

Nepal Telecommunications Authority



Management Information System

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1. Telecom Statistics at a glance (as of Shrawan, 2069, 14 August, 2012)

1.1 Available Voice Telephony Services

| Services Operators | Fixed | | Mobile | | Others | | Total |
|-----------------------|----------------|----------------|-------------------|----------------|---------------------------|--------------|-------------------|
| | PSTN | WLL | GSM | CDMA | LMS | GMPCS | |
| NDCL | 629,801 | 129,126 | 6,304,519 | 830,172 | - | - | 7,893,618 |
| UTL | - | 71,395 | - | - | 573,605 | - | 645,000 |
| NCELL | - | - | 8,492,497 | - | - | - | 8,492,497 |
| STM | 5,197 | - | - | - | 155 | - | 5,352 |
| NSTPL | - | 2,950 | - | - | 146,758 | - | 149,708 |
| Smart | 598 | - | - | - | 418,847 | - | 419,445 |
| Others (GMPCS) | - | - | - | - | - | 1,742 | 1,742 |
| Total | 635,596 | 203,471 | 14,797,016 | 830,172 | 1,139,365 | 1,742 | 17,607,362 |
| | 839,067 | | 15,627,188 | | 1,141,107 | | |
| Tele-Density | | | | | | | |
| Services | | | | | Penetration Rate % | | |
| Fixed | | | | | 3.15 | | |
| Mobile | | | | | 58.70 | | |
| Others (LM, GMPCS) | | | | | 4.28 | | |
| Total | | | | | 66.14 | | |

Note: Projected Population for 2011 is 26,620,809 (Source : cbs.gov.np)

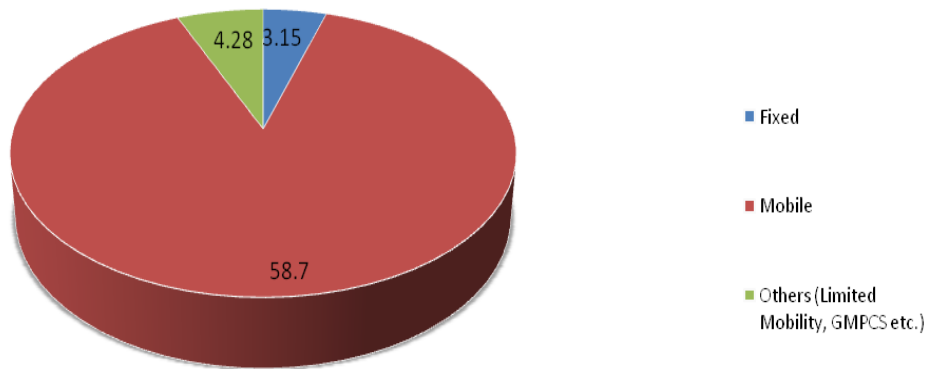
1.2 Data/Internet Services

| Services | Subscribers | | | | Total |
|----------------------------------------|------------------|---------------|------------------|---------------|------------------|
| | NDCL | UTL | NCELL | ISPs | |
| Dialup (PSTN +ISDN) | 4,490 | - | - | 10,547 | 15,037 |
| Wireless Modem, Optical Fibre Ethernet | - | - | - | 45,612 | 45,612 |
| Cable Modem, Cable etc. | - | - | - | 17,981 | 17,981 |
| ADSL | 88,058 | - | - | - | 88,058 |
| GPRS | 1,953,296 | - | 2,829,026 | - | 4,782,322 |
| CDMA 1X | 117,795 | 78,388 | - | - | 196,183 |
| Total | 2,163,639 | 78,388 | 2,829,026 | 74,140 | 5,145,193 |
| Internet Penetration Rate % | | | | | 19.32 |

