ITU World Telecommunication/ICT Indicators Long Questionnaire 2015

SAMPLE QUESTIONNAIRE

Please complete the Answer and Notes columns in the table below.

Black cells must NOT be completed. Please do NOT modify or delete any of the black cells.

All numerical data must be entered WITHOUT any punctuation, i.e. no apostrophes, commas, spaces, etc.

All financial data (tariffs, revenues, capital expenditure) should be provided in LOCAL currency.

Section	Question
CONTACT INFORMATION	Is this the first time you complete the ITU World Telecommunication/ICT Indicators
	Survey?
By providing us with your contact information	
(especially your email address), we will be	(Please complete the contact information below regardless of your answer to the
able to inform you of future questionnaires, the questionnaire results, relevant publications, etc.	above question.)
	Prefix (Mr, Mrs, etc)
	First name
	Last name
	Title
	Department
	Organization
	Address line 1
	Address line 2
	Postbox Post code
	City Phone
	Finite
	Email
	Website
FIXED TELEPHONE NETWORK	i112 - Fixed-telephone subscriptions
	Fixed-telephone subscriptions refers to the sum of active number of analogue fixed-
	telephone lines, voice-over-IP (VoIP) subscriptions, fixed wireless local loop (WLL) subscriptions, ISDN voice-channel equivalents and fixed public payphones.
	This indicator was previously called Main telephone lines in operation.
	i116 - Percentage of fixed-telephone subscriptions that are residential
	Percentage of fixed-telephone subscriptions that are residential refers to the percentage obtained by dividing the number of active fixed-telephone subscriptions serving households (i.e. lines that are not used for business, government or other professional purposes or as public telephone stations) by the number of fixed-telephone subscriptions (Indicator 2) and then multiplying by 100. A household is defined as consisting of one or more people, who may or may not be related to each other, who share accommodation and who make common provision for food. Active subscriptions include all postpaid subscriptions and those prepaid subscriptions that have registered an activity in the past three months.
	i112IP - VoIP subscriptions
	VoIP subscriptions refers to the number of voice-over-Internet protocol (VoIP) fixed- line subscriptions. It is also known as voice over broadband (VoB), and includes VoIP subscriptions through fixed wireless, DSL, cable, fibre optic and other fixed- broadband Internet platforms that provide fixed telephony using IP. It excludes software-based VoIP applications (e.g. VoIP with Skype using computer-to- computer or computer-to-telephone). Those VoIP subscriptions that do not imply a recurrent monthly fee should only be counted if they have generated inbound or outbound traffic within the past three months.

FIXED TELEPHONE NETWORK	i112pt - Fixed-telephone numbers ported
(continued)	LL L
	Fixed-telephone numbers ported refers to the number of porting transactions within the fixed-telephone line network that have been carried out for fixed-telephone numbers during the reference year.
MOBILE CELLULAR NETWORK	i271 - Mobile-cellular telephone subscriptions, by postpaid/prepaid
	Mobile-cellular telephone subscriptions refers to the number of subscriptions to a public mobile-telephone service that provide access to the PSTN using cellular technology. The indicator includes (and is split into) the number of postpaid subscriptions, and the number of active prepaid accounts (i.e. that have been used during the last three months). The indicator applies to all mobile-cellular subscriptions that offer voice communications. It excludes subscriptions via data cards or USB modems, subscriptions to public mobile data services, private trunked mobile radio, telepoint, radio paging and telemetry services.
	i271p - Prepaid mobile-cellular telephone subscriptions
	Refers to the total number of mobile-cellular telephone subscriptions that use prepaid refills. These are subscriptions where, instead of paying an ongoing monthly fee, users purchase blocks of usage time. Only active subscriptions should be included (those used at least once in the last three months for making or receiving a call or carrying out a non-voice activity such as sending or reading an SMS or accessing the Internet).
	i271m2m - M2M mobile-network subscriptions (new 2015)
	M2M mobile-network subscriptions refers to the number of mobile-cellular machine- to-machine subscriptions that are assigned for use in machines and devices (cars, smart meters, consumer electronics) for the exchange of data between networked devices, and are not part of a consumer subscription. For instance, SIM-cards in personal navigation devices, smart meters, trains and automobiles should be included. Mobile dongles and tablet subscriptions should be excluded.
	i271pop - Percentage of the population covered by a mobile-cellular network
	Percentage of the population covered by a mobile-cellular network refers to the percentage of inhabitants within range of a mobile-cellular signal, irrespective of whether or not they are subscribers or users. This is calculated by dividing the number of inhabitants within range of a mobile-cellular signal by the total population and multiplying by 100.
	i271pt - Mobile-cellular numbers ported
	Mobile-cellular numbers ported refers to the number of mobile porting transactions that have been carried out during the reference year.
INTERNET	i4214u - Used international Internet bandwidth (traffic), in Mbit/s (new 2015)
	Used international Internet bandwidth refers to the average traffic load (expressed in Mbit/s) of international fibre-optic cables and radio links for carrying Internet traffic. The average should be calculated over the 12-month period of the reference year, and should take into consideration the traffic of all international Internet links. If the traffic is asymmetric (i.e. more incoming (downlink) than outgoing (uplink) traffic), then the average incoming (downlink) traffic load should be provided. The combined average traffic load of different international Internet links can be reported as the addition of the average traffic load of each link.
	reported as the addition of the average traffic load of each link.

