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**TELECOM REGULATORY AUTHORITY OF INDIA**

New Delhi, the 7<sup>th</sup> November, 2014

**For Immediate release**

**Website :- [www.trai.gov.in](http://www.trai.gov.in)**

**“Indian Telecom Services Performance Indicator Report” for the Quarter ending June, 2014.**

TRAI today released the **“Indian Telecom Services Performance Indicator Report”** for the Quarter ending June, 2014. 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 1<sup>st</sup> April to 30<sup>th</sup> June, 2014, 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](http://www.trai.gov.in).

Contact details in case of any clarification:

Manish Sinha  
Advisor(F&EA-I), TRAI  
Mahanagar Doorsanchar Bhawan  
Jawahar Lal Nehru Marg,  
New Delhi – 110002  
Ph : 011-23230752  
Fax: 011-23236650  
E-mail: [manishsinha@traigov.in](mailto:manishsinha@traigov.in)

Authorised to issue.

(M. P. Tangirala)  
Advisor(F&EA-II)

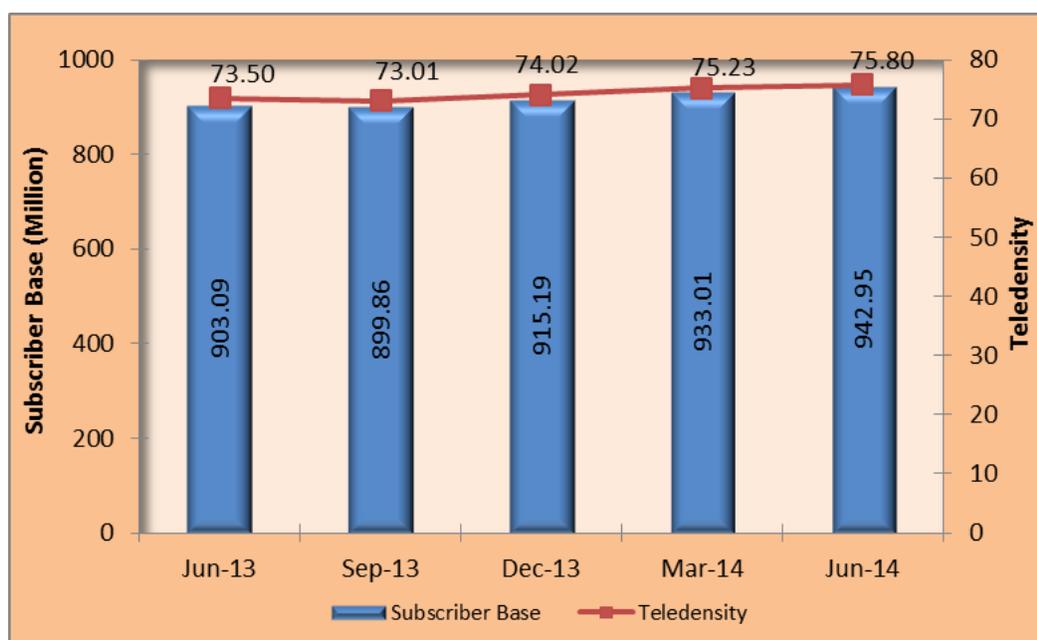
# The Indian Telecom Services Performance Indicators

## April – June, 2014

### Executive Summary

1. The number of telephone subscribers in India increased from 933.01 million at the end of Mar-14 to 942.95 million at the end of Jun-14, registering a growth of 1.07% over the previous quarter. This reflects year-on-year (Y-O-Y) growth of 4.41% over the same quarter of last year. The overall Tele-density in India increased from 75.23 as on 31<sup>st</sup> March, 2014 to 75.80 as on 30<sup>th</sup> June, 2014.

