

**Information Note to the Press (Press Release No. 17 /2010)**

**TELECOM REGULATORY AUTHORITY OF INDIA**

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**For Immediate release**

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

**“Indian Telecom Services Performance Indicator Report” for the Quarter ending December 2009.**

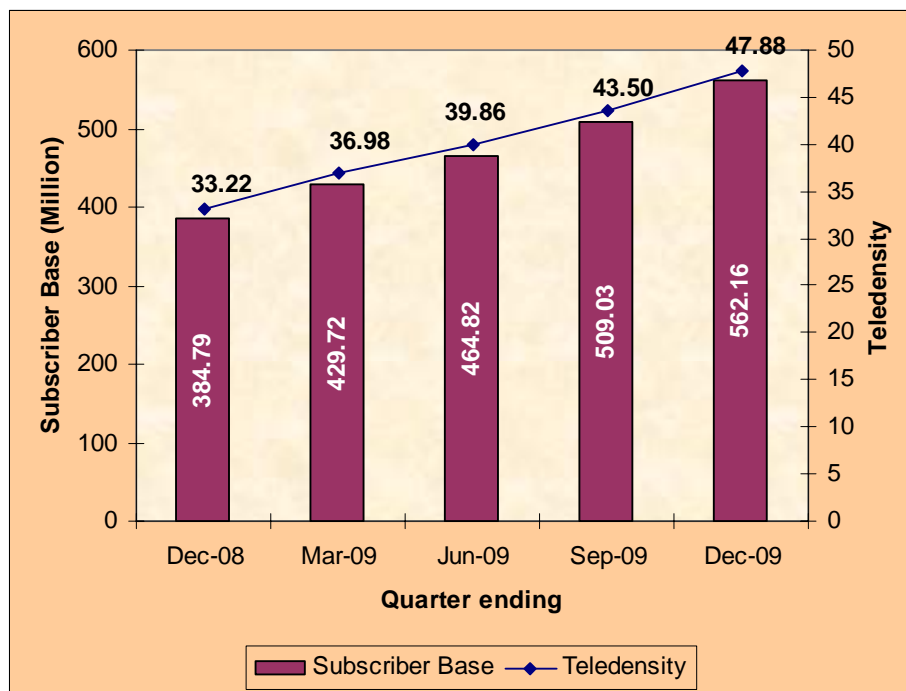
The TRAI today released the **“Indian Telecom Services Performance Indicator Report”** for the Quarter ending December 2009. This Report provides a broad perspective of the Telecom Services and presents the key parameters and growth trends for the Telecom Services as well as Cable TV, DTH & Radio Broadcasting services in India for the period covering October-December 2009, and is compiled on the basis of information furnished by the Service Providers.

**Highlights of the Report**

**A. Subscriber base**

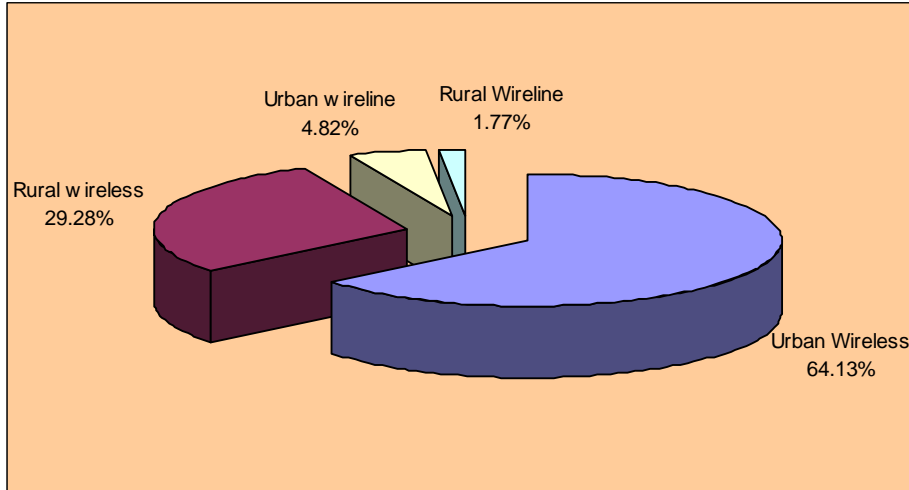
1. The number of telephone subscribers in India increased from 509.03 Million at the end of Sep-09 to 562.16 Million at the end of Dec-09, registering a growth of 10.4%. The overall Teledensity in India has reached 47.88 as on 31st December 2009.