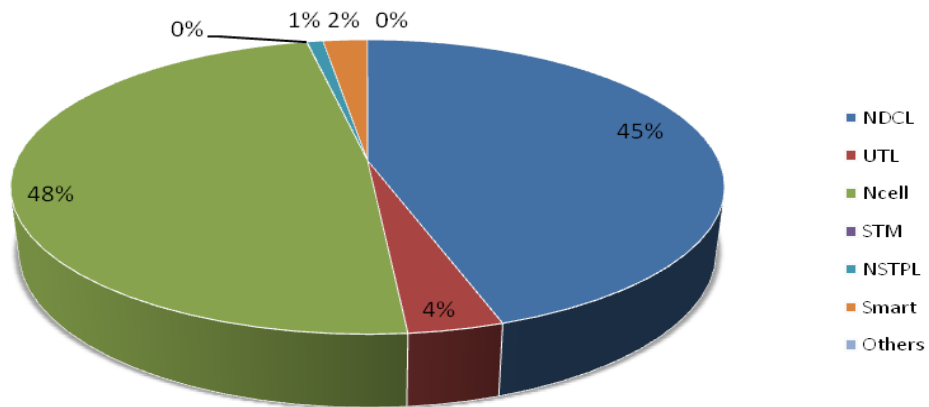
1.3 Public Call Centres (PCO)

| Services | Subscribers |
|----------------------------------------------|--------------|
| Rural PCO's of STM Telecom Sanchar Pvt. Ltd. | 2,028 |
| Rural PCO's of SMART Telecom Pvt. Ltd. | 598 |
| Total | 2,626 |

