benefits

Gratuity and leave encashment liabilities are provided for based on actuarial valuation. While Company's contributions towards provident fund and superannuation fund are provided on actual contribution basis in accordance with the related stipulation.

7.2.9. Borrowing Cost

Borrowing costs that are attributable to the acquisition or construction of qualifying assets are capitalized as part of the cost of such assets up to the commencement of commercial operations. A qualifying asset is one that necessarily takes substantial period of time to get ready for intended use. Other borrowing costs are recognized as expense in the year in which they are incurred.

7.2.10. Foreign Currency Transactions

- ❑ Transactions denominated in foreign currencies are normally recorded at the exchange rates prevailing at the time of the transaction.
- ❑ Monetary items denominated in foreign currencies at the year end are restated at year end rates. In case of monetary items, which are covered by forward exchange contracts, the difference between the year end rate and the rate on the date of the contract is recognized as exchange difference and the premium paid on forward contracts has been recognized over the life of the contract.
- ❑ Non monetary foreign currency items are carried at cost.
- ❑ All long term foreign currency monetary items consisting of loans which relate to acquisition of depreciable capital assets at the end of the period/ year have been restated at the rate prevailing at the Balance Sheet date. The exchange difference arising as a result has been added or deducted from the cost of the assets as per the notification issued by the Ministry of Company Affairs (MCA) dated 29th December, 2011. Exchange difference on other long term foreign currency loans is accumulated in "Foreign Currency Monetary item Translation Difference account" which will be amortized over the balance period of loans.
- ❑ Any income or expense on account of currency exchange difference, either on settlement or on translation, is recognized in the profit and loss account. The Company follows AS-11 in respect of forex loss/gain in case of monetary items other than mentioned above, and is therefore being debited/credited to Profit and Loss Account.

- Any income or loss arising out of marking derivative contracts to market price is recognized in the profit and loss account.

7.2.11. Revenue Recognition

Revenue (income) is recognized as and when the services are performed on the basis of actual usage of the Company's network. Revenue on upfront charges for services with lifetime validity and fixed validity periods are recognized over the estimated useful life of subscribers and specified fixed validity period, where significant. The estimated useful life is consistent with estimated churn of the subscribers. Revenue from indefeasible rights of use (IRU) granted for network capacity is recognized as license income on activation of circuits.

7.2.12. Provision for Doubtful Debts

Provision is made in the accounts for doubtful debts in cases where the management considers the debts to be doubtful of recovery.

7.2.13. Miscellaneous Expenditure

Miscellaneous expenses are charged to profit and loss account as and when they are incurred.

7.2.14. Taxes on Income

Provision for income tax is made on the basis of estimated taxable income for the year at current rates. Tax expenses comprise both current tax and deferred tax at the applicable enacted or substantively enacted rates. Current tax represents the amount of income tax payable/recoverable in respect of the taxable income/loss for the reporting period. Deferred tax represents the effect of timing difference between taxable income and accounting income for the reporting period that originate in one period and are capable of reversal in one or more subsequent periods.

7.2.15. Government Grants

Subsidies provided by Government for providing telecom services in rural areas are recognized as operating income.

7.2.16. Provisions, Contingent Liabilities and Contingent Assets

Provisions involving substantial degree of estimation in measurement are recognized when there is a present obligation as a result of past events and it is probable that there will be an outflow of resources. Contingent liabilities are not recognized but are disclosed in the notes. Contingent assets are neither recognized nor disclosed in the financial statements.

8. Notes to Accounts. (As reported to stock exchanges)

1. Figures of the previous period have been regrouped and reclassified, wherever required
2. Net Income from Operation and Depreciation and amortisation for the quarter and year ended March 31, 2011 include one time adjustment of ₹ 2,545 crore and ₹ 2,564 crore respectively consequent upon change of accounting treatment in respect of Indefeasible Rights of Use (IRUs). Hence, the figures are not comparable with those of the quarter and the year ending March 31, 2012.
3. Pursuant to an approval granted to RITL, a subsidiary of the Company by the Ministry of Company Affairs (MCA) under Section 205 (2) (d) of the Companies Act, 1956, RITL has provided depreciation in its Standalone Accounts on Telecom Towers at 2.72% under Straight Line Method over the useful life of asset. As a result, depreciation charge in Consolidated Accounts for the year ended March 31, 2012 is lower by ₹ 173 crore and profit is higher by the said amount.
4. In view of the option allowed pursuant to the notification dated December 29, 2011 issued by the Ministry of Corporate Affairs (MCA), for the year ended on March 31, 2012, the Company has added ₹ 1,749 crore of exchange differences on long term borrowing relating to acquisition of depreciable capital assets to the cost of capitalized assets. Further, the Company has accumulated foreign currency variations of ₹ 470 crore arising on other long-term foreign currency monetary items in "Foreign Currency Monetary item Translation Difference account", out of which, ₹ 45 crore has been amortised during the year leaving balance to be amortized over the balance period of loans.
5. Pursuant to the direction of the Hon'ble High Court of judicature of Bombay and option exercised by the Boards of the respective Companies, in accordance with and as per the arrangements approved by the Hon'ble High Court under different Schemes of Arrangement binding on the Company and three of its subsidiaries, namely, Reliance Communication Infrastructure Limited, Reliance Infratel Limited and Reliance Telecom Limited, expenses and/ or losses, identified by the Boards of the respective companies as being exceptional or otherwise subject to the Accounting treatment prescribed in the Schemes of Arrangement sanctioned by the Hon'ble High Court and comprising of ₹ 1,107 crore of debts due including, in particular, debts due from telecom operators whose licences are under cancellation pursuant to the directions of the Hon'ble Supreme Court in its order dated February 2, 2012 in the matter of Centre for Public Interest Litigation and others vs. Union of India and others and subsidy claimed from the Government, ₹ 268 crore unrealized net losses, ₹ 951 crore regarded as an adjustment to interest cost on account of restating long term monetary items expressed in foreign currency at year end prevailing rates, as also ₹ 353 crore of net realised losses on settlement of items recovered and/ or discharged in foreign currency, excluding the portion added to the cost of fixed assets or carried forward as Foreign Currency Monetary Item Translation Difference Account in accordance with Para 46 A inserted into Accounting Standard (AS) 11 "The Effects of Changes in Foreign Exchange Rates" in context of unprecedented volatility in exchange rates during the year (Refer Note 4 above), ₹ 70 crore fuel cost considered to be incremental and arising from the non availability of contracted or expected power, ₹ 651 crore deferred tax liability have been met by withdrawal from corresponding General

