

Information Note to the Press (Press Release No.46/2021)

TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 21st October, 2021

For Immediate release

Website: - www.trai.gov.in

“Indian Telecom Services Performance Indicator Report” for the Quarter ending April-June, 2021

TRAI today has released the **“Indian Telecom Services Performance Indicator Report”** for the Quarter ending 30th June, 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 April, 2021 to 30th June, 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.

(V. Raghunandan)
Secretary, TRAI

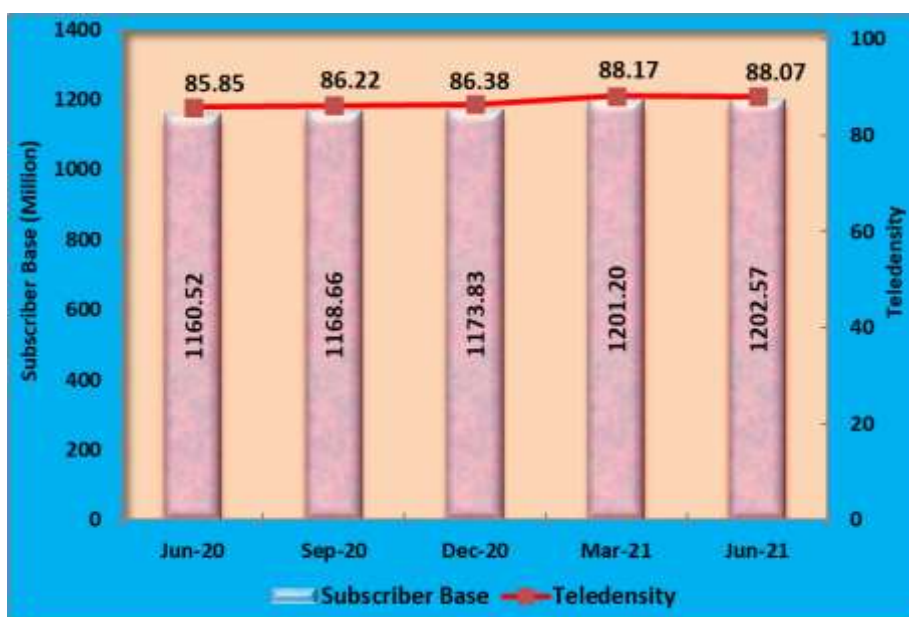
The Indian Telecom Services Performance Indicators

April–June, 2021

Executive Summary

1. The number of telephone subscribers in India increased from 1,201.20 million at the end of Mar-21 to 1,202.57 million at the end of Jun-21, registering a growth rate of 0.11% over the previous quarter. This reflects Year-On-Year (Y-O-Y) growth rate of 3.62% over the same quarter of the last year. The overall Tele-density in India decreased from 88.17% as in QE Mar-21 to 88.07% as in QE Jun-21.

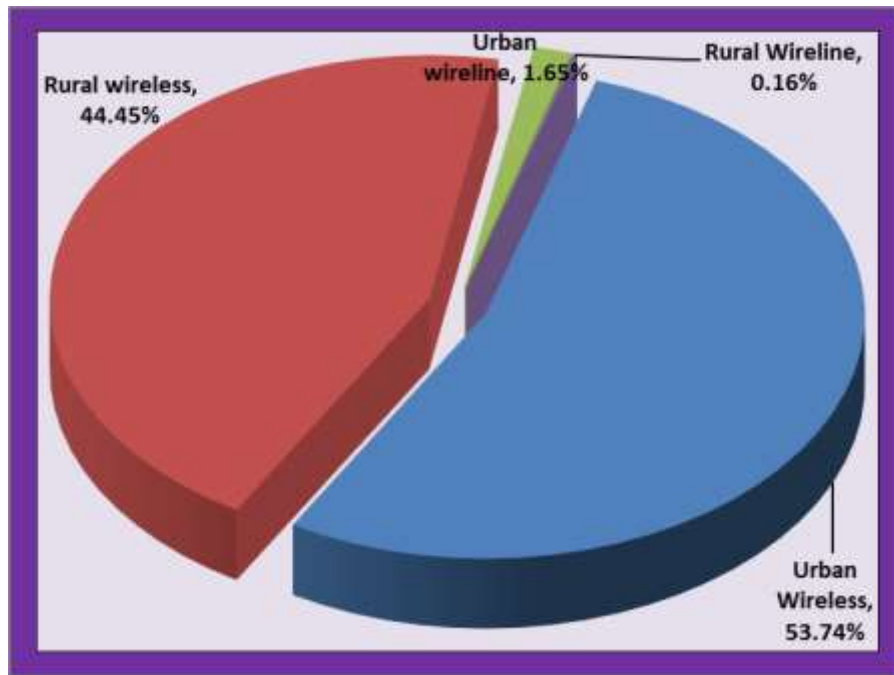
Trends in Telephone subscribers and Tele-density in India



2. Telephone subscribers in Urban areas increased from 663.77 million at the end of Mar-21 to 666.10 million at the end of Jun-21 however, Urban Tele-density decreased from 141.03% to 140.86% during the same period.
3. Rural telephone subscribers decreased from 537.42 million at the end of Mar-21 to 536.47 million at the end of Jun-21 and Rural Tele-density also decreased from 60.27% to 60.10% during the same period.

