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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 March, 2017

TRAI today has released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending March, 2017. 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 January, 2017 to 31st March, 2017 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.

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Authorized to issue

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The Indian Telecom Services Performance Indicators
January – March, 2017

Executive Summary

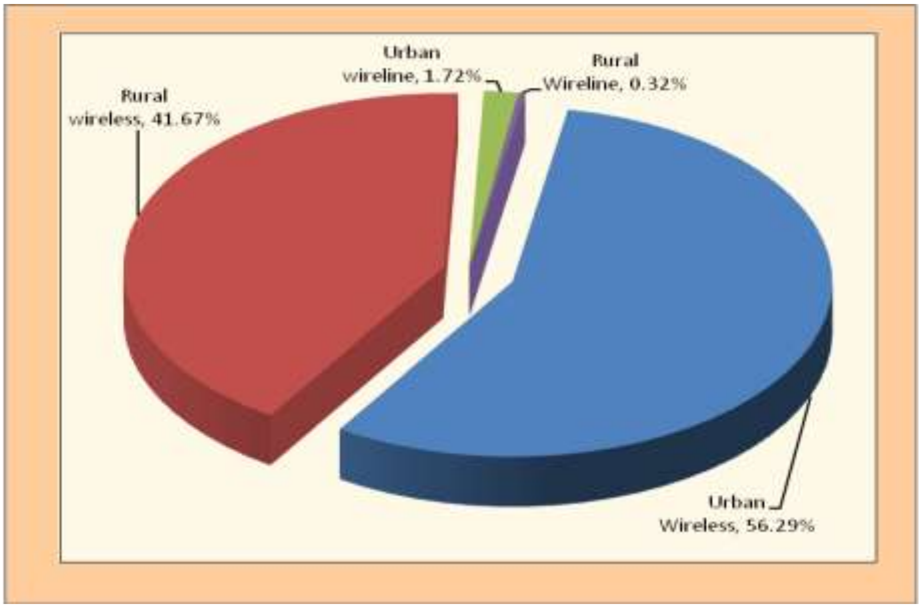
1. The number of telephone subscribers in India increased from 1,151.78 million at the end of Dec-16 to 1,194.58 million at the end of Mar-17, registering a growth of 3.72% over the previous quarter. This reflects year-on-year (Y-O-Y) growth of 12.82% over the same quarter of last year. The overall Teledensity in India increased from 89.90 as QE Dec-16 to 92.98 as on QE Mar-17.

Trends in Telephone subscribers and Teledensity in India

2. Subscription in Urban Areas increased from 683.14 million at the end of Dec-16 to 692.97 million at the end of Mar-17, and Urban Teledensity also increased from 170.15 to 171.80 during the same period. Rural subscription also increased from 468.64 million to 501.61 million and Rural Teledensity also increased from 53.27 to 56.91 during the same period.

3. Out of the total subscription, the share of Rural subscription increased from 40.69% at the end of Dec-16 to 41.99% at the end of Mar-17.

Composition of Telephone Subscribers



4. With a net addition of 42.80 million subscribers during the quarter, total wireless (GSM+CDMA) subscriber base increased from 1,127.37 million at the end of Dec-16 to 1,170.18 million at the end of Mar-17, registering a quarterly growth rate of 3.80% over the previous quarter. The year-on-year (Y-O-Y) growth rate of wireless subscribers for Mar-17 is 13.21%.

