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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 8th May, 2015

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

"Indian Telecom Services Performance Indicator Report" for the Quarter ending December, 2014.

TRAI today released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending December, 2014. 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, 2014 and is 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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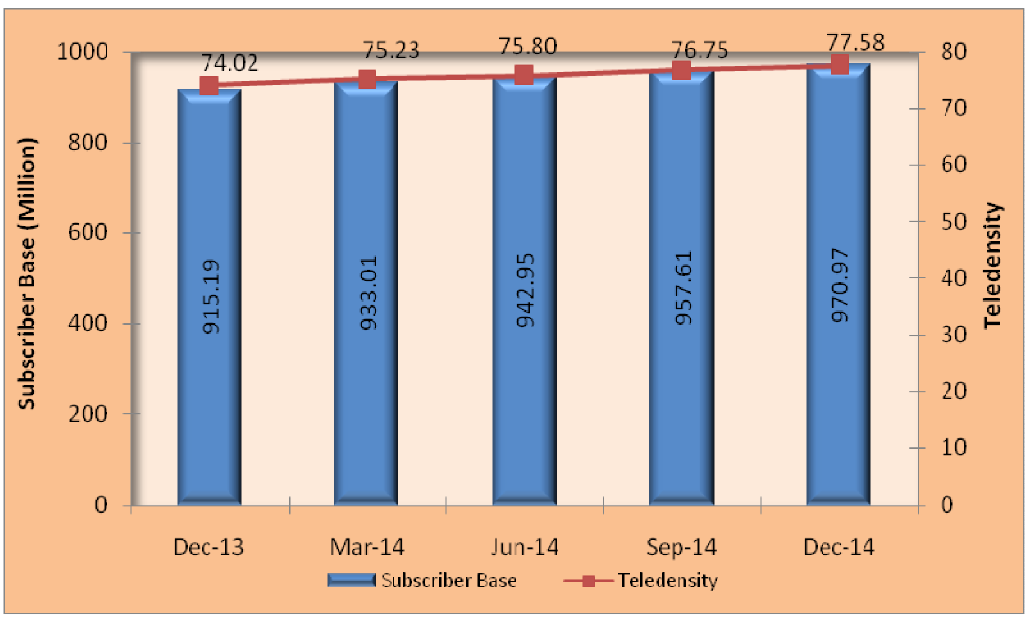
The Indian Telecom Services Performance Indicators
October – December, 2014

Executive Summary

1. The number of telephone subscribers in India increased from 957.61 million at the end of Sep-14 to 970.97 million at the end of Dec-14, registering a growth of 1.40% over the previous quarter. This reflects year-on-year (Y-O-Y) growth of 6.09% over the same quarter of last year. The overall Tele-density in India increased from 76.75 as on 30th Sep-14 to 77.58 as on 31st Dec-14.

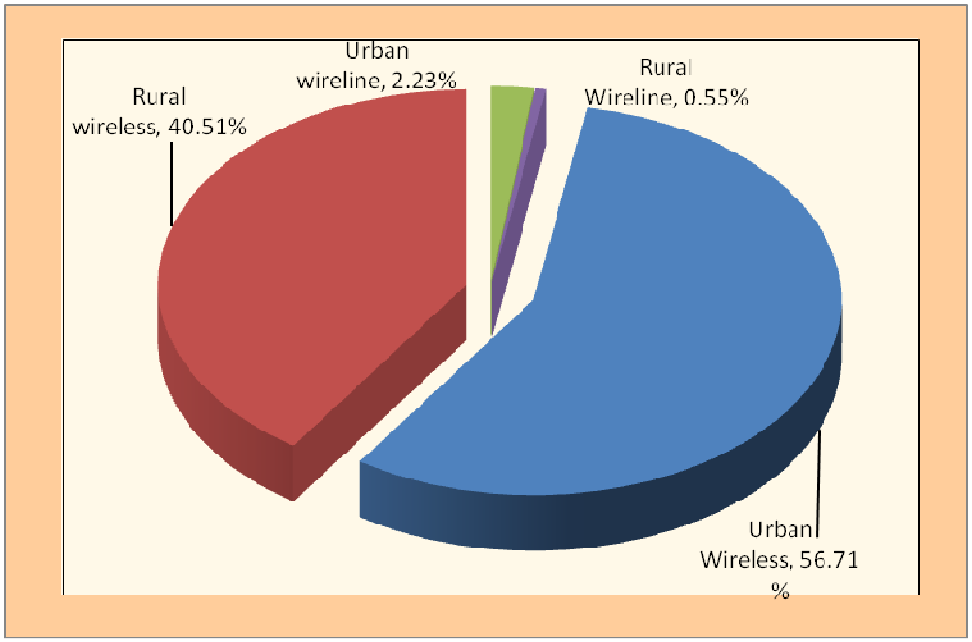
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas increased from 569.56 million at the end of Sep-14 to 572.29 million at the end of Dec-14, however Urban Tele-density slightly declined from 148.07 to 148.06. Rural subscription increased from 388.05 million to 398.68 million, and Rural Tele-density also increased from 44.96 to 46.09.

