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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: mis@nta.gov.np
URL: www.nta.gov.np

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Preface

Nepal Telecommunications Authority is proud to publish this edition of Management Information System (MIS) to make the public aware of the latest Telecom development in the country supported by facts and figures in regular basis. This will thus help the stakeholders, journalists, and more importantly the general public in taking good overview of the Telecom development in the country. Lot of effort has thus been put in bringing this MIS in this form and it's encouraging to see the facts and figures of this report being referred in different newspapers of the country. Majority of the operators are thankful for submitting the data in time and allowing us ample time to analyze the data. But some operators are still to show their professionalism in this regard. The list of licensees who did not submit data is shown in table inside.

“Partnership on Measuring Information and Communication Technology (ICT) for Development”, a United Nations body, had developed a core list of ICT indicators which was adopted by participants at the WSIS Thematic Meeting on Measuring the Information Society (Geneva, February 2005). Hence, the Basic core indicators are also presented separately in this report so that the data can be internationally compared. Similarly, one more section has been added in this issue showing the comparative development in the past quarter and present quarter. Few indicators are not presented as data was not sought from operators in this format but they will be made available in the next issues.

It is noteworthy to mention that at present over 6900 people are directly involved in the Telecommunication sector and operators are paying a noticeable sum as License Fee, Royalty Fee and Rural Telecom Development Fee (RTDF), which has directly or indirectly helped the country's economy. But it is to be noted that many operators have still not paid these fees for fiscal year 062/063 even after the stipulated time for paying these fees has elapsed.

This MIS report is published every three months and is available in the 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: mis@nta.gov.np P.O. Box No. 9754 Baluwatar, Kathmandu, Nepal.

1. Introduction:

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 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 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 those providing Telecommunications Service and facilities.

2. Telecom Statistics at a glance (as of 14 January, 2007): *(Details in Annex)*

2.1. Subscriber base:

Service	Subscribers
Fixed line telephone (PSTN+VSAT+MARTS+VHF)	5,02,615
Mobile Telephone (NDCL + SNPL)	6,90,369 + 3,51,450 = 10,41,819
Post-paid mobile (NDCL + SNPL)	1,05,830 + 2,937 = 1,08,767
Pre-paid mobile (NDCL + SNPL)	5,84,539 + 3,48,513 = 9,33,052
Wireless in Local Loop (NDCL + UTL)	60,048 + 74,069 = 1,34,117 (including Limited Mobility + FWT)
GMPCS (Constellation + AVCO + I4 Tech.)	723 + 256 + 13 = 992
Internet (with E-mail)	49,877

Limited Mobility (UTL + NDCL)	20569 + 20,406 = 40,975
VSAT user	119

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)	965
Cellular Service	371.20
Internet	3685.87
GMPCS	1660.87
Rural Telecom Service	3052.19 (STM only) per PCO

2.3. Service Penetration (1 in 100 population):

Service	Penetration Rate (in %) *
Fixed + Mobile	6.48
Fixed Telephone	2.46
Mobile Service	4.03
Internet (subscribers only)	0.19

* Population is expected to be 2,58,86,736 (source: Central Bureau of Statistics)

3. Comparison between adjacent quarters

	QE Asadh '63 (July '06)	QE Ashwin '63 (Oct '06)	QE Poush '63 (Jan '07)	% change over Asadh '63 (6 months)	% change over Ashwin '63 (3 months)
1) Subscriber's Base					
i) Fixed Line (including WiLL, Limited Mobility)	5,76,241	6,01,454	6,35,308	+10.25%	+5.63%
ii) Mobile (GSM)	7,52,661	9,16,639	10,41,819	+38.42%	+13.66%
iii) Internet	44,569	46,201	49,877	+11.91%	+7.96%
2) Average Revenue Per User					
i) Fixed Line	1,030	953	965		
ii) Mobile (GSM)	300 (spice only)*	373.24	371.20		
iii) Internet	1,136	1227.04	3685.87		
3) Teledensity					
i) Fixed Line	2.24	2.32	2.46	+9.82%	+6.03%
ii) Mobile (GSM)	2.92	3.54	4.03	+38.01%	+13.84%
iii) Internet	0.17	0.18	0.19	+11.77%	+5.56%
Total (Fixed + Mobile)	5.16	5.86	6.49	+25.76%	+10.75%

QE - Quarter Ending

* - NDCL did not submit data

4. Basic Core ICT Indicators

Core Indicators	Definition	Value
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.	2.46
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.	4.03
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.	0.19
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.	5.2
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

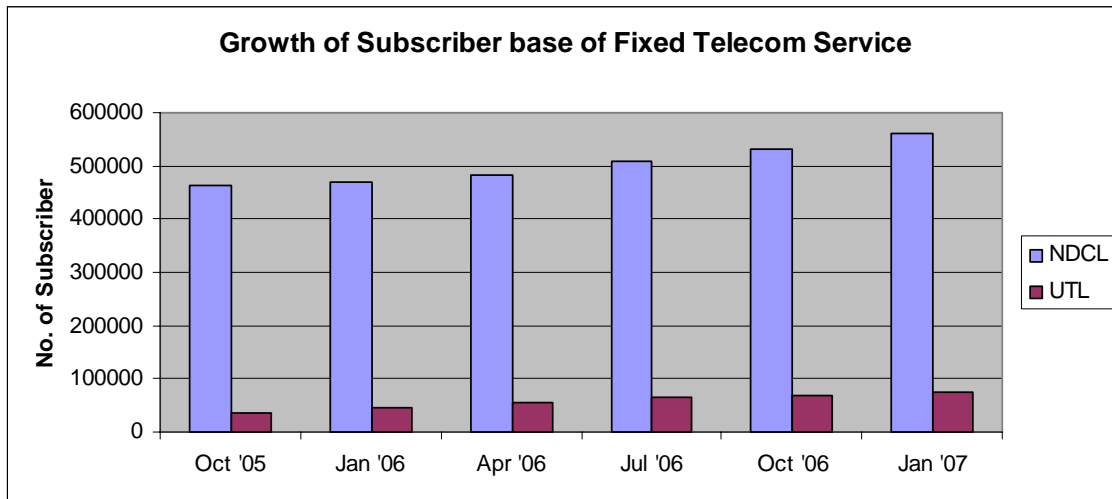
<p>Internet access tariff (20 hours per month), in US\$, and as a percentage of per capita income</p>	<p>The <i>Internet access tariff</i> includes the tariff components of monthly line rental, line usage charge and Internet access charge, plus any tax that may be levied (as this is a service used by 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\$0.18, 0.06%</p>
<p>Mobile cellular tariffs (100 minutes of use per month), in US\$, and as a percentage of per capita income</p>	<p>The <i>Mobile cellular tariff</i> 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\$5.33, 1.66%</p>
<p>Percentage of localities with public Internet access centers (PIACs) by number of inhabitants (rural/urban)</p>	<p>A <i>public Internet access centre</i> (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. <i>Localities</i> 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:

