

Modernizing ITU questionnaires

# **ITU Long Questionnaires 2023**

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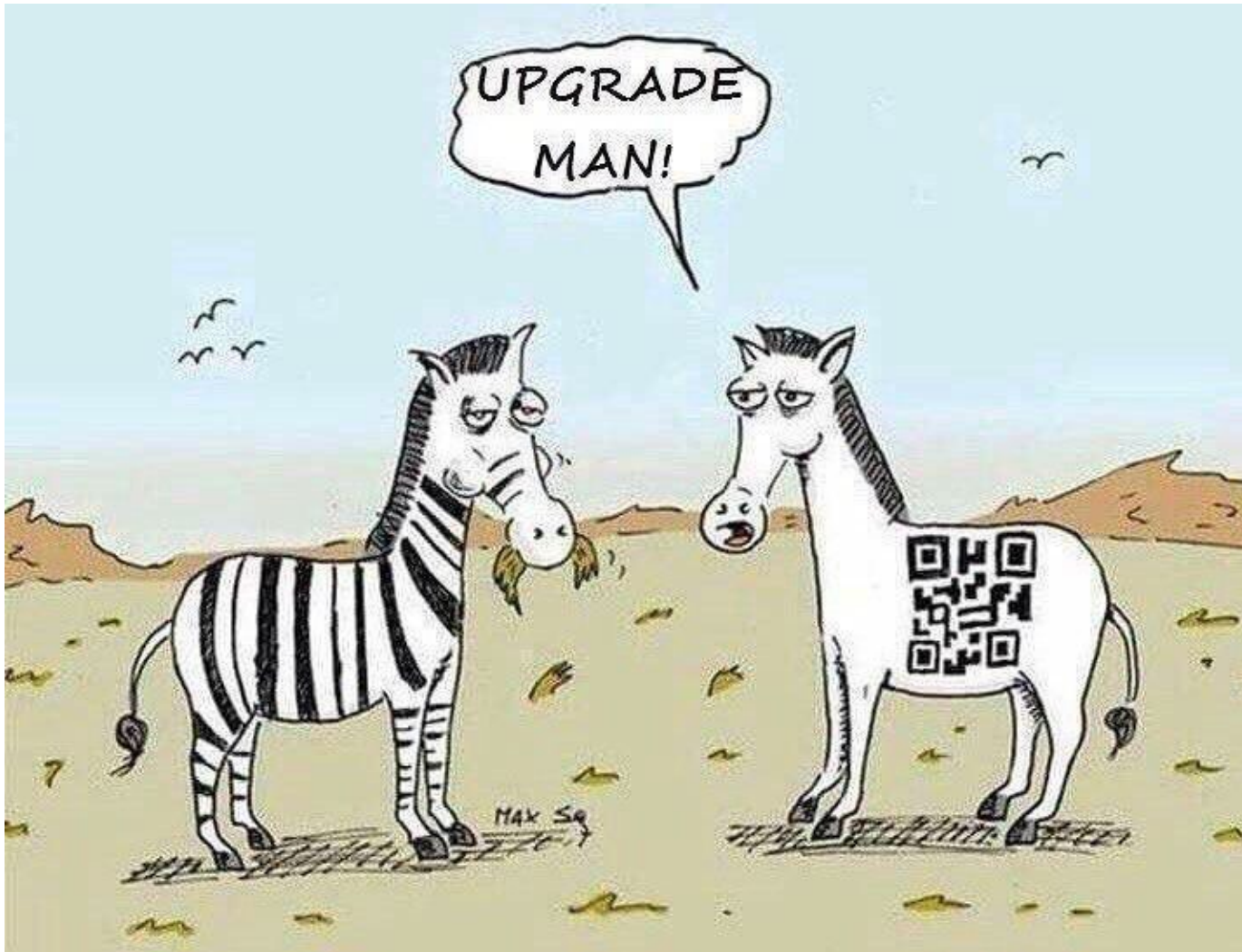
14th meeting of EGTI and 11th meeting of EGH

