

Information note to the Press (Press Release No. 5/ 2009)

TELECOM REGULATORY AUTHORITY OF INDIA

For Immediate release

Tel No:- 011-23217914
Fax :- 011-23211998
Email:- advcn@traigov.in
Website :- www.traigov.in

New Delhi, 13th January, 2009: TRAI today released Quarterly Performance Indicators of Indian Telecom Services for the quarter ending September 2008.

- **Wireless market grows by 9.91% with addition of 28.44 million subscribers in the quarter ending September 2008.**
- **Internet subscribers increased to 12.24 million at the end of September 2008.**
- **Broadband subscriber base reached 4.90 million at the end of September 2008.**

Salient features

A. Subscriber Growth:

- (i) The total subscriber base of the wireline and wireless services reaches 353.66 million for the quarter ending September 2008 as against 325.79 million for the quarter ending June 2008, thus registering an increase of 8.55% during the quarter.
- (ii) The tele-density for the quarter ending September 2008 reached 30.64 as compared to 28.33 for the quarter ending June 2008.
- (iii) The subscriber base for wireless services has increased from 286.87 million for the quarter ending June 2008 to 315.31 million for quarter ending September 2008. Subscriber base of Wireline service has decreased from 38.92 million for the quarter ending June 2008 to 38.35 million for the quarter ending September 2008.
- (iv) Rural Wireline subscriber base has decreased from 11.33 million for the quarter ending June 2008 to 10.95 million for the quarter ending September 2008, thus showing a decrease of 3.35%. The rural wireless subscriber base has increased from 70.83 million for the quarter ending June 2008 to 90.98 million during this quarter, registering a growth of 28.44%.
- (v) The number of Public Call Offices (PCOs) in the country has increased from 6.22 million for the quarter ending June 2008 to 6.27 million for the quarter ending September 2008 by registering a growth of 0.80%.

B. ARPU Trends:

- (i) For GSM segment, all India blended ARPU per month has decreased by 7.53% from Rs. 239/- in June 2008 to Rs. 221/- in September 2008.
- (ii) ARPU for postpaid service has shown a decline of 2.8% from Rs. 600 in June 2008 to Rs. 584 in September 2008. Prepaid service has also shown 7.5% decline in ARPU from Rs. 204/- in June 2008 to Rs. 189/- in September 2008.
- (iii) For CDMA segment, all India blended ARPU (per month) for the quarter ending September 2008 is Rs. 122/- as compared to Rs. 139/- for the quarter ending June 2008.

C. Internet and Broadband Growth:

- (i) Internet wireline subscribers reaches 12.24 million for the quarter ending September 2008 as compared to 11.66 million during the previous quarter registering a growth of approx. 4.97%.
- (ii) Bharat Sanchar Nigam Ltd (BSNL) has retained its top position and reported a subscriber base of nearly 6.38 million Internet subscribers against 5.94 million at the end of last quarter.
- (iii) The number of Broadband subscribers (with a download speed of 256 Kbps or more) is 4.90 million for the quarter ending September 2008 as against 4.38 million for the previous quarter. The growth rate of broadband subscribers in this quarter is 11.87%.
- (iv) There are 88.27 million wireless Internet subscribers (capable of accessing Internet through mobile handset (GSM/ CDMA)) for the quarter ending September 2008.
- (v) The Average Revenue Per User (ARPU) for Dial-up Internet subscribers is Rs.213.08/- for the quarter ending September 2008.
- (vi) The Minutes of Usage (MoU) for Dial-up access per subscriber/month is 212.34 minutes.

D. Quality of Service

QOS Performance during the year

(a) Wireline Services

The performance of the Wireline Service Providers in this quarter as compared to the previous quarter for key performance parameters is given in the table below:

Sr. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			June, 2008		September, 2008	
			Out of 78 In Nos	Out of 78 In %age	Out of 84* In Nos	Out of 84* In %age
1	Provision of Telephones after registration of demand	100% within 7 Days	52	66.67%	35	41.67%
2	Fault incidences per 100 subs/month	<3	46	58.97%	43	51.19%

3	Fault repaired by next working day	>90%	17	21.79%	21	25.00%
4	MTTR	<8Hrs	21	26.92%	29	34.52%
5	Call Completion Rate (in local network)	>55%	4	5.13%	3	3.57%
6	Metering & billing credibility - % of bills	<0.1%	1	1.28%	6	7.14%
7	Customer Care Service (95% of requests)					
(i)	Shifts	<3 Days	18	23.08%	12	14.29%
(ii)	Closures	<24 hrs.	8	10.26%	5	5.95%
(iii)	Additional Facilities	<24 hrs.	9	11.54%	12	14.29%
8	Response time to the customer for assistance					
(i)	%age of calls answered (electronically)					
	Within 20 sec = 80%	80%	1	1.28%	1	1.19%
	within 40 sec = 95%	95%	2	2.56%	2	2.38%
(ii)	%age of calls answered by operator (voice to voice)					
	Within 60 sec = 80%	80%	2	2.56%	4	4.76%
	within 90 sec = 95%	95%	8	10.26%	22	26.19%
9	Time taken for refund of deposits after closures	100% within 60 days	2	2.56%	7	8.33%

NOTE : * M/s Tata Teleservices has commissioned its services in Orissa, Rajasthan, MP, UP-E, UP-W, HP service areas in June 2008. So, total no. of Licensees providing PMR is 84 .

