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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 31st May, 2023

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

"Indian Telecom Services Performance Indicator Report" for the Quarter October-December, 2022

TRAI today has released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending 31st December, 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 October, 2022 to 31st December, 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 Kaushal Kishore, Pr. Advisor i/c (F&EA), TRAI may be contacted on Tel. +91-11-23230752 and e-mail: advfea1@trai.gov.in.

V. Raghunandan

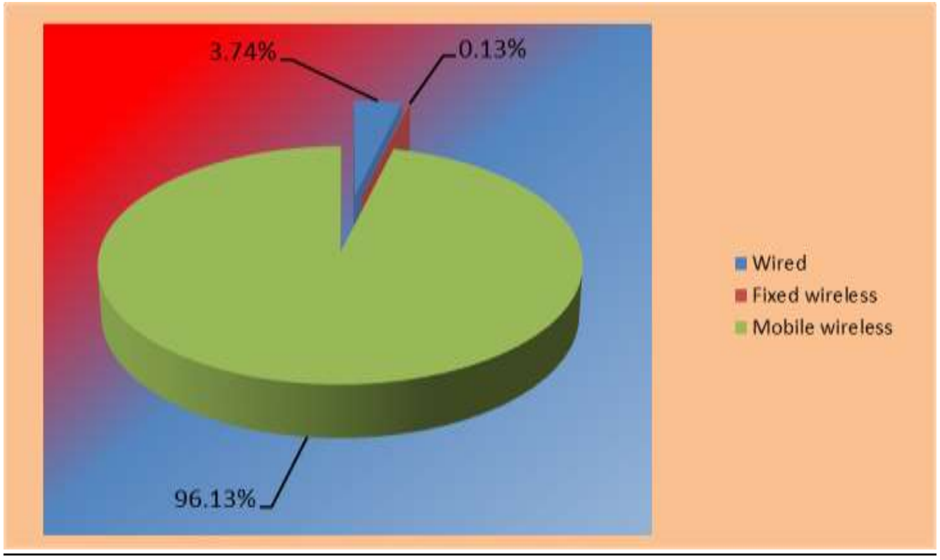
(V. Raghunandan)
Secretary, TRAI

The Indian Telecom Services Performance Indicators
October–December, 2022

Executive Summary

1. Total number of Internet subscribers increased from 850.95 million at the end of Sep-22 to 865.90 million at the end of Dec-22, registering a quarterly growth rate of 1.76%. Out of 865.90 million internet subscribers, number of Wired Internet subscribers are 32.41 million and number of Wireless Internet subscribers are 833.49 million.

Composition of internet subscription



2. The Internet subscriber base is comprised of Broadband Internet subscriber base of 832.20 million and Narrowband Internet subscriber base of 33.70 million.

3. The broadband Internet subscriber base increased by 1.99% from 815.93 million at the end of Sep-22 to 832.20 million at the end of Dec-22. The narrowband Internet subscriber base declined by 3.76% from 35.01 million at the end of Sep-22 to 33.70 million at the end of Dec-22.

4. Wireline subscribers increased from 26.47 million at the end of Sep-22 to 27.45 million at the end of Dec-22 with a quarterly growth rate of 3.72% and, on Y-O-Y basis, wireline subscriptions also increased by 15.42% at the end of QE Dec-22.

5. Wireline Tele-density increased from 1.92% at the end of Sep-22 to 1.98% at the end of Dec-22 with quarterly growth rate of 3.49%.

6. Monthly Average Revenue per User (ARPU) for wireless service increased by 2.79%, from Rs.137.31 in QE Sep-22 to Rs.141.14 in QE Dec-22. On Y-O-Y basis, monthly ARPU for wireless service increased by 23.63% in this quarter.

7. Prepaid ARPU per month increased from Rs.132.91 in QE Sep-22 to Rs.137.71 in QE Dec-22, however, Postpaid ARPU per month decreased from Rs.192.50 in QE Sep-22 to Rs.182.30 in QE Dec-22.