INTERNET (continued)	i4214I - Lit/equipped international Internet bandwidth, in Mbit/s (new 2015)
	Lit/equipped international Internet bandwidth refers to the total lit capacity of international fibre-optic cables provisioned to carry Internet traffic, plus the equipped capacity of international radio links provisioned to carry Internet traffic. It should be expressed in Mbit/s. Lit/equipped international Internet bandwidth of transnational operators owning and operating international links should be included, as well as lit/equipped capacity of wholesalers leasing international Internet bandwidth to national Internet service providers. If capacity is asymmetric (i.e. more incoming (downlink) than outgoing (uplink) capacity), then the incoming (downlink) capacity should be provided.
FIXED BROADBAND BY TECHNOLOGY/	i4213tfb - Fixed-broadband subscriptions (modified 2015)
SPEED	= previous indicator on fixed (wired)-broadband subscriptions + satellite broadband (i271s) + terrestrial fixed wireless broadband (i271fw)
	Fixed-broadband subscriptions refers to fixed subscriptions to high-speed access to the public Internet (a TCP/IP connection), at downstream speeds equal to, or greater than, 256 kbit/s. This includes cable modem, DSL, fibre-to-the-home/building, other fixed (wired)-broadband subscriptions, satellite broadband and terrestrial fixed wireless broadband. This total is measured irrespective of the method of payment. It excludes subscriptions that have access to data communications (including the Internet) via mobile-cellular networks. It should include fixed WiMAX and any other fixed wireless technologies. It includes both residential subscriptions and subscriptions for organizations.
	i4213tfb_o - Fixed-broadband subscriptions for organizations (new 2015)
	Fixed-broadband subscriptions for organizations refers to the total subscriptions contracted by public and private organizations (i.e. non-residential customers) to access the public Internet at a fixed location at downstream speeds greater than, or equal to, 256 kbit/s. This includes cable modem, DSL, fibre-to-the-home/building and fixed wireless broadband technologies. It excludes residential subscriptions and subscriptions that have access to data communications (including the Internet) via mobile networks.
	i4213cab - Cable modem Internet subscriptions
	Cable modem Internet subscriptions refers to the number of Internet subscriptions using a cable modem service to access the Internet, at downstream speeds greater than, or equal to, 256 kbit/s. Cable modem is a modem attached to a cable television network.
	i4213dsl - DSL Internet subscriptions
	DSL Internet subscriptions refers to the number of Internet subscriptions using digital subscriber line (DSL) services to access the Internet, at downstream speeds greater than or equal to 256 kbit/s. DSL is a technology for bringing high-bandwidth information to homes and small businesses over ordinary copper telephone lines. It should exclude very high-speed digital subscriber line (VDSL) subscriptions if these are provided using fibre directly to the premises.
	i4213ftth/b - Fibre-to-the-home/building Internet subscriptions
	Fibre-to-the-home/building Internet subscriptions refers to the number of Internet subscriptions using fibre-to-the-home or fibre-to-the-building, at downstream speeds equal to, or greater than, 256 kbit/s. This should include subscriptions where fibre goes directly to the subscriber's premises or fibre-to-the-building subscriptions that terminate no more than 2 metres from an external wall of the building. Fibre-to-the-cabinet and fibre-to-the-node are excluded.