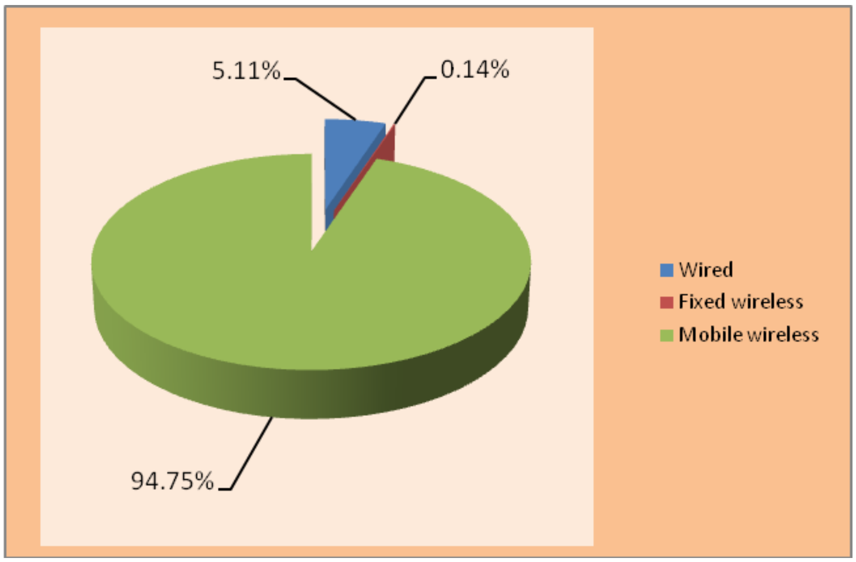
5. Wireless Tele-density increased from 88.00 at the end of Dec-16 to 91.08 at the end of Mar-17.

6. Wireline subscriber base more or less remained same at 24.40 million at the end of Mar-17 as per previous quarter. The year-on-year (Y-O-Y) decline rate in wireline subscribers for Mar-17 is 3.27%.

7. Wireline Teledensity also remained same at 1.90 at the end of Mar-17 as per previous quarter.

8. Total number of Internet subscribers has increased from 391.50 million at the end of Dec-16 to 422.19 million at the end of Mar-17, registering a quarterly growth rate of 7.84%. Out of 422.19 million, Wired Internet subscribers are 21.58 million and Wireless Internet subscribers are 400.62 million.

Composition of internet subscription



9. The Internet subscriber base of 422.19 million at the end of Mar-17 is comprised of Broadband Internet subscriber base of 276.52 million and Narrowband Internet subscriber base of 145.68 million.

10. The broadband Internet subscriber base grew by 17.12% from 236.09 million at the end of Dec-16 to 276.52 million at the end of Mar-17. On the other hand, the narrowband Internet subscriber base declined by 6.26% from 155.41 million at the end of Dec-16 to 145.68 million at the end of Mar-17.

11. Monthly Average Revenue per User (ARPU) for GSM service (including LTE) declined by 20.44%, from ₹104 in QE Dec-16 to ₹83 in QE Mar-17. Monthly ARPU for GSM service (including LTE) declined by 33.78% on Y-O-Y in this quarter.

12. Prepaid ARPU for GSM service per month declined from ₹86 in QE Dec-16 to ₹67 in QE Mar-17, and Postpaid ARPU per month also declined from ₹456 in QE Dec-16 to ₹412 in QE Mar-17.

13. On an all India average, the overall MOU per subscriber per month for GSM service increased by 11.94% from 360 for QE Dec-16 to 405 in QE Mar-17.

14. Prepaid MOU per subscriber for GSM service increased from 335 in QE Dec-16 to 385 in QE Mar-17, however postpaid MOU declined from 849 in QE Dec-16 to 816 in QE Mar-17.

15. Monthly ARPU for CDMA full mobility service declined by 7.13%, from ₹141 in QE Dec-16 to ₹131 in QE Mar-17. Monthly ARPU for CDMA full mobility service increased by 26.84% on Y-O-Y basis in this quarter.

16. The total MOU per subscriber per month for CDMA full mobility service declined by 2.35%, from 255 in QE Dec-16 to 249 in QE Mar-17. The outgoing MOUs declined from 129 in QE Dec-16 to 112 in QE Mar-17, however incoming MOUs increased from 127 in QE Dec-16 to 137 in QE Mar-17.

17. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Mar-17 has been ₹63,315 Crore and ₹40,831 Crore respectively. GR and AGR declined by 4.84% and 11.05% respectively in QE Mar-17 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 -7.35% and -15.60% respectively.

