#### Telecommunication traffic & mobile communications statistics

- International traffic & tariff indicators Mr. T. Kelly, ITU, Switzerland
- Mobile communications indicators Mr. M. Minges, ITU, Switzerland
- Mobile communications questionnaire *Mr. M. Minges, ITU, Switzerland*
- Telecommunication statistics in Togo Mr. S. Mensah, Togo Telecom
- Data definition, data collected by different entities, data on the Internet *Mr. M. Minges, ITU, Switzerland*
- Challenges to the Network 1999 Mr. B. Petrazzini & Ms. L. Männistö, ITU, Switzerland



INTERNATIONAL TELECOMMUNICATION UNION

TELECOMMUNICATION DEVELOPMENT BUREAU INFORMATION SYSTEMS UNIT Document WTIM99/13-E 12 March 1999 Original: English

#### 2<sup>nd</sup> World Telecommunication Indicators Meeting (Geneva, 29 - 31 March 1999)

#### SOURCE: MR. TIM KELLY, ITU/BDT

TITLE: INTERNATIONAL TRAFFIC & TARIFF STATISTICS

### Dr Tim Kelly \*, Strategic Planning Unit, International Telecommunication Union, WTIM '99, March 30, 1999





\* The views expressed in this presentation are those of the author, and do not necessarily reflect the opinions of the ITU or its membership. Tim Kelly can be contacted by email at Tim.Kelly@ itu.int.





### • Why traffic and tariff statistics matter

- Measuring "globalisation"
- Death of distance
- ➡ Trade in telecommunication
- Minutes, megabytes or circuits?
  - Telephone/fax traffic versus Internet traffic
  - ➡ Tariff comparisons
- ITU/TeleGeography activities
  - Data collection
  - ➡ Reports, Databases, Projects
- What does it all add up to?

## **Projection of growth trends, fixed and cellular subscribers and int'l traffic, 1995-2005**



Source: ITU.



## Why measure minutes of international traffic?

#### Traffic = Trade

International telephone, telex, fax and e-mail traffic closely mirror international trade flows

#### • Minutes = Money

- Under the international accounting rate system, net balances of minutes of traffic translate into cash payments
- Phone calls = Families
  - Bilateral calling patterns bear imprint of historical migration patterns between countries

## Traffic flows show globalisation in action



A visualisation of a sample of Internet Traffic Flows: Source: Stephen Eick, Bell Labs.

### Infrastructure capacity and costs, TransAtlantic cables, 1983-2000



Source: ITU, TeleGeography Inc., FCC. Note: Voice-path numbers assume a compression ratio of 5:1 to number of circuits.



"The death of distance as a determinant of the cost of communicating will probably be the single most important factor shaping society in the first half of the next century."

Frances Cairncross, "The Death of Distance", 1997



## What should we measure? Traffic

#### • Measure minutes?

- Traditional approach, useful for telephone and fax traffic. Good statistics for end-to-end traffic due to exchange of international accounts.
- BUT, competition and technological change are eroding the relevance of minutes

#### Measure megabytes?

- Would seem to be a logical evolution from minutes for measuring mixed data/voice/video flows
- ⇒ **BUT**, in IP networks, traffic rarely flows end-to-end

#### Measure circuits?

- Best technology-neutral measure of capacity
- ➡ BUT, does not measure end-to-end interaction

### **Circuit capacity shows shift from Telephone to Internet.** Usage of int'l circuits between US & UK, 1995-97





## What should we measure? Tariffs

#### • Measure retail prices?

- Retail prices (e.g., 3 minute call from X to Y) are the indicator of most relevance to consumers
- BUT, widespread availability of discounts, offers & surcharges makes headline prices less relevant
- Measure wholesale prices?
  - Settlement rates have traditionally set floor for telecom prices. Wholesale prices mirror settlement rates.
  - ⇒ **BUT**, emerging paradigm is for national interconnect
- Measure revenue per minute of traffic?
  - Effectively captures differences in availability of discounts
  - ⇒ BUT, only limited data is available

## **Divergence over time between retail and wholesale prices. USA, 1990-97**



Source: ITU, adapted from FCC.

*Note:* "Average US revenue per billed minute" = total int'I IMTS revenue divided by total outgoing int'I minutes.

## Tariff **baskets**

National business basket, Feb 1999 in US\$





## Data collection questionnaire

- Incoming and outgoing traffic minutes to major (top 20) traffic destinations
  - ⇒ by country
  - (where necessary, by carrier, if no aggregated statistics exist)
  - ⇒ by year
- Peak and off-peak cost of a 3 minute directdialled call to major destinations
  - ⇒ for major carriers
  - ⇒ by year
  - ⇒ in local currency

Published settlement rate data (e.g., US, UK, NZ)



## ITU/TeleGeography activities

#### Publications

- "Direction of Traffic" report and database
- "TeleGeography" annual report (<u>http://www.telegeography.com</u>)

#### • ITU-T Study Group 3 Focus Group

- Analysis of settlement rates, transit rates (<u>http://www.itu.int/intset/focus/index.html</u>)
- Use of "average of lowest 20%" to define indicative target rates
- 13 country case studies commissioned by ITU, CTO, EU (<u>http://www.itu.int/wtpf/cases/index.htm</u>)
- ITU Asia-Pacific Regional Office
  - Tariff comparisons for Asia-Pacific region



## "Direction of Traffic"



- 1994: Trends in international telephone traffic
- 1996: Trends in international telephone tariffs
- 1999: Trading Telecom Minutes (forthcoming, July 1999)

For more information: http://www.itu.int/ti/publications/index.htm#TRAFFIC96



INTERNATIONAL TELECOMMUNICATION UNION

TELECOMMUNICATION DEVELOPMENT BUREAU INFORMATION SYSTEMS UNIT Document WTIM99/12-E 12 March 1999 Original: English

#### 2<sup>nd</sup> World Telecommunication Indicators Meeting (Geneva, 29 - 31 March 1999)

#### SOURCE: MR. MICHAEL MINGES, ITU/BDT

TITLE: MOBILE COMMUNICATION STATISTICS



### Mobile Communication Statistics

Michael Minges Telecommunication Development Bureau (BDT) International Telecommunication Union (ITU)



#### **Contents**



- Importance of mobile communication statistics
- Types of mobile communication statistics
- Collection by national regulatory authorities

## Importance of mobile communications



- In terms of subscribers, revenue and other indicators *mobile cellular* is growing much faster than fixed networks
- In Finland, mobile penetration exceeds fixed while in Cambodia, there are more mobile cellular subscribers than fixed