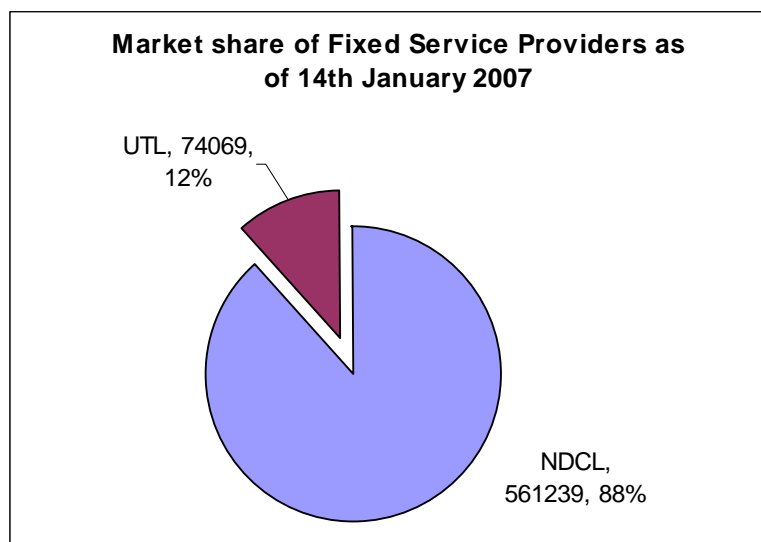
5.1. Performance of Fixed Service:

This quarter has experienced a relatively higher growth rate than the previous quarters as 1,39,739 new lines were added, most lines being catered by CDMA network viz. fixed wireless and limited mobility. The fixed line penetration at present is still low at 2.46%, 0.14% more than the previous quarter. The Average Revenue per User (ARPU) of UTL has increased to Rs. 505.82, almost Rs.100 more than in previous quarter. Interestingly, this time also the market share of NDCL and UTL remained unchanged at 88% and 12% respectively. The gap between fixed line

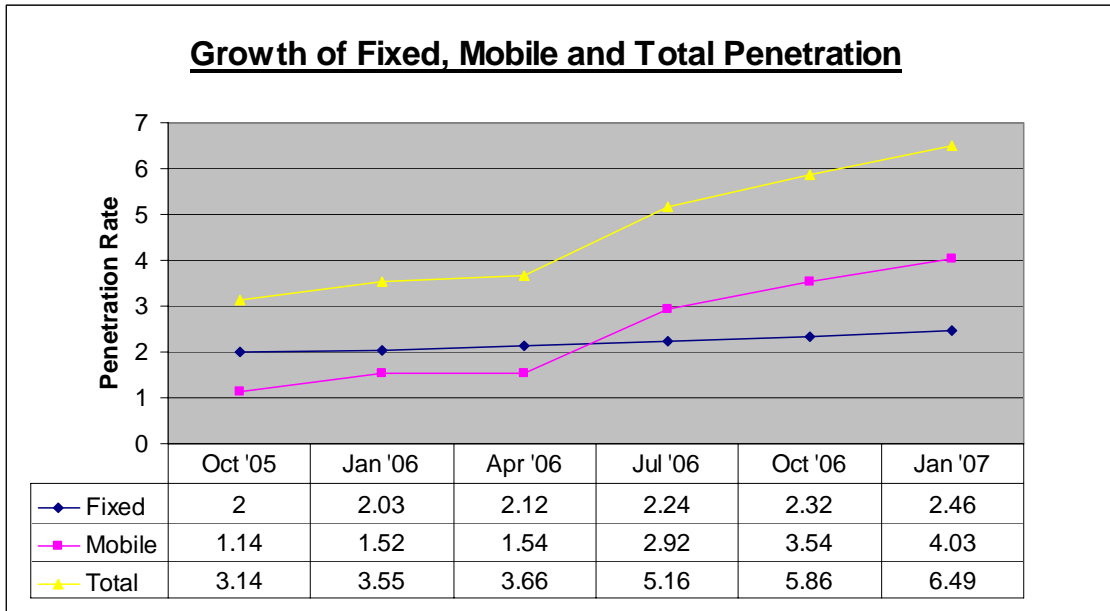
penetration and mobile penetration is still getting wider with mobile penetration jumping to 4.03% at present.



NDCL is providing service in all the districts of Nepal through wire-line as well as wireless service. UTL is only providing service in Kathmandu Valley at present. It is also planning to extend its service in Hetauda and Birgunj very soon. Altogether 5,716 are being employed in Fixed Telecommunication sector.

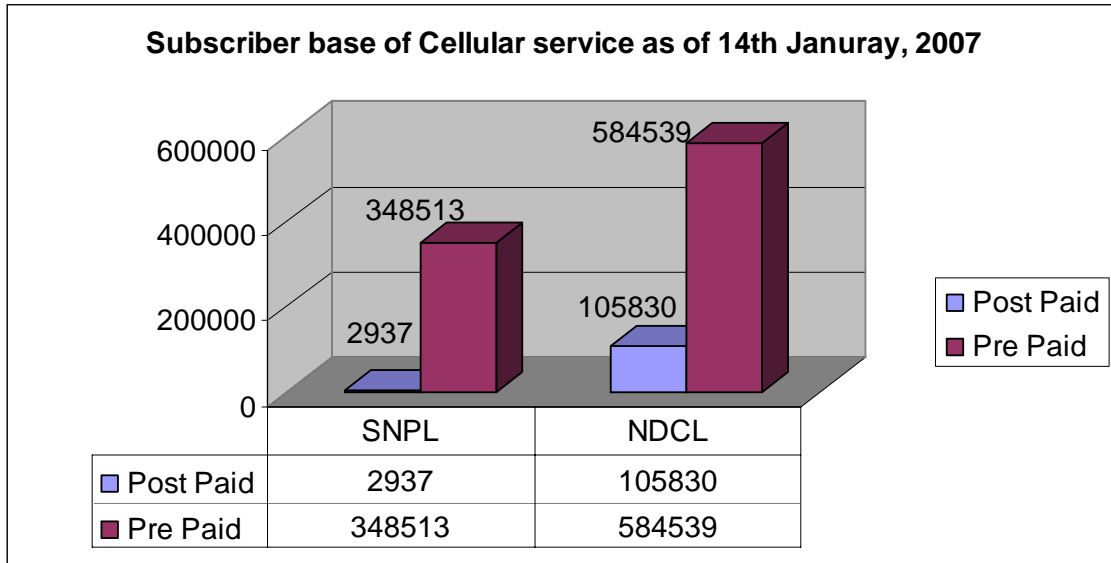


Both operators have obtained license to operate limited mobility service in addition to their fixed service license. The subscriber base of NDCL is 20,406 whereas that of UTL is 20,569. The detailed performance of fixed service providers is illustrated in Annex VIII.

