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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 July-September, 2017

TRAI today has released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending September, 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 July, 2017 to 30th September, 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 under the link http://www.trai.gov.in/release-publication/reports/performance-indicators-reports). Any suggestion or any clarification pertaining to this report, undersigned (Shri S. K. Mishra, Pr. Advisor (F&EA), TRAI) may be contacted on Tel. +91-11-23221856, Fax. +91-11-23235249 and e-mail: skmishra.trai@nic.in.

Authorized to issue

(S. K. Mishra)
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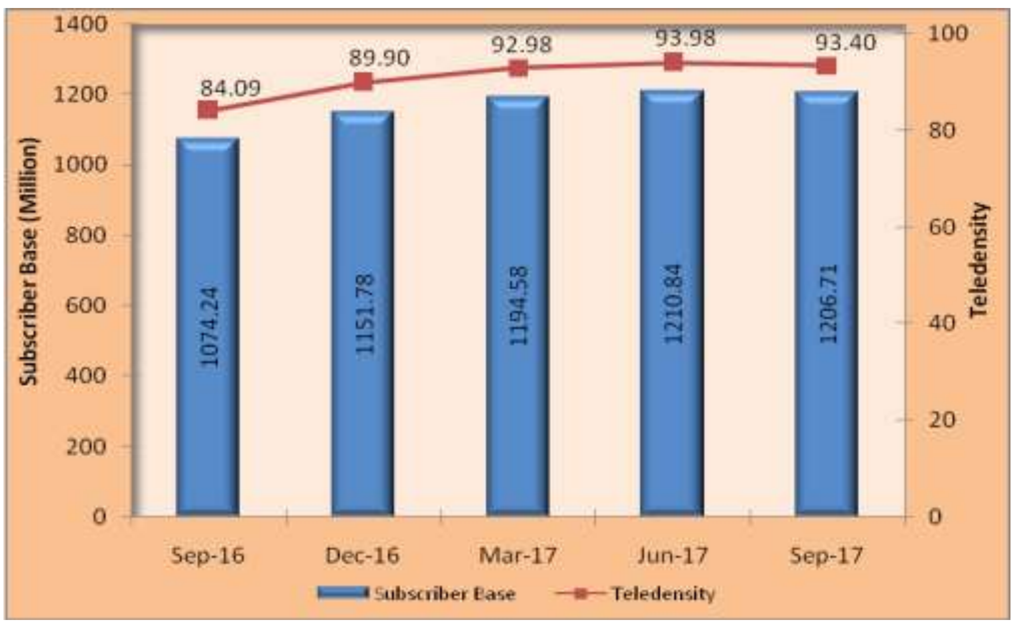
The Indian Telecom Services Performance Indicators
July – September, 2017

Executive Summary

1. The number of telephone subscribers in India declined from 1,210.84 million at the end of Jun-17 to 1,206.71 million at the end of Sep-17, registering a growth of -0.34% over the previous quarter. However, this reflects year-on-year (Y-O-Y) positive growth of 12.33% over the same quarter of last year. The overall Teledensity in India declined from 93.98 as on QE Jun-17 to 93.40 as on QE Sep-17.

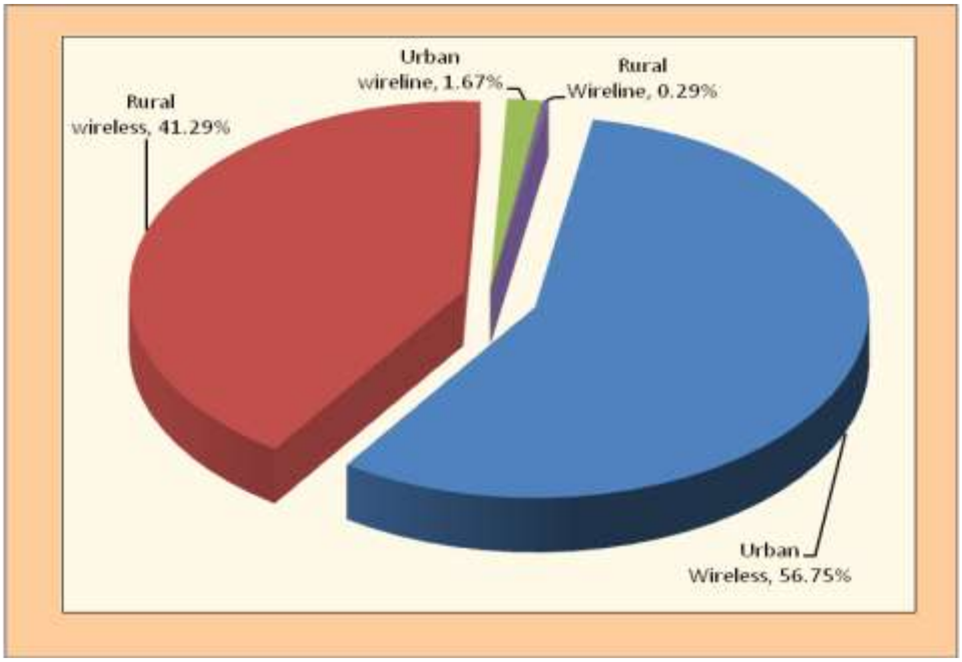
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas increased from 700.96 million at the end of Jun-17 to 704.89 million at the end of Sep-17, and Urban Teledensity also increased from 172.98 to 173.15 during the same period. However, Rural subscription declined from 509.88 million to 501.82 million and Rural Teledensity also declined from 57.73 to 56.71 during the same period.