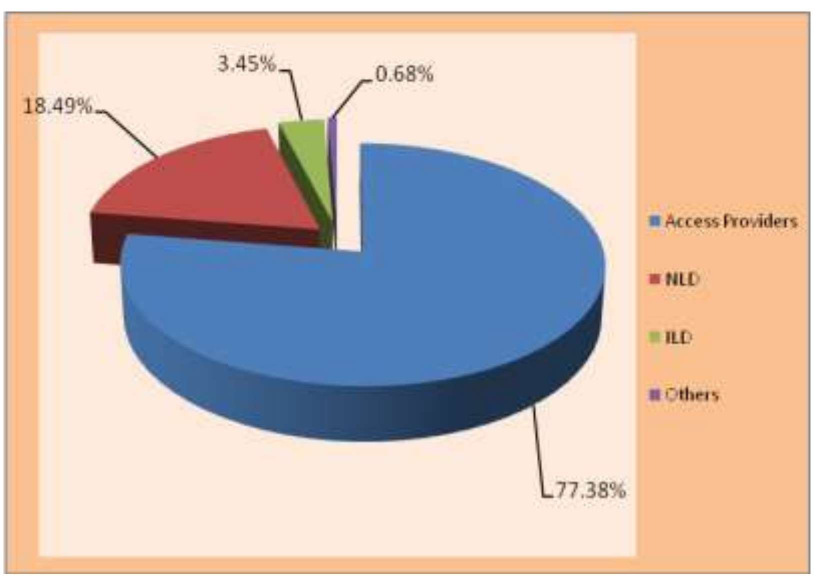
19. Pass-through charges increased from ₹20,627 Crore in Q.E. Dec-16 to ₹22,484 in Q.E. Mar-17. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Mar-17 are 9.00% and 12.66% respectively.

20. The License Fee declined from ₹3,698 Crore for the QE Dec-16 to ₹3,361 Crore for the QE Mar-17. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are -9.09% and -13.19% respectively in this quarter.

21. Access services contributed 77.38% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Adjusted Gross Revenue(AGR), License Fee and Spectrum Usage Charges(SUC) declined by 7.92%, 15.26%, 12.77% and 16.33% respectively however, Pass Through Charges increased by 14.65% in QE Mar-17.

22. Monthly Average Revenue per User (ARPU) for Access Services based on AGR declined from ₹111.63 in QE Dec-16 to ₹89.34 in QE Mar-17.

Composition of Adjusted Gross Revenue



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) • Worst affected BTSs due to downtime • Worst affected cells having more than 3% TCH drop (call drop) rate • Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) • Metering and billing credibility-prepaid • Time taken for refund of deposits after closures	• Connection with good voice quality • Metering and billing credibility-post paid • Accessibility of call centre/ customer care • %age of calls answered by the operators (voice to voice) within 90 sec • %age requests for Termination/ Closure of service complied within 7 days

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
• Worst affected BTSs and Node-B's due to downtime (%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	Parameters showing deterioration in QoS
• Fault repaired by next working day for urban areas • Mean Time to Repaired (MTTR*)* • %age of calls answered by the operators (voice to voice) within 90 seconds.	• Fault repaired within 5 days for urban areas • Response time to the customer for Assistance- Accessibility of call centre/Customer care. • Termination/Closure of service 100% within 7 days

26. A total number of 888 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking/uplinking, as on 31st March, 2017.

27. During the quarter ending Mar-17, there were 295 pay channels as reported by 48 broadcasters as compared to 287 pay channels reported in the previous quarter. 295 pay channels include 212 SD pay TV channels and 83 HD Pay TV channels. During the quarter ending Mar-17, as per the reporting, Nine new pay channels were commenced. No pay channel was converted into FTA & one channel namely "Zee Q" was reported to be discontinued.

28. Since its introduction in the year 2003, Indian DTH service has displayed a phenomenal growth. DTH has attained net pay active subscriber base of around 63.61 million. As on March, 2017, there are 6 pay DTH service providers. This is besides the viewership of the free DTH services of Doordarshan.