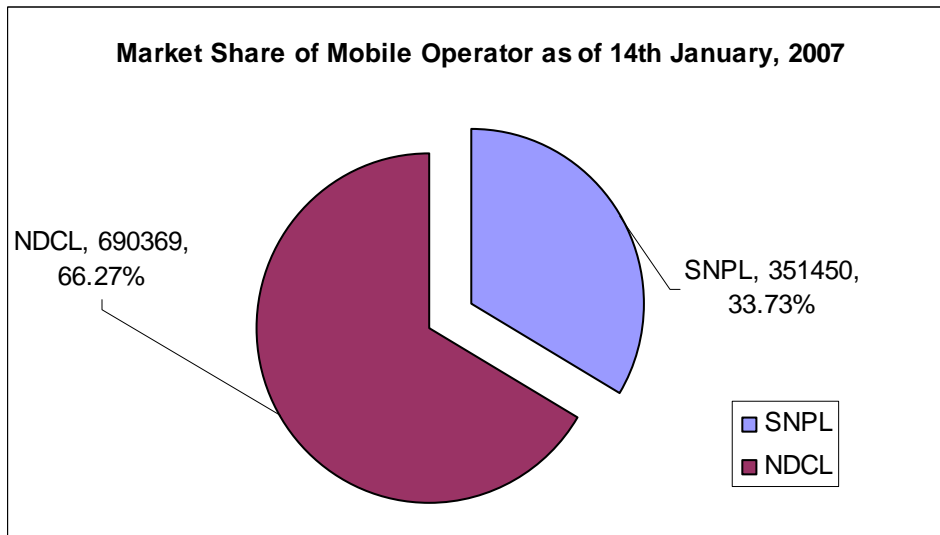


5.2. Performance of Cellular Service:

The two GSM based mobile operators are currently operating their services in Nepal. The subscriber base of incumbent NDCL has reached 6,90,369 whereas that of Spice Nepal is 3,51,450 amounting to a total of 10,41,819 subscribers. The gap between Prepaid subscribers (933052) and Postpaid subscribers is becoming even more wider than before. Hence, this quarter has seen the mobile subscribers crossing that coveted 1 million mark. NDCL distributed merely 5776 new lines in the last quarter whereas SNPL has distributed 1,19,404 lines in the same period. SNPL now holds 34% of the market share, almost 9% more than the previous quarter whereas that of NDCL continued to decrease in this quarter as well. The mobile customer base is growing basically due to prepaid mobile scheme, which has reached 9,33,052 at the end of this quarter. The lukewarm response of consumers towards postpaid mobile remained same as the number of postpaid subscribers of NDCL has decreased by 8966 and SNPL distributed only 525 new postpaid lines in this period. But there is a still a great demand for prepaid service inside Kathmandu Valley as well as outside. Apart from Kathmandu Valley, NDCL is providing mobile service in 37 districts and Spice Nepal Pvt. Ltd. too has extended its service in Kaski, Morang, Sunsari, Rupandehi, Chitwan, Nawalparasi, Parsa, Makwanpur, Kavrepalanchok, Bara and installation is in progress in Dhanusa, Saptari, Sarlahi, Siraha and Rautahat. SNPL has also planned to provide service in Banke, Tanahu, Gorkha, Solukhumbu, and Dolakha in the near future. The mobile network of NDCL has now 294 Base Transceiver Stations (BTSs) whereas SNPL has 223 BTS in 900 and 1800 MHz band. Hence the Number of subscriber to Base Transceiver Station (BTS) Ratio of NDCL is just 2348 in comparison to 1577 of SNPL. Probably, this is also one of the factors that has made the quality of NDCL's mobile service poorer than that of SNPL. The mobile penetration is increasing steadily in this quarter as well reaching 4.03. Total manpower involved in providing this service stands at 392. Comparison between subscriber base of GSM mobile service is shown below.



Market share of SNPL and NDCL as of 14th January is as shown below and detailed performance of operators is shown in Annex VII.



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, 2007 (Poush 30, 2063).

Technology used by NDCL to serve VDCs	
Digital C-DOT (wire line) exchanges	35/6,268 (Exchange/Capacity)
MARTS	179/2,322 (Marts Terminals/ Telephone Subscribers)
VHF/UHF radio	914 (Telephone Subscribers)
Digital microwave (JICA project)	6/107 (Rural Station/Subscriber)
HF radio	4
VSAT	384/786 (Terminals/Telephone lines)
VDCs served with at least one PCO	2028
Telex Service	256/76 (Capacity/Distribution)

STM:

STM has now installed a total of 1424 PCOs in 516 VDCs of Eastern Development Region as of 14 January, 2007. The ARPU of STM has jumped to Rs. 3052.19 from Rs. 2808 in the last quarter. Independent Technical Consultant is currently conducting Quality of Service (QoS) monitoring and will submit the report by February 2007. The performance of STM Telecom Sanchar Pvt. Ltd. the exclusive rural operator of the country is shown in Annex IX.

NDCL and STM have achieved the following rural service penetration levels as of 14 January, 2007 (Poush 30, 2063). Percentages identified in the table refer to the percentage of VDCs with at least one PCO in the specified region.

No. of VDCs served by NDCL and STM

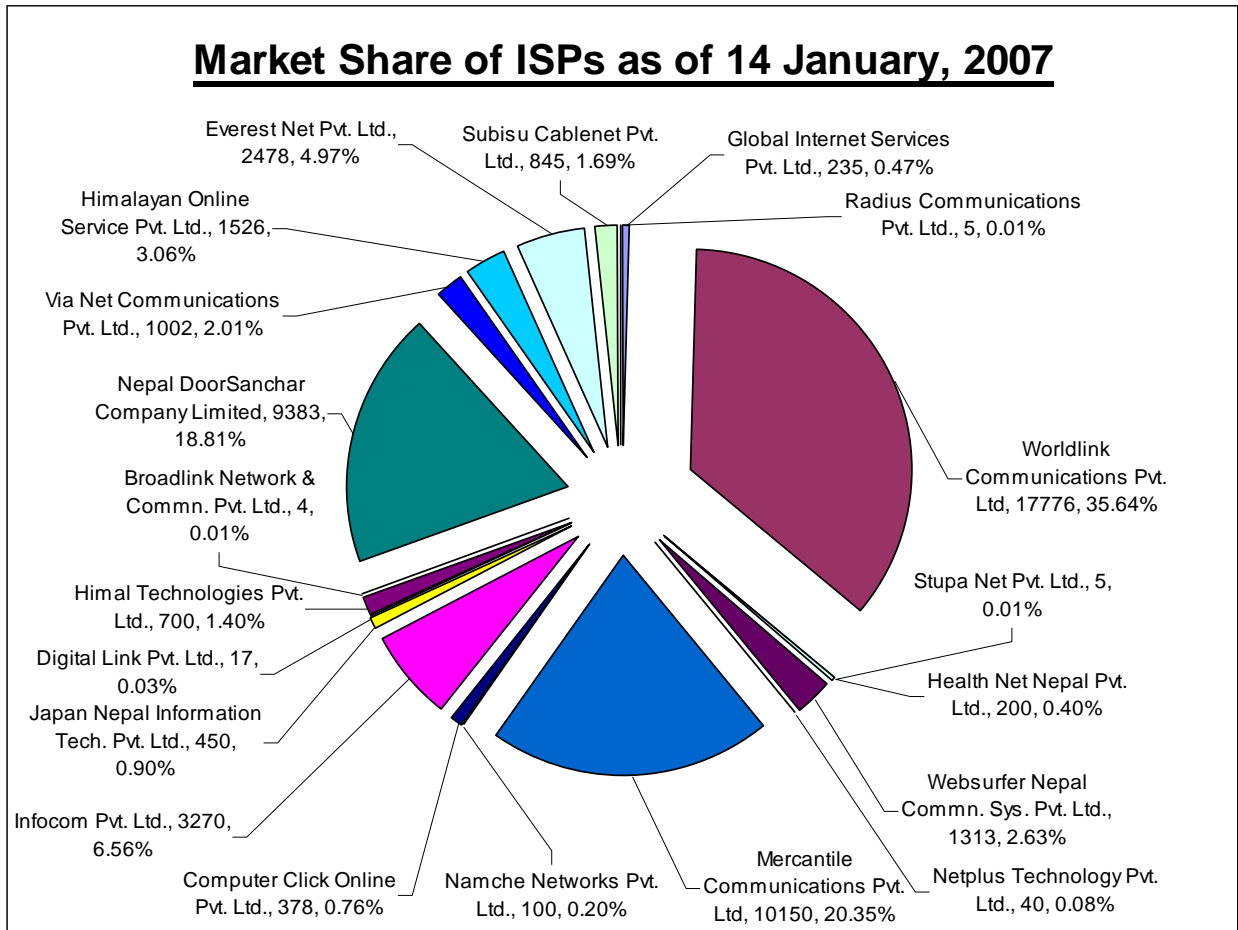
Region	Total VDCs	VDCs Served with at least one PCO		% of VDCs Served with at least one PCO
		By STM	By NDCL	
Nepal	3,914	516	2028	*
Eastern Development Region	893	516	465	*
Central Development Region	1199	-	605	50.47 %
Western Development Region	864	-	535	61.92 %
Mid-Western Development Region	575	-	226	39.30 %
Far-Western Development Region	383	-	197	51.44 %

