

Singapore Facts

Total Population: 4.018 million

Language of Government and Business: English

Languages spoken: English Malay, Mandarin, Tamil

Literacy Rate of Resident Population: 93.5%

Gross Domestic Product: S\$159 billion

Info-communication Facts

Telecom License Holders 565

Fixed Line Subscribers 1,946,472 (48.4%)

Mobile Phone Subscribers 2,747,402 (68.4%)

Internet Dial-Up Subscribers 1,962,886 (48.9%)

Households with Personal Computers
(as of end 1999) 560,198 (58.9%)

Broadband Access Availability 99%

Broadband Industry Participants 300+

Internet Service Providers 42

Internet Data Centres 20

Government Services Available Online 680

International Internet Connectivity 2,249 Mbps

Submarine Cable Capacity
(by end 2001) 20 Tbps

Background Information on Regulatory Issues

ISPs

ISP services fall under the Service Based Operator (SBO) Individual License category. The Internet Access Service Provider (IASP) license permits the establishment, installation and maintenance of a public Internet access facility for the provision of public Internet access services.

IASPs are required to meet minimum quality of service standards that correspond to 99.5% network availability and 95% dial-up system availability. Dial-up service applications have to be processed within 3 days.

The Singapore Broadcasting Authority (SBA) regulates Internet content. There is an automatic licensing framework and no approval from SBA is necessary. ISPs, however, are required to register with the SBA upon being granted a license by the Infocomm Development Authority (IDA).

IP Telephony

IP Telephony Services fall under the Service Based Operator (SBO) Class License category. Once licensed, an organisation can offer Internet based voice services that meet a minimum quality of service requirement. At least 90% of calls should not have a post dialing delay of more than 25seconds and at least 80% of calls made are able to seize a circuit.

Internet Access Resellers

Businesses such as cybercafes, hotels, etc. are allowed to resell Internet access to the public without a license from IDA.

Universal Internet Service Provision

IDA's efforts to increase Internet usage has focused on both making the Internet accessible to all segments of the population as well as on increasing awareness of the Internet by the general public.

Programmes to Improve Accessibility

National IT Literacy Plan

IDA will be piloting e-Learning for Level 1 of the National IT Literacy Programme to enable Singaporeans to learn basic IT and experience how to shop, bank, trade and apply for essential government services online before attempting the real thing. IDA will collaborate with the industry and relevant government agencies who are operating some of the popular and reliable e-services to participate in the pilot.

PC Reuse Scheme

Under the PC Reuse Scheme, donated PCs will be refurbished and bundled with Internet access and basic IT training before they are deployed to needy families and non-profit organisations. This scheme was launched in Nov 99 with the aim to provide ICT access for underprivileged Singaporeans and to equip them with basic IT skills. To-date, more than 4,000 low-income families have benefited from the scheme, and another 800 PCs have been deployed to help 65 non-profit organisations set up IT Resource Centres.

Public Access

Currently, there are numerous Internet access points in community centres/clubs islandwide where access to the Internet is available at a nominal fee. Internet access is also freely available at all public libraries and schools.

Programmes to Motivate the Adoption of an E-Lifestyle

e-Celebrations Singapore

e-Celebrations Singapore is a month-long public outreach programme that is held in March every year to get everyone online. It showcases a series of events planned by various infocomm private sector partners to educate consumers on infocomm technology.

e-Ambassador Programme

The e-Ambassador programme is a New Age volunteerism programme through which you can sign up with lead agencies and be equipped with IT skills. After completing the skills training, volunteers will need to contribute 6 hours of community IT work and educate 10 friends and/or family members on IT. Besides receiving free training, e-Ambassadors successful in their assignment can earn the e-Ambassador certificate and online rewards.

IT Bus

The IT Bus reached out to more than 56,000 participants from some 38 organisations this year. Each participant underwent a 30-minute program on e-mail, Chinese Internet, and electronic commerce.

In February this year, the wired mobile Bus took on the form of a mobile e-filing coach, reaching out to industrial sites to introduce online tax-filing to the employees on site. Cyber-guides and Tax officers were on board to guide the employees through filing their taxes online.

One Learning Place (OLP)

Based in a community library, the OLP caters to mass training in Internet applications and the broadband network, Singapore ONE. For a minimal fee, members of the general public are taught a spectrum of IT skills from the basics of operating a PC to more advanced skills of creating you own multimedia website and doing video-conferencing. Courses are conducted in English, Mandarin, Malay, Tamil, and even sign language.