

Information Note to the Press (Press Release No.28/2022)

TELECOM REGULATORY AUTHORITY OF INDIA

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For Immediate release

Website: - www.trai.gov.in

“Indian Telecom Services Performance Indicator Report” for the Quarter October-December, 2021

TRAI today has released the **“Indian Telecom Services Performance Indicator Report”** for the Quarter ending 31st December, 2021. 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 October, 2021 to 31st December, 2021 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 and under the link <http://www.trai.gov.in/release-publication/reports/performance-indicators-reports>). Any suggestion or any clarification pertaining to this report, Shri M.P. Tangirala, Pr. Advisor (F&EA), TRAI may be contacted on Tel. +91-11-23221856, Fax. +91-11-23235249 and e-mail: mptangirala@traigov.in.

RAGHUNANDAN VARTHAKAVI

(V. Raghunandan)
Secretary, TRAI

The Indian Telecom Services Performance Indicators

October–December, 2021

Executive Summary

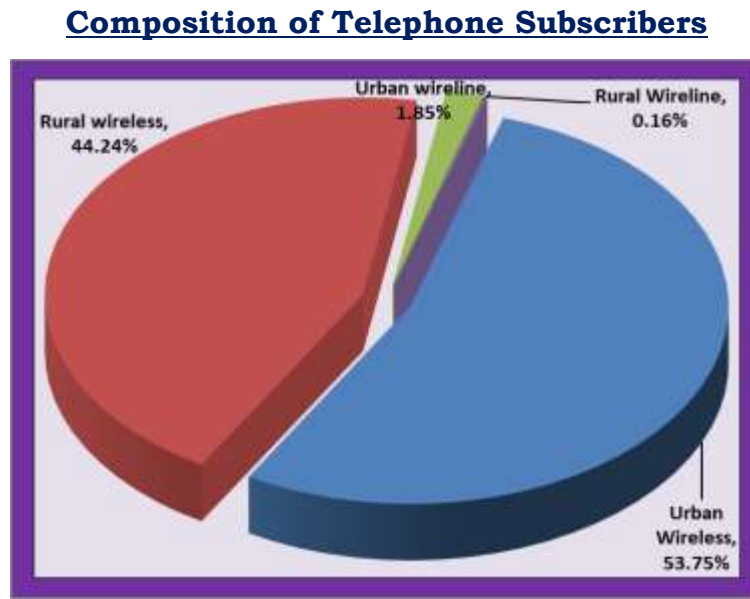
1. The number of telephone subscribers in India decreased from 1,189.15 million at the end of Sep-21 to 1,178.41 million at the end of Dec-21, registering a decline rate of 0.90% over the previous quarter. This reflects Year-On-Year (Y-O-Y) growth rate of 0.39% over the same quarter of the last year. The overall Tele-density in India decreased from 86.89% as in QE Sep-21 to 85.91% as in QE Dec-21.

Trends in Telephone subscribers and Tele-density in India



2. Telephone subscribers in Urban areas decreased from 659.09 million at the end of Sep-21 to 655.20 million at the end of Dec-21 and Urban Tele-density also decreased from 138.72% to 137.26% during the same period.
3. Rural telephone subscribers decreased from 530.06 million at the end of Sep-21 to 523.21 million at the end of Dec-21 and Rural Tele-density also decreased from 59.33% to 58.50% during the same period.

