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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 3rd February, 2023

For Immediate release **Website: - www.trai.gov.in**

"Indian Telecom Services Performance Indicator Report" for the Quarter July-September, 2022

TRAI today has released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending 30th September, 2022. This Report provides a broad perspective of the Telecom Services in India and presents the key parameters and growth trends of the Telecom Services as well as Cable TV, DTH & Radio Broadcasting services in India for the period covering 1st July, 2022 to 30th September, 2022 compiled mainly on the basis of information furnished by the Service Providers.

Executive Summary of the Report is enclosed. The complete Report is available on TRAI's website (www.trai.gov.in and under the link http://www.trai.gov.in/release-publication/reports/performance-indicators-reports). Any suggestion or any clarification pertaining to this report, Shri Amit Sharma, Advisor (F&EA), TRAI may be contacted on Tel. +91-11-23234367 and e-mail: advfea2@trai.gov.in.

V. Raghunandan

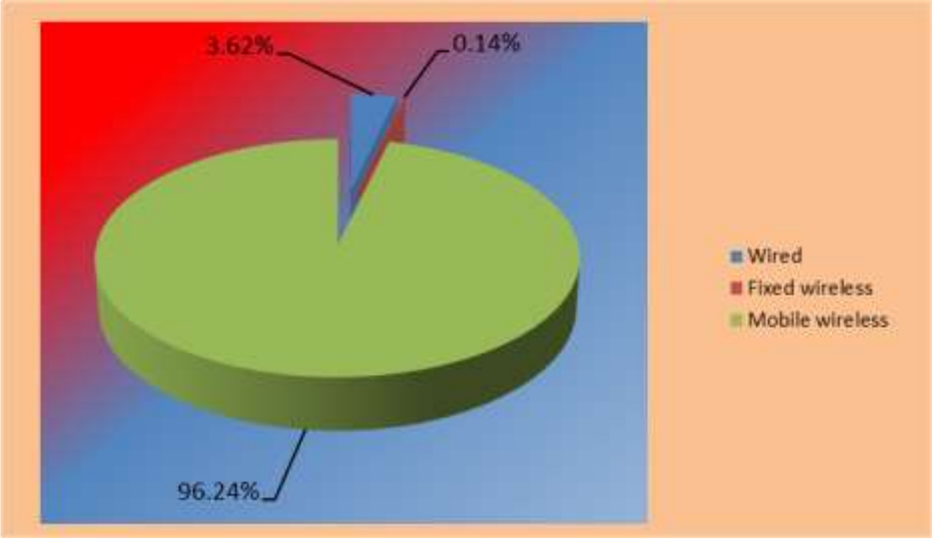
(V. Raghunandan)
Secretary, TRAI

The Indian Telecom Services Performance Indicators
July–September, 2022

Executive Summary

1. Total number of Internet subscribers increased from 836.86 million at the end of Jun-22 to 850.95 million at the end of Sep-22, registering a quarterly growth rate of 1.68%. Out of 850.95 million internet subscribers, number of Wired Internet subscribers are 30.82 million and number of Wireless Internet subscribers are 820.13 million.

Composition of internet subscription



2. The Internet subscriber base is comprised of Broadband Internet subscriber base of 815.93 million and Narrowband Internet subscriber base of 35.01 million.

3. The broadband Internet subscriber base increased by 1.87% from 800.94 million at the end of Jun-22 to 815.93 million at the end of Sep-22. The narrowband Internet subscriber base declined by 2.52% from 35.92 million at the end of Jun-22 to 35.01 million at the end of Sep-22.

4. Wireline subscribers increased from 25.57 million at the end of Jun-22 to 26.47 million at the end of Sep-22 with a quarterly growth rate of 3.54% and, on Y-O-Y basis, wireline subscriptions also increased by 14.43% at the end of QE Sep-22.

5. Wireline Tele-density increased from 1.86% at the end of Jun-22 to 1.92% at the end of Sep-22 with quarterly growth rate of 3.31%.

