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Nepal Telecommunications Authority



Quarterly Performance Indicator of Telecom Services/Sector

(Kartik 2064 - Poush 2064)
(18 October 2007 – 14 January 2008)

Jestha 2065 (May 2008)

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Preface

This quarter has seen the tremendous growth in the mobile subscribers to cross the 2.5 million mark although the number of postpaid subscribers has decreased a bit. The number of subscribers for GMPCS service too has gone past 1400 mark and it is encouraging to know that this service is making its presence felt in the mountainous country like Nepal where it has wide ranging scope. The mobile penetration and fixed line penetration has reached 9.46 and 2.99 respectively, making a total penetration of 12.45 which is still quite low and there is still an ample opportunity for the old as well as new operators to serve the mass that is still deprived of the Telecommunication service in this age of Information Technology. The internet penetration is also growing slowly to reach 0.31, much better than the previous quarter.

The number of operators submitting data within stipulated time has increased this time, however due to delay in submission of data by some major operators has again delayed in bringing this issue to the public. All the operators are again requested to submit data in time and help us in making this report public as expected. Furthermore, more and more people are constantly referring to this report for various purposes, so all the operators are again requested to make sure the data they supply is correct and use this report as a platform to show their strong presence in the telecommunication market of Nepal.

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. 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 14 January, 2008): (Details in Annex)

2.1. Subscriber base:

Service	Subscribers
Fixed line telephone (PSTN+VSAT+MARTS+VHF)	5,24,443
Mobile Telephone (NDCL + SNPL)	14,93,269 + 10,06,855 = 25,00,124
Post-paid mobile (NDCL + SNPL)	1,09,735 + 6,052 = 1,15,787
Pre-paid mobile (NDCL + SNPL) including GSM, CDMA and WCDMA	13,83,534, + 10,00,803 = 23,84,337
Wireless in Local Loop (NDCL + UTL)	1,58,852 + 1,05,694 = 2,64,546 (including Limited Mobility)
Limited Mobility (UTL only)	46,265

Internet (with E-mail)	83,070
GMPCS (Constellation + AVCO + I4 Tech.)	1005 + 268 + 83 = 1,401
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)	854.74
Cellular Service (Prepaid + Postpaid)	346.62
Internet	3,488.31
GMPCS	5,939.69
Rural Telecom Service	1268.21 (STM only) per PCO

2.3. Service Penetration (1 in 100 population):

Service	Penetration Rate (in %) *
Fixed + Mobile	12.45
Fixed Telephone	2.99
Mobile Service	9.46
Internet (subscribers only)	0.31

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

3. Comparison between adjacent quarters

	QE Asadh '64 (July '07)	QE Ashwin '64 (Oct '07)	QE Poush '64 (Jan '08)	% change over Asadh '64 (July '07) (6 months)	% change over Ashwin '64 (Oct '07) (3 months)
1) Subscriber's Base					
i) Fixed Line (including WiLL, Limited Mobility)	7,64,363	7,66,425	7,88,989	3.22 %	2.95 %
ii) Mobile (GSM+CDMA+WCDMA)	15,71,021	19,10,834	25,00,124	59.14 %	30.84 %
iii) Internet	62,586	67,419	83,070	32.73 %	23.22 %
2) Average Revenue Per User (ARPU)					
i) Fixed Line	989.39	963.51	854.74		
ii) Mobile (GSM+CDMA+WCDMA)	396.55	350.15	346.62		
iii) Internet	3317.07	3423.66	3488.31		
3) Teledensity					
i) Fixed Line	2.89	2.90	2.99	3.46 %	3.10 %
ii) Mobile (GSM+CDMA+WCDMA)	5.95	7.23	9.46	58.99 %	30.84 %
iii) Internet	0.24	0.26	0.31	29.17 %	19.23 %
Total (Fixed + Mobile)	8.84	10.13	12.45	40.84 %	22.90 %

QE - Quarter Ending

4. Basic Core ICT Indicators

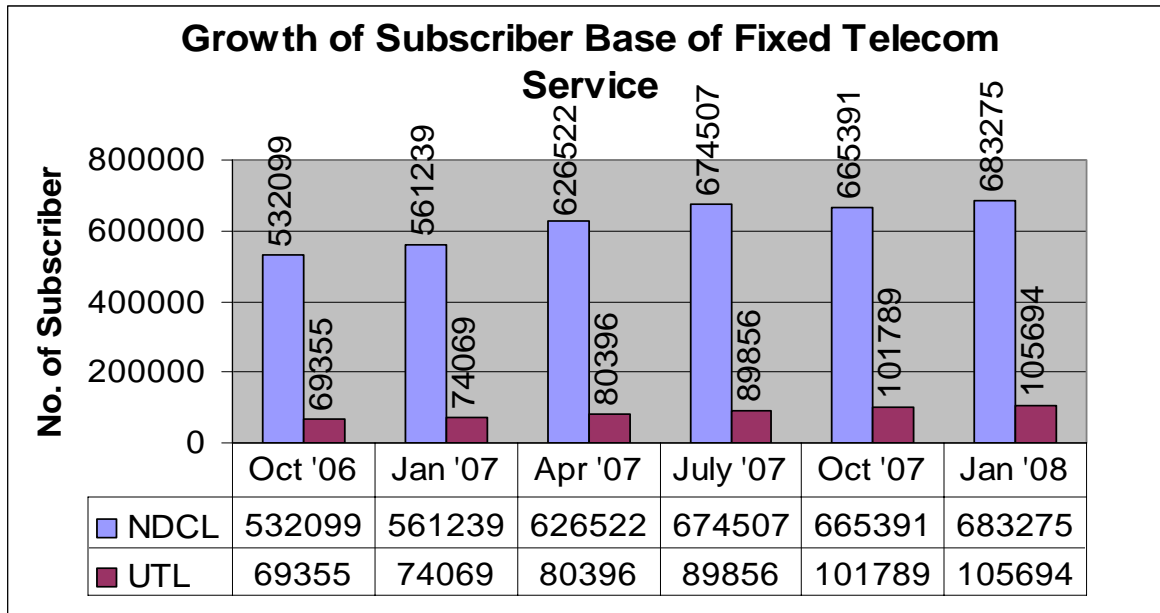
Core Indicators	Definition	
Fixed Telephone lines per 100 inhabitants	<i>Fixed telephone lines</i> refer to telephone lines connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the public switched telephone network (PSTN) and which have a dedicated port on a telephone 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.	2.99
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.	9.46
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.	0.31
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.	6.59
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\$4.7, 1.23%</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>

