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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 28th September, 2017

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

“Indian Telecom Services Performance Indicator Report” for the Quarter ending April-June, 2017

TRAI today has released the **“Indian Telecom Services Performance Indicator Report”** for the Quarter ending June, 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 April, 2017 to 30th June, 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

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The Indian Telecom Services Performance Indicators
April – June, 2017

Executive Summary

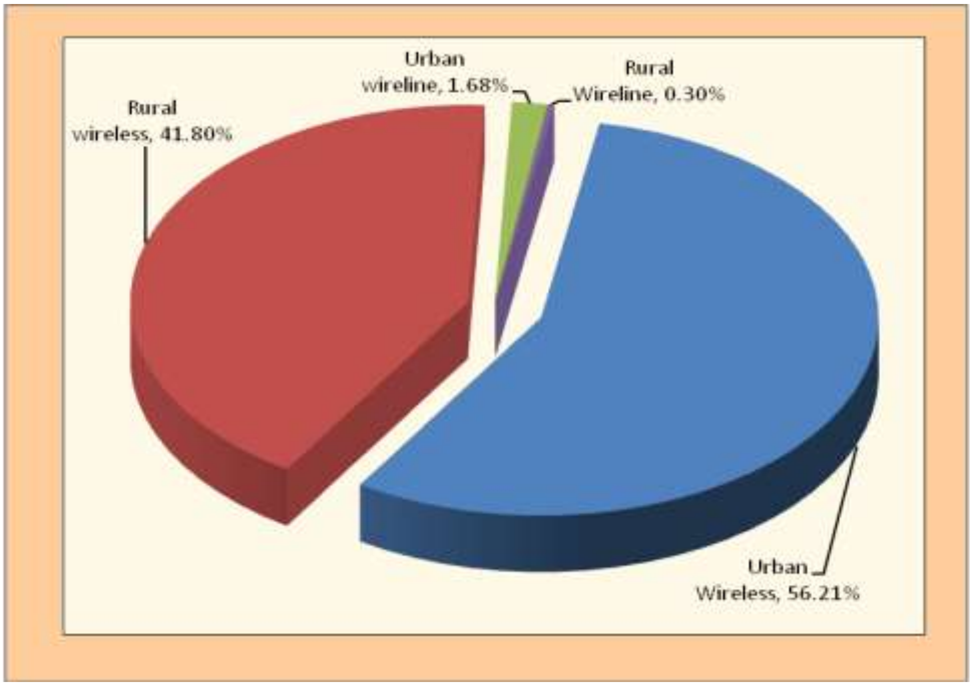
1. The number of telephone subscribers in India increased from 1,194.58 million at the end of Mar-17 to 1,210.84 million at the end of Jun-17, registering a growth of 1.36% over the previous quarter. This reflects year-on-year (Y-O-Y) growth of 14.25% over the same quarter of last year. The overall Teledensity in India increased from 92.98 as on QE Mar-17 to 93.98 as on QE Jun-17.

Trends in Telephone subscribers and Teledensity in India

2. Subscription in Urban Areas increased from 692.97 million at the end of Mar-17 to 700.96 million at the end of Jun-17, and Urban Teledensity also increased from 171.80 to 172.98 during the same period. Rural subscription increased from 501.61 million to 509.88 million and Rural Teledensity also increased from 56.91 to 57.73 during the same period.

3. Out of the total subscription, the share of Rural subscription increased from 41.99% at the end of Mar-17 to 42.11% at the end of Jun-17.

Composition of Telephone Subscribers



4. With a net addition of 16.66 million subscribers during the quarter, total wireless (GSM+CDMA) subscriber base increased from 1,170.18 million at the end of Mar-17 to 1,186.84 million at the end of Jun-17, registering a quarterly growth rate of 1.42% over the previous quarter. The year-on-year (Y-O-Y) growth rate of wireless subscribers for Jun-17 is 14.66%.