* - some of the VDCs are overlapped so exact data cannot be drawn

5.4. Performance of Internet Service:

Even with more than 30 ISPs currently operating, this sector has not shown any appreciable performance even though Internet Service seems to be more satisfactory than other services as there are more choices for customers. Going with the number of operators, the number of subscribers does not seem to grow at an appreciable number even in this age of Information Technology. Growth of Internet subscriber in the last quarter is just 3676. Out of 39 licensed Internet Service Providers, 31 are currently operating. There are around 49,877 active subscribers of this service. Total International Bandwidth used is in the ratio of 1:2.38 with 37.92 and 90.3 Mbps for uplink and downlink respectively, hence a total of 128 Mbps. Number of E1 lines used

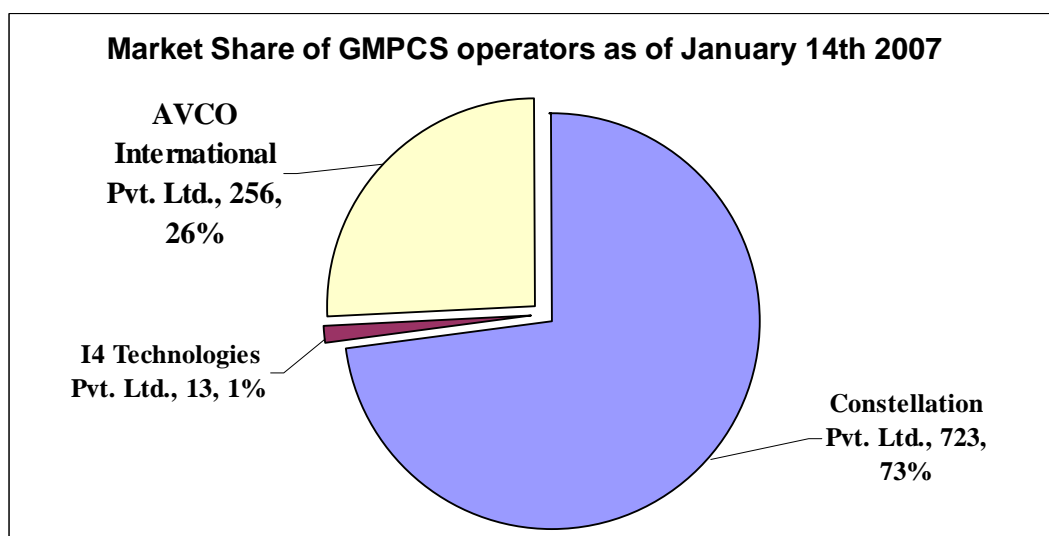
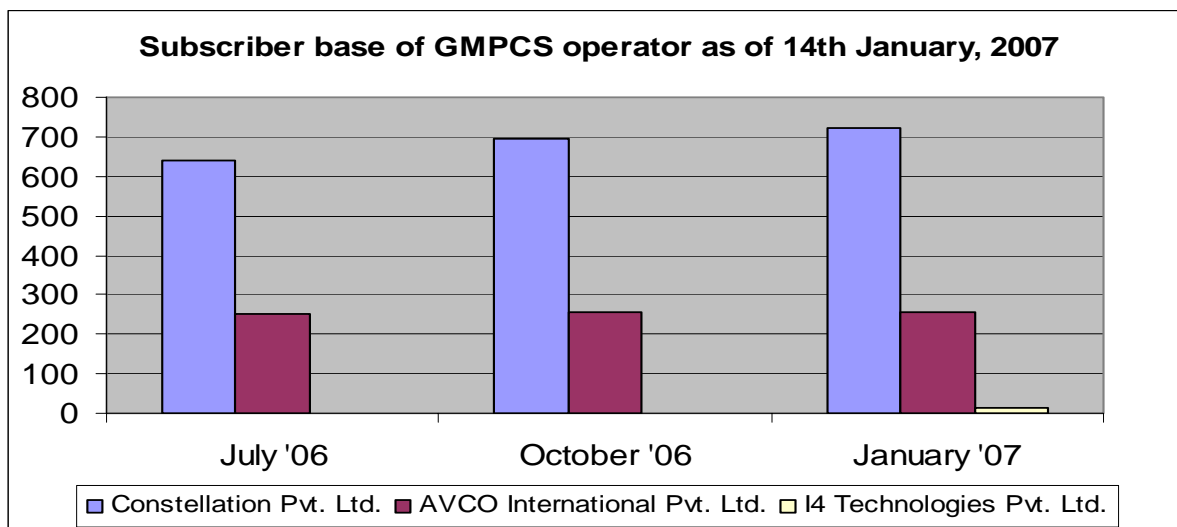
remain unchanged at 115 from the last quarter whereas number of telephone lines used for dialup service stands at 502. The number of websites hosted is quite low at 972 where Worldlink alone has a share of almost 41%. Only 157 subscribers have subscribed from ISPs as cybercafés.



Average Revenue per User (ARPU) stands at Rs. 3685, increasing by massive Rs. 2458 from the last quarter. This is due to the increase in the subscriber as well as ARPU of Worldlink Communications Pvt. Ltd. A total of 661 personnel are engaged in this sector. Details are elaborated in Annex I to V.

5.5. Performance of GMPCS Service:

In the last quarter, subscriber base of AVCO international Pvt. Ltd. remained same. The new entrant, I4 Technologies Pvt. Ltd. has just started its service. The total subscriber base of GMPCS service has now reached 992. The comparative chart is shown below. The detailed performance of GMPCS operators is illustrated in Annex VI.



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. 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 6,35,308 (PSTN + WLL), Post-paid Mobile Subscribers 1,08,767 and Pre-paid Mobile Subscribers 9,33,052 till 14 January, 2007 (Poush 30, 2063). The fully digital network offers full national and international direct dialling services.
- 6.3. The national trunk network is equipped with 8930 Mbps, out of which 8130 Mbps link is being used to link Kathmandu with the rest of the country whereas 800 Mbps link is used within Kathmandu Valley. (based on NDCL MIS)

- 6.4. Nepal Doorsanchar Company Limited, the only wireline operator in Nepal has 228 Telephone exchanges in operation at 218 different locations in 72 districts of Nepal. (based on NDCL MIS)
- 6.5. There are a total of 3410 International telephone circuits in operation including Microwave circuits. (based on NDCL MIS)
- 6.6. Total capacity of E1 links installed is 4,465 out of which 3,725 are equipped and 2,094 are currently working. (based on NDCL MIS)

International Traffic:

- 6.7. In the year 2006, the total International Incoming traffic was 263,940,371 minutes. (based on NDCL MIS)
- 6.8. Similarly, the total International outgoing traffic was 84,099,483 minutes. (based on NDCL MIS)

7. NTA activities during the past three months:

- 7.1. Prof. Dr. Dinesh Kumar Sharma was appointed as the Chairman of Nepal Telecommunications Authority by the Government of Nepal on Poush 07, 2063 (22 Dec '06) along with Mr. Mahesh Prasad Adhikari and Mr. Balaram Pradhananga as the board members.
- 7.2. VSAT Network Service Provider license was issued to Web Solution and Network Pvt. Ltd.
- 7.3. ISP license of Mero ISP Pvt. Ltd. was cancelled on Poush 30, 2063.
- 7.4. Mr. Ananda Raj Khanal, Manager, NTA took part in "ITU Plenipotentiary Conference 2006 (PP-06)" held in Antalya, Turkey from 06-24 November, 2006.
- 7.5. Mr. Deepesh Acharya, Deputy Manger, NTA took part in "ITU Telecom World" held in Hongkong from 02-08 December, 2006.
- 7.6. Mr. Surendra Lal Hada, Assistant Manager, NTA took part in a workshop titled "Disaster Management" held in Bangkok, Thailand from 12-15 December, 2006.
- 7.7. Mr. Udaya Raj Regmi, Assistant Manager, NTA took part in a training program titled "Internet Security and Cyberlaws in Singapore" held in Singapore from 06-19 December 2006.

