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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 26th July, 2022

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

"Indian Telecom Services Performance Indicator Report" for the Quarter January-March, 2022

TRAI today has released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending 31st March, 2022. 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 January, 2022 to 31st March, 2022 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@trai.gov.in.

V. Raghunandan

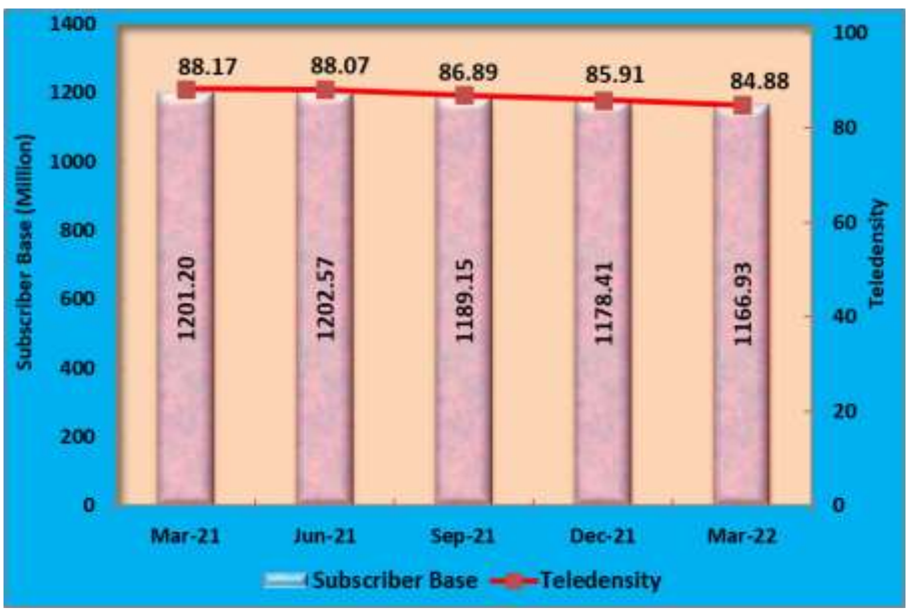
(V. Raghunandan)
Secretary, TRAI

The Indian Telecom Services Performance Indicators
January–March, 2022

Executive Summary

1. The number of telephone subscribers in India decreased from 1,178.41 million at the end of Dec-21 to 1,166.93 million at the end of Mar-22, registering a decline rate of 0.97% over the previous quarter. This reflects Year-On-Year (Y-O-Y) decline rate of 2.85% over the same quarter of the last year. The overall Tele-density in India decreased from 85.91% as in QE Dec-21 to 84.88% as in QE Mar-22.

Trends in Telephone subscribers and Tele-density in India

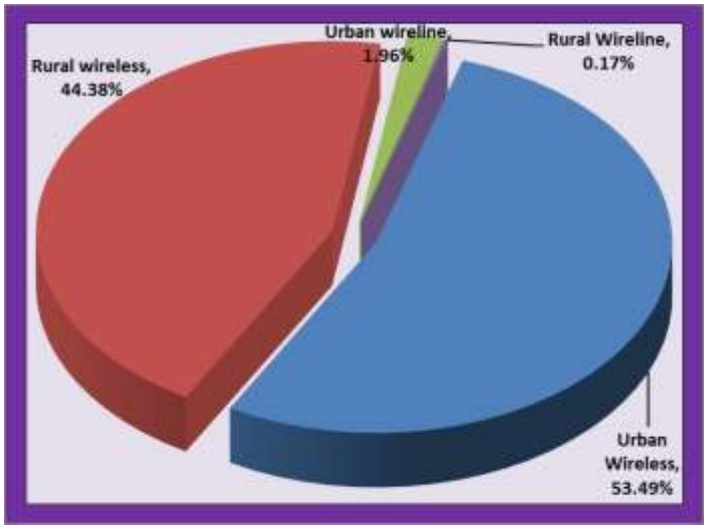


2. Telephone subscribers in Urban areas decreased from 655.20 million at the end of Dec-21 to 647.11 million at the end of Mar-22 and Urban Tele-density also decreased from 137.26% to 134.94% during the same period.