8. On an all-India average, the overall MOU per subscriber per month increased by 2.79% from 894 in Q.E. Sep- 2022 to 919 in Q.E. Dec- 2022.

9. Prepaid MOU per subscriber per month increased from 920 in QE Sep-22 to 950 in QE Dec-22. Postpaid MOU per subscriber per month decreased from 567 in QE Sep-22 to 542 in QE Dec-22.

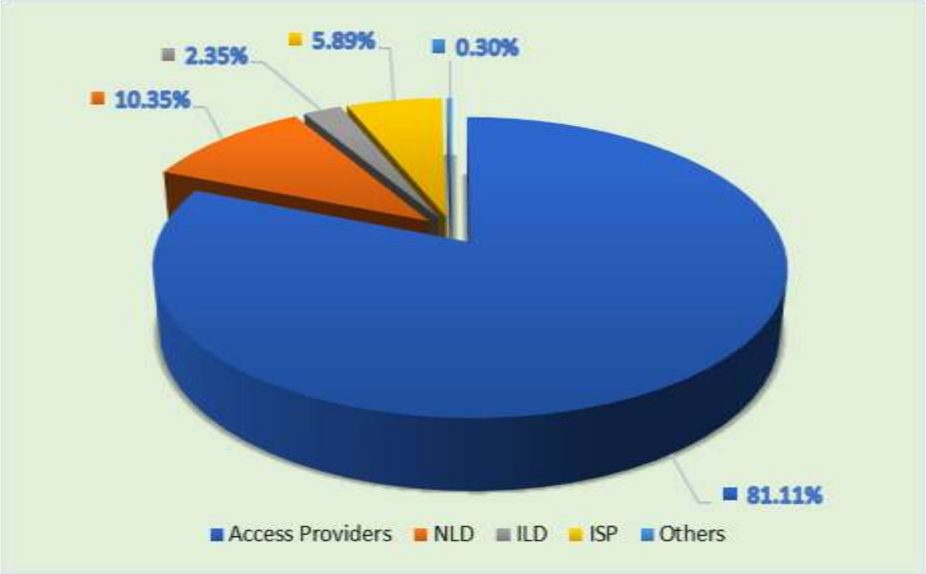
10. Gross Revenue (GR), Applicable Gross Revenue (ApGR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the Q.E. Dec-22 has been Rs.88,166/- Crore, Rs.76,627 crore and Rs.62,904/- Crore respectively. GR increased by 5.25%, ApGR increased by 2.56% and AGR increased by 1.49% in Q.E. Dec-22, as compared to previous quarter.

11. The Y-O-Y rate of growth in GR and AGR in Q.E. Dec-22 over the same quarter in last year has been 26.50% and 14.06% respectively.

12. Pass-through charges increased from Rs.13,445 Crore in QE Sep-22 to Rs.14,381 Crore in QE Dec-22 with quarterly growth rate of 6.96%. The Y-O-Y rate of decline 1.12% has been recorded in pass-through charges for QE Dec-22.

13. The License Fee increased from Rs.4,921 Crore for the QE Sep-22 to Rs.5,031 Crore for the QE Dec-22. The quarterly and the Y-O-Y rate of growth in license fee are 2.24% and 10.79% respectively in this quarter.