7.8. Issues under consideration:

1. VoIP and Internet Telephony is under the process of legalization.
2. Consultation is going on with the stakeholders to develop mechanism for the allocation/assignment of spectrum and frequency fee determination for WiMax band.
3. NTA is providing continued assistance to the Ministry of Information and Communication for the amendment of the Telecom Act 2053 by means of consultation with stakeholders, publishing consultation paper etc.
4. Procedure is being formulated on how to disburse the Rural Telecom Development Fund (RTDF) for providing Telecom service to rural people.

5. A report was being submitted for the issues regarding the use of Nepal Electricity Authority's Fiber network by other licensed Telecom Operators and use of VPN by ISPs to provide Data Communication service.
6. Study for incorporating necessary up to date modifications of License conditions of Value Added services is going on.
7. Consultation is taking place with stakeholders to develop mechanisms to encourage Internet Service Providers in rural areas of Nepal.

8. Relevant Acts and Regulations:

- 8.1. Telecommunications Act, 1997 A.D. (2053 B.S.)
- 8.2. Radio Act, 1958 A.D. (2014 B.S.)
- 8.3. Telecommunications Regulations, 1998 A.D. (2054 B.S.)
- 8.4. Radio License Regulation, 1992 A.D. (2049 B.S.)
- 8.5. Telecommunications Policy, 2004 A.D. (2060 B.S.)
- 8.6. Cyber Law, 2004 A.D. (2061 B.S.)

9. Members of NTA:

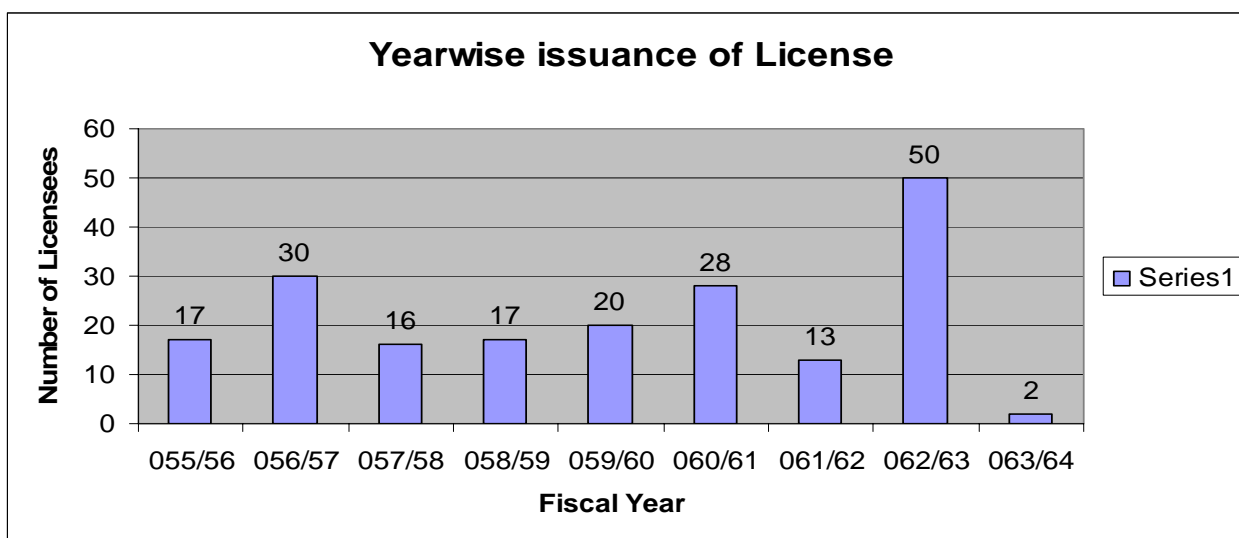
Name	Designation
Prof. Dr. Dinesh Kumar Sharma	Chairman
Mr. Mani Ram Ojha	Member
Mr. Abinash Panta	Member
Mr. Mahesh Prasad Adhikari	Member
Mr. Balaram Pradhananga	Member

10. No. of Licenses issued in the different types of Telecommunications Services: (till 14 January, 2007)

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	11
(g)	VSAT Service Users	117
(h)	Fax Mail	6
(i)	Video Conferencing	1
(j)	GMPCS	3
(k)	Rural Telecom Service	1
(l)	Local Data Network	1
(m)	Limited Mobility Service	2
	Total	193

11. 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	063/64	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	8	31
4.	Radio Paging	1	5	2	-	-	-	-	-	-	8	8	0
5.	VSAT Network Providers	2	4	1	3	-	-	-	-	1	11	5	6
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	-	-	-	1	3	-	3
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	2	193	35	158



12. 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

13. List of operators who did not submit data

S. No.	Name of Operator	License Category	Remarks
1.	Global Internet Services Pvt. Ltd.	ISP	
2.	Himalayan Online Services Pvt. Ltd.	ISP	
3.	I MAX Pvt. Ltd.	ISP	Not in Contact
4.	Sailung Dot Com Pvt. Ltd.	ISP	Not in Contact
5.	Fewa Net Pvt. Ltd.	ISP	Not in Contact
6.	Cyber Space Pvt. Ltd.	ISP	Not in Contact
7.	Himal Technologies Pvt. Ltd.	ISP	
8.	Spacetime Internet Pvt. Ltd.	ISP	Service Not started
9.	Pokhara I-net Pvt. Ltd.	ISP	Not in Contact
10.	Japan Nepal Information Technology Pvt. Ltd.	ISP	
11.	Personal Broadband Nepal Pvt. Ltd.	ISP	Service Not started
12.	IP Communications Pvt. Ltd.	ISP	Service Not started
13.	Netplus Technology Pvt. Ltd.	ISP	
14.	Healthnet Nepal	ISP	

15.	Global Plus Networks Pvt. Ltd.	ISP	
16.	Buddha Net Pvt. Ltd.	ISP	Not in Contact
17.	Stupanet Pvt. Ltd.	ISP	Not in Contact
18.	Namche Networks Pvt. Ltd.	ISP	
19.	Spice Nepal Pvt. Ltd.	ISP	Service Not started
19.	Broadlink Network and Communications Pvt. Ltd.	ISP	
20.	Radius Communications Pvt. Ltd	ISP	
21.	Communications and Communicate Nepal Pvt. Ltd.	VSAT Network Service Provider	

ISP: Internet Service Provider

Note: Operators who submitted data once before, their data has been retained in this issue as well for analyzing