### Mobile Communication Statistics: Categories



- Network & subscribers
- Revenue & Investment
- Employment
- Traffic
- Tariffs

## Mobile network & subscriber statistics



- Number of mobile cellular subscribers
  - Analogue
    - AMPS
    - NMT
    - TACS
    - Other
  - Digital
    - D-AMPS
    - GSM
    - CDMA
    - Other

- Number of prepaid mobile cellular subscribers
- Number of base stations
- % of population covered
- % of territory covered

## Mobile staff, investment & revenue statistics



- Staff employed by mobile cellular operators
- Investment in mobile cellular networks

- Revenue from mobile cellular
  - Connection charges
  - Subscription charges
  - Call charges
    - Local
    - National
    - International
    - Roaming

### **Mobile traffic statistics**



- Units:
  - Both minutes and calls
- Could further divide by:
  - Mobile-fixed
  - Fixed-Mobile
  - Mobile-Mobile

- Incoming
- Outgoing
  - Local
  - National
  - International
- Roaming

### **Mobile tariff statistics**



- Increasingly rare to find a single plan
- Better to collect all plans from all operators
- Basket approach essential for tariff comparisons
- Growing number of operators have their tariffs on the web
- Handset bundling

- Connection charge
- Monthly subscription
  - Free minutes
- Call charges: Mobile-Fixed, Mobile-Mobile
  - Peak rate per minute
  - Off-peak rate per minute

#### **Mobile tariffs**





coverage and make or receive calls in over 81 countries worldwide 9

				Standa Prices	rd Call	Local Call & Group Saver call prices			
				Peak	Peak per minute	Peak		Off- Peak	
	Connection	Monthly Line Rental	Inclusive Calls	per minute		Local	VODA To VODA	Local	VODA To VODA
Vodafone 20	£35	£17.50	20min	35p	5p	10p	10p	2p	5p
Vodafone 60	£35	£25.00	60min	32p	5p	10p	10p	2p	5p
Vodafone 120	£35	£40.00	120min	21p	5p	10p	10p	2p	5p
Leisure 180	£35	£17.50	180min (Off Peak)	35p	5p	N/A	N/A	N/A	N/A
Vodafone 300	£35	£70.00	300min	19p	5p	10p	10p	2p	5p
Vodafone 500	£35	£100.00	500min	16p	5p	10p	10p	2p	5p

## Mobile communications statistics on the Internet



- Colombia <u>Ministry of Communications</u>
- France <u>Telecommunication Regulatory</u> <u>Authority (ART)</u>
- Hong Kong SAR Office of Telecommunication
   Authority (OFTA)
- United States <u>Cellular Telecommunication</u>
   Industry Association (CTIA)

#### Colombia





#### MINISTERIO DE COMUNICACIONES

REPUBLICA DE COLOMBIA

#### 💌 Telefonía Movil Celular

#### INFORME TRIMESTRAL OCTUBRE-DICIEMBRE 1998

OPERADOR	EN SERVICIO	TRIMESTRE	PROCESADAS	AL	PROMEDIO	5%	ACUMULADO
8			TRIMESTRE	AIRE	LLAMADA		5%
CELUMOVIL	561,832	23,269	83,218,366	167,516,711	2.01	3,886,554,888.00	35,689,297,574.
COMCEL	508,330	47,354	97,408,948	175,076,694	1.80	4,722,503,875.00	39,626,053,450.
COCELCO	280,295	53,567	41,962,448	76,096,396	1.81	1,530,950,171.00	13,971,329,357.
OCCEL	188,503	39,846	50,408,103	87,935,598	1.74	1,807,057,580.00	14,186,258,312.
CELCARIBE	137,500	25,215	14,956,381	24,077,135	1.61	1,004,261,606.00	7,832,639,215.
CEL. DE LA COSTA	123,769	7,527	16,464,926	32,919,574	2.00	755,750,647.00	7,338,993,270.
TOTAL	1,800,229	196,778	304,419,172	563,622,108	1.83	13,707,078,767.00	118,644,571,178.
Division de Gestion	as, TMC febro	ero de 1999		FUENTE: Inf	ormes trimestrales (	operadores TMC	

#### France



#### l'OBSERVATOIRE DES MOBILES

nnw.art-telecom.fr

#### CHIFFRES AU 31 DECEMBRE 1998

#### 😑 Radioté léphone

	Pare (1)	CROISSANCE NETTE					
	d'abonnés	mensuelle	%	6 derniers mois	%		
FRANCE TELECOM							
• Itinéris-Ola	5.450.200	557.200	11,4%	1.566.700	40%		
• Olla (2)	3.500	-400	-10,3%	-2.300	-40%		
• Améris (3)	88.900	19.600	28,3%	48.400	120%		
Total numérique	5.542.600	576.400	11,6%	1.612.800	41%		
• Radiocom 2000 TDV&mixte	9.700	-3.100	-24,2%	-15.900	-62%		
TOTAL	5.552.300	573.300	11,5%	1.596.900	40%		
CEGETEL							
• SFR GSM	4.163.500	499.600	13,6%	1.248.300	43%		
• SRR (4)	50.300	3.500	7,5%	14.400	40%		
Total numérique	4.213.800	503.100	13,6%	1.262.700	43%		
• SFR Analogique	37.500	-3.000	-7,4%	-19.400	-34%		
TOTAL	4.251.200	500.100	13,3%	1.243.300	41%		
BOUYGUES		de de	80 - A	20			
<ul> <li>Bouygues Télécom</li> </ul>	1.406.500	247.700	21,4%	607.900	76%		
TOTAL numérique	11.162.900	1.327.200	13,5%	3.483.400	45%		
TOTAL analogique	47.200	-6.100	-11,4%	-35.300	-43%		
TOTAL GENERAL	11.210.100	1.321.100	13,4%	3.448.100	44%		
Taux de Pénétration (5)	19,2%						

