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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 1st December, 2016

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

"Indian Telecom Services Performance Indicator Report" for the Quarter ending June, 2016

TRAI today has released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending June, 2016. 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, 2016 to 30th June, 2016 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.

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Authorized to issue

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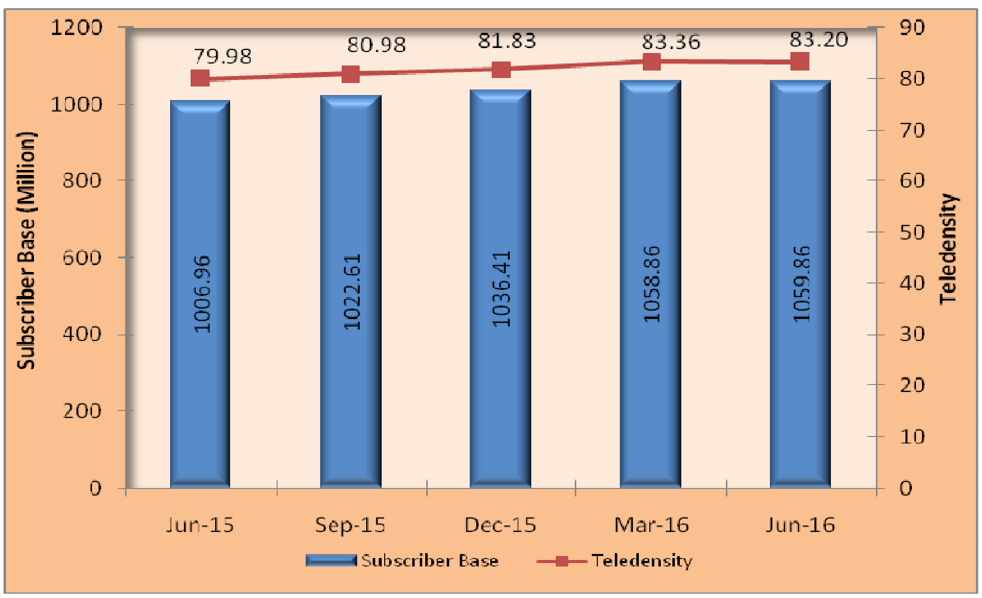
The Indian Telecom Services Performance Indicators
April – June, 2016

Executive Summary

1. The number of telephone subscribers in India increased from 1,058.86 million at the end of Mar-16 to 1,059.86 million at the end of Jun-16, registering a growth of 0.09% over the previous quarter. This reflects year-on-year (Y-O-Y) growth of 5.25% over the same quarter of last year. The overall Teledensity in India declined from 83.36 as on 31st March, 2016 to 83.20 as on 30th June, 2016.

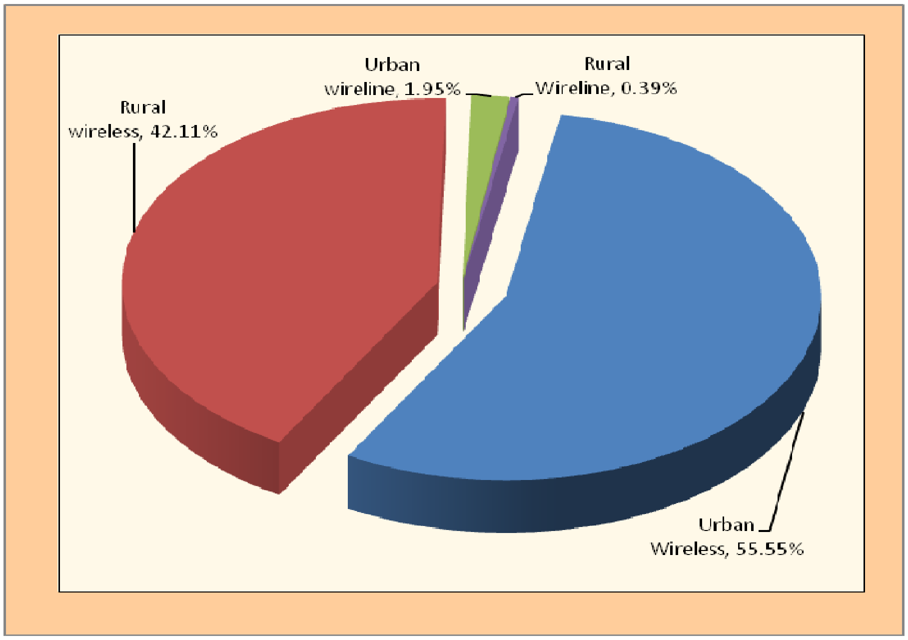
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas declined from 609.69 million at the end of Mar-16 to 609.45 million at the end of Jun-16, and Urban Teledensity also declined from 154.01 to 153.22. However, Rural subscription increased from 449.17 million to 450.41 million and Rural Teledensity also increased from 51.37 to 51.41 during the same period.