3. Rural telephone subscribers decreased from 523.21 million at the end of Dec-21 to 519.82 million at the end of Mar-22 and Rural Tele-density also decreased from 58.50% to 58.07% during the same period.

4. Out of the total subscription, the share of Rural subscription increased from 44.40% at the end of Dec-21 to 44.55% at the end of Mar-22.

Composition of Telephone Subscribers



5. With a net decrease of 12.53 million subscribers during the quarter, the total wireless subscriber base decreased from 1,154.62 million at the end of Dec-21 to 1,142.09 million at the end of Mar-22, registering a decline rate of 1.08% over the previous quarter. On Y-O-Y basis, wireless subscriptions decreased at the rate of 3.29% during the year.

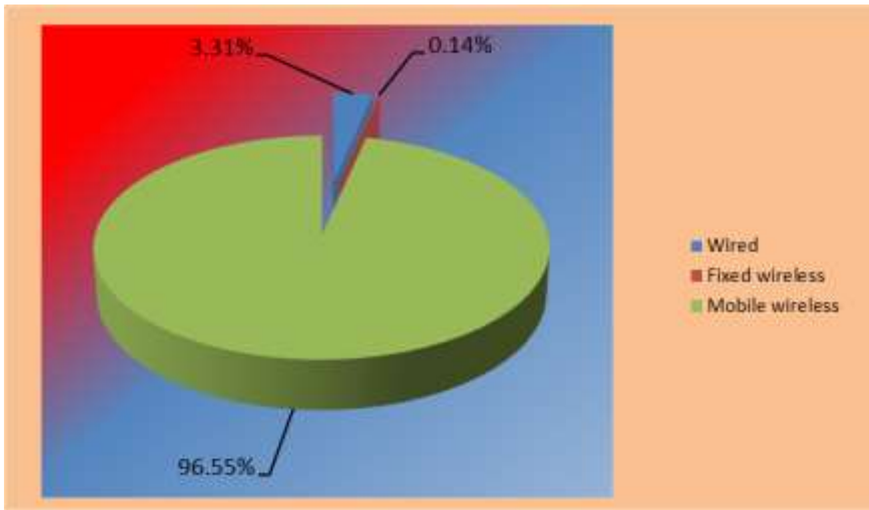
6. Wireless Tele-density decreased from 84.17% at the end of Dec-21 to 83.07% at the end of Mar-22 with quarterly decline rate of 1.31%.

7. Wireline subscribers increased from 23.79 million at the end of Dec-21 to 24.84 million at the end of Mar-22 with a quarterly growth rate of 4.42% and, on Y-O-Y basis, wireline subscriptions also increased by 22.73% at the end of QE Mar-22.

8. Wireline Tele-density increased from 1.73% at the end of Dec-21 to 1.81% at the end of Mar-22 with quarterly growth rate of 4.19%.

9. Total number of Internet subscribers decreased from 829.30 illion at the end of Dec-21 to 824.89 million at the end of Mar-22, registering a quarterly decline rate of 0.53%. Out of 824.89 million internet subscribers, number of Wired Internet subscribers are 27.27 million and number of Wireless Internet subscribers are 797.61 million.

Composition of internet subscription



10. The Internet subscriber base is comprised of Broadband Internet subscriber base of 788.30 million and Narrowband Internet subscriber base of 36.59 million.

11. The broadband Internet subscriber base decreased by 0.48% from 792.08 million at the end of Dec-21 to 788.30 million at the end of Mar-22. The narrowband Internet subscriber base also declined by 1.66% from 37.21 million at the end of Dec-21 to 36.59 million at the end of Mar-22.