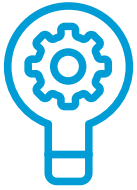
September 2023





## New platform offers better design and more options

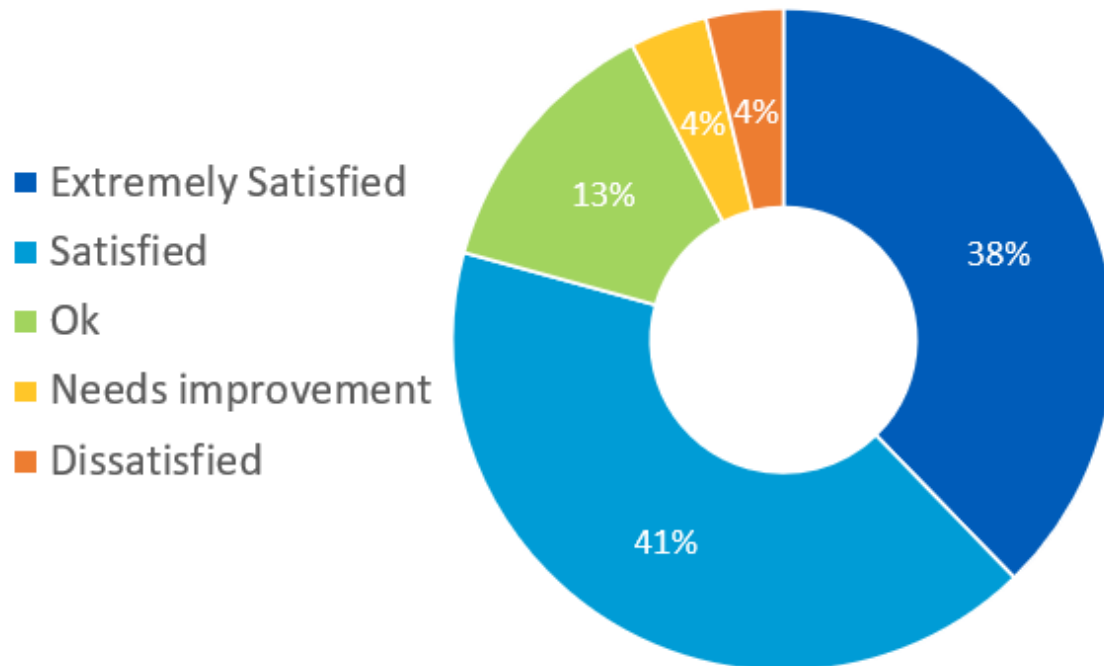




## Short questionnaires showed we're on the right track

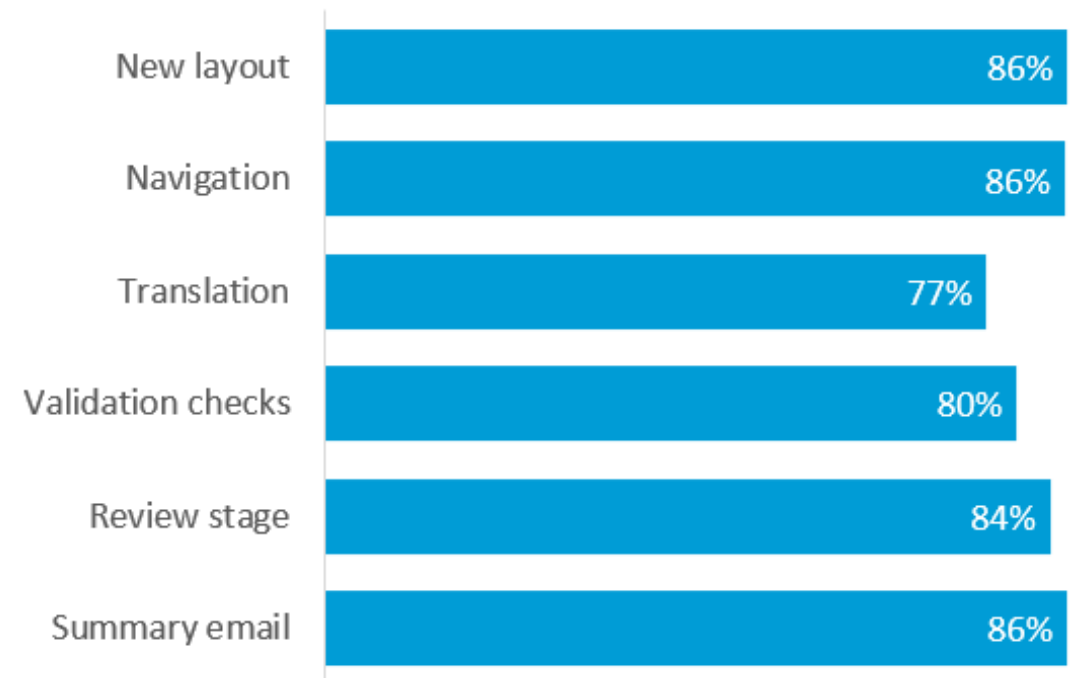
- WTI: **162** responses
- Household: **83** responses

