

III Year

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Nepal Telecommunications Authority



Management Information System
(Baisakh 2063 - Asadh 2063)
(14 April 2006 - 16 July 2006)

Shrawan 2063 (July 2006)

768/12 Thirbam Sadak - 5
P.O.Box No. 9754 Baluwatar
Kathmandu, Nepal
Tel. : +977-1-4446001/2/3/4
Fax: +977-1-4446006
E-mail: info@nta.gov.np; ntra@nta.gov.np
URL: www.nta.gov.np

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Preface

It is widely expected that Management Information System (MIS) of Nepal Telecommunications Authority (NTA) be more informative and reflect the overall telecom scenario of Nepal. With the noble aim of moving in that direction, this issue of MIS has been modified by adding more information than our previous issues contained. This is NTA's new effort to bring this MIS in this form for which we are grateful to all the operators who helped us by providing the necessary information, albeit after repeated requests. We have tried our best to incorporate as much data as possible so that stakeholders, research agencies, analysts and prospective investors can refer to this document for their respective purpose. However, any suggestions or comments for further improvement to this report will be heartily welcomed and we are also aware that we still have ample space to improve. This MIS provides the information of the Nepalese telecom sector as of Asadh 32, 2063 (16 July 2006). As we will seek information from the operators every three months, from our next issue we will try to compare the performance of adjacent quarters and include information of all our licensees who could not provide the required information for this issue. In this issue as well, some comparative results of different parameters have been shown.

All the sections of the past issues have been retained this time for the ease of use. The parameters chosen in this document are thought to reflect the actual telecom scenario of the country which can be changed in the future if needed. The performances of Fixed Service Operators, Cellular Operators, Rural Telecom Operator, Internet Service Providers and GMPCS service providers have been evaluated as much as possible. We hope to incorporate more services and more information of this sector in the next issues.

As this is the first time this sort of data was collected from operators, many operators were very unwilling or perhaps not prepared enough to provide data in the format as sought by NTA. It also seemed they were not serious enough as most operators did not submit the data and those who submitted did only after repeated phone calls were made to remind them to submit data even after the deadline was over; even renowned operators like Nepal Telecom (Fixed and Mobile), Mercantile, Worldlink, Spice Nepal, STM Telecom, were no exception to that. This is why we were late in producing this document. Still, we are optimistic we will get the required data from operators within stipulated time for later issues. We will try to include data of all the licensees of NTA from next time. Similarly, all operators are requested to furnish the data in time so that MIS can be published in time and all of us working in Information and Telecom sector be an example to others by sharing our information to the stakeholders and general public.

This MIS report is published every three months and is available in our website <http://www.nta.gov.np>. It is to be noted that all the analysis presented in this report is based on the data provided by the operators themselves and no actual survey was done. Please feel free to send any comments, suggestions, modifications, improvements, additions etc. addressed to MIS committee, NTA. Tel: +977-1-4446001/2/3/4 Fax: +977-1-4446006 email: info@nta.gov.np; ntra@nta.gov.np P.O.Box No. 9754 Baluwatar, Kathmandu, Nepal.

1. Introduction: NTA at a Glance

With the unprecedented innovations in the field of telecommunication services and rapid telecommunications development in the world, it has become necessary to bring the same pace of development and expansion in this sector in Nepal also. Keeping in harmony with the currently evolving new technological developments, the emerging craze for globalization and liberalization or market economy concept, it is felt that the resources and efforts of the government alone cannot fulfill the steadily increasing demand of the telecommunication services in a competitive environment. Even though the private sector entrepreneurs are interested in investing in the novel sectors, flow of private sector capital in productive areas could not be made effective due to unfavorable environment and lack of opportunities. Taking this scenario into account, the National Communication Policy 1992 A.D. envisaged the concept of encouraging the private sector participation for providing telecommunication services to the public and to assist to the extent possible as is deemed necessary in an easily available, simple and well planned manner for the development, expansion and operation of this sector inside the kingdom of Nepal as well as abroad.

With this concept, using liberalization policy and involving the private sector in a competitive environment for the development and expansion of telecommunication sector in Nepal, then His Majesty's Government of Nepal's decision dated December 25, 1995 has initiated the involvement of the private sector in the development of the telecommunication services. Nepal Telecommunications Authority as an autonomous regulatory body has been established on March 4, 1998 as stipulated within the framework of the Telecommunication Act 1997 A.D. and Telecommunication Regulation 1998 A.D. to make this work more systematic and regular.

Main functions of NTA:

- To make the telecommunications service reliable and easily available to the public.
- To make necessary arrangement to avail basic telecommunications service and facilities in all rural and urban areas throughout the kingdom of Nepal.
- To protect the rights and interests of consumers by ensuring the provision of quality service.
- To make arrangement for the coordination and healthy competition among the persons providing Telecommunications Service and facilities.

2. Telecom Statistics at a glance (as of 16 July, 2006): *(Details in Annex)*

2.1. Subscriber base:

Service	Subscribers
Fixed line telephone	485997
Post-paid mobile (NDCL + SNPL)	1,03,172 + 1,617 = 1,04,789
Pre-paid mobile (NDCL + SNPL)	5,19,565 + 1,28,307 = 6,47,872
Wireless in Local Loop (NDCL + UTL)	23,744 + 66,500 = 90,244
GMPCS (Constellation + AVCO)	638 + 250 = 888
Internet (with e -mail)	44569
Limited Mobility (UTL)	16500
VSAT user	109

2.2. Average Revenue Per User (ARPU):

Service	ARPU/Month (in Rs.)
Fixed Telephone (Wireline + WLL + Limited Mobility)	1030
Cellular Service (300)	300 (Spice Nepal only)
Internet	1136
GMPCS	could not extract
Rural Telecom Service	2535 (STM only)

2.3. Teledensity (1 in 100 population):

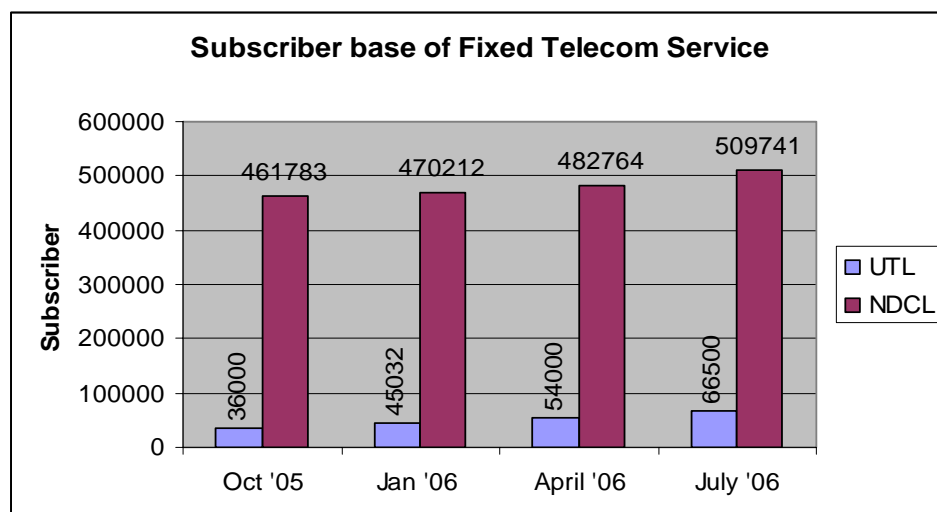
Service	Penetration Rate (in %)
Fixed + Wireless	5.16
Fixed Telephone	2.24
Cellular Service	2.92
Internet (subscribers only)	0.17

