

“Indian Telecom Services Performance Indicator Report” for the Quarter January - March, 2026

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TRAI has today released the “**Indian Telecom Services Performance Indicator Report**” for the Quarter ending 31st March, 2026. 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, 2026 to 31st March, 2026 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 Vijay Kumar, Advisor (F&EA), TRAI may be contacted on Tel. +91-20907773 and e-mail: fea1-div@traigov.in.

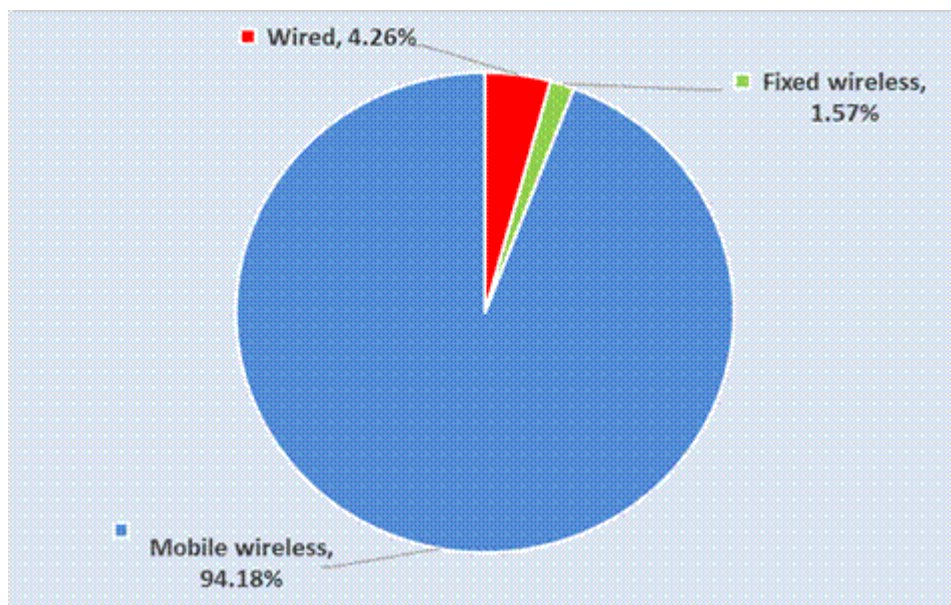
The Indian Telecom Services Performance Indicators

January–March, 2026

Executive Summary

1. Total number of Internet subscribers increased from 1028.61 million at the end of Dec-25 to 1092.79 million at the end of Mar-26, registering a quarterly rate of growth 6.24%. Out of 1,092.79 million internet subscribers, number of Wired Internet subscribers are 46.54 million and number of Wireless Internet subscribers are 1046.26 million.