### Hong Kong SAR





#### Key Statistics for Wireless Services in

Hong Kong

					Public Mobile Radiotelephone Subscriber Units					Trunk Radio Stations			
End Public of Radio Paging Month Receivers		Private Mobile Radio Stations		Analogue (800/900MHz)		Digital (800/900MHz)		PCS (1.7/1.8GHz)	Total	Base Units	Mobile Units	Portable Units	Total
		Base Stations	Mobile Stations	Mobile	Portable	Mobile	Portable	Portable					
12/1998	571,800	2,850	109,197	0	0	5,080	2,080,940 *	772,080	2,858,100	561	2,942	3,950	7,453
11/1998	600,579	2,870	109,322	0	0	5,072	2,044,167 *	712,799	2,762,038	573	3,046	4,034	7,653
10/1998	628,459	2,834	108,886	0	0	5,869	1,983,977 *	649,620	2,639,466	574	3,074	4,119	7,767
9/1998	662,269	2,886	109,144	0	0	5,915	2,004,530	573,890	2,584,335	584	3,097	4,189	7,870
8/1998	695,235	2,904	109,003	0	0	6,587	2,039,237	514,360	2,560,184	599	3,067	4,274	7,940
7/1998	736,563 !	2,921	109,000	0	0	7,477	2,012,941	452,419	2,472,837	618	3,051	4,345	8,014
6/1998	769,763	2,937	108,739	0	o	8,837	1,992,458	409,370	2,410,665	615	3,049	4,154	7,818
5/1998	795,192	2,939	108,434	0	0	8,876	1,939,309	379,130	2,327,315	616	2,987	3,535	7,138
4/1998	816,662	2,950	107,971	230	359	9,242	1,900,693	357,789	2,268,313	626	3,012	3,562	7,200
3/1998	844,297 !	2,963	108,185	507	474	9,638	1,880,820	338,423	2,229,862	641	2,925	3,511	7,077
2/1998	877,558	2,950	108,069	612	544	10,207	1,841,753	313,661	2,166,777	650	2,948	3,652	7,250

#### **USA**



#### CTIA'S ANNUALIZED WIRELESS INDUSTRY DATA SURVEY RESULTS June 1985 to June 1998

#### Reflecting Domestic U.S. Commercially-Operational Cellular, ESMR and PCS Providers

Date	Estimated	Annualized	Annualized	Cell Sites	Direct	Cumulative	Average Local	Average Local
	Total	Total	Roamer		Service	Capital	Monthly Bill	Call Length
	Subscribers	Service	Revenues		Provider	Investment		
		Revenues	(in 000s)		Employees	(in 000s)		
		(in 000s)						
1985	203,600	\$354,316	n/a	599	1,697	\$588,751	n/a	n/a
1986	500,000	\$666,782	n/a	1,194	3,556	\$1,140,163	n/a	n/a
1987	883,778	\$941,981	n/a	1,732	5,656	\$1,724,348	n/a	n/a
1988	1,608,697	\$1,558,080	n/a	2,789	9,154	\$2,589,589	\$95.00	2.25
1989	2,691,793	\$2,479,936	\$210,699	3,577	13,719	\$3,675,473	\$85.52	2.35
1990	4,368,686	\$4,060,494	\$365,549	4,768	18,973	\$5,211,765	\$83.94	2.32
1991	6,380,053	\$5,075,963	\$565,989	6,685	25,545	\$7,429,739	\$74,56	2.20
1992	8,892,535	\$6,688,302	\$838,050	8,901	30,595	\$9,276,139	\$68,51	2.38
1993	13,067,318	\$9,008,700	\$1,124,493	11,551	36,501	\$12,775,967	\$67.31	2.38
1994	19,283,306	\$12,594,947	\$1,552,382	14,740	45,606	\$16,107,921	\$58.65	2.36
1995	28,154,414	\$16,460,516	\$2,173,003	19,833	60,624	\$21,721,711	\$52.45	2.27
1996	38,195,466	\$21,525,861	\$2,737,177	24,802	73,365	\$26,707,046	\$48.84	2.24
1997	48,705,553	\$25,575,276	\$2,858,432	38,650	97,039	\$37,454,294	\$43.86	2.25
1998	60,831,431	\$29,637,742	\$3,166,656	57,674	113,111	\$50,178,812	\$39,88	2.34

### Mobile statistics in action: Tele Yearbook Denmark '97



Mobile subscribers	1′444′016
NMT (Analogue)	232′610
GSM (Digital)	1′211′406
Mobile subscribers per	27.3
100 inhabitants	
Outgoing mobile traffic	1′301′430
(1'000 minutes)	
Outgoing mobile	943
minutes per subscriber	
Base stations	3′441
Mobile telephony	5′030
revenue (DKK million)	

## Mobile tariff statistics in action: ITU basket for Africa




INTERNATIONAL TELECOMMUNICATION UNION

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### 2<sup>nd</sup> World Telecommunication Indicators Meeting (Geneva, 29 - 31 March 1999)

### SOURCE: ITU, SWITZERLAND

TITLE: WORLD TELECOMMUNICATION DEVELOPMENT REPORT 1999 MOBILE COMMUNICATIONS QUESTIONNAIRE



Name of country:Fiscal Year to which data refer:? Ending 31 Dec 98? Ending 31 Dec 98? Ending 30 June 98? Ending 30 September 98

#### I. Mobile Indicators

	Actual		Forecast		
	1997	1998	2000	2005	2010
Number of mobile cellular					
subscribers					
Of which:					
- Analogue-AMPS					
- Analogue-TACS					
- Analogue-NMT					
- Analogue-Other (please					
specify)					
-Digital-GSM					
-Digital-D-AMPS (TDMA)					
-Digital-CDMA					
-Digital-Other (please specify					
Number of prepaid mobile					
cellular subscribers					
Number of base stations					
% of population covered					
% of territory covered					
Staff employed by mobile					
cellular operators					
Investment in mobile cellular					
networks					
Revenue from mobile cellular					
Of which					
Connection charges					
Subscription charges					
Call charges					
Local					
National					
International					
Roaming charges					
National					
International					
Traffic					
Incoming minutes to mobile					
cellular networks	<u> </u>				
Outgoing minutes from mobile					
cellular networks					
Of which international roaming					



#### World Telecommunication Development Report 1999 Mobile Communications Questionnaire

### II. Mobile Cellular Policy and Regulatory

#### 2.a. Mobile cellular licenses

Please provide the information below on mobile cellular licenses issued:

Operator	Date of license	License area	Amount paid for license (US\$)	Start-up date of operations	System	Subscribers December 1998

2.b.: Do mobile cellular license holders have any universal service / access obligations?

? No

? Yes

If yes please specify (e.g. coverage requirements, public payphones, tariffs, etc.)