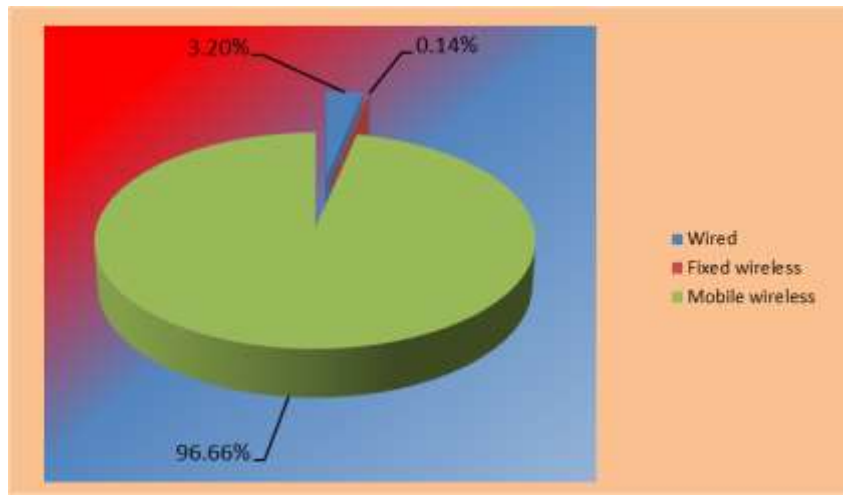
4. Out of the total subscription, the share of Rural subscription decreased from 44.57% at the end of Sep-21 to 44.40% at the end of Dec-21.



5. With a net decrease of 11.40 million subscribers during the quarter, the total wireless subscriber base decreased from 1,166.02 million at the end of Sep-21 to 1,154.62 million at the end of Dec-21, registering a decline rate of 0.98% over the previous quarter. On Y-O-Y basis, wireless subscriptions increased at the rate of 0.07% during the year.
6. Wireless Tele-density decreased from 85.20% at the end of Sep-21 to 84.17% at the end of Dec-21 with quarterly decline rate of 0.98%.
7. Wireline subscribers increased from 23.13 million at the end of Sep-21 to 23.79 million at the end of Dec-21 with a quarterly growth rate of 2.84% and, on Y-O-Y basis, wireline subscriptions also increased by 18.63% at the end of QE Dec-21.
8. Wireline Tele-density increased from 1.69% at the end of Sep-21 to 1.73% at the end of Dec-21 with quarterly growth rate of 2.60%.

9. Total number of Internet subscribers decreased from 834.29 million at the end of Sep-21 to 829.30 million at the end of Dec-21, registering a quarterly decline rate of 0.60%. Out of 829.30 million internet subscribers, number of Wired Internet subscribers are 26.58 million and number of Wireless Internet subscribers are 802.72 million.

