

I Year

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Nepal Telecommunications Authority



Quarterly Performance Indicator of Telecom Services/Sector

(Shrawan 2064 - Ashwin 2064)
(17 July 2007 - 17 Octoebr 2007)

Falgun 2064 (February 2008)

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Preface

This is the first issue of "Quarterly Performance Indicator of Telecom Services/Sector". As said earlier, from now on the previous issue of MIS is split into two parts viz. "MIS Report" and "Quarterly Performance Indicator of Telecom Services/Sector". MIS Report will be published every month and Quarterly Performance Indicator of Telecom Services/Sector will be published every three months from now on. This has been done to specifically show the quarterly performance of the Telecom operators in the last quarter. The monthly issue of MIS is expected to bring out the monthly activity of NTA before it becomes too old.

We are really sorry for the delay in publishing this issue of MIS. In the meantime we have received queries through phone calls, emails for the delay in bringing this issue out. We are overwhelmed with this response as we got to know how useful these issues have been to the stakeholders and general public. This delay has been due to the delay in submission of data by those operators and still there are lots of operators who did not submit data. It is expected that NTA will take steps to make the operators bound to submit data and in case they fail, put some mechanisms to punish them as well.

This Quarterly Performance Indicator of Telecom Sector/Services is published every three months and is available in the website [http://www.nta.gov.np/Quarterly Performance of Telecom Operators.html](http://www.nta.gov.np/Quarterly_Performance_of_Telecom_Operators.html). 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 survey or cross check being carried out by NTA.

Please feel free to send any comments, suggestions, modifications, improvements, additions etc. addressed to MIS committee, NTA. Tel: +977-1-4101030-38 Fax: +977-1-4101034 Email: mis@nta.gov.np; ntra@nta.gov.np; info@nta.gov.np P.O. Box No. 9754 Bluestar Office Complex, Tripureshwor, Kathmandu, Nepal.

1. Functions and Duties of the Authority:

As per the section 13 of the Telecommunications Act 2053 B.S. (1997 A.D.) the functions and duties of the Authority are as follows:

- (a) To provide suggestions to Government of Nepal on the policy, plan and program to be adopted by Government of Nepal for the development of the Telecommunications Service.
- (b) To make the Telecommunications Service reliable and easily available to the public.
- (c) To make necessary arrangement to avail basic Telecommunications Service and facilities in all rural and urban areas throughout Nepal.
- (d) To involve the national and foreign private sector investors in the operation of the Telecommunications Service.
- (e) To make arrangement for the coordination and healthy competition among the persons providing Telecommunications Service and facilities, so as to provide such service and facilities to all public in general.
- (f) To prescribe, fix and approve the standard and quality standard of the plant and equipment relating to the Telecommunications and the Telecommunications Service.
- (g) To regularize and systematize Telecommunications Service
- (h) To grant License to operate the Telecommunications service.
- (i) To approve and regularize the fees to be collected by a person having obtained License for providing the Telecommunications Service.
- (j) To perform the functions relating to the frequency in accordance with the policy determined by the Radio Frequency Policy Determination Committee.
- (k) To carry out or cause to carry out the research about the development and use of new technology in the field of Telecommunications.
- (l) To cause to develop the skilled manpower for the Telecommunications Sector.
- (m) To develop and extend or cause to develop and extended the Telecommunications Service in such a way that it protects the rights and interests of the consumers.
- (n) To develop or cause to develops Nepal as an International Transit for Telecommunications.
- (o) To carry out necessary and appropriate functions for the development and promotion of the Telecommunications Service.

2. Telecom Statistics at a glance (as of 17 October, 2007): (Details in Annex)

2.1. Subscriber base:

Service	Subscribers
Fixed line telephone (PSTN+VSAT+MARTS+VHF)	5,19,446
Mobile Telephone (NDCL + SNPL)	11,79,663 + 7,31,171 = 19,10,834
Post-paid mobile (NDCL + SNPL)	1,15,064 + 5,721 = 1,20,785
Pre-paid mobile (NDCL + SNPL) including GSM, CDMA and WCDMA	10,64,599, + 7,25,450 = 17,90,049
Wireless in Local Loop (NDCL + UTL)	1,45,190 + 1,01,789 = 2,46,979 (including Limited Mobility)
Limited Mobility (UTL only)	43,797

Internet (with E-mail)	67,419
GMPCS (Constellation + AVCO + I4 Tech.)	1005 + 268 + 83 = 1356
VSAT user	110

NDCL: Nepal Doorsanchar Company Limited; SNPL: Spice Nepal Private Limited, UTL: United Telecom Limited

2.2. Average Revenue Per User (ARPU):

Service	ARPU/Month (in Rs.)
Fixed Telephone (Wireline + WLL + Limited Mobility)	963.51
Cellular Service (Prepaid + Postpaid)	350.15
Internet	3423.66
GMPCS	2152.15
Rural Telecom Service	1747.49 (STM only) per PCO

2.3. Service Penetration (1 in 100 population):

Service	Penetration Rate (in %) *
Fixed + Mobile	10.13
Fixed Telephone	2.90
Mobile Service	7.23
Internet (subscribers only)	0.26

* Population is expected to be 2,64,27,399 (source: Central Bureau of Statistics, www.cbs.gov.np)

3. Comparison between adjacent quarters

	QE Chaitra '63 (April '07)	QE Asadh '64 (July '07)	QE Ashwin '64 (Oct '07)	% change over Chaitra '63 (6 months)	% change over Asadh '64 (3 months)
1) Subscriber's Base					
i) Fixed Line (including WiLL, Limited Mobility)	7,06,918	7,64,363	7,66,425	8.42%	0.27%
ii) Mobile (GSM+CDMA+WCDMA)	13,61,390	15,71,021	19,10,834	40.36%	21.63%
iii) Internet	51,034	62,586	67,419	32.11%	7.72%
2) Average Revenue Per User (ARPU)					
i) Fixed Line	949.89	989.39	963.51		
ii) Mobile (GSM+CDMA+WCDMA)	370.143	396.55	350.15		
iii) Internet	3596.19	3317.07	3423.66		
3) Teledensity					
i) Fixed Line	2.73	2.89	2.90	6.23%	0.35%
ii) Mobile (GSM+CDMA+WCDMA)	5.26	5.95	7.23	37.45%	21.52%
iii) Internet	0.20	0.24	0.26	30%	8.33%
Total (Fixed + Mobile)	7.99	8.84	10.13	26.78%	14.59%