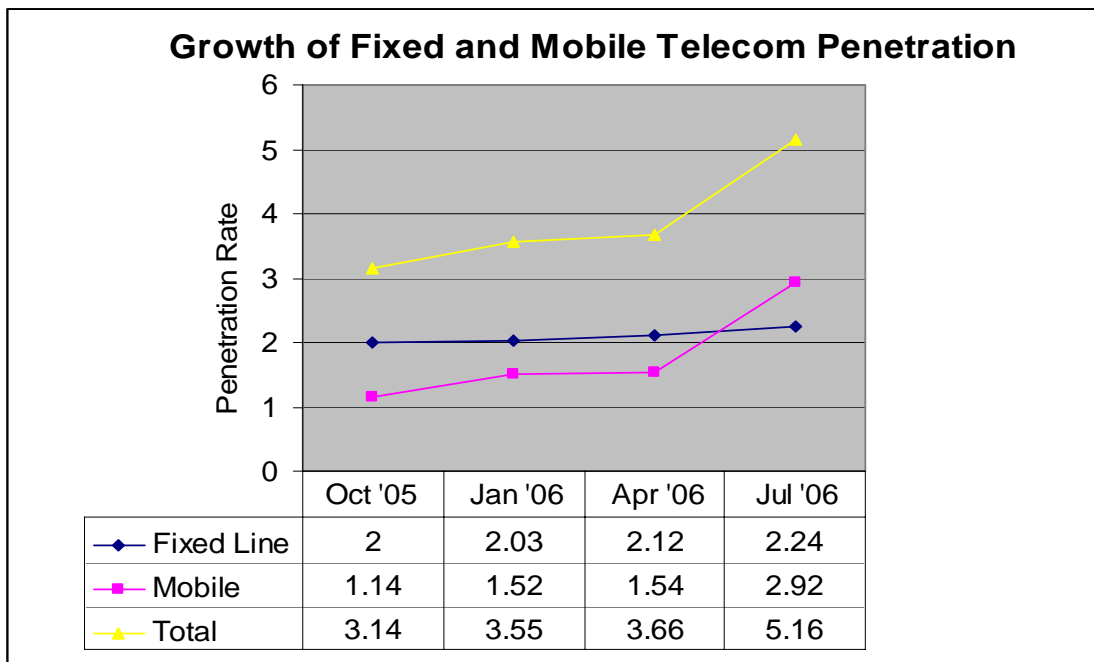
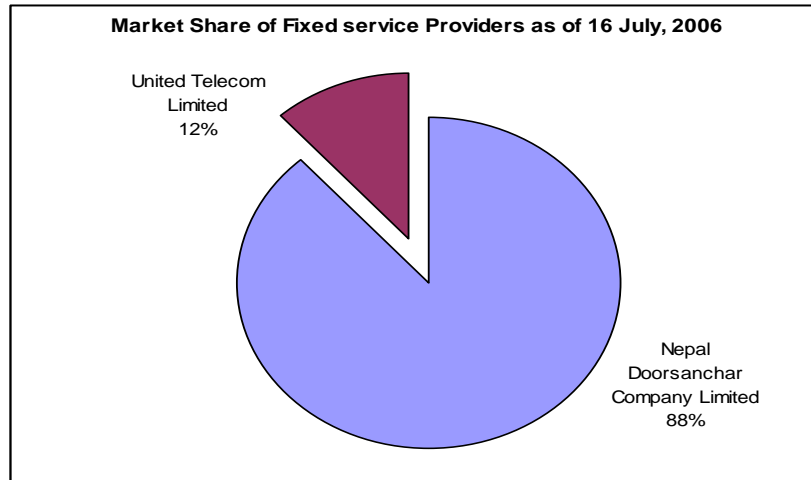
* Population is expected to be 2, 57, 67, 919 (source: CBS)

3. Performance of Service Providers:

3.1. Performance of Fixed Service:

Fixed Telecom service is experiencing growth at snail's pace in comparison to mobile growth. Currently two operators are providing fixed telecommunication service viz. NDCL and United Telecom Limited (UTL). NDCL provides PSTN as well as Wireless in Local Loop (WiLL) whereas UTL provides only WiLL. The fixed line penetration at present is quite low at 2.24%. NDCL is providing service in all the districts of Nepal through wire-line as well as wireless service. The Average Revenue per User (ARPU) of NDCL is much higher compared to that of UTL. Other details could not be compared because of unavailability of data. Even though United Telecom Limited submitted the sought details in time, NDCL didn't do the same and we have put the information as much as possible from NDCL's MIS report of Asadh 2063. The detailed performance of fixed service providers can be seen in Annex VII.





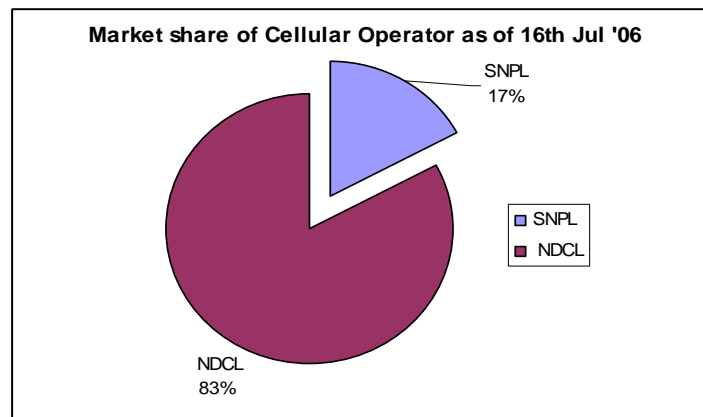
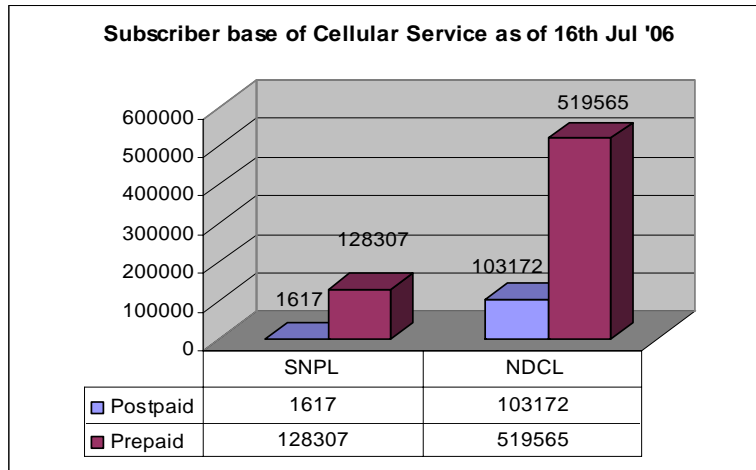
Both operators have obtained license to operate limited mobility service in addition to their fixed service license but NDCL is yet to introduce this service to its customers. UTL has a subscriber base of 16,000 in this service.

3.2. Performance of Cellular Service:

NDCL and Spice Nepal Pvt. Ltd. are licensed to operate mobile service based on GSM standard. The subscriber base of NDCL has reached 6, 22,737 and Spice Nepal too is aggressively capturing the market with strong subscriber base of 1, 29,924 till 16th of July 2006. The mobile customer base is growing rapidly, thanks to prepaid mobile scheme, which has already crossed a mark of 750,000 and still there is a great demand for this service inside Kathmandu Valley as well as outside. Apart from Kathmandu Valley, Spice Nepal Pvt. Ltd. is extending or has already extended its service in Kaski, Morang, Sunsari, Rupandehi, Chitwan, Bara, Nawalparasi, Parsa,

Makwanpur, Kavrepalanchowk etc. districts and it is gradually planning to extend its service in other districts as well.