4. Out of the total subscription, the share of Rural subscription decreased from 44.74% at the end of Mar-21 to 44.61% at the end of Jun-21.

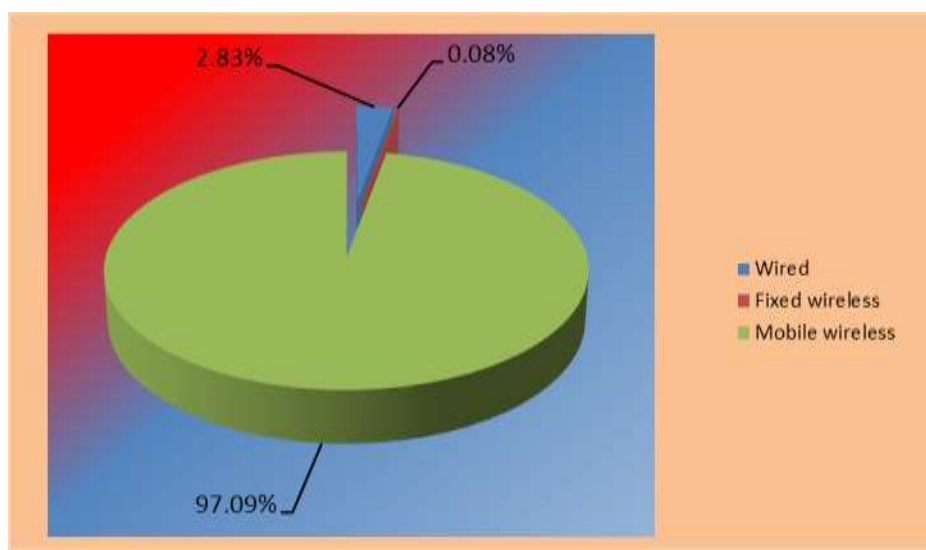
Composition of Telephone Subscribers



5. With a net decrease of 0.12 million subscribers during the quarter, the total wireless subscriber base decreased from 1,180.96 million at the end of Mar-21 to 1,180.83 million at the end of Jun-21, registering a decline rate of 0.01% over the previous quarter. On Y-O-Y basis, wireless subscriptions increased at the rate of 3.52% during the year.
6. Wireless Tele-density decreased from 86.68% at the end of Mar-21 to 86.48% at the end of Jun-21 with quarterly decline rate of 0.24%.
7. Wireline subscribers increased from 20.24 million at the end of Mar-21 to 21.74 million at the end of Jun-21 with a quarterly growth rate of 7.39% and, on Y-O-Y basis, wireline subscriptions also increased by 9.72% at the end of QE Jun-21.

8. Wireline Tele-density increased from 1.49% at the end of Mar-21 to 1.59% at the end of Jun-21 with quarterly growth rate of 7.15%.
9. Total number of Internet¹ subscribers increased from 825.30 million at the end of Mar-21 to 833.71 million at the end of Jun-21, registering a quarterly growth rate of 1.02%. Out of 833.71 million internet subscribers, number of Wired Internet subscribers are 23.58 million and number of Wireless Internet subscribers are 810.13 million.

Composition of internet subscription



10. The Internet subscriber base is comprised of Broadband² Internet subscriber base of 792.78 million and Narrowband³ Internet subscriber base of 40.93 million.
11. The broadband Internet subscriber base increased by 1.89% from 778.09 million at the end of Mar-21 to 792.78 million at the end of Jun-21. However, the narrowband Internet subscriber base declined by 13.30%

¹ Internet: Interconnected global networks that use the internet protocol.

² Broadband: Internet access with a minimum capacity of greater or equal 512 Kbit/s in one or both directions.

³ Narrowband: Internet access with a capacity of less than 512 Kbit/s in one or both directions.

(Source-ITU)

from 47.21 million at the end of Mar-21 to 40.93 million at the end of Jun-21.

