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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 1st August, 2013

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

"Indian Telecom Services Performance Indicator Report" for the Quarter ending March, 2013.

TRAI today released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending March, 2013. 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 January to March, 2013, and is compiled 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.

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Authorised to issue.

(Manish Sinha)
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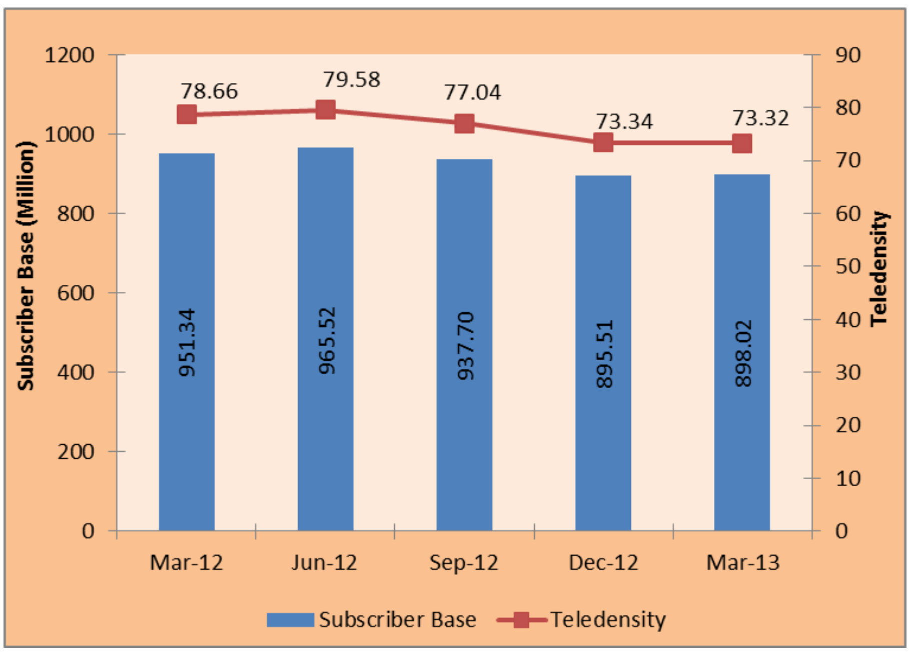
The Indian Telecom Services Performance Indicators
January – March, 2013

Executive Summary

1. The number of telephone subscribers in India increased from 895.51 million at the end of Dec-12 to 898.02 million at the end of Mar-13, registering a growth of 0.28% over the previous quarter Dec-12. This reflects year-on-year (Y-O-Y) negative growth of 5.61% over the same quarter of last year. The overall Tele-density in India slightly declined from 73.34 as on 31st December, 2012 to 73.32 as on 31st March, 2013.

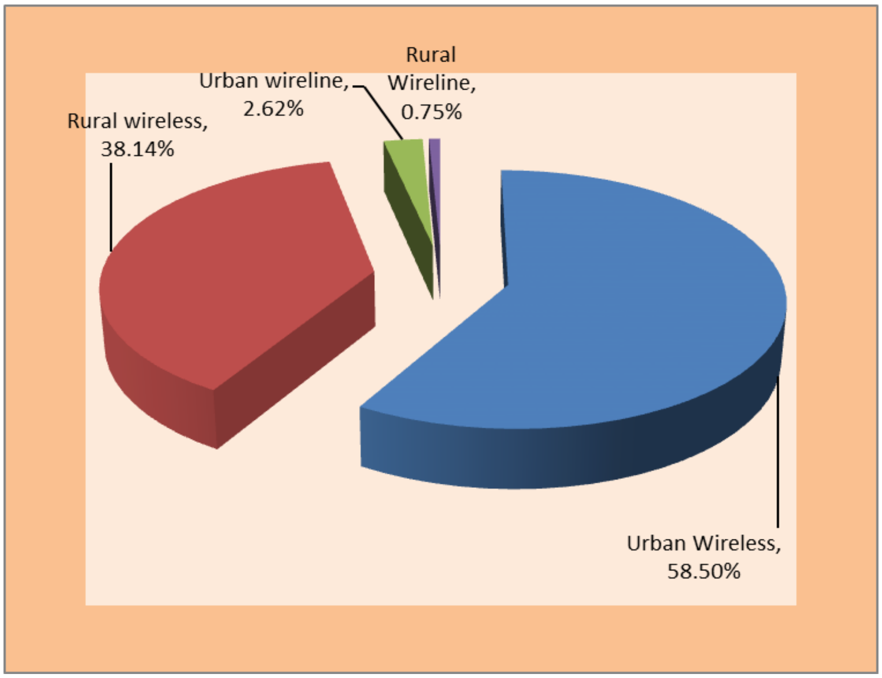
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas decreased from 556.96 million at the end of Dec-12 to 548.80 million at the end of Mar-13, and Urban Teledensity declined from 149.90 to 146.96. Whereas, Rural subscription increased from 338.54 million to 349.22 million, and Rural Teledensity increased from 39.85 to 41.02. Share of subscription