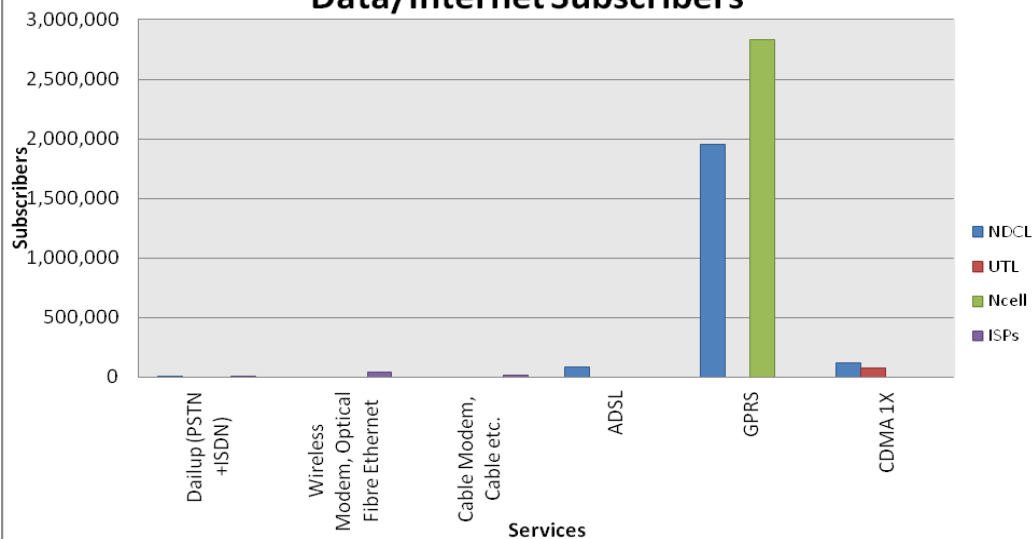
Telephone Penetration Rate



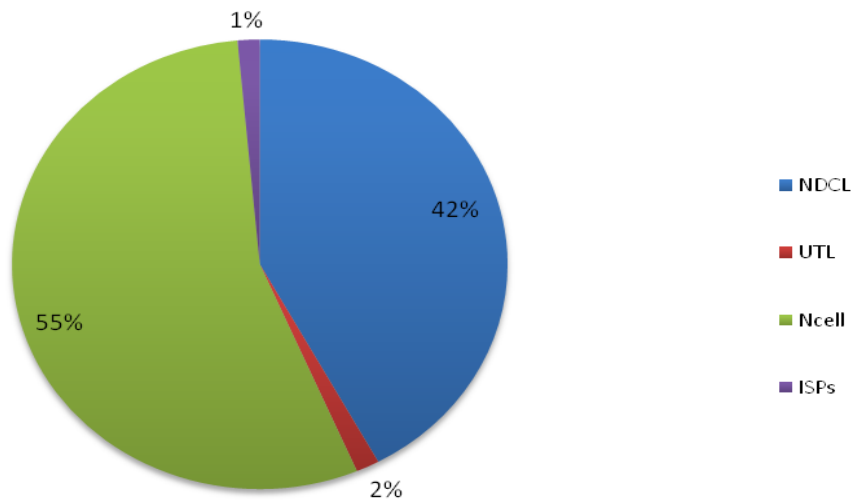
Market Share of Telephone Subscribers



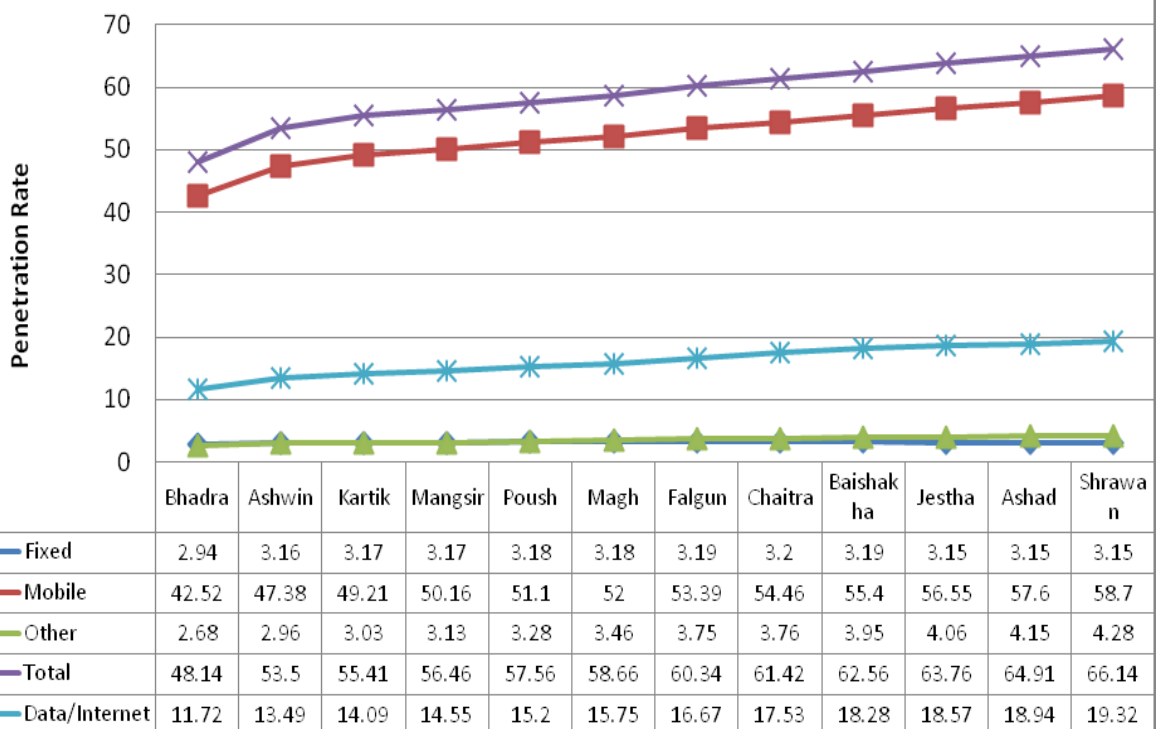
Data/Internet Subscribers



The market share of data/internet subscribers

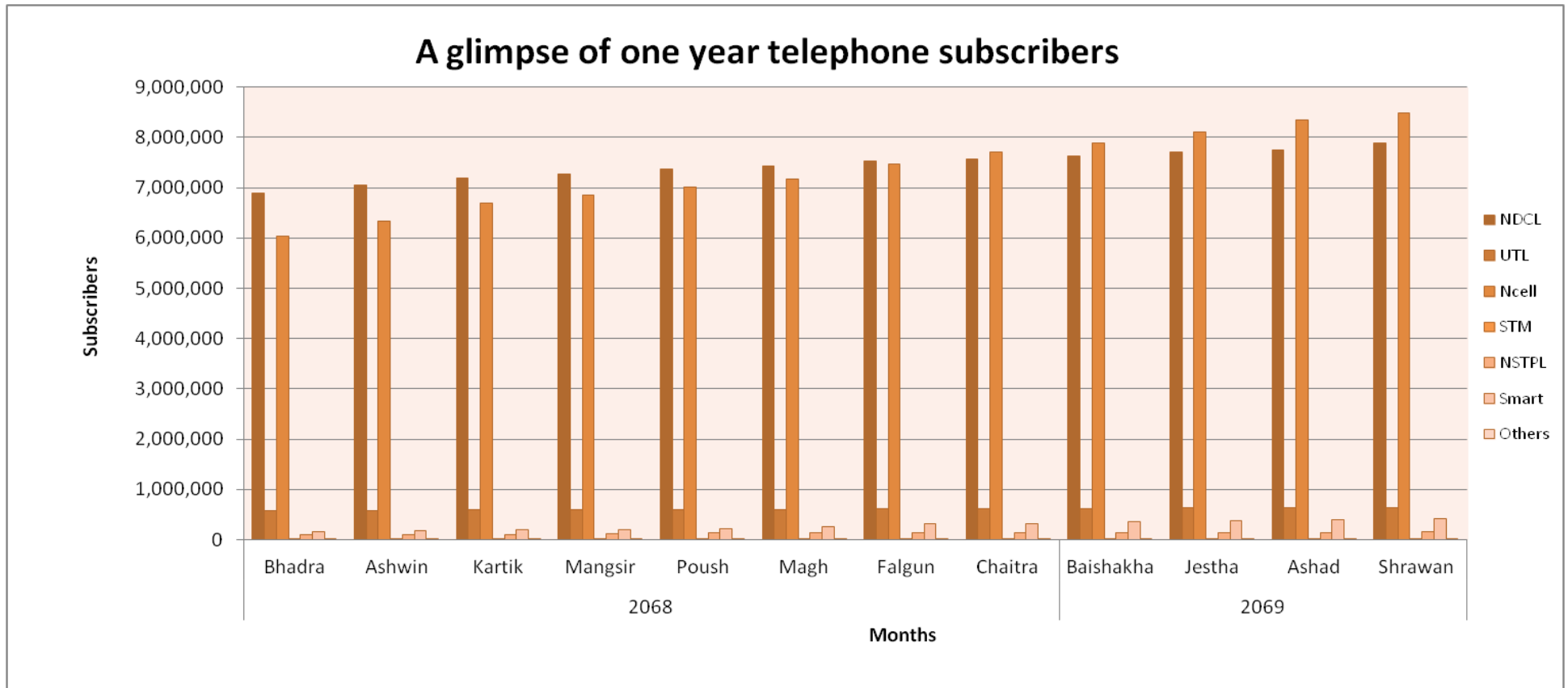


Growth Trend of Voice Telephone and Data Service Penetration



A glimpse of one year telephone subscribers

| S.No. | Operators | 2068 | | | | | | | | | 2069 | | |
|-------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | Bhadra | Ashwin | Kartik | Mangsir | Poush | Magh | Falgun | Chaitra | Baishakha | Jestha | Ashad | Shrawan |
| 1 | NDCL | 6,883,557 | 7,046,216 | 7,180,285 | 7,269,105 | 7,364,268 | 7,435,929 | 7,522,136 | 7,570,860 | 7,633,794 | 7,715,633 | 7,756,318 | 7,893,618 |