Service-wise composition of Adjusted Gross Revenue

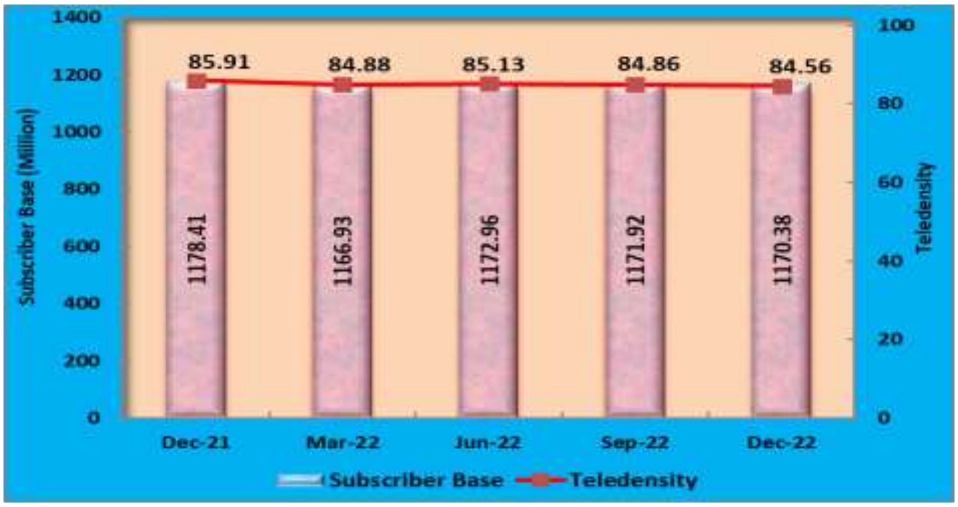


14. Access services contributed 81.11% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Applicable Gross Revenue (ApGR), Adjusted Gross Revenue (AGR), License Fee, Spectrum Usage Charges (SUC) and Pass Through Charges increased by 5.72%, 1.86%, 1.38%, 1.38%, -42.29% and 4.78% respectively in QE Dec-22.

15. The number of telephone subscribers in India decreased from 1,171.92 million at the end of Sep-22 to 1,170.38 million at the end of Dec-22, registering a decline rate of 0.13% over the previous quarter. This reflects Year-On-Year (Y-O-Y) rate of decline 0.68% over the same quarter of the

last year. The overall Tele-density in India also decreased from 84.86% as in QE Sep-22 to 84.56% as in QE Dec-22.

Trends in Telephone subscribers and Tele-density in India

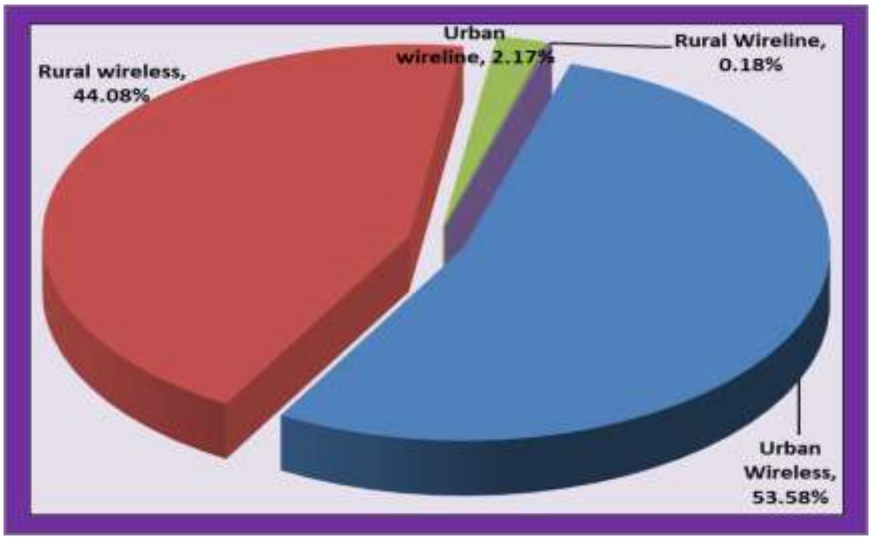


16. Telephone subscribers in Urban areas increased from 651.61 million at the end of Sep-22 to 652.39 million at the end of Dec-22 however, Urban Tele-density decreased from 134.62% to 134.16% during the same period.

17. Rural telephone subscribers decreased from 520.30 million at the end of Sep-22 to 517.99 million at the end of Dec-22 and Rural Tele-density also decreased from 58.01% to 57.69% during the same period.

18. Out of the total subscription, the share of Rural subscription decreased from 44.40% at the end of Sep-22 to 44.26% at the end of Dec-22.

