

# YEARBOOK OF **STATISTICS**

**Telecommunication/  
ICT Indicators  
2001–2010**

# 2011

ITU-D





# **YEARBOOK OF STATISTICS**

Telecommunication/ICT Indicators  
Chronological Time Series 2001-2010

December 2011



Copyright © 2011  
International Telecommunication Union  
Place des Nations  
CH-1211 Geneva 20, Switzerland

December 2011

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the International Telecommunication Union.

The boundaries, denominations, and classifications used in this publication do not imply any judgement on the legal or other status of any territory or acceptance of any boundary. When the designation “country” appears in this publication, it covers countries and territories.

ISBN 92-61-13981-7

CONTENTS

CONTENTS ..... iii

INTRODUCTION ..... 1

DEFINITIONS ..... 2

SOURCES ..... 9

LIST OF NATIONAL SOURCES ..... 10

ECONOMY TABLES ..... 21

ICT ACCESS AND USE BY HOUSEHOLDS AND INDIVIDUALS TABLES ..... 271



## INTRODUCTION

1. This document is published in pursuance of ITU-T Recommendation C.1 (Helsinki, 1993) and the results of the first World Telecommunication Indicators Meeting (Geneva, 1996).
3. Data are presented in the form of one table per economy for a ten-year time series (2001-2010). The time series items shown for each economy vary depending on availability. Explanations of the time series are shown under *Definitions*. Economy-specific notes relating to a time series are indicated by a footnote reference; the note text is available after the economy tables. The data shown for each economy relate to the fiscal year used in the economy (identified at the top of the table). Financial data are shown in current prices in the currency used in the economy (identified at the top of the table).
4. The units of the data are shown under the column heading "Unit" and vary depending on the economy:

(blank)	In units (i.e., no scaling made)
10 <sup>3</sup>	Thousands (i.e., 1'000)
10 <sup>6</sup>	Millions (i.e., 1'000'000)
10 <sup>9</sup>	Billions (i.e., 1'000'000'000)
%	Per cent

Thousands are separated by an apostrophe (') and decimals by a period (.).

Other symbols used:

...	Data not available.
—	Zero or a quantity less than the unit shown.
	Also used for data items that are not applicable.
<i>Italics</i>	Data in italics are estimates.

5. Telecommunication/ICT data have been obtained from replies to ITU questionnaires and reports from telecommunication ministries, regulators, operators and national statistics offices. The main source of the telecommunication/ICT data for each economy is shown in the list of national sources. Demography and , Economy data are generally provided by other national and international organizations (see *Sources*).
6. The Yearbook has been prepared by the ITU Telecommunication Development Bureau (BDT).

Comments should be addressed to:

ICT Data and Statistics Division  
Telecommunication Development Bureau  
International Telecommunication Union  
CH-1211 Geneva 20, Switzerland

Fax: +41 22 730 6449  
Email: [indicators@itu.int](mailto:indicators@itu.int)