SPEED (continued)	i4213ob - Other fixed (wired)-broadband subscriptions
SPEED (continued)	Other fixed (wired)-broadband subscriptions refers to Internet subscriptions using
	other fixed (wired)-broadband subscriptions refers to internet subscriptions using other fixed (wired)-broadband technologies to access the Internet (other than DSL, cable modem, and fibre), at downstream speeds equal to, or greater than, 256 kbit/s. This includes technologies such as ethernet LAN, and broadband-over- powerline (BPL) communications. Ethernet LAN subscriptions refer to subscriptions using IEEE 802.3 technology. BPL subscriptions refer to subscriptions using broadband-over-powerline services. Users of temporary broadband access (e.g. roaming between PWLAN hotspots), users of WiMAX and those with Internet access via mobile-cellular networks are excluded.
	i271s - Satellite broadband subscriptions
	Satellite broadband subscriptions refers to the number of satellite Internet subscriptions with an advertised download speed of at least 256 kbit/s. It refers to the retail subscription technology and not to the backbone technology.
	i271fw - Terrestrial fixed wireless broadband subscriptions
	Terrestrial fixed wireless broadband subscriptions refers to the number of terrestrial fixed wireless Internet subscriptions with an advertised download speed of at least 256 kbit/s. This includes fixed WiMAX and fixed wireless subscriptions, but excludes occasional users at hotspots and Wi-Fi hotspot subscribers. It also excludes mobile-broadband subscriptions where users can access a service throughout the country wherever coverage is available.
	i4213_256to2 - 256 kbit/s to less than 2 Mbit/s subscriptions
	Refers to all fixed (wired)-broadband Internet subscriptions with advertised downstream speeds equal to, or greater than, 256 kbit/s and less than 2 Mbit/s.
	i4213_2to10 - 2 Mbit/s to less than 10 Mbit/s subscriptions
	Refers to all fixed (wired)-broadband Internet subscriptions with advertised downstream speeds equal to, or greater than, 2 Mbit/s and less than 10 Mbit/s.
	i4213_G10 - Equal to or above 10 Mbit/s subscriptions
	Refers to all fixed (wired)-broadband Internet subscriptions with advertised downstream speeds equal to, or greater than, 10 Mbit/s.
MOBILE BROADBAND	i271G - Percentage of the population covered by at least a 3G mobile network
	Percentage of the population covered by at least a 3G mobile network refers to the percentage of inhabitants that are within range of at least a 3G mobile-cellular signal, irrespective of whether or not they are subscribers. This is calculated by dividing the number of inhabitants that are covered by at least a 3G mobile-cellular signal by the total population and multiplying by 100.
	i271GA - Percentage of the population covered by at least an LTE/WiMAX mobile network (new 2015)
	Percentage of the population covered by at least an LTE/WiMAX mobile network refers to the percentage of inhabitants that live within range of LTE/LTE-Advanced, mobile WiMAX/WirelessMAN or other more advanced mobile-cellular networks, irrespective of whether or not they are subscribers. This is calculated by dividing the number of inhabitants that are covered by the previously mentioned mobile-cellular technologies by the total population and multiplying by 100. It excludes people covered only by HSPA, UMTS, EV-DO and previous 3G technologies, and also excludes fixed WiMAX coverage.