Composition of Telephone Subscribers



19. With a net decrease of 2.52 million subscribers during the quarter, the total wireless subscriber base decreased from 1,145.45 million at the end of Sep-22 to 1,142.93 million at the end of Dec-22, registering a decline rate of 0.22% over the previous quarter. On Y-O-Y basis, wireless subscriptions decreased at the rate of 1.01% during the year.

20. Wireless Tele-density decreased from 82.94% at the end of Sep-22 to 82.57% at the end of Dec-22 with quarterly decline rate of 0.44%.

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

   a. 'Fault repair' Fault incidences No. of faults per 100 subs/month) ≤ 7
   b. Point of Interconnection'(POI) Congestion (No. of PoIs not meeting benchmark) ≤ 0.5%
   c. 'Metering and Billing 'Metering and billing credibility- post-paid ≤ 0.1%
   d. Metering and billing credibility- pre-paid ≤ 0.1%
   e. Resolution of billing/charging/Credit & validity complaints 98% within 4 weeks
   f. Resolution of billing/charging Credit & validity complaints 100% within 4 weeks
   g. Period of applying credit/waiver/adjustment to customer's 100% within 1 week of resolution of complaint
   h. Response time to the customer for assistance' Accessibility of call centre/customer care ≥95%
   i. %age of calls answered by the operators (voice to voice) within ninety seconds ≥95%

22. The following parameters have shown improvement, as compared to the previous quarter, in QoS by wireline service providers: -

- % Fault repaired by next working day (for urban areas) ≥ **85%**
- Accessibility of call centre/ customer care ≥ **95%**

- ❖ % age of calls answered by the operators (voice to voice) within ninety seconds ≥ **95%**
- ❖ Termination/closure of service ≤ **7 days**

23. The following parameters have shown deterioration as compared to the previous quarter, in QoS by wireline service providers: -

- ❖ % Fault repaired within 5 days (for urban areas) >**100%**
- ❖ % Fault repaired within 7 days (for rural and hilly areas) >**100%**

24. During this quarter, list of Parameters which are fully complied, as compared to the previous quarter, by all the Cellular Mobile service providers: -

i. BS Accumulated down-time (not available for service) (%age) ≤ 2%
ii. Worst affected BSs due to down-time (%age) ≤ 2%
iii. Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network) ≥ 95%
iv. SDCCH/ Paging Channel Congestion/ RRC Congestion (% age) ≤ 1%
v. TCH, RAB and E-RAB congestion (%age) ≤ 2%
vi. Network QoS DCR Spatial Distribution Measure [Network_ QSD (90,90)] ≤ 2%
vii. Network QoS DCR Temporal Distribution Measure [Network_ QTD (97,90)] ≤ 3%
viii. Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality ≥ 95%
ix. Down Link (DL) Packet Drop Rate or DL-PDR ≤ 2%
x. Up Link (UL) Packet Drop Rate or UL-PDR ≤ 2%
xi. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) ≤ 0.5%
xii. Metering and billing credibility - postpaid ≤ 0.1%
xiii. Metering and billing credibility – prepaid ≤ 0.1%

xiv. Resolution of billing/charging/validity complaints - 98% within 4 weeks

xv. Resolution of billing/charging/validity complaints - 100% within 6 weeks

xvi. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution - within 1 week of resolution of complaint

xvii. Accessibility of call centre/ customer care ≥ 95%

xviii. Termination / Closure of service < 7 days

xix. Time taken for refund of deposits after closures (100% within 60 days)

25. The following parameters have shown improvement, as compared to the previous quarter, in QoS by Cellular Mobile service providers:

- ❖ Accessibility of call centre/ customer care ≥ 95%
- ❖ % age of calls answered by the operators (voice to voice) within ninety seconds ≥ 95%

26. A total of approximately 903 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking & downlinking.

27. As per the reporting done by broadcasters in pursuance of the Tariff Order dated 3rd March 2017 as amended, out of 892 permitted satellite TV channels which are available for downlinking in India, there are 357 satellite pay TV channels as on 31st December 2022. Out of 357 pay channels, 254 are SD satellite pay TV channels and 103 are HD satellite pay TV channels.