12. Monthly Average Revenue per User (ARPU)⁴ for wireless service increased by 1.04%, from Rs.103.58 in QE Mar-21 to Rs.104.66 in QE Jun-21. On Y-O-Y basis, monthly ARPU for wireless service increased by 16.13% in this quarter.
13. Prepaid ARPU per month increased from Rs.97 in QE Mar-21 to Rs.99 in QE Jun-21, however, Postpaid ARPU per month decreased from Rs.226 in QE Mar-21 to Rs.215 in QE Jun-21.
14. On all India average, the overall Minutes of Usage (MOU)⁵ per subscriber per month for wireless service decreased by 0.60% from 818 in QE Mar-21 to 813 in QE Jun-21.
15. Prepaid MOU per subscriber per month decreased from 829 in QE Mar-21 to 822 in QE Jun-21. Postpaid MOU per subscriber per month increased from 597 in QE Mar-21 to 640 in QE Jun-21.
16. Gross Revenue⁶ (GR) and Adjusted Gross Revenue⁷ (AGR) of Telecom Service Sector for the Q.E. Jun-21 has been Rs.64,801/- Crore and

⁴ ARPU per month is calculated by dividing net subscribers' revenue by average number of subscribers.

⁵ MOU per subscriber per month is calculated by dividing total minutes of usage (incoming & outgoing) by average number of subscribers.

⁶ Gross Revenue is inclusive of installation charges, late fees, sale proceeds of handsets (or any other terminal equipment etc.), revenue on account of interest, dividend, value added services, supplementary services, access or interconnection charges, roaming charges, revenue from permissible sharing of infrastructure and any other miscellaneous revenue, without any set-off for related item of expense etc.

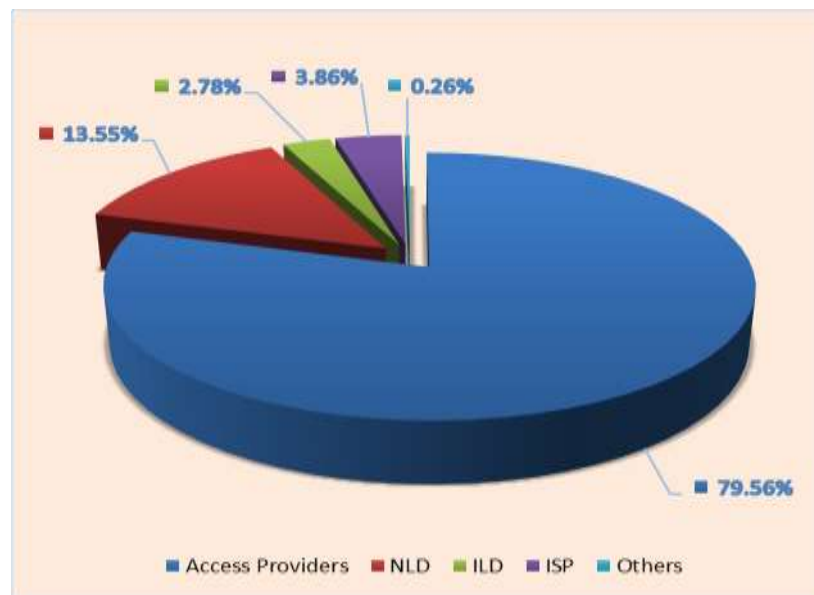
⁷ Adjusted Gross Revenue: The following shall be excluded from the Gross Revenue to arrive at the AGR:

- I. PSTN related call charges (Access Charges) actually paid to other eligible/entitled telecommunication service providers within India;
- II. Roaming revenues actually passed on to other eligible/entitled telecommunication service providers; and
- III. Service Tax on provision of service and Sales Tax actually paid to the Government if gross revenue had included as component of Sales Tax and Service Tax

Rs.51,335/- Crore respectively. GR decreased by 2.97% and AGR increased by 5.66% in Q.E. Jun-21, as compared to previous quarter.

17. The Y-O-Y growth in GR and AGR in Q.E. Jun-21 over the same quarter in last year has been -3.08% and 16.33% respectively.
18. Pass-through⁸ charges decreased from Rs.18,196 Crore in QE Mar-21 to Rs.13,466 Crore in QE Jun-21 with quarterly decline rate of 26%. The Y-O-Y decline rate of 40.76% has been recorded in pass-through charges for QE Jun-21.
19. The License Fee⁹ increased from Rs.3,979 Crore for the QE Mar-21 to Rs.4,103 Crore for the QE Jun-21. The quarterly and the Y-O-Y growth rates of license fee are 3.13% and 16.36% respectively in this quarter.

Service-wise composition of Adjusted Gross Revenue



⁸ Pass through charges means the charges excluded from gross revenue to arrive at adjusted gross revenue for the purpose of levying licence fee.

⁹ License Fee means a fee payable by Licensee at prescribed intervals and rates for the period of the Licence.

