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TELECOM REGULATORY AUTHORITY OF INDIA

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

"Indian Telecom Services Performance Indicator Report" for the Quarter ending December, 2015

TRAI today released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending December, 2015. This Report provides a broad perspective of the Telecom Services and presents the key parameters and growth trends for the Telecom Services as well as Cable TV, DTH & Radio Broadcasting services in India for the period covering 1st October to 31st December, 2015 compiled 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.

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Authorized to issue

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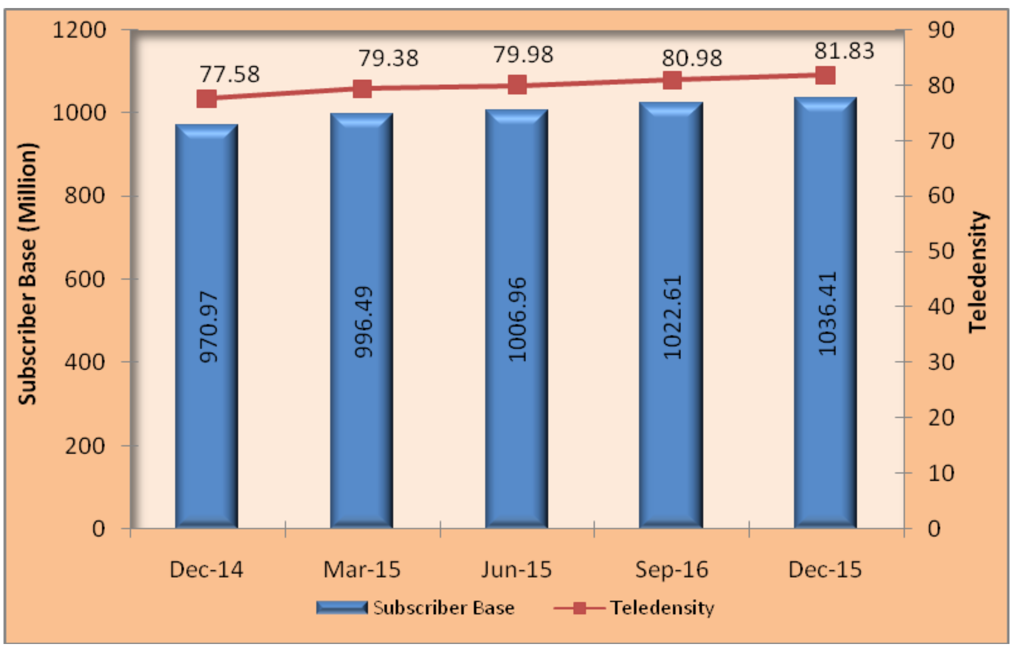
The Indian Telecom Services Performance Indicators
October – December, 2015

Executive Summary

1. The number of telephone subscribers in India increased from 1,022.61 million at the end of Sep-15 to 1,036.41 million at the end of Dec-15, registering a growth of 1.35% over the previous quarter. This reflects year-on-year (Y-O-Y) growth of 6.74% over the same quarter of last year. The overall Teledensity in India increased from 80.98 as on 30th September, 2015 to 81.83 as on 31st December, 2015.