QE - Quarter Ending

4. Basic Core ICT Indicators

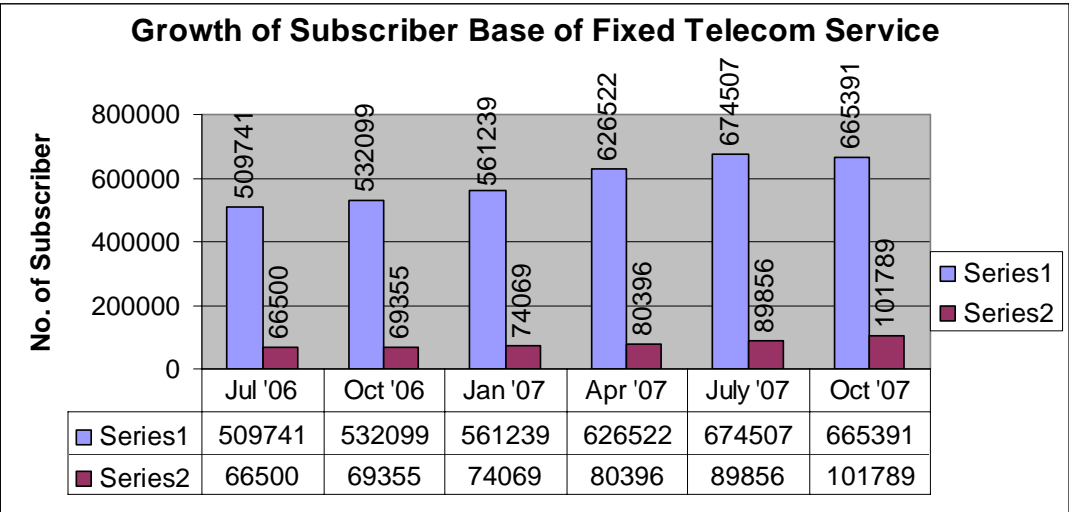
Core Indicators	Definition	
Fixed Telephone lines per 100 inhabitants	<i>Fixed telephone lines</i> refer to telephone lines connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the public switched telephone network (PSTN) and which have a dedicated port on a telephone exchange. <i>Fixed telephone lines per 100 inhabitants</i> is obtained by dividing the number of fixed telephone lines by the population and multiplying by 100.	2.90
Mobile Cellular Subscribers per 100 inhabitants	<i>Mobile cellular subscribers</i> refer to users of portable telephones subscribing to an automatic public mobile telephone service using cellular technology, which provides access to the PSTN. Users of both post-paid subscriptions and pre-paid accounts are included. <i>Mobile cellular subscribers per 100 inhabitants</i> is obtained by dividing the number of mobile cellular subscribers by the population and multiplying by 100.	7.23
Computers per 100 inhabitants	<i>Computers</i> measures the number of computers installed in a country. The statistic includes PCs, laptops, notebooks etc, but excludes terminals connected to mainframe and mini-computers that are primarily intended for shared use, and devices such as smart-phones and personal digital assistants (PDAs) that have only some, but not all, of the components of a PC (e.g. they may lack a full-sized keyboard, a large screen, an Internet connection, drives etc.). <i>Computers per 100 inhabitants</i> is obtained by dividing the estimated number computers in use by the population and multiplying by 100.	Not Available
Internet subscribers per 100 inhabitants	An <i>Internet subscriber</i> is someone who pays for access to the public internet (a TCP/IP connection). The statistic is measured irrespective of the type or speed of access, the type of device used to access the Internet, or the method of payment. <i>Internet subscribers per 100 inhabitants</i> is obtained by dividing the number of Internet subscribers by the population and multiplying by 100.	0.26
Broadband Internet subscribers per 100 inhabitants	A <i>Broadband Internet subscriber</i> is someone who pays for high-speed access to the public Internet (a TCP/IP connection). High speed access is defined as being equal to or greater than 256 kbit/s, as the sum of the capacity in both directions. The statistic is measured irrespective of the type of access, or the type of device used to access the Internet, or the method of payment. <i>Broadband Internet subscribers per 100 inhabitants</i> is obtained by dividing the number of Broadband Internet subscribers by the population and multiplying by 100.	Not yet defined in case of Nepal
International Internet Bandwidth per inhabitant	<i>International Internet bandwidth</i> refers to the capacity which backbone operators provision to carry Internet traffic measured in bits per second. <i>International Internet bandwidth per inhabitant</i> is obtained by dividing the amount of bandwidth by the population.	5.53
Percentage of population covered by mobile cellular Telephony	<i>Percentage of population covered by mobile cellular telephony</i> refers to the percentage of a country's inhabitants that live within areas served by a mobile cellular signal, irrespective of whether or not they choose to use it. This should not be confused with the percentage of the land area covered by a mobile cellular signal or the percentage of the population that subscribe to mobile cellular service. Note that this measures the theoretical ability to use mobile cellular services if one has a cellular telephone and a subscription.	Data not available

<p>Internet access tariff (20 hours per month), in US\$, and as a percentage of per capita income</p>	<p>The Internet access tariff includes the tariff components of monthly line rental, line usage charge and Internet access charge, plus any tax that may be levied (as this is a service used by both residential and business consumers). The tariff chosen for a particular country would be the package for 20 hours per month that is the cheapest, that is widely available (or, in the case of regional service providers, is available in the capital city) and is available to the general public without restriction (e.g. excluding in-company or limited time offers, and excluding offers that are bundled with some other service). The price comparison is expressed in a commonly used currency (such as US\$), which could be converted either at the average exchange rate, or at purchasing power parity (PPP) rates. The indicator should be compared, as far as possible, for the same date between countries. <i>As a percentage of per capita income</i> involves dividing the Internet access tariff by the average monthly gross national income <i>per capita</i> of the country.</p>	<p>US\$10.57, 3.92% (previous data included only Internet access charge, so it was revised this time) per capita income is taken as US\$270</p>
<p>Mobile cellular tariffs (100 minutes of use per month), in US\$, and as a percentage of per capita income</p>	<p>The Mobile cellular tariff includes the tariff components of monthly service rental (if relevant), 50 minutes of local peak time calling and 50 minutes of local off-peak calling, plus tax. Differences in the distance of calls, which may be applicable in some countries, are not taken into account, nor are international calls or SMS messages. The possible one-time charge for connection is not taken into account, except where this is bundled into the costs of a pre-paid account. Countries should calculate the tariff either on a post-paid or a prepaid service, whichever one is more popularly used. If more than 50% of the mobile cellular subscribers use pre-paid, then the tariff should also be based on the pre-paid service, and <i>vice versa</i>. The price comparison is expressed in a commonly used currency (such as US\$), which could be converted either at the average an exchange rate, or at purchasing power parity (PPP) rates. The indicator should be compared, as far as possible, for the same date between countries. <i>As a percentage of per capita income</i> involves dividing the mobile cellular tariff by the average monthly gross national income <i>per capita</i> of the country.</p>	<p>US\$7.17, 2.66%</p>
<p>Percentage of localities with public Internet access centers (PIACs) by number of inhabitants (rural/urban)</p>	<p>A public Internet access centre (PIAC) is a site, location, or centre of instruction at which Internet access is made available to the public, on a full-time or part-time basis. This may include digital community centers, Internet cafés, libraries, education centers and other similar establishments, whenever they offer Internet access to the general public. All such centers should have at least one public computer for Internet access. Localities refer to a country's villages, towns and cities. The percentage of localities with public Internet access centers (PIACs) is computed by dividing the number of localities with at least one PIAC by the total number of the country's localities and multiplying by 100. The indicator should be broken down by range of inhabitants.</p>	<p>Not available</p>

