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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 21st August, 2023

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

"Indian Telecom Services Performance Indicator Report" for the Quarter January-March, 2023

TRAI today has released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending 31st March, 2023. 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, 2023 to 31st March, 2023 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 Amit Sharma, Advisor (F&EA), TRAI may be contacted on Tel. +91-11-23234367 and e-mail: advfea2@trai.gov.in.

V. Raghunandan

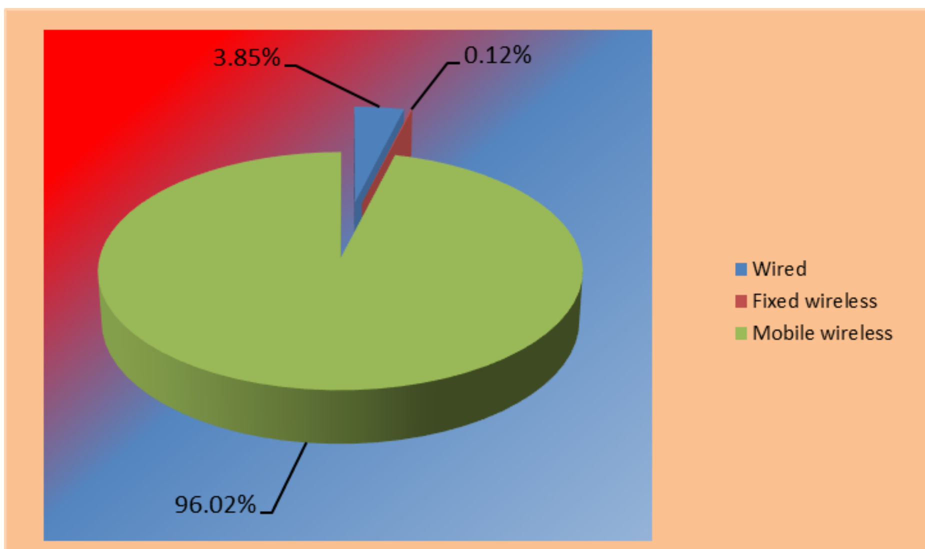
(V. Raghunandan)
Secretary, TRAI

The Indian Telecom Services Performance Indicators
January–March, 2023

Executive Summary

1. Total number of Internet subscribers increased from 865.90 million at the end of Dec-22 to 881.25 million at the end of Mar-23, registering a quarterly growth rate of 1.77%. Out of 881.25 million internet subscribers, number of Wired Internet subscribers are 33.94 million and number of Wireless Internet subscribers are 847.31 million.

Composition of internet subscription



2. The Internet subscriber base is comprised of Broadband Internet subscriber base of 846.57 million and Narrowband Internet subscriber base of 34.69 million.

3. The broadband Internet subscriber base increased by 1.73% from 832.20 million at the end of Dec-22 to 846.57 million at the end of Mar-23. The narrowband Internet subscriber base increased by 2.94% from 33.70 million at the end of Dec-22 to 34.69 million at the end of Mar-23.

4. Wireline subscribers increased from 27.45 million at the end of Dec-22 to 28.41 million at the end of Mar-23 with a quarterly growth rate of 3.48% and, on Y-O-Y basis, wireline subscriptions also increased by 14.37% at the end of QE Mar-23.

5. Wireline Tele-density increased from 1.98% at the end of Dec-22 to 2.05% at the end of Mar-23 with quarterly growth rate of 3.25%.

6. Monthly Average Revenue per User (ARPU) for wireless service increased by 0.83%, from Rs.141.14 in QE Dec-22 to Rs.142.32 in QE Mar-23. On Y-O-Y basis, monthly ARPU for wireless service increased by 11.91% in this quarter.

7. Prepaid ARPU per month increased from Rs.137.71 in QE Dec-22 to Rs.139.63 in QE Mar-23, however, Postpaid ARPU per month decreased from Rs.182.30 in QE Dec-22 to Rs.173.50 in QE Mar-23.

8. On an all-India average, the overall MOU per subscriber per month increased by 2.97% from 919 in Q.E. Dec-2022 to 946 in Q.E. Mar-2023.

9. Prepaid MOU per subscriber per month increased from 950 in QE Dec-22 to 983 in QE Mar-23. Postpaid MOU per subscriber per month decreased from 542 in QE Dec-22 to 518 in QE Mar-23.