12. Monthly Average Revenue per User (ARPU) for wireless service increased by 11.40%, from Rs.114.16 in QE Dec-21 to Rs.127.17 in QE Mar-22. On Y-O-Y basis, monthly ARPU for wireless service increased by 22.77% in this quarter.

13. Prepaid ARPU per month increased from Rs.107.98 in QE Dec-21 to Rs.121.91 in QE Mar-22, however, Postpaid ARPU per month decreased from Rs.210.33 in QE Dec-21 to Rs.200.56 in QE Mar-22.

14. On all India average, the overall Minutes of Usage (MOU) per subscriber per month for wireless service increased by 11.81% from 854 in QE Dec-21 to 955 in QE Mar-22.

15. Prepaid MOU per subscriber per month increased from 868 in QE Dec-21 to 972 in QE Mar-22. Postpaid MOU per subscriber per month also increased from 638 in QE Dec-21 to 721 in QE Mar-22.

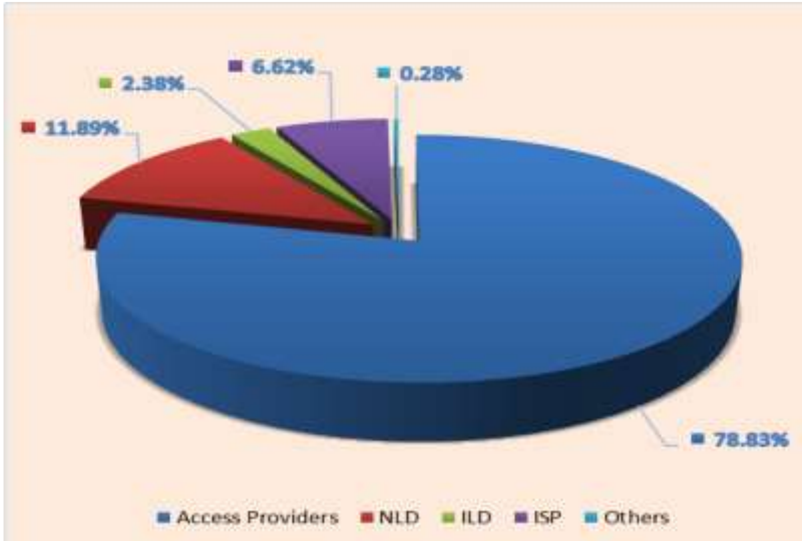
16. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the Q.E. Mar-22 has been Rs.76,387/- Crore and Rs.58,886/- Crore respectively. GR increased by 9.60% and AGR increased by 6.77% in Q.E. Mar-22, as compared to previous quarter.

17. The Y-O-Y growth in GR and AGR in Q.E. Mar-22 over the same quarter in last year has been 14.38% and 21.20% respectively.

18. Pass-through charges increased from Rs.14,544 Crore in QE Dec-21 to Rs.17,501 Crore in QE Mar-22 with quarterly growth rate of 20.33%. The Y-O-Y decline rate of 3.82% has been recorded in pass-through charges for QE Mar-22.

19. The License Fee increased from Rs.4,541 Crore for the QE Dec-21 to Rs.4,712 Crore for the QE Mar-22. The quarterly and the Y-O-Y growth rates of license fee are 3.76% and 18.44% respectively in this quarter.

Service-wise composition of Adjusted Gross Revenue



20. Access services contributed 78.83% 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 10.02%, 8.13%, 8.16%, 9.44% and 17.19% respectively in QE Mar-22.

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
❖ % Fault repaired by next working day (for urban areas) ≥ 85% ❖ Mean time to Repair” (MTTR) ≤10Hs ❖ Accessibility of call centre/ customer care ≥ 95% ❖ %age of calls answered by the operators (voice to voice) within 90 seconds ≥ 95% ❖ Time taken for refund of deposits after closures 100% within 60 days	❖ %age of request for Termination / closure of service complied within 7 days 100% within 7 days

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
❖ Network QoS DCR Spatial Distribution Measure [Network_ QSD (90,90)] ≤ 2% ❖ Network QoS DCR Temporal Distribution Measure [Network_ QTD (97,90)] ≤ 3% ❖ %age requests for Termination / Closure of service complied within 7 days.	❖ Accessibility of call centre/ customer care ≥95% ❖ %age of calls answered by the operators (voice to voice) within 90 Seconds

23. A total of approximately 898 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/ downlinking only / both uplinking & downlinking.

