

**Information Note to the Press (Press Release No. 25/2019)**

**TELECOM REGULATORY AUTHORITY OF INDIA**

New Delhi, the 4<sup>th</sup> April, 2019

**For Immediate release**

**Website:- [www.trai.gov.in](http://www.trai.gov.in)**

**“Indian Telecom Services Performance Indicator Report” for the Quarter ending October-December, 2018**

TRAI today has released the **“Indian Telecom Services Performance Indicator Report”** for the Quarter ending 31<sup>st</sup> December, 2018. 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 1<sup>st</sup> October, 2018 to 31<sup>st</sup> December, 2018 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](http://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](mailto:skmishra.trai@nic.in).

Authorized to issue



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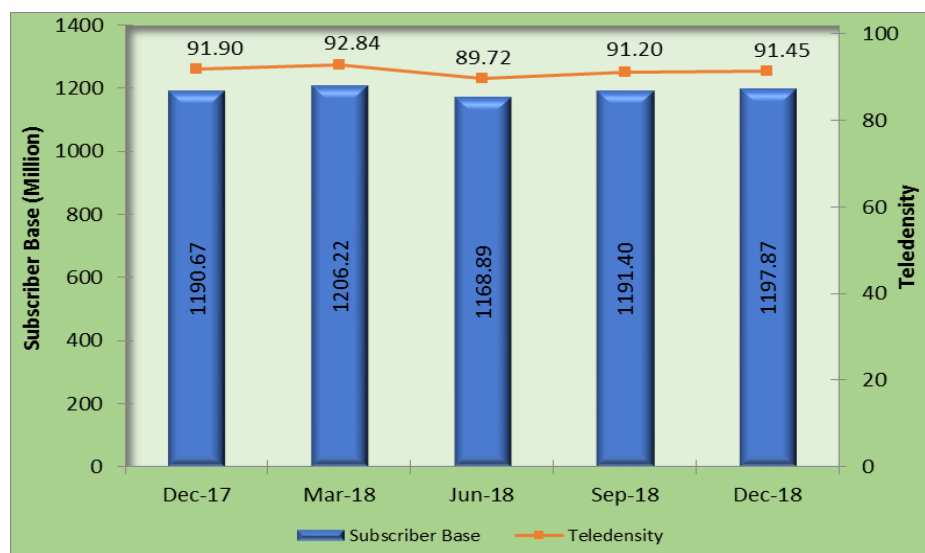
# The Indian Telecom Services Performance Indicators

## October – December, 2018

### Executive Summary

1. The number of telephone subscribers in India increased from 1,191.40 million at the end of Sep-18 to 1,197.87 million at the end of Dec-18, registering an increase rate of 0.54% over the previous quarter. This reflects year-on-year (Y-O-Y) increase rate of 0.60% over the same quarter of last year. The overall Teledensity in India increased from 91.20 as on QE Sep-18 to 91.45 as on QE Dec-18.

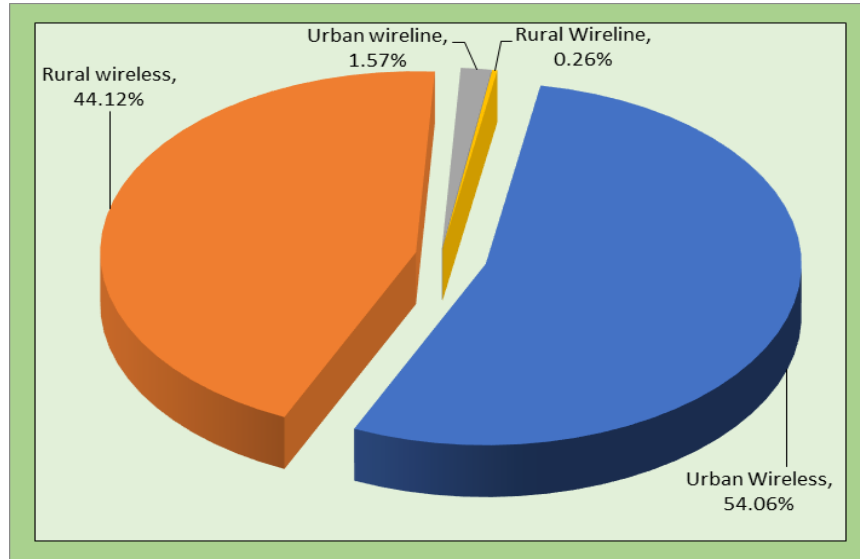
#### Trends in Telephone subscribers and Teledensity in India



2. Telephone subscription in Urban areas slightly declined from 666.64 million at the end of Sep-18 to 666.28 million at the end of Dec-18 and Urban Teledensity also declined from 160.79 to 159.98 during the same period.
3. Rural telephone subscription increased from 524.76 million at the end of Sep-18 to 531.59 million at the end of Dec-18 and Rural Teledensity also increased from 58.85 at the end of Sep-18 to 59.50 at the end of Dec-18.

