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## Key Achievements in ICT

1. With the mission and vision *“to connect everyone, anywhere all the time”* and *“enrich lives with connectivity”*

WorldLink is the Nepal's Largest Operator in terms of :

- a. Fixed Broadband Connections (**644,484 Active Household**)
  - b. IPTV connections (**386,331 Active**)
  - c. FREE inclusive Public WiFi Service Locations (**13,222+** active Locations with **350,000** daily visitors, **70,000** daily unique visitors).
  - d. Internet Traffic:
    1. **400 Gbps** International Traffic
    2. **1.7 Tbps** Domestic Traffic
    3. Approx **40%** of Nepal’s Internet Traffic Traffic
    4. Approx **35%** market share in fixed broadband
    5. Approx **39%** market share in FTTX
  - e. Enterprise Business with **2950** enterprise customers for Internet and MPLS based Data connectivity
  - f. Network Coverage:**74** Districts out of **77** districts of Nepal.
  - g. Capacity and Infrastructure of FTTH ports **1.352 millions** in numbers FTTX with coverage in all Major Urban and Semi Urban areas of the country.
  - h. Adopting , Enabling and Assigning **IPv6** address in the broadband connection to the home and enterprise. Around **60%** of our broadband Internet connection to the subscribers today is already dual stack (IPv4/IPv6)
  - i. Build and operate **500 Gbps** capacity of DWDM and MPLS Backbone in Nepal
  - j. Connecting the Unconnected in Karnali and Gandaki Provinces of Nepal under NTA RTDF Project.
  - k. Employment in ICT Sector, **5000** staff, May , 2022
2. Highest Income Taxpayer in ICT Sector - 6th National Tax Day 2017 and 8th National Tax Day 2019
  3. 3rd Largest Contributor in Royalty/RTDF Fund **NPR 250 Million** (2.08 Million USD) , FY July, 2021.

4. WorldLink has also become Nepal's 3rd Largest ICT provider with Revenue of **NPR 7.99 Billion** (~ 66.55 Million USD), FY July, 2021 after Ncell and Nepal Telecom.

5. WorldLink is the major contributor for the growth of Internet in Nepal:

As per the live public data published by Asia Pacific Network Information Center (APNIC) Worldlink **Globally Ranks 277** out of 24877 operators in the world in terms of number of users and No. 1 in Nepal contributing 34% of Nepal's Internet users and **2.5 Million users** (devices).

<https://stats.labs.apnic.net/cgi-bin/aspop>

<https://stats.labs.apnic.net/cgi-bin/aspop?c=NP>

6. Considered as the largest FTTH player in South Asia after Reliance JiO.

7. First operators in Nepal to get FDI from a UK government owned entity "CDC Nepal Opportunities Limited" ( Now : British International Investment plc.)

8. WorldLink has received International and national awards and recognition such as:

a. WorldLink Communications has won the **merit award** for the category "**DIGITAL OPPORTUNITY/INCLUSION AWARD**" in the 2020 WITSA Global ICT Excellence Awards ceremony. On the second day of the 2020 TECHFEST Live! x ROAD-TO-WCIT Malaysia hybrid event, the World Information Technology and Services Alliance (WITSA) announced the awards from various categories. This prestigious "**WITSA Global Excellence ICT Award**" was given for Digital Inclusion category in recognition for our outstanding work in connecting the unconnected in Karnali through our internet services

b. [Ministry of Telecommunication](#) & Information Technology awarded WorldLink Communications Limited with the **National ICT award 2019**. The award was presented by Hon'ble Gokul Prasad Baskota, the Minister of Telecommunications & Information Technology, to [Mr. Dileep Agarwal](#), Chairman of WorldLink. This award was given on the occasion of National Telecommunications & Information Technology Day, May 2, 2019 at Russian Culture Center, Kamalpokhari. This accolade recognizes [WorldLink](#) Communications Limited for its exceptional contribution to the Telecommunications private sector in Nepal.

c. WorldLink Communications Limited has been awarded the International Award; "Outstanding User Organization Award" by The Asian – Oceanian Computing Industry Organization. The company was felicitated in an event held in Tokyo, Japan on November 8, 2018. The award was given for WorldLink's contribution to the internet market of Nepal by giving quality service to the customers through international standard infrastructure.