in Rural areas out of total subscription increased from 37.80% at the end of Dec-12 to 38.89% at the end of Mar-13.

Composition of Telephone Subscribers



3. With a net addition of 3.08 million subscribers during the quarter, total wireless(GSM+CDMA) subscriber base registered a growth of 0.36% over the previous quarter and subscriber base increased from 864.72 million at the end of Dec-12 to 867.80 million at the end of Mar-13. The year-on-year (Y-O-Y) negative growth rate of Wireless subscribers for Mar-13 is 5.59%. Wireless Teledensity slightly increased from 70.82 at the end of Dec-12 to 70.85 at the end of Mar-13.

4. Wireline subscriber base further declined from 30.79 million at the end of Dec-12 to 30.21 million at the end of Mar-13, bringing down the wireline Teledensity from 2.52 at the end of Dec-12 to 2.47 at the end of Mar-13.

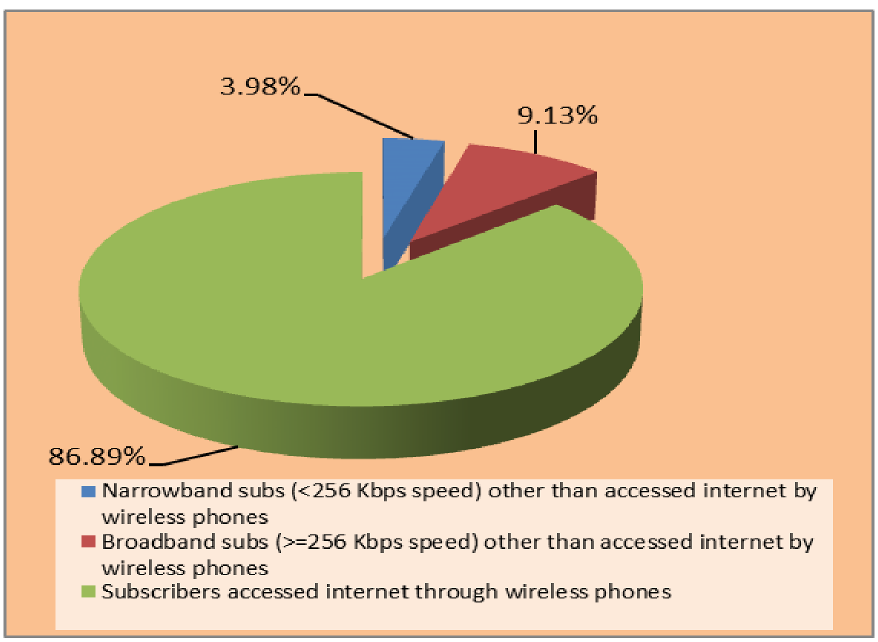
5. Number of subscribers who accessed internet through wireless phone is 143.20 million in Mar-13.

6. Internet subscribers (other than subscribers who accessed internet by wireless phones) increased from 21.57 million at the end of Dec-12 to 21.61 million at the end of Mar-13, registering a quarterly growth rate of 0.16%.

7. Number of Broadband subscribers (other than subscribers who accessed internet by wireless phones) increased from 14.98 million at the end of Dec-12 to 15.05 million at the end of Mar-13, registering a quarterly growth of 0.45% and Y-O-Y growth of 8.98%.

8. Number of Narrowband subscribers (other than subscribers who accessed internet by wireless phones) decreased from 6.59 million at the end of Dec-12 to 6.56 million at the end of Mar-13, registering a quarterly decrease of 0.5%

Composition of internet subscription



9. Monthly Average Revenue Per User (ARPU) for GSM service increased by 6.99%, from ₹98 in QE Dec-12 to ₹105 in QE Mar-13, with Y-O-Y increase of 7.84%.