14. 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	

15. MIS Committee:

- 15.1.** Mr. Arjun Ghimire
- 15.2.** Mr. Udaya Raj Regmi
- 15.3.** 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	10150	10000	100	50	No Mention
2	Worldlink Communications Pvt. Ltd	17776	14102	189	3485	14
3	Everest Net Pvt. Ltd.	2478	2342		137	
4	Global Internet Services Pvt. Ltd.	235	210	15	10	1
5	Himalayan Online Service Pvt. Ltd.	1526	1458	7	61	2
6	Infocom Pvt. Ltd.	3270	3068	9	193	No Mention
7	Nepal DoorSanchar Company Limited	9383	9362	0	21	18+
8	I MAX Pvt. Ltd.	Not In Contact				
9	Via Net Communications Pvt. Ltd.	1002	890	105	7	5
10	Sailung Dot Com Pvt. Ltd.	Not In Contact				
11	Fewa Net Pvt. Ltd.	Not In Contact				
12	Cyber Space Pvt. Ltd.	Not In Contact				
13	Websurfer Nepal Commn. Sys. Pvt. Ltd.	1313	0	280	1033	2
14	Global Net Pvt. Ltd.	Not In Contact				
15	Digital Link Pvt. Ltd.	17	0	7	10	1
16	Himal Technologies Pvt. Ltd.	700	600	10	90	3
17	Subisu Cablenet Pvt. Ltd.	845	0	0	845	8
18	Spacetime Internet Pvt. Ltd	Service Not Started				
19	Pokhara I-net Pvt. Ltd.	Not In Contact				
20	Japan Nepal Information Tech. Pvt. Ltd.	450	450	0	0	1
21	Computer Click Online Pvt. Ltd.	378	378	0	0	1
22	Personal Broadband Nepal Pvt. Ltd.	Service Not Started				
23	IP Communications Pvt. Ltd.	Service Not Started				
24	Netplus Technology Pvt. Ltd.	40	0	20	20	1
25	Heath Net Nepal	200	150	0	50	1
26	Global Plus Networks Pvt. Ltd.	Data Not Submitted				
27	Buddha Net Pvt. Ltd.	Not In Contact				
28	Stupa Net Pvt. Ltd.	5	0	0	5	0
29	Namche Networks Pvt. Ltd.	100	0	5	95	3
30	Spice Nepal Pvt. Ltd.	No Subscribers				
31	Broadlink Network & Commn. Pvt. Ltd.	4	0	4	0	1
32	Radius Communications Pvt. Ltd.	5	0	0	5	1
	TOTAL	49877	43010	751	6117	45

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	5	18	250	251	1:13
2	Worldlink Communications Pvt. Ltd	0	37	402	90	1:12
3	Everest Net Pvt. Ltd.	No Mention	6	147	No Mention	1:13
4	Global Internet Services Pvt. Ltd.	20	1	1	0	1:7
5	Himalayan Online Service Pvt. Ltd.	28	5	0	0	1:9.72
6	Infocom Pvt. Ltd.	NO	4	45	60	1:17
7	Nepal DoorSanchar Company Limited	0	33	4	0	1:9
8	I MAX Pvt. Ltd.	Not In Contact				
9	Via Net Communications Pvt. Ltd.	12	4	10	No Mention	1:7
10	Sailung Dot Com Pvt. Ltd.	Not In Contact				
11	Fewa Net Pvt. Ltd.	Not In Contact				
12	Cyber Space Pvt. Ltd.	Not In Contact				
13	Websurfer Nepal Commn. Sys. Pvt. Ltd.	55	1	0	57	N/A
14	Global Net Pvt. Ltd.	Not In Contact				
15	Digital Link Pvt. Ltd.	6	N/A	3	N/A	N/A
16	Himal Technologies Pvt. Ltd.	Data Not Submitted				
17	Subisu Cablenet Pvt. Ltd.	10	1	2	N/A	N/A
18	Spacetime Internet Pvt. Ltd	Service Not Started				
19	Pokhara I-net Pvt. Ltd.	Not In Contact				
20	Japan Nepal Information Tech. Pvt. Ltd.	0	1	50	30	1:7.5
21	Computer Click Online Pvt. Ltd.	0	3	1	7	1:4
22	Personal Broadband Nepal Pvt. Ltd.	Service Not Started				
23	IP Communications Pvt. Ltd.	Service Not Started				
24	Netplus Technology Pvt. Ltd.	15	0	1	0	N/A
25	Health Net Nepal	0	1	50	7	1:5.4
26	Global Plus Networks Pvt. Ltd.	Data Not Submitted				
27	Buddha Net Pvt. Ltd.	Not In Contact				
28	Stupa Net Pvt. Ltd.	Not In Contact				
29	Namche Networks Pvt. Ltd.	5	0	5	0	0
30	Spice Nepal Pvt. Ltd.	No Subscribers				
31	Broadlink Network & Commn. Pvt. Ltd.	0	0	1	0	N/A
32	Radius Communications Pvt. Ltd.	1	0	0	0	N/A
TOTAL		157	115	972	502	

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	600	8	6	800	4200
2	Worldlink Communications Pvt. Ltd	17776	almost 10%	almost 100%	8000	3900
3	Everest Net Pvt. Ltd.	389	5	100%	394	847
4	Global Internet Services Pvt. Ltd.	30	No Mention	No Mention	No Mention	No Mention
5	Himalayan Online Service Pvt. Ltd.	208	0	0	2309.51	No Mention
6	Infocom Pvt. Ltd.	200	No Mention	No Mention	No Mention	No Mention
7	Nepal DoorSanchar Company Limited	Prepaid	N/A	N/A	288	1423
8	I MAX Pvt. Ltd.	Not In Contact				
9	Via Net Communications Pvt. Ltd.	90	<5%	100%	1500	9000
10	Sailung Dot Com Pvt. Ltd.	Not In Contact				
11	Fewa Net Pvt. Ltd.	Not In Contact				
12	Cyber Space Pvt. Ltd.	Not In Contact				
13	Websurfer Nepal Commn. Sys. Pvt. Ltd.	200	0	N/A	15000	N/A
14	Global Net Pvt. Ltd.	Not In Contact				
15	Digital Link Pvt. Ltd.	8	0	N/A	2041	N/A
16	Himal Technologies Pvt. Ltd.	350	5%	90%	250	900
17	Subisu Cablenet Pvt. Ltd.	510	1%	100%	5000	N/A
18	Spacetime Internet Pvt. Ltd	Service Not Started				
19	Pokhara I-net Pvt. Ltd.	Not In Contact				
20	Japan Nepal Information Tech. Pvt. Ltd.	No Mention	No Mention	No Mention	No Mention	No Mention
21	Computer Click Online Pvt. Ltd.	335	5%	100%	270	800
22	Personal Broadband Nepal Pvt. Ltd.	Service Not Started				
23	IP Communications Pvt. Ltd.	Service Not Started				
24	Netplus Technology Pvt. Ltd.	40	0	0	3900	N/A
25	Heath Net Nepal	5	0	N/A	500	900
26	Global Plus Networks Pvt. Ltd.	Data Not Submitted				
27	Buddha Net Pvt. Ltd.	Not In Contact				
28	Stupa Net Pvt. Ltd.	0	0	0	0	3000
29	Namche Networks Pvt. Ltd.	100	10	5	3000	NA
30	Spice Nepal Pvt. Ltd.	No Subscribers				
31	Broadlink Network & Commn. Pvt. Ltd.	4	No Mention	No Mention	4000	N/A
32	Radius Communications Pvt. Ltd.	5	0	N/A	500	N/A

