

**8th World Telecommunication/ICT Indicators
Meeting (WTIM-10)**
Geneva, Switzerland, 24 - 26 November 2010



Contribution to WTIM-10 session 4

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English

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TITLE: ITU Handbook for the collection of administrative data on telecommunication/ICT services



**8th World Telecommunication/ICT Indicators Meeting
Geneva
24-26 November 2010**

**ITU Handbook
for the collection of administrative data on
telecommunication/ICT services**

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**ITU Statistics – Definitions and
Standards**

- 1. ITU Manual for Measuring ICT Access and Use by Households and Individuals**
 - ✓ To be used by National Statistics Agencies
 - ✓ Demand side data
 - ✓ ICT Household survey

- 2. ITU Handbook for the collection of administrative data on telecommunication/ICT services**
 - ✓ To be used by national regulatory authorities, ministries, operators/ISPs
 - ✓ Supply side data
 - ✓ Administrative records

ITU Handbook 2011 Edition

Main objective:

- To serve as a **practical tool** for data producers
- To assist countries to **measure** telecom/ICT service sector
- To improve **availability** and **quality** of the telecom/ICT administrative/supply side data
- To improve cross-country **comparison**
- To serve as a **tool** for data users

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ITU Handbook - background

- **1994** - First edition
- **2005-2009**: Indicators and definitions updated during WTIM
- **May 2009-March 2010**: Revised by EGTI
- **2011**: Second edition



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ITU Handbook

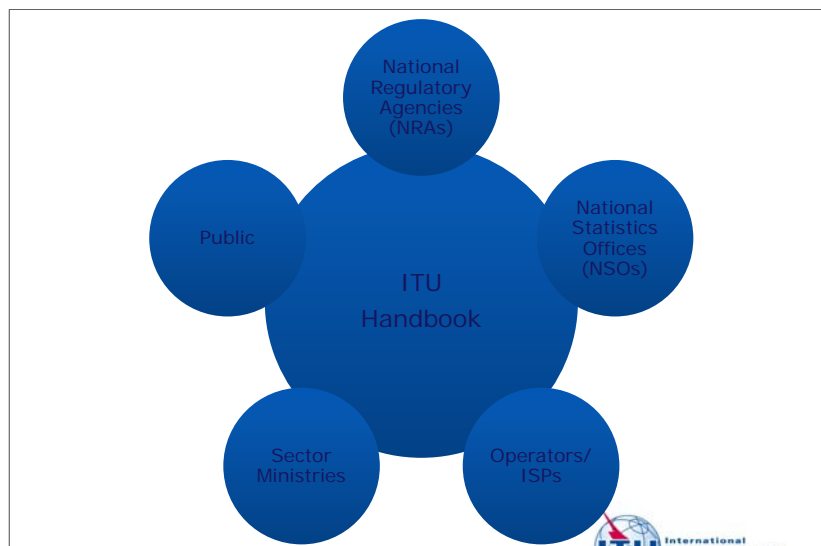
- **Includes** indicators approved by the EGTI in March 2010
- **Scope:** Administrative data (operational, technical and financial)
- **Users:** data producers (ITU, regulators, ministries, operators/ISPs), analysts and researchers, media, etc.

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Users of the Handbook



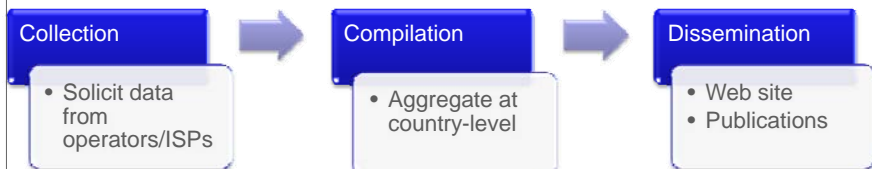
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Main user of the Handbook: country

Data processing cycle (country level)



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Handbook is used by the ITU:

- When collecting the data through questionnaires (short, long, tariffs)
- when collecting data from regulators and ministries' website
- when analyzing the data and indicators included in printed publications
- when answering queries from users related to the data
- When working with the WTI database

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ITU Handbook - Content

- **Chapter 1. Introduction**
- **Chapter 2. Data collection, compilation and dissemination**
 - **Data Collection**
 - *Responsibility*
 - *Legal basis*
 - *Sources*
 - *Periodicity*
 - **Compilation**
 - *Aggregation*
 - *Disaggregation by operators and by administrative units*
 - **Dissemination**

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ITU Handbook - Content

- **Chapter 3. Indicators**
 - *Definition*
 - *Clarification on definitions and terms used*
 - *Scope of the indicator*
 - *Method of data collection*
 - *Methodological issues*
 - *Examples*

