

Telecommunication/ICT indicators

Telephone Network Size and Dimension		Telephone Network	
1.	Telephone main lines in operation	1.	Telephone main lines in operation
2.	Total capacity of local public switching exchanges	2.	Total capacity of local public switching exchanges
3.	Main lines connected to digital exchanges	3.	Main lines connected to digital exchanges
4.	Main lines which are for residential use	4.	Main lines which are for residential use
5.	Main lines in urban areas	5.	Main lines in urban areas
		6.	Number of localities with telephone service
6.	Public pay phones	7.	Public pay phones
	Other Services		Mobile network
7.	Number of telex subscribers		
8.	Cellular mobile telephone subscribers	8.	Cellular mobile telephone subscribers
9.	Radio pager subscribers	9.	Digital cellular mobile telephone subscribers
		10.	Mobile Internet subscribers
		11.	Coverage of mobile network (population, geography)
	Data Services		Text/Data network
		12.	Number of telex subscribers
10.	Leased circuits	13.	Leased circuits
11.	Public data network subscribers	14.	Public data network subscribers
12.	Videotex subscribers	15.	Internet subscribers <i>(with breakdown by technology, residential/business)</i>
		16.	Internet users <i>(with breakdown by gender)</i>
		17.	Community Access Centers / Terminals <i>(see Document #11)</i>
		18.	Wireless Local Area Network subscribers / "hotspots"
13.	ISDN subscribers	19.	ISDN <i>(with breakdown by subscriber, channel and "lite", basic, primary)</i>
	Quality of Service		Quality of Service
14.	Waiting list for main lines	20.	Waiting list for main lines
15.	Percentage of telephone service faults cleared by next working day	21.	Telephone main line faults
16.	Percentage of calls which fail	22.	Percentage of telephone service faults cleared by next working day
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		
	Traffic		Traffic

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21.	Local telephone traffic	23.	Local telephone traffic (fixed-fixed, fixed-mobile)
22.	National telephone traffic	24.	National telephone traffic
23.	International telephone traffic	25.	International telephone traffic
24.	National telegrams	26.	Internet traffic(dial-up, broadband)
25.	International outgoing telegrams	27.	Mobile traffic (mobile-mobile, mobile-fixed. SMS)
26.	National telex traffic	28.	International telegrams
27.	International outgoing telex traffic	29.	International Internet bandwidth
		30.	Public data traffic (non-Internet)
	Tariffs		(User) Tariffs
28.	<i>Telephone service installation charge</i>	31.	Local telephone service charges
29.	Telephone service monthly subscription charge		
30.	National call charges	32.	National call charges
31.	International call charges	33.	International call charges
32.	Mobile communications charges	34.	Mobile communications charges
33.	Leased line charges	35.	<i>Leased line charges</i>
34.	Packet-switched data communications network charges	36.	Data communications network charges
		37.	Internet charges
	Staff		
35.	Total full-time staff in telecommunication services	38.	Total full-time staff in telecommunication services (breakdown by sex, by mobile, by fixed telephone)
	Revenue and Costs		
36.	Total revenues from all telecommunication services of which:	39.	Total revenues from all telecommunication services of which:
37.	Revenues from telephone service	40.	Revenues from telephone service
a.	Revenues from telephone connection charges	a.	Revenues from telephone connection charges
b.	Revenues from telephone subscription charges	b.	Revenues from telephone subscription charges
c.	Revenues from local and national calls	c.	Revenues from local and national calls
d.	Revenues from international calls	d.	Revenues from international calls
38.	Revenues from telegrams and telex services		
39.	Revenues from other data/text services	41.	Revenues from other data/text services
40.	Revenue from leased lines	42.	Revenue from leased lines
41.	Revenue from mobile communications services	43.	Revenue from mobile communications services
42.	Other revenues	44.	Other revenues
43.	Total expenditure for telecommunication services of which:	45.	Contribution of telecom to GDP
44.	Operational expenses		
45.	Net interest payments/receipts		

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46.	Taxes		
47.	Depreciation		
48.	Other expenditures		
	Investment		Investment
49.	Total annual investment in telecommunications, including land and buildings	46.	Total annual investment in telecommunications, including land and buildings
50.	Total annual investment in telecommunications, excluding land and buildings	a.	<i>Annual foreign investment in telecommunications</i>
50 a.	Annual investment in research and development	b.	<i>Annual investment in mobile networks</i>
50 b.	Annual investment in telephone switching equipment	c.	Annual investment in fixed telephone networks