- 2.c.: Are mobile cellular tariffs regulated? ? Yes ? No Comments:
- 2.d.: Is Calling Party Pays available? ? Yes ? No Comments:
- 2.e.: Is there an air interface (e.g., GSM, CDMA, AMPS, TDMA, etc.) standard in your country?
   ? Yes ? No
   Comments (including frequency issues, analog phase-out issues, etc.)
- 2.e.: Please indicate any other relevant mobile cellular policy and regulatory issues:



#### **III. Mobile Cellular Tariffs**

Mobile cellular tariffs are increasingly complex with many plans and options. Therefore we prefer that you attach a document containg all the tariff options for one (or all) of the mobile cellular operators in your country (preferably the largest by market share). However if such a document is not available, please complete the table below.

	Entry level	100 minutes	Pre-paid
Connection charge			
Monthly Rental			
Peak rate minute to			
fixed network			
Off peak rate minute to			
fixed network			
Peak rate minute to			
same mobile cellular			
network			
Off peak rate minute to			
same mobile cellular			
network			
Peak rate minute to			
another mobile cellular			
network			
Off peak rate minute to			
another mobile cellular			
network			
Free minutes included			
Are taxes included			
(Yes/No)			
l ax rate (in percent)			
Note (e.g. handset			What demoninations
included? If so is it			do pre-paid cards
free or is there a			come in?
payment?)			

Any information about handsets would be useful such as models available, prices, import duties, restrictions, etc.



INTERNATIONAL TELECOMMUNICATION UNION

TELECOMMUNICATION DEVELOPMENT BUREAU INFORMATION SYSTEMS UNIT Document WTIM99/31-E 10 May 1999 Original: French

### 2<sup>nd</sup> World Telecommunication Indicators Meeting (Geneva, 29 - 31 March 1999)

### SOURCE: TOGO TELECOM, TOGO

TITLE: COLLECTION AND DISSEMINATION OF STATISTICS



### **TOGO TELECOM**

### SECOND WORLD TELECOMMUNICATION INDICATORS MEETING Geneva, 29 - 31 March 1999

### COLLECTION AND DISSEMINATION OF STATISTICS

In the TOGO TELECOM company one division deals essentially with statistics and key business indicators: the Statistics and Key Business Indicators Division (DSTB).

The key business indicators provide the input for the Telecommunication Management Information System (SIGET) from which the statistical data as at 31 December are extracted.

Indicator collectors and correspondents have been made responsible for the various stages of the process.

All these players follow a precise transmission schedule and precise information circuits which are installed in the the attached diagrams.

Indicators are currently calculated on paper, but an Intranet project is being developed and the whole system will be automated during 1999.

The Directorate of National Statistics provides us with projections and estimates on demographic and macroeconomic data.

The division provides statistical data for national and international institutions on request.

Lomé, 26 March 1999 Chief, Statistics and Key Business Indicators Division

William Séwa D. MENSAH

#### SOCIETE DES TELECOMMUNICATIONS DU TOGO

Boîte Postale: 333 LOME - TOGO Fax: 21 – 03 - 73 Télégramme: TOGOTEL TG	Avenue Nicolas Grunitzky	Téléphone: 21 – 44 – 01	Télex: 5245
	Boîte Postale: 333 LOME - TOGO	Fax: 21 – 03 - 73	Télégramme: TOGOTEL TG

#### VII. DEFINITION OF INFORMATION CIRCUITS AND TRANSMISSION TIMETABLE

#### **INFORMATION CIRCUITS**

From the collection of elementary data to the distribution of key business indicators, there are three information circuits:

a) A circuit for the collection of elementary data for the purpose of preparing the indicator for a given sector

Following this circuit, the collector captures the basic data and transmits then to the indicator correspondent.

b) A circuit for transmission of the indicator

This circuit runs from the indicator correspondent to the Information System Section.

c) A circuit for dissemination of the key business indicators

This runs from the Information System Section to the various recipients of the key business indicators, namely the Directorate General, directorates, divisions, subdivisions and operational centres.

The hierarchical structure adopted for the transmission of information from the point of elementary data capture to the Information System Section was deemed necessary for the purpose of making the various hierarchical levels responsible both for adhering to transmission timetables and for the reliability and consistency of the information provided. This method allows for the entire operating staff to be involved, in the interests of improved follow-up and corrective action even before the result appears in the key business indicators.

The following diagram below illustrates the above circuits:



#### THE TRANSMISSION TIMETABLE

The provisional key business indicators followed since August 1993 show much of the information to have transmitted by fax from remote centres both in the interior of the country and from around the capital.

This information enables us to suggest the following transmission timetable, D being the last working day of the period considered for the indicator (month, quarter or semester or billing day).

a) To the Management Information System for automatic collection

Data must reach the indicator correspondent by D + 2 at the latest.

b) From the indicator correspondent to the Information System Section

Data must reach the information system officer by D + 5:

- To divisions, subdivisions and operational centres by D + 3 at the latest.
- To the Telecom Statistics Division by D + 4 at the latest.

c) From the Information System Section to the Director General, directors and chief of divisions, subdivisions and operational centres

The various key indictors must reach their recipients by D + 10 at the latest.

### TRANSMISSION TIMETABLE

Period under consideration	J
From the collecting official to the indicator correspondent	J+2
From the SIGET correspondent via Chief, Statistics Division	J_J+5
From SIGET to Director General Directors Chiefs Divisions, subsdivisions, maintenance centres Study units Inspection services etc	J+10

### SYNTHESIS OF STATISTICAL DATA AT 31 DECEMBER 1998

	1994	1995	1996	1997	1998
A - PRODUCTION					
I. TELEPHONE					
Installed capacity (subscriber equipment)	23 614	23 614	26 112	26 112	47 104
Number of main lines (ML) in service	21 400	21 715	24 050	24 920	31 395
Telephone density (ML/100 inhab.)	0,52	0,53	0,55	0,60	0,71
Number of main lines in service in Lomé	16 315	16 432	18 545	19 481	24 705
Public telephones (Payphones + public booths)	145	152	168	191	321
Private booths declared	856	868	962	1 163	1 712
Fax terminals (estimated)	4 000	10 000	12 000	15 000	18 000
Telephone operation products (millions CFA)	12 020	13 800	17 400	18 120	21 067
Telephone products collected (millions CFA)	10 210	11 730	13 920	11 500	11 793
Staff (employees)	893	888	860	850	841
Productivity (employees/1000 ML)	42	41	36	33	26
GSM cellular telephony (installed capacity)				10 000	10 000
Number of subscribers (GSM)				3 5000	7 500
II. <u>TELEX</u>					
Capacity installed and equipped (circuits and	1 497	1 497	1 497	1 497	1 497
subscribers)					
Number of telex lines in service (LPX)	317	301	286	230	200
Telex products in MFCFA	220	214	120	65	160
Telex products collected in MFCFA	190	182	102	45	68
II. OTHER NETWORKS					
DATA TRANSMISSION					
Number of videotex subscribers	85	85	85	85	85
Information providersations	3	3	3	3	3