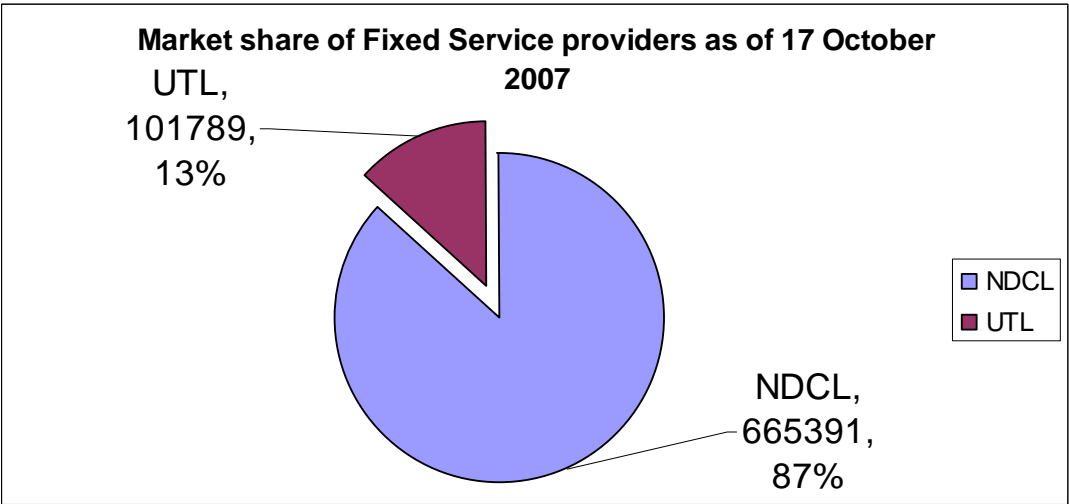
5. Performance of Service Providers:

5.1. Performance of Fixed Service:

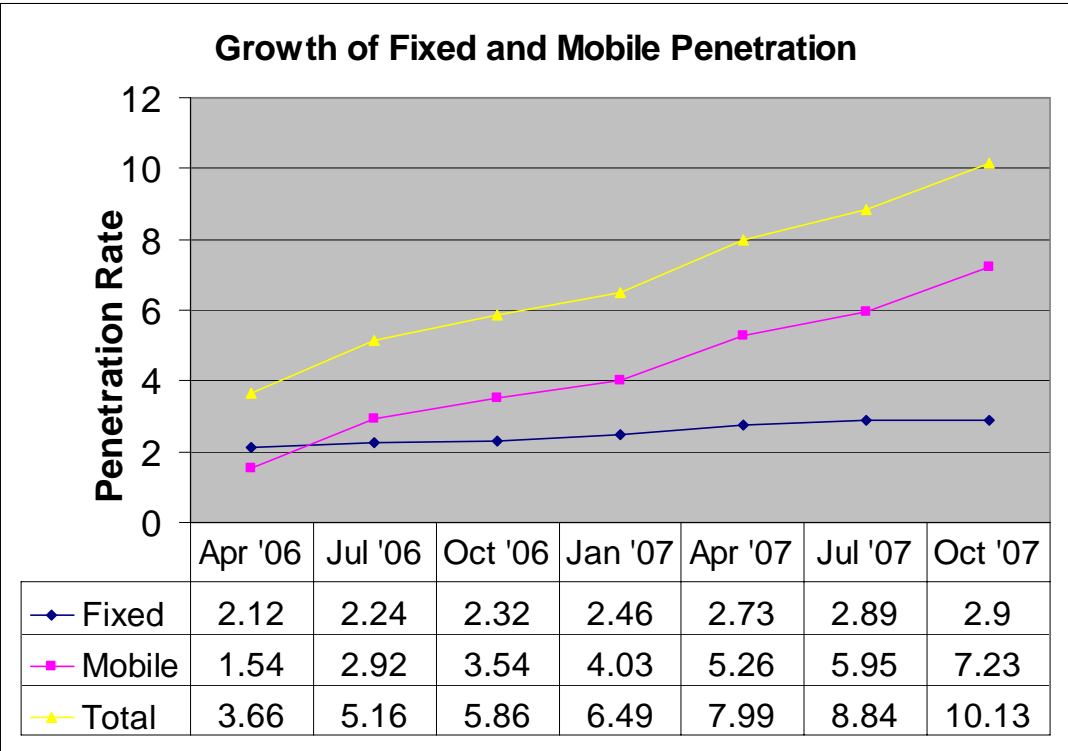
The fixed line penetration has reached 2.90%. The Average Revenue per User (ARPU) has decreased to 963.51. This time the market share of NDCL and UTL is still steady at 87% and 13% respectively.



NDCL is providing service in all the districts of Nepal through wire-line as well as wireless technology whereas UTL is providing service through wireless technology. Apart from Kathmandu Valley, UTL's service has now been extended to Parsa, Makwanpur, Rupandehi and Kaski. Altogether 5,754 person are being employed in Fixed Telecommunication sector.

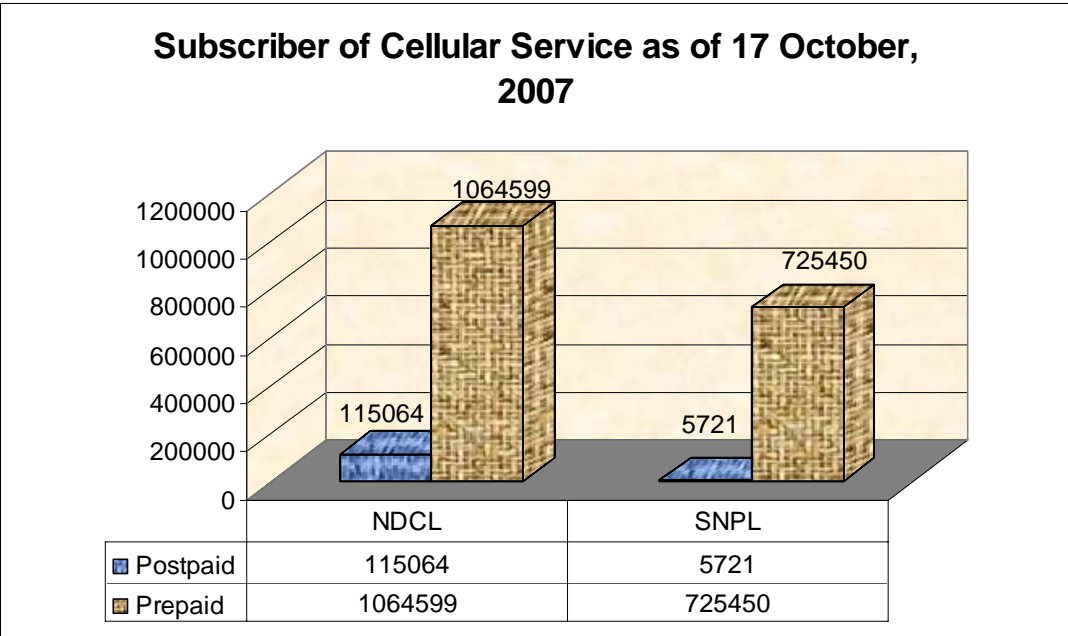


Both operators have obtained license to operate limited mobility service in addition to their fixed service license. NDCL has obtained Limited Mobility Service in Kathmandu but not extended this service to other districts. The subscriber base of UTL is 43,797 in Limited Mobility Service. The detailed performance of fixed service providers is illustrated in Annex F.