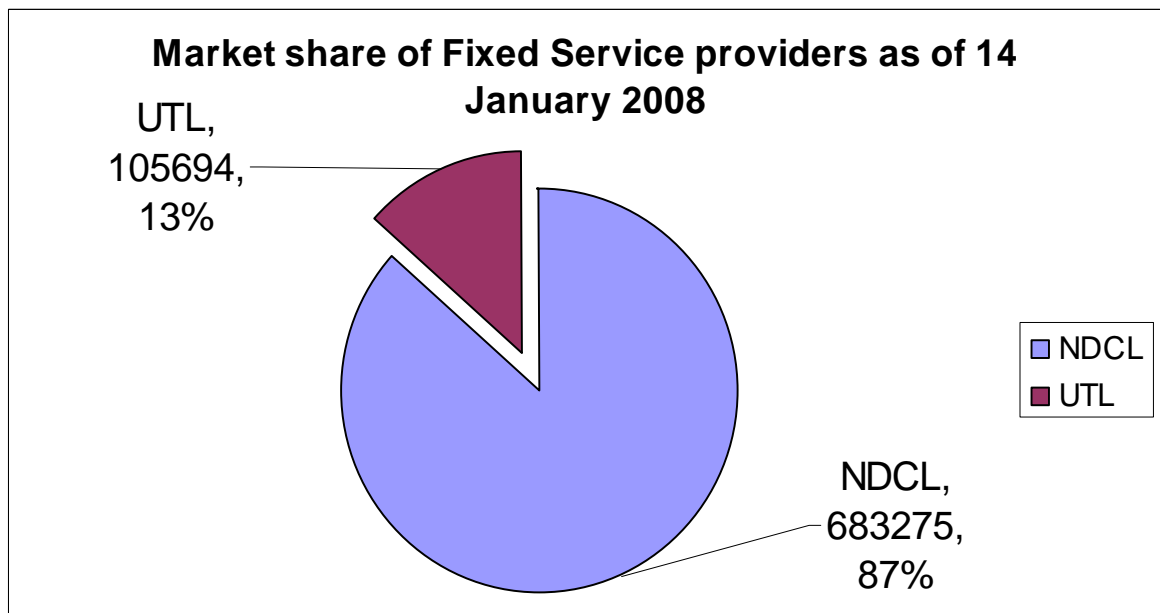
5. Performance of Service Providers:

5.1. Performance of Fixed Service:

The fixed line penetration has reached just below 3% at 2.99%. The Average Revenue per User (ARPU) has decreased to 854.74. The market share of NDCL and UTL remains unchanged at 87% and 13% respectively.