### Member states satisfied with their overall survey experience



### High ratings for new features

(% of respondents ranking features as good or very good)





## **Outline**

### **Practical information**

- Accessing the questionnaires
- Updating contact information
- General instructions
- Checks / validation rules
- Review and post-survey communication

### **WTI Long Questionnaire**

### **Household Long Questionnaire**



## Practical information

# Accessing the questionnaire

### ITU WTI Long Questionnaire 2023: CountryA

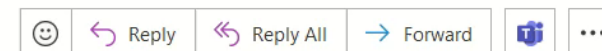


ITU ICT Data and Analytics Division <noreply@indicators.itu.int>

To: Eriksson, Fredrik

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

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Tue 9/19/2023 4:10 PM

+ Get more add-ins

From: ICT Data and Analytics Division,  
International Telecommunication Union  
Contact Person: Nehal Desai, Daniela Pokorna, Viviana Umpierrez, Daniel Vertesy, Esperanza Magpantay  
E-mail: [indicators@itu.int](mailto:indicators@itu.int)  
Tel: +41 22 730 5410

Geneva, Tuesday, September 19th  
To: Mr. Fredrik Eriksson  
Data Scientist  
ITU  
CountryA

#### World Telecommunication/ICT Indicators Long Questionnaire 2023

Dear Sir / Madam,

You are the International Telecommunication Union's (ITU) official contact for the **World Telecommunication/ICT Indicators Long Questionnaire 2023**. We kindly ask for your cooperation in providing end 2022 detailed telecommunication/ICT statistics for your country.

We are pleased to inform you that we are using an updated and improved platform for this year's questionnaire. In addition to a new layout, the questionnaire includes new functionalities such as direct validation to improve user experience. As this is the first time the long questionnaire is using the new platform, it is presented in English only; translation to the other five UN languages is planned for future editions. Any comments or suggestions on this new platform are welcome.

The information you submit through this questionnaire will be featured in [ITU's DataHub](#) and major statistical publications. The data will also be used by the UN System, the World Bank and other international and regional organizations, in particular, in the international monitoring of the Sustainable Development Goals.

In order to complete the questionnaire, please click on the link below:

[https://itustat.qualtrics.com/jfe/form/SV\\_cZtEBCiq2xHl8Im?Q\\_CHL=gl&Q\\_DL=EMD\\_tQbQgaggnnpVxXQ8\\_cZtEBCiq2xHl8Im\\_CGC\\_NQUryaQeEap4gdx&g\\_g=g](https://itustat.qualtrics.com/jfe/form/SV_cZtEBCiq2xHl8Im?Q_CHL=gl&Q_DL=EMD_tQbQgaggnnpVxXQ8_cZtEBCiq2xHl8Im_CGC_NQUryaQeEap4gdx&g_g=g)

Please complete the questionnaire no later than **15 October 2023**. Please note that the data you submit will be verified by ITU immediately after submission. No further changes will be possible once the data have been verified.

For your information, this email has been sent to the following recipients in your country: [fredrik.eriksson@itu.int](mailto:fredrik.eriksson@itu.int)



Practical information

# Updating the contact information

1/2

## Primary recipient

- Main person responsible for ITU long questionnaires
- Often a manager or Head of agency (per country requests)
- Emails addresses of other people involved in the questionnaire should be added in the “email address” field.
- All email addresses entered in this questionnaire will receive a summary email of the responses following submission.

## Technical contact

- The name and contact details of the person ITU can contact as part of the validation process
- This person can be the same as the primary recipient.
- To receive future questionnaires and the summary email following submission, the email address of the technical contact should be included in the list of emails for the primary recipient (this is not automatic).



Practical information

# Updating the contact information

2/2



## CONTACT INFORMATION

The primary recipient for this questionnaire in CountryA is:  
Fredrik Eriksson, ITU.

This questionnaire has been sent to the following email addresses :  
fredrik.eriksson@itu.int

All recipients will be able to access the survey, but only one person can work on it at a time. It can also only be submitted once.

