



9th World Telecommunication/ICT Indicators Meeting (Port-Louis, 2011)

Speeches

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**9th World Telecommunication/ICT Indicators
Meeting (WTIM-11)
Mauritius, 7 - 9 December 2011**



Contribution to WTIM-11 session

**Document C/30-E
15 December 2011**

English

SOURCE: ITU

TITLE: Opening remarks by Brahima Sanou, Director, Telecommunication Development Bureau (BDT)

9th ITU World Telecommunication/ICT Indicators Meeting
Pailles, Mauritius, 7-9 December 2011

Opening remarks by
Brahima Sanou, Director, Telecommunication Development Bureau (BDT)

Honourable T. Pillay Chedumbrum, Minister of Information and
Communication Technology,

Mr Trilock Dwarka, Chairman, ICT Authority, Mauritius

Dr Krishna Oolun, Executive Director, ICT Authority,

Dr Bruno Lanvin, Executive Director, e-Lab, INSEAD

Distinguished delegates,

Ladies and Gentlemen,

- On behalf of Mr. Brahima Sanou, Director of the ITU Telecommunication Development Bureau, it is my great pleasure to welcome you to the 9th ITU World Telecommunication/ICT Indicators meeting. Mr Sanou expresses his profound regret for being unable to participate due to reasons beyond his control. Let me take this opportunity to thank Dr Krishna Oolun, Executive Director of the ICTA, for accepting to chair this meeting and lead us for the next three days.
- On behalf of ITU and its membership, I would like to thank ICTA and the entire Government of Mauritius, for hosting this meeting. You will agree with me – **the facilities are first class**. Perhaps, this is easy to understand because Mauritius is an island country. They say, small is beautiful and comes with flexibility and agility. Mauritius has successfully hosted many United Nations, ITU and other International Conferences and has never been found wanting.
- This meeting is being held at the right location as Mauritius has undergone tremendous transformation in recent decades and its economy, which used to be largely dependent on sugar, is today

increasingly diversified and ICT-driven. In fact, Mauritius made big strides towards its quest to becoming a **Cyber island**.

- As I am sure you already know, Mauritius is a very active member of the ITU, and thanks to effective regulation by our friends in ICTA, the local ICT sector has become more competitive, vibrant and efficient. As a result, it is no surprise to see Mauritius ranked **first** in the African region as evidenced by the ITU's latest ICT Development Index.
- All signs point to interesting discussions over the next three days. We should be able to have diverse but interesting views from the more than 270 registered participants representing 85 countries, as well as representatives from international organizations, academic institutions and private sector. This confirms that the WTIM has indeed become the leading forum on **Information Society Measurement** discourse.

Ladies and Gentlemen,
Distinguished Guests,

- Monitoring ICT developments based on quantitative indicators remains high on the global ICT for development (ICT4D) agenda.
- During the recent Broadband Leadership Summit held in October in Geneva, in conjunction with the ITU Telecom World 2011 event, world ICT leaders endorsed ambitious but achievable targets for broadband policy, affordability and uptake, and we will be reporting regularly on progress made towards meeting those targets. The data collected by ITU from its membership will provide a key source for the monitoring of these internationally agreed goals and targets.
- In order to take effective ICT policy decisions it is essential to have reliable data on access to ICTs; on how ICTs are used by citizens,

governments and businesses; and on the impact of ICTs on social and economic development. You may recall that the world community met in Istanbul from 9 to 13 May 2011 on the occasion of the Fourth United Nations Conference for the Least Developed Countries (LDC-1V). On that occasion, new targets were set on access to ICTs in LDCs where over 15 of them are Small Island Developing States like Mauritius.