It is sad to mention that the comparison between two operators and the exact scenario of cellular service cannot be shown as Nepal Telecom did not submit the data. Still, the market share and growth of mobile penetration is shown below. The mobile penetration has left the fixed line penetration behind in this quarter. Details in Annex VI.



3.3. Performance of Rural Telecom Service:

Rural service was expanded in Nepal under the Fifth Phase Telecom Project, through Japanese (JICA) and IDA (World Bank) fund. Country's 75 district centres have automatic telecommunications service, including STD and ISD. This access is usually provided by NDCL or a privately operated public call office (PCO) or a phone shop. Sixty-eight district centres have communications services to some neighbouring VDCs by means of 2 MBPS microwave links, MARTS, single channel VHF/UHF or Very Small Aperture Terminal (VSAT) services. The following table summarises types of technology used to provide telecommunications services to the VDCs of Nepal as of 16 July, 2006 (Asadh 32, 2063).

Technology used by NDCL to serve VDCs	
Digital C-DOT (wire line) exchanges	38/7,088 (Exchange/Capacity)
MARTS	179/2,322 (Marts Terminals/ Telephone Subscribers)
VHF/UHF radio	914 (Telephone Subscribers)
Digital microwave (JICA project)	6/107 (Rural Station/Substation)
HF radio	4
VSAT	312/675 (Terminals/Telephone lines)
VDCs served with at least one PCO	2028
Telex Service	256/76 (Capacity/Distribution)

NDCL has achieved the following rural service penetration levels as of 16 July, 2006 (Asadh 32, 2063). Percentages identified in the table refer to the percentage of VDCs with at least one PCO in the specified region.

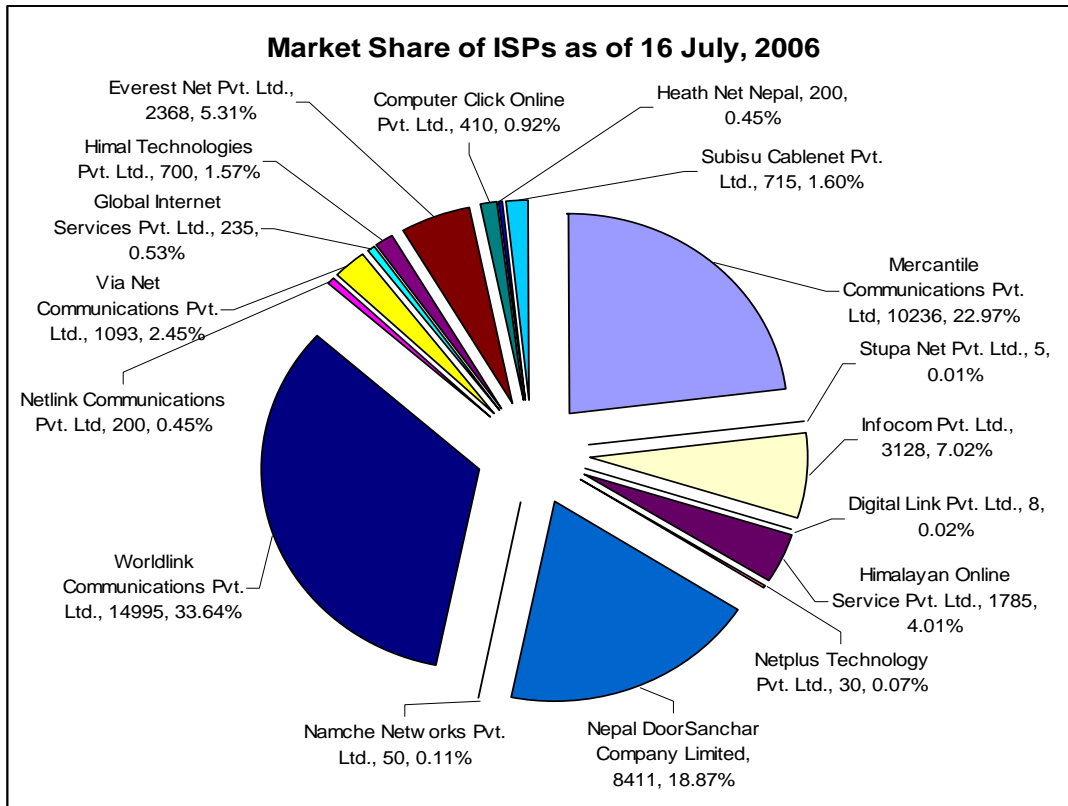
Region	Total VDCs	VDCs Served with at least one PCO	% of VDCs Served with at least one PCO
Nepal	3,914	2028	51.81 %
Eastern Development Region	893	465	52.07 %
Central Development Region	1199	605	50.47 %
Western Development Region	864	535	61.92 %
Mid-Western Development Region	575	226	39.30 %
Far-Western Development Region	383	197	51.44 %

STM has completed its 4th milestone and installed 559 Public Call Offices (PCOs) during the 4th milestone to reach a total of 1325 PCOs as of 16 July, 2006 in 462 VDCs. Independent Technical Consultant is currently conducting Quality of Service (QoS) monitoring and will submit the report by February 2007. Out of 188 PCOs damaged during insurgency, 127 PCOs have been rectified. The performance of STM Telecom Sanchar Pvt. Ltd. the exclusive rural operator of the country is shown in Annex VIII.

3.4. Performance of Internet Service: *(based on operators who submitted data)*

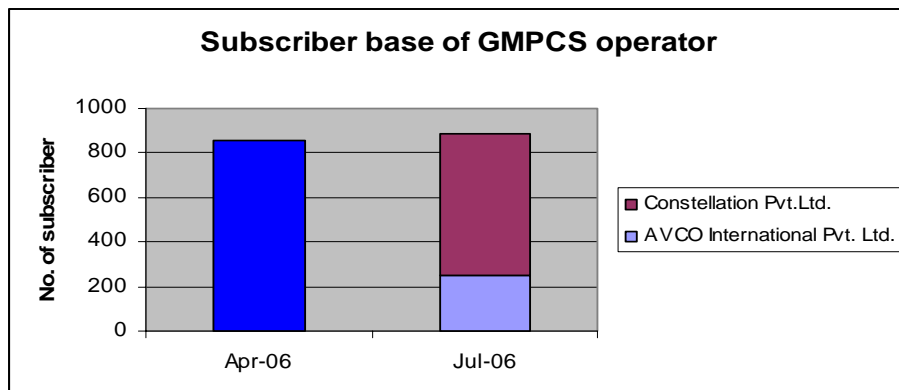
Performance of Internet Service is more satisfactory than other services as there are more choices for customers and intense competition among service providers. Out of 39 licensed Internet Service Providers, 32 are currently operating. But it is a bitter fact that most operators are operating in the cream area only, i.e. Kathmandu Valley. This might be due to the unfavorable situation in the past and it can be hoped the situation would change in the near future and services will be expanded outside KTM valley. There are around 44569 active subscribers of this service. The actual users of Internet Service can only be found by means of survey as people get access to Internet via different means such as Cybercafé, in office etc. even though they have not subscribed to Internet service. Worldlink Communications, Mercantile Communications, Nepal Doorsanchar Company Limited, Infocom Pvt. Ltd., Everest Net Pvt. Ltd. and Himalayan Online Services Pvt. Ltd. own the bulk of subscribers. Thirteen ISPs are currently connected to npIX (Nepal Internet Exchange) which is currently owned by ISPAN (Internet Service Providers Association of Nepal). International Bandwidth used for uplink and downlink is in the ratio of 1:3