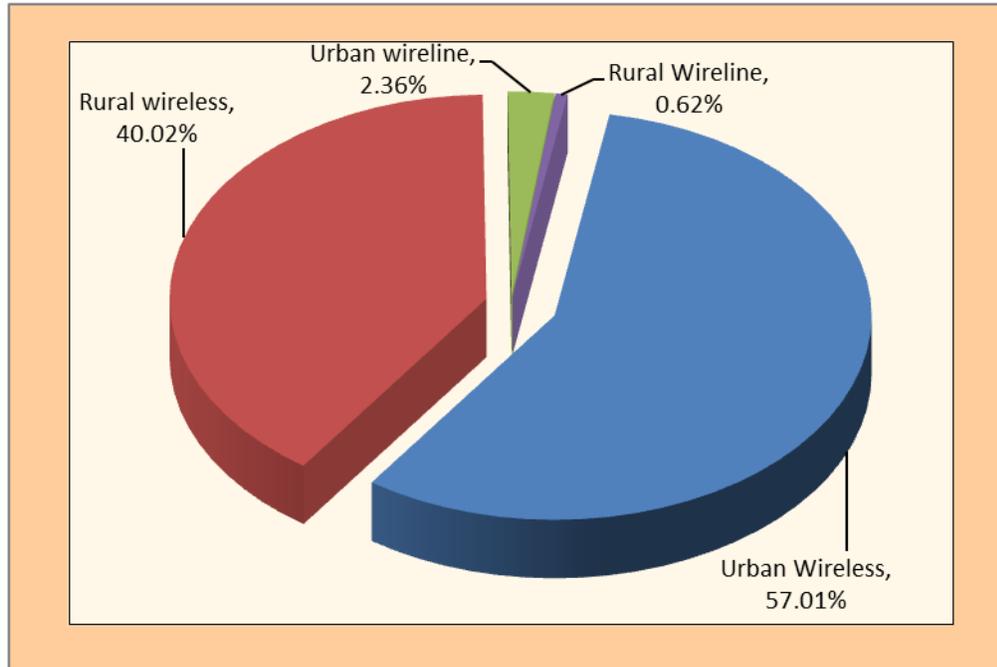
### Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas increased from 555.28 million at the end of Mar-14 to 559.77 million at the end of Jun-14, and Urban Teledensity also increased from 145.78 to 146.24. Rural subscription increased from 377.73 million to 383.18 million, and Rural Teledensity also increased from 43.96 to 44.50.

3. Share of subscription in Rural areas out of total subscription increased from 40.49% at the end of Mar-14 to 40.64% at the end of Jun-14.

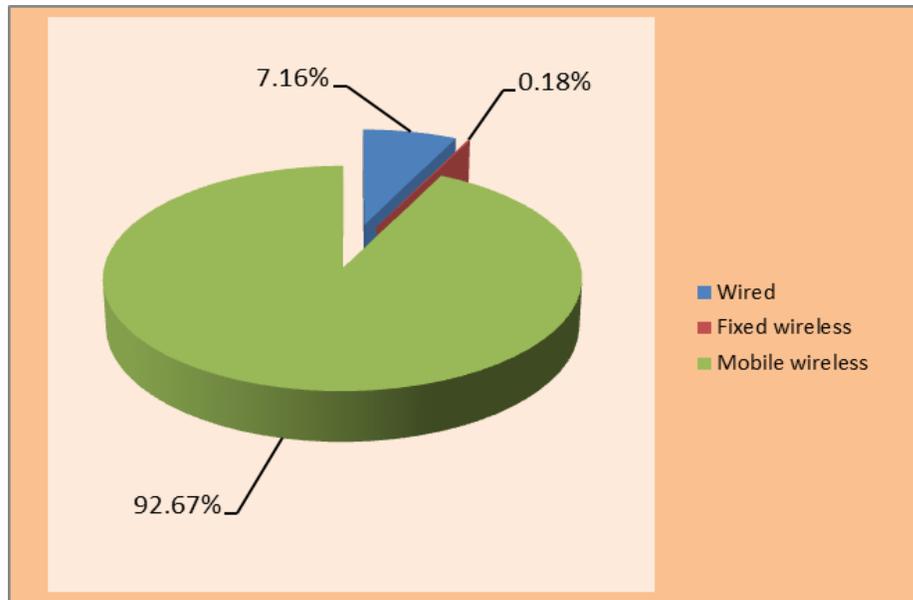
**Composition of Telephone Subscribers**



4. With a net addition of 10.41 million subscribers during the quarter, total wireless(GSM+CDMA) subscriber base increased from 904.51 million at the end of Mar-14 to 914.92 million at the end of Jun-14, registering a growth rate of 1.15% over the previous quarter. The year-on-year (Y-O-Y) growth rate of Wireless subscribers for Jun-14 is 4.76%.
5. Wireless Tele-density increased from 72.94 at the end of Mar-14 to 73.55 at the end of Jun-14.