- d. WorldLink Awarded as **Highest Taxpayer Company** in IT Segment on the occasion of the 6th and 8th National Tax Day, Nepal government has organized a program to award the taxpayer industries and industrialists who have paid the highest taxes in the fiscal year 2073/074 and 2075/076.
- e. WorldLink Communications Ltd. , receives the award for being the **Winner of Business As Unusual 2019** in Nokia Get To Fast Faster 2019 conference, December 2019 in Singapore.
- f. Winner of Broadband Service Innovation by Nokia - Get to Fast Faster, Conrad, Tokyo, Japan, 2017.

**9. Business and Financial Performance**(Financial stability, steady growth, balanced business portfolio, growth of value addition and performance against the industry)

WorldLink growth in financial, business, customer portfolio, and value addition to the industry for the last three financial years and estimation of this year is depicted in the table below:

<i>NPR Million</i>					
<b>Particulars</b>	<b>FY18</b>	<b>FY 19*</b>	<b>FY20*</b>	<b>FY21*</b>	<b>FY22(E)</b>
<b>Sales</b>	4,124	5,058	6,570	7,986	9,208
<b>Profit Before Tax</b>	570	396	789	1,293	592
<b>Tax Paid</b>	155	288	1#	541	178

\* NFRS adopted financials

# Due to adoption of NFRS, adjustments were made.

<b>Customer (in thousands)</b>	226	319	393	511	660
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**10. Global Reach (Width and depth in the global market)**

WorldLinks’ presence in the global region is visible in following sectors data / figures:

1. Partnership with global Internet Service Providers
  - a. Bharti Airtel Pvt Limited
  - b. Tata Communications Pvt . Ltd
  - c. Telia
2. International Associations with : APNIC
3. Content Delivery Network: Google, Facebook, NetFlix, Akamai, Cloudflare, Tiktok, G-Core Labs, China Net Center, Tensent
4. National Service provider of International Brands and services like: Nokia, Cisco, Juniper, Huawei, Cambium, Extreme, Accton
5. Partnership with Facebook Express Wi-Fi for the Public Wi-Fi services

**11. Use of ICT enable services (Web standards Internet services quality, security, Internal policy for ICT Innovation) -**

Worldlink has been one of the most frugal innovators (Jugaad Innovation) of the Internet, IT and technical services in the region. We have tried things that no one else in the world has done to provide Internet services like Cable Internet by mounting purpose built switches in the electricity pole remotely powered by in-house designed power cables bundled in ethernet cables. The following international standards with local resources, expertise and capacity building. It has been providing the cutting edge technology and Internet services at most affordable cost for Nepalese Internet users, both Government, Corporate and Home users.

It had been able to integrate and automate the services with in-house developed application, for automation like:

1. Mobile and Web application for both Internal Applications and Customer control of their products, services and subscriptions.
2. OSS/BSS systems
3. Increase and ensure the customer service for efficiency, effectiveness and streamlining the communications.
4. Recently Invested to acquire Software like Oracle ERP System, SDWAN by Cisco Meraki and Ameyo Omni Channel Call Center Solutions
5. Embracing and Integrating Machine Learning and Artificial Intelligence in all our internal softwares for world class after sales services and improve quality of services

**12. Technological Investment (Acquisition of high impact knowledge through direct investment and otherwise).**

- A. WorldLink has invested an average of NPR 150 Crores Capex every year during the last 3 year and also has a planned for an estimated investment of NPR 280 Crores Capex. Major portion of these investments are in its technological infrastructure upgradation and Datacenters. These capex were funded partially by the boorwings from national banks, partially from the FDI of 100 Crores obtained from a UK government owned entity “CDC Nepal Opportunities Limited” and remaining by internal accruals. It brings in technology and technology partners from world class vendors like Nokia for DWDM and GPON and Juniper & Cisco for Routing and Switching.
- B. In order to make Internet and digital content delivery cheap, reliable, scalable, secure and fast Worldlink is investing 300 Crores in next 3 years to build the Nepal’s first Tier 3 certified Internet Data Center in Kathmandu and total 14 Tier 2 certified Data Centers all over Nepal ensuring at least one DataCenter in every Province. This facility will become a carrier neutral national critical infrastructure to secure and reliability store nation’s critical digital data within Nepal. The facility will promote Cloud services and enable global cloud players like Google, Facebook, Microsoft, Amazon , Alibata etc to build and operate their cloud services within Nepal.
- C. Going beyond just Internet connectivity, Worldlink will be also investing to offer Internet of Things (IoT) for homes and offices and Managed home networking as part of our services.