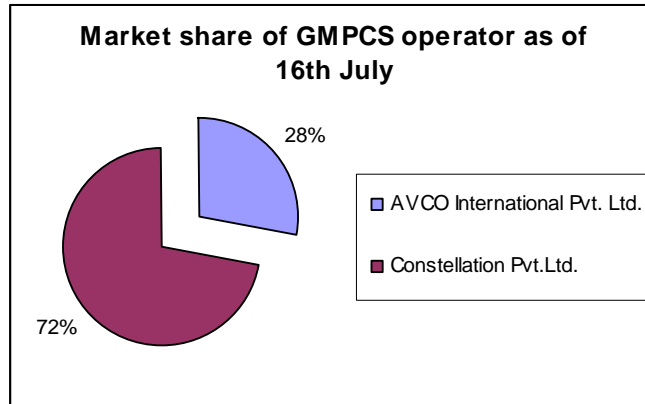
with 17.90 and 51.71 Mbps respectively. Number of E1 lines used is 116 whereas number of telephone lines used for dialup service stands at 409. The number of websites hosted is quite low at 742 where Worldlink alone has a share of 50%. Only 130 subscribers have subscribed from ISPs as cybercafés. Average Revenue per User (ARPU) stands at Rs. 1136. In the last quarter, one new ISP was licensed to operate Internet service. Details in Annex I to IV.



3.5. Performance of GMPACS Service:

Currently, two operators are providing GMPACS service in Nepal. An application has been filed to obtain new license for GMPACS service provider. The total subscriber base of GMPACS service was 858 on 14 April 2006 which has now increased by 3.5% to reach 888. The comparative chart is shown below. The detailed performance of operators is given in Annex V.





3.6. Performance of Other Value Added Service:

Nineteen new VSAT user Service and one Limited Mobility Service Licenses were issued in the last quarter.

4. Telecom Network of the Country:

- 4.1. The Nepal Telecom (NDCL), Nepal's incumbent telecommunications operator, has made significant progress in the growth and development of the national public switched telecommunications network (PSTN) in the last decade, particularly during Nepal's Fifth Phase Telecom Project (1992-97).
- 4.2. The same tempo of growth continues in the ongoing Seventh Phase, with the number of distributed lines increasing from approximately 65,000 in 1992 to over 5,09,741 (PSTN + WLL), Post-paid Mobile Subscribers 1,03,172 and Pre-paid Mobile Subscribers 5,19,565 till 16 July, 2006 (Asadh 32, 2063). The fully digital network offers full national and international direct dialling services.
- 4.3. The national trunk network is equipped with 1762 Mbps, out of which 788 Mbps broadband microwave system is being used to link Kathmandu with the rest of the country.
- 4.4. United Telecom Limited (private sector basic telecommunications operator based on WLL technology) has a subscriber base of WLL telephone service of 66,500 as of 16 July, 2006 (Asadh 32, 2063).
- 4.5. Spice Nepal Pvt. Ltd. (private sector mobile operator) has a subscriber base of 1,29,924 (1,617 post paid & 1,28,307 pre-paid) as of 16 July, 2006 (Asadh 32, 2063). It has recently started its service in Butwal and Bhairahawa.
- 4.6. The total telephone penetration rate (i.e. 1 phone to 100 citizens) in Nepal is around 5.16% (2.24% in fixed line + WLL + Limited Mobility and 2.92% in mobile) (*Total Population is assumed to be 2,57,67,919. source: Central Bureau of Statistics*)

5. NTA activities during the past three months:

- 5.1. Interaction Programme on “Telecommunication Services” was held in Nepalgunj on Asadh 24, 2063 B.S.
- 5.2. Limited Mobility Service viz. "**Limited Mobility Service based on wireless telecommunication to be operated in specified area**" license was given to Nepal Doorsanchar Company Limited on Asadh 06, 2063 B.S. (20 June, 2006).
- 5.3. Nineteen VSAT User and one Internet Service Provider (ISP) licenses were issued.
- 5.4. Mr. Min Prasad Aryal, Assistant Manager, NTA took part in a seminar titled “Regional seminar for training of the trainers on SMS4DC for Asia and pacific region” held in vientiane, Lao from 18-22 April 2006.
- 5.5. Mr. Bijay Kumar Roy, Assistant Manager, NTA took part in a program titled “VoIP Technology and Applications” held in Xian Institute of Post and Telecommunications, Shaanxi Province, Xian, P. R. China from 21 May - 04 June 2006.
- 5.6. Mr. Ananda Raj Khanal, Manager, NTA took part in a workshop titled “CDMA 450 workshop” held in Hanoi, Vietnam from 6-8 June 2006.

6. Relevant Acts and Regulations:

- 6.1. Telecommunications Act, 1997 A.D. (2053 B.S.)
- 6.2. Radio Act, 1958 A.D. (2014 B.S.)
- 6.3. Telecommunications Regulations, 1998 A.D. (2054 B.S.)
- 6.4. Radio License Regulation, 1992 A.D. (2049 B.S.)
- 6.5. Telecommunications Policy, 2004 A.D. (2060 B.S.)
- 6.6. Cyber Law, 2004 A.D. (2061 B.S.)

7. NTA Board:

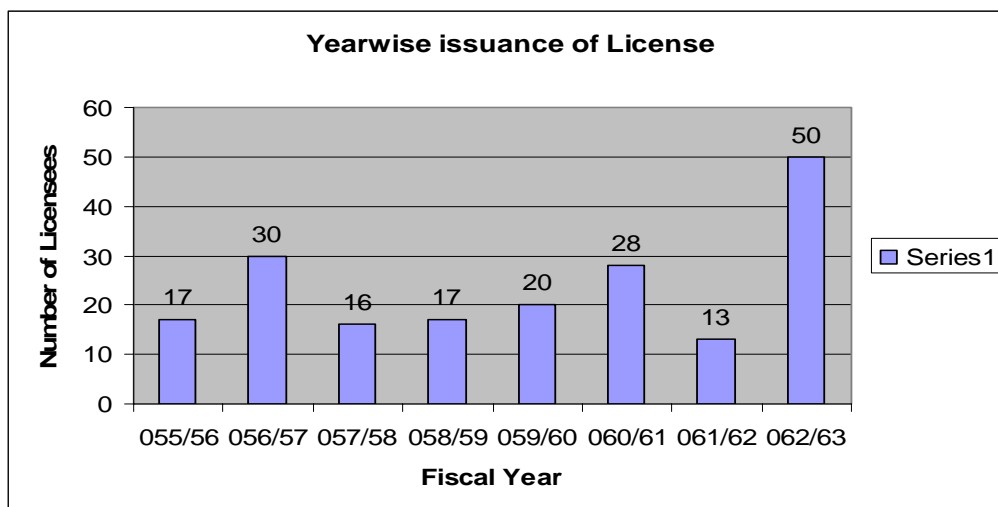
Name	Designation
Mr. Suresh Kumar Pudasaini	Chairman
Mr. Mani Ram Ojha	Board Member
Mr. Abinash Panta	Board Member
Dr. Krishna Bahadur Khatry	Board Member
Mr. Nabin Raj Lamichhane	Board Member