| 2 | UTL | 582,106 | 585,170 | 588,307 | 591,511 | 597,324 | 604,568 | 613,801 | 616,392 | 623,869 | 631,232 | 637,304 | 645,000 |
| 3 | Ncell | 6,032,938 | 6,334,011 | 6,686,871 | 6,851,561 | 7,008,777 | 7,178,008 | 7,463,071 | 7,699,070 | 7,888,010 | 8,101,779 | 8,338,065 | 8,492,497 |
| 4 | STM | 5,263 | 5,263 | 5,263 | 5,263 | 5,332 | 5,336 | 5,336 | 5,336 | 5,344 | 5,344 | 5,347 | 5,352 |
| 5 | NSTPL | 95,904 | 97,280 | 98,985 | 111,905 | 136,507 | 140,395 | 146,319 | 146,319 | 146,319 | 146,319 | 146,319 | 149,698 |
| 6 | Smart | 160,953 | 179,136 | 193,064 | 203,040 | 213,228 | 250,926 | 311,227 | 311,227 | 355,914 | 377,227 | 395,736 | 419,445 |
| 7 | Others | 1,742 | 1,742 | 1,742 | 1,742 | 1,742 | 1,742 | 1,742 | 1,742 | 1,742 | 1,742 | 1,742 | 1,742 |



