

Information note to the Press (Press Release No. 59/ 2009)

TELECOM REGULATORY AUTHORITY OF INDIA

For Immediate release

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- **Wireless market grows by 12.93% with addition of 44.87 million subscribers in the quarter ending March 2009.**
- **Internet subscribers increased to 13.54 million at the end of March 2009.**
- **Broadband subscriber base reached 6.22 million at the end of March 2009.**

New Delhi, 13th July, 2009: TRAI today released “The Indian Telecom Services Performance Indicators Report” for the quarter ending March 2009.

Salient features

A. Subscriber Growth:

- (i) The total subscriber base of wireline and wireless services reaches 429.72 million for quarter ending March 2009 as against 384.79 million for quarter ending December 2008, thus registering an increase of 11.68% during the quarter.
- (ii) The tele-density for quarter ending March 2009 reached 36.98 as compared to 33.23 for quarter ending December 2008.
- (iii) The subscriber base for wireless services has increased from 346.89 million for quarter ending December 2008 to 391.76 million for quarter ending March 2009.
- (iv) Subscriber base of Wireline service has increased from 37.90 million for quarter ending December 2008 to 37.96 million for quarter ending March 2009.
- (v) Rural Wireline subscriber base has decreased from 10.68 million for quarter ending December 2008 to 10.58 million for quarter ending March 2009, thus showing a decrease of 0.93%. The rural wireless subscriber base has increased from 93.15 million for quarter ending December 2008 to 109.71 million for quarter ending March 2009, registering a growth of 17.77%.
- (vi) The number of Public Call Offices (PCOs) in the country has increased from 5.98 million for quarter ending December 2008 to 6.20 million for quarter ending March 2009, registering an increase of 3.68%.

B. ARPU Trends:

- (i) For GSM segment, all India blended ARPU per month has decreased by 6.82% from Rs. 220/- in December 2008 to Rs. 205/- in March 2009.
- (ii) For GSM segment, ARPU for postpaid service has shown a decline of 2.8% from Rs. 559/- in December 2008 to Rs. 543/- in March 2009. Prepaid service has also shown a decline of 6% in ARPU from Rs. 192/- in December 2008 to Rs. 181/- in March 2009.
- (iii) For CDMA segment, all India blended ARPU (per month) for the quarter ending March 2009 is Rs. 99/- as compared to Rs. 111/- for the quarter ending December 2008.
- (iv) For CDMA segment, the huge difference between postpaid and prepaid ARPU noticed in the last quarter continued to remain valid for the current quarter as well. Postpaid ARPU has been 5 times that of prepaid ARPU, which perhaps, could be attributed to declining importance of processing fee on recharge coupon/ voucher purchased by prepaid subscribers. The gap is lowest in Circle C (3.68 times) and highest in Circle A (5.59 times).

C. Internet and Broadband Growth:

- (i) Internet wireline subscribers reaches 13.54 million for the quarter ending March 2009 as compared to 12.85 million during the previous quarter registering a growth of approx. 5.30%.
- (ii) The number of Broadband subscribers (with a download speed of 256 Kbps or more) is 6.22 million for the quarter ending March 2009 as against 5.52 million for quarter ending December 2008. The growth rate of broadband subscribers in this quarter is 12.68%.
- (iii) There are 117.82 million wireless Internet subscribers (capable of accessing Internet through mobile handset (GSM/ CDMA)) for the quarter ending March 2009.
- (iv) The Average Revenue Per User (ARPU) for Dial-up Internet subscribers is Rs.236.47/- for the quarter ending March 2009.
- (v) The Minutes of Usage (MoU) for Dial-up access per subscriber/month is 226.58 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:

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December, 2008		March, 2009	
			Out of 84	Out of 84 In %age	Out of 84	Out of 84 In %age
1	Provision of Telephones after registration of demand	100% within 7 Days	41	48.81%	32	38.10%
2	Fault incidences per 100 subs/month	<3	36	42.86%	31	36.90%
3	Fault repaired by next working day	>90%	24	28.57%	19	22.62%
4	MTTR	<8Hrs	21	25.00%	15	17.86%
5	Call Completion Rate (in local network)	>55%	4	4.76%	3	3.57%
6	Metering & billing credibility - % of bills	<0.1%	2	2.38%	2	2.38%
7	Customer Care Service (95% of requests)					
(i)	Shifts	<3 Days	13	15.48%	11	13.10%
(ii)	Closures	<24 hrs.	2	2.38%	0	0.00%
(iii)	Additional Facilities	<24 hrs.	7	8.33%	5	5.95%
8	Response time to the customer for assistance					
(i)	%age of calls answered (electronically)					
	Within 20 sec = 80%	80%	0	0.00%	0	0.00%
	within 40 sec = 95%	95%	0	0.00%	1	1.19%
(ii)	%age of calls answered by operator (voice to voice)					
	Within 60 sec = 80%	80%	0	0.00%	1	1.19%
	within 90 sec = 95%	95%	3	3.57%	4	4.76%
9	Time taken for refund of deposits after closures	100% within 60 days	0	0.00%	2	2.38%

(b) Wireless Service

100 GSM operators and 46 CDMA operators have reported their performance in QOS parameters during the quarter ending March 2009. The comparative statement of the key parameters is given in the following table:-

