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**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 July-September, 2018**

TRAI today has released the **“Indian Telecom Services Performance Indicator Report”** for the Quarter ending 30<sup>th</sup> September, 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> July, 2018 to 30<sup>th</sup> September, 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 Kaushal Kishore, Advisor (F&EA), TRAI) may be contacted on Tel. +91-11-23230752, Fax. +91-11-23235249 and e-mail: [advfea1.trai@nic.in](mailto:advfea1.trai@nic.in).

Authorized to issue

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# The Indian Telecom Services Performance Indicators

## July – September, 2018

### Executive Summary

1. The number of telephone subscribers in India increased from 1,168.89 million at the end of Jun-18 to 1,191.40 million at the end of Sep-18, registering an increase rate of 1.93% over the previous quarter. However, this reflects year-on-year (Y-O-Y) decline rate of 1.27% over the same quarter of last year. The overall Teledensity in India increased from 89.72 as on QE Jun-18 to 91.20 as on QE Sep-18.

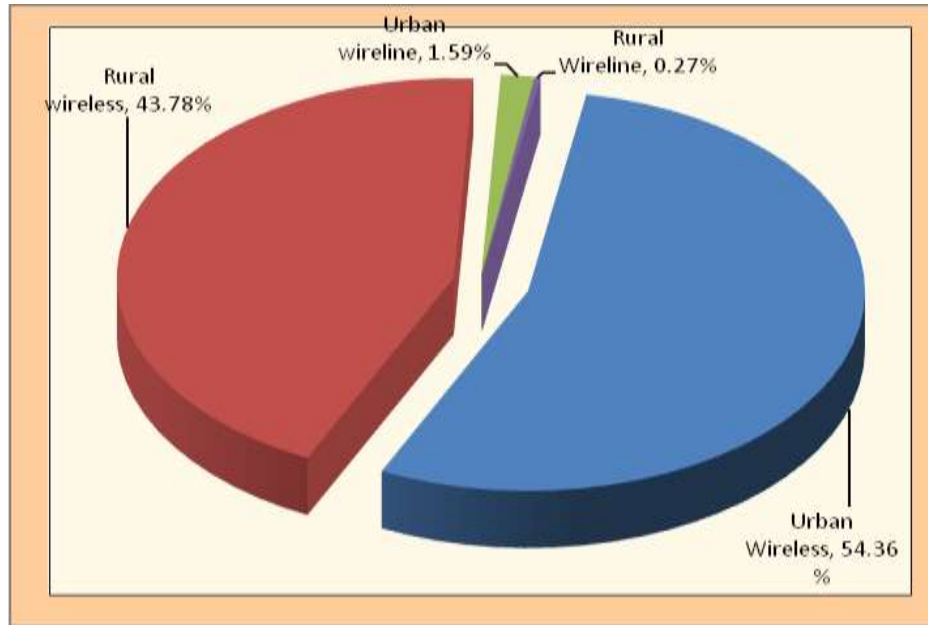
#### **Trends in Telephone subscribers and Teledensity in India**



2. Telephone subscription in Urban Areas increased from 652.76 million at the end of Jun-18 to 666.64 million at the end of Sep-18 and Urban Teledensity also increased from 158.16 to 160.79 during the same period.

3. Rural subscription increased from 516.13 million at the end of Jun-18 to 524.76 million at the end of Sep-18 and Rural Teledensity increased from 57.99 at the end of Jun-18 to 58.85 at the end of Sep-18.
4. Out of the total subscription, the share of Rural subscription declined from 44.16% at the end of Jun-18 to 44.05% at the end of Sep-18.