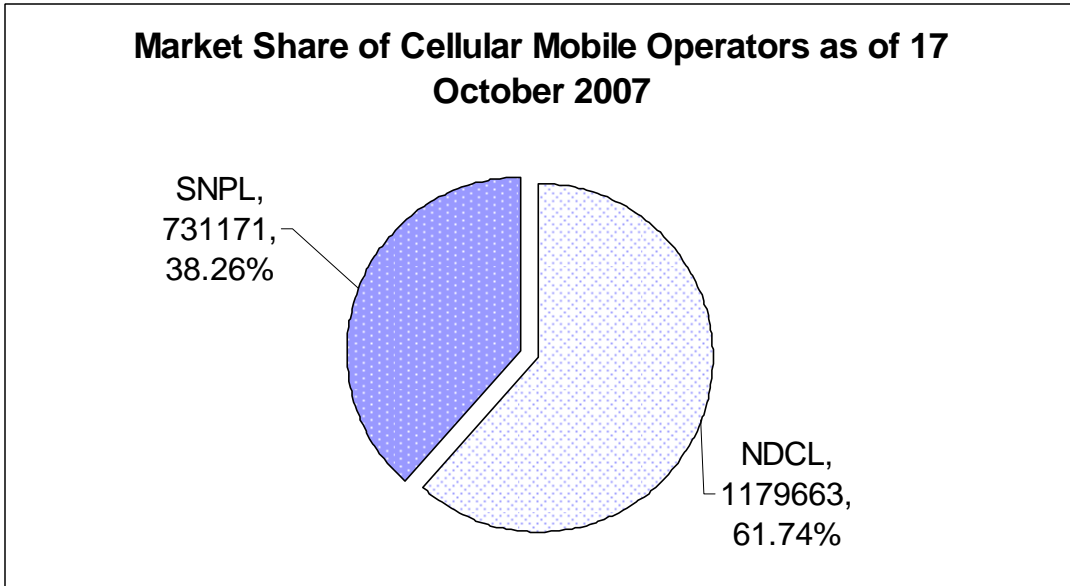


5.2. Performance of Cellular Mobile Service:

The subscriber base of incumbent NDCL has reached 11,79,663 including GSM, CDMA and WCDMA mobiles whereas that of Spice Nepal is 7,31,171 GSM mobiles, hence a total of 19,10,834 mobile subscribers. This quarter has seen a tremendous growth in mobile subscribers. NDCL distributed 3,11,617 new lines in the last quarter whereas SNPL distributed 28,196 lines in the same period. SNPL now holds 38.26% of the market share, 6.49% less than the previous quarter whereas that of NDCL has increased to achieve 61.74% market share. This is due to the conversion of Limited Mobility Service of NDCL to Full mobility service as per the decision made by NTA. The mobile customer base is growing continuously due to prepaid mobile scheme, which is approaching the 2 million mark. Apart from Kathmandu Valley, NDCL is providing mobile service in 43 districts and Spice Nepal Pvt. Ltd. too has extended its service in 32 districts. The mobile network of NDCL has now 395 (previous data) Base Transceiver Stations (BTSs) whereas SNPL has 386 BTS in 900 and 1800 MHz band. Hence the Number of subscriber to Base Transceiver Station (BTS) ratio of NDCL is 2986 in comparison to 1894 of SNPL. Hence, it seems in this quarter NDCL focused in increasing its customer base whereas SNPL focused in installing more BTSs. The mobile penetration has increased remarkably to reach 7.23 in this quarter. Comparison between subscriber base of GSM mobile service is shown below.



Market share of SNPL and NDCL as of 17 October, 2007 is as shown below and detailed performance of operators is shown in Annex E.



5.3. Performance of Rural Telecom Service:

NDCL:

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 centers 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 summarizes the types of technology used to provide telecommunications services to the VDCs of Nepal as of 17 October, 2007 (30 Ashwin, 2064).

Technology used by NDCL to serve VDCs	
Digital C-DOT (wire line) exchanges	2/4,496 (Exchange/Capacity)
MARTS	158/1,086 (Marts Terminals/ Telephone Subscribers)
VHF/UHF radio	484 (Telephone Subscribers)
Digital microwave (JICA project)	4/56 (Rural Station/Subscriber)
HF radio	4
VSAT	438/697 (Terminals/Telephone lines)
VDCs served with at least one PCO	2819
Telex Service	256/70 (Capacity/Distribution)

STM:

STM has now installed a total of 1881 PCOs in 601 VDCs of Nepal as of 17 October, 2007 through 823 VSAT terminals.

NDCL and STM have achieved the following rural service penetration levels as of 17 October, 2007 (30 Ashwin, 2064). Percentages identified in the table refer to the percentage of VDCs with at least one PCO in the specified region.

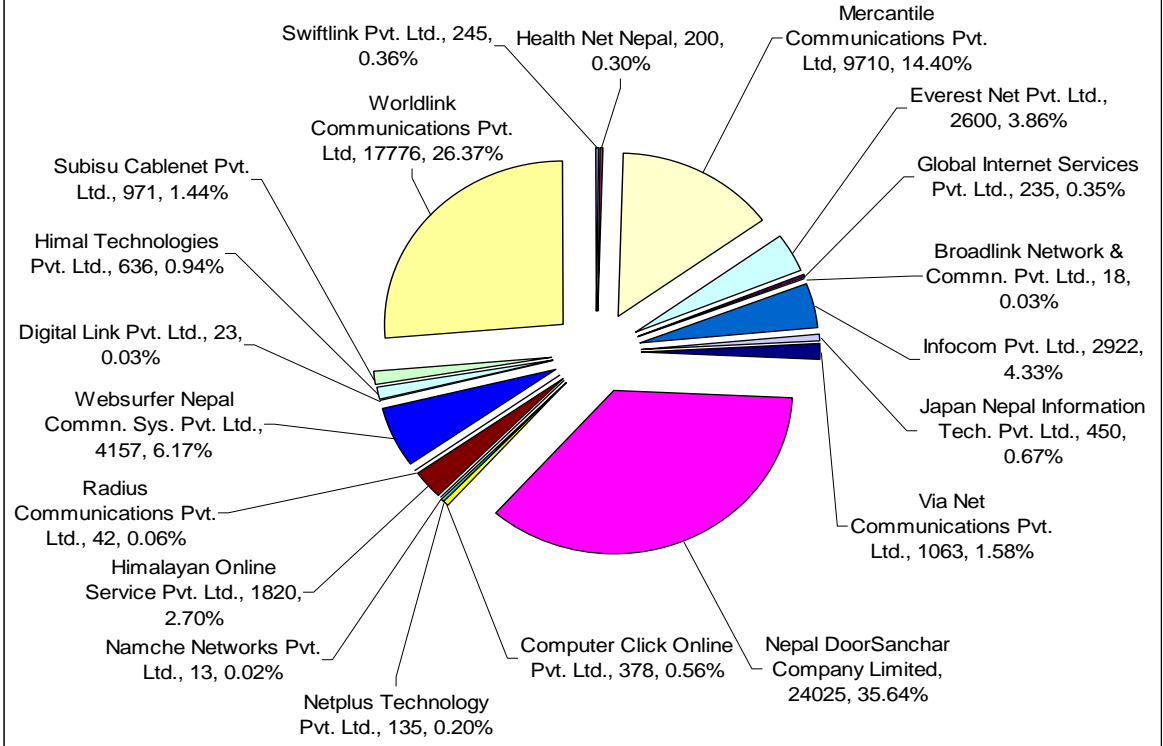
Region	Total VDCs	VDCs Served with at least one PCO	
		By STM*	By NDCL*
Nepal	3,915	601	2819
Eastern Development Region	893	530	577
Central Development Region	1199	2	815
Western Development Region	865	63	702
Mid-Western Development Region	575	6	307
Far-Western Development Region	383	-	198