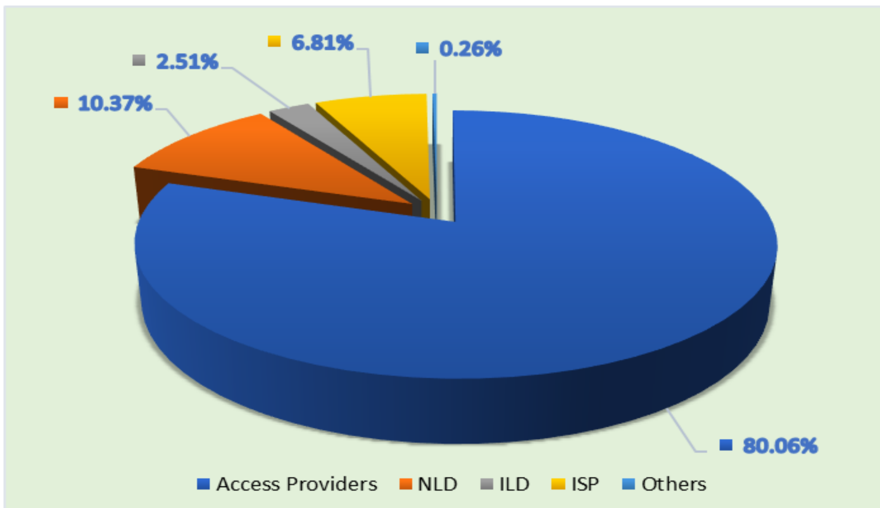
10. Gross Revenue (GR), Applicable Gross Revenue (ApGR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the Q.E. Mar-23 has been Rs.85,356/- Crore, Rs.78,631 crore and Rs.64,494/- Crore respectively. GR decreased by 3.19%, ApGR increased by 2.62% and AGR increased by 2.53% in Q.E. Mar-23, as compared to previous quarter.

11. The Y-O-Y rate of growth in GR, ApGR and AGR in Q.E. Mar-23 over the same quarter in last year has been 11.69%, 11.12% and 9.52% respectively.

12. Pass-through charges increased from Rs.14,381 Crore in QE Dec-22 to Rs.14,725 Crore in QE Mar-23 with quarterly growth rate of 2.39%. The Y-O-Y rate of growth 8.53% has been recorded in pass-through charges for QE Mar-23.

13. The License Fee increased from Rs.5,031 Crore for the QE Dec-22 to Rs.5,159 Crore for the QE Mar-23. The quarterly and the Y-O-Y rates of growth in license fee are 2.53% and 9.47% respectively in this quarter.

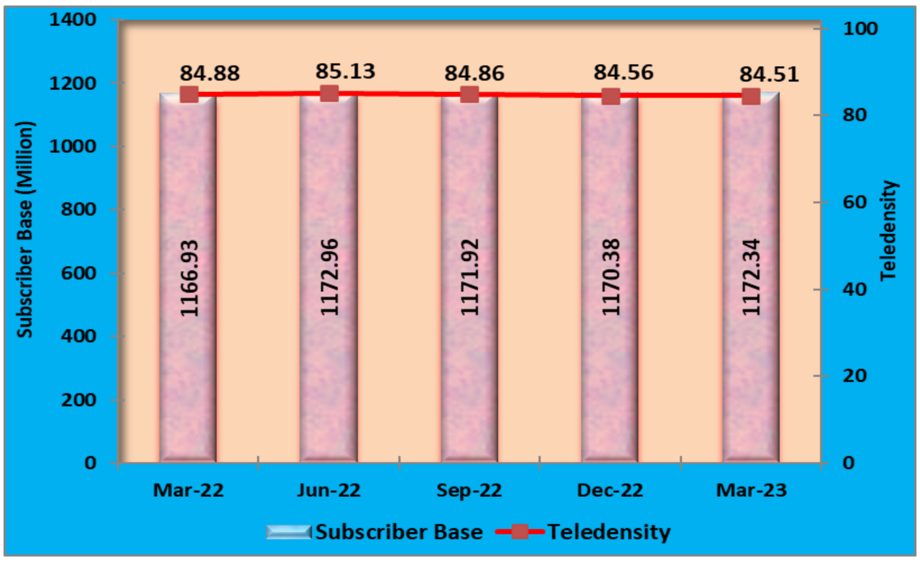
Service-wise composition of Adjusted Gross Revenue



14. Access services contributed 80.06% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Applicable Gross Revenue (ApGR), Adjusted Gross Revenue (AGR), License Fee, Spectrum Usage Charges (SUC) and Pass Through Charges increased by -5.14%, 1.60%, 1.19%, 1.19%, -6.99% and 3.51% respectively in QE Mar-23.

15. The number of telephone subscribers in India increased from 1,170.38 million at the end of Dec-22 to 1,172.34 million at the end of Mar-23, registering a growth rate of 0.17% over the previous quarter. This reflects Year-On-Year (Y-O-Y) rate of growth 0.46% over the same quarter of the last year. The overall Tele-density in India decreased from 84.56% as in QE Dec-22 to 84.51% as in QE Mar-23.