MOBILE BROADBAND (continued)	i271mw - Active mobile-broadband subscriptions
	=i271mb_active + i271md
	Active mobile-broadband subscriptions refers to the sum of active handset-based and computer-based (USB/dongles) mobile-broadband subscriptions to the public Internet. It covers actual subscribers, not potential subscribers, even though the latter may have broadband-enabled handsets. Subscriptions must include a recurring subscription fee or pass a usage requirement – users must have accessed the Internet in the last three months. It includes subscriptions to mobile- broadband networks that provide download speeds of at least 256 kbit/s (e.g. WCDMA, HSPA, CDMA2000 1x EV-DO, WiMAX IEEE 802.16e and LTE).
	i271mb_active - Standard mobile-broadband subscriptions
	Refers to active mobile-cellular subscriptions with an advertised data speed of 256 kbit/s or greater that allow access to the greater Internet via HTTP and have been used to make a data connection using Internet protocol (IP) in the previous three months. Standard SMS and MMS messaging do not count as active Internet data connections, even if they are delivered via IP.
	This includes mobile subscriptions that use mobile-broadband services on a pay- per-use basis. It excludes mobile subscriptions with a separate monthly data plan for mobile-broadband access (see Indicator 25b, Dedicated mobile-broadband subscriptions).
	i271md - Dedicated mobile-broadband subscriptions
	Refers to subscriptions to dedicated data services (over a mobile network) that allow access to the greater Internet and that are purchased separately from voice services, either as a standalone service (e.g. using a data card such as a USB modem/dongle) or as an add-on data package to voice services that requires an additional subscription. All dedicated mobile-broadband subscriptions with recurring subscription fees are included as 'active data subscriptions' regardless of actual use. Prepaid mobile-broadband plans require use in the last three months if there is no monthly subscription. This indicator could also include mobile WiMAX subscriptions, if there are any in the country.
BUNDLED TELECOMMUNICATION SERVICES	Definition of bundled telecommunication service: a bundled telecommunication services is defined as a prepaid or postpaid subscription meeting all of the following criteria:
	1. A commercial offer that includes two or more of the following services: fixed telephone, mobile voice, fixed broadband, mobile broadband, pay TV;
	2. marketed as a single offer, with a single invoice and with a single price for the set of services included in the bundle;
	3. subscribed under conditions that cannot be obtained by adding single play offers together.
	- Subscriptions to mobile-voice and mobile-broadband bundles: to be reported in i271mb_active
	i4213_2x - Subscriptions to fixed-broadband and fixed-telephone bundles (new 2015)
	Subscriptions to fixed-broadband and fixed-telephone bundles refers to the number of bundled telecommunication subscriptions including fixed-broadband and fixed-telephone services. Only those subscriptions that meet the criteria established in the definition of bundled telecommunication services should be included. Subscriptions that include additional telecommunication services – such as triple play subscriptions including fixed telephony, fixed broadband and pay TV – should be excluded.