3. Out of the total subscription, the share of Rural subscription increased from 42.42% at the end of Mar-16 to 42.50% at the end of Jun-16.

Composition of Telephone Subscribers



4. With a net addition of 1.49 million subscribers during the quarter, total wireless (GSM+CDMA) subscriber base increased from 1,033.63 million at the end of Mar-16 to 1,035.12 million at the end of Jun-16, registering a growth rate of 0.14% over the previous quarter. The year-on-year (Y-O-Y) growth rate of wireless subscribers for Jun-16 is 5.54%.

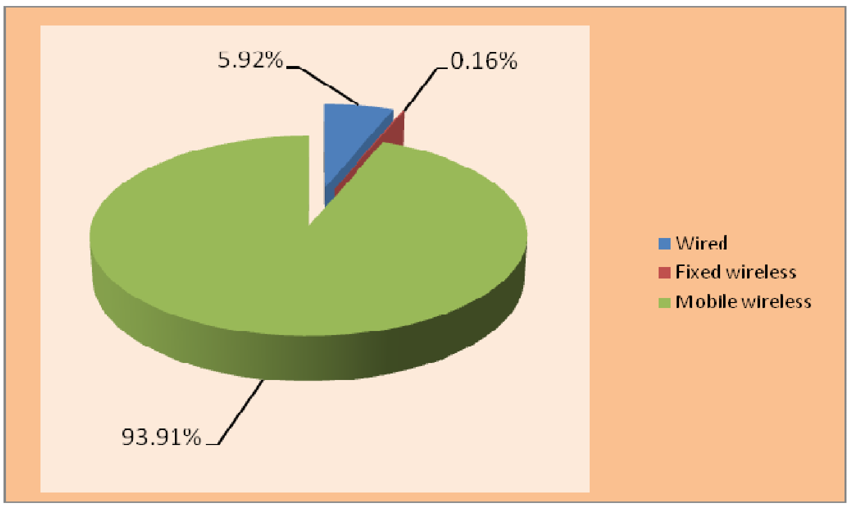
5. Wireless Tele-density declined from 81.38 at the end of Mar-16 to 81.26 at the end of Jun-16.

6. Wireline subscriber base further declined from 25.22 million at the end of Mar-16 to 24.74 million at the end of Jun-16, registering a quarterly decline rate of 1.90%. The year-on-year (Y-O-Y) decline rate in wireline subscribers for Jun-16 is 5.38%.

7. Wireline Teledensity declined from 1.99 at the end of Mar-16 to 1.94 at the end of Jun-16.

8. Total number of Internet subscribers has increased from 342.65 million at the end of Mar-16 to 350.48 million at the end of Jun-16, registering a quarterly growth rate of 2.28%. Out of 350.48 million, Wired Internet subscribers are 20.76 million and Wireless Internet subscribers are 329.72 million.

Composition of internet subscription



9. The Internet subscriber base of 350.48 million at the end of Jun-16 is comprised of Broadband Internet subscriber base of 162.06 million and Narrowband Internet subscriber base of 188.42 million.

10. The broadband Internet subscriber base grew by 8.22% from 149.75 million at the end of Mar-16 to 162.06 million at the end of Jun-16. On the other hand, the narrowband Internet subscriber base declined by 2.32% from 192.90 million at the end of Mar-16 to 188.42 million at the end of Jun-16.

11. Monthly Average Revenue Per User (ARPU) for GSM service increased by 0.96%, from ₹125 in QE Mar-16 to ₹126 in QE Jun-16. Monthly ARPU for GSM service grew by 0.09% on Y-O-Y in this quarter.

12. Prepaid ARPU for GSM service per month increased from ₹107 in QE Mar-16 to ₹108 in QE Jun-16, and Postpaid ARPU per month increased from ₹488 in QE Mar-16 to ₹495 in QE Jun-16.

13. On an all India average, the overall MOU per subscriber per month for GSM service declined by 1.07% from 381 for QE Mar-16 to 377 in QE Jun-16.