(b) Wireless Service

93 GSM operators and 44 CDMA operators have reported their performance in QOS parameters during the quarter ending September 2008. The comparative statement of the key parameters is given in the following table:-

Sr.No.	Parameters	Benchmarks	No. Of Operators Not Meeting The Benchmarks			
			Quarter Ending June, 2008		Quarter Ending September, 2008	
			Out Of 134 (Nos.)	Out Of 134 (in %)	Out Of 138* (Nos.)	Out Of 138* (in %)
1	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	5	3.73%	6	4.35%
2	Service access delay	<15 Sec	2	1.49%	1	0.72%
3	Blocked call rate	<1%	6	4.48%	8	5.80%
	(i) SDCCH/paging channel congestion					
	(ii) TCH Congestion	<2%	12	8.96%	13	9.42%
4	%age of Connections with good voice quality	>95%	6	4.48%	3	2.17%

5	Response time to the customer for assistance					
(iii)	%age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	22	16.42%	13	9.42%
(iv)	%age of calls answered by operator (voice to voice); within 90 seconds = 95%	95%	47	35.07%	39	28.26%
6	Complaints per 100 bills issued	<0.1%	2	1.49%	3	2.17%

NOTE : * a) M/s Dishnet Wireless has commissioned its services in Kolkata circle on 05.05.2008 and has submitted PMR for the same.

b) M/s Vodafone has commissioned its services in Orissa on 28.07.2008, in Assam & NE on 09.09.2008 and submitted the PMR for these circles also.

So, total no. of licensees providing PMR is 138.

(c) Broadband Services

As per the reports submitted to TRAI, 72 Internet Service Providers (ISPs) are providing broadband services. Out of these 72 ISPs only 13 Service Providers are having subscriber base more than 10,000 subscribers each and these 13 Service providers share 98.64% of total subscriber base in this quarter. Details of Non-Compliance of QoS benchmarks for Internet Service Providers providing Broadband Service.

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in =< 15 working days	BSNL:- AP(88.90%), Assam, (99.80%), Bihar(97.80%), Chhattisgarh (99.30%), HP(99.40%), J&K(84.20%), Jharkhand (99.50%) ,KTK (68.20%), KR (98.40%), Kolkata (64.60%), MH (88.60%), NE-I(89.40%), Orissa (91.70%), Punjab(99.60%) TN(81.80%), UP(W)(88.10%), Uttaranchal (69.50%), WB(93.30%). MTNL:- Delhi(81.02%), Mumbai(73.01%). Bharti Airtel:- MP&CG(99.00%), MH(99.00%) Tata Communications:- East(88.00%), North (99.00%) South1 (99.00%), South2 (98.00%), South 4(99.00%), West 1(98.00%) Hathway:- Guj(92.50%), MH(92.00%) Reliance :- All India (99.00%)
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	BSNL:- Chennai (89.30%), Kolkata(48.20%), NE-I(89.70%) MTNL:- Delhi (71.00%), Mumbai (62.56%) Tata Communications :- Central Region(86.00%), East(84.00%) North(81.00%), South1(84.00%), South2(87.00%), South3(76.00%), West1(81.00%), West2(84.00%) You Telecom: AP(89.68%), MH(86.00%)