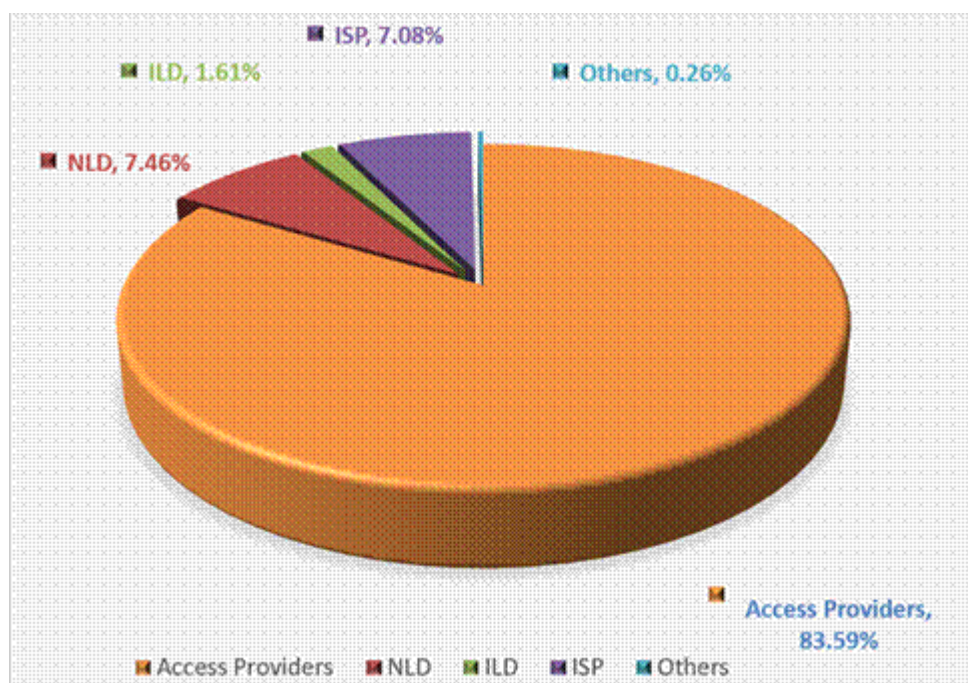
Composition of internet subscription



2. The Internet subscriber base is comprised of Broadband Internet subscriber base of 1065.88 million and Narrowband Internet subscriber base of 26.91 million.

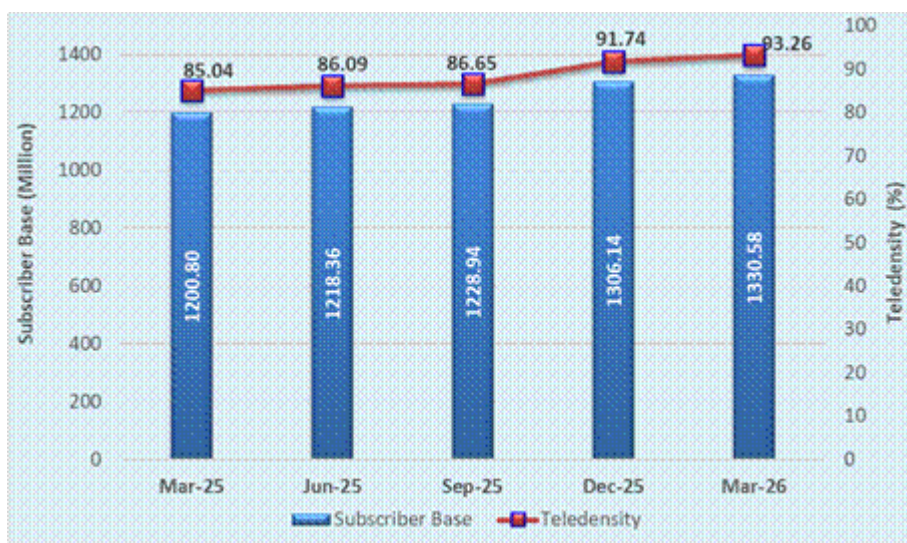
3. The broadband Internet subscriber base increased by 5.81% from 1007.35 million at the end of Dec-25 to 1065.88 million at the end of Mar-26. The narrowband Internet subscriber base also increased by 26.62% from 21.25 million at the end of Dec-25 to 26.91 million at the end of Mar-26.
4. Wireline subscribers increased from 47.37 million at the end of Dec-25 to 48.25 million at the end of Mar-26 with a quarterly rate of growth 1.86%. On Y-O-Y basis, wireline subscriptions increased by 30.25% at the end of QE Mar-26.
5. Wireline Tele-density increased from 3.33% at the end of Dec-25 to 3.38% at the end of Mar-26 with quarterly rate of growth 1.64%.
6. Monthly Average Revenue per User (ARPU) for wireless service increased by 0.76%, from Rs.194.57 in QE Dec-25 to Rs.196.04 in QE Mar-26. On Y-O-Y basis, monthly ARPU for wireless service increased by 7.15% in this quarter.
7. The ARPU per month for the pre-paid segment is Rs.196.22 and the ARPU per month for the post-paid segment is Rs.194.31 for Q.E. Mar-26.
8. On an all-India average, the overall MOU per month increased by 0.43% from 1012 in Q.E. Dec-25 to 1017 in Q.E. Mar-26.
9. Prepaid MOU per subscriber is 1074 and Postpaid MOU per subscriber per month is 477 in QE Mar-26.
10. Gross Revenue (GR), Applicable Gross Revenue (ApGR) and Adjusted Gross Revenue (AGR) of Telecom Service Sector for the Q.E. Mar-26 has been Rs.1,05,118 Crore, Rs.98,638 crore and Rs.86,716 Crore respectively. GR increased by 2.58%, ApGR by 2.26% and AGR increased by 2.90% in Q.E. Mar-25, as compared to previous quarter.
11. The Y-O-Y rate of growth in GR, ApGR and AGR in Q.E. Mar-26 over the same quarter in last year have been 6.99%, 6.50% and 9.45% respectively.
12. Pass Through Charges increased from Rs.11,296 Crore in QE Dec-25 to Rs.12,494 Crore in QE Mar-26 with quarterly rate of growth of 10.60%. The Y-O-Y rate of decline 3.76% has been recorded in pass-through charges for QE Mar-26.
13. The License Fee increased from Rs.6,733 Crore for the QE Dec-25 to Rs.6,936 Crore for the QE Mar-26. The quarterly and the Y-O-Y rates of growth in license fees are 3.02% and 9.41% respectively in this quarter.