1.4 Quality of Service Report for the Month Shrawan, 2069 (16 July, 2012)

Network Performance & Billing Complaints

| S. No. | Parameter | Benchmark | NDCL | NCELL | UTL | STM | SMART | NSTPL |
|--------|----------------------------------------------------------------|-----------|------|--------|-----|--------|-------|-------|
| 1. | Service Access Delay (in seconds) | < 15sec | NS | NS | NS | 12 Sec | NS | NS |
| 2. | Call Set Up Success Rate (CSSR) | > 90% | NS | 98.41% | NS | 96.00% | NS | NS |
| 3. | Call Drop Ratio (CDR) | < 3% | NS | 0.26% | NS | 1.00% | NS | NS |
| 4. | Point of Interconnection (POI) Congestion with (National) | <1% | NS | NS | NS | NS | NS | - |
| | POI with NDCL | | NA | 21.24% | 0 | NS | NS | NS |
| | POI with NCELL | | NS | NA | 0 | NS | NS | NS |
| | POI with UTL | | NS | 2.09% | NA | NS | NS | NS |
| | POI with SmartTel | | NS | 66.20% | NS | NS | NA | NS |
| | POI with STM | | NS | 48.66% | NS | NA | NS | NS |
| | POI with NSTPL | | NS | 75.61 | NS | NS | NS | NS |
| 5. | Point of Interconnection (POI) Congestion with (International) | <1% | - | - | - | NS | - | - |
| | POI with NDCL | | NA | NS | NS | NS | NS | NS |
| | POI with NCELL | | NS | NA | NS | NS | NS | NS |
| | POI with UTL | | NS | NS | NA | NS | NS | NS |
| | POI with SmartTel | | NS | NS | NS | NS | NA | NS |
| | POI with STM | | NS | NS | NS | NA | NS | NS |
| | POI with NSTPL | | NS | NS | NS | NS | NS | NS |
| 6. | (i) % of calls answered (electronically) IVR | | - | NS | NS | - | - | - |
| | Within 30 sec | 80% | NS | NS | NS | NS | NS | NS |
| | Within 60 sec | 90% | NS | NS | NS | NS | NS | NS |

| | | | | | | | | |
|-----|----------------------------------------------------------|---------------------|----|----|----|------|----|----|
| | (ii) % of calls answered by Operator (Voice to Voice) | | - | NS | NS | 99% | - | - |
| | Within 60 sec | 80% | NS | NS | NS | NS | NS | NS |
| | Within 90 sec | 90% | NS | NS | NS | NS | NS | NS |
| 7. | GOS on Air Interface | < 5% short Term | NS | NS | NS | NS | NS | NS |
| | | < 10 % Long Term | NS | | NS | NS | NS | NS |
| 8. | GOS on MSC - BSC Interface | < 1 % | NS | NS | NS | NS | 0 | NS |
| 9. | Billing complaints per 1000 bills issued per month | < 1 % | NS | NS | NS | <2 | NS | NS |
| 10. | % of billing complaints cleared within a month | >99% | NS | NS | NS | 100% | NS | NS |

1.5 Licence issued by NTA* (Existing as of Shrawan 2069, 14 August, 2012)

| S.No. | Name of the Services | Number of the licensee |
|-------|---------------------------------|------------------------|
| 1. | Basic Telecommunications | 3 |
| 2. | GSM Cellular Mobile | 2 |
| 3. | Network Service Provider | 7 |
| 4. | VSAT User | 80 |
| 5. | Internet (With E-mail) | 41 |
| 6. | GMPCS | 2 |
| 7. | Rural Telecom | 2 |
| 8. | Limited Mobility | 108 |
| 9. | International Trunk Telephone | 4 |
| 10. | Rural VSAT User | 18 |
| 11. | Rural Internet Service Provider | 6 |
| | Total | 173 |

* Year wise licensing activity of NTA is shown in Appendix-1

2. NTA Activities

2.1 Type Approval Certificate:

The type approval certificates for 66 GSM Mobile Sets and 20 Short Range Devices have been issued during the month of Shrawan.