6. Monthly Average Revenue per User (ARPU) for wireless service increased by 2.81%, from Rs.133.55 in QE Jun-22 to Rs.137.31 in QE Sep-22. On Y-O-Y basis, monthly ARPU for wireless service increased by 26.96% in this quarter.

7. Prepaid ARPU per month increased from Rs.128.61 in QE Jun-22 to Rs.132.91 in QE Sep-22, however, Postpaid ARPU per month decreased from Rs.197.55 in QE Jun-22 to Rs.192.50 in QE Sep-22.

8. On an all-India average, the overall MOU per subscriber per month decreased by 2.14% from 914 in Q.E. June- 2022 to 894 in Q.E. Sep-2022.

9. Prepaid MOU per subscriber per month decreased from 936 in QE Jun-22 to 920 in QE Sep-22. Postpaid MOU per subscriber per month also decreased from 621 in QE Jun-22 to 567 in QE Sep-22.

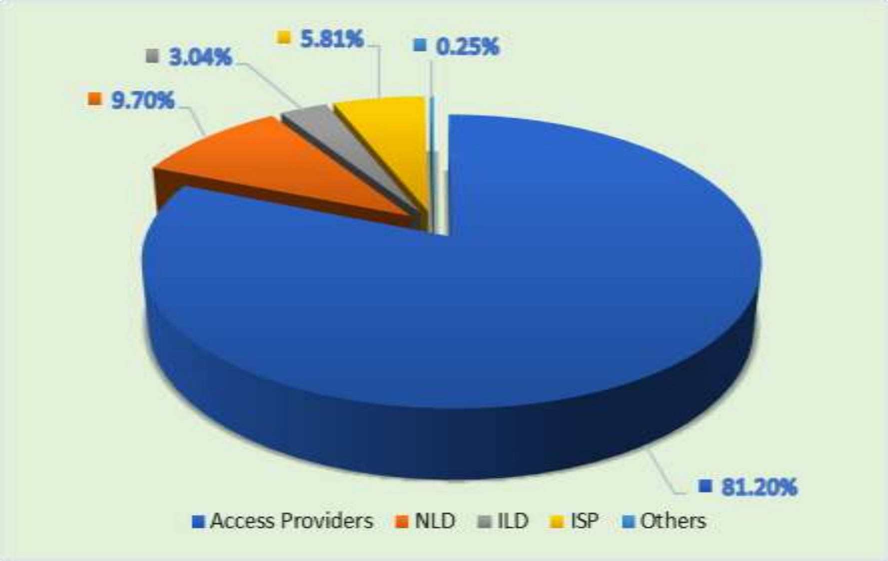
10. Gross Revenue (GR), Applicable Gross Revenue (ApGR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the Q.E. Sep-22 has been Rs.83,767/- Crore, Rs.74,713 crore and Rs.61,981/- Crore respectively. GR increased by 9.63%, ApGR increased by 1.24% and AGR increased by 2.40% in Q.E. Sep-22, as compared to previous quarter.

11. The Y-O-Y growth in GR and AGR in Q.E. Sep-22 over the same quarter in last year has been 24.47% and 15.83% respectively.

12. Pass-through charges increased from Rs.13,415 Crore in QE Jun-22 to Rs.13,445 Crore in QE Sep-22 with quarterly growth rate of 0.22%. The Y-O-Y decline rate of 2.50% has been recorded in pass-through charges for QE Sep-22.

13. The License Fee increased from Rs.4,844 Crore for the QE Jun-22 to Rs.4,921 Crore for the QE Sep-22. The quarterly and the Y-O-Y growth rates of license fee are 1.60% and 15.23% respectively in this quarter.