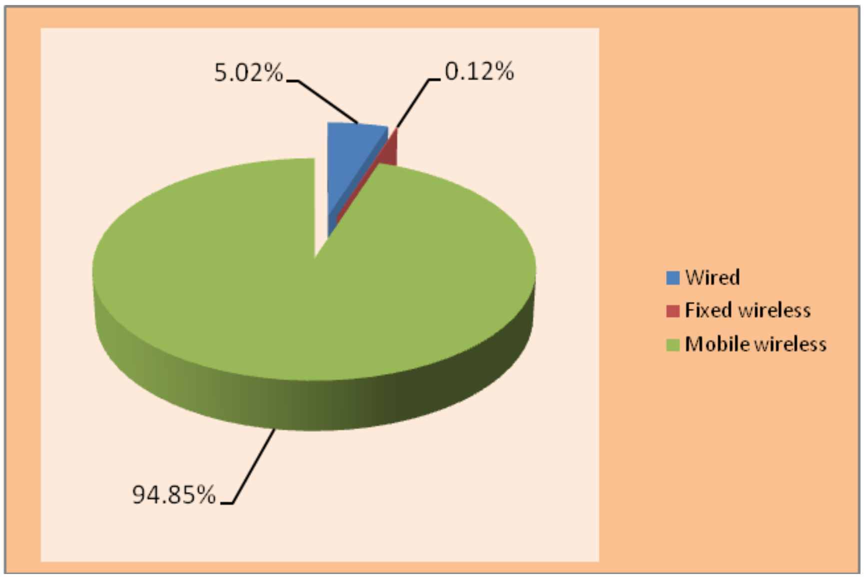
5. Wireless Tele-density increased from 91.08 at the end of Mar-17 to 92.12 at the end of Jun-17.

6. Wireline subscriber declined from 24.40 million at the end of Mar-17 to 24.00 million at the end of Jun-17 with quarterly decline rate of 1.65%. The year-on-year (Y-O-Y) decline rate in wireline subscribers for Jun-17 is 3.01%.

7. Wireline Teledensity declined from 1.90 at the end of Mar-17 to 1.86 at the end of Jun-17.

8. Total number of Internet subscribers has increased from 422.19 million at the end of Mar-17 to 431.21 million at the end of Jun-17, registering a quarterly growth rate of 2.14%. Out of 431.21 million, Wired Internet subscribers are 21.67 million and Wireless Internet subscribers are 409.55 million.

Composition of internet subscription



9. The Internet subscriber base is comprised of Broadband Internet subscriber base of 300.84 million and Narrowband Internet subscriber base of 130.38 million.

10. The broadband Internet subscriber base grew by 8.80% from 276.52 million at the end of Mar-17 to 300.84 million at the end of Jun-17. On the other hand, the narrowband Internet subscriber base declined by 10.50% from 145.68 million at the end of Mar-17 to 130.38 million at the end of Jun-17.

11. Monthly Average Revenue per User (ARPU) for GSM service (including LTE) declined by 3.75%, from ₹83 in QE Mar-17 to ₹80 in QE Jun-17. Monthly ARPU for GSM service (including LTE) declined by 36.87% on Y-O-Y in this quarter.

12. Prepaid ARPU for GSM service per month declined from ₹67 in QE Mar-17 to ₹65 in QE Jun-17, and Postpaid ARPU per month also declined from ₹412 in QE Mar-17 to ₹389 in QE Jun-17.

13. On an all India average, the overall MOU per subscriber per month for GSM service increased by 5.72% from 405 for QE Mar-17 to 428 in QE Jun-17.

14. Prepaid MOU per subscriber for GSM service increased from 385 in QE Mar-17 to 409 in QE Jun-17, and postpaid MOU also increased from 816 in QE Mar-17 to 832 in QE Jun-17.

15. Monthly ARPU for CDMA full mobility service declined by 5.22%, from ₹131 in QE Mar-17 to ₹124 in QE Jun-17. However, on Y-O-Y basis Monthly ARPU for CDMA full mobility service increased by 26.37% in this quarter.

16. The total MOU per subscriber per month for CDMA full mobility service declined by 1.37%, from 250 in QE Mar-17 to 246 in QE Jun-17. The outgoing MOUs declined from 112 in QE Mar-17 to 105 in QE Jun-17, however incoming MOUs increased from 137 in QE Mar-17 to 142 in QE Jun-17.

17. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Jun-17 has been ₹64,889 Crore and ₹39,778 Crore respectively. GR increased by 2.49% and AGR declined by 2.58% in QE Jun-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 -11.53% and -25.49% respectively.

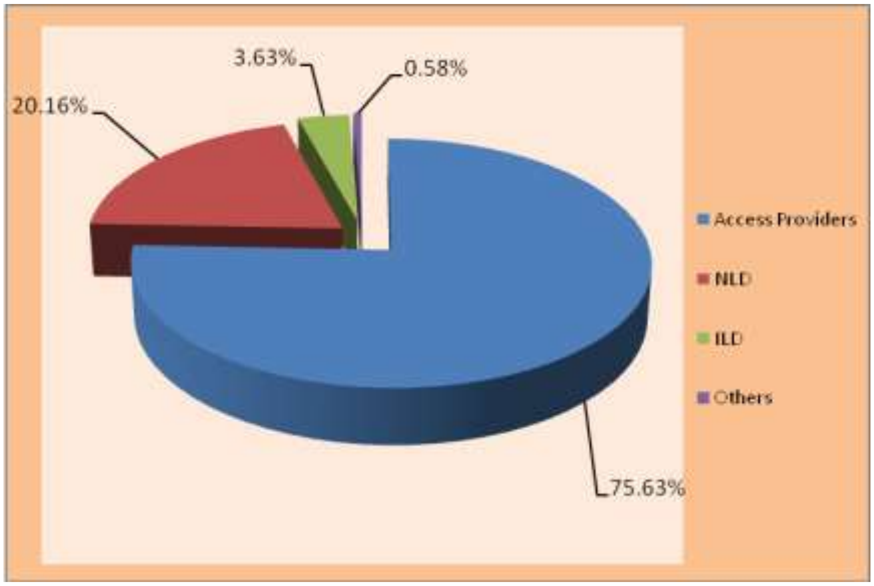
19. Pass-through charges increased from ₹22,484 Crore in Q.E. Mar-17 to ₹25,112 in Q.E. Jun-17. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Jun-17 are 11.69% and 25.80% respectively.

20. The License Fee declined from ₹3,361 Crore for the QE Mar-17 to ₹3,261 Crore for the QE Jun-17. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are -2.99% and -24.42% respectively in this quarter.

21. Access services contributed 75.63% of the total Adjusted Gross Revenue of telecom services. In Access services, Adjusted Gross Revenue(AGR), License Fee and Spectrum Usage Charges(SUC) declined by 4.79%, 5.26% and 4.61% respectively however, Gross Revenue (GR) and Pass Through Charges increased by 0.79% and 13.48% respectively in QE Jun-17.

22. Monthly Average Revenue per User (ARPU) for Access Services based on AGR declined from ₹89.34 in QE Mar-17 to ₹83.41 in QE Jun-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
• Call Set-up Success Rate (within licensee's own network) • Connection with good voice quality • Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) • 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	• Worst affected BTSs due to downtime • SDCCH/Paging Chl. Congestion • 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 • %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**
• Point of Interconnection (POI) Congestion	• BTS and Node-B's accumulated downtime (not available for service) (%age) • Worst affected BTSs and Node-B's due to downtime (%age) • Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate:-CBBH

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 within 5 days for urban areas • Mean Time to Repaired (MTTR) ≤10Hs • Response time to the customer for Assistance- Accessibility of call centre/Customer care (≥95%)	• Fault repaired by next working day for urban areas (≥85%) • %age requests for Termination/ Closure of service complied within 7 days (100% within 7 days)

26. A total number of 883 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking/uplinking, as on 30th June, 2017.

27. During the quarter ending Jun-17, there were 293 pay channels as reported by 48 broadcasters as compared to 295 pay channels reported in the previous quarter. 293 pay channels include 210 SD pay TV channels and 83 HD Pay TV channels. During the quarter ending Jun-17, as per the reporting, one pay channel namely “B4U Movies” was converted into FTA, one FTA channel namely “NHK World Premium” was converted into Pay channel & two pay channels namely “Zee Salaam” and “Zindagi” were 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 65.31 million. This is besides the viewership of the free DTH services of Doordarshan. As on QE Jun-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 June, 2017, there are 310 operational private FM Radio stations and 86 existing cities with operational 33 FM Radio Operators as compared to 293 private FM Radio Stations 84 cities with operational 32 FM Radio Operators in the previous quarter.