Trends in Telephone subscribers and Tele-density in India

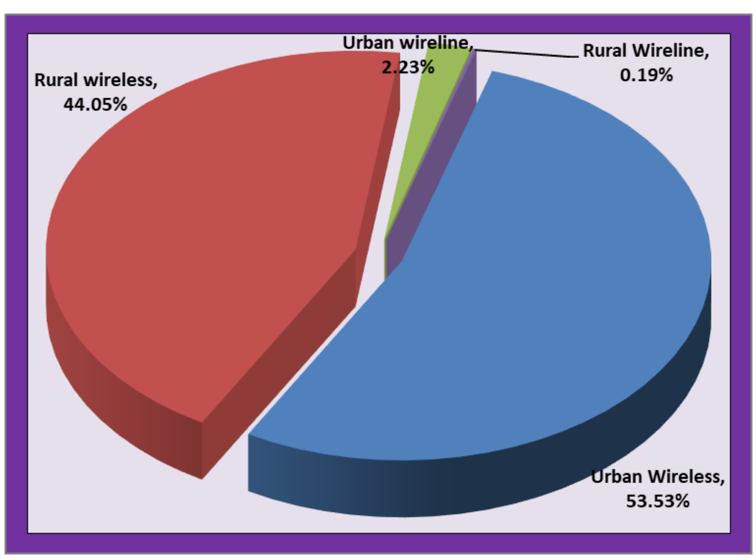


16. Telephone subscribers in Urban areas increased from 652.39 million at the end of Dec-22 to 653.71 million at the end of Mar-23 however, Urban Tele-density decreased from 134.16% to 133.81% during the same period.

17. Rural telephone subscribers increased from 517.99 million at the end of Dec-22 to 518.63 million at the end of Mar-23 and Rural Tele-density also increased from 57.69% to 57.71% during the same period.

18. Out of the total subscription, the share of Rural subscription decreased from 44.26% at the end of Dec-22 to 44.24% at the end of Mar-23.

Composition of Telephone Subscribers



19. With a net increase of 1 million subscribers during the quarter, the total wireless subscriber base increased from 1,142.93 million at the end of Dec-22 to 1,143.93 million at the end of Mar-23, registering a growth rate of 0.09% over the previous quarter. On Y-O-Y basis, wireless subscriptions increased at the rate of 0.16% during the year.

20. Wireless Tele-density decreased from 82.57% at the end of Dec-22 to 82.46% at the end of Mar-23 with quarterly decline rate of 0.14%.

21. During this quarter, the following parameters in terms of QoS benchmarks have been fully complied by wireline service providers: -

i. 'Fault repair' Fault incidences No. of faults per 100 subs/month) ≤ 7
ii. Point of Interconnection'(POI) Congestion (No. of PoIs not meeting benchmark) ≤ 0.5%
iii. 'Metering and Billing 'Metering and billing credibility- post-paid ≤ 0.1%
iv. Metering and billing credibility- pre-paid ≤ 0.1%
v. Resolution of billing/charging/Credit & validity complaints 98% within 4 weeks
vi. Resolution of billing/charging Credit & validity complaints 100% within 4 weeks
vii. Period of applying credit/waiver/adjustment to customer's 100% within 1 week of resolution of complaint

22. The following parameters have shown improvement, as compared to the previous quarter, in QoS by wireline service providers: -

- % Fault repaired within 5 days (for urban areas) 100%
- % Fault repaired within 7 days (for rural and hilly areas) 100%
- Time taken for refund of deposits after closures 100% within 60 days

23. The following parameters have shown deterioration as compared to the previous quarter, in QoS by wireline service providers: -

- % 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 ninety seconds ≥ 95%
- Termination / closure of service ≤ 7 days

24. During this quarter, list of Parameters which are fully complied, as compared to the previous quarter, by all the Cellular Mobile service providers: -

i. BS Accumulated down-time (not available for service) (%age) ≤ 2%
ii. Worst affected BSs due to down-time (%age) ≤ 2%
iii. Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network) ≥ 95%
iv. SDCCH/ Paging Channel Congestion/ RRC Congestion (% age) ≤ 1%
v. TCH, RAB and E-RAB congestion (%age) ≤ 2%
vi. Network QoS DCR Spatial Distribution Measure [Network_ QSD (90,90)] ≤ 2%
vii. Network QoS DCR Temporal Distribution Measure [Network_ QTD (97,90)] ≤ 3%
viii. Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality ≥ 95%
ix. Down Link (DL) Packet Drop Rate or DL-PDR ≤ 2%
x. Up Link (UL) Packet Drop Rate or UL-PDR ≤ 2%
xi. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) ≤ 0.5%
xii. Metering and billing credibility - postpaid ≤ 0.1%
xiii. Metering and billing credibility – prepaid ≤ 0.1%

xiv. Resolution of billing/charging/validity complaints - 98% within 4 weeks

xv. Resolution of billing/charging/validity complaints - 100% within 6 weeks

xvi. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution - within 1 week of resolution of complaint

xvii. Termination / Closure of service < 7 days

xviii. Time taken for refund of deposits after closures (100% within 60 days)

