

USER GUIDE FOR THE ITU TELECOMMUNICATIONS REGULATORY SURVEY 2011

www.itu.int/icteye

Welcome to the new version of online survey!

Please follow the steps below in order to facilitate your completion of the questionnaire:

Access

- 1) Go to www.itu.int/icteye and click on the tab
>>SURVEY LOGIN
- 2) Enter the name and password that was provided to you on our letter. Although more than one person can respond to the survey for the same country (using the same password), we would recommend that only one person at a time enters data. Note that user names and passwords are specific to a country.
- 3) The following page gives access to the survey (and to questionnaires that may have been assigned to your profile), as well as to the following sections:
 - a) Change your pass word;
 - b) Update your contact details;
 - c) Update the contact details for your organization;
 - d) Log out.

Preview

The 2011 online Survey contains 34 pages. The format of a page shows a maximum of one or two sections for a more user-friendly content. For consultation purposes, only, an electronic copy is available at: www.itu.int/ITU-D/treg/Events/Survey/survey.html

Navigating & Saving (one page at a time)

You can move forward or backwards through the Survey questions by using the "scroll-down menu" at the right top of the web page. To go to a specific question, click on the desired topic/page. **Please note:** These links allow you to navigate through the Survey. They **do not** save or change the data that you see on the web page.

If you leave the survey open without adding data for more than 30 minutes, your access will "time-out" and you will be required to enter the password again. Doing so will bring you back to the last page you have saved.

Once you have entered the data on a Web page, you must click on one of the following save buttons at the bottom of each page to save your record: **[Save and previous page]**, **[Save]** and **[Save and next page]**. This saves and records your response for that section of the Survey only. You can always change or add more data later on and repeat the saving process.

Provided you answered last year's survey, the responses to the 2010 questions will appear on the screen. You can then update your answers from last year. For a text answer, if no change occurred since 2010, just copy your 2010 answer in the 2011 text field by pressing the "Copy answer from year 2010" above the question. In addition, respond to the questions which are new this year, and click on one of the "Save" buttons at the bottom of the page.

It is possible to edit or delete the legislation and documentation data submitted by your country in 2010. This can be done by amending your changes on the relevant webpage.

Important: the survey will remain open for approximately three months. After that period, changes will have to be communicated to our contact person.

Saving (final) & Validating

Now you have finished completing the Survey. Go the last page (p. 34), you will find a **[Save and submit]** button. Click on it **only** when you have completed your entire Survey submission for this year! Once this button clicked, we will automatically be notified that your country has completed the survey.

Should you wish to modify your response once you have submitted the survey, you can do so by simply making the desired change, saving it and repeating the above save and submit steps.

Printing

You'd like to keep a copy of your responses to the survey? Simply click on the **print** option at the end of a page. The complete survey will appear in a printable format. Just select the "print" option from your browser and the entire survey will print out.

Miscellaneous

The Survey data entry forms will appear in the official ITU language for your country. Should you wish to change the language for your country, please contact the Regulatory & Market Environment Unit (RME) of ITU **before** you complete the Survey.

For some questions, you are **required to enter a number** (e.g. requests for a date, year, percentage, etc.). If you try to enter letters or non-numeric figures (such as a "%" sign), the online Survey cannot process your response and you may get a "Type mismatch" error message. If the reason for the error message is not obvious, please don't hesitate to contact us and we will clarify the problem.

Some questions provide for multiple entries. These allow you to enter as many responses as required (for example, question 1.1 laws and regulations). To add a new entry/response, please click on the "Add" option.

Questions – problems - suggestions? Please, contact us!

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NB : We have tested the online Survey extensively, but should you come across any difficulties we would like to know about them. Please feel free to provide any comments that will help us enhance this tool. Thank you for your understanding!