6. Wireline subscriber base further declined from 28.50 million at the end of Mar-14 to 28.03 million at the end of Jun-14, registering a decline of 1.66%. The year-on-year (Y-O-Y) decline rate of Wireline subscribers for Jun-14 is 5.72%.
7. Wireline Tele-density declined from 2.30 at the end of Mar-14 to 2.25 at the end of Jun-14.
8. Total number of Internet subscribers has increased from 251.59 million at the end of Mar-14 to 259.14 million at the end of Jun-14, there has been a quarterly growth of 3.00%. Out of which Wired Internet subscribers are 18.55 million and Wireless Internet subscribers are 240.60 million.

**Composition of internet subscription**

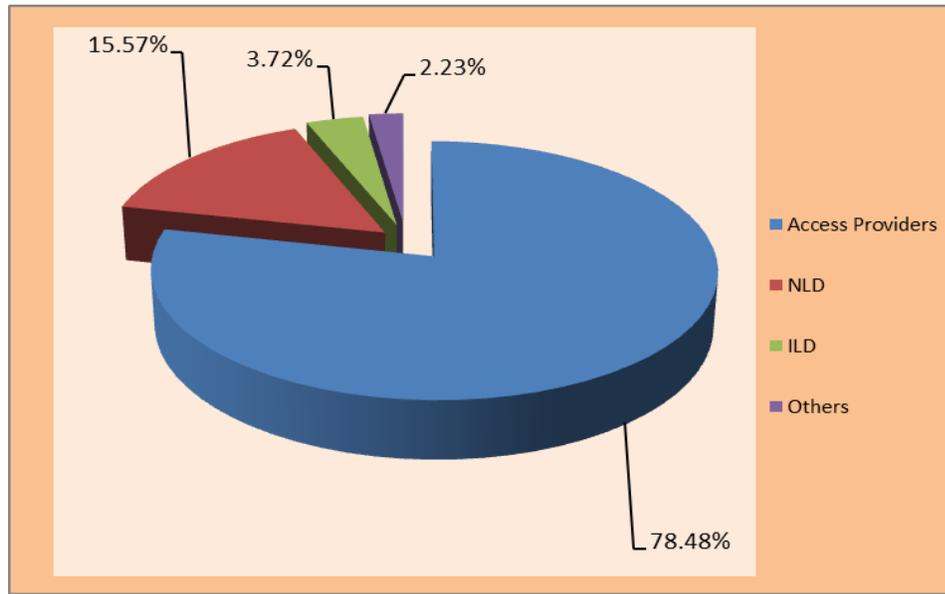


9. Number of Broadband Internet subscribers increased from 60.87 million at the end of Mar-14 to 68.83 million at the end of Jun-14 with quarter growth of 13.07%.

10. The number of Narrowband Internet subscribers has slightly declined from 190.72 million at the end of Mar-14 to 190.31 million at the end of Jun-14 with quarterly growth of -0.21%.
11. Monthly Average Revenue Per User (ARPU) for GSM service increased by 4.84%, from ₹113 in QE Mar-14 to ₹119 in QE Jun-14, whereas Y-O-Y increase of 6.72%.
12. Prepaid ARPU for GSM service per month increased from ₹99 in QE Mar-14 to ₹104 in QE Jun-14, and Postpaid ARPU per month increased from ₹453 in QE Mar-14 to ₹469 in QE Jun-14.
13. On an all India average, the overall MOU per subscriber per month for GSM service increased by 0.42% from 389 in QE Mar-14 to 390 in QE Jun-14.
14. Prepaid MOU per subscriber for GSM service increased from 365 in QE Mar-14 to 366 in QE Jun-14 and postpaid MOUs increased from 957 in QE Mar-14 to 961 in QE Jun-14.
15. Monthly ARPU for CDMA full mobility service increased by 6.22%, from ₹105 in QE Mar-14 to ₹112 in QE Jun-14. ARPU for CDMA has increased by 13.4% on Y-O-Y basis in this quarter.
16. The total MOU for CDMA per subscriber per month increased by 2.70%, from 275 in QE Mar-14 to 283 QE Jun-14. The outgoing MOUs increased from 142 in QE Mar-14 to 147 in QE Jun-14 and incoming MOUs also increased from 133 in QE Mar-14 to 136 in QE Jun-14.

17. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the QE Jun-14 has been ₹62919 Crore and ₹43852 Crore respectively. There has been an increase of 3.63% in GR and 6.91% in AGR 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 9.88% and 13.49% respectively.
19. Pass-through charges accounted 30.30% of the GR for the quarter ending Jun-14. The quarterly and the year-on-year (Y-O-Y) growth rates of pass-through charges for QE Jun-14 are -3.21% and 2.40% respectively.
20. The License Fee increased from 3286 Crore for the QE Mar-14 to 3503 Crore for the QE Jun-14. The quarterly and the year-on-year (Y-O-Y) growth rates of license fee are 6.62% and 13.30% respectively in this quarter.
21. Access services contributed 78.48% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue, Adjusted Gross Revenue (AGR), License Fee and Spectrum Usage Charges increased by 4.64%, 7.81%, 7.62% and 8.61% respectively, whereas Pass Through Charges decreased by 2.96% in QE Jun-14.
22. Monthly Average Revenue per User (ARPU) for Access Services based on AGR increased from ₹115.28 in QE Mar-14 to ₹122.39 in QE Jun-14.

**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 previous quarter is depicted as under:

<b>Parameters showing Improvement in QoS</b>	<b>Parameters showing deterioration in QoS</b>
<ul style="list-style-type: none"> <li>• Connection with good voice quality</li> <li>• Accessibility of call centre/ customer care</li> </ul>	<ul style="list-style-type: none"> <li>• BTSs Accumulated downtime (not available for service)</li> <li>• Call Set-up Success Rate (within licensee’s own network)</li> <li>• TCH Congestion</li> <li>• Call Drop Rate</li> <li>• Worst affected cells having more than 3% TCH drop (call drop) rate</li> <li>• Metering and billing credibility - post paid</li> <li>• Resolution of billing/ charging/validity complaints.</li> <li>• Period of applying credit/waiver/adjustment to customer’s account from the date of resolution of complaints</li> <li>• %age of calls answered by the operators (voice to voice) within 60 sec</li> <li>• %age requests for Termination/ Closure of service complied within 7 days</li> <li>• Time taken for refund of deposits after closures.</li> </ul>

24. The performance of 3G wireless service providers in terms of QoS during the quarter vis-à-vis that in previous quarter is depicted as under:

<b>Parameters showing Improvement in QoS</b>	<b>Parameters showing deterioration in QoS</b>
<ul style="list-style-type: none"> <li>• Connection with good voice quality and Circuit Switch Voice Quality (CSV Quality)</li> </ul>	<ul style="list-style-type: none"> <li>• Node-B's Accumulated downtime (not available for service) (%age).</li> <li>• Worst affected Node-B's due to downtime (%age)</li> <li>• Call Set-up Success Rate (within licensee's own network)</li> <li>• SDCCH/ Paging Channel and RRC Congestion (%age)</li> <li>• TCH and Circuit Switched RAB Congestion (%age)</li> <li>• Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate - CBBH.</li> <li>• Point of Interconnection(POI) Congestion</li> </ul>

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

<b>Parameters showing Improvement in QoS</b>	<b>Parameters showing deterioration in QoS</b>
<ul style="list-style-type: none"> <li>• Metering &amp; Billing Credibility – Postpaid (&lt;= 0.1%)</li> </ul>	<ul style="list-style-type: none"> <li>• Faults incidences (No. of faults/ 100 Subs/month)</li> <li>• % Fault repaired by next working day</li> <li>• % of faults repaired within 3 days (for urban area)</li> <li>• % of calls answered by the operator (voice to voice) within 60 sec.</li> <li>• Point of Interconnection(POI) Congestion (No. of POIs not meeting benchmark)</li> <li>• Accessibility of call centre/ customer care</li> <li>• %age requests for Termination/Closure of service complied within 7 days</li> </ul>