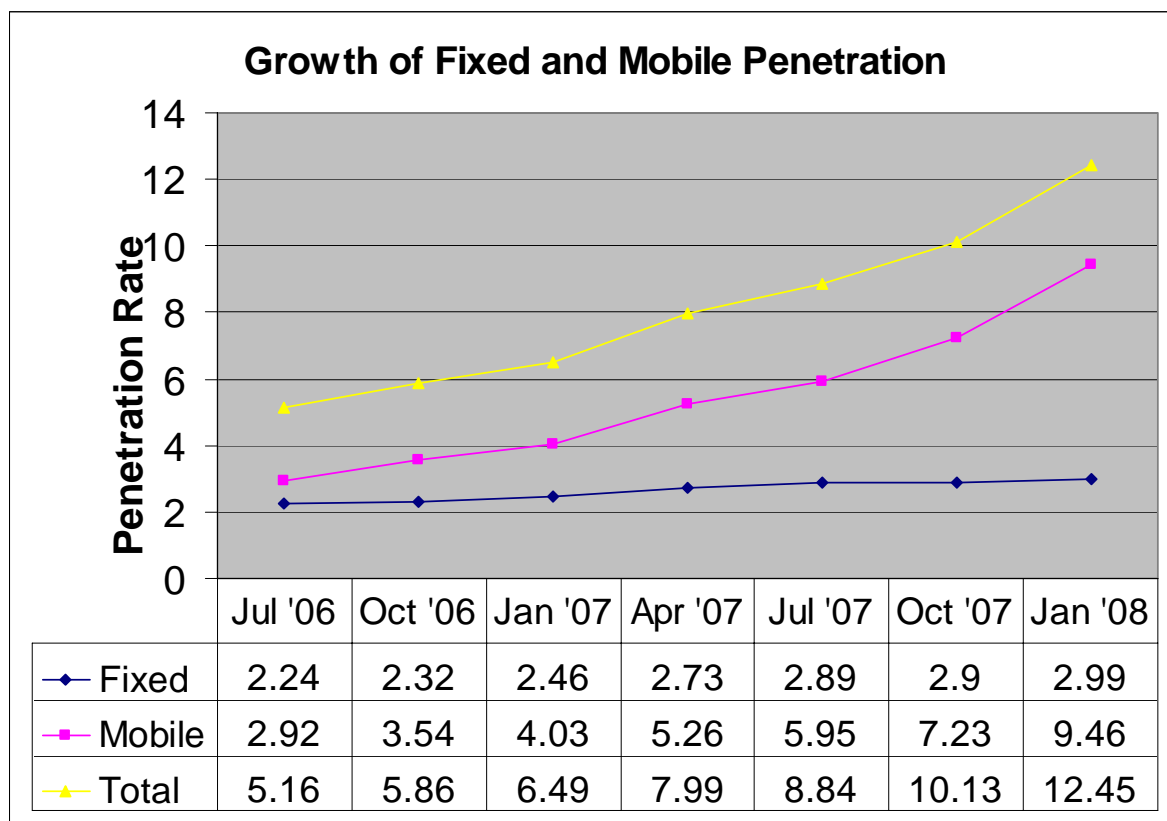


NDCL is providing service in all the districts of Nepal through wire-line as well as wireless technology whereas UTL is providing service through wireless technology. Apart from Kathmandu Valley, UTL's service has now been extended to Parsa, Makwanpur, Rupandehi, Kaski Kavrepalanchowk and Chitwan district. Altogether 5,739 person are being employed in Fixed Telecommunication sector.



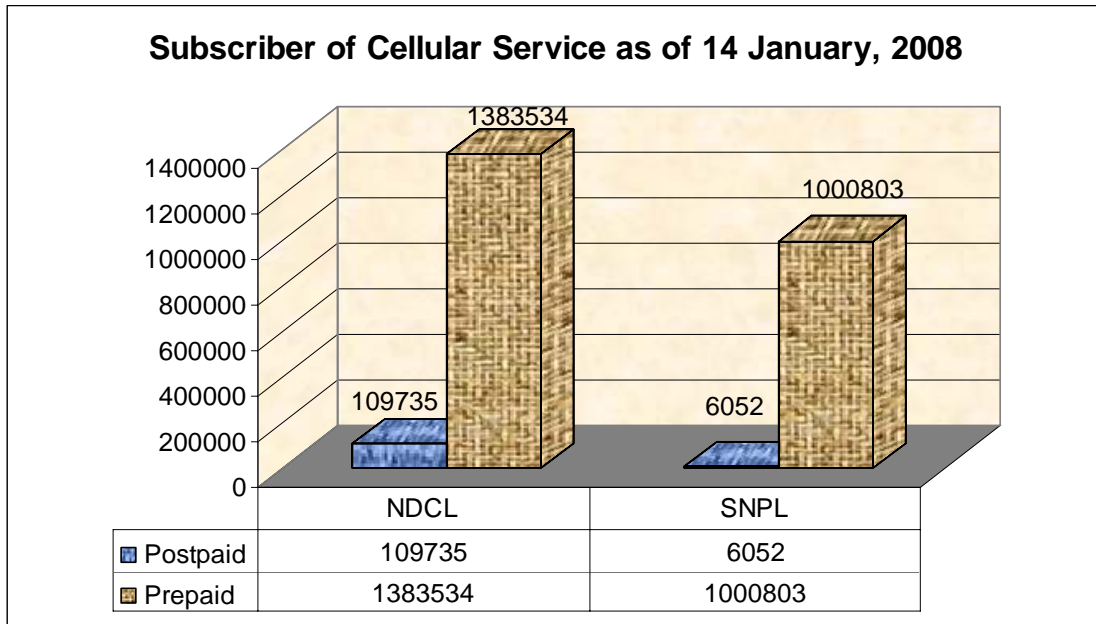
Both operators have obtained license to operate limited mobility service in addition to their fixed service license. Even if NDCL has obtained license to operate Limited Mobility service in Kathmandu Valley, it has not taken license in other service areas after its Cellular Mobile license was made technology neutral.

Subscriber base of UTL is 46265 in Limited Mobility Service. The detailed performance of fixed service providers is shown in Annex F.

