និយ័តករទូរគមនាគមន៍កម្ពុជា
Telecommunication Regulator of Cambodia

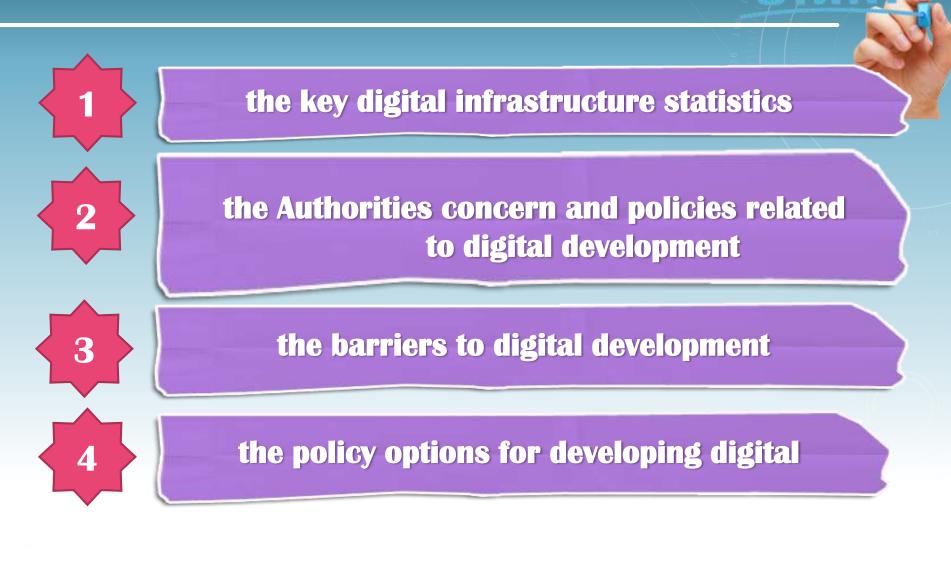# DIGITAL CONNECTIVITY

IN

CAMBODIA

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1	the key digital infrastructure statistics
2	the Authorities concern and policies related to digital development
3	the barriers to digital development
4	the policy options for developing digital

& 1. THE KEY DIGITAL INFRASTRUCTURE STATISTICS

Telcom Statistics As July, 2019

Mobile Phone Subscriptions:
21.25 Million Subs. , 130.49%

Mobile Internet (3G/4G-LTE) Subscriptions:
15.89 Million Subs. , 97.57%

Fixed Phone Subscriptions:
68,735 Subs. , 0.39%

Fixed Internet Subscription:
200,467 Subs. , 1.23%

Domestic Fiber Optical Cable Backbone: 42,693 Km

Sub-marine Cable:
AAE-1 & M-C-T

The People and Area Coverages by Technologies

2G: People: 99% , Area: 85.7%

3G: People: 85.1% , Area: 60%

4G-LTE: People: 80.3% , Area: 52.7%

5G (Testing on Non-Standalone over 4G-LTE infrastructure with 3.5 GHz Band.)

Digital Inclusion / Application

Transport Apps %???

Bank Account: 22%, Bank card: 3%

Receive or Make Mobile payment (13%), Online Purchase (0.6%)

& 2. THE AUTHORITIES CONCERN AND POLICIES RELATED TO DIGITAL DEVELOPMENT

Authorities concern

- Ministry of Economy and Finance
- Ministry of Posts and Telecommunications
- Ministry of Commerce
- Ministry of Information
- Council for Development of Cambodia
- A working committee on digital Economy has been established

Policies are related

Rectangular Strategy Phase III (2013–2018)

highlights the need further develop e-Government and encourage the private sector to invest the technology

Cambodia ICT Master Plan (2020)

Which aims to improve ICT industry and human resources development, internet connectivity, cyber security and Government e-service and in 2016 by telecom and ICT Policy – which outlines policy measures and associated target to expand ICT Infrastructure and develop ICT Capacity.

Cambodia e-Government Master Plan (2017–2022)

Has been drafted, although not yet adopted.

Rectangular Strategy Phase IV (2018–2023)

highlights the need further develop a digital economy and identify policies to develop if further

& 3. THE BARRIERS TO DIGITAL DEVELOPMENT

1) Digital infrastructure progressed, but Next Generation Services is limited

Cambodians have embraced mobile technologies, with a dramatic increase in subscriptions over the past decade.

Although basic digital infrastructure is in place, its speed, quality, and capacity must be increased to meet the demand of the digital economy.

Despite significant progress in recent years, Cambodia still has a long way to go in digital adoption and technological readiness.

While digital by people have surged in recent years, internet penetration remains low.

2) Digital adoption by firms is constrained by challenges in accessing financial services as well as by lack of skilled staff and an edequate legal framework.

Little quantitation information is available on the actual size and scope of Cambodia's digital economy today

Digital adoption at the firm level appears to be lagging other countries

The limited uptake of digital financial services in Cambodia is likely constrain the development of the digital economy.

Another challenge is the lack of a workforce with sufficient IT skills and digital adoption by firms is also constrained by the lack of a supportive legal framework for e-transaction, data protection, and privacy consumer protection for online purchases and cybercrime prevention.

& 3. THE BARRIERS TO DIGITAL DEVELOPMENT

3) Digital government remains fragmented

The current state of digital government is largely siloed and fragmented.

MPTC has established a National Data Center, but it is unclear whether it will be able to reduce fragmentation among agencies.

Some online services are available to citizens and businesses.

While Tax registration and payment can be performed online to some decree, taxes cannot be filed electronically.

The absence of the centralized multilateral payments platform linking all banks and billers is a key constraint to more versatile online services delivery by government and private companies.

Several institutions are involved in digital government development.

Overall planning and budgeting for digital government are not systematic

1) To bebefit from the digital connectivity, Cambodia needs to establish several enabling factors:

In the first policy Area:

New investments are needed in Digital infrastructure that serves as the foundation for the digital connectivity.

In the Second Policy Area:

Focuses on developing the digital skills necessary for benefits of the digital connectivity to shared widly.

In the Third Policy Area:

Adopt a legal and regulatory framework for privacy, data protection, e-commerce (Including e-transactions), Cybercrime and wider e-enabling environment, and

In the Fourth Policy Area:

Build institutions and leadership, as well as universal standards for e-government platform and applications.