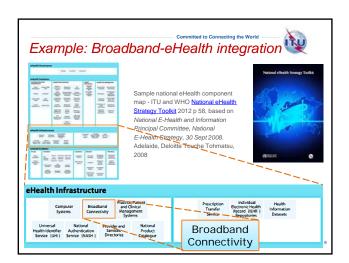
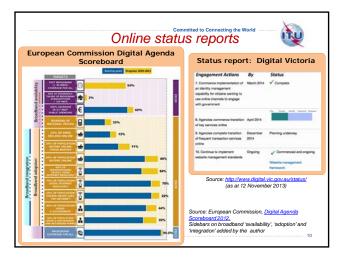


Adoption and use: progress, feedback and response • Specific objectives require focussed reporting e.g., with details for access & uptake for target regions, social strata, micro business ■ health and education outcomes. Important to identify information gaps Analysis of adoption and use provides feedback to broadband policy and planning process Business users can provide feedback on important issues. □ Trends in adoption, affordability and demand have implications for policy (e.g., speed and capacity benchmarks). ■ Broadband service quality – a transitional issue? – feedback will tell. □ User complaints have driven some regulators to monitor service quality - experiences differ among countries. □ Service quality is crucial is broadband becomes fully integrated in the economy and society.









- Monitoring and feedback: a key part of broadband plans.
- Shared information (and mapping) supports informed decisions and contributions.
- Indicators of availability, adoption and use of broadband can facilitate international comparisons.
- Adoption indicators relevant to local communities may target socio-economic groups and regions with special needs.
- Process milestones/progress can be published online.
- Contracts, licences, projects and programs can have built-in monitoring and feedback requirements.
- Collaboration beyond the communications sector may benefit from short, medium and long-term perspectives.
- Support national and international work on impacts on social and economic life, reviewing benchmarks if necessary.

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