- For that reason, ITU is making every effort to achieve the set goals and gives a lot of importance to ensuring the availability of reliable and timely indicators. At this juncture, let me share with you some of our latest figures.
- Our most recent studies show that the number of Internet users worldwide doubled during the past five years, and will have reached 2.4 billion by the end of this year. Developing countries have increased their share of Internet users from 44% in 2006, to 62% in 2011.
- Only 26% of the population in developing countries are currently using the Internet, and very few of them have broadband connection.
- A staggering 6 billion mobile-cellular subscriptions are expected by the end of this year. More than 90% of the global population lives within a mobile cellular signal.
- In Africa, we see mobile-broadband penetration standing at 4%, compared with less than 1% for fixed-broadband penetration. Worldwide, almost 160 economies have launched 3G services commercially, and the number of active mobile broadband subscriptions has increased to almost 1.2 billion. The percentage of the population living within reach of a 3G mobile signal has reached 45 %. But much more still needs to be done to bring affordable access to broadband services to people in all countries.

Honourable Minister,

Ladies and Gentlemen,

- This year's WTIM will focus a lot of attention on the subject of broadband measurement. In particular, we need to look closely at the different broadband speeds that are provided, and at the quality of the service, since these indicators can make a huge difference for broadband users.
- Broadband needs to be affordable, everywhere. ITU has been tracking fixed-broadband prices for a number of years, and publishes them as part of its ICT Price Basket. We have seen that access to fixed broadband services has become much more affordable over the past few years, especially in developing countries. With the increase in mobile broadband, we also need to monitor its affordability. I am very pleased to see that these important issues will be addressed by the meeting, and I encourage all of you to actively participate in the discussion and share your experiences.

Honourable Minister,
Ladies and gentlemen,

- International cooperation is essential if we want to advance the global information society. The same is true for ICT measurement. I am therefore pleased to see the participation of other international organizations in this meeting, with whom we closely cooperate under the framework of the Partnership on Measuring ICT for Development.
- The Partnership, which was created seven years ago, has been highly successful in raising awareness on the importance of ICT measurement and helping countries to produce ICT statistics. For that reason, session one of this meeting has been dedicated to showcase this spirit of Partnership.

- A new feature of this WTIM is the addition of a new topic on measuring e-waste. This is very timely as serious discussions are going on in Durban, at COP 17.
- Finally, a hearty welcome to all of you. It is my fervent hope that the 9th World Telecommunication/ICT Indicators Meeting will be a resounding success. Again, please remember that indicators permeate every facet of human life - it is a common denominator in all sectors. For that reason, the world is looking up to you, here present, to provide sound indicators on the basis of which the world of tomorrow could be shaped.
- I thank you.

**9th World Telecommunication/ICT Indicators
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Mauritius, 7 - 9 December 2011**



Contribution to WTIM-11 session

**Document C/31-E
15 December 2011**

English

SOURCE: Ministry of Information and Communication Technology, Mauritius

TITLE: Opening statement by H.E. T. Pillay Chedumbrum, Minister of Information and Communication Technology, Mauritius

**Address by the ICT Minister of Mauritius for WTIM
opening SVISS – Mauritius**

**Dr Cosmas Zavazava – Senior Manager and acting on behalf of the
Director of the BDT of ITU, Mr Brahima Sanou, who has
unfortunately had a last minute emergency to attend to;**

Mr Trilock Dwarka, Chairman of the ICTA;

Representatives of Member States of the ITU;

**Regulators and representatives of Statistics offices from across the
world;**

Chairpersons and CEOs of operators;

Ladies and Gentlemen;

On behalf of the Government of the Republic of Mauritius and on my own behalf, I would like to welcome you all to this World Telecommunication ICT Indicators Meeting, which is being hosted by the ICT Authority of Mauritius. It is indeed a special privilege for me to address you on the opening ceremony of this meeting, which will span over the next 3 days. I wish to commend the ICTA for having taken the

challenge of hosting this event and making it a resonating success, as we can already witness by the responses we have received.