**Note: These email addresses are used as the primary source for the ITU to contact your country regarding this questionnaire. Any changes made in your submission of this questionnaire will be reflected in future distributions, i.e. email addresses that are removed will no longer receive emails from the ITU Data and Analytics Division.**

Would you like to update the contact information for the distribution of future questionnaires?



Yes



No

← Previous page

→ Save and continue



Practical information

## General instructions for data entry

### Data entry:

- Reference data from previous years included as guidance (WTI LQ)
- Build-in validations refer to both 2021 and 2022 – both 2021 and 2022 can be edited (WTI LQ)
- Use a dot ( . ) as decimal separator
- Provide any comments or explanations (metadata) in the *Notes* field.
- Any invalid data entry is shown in red

### Remember:

- Please read the instructions (in blue) to avoid getting stuck
- If you do get stuck, please contact ITU at [indicators@itu.int](mailto:indicators@itu.int)





Practical information

## Checks in place to simplify validation process

1/2

### Direct / automatic

- Cell turns red and with error details below directly if data entered is invalid

	Value		
	2020	2021	2022
<b>Total number of fixed-broadband subscriptions (i4213tfbb)</b>	60000	80000	100000
Speeds from 256 kbit/s to less than 2 Mbit/s (i4213_256to2)	10000	15000	200000

The number needs to be less than the total number of subscriptions



Practical information

## Checks after “Save and continue”

2/2

### “Hard” validation

- Crucial logical checks - user cannot continue if there is missing data or illogical data entry
- Warning message in red text appear above the question explaining the error
- For troubleshooting, remove all erroneous data; go back to your source (MNOs/ISPs, other department, etc.) to rectify erroneous values

### “Soft” validation

- Less crucial logical checks – user can continue
- Warning or information messages appear on next page showing inconsistencies or trends



## Practical information

# Hard validation



### MOBILE NETWORK

#### Percentage of the population covered by a mobile-cellular networks

- **i271pop:** This indicator refers to the proportion of the population that lives within range of a mobile-cellular network signal, regardless of whether they are subscribers or users. This indicator is not the same as the mobile subscription density or penetration. When there are multiple operators offering the service, the maximum population number covered should be reported. Note that this indicator refers to the mobile network with the widest coverage regardless of technology.
- **i271G - Percentage of the population covered by at least a 3G mobile network:** refers to the percentage of inhabitants that live within range of at least a 3G mobile-cellular signal, irrespective of whether or not they are subscribers. It excludes people covered only by GPRS, EDGE or CDMA 1xRTT.
- **i271GA - 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 or mobile WiMAX/Wireless MAN mobile-cellular signal, irrespective of whether or not they are subscribers. It excludes people covered by HSPA, UMTS, EV-DO and previous 3G technologies, and also excludes fixed WiMAX coverage.
- **i271G5\_pop - Percentage of the population covered by at least a 5G mobile network:** refers to the percentage of inhabitants that live within range of 5G mobile-cellular signal or other more advanced mobile-cellular networks, irrespective of whether or not they are subscribers.

All indicators are calculated by dividing the number of inhabitants that are covered by the different mobile-cellular technologies by the total population and multiplying by 100.

**Note: All values should be entered within the range 0-100 without a percentage sign.**

**Please also note that lower technologies should have at least the same coverage as more advanced technologies.**



## Practical information

# Soft validation



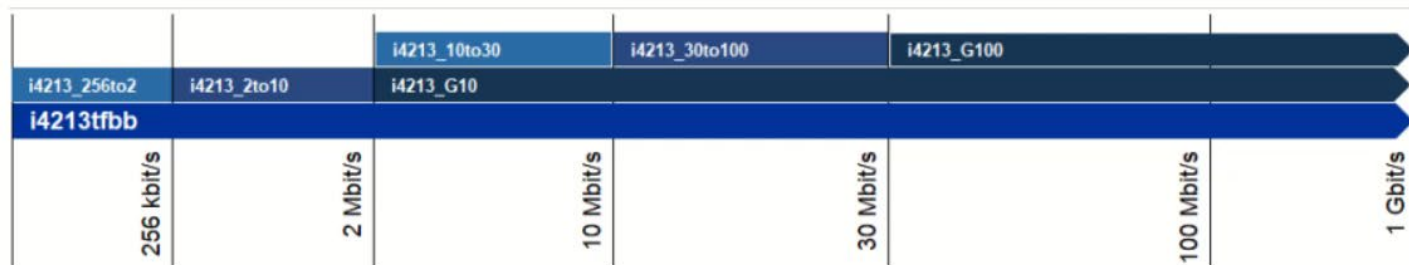
### FIXED BROADBAND

**Fixed-broadband subscriptions (i4213tfbb):** 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.

This question also asks for the number of fixed-broadband subscriptions disaggregated by speed.