4. Out of the total subscription, the share of Rural subscription increased from 44.05% at the end of Sep-18 to 44.38% at the end of Dec-18.

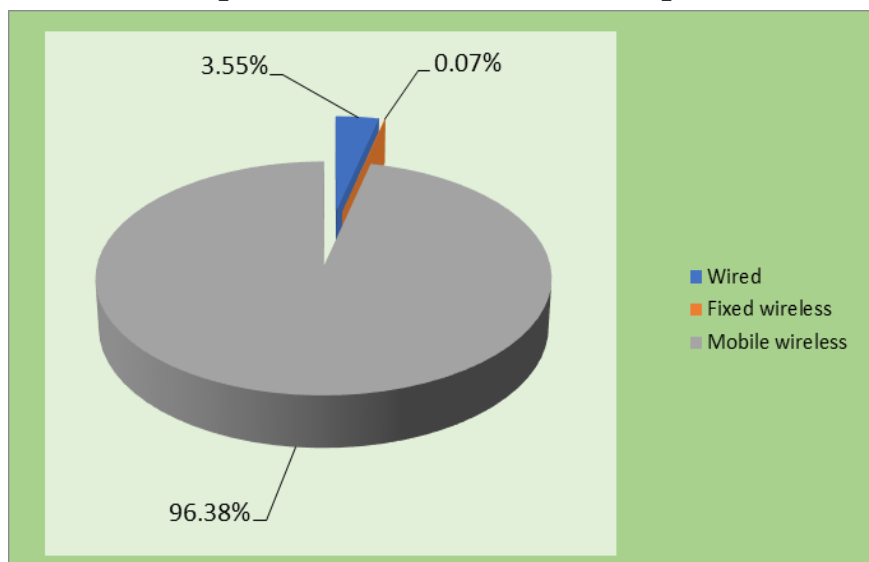
**Composition of Telephone Subscribers**



5. With a net addition of 6.71 million subscribers during the quarter, total wireless (GSM incl. LTE + CDMA) subscriber base increased from 1,169.29 million at the end of Sep-18 to 1,176.00 million at the end of Dec-18, registering a growth rate of 0.57% over the previous quarter. Wireless subscriptions increased year-on-year (Y-O-Y) at the rate of 0.73% during the quarter.
6. Wireless Tele-density increased from 89.51 at the end of Sep-18 to 89.78 at the end of Dec-18.
7. Wireline subscriber declined from 22.11 million at the end of Sep-18 to 21.87 million at the end of Dec-18 with quarterly decline rate of 1.11%. The year-on-year (Y-O-Y) decline rate in wireline subscribers for Dec-18 is 5.88%.

8. Wireline Teledensity also declined from 1.69 at the end of Sep-18 to 1.67 at the end of Dec-18.
9. Total number of Internet subscribers increased from 560.01 million at the end of Sep-18 to 604.21 million at the end of Dec-18, registering a quarterly growth rate of 7.89%. Out of 604.21 million internet subscribers, Wired Internet subscribers are 21.42 million and Wireless Internet subscribers are 582.79 million.

