The mobile phone sector in India was stagnant for a few years because of an uncertain policy and regulatory environment. There was a reduction in the net addition to subscribers, an increase in the urban–rural divide, hyper-competition, and inefficient use of spectrum, which meant poor services, low investment, high debt, and a fall in revenue and profit. However, the sector’s performance has been improving after the announcement of the new telecom policy in 2012 and other regulatory changes.
As the article illustrates, the Telecom sector has wide scope for improvement. The present digital push might have increased growth in smartphones as electronic payments increased. But, the development of monopolistic trends is a cause of concern. One company aspiring for lions share of market is shaking smaller players. The merger moves of some companies reflect unfair competition has gained ground. This may be detrimental for perfect competitive atmosphere. There is a need to regulate competitive spirit and reduce unfair advantage to one company. Otherwise, future service charges may depend on the wishes of the dominant one leaving customers in dire straits.