7. Information about ITU statistics is available on:

<http://www.itu.int/ITU-D/ict>

## DEFINITIONS

INDICATOR	DEFINITION
<b>DEMOGRAPHY, ECONOMY</b>	The indicators in this category are useful for deriving ratios in order to make comparisons across countries. They are generally obtained from international organizations (see <i>Sources</i> ) or national statistical offices. Readers are advised to consult the publications of the international organizations shown in <i>Sources</i> for precise definitions of the demographic and macro-economic data.
Population	The data for population are mid-year estimates. They typically refer to the de facto population within the present boundaries.
Households	The data for households refer to the number of housing units consisting of persons who live together or a person living alone. Estimates are based on growth rates between censuses.
Gross domestic product (GDP)	The data for Gross Domestic Product (GDP) are current price data in national currency. GDP is the sum of final expenditures on goods and services in the domestic economy.
Average annual exchange rate per US\$	Refers to the yearly average of the number of national currency units per one United States dollar. Yearly averages are generally calculated as arithmetic averages of monthly rates. Note that there can be differences between official, market and unofficial rates. In some countries for which average rates cannot be obtained, an end of period rate is used.
<b>FIXED TELEPHONE NETWORK</b>	The indicators in this category refer to the fixed telephone network.
Fixed-telephone subscriptions	<i>Fixed-telephone subscriptions</i> refers to the sum of active number of analogue fixed-telephone lines, voice-over-IP (VoIP) subscriptions, fixed wireless local loop (WLL) subscriptions, ISDN voice-channel equivalents and fixed public payphones.  This indicator was previously called <i>Main telephone lines in operation</i> .
Fixed-telephone subscriptions per 100 inhabitants	Calculated by dividing the number of fixed telephone subscriptions by the population and multiplying by 100.
-Residential fixed-telephone subscriptions	Also referred to as <i>percentage of fixed-telephone subscriptions that are residential</i> refers to the percentage obtained by dividing the number of active fixed-telephone subscriptions serving households (i.e. lines that are not used for business, government or other professional purposes or as public telephone stations) by the number of fixed-telephone subscriptions and then multiplying by 100.  A household is defined as consisting of one or more people, who may or may not be related to each other, who share accommodation and who make common provision for food. Active subscriptions include all postpaid subscriptions and those prepaid subscriptions that have registered an activity in the past three months.
-Fixed-telephone subscriptions in urban areas	Also referred to as <i>percentage of fixed-telephone subscriptions in urban areas</i> refers to the percentage obtained by dividing the number of fixed-telephone subscriptions in urban areas by the number of fixed-telephone subscriptions in the country and then multiplying by 100. The definition of urban used by the country should be provided.
ISDN subscriptions	ISDN subscriptions refers to the number of subscriptions to the integrated services digital network (ISDN). This can be separated into basic-rate and primary-rate interface service
-Basic access ISDN subscriptions	Refers to the number of subscriptions to the ISDN basic-rate interface service.
-Primary access ISDN subscriptions	Refers to the number of subscriptions to the ISDN primary-rate interface service.
ISDN voice-channel equivalents	<i>ISDN voice-channel equivalents</i> refers to the sum of basic-rate and primary-rate voice-channel equivalents (B-channel equivalents). Basic-rate voice-channel equivalents is the number of basic-rate ISDN subscriptions multiplied by 2, and primary-rate voice-channel equivalents is the number of primary-rate ISDN subscriptions multiplied by 23 or 30, depending on the standard implemented.
VoIP subscriptions	<i>VoIP subscriptions</i> refers to the number of voice-over-Internet protocol (VoIP) fixed-line subscriptions. It is also known as voice over broadband (VoB), and includes VoIP subscriptions through fixed wireless, DSL, cable, fibre optic and other fixed-broadband Internet platforms that provide fixed telephony using IP. It excludes software-based VoIP applications (e.g. VoIP with Skype using computer-to-computer or computer-to-telephone). Those VoIP subscriptions that do not imply a recurrent monthly fee should only be counted if they have generated inbound or outbound traffic within the past three months.
Localities with telephone service	Also referred to as <i>percentage of localities with telephone service</i> refers to the percentage of localities that have a fixed-telephone or mobile-telephone service, or both. To enhance usefulness, the total number of localities should be provided as well as the population of localities covered by a telephone service.  Having a telephone service means that inhabitants of that locality have the ability to place and receive telephone calls from that locality. Telephone services include public facilities and/or subscription services available on demand.  A locality is defined as a distinct population cluster, i.e. population living in neighbouring buildings that: (a) form a continuous built-up area with a clearly