3. Out of the total subscription, the share of Rural subscription declined from 42.11% at the end of Jun-17 to 41.59% at the end of Sep-17.

Composition of Telephone Subscribers



4. With a net decline of 3.80 million subscribers during the quarter, total wireless (GSM+CDMA) subscriber base declined from 1,186.84 million at the end of Jun-17 to 1,183.04 million at the end of Sep-17, registering a quarterly growth rate of -0.32% over the previous quarter. However, the year-on-year (Y-O-Y) growth rate of wireless subscribers for Sep-17 is 12.70%.

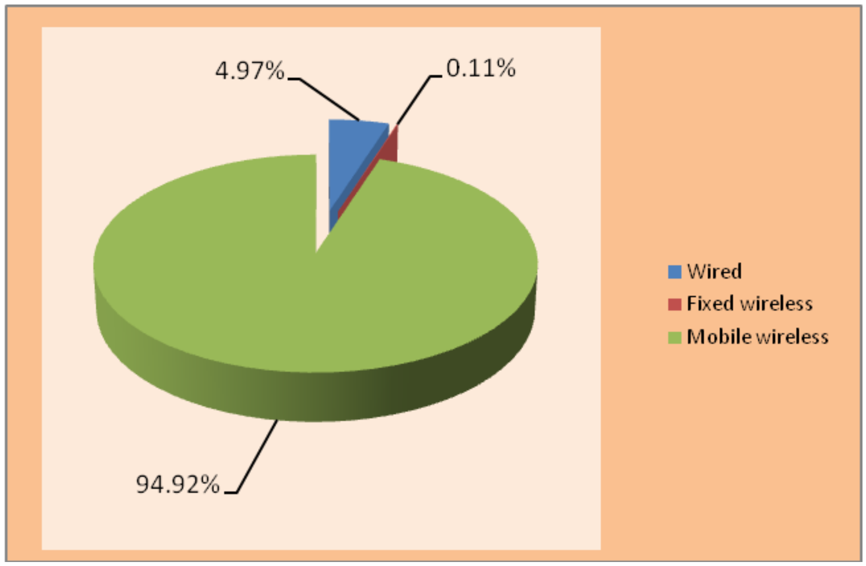
5. Wireless Tele-density declined from 92.12 at the end of Jun-17 to 91.56 at the end of Sep-17.

6. Wireline subscriber declined from 24.00 million at the end of Jun-17 to 23.67 million at the end of Sep-17 with quarterly decline rate of 1.37%. The year-on-year (Y-O-Y) decline rate in wireline subscribers for Sep-17 is 3.36%.

7. Wireline Teledensity declined from 1.86 at the end of Jun-17 to 1.83 at the end of Sep-17.

8. Total number of Internet subscribers declined from 431.21 million at the end of Jun-17 to 429.23 million at the end of Sep-17, registering a quarterly growth rate of -0.46%. Out of 429.23 million, Wired Internet subscribers are 21.35 million and Wireless Internet subscribers are 407.88 million.

Composition of internet subscription



9. The Internet subscriber base is comprised of Broadband Internet subscriber base of 324.89 million and Narrowband Internet subscriber base of 104.34 million.

10. The broadband Internet subscriber base grew by 8.00% from 300.84 million at the end of Jun-17 to 324.89 million at the end of Sep-17. On the other hand, the narrowband Internet subscriber base declined by 19.97% from 130.38 million at the end of Junr-17 to 104.34 million at the end of Sep-17.

11. Monthly Average Revenue per User (ARPU) for GSM service (including LTE) increased by 5.42%, from ₹80 in QE Jun-17 to ₹84 in QE Sep-17. However, monthly ARPU for GSM service (including LTE) declined by 30.65% on Y-O-Y in this quarter.

12. Prepaid ARPU for GSM service per month increased from ₹65 in QE Jun-17 to ₹71 in QE Sep-17, however Postpaid ARPU per month also declined from ₹389 in QE Jun-17 to ₹361 in QE Sep-17.