8. No. of Licenses issued in the different types of Telecommunications Services:
(till 16 July, 2006)

S. No.	Services	No.
(a)	Basic Telephone	2
(b)	Cellular Mobile Telephone	2
(c)	Internet (with e-mail)	39
(e)	Radio Paging	8
(f)	VSAT Network Providers	10
(g)	VSAT Service Users	117
(h)	Fax Mail	6
(i)	Video Conferencing	1
(j)	GMPCS	2
(k)	Rural Telecom Service	1
(l)	Local Data Network	1
(m)	Limited Mobility Service	2
	Total	191

9. Glimpse of Licensing Activities:

S. No.	Services	Fiscal Year									Existing	
		055/56	056/57	057/58	058/59	059/60	060/61	061/62	062/63	Total		License Cancelled
1.	Basic Telephone	-	-	1		1	-	-	-	2	-	2
2.	Cellular Mobile	1	-	-	-	-	-	1	-	2	-	2
3.	Internet (with e-mail)	9	4	2	3	2	6	6	7	39	7	32
4.	Radio Paging	1	5	2	-	-	-	-	-	8	8	0
5.	VSAT Network Providers	2	4	1	3	-	-	-	-	10	3	7
6.	VSAT Service Users	1	15	8	11	15	20	6	41	117	8	109
7.	Fax Mail	3	1	2	-	-	-	-	-	6	6	0
8.	Video Conferencing	-	1	-	-	-	-	-	-	1	-	1
9.	GMPCS	-	-	-	-	2	-	-	-	2	-	2
10.	Rural Telecom Services	-	-	-	-	-	1	-	-	1	-	1
11.	Local Data Network	-	-	-	-	-	1	-	-	1	-	1
12.	Limited Mobility Service	-	-	-	-	-	-	-	2	2	-	2
	Total	17	30	16	17	20	28	13	50	191	32	159



10. Useful Information:

License Fee and Renewal Fee for different Value Added Services for a period of 5 years

S. No.	Services	License Fee Rs.	Renewal Fee Rs.
1.	Internet (with e-mail)	300,000.00	270,000.00
2.	E-mail Only	200,000.00	180,000.00
3.	Audio Text/Voice Mail	200,000.00	180,000.00
4.	Video Text	200,000.00	180,000.00
5.	Fax Mail	200,000.00	180,000.00
6.	<u>VSAT</u>		
	a) VSAT Network Providers	2,500,000.00	2,250,000.00
	b) VSAT Service Users	250,000.00	225,000.00
7.	Audio Conferencing	50,000.00	45,000.00
8.	Pay Phone	3,000,000.00	2,700,000.00
9.	Prepaid Calling Card	3,000,000.00	2,700,000.00
10.	Local Data Network (Business Use)	2,500,000.00	2,250,000.00
11.	<u>Radio Paging Services</u>		
	a) Country Wide	12,50,000.00	11,25,000.00
	b) Eastern and Central Development Region (without Kathmandu Valley)	5,00,000.00	4,50,000.00
	c) Kathmandu Valley	5,00,000.00	4,50,000.00
	d) Western Development Region	3,00,000.00	2,70,000.00
	e) Mid-western Development Region and Far-western Development Region	2,00,000.00	1,80,000.00
	f) Selected VDCs Only	75,000.00	67,600.00
12.	<u>Trunk Mobile Radio</u>		
	a) Kathmandu Valley	500,000.00	450,000.00
	b) Pokhara, Biratnagar, Birgunj, Bhairahawa, Bharatpur or Nepalgunj Municipality	250,000.00	225,000.00
	c) Rest of the Places	125,000.00	112,500.00
13.	Video Conferencing	150,000.00	135,000.00
14.	GMPCS	1,500,000.00	1,400,000.00
15.	Limited Mobility Service based on wireless telecommunication to be operated in specified area		
	a) For Area under Kathmandu, Lalitpur, and Bhaktapur area code	60,00,000	54,00,000
	b) For each district (inside own area code) of Morang, Sunsari, Dhanusha, Chitwan, Parsa, Rupandehi, Banke, Kaski, and Kailali	3,00,000	2,70,000
	c) Other district (inside own area code) except those in a) and b)	2,50,000	2,25,000

11. Telephone Nos. of NTA:

S. No.	Section	Phone No.	Extension No.
1.	Chairman	4446010	225
2.	Manager	4446008	235
3.	PA Room	**	222
4.	Administration & Account	**	213/214/218/222
5.	Consumer (I)	4446007	233
6.	Consumer (II)		232/236
7.	License and Rural Telecom (I)	**	227
8.	License and Rural Telecom (II)	**	220/221
9.	Legal (I)	**	238
10.	Legal (II)	**	234
11.	Engineering (I)	4446005	246
12.	Engineering (II)	4435223	240/241
13.	Engineering (III)	**	242
14.	Engineering (IV)	**	243/245
15.	Library	**	209
16.	Registration	**	212
17.	Operator	**	9/211
18.	Security Guard	**	201
19.	Operators No.	+977 -1- 4446001 4446002 4446003 4446004 2083201 2083202	
20.	Fax No.	+977-1-4446006	

12. MIS Committee:

- 12.1. Mr. Arjun Ghimire
- 12.2. Mr. Udaya Raj Regmi
- 12.3. Ms. Pratima Ghimire

Annex - I

S. No.	Name of ISP	Subscriber (Total)	Subscriber (Dialup)	Subscriber (Wireless)	Subscriber (Cable)	Number of Nodes (PoP)
1	Mercantile Communications Pvt. Ltd	10236	302			
2	Worldlink Communications Pvt. Ltd	14995	12132	108	2755	13
3	Everest Net Pvt. Ltd.	2368	2248	0	120	1
4	Global Internet Services Pvt. Ltd.	235	210	15	10	1
5	Himalayan Online Service Pvt. Ltd.	1785	1785	8	54	2
6	Infocom Pvt. Ltd.	3128	3000	10	118	#
7	Nepal DoorSanchar Company Limited	8411				18
8	I MAX Pvt. Ltd.	&	&	&	&	&
9	Via Net Communications Pvt. Ltd.	1093	1000	90	3	5
10	Sailung Dot Com Pvt. Ltd.	&	&	&	&	&
11	Fewa Net Pvt. Ltd.	&	&	&	&	&
12	Cyber Space Pvt. Ltd.	&	&	&	&	&
13	Netlink Communications Pvt. Ltd	200	200	0	0	1
14	Global Net Pvt. Ltd.	&	&	&	&	&
15	Digital Link Pvt. Ltd.	8	0	4	4	1
16	Himal Technologies Pvt. Ltd.	700	600	10	90	3
17	Subisu Cablenet Pvt. Ltd.	715	0	0	715	6
18	Spacetime Internet Pvt. Ltd.*	*	*	*	*	*
19	Mero ISP Pvt. Ltd.*	*	*	*	*	*
20	Pokhara I-net Pvt. Ltd.	&	&	&	&	&
21	Japan Nepal Information Tech. Pvt. Ltd.	#	#	#	#	#
22	Computer Click Online Pvt. Ltd.	410	410	0	0	1
23	Personal Broadband Nepal Pvt. Ltd. *	*	*	*	*	*
24	IP Communications Pvt. Ltd.*	*	*	*	*	*
25	Netplus Technology Pvt. Ltd.	30	0	20	10	1
26	Heath Net Nepal	200	150	0	50	1
27	Global Plus Networks Pvt. Ltd.	#	#	#	#	#
28	Buddha Net Pvt. Ltd.	&	&	&	&	&
29	Stupa Net Pvt. Ltd.	5	0	0	5	0
30	Namche Networks Pvt. Ltd.	50	0	5	45	3
31	Spice Nepal Pvt. Ltd.	No subscribers				
32	Broadlink Network & Commn. Pvt. Ltd.*	*	*	*	*	*
33	Radius Communications Pvt. Ltd. *	*	*	*	*	*
	TOTAL	44569	22037	270	3979	57