10. On an all India average, the overall MOU per subscriber per month for GSM service increased by 6.28% from 360 in QE Dec-12 to 383 in QE Mar-13. Prepaid MOU per subscriber increased by 6.62% (from 339 to 361), while postpaid MOUs decreased by 0.76% (from 953 to 946)

11. Monthly ARPU for CDMA – full mobility service increased by 19.13%, from ₹80 in QE Dec-12 to ₹95 in QE Mar-13. ARPU for CDMA has increased by 26.51% on Y-O-Y basis in this quarter.

12. The total MOU for CDMA per subscriber per month increased by 19.50%, from 230 in QE Dec-12 to 275 QE Mar-13. The Outgoing MOUs (141) increased by 20.38% and Incoming MOUs (134) increased by 18.59%.

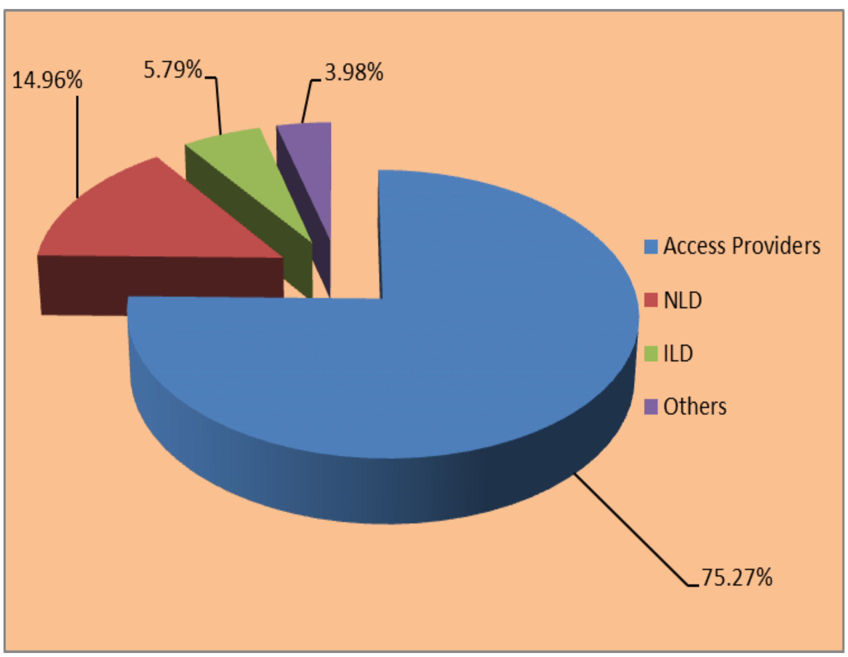
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Mar-13 has been ₹54283.78 Crore and ₹35279.50 Crore respectively. There has been an increase of 2.70% in GR and 2.18% in AGR as compared to previous quarter. The year-on-year (Y-O-Y) growth in GR and AGR over the same quarter in last year has been 10.24% and 2.39% respectively. Pass-through charges accounted for 35.01% of the GR for the quarter ending Mar-13. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Mar-13 are 3.67% and 28.53% respectively.

14. Average license fee as percentage of AGR is 8.11% in QE Mar-13. The quarterly and the year-on-year (Y-O-Y) growth rates of the average license fee are 1.65% and 0.29% respectively for the QE Mar-13.

15. Access services contributed 75.27% of the total Gross Revenue of telecom services. In Access services, Gross Revenue, AGR, License Fee, Spectrum Charges and Pass Through increased by 2.80%, 1.26%, 0.88%, 4.49% and 6.24% respectively in QE Mar-13.

16. Monthly Average Revenue per User (ARPU) for Access Services based on AGR increased from ₹99 in QE Dec-12 to ₹104 in QE Mar-13.