INDICATOR	DEFINITION
	recognizable street formation; or (b) though not part of such a built-up area, form a group to which a locally recognized place name is uniquely attached; or (c) though not falling within either of the above two requirements, constitute a group of buildings none of which is separated from its nearest neighbour by more than 200 metres.
Public payphones	<i>Public payphones</i> refers to the total number of all types of public telephones, including coin- and card-operated phones and public telephones in call offices. Publicly available phones installed in private places should also be included, as should mobile-cellular public payphones. All public telephones, regardless of capability (e.g. local calls or national only), should be counted.
<b>MOBILE CELLULAR NETWORK</b>	The indicators in this category refer to mobile cellular networks.
Mobile-cellular telephone subscriptions	<i>Mobile-cellular telephone subscriptions</i> refers to the number of subscriptions to a public mobile-telephone service that provide access to the PSTN using cellular technology. The indicator includes (and is split into) the number of postpaid subscriptions, and the number of active prepaid accounts (i.e. that have been used during the last three months). The indicator applies to all mobile-cellular subscriptions that offer voice communications. It excludes subscriptions via data cards or USB modems, subscriptions to public mobile data services, private trunked mobile radio, telepoint, radio paging and telemetry services.
Mobile-cellular subscriptions per 100 inhabitants	Calculated by dividing the number of mobile-cellular telephone subscriptions by the population and multiplying by 100.
- Mobile-cellular telephone subscriptions, prepaid	<i>Mobile-cellular telephone subscriptions, prepaid</i> refers to the total number of mobile-cellular telephone subscriptions that use prepaid refills. These are subscriptions where, instead of paying an ongoing monthly fee, users purchase blocks of usage time. Only active subscriptions should be included (those used at least once in the last three months for making or receiving a call or carrying out a non-voice activity such as sending or reading an SMS or accessing the Internet).
Mobile population coverage	Also referred to as <i>percentage of the population covered by a mobile-cellular telephone network</i> . It refers to the percentage of inhabitants within range of a mobile-cellular signal, irrespective of whether or not they are subscribers or users. This is calculated by dividing the number of inhabitants within range of a mobile-cellular signal by the total population and multiplying by 100.
Active mobile- broadband subscriptions	<i>Active mobile-broadband subscriptions</i> refers to the sum of standard mobile-broadband and dedicated mobile-broadband subscriptions. It covers actual subscribers, not potential subscribers, even though the latter may have broadband enabled-handsets.
- Standard mobile-broadband subscriptions	Refers to mobile-cellular subscriptions with an advertised data speed of 256 kbit/s or greater that allow access to the greater Internet via HTTP and have been used to make a data connection using Internet protocol (IP) in the previous three months. Standard SMS and MMS messaging do not count as active Internet data connections, even if they are delivered via IP.  This includes mobile subscriptions that use mobile-broadband services on a pay-per-use basis. It excludes mobile subscriptions with a separate monthly data plan for mobile-broadband access.
- Dedicated mobile-broadband subscriptions	Refers to subscriptions to dedicated data services (over a mobile network) that allow access to the greater Internet and that are purchased separately from voice services, either as a standalone service (e.g. using a data card such as a USB modem/dongle) or as an add-on data package to voice services that requires an additional subscription. All dedicated mobile-broadband subscriptions with recurring subscription fees are included as 'active data subscriptions' regardless of actual use. Prepaid mobile-broadband plans require use in the last three months if there is no monthly subscription. This indicator could also include mobile WiMAX subscriptions, if there are any in the country.
<b>INTERNET</b>	
Fixed (wired) Internet subscriptions	<i>Fixed (wired) Internet subscriptions</i> refers to the number of active fixed (wired) Internet subscriptions at speeds less than 256 kbit/s (such as dial-up and other fixed non-broadband subscriptions) and total fixed (wired)-broadband subscriptions.
Fixed (wired)-broadband subscriptions	<i>Fixed (wired)-broadband subscriptions</i> refers to 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 and other fixed (wired)-broadband subscriptions. 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 and technologies listed under the wireless-broadband category.
Fixed (wired)-broadband subscriptions per 100 inhab.	Calculated by dividing the number of fixed (wired) broadband Internet subscriptions by the population and multiplying by 100.
-Cable modem Internet subscriptions	<i>Cable modem Internet subscriptions</i> refers to the number of Internet subscriptions using a cable modem service to access the Internet, at downstream speeds greater than, or equal to, 256 kbit/s. Cable modem is a modem attached to a cable television network.