Ladies and Gentlemen: Several structural changes have been taking place across the world especially through the wave of globalization. ICTs through the borderless telecommunications capabilities have pervaded all geographical barriers to make the world a global marketplace. More than half of the world population today has a mobile connectivity; meaning that the ICT is amongst the very few sectors that will achieve the Millenium Declaration Goal of the United Nations by 2015.

New technologies and the digitalization of many processes are also creating unprecedented challenges in terms of economical and political paradigms. Cyber security is also an evolving phenomenon of the digital era that should not be underestimated. The digital economy, if allowed to evolve in a safe and secure environment, has a growth potential for the global gross national product of many countries.

Those countries where enterprises are among the first to establish themselves on the secure and trusted digital Highway will have a guaranteed share in this growth. Countries which do not adapt quickly enough are likely to suffer a loss of earnings and jobs. The primary challenge therefore, is to be among the leaders in building a trusted and secure communication infrastructure. In this respect, Government and Regulators worldwide are under the constant pressure of reviewing their policy and regulatory frameworks in order to ensure that they do not miss out on the benefits and opportunities that lie ahead.

In addressing those policy and regulatory challenges precisely, one of the fundamental inputs that allow for a sound policy definition, is to have at hand the right indicators. These indicators, allow a country to assess its present state and from there, to define key performance targets, in relation to the situation where the country intends to find itself in the future.

In this regard, I feel that the regrouping of ICT Regulators, Statistics officials and policymakers from around the world under a common alliance, such as the WTIM, is highly laudable. Such an association will

enable every member state to address pertinent issues of common interests from a wider perspective in so far as the collection of reliable indicators is concerned.

Above all, the ITU should be recognized for having provided a platform of choice to forcefully convey the views and opinions of its individual member state on such a matter of common interest, in a consensual manner.

The WTIM2011 is coming at a point in time where, in Mauritius, the Government has spearheaded a number of initiatives and positive changes in the local ICT sector. We would be only too glad to share this experience with our peers with the same enthusiasm with which we look forward to learning from you in your areas of specialization, competence and excellence.

The state of advancement of telecommunications in any given country has become a Key Performance Indicator as regards the level of development

achieved. Telecommunication is indeed the foundation of our modern society. The political challenge consists in promoting the establishment of a telecommunications market, which can meet the demands, and requirements of the ordinary consumer, both in the short and long term. And again, it is only through reliable indicators that we may measure the extent to which we have achieved same.

It is therefore crucial that the Government actively takes steps to stimulate a competition-based supply of several different types of connections among the individual consumers in a secured network society. Once the connections are there, with the required level of quality and the required mechanism to adequately measure progress, then sky is the limit in terms of the imaginations of the users. Such is the promise that we have for the future generations of Mauritian in a country where we have set out to make broadband connectivity ubiquitous and affordable, in our forthcoming National Broadband Policy document to be released in a couple of weeks.

Whilst development does take place with its own inherent momentum subject to the inherent priorities set out in specific countries, more often than not, bottom-line political initiatives are the necessary catalyzing agent for enhanced development. I consider that it is an important political task to establish priorities regarding the task of Government as well as the task of other stakeholders; or else the negative impact of competition might very quickly impair the intended positive results.

In line with our commitments to the GATS at the WTO in 1998, the Government has come forward with the necessary legislations, which have continually been updated as and when required. A whole set of new Regulations have been made under the ICT Act, Data Protection Act and the Electronic Transactions Act in order to cater for the new market structures and to build trust and confidence in electronic transactions. The latest amendments to the ICT Act indeed are to take place in the Finance Bill to be passed.

The early era of telecom liberalization is well behind us. We are now moving the ICT value chain by capitalizing on the existing new networks and new business models that are developing. A National Public Key Infrastructure (PKI), for instance, has already been implemented in Mauritius with the ICT Authority being the Controller of Certification Authorities. I am informed that the first Certification Authority will soon start its operation after it would have obtained its recognition.