2.2 Foreign Currency Recommendation: *Recommendation for Payment of Bandwidth Cost:*

NTA, pursuant to section 35 of Telecommunication Act, 1997, recommended to MOIC to avail Foreign Exchange facility to the licensees for the payment of Bandwidth cost to an aggregated amount of NRs. 135,688,485.44 in the month of Shrawan.

Recommendation for Import of Telecommunications Equipment: During the month of Shrawan recommendation for the import of Telecommunications equipment amounting to a total of NRs. 366,681,434.24 had been made by NTA.

2.3 License Cancellation:

| S. No. | Name of Licensee | Service | Date (mm/dd/yy) |
|--------|----------------------------------------------------|---------|-----------------|
| 1. | Avco International Pvt. Ltd. Nagpokhari, Kathmandu | GMPCS | 4/5/2069 |

2.4 Human Resource and Capacity Building

a) National Training, Seminar, Study and Observation Tours/Visit:

| S.No. | Program | Date | Place | Participant's Name |
|-------|--------------------|----------------------------|-------|------------------------------------------------------------------------------|
| 1. | Monitoring of ISPs | 2069/4/2 to 2069/4/7 | Dang | Min Prasad Aryal Deputy Director Sunder Pyakurel Assistant Director |

b) International Training, Seminar, Study and Observation Tours/Visit:

| S.No. | Program | Date | Place | Participant's Name |
|--------------|-------------------------------------------------------------------|-----------------------------|--------------|---------------------------------------------------------------------------|
| 1. | Training/Workshop on IPv6 Migration Strategy for Telecom Services | 2069/4/8 to 2069/4/14 | Thailand | B.R.Dawadi Assistant Director S.P. Lamichhane Assistant Director |

3. NTA's Major Decisions during the month of Shrawan 2069: N/A

4. List of the members of Nepal Telecommunications Authority

| S.No. | Members Name | Designation | Date of Appointment |
|--------------|----------------------------|--------------------|----------------------------|
| 1. | Mr. Bhesh Raj Kanel | Chairman | 2065/08/08 |
| 2. | Mr. Girindra Raj Adhikari | Member | 2065/09/17 |
| 3. | Mr. Mahesh Prasad Adhikari | Member | 2068/11/04 |
| 4. | Mr. Anil Dhungel | Member | 2068/11/04 |

For Details Contact :

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NTA Licensing Activity at a glance as of 15 August 2012 (End of Ashad 2069)

| S. No. | Services | Fiscal Year | | | | | | | | | | | | | | Existing | |
|--------------|--------------------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|-------------------|
| | | Till 056/57 | 057/58 | 058/59 | 059/60 | 060/61 | 061/62 | 062/63 | 063/64 | 064/65 | 065/66 | 066/67 | 067/68 | 068/69 | Total | | License Cancelled |
| 1 | Basic Telecommunication | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 3 |
| 2 | GSM Mobile | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 |
| 3 | Network Service Provider | 6 | 1 | 3 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 15 | 8 | 7 |
| 4 | VSAT User | 16 | 8 | 11 | 15 | 20 | 6 | 41 | 7 | 0 | 6 | 22 | 0 | 5 | 160 | 80 | 80 |
| 5 | Internet (with e-mail) | 13 | 2 | 3 | 2 | 6 | 6 | 7 | 3 | 3 | 7 | 12 | 5 | 1 | 70 | 29 | 41 |
| 6 | Radio Paging | 6 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 8 | 0 |
| 7 | Fax Mail | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 |
| 8 | Video Conferencing | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| 9 | GMPCS | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 |
| 10 | Rural Telecom | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 2 |
| 11 | Limited Mobility | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 4 | 4 | 3 | 35 | 61 | 0 | 109 | 1 | 108 |
| 12 | Int. Trunk Telephone | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 4 | 0 | 4 |
| 13 | Rural VSAT User | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 5 | 3 | 5 | 18 | 0 | 18 |
| 14 | Rural ISP | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | 6 | 0 | 6 |
| Total | | 47 | 16 | 17 | 20 | 28 | 13 | 50 | 17 | 13 | 19 | 80 | 70 | 12 | 407 | 133 | 274 |