3. Out of total subscription, the share of the Rural areas increased from 40.52% at the end of Sep-14 to 41.06% at the end of Dec-14.

Composition of Telephone Subscribers



4. With a net addition of 13.77 million subscribers during the quarter, total wireless(GSM+CDMA) subscriber base increased from 930.20 million at the end of Sep-14 to 943.97 million at the end of Dec-14, registering a growth rate of 1.48% over the previous quarter. The year-on-year (Y-O-Y) growth rate of wireless subscribers for Dec-14 is 6.51%.

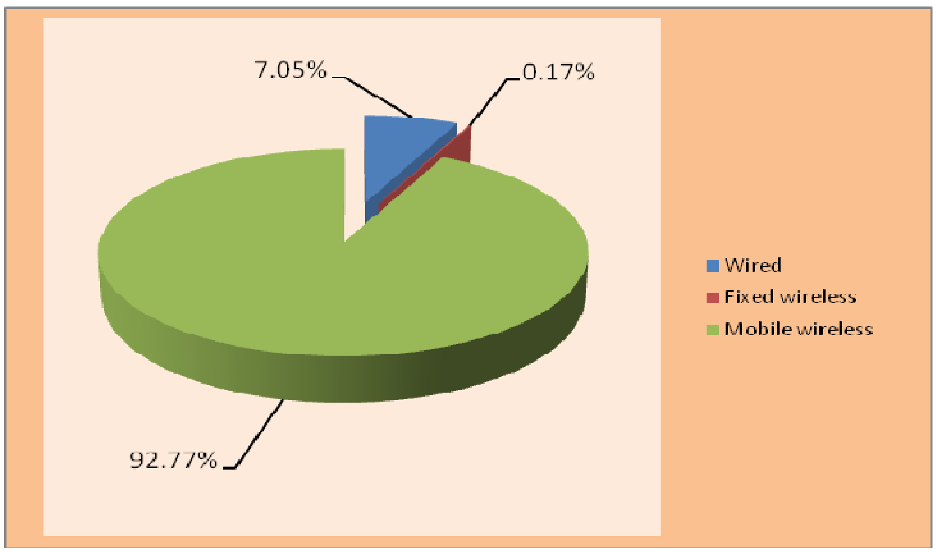
5. Wireless Tele-density increased from 74.55 at the end of Sep-14 to 75.43 at the end of Dec-14.

6. Wireline subscriber base further declined from 27.41 million at the end of Sep-14 to 27.00 million at the end of Dec-14, registering a decline of 1.48%. The year-on-year (Y-O-Y) decline rate of wireline subscribers for Dec-14 is 6.56%.

7. Wireline Tele-density declined from 2.20 at the end of Sep-14 to 2.16 at the end of Dec-14.

8. Total number of Internet subscribers has increased from 254.40 million at the end of Sep-14 to 267.39 million at the end of Dec-14, there has been a quarterly growth rate of 5.11%. Out of which Wired Internet subscribers are 18.86 million and Wireless Internet subscribers are 248.53 million.

Composition of internet subscription



9. Number of Broadband Internet subscribers increased from 75.73 million at the end of Sep-14 to 85.74 million at the end of Dec-14 with quarter growth rate of 13.21%.

10. The number of Narrowband Internet subscribers has increased from 178.67 million at the end of Sep-14 to 181.65 million at the end of Dec-14 with quarterly growth rate of 1.67%.

11. Monthly Average Revenue Per User (ARPU) for GSM service increased by 2.35%, from ₹116 in QE Sep-14 to ₹118 in QE Dec-14, whereas Y-O-Y increased by 5.80%.

12. Prepaid ARPU for GSM service per month increased from ₹101 in QE Sep-14 to ₹103 in QE Dec-14, and Postpaid ARPU per month increased from ₹459 in QE Sep-14 to ₹466 in QE Dec-14.