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending December, 2008		Quarter Ending March, 2009	
			Out Of 140	Out Of 140 (in %)	Out Of 146*	Out Of 146* (in %)
1	Accumulated down time of Community isolation	<24 hrs	0	0.00	0	0.00
2	Call Set-Up Success Rate (Within Licensee's Own network)	>95%	5	3.57	5	3.42
3	Service access delay	<15 Sec	1	0.71	1	0.68
4	Blocked call rate (i) SDCCH/paging channel congestion	<1%	13	9.29	13	8.90
	(ii) TCH Congestion	<2%	15	10.71	12	8.22
5	Call drop rate	<3.0%	6	4.29	3	2.05
6	Connections with good voice quality	>95%	6	4.29	8	5.48
7	Response time to the customer for assistance					
(i)	%age of calls answered (electronically); within 20 seconds = 80%	80%	0	0.00	0	0.00
(ii)	%age of calls answered (electronically); within 40 seconds = 95%	95%	1	0.71	1	0.68
(iii)	%age of calls answered by operator (voice to voice); within 60 seconds = 80%	80%	18	12.86	27	18.49
(iv)	%age of calls answered by operator (voice to voice); within 90 seconds = 95%	95%	48	34.29	43	29.45
8	Complaints per 100 bills issued	<0.1%	2	1.43	2	1.37
9	% Of complaints resolved with 4 weeks	100%	0	0.00	0	0.00
10	Period of all Refunds/Payment due to Customers from the date of resolution of complaints as in (9) above	<4 Weeks	0	0.00	0	0.00

Note : * M/s Tata Teleservices have submitted PMR first time for Assam, J&K and NE service areas in this quarter and M/s Vodafone have submitted PMR first time for Bihar, MP and HP service areas in this quarter. So, total no. of licensees providing PMR is 146.

(c) Broadband Services

As per the reports submitted to TRAI, 95 Internet Service Providers (ISPs) are providing broadband services. Eleven new Service Providers are added in this quarter. Out of these 95 ISPs only 15 Service Providers are having subscriber base more than 10,000 subscribers each and these 15 Service providers share 98.53% of total subscriber base in this quarter.

E. Broadcasting and Cable Services:

- (i) Based on the data received from 19 Broadcasters/their distributors across the country, there are total 130 pay channels in the Quarter ending 31st March 2009. However, the maximum number of Free-to-Air (FTA) and Pay Channels being carried in any particular cable networks as reported by Multi System Operators are 168 and 118 respectively.
- (ii) Maximum number of channels being carried by any of the reported MSO in digital mode is 233; whereas in conventional analogue form, the maximum number of channels being carried by any of the reported MSOs is 100 channels.
- (iii) Apart from All India Radio, there were 245 FM Radio station in operation as on 31st December 2008. During the quarter ending 31st March 2009, no new private FM radio station came into operation.
- (iv) No DTH license was issued during the quarter ending 31st March 2009. Therefore, at present, apart from free DTH service of Doordarshan, there are 6 private DTH licensees. Out of these 6 licensees, 5 licensees are offering pay DTH services to the customers as on 31.03.2009, while remaining one is in the process of rolling out its services. Total number of reported registered subscribers being served by these five Private DTH operators is 13.09 million at the end of March 2009.
- (v) Out of 60 licensees of community radio stations, 41 stations were in operation at the end of December 2008. In the quarter ending 31st March 2009, 7 licenses were issued. Now, out of 67 licensees, 41 stations are in operation.
- (vi) At the end of the quarter ending December 2008, there were 767616 set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. Now, in the quarter ending 31st March 2009, the number of STBs has increased to 770053 in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai
- (vii) At the end of quarter ending December 2008, there were 54 Teleport Service Providers in operation in India. In the quarter ending 31st March 2009, one new license was issued. Now at the end of quarter ending March 2009, 55 Teleport service providers are in operation.

F. Financial Details of Telecom Services.

- (i) The Gross Revenue of the Telecom Service Sector for the IVth Quarter (January – March 2009) of the financial year 2008-09 was Rs.40444.66 Crores as against Rs. 39408.16 Crores for the IIIrd Quarter (October – December 2008) thereby showing an increase by 2.63%. The Adjusted Gross Revenue (AGR) for the quarter ending March 2009 is Rs.29,725.37 Crores as against Rs. 28,940.40 Crores for the previous quarter thereby showing an increase of 2.71%.
- (ii) The Gross Revenue and AGR of the Public Sector units in Telecom Sector is Rs.10599 Crores and Rs.8443 Crores respectively in quarter ending March 2009, as against Rs. 10542 Crores and Rs. 8321 Crores for the previous quarter ending December 2008.
- (iii) The Gross Revenue and AGR of the Private Sector enterprises in Telecom Sector is Rs.29846 Crores and Rs.21282 Crores respectively in the quarter ending March 2009 as against Rs. 28866 Crores and 20619 Crores for the previous quarter ending December 2008.
- (iv) The Share of Public and Private sector enterprises in the total AGR from Telecom Service is 28.40% and 71.60% respectively in quarter ending March 2009 as against 28.75% and 71.25% in the previous quarter ending December 2008.
- (v) Overall % of License Fee paid by Telecom Service Providers to AGR is 8.40% in the quarter ending March 2009 as against 8.46% in previous quarter ending December 2008.
- (vi) The Pass Thru as % of GR for the ILD services is highest at 43.03% followed by NLD at 24.75% and Access Service at 23.88% in the quarter ending March 2009.

The complete compilation is available at TRAI website www.trai.gov.in.

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