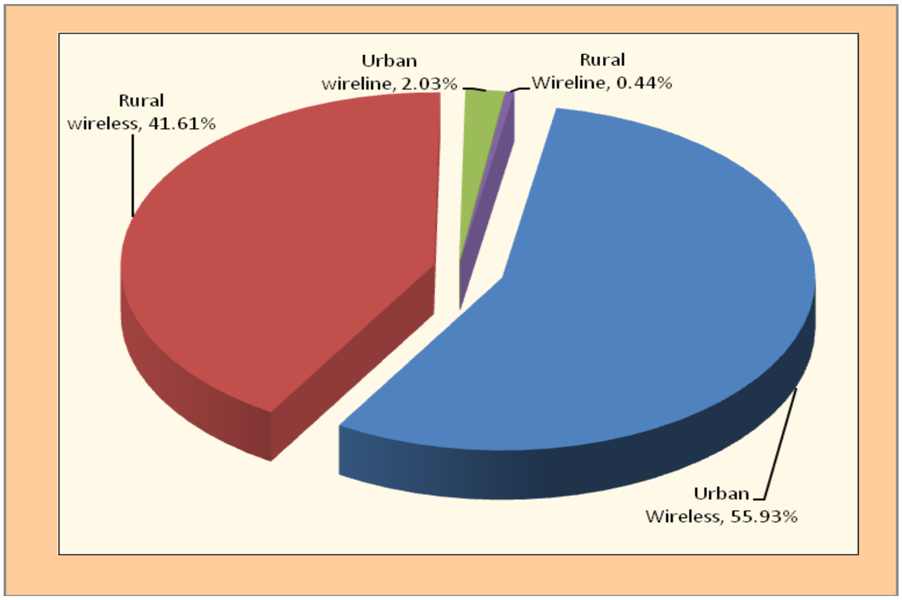
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas increased from 599.01 million at the end of Sep-15 to 600.66 million at the end of Dec-15, whereas Urban Teledensity slightly declined from 152.76 to 152.45. Rural subscription increased from 423.61 million to 435.75 million, and Rural Teledensity also increased from 48.66 to 49.94 during the same period.

3. Out of the total subscription, the share of the Rural subscription increased from 41.42% at the end of Sep-15 to 42.04% at the end of Dec-15.

Composition of Telephone Subscribers



4. With a net addition of 14.23 million subscribers during the quarter, total wireless (GSM+CDMA) subscriber base increased from 996.66 million at the end of Sep-15 to 1,010.89 million at the end of Dec-15, registering a growth rate of 1.43% over the previous quarter. The year-on-year (Y-O-Y) growth rate of wireless subscribers for Dec-15 is 7.09%.

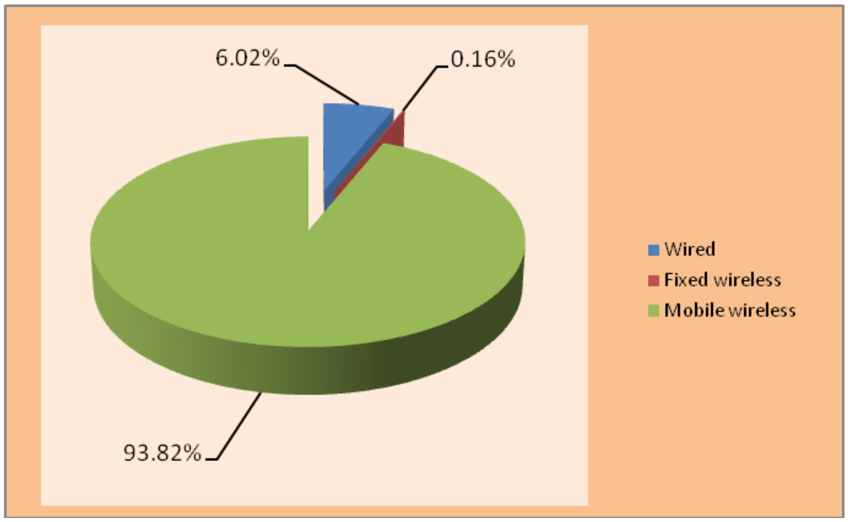
5. Wireless Tele-density increased from 78.93 at the end of Sep-15 to 79.82 at the end of Dec-15.

6. Wireline subscriber base further declined from 25.95 million at the end of Sep-15 to 25.52 million at the end of Dec-15, registering a decline of 1.68%. The year-on-year (Y-O-Y) decline in wireline subscribers for Dec-15 is 5.49%.

7. Wireline Teledensity declined from 2.06 at the end of Sep-15 to 2.01 at the end of Dec-15.

8. Total number of Internet subscribers has increased from 324.95 million at the end of Sep-15 to 331.66 million at the end of Dec-15, registering a quarterly growth rate of 2.06%. Out of 331.66 million, Wired Internet subscribers are 19.98 million and Wireless Internet subscribers are 311.69 million.