13. On an all India average, the overall MOU per subscriber per month for GSM service is 376 for QE Dec-14 remained almost at the same level as in the previous quarter.

14. Prepaid MOU per subscriber for GSM service increased from 351 in QE Sep-14 to 352 in QE Dec-14, whereas postpaid MOUs decreased from 954 in QE Sep-14 to 933 in QE Dec-14.

15. Monthly ARPU for CDMA full mobility service decreased by 1.49%, from ₹110 in QE Sep-14 to ₹109 in QE Dec-14. ARPU for CDMA has increased by 4.8% on Y-O-Y basis in this quarter.

16. The total MOU for CDMA per subscriber per month decreased by 1.91%, from 267 in QE Sep-14 to 262 QE Dec-14. The outgoing MOUs decreased from 141 in QE Sep-14 to 139 in QE Dec-14 and incoming MOUs also decreased from 126 in QE Sep-14 to 123 in QE Dec-14.

17. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Dec-14 has been ₹63955 Crore and ₹43591 Crore respectively. GR and AGR increased by 2.41% and 0.84% respectively in this quarter 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 9.54% and 10.15% respectively.

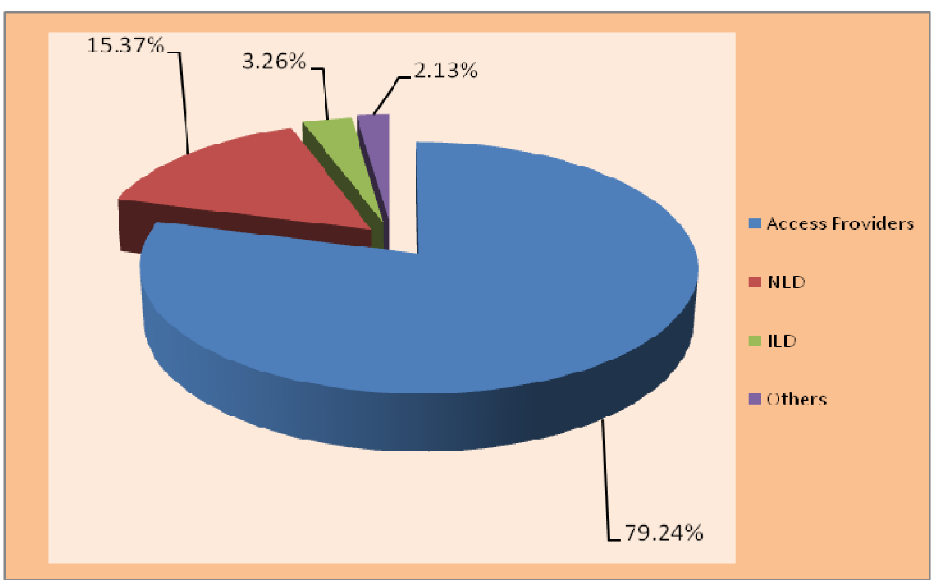
19. Pass-through charges accounted 31.84% of the GR for the quarter ending Dec-14. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Dec-14 are 5.97% and 8.26% respectively.

20. The License Fee increased from 3459 Crore for the QE Sep-14 to 3489 Crore for the QE Dec-14. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are 0.86% and 10.14% respectively in this quarter.

21. Access services contributed 79.24% 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 2.41%, 0.84%, 0.86%, 4.31% and 5.97% respectively in QE Dec-14.

22. Monthly Average Revenue per User (ARPU) for Access Services based on AGR increased from ₹118.20 in QE Sep-14 to ₹119.48 in QE Dec-14.

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 previous quarter is depicted as under:

Parameters showing Improvement in QoS	**Parameters showing deterioration in QoS**
• Call Set-up Success Rate (within licensee's own network) • SDCCH/ Paging Channel Congestion • TCH Congestion • Call Drop Rate • Worst affected cells having more than 3% TCH drop (call drop) rate • 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 • Accessibility of call centre/ customer care • %age requests for Termination/ Closure of service complied within 7 days • Time taken for refund of deposits after closures.	• BTSs Accumulated downtime (not available for service) • Connection with good voice quality • Point of Interconnection (POI) Congestion (No. of POIs not meeting benchmark) (averaged over a period of quarter) • Metering and billing credibility - Postpaid • Metering and billing credibility - Prepaid • Resolution of billing/charging/ credit & validity complaints (98% within 4 weeks) • %age of calls answered by the operators (voice to voice) within 90 sec