Service-wise composition of Adjusted Gross Revenue



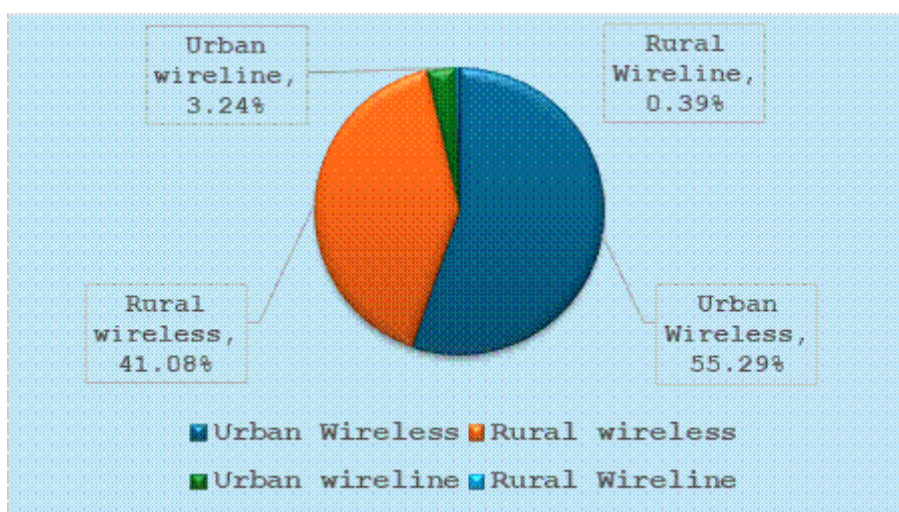
14. Access services contributed 83.59% of the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Applicable Gross Revenue (ApGR), Adjusted Gross Revenue (AGR), License Fee, Spectrum Usage Charges (SUC) and Pass Through Charges increased by 2.85%, 1.68%, 1.75%, 1.74%, -0.44% and 15.38% respectively in QE Mar-26.
15. The number of total telephone subscribers in India increased from 1,306.14 million at the end of Dec-25 to 1,330.58 million at the end of Mar-26, registering a rate of growth 1.87% over the previous quarter. This reflects Year-On-Year (Y-O-Y) rate of growth 10.81% over the same quarter of the last year. The overall Tele-density in India increased from 91.74% in QE Dec-25 to 93.26% in QE Mar-26.

Trends in Telephone subscribers and Tele-density in India



16. Telephone subscribers in Urban areas increased from 762.44 million at the end of Dec-25 to 778.79 million at the end of Mar-26 and Urban Tele-density also increased from 148.92% to 151.47% during the same period.
17. Rural telephone 543.70 million at the end of Dec-25 to 551.79 million at the end of Mar-26 and Rural Tele-density also increased from 59.63% to 60.46% during the same period.
18. Out of the total subscription, the share of Rural subscription decreased from 41.63% at the end of Dec-25 to 41.47% at the end of Mar-26.

Composition of Telephone Subscribers



19. With a net addition of 23.56 million subscribers during the quarter, the total wireless (mobile + FWA) subscriber base increased from 1258.77 million at the end of Dec-25 to 1282.33 million at the end of Mar-26, registering a rate of growth 1.87% over the previous quarter. On Y-O-Y basis, wireless subscriptions increased at the rate of 10.19% during the year.