	1994	1995	1996	1997	1998
Subscribers to X.25 service	4	8	8	8	8
Leased circuits	162	164	165	165	165
Products in MFCFA	210	415	165	675	540
Products collected in MFCFA	179	353	372	230	210
INTERNET ACCESS NODE					
CISCO routers				2	
ISP (Internet service providers)				3	3
Users contracts				6	8
				247	615
B SERVICE OUALITY					
I. SWITCHING					
EFFICIENCY RATE (%)					
Local efficiency	70	70	70	70	70
Long-distance efficiency	60	60	60	60	60
International efficiency	45	45	45	45	45
II. TRANSMISSION					
AVAILABILITY (%)					
Urban connections					
Long-distance connections	100	100	100	100	100
International connections	99,90	99,90	99,90	99,90	99,90
	98	99	99	99	99
III. LOCAL NETWORKS					
Clearance speed in 24 hours %					
Clearance speed in 48 hours %	85	90	95	95	95
Clearance speed in the month	95	97	99	99	97
	99	100	100	100	99

	1994	1995	1996	1997	1998
IV. <u>COMMERCIAL</u> Collection rate (%) (private subscriber) Global collection rate (%)	85 75	85 75	80 70	62 55	75 60
V. <u>FINANCIAL</u> Turnover (MFCFA)	14 061	15 868	19 703	20 192	20 213
VI. <u>INTERNATIONAL TRAFFIC</u> (minutes charged) Outgoing Incoming International circuits (Number) Including digital (IDR)	9 003 464 10 573 029 296	8 487 447 11 787 229 275	8 637 183 16 737 925 225 161	7 935 890 19 892 590 225 161	314 222
C. <u>ENVIRONMENT (MACRO-</u> <u>ECONOMIC DATA</u> Population (10 X 3) inhabitants GDP (10 X 9) FCFA GNP (10 X 9) FCFA	4 010 534.8 497.6	4 138 605.6 607.9	4 201 704.7	4 264	4 406



# **TOGO TELECOM**

### THE TELECOMMUNICATION LEADER IN TOGO



WITH TOGO TELECOM, LIFE IS EASIER

### INTRODUCTION TO TOGO

Togo covers an area of 56 600  $\text{km}^2$  and is bounded to the north by Burkina Faso, to the east by Benin, to the west by Ghana and to the south by the Atlantic Ocean. The population is estimated to be 4 500 000, with a growth rate of 2% per annum. The urbanization rate was 33% in 1997 and about 70% of the population live in rural areas. The telephone density is 0.6 main lines per 100 inhabitants.

Togo is a member of various telecommunication organizations, including:

- ITU: International Telecommunication Union;
- PATU: Pan-African Telecommunications Union;
- INTELSAT: International Telecommunications Satellite Organization;
- RASCOM: Regional African Satellite Communications Organization.
- etc

### SECTORAL POLICY

In order adapt the regulatory and institutional framework of the telecommunication sector to customer requirements and the world context of globalization and general liberalization of commerce, in February 1996 the Togolese Government issued a sectoral policy declaration in which it reaffirmed its will to promote an appropriate policy with a view to encouraging global growth in the sector through market mechanisms. This will allow private operators to participate in sector development and to satisfy the increasingly diverse and pressing customer requirements. The principles of this policy are based on separation of the regulatory and operating functions and the introduction of an objective and independent regulator. A law has just been passed by the National Assembly providing for the establishment of a regulatory body which will be in charge of applying this new sectoral policy of the government.

### TOGO TELECOM

TOGO TELECOM is a state-owned company created by the division of OPTT into two such companies. It is governed by Act No. 90-26 of 4 December 1990 reforming the institutional and legal framework of state enterprises. It is a legal entity and enjoys financial autonomy, with a capital of 4 billion CFA francs. TOGO TELECOM is responsible for equipping and operating the public telecommunication service and is under the technical auspices of the Ministry of Posts and Telecommunications. It is planned to open TOGO TELECOM to private investment during 1999.

### TOGO TELECOM INFRASTRUCTURES

#### **<u>1- Switched telephone network</u>**

TOGO TELECOM has a totally digital automatic telephone network with a capacity of around 26 000 main lines, of which 19 500 serving Lomé. A project nearing completion will increase this capacity to over 46 000 main lines.

The network is piloted by three central switches: two at Lomé and one at Kara. The customer junction units and the central switches are interconnected by radio or optical fibre links. Interconnection at the international level is via a type A earth station. A project is under way to install a second earth station at Kara.

#### **<u>2- Rural telephony network</u>**

TOGO TELECOM has a rural telephony network serving over thirty municipalities, essentially prefecture and subprefecture administrative centres, through rural service radio equipment. The second phase of this project which began in 1997, will also serve around 30 municipalities, continuing the policy of linking up all the regions of Togo, with a target of one telephone in a radius of 5 km by the year 2000.

#### 3- Telex network

TOGO TELECOM has in service a telex network with a 1 500 line capacity and around 250 subscribers. The network is declining in keeping with world trends and is increasingly being replaced by fax and more sophisticated forms of data transmission.

#### 4- Réseau de transmission de donnéss par Paquets (TOGOPAC)

TOGO TELECOM has a data transmission network using the X.25 connection. The network was brought into service in 1988 and its present capacity is 88 ports. It is built around two exchanges, situated at Lomé and Kara. The Lomé exchange is linked to the Paris international transit node for international access.

#### 5- GSM Network

TOGO TELECOM has a GSM cellular telephony network with a capacity of 10 000 subscribers, expandable to 150 000 subscribers. It was brought into service in September 1997. The network covers all the large towns in Togo and their suburbs, making all subscribers potentially reachable. It is planned to establish a subsidiary in which TOGO TELECOM will have a holding of 40% and will be in charge of technical and commercial operations.

#### 6- Internet access node

TOGO TELECOM has an Internet access node, operational since October 1997. This node provides to the international system at 256 kbits/s, extendable to 2 Mbits/s, enabling worldwide connectivity.