**Fixed-broadband subscriptions by speed:** refers to the number of fixed broadband subscriptions to the public Internet (i4213tfbb) split by advertised download speed. Advertised speed refers to the speed at which the ISP markets the subscription, rather than the actual speed the user may experience. Speed is measured in megabits per second (Mbit/s).

The breakdown by speed is made according to the following criteria:



Please ensure that the number of subscriptions disaggregated by speed is not greater than the total number of fixed-broadband subscriptions (i4213tfbb). The rules apply to both 2021 and 2022.



Practical information

## Review and summary email



Please find a summary of your responses. Click the button to print this page or save it as PDF.

Please press "Continue" to go to the final stage and submission of the questionnaire.

Print this page

### The contact information for the primary recipient has changed

New primary recipient of this questionnaire:

Name: Mr. Fredrik Otto Eriksson

Title: Data Scientist

Organisation: ITU

Phone:

Email addresses: fredrik.eriksson@itu.int, nathan.menton@itu.int, daniel.vertesy@itu.int, indicators@itu.int

Website: www.itu.int

Old primary recipient:

Name: Mr. Fredrik Eriksson

Title: Data Scientist

Organisation: ITU



# WTI Long Questionnaire 2023

**Deadline: 15 October 2023**

**82 indicators shown in 14 blocks (9 hard validations)**

## **New indicators from WTI Long questionnaire 2022:**

- Number of households passed by the traditional copper-based network (i4213cv\_trad)
- Total outgoing voice traffic from (originating on) fixed-telephone networks, in minutes (i133fo)
- Total incoming voice traffic to fixed-telephone networks (fixed-telephone network destination), in minutes (i133fi)
- Total outgoing mobile voice traffic, in minutes (i133mm)
- Total incoming voice traffic to mobile networks (as destination), in minutes (i1331mi)
- Active subscriptions to 5G/ IMT-2020 mobile broadband (i271mw\_5G)

**Questionnaire is in English only (translation will be added in 2024)**

- Translation of all indicator definitions [available on ITU website](https://www.itu.int/ict)



WTI Long Questionnaire 2023

## Use checks to expediate validation post submission

### All blocks

- Percentage change from 2021 to 2022 (all indicators)
- To expediate validation process, please double-check for large changes (more than 20%) and if found correct, please add explanatory note

Indicator	2021	2022	%
Fixed-telephone subscriptions (i112)	15 000	20 000	33.33 %
Fixed-telephone residential subscriptions (i116)	20	25	25.00 %
VoIP subscriptions (i112IP)	2 000	3 000	50.00 %
Fixed-telephone numbers ported (i112pt)	1 000	1 500	50.00 %



# HH Long Questionnaire 2023

**Deadline: 15 October 2023**

**23 ICT Household Indicators** (disaggregated by urban/rural, gender, age, education level, employment status and occupation)

## **Changes from HH Long questionnaire 2022:**

- Data for contact and survey information directly in the questionnaire
- Data for indicators provided through downloadable file (Excel or CSV)
- Possibility to directly upload data using CSV file. Code list provided.

## **Questionnaire is in English only (translation will be added in 2024)**

- Translation of all indicator definitions available in the Manual for Measuring ICT Access and Use by Households and Individuals





HH Long Questionnaire 2023

# Upload file with indicator data: Excel

Excel file same look as 2022...

... **MUST** use **new version**

## 1a) ICT Access by urban/rural and household composition

The numbers included here should be population estimates (i.e. weighted sampling values).