New business dynamics and opportunities in terms of Business Process Outsourcing and IT Enabled Services have established themselves as new streams for job creation and revenue generation for the country. The contribution of ICT to the GDP in Mauritius has over less than five years since the liberalization surpassed that of the traditional sectors such as sugar cane to establish itself as the third pillar of our economy.

Ladies and Gentlemen: Government, having recognized the potential of the ICT sector to become an important pillar of the Mauritian economy, has accelerated the democratisation of ICTs in the country. We have

brought reforms to the telecommunications sector to take into consideration the short and long term national objectives in the ever changing social, economic, political, and technological environment.

Our National ICT Strategic Plan has recently been reviewed to make it more responsive to the new opportunities and challenges of the telecommunications sector through technological convergence and interoperability. The new plan has also set out the methodology to ensure fair, effective and sustainable competition for the new set of market paradigm, and above all, to be able to measure the progress made. The vision of Government to create a telecommunication environment that allows optimal opportunities for all, citizens and businesses alike, to participate fully in the modern global information economy.

At the micro-level especially at the level of my Ministry, we have also given a new orientation to the administration of the country code Top Level Domain name (dot MU). Amendments to the present legislations are currently being worked into, in consultations with a multi-

stakeholders forum with a view to achieving the dot MU re-delegation. We are also with the support of the ITU, finalizing the establishment of our ICT Centre of Excellence.

There are also E-government initiatives that are being revamped at the level of my Ministry. We wish to move towards a more demand-driven approach in developing E-government applications that will improve the effectiveness and efficiency with which we deliver services to the public and within the Government. We are also putting an added value of PKI that will build trust in these kinds of businesses.

Along with the E-government revamping my Ministry is now embarking on the legislative definition to establish an independent Computer Emergency Response Team (commonly known as the CERT) with a view to promoting safety and security of our communication infrastructures within the greater context of our national cybersecurity strategy. In short, we wish to realize the vision of our Prime Minister of: **Putting People First** by Putting ICT first in the life of People to transform their lives.

Ladies and Gentlemen: technological development and the new forms of communication will bring about a complete revolution in our ways of life. A new social order, with new possibilities, and new problems, has already heralded its arrival: with new networks of communication between people, new networks of employees and enterprises, new networks of enterprises and shoppers, new networks of teachers and students. In such a context organisations like the ITU with the special mission it has set to itself, assumes a special significance.

I hope that the events being held by the ITU and hosted by the ICT Authority of Mauritius and which will stretch over the three days will enable all participants to chart out new visions in relation to the subject matter of Indicators in general; and I do not have the shadow of a doubt that this exercise will be a very fruitful one for everyone.

Since we are living in a context of new networks, ladies and gentlemen, let me express my earnest wish to see new networks of people in place so

that we may make the best use of our own regional and international resources for our mutual benefits.

May I end on an altogether different note and invite you to spare some time to spend at our golden beaches before you leave Mauritius, because you are right now in the country that has beaches which have won worldwide recognition.

I wish you all a very enriching interaction and now have the pleasure to declare the 9th ITU World Telecommunication ICT Indicators Meeting open.

Thank you.

**9th World Telecommunication/ICT Indicators
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Mauritius, 7 - 9 December 2011**



Contribution to WTIM-11 session

**Document C/32-E
15 December 2011**

English

SOURCE: Information and Communication Technologies Authority of Mauritius

TITLE: Opening remarks by Dr Oolun, Executive Director, ICT Authority, Mauritius

9th World Telecommunication/ICT Indicators Meeting
Opening Statement by Dr Krishna Oolun, Executive Director,
ICT Authority

**Honourable Ministers, Excellencies, Distinguished guests,
Colleagues and Ladies and Gentlemen**

I would like to thank you all for coming from far and wide to join us today in this 9th World Telecommunication ICT Indicators Meeting.

It has been said by speakers preceding me, and I am also convinced, that, if there is one enabler which can accelerate achievement of the MDGs it is ICT.