Service-wise composition of Adjusted Gross Revenue

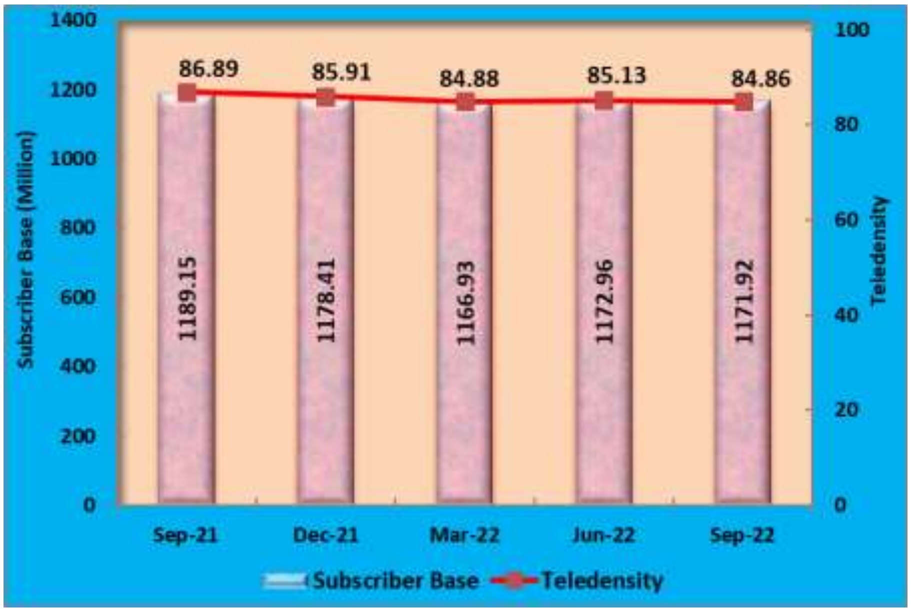


14. Access services contributed 81.20% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Applicable Gross Revenue (ApGR), Adjusted Gross Revenue (AGR), License Fee, Spectrum Usage Charges (SUC) and Pass Through Charges increased by 12.34%, 2.51%, 2.71%, 2.71%, -29.92% and 2.03% respectively in QE Sep-22.

15. The number of telephone subscribers in India decreased from 1,172.96 million at the end of Jun-22 to 1,171.92 million at the end of Sep-22, registering a decline rate of 0.09% over the previous quarter. This reflects

Year-On-Year (Y-O-Y) decline rate of 1.45% over the same quarter of the last year. The overall Tele-density in India also decreased from 85.13% as in QE Jun-22 to 84.86% as in QE Sep-22.

Trends in Telephone subscribers and Tele-density in India

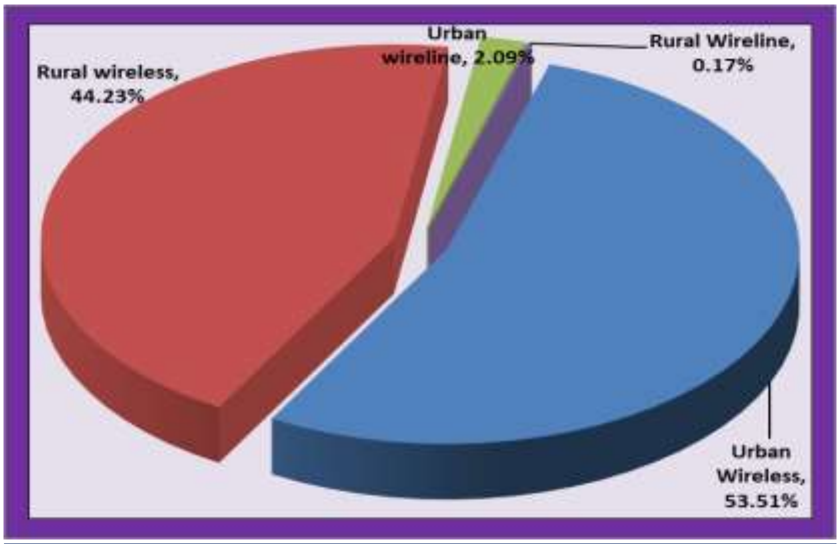


16. Telephone subscribers in Urban areas increased from 649.09 million at the end of Jun-22 to 651.61 million at the end of Sep-22 however, Urban Tele-density decreased from 134.72% to 134.62% during the same period.

17. Rural telephone subscribers decreased from 523.27 million at the end of Jun-22 to 520.30 million at the end of Sep-22 and Rural Tele-density also decreased from 58.46% to 58.01% during the same period.