29. Apart from the radio Stations operated by All India Radio, Prasar Bharati – a public broadcaster, as on 31st March, 2017, there are 293 operational private FM Radio stations and 84 existing cities with operational FM radio channels as compared to 273 private FM Radio Stations reported in the previous quarter. According to the reporting of advertisement revenue done by the FM Radio Service Providers, it has emerged that during the quarter ending Mar-17, 20 new private FM Radio Stations have became operational.

30. As per data received from MIB, as on 31st March, 2017, out of the 268 licenses issued so far, 206 community radio stations are already operational.

Snapshot

(Data As on Q.E. 31st March, 2017)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	1,194.58 Million
% change over the previous quarter	3.72%
Urban Subscribers	692.97 Million
Rural Subscribers	501.61 Million
Market share of Private Operators	89.81%
Market share of PSU Operators	10.19%
Teledensity	92.98
Urban Teledensity	171.80
Rural Teledensity	56.91
Wireless Subscribers	
Total Wireless Subscribers	1,170.18 Million
% change over the previous quarter	3.80%
Urban Subscribers	672.42 Million
Rural Subscribers	497.76 Million
GSM Subscribers	1,157.59 Million
CDMA Subscribers	12.59 Million
Market share of Private Operators	91.06%
Market share of PSU Operators	8.94%
Teledensity	91.08
Urban Teledensity	166.71
Rural Teledensity	56.47
Wireline Subscribers	
Total Wireline Subscribers	24.40 Million
% change over the previous quarter	-0.02%
Urban Subscribers	20.56 Million
Rural Subscribers	3.85 Million
Market share of Private Operators	29.71%
Market share of PSU Operators	70.29%
Teledensity	1.90
Urban Teledensity	5.10
Rural Teledensity	0.44
No. of Village Public Telephones (VPT)	2,29,685
No. of Public Call Office (PCO)	4,52,036

Telecom Financial Data	
Gross Revenue (GR) during the quarter	₹ 63,315 Crore
% change in GR over the previous quarter	-4.84%
Adjusted Gross Revenue (AGR) during the quarter	₹ 40,831 Crore
% change in AGR over the previous quarter	-11.05%
Share of Public sector undertakings in Access AGR	12.56%
Monthly Average Revenue Per User (ARPU) for Access Services	₹ 89.34
Internet/Broadband Subscribers	
Total Internet Subscribers	422.19 Million
% change over previous quarter	7.84%
Narrowband subscribers	145.68 Million
Broadband subscribers	276.52 Million
Wired Internet Subscribers	21.58 Million
Wireless Internet Subscribers	400.62 Million
Urban Internet Subscribers	285.68 Million
Rural Internet Subscribers	136.52 Million
Total Internet Subscribers per 100 population	32.86
Urban Internet Subscribers per 100 population	70.83
Rural Internet Subscribers per 100 population	15.49
Broadcasting & Cable Services	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking /uplinking	888
Number of Pay TV Channels	295
Number of private FM Radio Stations (excluding All India Radio)	293
Number of Pay Subscribers Active with Private DTH Operators	63.61 Million
Number of Community Radio Stations licenced (GOPA signed)	268
Number of Operational Community Radio Stations	206
Number of pay DTH Operators	6
Revenue & Usage Parameters	
Monthly ARPU GSM Full Mobility Service	₹ 83
Monthly ARPU CDMA Full Mobility Service	₹ 131
Minutes of Usage (MOU) per subscriber per month - GSM Full Mobility Service	405 Minutes
Minutes of Usage (MOU) per subscriber per month - CDMA Full Mobility Service	250 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	258 Million
Data Usage of Mobile Users	
Data Usage per subscriber per month – GSM (2G+3G+4G)	1,006 MB
Data Usage per subscriber per month - CDMA	473 MB
Data Usage per subscriber per month – Total(GSM+CDMA)	1,000 MB
Average outgo per GB data for GSM including LTE	₹ 19.10
Average outgo per GB data for CDMA	₹ 121.02