**Composition of Telephone Subscribers**

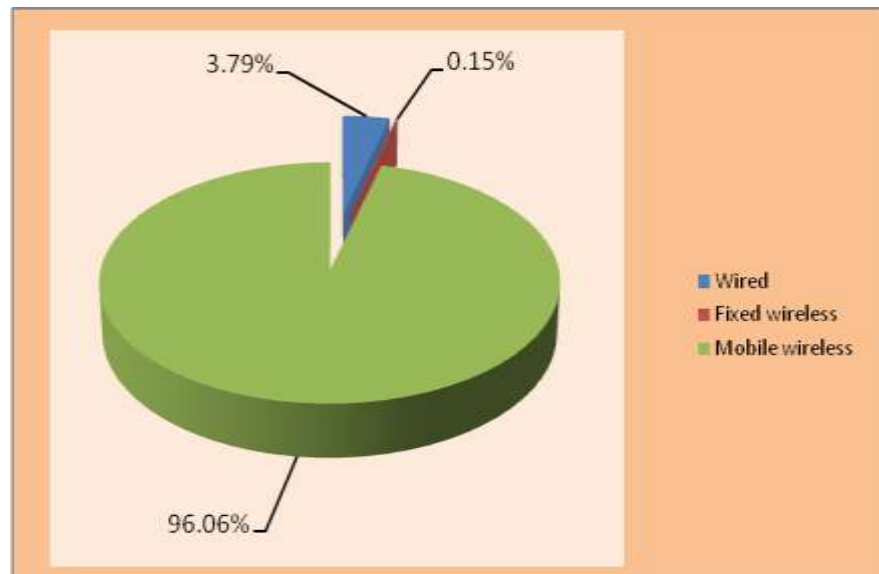


5. With a net addition of 22.80 million subscribers during the quarter, total wireless (GSM incl. LTE + CDMA) subscriber base increased from 1,146.49 million at the end of Jun-18 to 1,169.29 million at the end of Sep-18, registering an increase rate of 1.99% over the previous quarter. However, year-on-year (Y-O-Y) wireless subscriptions declined at the rate of 1.66% during the quarter.
6. Wireless Tele-density increased from 88.00 at the end of Jun-18 to 89.51 at the end of Sep-18.
7. Wireline subscriber declined from 22.40 million at the end of Jun-18 to 22.11 million at the end of Sep-18 with quarterly decline rate of

1.26%. The year-on-year (Y-O-Y) decline rate in wireline subscribers for Sep-18 is 6.58%.

8. Wireline Teledensity declined from 1.72 at the end of Jun-18 to 1.69 at the end of Sep-18.
9. Total number of Internet subscribers increased from 512.26 million at the end of Jun-18 to 560.01 million at the end of Sep-18, registering a quarterly growth rate of 9.32%. Out of 560.01 million internet subscribers, Wired Internet subscribers are 21.25 million and Wireless Internet subscribers are 537.92 million.

#### **Composition of internet subscription**



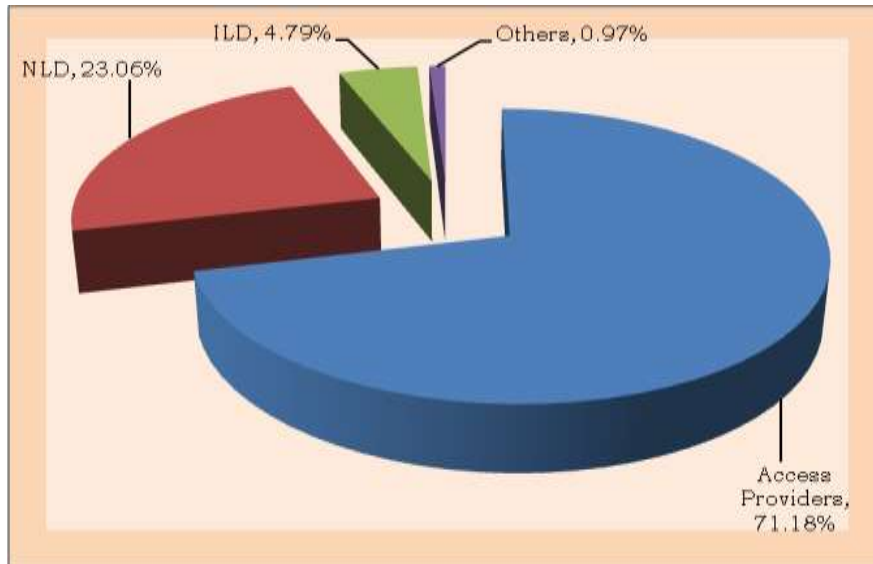
10. The Internet subscriber base is comprised of Broadband Internet subscriber base of 481.70 million and Narrowband Internet subscriber base of 78.30 million.
11. The broadband Internet subscriber base increased by 7.73% from 447.12 million at the end of Jun-18 to 481.70 million at the end of Sep-18. The narrowband Internet subscriber base also increased by

20.21% from 65.14 million at the end of Jun-18 to 78.30 million at the end of Sep-18.