24. As per the reporting done by broadcasters in pursuance of the Tariff Order dated 3rd March 2017 as amended, out of 885 permitted satellite TV channels which are available for downlinking in India, there are 345 satellite pay TV channels as on 31st March 2022. Out of 345 pay channels, 248 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 March 2022, there were 4 pay DTH service providers in the country.

26. Pay DTH has attained total active subscriber base of around 66.92 million in QE 31st March 2022. 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 March 2022, 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 March 2022 in respect of 386 private FM Radio channels is Rs 362.63 crore as against Rs 421.74 crore in respect of 386 private FM Radio channels for the previous quarter i.e. 31st December 2021.

29. As on 31st March 2022, 349 Community Radio Stations are operational in the country.

SNAPSHOT

(Data as on Q.E. 31st March, 2022)	
Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,166.93 Million
% change over the previous quarter	-0.97%
Urban Subscribers	647.11 Million
Rural Subscribers	519.82 Million
Market share of Private Operators	89.10%
Market share of PSU Operators	10.90%
Tele-density	84.88%
Urban Tele-density	134.94%
Rural Tele-density	58.07%
Wireless Subscribers	
Total Wireless Subscribers	1,142.09 Million
% change over the previous quarter	-1.08%
Urban Subscribers	624.23 Million
Rural Subscribers	517.86 Million
Market share of Private Operators	89.76%
Market share of PSU Operators	10.24%
Tele-density	83.07%
Urban Tele-density	130.17%
Rural Tele-density	57.85%
Total Wireless Data Usage during the quarter	35,885 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	66,392
Number of Very Small Aperture Terminals (VSAT)	2,79,333
Wireline Subscribers	
Total Wireline Subscribers	24.84 Million
% change over the previous quarter	4.42%
Urban Subscribers	22.88 Million
Rural Subscribers	1.96 Million
Market share of PSU Operators	41.07%
Market share of Private Operators	58.93%
Tele-density	1.81%
Rural Tele-density	0.22%
Urban Tele-density	4.77%
No. of Village Public Telephones (VPT)	68,606
No. of Public Call Office (PCO)	66,154

Telecom Financial Data	
Gross Revenue (GR) during the quarter	Rs.76,387 Crore
% change in GR over the previous quarter	9.60%
Adjusted Gross Revenue (AGR) during the quarter	Rs.58,886 Crore
% change in AGR over the previous quarter	6.77%
Share of Public sector undertakings in Access AGR	4.17%
Internet/Broadband Subscribers	
Total Internet Subscribers	824.89 Million
% change over previous quarter	-0.53%
Narrowband subscribers	36.59 Million
Broadband subscribers	788.30 Million
Wired Internet Subscribers	27.27 Million
Wireless Internet Subscribers	797.61 Million
Urban Internet Subscribers	493.08 Million
Rural Internet Subscribers	331.81 Million
Total Internet Subscribers per 100 population	60
Urban Internet Subscribers per 100 population	102.82
Rural Internet Subscribers per 100 population	37.06
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	898
Number of Pay TV Channels as reported by broadcasters	345
Number of private FM Radio Stations (excluding All India Radio)	386
Number of total active subscribers with pay DTH operators	66.92 Million
Number of Operational Community Radio Stations	349
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service	Rs.127.17
Minutes of Usage (MOU) per subscriber per month - Wireless Service	955 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	137.74 Million
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	15.80 GB
Average revenue realization per subscriber per GB wireless data during the quarter	Rs.10.47