# ANNEX 2

**List of supplementary community access indicators adopted at the
ITU's Global Indicators Workshop on Community Access to ICTs**

Mexico City, Mexico,16-19 November 2004

| **TARRIFS AND FINANCING** | **Source** |
|---|---|
| 1) Cost by hour for use PC (with and without Internet access | DCC |
| 2) DCC Revenue Distribution per kind of activity (internet, fax, photocopy, VoIP, telephony, TV, PC usage, others) | DCC |
| 3) Financial Sustainability Index ((subsidies/ grants received per month + average total revenue generated by DCC per month) - average operational cost of DCC per month) | DCC |
| 4) DDC Distribution by management type in % (government, private, local communities or association) | DCC |
| **USERS** | |
| 1) Percentage of DCCs equipped to offering services to the handicapped people | DCC |
| 2) Average number of users by DCC by month | DCC |
| 3) Average Frequency of  use of DCC by users by month | Users |
| 4) User Satisfaction in %  (excellent, good, medium, low) | Users |
| **SERVICES AND CONTENT** | |
| 1) Percentage of DCCs offering the services of Internet Acess, VOIP, classic telephony, Fax, photocopy, content hosting, training, Visio conferencing, others | DCC |
| 2) Distribution in % of the most used  services in  DCCs (internet, PC, telephone, fax, photocopier, scanner, printer, postal, banking services etc) | DCC |
| 3) Percentage of DCCs generating local content | DCC |
| 4) Number of sites with local content | DCC |
| 5) Numbers of  sites  in local language | DCC |
| 6) Percentage of DCCs operating in platforms developed on Free/Libre Open Source Software (FLOSS) and offering applications based on FLOSS to users. | DCC |
| **COVERAGE AND ACCEBELITY** | |
| 1) DCC maximum coverage distance in km | DCC |
| 2) Time taken to travel to DCC by users | Users |
| 3) DCC Connexion mode to the networks (Dialup, Satellite, Broadband line, radio, PCL) | DCC |
| 4) Percent of CDD by power supply (conventional, solar, wind) | DCC |
| **QUALITY OF SERVICES** | |
| 1) Number of days per month of service unavailability due  to telecom, energy and data-processing networks failures of DCCs | DCC |
| 2) Number of opening hours per day | DCC |
| 3) Number of helping assistants and technicians per 100 users in DCCs | DCC |

Note: While the data referring to "DCCs" would be collected directly from the DCCs (perhaps through administrative data), the data referring to "Users" would be collected trough household surveys.