* - Service not started yet; # - Data not provided; & - could not contact

Annex - II

S. No.	Name of ISP	Cybercafé (Nos)	E1 links (Nos)	Websites hosted (Nos)	Number of Telephone lines	Telephone line to Subscriber Ratio
1	Mercantile Communications Pvt. Ltd	2	19	150	265	1:12
2	Worldlink Communications Pvt. Ltd	0	37	371	90	1:13
3	Everest Net Pvt. Ltd.	0	6	120	0	1:13
4	Global Internet Services Pvt. Ltd.	20	1	1	0	1:30
5	Himalayan Online Service Pvt. Ltd.	33	5	0	0	1:12
6	Infocom Pvt. Ltd.	0	4	14	40	1:20
7	Nepal DoorSanchar Company Limited	0	33	4		1:8.5
8	I MAX Pvt. Ltd.	&	&	&	&	&
9	Via Net Communications Pvt. Ltd.	19	4	10	0	1:8
10	Sailung Dot Com Pvt. Ltd.	&	&	&	&	&
11	Fewa Net Pvt. Ltd.	&	&	&	&	&
12	Cyber Space Pvt. Ltd.	&	&	&	&	&
13	Netlink Communications Pvt. Ltd	0	1	0	0	1:5
14	Global Net Pvt. Ltd.	&	&	&	&	&
15	Digital Link Pvt. Ltd.	4	0	3	0	NA
16	Himal Technologies Pvt. Ltd.	15	2	10		1:15
17	Subisu Cablenet Pvt. Ltd.	10	N/A	2	N/A	N/A
18	Spacetime Internet Pvt. Ltd	*	*	*	*	*
19	Mero ISP Pvt. Ltd	*	*	*	*	*
20	Pokhara I-net Pvt. Ltd.	&	&	&	&	&
21	Japan Nepal Information Tech. Pvt. Ltd.	#	#	#	#	#
22	Computer Click Online Pvt. Ltd.	0	3	1	7	5:6
23	Personal Broadband Nepal Pvt. Ltd.	*	*	*	*	*
24	IP Communications Pvt. Ltd.	*	*	*	*	*
25	Netplus Technology Pvt. Ltd.	20	0	0	0	0
26	Heath Net Nepal	0	1	50	7	1:4
27	Global Plus Networks Pvt. Ltd.	#	#	#	#	#
28	Buddha Net Pvt. Ltd.	&	&	&	&	&
29	Stupa Net Pvt. Ltd.	2	0	1	0	
30	Namche Networks Pvt. Ltd.	5	NA	5	NA	NA
31	Spice Nepal Pvt. Ltd.	No subscribers				
32	Broadlink Network & Commn. Pvt. Ltd.*	*	*	*	*	*
33	Radius Communications Pvt. Ltd.*	*	*	*	*	*
TOTAL		130	116	742	409	

* - Service not started yet; # - Data not provided; & - could not contact

Annex - III

S. No.	Name of ISP	Billing			ARPU (in Rs./month)	MoU/Subscriber/month
		Bills Issued/Month	Complaints/Month	Cleared Billing Complaints/Month		
1	Mercantile Communications Pvt. Ltd.	415	20	10	715	10 Hrs.
2	Worldlink Communications Pvt. Ltd.	14995	10%	Almost All	2000	3000mins
3	Everest Net Pvt. Ltd.	350	4	All	355	800
4	Global Internet Services Pvt. Ltd.	30	0	0	#	#
5	Himalayan Online Service Pvt. Ltd.	208	0	0	1895	#
6	Infocom Pvt. Ltd.	800	25	15	275	#
7	Nepal DoorSanchar Company Limited	0 (prepaid)	N/A	N/A	297	2000
8	I MAX Pvt. Ltd.	&	&	&	&	&
9	Via Net Communications Pvt. Ltd.	80	< 5%	All	1700	15 Hrs.
10	Sailung Dot Com Pvt. Ltd.	&	&	&	&	&
11	Fewa Net Pvt. Ltd.	&	&	&	&	&
12	Cyber Space Pvt. Ltd.	&	&	&	&	&
13	Netlink Communications Pvt. Ltd.	#	#	#	500	#
14	Global Net Pvt. Ltd.	&	&	&	&	&
15	Digital Link Pvt. Ltd.	4	0	NA	2600	Not Mentioned
16	Himal Technologies Pvt. Ltd.	350	5%	90%	250	900
17	Subisu Cablenet Pvt. Ltd.	650	10%	100%	4335	N/A
18	Spacetime Internet Pvt. Ltd.	*	*	*	*	*
19	Mero ISP Pvt. Ltd.	*	*	*	*	*
20	Pokhara I-net Pvt. Ltd.	&	&	&	&	&
21	Japan Nepal Information Tech. Pvt. Ltd.	#	#	#	#	#
22	Computer Click Online Pvt. Ltd.	350	5%	100%	275	900
23	Personal Broadband Nepal Pvt. Ltd.	*	*	*	*	*
24	IP Communications Pvt. Ltd.	*	*	*	*	*
25	Netplus Technology Pvt. Ltd.	30	0	0	3841	No Dialup Users
26	Heath Net Nepal	5	0	0	Not Mentioned	Not Mentioned
27	Global Plus Networks Pvt. Ltd.	#	#	#	#	#
28	Buddha Net Pvt. Ltd.	&	&	&	&	&
29	Stupa Net Pvt. Ltd.	0	0	0	0	3000
30	Namche Networks Pvt. Ltd.	50	2	All	5000	NA
31	Spice Nepal Pvt. Ltd.	No subscribers				
32	Broadlink Network & Commn. Pvt. Ltd.*	*	*	*	*	*
33	Radius Communications Pvt. Ltd.*	*	*	*	*	*