And if we want to move towards that achievement, it is imperative that we are in a position to measure our progress.

This reminds, me ladies and gents, of a fundamental notion about measurement and indicators in general which was cited by Lord Kelvin in 1883; [I quote]:

"I often say that when you can measure what you are speaking about, and express it in numbers, you know something about it; but when you cannot measure it, when you cannot express it in numbers, your knowledge is of a meagre and unsatisfactory kind; it may be the beginning of knowledge, but you have scarcely in your thoughts advanced to the state of Science, whatever the matter may be."
[Unquote] [PLA, vol. 1, "Electrical Units of Measurement", 1883-05-03]

It is in this conviction that the ITU is showing clear leadership in establishing harmonized approach to indicators and their measurements. The agenda for the 9th WTIM speaks for itself. I would be very pleased to steer you, over the coming three days into the different sessions which have been very carefully articulated to reflect the ceaseless trends with which the ICT sector is growing worldwide.

Together, we will be able to identify and support a new Alliance that will lead the development of reliable indicators for an Information and Knowledge based economy.

I salute the members from the various Administrations, Regulators and Statistics offices who are here in this meeting to further refine and develop concepts around the subject area of Indicators, through an interactive discussion and exchange of ideas and suggestions. This participation testifies that we believe that there is strong complementarity and synergy in what we are all doing for the ICT sector.

This morning therefore, I am seeking your esteemed support for adding positive value to the discussions that will be held over the next three days, with a view to making indicators becoming mainstream, successful and impactful for our ICT industry and society in general.

The time is short and our task is great.

I know I can count on you all.

I thank you very much indeed.

**9th World Telecommunication/ICT Indicators
Meeting (WTIM-11)
Mauritius, 7 - 9 December 2011**



Contribution to WTIM-11 session

**Document C/34-E
16 December 2011
English**

SOURCE: Information and Communication Technologies Authority of Mauritius

TITLE: Opening remarks by Trilock Dwarka, Chairman, ICT Authority of Mauritius

9th World Telecommunication/ICT Indicators Meeting

7-9 December 2011

Opening remarks by Trilock Dwarka, Chairman, ICT Authority of Mauritius

Welcome, Bonjour, Karibu, Ehlen we sehlen,

I would very much have liked to be more exhaustive than that as we extend, on behalf of the ICT Authority, a very warm welcome to all ITU delegates who have come here in Mauritius from the various regions of the world. I am deeply honoured to have been invited to address a few words to this distinguished gathering at the opening of the WTIM which marks a milestone for us in that it is the first ITU event to be held in Mauritius after quite a few years.

Mauritius has however been participating in ITU events on a regular basis at different levels with the Minister of ICT himself leading a delegation to the last ITU Plenipotentiary Conference in Guadalajara in Mexico and recently to ITU World held in Geneva. We see in the organization of this conference a recognition of our efforts to join in this synergy of nations to promote a sector that has become one of the key drivers of development not only in Mauritius but as well as in the region and in the world.

Ever since the WSIS Plan of Action drawn up in Geneva in 2003 and further upheld at the ensuing WSIS meetings in Tunis, countries and international

organizations have been called upon to allocate appropriate resources for the provision of ICT statistics and to develop effective measurement methodologies including basic ICT indicators.

In this respect, we have to acknowledge the massive and stupendous work done by the ITU and associated agencies in making available to the world a wealth of statistical information that helps to measure and benchmark ICT statistics while pursuing efforts aimed especially at statistical capacity building in developing countries.

Your sustained work provides our countries with precious tools to assess where we stand and with the appropriate knowledge to engage on a clear roadmap to meet the challenges of the future. I am sure everyone, even those in the political stratosphere are aware that strategic approaches to cope, for example, with the digital divide can only be implemented with more reliable data that are compiled so laboriously by those responsible for statistics and for whom this conference is primarily meant.