Annex - IV

S. No.	Name of ISP	Quality of Service				
		Service Activation Time	Time to Access	MTRR	International Bandwidth (Uplink and Downlink) Kbps	Connected to npIX or not
1	Mercantile Communications Pvt. Ltd	Immediate	<60s	<60mins	5240/15720	YES
2	Worldlink Communications Pvt. Ltd	<24Hrs	<60s	<24Hrs.	5764/16244	YES
3	Everest Net Pvt. Ltd.	24Hrs.	24 Hrs.*	5min-24Hrs.	256/1024	YES
4	Global Internet Services Pvt. Ltd.	24 Hrs.	No Mention	No Mention	256/512	NO
5	Himalayan Online Service Pvt. Ltd.	24-48 Hrs.	40-60secs	2 Hrs.	384/1024	YES
6	Infocom Pvt. Ltd.	24 Hrs.	24 Hrs.	No Mention	1792/2048	YES
7	Nepal DoorSanchar Company Limited	2 mins	<60 secs	<10 mins	18864/35632	YES
8	I MAX Pvt. Ltd.	Not In Contact				
9	Via Net Communications Pvt. Ltd.	Bband- 2days/ dialup - instantly	No Mention	No Mention	768/2640	YES
10	Sailing Dot Com Pvt. Ltd.	Not In Contact				
11	Fewa Net Pvt. Ltd.	Not In Contact				
12	Cyber Space Pvt. Ltd.	Not In Contact				
13	Websurfer Nepal Commn. Sys. Pvt. Ltd.	24 Hrs.	N/A	<3 Hrs.	2048/8384	YES
14	Global Net Pvt. Ltd.	Not In Contact				
15	Digital Link Pvt. Ltd.	<2 Hrs.	No Mention	10 min	64/224	NO
16	Himal Technologies Pvt. Ltd.	2 Hrs.		3 Hrs	256/512	YES
17	Subisu Cablenet Pvt. Ltd.	30 mins.	<1sec	1Hr.	2048/5632	YES
18	Spacetime Internet Pvt. Ltd	Service Not Started				
19	Pokhara I-net Pvt. Ltd.	Not In Contact				
20	Japan Nepal Information Tech. Pvt. Ltd.	24 Hrs.	< 30secs	4 Hrs.	128/256	NO
21	Computer Click Online Pvt. Ltd.	10 mins.	<30 secs.	<60 Mins	128/256	YES
22	Personal Broadband Nepal Pvt. Ltd.	Service Not Started				
23	IP Communications Pvt. Ltd.	Service Not Started				
24	Netplus Technology Pvt. Ltd.	24 Hrs.	N/A	6 Hrs.	128/384	No Mention
25	Heath Net Nepal	24 Hrs.	No Mention	4 Hrs.	256/570	YES
26	Global Plus Networks Pvt. Ltd.	Data Not Submitted				
27	Buddha Net Pvt. Ltd.	Not In Contact				
28	Stupa Net Pvt. Ltd.	Not In Contact				
29	Namche Networks Pvt. Ltd.	24 Hrs.	NA	No Mention	256/768	YES
30	Spice Nepal Pvt. Ltd.	No Subscribers				
31	Broadlink Network & Commn. Pvt. Ltd.	24 Hrs.	No Mention	1 Hrs.	128/512	YES
32	Radius Communications Pvt. Ltd.	No Mention	No Mention	No Mention	64/128	NO

Annex - V

S. No.	Name of ISP	Redundancy	Staffs (Admin+Tech)		Royalty Fee (in Rs.) (062/063)	RTDF Fee (in Rs.) (062/063)	Frequency Fee (in Rs.) (062/063)
1	Mercantile Communications Pvt. Ltd	YES	29	64	No Mention	No Mention	No Mention
2	Worldlink Communications Pvt. Ltd	No Mention	55	80	Not Paid	Not Paid	414000
3	Everest Net Pvt. Ltd.	YES	50	15	Not Paid	Not Paid	Not Paid
4	Global Internet Services Pvt. Ltd.	No Mention		22	29,464.35	14,732.18	No Mention
5	Himalayan Online Service Pvt. Ltd.	No Mention	9	6	Not Paid	Not Paid	Not Paid
6	Infocom Pvt. Ltd.	No Mention		25	Not Paid	Partially	Not Paid
7	Nepal DoorSanchar Company Limited	YES	16	12	No Mention	No Mention	No Mention
8	I MAX Pvt. Ltd.	Not In Contact					
9	Via Net Communications Pvt. Ltd.	No Mention	6	9	Not Paid	Not Paid	No Mention
10	Sailung Dot Com Pvt. Ltd.	Not In Contact					
11	Fewa Net Pvt. Ltd.	Not In Contact					
12	Cyber Space Pvt. Ltd.	Not In Contact					
13	Websurfer Nepal Commn. Sys. Pvt. Ltd.	YES	18	37	616000	345000	61000
14	Global Net Pvt. Ltd.	Not In Contact					
15	Digital Link Pvt. Ltd.	YES		4	Not Paid	Not Paid	Not Paid
16	Himal Technologies Pvt. Ltd.	Data Not Submitted					
17	Subisu Cablenet Pvt. Ltd.	YES		150	Not Paid	Not Paid	N/A
18	Spacetime Internet Pvt. Ltd	Service Not Started					
19	Pokhara I-net Pvt. Ltd.	Not In Contact					
20	Japan Nepal Information Tech. Pvt. Ltd.	YES	10	5			N/A
21	Computer Click Online Pvt. Ltd.	No Mention	4	3	No Mention	No Mention	No Mention
22	Personal Broadband Nepal Pvt. Ltd.	Service Not Started					
23	IP Communications Pvt. Ltd.	Service Not Started					
24	Netplus Technology Pvt. Ltd.	YES		10	34492	17246	No Mention
25	Heath Net Nepal	No Mention		No Mention	No Mention	No Mention	No Mention
26	Global Plus Networks Pvt. Ltd.	Data Not Submitted					
27	Buddha Net Pvt. Ltd.	Not In Contact					
28	Stupa Net Pvt. Ltd.	Not In Contact					
29	Namche Networks Pvt. Ltd.	YES	6	6	No Mention	No Mention	No Mention
30	Spice Nepal Pvt. Ltd.	No Subscribers					
31	Broadlink Network & Commn. Pvt. Ltd.	YES		15	No Client in F/Y 062/063		
32	Radius Communications Pvt. Ltd.	NO		10	No Client in F/Y 062/063		
Total			203	458			

Annex - VI				
S. No.	Name of GMPCS Service Provider	Constellation Pvt. Ltd.	AVCO International Pvt. Ltd.	I4 Technologies Pvt. Ltd.
1	Number of Subscribers	723	256	13
2	Average Revenue Per User (ARPU) in Rs.	2000	703.125	3529.11
3	Traffic (Minutes of Use)/line/month	8.2	1.25	0.183
4	Quality of Service			
	4a. GMPCS/GMPCS call completion ratio	100%	100%	100%
	4b. GMPCS/Other Network call completion ratio	100%	90%	95%
	4c. Call Drop rate	0	5%	0
	4d. Customer reported service complaints/subscriber/month	0.15%	1%	0
	4e. Faults/100subscribers/month	0.10%	0.50%	0
5	Billing			
	5a. Bills issued/Month	140	15	2
	5b. Complaints on Billing/Month	0	0	0
	5c. Clearance on billing complaints/Month	N/A	N/A	N/A
6	Number of Currently Working Staffs (Admin.+Tech.)	23	2	4+4=8
7	Royalty fee for fiscal year 2062/2063	204821	44,224.11	N/A
8	RTDF fee for fiscal year 2062/2063	102411	22,112.00	N/A
9	Frequency fee for fiscal year 2062/2063	112000	96,000.00	64000