### TOGO TELECOM PRODUCTS AND SERVICES

TOGO TELECOM markets a large number of products and services, including:

- ✓ telephony;
- ✓ fax;
- ✓ telegraphy;
- ✓ mobile telephony (GSM standard);
- ✓ Internet
- $\checkmark$  data transmission
- ✓ dedicated links;
- $\checkmark$  community telephony;
- ✓ payphone service;
- ✓ videotex;
- ✓ file transfer;
- ✓ value added services (call transfer, call waiting, voice messaging, itemized billing, reminder services, personal code, etc.)

### COMMUNITY TELEPHONY

Community telephony is a new product which TOGO TELECOM has made available to rural and urban communities. It allows people in these communities virtually to have a telephone line. They can be called on the telephone number of their locality.



DIRECTION GENERALE / DIRECTION COMMERCIALE Avenue Nicolas GRUNITZKY BP 333 Lomé - TOGO Tel: 21 44 01 Fax: 21 03 73 Telex: 5245 L E-mail: Togo.télécom@togotel.net.tg

### **TELECOMMUNICATIONS NETWORK**

BURKINA FASO



- Administrative centre with automatic exchange
- Digital radio-relay artery

- Terminals
- Planned terminals
- Relay stations
- O Planned relay stations

**GULF OF BENIN** 

BURKINA FASO



GULF OF BENIN



INTERNATIONAL TELECOMMUNICATION UNION

TELECOMMUNICATION DEVELOPMENT BUREAU INFORMATION SYSTEMS UNIT Document WTIM99/34-E 26 March 1999 Original: English

### 2<sup>nd</sup> World Telecommunication Indicators Meeting (Geneva, 29 - 31 March 1999)

#### SOURCE: ITU, SWITZERLAND

TITLE: DATA DEFINITION, DATA COLLECTED BY DIFFERENT ENTITIES (REGULATORS, OPERATORS, STATISTICAL AGENCIES, INDUSTRY ASSOCIATIONS), DATA ON INTERNET

## Telecom statistics: Definitions, sources & the Internet

Michael Minges



### **Telecom statistics definitions**

- Definition describing the data
- What data to collect
- Problems

### **Telecom statistics definitions**

- ITU Telecommunication
   Indicator Handbook
  - Lists most important indicators and provides definitions
  - Issued in 1994
- National telecommunication statistic publications



http://www.itu.int/ti/papers/handbook/handbook.pdf

## Telecom indicators: What to collect?

- ITU *Telecommunication Indicator Handbook* identifies 50 key indicators
- Also determined by national policies, goals and monitoring needs
- General consensus by seeing what regulators, operators and statistical agencies around the world collect

### **Definition issues**

- Few problems for network and subscriber data
- Financial data more problematic
  - Double counting problem
  - Scope of telecommunication industry

### **Double counting**

- Preferable to cover network operators and not resellers
- Interconnection can lead to double counting



### Scope of telecom service market

- Telephone service
- Mobile service
- Data communications including Internet
- Broadcasting (cable and premium television)

### **Sources of telecom statistics**

- Telecom regulators / ministries
- National statistical agencies
- Operators
- Industry associations
- Consultants, market researchers
- International, regional & bi-lateral government agencies

### Telecom regulators & ministries: Statistics on the Web

### •Asia

### -MPT (Japan)

•<u>http://www.mpt.go.jp/dat</u> a/index-e.html

### -Ofta (Hongkong SAR)

•<u>http://www.ofta.gov.hk/in</u> dex\_eng1.html

### -TAS (Singapore)

•<u>http://www.tas.gov.sg/website/</u> <u>home.nsf/html/indexOnlineServi</u> <u>ces</u>

### -MIC (Korea (Rep.))

•<u>http://www.kisdi.re.kr/kis</u> <u>di/event/mwp9815.gif</u>

### •Europe

- –NTA (Denmark)
  - <u>http://www.tst.dk/uk/htm</u>
     <u>l/statistics.htm</u>
- -OPTA (Norway)
  - •<u>http://www.npt.no/publik</u> asjoner/statistikk/eng\_inde <u>x.htm</u>

### -ART (France) (mobile)

•<u>http://www.teleco</u> <u>m.gouv.fr/english/a</u> <u>ctiv/telecom/mobide</u> <u>c.htm</u>

### Americas

- -CFT (Mexico)
- •<u>http://www.cft.gob.mx/ht</u> ml/5\_est/indest.html
- –MC (Columbia) (Mobile)
   •http://www.mincomunicac iones.gov.co/estadisticas/in dex.htm

### –FCC (USA)

•<u>http://www.fcc.gov/indsta</u> <u>ts.html</u>

### T-Reg for regulatory links: http://www7.itu.int/treg/q ueries/z\_url.idc

# **OFTA - Hong Kong SAR**



### Oftel - UK



### **Market Information**

OFTEL collects and publishes facts and figures on the UK telecommunications market directly from

the operators and service providers. Currently over 30 fixed link operators and the four cellular network operators are taking part. A full summary of the information is published at the end of each year and four quarterly updates contain figures for the latest quarter available.



### National statistical agencies

- Very few collect telecom statistics
- Those that do often have out-of-date or irrelevant data
- Generally categorized under "Transport and communications"
- Source for household telephone penetration

- Good examples:
  - Statistics Canada
  - Statistics South Africa (for household penetration)
- Good pointer to worldwide statistical agencies:
  - Statistics Sweden
     <u>http://www.scb.se/scbeng/stat</u>
     <u>buen.htm</u>

### **Statistics Canada**



http://www.statcan.ca/english/IPS/Data/56-002-XIB.htm

# **NSO's relevancy?**



Statistiska centralbyrån Statistics Sweden Telephone, broadcasting, etc.

Data from NSOs not always relevant or up-to-date

	1985	1990	1995
Telephone,automatic			
Pulses, Mill.	30 194	44 640	
Mobile calls 1), thousands	39	257	
Telex service			
Connections	19 361	14 222	4 650
Minutes for outgoing international, thousands	32 770	13 657	3 3 2 2
Data communication			
Datex, connections	16 4 26	41 976	31 768
Radio och TV			
Number of licences, thousands	3 257	3 309	3 368
Per 1 000 inhabitants	390	385	381

1) Including toll-free calls.

http://www.scb.se/scbeng/svsiffror/svsiffrortrafikeng.htm

### **Operators**

- Many telecom operators have annual reports and a growing number publish them on the Internet
- In some cases single PTO reflects situation in country (at least for fixed)
- Some PTOs also publish additional useful information

