



INTERNATIONAL TELECOMMUNICATION UNION

Geneva, 11 January 2005

Publication Notice

No. 212-03-Rev-04

World Telecommunication Development Report
Access Indicators for the Information Society
7th edition, 2003



via ITU Website

This is the seventh edition of ITU's report on telecommunication trends. This edition has as its theme "Access Indicators for the Information Society", and was specially prepared for the first phase of the World Summit on the Information Society (WSIS), December 2003. In addition to analysis, the latest telecommunication indicators for some 180 economies worldwide are provided.

Date of publication:	English: available Spanish, French and Russian: available early 2005
Language:	English, Spanish, French and Russian
Paper format:	About 200 pages – A4 (21 × 29.7 cm)
Electronic format:	Adobe Acrobat™ PDF
Article number:	English: 24174 Spanish: 24176 French: 24175 Russian: 26260
ISBN number:	English: 92-61-10541-6 Spanish: 92-61-10543-2 French: 92-61-10542-4 Russian: 92-61-10544-0
Price in Swiss francs:	Catalogue Price: CHF 100.– Member States and Sector Members: –15% Administrations of Least Developed Countries: –80% Electronic Bookshop: CHF 100.– (No discount)

World Telecommunication Development Report

Access Indicators for the Information Society

7th edition, 2003

The 2003 World Telecommunication Development Report is a tool kit for measuring access to information and communication technologies (ICTs) and a synopsis of the current state of readiness worldwide for the information society. The need to rethink traditional indicators arises from today's emphasis on how the development of the information society is changing lifestyles, especially in how we communicate, work and play. Wider access to new technologies, especially the Internet, is crucial to overcoming the digital divide. It is determined not only by infrastructure but also by people's ability to afford and to use ICTs. The report evaluates indicators and statistical methodologies according to their ability to measure access to the information society, to understand national and global developments and to help make the right policy decisions. It also highlights the challenges in collecting data in developed as well as in developing countries.

The report includes six chapters. The *first* chapter puts the information society in context, describing why new indicators are needed to follow trends and make comparisons. The *second* chapter discusses indicators for measuring individual, household and community access to ICTs showing their relevance for different policy objectives such as universal service or access. Chapter *three* looks at measuring ICT access in the key sectors of businesses, government and schools, where ICT use is crucial for electronic commerce, transparent and efficient public administration, and to encourage youth to participate in the information society. Chapter *four* examines the interrelationship between ICT indicators and the Millennium Development Goals (MDGs), which have attracted considerable attention as a standard for identifying and measuring global development objectives. Chapter *five* presents the ITU Digital Access Index (DAI). The DAI measures the overall ability of individuals in some 180 economies to access and use new ICTs. It allows these economies to see how they compare to peers and to identify their relative strengths and weaknesses. It also provides a transparent and globally measurable way of tracking progress towards improving access to ICTs. This will be an essential element in the implementation of the WSIS Plan of Action and in the use of ICTs to meet the Millennium Development Goals. In conclusion, chapter *six* offers recommendations for improving the availability of information society access indicators.

The report was published to coincide with the first phase of the World Summit on the Information Society (WSIS), held in Geneva, in December 2003.

Contents

1. Accessing the Information Society
2. Measuring Access to ICTs
3. ICTs in Business, Education and Government
4. ICTs and the Millennium Development Goals
5. The Digital Access Index
6. Conclusion

GENERAL CONDITIONS OF SALE

■ Prices

The prices quoted in Publication Notices, as well as in the ITU Catalogue of Publications and in the Lists of ITU-T and ITU-R Recommendations (distributed free of charge and visible on the ITU website at the following address: www.itu.int/publications), are in Swiss francs (CHF) and are subject to change without notice.

Discounts of 15% are granted to Member States and Sector Members participating in the work of ITU. A discount of 80% of the catalogue price on all ITU publications is granted to Administrations of the Least Developed Countries (LDCs), as well as to libraries of educational institutions (for online subscriptions and CD-ROM/DVD-ROM publications only). **Please note that the minimum price for a publication bought from the Electronic Bookshop is twenty Swiss francs (CHF 20.–) and that there is no discount when using this service.**

All additional information concerning CD-ROMs, DVD-ROMs, online Recommendations and the ITU Electronic Bookshop can be found in the Catalogue of Publications and its associated Lists of ITU-R and ITU-T Recommendations.

■ Methods of payment

All publications ordered from ITU must be paid for in advance. Payments can be made:

- a) by credit card: American Express, Eurocard/Mastercard, Visa;
- b) by bank transfer to the UBS SA, Geneva, Account ITU Geneva, No. CH 96 0024 0240 C876 5565 0, SWIFT UBSWCHZH80A – Clearing No. 240;
- c) by cheque made payable to ITU;
- d) by international postal order;
- e) to the ITU postal cheque account: ITU Geneva, No. 12-50-3 (from within Switzerland);
- f) by UNESCO coupon.