I believe the ICT Authority in Mauritius which is mandated under the ICT Act, Section 17 1 a to collect data related to the information and communication industry has been assuming its responsibilities in an effective way with the active support of our telecom operators. The ICTA has also been lending support to the Mauritius CSO and complementing their collection initiatives to allow us to obtain as clear a picture as possible of ICT developments and trends.

Mauritius is committed to share its experiences over this issue and on other ICT issues with regional ICT organizations like CRASA of the SADC region as well as with ARICEA which is a consultative and collaborative ICT forum within the COMESA group of countries.

The aim is to reach harmonization of policies within the ambit of the Harmonization of ICT Policies in Sub Sahara Africa and even outside the HIPSSA initiative.

We are however faced with immense challenges as in some countries in our region, reliable data is not available making it difficult to take the right ICT policy decisions or even to measure the impact that ICT is having on economic and social development. All this in a context of high demand for ICT indicators as Africa emerges as the next big ICT market or investment destination in the world.

This is why the ITU through the BDT is to be commended for its initiative over the choice of the venue which is timely and opportune and which I am sure will allow us to prioritize access to reliable information in ICT on our agenda.

I look forward to the exchanges that we shall have and I am convinced that this forum will usher in more regional and international collaboration that will help establish ways and means to build more institutional capacity in this sector in Mauritius, in the region and internationally.

May I conclude by wishing you a very productive Conference and an enjoyable stay in Mauritius.

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Contribution to WTIM-11 session

**Document C/35-E
16 December 2011**

English

SOURCE: Ministry of Information and Communication Technology, Thailand

TITLE: Statement by Mrs. Jirawan Boonperm, Permanent Secretary, MICT, Thailand

Statement by
Mrs. Jirawan Boonperm, Permanent Secretary
to be presented by
Ms. Kalaya Chinatiworn
Ministry of Information and Communication Technology of Thailand
at
9th World Telecommunication/ICT Indicators Meeting
9 December 2011, Port Louis, Mauritius

Mr. Chairman,

It is a great honour for me to deliver the statement on behalf of Mrs. Jirawan Boonperm, Permanent Secretary, Ministry of Information and Communication Technology of Thailand, who could not attend this important meeting due to an urgent official engagement.

Let me first of all present my congratulations to you on your success in bringing this meeting to a successful conclusion under your able guidance as a chairman. I would also like to thank the Government of Mauritius and ICTA for the excellent organization of this meeting.

The World Telecommunication/ICT Indicators Meeting or WTIM has been a yearly platform for us to exchange information and views on how to develop our work in this area to catch up with the fast evolving telecom and ICT sector. I personally would like to compliment the effort of the BDT to include into the WTIM agenda issues that contain social implications such as the use of ICTs by children and youth, child online protection, measuring information society and the WSIS targets, and measuring e-waste which was one of the sessions in this year's meeting. On a global scale, the availability and accessibility of ICT-related statistics that reflect different dimensions of ICT use and development will allow policymakers to align domestic policy with the international standards and trends. It is an essential task of an international organization like

ITU to facilitate a worldwide dissemination of these data and statistics in ways that developed and developing countries alike can profit from them.

In recognition of the importance of international fora on telecom and ICT indicators, I have the honour to announce that the Royal Thai Government had extended our invitation for ITU to hold the next WTIM in Bangkok, the capital city of Thailand and we received a favorable response from the ITU in accepting our proposal. During the latest session of the ITU Council, it was decided that the next WTIM shall be convened in the last week of September 2012 for 3 days.

We are confident that the attractiveness of Thailand, the friendly nature and hospitality of people, and our world class convention facilities will guarantee success for WTIM 2012. Although we will need to work very hard to live up to the expectations from all of you now that you have experienced the Mauritian impressive hosting, we promise to do our best to ensure that the next meeting in Bangkok will be one of the most successful WTIM.

Thank you.