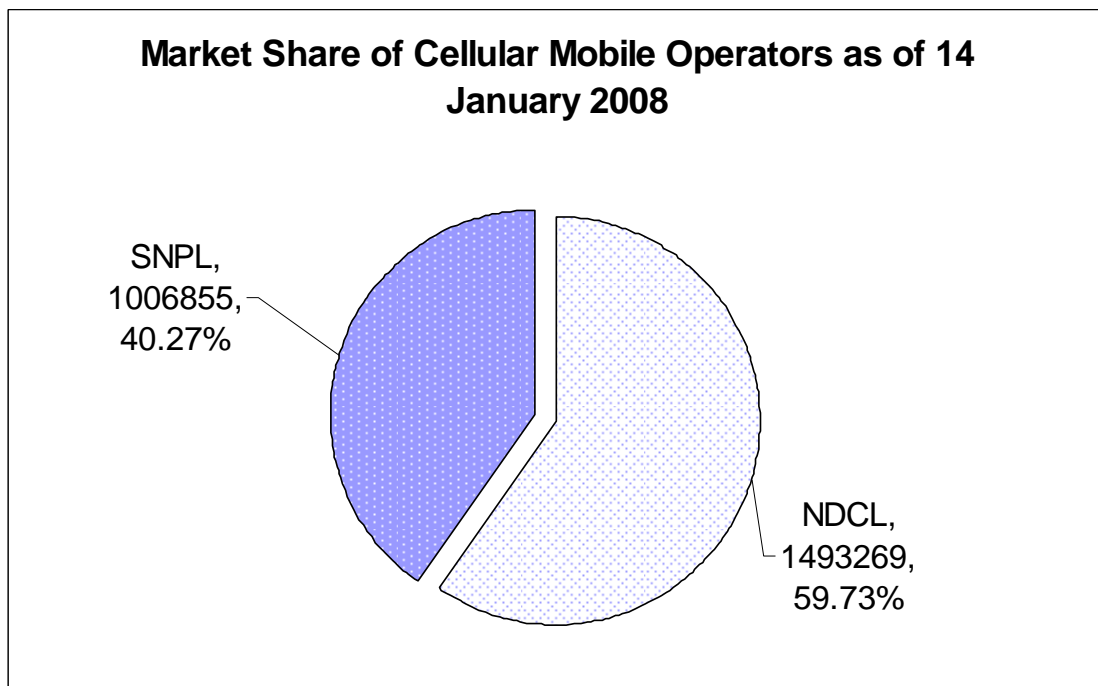


5.2. Performance of Cellular Mobile Service:

The subscriber base of incumbent NDCL has reached 14,93,269 including GSM, CDMA and WCDMA mobiles whereas that of Spice Nepal is 10,06,855 GSM mobiles, hence a total of 25,00,124 mobile subscribers. This quarter has also registered a significant growth in mobile subscriber base as NDCL distributed 3,13,606 new lines in the last quarter whereas SNPL distributed 2,75,684 lines in the same period going past that 1 million mark. However, the fascination of subscribers towards prepaid mobile is still very high as the newly added number of subscribers suggests and in the meantime number of postpaid subscribers has gone down in this quarter. SNPL now holds 40.27% of the market share, 2.01% more than the previous quarter whereas that of NDCL has decreased to achieve 59.73% market share. The mobile customer base continued to grow and it has crossed the 2.5 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 34 districts, two more than previous quarter. The mobile penetration is increasing steadily to reach 9.46 in this quarter. Subscriber base of NDCL and SNPL is shown as below.



Market share of SNPL and NDCL as of 14 January, 2008 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 14 January, 2008 (30 Poush, 2064).

Technology used by NDCL to serve VDCs	
Digital C-DOT (wire line) exchanges	21/3,676 (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	454/718 (Terminals/Telephone lines)
VDCs served with at least one PCO	2888
Telex Service	256/70 (Capacity/Distribution)

STM:

STM has now installed a total of 2138 PCOs in 623 VDCs of Nepal as of 14 January, 2008 through 847 VSAT terminals.

NDCL and STM have achieved the following rural service penetration levels as of 14 January, 2008 (30 Poush, 2064). Percentages identified in the table refer to the percentage of VDCs with at least one PCO in the specified region.

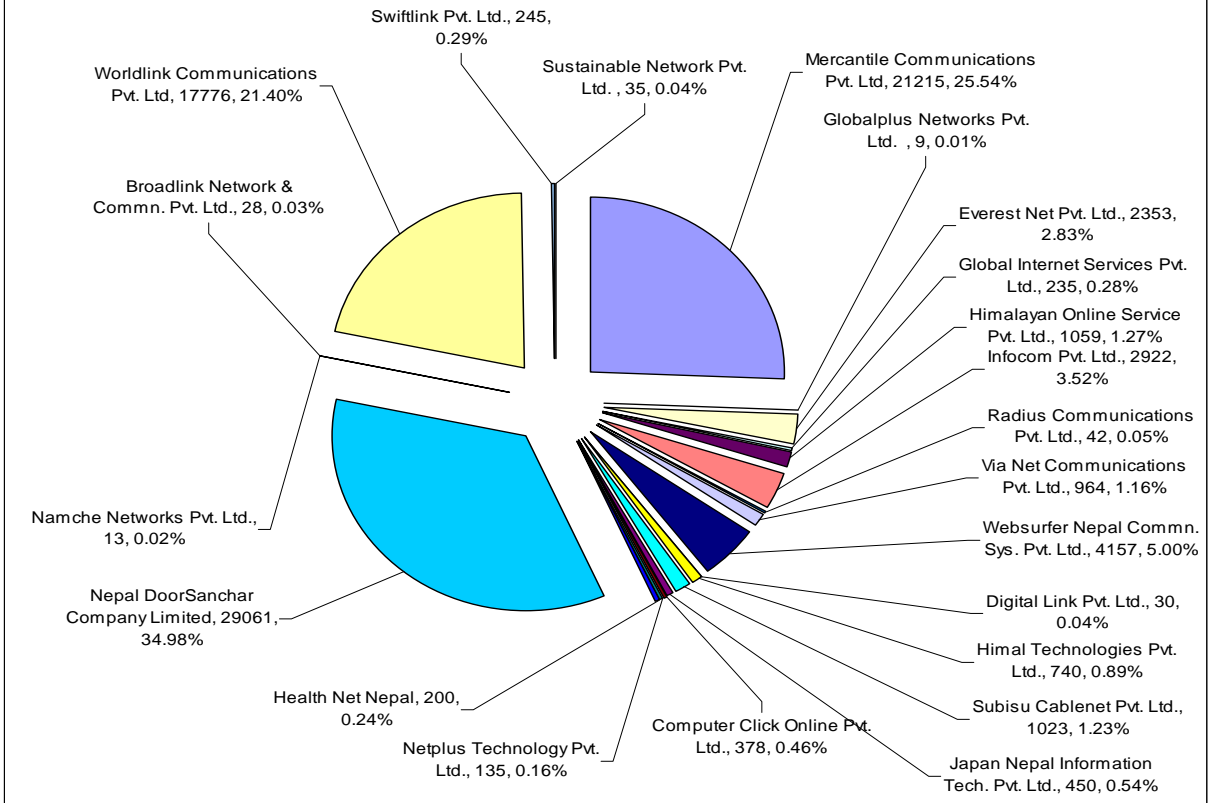
Region	Total VDCs	VDCs Served with at least one PCO	
		By STM*	By NDCL*
Nepal	3,915	623	2888
Eastern Development Region	893	530	
Central Development Region	1199	2	
Western Development Region	865	63	
Mid-Western Development Region	575	6	
Far-Western Development Region	383	-	