Composition of internet subscription



9. The Internet subscriber base of 331.66 million at the end of Dec-15 is comprised of Broadband Internet subscriber base of 136.53 million and Narrowband Internet subscriber base of 195.13 million.

10. The broadband Internet subscriber base grew by 12.95% from 120.88 million at the end of Sep-15 to 136.53 million at the end of Dec-15. On the other hand, the narrowband Internet subscriber base declined by 4.38% from 204.07 million at the end of Sep-15 to 195.13 million at the end of Dec-15.

11. Monthly Average Revenue Per User (ARPU) for GSM service increased by 0.44%, from ₹122 in QE Sep-15 to ₹123 in QE Dec-15. However, monthly ARPU for GSM service grew by 3.60% on Y-O-Y in this quarter.

12. Prepaid ARPU for GSM service per month slightly increased from ₹104.99 in QE Sep-15 to ₹105.14 in QE Dec-15, and Postpaid ARPU per month increased from ₹490 in QE Sep-15 to ₹491 in QE Dec-15.

13. On an all India average, the overall MOU per subscriber per month for GSM service increased by 0.35% from 374 for QE Sep-15 to 376 in QE Dec-15.

14. Prepaid MOU per subscriber for GSM service increased from 349 in QE Sep-15 to 351 in QE Dec-15, however postpaid MOU declined from 917 in QE Sep-15 to 899 in QE Dec-15.

15. Monthly ARPU for CDMA full mobility service declined by 2.71%, from ₹106 in QE Sep-15 to ₹103 in QE Dec-15. Monthly ARPU for CDMA full mobility service declined by 4.86% on Y-O-Y basis in this quarter.

16. The total MOU per subscriber per month for CDMA full mobility service declined by 1.88%, from 256 in QE Sep-15 to 252 in QE Dec-15. The outgoing MOUs declined from 144.38 in QE Sep-15 to 143.87 in QE Dec-15, and incoming MOUs declined from 112 in QE Sep-15 to 108 in QE Dec-15.

17. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Dec-15 has been ₹65,347 Crore and ₹46,087 Crore respectively. GR increased by 0.54%, whereas AGR declined by 0.37% in QE Dec-15 as compared to previous quarter.

18. The year-on-year (Y-O-Y) growth in GR and AGR over the same quarter in last year has been 2.18% and 5.73% respectively.

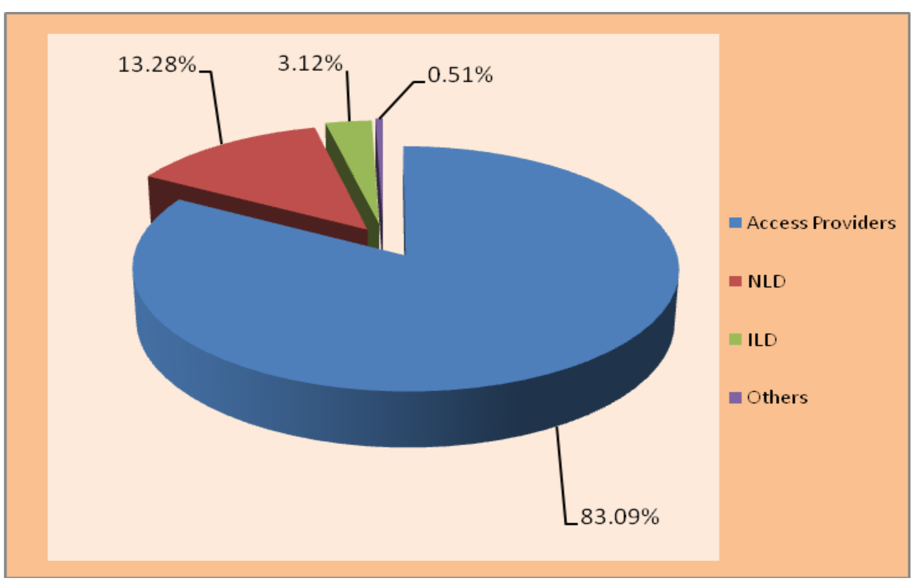
19. Pass-through charges increased from ₹18,740 Crore in Q.E. Sep-15 to ₹19,260 in Q.E. Dec-15. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Dec-15 are 2.78% and -5.42% respectively.