**13. Capacity Building (Capital investment and other initiatives to create capacity for future growth, Status of ICT skilled human resources) -**

WorldLink has followed the path of developing, strengthening and retaining the technical resources in house from the local Nepali youths. They ensure this by:

- A. Established a dedicated Training Centre within WorldLink.
- B. We hire non-technical and semi skilled from the local areas where these products and services have to be provided by the company.
- C. WorldLink train these youths for a limited time period of two weeks of extensive training in the dedicated training centers.
- D. After graduation from these training centers, these youths go back to their locality and community to serve them with the real field work of providing Internet and services to their community.

- E. WorldLink also have done capital Investment on their existing staffs and team members with retaining in House trainers provided with incentives for providing the trainings.
- F. Worldlink alss create and keep send their staffs to abroad for high-end technical and managerial trainings
- G. Rural area hiring - create local employees from the local ecosystem actors- like local people, company or service providers for services like remote repeaters and pop maintenance and troubleshooting.

**14. Corporate Social Responsibility(Successful institutionalization of corporate social responsibility practices)**

- A. WorldLink has Started a Free Public WiFi since last two year in around 11,000 locations within the inside and outside valley. Anyone connects to WorldLink Free Wi-Fi for certain duration and volume per day in all available locations and today we see over 350,000 daily visitors and 70,000 unique devices everyday. This service is currently being operated in partnership with FaceBook. Worldlink has targeted to increase the reach upto 30,000 locations in next two years ensuring seamless Wi-Fi connectivity to almost any public places within Nepal.
- B. WorldLink is the only provider in the country to provide Secure Internet Service named SafeNet. We have invested in a world-class DNS based filtering solution that allows parents and individuals to control what internet content is accessible over WorldLink's broadband connection. It is our attempt to make the Internet service safe and secure for our children and homes.
- C. WorldLink also does Internet Awareness campaign in the schools and universities
- D. After the 2072 Earthquake in Nepal Worldlink provided connectivity to Barpak and other affected regions for free internet and mobile charging facility.
- E. WorldLink Support the Internet and connectivity at the National Innovation Center, Nepal Wireless Connection in all the remote places in Myagdi and other places of Nepal led by Dr. Maharbir Pun .
- F. Through NTA RTDF Projects we have connected around 2190 remote schools and health posts in Karnali region, which is the most geographically difficult terrain to provide connectivity.
- G. Rt. Hon'ble Prime Minister of Nepal, [Mr. K P Oli](#) presented the certificate of appreciation to Mr. Laxman Yadav, Director – Corporate affairs, [WorldLink Communications Ltd.](#) in the closing ceremony of Mechi – Mahakali Yatra. As we know Mechi – Mahakali Yatra was held this year from 7th Poush to 16th Magh, 2077. WorldLink has worked to keenly support this event by helping the homeless, destitute and disabled people on the way of the Yatra. These disabled people were taken to [Manavsewa Ashram](#) so that they can be taken care of.

- H. WorldLink Communications Limited, the pioneer ISP of Nepal has always indulged itself in corporate social responsibility activities. Recently it distributed warm clothes to the people sheltered at Manav Sewa Asharam. The total worth of clothes distributed was 1.1 million Nepalese rupees. The company's noble intention was to help 1100 persons by protecting them from the cold during the winter season. The directors of World Link Communication Limited, Mr. Manoj Agrawal and Mr. Bijay Jalan, distributed the warm clothes at Bhaktapur branch of Manav Sewa Ashram, on 3rd December 2020. The clothes were designed and prepared at a garment factory located in Butwal.
- I. The Karnali Basin Conservation Foundation (KBCF), a pioneer nonprofit organization promoting biodiversity conservation and economic development, is collaborating with Nepal's internet leader, WorldLink Communications Limited, to bring socio economic development to the Karnali and Sudurpashchim provinces of the Karnali River Basin (KRB). While KBCF works towards funding activities that promote biodiversity conservation, livelihood opportunities, healthcare, access to quality education, and eco-tourism, WorldLink is expanding its services to remote and rural areas in Nepal. Making the internet available to the under-privileged will help bridge the great divide between the connected and not connected. As the current COVID-19 pandemic has demonstrated, with schools and businesses having to move online, access to the internet is more important than ever.

For more details : <https://worldlink.com.np/our-organization/news>