### **Operator data**





### Operating Data (Unaudited)

TOTAL ENTERPRISE DATA		
	12/3	1/98
	Total System	Total System
(In thousands)	POPs	Subscribers*
U.S. CELLULAR (I)	86.627	9,006
INTERNATIONAL CELLULAR		
Belgium - 25.0%	10,130	1,238
Egypt - 30.0%	\$4,500	38
Germany** - 34.8%	81,300	- 6,000
India - 20.0% & 49.0%	79,357	34
Italy - 15.5%	57,500	6,190
Japan - Digital Phone Group - 13.0 % - 15.0%	77,215	3,475
Japan - Digital TU-KA Companies *** - 4.5%	48,902	2,140
Poland - 19.3%	38,500	$\sim 800$
Portugal - 50.9%	9,920	1_370
Romania - 10.0%	23,200	325
South Korea - 10.7%	45,600	2,142
Spain - 21.7%	39,400	2.157
Sweden - 51.1%	8,830	624
TOTAL INTERNATIONAL	574,354	26.533

Operator	Dec 31, 1997	Dec 31, 1998	Growth (%)
TELKOMSEL	335,962	424,525	26
SATELINDO	303,724	346,926	14
KOMSELINDO	65,000	77,030	19
EXCELCOMINDO	133,296	169,857	27
MOBISEL	30,309	11,873	(61)
METROSEL	41,178	29,060	(29)
TELESERA	6,704	6,549	(2)
TOTAL	916,173	1,065,820	16

# International & bi-lateral agencies

- International organizations: ITU, OECD, Eurostat
- Regional telecom organizations: RCC, Comtelca
- Bi-lateral
## RTR



### A)IATA NAJHTUOZ JHT Zhoita)Inummo)Jjjt janoijja maajoaq (ATA) Jniaut)Uatzja





Welcome	What's New
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Profiles	& Reports
Telecom	Bulletin
Links	Board
Trade and	About RTR
Investment Resources	Program
TRASA (Telecommunications Regulators' Association of Southern Africa)	Official SATCC





ACCENTRY DIVING VICTORS SOLD FROM WEIGHT

#### Namibla: Stats & Indicators

12010

(Source SADC 1998 Telescommunications Indicators)

Item	1995	1996	1997
Population	1.552,000.00	1 600 000 00	1,600,000,00
% of Urban Population	0.1.1		( n)
% of Rural Population			î î î
Population of largest city			1 - Al
Households	267,000.00		
Gross domestic product (US\$)			. U
Gross Fixed Capital Formation			1 10

#### 

A SATCC Telecommunications Sector Development Program funded by USAID

http://rtr.worldweb.net

## Industry associations

 Telephone and mobile cellular industry have associations in some countries that compile statistics

CTIA's Semi-annual Wireless Survey	June 1	985 to June 1998
BACKGROUND CTIA's Semi-annual wireless survey develops industry-wide information drawn from operational member and non-member wireless service providers. It has been conducted since January 1985, originally as a cellular-only survey instrument, and has recently been designated as a survey instrument to include the new wireless service providers PCS and ESMR providers. No break-out of results specific to PCS or ESMR is performed at this time.	<u>Data Survey Results</u> <u>Table</u> <u>Annualized Wireless</u> <u>Industry Data Survey</u> <u>Results</u>	
Download the entire <u>Wireless Survey</u> In Adobe Acrobat (PDF) format. (10 pages / 27Kb)	<u>Wireless</u> Subscribership	
The information solicited from the service providers include: cumulative capital investment, direct employment, number of cell sites, total service revenues, roaming revenues as a subset of total service revenues. the	<u>Annualized</u> <u>Revenues</u>	

Cellular Telecommunication Industry Association (USA) http://www.wow-

com.com/statsurv/survey/datasurvey\_index.cfm

## **Consultants**

- Consultants and market research organizations also "collect" telecom data
- Methodology often unclear
- Reports often very expensive
- Exception: When consultants are hired by regulators to prepare market reports (Sweden)

## EMC

<u>Demonstrations</u>			1	Main Index	
Lotus Notes - EMC Ce	llular Forecasts - Subsc	riber Forec	ast\By Cour	ntry	
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<ul> <li>Folders and Views</li> <li>Forecast Notes - Methodology</li> </ul>	Country	Actual \$ 12/97	Forecast 12/98 \$	Forecast 12/99 \$	Fc+
Forecast Notes by Country	Cape Verde	50	780	1,840	
V Q Penetration Forecast	Cayman Islands	3,700	4,770	5,950	
Q. Bu Country	Central African Rep	800	890	1,350	
By Beginny	Chile	385,000	865,930	1,335,460	
	China	13,835,400	24,718,400	34,229,000	
	Colombia	1,264,770	2,115,800	3,081,480	
By Lountry	Congo	1,700	3,660	7,340	
Sy Region	Cook Islands	170	220	330	
🔍 Net Gain By Country	Costa Rica	63,000	98,770	153,420	
🔍 Net Gain By Region	Côte d'Ivoire	37,900	85,790	167,630	II
🔻 🔍 Technology Forecast	Lroatia	135,190	224,680	377,900	- 11
🕨 🔍 Cumulative Subscribers		3,070	4,490	5,370	
Subscriber Net Gain	Curação & Bonaire	14,260	14,130	17,550	
Agente	Cyprus	91,970	118,430	158,550	
V Agents	Czech Republic	572,000	942,440	1,633,250	
	Democratic Rep of	10,000	15,240	45,110	
	Denmark	1,417,000	1,691,100	2,185,280	
	Djibouti	200	280	630	

## Sweden



Table : Mumber of subscriptions for mobile telephony in Sweden for the period 1994-12-31 – 1997-12-31, NMT and CISM, broken down by mobile operator

Share of subscriptions	1994-12-31	1995-12-31	1996-12-31	Including prepaid cards 1997-12-31	Excluding prepaid cards 1997-12-31
Total subscriptions	1 381 660	1 003 000	3 492 000	3169 000	2 934 000
Telia AB (NMT)	59%	49%	37%	24%	26%
Telia AB (GSM)	16%	23%	33%	37%	40%
Conwig GSM AB	10%	21%	19%	26%	20%
Europolitan	5%	7%	11%	13%	14%

**Table:** Mumber of GSM subscriptions for mobile telephony in Sweden for the period 1994-13-31 – 1997-12-31, broken down by mobile operator

Share of GSM subscriptions	1994-12-31	1995-12-31	1996-12-31	Including propaid cards 1997-12-31	Excluding prepaid cards 1997-12-31
Total subscriptions	422.000	1 033 000	1 671 000	2 414 800	2179.090
Telia AB	51%	45%	52%	49%	54%
Conwig GSM AB	32%	41.%	30%	34%	27%
Europolitan	17%	14%	16%	18%	19%

Table : Value of mobile telephony broken down into MMT and GSM, for the period

The mobile telephony market (SEK billion)	1994	1995	1996	1997
Total	4.34	8 05	7.42	8,42
The GSM market	1.07	231	4.46	6.19
The NMT market	3,27	3.74	2.96	2.23

http://www.pts.se/DWNLOAD/stel97-e.doc

## Conclusions

- Start now on small scale and refine...
- Learn from others...