Reserves, leaving no impact on profit for the quarter and the year ended March 31, 2012. Such withdrawals have been included/ reflected in the Statement of Profit and Loss.

6. While the Company has been legally advised that such inclusion in the Statement of Profit and Loss is in accordance with Revised Schedule VI of the Companies Act, 1956 the Company is also seeking clarification from ICAI that such inclusion in the Statement of Profit and Loss is not contrary to Revised Schedule VI. This Accounting treatment has been referred to by the Auditors of the Company in their Report.
7. The Board of Directors has recommended a dividend of Re. 0.25 per equity share of ₹ 5 each i.e. 5% for the financial year ended on 31st March, 2012, subject to approval of the shareholders at the ensuing Annual General Meeting.

9. Glossary

Key Performance Indicators and Financial Terms

Key Performance Indicators	
Wireless market share	Total wireless customers (CDMA Mobile + GSM Mobile + FWP + Wireless PCO), at the end of the relevant period, divided by All-India wireless customers, at the end of the same period. All-India wireless customer numbers are sourced from industry reports.
Market share of wireless net adds	Wireless customer net additions during the relevant period, divided by All-India wireless customer net additions during the same period.
Wireless ARPU	Computed by dividing total wireless revenue for the relevant period by average customers; and dividing the result by the number of months in the relevant period.
Wireless net ARPU	Computed by dividing net wireless revenue for the relevant period by average customers; and dividing the result by the number of months in the relevant period.
Wireless churn	Computed by taking average monthly wireless disconnections divided by opening monthly subscriber base in the relevant period. Churn is expressed as a percentage.
Total wireless minutes of use (MoU)	Sum of all incoming and outgoing minutes used on the wireless access network by all customers in aggregate.
Wireless MoU per customer per month	Total wireless MoU divided by average number of wireless customers on the network in the relevant period. The result is expressed as the average per customer per month.
Wireless revenue per minute (RPM)	Wireless ARPU divided by the average wireless MoU per customer per month.
SMS revenue (% of ARPU)	Comprises both charges for customer to customer messaging services and for applications accessed by customers over the SMS platform. SMS revenue is divided by wireless revenue, and expressed as a percentage of ARPU.
Non-voice revenue (% of ARPU)	Comprises SMS revenue, charges for applications accessed by customers over the wireless multimedia platform, wireless internet access services, wireless data, and other value added services. Non-voice revenue is divided by wireless segment revenue, and expressed as a percentage of ARPU.
Buildings directly connected	The number of buildings directly connected to Reliance Communications's own network (either by wireline, fiber optic, or other fixed access technologies) at the end of the relevant period.
Access lines	Number of narrowband and broadband voice and data access lines in use.
ILD minutes	Total of incoming and outgoing international long distance minutes carried by the Global business. This includes minutes originating or terminating in India, international transit minutes, and global calling card minutes.
NLD minutes	Total of national long distance minutes carried by the Global business. The domestic carriage of all ILD minutes has been included in NLD minutes.

Financial Terms	
Net revenue	Total revenue less (1) charges for access deficit, USO levy, revenue share and spectrum fees (referred to as "License Fees") and (2) charges for access, carriage, interconnection and termination (referred to as "Access Charges").
Cash profit from operations	Is defined as the sum of profit after tax, depreciation and amortization.

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My Best Plan – Plan structure

Data Usage	Billed amount (₹)
Less than or equal to 500 MB	350
> 500 MB, up to 1000 MB	350 + 60p/MB on usage above 500 MB
>1000 MB, up to 6000 MB	650 +6p/MB on usage above 1000 MB
> 6000 MB (Speed regulated)*	950

*Speed regulated to 64 Kbps (on GPRS network), after 6000 MB.



*Actual internet speed would depend on factors like type of modem, time of day, web pages accessed and number of simultaneous users, etc.

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