 - *One page per indicator*

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Example of an indicator

Indicator 1: 112 - Fixed telephone lines

<p>Definition: A fixed telephone line (also referred as main telephone line in operation) is an active line connecting the subscriber's terminal equipment to the public switched telephone network (PSTN) and which has a dedicated port in the telephone exchange equipment. This term is synonymous with the terms main station or Direct Exchange Line (DEL) that are commonly used in telecommunication documents. It may not be the same as an access line or a subscriber. This should include the active number of analog fixed telephone lines (112a), ISDN channels (28c), fixed wireless (WLL), public payphones (112a) and VoIP subscriptions (112IP). If not included, specify in a note.</p>	<p>Clarifications on the definitions and terms used: This indicator refers to all accesses over fixed infrastructure that provides voice telephony. This includes telephone lines using copper wire, voice services using Internet Protocol (IP) delivered over fixed broadband infrastructure (e.g., DSL, cable modem, fiber optic), and voice services provided over coaxial cable television networks. It also includes fixed wireless connections defined as telephone service offered by licensed fixed line telephone operators that provide last mile access to the subscriber using radio technology; the call is then routed over a fixed line telephone network (and not a mobile cellular network).</p>
<p>Scope: This indicator covers all fixed telephone line connections. It includes both postpaid and prepaid subscriptions. If prepaid, the fixed line should have been used at least once in the last three months. It should include data from all licensed fixed telephone line providers. In the case of voice over IP it should include all operators that have been licensed to provide IP telephony provided the service includes a subscriber telephone number, the ability to place and receive calls at any time and does not require a computer. This indicator does not cover mobile cellular telephony subscriptions, computer-mediated IP telephony services or the total capacity of the fixed telephone line network.</p>	<p>Method of data collection: This indicator can be collected at the country level by asking all licensed fixed telephone operators about how many lines they have. Generally the provision of any fixed telephone service requires a license whether provided by an operator using the PSTN, a coaxial cable television provider, a Voice over Broadband provider or a fixed wireless provider. Difficulties may arise if countries do not use the definition above and could lead to comparability issues. If countries do not maintain a registry of fixed telephone operators and/or do not require licensing then it may be difficult to collect the data.</p>
<p>Methodological issues: The definition of this indicator includes items with virtual and regulatory implications that may restrict comparability. For example, the indicator includes the number of ISDN channels that are not physical lines. Although the number of physical lines can be obtained from the analog PSTN lines indicator, nonetheless some countries do not include ISDN channels in the number of main lines. Some countries also do not include the number of IP subscriptions either because they do not consider these to be main lines or because they cannot obtain the data. The inclusion of fixed wireless subscriptions is premised on regulatory distinction rather than physical topology since the network architecture of most fixed wireless services is the same as a mobile cellular network. A regulatory change removing a ban on fixed wireless limited mobility would then cause these subscriptions to be classified as mobile cellular rather than fixed telephone lines. Given these factors the comparability of fixed telephone lines over time is problematic.</p>	
<p>Example: See next slide.</p>	

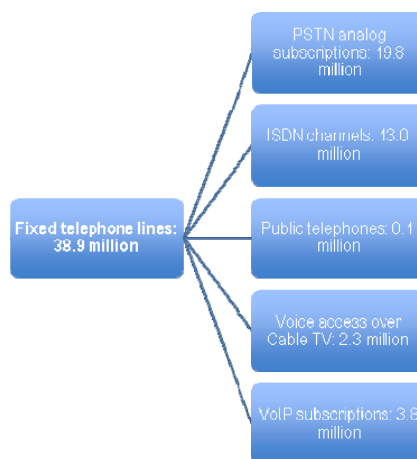
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Committed to connecting the world

... Example:

Fixed telephone lines, Germany, 2009



Source: Federal Network Agency.

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ITU Handbook - Next steps

- Draft of the Handbook is subject to **review and consultation** with EGTI **members**
- Original version in English. It will be **translated** into the other ITU languages (A, C, S, F, R).
- It will be available online, printed and distributed to all countries
- It will be available for data collection as of 2011

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Conclusion

- ✓ The ITU Handbook is a valuable tool for national and international collection of administrative/supply side data on telecom/ICT services
- ✓ Countries are encouraged to use the Handbook in their national data collection to ensure international comparability of the data
- ✓ The ITU will continue working with the EGTI, and the OECD and the EU in harmonizing/improving the definition of indicators, particularly new indicators
- ✓ ITU will continue working towards the improvement of the current draft
- ✓ It is important that countries share experiences with ITU when using the Handbook – for improvement of the current draft

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Thank you!

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