18. Out of the total subscription, the share of Rural subscription decreased from 44.66% at the end of Jun-22 to 44.40% at the end of Sep-22.

Composition of Telephone Subscribers



19. With a net decrease of 1.94 million subscribers during the quarter, the total wireless subscriber base decreased from 1,147.39 million at the end of Jun-22to 1,145.45 million at the end of Sep-22, registering a decline rate of 0.17% over the previous quarter. On Y-O-Y basis, wireless subscriptions decreased at the rate of 1.76% during the year.

20. Wireless Tele-density decreased from 83.27% at the end of Jun-22 to 82.94% at the end of Sep-22 with quarterly decline rate of 0.39%.

21. During this quarter, the following parameters in terms of QoS benchmarks have been met by wireline service providers: -

    i. Fault incidences no. of faults per 100 subs/month) ≤ 7
    ii. Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark) ≤ 0.5%
    iii. Metering and Billing credibility - post-paid ≤ 0.1%
    iv. Metering and Billing credibility -pre-paid ≤ 0.1%
    v. Resolution of billing/charging /Credit & validity complaints - 98% within 4 weeks

vi. Resolution of billing/charging /Credit & validity complaints - 100% within 6 weeks

vii. Period of applying credit /waiver/adjustment to customer's - 1 week of resolution of complaint

22. The following parameters have shown improvement in QoS by wireline service providers: -

❖ % Mean time to Repair" (MTTR) **≤10Hs**

23. The following parameters have shown deterioration in QoS by wireline service providers: -

❖ % Fault repaired by next working day (for rural and hilly areas) ≥ 75%

❖ % Fault repaired within 7 days (for rural and hilly areas) ≥100%

❖ Accessibility of call centre/ customer care ≥ 95%

❖ %age of calls answered by the operators (voice to voice) within ninety seconds ≥ 95%

24. During this quarter, the following parameters in terms of QoS benchmarks have been met by Cellular Mobile service providers: -

S.N.	**Parameter**	**Benchmark**
I.	**Network Related Parameters**	
1	**Network Availability**	
(i)	BS Accumulated down-time (not available for service) (%age)	≤ 2%
(ii)	Worst affected BSs due to down-time (%age)	≤ 2%
2	Connection Establishment (Accessibility)	
(i)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network)	≥ 95%
(ii)	SDCCH/ Paging Channel Congestion/ RRC Congestion (% age)	≤ 1%
(iii)	TCH, RAB and E-RAB congestion (%age)	≤ 2%
3	Connection Maintenance (Retain ability)	
(i)	Network QoS DCR Spatial Distribution Measure [Network_ QSD (90,90)]	≤ 2%

(ii)	Network QoS DCR Temporal Distribution Measure [Network_ QTD (97,90)]	≤ 3%
4	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	≥ 95%
5	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	≤ 0.5%
6	Down Link (DL) Packet Drop Rate or DL-PDR	≤ 2%
7	Up Link (UL) Packet Drop Rate or UL-PDR	≤ 2%
II.	**Customer Service Quality Parameters**	
8	Metering and Billing	
(i)	Metering and billing credibility - post paid	≤ 0.1%
(ii)	Metering and billing credibility – prepaid	≤ 0.1%
(iii)	Resolution of billing/charging/validity complaints	98% within 4 weeks
	Resolution of billing/charging/validity complaints	100% within 6 weeks
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint
9	Termination/closure of service	
(i)	Termination/closure of service	≤ 7 days
(ii)	Time taken for refund of deposits after closures	100% within 60 days

25. The following parameters have shown improvement in QoS by Cellular Mobile service providers:

- ❖ Accessibility of call centre/ customer care ≥ 95%

26. The following parameters have shown deterioration in QoS by Cellular Mobile service providers:

- ❖ %age of calls answered by the operators (voice to voice) within 90 Seconds

27. A total of approximately 885 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking & downlinking.

28. As per the reporting done by broadcasters in pursuance of the Tariff Order dated 3rd March 2017 as amended, out of 872 permitted satellite TV channels which are available for downlinking in India, there are 353 satellite pay TV channels as on 30th September 2022. Out of 353 pay channels, 254 are SD satellite pay TV channels and 99 are HD satellite pay TV channels.