14. Prepaid MOU per subscriber for GSM service declined from 356 in QE Mar-16 to 351 in QE Jun-16, and postpaid MOU declined from 892 in QE Mar-16 to 889 in QE Jun-16.

15. Monthly ARPU for CDMA full mobility service declined by 4.86%, from ₹103.50 in QE Mar-16 to ₹98.51 in QE Jun-16. Monthly ARPU for CDMA full mobility service declined by 7.95% on Y-O-Y basis in this quarter.

16. The total MOU per subscriber per month for CDMA full mobility service declined by 12.54%, from 260 in QE Mar-16 to 228 in QE Jun-16. The outgoing MOUs declined from 150 in QE Mar-16 to 130 in QE Jun-16, and incoming MOUs also declined from 110 in QE Mar-16 to 98 in QE Jun-16.

17. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Jun-16 has been ₹73,344 Crore and ₹53,383 Crore respectively. GR and AGR increased by 7.33% and 10.34% respectively in QE Jun-16 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 12.79% and 13.26% respectively.

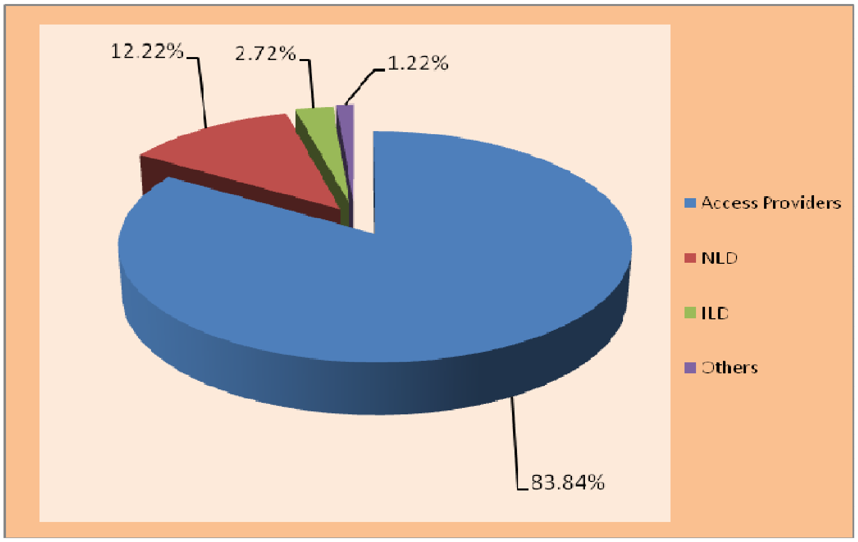
19. Pass-through charges increased from ₹19,956 Crore in Q.E. Mar-16 to ₹19,961 in Q.E. Jun-16. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Jun-16 are 0.03% and 11.54% respectively.

20. The License Fee increased from ₹3,872 Crore for the QE Mar-16 to ₹4,314 Crore for the QE Jun-16. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are 11.43% and 14.05% respectively in this quarter.

21. Access services contributed 83.84% 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 9.20%, 12.21%, 13.55% and 12.42% respectively whereas, Pass Through Charges declined by 0.67% in QE Jun-16.

22. Monthly Average Revenue per User (ARPU) for Access Services based on AGR increased from ₹126.91 in QE Mar-16 to ₹140.88 in QE Jun-16.

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
• Worst affected BTSs due to downtime • Call Set-up Success Rate (within licensee's own network) • TCH Congestion • Call Drop Rate • Worst affected cells having more than 3% TCH drop (call drop) rate • Connections with good voice quality • Metering and billing credibility – Prepaid • Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints • %age of calls answered by the operators (voice to voice) within 90 sec	• Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) • Accessibility of call centre/ customer care • %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**
• Worst affected BTSs and Node-B’s due to downtime (%age) • Call Set-up Success Rate (within licensee’s own network) • SDCCH/Paging Channel and RRC Congestion (%age) • TCH and Circuit Switched RAB Congestion (%age) • Call Drop and and Circuit Switched Voice Drop Rate (%age) • Worst affected cells having more than 3% TCH drop (call drop) rate and Circuit Switched Voice Drop Rate:-CBBH	• Connections with good voice quality and Circuit Switched Voice Quality (CSV Quality) • Point of Interconnection (POI) Congestion

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**
• Termination/ Closure of service 100% within 7 days	• Resolution of billing/ charging/ credit & validity complaints (98% within 4 weeks) • %age of calls answered by the operators (voice to voice) within 90 sec

26. A total number of 892 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/ downlinking / uplinking, as on 30th June, 2016.