Source: NTA License Section

A Glimpse of Subscriber's of Internet Service as on Shrawan, 2069

| S.No. | Company Name | Dialup (PSTN +ISDN) | Wireless Modem, Optical Fiber Ethernet | Cable Modem, Cable etc. | Total |
|-------|----------------------------------------------------------------|---------------------|----------------------------------------|-------------------------|--------|
| 1 | STM Telecom Sanchar Pvt.Ltd., Baluwatar, Kathmandu | - | 128 | - | 128 |
| 2 | Sustainable Network Pvt.Ltd. Pulchok, Lalitpur | - | 107 | - | 107 |
| 3 | Cherry World Communication P.Ltd., New Baneshwor, Kathamandu* | - | 162 | 18 | 180 |
| 4 | Subisu Cablenet Pvt. Ltd. Baluwatar, Kathmandu* | - | 2,470 | 5,973 | 8,443 |
| 5 | Fiber Online Pvt. Ltd., Jawalakhel, Lalitpur* | - | - | 474 | 474 |
| 6 | Everest Net (Pvt) Ltd. Jawalakhel, Lalitpur* | 1,370 | - | - | 1,370 |
| 7 | Namche Networks Pvt. Ltd.* | - | 10 | 8 | 18 |
| 8 | Pokhara Internet Pvt. Ltd., Pokhara, Kaski* | - | - | 15 | 15 |
| 9 | Broadlink Network & Communication Pvt.Ltd., Kathmandu | - | 29,704 | - | 29,704 |
| 10 | WorldLink Communications (Pvt.) Ltd. Jawalakhel, Lalitpur* | 3,495 | 7,605 | 8,350 | 19,450 |
| 11 | Surfin Pvt.Ltd., Putalisadak, Kathmandu* | - | 34 | - | 34 |
| 12 | Iplus Pvt. Ltd, Lazimpat* | - | - | 76 | 76 |
| 13 | Classic Tech Pvt. Ltd., Baneshwor, Kathamandu* | - | 469 | 33 | 502 |
| 14 | Square Networks Pvt. Ltd.* | - | 15 | 3 | 18 |
| 15 | Mitra Networkr Pvt.Ltd. Manbhawan, Lalitpur* | - | 10 | 65 | 75 |
| 16 | Japan Nepal Information Communication Technology, Kalikasthan* | 152 | - | - | 152 |
| 17 | Himalayan Online Services (Pvt) Ltd. Durbarmarg, Kathmandu* | - | 266 | 653 | 919 |
| 18 | Vianet communicatuins Pvt. Ltd., Sidhibhawan, Kathmandu | 400 | 569 | 341 | 1,310 |
| 19 | Eastlink Technology Pvt. Ltd., Tripureshwor, Kathamandu | - | 245 | - | 245 |
| 20 | Health Net Nepal, Jaya Bageswori, Kathmandu* | - | - | 24 | 24 |
| 21 | Mercantile Communication (Pvt). Ltd. DurbarMarg, Kathmandu* | 5,130 | 455 | 818 | 6,403 |

| | | | | | |
|--------------|---------------------------------------------------------------|---------------|---------------|---------------|---------------|
| 22 | Allied Net Link Technologies Pvt. Ltd., Marajgunj, Kathmandu* | - | 57 | - | 57 |
| 23 | Satelink Nepal Pvt.Ltd., Maharajgunj, Kathmandu* | - | 19 | 70 | 89 |
| 24 | Net Max Technologies P. Ltd, Anamnagar, Kathmandu* | - | 62 | 43 | 105 |
| 25 | Zentech International* | - | 139 | - | 139 |
| 26 | Eastern Networks Pvt. Ltd., Naxal, Kathmandu* | - | - | 206 | 206 |
| 27 | Web Surfer Nepal Company. System Pvt. Ltd. Naxal, Kathmandu | 0 | 3,050 | 539 | 3,589 |
| 28 | Radius Communication Pvt.Ltd., Putalisadak, Kathmandu* | - | - | 136 | 136 |
| 29 | Netplus Technology Pvt.Ltd* | - | 36 | 136 | 172 |
| Total | | 10,547 | 45,612 | 17,981 | 74,140 |

* Those ISP who don't submit the data for the month of Shrawan.