



Conclusions/Recommendations

- Collaboration between different ICT players is crucial in the development of ICT indicators as well as in the collection and dissemination of telecom/ICT data. The ministry, regulator and NSO should continue dialogue on what are the indicators appropriate for their country policy needs.
- Internationally agreed indicators and definitions should be used as basis of data collection to increase comparability between countries.
- Countries should increase efforts to complete and submit ITU questionnaires.



- Cost should be included in community access indicators particularly cost of public Internet access.
- Community access point should be redefined to include other location of access, which can include schools and other places in the villages (example: neighbor) .
- Community ICT access indicators should not just focus on Internet access but should include traditional ICTs such as telephone, radio and TV which are available in the village for public use.
- New indicators that will measure the quantity of MMS sent, VoIP, GSM public payphones should be included in the list of Top 50 Telecom indicators.
- Investigate on appropriate indicators for VSAT and teleconferencing services.



- Continue to collect gender-sensitive indicators such number of telecom staff and Internet users
- Information and knowledge should be disseminated to ALL stakeholders.
- Confidentiality of operators data in some countries hamper data collection of regulators. Operators should be assured that company data won't be published if considered confidential but data will only be used to aggregate country level data.



- There is a need to build capacity in the collection of telecom data in some agencies. Training of staff in the area of data collection, verification and dissemination is needed.
- Regulators/ministries may want to consider engaging an in-house statistician to be the focal point and responsible for telecom/data collection and dissemination. NSOs should help train and guide the focal point in area of data collection and dissemination.
- Workshops such as this one is considered important in building capacity and should also involve operators.



- ITU should develop standardized application (software) to help ministries/regulators data collection and dissemination.