20. Access services contributed 79.56% 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)¹⁰ and Pass Through Charges increased by -0.13%, 5.78%, 3.49%, 6.14% and -19.39% respectively in QE Jun-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 incidences No. of faults per 100 subs/month) ≤ 7 ❖ % Fault repaired by next working day (for urban areas) ≥ 85% 	<ul style="list-style-type: none"> ❖ “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

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"> ❖ %age of calls answered by the operators (voice to voice) within 90 Seconds 	<ul style="list-style-type: none"> ❖ Period of applying credit/ waiver/ adjustment to customer’s account from the date of resolution of complaints ❖ Accessibility of call centre/customer care ❖ %age requests for Termination / Closure of service complied within 7 days

¹⁰ Spectrum Usage Charge is payable by the licensees providing mobile access services, as a percentage of their Adjusted Gross Revenue (AGR).

(Source – DoT License Agreement)

23. A total number of 915 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking and downlinking, as on 30th June, 2021.
24. As per the reporting done by broadcasters in pursuance of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 dated 3rd March 2017, as amended, there are 346 satellite pay channels as on 30th June 2021, which include 252 SD (standard definition) satellite pay TV channels and 94 HD (high definition) 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 30th June 2021, there were 4 pay DTH service providers in the country.
26. Pay DTH has attained total active subscriber base of around 69.86 million in QE 30th June 2021. This is in addition the subscribers of DTH Free Dish (free DTH services of Doordarshan).
27. Apart from the radio stations operated by All India Radio – the public broadcaster, as on 30th June 2021, there are 384 operational private FM Radio stations in 111 cities with operational 34 Private FM Radio broadcasters.
28. The reported advertisement revenue during the quarter ending 30th June 2021 in respect of 384 private FM Radio stations is Rs.148.02 crore as against Rs.321.52 crore in respect of 365 private FM Radio stations for the previous quarter.
29. As per data received from MIB, as on 30th June 2021, 333 Community Radio Stations are operational in the country.

SNAPSHOT

(Data as on Q.E. 30th June, 2021)

(Data as on Q.E. 30 th June, 2021)	
Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,202.57 Million
% change over the previous quarter	0.11%
Urban Subscribers	666.10 Million
Rural Subscribers	536.47 Million
Market share of Private Operators	89.27%
Market share of PSU Operators	10.73%
Tele-density	88.07%
Urban Tele-density	140.86%
Rural Tele-density	60.10%
Wireless Subscribers	
Total Wireless Subscribers	1,180.83 Million
% change over the previous quarter	-0.01%
Urban Subscribers	646.29 Million
Rural Subscribers	534.54 Million
Market share of Private Operators	89.95%
Market share of PSU Operators	10.05%
Tele-density	86.48%
Urban Tele-density	136.67%
Rural Tele-density	59.89%
Total Wireless Data Usage during the quarter	32,397 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	63,563
Number of Very Small Aperture Terminals (VSAT)	2,89,392
Wireline Subscribers	
Total Wireline Subscribers	21.74 Million
% change over the previous quarter	7.39%
Urban Subscribers	19.80 Million
Rural Subscribers	1.93 Million
Market share of PSU Operators	47.60%
Market share of Private Operators	52.40%
Tele-density	1.59%
Rural Tele-density	0.22%
Urban Tele-density	4.19%
No. of Village Public Telephones (VPT)	68,606
No. of Public Call Office (PCO)	120,175

Telecom Financial Data	
Gross Revenue (GR) during the quarter	Rs.64,801 Crore
% change in GR over the previous quarter	-2.97%
Adjusted Gross Revenue (AGR) during the quarter	Rs.51,335 Crore
% change in AGR over the previous quarter	5.66%
Share of Public sector undertakings in Access AGR	6%
Internet/Broadband Subscribers	
Total Internet Subscribers	833.71 Million
% change over previous quarter	1.02%
Narrowband subscribers	40.93 Million
Broadband subscribers	792.78 Million
Wired Internet Subscribers	23.58 Million
Wireless Internet Subscribers	810.13 Million
Urban Internet Subscribers	496.84 Million
Rural Internet Subscribers	336.87 Million
Total Internet Subscribers per 100 population	61.06
Urban Internet Subscribers per 100 population	105.06
Rural Internet Subscribers per 100 population	37.74
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	915
Number of Pay TV Channels as reported by broadcasters	346
Number of private FM Radio Stations (excluding All India Radio)	384
Number of total active subscribers with pay DTH operators	69.86 Million
Number of Operational Community Radio Stations	333
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service	Rs.104.66
Minutes of Usage (MOU) per subscriber per month - Wireless Service	813 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	153.57 Million
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	14.10 GB
Average revenue realization per subscriber per GB wireless data during the quarter	Rs.9.80