

Information note to the Press (Press Release No. 36/ 2009)

TELECOM REGULATORY AUTHORITY OF INDIA

For Immediate release

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New Delhi, 1st April, 2009: TRAI today released Quarterly Performance Indicators of Indian Telecom Services for the quarter ending December 2008.

- **Wireless market grows by 10.02% with addition of 31.58 million subscribers in the quarter ending December 2008.**
- **Internet subscribers increased to 12.85 million at the end of December 2008.**
- **Broadband subscriber base reached 5.52 million at the end of December 2008.**

Salient features

A. Subscriber Growth:

- (i) The total subscriber base of the wireline and wireless services reaches 384.79 million for the quarter ending December 2008 as against 353.66 million for the quarter ending September 2008, thus registering an increase of 8.80% during the quarter.
- (ii) The tele-density for the quarter ending December 2008 reached 33.23 as compared to 30.64 for the quarter ending September 2008.
- (iii) The subscriber base for wireless services has increased from 315.31 million for the quarter ending September 2008 to 346.89 million for quarter ending December 2008.
- (iv) Subscriber base of Wireline service has decreased from 38.35 million for the quarter ending September 2008 to 37.90 million for the quarter ending December 2008.
- (v) Rural Wireline subscriber base has decreased from 10.95 million for the quarter ending September 2008 to 10.68 million for the quarter ending December 2008, thus showing a decrease of 2.46%. The rural wireless subscriber base has increased from 90.98 million for the quarter ending September 2008 to 93.15 million during this quarter, registering a growth of 2.38%.
- (vi) The number of Public Call Offices (PCOs) in the country has decreased from 6.25 million for the quarter ending September 2008 to 5.98 million for the quarter ending December 2008 by registering a decrease of 4.32%.

B. ARPU Trends:

- (i) For GSM segment, all India blended ARPU per month has decreased by 0.45% from Rs. 221/- in September 2008 to Rs. 220/- in December 2008.
- (ii) ARPU for postpaid service has shown a decline of 4.2% from Rs. 584/- in September 2008 to Rs. 559/- in December 2008. Prepaid service has shown an increase of 1.6% in ARPU from Rs. 189/- in September 2008 to Rs. 190/- in December 2008.
- (iii) For CDMA segment, all India blended ARPU (per month) for the quarter ending December 2008 is Rs. 111/- as compared to Rs. 122/- for the quarter ending September 2008.

C. Internet and Broadband Growth:

- (i) Internet wireline subscribers reaches 12.85 million for the quarter ending December 2008 as compared to 12.24 million during the previous quarter registering a growth of approx. 5.01%.
- (ii) Bharat Sanchar Nigam Ltd (BSNL) has retained its top position and reported a subscriber base of 6.70 million Internet subscribers at the end of December 2008 against 6.38 million at the end of last quarter.
- (iii) The number of Broadband subscribers (with a download speed of 256 Kbps or more) is 5.52 million for the quarter ending December 2008 as against 4.90 million for quarter ending September 2008. The growth rate of broadband subscribers in this quarter is 12.65%.
- (iv) There are 101.10 million wireless Internet subscribers (capable of accessing Internet through mobile handset (GSM/ CDMA)) for the quarter ending December 2008.
- (v) The Average Revenue Per User (ARPU) for Dial-up Internet subscribers is Rs.221.97/- for the quarter ending December 2008.
- (vi) The Minutes of Usage (MoU) for Dial-up access per subscriber/month is 214.23 minutes.

D. Quality of Service

QOS Performance during the year

(a) Wireline Services

The performance of the Wireline Service Providers in this quarter as compared to the previous quarter for key performance parameters is given in the table below:

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			September, 2008		December, 2008	
			Out of 84 In Nos	Out of 84 In %age	Out of 84 In Nos	Out of 84 In %age
1	Provision of Telephones after registration of demand	100% within 7 Days	35	41.67%	41	48.81%

2	Fault incidences per 100 subs/month	<3	43	51.19%	36	42.86%
3	Fault repaired by next working day	>90%	21	25.00%	24	28.57%
4	MTTR	<8Hrs	29	34.52%	21	25.00%
5	Call Completion Rate (in local network)	>55%	3	3.57%	4	4.76%
6	Metering & billing credibility - % of bills	<0.1%	6	7.14%	2	2.38%
7	Customer Care Service (95% of requests)					
(i)	Shifts	<3 Days	12	14.29%	13	15.48%
(ii)	Closures	<24 hrs.	5	5.95%	2	2.38%
(iii)	Additional Facilities	<24 hrs.	12	14.29%	7	8.33%
8	Response time to the customer for assistance					
(i)	%age of calls answered (electronically)					
	Within 20 sec = 80%	80%	1	1.19%	0	0.00%
	within 40 sec = 95%	95%	2	2.38%	0	0.00%
(ii)	%age of calls answered by operator (voice to voice)					
	Within 60 sec = 80%	80%	4	4.76%	0	0.00%
	within 90 sec = 95%	95%	22	26.19%	3	3.57%
9	Time taken for refund of deposits after closures	100% within 60 days	7	8.33%	0	0.00%

(b) Wireless Service

95 GSM operators and 44 CDMA operators have reported their performance in QOS parameters during the quarter ending December 2008. The comparative statement of the key parameters is given in the following table:-

