



Global Indicators Workshop

“Estimating Demand for Community Access Points”

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linking civil society through ICTs





Focus of Presentation

- **SANGONeT and CINSA**
- **Environmental Scan**
- **Bridges.org – 12 Access Criteria**
- **South African Experience**
- **Lessons Learned**





SANGONeT and CINSA

- **SANGONeT – established in 1987**
- **Non-profit organisation involved in ICT issues**
- **Provides ICT services to Southern African civil society organisations**
- **Operational focus – technical, training, information, and policy and advocacy**
- **CINSA – pilot project to support community ICT initiatives in Southern Africa**



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Environmental Scan

- **ITU Digital Access Index 2002**
= 178 economies / Seychelles (52), Mauritius (62), SA (78)
- **Socio / Economic / Political Contexts**
- **Digital divide / urban-rural divide**
- **Fragmented ICT policy**
- **Cost of ICTs / telecommunications**
- **Regulatory environment / lack of competition**
- **Universal service / universal access**
- **Physical access = Effective use**



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Real Access to ICTs

“Providing access to technology is critical, but it must be more than physical access. Computers and connections are insufficient if the technology is not used effectively because it is not affordable; if people do not understand how to put it to use or if they are discouraged from using it; or if the local economy can’t sustain its use.”

Real Access – access that goes beyond just physical access and makes it possible for people to use technology effectively to improve their lives.



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Bridges.org – 12 Access Criteria

- **Physical access – universal access criteria and statistics**
- **Appropriate technology – introduction of mobile technology, etc.**
- **Affordability – cost of technology in developing countries**
- **Capacity – use, application and local empowerment**
- **Relevant content – relevance to users circumstances**
- **Integration – linkage with day-to-day reality / not add-on**
- **Socio-cultural factors – response to socio-political issues**
- **Trust – use of technology / privacy, security, etc.**
- **Legal and regulatory framework – government vision and focus**
- **Local economic development – local sustainability**
- **Macro-economic environment – focus on national priorities**
- **Political will – commitment to the future**



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South African Experience

- **Telcoms - universal service obligations**
- **Universal Services Agency (USA) - 85 telecentres in rural areas – universal access to ICTs for communities in un-served areas (areas with no access to telecommunications) and under-serviced areas (areas with low levels of telecommunication access)**
- **Universal Service Area Licenses - 29 areas with less than 5% teledensity (4 licenses issued)**
- **Multi-Purpose Community Centres (MPCCs)**
- **PITs**
- **SchoolNet / Gauteng Online / e-Rate / 200 cyberlabs (USA)**
- **Libraries / schools / community centres**
- **ICT BEE Empowerment Charter**



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Universal Access and Services

- **Promote economic growth and development**
 - **Consolidate democracy and human rights**
 - **Increase capacity of people to participate in governance**
 - **Serve as a catalyst and support to local economic initiatives**
- = Beyond basic access / access to advanced services such as the Internet**



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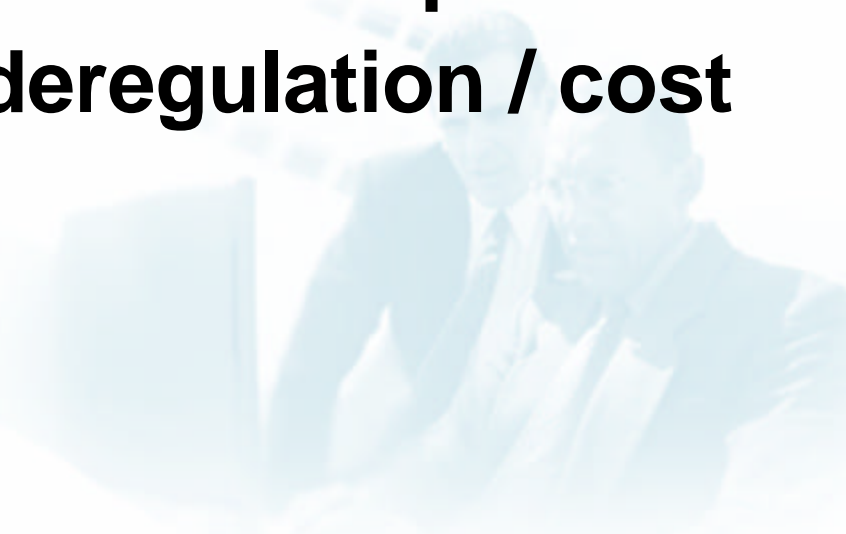
Lessons Learned

- **CINSA - funding, skills, technology, community issues, political support**
- **Telecentres - mixed results**
- **Integration - limited**
- **Vision - alignment with national priorities**
- **Policy environment / deregulation / cost**
- **Awareness-Raising**



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Thank you



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