**Composition of internet subscription**

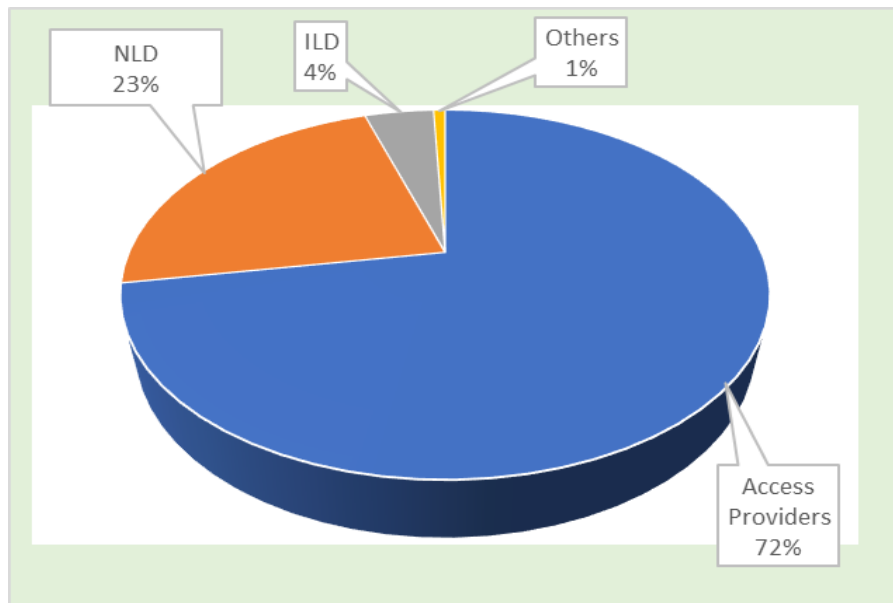


10. The Internet subscriber base is comprised of Broadband Internet subscriber base of 525.36 million and Narrowband Internet subscriber base of 78.86 million.
11. The broadband Internet subscriber base increased by 9.06% from 481.70 million at the end of Sep-18 to 525.36 million at the end of Dec-18. The narrowband Internet subscriber base also increased by 0.70% from 78.30 million at the end of Sep-18 to 78.86 million at the end of Dec-18.

12. Monthly Average Revenue per User (ARPU) for wireless service increased by 4.07%, from ₹67.39 in QE Sep-18 to ₹70.13 in QE Dec-18. Monthly ARPU for wireless service declined by 11.78% on yearly basis (Y-O-Y) in this quarter.
13. Prepaid ARPU per month is ₹60 and Postpaid ARPU per month is ₹296 in QE Dec-18.
14. On an all India average, the overall MOU per subscriber per month for wireless service increased by 6.37% from 627 for QE Sep-18 to 667 in QE Dec-18.
15. Prepaid MOU per subscriber per month is 666 and postpaid MOU per subscriber per month is 711 in QE Dec-18.
16. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Dec-18 has been ₹58,991 Crore and ₹36,054 Crore respectively. GR increased by 2.01%, however AGR declined by 0.24% in QE Dec-18 as compared to previous quarter.
17. The year-on-year (Y-O-Y) growth in GR and AGR in QE Dec-18 over the same quarter in last year has been -3.43% and -6.44% respectively.
18. Pass-through charges increased from ₹21,685 Crore in QE Sep-18 to ₹22,936 Crore in QE Dec-18. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Dec-18 are 5.77% and 1.70% respectively.

19. The License Fee slightly increased from ₹2,889 Crore for the QE Sep-18 to ₹2,890 Crore for the QE Dec-18. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are 0.03% and -6.90% respectively in this quarter.
20. Access services contributed 72.31% 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 2.98%, 1.33%, 1.54%, 2.04% and 5.84% respectively in QE Dec-18.

**Composition of Adjusted Gross Revenue in access services**



21. Monthly Average Revenue per User (ARPU) for Access Services based on AGR, increased from ₹72.50 in QE Sep-18 to ₹72.82 in QE Dec-18.

22. The performance of Cellular Mobile service providers in terms of QoS during the quarter vis-à-vis that in the previous quarter is given as below:

<b>Parameters showing improvement in QoS</b>	<b>Parameters showing deterioration in QoS</b>
<ul style="list-style-type: none"> <li>• Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network)</li> <li>• Network QoS DCR Spatial Distribution Measure [Network_QSD (90,90)] (%age)</li> <li>• Network QoS DCR Temporal Distribution Measure [Network_QTD (97,90)] (%age)</li> <li>• Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)</li> <li>• Metering and billing credibility- postpaid</li> <li>• %age requests for Termination/Closure of service complied within 7 days</li> <li>• Time taken for refund of deposits after closures</li> </ul>	<ul style="list-style-type: none"> <li>• Metering and billing credibility- prepaid</li> <li>• Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints</li> <li>• %age of calls answered by the operators (voice to voice) within 90 sec</li> </ul>

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

<b>Parameters showing improvement in QoS</b>	<b>Parameters showing deterioration in QoS</b>
<ul style="list-style-type: none"> <li>• Resolution of billing/ charging/credit &amp; validity complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Response time to the customer for Assistance – %age of calls answered by the operators (Voice to voice) within 90 seconds</li> <li>• % of request for Termination/Closure of service complied within 7 days</li> </ul>