Annex - VII

S. No.		Name of Mobile Service Provider	
		Spice Nepal Pvt. Ltd.	Nepal Doorsanchar Company Limited
1	Number of Subscribers	351450	690369
2	Number of Subscribers (Postpaid)	2937	105830
3	Number of Subscribers (Prepaid)	348513	584539
4	Service areas in terms of district (No. of district):	13 Districts	40 Districts
5	Average Revenue per user (ARPU) (Rs.)	371	371.306 (Previous Data)
6	Traffic Mou (Minutes of Use/Subscriber/Month)	187	105.78(OG)+175.78(IC)=281.56 (Previous Data)
7	Quality of Service		Not Supplied
	7a. Cellular to Cellular Call Completion Ratio	99.50%	Not Supplied
	7b. PSTN to Cellular Call Completion Ratio	99.50%	Not Supplied
	7c. Cellular to PSTN Call Completion Ratio	80.40%	Not Supplied
	7d. Call Drop Rate	0.50%	0.7% (Previous Data)
	7e. End to End delivery time for Short Message Service:	11seconds	Depends upon the MS status (Previous Data)
	7f. Completion Rate for SMS:	75.00%	91.15%
8	Billing		
	8a. No. of bills issued per month (postpaid)	2037	111384 (Previous Data)
	8b. No. of complaints on billing per month (postpaid)	0	Nominal (Previous Data)
	8c. No. of clearance on billing complaints per month (postpaid)	NA	Nominal (Previous Data)
	8d. No. of complaints on billing per month (prepaid)	0	Nominal (Previous Data)
	8e. No. clearance on billing complaints per month(prepaid)	NA	Nominal (Previous Data)
9	Number of Base Transceiver Station (BTS):	116(900MHz.) + 107 (1800MHz.) = 223	294
10	Number of currently working staffs (Administrative + Technical):	168	224 (Previous Data)
11	Royalty fee for fiscal year 2062/063 paid or not	NO	Not Supplied
12	RTDF fee for fiscal year 2062/063 paid or not:	40,07,932.26	Not Supplied
13	Frequency fee for fiscal year 2062/063 paid or not:	Partially	Not Supplied
	Coverage area of Spice Nepal Pvt. Ltd.:		
	Kathmandu, Lalitpur, Bhaktapur, Kavre, Kaski, Morang, Sunsari, Nawalparasi, Rupandehi, Chitwan, Parsa,		
	Makwanpur, and Bara		
	Installation in progress:		
	Dhanusa, Saptari, Sarlahi, Siraha and Rautahat		
	Planned:		
	Banke, Tanahu, Gorkha, Solukhumbu and Dolakha		

Annex - VIII

S. No.		Name of Fixed Service Provider	
		United Telecom Limited	Nepal Doorsanchar Company Limited
1	Number of Subscribers	74069	561239
2	Number of subscribers (Districtwise)		
3	Service areas in terms of district (No. of district)	Kathmandu, Lalitpur, Bhaktapur	75 Districts
4	Average Revenue per user (ARPU) Rs.	505.82	1025 (Previous Data)
5	Traffic MoU (Minutes of Use/Subscriber/Month)	313.18	No Mention
6	Quality of Service		
	a. Call Completion Ratio (%)		No Mention
	a1. Local	>99%	No Mention
	a2. Domestic	>98%	No Mention
	a3. International	>99%	No Mention
	b. PSTN to Cellular Call Completion Ratio	N/A	No Mention
	c. Cellular to PSTN Call Completion Ratio	N/A	No Mention
	d. % call to operator answered in less than 30 seconds	100%	No Mention
	e. % call attempts not receiving connection	<1.4%	No Mention
	f. Call Drop Rate (%)	<1%	No Mention
	g. % customer reported service complaints/100 DEL/month	1.52%	6.86% (Previous Data)
	h. Faults per 1000 DELs/Month	0.56	No Mention
7	Billing		
	7.1 Bills issued/month (Nos)	72491	No Mention
	7.2 Complaints on billing/Month	<0.01%	No Mention
	7.3 Clearance on billing complaints/Month	100%	No Mention
8	Number of Subscribers(Limited Mobility)	20569	20,406
9	Number of Currently Working Staffs (Admin. + Tech.)	50	5666
10	Royalty fee for fiscal year 2062/2063	Royalty case is under discussion with NTA/MoIC	No Mention
11	RTDF fee for fiscal year 2062/2063	61,15,370.00	No Mention
12	Frequency fee for fiscal year 2062/2063	17,00,000.00	No Mention

Annex - IX

S. No.	Name of Rural Service Operator	STM Telecom Sanchar Pvt. Ltd.
1	Number of Terminals (Total):	819
2	Number of Terminals (Districtwise)	No Mention
3	Number of Telephone Lines (Total):	1424
4	Number of Telephone Lines (Districtwise):	
	4.1 Bhojpur	76
	4.2 Dhankutta	72
	4.3 Ilam	67
	4.4 Jhapa	58
	4.5 Khotang	153
	4.6 Morang	76
	4.7 Okhaldhunga	93
	4.8 Panchthar	83
	4.9 Saptari	189
	4.1 Sankhuwasava	39
	4.11 Siraha	235
	4.12 Solukhumbu	64
	4.13 Sunsari	62
	4.14 Taplejung	57
	4.15 Terhathum	29
	4.16 Udayapur	71
5	Average Revenue Per User (ARPU): (Rs.)	3052.19
6	Traffic MoU (Minutes of Use/Subscriber/month):	535
7	Quality of Service:	
	7a. Call Completion Ratio:	
	i. Local (STM's Network)	95%
	ii. Local (Other Licensee's Network)	91%
	iii. Domestic (STM's Network)	93%
	iv. Domestic (Other Licensee's Network)	95%
	v. International	No Mention
	7b. Call Setup Time:	2-3 sec
	7c. Maximum all-inclusive transmission delay for a single hop satellite call (in each direction):	270-290 ms in one direction
	7d. Call Drop Rate:	1%
	7e. Percentage customer reported service complaints (per 100 RTS Lines) per month:	37%
	7f. Faults per 100 RTS lines per month:	2.78
	7g. Fault Clearance Rate (indays)	No Mention
8	Billing	
	8a. No. of bills issued per month:	80
	8b. No. of complaints on billing per month:	4
	8c. No of clearance on billing complaints per month:	4
9	Number of currently working staffs (Administrative + Technical):	138
10	Royalty fee for fiscal year (F/Y) 2062/063 paid or not	791273.49

Annex X
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
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.stmi.com
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
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	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.	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
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	4269805	4260693	info@imax.com.np	

		Road, Kathmandu				
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	
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.	Web Surfer Nepal Communications Pvt. Ltd. Naxal, Kathmandu	P.O.box- 7940 Bagwatimarg , Naxal, kathmandu	4440304	4492703	info@netlink.com.np	www.netlink.com.np/
14.	Digital Link Pvt. Ltd.	Lainchaur, Kathmandu	4364235		rameshwar@digitalink.com.np	
15.	Himal Technologies Pvt. Ltd.	5409, Jayabage swori 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	
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			www.jnict.com.np
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			www.netplus.com.np
25.	Heath Net Nepal	Maharajgunj Kathmandu				www.healthnet.org.np
26.	Global Plus Networks Pvt. Ltd.	Durbarmarg, Kathmandu				www.globalplus.com.np/
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	5554544	5554538	snpl@spicenep	www.spice

		Building Ekantakuna, Jawalakhel-4, Lalitpur	5554547 5524250		al.com	nepal.com
31.	Broadlink Network and Communication Pvt. Ltd.	Baneshwore, Kathmandu	4785073 2003934			www.broadlink.com.np
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	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.	Communications and Communicate Nepal Pvt. Ltd.	Siddhi Bhawan, Kathmandu	4269348	4243726	info@ccnep.com.np	
4.	Infocom Pvt. Ltd.	Hattisar, Kathmandu	4436458 4436459	4435826	info@info.com.np	www.info.com.np
5.	Web solution & Network Pvt Ltd.	Chabahil, Kathmandu	4498150	4428976		
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	
3.	I4 Technologies Pvt. Ltd.	Kamaladi, Kathmandu	4223282 4221993	4238377	i4technology@gmail.com ; anilpiya@gmail.com	
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		