20. Wireless (mobile + FWA) Tele-density increased from 88.41% at the end of Dec-25 to 89.88% at the end of Mar-26 with quarterly rate of growth 1.66%.
21. With a net addition of 21.53 million subscribers during the quarter, the wireless (mobile) subscriber base increased from 1244.20 million at the end of Dec-25 to 1265.73 million at the end of Mar-26, registering a rate of growth 1.73% over the previous quarter. On Y-O-Y basis, wireless subscriptions also increased at the rate of 9.40% during the year.
22. Wireless (mobile) Tele-density increased from 87.38% at the end of Dec-25 to 88.71% at the end of Mar-26 with quarterly rate of growth of 1.52%.
23. During this quarter, the following parameters in terms of QoS benchmarks have been fully complied with by all wireline service providers in all the LSAs: -

S. No.	Parameter	Benchmark
1	Provision of a service within 7 working days of payment of demand note by the customer	$\geq 98\%$
2	Fault incidences (No. of faults per 100 subscribers)	≤ 5
3	Point of Interconnection (POI) Congestion (90th percentile value)	$\leq 0.5\%$
4	Billing and charging complaints	$\leq 0.1\%$
5	Resolution of billing/ charging complaints within four weeks	100%
6	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	100%
7	Accessibility of call centre/ customer care	$\geq 95\%$
8	Termination/ closure of service within seven working days of receipt of customer's request	100%

24. During this quarter, list of QoS parameters which are fully complied with by all the Access Service (Wireless) providers in all the LSAs: -

S. No.	Parameter	Benchmark
1	Availability of service wise geospatial coverage map on service provider's website for percentage of working cells	$\geq 99\%$
2	Cumulative downtime (Cells not available for service)	$\leq 1.5 \%$
3	Worst Affected Cells due to downtime	$\leq 1.5 \%$

4	Percentage of significant network outage (services not available in a district for more than 4 hours) reported to the Authority within 24 hrs of start of the outage	100%
5	Call Set-up Success Rate: Intra- Service provider (within service provider's network)	$\geq 98\%$
6	Call Set-up Success Rate: Inter- Service provider (incoming from other service providers' network)	$\geq 95\%$
7	Point of Interconnection (POI) Congestion (90th percentile value)	$\leq 0.5\%$
8	DCR Spatial Distribution Measure for Circuit Switched (2G/3G) network [CS_QSD (88, 88)]	$\leq 2\%$
9	DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network [PS_QSD (93, 93)]	$\leq 2\%$
10	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (88, 88)]	$\leq 2\%$
11	Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (88, 88)]	$\leq 2\%$
12	Latency (in 4G and 5G network)	≤ 75 msec
13	Packet Drop Rate (in 4G and 5G network)	$\leq 3\%$
14	Percentile value of measured test samples for which download and upload speed is $\geq$ offered typical download and upload speed in tariff offerings	80 th percentile
15	Billing and charging complaints	$\leq 0.1\%$
16	Resolution of billing/ charging complaints within four weeks	100%
17	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	100%
18	Accessibility of call centre/ customer care	$\geq 95\%$

19	Percentage of calls answered by the operators (voice to voice) within 90 seconds	$\geq 95\%$
20	Termination/ closure of service within seven working days of receipt of customer's request	100%
21	Refund of deposits within 45 days of closure of service or non-provisioning of service	100%

25. List of QoS parameters which are fully complied with by all the Broadband (Wireline) Service providers in all the service areas: -

S. No.	Parameter	Benchmark
1.	Latency	≤ 50 msec
2.	Packet Drop Rate	$\leq 1\%$
3.	Percentile value of measured test samples for which download and upload speed is $\geq$ offered typical download and upload speed in tariff offerings	90 th percentile
4.	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s)	$\leq 80\%$
5.	Jitter	≤ 40 ms
6.	Resolution of billing/ charging complaints within four weeks	100%
7.	Accessibility of call centre/ customer care	$\geq 95\%$

26. A total of 917 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 908 permitted satellite TV channels which are available for downlinking in India, there are 342 satellite pay TV channels as on 31st March, 2026. Out of 342 pay channels, 238 are SD satellite pay TV channels and 104 are HD satellite pay TV channels. Apart from these pay channels reported to TRAI, remaining 566 channels, permitted by MIB, are considered as Free-to-Air (FTA) channels.

28. During QE March 2026, there were 4 pay DTH service providers in the country. As per the data reported by these DTH operators, pay DTH has attained a total active subscriber base of around 49.05 million as on 31st March 2026. This is in addition to the subscribers of the DD Free Dish (free DTH services of Prasar Bharati). The total active subscriber base of pay DTH services has declined

from 50.99 million in the quarter ending December 2025 to 49.05 million in the quarter ending March 2026.