20. The License Fee declined from ₹3,701 Crore for the QE Sep-15 to ₹3,690 Crore for the QE Dec-15. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are -0.28% and 5.77% respectively in this quarter.

21. Access services contributed 83.09% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Adjusted Gross Revenue(AGR), License Fee, Spectrum Usage Charges(SUC) and Pass Through Charges increased by 1.40%, 1.09%, 1.08%, 0.49% and 2.46% respectively in QE Dec-15.

22. Monthly Average Revenue per User (ARPU) for Access Services based on AGR declined from ₹124.68 in QE Sep-15 to ₹123.77 in QE Dec-15.

<u>Composition of Adjusted Gross Revenue</u>



23. The performance of 2G wireless service providers in terms of QoS during the quarter vis-à-vis that in the previous quarter is given as below:

Parameters showing improvement in QoS	Parameters showing deterioration in QoS
• BTSs Accumulated Downtime (Not available for service) • TCH Congestion • Call Drop Rate • Worst affected cells having more than 3% TCH drop (call drop) rate • Connections with good voice quality • Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints • %age of calls answered by the operators (voice to voice) within 90 sec • %age requests for Termination/ Closure of service complied within 7 days	• Metering and billing credibility – Postpaid • Metering and billing credibility – Prepaid • Resolution of billing/charging/ credit & validity complaints (98% within 4 weeks) • Resolution of billing/charging/ credit & validity complaints (100% within 6 weeks) • Accessibility of call centre/ customer care • Time taken for refund of deposits after closures

24. The performance of 3G wireless service providers in terms of QoS during the quarter vis-à-vis that in the previous quarter is given below:

Parameters showing improvement in QoS	Parameters showing deterioration in QoS
• BTSs and Node-B's accumulated downtime (not available for service) (%age) • Worst affected cells having more than 3% TCH drop (call drop) rate and Circuit Switched Voice Drop Rate:-CBBH	• Worst affected BTSs and Node-B's due to downtime (%age) • Call Set-up Success Rate (within licensee's own network) • SDCCH/Paging Channel and RRC Congestion (%age) • TCH and Circuit Switched RAB Congestion (%age)

25. The performance of wireline service providers in terms of QoS during the quarter vis-à-vis that in the previous quarter is given below:

Parameters showing improvement in QoS
• Fault incident per 100 subscribers/month • % Fault repaired by next working days (for urban areas) • MTTR • Resolution of billing/ charging/ credit & validity complaints (98% within 4 weeks & 100% within 6 weeks • %age of calls answered by the operators (voice to voice) within 90 sec • Termination/ Closure of service 100% within 7 days

26. A total of 847 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking/uplinking, as on 31.12.2015.

27. There were a total of 254 Pay channels as reported by the broadcasters as on 30.09.2015. During the quarter ending 31.12.2015, thirteen new pay channels were reported, four channels were reported to be discontinued and one channel was converted from Pay to FTA. Now, there are 262 pay TV Channels at the quarter ending December, 2015.

28. The digitization, with addressability of cable TV sector is in progress, in a phased manner. It is planned to be completed in four phases. The cut-off date for migration to "Digital Addressable Cable TV Systems" for the first phase, covering four metropolitan cities, was 31.10.2012 and for second phase, covering 38 cities having population more than 1 million, was 30.03.2013. The cut-off date for third phase was 30.09.2014 and for the fourth and final phase was 31.12.2014. However, the cut-off date for third phase & fourth phase was further extended up to 31.12.2015 & 31.12.2016 respectively.

29. As on 31.12.2015, there were a total of 372 Multi System Operators (MSOs), who have been granted ***Provisional*** Registration (for 10 years) by Ministry of I&B for providing Cable TV services through Digital Addressable Systems.