## Trends in Telephone subscribers and Teledensity in India



- Subscription in Urban Areas grew from 357.22 Million at the end of Sep-09 to 387.63 Million at the end of Dec-09, taking the urban Teledensity from 102.79 to 110.96. Rural subscription increased from 151.81 Million to 174.53 Million leading to increase in Rural Teledensity from 18.46 to 21.16, during this period.
- About 57% of the total net additions have been in urban areas as compared to 65% in the previous quarter. This in other words, imply rapid increase in rural subscriptions during the quarter. However, this uptake in rural subscription is in wireless segment. The share of rural subscribers has increased to 31% in total subscription from 29.8% in Sep-09.

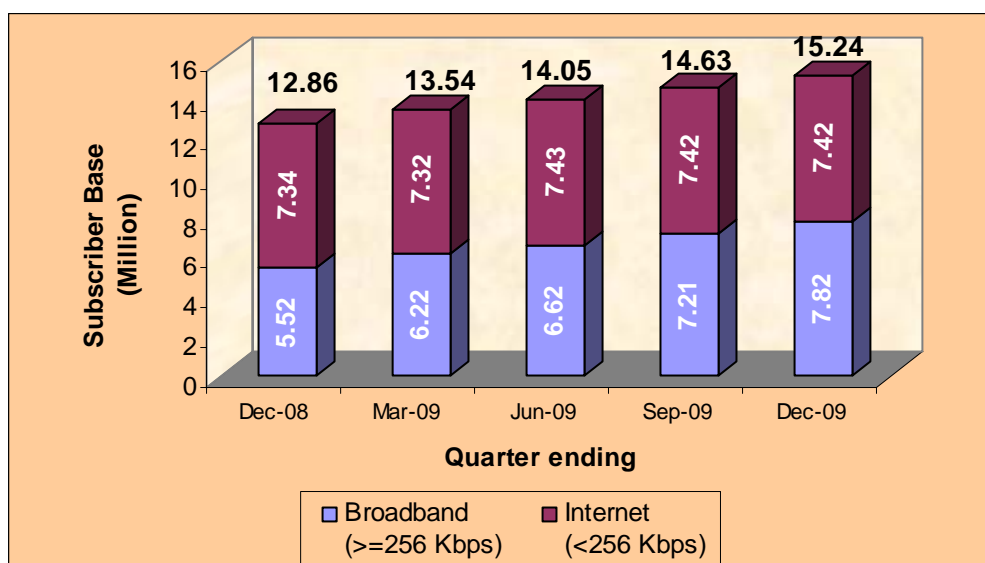
### Composition of Telephone subscribers



4. With 53.37 Million net additions during the Quarter, Total Wireless (GSM + CDMA) subscriber base increased to 525.09 Million at the end of Dec-09, and wireless Tele-density reached 44.72. Wireless segment accounts for 93.4% of the total telephone subscription at the end of Dec-09.
5. Wireline subscriber base declined from 37.31 million in Sep-09 to 37.06 Million at the end of Dec-09, bringing down the wireline teledensity to 3.16 from 3.19 in Sep-09.
6. Internet subscribers increased from 14.63 million to 15.24 million at the end of December 2009 registering a quarterly growth rate of 4.21%. 1.27. Top 10 ISPs together hold 95.93% of the total Internet subscriber base.
7. Share of Broadband subscription in total Internet subscription increased from 49.3% in Sep-09 to 51.3% in Dec-09. 86.54% of the

Broadband subscribers are using Digital Subscriber Line (DSL) technology.