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

Parameters showing Improvement in QoS	**Parameters showing deterioration in QoS**
• Call Set-up Success Rate (within licensee's own network) • Point of Interconnection (POI) Congestion	• Node-B's Accumulated downtime (not available for service) (%age) • 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 previous quarter is depicted as under:

Parameters showing Improvement in QoS	**Parameters showing deterioration in QoS**
• Fault incidences per 100 subscriber/ month • % Fault repaired by next working day for urban areas • Mean Time to Repair (MTTR) • Metering & billing credibility - Postpaid • Resolution of billing/charging/ credit & validity complaints	• % Fault repaired by 5 days (for urban areas) • Point of Interconnection (POI) Congestion (No. of POIs not meeting benchmark) • Accessibility of call centre/ customer care • Termination/closure of service • Time taken for refund of deposits after closures

26. A total of 826 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) as on 31st December 2014. There are a total of 245 Pay channels as reported by broadcasters as on 31.01.2015 and these details have been uploaded on TRAI's website along with the names of the respective broadcasters.

27. In Non-CAS areas, the maximum number of TV channels being carried in a digital form by any of the reporting MSOs is 398, while in conventional analogue form, the maximum number of channels being carried by any of the reporting MSOs is 100.

28. Apart from All India Radio, Prasar Bharati – a public broadcaster, there are 243 operational private FM Radio stations as on 31st December, 2014. The information therein is as received from MIB.

29. At present, apart from free DTH service of Doordarshan of Prasar Bharati – a public broadcaster, there are 6 private DTH Operators. All these private DTH Operators are offering pay DTH services. 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 73.06 million & 40.54, million respectively as on 31st December 2014.

Snapshot

(Data As on 31st December, 2014)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	970.97 Million
% change over the previous quarter	1.40%
Urban Subscribers	572.29 Million
Rural Subscribers	398.68 Million
Market share of Private Operators	89.16%
Market share of PSU Operators	10.84%
Teledensity	77.58
Urban Teledensity	148.06
Rural Teledensity	46.09
Wireless Subscribers	
Total Wireless Subscribers	943.97 Million
% change over the previous quarter	1.48%
Urban Subscribers	550.64 Million
Rural Subscribers	393.34 Million
GSM Subscribers	890.78 Million
CDMA Subscribers	53.19 Million
Market share of Private Operators	91.01%
Market share of PSU Operators	8.99%
Tele-density	75.43
Urban Tele-density	142.46
Rural Tele-density	45.47
Wireline Subscribers	
Total Wireline Subscribers	27.00 Million
% change over the previous quarter	-1.48%
Urban Subscribers	21.66 Million
Rural Subscribers	5.34 Million
Market share of Private Operators	24.24%
Market share of PSU Operators	75.76%
Tele-density	2.16
Urban Tele-density	5.60
Rural Tele-density	0.62
No. of Village Public Telephones (VPT)	5,86,087
No. of Public Call Office (PCO)	7,79,241

Internet/Broadband Subscribers	
Total Internet Subscribers	267.39 Million
Narrowband subscribers	181.65 Million
Broadband subscribers	85.74 Million
Wired Internet Subscribers	18.86 Million
Wireless Internet Subscribers	248.53 Million
Urban Internet Subscribers	175.21 Million
Rural Internet Subscribers	92.18 Million
Total Internet Subscribers per 100 population	21.37
Urban Internet Subscribers per 100 population	45.33
Rural Internet Subscribers per 100 population	10.66
Broadcasting & Cable Services	
No. of private satellite TV channels registered with Ministry of I&B	826
Number of private FM Radio Stations	243
Registered DTH Subscribers	73.06 Million
Active DTH Subscribers	40.54 Million
Telecom Financial Data (QE Dec-14)	
Gross Revenue(GR) during the quarter	₹ 63955 Crore
% change in GR over the previous quarter	2.41%
Adjusted Gross Revenue (AGR) during the quarter	₹ 43591 Crore
% change in AGR over the previous quarter	0.84%
Share of Public sector undertaking's in Access AGR	9.8%
Monthly Average Revenue Per User (ARPU) for Access Services	₹ 119
Revenue & Usage Parameters (QE Dec-14)	
Monthly ARPU GSM Full Mobility Service	₹ 118
Monthly ARPU CDMA Full Mobility Service	₹ 109
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	262 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	245 Million
Data Usage of Mobile Users (for the QE Dec-14)	
Data Usage per subscriber per month - GSM	79.73 MB
Data Usage per subscriber per month - CDMA	251.93 MB
Data Usage per subscriber per month – Total(GSM+CDMA)	89.43 MB