BUNDLED TELECOMMUNICATION SERVICES (continued)	i4213_3x - Subscriptions to fixed-broadband, fixed-telephone and pay-TV bundles (new 2015)
	Subscriptions to fixed-broadband, fixed-telephone and pay-TV bundles refers to the number of bundled telecommunication subscriptions including fixed-broadband, fixed-telephone and pay-TV services. Only those subscriptions that meet the criteria established in the definition of bundled telecommunication services should be included. Subscriptions that include additional telecommunication services – such as quadruple play subscriptions including fixed telephony, fixed broadband, pay TV and mobile voice/data – should not be counted under this indicator.
QUALITY OF SERVICE	i146u - Mobile-cellular unsuccessful call ratio (%)
	Mobile-cellular unsuccessful call ratio refers to the ratio of unsuccessful mobile- cellular calls to the total number of mobile-cellular call attempts in the given year. An unsuccessful call is a call attempt to a valid number, while in a coverage area, where neither the call is answered nor called party busy tone nor ringing tone, is recognized at the access of the calling user within 40 seconds from the instant when the last digit of the destination subscriber number is received by the network. The data should be expressed in per cent.
	i146d - Mobile-cellular dropped call ratio (%)
	Mobile-cellular dropped call ratio refers to the proportion of incoming and outgoing mobile-cellular calls which, once they have been correctly established and therefore have an assigned traffic channel, are dropped or interrupted prior to their normal completion by the user, the cause of the early termination being within the operator's network. The data should be expressed in per cent.
	i147t - Service activation time for fixed (wired)- broadband service (in days)
	Service activation time for fixed broadband service refers to the time from the date of application to date of service activation. The average service activation time of all new applications received within the 12 month reference period should be provided.
TRAFFIC	i131m - Domestic fixed-to-fixed telephone traffic, in minutes
	Domestic fixed-to-fixed telephone traffic refers to completed local and domestic long-distance fixed-telephone voice traffic. The indicator should be reported as the number of minutes of traffic during the reference year. This should exclude minutes used for dial-up Internet access.
	i1313wm - Fixed-to-mobile telephone traffic, in minutes
	Fixed-to-mobile telephone traffic refers to total traffic from all fixed-telephone networks to all mobile-cellular networks within the country. The indicator should be reported as the number of minutes of traffic during the reference year.
	i132m - International outgoing fixed-telephone traffic, in minutes
	Refers to effective (completed) fixed-telephone voice traffic originating in a given country to destinations outside that country. This should include traffic to mobile phones outside the country. The indicator should be reported in number of minutes of traffic. It excludes calls originating in other countries. It should include VoIP traffic.
	i132mi - International incoming fixed-telephone traffic, in minutes
	Refers to effective (completed) fixed-telephone voice traffic originating outside the country with a destination inside the country, irrespective of whether the call was from a fixed or mobile subscriber. It excludes minutes of calls terminating in other countries, but should include VoIP traffic.
	i133wm - Domestic mobile-telephone traffic, in minutes
	Domestic mobile-telephone traffic refers to the total number of minutes of calls made by mobile subscribers within a country (including minutes to fixed-telephone and minutes to mobile-phone subscribers).
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IRAFFIC (continued)	i1332wmf - Outgoing mobile traffic to fixed networks, in minutes
	Refers to the number of minutes of calls made from mobile-cellular networks to fixed-line telephone networks within the country. The indicator refers to the number of minutes originating on mobile networks and terminating on fixed-line telephone networks within the country.
	i1333wm - Outgoing mobile traffic to international, in minutes
	Outgoing mobile traffic to international refers to the number of mobile minutes originating in a country to any destinations outside that country.
	i1335wm - Incoming international traffic to mobile network, in minutes
	Incoming international traffic to mobile network refers to the number of incoming minutes (fixed and mobile) received by mobile networks originating in another country.
	i133sms - SMS sent
	SMS sent refers to the total number of mobile short-message service (SMS) messages sent, both to national and international destinations. This should exclude messages sent from computers to mobile handsets or to other computers.
	i132t - Total international outgoing telephone traffic, in minutes
	=i1333wm+i132m
	Refers to effective (completed) international outgoing minutes of telephone traffic originating from national networks, fixed and mobile, including managed VoIP.
	i132ti - Total international incoming telephone traffic, in minutes
	=i1335wm+i132mi
	Refers to effective (completed) international incoming minutes of telephone traffic originating outside the country and terminating in national fixed and mobile networks without transit, including managed VoIP.
	i135tfb - Fixed (wired) - broadband Internet traffic (exabytes)
	Fixed (wired)- broadband Internet traffic (exabytes) refers to traffic generated by fixed-broadband subscribers measured at the end-user access point. It should be measured adding up download and upload traffic. This should exclude wholesale traffic, walled garden, IPTV and cable TV traffic.
	i136mwi - Mobile-broadband Internet traffic (within the country)
	Mobile-broadband Internet traffic (within the country) refers to broadband traffic volumes originated within the country from 3G networks or other more advanced mobile-networks, including 3G upgrades, evolutions or equivalent standards in terms of data transmission speeds. Traffic should be collected and aggregated at the country level for all 3G or more advanced mobile networks within the country. Download and upload traffic should be added up and reported together. Traffic should be measured at the end-user access point. Wholesale and walled-garden traffic should be excluded. The traffic should be reported in exabytes.
	i136mwo - Mobile-broadband Internet traffic (outside the country, roaming out)
	Mobile-broadband Internet traffic (outside the country, roaming out) refers to broadband traffic volumes originated outside the country from 3G networks or other more advanced mobile-networks, including 3G upgrades, evolutions or equivalent standards in terms of data transmission speeds. Traffic should be collected and aggregated at the country level for all customers of domestic operators roaming outside the country and using 3G or more advanced mobile networks. Download and upload traffic should be added up and reported together. Traffic should be measured at the end-user access point. Wholesale and walled-garden traffic should be excluded. Traffic should be reported in exabytes.