Composition of Gross Revenue



17. The performance of wireless service providers in terms of QoS during the quarter vis-à-vis that in previous quarter is depicted as under:

Parameters showing Improvement in QoS	**Parameters showing deterioration in QoS**	**Parameters showing no change in QoS**
• BTSs Accumulated downtime (not available for service) • Worst affected BTSs due to downtime. • Worst affected cells having more than 3% TCH drop (call drop) rate • Metering and billing credibility – postpaid • Metering and billing credibility - prepaid • 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.	• Connection with good voice quality • Point of Inter-connection (POI) Congestion (No. of POIs not meeting the benchmark) • Resolution of billing/ charging/ validity complaints. • Accessibility of call centre/customer care. • %age of calls answered by the operators (voice to voice) within 60 sec.	• TCH Congestion. • Call Drop Rate

18. The performance of wireline service providers in terms of QoS during the quarter vis-à-vis that in previous quarter is depicted as under:

Parameters showing Improvement in QoS	**Parameters showing deterioration in QoS**
• % faults repaired within 3 days (for urban areas) • % faults repaired within 5 days (for rural & hilly areas) • Mean Time to Repair (MTTR) • Answer to Seizure Ratio (ASR)	• Faults incidences (No. of faults/100 Subs./month) • % faults repaired by next working day • Call Completion Rate (CCR)

• Metering and billing credibility - postpaid • Metering and billing credibility - prepaid • Resolution of billing/ charging/ validity complaints • Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints • Accessibility of call centre/customer care • % of calls answered by the operators (Voice to Voice) within 60 Sec • Termination / Closure of service	

19. Total number of permitted private satellite TV channels registered with Ministry of I&B, as obtained from its website, is 828. There are 184 pay TV channels in existence, as reported by the broadcasters/distributors, as on QE Mar-13.

20. Maximum number of TV channels (Pay, FTA and Local) being carried by any of the reported MSOs is 284 whereas in the conventional analogue form, maximum number of channels being carried by any of the reported MSOs is 100 channels.

21. Apart from All India Radio, Prasar Bharti – a public broadcaster, there are 242 private FM Radio stations in operation at the end of Mar-13.

22. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees, offering their services to the DTH subscribers. As on 31.03.2013, 56.5 million subscribers are registered with these 6 private DTH operators.

Snapshot

(Data As on 31st March, 2013)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	898.02 Million
% change over the previous quarter	0.28%
Urban Subscribers	548.80 Million
Rural Subscribers	349.22 Million
Market share of Private Operators	85.51%
Market share of PSU Operators	14.49%
Teledensity	73.32
Urban Teledensity	146.96
Rural Teledensity	41.02
Wireless Subscribers	
Total Wireless Subscribers	867.80 Million
% change over the previous quarter	0.36%
Urban Subscribers	525.30 Million
Rural Subscribers	342.50 Million
GSM Subscribers	794.03 Million
CDMA Subscribers	73.78 Million
Market share of Private Operators	87.76%
Market share of PSU Operators	12.24%
Teledensity	70.85
Urban Teledensity	140.67
Rural Teledensity	40.23
Wireline Subscribers	
Total Wireline Subscribers	30.21 Million
% change over the previous quarter	-1.86%
Urban Subscribers	23.50 Million
Rural Subscribers	6.71 Million
Market share of Private Operators	20.88%
Market share of PSU Operators	79.12%
Teledensity	2.47
Urban Teledensity	6.29
Rural Teledensity	0.79
Village Public Telephones (VPT)	0.59 Million
Public Call Office (PCO)	1.26 Million

Internet / Broadband Subscribers	
Total Internet Subscribers	164.81 Million
Narrowband subscribers (except subscribers who accessed internet through wireless phones)	6.56 Million
Broadband subscribers (except subscribers who accessed internet through wireless phones	15.05 million
Subscribers who accessed internet through wireless phones	143.20 Million
Broadcasting & Cable Services	
No. of private satellite TV channels registered with Ministry of I & B	828
Number of Pay Channels	184
Number of private FM Radio Stations	242
DTH Subscribers registered with Pvt. SPs	56.5 Million
Telecom Financial Data (for the QE Mar-13)	
Gross Revenue(GR) during the quarter	₹ 54283.78 Crore
% change in GR over the previous quarter	2.70%
Adjusted Gross Revenue (AGR) during the quarter	₹35279.50 Crore
% change in AGR over the previous quarter	2.18%
Share of Public sector undertaking's in AGR	12.84%
Monthly Average Revenue Per User (ARPU) for Access Services	₹104
Revenue & Usage Parameters (for the QE Mar-13)	
Monthly ARPU GSM Service	₹ 105
Monthly ARPU CDMA Full Mobility Service	₹ 95
Minutes of Usage (MOU) per subscriber per month GSM Service	383 Minutes
Minutes of Usage (MOU) per subscriber per month CDMA Full Mobility Service	275 Minutes
Minutes of Usage for Internet Telephony	249.57 Million

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