* - some of the VDCs are overlapped

5.4. Performance of Internet Service:

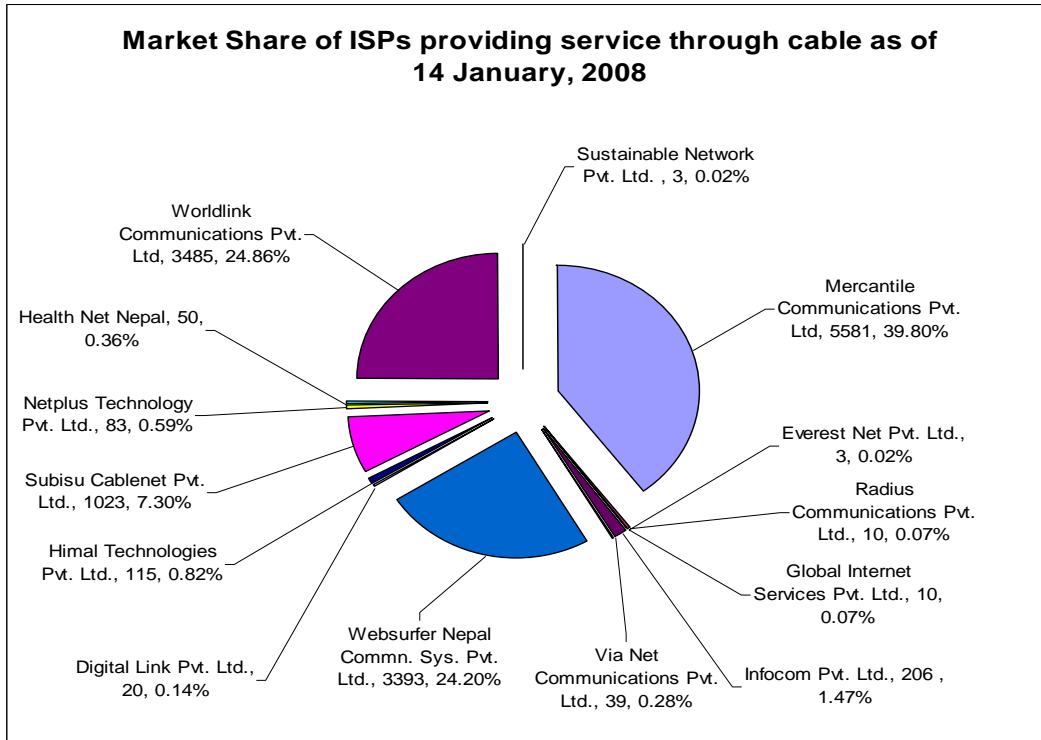
There are currently 35 ISPs holding valid license in Nepalese market. The penetration rate has increased by 0.05% in this quarter to reach 0.31%. 15,651 internet subscribers were added in the last quarter. Total International Bandwidth used is in the ratio of 1:2.25 with 51.94 and 116.75 Mbps for uplink and downlink respectively; hence a total of 168.69 Mbps. Number of E1 links and telephone lines used for dialup internet is 134 and 432 respectively. The number of websites hosted stands at 907. Only 233 subscribers have subscribed from ISPs as cybercafés.

Market Share of ISPs as of 14 January, 2008



Average Revenue per User (ARPU) has increased to 3488.31 in comparison to the last quarter. A total of 880 personnel are engaged in this sector.

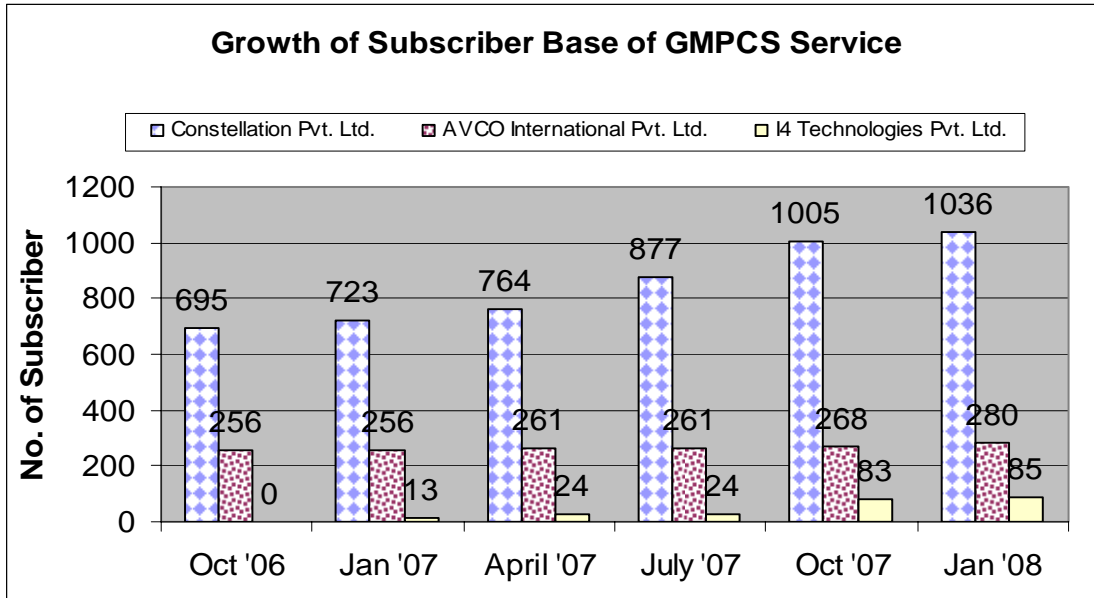
Market Share of ISPs providing service through cable as of 14 January, 2008



