



**INTERNATIONAL TELECOMMUNICATION UNION**  
**Telecommunication Development Bureau**  
Telecommunication Statistics and Data Unit

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# Updating the Top 50 Telecom/ICT Indicators

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## Background

- ◆ ITU published *Yearbook of Statistics* based on ITU-T Recommendation C.1 until 1996
- ◆ Yearbook transferred to BDT and based on *Telecommunication Indicator Handbook*
- ◆ Need to update Handbook in light of new developments





## Guidelines

- ◆ International comparability: Trade-off between wish list (everything!) and most important and most likely to collect from most countries
- ◆ Telecom sector mandate: Subscriber, usage and revenue statistics.
- ◆ Audience: Analysts, governments and not operational



## Categories of current Top 50

- ◆ Telephone network
- ◆ Other services
- ◆ Quality of service
- ◆ Traffic
- ◆ Tariffs
- ◆ Staff
- ◆ Revenue
- ◆ Investment



## Telephone network

1. Telephone main lines in operation
2. Total capacity of local public switching exchanges
3. Main lines connected to digital exchanges
4. Main lines which are for residential use
5. Main lines in urban areas
6. Public pay phones
1. Telephone main lines in operation
2. Total capacity of local public switching exchanges
3. Main lines connected to digital exchanges
4. Main lines which are for residential use
5. Main lines in urban areas
- 6. Number of localities with telephone service**
7. Public pay phones



## Other services-> Mobile services

7. Number of telex subscribers
8. Cellular mobile telephone subscribers
9. Radio pager subscribers
10. Leased circuits
11. Public data network subscribers
12. Videotex subscribers
13. ISDN subscribers
8. Cellular mobile telephone subscribers
- 9. Digital cellular mobile telephone subscribers**
- 10. Mobile data subscribers**
- 11. Population coverage of mobile network**



## Other services-> Data services

7. Number of telex subscribers
8. Cellular mobile telephone subscribers
9. Radio pager subscribers
10. Leased circuits
11. Public data network subscribers
12. Videotex subscribers
13. ISDN subscribers
12. Leased circuits
- 13. Internet subscribers**
- 14. Internet users**
- 15. Community access centers / terminals**
- 16. Wireless Local Area Networks (WLAN) Subscribers  
Number of Hotspots**
17. ISDN subscribers



## Quality of Service

14. Waiting list for main lines
15. Percentage of telephone service faults cleared by next working day
16. Percentage of calls which fail
17. Telephone main line faults
18. Percentage of calls for operator service answered within 15 seconds
19. Complaints per 1000 bills
20. Customer satisfaction rate
18. Waiting list for main lines
19. Telephone main line faults



## Traffic

- |   |   |
|---|---|
| 21. Local telephone traffic                     | 20. Local telephone traffic                 |
| 22. National telephone traffic                  | 21. National telephone traffic              |
| 23. International telephone traffic             | 22. International telephone traffic         |
| 24. <u>National telegrams</u>                   | <b>23. Dial-up Internet traffic</b>         |
| 25. <u>International outgoing telegrams</u>     | <b>24. Fixed to mobile traffic</b>          |
| 26. <u>National telex traffic</u>               | <b>25. Mobile traffic</b>                   |
| 27. <u>International outgoing telex traffic</u> | <b>26. International Internet bandwidth</b> |



## Tariffs

- |  |  |
|--|--|
| 28. Telephone service installation charge                      | 27. Local telephone service              |
| 29. Telephone service monthly subscription charge              | 28. National telephone call charges      |
| 30. National call charges                                      | 29. International telephone call charges |
| 31. International call charges                                 | 30. Mobile communications charges        |
| 32. Mobile communications charges                              | <b>31. Internet tariffs</b>              |
| 33. <u>Leased line charges</u>                                 |  |
| 34. <u>Packet-switched data communications network charges</u> |  |



## Staff

35. Total full-time staff in telecommunication services

32. Total full-time staff in telecommunication services



## Revenue

36. Total revenues from all telecommunication services of which:

37. Revenues from telephone service

38. Revenues from telegrams and telex services

39. Revenues from other data/text services

40. Revenue from leased lines

41. Revenue from mobile communications services

42. Other revenues

33. Total revenues from all telecommunication services of which:

34. Revenues from telephone service

35. Revenues from data services

36. Revenue from leased lines

37. Revenue from mobile communications services

38. Other revenues



## Costs->Value-added

43. Total expenditure for telecommunication services of which:

44. Operational expenses

45. Net interest payments/receipts

46. Taxes

47. Depreciation

48. Other expenditures

**39. Value-added**

**40. Salaries**

**41. Interest on loans**

**42. Dividends**

43. Taxes

44. Depreciation

**45. Retained profit**



## Investment

49. Total annual investment in telecommunications, including land and buildings

50. Total annual investment in telecommunications, excluding land and buildings

1. Annual investment in research and development

2. Annual investment in telephone switching equipment

46. Total annual investment

a) **Foreign**

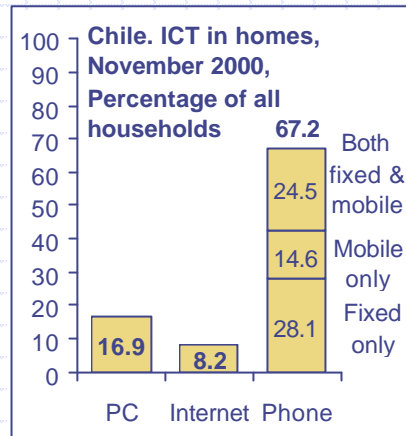
b) **Mobile**

c) Fixed



## Household level

1. Households with a telephone
  1. Fixed only
  2. Mobile only
  3. Both fixed & mobile
2. Households with a PC
3. Households with an Internet connection



Source: SUBTEL based on CASEN 2000.



## Accessibility

- ◆ Access indicators as important as subscriber statistics
- ◆ Three indicators:
  - Localities with telephone service
  - Distance from telephone
  - Mobile telephone network population coverage



## Internet indicators

### ◆ Subscribers

- Dial-up
- Broadband
  - ◆ xDSL
  - ◆ Cable modem
  - ◆ Other
- Other

### ◆ International bandwidth (Mbps)

- Incoming
- Outgoing

➤ Note: Users should be collected as part of regular survey by national statistical office



## Broadcasting

### ◆ Radio sets

### ◆ Households with radio

### ◆ Television sets

### ◆ Households with a television

### ◆ Homes passed by cable television

### ◆ Cable television subscribers

### ◆ Direct to Home satellite antennas