	% of faults repaired within 3 working day	=>99%	BSNL:- Bihar(93.70%), Jharkhand((98.90%),Kol(74.40%), MH(98.20%), NEI(83.70%), TN(95.30%), UP(W)(97.20%), WB(97.60%) MTNL:- Delhi (90.51%), Mumbai(84.68%) Bharti Airtel:- KTK(98.00%), Delhi(98.00%). Tata Communications:- Central Region (97.00%) East (95.00%), North (93.00%), South 1 (96.00%), South 2(97.00%), South 3(90.00%), South 4(98.00%) West 1 (93.00%), West 2(95.00%) You Telecom India Pvt Ltd.: Guj(98.28%), MH(98.41%)
3	Billing Performance		
	%age of bills disputed	<2%	
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	BSNL:- AP(98.30%), Bihar(72.00%), HR(96.30%), Karnataka(99.70%), Kolkata(74.00%), Orissa(96.20%), Raj(99.90%), UP(W) (87.50%) Bharti Airtel: AP(97.00%), KTK(97.54%) Hathway: Delhi(99.00%) Ortel: Orissa(00.00%)
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	BSNL:- AP(99.90%), Bihar(73.20%), HR(96.30%), Kolkata(87.00%) Orissa(85.50%), UP(W)(83.30%) Bharti Airtel:- Delhi(96.00%), Kol(80.00%) You Telecom India Pvt. Ltd.: Guj(99.00%) Ortel : Orissa (00.00%) Asianet : Kerala (99.56%)
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (voice to Voice) within 90 sec	>80%	Bharti Airtel:- Delhi(78.00%), Haryana(78.00%), Kolkata(78.00%), Punjab(78.00%), Raj(78.00%), UP-East(78.00%), UP-West(78.00%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		Bharti Airtel:- Delhi(14 Links), Raj (1 Link)
	% of International bandwidth utilization during peak hours (TCBH) Enclose MRTG) Benchmark<90%		Alliance : Kolkata (93.00%)
6	Service availability /uptime (for all users) in %age	>98%	BSNL: J&K(96.50%), NE I (94.10%), NE II (96.20%) Tata Comm. Ltd.): North (97.21%), South 2(97.51%), South 3(95.34%), West 1 (97.29%), West 2 (96.29%) Reliance: All India (68.02%)

7	Packet loss (for wired broadband access) in %age	<1%	Bharti Airtel: AP(55.67%), KTK(52.89%), TN(58.54%)
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120ms	Bharti Airtel: MP&CG(162 ms)

E. Broadcasting and Cable Services:

- (i) Based on the data received from various Multi System Operators (MSOs) across the country, the maximum number of Free-to-Air (FTA) and Pay Channels being carried in the cable networks are 161 and 113 respectively. There are 129 pay channels as reported by 19 broadcasters/their distributors at the Quarter ending September 2008.
- (ii) Apart from All India Radio, there were 236 FM Radio stations in operation as on 30th June 2008. During the quarter ending 30th September 2008, no new private FM radio station came into operation.
- (iii) No DTH license was issued during the quarter ending September 2008. Therefore, at present, apart from free to air DTH service of Doordarshan, there are 6 private DTH licensees. Out of these 6 licensees, 4 licensees are offering pay DTH services to the customers as on 30.09.2008, while two other are in the process of rolling out their services. Total number of reported registered subscribers being served by these four Private DTH operators is 7.99 million at the end of quarter ending 30th September 2008.
- (iv) Upto quarter ending June 2008, there were 51 Community Radio Station licensee and out of these, 35 were operational. In the quarter ending September 2008, 6 more licenses were issued. Now, at the quarter ending September 2008, out of 57 licensees of community radio stations, 36 stations are in operation.
- (v) There were 681650 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai at the end of quarter June 2008,. Now, at the quarter ending September 2008, the STB number has increased to 717722 in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai.
- (vii) There were 50 Teleport Service Providers in operation in India upto quarter ending June 2008,. In the quarter ending 30th September 2008, 4 more licenses were issued. Now, at the quarter ending 30th September 2008, 44 Teleport Service Providers are in operation in India.

F. Financial Details of Telecom Services.

- (i) The Gross Revenue of the Telecom Service Sector for the IInd Quarter (July – September 2008) of the financial year 2008-09 was Rs.37196 Crores as against Rs. 35311 Crores for the previous quarter thereby showing increase by 5.34%. The Adjusted Gross Revenue (AGR) for the Quarter under review is placed at Rs.27,357 Crores as against Rs. 26,990 Crores for the previous quarter thereby showing increase of 1.36%.

- (ii) The Gross Revenue and AGR of the Public Sector units in Telecom Sector is Rs.10265 Crores and Rs.8544 Crores respectively as against Rs. 9756 Crores and Rs. 8467 Crores for the previous quarter.
- (iii) The Gross Revenue and AGR of the Private Sector enterprises in Telecom Sector is placed at Rs.26931 Crores and Rs.18812 Crores respectively as against Rs. 25555 Crores and 18524 Crores for the previous quarter.
- (iv) The Share of Public and Private sector enterprises in the total AGR from Telecom Service is 31.23% and 68.77% respectively as against 31.37% and 68.63% in the previous quarter.
- (v) Average % of License Fee paid by Telecom Service Providers to AGR is 8.55% and Average % of Spectrum Charges to AGR is 2.76%.
- (vi) Excluding ISPs, the Pass Thru as % of GR for the ILD services is highest at 58.23% followed by NLD at 27.54% and Access at 23.39%.

The complete compilation is available at TRAI website www.traigov.in.

Contact details in case of any clarification:

Shri S.K. Gupta, Advisor (CN), TRAI
Mahanagar Doorsanchar Bhawan
Jawahar Lal Nehru Marg, New Delhi-110002
Tel. No. 011-23217914
Fax: No. 011-23211998
E-mail: advcn@traigov.in or cn@traigov.in.
Authorized to issue.