* - some of the VDCs are overlapped

5.4. Performance of Internet Service:

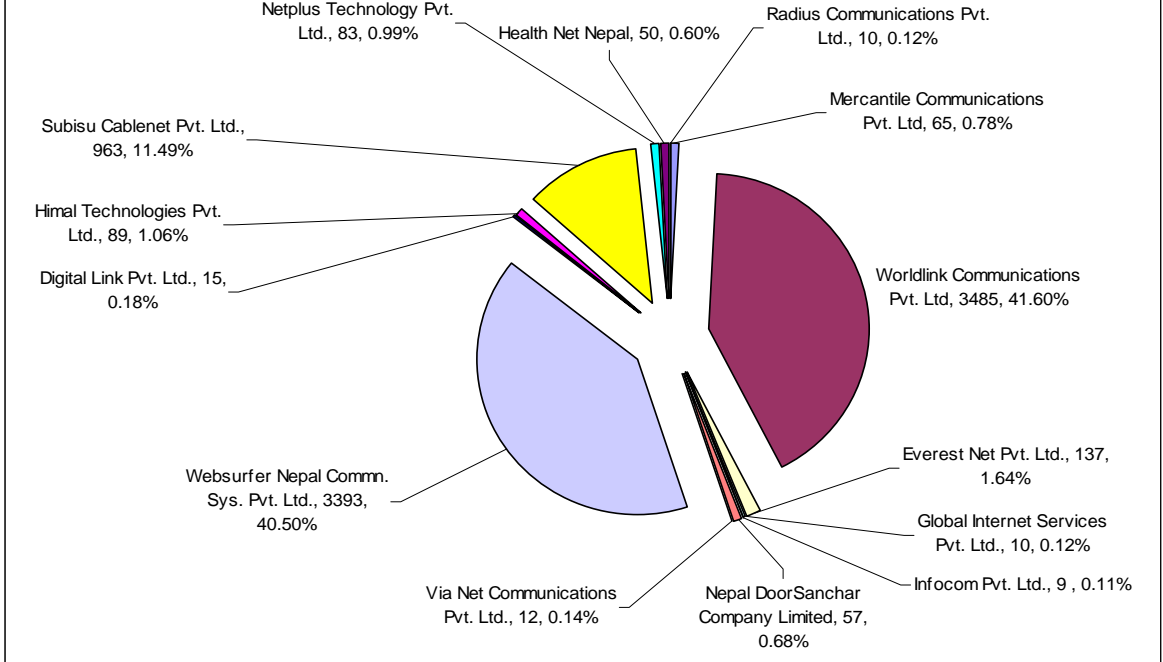
There are currently 35 ISPs in Nepalese market. The penetration has increased by 0.02% in this quarter which is still not very encouraging. Growth of Internet subscriber in the last quarter is mere 4,833. Total International Bandwidth used is in the ratio of 1:2.18 with 44.41 and 96.89 Mbps for uplink and downlink respectively; hence a total of 139.3 Mbps. Number of E1 links and telephone lines used for dialup internet is 123 and 483 respectively. The number of websites hosted has gone up to 1140. Only 208 subscribers have subscribed from ISPs as cybercafés.

Market Share of ISPs as of 17 October, 2007



Average Revenue per User (ARPU) has increased by Rs. 106.59 to 3423.66 from the last quarter. A total of 798 personnel are engaged in this sector.

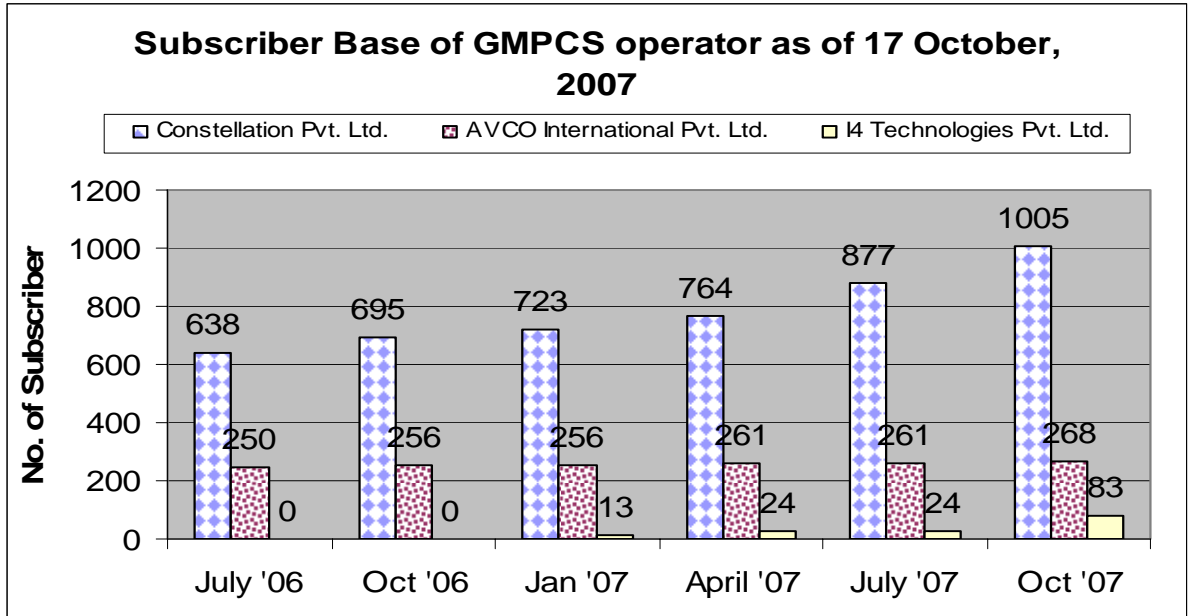
Market Share of ISPs providing service through cable as of 17 October, 2007



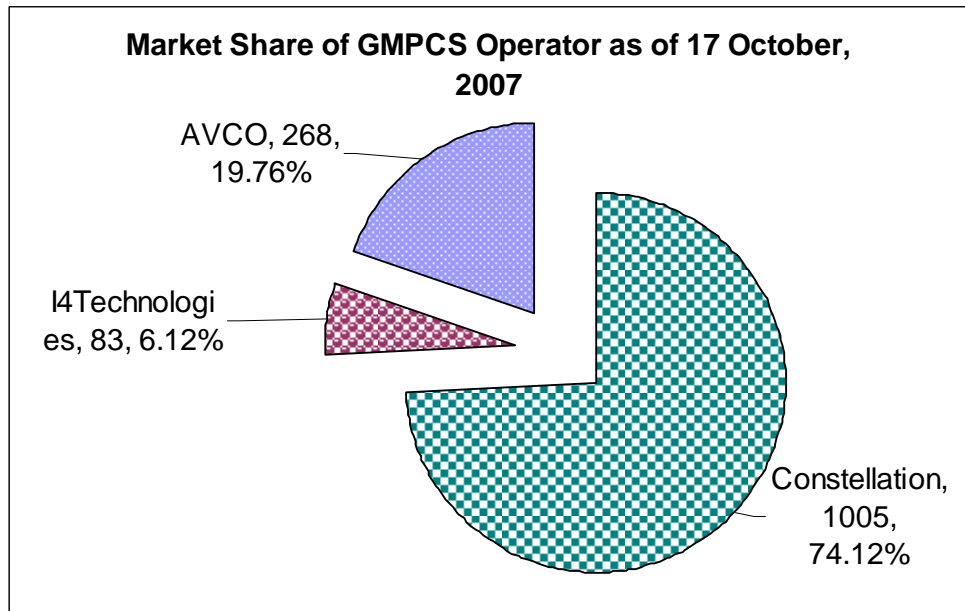
Details are elaborated in Annex A, B and C.

