

**10th World Telecommunication/ICT
Indicators Meeting (WTIM-12)
Bangkok, Thailand, 25-27 September 2012**



Contribution to WTIM-12 session

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**10th World
Telecommunication / ICT
Indicators Meeting (WTIM)
Bangkok, 25-27 September 2012**

**Expert Group on Telecommunication/ICT
Indicators Meeting (EGTI)
Bangkok, 23-24 September 2012**

**Report by the Chair
Inigo Herguera, CMT, Spain**

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Outline

- **Work of EGTI since last WTIM**
- **3rd EGTI meeting**
- **Recommendations for future work**

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Work of EGTI since last WTIM

- **Discussion of indicators identified by the 9th WTIM**
- **Continuation of discussion on selected indicators**
- **Standing items**

Indicators under discussion

- **Quality of Service (QoS) for fixed and mobile broadband**
- **Broadband transmission capacity**
- **Internet data traffic**
- **Mobile-broadband prices**
- **Investment and revenue**
- **ICT Development Index (IDI)**

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3rd EGTI meeting

- **23-24 September, Bangkok**
- **Attended by 40 participants, representing regulators and ministries, from 21 countries as well as regional commissions and the private sector**
- **Discussions on inputs received through online forum and presentations**
- **Focused on indicators, definitions and inclusion in 2013 ITU data collection**

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Quality of Service: Fixed broadband (1)

Indicators:

- ***Service activation time and complaints per 100 fixed (wired)-broadband subscriptions will continue to be collected by ITU (as agreed in 2011)***
- ***Data transmission speed achieved: the newly discussed indicator should be collected at the national level (covering both upload and download speed)***

Quality of Service: Fixed broadband (2)

- **Indicators on jitter, throughput, packet loss, latency should be collected at the national level, using a representative sample and a tool available in the country**
- **Countries should share their experience in collecting data for these indicators and use the EGTI discussion forum for this purpose**
- **Discussion on the definition of these indicators will be closed in the EGTI discussion forum**

Quality of Service: Mobile broadband (1)

- ***Complaints per 100 mobile-broadband subscriptions*: will be collected by ITU as the indicator for measuring quality of service. Data should be collected from operators and aggregated at the country level**
- **Definition: refers to the number of complaints related to the provision of mobile broadband services in the given year, regardless of the validity and subject of the complaint**

Quality of Service: Mobile broadband (2)

- **Regulators should be encouraged to collect data on *data transmission speed* achieved in mobile networks at the national level**
- **Countries should share their experience in collecting data for these indicators in the EGTI discussion**
- **Discussion on the definition of these indicators will be closed in the EGTI discussion forum**

Terrestrial Transmission capacity

- **The meeting agreed on seven indicators to measure backbone terrestrial transmission capacity**
- **The item remains as a topic in the EGTI discussion forum**
- **See WTIM session 2**

Internet data traffic (1)

Definitions were agreed upon and will be included in the 2013 ITU data collection:

- 1. Fixed (wired)- broadband Internet traffic***
- 2. Mobile-broadband Internet traffic (within the country)***
- 3. Mobile-broadband Internet traffic (outside the country-roaming out)***

Internet data traffic (2)

Way forward:

- Continue discussion in the EGTI forum on Internet data traffic**
- Countries should share their experience when collecting the data**

Mobile- broadband prices

- **The methodology agreed in 2011 by the EGTI and the WTIM was reviewed based on the data collection of ITU**
- **To be collected by ITU in 2012 data collection, and to be included in the 2013 ICT Price Basket**

Revenue and Investment (1)

- **Scope of data collection to cover the entire ICT sector has been discussed**
- **Important to use international classification: ISIC Rev4**
- **This requires cooperation among different stakeholders at the national level including NRAs, NSO, ministries and other agencies**

Revenue and Investment (2)

Way forward

- **Close the discussion on definitions on revenue and investment**
- **Continue discussion on definition of FDI in telecom**
- **Continue the discussion on data collection/compilation for the entire ICT sector**

New indicators to be discussed

- 1. Public expenditure on ICT**
- 2. M-commerce statistics (to be discussed with UNCTAD)**
- 3. Suggest to look at the Partnership Core Indicators on infrastructure and access**

ICT Development Index

- **Discussion on the IDI will continue in the forum**
- **Proposals should address more concrete:**
 - **How does proposal fits the conceptual framework?**
 - **Check whether data are available and provide the source of the data**
 - **If data are not available, make proposal on how data availability could be improved**

many thanks!

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