29. Since the introduction of DTH Sector in the year 2003, Indian DTH (direct-to-home) services have displayed a phenomenal growth. During the QE 30th September 2022, there were 4 pay DTH service providers in the country.

30. Pay DTH has attained total active subscriber base of around 65.58 million in QE 30th September 2022. This is in addition to the subscribers of the DD Free Dish (free DTH services of Doordarshan).

31. Apart from the radio channels operated by All India Radio – the public broadcaster, as per the data reported by FM Radio operators to TRAI, as on 30th September 2022, there are 388 operational private FM Radio channels in 113 cities operated by 36 private FM Radio operators.

32. The advertisement revenue reported by FM Radio operators during the quarter ending 30th September 2022 in respect of 388 private FM Radio channels is Rs.385.86 crore as against Rs.345.12 crore in respect of 388 private FM Radio channels for the previous quarter i.e. 30th June 2022.

33. As on 30th September 2022, 374 Community Radio stations are operational.

SNAPSHOT

(Data as on Q.E. 30th September, 2022)	
Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,171.92 Million
% change over the previous quarter	-0.09%
Urban Subscribers	651.61 Million
Rural Subscribers	520.30 Million
Market share of Private Operators	89.61%
Market share of PSU Operators	10.39%
Tele-density	84.86%
Urban Tele-density	134.62%
Rural Tele-density	58.01%
Wireless Subscribers	
Total Wireless Subscribers	1,145.45 Million
% change over the previous quarter	-0.17%
Urban Subscribers	627.14 Million
Rural Subscribers	518.31 Million
Market share of Private Operators	90.21%
Market share of PSU Operators	9.79%
Tele-density	82.94%
Urban Tele-density	129.56%
Rural Tele-density	57.79%
Total Wireless Data Usage during the quarter	40,126 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	65,823
Number of Very Small Aperture Terminals (VSAT)	2,65,505
Wireline Subscribers	
Total Wireline Subscribers	26.47 Million
% change over the previous quarter	3.54%
Urban Subscribers	24.48 Million
Rural Subscribers	1.99 Million
Market share of PSU Operators	36.59%
Market share of Private Operators	63.41%
Tele-density	1.92%
Rural Tele-density	0.22%
Urban Tele-density	5.06%
No. of Village Public Telephones (VPT)	68,606
No. of Public Call Office (PCO)	57,125

Telecom Financial Data	
Gross Revenue (GR) during the quarter	Rs.83,767 Crore
% change in GR over the previous quarter	9.63%
Applicable Gross Revenue (ApGR) during quarter	Rs. 74,713 Crore
% change in ApGR over the previous quarter	1.24%
Adjusted Gross Revenue (AGR) during the quarter	Rs.61,981 Crore
% change in AGR over the previous quarter	2.40%
Share of Public sector undertakings in Access AGR	4.23%
Internet/Broadband Subscribers	
Total Internet Subscribers	850.95 Million
% change over previous quarter	1.68%
Narrowband subscribers	35.01 Million
Broadband subscribers	815.93 Million
Wired Internet Subscribers	30.82 Million
Wireless Internet Subscribers	820.13 Million
Urban Internet Subscribers	507.13 Million
Rural Internet Subscribers	343.82 Million
Total Internet Subscribers per 100 population	61.62
Urban Internet Subscribers per 100 population	104.77
Rural Internet Subscribers per 100 population	38.33
No. of Public Wi-Fi Hotspots	1,76,989
Aggregate Data Consumed (GB)	1,66,21,376
Broadcasting & Cable Services	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking only/both uplinking and downlinking	885
Number of Pay TV Channels as reported by broadcasters	353
Number of private FM Radio Stations (excluding All India Radio)	388
Number of total active subscribers with pay DTH operators	65.58 Million
Number of Operational Community Radio Stations	374
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service	Rs.137.31
Minutes of Usage (MOU) per subscriber per month - Wireless Service	894 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	91.36 Million
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	17.18 GB
Average revenue realization per GB for wireless data usage during the quarter	Rs.9.94