24. A total number of 880 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/uplinking and downlinking both, as on 31<sup>st</sup> December, 2018.
25. As per the reporting to TRAI, done by broadcaster in pursuance of the Tariff Order (Broadcasting & Cable), dated 3<sup>rd</sup> March 2017, there are 330 pay channels as on 31<sup>st</sup> December 2018, which include 231 SD pay TV channels and 99 HD Pay TV channels.
26. Since its introduction in the year 2003, DTH service has displayed a phenomenal growth. During the QE 31<sup>st</sup> December, 2018, there were 5 pay DTH service providers in the country.
27. DTH has attained net pay active subscriber base of around 70.49 million in QE 31<sup>st</sup> December, 2018. This is in addition the subscribers of free DTH services of Doordarshan.
28. Apart from the radio stations operated by All India Radio, the public broadcaster, as on 31<sup>st</sup> December, 2018, there are 355 operational private FM Radio stations in 97 cities with operational 33 Private FM Radio broadcaster as compared to 349 private FM Radio Stations in 94 cities with operational 33 FM Radio broadcasters in the previous quarter.
29. As per data received from MIB, as on 31<sup>st</sup> December, 2018, 248 Community Radio Stations are operational.



## Snapshot

(Data As on Q.E. 31<sup>st</sup> December, 2018)

<b>Telecom Subscribers (Wireless+Wireline)</b>	
Total Subscribers	1,197.87 Million
% change over the previous quarter	0.54%
Urban Subscribers	666.28 Million
Rural Subscribers	531.59 Million
Market share of Private Operators	88.93%
Market share of PSU Operators	11.07%
Teledensity	91.45
Urban Teledensity	159.98
Rural Teledensity	59.50
<b>Wireless Subscribers</b>	
Total Wireless Subscribers	1,176.00 Million
% change over the previous quarter	0.57%
Urban Subscribers	647.52 Million
Rural Subscribers	528.48 Million
Market share of Private Operators	89.98%
Market share of PSU Operators	10.02%
Teledensity	89.78
Urban Teledensity	155.48
Rural Teledensity	59.15
Total Wireless Data Usage during the quarter	14,253,256 TB
No. of total Public Mobile Radio Trunk Services (PMRTS)	57,784
No. of Very Small Aperture Terminals (VSAT)	2,87,424
<b>Wireline Subscribers</b>	
Total Wireline Subscribers	21.87 Million
% change over the previous quarter	-1.11%
Urban Subscribers	18.76 Million
Rural Subscribers	3.11 Million
Market share of Private Operators	32.76%
Market share of PSU Operators	67.24%
Teledensity	1.67
Urban Teledensity	4.50
Rural Teledensity	0.35
No. of Village Public Telephones (VPT)	1,32,403
No. of Public Call Office (PCO)	2,75,032

<b>Telecom Financial Data</b>	
Gross Revenue (GR) during the quarter	₹ 58,991 Crore
% change in GR over the previous quarter	2.01%
Adjusted Gross Revenue (AGR) during the quarter	₹ 36,054 Crore
% change in AGR over the previous quarter	-0.24%
Share of Public sector undertakings in Access AGR	8.33%
Monthly Average Revenue Per User (ARPU) for Access Services	₹ 72.82
<b>Internet/Broadband Subscribers</b>	
Total Internet Subscribers	604.21 Million
% change over previous quarter	7.89%
Narrowband subscribers	78.86 Million
Broadband subscribers	525.36 Million
Wired Internet Subscribers	21.42 Million
Wireless Internet Subscribers	582.79 Million
Urban Internet Subscribers	390.91 Million
Rural Internet Subscribers	213.30 Million
Total Internet Subscribers per 100 population	46.13
Urban Internet Subscribers per 100 population	93.86
Rural Internet Subscribers per 100 population	23.87
<b>Broadcasting &amp; Cable Services</b>	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking /uplinking	880
Number of Pay TV Channels as reported by broadcasters	330
Number of private FM Radio Stations (excluding All India Radio)	355
Number of Pay Subscribers net Active with Private DTH Operators	70.49 Million
Number of Operational Community Radio Stations	248
Number of pay DTH Operators	5
<b>Revenue &amp; Usage Parameters</b>	
Monthly ARPU of Wireless Service (GSM+CDMA+LTE)	₹ 70.13
Minutes of Usage (MOU) per subscriber per month - Wireless Service (GSM+CDMA+LTE)	667 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	204 Million
<b>Wireless Data Usage</b>	
Average Data Usage per unique data subscriber per month–GSM (2G+3G+4G LTE+CDMA)	8.74 GB
Average outgo(tariff) per GB wireless data during the quarter	₹ 10.52