REVENUE	i75 - Revenue from all telecommunication services
(in local currency at current prices)	Revenue from all telecommunication services refers to revenue earned from retail fixed-telephone, mobile-cellular, Internet and data services offered by telecommunication operators (both network and virtual, including resellers) offering services within the country during the financial year under review. It includes retail revenues earned from the transmission of TV signals, but excludes revenues from TV content creation. Data reported should exclude: (i) wholesale revenues (e.g. termination rates), (ii) revenues from device sales and rents, (iii) VAT and excise taxes. Any deviation from the definition should be specified in a note, including clarifications on what TV revenues are included/excluded (e.g. IPTV, cable TV, pay satellite and free-to-air TV).
	i741 - Revenue from mobile networks
	Revenue from mobile networks refers to retail revenue earned from the provision of mobile-cellular communication services, including all voice, SMS and data (narrowband and broadband) services offered by mobile operators offering services within the country during the financial year under review. Revenues from value added services (e.g. premium SMS) should be included. Data reported should exclude: (i) wholesale revenues (e.g. termination rates), (ii) revenues from device sales and rents, (iii) VAT and excise taxes. Any deviation from the definition should be specified in a note.
INVESTMENT	i81 - Annual investment in telecommunication services
(in local currency at current prices)	Annual investment in telecommunication services refers to the investment during the financial year made by entities providing telecommunication networks and/or services (including fixed, mobile and Internet services, as well as the transmission of TV signals) for acquiring or upgrading fixed assets (usually referred to as CAPEX), less disinvestment owing to disposals of fixed assets. Fixed assets should include tangible assets, such as buildings and networks, and non-tangible assets, such as computer software and intellectual property. The definition closely corresponds to the concept of gross fixed capital formation, as defined in the System of National Accounts 2008. The indicator is a measure of investment made by entities providing telecommunication networks and/or services in the country, and includes expenditure on initial installations and additions to existing installations where the usage is expected to be over an extended period of time. It excludes expenditure on fees for operating licences and the use of radio spectrum
	i841f - Annual foreign investment in telecommunications
	Annual foreign investment in telecommunications refers to investment during the financial year in telecommunication services (including fixed, mobile and Internet services) coming from foreign sources, also referred to as foreign direct investment (FDI).
PERSONS EMPLOYED	i51 - Persons employed in full-time equivalents
	Persons employed in full-time equivalents refers to the total number of persons, in full-time equivalent (FTE) units, employed by telecommunication operators in the country for the provision of telecommunication services, including fixed-telephone, mobile-cellular, Internet and data services. This indicator excludes staff working in broadcasting businesses that offer only traditional broadcasting services. Part-time staff should be expressed in terms of full-time staff equivalents (FTE).
	i51f - Persons employed by all telecommunication operators, female
	Refers to the total female, in full-time equivalent (FTE) units, employed by telecommunication operators in the country for the provision of telecommunication services, including fixed, mobile and Internet services. This indicator excludes staff working in broadcasting businesses that offer only traditional broadcasting services.
	0/3

ΡΑΥ ΤΥ	i965IP - IPTV subscriptions
	IPTV subscriptions refers to the number of subscriptions to Internet protocol television (IPTV), i.e. TV delivered over an IP-based network managed to support the required level of quality of service, quality of experience, security, interactivity and reliability. This does not include video accessed over the public Internet – for example, by streaming – and subscriptions to over-the-top audiovisual content providers.
	i965s - Satellite TV subscriptions
	Satellite TV subscriptions refers to the number of pay direct-to-home (DTH) satellite subscriptions, i.e. pay-TV received via a satellite dish capable of receiving satellite television broadcasts. This does not include free-to-air satellite TV.
	i965cab - Cable TV subscriptions
	Cable TV subscriptions refers to multichannel TV programming delivered over coaxial cable networks. It includes both analogue and digital cable TV subscriptions. If the breakdown of analogue/digital cable TV subscriptions is available, data for each type of cable TV subscriptions should be specified in a note. It excludes IPTV delivered over cable TV networks.
	i965oth - Other TV subscriptions
	Other TV subscriptions refers to pay-TV subscriptions other than IPTV, satellite TV and cable TV. This includes subscriptions to TV platforms such as microwave multipoint distribution systems (MMDS) and pay digital terrestrial television (pay DTT). Free-to-air TV should not be included. The TV platforms corresponding to the data reported should be indicated in a note.