25. The following parameters have shown deteriorated, as compared to the previous quarter, in QoS by Cellular Mobile service providers: -

- Accessibility of call centre/customer care ≥ 95%
- % age of calls answered by the operators (voice to voice) within ninety seconds ≥ 95%

26. A total of approximately 903 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking & downlinking.

27. As per the reporting done by broadcasters in pursuance of the Tariff Order dated 3rd March 2017 as amended, out of 892 permitted satellite TV channels which are available for downlinking in India, there are 358 satellite pay TV channels as on 31st March 2023. Out of 358 pay channels, 254 are SD satellite pay TV channels and 104 are HD satellite pay TV channels.

28. 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 2023, there were 4 pay DTH service providers in the country.

29. Pay DTH has attained total active subscriber base of around 65.25 million. This is in addition to the subscribers of the DD Free Dish (free DTH

services of Doordarshan). The total active subscriber base has decreased from 66.62 million in QE December 2022 to 65.25 million in QE March 2023.

30. 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 2023, there are 388 operational private FM Radio channels in 113 cities operated by 36 private FM Radio operators. As compared to the previous quarter, there is no change in the number of operational private FM Radio channels, cities and FM Radio operators.

31. The advertisement revenue reported by FM Radio operators during the quarter ending 31st March 2023 in respect of 388 private FM Radio channels is Rs 388.97 crore as against Rs 427.18 crore in respect of 388 private FM Radio channels for the previous quarter.

32. As on 31st March 2023, 427 Community Radio stations are operational.

SNAPSHOT

(Data as on Q.E. 31st March, 2023)	
Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,172.34 Million
% change over the previous quarter	0.17%
Urban Subscribers	653.71 Million
Rural Subscribers	518.63 Million
Market share of Private Operators	90.15%
Market share of PSU Operators	9.85%
Tele-density	84.51%
Urban Tele-density	133.81%
Rural Tele-density	57.71%
Wireless Subscribers	
Total Wireless Subscribers	1,143.93 Million
% change over the previous quarter	0.09%
Urban Subscribers	627.54 Million
Rural Subscribers	516.38 Million
Market share of Private Operators	90.73%
Market share of PSU Operators	9.27%
Tele-density	82.46%
Urban Tele-density	128.45%
Rural Tele-density	57.46%
Total Wireless Data Usage during the quarter	41,790 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	67,820
Number of Very Small Aperture Terminals (VSAT)	2,56,170
Wireline Subscribers	
Total Wireline Subscribers	28.41 Million
% change over the previous quarter	3.48%
Urban Subscribers	26.16 Million
Rural Subscribers	2.25 Million
Market share of PSU Operators	33.15%
Market share of Private Operators	66.85%
Tele-density	2.05%
Rural Tele-density	0.25%
Urban Tele-density	5.36%
No. of Village Public Telephones (VPT)	68,606
No. of Public Call Office (PCO)	42,135

Telecom Financial Data	
Gross Revenue (GR) during the quarter	Rs. 85,356 Crore
% change in GR over the previous quarter	-3.19%
Applicable Gross Revenue (ApGR) during quarter	Rs. 78,631 Crore
% change in ApGR over the previous quarter	2.62%
Adjusted Gross Revenue (AGR) during the quarter	Rs. 64,494 Crore
% change in AGR over the previous quarter	2.53%
Share of Public sector undertakings in Access AGR	4.39%
Internet/Broadband Subscribers	
Total Internet Subscribers	881.25 Million
% change over previous quarter	1.77%
Narrowband subscribers	34.69 Million
Broadband subscribers	846.57 Million
Wired Internet Subscribers	33.94 Million
Wireless Internet Subscribers	847.31 Million
Urban Internet Subscribers	523.26 Million
Rural Internet Subscribers	357.99 Million
Total Internet Subscribers per 100 population	63.53
Urban Internet Subscribers per 100 population	107.11
Rural Internet Subscribers per 100 population	39.84
No. of Public Wi-Fi Hotspots	1,66,020
Aggregate Data Consumed (GB)	53,42,792
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	903
Number of Pay TV Channels as reported by broadcasters	358
Number of private FM Radio Stations (excluding All India Radio)	388
Number of total active subscribers with pay DTH operators	65.25 Million
Number of Operational Community Radio Stations	427
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service	Rs.142.32
Minutes of Usage (MOU) per subscriber per month - Wireless Service	946 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	78.08 Million
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	17.36 GB
Average revenue realization per GB for wireless data usage during the quarter	Rs.9.94