5.5. Performance of GMPCS Service:

The total subscriber base of GMPCS service has now reached 1356. The new entrant I4 technologies slowly expanding its market share. Average Revenue per user for this service stands at Rs. 2152.15.



The comparative chart is shown below. The detailed performance of GMPCS operators is illustrated in Annex D.



6. Telecom Network of the Country:

6.1. 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).

- 6.2. With the introduction of new Telecom Operators, the same tempo of growth continues with the number of distributed lines increasing from approximately 65,000 in 1992 to over 7,66,425 (PSTN + WLL), Post-paid Mobile Subscribers 1,2,785 and Pre-paid Mobile Subscribers 17,90,049 till 17 October, 2007 (32 Asadh , 2064). The fully digital network offers full national and international direct dialing services.
- 6.3. The national trunk network is equipped with 9202 Mbps, out of which 8434 Mbps link is being used to link Kathmandu with the rest of the country whereas 768 Mbps link is used within Kathmandu Valley. (based on NDCL MIS)
- 6.4. Nepal Doorsanchar Company Limited, the only wireline operator in Nepal has 230 Telephone exchanges in operation at 221 different locations in 72 districts of Nepal. (based on NDCL MIS)
- 6.5. There are a total of 3423 International telephone circuits in operation including Microwave circuits. (based on NDCL MIS)
- 6.6. Total capacity of E1 links installed is 4,601 out of which 3,994 are equipped, 2,273 are currently used and 1,721 is spare. (based on NDCL MIS)

7. Committee Members

- 7.1. Mr. Ananda Raj Khanal, Coordinator, arkhanal@nta.gov.np
- 7.2. Mr. Arjun Ghimire, Member, aghimire@nta.gov.np
- 7.3. Mr. Udaya Raj Regmi, Member, urregmi@nta.gov.np

Annex A - Details of performance of Internet Service Providers

	Number of Subscriber (Total)	Number of Subscriber (Dialup)	Number of Subscriber (Wireless)	Number of Subscriber (Cable)	Number of Subscriber (CAT 5)	Number of Subscriber (Coaxial)	Number of Subscriber (Fiber)	Number of Nodes (Point of Presence)	Number of Cybercafes
Mercantile Communications Pvt. Ltd	9710	9500	145	65	-	-	-	2	7
Worldlink Communications Pvt. Ltd	17776	14102	189	3485	-	-	-	14	0
Everest Net Pvt. Ltd.	2600	2450	0	150	140	0	10	1	0
Global Internet Services Pvt. Ltd.	235	210	15	10	-	-	-	1	20
Himalayan Online Service Pvt. Ltd.	1820	1760	20	-	40	-	-	2	33
Infocom Pvt. Ltd.	2922	2707	9	206	200	6	-	-	-
Nepal DoorSanchar Company Limited	24025	11825	10025 (CDMA/GPRS)	57	-	-	-	19	-
Via Net Communications Pvt. Ltd.	1063	925	116	12	12	0	0	6	18
Websurfer Nepal Commn. Sys. Pvt. Ltd.	4157	0	428	3393	0	0	256	110	55
Digital Link Pvt. Ltd.	23	N/A	8	15	15	N/A	N/A	N/A	7
Himal Technologies Pvt. Ltd.	636	525	22	89	85	-	4	3	15
Subisu Cablenet Pvt. Ltd.	971	-	-	971	N/A	868	103	8	4
Japan Nepal Information Tech. Pvt. Ltd.	450	450	-	-	-	-	-	1	-
Computer Click Online Pvt. Ltd.	378	378	-	-	-	-	-	1	-
Netplus Technology Pvt. Ltd.	135	-	52	83	-	-	-	3	24
Health Net Nepal	200	150	-	50	-	-	-	1	-
Namche Networks Pvt. Ltd.	13	-	13	-	-	-	-	5	7
Broadlink Network & Commn. Pvt. Ltd.	18	-	18	-	-	-	-	1	6
Radius Communications Pvt. Ltd.	42	-	32	10	-	-	-	1	9
Swiftlink Pvt. Ltd.	245	243	-	-	-	-	2	3	3
	67419	44982	1067	8596	352	868	363		208

Annex B - Details of performance of Internet Service Providers

	Number of E1 Links (for dialup only)	Number of Telephone lines (for dialup only)	Number of websites hosted:	Average Revenue Per User (ARPU)	Minutes of Use Per subscriber per month (for dialup only)	Service Activation Time (for dialup only)	Time to Access (for dialup only)	Mean Time to Restore	NpIX Connection (Directly or Indirectly)
Mercantile Communications Pvt. Ltd	18	251	262	800	4200	Immediate	<1min	<1hr	Directly
Worldlink Communications Pvt. Ltd	37	90	402	8000	3900	<24hrs	<60secs	<24hrs	Directly
Everest Net Pvt. Ltd.	8	0	170	410	870	24hrs	24hrs	<24hrs	Directly
Global Internet Services Pvt. Ltd.	1	-	1	-	-	245hrs	-	-	Directly
Himalayan Online Service Pvt. Ltd.	5	-	-	1815	-	Instantly	40-60secs	2hrs	Indirectly
Infocom Pvt. Ltd.	2	55	-	-	-	24hrs	24hrs	-	Directly
Nepal DoorSanchar Company Limited	41	-	4	400	1,300.00	<2mins	<1mins	<10mins	Directly
Via Net Communications Pvt. Ltd.	4	0	19	1500		Instantly	24 Hrs	-	Directly
Websurfer Nepal Commn. Sys. Pvt. Ltd.	1	0	25	11300	0	0	0	5mins	Directly
Digital Link Pvt. Ltd.	N/A	N/A	3	1856	N/A	N/A	N/A	10mins	-
Himal Technologies Pvt. Ltd.	1	-	10	500	-	15mins	15mins	3hrs	Indirectly
Subisu Cablenet Pvt. Ltd.	N/A	N/A	2	5000	N/A	N/A	N/A	<1hr	Directly
Japan Nepal Information Tech. Pvt. Ltd.	1	50	50	-	-	24hrs	<30secs	4hrs	-
Computer Click Online Pvt. Ltd.	3	30	1	270	800	10mins	<30secs	<1hr	Directly
Netplus Technology Pvt. Ltd.	-	-	-	2280	-	24hrs	12hrs	6hrs	Directly
Health Net Nepal	1	7	50	500	900	24hrs	-	4hrs	Directly
Namche Networks Pvt. Ltd.	-	-	10	-	-	-	-	-	Directly
Broadlink Network & Commn. Pvt. Ltd.	-	-	1	4000	-	-	-	30mins	Indirectly
Radius Communications Pvt. Ltd.	-	-	120	2500	-	2hrs	-	1hr	Directly
Swiftlink Pvt. Ltd.	-	-	10	300	-	-	-	30 mins	Indirectly
	123	483	1140						