26. There are a total of 186 Pay channels as reported by broadcasters for which the wholesale channels rates have been taken on record. During the quarter ending June 2014, the distribution of “Fox Sports News” channel was discontinued by the broadcaster.
27. In Non CAS areas, maximum number of TV channels being carried by any reporting MSO is 386, whereas in conventional analogue form, the maximum number of channels being carried by any reporting MSO is 100.
28. Apart from All India Radio, Prasar Bharti – a public broadcaster, there are 243 private FM Radio stations in operation at the quarter ending June, 2014, as per the information received from MIB.
29. No new DTH license was issued during the quarter ending June 2014. At present, apart from free DTH service of Doordarshan of Prasar Bharati – a public broadcaster, there are 6 private DTH Operators. All the 6 private DTH Operators are offering pay DTH services. Total number of registered subscribers and active subscribers being served by these six private DTH operators, as reported to TRAI, are 67.57 million & 38.24, million respectively, as on 30th June 2014.

## Snapshot

<b>(Data As on 30<sup>th</sup> June, 2014)</b>	
<b>Telecom Subscribers (Wireless + Wireline)</b>	
Total Subscribers	942.95 Million
% change over the previous quarter	1.07%
Urban Subscribers	559.77 Million
Rural Subscribers	383.18 Million
Market share of Private Operators	87.87%
Market share of PSU Operators	12.13%
Teledensity	75.80
Urban Teledensity	146.24
Rural Teledensity	44.50
<b>Wireless Subscribers</b>	
Total Wireless Subscribers	914.92 Million
% change over the previous quarter	1.15%
Urban Subscribers	537.56 Million
Rural Subscribers	377.36 Million
GSM Subscribers	859.36 Million
CDMA Subscribers	55.56 Million
Market share of Private Operators	89.85%
Market share of PSU Operators	10.15%
Teledensity	73.55
Urban Teledensity	140.44
Rural Teledensity	43.82
<b>Wireline Subscribers</b>	
Total Wireline Subscribers	28.03 Million
% change over the previous quarter	-1.66%
Urban Subscribers	22.21 Million
Rural Subscribers	5.81 Million
Market share of Private Operators	23.09%
Market share of PSU Operators	76.91%
Teledensity	2.25
Urban Teledensity	5.80
Rural Teledensity	0.68
No. of Village Public Telephones (VPT)	587,201
No. of Public Call Office (PCO)	912,628

<b>Internet / Broadband Subscribers</b>	
Total Internet Subscribers	259.14 Million
Narrowband subscribers	190.31 Million
Broadband subscribers	68.83 Million
Wired Internet Subscribers	18.55 Million
Wireless Internet Subscribers	240.60 Million
Total Internet Subscribers per 100 population	20.83
<b>Broadcasting &amp; Cable Services</b>	
No. of private satellite TV channels registered with Ministry of I&B	797
Number of private FM Radio Stations	243
Registered DTH Subscribers	67.57 Million
Active DTH Subscribers	38.24 Million
<b>Telecom Financial Data (QE Jun-14)</b>	
Gross Revenue(GR) during the quarter	₹ 62919 Crore
% change in GR over the previous quarter	3.63%
Adjusted Gross Revenue (AGR) during the quarter	₹43852 Crore
% change in AGR over the previous quarter	6.91%
Share of Public sector undertaking's in Access AGR	11.14%
Monthly Average Revenue Per User (ARPU) for Access Services	₹122
<b>Revenue &amp; Usage Parameters (QE Jun-14)</b>	
Monthly ARPU GSM Full Mobility Service	₹ 119
Monthly ARPU CDMA Full Mobility Service	₹ 112
Minutes of Usage (MOU) per subscriber per month GSM Full Mobility Service	390 Minutes
Minutes of Usage (MOU) per subscriber per month CDMA Full Mobility Service	283 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	284 Million
<b>Data Usage of Mobile Users (for the QE Jun-14)</b>	
Data Usage per subscriber per month - GSM	62.16 MB
Data Usage per subscriber per month - CDMA	192.99 MB
Data Usage per subscriber per month – Total(GSM+CDMA)	70.10 MB