30. According to the reporting of advertisement revenue done by the 32 FM Radio Service Providers, it has emerged that during the quarter ending Jun-17, 17 new private FM Radio Stations have became operational.

31. As per data received from MIB, as on 30th June, 2017, out of the 275 licenses issued so far, 207 community radio stations are already operational.

Snapshot

(Data As on Q.E. 30th June, 2017)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	1,210.84 Million
% change over the previous quarter	1.36%
Urban Subscribers	700.96 Million
Rural Subscribers	509.88 Million
Market share of Private Operators	89.72%
Market share of PSU Operators	10.28%
Teledensity	93.98
Urban Teledensity	172.98
Rural Teledensity	57.73
Wireless Subscribers	
Total Wireless Subscribers	1,186.84 Million
% change over the previous quarter	1.42%
Urban Subscribers	680.66 Million
Rural Subscribers	506.18 Million
GSM Subscribers	1,176.31 Million
CDMA Subscribers	10.53 Million
Market share of Private Operators	90.92%
Market share of PSU Operators	9.08%
Teledensity	92.12
Urban Teledensity	167.97
Rural Teledensity	57.31
Total Wireless Data Usage during the quarter	4,206,415 TB
Wireline Subscribers	
Total Wireline Subscribers	24.00 Million
% change over the previous quarter	-1.65%
Urban Subscribers	20.31 Million
Rural Subscribers	3.69 Million
Market share of Private Operators	30.64%
Market share of PSU Operators	69.36%
Teledensity	1.86
Urban Teledensity	5.01
Rural Teledensity	0.42
No. of Village Public Telephones (VPT)	2,22,780
No. of Public Call Office (PCO)	4,29,139

Telecom Financial Data	
Gross Revenue (GR) during the quarter	₹ 64,889 Crore
% change in GR over the previous quarter	2.49%
Adjusted Gross Revenue (AGR) during the quarter	₹ 39,778 Crore
% change in AGR over the previous quarter	-2.58%
Share of Public sector undertakings in Access AGR	11.26%
Monthly Average Revenue Per User (ARPU) for Access Services	₹ 83.41
Internet/Broadband Subscribers	
Total Internet Subscribers	431.21 Million
% change over previous quarter	2.14%
Narrowband subscribers	130.38 Million
Broadband subscribers	300.84 Million
Wired Internet Subscribers	21.67 Million
Wireless Internet Subscribers	409.55 Million
Urban Internet Subscribers	293.82 Million
Rural Internet Subscribers	137.39 Million
Total Internet Subscribers per 100 population	33.47
Urban Internet Subscribers per 100 population	72.51
Rural Internet Subscribers per 100 population	15.56
Broadcasting & Cable Services	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking /uplinking	883
Number of Pay TV Channels	293
Number of private FM Radio Stations (excluding All India Radio)	310
Number of Pay Subscribers Active with Private DTH Operators	65.31 Million
Number of Community Radio Stations licenced (GOPA signed)	275
Number of Operational Community Radio Stations	207
Number of pay DTH Operators	6
Revenue & Usage Parameters	
Monthly ARPU GSM Full Mobility Service	₹ 80
Monthly ARPU CDMA Full Mobility Service	₹ 124
Minutes of Usage (MOU) per subscriber per month - GSM Full Mobility Service	428 Minutes
Minutes of Usage (MOU) per subscriber per month - CDMA Full Mobility Service	246 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	260 Million
Data Usage of Mobile Users	
Average Data Usage per subscriber per month – GSM (2G+3G+4G)	1,256 MB
Average Data Usage per subscriber per month - CDMA	495 MB
Average Data Usage per subscriber per month – Total(GSM+CDMA)	1,248 MB
Average outgo per GB data for GSM including LTE	₹ 17.43
Average outgo per GB data for CDMA	₹ 115.35