Annex C - Details of performance of Internet Service Providers

	If Indirectly, via	International Bandwidth	Uplink (kbps)	Downlink (kbps)	Provision of Redundancy or not	Total working Manpower	Technical	Administrative	Female	Number of bills issued per month	Number of complaints on billing per month	Number of cleared billing complaints per month	Total Revenue (FY 063/064)	Total Annual Investment (FY063/064)
Mercantile Communications Pvt. Ltd	-	20480	5120	15360	YES	135	102	33	-	600	8	6	-	-
Worldlink Communications Pvt. Ltd	-	22008	5764	16244	YES	135	80	55	-	17776	10%	100%	-	-
Everest Net Pvt. Ltd.	-	1280	256	1024	YES	65	15	50	7	415	2	100%	-	-
Global Internet Services Pvt. Ltd.	-	768	256	512	-	22	-	22	-	30	-	-	-	-
Himalayan Online Service Pvt. Ltd.	World Link	2688	2048	640	YES	27	9	18	-	150	None	-	-	-
Infocom Pvt. Ltd.	-	3840	2048	1792	-	28	11	3	-	-	-	-	-	-
Nepal DoorSanchar Company Limited	-	53248	18432	34816	YES	30	14	16	-	All Prepaid	-	-	-	-
Via Net Communications Pvt. Ltd.	-	5233	1329	3904	-	15	6	6	3	110	0	110	1 Crore 50 Lakh	30 Lakhs
Websurfer Nepal Commn. Sys. Pvt. Ltd.	-	14336	4096	10240	YES	77	50	27	8	548	0	0	-	-
Digital Link Pvt. Ltd.	-	348	92	256	N/A	5	3	2	-	12	N/A	10	-	-
Himal Technologies Pvt. Ltd.	Websurfer	768	256	512	YES	12	6	6	-	310	<5%	>90%	-	-
Subisu Cablenet Pvt. Ltd.	N/A	11602	2634	8968	Yes	163	135	28	11	-	1%	100%	Not yet audited	Not yet audited
Japan Nepal Information Tech. Pvt. Ltd.	-	384	128	256	YES	15	5	10	-	-	-	-	-	-
Computer Click Online Pvt. Ltd.	-	384	128	256	-	7	3	4	-	335	5%	100%	-	-
Netplus Technology Pvt. Ltd.	-	1012	256	756	-	11	-	11	-	135	-	-	-	-
Health Net Nepal	-	826	256	570	-	-	-	-	-	5	0	-	-	-
Namche Networks Pvt. Ltd.	-	-	-	-	NO	8	5	3	-	13	No	-	10 lakhs	5 lakhs
Broadlink Network & Commn. Pvt. Ltd.	Websurfer	640	128	512	NO	11	6	5	2	12-15	-	-	404275	934000
Radius Communications Pvt. Ltd.	-	2800	1228	1572	YES	18	12	6	-	-	-	-	-	-
Swiftlink Pvt. Ltd.	NDCL	2048	1024	1024	NO	14	9	3	1	50-100	-	-	-	-
		142645	45479	99214		798	462	308						

Annex D - Details of performance of GMPCS Service Providers

		Constellation	I4Technologies	AVCO
1.	Number of Subscribers		1005	83 268
2.	Average Revenue Per User (ARPU) in Rs.		2000	7762.9 985.07
3	Traffic (Minutes of Use)/line/month		8.2	20.24 MB (DATA) + 0.43 Min Voice 0.93
4.	Quality of Service			
4.1	GMPCS/GMPCS call completion ratio		100%	100% 100%
4.2	GMPCS/Other Network call completion ratio		100%	98% 99%
4.3	Call Drop rate		NO	0% 1%
4.4	Customer reported service complaints/subscriber/month		0.15	0 1%
4.5	Faults/100subscribers/month		0.1	0 0.5%
5.	Billing		140	
5.1	Bills issued/Month		NO	19 15
5.2	Complaints on Billing/Month		NO	0 0
5.3	Clearance on billing complaints/Month		NO	N/A 0
5.4	% customer reported service complaints/100 DEL/month		NO	0.01% 2%
5.5	Faults per 1000 DELs/Month		NO	0.001 10%
6.	Total Revenue (FY063/064)		22,191,653.28	Rs.71,40,899.5
7.	Total Annual Investment in Fixed Telecom (FY063/064)		NO	Rs.52,25,127.25
8.	Number of Currently Working Staffs		21	10 4
8.1.	Administrative		16	4 3
8.2.	Technical		5	4 1
8.3.	Female		7	2 0

Annex E - Details of performance of Cellular Mobile Service Providers

	Name of the Cellular Operator				NDCL	SNPL
1.	Number of Subscribers (Postpaid)				115064	5721
2.	Number of Subscribers (Prepaid) including CDMA and WCDMA mobile				1064599	725450
3.	Service areas in terms of district (No. of district):				43	32
4.	Average Revenue per user (ARPU in Rs.)				975.00 Post Paid	316.02
5.	Traffic Mou (Minutes of Use/Subscriber/Month)				506.6 Post Paid	94.92
7.	Traffic (in Minutes)					75.14
7.1.	Local				55153751.11 Postpaid	45.02
7.1.	Domestic Long Distance (To PSTN or WiLL)				3652410.23 Postpaid	24.99
7.2.	International Long Distance				204769.13 Postpaid	3.07
8.	Quality of Service					
8.1	Cellular to Cellular Call Completion Ratio				65%	99.01%
8.2	PSTN to Cellular Call Completion Ratio				71%	99.01%
8.3	Cellular to PSTN Call Completion Ratio				68%	48.52%
8.4	Call Drop Rate				0.23	0.35%
8.5	% of Telephone Faults cleared by next working day					
8.6	End to End delivery time for Short Message Service:				3-4 Sec	7-10 sec
8.7.	Completion Rate for SMS:				90%	74%
9.	Total Capacity of Mobile Exchange					1200000
10.	Number of Local Telephone Calls (within network) (FY063/064)					
11.	Local Telephone call in minutes (within network) (FY063/064)					
12.	Total Annual Investment in Mobile Telephony (FY063/064)					249,598,640.00
13.	Billing					
13.1.	No. of bills issued per month (postpaid)				116824	4215
13.2.	No. of complaints on billing per month (postpaid)				0	0
13.3.	% of clearance on billing complaints per month (postpaid)				100	
13.4.	No. of complaints on billing per month (prepaid)				0	0
13.5.	% of clearance on billing complaints per month (prepaid)				100	
14.	Total Revenue of the Fiscal Year 063/064 (06/07)					710,298,360.00
14.1.	Local (Within own Mobile Network)					
14.2.	National Long Distance (another mobile network + PSTN)					
14.3.	International Long Distance					
15.	Number of Base Transceiver Station (BTS):				395	386
16.	Number of currently working staffs					304
16.1.	Technical					137
16.2.	Administrative					167
16.3.	Female					74

