

Information Note to the Press (Press Release No. 69/2009)

TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, 1st October 2009

For Immediate release

Website :- www.trai.gov.in

“Indian Telecom Services Performance Indicator Report” for the Quarter ending June 2009.

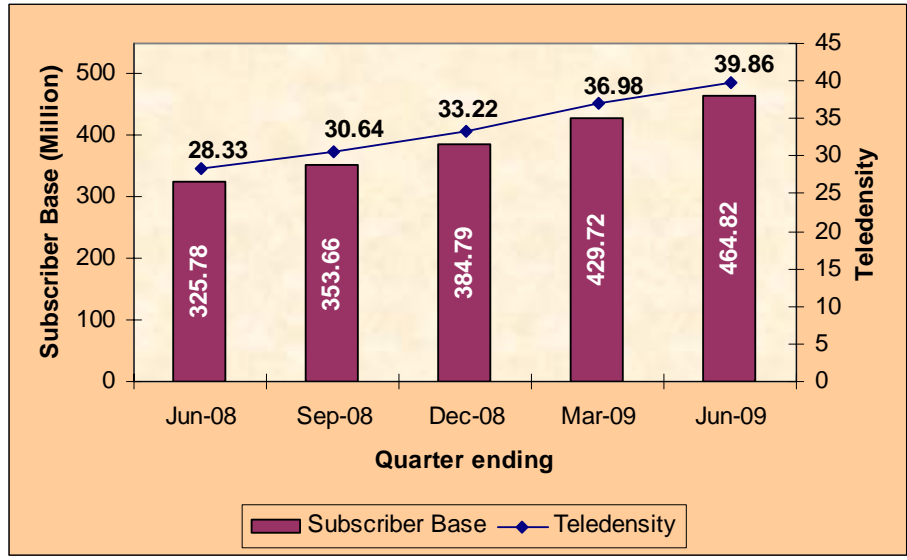
The TRAI today released the **“Indian Telecom Services Performance Indicator Report”** for the Quarter ending June 2009. This Report provides a broad perspective of the Telecom Services and presents the key parameters and growth trends for the Telecom Services in India for the period covering April-June 2009, and is compiled on the basis of information furnished by the Service Providers.

Highlights of the Report

A. Subscriber base

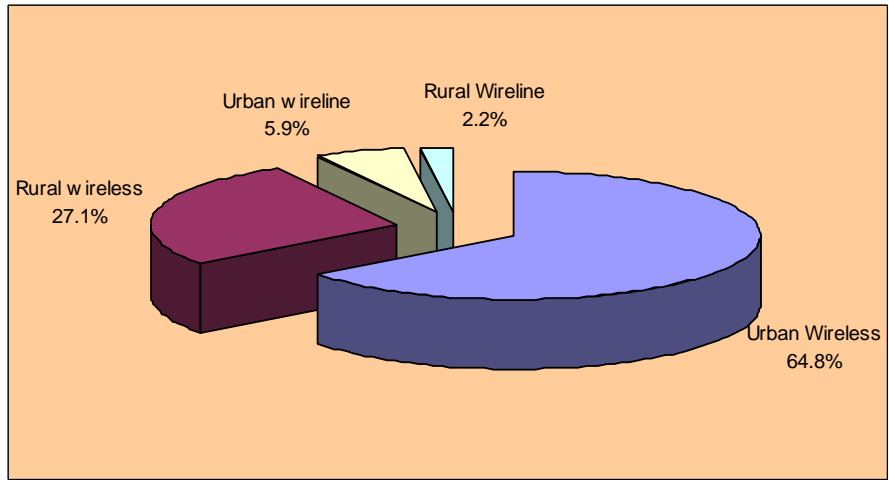
1. The number of telephone subscribers in India increased to 464.82 Million at the end of June-09 from 429.72 Million in Mar-09, registering a growth of 8.17%. With this, the overall Tele-density in India reached 39.86 as on 30th June 2009.

Trends in Telephone subscribers and Teledensity in India



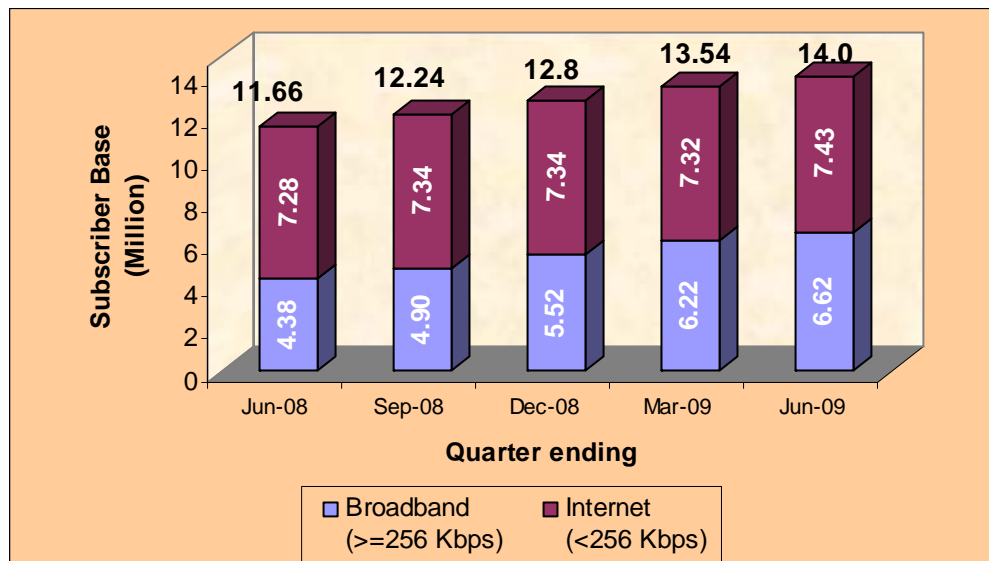
- Subscription in Urban Areas increased to 328.55 Million and Rural subscription increased to 136.27 Million. Rural Teledensity reached 16.61 and urban Teledensity 95.05 at the end of June-09. The share of rural subscribers increased to 29.3% in total subscription.