13. On an all India average, the overall MOU per subscriber per month for GSM service increased by 2.10% from 428 for QE Jun-17 to 437 in QE Sep-17.

14. Prepaid MOU per subscriber for GSM service increased from 409 in QE Jun-17 to 419 in QE Sep-17, however postpaid MOU declined from 832 in QE Jun-17 to 818 in QE Sep-17.

15. Monthly ARPU for CDMA full mobility service increased by 0.61%, from ₹124 in QE Jun-17 to ₹125 in QE Sep-17. However, on Y-O-Y basis Monthly ARPU for CDMA full mobility service declined by 18.70% in this quarter.

16. The total MOU per subscriber per month for CDMA full mobility service declined by 16.70%, from 246 in QE Jun-17 to 206 in QE Sep-17. The outgoing MOUs declined from 105 in QE Jun-17 to 83 in QE Sep-17, and incoming MOUs also declined from 142 in QE Jun-17 to 123 in QE Sep-17.

17. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Sep-17 has been ₹66,362 Crore and ₹41,669 Crore respectively. GR increased by 2.27% and AGR declined by 4.75% in QE Sep-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 -7.02% and -17.55% respectively.

19. Pass-through charges declined from ₹25,112 Crore in Q.E. Jun-17 to ₹24,693 in Q.E. Sep-17. The quarterly and the year-on-year (Y-O-Y)

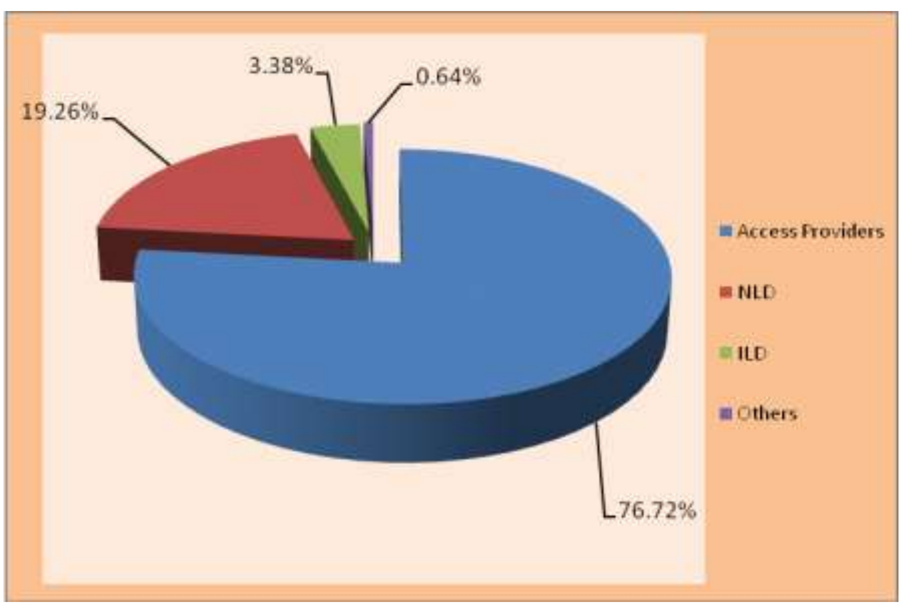
growth rates of pass-through charges for QE Sep-17 are -1.67% and 18.49% respectively.

20. The License Fee declined from ₹3,261 Crore for the QE Jun-17 to ₹3,249 Crore for the QE Sep-17. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are -0.35% and -20.57% respectively in this quarter.

21. Access services contributed 76.72% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Adjusted Gross Revenue(AGR) and Pass Through Charges increased by 5.05%, 6.27% and 2.74% respectively however, License Fee and Spectrum Usage Charges(SUC) declined by 0.52% and 4.01% respectively in QE Sep-17.

22. Monthly Average Revenue per User (ARPU) for Access Services based on AGR increased from ₹83.41 in QE Jun-17 to ₹88.09 in QE Sep-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**
• Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) • Metering and billing credibility- pre-paid • Resolution of billing/ charging/ validity complaints (100% within 6 weeks) • Period of applying credit/ waiver/adjustment to customer's account from the date of resolution of complaints	• Worst affected BTSs due to downtime • Call Set-up Success Rate (within licensee's own network) • SDCCH/Paging Chl. Congestion • Worst affected cells having more than 3% TCH drop (call drop) rate • 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 • 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**
• Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate:-CBBH	• SDCCH/Paging Channel and RCC 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 deterioration in QoS
• Fault incidences (No. of faults/ 100 subs/month) • Fault repaired by next working day for urban areas • Mean Time to Repair (MTTR) • %age of calls answered by the operators (voice to voice) within 90 seconds.

26. A total number of 877 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking/uplinking, as on 30th September, 2017.