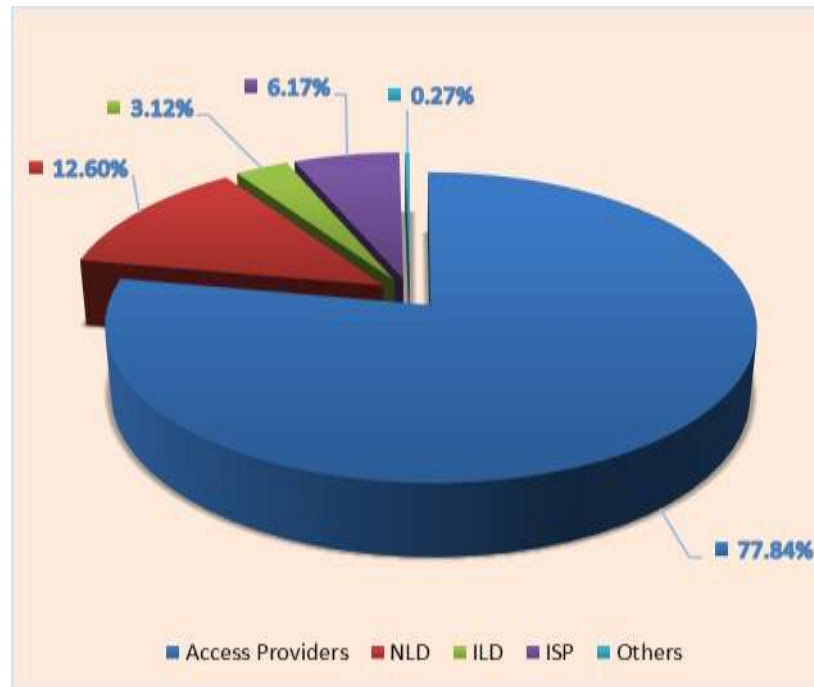
Composition of internet subscription



- 10. The Internet subscriber base is comprised of Broadband Internet subscriber base of 792.09 million and Narrowband Internet subscriber base of 37.21 million.
- 11. The broadband Internet subscriber base decreased by 0.35% from 794.88 million at the end of Sep-21 to 792.08 million at the end of Dec-21. The narrowband Internet subscriber base also declined by 5.57% from 39.41 million at the end of Sep-21 to 37.21 million at the end of Dec-21.
- 12. Monthly Average Revenue per User (ARPU) for wireless service increased by 5.55%, from Rs.108.16 in QE Sep-21 to Rs.114.16 in QE Dec-21. On Y-O-Y basis, monthly ARPU for wireless service increased by 12.31% in this quarter.

13. Prepaid ARPU per month increased from Rs.102.16 in QE Sep-21 to Rs.107.98 in QE Dec-21, however, Postpaid ARPU per month decreased from Rs.212.28 in QE Sep-21 to Rs.210.33 in QE Dec-21.
14. On all India average, the overall Minutes of Usage (MOU) per subscriber per month for wireless service increased by 3.33% from 827 in QE Sep-21 to 854 in QE Dec-21.
15. Prepaid MOU per subscriber per month increased from 837 in QE Sep-21 to 868 in QE Dec-21. Postpaid MOU per subscriber per month decreased from 649 in QE Sep-21 to 638 in QE Dec-21.
16. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the Q.E. Dec-21 has been Rs.69,695/- Crore and Rs.55,151/- Crore respectively. GR increased by 3.56% and AGR increased by 3.07% in Q.E. Dec-21, as compared to previous quarter.
17. The Y-O-Y growth in GR and AGR in Q.E. Dec-21 over the same quarter in last year has been -2.64% and 15.81% respectively.
18. Pass-through charges increased from Rs.13,790 Crore in QE Sep-21 to Rs.14,544 Crore in QE Dec-21 with quarterly growth rate of 5.47%. The Y-O-Y decline rate of 39.31% has been recorded in pass-through charges for QE Dec-21.
19. The License Fee increased from Rs.4,271 Crore for the QE Sep-21 to Rs.4,541 Crore for the QE Dec-21. The quarterly and the Y-O-Y growth rates of license fee are 6.34% and 19.21% respectively in this quarter.

Service-wise composition of Adjusted Gross Revenue



20. Access services contributed 77.84% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee, Spectrum Usage Charges (SUC) and Pass Through Charges increased by 3.30%, 1.20%, 1.19%, 1.11% and 12.10% respectively in QE Dec-21.
21. 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
<ul style="list-style-type: none"> ❖ “Fault repair” Fault incidences No. of faults per 100 subs/month) ≤ 7 ❖ % Fault repaired by next working day (for urban areas) $\geq 85\%$ ❖ “Mean time to Repair” (MTTR) $\leq 10\text{Hs}$ ❖ %age of calls answered by the operators (voice to voice) within 90 seconds $\geq 95\%$ ❖ Time taken for refund of deposits after closures 100% within 60 days 	<ul style="list-style-type: none"> ❖ “Accessibility of call centre/ customer care $\geq 95\%$

22. The performance of Cellular Mobile service providers in terms of Quality of Service (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
<ul style="list-style-type: none"> ❖ Worst affected BSs due to down-time (%age) ❖ Up Link (UL) Packet Drop Rate or UL-PDR $\leq 2\%$ ❖ Resolution of billing/charging/validity complaints 100% within 6 weeks ❖ %age of calls answered by the operators (voice to voice) within 90 Seconds 	<ul style="list-style-type: none"> ❖ %age requests for Termination / Closure of service complied within 7 days