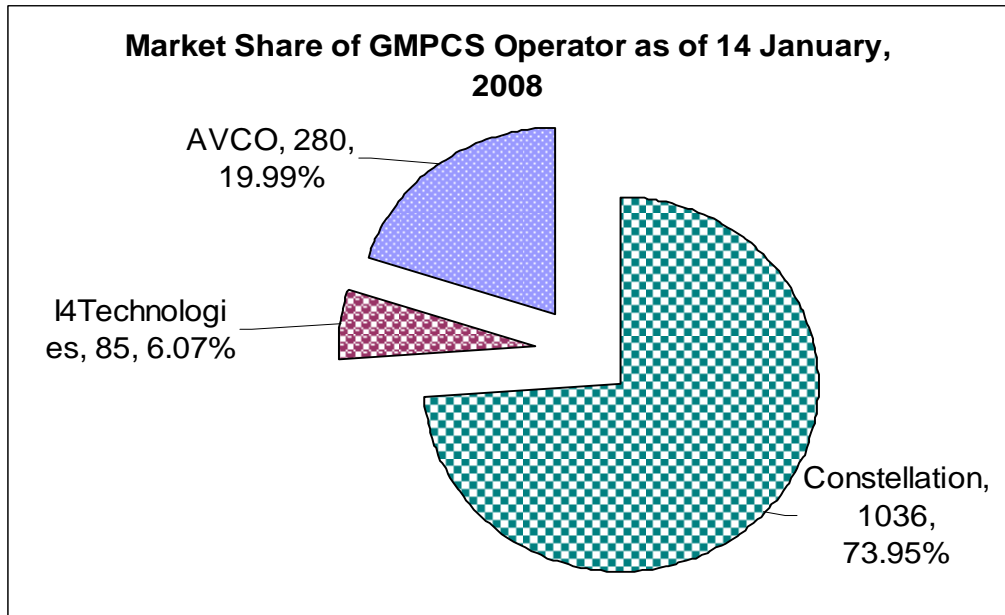
Details are elaborated in Annex A, B and C.

5.5. Performance of GMPCS Service:

The total subscriber base of GMPCS service has now crossed 1400 mark to reach 1405. M/s Constellation Pvt. Ltd. still holds the significant market share with 1036 subscribers. Average Revenue per user for this service stands at Rs. 5939.69.



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 8,41,154 (PSTN + WLL), Post-paid Mobile Subscribers 1,15,787 and Pre-paid Mobile Subscribers 23,84,387 till 14 January, 2008 (30 Poush, 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 232 Telephone exchanges in operation at 223 different locations in 72 districts of Nepal. (based on NDCL MIS)
- 6.5. There are a total of 4114 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.
- 7.2. Mr. Arjun Ghimire, Member.
- 7.3. Mr. Udaya Raj Regmi, Member, urregmi@nta.gov.np

Annex A - Details of performance of Internet Service Providers

	No. of Subscriber (Total)	No. of Subscriber (Dialup)	No. of Subscriber (Wireless)	No. of Subscriber (Cable)	No. of Subscriber (CAT 5)	No. of Subscriber (Coaxial)	No. of Subscriber (Fiber)	No. of Nodes (Point of Presence)	No. of Cybercafes
Mercantile Communications Pvt. Ltd	21215	14401	1193	5581	5541	None	40	9	None
Worldlink Communications Pvt. Ltd	17776	14102	189	3485	-	-	-	14	0
Everest Net Pvt. Ltd.	2353	2350	0	3	3	0	0	1	0
Global Internet Services Pvt. Ltd.	235	210	15	10	-	-	-	1	20
Himalayan Online Service Pvt. Ltd.	1059	819	50	-	190	No	No	2	55
Infocom Pvt. Ltd.	2922	2707	9	206	200	6	-	-	-
Nepal DoorSanchar Company Limited	29061	10899	18162 (CDMA/GPRS)	-	-	-	-	19	-
Via Net Communications Pvt. Ltd.	964	800	125	39	39	0	0	6	20
Websurfer Nepal Commn. Sys. Pvt. Ltd.	4157	0	428	3393	0	0	256	110	55
Digital Link Pvt. Ltd.	30	N/A	10	20	20	N/A	N/A	1	8
Himal Technologies Pvt. Ltd.	740	600	25	115	-	-	-	3	15
Subisu Cablenet Pvt. Ltd.	1023	-	-	1023	N/A	903	120	10	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	-
Globalplus Networks Pvt. Ltd.	9	-	8	-	-	-	1	1	1
Namche Networks Pvt. Ltd.	13	-	13	-	-	-	-	5	7
Broadlink Network & Commn. Pvt. Ltd.	28	-	28	-	-	-	-	1	12
Radius Communications Pvt. Ltd.	42	-	32	10	-	-	-	1	9
Swiftlink Pvt. Ltd.	245	243	-	-	-	-	2	3	3
Sustainable Network Pvt. Ltd.	35	-	32	3	-	-	-	2	-
	83070	47866	2177	14018	449	903	377		233