Payments normally should be made in Swiss francs (CHF). Payments may also be made in other currencies freely convertible into CHF, provided that, when converted by the bank, the price of the service in CHF is covered. ITU does not accept letters of credit.

For faster order processing, we invite you to either pre-pay by credit card or take advantage of a new service by opening an ITU deposit account.

■ Forms of dispatch

The catalogue price includes the cost of dispatch by non-registered economy-class mail or the means of carriage most advantageous to ITU. Dispatch can be requested in other forms: i.e. airmail, DHL, Federal Express, TNT, UPS or diplomatic pouch. If one of these alternative methods is chosen, the dispatch cost will be added to the quote. As from 1 February 2003, the costs of shipping via registered mail have been added to the economy-class costs. You may, if you wish, refuse these conditions but, in this case, ITU will not be held responsible for the replacement of any undelivered orders dispatched by mail that has not been registered. Customs duties and other taxes or dues levied on imported goods are not borne by ITU. **ITU accepts no responsibility** for delay, loss or damage in shipment. Any discrepancy or claim must be communicated to ITU within six months of dispatch of the publication(s).

■ Return of publications

Where a publication found to be faulty is returned to ITU, the latter's responsibility shall be limited to replacement of the publication and payment of the costs arising from such replacement. Any publication returned to ITU as unwanted must reach it within one (1) month from the date of its dispatch to the customer, subject to ITU's prior agreement. A minimum charge of fifty Swiss francs (CHF 50.–) will normally be invoiced to the customer by ITU for return of the publication to stock.

No exchange or refund is available for purchases made directly at the ITU Bookshop.

In the case of electronic publications (CD-ROM, DVD-ROM and online), these general conditions shall apply, subject to the specific derogation provisions contained in the Licence Agreements. The placing of an order implies full acceptance of these general conditions of sale.

None of the provisions of these general conditions of sale shall be interpreted as constituting a derogation or renunciation of the privileges, immunities and facilities enjoyed by ITU in accordance with the international agreement applicable to it, in particular the Headquarters Agreement concluded with the Swiss Federal Council on 22 July 1971, as well as the Swiss law or any other relevant national legislation.

**Please note that orders cannot be taken over the telephone.
They should be sent in writing.**

Article number: ☐ 24174 English
☐ 26260 Russian

No. 212-03-Rev-04

World Telecommunication Development Report
Access Indicators for the Information Society
7th edition, 2003

Customer's billing address (please PRINT or type)

Name of the Company or Institution		
Division / Department	Name of Contact Person	
Street / Post Office Box		
City, State	ZIP / Post Code	
Country		
Phone number	Telefax number	E-mail

Order Form

Preferred form of shipment

<input type="checkbox"/> Economy (free of charge)*	<input type="checkbox"/> Federal Express (Int. Acc. #)
<input type="checkbox"/> Economy registered	<input type="checkbox"/> UPS (Int. Acc. #)
<input type="checkbox"/> Airmail registered	<input type="checkbox"/> TNT (Int. Acc. #)
<input type="checkbox"/> DHL (Int. Acc. #)	<input type="checkbox"/> TNT (Int. Acc. #)

Customer's shipping address (if different from above)

Name of the Company or Institution	
Division / Department	
Street / Post Office Box	
City, State, ZIP / Post Code	Country

Method of payment

<input type="checkbox"/> Cheque to the Secretary-General of ITU	<input type="checkbox"/> Money order to the Secretary-General of ITU	<input type="checkbox"/> Bank transfer to UBS SA, Geneva, Account No. CH 96 0024 0240 C876 5565 0, SWIFT UBSWCHZH80A - Clearing No. 240	of _____ CHF
Please charge _____ CHF to my credit card account		Cardholder _____	
<input type="checkbox"/> American Express	<input type="checkbox"/> Eurocard / Mastercard	<input type="checkbox"/> Visa	
Card number	<input type="text"/>	Expiry date	<input type="text"/>
		Security code	<input type="text"/>

Please send me

Article number	Publication title	Lang. code	Unit price	Quantity	Total CHF

I confirm this order

Your order reference	Name of signatory
Date	Signature

*Please note that ITU will not be held responsible for the replacement of any undelivered orders dispatched **by mail** which has **not been registered**.
ITU accepts **no responsibility** for loss, delay or damage in shipment.

Please sign and return the completed Order Form to:

ITU
Sales and Marketing Division
Place des Nations
CH-1211 Geneva 20 - Switzerland

Telefax: +41 22 730 51 94
E-mail: sales@itu.int