

Information Note to the Press [Press Release No. 86/2019]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi 8th October 2019: Some reports in the newspaper in last 2-3 days published that there has been a 25 percent drop in active subscriber base of DTH services and average active subscriber base has been reduced to 54.26 million in the quarter ended June 30 from 72.44 million in quarter ended March 31.

2. These reports further claims that the TRAI tariff order led to an increase in cable TV bills for most users in the country, forcing them to either cut down the number of channels they were subscribing to or move completely to cheaper or in some cases free video streaming services.

3. At the outset, it is clarified that these reports don't compare same set of data and therefore conclusion derived is wrong. Subscribers of DTH services can be collected many ways such as (a) Average active subscriber in a given month (b) subscribers including those who have not been inactive or temporarily suspended for more than 120 days (c) subscribers including those who have not been inactive or temporarily suspended for more than 90 days (c) total registered subscriber from the date DTH operator started its operation. In fact, till last quarter i.e upto March 2019, the DTH Operators were reporting (a) subscriber base which also includes subscribers who have not been inactive or temporarily suspended for more 120 days and (b) total registered subscriber from the date DTH operator started its operation due to then prevailing regulatory framework

4. To bring complete transparency in the sector, first time in the history of the sector, the information related to active subscriber in a month (Monthly subscription Report) is collected by TRAI from DTH operators. This figure was never collected earlier. Hence no direct comparison is possible.



5. In this regard, attention is invited to “The Indian Telecom Services Performance Indicators” report published in TRAI website for Quarter Ending (QE) June 2019 wherein it is clearly mentioned that subscriber numbers are average monthly active subscribers of DTH Operators reported. As such, it does not include any inactive subscribers at all. It is also clearly stated that average active subscriber base means the number arrived by averaging the active subscriber base for a month (as on 7th day, 14th day, 21st day, 28th day, of the month). However, the subscriber base published for QE March 2019, the DTH Operators were reporting subscriber base which also includes number of temporarily suspended subscribers who have not been inactive for more than last 120 days. Therefore, the figures quoted in the press reports are incomparable.

6. It may further be noted that now from quarter ending June 2019 data for subscribers who have not been inactive or temporarily suspended for more than 90 days (not more than 120 days as was earlier) is also collected. The total subscriber base of QE June 2019 is 68.92 million (now temporarily suspension period not more than 90 days) in comparison to 72.44 million (temporarily suspension period not more than 120 days) for QE March 2019. The marginal reduction in the subscriber base may be due to closure of DTH services by M/s Independent TV Ltd and also now the number of days for which inactive subscribers were taken into consideration is 90 days as compared to 120 days taken for previous quarters.

7. From the above it is obvious that these reports don't compare similar figure and therefore conclusion derived is incorrect. It is therefore, requested that wide publicity may be given to this press release so that consumers are made aware of correct facts.

8. For any clarification/ information, Shri Arvind Kumar, Advisor (B&CS) may be contacted at Telephone No. +91-11-23220209.


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