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	29	200	1	3600	180	15 minutes	1 minute	<2 hours	Yes
Worldlink Communications Pvt. Ltd	37	90	402	8000	3900	<24hrs	<60secs	<24hrs	Directly
Everest Net Pvt. Ltd.	8	0	175	400	850	<24hrs	24hrs	<24hrs	Directly
Global Internet Services Pvt. Ltd.	1	-	1	-	-	245hrs	-	-	Directly
Himalayan Online Service Pvt. Ltd.	5	No	No	3452	-	Instant	40/50sec	2 hrs max	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	<1min	-	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	1713	N/A	N/A	N/A		NO
Himal Technologies Pvt. Ltd.	1	-	10	550	-	1hr	6hrs	3hrs	Indirectly
Subisu Cablenet Pvt. Ltd.	N/A	N/A	25	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
Globalplus Networks Pvt. Ltd.				6000				1hr	Indirectly
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
Sustainable Network Pvt. Ltd.			1	3500				4hrs	NO

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907

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	No. of bills issued per month	No. of complaints on billing/month	No. of cleared billing complaints/month	Total Revenue	Total Annual Investment
Mercantile Communications Pvt. Ltd		42254	11534	30720	YES	208	95	113	57	3000	60	60	7,07,93,134	1.5Crore
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	400	2	100%	-	-
Global Internet Services Pvt. Ltd.	-	768	256	512	-	22	-	22	-	30	-	-	-	-
Himalayan Online Service Pvt. Ltd.	W/link	3584	1024	2560	Yes	26	9	17	8	330	None	None	4E+06	0
Infocom Pvt. Ltd.	-	3840	2048	1792	-	28	11	3	-	-	-	-	-	-
Nepal DoorSanchar Company Limited	-	53248	18432	34816	YES	30	14	16	-	Prepaid	-	-	-	-
Via Net Communications Pvt. Ltd.	-	5120	1408	3712	-	15	6	6	3	110	5	4.50%	-	-
Websurfer Nepal Commn. Sys. Pvt. Ltd.	-	14336	4096	10240	YES	77	50	27	8	548	0	0	-	-
Digital Link Pvt. Ltd.		608	288	320	YES	5	2	3	NA	15	0	ALL		
Himal Technologies Pvt. Ltd.	WS	768	256	512	YES	12	6	6	3	300	5%	>80%	-	-
Subisu Cablenet Pvt. Ltd.	N/A	14519	3896	10623	Yes	163	135	28	11	600-700	1%	100%	Not audited	Not 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	-	-	-
Globalplus Networks Pvt. Ltd.	NT	1024	512	512	YES	7	3	4	2				70000	800000
Namche Networks Pvt. Ltd.	-	-	-	-	NO	8	5	3	-	13	No	-	10 lakhs	5 lakhs
Broadlink Network & Commn. Pvt. Ltd.	WS	1280	256	1024	NO	11	5	6	2	25-30	-	-	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	-	-	-	-
Sustainable Network Pvt. Ltd.		656	144	512	NO	3	1	2	1	35	0	0	279212	750000
		170043	53190	119557		880	456	395						

Annex D - Details of performance of GMPCS Service Providers

		Constellation	I4Technologies	AVCO
1.	Number of Subscribers	1036	85	280
2.	Average Revenue Per User (ARPU) in Rs.	2000	70107.18	1037.14
3	Traffic (Minutes of Use)/line/month	8.2	183.34 MB (DATA) + 1.17 Min Voice	0.72
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	20	15
5.2	Complaints on Billing/Month	NO	0	0
5.3	Clearance on billing complaints/Month % customer reported service complaints/100	NO	N/A	0
5.4	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 6010110.30	
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	

Annex E - Details of performance of Cellular Mobile Service Providers

Name of the Cellular Operator	NDCL	SNPL
1. Number of Subscribers (Postpaid)	109735	6052
2. Number of Subscribers (Prepaid) including CDMA and WCDMA mobile	1383534	1000803
3. Service areas in terms of district (No. of district):	43	34
4. Average Revenue per user (ARPU in Rs.)	975.00 Post Paid	310.00
5. Traffic Mou (Minutes of Use/Subscriber/Month)	506.6 Post Paid	95.01
7. Traffic (in Minutes)		82.74
7.1. Local		45.00
7.1. Domestic Long Distance (To PSTN or WILL)		25.21
7.2. International Long Distance		3
8. Quality of Service		
8.1 Cellular to Cellular Call Completion Ratio	65%	97.52%
8.2 PSTN to Cellular Call Completion Ratio	71%	54.28%
8.3 Cellular to PSTN Call Completion Ratio	68%	40.61%
8.4 Call Drop Rate	0.23	SDCCH Drop Rate:0.45%/ TCH Drop rate: 0.27%
8.5 % of Telephone Faults cleared by next working day		
8.6 End to End delivery time for Short Message Service:	3-4 Sec	
8.7. Completion Rate for SMS:	90%	
9. Total Capacity of Mobile Exchange		
10. Number of Local Telephone Calls (within network)		
11. Local Telephone call in minutes (within network)		
12. Total Annual Investment in Mobile Telephony		59,11,91,040.06
13. Billing		
13.1. No. of bills issued per month (postpaid)	116824	4963
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)		91,06,66,770.11
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	200 Sites (168-Dual Band/ 32-Single Band)
16. Number of currently working staffs		306
16.1. Technical		124
16.2. Administrative		182
16.3. Female		72