12. Monthly Average Revenue per User (ARPU) for wireless service declined by 2.55%, from ₹69.15 in QE Jun-18 to ₹67.39 in QE Sep-18. Monthly ARPU for wireless service declined by 19.99% on yearly basis (Y-O-Y) in this quarter.
13. Prepaid ARPU per month is ₹57 and Postpaid ARPU per month is ₹299 in QE Sep-18.
14. On an all India average, the overall MOU per subscriber per month for wireless service increased by 3.29% from 607 for QE Jun-18 to 627 in QE Sep-18.
15. Prepaid MOU per subscriber per month is 601 and postpaid MOU per subscriber per month is 734 in QE Sep-18.
16. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Sep-18 has been ₹57,827 Crore and ₹36,142 Crore respectively. GR and AGR, both are declined by 0.98% and 1.12% respectively in QE Sep-18 as compared to previous quarter.
17. The year-on-year (Y-O-Y) growth in GR and AGR in QE Se-18 over the same quarter in last year has been -12.86% and -13.26% respectively.
18. Pass-through charges declined from ₹21,849 Crore in QE Jun-18 to ₹21,685 Crore in QE Sep-18. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Sep-18 are -0.75% and -12.18% respectively.

19. The License Fee declined from ₹2,929 Crore for the QE Jun-18 to ₹2,889 Crore for the QE Sep-18. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are -1.35% and -11.08% respectively in this quarter.
20. Access services contributed 71.18% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee and Spectrum Usage Charges(SUC) increased by 0.05%, 0.56%, 0.40% and 1.55% respectively in QE Sep-18. However, Pass Through Charges in access services declined by 0.81% during the quarter.

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



21. Monthly Average Revenue per User (ARPU) for Access Services based on AGR, declined from ₹73.34 in QE Jun-18 to ₹72.50 in QE Sep-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>• SDCCH/Paging Channel Congestion/RRC Congestion (%age)</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>• Metering and billing credibility- prepaid</li> <li>• Resolution of billing/charging/validity complaints (100% within 6 weeks)</li> <li>• Accessibility of call centre/ customer care</li> <li>• %age of calls answered by the operators (voice to voice) within 90 sec</li> <li>• %age requests for Termination/Closure of service complied within 7 days</li> </ul> | <ul style="list-style-type: none"> <li>• TCH, RAB and E-RAB Congestion (%age)</li> <li>• Metering and billing credibility- postpaid</li> <li>• Time taken for refund of deposits after closures</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 851 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 30<sup>th</sup> September, 2018.
25. During the quarter ending 30<sup>th</sup> September, 2018, there were 313 pay channels as reported by 49 broadcasters as compared to 309 pay channels reported in the previous quarter. 313 pay channels include 216 SD pay TV channels and 97 HD Pay TV channels. During the quarter ending 30<sup>th</sup> September, 2018, as per the report submitted by the broadcasters, three new pay channels were reported and one FTA channel namely “NDTV India” converted into Pay channel.
26. Since its introduction in the year 2003, DTH service has displayed a phenomenal growth. During the QE 30<sup>th</sup> September, 2018, there were 5 pay DTH service providers in the country.
27. DTH has attained net pay active subscriber base of around 69.45 million in QE 30<sup>th</sup> September, 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 30<sup>th</sup> September, 2018, there are 350 operational private FM Radio stations in 95 cities operated by 33 FM Radio broadcasters as compared to 328 private FM Radio stations in 86 cities operated by 34 FM Radio broadcasters in the previous quarter. During the quarter ending September, 2018, intimation was received from one FM Radio operator namely M/s Syntech Informatics Private Limited, about shutting down the transmission/operation of its single FM Radio station at Siliguri.
29. As per data received from MIB, as on 30<sup>th</sup> September, 2018, 238 Community Radio Stations are operational.