30. Apart from the Radio Stations operated by All India Radio, Prasar Bharati – a public broadcaster, there are 243 operational private FM Radio stations as on 31st December, 2015. This is as per the information available on the website of MIB.

31. At present, apart from the free DTH service of Doordarshan, a public broadcaster, there are 6 private DTH Operators. All these private DTH operators are offering pay DTH services.

32. As per the information submitted by the DTH operator through quarterly PMR for DTH services, total number of registered subscribers and active subscribers being served by these six private DTH operators, as reported to TRAI, are 84.80 million & 55.98, million respectively as on 31st December, 2015. The net active subscriber base includes number of temporarily suspended subscribers who have been inactive for not more than 120 days.

33. As per data received from MIB, as on 31st December, 2015, out of the 237 community radio licenses issued so far, 190 stations are operational.

Snapshot

(Data As on 31st December, 2015)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	1,036.41 Million
% change over the previous quarter	1.35%
Urban Subscribers	600.66 Million
Rural Subscribers	435.75 Million
Market share of Private Operators	89.89%
Market share of PSU Operators	10.11%
Teledensity	81.83
Urban Teledensity	152.45
Rural Teledensity	49.94
Wireless Subscribers	
Total Wireless Subscribers	1,010.89 Million
% change over the previous quarter	1.43%
Urban Subscribers	579.67 Million
Rural Subscribers	431.22 Million
GSM Subscribers	963.99 Million
CDMA Subscribers	46.90 Million
Market share of Private Operators	91.48%
Market share of PSU Operators	8.52%
Teledensity	79.82
Urban Teledensity	147.12
Rural Teledensity	49.43
Wireline Subscribers	
Total Wireline Subscribers	25.52 Million
% change over the previous quarter	-1.68%
Urban Subscribers	20.99 Million
Rural Subscribers	4.53 Million
Market share of Private Operators	26.91%
Market share of PSU Operators	73.09%
Teledensity	2.01
Urban Teledensity	5.33
Rural Teledensity	0.52
No. of Village Public Telephones (VPT)	5,87,280
No. of Public Call Office (PCO)	6,18,084

Internet/Broadband Subscribers	
Total Internet Subscribers	331.66 Million
Narrowband subscribers	195.13 Million
Broadband subscribers	136.53 Million
Wired Internet Subscribers	19.98 Million
Wireless Internet Subscribers	311.69 Million
Urban Internet Subscribers	219.50 Million
Rural Internet Subscribers	112.16 Million
Total Internet Subscribers per 100 population	26.19
Urban Internet Subscribers per 100 population	55.71
Rural Internet Subscribers per 100 population	12.86
Broadcasting & Cable Services	
No. of private satellite TV channels registered with Ministry of I&B	847
Number of private FM Radio Stations	243
Registered DTH Subscribers	84.80 Million
Active DTH Subscribers	55.98 Million
Telecom Financial Data (QE Dec-15)	
Gross Revenue (GR) during the quarter	₹ 65,347 Crore
% change in GR over the previous quarter	0.54%
Adjusted Gross Revenue (AGR) during the quarter	₹ 46,087 Crore
% change in AGR over the previous quarter	-0.37%
Share of Public sector undertakings in Access AGR	10.21%
Monthly Average Revenue Per User (ARPU) for Access Services	₹ 124
Revenue & Usage Parameters (QE Dec-15)	
Monthly ARPU GSM Full Mobility Service	₹ 123
Monthly ARPU CDMA Full Mobility Service	₹ 103
Minutes of Usage (MOU) per subscriber per month - GSM Full Mobility Service	376 Minutes
Minutes of Usage (MOU) per subscriber per month - CDMA Full Mobility Service	252 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	271 Million
Data Usage of Mobile Users (for the QE Dec-15)	
Data Usage per subscriber per month - GSM	122.93 MB
Data Usage per subscriber per month - CDMA	412.91 MB
Data Usage per subscriber per month – Total(GSM+CDMA)	136.63 MB