### **Trends in Internet/Broadband subscription**



### **B. Average Revenue and Usage Trends**

8. Average Revenue Per User (ARPU) for GSM-Full Mobility service declined by 12.4%, from Rs. 164 in QE Sep-09 to Rs. 144 in QE Dec-09.
9. MOU per subscriber for GSM – Full mobility service declined by 2.82%, from 423 in QE Sep-09 to 411 in QE Dec-09. The outgoing MOUs declined by 2.67% and incoming by 2.96%.

10. ARPU for CDMA – Full mobility service declined by 7%, from Rs. 89 in QE Sep-09 to Rs. 82 in QE Dec-09.
11. MOU per subscriber for CDMA-full mobility service increased by 3.2% from 308 (QE Sep-09) to 318 (QE Dec-09). The Outgoing MOUs increased by 4.04% and Incoming MOUs by 2.5%.

**C. Financial Data**

12. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE Dec-09 has been Rs 39,756.64 Crore and Rs. 29,125.67 Crore respectively. There has been an increase of 2.32% and 0.04%, as compared to previous quarter, in GR & AGR respectively.
13. Average licence fee as percentage of AGR is 8.34% in Dec-09 as against 8.41% in previous quarter.

**D. Quality of Service (QoS) performance**

14. The performance of wireline service providers improved as compared to that in the previous quarter, in respect of the following parameters:
  - a. Fault incidences per 100 subs/month
  - b. Answer to Seizure Ratio (ASR)
  - c. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
  - d. Metering and billing credibility - post paid

- e. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
  - f. Accessibility of call centre/ customer care
  - g. %age of calls answered by the operators (voice to voice) within 60 sec.
15. The wireline service performance has deteriorated in this quarter, as compared to that in the previous quarter in respect of following parameters:
- a. % Fault repaired by next working day
  - b. % Fault repaired within 3 days
  - c. % Fault repaired within 5 days
  - d. Mean Time To Repair (MTTR)
  - e. Resolution of billing/charging/Credit & validity complaints
  - f. Termination / Closure of service 100% within 7 days
16. The performance of the Basic Telephone Service (Wireline) Service Providers is at same level as compared to that in the previous quarter in respect of the parameter of "Call completion rate (in local network)" and "Time Taken for Refund of deposits after closures".
17. The performance of the wireless service providers improved in this quarter in respect of the following parameters:
- a. BTSs Accumulated downtime (not available for service)
  - b. Worst affected BTSs due to downtime

- c. Call Set-up Success Rate (within licensee's own network)
  - d. SDCCH/ Paging Chl. Congestion
  - e. Call Drop Rate
  - f. Worst affected cells having more than 3% TCH drop (call drop) rate
  - g. Connection with good voice quality
  - h. Accessibility of call centre/ customer care
  - i. %age of calls answered by the operators (voice to voice) within 60 sec.
  - j. %age requests for Termination / Closure of service complied within 7 days
18. The performance of the wireless service providers has deteriorated in this quarter as compared to that in the previous quarter in respect of the following parameters:-
- a. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
  - b. Metering and billing credibility - pre paid
  - c. Resolution of billing/charging/validity complaints
  - d. Time taken for refund of deposits after closures
19. The performance of the Cellular Mobile Telephone Service Providers is at same level as compared to that in the previous quarter in respect of the parameter of TCH Congestion, Metering and billing credibility - post paid and Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints

**E. Cable TV, DTH & Radio Broadcast services**

20. Total Number of channels registered with Ministry of I&B increased from 472 in Sep-09 to 485 in Dec-09. There are 142 pay TV channels in existence as reported by 23 broadcasters/their distributors at the Quarter ending Dec-09.
21. Maximum number of TV channels being carried by any of the reported MSOs is 253 whereas in the conventional analogue form, maximum number of channels being carried by the reported MSOs is 100 channels
22. The number of private FM Radio stations in operation remained as 248 at the end of Dec-09.
23. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees. All the 6 DTH licensees are offering pay DTH services to the customers as on 31.12.2009 and their reported subscriber base is 19.1 million.
24. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 7,34,016 in Sep-09 to 7,45,953 in Dec-09.

The Complete Report is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).



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Authorised to issue.

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