[For definitions and further information on the indicators see the ITU Manual for Measuring ICT Access and Use by Households and Individuals](#)

	No.	Indicators	All households		Urban/Rural			
					Urban		Rural	
			Value	Note	Value	Note	Value	Note
		TOTAL NUMBER OF HOUSEHOLDS:						
RADIO AND TELEVISION	HH1	Number of households with a radio						
	HH2	Number of households with a television						
	HH13	Number of households with multichannel television by type						
		Cable TV (CATV)						
		Direct-to-home (DTH) satellite services						
		Internet-protocol TV (IPTV)						
		Digital terrestrial TV (DTT)						
	HH3	Number of households with telephone (fixed or mobile)						

## Remember:

- Please utilize the macro, which perform logical checks, prior to submission, e.g. male + female = total
- All values entered should be absolute values (not percentages)



HH Long Questionnaire 2023

## Upload file with indicator data: CSV

### CSV file MUST contain the following columns:

- *CodeID* (found using description file)
- *Country* (country name)
- *Data Year* (year of data)
- *Value* (numeric value – totals not percentages)
- *Notes* (any text or comments regarding the data point; not mandatory)

### Example file:

```
CodeID,Country,DataYear,Value,Notes
1234,CountryX,2022,10000,This is a note
1235,CountryX,2022,10000,
1236,CountryX,2022,10000,This is a note
1237,CountryX,2022,10000,
1238,CountryX,2022,10000,This is a note
1239,CountryX,2022,10000,
```

### CSV file accompanied by ITU code description file.

CodeID	Code	Basecode	Basecode Description	Indicator	Geographic designation	Household composition (children under 15)	Gender	Age group	Education level	Labour force status	Occupation
5604	HHA955_HHCNotChildren	HHA955	Number of households with a radio	HH1	Total	No children	Total	Total	Total	Total	Total
8117	HHU4212ab_HHCISCO-9_HHCFemale	HHU4212ab	Number of individuals who used the internet (from any location) in the last 3 months, Internet banking	HH9	Total	Total	Female	Total	Total	Total	ISCO-9
16124	HHU781w_HHCISCO-9	HHU781w	Number of individuals with ICT skills, writing a computer program using a specialized programming language	HH15	Total	Total	Total	Total	Total	Total	ISCO-9

**Any questions?**

**Thank you!**



WTI Long Questionnaire 2023

## **‘Hard’ validations**

**1/2**

### **Fixed telephone**

- *Number of fixed-telephone subscriptions (i112) > VoIP subscriptions (i112IP)*
- *Percentage of fixed-telephone subscriptions that are residential (i116) <= 100%*

### **Mobile cellular network**

- *Amount of spectrum offered for IMT systems, in MHz >= Amount of spectrum licensed for IMT systems, in MHz (comparison made for each MHz block)*

### **Internet**

- *Number of households covered by a fixed wired network (i4213cv) >= Number of households covered by a fixed wired network, by network technology (each technology)*

### **Fixed broadband (1/2)**

- *Number of fixed broadband subscriptions (i4213tfbb) >= Sum of fixed broadband subscriptions by speed (256 Kbit/s-2 Mbit/s, 2-10 Mbit/s, 10+ Mbit/s)*



WTI Long Questionnaire 2023

## **‘Hard’ validations**

**2/2**

### **Fixed broadband (2/2)**

- *Number of fixed broadband subscriptions (i4213tfbb) >= Sum of fixed broadband subscriptions by technology*

### **Mobile network**

- *Percentage of the population covered by a mobile network of lower technology >= Percentage of the population covered by a mobile network of higher technology, e.g. 3G > 2G or 4G > 3G.*

### **Mobile broadband**

- *Number of active mobile-broadband subscriptions (i271mw) >= Sum of Data and voice mobile-broadband subscriptions (i271mb\_active) and Data-only mobile-broadband subscriptions (i271md)*

### **Revenue**

- *Revenue from all telecommunication services (i75) > Revenue from mobile networks (i741)*



WTI Long Questionnaire 2023

## **‘Soft’ validations – warning messages**

### **Mobile cellular network**

- *Sum of amount of spectrum offered for IMT systems, by MHz block <> Amount of spectrum offered for IMT systems, in MHz ()*
- *Sum of amount of spectrum licensed for IMT systems, by MHz block <> Amount of spectrum offered for IMT systems, in MHz ()*

### **Internet**

- *International bandwidth usage, in Mbit/s (i4214u) > Lit/equipped international bandwidth capacity, in Mbit/s (i4214l)*

### **Fixed broadband**

- *Number of fixed broadband subscriptions (i4213tfbb) <> Sum of fixed broadband subscriptions by speed (256 Kbit/s-2 Mbit/s, 2-10 Mbit/s, 10+ Mbit/s)*
- *Number of fixed broadband subscriptions (i4213\_G10) <> Sum of fixed broadband subscriptions by speed (10-30 Mbit/s, 30-100 Mbit/s, 100+ Mbit/s)*