28. Since the introduction of DTH Sector in the year 2003, Indian DTH (direct-to-home) services have displayed a phenomenal growth. During the QE 31st December 2022, there were 4 pay DTH service providers in the country.

29. Pay DTH has attained total active subscriber base of around 66.62 million in QE 31st December 2022. This is in addition to the subscribers of the DD Free Dish (free DTH services of Doordarshan).

30. 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 31st December 2022, there are 388 operational private FM Radio channels in 113 cities operated by 36 private FM Radio operators.

31. The advertisement revenue reported by FM Radio operators during the quarter ending 31st December 2022 in respect of 388 private FM Radio channels is Rs 427.18 crore as against Rs 385.86 crore in respect of 388 private FM Radio channels for the previous quarter i.e. 30th September 2022.

32. As on 31st December 2022, 408 Community Radio stations are operational.

SNAPSHOT

(Data as on Q.E. 31st December, 2022)	
Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,170.38 Million
% change over the previous quarter	-0.13%
Urban Subscribers	652.39 Million
Rural Subscribers	517.99 Million
Market share of Private Operators	89.83%
Market share of PSU Operators	10.17%
Tele-density	84.56%
Urban Tele-density	134.16%
Rural Tele-density	57.69%
Wireless Subscribers	
Total Wireless Subscribers	1,142.93 Million
% change over the previous quarter	-0.22%
Urban Subscribers	627.03 Million
Rural Subscribers	515.89 Million
Market share of Private Operators	90.42%
Market share of PSU Operators	9.58%
Tele-density	82.57%
Urban Tele-density	128.94%
Rural Tele-density	57.46%
Total Wireless Data Usage during the quarter	40,512 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	65,607
Number of Very Small Aperture Terminals (VSAT)	2,63,066
Wireline Subscribers	
Total Wireline Subscribers	27.45 Million
% change over the previous quarter	3.72%
Urban Subscribers	25.35 Million
Rural Subscribers	2.10 Million
Market share of PSU Operators	34.65%
Market share of Private Operators	65.35%
Tele-density	1.98%
Rural Tele-density	0.23%
Urban Tele-density	5.21%
No. of Village Public Telephones (VPT)	68,606
No. of Public Call Office (PCO)	50,188

Telecom Financial Data	
Gross Revenue (GR) during the quarter	Rs.88,166 Crore
% change in GR over the previous quarter	5.25%
Applicable Gross Revenue (ApGR) during quarter	Rs. 76,627 Crore
% change in ApGR over the previous quarter	2.56%
Adjusted Gross Revenue (AGR) during the quarter	Rs.62,904 Crore
% change in AGR over the previous quarter	1.49%
Share of Public sector undertakings in Access AGR	4.26%
Internet/Broadband Subscribers	
Total Internet Subscribers	865.90 Million
% change over previous quarter	1.76%
Narrowband subscribers	33.70 Million
Broadband subscribers	832.20 Million
Wired Internet Subscribers	32.41 Million
Wireless Internet Subscribers	833.49 Million
Urban Internet Subscribers	516.37 Million
Rural Internet Subscribers	349.53 Million
Total Internet Subscribers per 100 population	62.56
Urban Internet Subscribers per 100 population	106.19
Rural Internet Subscribers per 100 population	38.93
No. of Public Wi-Fi Hotspots	1,76,662
Aggregate Data Consumed (GB)	1,40,24,519
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	903
Number of Pay TV Channels as reported by broadcasters	357
Number of private FM Radio Stations (excluding All India Radio)	388
Number of total active subscribers with pay DTH operators	66.52 Million
Number of Operational Community Radio Stations	408
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service	Rs.141.14
Minutes of Usage (MOU) per subscriber per month - Wireless Service	919 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	82.35 Million
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	17.11 GB
Average revenue realization per GB for wireless data usage during the quarter	Rs.10.10