Annex F - Details of Performance of Fixed Telephone Service Providers

	NDCL	UTL
1. Number of Subscribers	683275	105694
1.1. Number of subscribers (Districtwise) (Attach extra sheet)	Details attached	
2. Service areas in terms of district (No. of district)	72	9
3. Average Revenue per user (ARPU in Rs.)	910	497.53
4. Traffic MoU (Minutes of Use/Subscriber/Month)		248.62
5. Total Traffic (in Minutes)		
5.1. Local		21543408.74
5.2. Domestic Long Distance		4124036.34
5.3. International Long Distance		244163.56
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	Not Applicable
6.3. Cellular to PSTN Call Completion Ratio	N/A	Not Applicable
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	5.50%	1.39%
6.8. Faults per 1000 DELs/Month	N/A	0.39%
6.9. % of Telephone Faults cleared by next working day	60.00%	99%
7. Total Capacity of Local Public Switching exchanges	671064	Not Applicable
8. Telephone circuits available		
8.1. Total National Circuits Available		4012
8.2. Total International Circuits Available	4114	597
9. Number of Local Telephone Calls		28056259
10. Local Telephone call in minutes		64630226
11. No. of National Long Distance Telephone calls (including to Mobile)		3691158
12. National Long Distance Telephone in minutes (including to Mobile)		732490
13. Total International Incoming Telephone Calls		4236198
14. Total International Incoming Telephone minutes		13754852
15. Total International Outgoing Telephone Calls		2108994
16. Total International Outgoing Telephone Minutes		2859479
17. Total Revenue		
17.1. Local		6721563.00
17.2. National Long Distance		39333248.00
17.3. International Long Distance		13172325.00
18. Total Annual Investment in Fixed Telecom (FY063/064)		
19. Billing		
19.1. Bills issued/month (Nos)		104204
19.2. Complaints on billing/Month		NA
19.3. Clearance on billing complaints/Month		NA
20. Number of Subscribers(Limited Mobility)		46265
21. Service areas in terms of district (LM) (No. of district)	N/A	7
22. Number of Currently Working Staffs	5668	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):			847
2	Number of Terminals (Districtwise)			847
3	Number of Telephone Lines (Total):			2138
4	Number of VDCs Covered (Attach extra sheet for VDC list)			623
5	Number of Telephone Lines (Districtwise):			
5.1.	Bhojpur	76	5.19. Lamjung	32
5.2.	Dhankutta	76	5.20. Manang	54
5.3.	Ilam	88	5.21. Mustang	52
5.4.	Jhapa	58	5.22. Myagdi	57
5.5.	Khotang	163	5.23. Gorkha	9
5.6.	Morang	87	5.24. Baglung	157
5.7.	Okhaldhunga	106	5.25. Surkhet	4
5.8.	Panchthar	86	5.26. Ramechhap	4
5.9.	Saptari	189	5.27. Jajarkot	2
5.10.	Sankhuwasava	57	5.28. Rolpa	25
5.11.	Siraha	235	5.29. Dolkha	20
5.12.	Solukhumbu	73	5.30. Gulmi	15
5.13.	Sunsari	62	5.31. Parbat	4
5.14.	Taplejung	122	5.32. Rukum	49
5.15.	Terhathum	29	5.33. Chitwan	5
5.16.	Udayapur	91	5.34. Kaski	4
5.17.	Sindhupalchwok	30	5.35. Achham	9
5.18.	Tanahu	8		
6	Average Revenue Per User (ARPU): (Rs.)			1,268.21
7	Traffic MoU (Minutes of Use/Subscriber/month):			235.30
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)			94%
8.1.3.	Domestic (STM's Network)			98%
8.1.4	Domestic (Other Licensee's Network)			94%
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 ms to 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)			219947
12	Local Telephone call in minutes (FY063/064)			419145.2
13	No. of National Long Distance Telephone calls (including to Mobile) (FY063/064)			511245
14	National Long Distance Telephone in minutes (including to Mobile) (FY063/064)			1330442.91
15	Total Revenue (FY063/064)			
15.1.	Local			645942.86
15.2.	National Long Distance			5580939.00
15.3.	International Long Distance			4011355.00
16	Total Annual Investment (FY063/064)			
17	Billing			

17.1.	No. of bills issued per month:	546
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	419145.2
18.2.	Domestic Long Distance	1330442.91
18.3.	International Long Distance	152800.02
19	Number of Currently Working Staffs	144
19.1.	Administrative	42
19.2.	Technical	97
19.3.	Female	5

Annex H - Details of Performance of VSAT Network Service Providers

1. Name of the Licensee		Websurfer Communications Pvt. Ltd.	Infocom Pvt. Ltd.	Mercantile Communications Pvt. Ltd.
1.	Name of VSAT Bandwidth Provider	BtN Access HK Ltd	Loral Skynet Network svcs.	FRACTAL COMMUNICATIONS, LLC , USA
2.	Number of VSAT Users subscribed (Total)	16	1	5
3.	Average Revenue Per User (ARPU)	Rs. 50,000.00	N/A	Rs.3600+ VAT (3 months)
4.	International Bandwidth used by VSAT Users			
4.1.	Uplink	4 Mbps	2048 kbps	11 MB
4.2.	Downlink	10 Mbps	1792 kbps	30 MB
5.	Provision of Redundancy or not	Yes		YES
6.	Total working Manpower	77	28	208
6.1.	Technical	50	11	95
6.2.	Other than Technical	27	3	113
6.3.	Female	8	5	57
7.	Billing	16	3	
7.1.	Number of bills issued per month	12	N/A	3000 per month
7.2.	Number of complaints on billing per month	0	N/A	60 per month
7.3.	Number of cleared billing complaints per month	0	N/A	60 per month.
8.	Total Revenue			Rs. 7,07,93,134 (Kartik to Poush)
9.	Total Investment			Rs.1.5 crore