# **OFTA - Hong Kong SAR**



## Israel

NATIONAL POSTAL SERVICES

AND COMMUNICATION

	1997	1996	1995	1990	1980	1970	1960	1950
COMMUNICATION								
Telephone Net								
Exchanges		260	284	260	143	.89	78	52
Thereof: digital		255	258	156	e		F	5
Capacity of	2424	2,932	2,579	1,975	979	441	80	
exchange								
Thereof: digital capacity		98	92	43	-		1 -	-
Length of optical		9,081	6,581	1,100	4	1	4	( =
fibre cables	т 1							
Lines and telephones	1							
Direct subscribers'	2,656	2,539	2,343	1,626	860	369	68	17
lines								
Thereof: digital	100	100	92	44		-	l t	
Lines per 100	45	44	42	34	22	12	3	1
residents								
Public telephones	23,751	27,041	24,709	14,730	7,540	3,740	540	
Applications								
outstanding(3)								
For new lines	9	22	17	31	208	70	20	13



http://www.cbs.gov.il/shnaton/shnatone.htm

## Denmark

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What's New   Legislation   Telecommunication Sector   Organisation   Organisation   Frequencies   Numbering Issues   Standardisations   Licenses   Interference   International Relations   Publications   Statistics	Indhold • Forrige • <u>Næste</u> Teleårbog / Tele Yearbook Danmark / Denmark  Teleårbog Telestyrelsen, November 1998 Oprettet den 12.11.1998  Resumé  Teleårbogen omfatter statistiske meddelelser vedrørende televirksomheden i Danmark. Teleårbogen er udarbejdet af Telestyrelsen.  Teleårbog 1997 indeholder oplysninger fra: debitel, Global One, IBM, Image Scandinavia, Mobilix, Powercom, RSL Com, Sonofon, Tele Danmark, Tele2, Tele 1020/Interroute Danmark A/S, TelePartner og Telia.  Teleårbog 1997 indeholder oplysninger om fastnettelefoni, mobiltelefoni, faste kredsløb, Kabel- T/, pakkekoblet datakomunikation, takster, anlægsforhold, økonomiske forhold, regnskabestatistik samt oplysninger vedrørende	The star interest

## Norway



## FCC



## **Mexico**



## Colombia





INTERNATIONAL TELECOMMUNICATION UNION

TELECOMMUNICATION DEVELOPMENT BUREAU INFORMATION SYSTEMS UNIT Document WTIM99/36-E 14 May 1999 Original: English

### 2<sup>nd</sup> World Telecommunication Indicators Meeting (Geneva, 29 - 31 March 1999)

### SOURCE: MS. LAURA MÄNNISTÖ & MR. BEN PETRAZZINI, STRATEGIC PLANNING UNIT, ITU

TITLE: CHALLENGES TO THE NETWORK 1999



# Challenges to the Network:

Internet for Development

> Edition 1999 ITU

The views expressed in this paper are those of the author and do not necessarily reflect the opinions of the ITU or its membership.



## **Table of contents**

- Chap. 1: What is so special about the Internet
- Chap 2: Internet in developing countries
- Chap 3: Internet for commerce
- Chap 4: Internet for health
- Chap 5: Internet for education
- Chap 6: Internet for PTOs
- Chap 7: To regulate or not to regulate



# What is so special about the Internet (Chap 1)

- Underlying technology
- Pricing
- Traffic flows and value flows
- US-centric
- Pace of diffusion

## Pace of diffusion



Source: ITU 1999 "Challenges to the Network: Internet for Development"

## **Pace of diffusion**

### Years it took to reach 50 million users





Source: ITU 1999 "Challenges to the Network: Internet for Development"



## **Global Internet distribution**

- 96% of Internet host computers are in high income countries which have only 16% of population
- There are more Internet hosts in Finland that in the whole of Latin America and the Caribbean
- The city of New York has more Internet hosts than the whole of Africa

## Internet in Developing Countries (Chap 2)

- Status of Internet in developing countries
- Who is connected
  - ⇒ wealth education gender location age
- Problems connecting
  - prices of net access market structure infrastructure - content and language
- Geography of Cyberspace

## **Commerce on the Internet (Chap 3)**

- Global trends
- Trends in developing countries
- Recent developments by region
- Industry analysis
- Cost and benefits of e-commerce for developing countries

## Why e-commerce?



## Internet for Health (Chap 4)

- Poor information, poor health
- Consultation over the Net
- Medical publications and databases
- Medical records online
- Epidemics and natural disasters
- Regulating and financing online health
- Telemedicine and the ITU

## Internet for Education (Chap 5)

- Primary and secondary education
- Tertiary education and research
- Training and continuing education
- Financing
- Complementarity & substitution
- Education in the 21st century

## **Internet for Education (Chap 5)**

Country	Institution	Established	Students	Budget (US\$m)	Faculty
Turkey	Anadolu University	1982	577'804 [95]	30	1'260
China	China TV University System	1979	530'000 [94]	1.2	31'000
Indonesia	Universitas Terbuka	1984	353'000 [95]	21	5'791
India	Indira Gandhi National Open Univ.	1985	242'000 [95]	10	13'652
Thailand	Sukhothai Thanmathirat Open Univ.	1978	216'800 [95]	46	3'536
Korea	Korea National Open University	1982	210'578 [96]	79	2'840
France	Centre Nat. d'Enseignement à Dist.	1939	184'614 [94]	56	4'800
UK	The Open University	1969	157'450 [95]	300	8'191
South Africa	University of South Africa	1873	130'000 [95]	128	3'311
Iran	Payame Noor University	1987	117'000 [95]	13.3	3'665
Spain	Univ. Nac. de Educación a Distancia	1972	110'000 [95]	129	4'600

## Internet for PTOs (Chap 6)

- A new form of competition
- Price and service trends
- Internet telephony
- New markets, new applications
- Cost and benefits of e-commerce for developing countries

## To regulate or not to regulate? (Chap 7)

### Content

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- Privacy
- Domain names
- Jurisdiction
- Competition policy