* - Service not started yet; # - Data not provided; & - could not contact

Annex - IV

S. No.	Name of ISP	Quality of Service			International Bandwidth (Uplink and Downlink) Kbps	Connected to npIX or not
		Service Activation Time	Time to Access	MTTR		
1	Mercantile Communications Pvt. Ltd	2 days	4-5 hrs	2 hours	2500/10000	YES
2	Worldlink Communications Pvt. Ltd	24 Hrs.	< 60 s	<24 Hrs.	5560/11500	YES
3	Everest Net Pvt. Ltd.	24Hrs.	24 Hrs.	5 mins-24 Hrs.	256/1024	YES
4	Global Internet Services Pvt. Ltd.	24 Hrs.	#	#	256/512	NO
5	Himalayan Online Service Pvt. Ltd.	24-48 Hrs.	40-60 s	< 2 Hrs.	1024	YES
6	Infocom Pvt. Ltd.	24 Hrs.	24 Hrs.	#	1280/1536	YES
7	Nepal DoorSanchar Company Limited	2 mins	< 1 min	<10 mins	4000/18000	YES
8	I MAX Pvt. Ltd.	&	&	&	&	&
9	Via Net Communications Pvt. Ltd.	Instantly	#	#	768/2640	YES
10	Sailung Dot Com Pvt. Ltd.	&	&	&	&	&
11	Fewa Net Pvt. Ltd.	&	&	&	&	&
12	Cyber Space Pvt. Ltd.	&	&	&	&	&
13	Netlink Communications Pvt. Ltd	5 mins	#	1 Hr.	64/128	YES
14	Global Net Pvt. Ltd.	&	&	&	&	&
15	Digital Link Pvt. Ltd.	>2Hrs	No Mention	5 mins	64/196	NO
16	Himal Technologies Pvt. Ltd.	2 Hrs.		3 Hrs	256/512	YES
17	Subisu Cablenet Pvt. Ltd.	<30 mins	<1sec	60 mins	2048/4096	YES
18	Spacetime Internet Pvt. Ltd	*	*	*	*	*
19	Mero ISP Pvt. Ltd	*	*	*	*	*
20	Pokhara I-net Pvt. Ltd.	&	&	&	&	&
21	Japan Nepal Information Tech. Pvt. Ltd.	#	#	#	#	#
22	Computer Click Online Pvt. Ltd.	<30 mins	24 Hrs.	60 mins	128/256	YES
23	Personal Broadband Nepal Pvt. Ltd.	*	*	*	*	*
24	IP Communications Pvt. Ltd.	*	*	*	*	*
25	Netplus Technology Pvt. Ltd.	1	2 Hrs.	6 Hrs.	64/256	NO
26	Heath Net Nepal	24 Hrs.	No Mention	4 Hrs.		YES
27	Global Plus Networks Pvt. Ltd.	#	#	#	#	#
28	Buddha Net Pvt. Ltd.	&	&	&	&	&
29	Stupa Net Pvt. Ltd.	#	#	#	16/32	NO
30	Namche Networks Pvt. Ltd.	24 Hrs.	NA	#	128/512	YES
31	Spice Nepal Pvt. Ltd.	No subscribers				
32	Broadlink Network & Commn. Pvt. Ltd.*	*	*	*	*	*
33	Radius Communications Pvt. Ltd.*	*	*	*	*	*

* - Service not started yet; # - Data not provided; & - could not contact

Annex - V

S. No.	Name of GMPCS Service Provider	Constellation Pvt. Ltd.	AVCO International Pvt. Ltd.
1	Number of Subscribers	638	250
2	Average Revenue Per User (ARPU) in Rs.	2000/subscriber/month	1788.2/user/year
3	Traffic (Minutes of Use)	8.20 mins/line/month	2.334 mins/line/month
4	Quality of Service		
	4a. GMPCS/GMPCS call completion ratio	#	100%
	4b. GMPCS/Other Network call completion ratio	#	90%
	4c. Call Drop rate	#	5%
	4d. Customer reported service complaints/subscriber/month	0.15%	1%
	4e. Faults/100subscribers/month	0.10%	0.50%
5	Billing		
	5a. Bills issued/Month	130	16
	5b. Complaints on Billing/Month	0	0
	5c. Clearance on billing complaints/Month	NA	NA

* - Service not started yet; # - Data not provided; & - could not contact

Annex - VI

S. No.		Name of Mobile Service Provider	
		Spice Nepal Pvt. Ltd.	Nepal Doorsanchar Company Limited
1	Number of Subscribers	129924	622737
2	Number of Subscribers (Postpaid)	1617	103172
3	Number of Subscribers (Prepaid)	128307	519565
4	Service areas in terms of district (No. of district)	12	#
5	Average Revenue per user (ARPU)	300	#
6	Traffic Mou (Minutes of Use/Subscriber/Month)	200 mins	#
7	Quality of Service		#
	7a. Cellular to Cellular Call Completion Ratio	99.5% (within network)	#
	7b. PSTN to Cellular Call Completion Ratio	99.5% (NDCL to Spice)	#
	7c. Cellular to PSTN Call Completion Ratio	80.4% (Spice to NDCL)	#
	7d. Call Drop Rate	0.50%	#
8	Billing		#
	8a. No. of bills issued per month (postpaid)	1546	#
	8b. No. of complaints on billing per month (postpaid)	3	#
	8c. No. clearance on billing complaints per month(postpaid)	3	#
	8d. No. of complaints on billing per month (prepaid)	40	#
	8e. No. clearance on billing complaints per month(prepaid)	40	#

* - Service not started yet; # - Data not provided; & - could not contact

Annex - VII

S. No.		Name of Fixed Service Provider	
		United Telecom Limited	Nepal Doorsanchar Company Limited
1	Number of Subscribers	66500	509741
2	Number of subscribers (Districtwise)	#	#
3	Service areas in terms of district (No. of district)	3	75
4	Average Revenue per user (ARPU) Rs.	431	1108
5	Traffic MoU (Minutes of Use/Subscriber/Month)	#	#
	Local	134.66	#
	Domestic Long Distance	52.24	#
	International	143.86	#
6	Quality of Service		#
	a. Call Completion Ratio (%)		#
	a1. Local	99	#
	a2. Domestic	98	#
	a3. International	99	#
	b. PSTN to Cellular Call Completion Ratio	#	#
	c. Cellular to PSTN Call Completion Ratio	#	#
	d. % call to operator answered in less than 30 seconds	100	#
	e. % call attempts not receiving connection	<1.4	#
	f. Call Drop Rate (%)	<1	#
	g. % customer reported service complaints/100 DEL/month	1.55	8.9
	h. Faults per 1000 DELs/Month	0.68	#
7	7.1 Bills issued/month (Nos)	48783	#
	7.2 Complaints on billing/Month	<0.02% (10/48783)	#
	7.3 Clearance on billing complaints/Month	100%(10/10)	#
8	Number of Subscribers(Limited Mobility)	16,000	Service Not Started

* - Service not started yet; # - Data not provided; & - could not contact

Annex - VIII

S.No.	Name of Rural Service Operator	STM Telecom Sanchar Pvt. Ltd.
1	Number of Terminals (Total):	733
2	Number of Terminals (Districtwise)	#
3	Number of Telephone Lines (Total):	1325
4	Number of Telephone Lines (Districtwise):	#
5	Average Revenue Per User (ARPU):	2535
6	Traffic MoU (Minutes of Use/Subscriber/month):	434
7	Quality of Service:	
	7a. Call Completion Ratio:	
	i. Local (STM's Network)	94%
	ii. Local (Other Licensee's Network)	82%
	iii. Domestic (STM's Network)	94%
	iv. Domestic (Other Licensee's Network)	82%
	v. International	82%
	7b. Call Setup Time:	5 secs
	7c. Maximum all-inclusive transmission delay for a single hop satellite call (in each direction):	280 ms
	7d. Call Drop Rate:	3%
	7e. Percentage customer reported service complaints (per 100 RTS Lines) per month:	10%
	7f. Faults per 100 RTS lines per month:	4
	7g. Fault Clearance Rate	4.36 days
8	Billing	
	8a. No. of bills issued per month:	80 (prepaid)
	8b. No. of complaints on billing per month:	12
	8c. No of clearance on billing complaints per month:	All

* - Service not started yet; # - Data not provided; & - could not contact

Annex IX

Details of Licensees of different services:

S. No.	Name	Address	Tel.No. (+977-1-)	Fax.No. (+977-1-)	E-mail	URL
Basic Telecom Operators						
1.	Nepal Doorsanchar Company Limited	Bhadrakali Plaza, Kathmandu	4210202	4221202	ntc.ogm@ntc.net.np	www.ntc.net.np
2.	United Telecom Limited	Triveni Complex, Putalisadak, Kathmandu	2001880	2499999	utlnepal@wlink.com.np	www.utlnepal.com.np
Cellular Mobile Operator						
1.	Nepal Doorsanchar Company Limited,	Pulchowk, Lalitpur	5536791	5515291	ntc.ogm@ntc.net.np	www.ntc.net.np
2.	Spice Nepal Pvt. Ltd.	Mero Mobile Building Ekantakuna, Jawalakhel-4, Lalitpur	5554544 5554547 5524250	5554538	snpl@spicenepal.com	www.spicenepal.com
Rural Telecom Operators						
1.	STM Telecom Sanchar Pvt. Ltd.	Thirbam Sadak 5, Baluwatar, Kathmandu	4445981 4446382	4419366	spradhan@stmnetworks.com	www.stmtelecom.org.np
Limited Mobility Service based on wireless telecommunication to be operated in specified area						
1.	United Telecom Limited	Triveni Complex, Putalisadak, Kathmandu	2001880	2499999	utlnepal@wlink.com.np	www.utlnepal.com.np
2.	Nepal Doorsanchar Company Limited	Bhadrakali Plaza, Kathmandu	4210202	4221202	ntc.ogm@ntc.net.np	www.ntc.net.np
Internet Service Providers						
1.	Mercantile Communications Pvt. Ltd	Durbar Marg, Kathmandu	4220773	4256761	amatya@mos.com.np	www.mos.com.np
2.	Worldlink Communications Pvt. Ltd	Jawalakhel, Lalitpur	5523050	5529403	info@wlink.com.np	www.wlink.com.np
3.	Everest Net Pvt. Ltd.	Ekantakuna, Jawalakhel, Lalitpur	5546010 5539430	5539431	info@enet.com.np	www.enet.com.np
4.	Global Internet Services Pvt. Ltd.	Ward No-3, Bihar Area, Lalitpur	5539990	5543647	info@gispl.com.np	www.gispl.com.np
5.	Himalayan Online Service Pvt. Ltd.	Durbar Marg, Kathmandu	4244952	4224524	info@hons.com.np	www.hons.com.np
6.	Infocom Pvt. Ltd.	Hattisar, Kathmandu	4436458 4436459	4435826	info@info.com.np	www.info.com.np
7.	Nepal DoorSanchar Company Limited (NDCL)	Pulchowk, Lalitpur	5544132	5545878	bimlesh.jha@ntc.net.np	www.ntc.net.np
8.	I MAX Pvt. Ltd.	Ranjana Galli, New Road, Kathmandu	4269805	4260693	info@imax.com.np	www.imax.com.np
9.	Square Network Pvt. Ltd.	GPO-8975, EPC-1389 Sanepa-2, Lalitpur	5542317	5549388	info@snet.com.np	www.snet.com.np
10.	Sailung Dot Com Pvt. Ltd.	Bhanuchowk, Dharan	526528	526528	amrit@sailung.com	www.sailung.com

11.	Fewa Net Pvt. Ltd.	Mahendra Pool, Pokhara, Kaski	536090		fewanet@fewanet.com.np	www.fewanet.com.np
12.	Cyber Space Pvt. Ltd.	Adarshanagar, Birgunj	5524075		atc@atcnet.com.np	
13.	Netlink Communications Pvt. Ltd	P.O.box- 7940 Bagwatimarg , Naxal, kathmandu	4440304	4492703	info@netlink.com.np	www.netlink.com.np
14.	Global Net Pvt. Ltd.	Bharatpur, Chitwan	520656	526528	support@bharatpur.com.np	
15.	Himal Technologies Pvt. Ltd.	5409,Jayabageswori Kathmandu	4480698 4759964	4759964	ibadal@himaltech.com.np	www.himaltech.com.np
16.	Subisu Cablenet Pvt. Ltd.	Baluwatar, Kathmandu	44296164 429617	4430572 4240165	scn@subisu.com	www.subisu.net.np
17.	Spacetime Internet Pvt. Ltd	Minbhawan, Kathmandu	4487750 4487751 4487752	4494022	space@col.com.np	
18.	Mero ISP Pvt. Ltd	Kantipur, Kathmandu	4232777	4232777		
19.	Pokhara I-net Pvt. Ltd.	Gairapatan, Pokhara, PO Box-86	5521703 5535377	5532891	2fm@fewamail.com.np	
20.	Japan Nepal Information Technology Pvt. Ltd.	Kalikasthan, Kathmandu, Nepal	4770772			
21.	Computer Click Online Pvt. Ltd.	Putalisadak, Kathmandu	4439724 4439725		info@ccsl.com.np	www.ccsl.com.np
22.	Personal Broadband Nepal Pvt. Ltd.		4479213			www.pbn.com.np
23.	IP Communications Pvt. Ltd.	Putalisadak, Kathmandu	4247535	6613666	lovely@mail.com.np	
24.	Netplus Technology Pvt. Ltd.	Sanepa, Lalitpur	4784800 4784660			
25.	Heath Net Nepal	Maharajgunj Kathmandu				
26.	Global Plus Networks Pvt. Ltd.	Durbarmarg, Kathmandu				
27.	Buddha Net Pvt. Ltd.	Baidam, Pokhara				
28.	Stupa Net Pvt. Ltd.					
29.	Namche Networks Pvt. Ltd.	Manbhawan, Lalitpur				
30.	Spice Nepal Pvt. Ltd.	Mero Mobile Building Ekantakuna, Jawalakhel-4, Lalitpur	5554544 5554547 5524250	5554538	snpl@spicenepal.com	www.spicenepal.com
31.	Broadlink Network and Communication Pvt. Ltd.	Baneshwore, Kathmandu	4785073 2003934			
32.	Radius Communications Pvt. Ltd.	Putalisadak, Kathmandu	4241158	4241039	info@radius.com.np	www.radiusnp.com

VSAT Network Service Provider

1.	Mercantile Communications Pvt. Ltd.	Durbar Marg, Kathmandu	4240920	4225407	amatva@mos.com.np	www.mos.com.np
2.	Worldlink Communications Pvt. Ltd.	Jawalakhel, Lalitpur	5523050	5529403	info@wlink.com.np	www.wlink.com.np
3.	Communications and Communicate Nepal Pvt.	Siddhi Bhawan, Kathmandu	4269348	4243726	info@ccnep.com.np	www.ccnep.com.np

	Ltd.					
4.	I MAX Pvt. Ltd.	Ranjana Galli, New Road, Kathmandu	4269805	4260693	info@imax.com.np	www.imax.com.np
5.	Infocom Pvt. Ltd.	Hattisar, Kathmandu	4436458 4436459	4435826	info@info.com.np	www.info.com.np
6.	Websurfer Nepal Communications Pvt. Ltd.	Naxal, Kathmandu		4492703		www.websurfer.com.np
7.	Square Network Pvt. Ltd.	Sanepa Lalitpur	5542317	5549388	info@snet.com.np	www.snet.com.np
8.	Unlimited Numedia Pvt. Ltd.	Khichapokhari, Kathmandu	4249668 4249151	4249151 4222424	allen@unlimit.com	www.unlimit.com.np
GMPCS Service Provider						
1.	Constellation Pvt. Ltd.	Pulchowk, Lalitpur	5548836	5588879	ceo@constellation.com.np	
2.	AVCO International Pvt. Ltd.	Nagpokhari, Kathmandu	4410394 4428679	4422252	avco@wlink.com.np	
Video Conferencing Service						
1.	World Bank, Country Office Nepal	Yak and Yeti Building, Durbar Marg				
Local Data Network Service						
1.	Shivahari Pokharel (Representative SITA)	RNAC Building	4229252	4228314		