23. A total number of 909 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking and downlinking.
24. As per the reporting done by broadcasters in pursuance of the Tariff Order dated 3rd March 2017 as amended, out of 893 permitted satellite TV channels which are available for downlinking in India, there are 350 satellite pay TV channels. Out of 350 pay channels, 253 are SD satellite pay TV channels and 97 are HD satellite pay TV channels.
25. Since the introduction of DTH Sector in the year 2003, Indian DTH (direct-to-home) services have displayed a phenomenal growth. During the QE 31st December 2021, there were 4 pay DTH service providers in the country.
26. Pay DTH has attained total active subscriber base of around 68.52 million in QE 31st December 2021. This is in addition to the subscribers of the DD Free Dish (free DTH services of Doordarshan).
27. Apart from the radio channels operated by All India Radio – the public broadcaster, as per the data reported by FM Radio operators to TRAI, as on 31st December 2021, there are 386 operational private FM Radio channels in 113 cities operated by 36 private FM Radio operators.
28. The advertisement revenue reported by FM Radio operators during the quarter ending 31st December 2021 in respect of 386 private FM Radio channels is Rs 421.74 crore as against Rs 294.78 crore in respect of 385 private FM Radio channels for the previous quarter i.e. 30th September, 2021.
29. As per data received from MIB, as on 31st December 2021, 343 Community Radio Stations are operational in the country.

SNAPSHOT

(Data as on Q.E. 31st December, 2021)

Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,178.41 Million
% change over the previous quarter	-0.90%
Urban Subscribers	655.20 Million
Rural Subscribers	523.21 Million
Market share of Private Operators	89.14%
Market share of PSU Operators	10.86%
Tele-density	85.91%
Urban Tele-density	137.26%
Rural Tele-density	58.50%
Wireless Subscribers	
Total Wireless Subscribers	1,154.62 Million
% change over the previous quarter	-0.98%
Urban Subscribers	633.34 Million
Rural Subscribers	521.28 Million
Market share of Private Operators	89.81%
Market share of PSU Operators	10.19%
Tele-density	84.17%
Urban Tele-density	132.68%
Rural Tele-density	58.28%
Total Wireless Data Usage during the quarter	34,608 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	63,417
Number of Very Small Aperture Terminals (VSAT)	2,88,848
Wireline Subscribers	
Total Wireline Subscribers	23.79 Million
% change over the previous quarter	2.84%
Urban Subscribers	21.86 Million
Rural Subscribers	1.93 Million
Market share of PSU Operators	43.50%
Market share of Private Operators	56.50%
Tele-density	1.73%
Rural Tele-density	0.22%
Urban Tele-density	4.58%
No. of Village Public Telephones (VPT)	68,606
No. of Public Call Office (PCO)	73,634

Telecom Financial Data	
Gross Revenue (GR) during the quarter	Rs.69,695 Crore
% change in GR over the previous quarter	3.56%
Adjusted Gross Revenue (AGR) during the quarter	Rs.55,151 Crore
% change in AGR over the previous quarter	3.07%
Share of Public sector undertakings in Access AGR	5.22%
Internet/Broadband Subscribers	
Total Internet Subscribers	829.30 Million
% change over previous quarter	-0.60%
Narrowband subscribers	37.21 Million
Broadband subscribers	792.09 Million
Wired Internet Subscribers	26.58 Million
Wireless Internet Subscribers	802.72 Million
Urban Internet Subscribers	496.20 Million
Rural Internet Subscribers	333.10 Million
Total Internet Subscribers per 100 population	60.46
Urban Internet Subscribers per 100 population	103.95
Rural Internet Subscribers per 100 population	37.25
Broadcasting & Cable Services	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking only/both uplinking and downlinking	909
Number of Pay TV Channels as reported by broadcasters	350
Number of private FM Radio Stations (excluding All India Radio)	386
Number of total active subscribers with pay DTH operators	68.52 Million
Number of Operational Community Radio Stations	343
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service	Rs.114.16
Minutes of Usage (MOU) per subscriber per month - Wireless Service	854 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	150.25 Million
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	14.97 GB
Average revenue realization per subscriber per GB wireless data during the quarter	Rs.9.91