27. As reported by broadcasters, there were 275 pay channels at the quarter ending of June, 2016 as compared to 263 pay channels for the previous quarter. During the quarter, as per the reporting, sixteen new pay channels were commenced and four Pay channels were converted to FTA channels.

28. Since introduction in the year 2003, Indian DTH services have displayed a phenomenal growth. DTH has attained a registered subscriber base of around 91.53 million (including 60.50 million active subscribers). As on June 2016, there are 6 pay DTH service providers catering to this subscriber base. This is besides the viewership of the free DTH services of Doordarshan.

29. Apart from the Radio Stations operated by All India Radio, Prasar Bharati – a public broadcaster, there are 245 operational private FM Radio stations and 84 existing cities with operational FM radio channels as on 30th June, 2016. This is as per the information available on the website of MIB.

30. As per data received from MIB, as on 30th June, 2016, out of the 243 community radio licenses issued so far, 196 stations are operational.

Snapshot

(Data As on Q.E. 30th June, 2016)	
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	1,059.86 Million
% change over the previous quarter	0.09%
Urban Subscribers	609.45 Million
Rural Subscribers	450.41 Million
Market share of Private Operators	89.54%
Market share of PSU Operators	10.46%
Teledensity	83.20
Urban Teledensity	153.22
Rural Teledensity	51.41
Wireless Subscribers	
Total Wireless Subscribers	1,035.12 Million
% change over the previous quarter	0.14%
Urban Subscribers	588.78 Million
Rural Subscribers	446.33 Million
GSM Subscribers	996.66 Million
CDMA Subscribers	38.46 Million
Market share of Private Operators	91.00%
Market share of PSU Operators	9.00%
Teledensity	81.26
Urban Teledensity	148.03
Rural Teledensity	50.95
Wireline Subscribers	
Total Wireline Subscribers	24.74 Million
% change over the previous quarter	-1.90%
Urban Subscribers	20.66 Million
Rural Subscribers	4.08 Million
Market share of Private Operators	28.53%
Market share of PSU Operators	71.47%
Teledensity	1.94
Urban Teledensity	5.20
Rural Teledensity	0.47
No. of Village Public Telephones (VPT)	5,86,774
No. of Public Call Office (PCO)	5,25,514
Telecom Financial Data	
Gross Revenue (GR) during the quarter	₹ 73,344 Crore
% change in GR over the previous quarter	7.33%
Adjusted Gross Revenue (AGR) during the quarter	₹ 53,383 Crore
% change in AGR over the previous quarter	10.34%
Share of Public sector undertakings in Access AGR	8.24%
Monthly Average Revenue Per User (ARPU) for Access Services	₹ 141

Internet/Broadband Subscribers	
Total Internet Subscribers	350.48 Million
% change over previous quarter	2.28%
Narrowband subscribers	188.42 Million
Broadband subscribers	162.06 Million
Wired Internet Subscribers	20.76 Million
Wireless Internet Subscribers	329.72 Million
Urban Internet Subscribers	236.77 Million
Rural Internet Subscribers	113.71 Million
Total Internet Subscribers per 100 population	27.51
Urban Internet Subscribers per 100 population	59.53
Rural Internet Subscribers per 100 population	12.98
Broadcasting & Cable Services	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/ downlinking / uplinking	892
Number of Pay TV Channels	275
Number of private FM Radio Stations	245
Number of Pay Subscribers Registered with Private DTH Operators	91.53 Million
Number of Pay Subscribers Active with Private DTH Operators	60.50 Million
Number of Community Radio Stations licenced (GOPA signed)	243
Number of Operational Community Radio Stations	196
Number of pay DTH Operators	6
Number of teleports permitted in India	90
Revenue & Usage Parameters	
Monthly ARPU GSM Full Mobility Service	₹ 126
Monthly ARPU CDMA Full Mobility Service	₹ 99
Minutes of Usage (MOU) per subscriber per month - GSM Full Mobility Service	377 Minutes
Minutes of Usage (MOU) per subscriber per month - CDMA Full Mobility Service	228 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	271 Million
Data Usage of Mobile Users	
Data Usage per subscriber per month - GSM	142.82 MB
Data Usage per subscriber per month - CDMA	413.40 MB
Data Usage per subscriber per month – Total(GSM+CDMA)	153.82 MB
Average outgo per MB data for GSM	₹ 0.20
Average outgo per MB data for CDMA	₹ 0.09