Annex F - Details of Performance of Fixed Telephone Service Providers

							NDCL	UTL
1.	Number of Subscribers						665391	101789
1.1.	Number of subscribers (Districtwise) (Attach extra sheet)						Details attached	
2.	Service areas in terms of district (No. of district)						72	7
3.	Average Revenue per user (ARPU in Rs.)						1026	549.45
4.	Traffic MoU (Minutes of Use/Subscriber/Month)							273.86
5.	Total Traffic (in Minutes)							
5.1.	Local							22825280.07
5.2.	Domestic Long Distance							3946284.12
5.3.	International Long Distance							288877.29
6.	Quality of Service							
6.1.	Call Completion Ratio (%)						N/A	
6.1.1.	Local						N/A	> 99%
6.1.2.	Domestic						N/A	> 99%
6.1.3.	International						N/A	100%
6.2.	PSTN to Cellular Call Completion Ratio						N/A	NA
6.3.	Cellular to PSTN Call Completion Ratio						N/A	NA
6.4.	% call to operator answered in less than 30 seconds						N/A	100%
6.5.	% call attempts not receiving connection						N/A	< 2%
6.6.	Call Drop Rate (%)						N/A	< 1%
6.7.	% customer reported service complaints/100 DEL/month						8.50%	1.35
6.8.	Faults per 1000 DELs/Month						N/A	0.32
6.9.	% of Telephone Faults cleared by next working day						58.00%	99%
7.	Total Capacity of Local Public Switching exchanges						659884	NA
8.	Telephone circuits available							
8.1.	Total National Circuits Available							4012
8.2.	Total International Circuits Available						3423	477
9.	Number of Local Telephone Calls (FY063/064)						2929582231	32277119
10.	Local Telephone call in minutes (FY063/064)							68476005
11.	No. of National Long Distance Telephone calls (including to Mobile) (FY063/064)						229403610	3506264
12.	National Long Distance Telephone in minutes (including to Mobile) (FY063/064)							11839007
13.	Total International Incoming Telephone Calls (FY063/064)						88833508	4236198
14.	Total International Incoming Telephone minutes (FY063/064)							13754852
15.	Total International Outgoing Telephone Calls (FY063/064)						48026430	2108994
16.	Total International Outgoing Telephone Minutes (FY063/064)							2859479
17.	Total Revenue (FY063/064)							
17.1.	Local						3217904060	67245168.00
17.2.	National Long Distance						1668444712	40386770.00
17.3.	International Long Distance						1401212990	17570283.00
18.	Total Annual Investment in Fixed Telecom (FY063/064)							
19.	Billing							
19.1.	Bills issued/month (Nos)							98830
19.2.	Complaints on billing/Month							NA
19.3.	Clearance on billing complaints/Month							NA
20.	Number of Subscribers(Limited Mobility)							43797
21.	Service areas in terms of district (LM) (No. of district)						N/A	7
22.	Number of Currently Working Staffs						5683	71
22.1.	Administrative						N/A	24
22.2.	Technical						N/A	31
22.3.	Female						N/A	16

Annex G - Details of Performance of Rural Telecom Service Providers

1	Number of Terminals (Total):						823	
2	Number of Terminals (District wise)						823	
3	Number of Telephone Lines (Total):						1881	
4	Number of VDCs Covered (Attach extra sheet for VDC list)						601	
5	Number of Telephone Lines (District wise):							
5.1.	Bhojpur	76	5.11.	Siraha	235	5.21.	Mustang	52
5.2.	Dhankutta	76	5.12.	Solukhumbu	71	5.22.	Myagdi	49
5.3.	Ilam	69	5.13.	Sunsari	62	5.23.	Gorkha	3
5.4.	Jhapa	58	5.14.	Taplejung	110	5.24.	Baglung	110
5.5.	Khotang	162	5.15.	Terhathum	29	5.25.	Surkhet	4
5.6.	Morang	76	5.16.	Udayapur	82	5.26.	Ramechhap	4
5.7.	Okhaldhunga	105	5.17.	Sindhupalchwok	8	5.27.	Jajarkot	2
5.8.	Panchthar	85	5.18.	Tanahu	8	5.28.	Rolpa	20
5.9.	Saptari	189	5.19.	Lamjung	29			
5.10.	Sankhuwasava	53	5.20.	Manang	54			
6	Average Revenue Per User (ARPU): (Rs.)						1,747.49	
7	Traffic MoU (Minutes of Use/Subscriber/month):						307.79	
8	Quality of Service:							
8.1.	Call Completion Ratio:							
8.1.1	Local (STM's Network)						96%	
8.1.2.	Local (Other Licensee's Network)						92%	
8.1.3.	Domestic (STM's Network)						98%	
8.1.4	Domestic (Other Licensee's Network)						93%	
8.1.5	International						96%	
8.2.	Call Setup Time:						2-3 sec.	
8.3.	Maximum all-inclusive transmission delay for a single hop satellite call (in each direction):						270- 290 ms in one direction	
8.4.	Call Drop Rate:						0.50%	
8.5.	Percentage customer reported service complaints (per 100 RTS Lines) per month:						3%	
8.6.	Faults per 100 RTS lines per month:						30	
8.7.	Fault Clearance Rate (in days)						3	
8.8.	% of Telephone Faults cleared by next working day							
9	Total Capacity of Local Public Switching exchanges							
10	Telephone circuits available							
11	Number of Local Telephone Calls (FY063/064)						194697	
12	Local Telephone call in minutes (FY063/064)						388354.65	
13	No. of National Long Distance Telephone calls (including to Mobile) (FY063/064)						445475	
14	National Long Distance Telephone in minutes (including to Mobile) (FY063/064)						1187971.74	
15	Total Revenue (FY063/064)							
15.1.	Local						582893.8	
15.2.	National Long Distance						5274068.00	
15.3.	International Long Distance						3943290.00	
16	Total Annual Investment (FY063/064)							
17	Billing							
17.1.	No. of bills issued per month:						250	
17.2.	No. of complaints on billing per month:						2	
17.3.	No of clearance on billing complaints per month:						1	
18	Total Traffic (in minutes)							
18.1.	Local						388354.65	
18.2.	Domestic Long Distance						1187971.74	
18.3.	International Long Distance						148855.77	
19	Number of Currently Working Staffs							
19.1.	Administrative						43	
19.2.	Technical						94	
19.3.	Female						5	

Annex H - Details of Performance of VSAT Network Service Providers

1.	Name of the Licensee	Websurfer	InfoCom	Mercantile
				Singapore Telecom Ltd., Global Access (HK) Ltd., Digital Network Technology Ltd.
2.	Name of VSAT Bandwidth Provider	BtN Access HK Ltd	Loral Skynet Network svcs.	
3.	Number of VSAT Users (Total)	16	1	
4.	Average Revenue Per User (ARPU)	Rs. 50,000.00	N/A	
5.	Service Activation Time (for dialup only)		Immidiata	
6.	International Bandwidth used by VSAT Users			
6.1.	Uplink	4 Mbps	2048 kbps	
6.2.	Downlink	10 Mbps	1792 kbps	
7.	Provision of Redundancy or not	Yes		
8.	Total working Manpower		28	
8.1.	Technical	50	11	
8.2.	Administrative	27	3	
8.3.	Female	8		
9.	Billing	16	5	
9.1.	Number of bills issued per month	12	N/A	
9.2.	Number of complaints on billing per month	0	N/A	
9.3.	Number of cleared billing complaints per month	0	N/A	