

**Information note to the Press (Press Release No. 02 / 2008)**

**TELECOM REGULATORY AUTHORITY OF INDIA**

**For Immediate release**

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**TRAI releases Quarterly Performance Indicators of Indian Telecom Services for the quarter ending September 2007.**

**New Delhi, 1st January 2008-**

- Wireless market grows by 13% with addition of 24.15 million subscribers in quarter ending September 2007.
- Internet subscribers increased to 9.63 million at the end of September 2007.
- Broadband subscriber base touched 2.67 million at the end of September 2007.

**Salient features**

**A. Subscriber Growth:**

- (i) The total subscriber base of the wireline and wireless services reaches 248.65 million for the quarter ending September 2007 as against 225.01 million for the quarter ending June 2007, thus registering an increase of 10.51% during the quarter.
- (ii) The tele-density for the quarter ending September 2007 reached 21.87 compared to 19.86 for the quarter ending June 2007.
- (iii) The subscriber base for wireless services has increased from 184.92 million in June 2007 to 209.07 million in September 2007, whereas subscriber base of Wireline service has decreased from 40.09 million in June 2007 to 39.58 million in September 2007.
- (iv) Rural Wireline subscriber base has decreased from 12.27 million in June 2007 to 11.99 million in September 2007, thus showing a negative growth of 2.28%. The rural wireless subscriber base has increased from 37.40 million for the quarter ending June 2007 to 43.98, registering a growth of 17.59%.
- (v) The number of Public Call Offices (PCOs) in the country has increased from 5.60 million to 5.78 million by registering growth of 3.21% for the quarter ending September 2007.

- (vi) The number of Village Public Telephones (VPT) in the country has increased from 0.56<sup>1</sup> million in June 2007 to 0.57 million in September 2007, registering a growth of approx. 1.79%.

## **B. ARPU Trends:**

- (i) The All India blended ARPU per month has decline by 7.4% from Rs. 297 in June 2007 to Rs. 275 in September 2007.
- (ii) ARPU for postpaid service has shown a decline of 3.5% from Rs. 655 in June 2007 to Rs. 632 in September 2007. Decline for prepaid service has been 7.2% from Rs. 248 in June 2007 to Rs. 230 in September 2007.
- (iii) For CDMA segment, All India blended ARPU (per month) in September 2007 is Rs. 173 as compared to Rs. 206 in June 2007.

## **C. Internet and Broadband Growth:**

- (i) Internet wireline subscribers reaches 9.63 million for the quarter ending 30<sup>th</sup> September 2007 as compared to 9.22 million during the previous quarter registering a growth of approx. 4.37%.
- (ii) There are 46.37 million wireless Internet subscribers (accessing Internet through mobile handset (GSM/ CDMA)) for the quarter ending September 2007.
- (iii) Bharat Sanchar Nigam Ltd (BSNL) has retained its top position and reported a subscriber base of nearly 4.42 million Internet subscribers against 4.07 million at the end of last quarter.
- (iv) The number of Broadband subscribers (with a download speed of 256 Kbps or more) is 2.67 million for the quarter ending September 2007 as against 2.42 million for the previous quarter. The growth rate of broadband subscribers in this quarter is 10.33%.
- (v) The Average Revenue Per User (ARPU) for dial up Internet subscribers is Rs.200/- for the quarter ending September 2007.
- (vi) The Minutes of Usage (MoU) for dial-up access per subscriber/month is 206 minutes.

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<sup>1</sup> \*Note: BSNL has changed its VPT figures In North East-I circle for QE June'07. Consequent to these changes, the total figures of VPT for the QE June'07 has changed from 0.57 million to 0.56 million

## D. Quality of Service

### QOS Performance during the year

#### (a) Wireline Services

The performance of the Wireline Service Providers has improved in this quarter as compared to the previous quarter with respect to the parameters as mentioned in the table below:

Sr. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			June, 2007		Sept, 2007	
			Out of 78 In Nos	Out of 78 In %age	Out of 78 In Nos	Out of 78 In %age
1.	<b>Provision of Telephones after registration of demand</b>	100% within 7 Days	62	79.49%	55	70.51%
2	<b>Call Completion Rate (in local network)</b>	>55%	17	21.79%	7	8.97%
(i)	Shifts	<3 Days	31	39.74%	21	26.92%
3	<b>Response time to the customer for assistance</b> %age of calls answered (electronically) within 40 sec = 95%	95%	3	3.85%	1	1.28%
4	<b>Time taken for refund of deposits after closures</b>	100% within 60 days	18	23.08%	14	17.95%

#### (b) Wireless Service

93 GSM operators and 44 CDMA service operators have reported their performance in QOS parameters during the quarter ending September 2007. The comparative statement of the key parameters is given in the following table:-

Sr. No.	Parameters	Bench-Marks	No. Of Operators Meeting The Benchmarks			
			Quarter Ending June, 2007		Quarter Ending Sept, 2007	
			Out Of 135 (Nos.)	Out Of 135 (%)	Out Of 135 (Nos.)	Out Of 135 (%)
1	Accumulated down time of Community isolation	<24 hrs	134	99.26%	135	100%
2	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	134	99.26%	135	100%
3	Service access delay	<15 Sec	135	100%	135	100%
4	Call drop rate	<3.0%	135	100%	135	100%

### (c) Broadband Services

As per the reports submitted TRAI, 72 service providers are providing broadband services with a subscriber base of 2.67 million subscribers. . Out of 72 Broadband Service Providers only 13 Service Providers are having subscriber base more than 10,000 subscribers and these 13 Service Providers share the 98.3% of total subscriber base in this quarter. The QOS analysis of these 13 service providers giving Broadband on QOS parameters prescribed by TRAI is given below:

Sr. No.	Parameters	Bench-Marks	No. Of Operators Meeting The Benchmarks for Quarter Ending Sept, 2007	
			Out Of 13 (Nos.)	Out Of 13 (%)
1	<b>Service provisioning/ activation time</b>	100% in =< 15 working days	5	38.46
2	<b>Faults repair/ restoration time</b>			
i.	% of faults repaired by next working day	>90%	8	61.54
ii.	% of faults repaired within 3 working day	=>99%	6	46.15
3	<b>Service availability/ uptime (for all users) in %age</b>	>98%	11	84.62

### E. Broadcasting and Cable Services:

Number of Pay channels, FTA, Local channels regularly carried on network at the end of quarter ending 30<sup>th</sup> June 2007 and 30<sup>th</sup> September 2007 is tabulated below: -

Range	Pay channels		FTA channels		Local Channels	
	April -June'07	July -Sep'07	April -June'07	July -Sep'07	April -June'07	July -Sep'07
Maximum	117	118	178	170	7	11
Minimum	30	30	34	28	1	1
No of Agencies / Service Providers Reporting						

The complete compilation is available at TRAI website [www.trai.gov.in](http://www.trai.gov.in).

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