27. During the quarter ending Sep-17, there were 300 pay channels as reported by 48 broadcasters as compared to 293 pay channels reported in the previous quarter. 300 pay channels include 215 SD pay TV channels and 85 HD Pay TV channels. During the quarter ending Sep-17, as per the reporting, eight new pay channels were commenced. No pay channel was converted from Pay to FTA or vice versa. Further, one pay channel namely “Da Vinci Learning” 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 66.99 million. This is besides the viewership of the free DTH services of Doordarshan. As on QE Sep-17, there are 6 pay DTH service providers in the country.

29. Apart from the radio Stations operated by All India Radio, Prasar Bharati – a public broadcaster, as on 30th September, 2017, there are

322 operational private FM Radio stations and 86 existing cities with operational 34 FM Radio Operators as compared to 310 private FM Radio Stations 86 cities with operational 33 FM Radio Operators in the previous quarter.

30. According to the reporting of advertisement revenue done by the 33 FM Radio Service Providers, it has emerged that during the quarter ending Sep-17, twelve (12) new private FM Radio Stations have became operational.

31. As per data received from MIB, as on 30th September, 2017, out of the 280 licenses issued so far, 210 community radio stations are already operational.

Snapshot

(Data As on Q.E. 30th September, 2017)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	1,206.71 Million
% change over the previous quarter	-0.34%
Urban Subscribers	704.89 Million
Rural Subscribers	501.82 Million
Market share of Private Operators	89.59%
Market share of PSU Operators	10.41%
Teledensity	93.40
Urban Teledensity	173.15
Rural Teledensity	56.71
Wireless Subscribers	
Total Wireless Subscribers	1,183.04 Million
% change over the previous quarter	-0.32%
Urban Subscribers	684.77 Million
Rural Subscribers	498.28 Million
GSM Subscribers	1,173.63 Million
CDMA Subscribers	9.41 Million
Market share of Private Operators	90.75%
Market share of PSU Operators	9.25%
Teledensity	91.56
Urban Teledensity	168.20
Rural Teledensity	56.31
Total Wireless Data Usage during the quarter	5,430,046 TB
Wireline Subscribers	
Total Wireline Subscribers	23.67 Million
% change over the previous quarter	-1.37%
Urban Subscribers	20.12 Million
Rural Subscribers	3.55 Million
Market share of Private Operators	31.56%
Market share of PSU Operators	68.44%
Teledensity	1.83
Urban Teledensity	4.94
Rural Teledensity	0.40
No. of Village Public Telephones (VPT)	2,07,292
No. of Public Call Office (PCO)	4,13,275

Telecom Financial Data	
Gross Revenue (GR) during the quarter	₹ 66,362 Crore
% change in GR over the previous quarter	2.27%
Adjusted Gross Revenue (AGR) during the quarter	₹ 41,669 Crore
% change in AGR over the previous quarter	4.75%
Share of Public sector undertakings in Access AGR	8.87%
Monthly Average Revenue Per User (ARPU) for Access Services	₹ 88.09
Internet/Broadband Subscribers	
Total Internet Subscribers	429.23 Million
% change over previous quarter	-0.46%
Narrowband subscribers	104.34 Million
Broadband subscribers	324.89 Million
Wired Internet Subscribers	21.35 Million
Wireless Internet Subscribers	407.88 Million
Urban Internet Subscribers	299.83 Million
Rural Internet Subscribers	129.41 Million
Total Internet Subscribers per 100 population	33.22
Urban Internet Subscribers per 100 population	73.65
Rural Internet Subscribers per 100 population	14.62
Broadcasting & Cable Services	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking /uplinking	877
Number of Pay TV Channels	300
Number of private FM Radio Stations (excluding All India Radio)	322
Number of Pay Subscribers Active with Private DTH Operators	66.09 Million
Number of Community Radio Stations licenced (GOPA signed)	280
Number of Operational Community Radio Stations	210
Number of pay DTH Operators	6
Revenue & Usage Parameters	
Monthly ARPU GSM Full Mobility Service including LTE	₹ 84
Monthly ARPU CDMA Full Mobility Service	₹ 125
Minutes of Usage (MOU) per subscriber per month - GSM Full Mobility Service including LTE	437 Minutes
Minutes of Usage (MOU) per subscriber per month - CDMA Full Mobility Service	206 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	283 Million
Data Usage of Mobile Users	
Average Data Usage per subscriber per month – GSM (2G+3G+4G)	1,610 MB
Average Data Usage per subscriber per month - CDMA	454 MB
Average Data Usage per subscriber per month – Total(GSM+CDMA)	1,600 MB
Average outgo per GB data for GSM including LTE (2G+3G+4G)	₹ 21.22
Average outgo per GB data for CDMA	₹ 114.50