29. 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 December 2025, there were 385 operational private FM radio channels across 113 cities, operated by 31 private FM radio operators. During the quarter ended 31st March 2026, M/s JCL Infra Ltd. surrendered permission for its two FM radio stations in Leh and Kargil, in the Union Territory of Ladakh. Now, 03 channels are operational in the Union Territory of Ladakh. Further, M/s D B Corp Limited has started operation of 07 new channels in 07 new cities i.e (i) Alwar, (ii) Bhuj, (iii) Daman, (iv) Gandhi Dham, (v) Ganganagar, (vi) Pali and (vii) Ratlam. Therefore, as on 31st March 2026, there are 390 operational private FM radio channels across 120 cities, operated by 31 private FM radio operators.
30. The advertisement revenue reported by FM Radio operators during the quarter ending 31st March 2026 in respect of 390 private FM Radio channels is Rs 414.03 crore as against Rs 419.29 crore in respect of 385 private FM Radio channels for the previous quarter i.e. 31st December 2025.
31. As on 31st March, 2026, 564 Community Radio stations are operational.

SNAPSHOT

(Data as on Q.E. 31 st March 2026)	
Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,330.58 million
% change over the previous quarter	1.87%
Urban Subscribers	778.79 million
Rural Subscribers	551.79 million
Market share of Private Operators	92.32%
Market share of PSU Operators	7.68%
Tele-density	93.26%
Urban Tele-density	151.47%
Rural Tele-density	60.46%
Wireless (Mobile+FWA) Subscribers	
Wireless (Mobile)* Subscribers	1,265.73 million
Wireless (5G FWA+UBR FWA) Subscribers	16.61 million

Total Wireless Subscribers	1,282.33 million
% change over the previous quarter	1.87%
Urban Subscribers	735.73 million
Rural Subscribers	546.60 million
Market share of Private Operators	92.74%
Market share of PSU Operators	7.26%
Tele-density	89.88%
Urban Tele-density	143.10%
Rural Tele-density	59.89%
Total Wireless Data Usage during the quarter	77,953 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	66,325
Number of Very Small Aperture Terminals (VSAT)	2,01,239
Wireline Subscribers	
Total Wireline Subscribers	48.25 million
% change over the previous quarter	1.86%
Urban Subscribers	43.06 million
Rural Subscribers	5.19 million
Market share of PSU Operators	18.84%
Market share of Private Operators	81.16%
Tele-density	3.38%
Rural Tele-density	0.57%
Urban Tele-density	8.37%

No. of Public Call Office (PCO)	5,167
Telecom Financial Data	
Gross Revenue (GR) during the quarter	Rs.105,118 crore
% change in GR over the previous quarter	2.58%
Applicable Gross Revenue (ApGR) during quarter	Rs.98,638 crore
% change in ApGR over the previous quarter	2.26%
Adjusted Gross Revenue (AGR) during the quarter	Rs.86,716 crore
% change in AGR over the previous quarter	2.90%
Share of Public sector undertakings in Access AGR	3.12%
Internet/Broadband Subscribers	
Total Internet Subscribers	1092.79 million
% change over previous quarter	6.24%
Narrowband subscribers	26.91 million
Broadband subscribers	1065.88 million
Fixed (Wired) Access Internet Subscribers	46.54 million
Wireless (Fixed+Mobile) Access Internet Subscribers	1046.26 million
Urban Internet Subscribers	651.93 million
Rural Internet Subscribers	440.87 million
Total Internet Subscribers per 100 population	76.59%
Urban Internet Subscribers per 100 population	126.80%
Rural Internet Subscribers per 100 population	48.31%
Total Outgoing Minutes of Usage for Internet Telephony	74.18 million

No. of Public Wi-Fi Hotspots	56,222
Aggregate Data Consumed (TB) for Wi-Fi Hotspots	8,576
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	917
Number of Pay TV Channels as reported by broadcasters	342
Number of private FM Radio Channels (excluding All India Radio)	390
Number of total active subscribers with pay DTH operators	49.05 million
Number of Operational Community Radio Stations	564
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service	Rs.196.04
Minutes of Usage (MOU) per subscriber per month - Wireless Service	1017
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	26.70 GB
Average revenue realization per GB for wireless data usage during the quarter	Rs.7.51
* No. of Wireless (mobile) connections including M2M cellular mobile connection.	

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