Composition of Telephone subscribers



3. With 35.53 Million net additions during the Quarter, Total Wireless (GSM + CDMA) subscriber base increased to 427.29 Million at the end of June-09, and wireless Tele-density reached 36.64. Wireless segment accounts for 91.9% of the total telephone subscription at the end of June-09.
4. Wireline subscriber base declined to 37.54 Million at the end of June-09, taking the wireline teledensity to 3.22.
5. Internet subscribers increased to 14.05 million at the end of June 2009 registering a quarterly growth rate of 3.80%. However, this growth rate is lower than the growth rate seen in the previous quarter (5.3%).
6. Share of Broadband subscription in total Internet subscription increased from 46% in Mar-09 to 47% in June-09. 86.66% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

Trends in Internet/Broadband subscription



B. Average Revenue and Usage Trends

7. Average Revenue Per User (ARPU) for GSM-Full Mobility service declined by 10% from Rs. 205 in QE Mar-09 to Rs. 185 in QE Jun-09.
8. ARPU for CDMA – Full mobility service declined by 7.2% from Rs. 99 in QE Mar-09 to Rs. 92 in QE June-09
9. ARPU for dialup Internet usage increased by 2.97% from Rs. 236.47 in QE March 2009 to Rs 243.50 for the quarter ending June 2009
10. MOU per subscriber for GSM – Full mobility service continued to show a declining trend. It declined by 6.19% from 484 in QE Mar-09 to 454 in QE Jun-09. The outgoing MOUs declined by 5.30% and incoming by 7.04%.
11. MOU per subscriber for CDMA-full mobility service declined by 4% from 357 (Q.E March 2009) to 342 (Q.E June 2009). The Outgoing MOUs declined by 2.7% and Incoming MOUs declined by 5.2%.

C. Financial Data

12. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE June-09 has been Rs 39,108.33 Crore and Rs. 29,732.52 Crore respectively. There has been a reduction of 3.3% in GR as compared to previous quarter. AGR has shown slight increase of 0.02% vis-à-vis previous quarter.
13. Average licence fee as percentage of AGR is 8.43% in June-09 as against 8.4% in previous quarter.

D. Quality of Service (QoS) performance

14. The wireline Service Providers met the QoS parameters of Customer Care Service (Closures) and Response time to the customer for assistance [%age of calls answered (electronically) within 20 sec]
15. The performance of wireline service providers improved as compared to the previous quarter, in respect of parameters Provision of Telephones, Faults repaired by next working day, Mean Time to Repair, Call Completion Rate, Customer Care Services (Shifts and Additional Facilities) and Time taken for refund of deposits
16. The wireline service performance has deteriorated in this quarter, as compared to the previous quarter, in respect of Faults incidences, Metering & billing credibility, Response time to the customer for assistance [%age of calls answered (electronically) within 40 sec & %age of calls answered by operator (voice to voice)].
17. The Wireless Service Providers met QoS parameters of Service Access Delay, %age of calls answered (electronically) within 20 sec and Period of all refunds/payment due to customers from the date of resolution of complaints
18. The performance of the wireless service providers improved in this quarter in respect of Blocked Call rate (TCH Congestion) and %age of Connections with good voice quality parameters.

19. The performance of the wireless service providers has deteriorated in this quarter as compared to the previous quarter in respect of the following parameters:-

a. Call Set-Up Success Rate (Within Licensee's Own network)

b. Call drop rate.

c. Response time to the customer for assistance

(i) %age of calls answered (voice to voice) within 60 sec.

(ii) %age of calls answered (voice to voice) within 90 sec.

d. Complaints per 100 bills issued.

e. %age of complaints resolved within 4 weeks.

E. Cable TV, DTH & Radio Broadcast services

20. Total Number of channels registered with Ministry of I&B is 447. There are 136 pay channels as reported by 24 broadcasters/their distributors at the Quarter ending Jun-09.

21. Maximum number of TV channels being carried by any of the reported MSOs is 262 whereas in conventional analogue form, the maximum number of channels being carried by the reported MSOs is 100 channels.

22. The number of private FM Radio stations in operation increased from 245 in March-09 to 248 in June-09.

23. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees. 5 DTH licensees are offering pay DTH services to the customers as on 30.06.2009 and their reported subscriber base is 15.17 million.

24. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 7,70,053 in Mar-09 to 8,16,192 in June-09.

The Complete Report is available on TRAI's website www.trai.gov.in.

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Authorised to issue.

(Sadhana Dikshit)