## Snapshot

| <b>(Data As on Q.E. 30<sup>th</sup> September, 2018)</b> |                  |
|--|------------------|
| <b>Telecom Subscribers (Wireless +Wireline)</b>          |                  |
| Total Subscribers  | 1,191.40 Million |
| % change over the previous quarter                       | 1.93%            |
| Urban Subscribers  | 666.64 Million   |
| Rural Subscribers  | 524.76 Million   |
| Market share of Private Operators                        | 88.97%           |
| Market share of PSU Operators                            | 11.03%           |
| Teledensity  | 91.20            |
| Urban Teledensity  | 160.79           |
| Rural Teledensity  | 58.85            |
| <b>Wireless Subscribers</b>                              |                  |
| Total Wireless Subscribers                               | 1,169.29 Million |
| % change over the previous quarter                       | 1.99%            |
| Urban Subscribers  | 647.70 Million   |
| Rural Subscribers  | 521.59 Million   |
| Market share of Private Operators                        | 90.03%           |
| Market share of PSU Operators                            | 9.97%            |
| Teledensity  | 89.51            |
| Urban Teledensity  | 156.23           |
| Rural Teledensity  | 58.49            |
| Total Wireless Data Usage during the quarter             | 12,549,891 TB    |
| No. of total Public Mobile Radio Trunk Services (PMRTS)  | 76,700           |
| No. of Very Small Aperture Terminals (VSAT)              | 2,81,912         |
| <b>Wireline Subscribers</b>                              |                  |
| Total Wireline Subscribers                               | 22.11 Million    |
| % change over the previous quarter                       | -1.26%           |
| Urban Subscribers  | 18.95 Million    |
| Rural Subscribers  | 3.17 Million     |
| Market share of Private Operators                        | 32.49%           |
| Market share of PSU Operators                            | 67.51%           |
| Teledensity  | 1.69             |
| Urban Teledensity  | 4.57             |
| Rural Teledensity  | 0.36             |
| No. of Village Public Telephones (VPT)                   | 1,23,736         |
| No. of Public Call Office (PCO)                          | 3,05,395         |

| <b>Telecom Financial Data</b>  |                |
|--|----------------|
| Gross Revenue (GR) during the quarter  | ₹ 57,827 Crore |
| % change in GR over the previous quarter   | -0.98%         |
| Adjusted Gross Revenue (AGR) during the quarter  | ₹ 36,142 Crore |
| % change in AGR over the previous quarter  | -1.12%         |
| Share of Public sector undertakings in Access AGR  | 9.48%          |
| Monthly Average Revenue Per User (ARPU) for Access Services  | ₹ 72.50        |
| <b>Internet/Broadband Subscribers</b>  |                |
| Total Internet Subscribers   | 560.01 Million |
| % change over previous quarter   | 9.32%          |
| Narrowband subscribers   | 78.30 Million  |
| Broadband subscribers  | 481.70 Million |
| Wired Internet Subscribers   | 21.25 Million  |
| Wireless Internet Subscribers  | 538.76 Million |
| Urban Internet Subscribers   | 365.94 Million |
| Rural Internet Subscribers   | 194.07 Million |
| Total Internet Subscribers per 100 population  | 42.87          |
| Urban Internet Subscribers per 100 population  | 88.26          |
| Rural Internet Subscribers per 100 population  | 21.76          |
| <b>Broadcasting &amp; Cable Services</b>   |                |
| Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking /uplinking | 851            |
| Number of Pay TV Channels as reported by broadcasters  | 313            |
| Number of private FM Radio Stations (excluding All India Radio)  | 350            |
| Number of Pay Subscribers net Active with Private DTH Operators  | 69.45 Million  |
| Number of Operational Community Radio Stations   | 238            |
| Number of pay DTH Operators  | 5              |
| <b>Revenue &amp; Usage Parameters</b>  |                |
| Monthly ARPU of Wireless Service (GSM+CDMA+LTE)  | ₹ 67.39        |
| Minutes of Usage (MOU) per subscriber per month - Wireless Service (GSM+CDMA+LTE)                                  | 627 Minutes    |
| Total Outgoing Minutes of Usage for Internet Telephony   | 200 Million    |
| <b>Wireless Data Usage</b>   |                |
| Average Wireless Data Usage per unique wireless data subscriber per month-GSM (2G+3G+4G LTE+CDMA)                  | 8.32 GB        |
| Average outgo(tariff) per GB wireless data during the quarter  | ₹ 10.91        |