S. N.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks				
			Quarter Ending September, 2008		Quarter Ending December, 2008		
			Out Of 138 (Nos.)	Out Of 138 (in %)	Out Of 140* (Nos.)	Out Of 140* (in %)	

1	Accumulated down time of Community isolation	<24 hrs	0	0.00%	0	0.00%
2	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	6	4.35%	5	3.57%
3	Service access delay	<15 Sec	1	0.72%	1	0.71%
4	Blocked call rate (i) SDCCH/paging channel congestion	<1%	8	5.80%	13	9.29%
	(ii) TCH Congestion	<2%	13	9.42%	15	10.71 %
5	Call drop rate	<3.0%	0	0.00%	6	4.29%
6	Connections with good voice quality	>95%	3	2.17%	6	4.29%
7	Response time to the customer for assistance					
(i)	%age of calls answered (electronically); within 20 seconds = 80%	80%	0	0.00%	0	0.00%
(ii)	%age of calls answered (electronically); within 40 seconds = 95%	95%	0	0.00%	1	0.71%
(iii)	%age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	13	9.42%	18	12.86 %
(iv)	%age of calls answered by operator (voice to voice); within 90 seconds = 95%	95%	39	28.26%	48	34.29 %
8	Complaints per 100 bills issued	<0.1%	3	2.17%	2	1.43%
9	% Of complaints resolved with 4 weeks	100%	0	0.00%	0	0.00%
10	Period of all Refunds/Payment due to Customers from the date of resolution of complaints as in (9) above	<4 Weeks	0	0.00%	0	0.00%

Note : * M/s Idea Cellular have submitted PMR first time for Bihar and Mumbai service areas in this quarter. So, total no. of licensees providing PMR is 140

(c) Broadband Services

As per the reports submitted to TRAI, 72 Internet Service Providers (ISPs) are providing broadband services. Twelve new Service Providers are added in this quarter. Out of these 84 ISPs only 15 Service Providers are having subscriber base more than 10,000 subscribers each and these 15 Service providers share 98.64% of total subscriber base in this quarter.

E. Broadcasting and Cable Services:

- (i) Based on the data received from various Multi System Operators (MSOs) across the country, the maximum number of Free-to-Air (FTA) and Pay Channels being carried in the cable networks are 180 and 110 respectively. There are 129 pay channels as reported by 19 broadcasters/their distributors at the Quarter ending 31st December 2008.

- (ii) Apart from All India Radio, there were 236 FM Radio station in operation as on 30th September 2008. During the quarter ending 31st December 2008, 9 more private FM radio station came into operation. Now, at the end of quarter ending 31st December 2008, 245 private FM Radio stations are in operation.
- (iii) No DTH license was issued during the quarter ending 31st December 2008. Therefore, at present, apart from free DTH service of Doordarshan, there are 6 private DTH licensees. Out of these 6 licensees, 5 licensees are offering pay DTH services to the customers as on 31.12.2008, while remaining one is in process of rolling out its services. Total number of reported registered subscribers being served by these five Private DTH operators is 11.1 million at the end of quarter ending 31st December 2008.
- (iv) Upto quarter ending 30th September 2008, there were 57 Community Radio Station licensee and out of these, 36 were operational. In the quarter ending 31st December 2008, 3 more licenses were issued and five licensees started their services. Now, at the end of the quarter ending 31st December 2008, out of 60 licensees of community radio stations, 41 stations are in operation.
- (v) At the end of the quarter ending 30th September 2008, there were 717722 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. Now, at the end of the quarter ending 31st December 2008, the STB number has increased to 767616 in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai registering a growth rate of 6.95%.
- (vi) Upto quarter ending 30th September 2008, there were 54 Teleport Service Providers in operation in India. In the quarter ending 31st December 2008, no new license was issued.

F. Financial Details of Telecom Services.

- (i) The Gross Revenue of the Telecom Service Sector for the IIIrd Quarter (October – December 2008) of the financial year 2008-09 was Rs.39408 Crores as against Rs. 37196 Crores for the IInd Quarter thereby showing increase by 5.95%. The Adjusted Gross Revenue (AGR) for the Quarter under review is placed at Rs.28,940 Crores as against Rs. 27,357 Crores for the previous quarter thereby showing increase of 5.79%.
- (ii) The Gross Revenue and AGR of the Public Sector units in Telecom Sector is Rs.10542 Crores and Rs.8321 Crores respectively as against Rs. 10265 Crores and Rs. 8544 Crores for the previous quarter.
- (iii) The Gross Revenue and AGR of the Private Sector enterprises in Telecom Sector is placed at Rs.28866 Crores and Rs.20619 Crores respectively as against Rs. 26931 Crores and 18813 Crores for the previous quarter.
- (iv) The Share of Public and Private sector enterprises in the total AGR from Telecom Service is 28.75% and 71.25% respectively as against 31.23% and 68.77% in the previous quarter.
- (v) Overall % of License Fee paid by Telecom Service Providers to AGR is 8.46% as against 8.55% in previous quarter.
- (vii) The Pass Thru as % of GR for the ILD services is highest at 46.76% followed by NLD at 27.08% and Access at 23.40%.

The complete compilation is available at TRAI website www.traigov.in.

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