INDICATOR	DEFINITION
-DSL Internet subscriptions	<i>DSL Internet subscriptions</i> refers to the number of Internet subscriptions using digital subscriber line (DSL) services to access the Internet, at downstream speeds greater than or equal to 256 kbit/s. DSL is a technology for bringing high-bandwidth information to homes and small businesses over ordinary copper telephone lines. It should exclude very high-speed digital subscriber line (VDSL) subscriptions if these are provided using fibre directly to the premises.
- Fibre-to-the-home/building Internet subscriptions	<i>Fibre-to-the-home/building Internet subscriptions</i> refers to the number of Internet subscriptions using fibre-to-the-home or fibre-to-the-building, at downstream speeds equal to, or greater than, 256 kbit/s. This should include subscriptions where fibre goes directly to the subscriber's premises or fibre-to-the-building subscriptions that terminate no more than 2 metres from an external wall of the building. Fibre-to-the-cabinet and fibre-to-the-node are excluded.
- Other fixed (wired)-broadband subscriptions	<i>Other fixed (wired)-broadband subscriptions</i> refers to Internet subscriptions using other fixed (wired)-broadband technologies to access the Internet (other than DSL, cable modem, and fibre), at downstream speeds equal to, or greater than, 256 kbit/s. This includes technologies such as ethernet LAN, and broadband-over-powerline (BPL) communications. Ethernet LAN subscriptions refer to subscriptions using IEEE 802.3 technology. BPL subscriptions refer to subscriptions using broadband-over-powerline services. Users of temporary broadband access (e.g. roaming between PWLAN hotspots), users of WiMAX and those with Internet access via mobile-cellular networks are excluded.
International Internet bandwidth, in Mbit/s	<i>International Internet bandwidth</i> refers to the total used capacity of international Internet bandwidth, in megabits per second (Mbit/s). It is measured as the sum of used capacity of all Internet exchanges (locations where Internet traffic is exchanged) offering international bandwidth. If capacity is asymmetric (i.e. more incoming (downlink) than outgoing (uplink) capacity), then the incoming (downlink) capacity should be provided.
International Internet bandwidth (bps) per Internet user	Calculated by dividing the number of international Internet bandwidth by the number of Internet users.
<b>QUALITY OF SERVICE</b>	The indicators in this category refer to the quality of service in the fixed telephone network.
Faults per 100 fixed-telephone lines per year	<i>Faults per 100 fixed-telephone lines per year</i> refers to the total number of reported faults for fixed-telephone lines. Faults that are not the direct responsibility of the public telecommunication operator should be excluded. The number of faults per 100 fixed lines per year should reflect the total reported by all fixed-telephone operators in the country.
Fixed-telephone faults cleared by next working day	<i>Percentage of fixed-telephone faults cleared by next working day</i> refers to the number of reported faults for fixed-telephone lines that have been repaired by the end of the next working day (i.e. not including non-working days such as weekends and holidays). The indicator should reflect the total number of faults cleared across all fixed-telephone operators in the country.
<b>TELEPHONE TRAFFIC</b>	The indicators in this category refer to the volume of traffic carried over the fixed telephone network and mobile cellular network. <i>Minutes</i> refer to the number of minutes of use.
Domestic fixed-to-fixed telephone traffic (minutes)	<p><i>Domestic fixed-to-fixed telephone traffic</i> refers to completed local and domestic long-distance fixed-telephone voice traffic. The indicator should be reported as the number of minutes of traffic during the reference year. This should exclude minutes used for dial-up Internet access. The indicator can be broken down as follows:</p> <p>a: Local fixed-to-fixed telephone traffic, in minutes</p> <p>Refers to effective (completed) fixed-telephone line voice traffic exchanged within the local charging area in which the calling station is situated. This is the area within which one subscriber can call another on payment of the local charge (if applicable). This indicator should be reported in the number of minutes, which should exclude minutes used for dial-up Internet access.</p> <p>b: Long-distance fixed-to-fixed telephone traffic, in minutes</p> <p>Refers to effective (completed) fixed national long-distance telephone voice traffic exchanged with a station outside the local charging area in which the calling station is situated. The indicator should be reported as the number of minutes of traffic. It excludes local calls, calls to mobile networks, calls abroad, and calls to special service numbers such as ISPs for Internet dial-up.</p>
Domestic mobile-telephone traffic (minutes)	<p><i>Domestic mobile telephone traffic</i> refers to the total number of minutes of calls made by mobile subscribers within a country (including minutes to fixed-telephone and minutes to mobile-phone subscribers). The indicator can be broken down as follows:</p> <p>a: Outgoing mobile traffic to same mobile network, in minutes</p> <p>Refers to the number of minutes of calls made by mobile subscribers to the same mobile network (within the country). The indicator refers to the number of minutes originating on mobile networks and terminating on the same mobile network (on-net). It does not cover minutes of calls from mobile to fixed or mobile to other</p>

INDICATOR	DEFINITION
	<p>mobile networks.</p> <p>b: Outgoing mobile traffic to other mobile networks, in minutes</p> <p>Refers to the number of minutes of calls made by mobile subscribers to other mobile networks (within the country). The indicator refers to the number of minutes originating on mobile networks and terminating on different domestic mobile networks (off-net). It does not cover minutes of calls from mobile to fixed or mobile to the same mobile networks.</p> <p>c: Outgoing mobile traffic to fixed networks, in minutes</p> <p>Refers to the number of minutes of calls made from mobile-cellular networks to fixed-line telephone networks within the country. The indicator refers to the number of minutes originating on mobile networks and terminating on fixed-line telephone networks within the country.</p>
Fixed-to-mobile telephone traffic (minutes)	<i>Fixed-to-mobile telephone traffic</i> refers to total traffic from all fixed-telephone networks to all mobile-cellular networks within the country. The indicator should be reported as the number of minutes of traffic during the reference year.
Mobile traffic to fixed networks (minutes)	<i>Mobile traffic to fixed networks</i> refers to the number of minutes made from mobile cellular network to fixed networks within the country.
International outgoing total telephone (minutes)	<i>International outgoing total telephone</i> refers to effective (completed) international outgoing minutes of telephone traffic originating from national networks, fixed and mobile, including managed VoIP.
- International outgoing fixed-telephone (minutes)	<i>International outgoing fixed-telephone</i> refers to effective (completed) fixed-telephone voice traffic originating in a given country to destinations outside that country. This should include traffic to mobile phones outside the country. The indicator should be reported in number of minutes of traffic. It excludes calls originating in other countries. It should include VoIP traffic.
- International outgoing mobile traffic (minutes)	This indicator refers to <i>outgoing mobile traffic to international</i> which is the number of mobile minutes originating in a country to any destinations outside that country.
International incoming total telephone (minutes)	<i>International incoming total telephone</i> refers to effective (completed) international incoming minutes of telephone traffic originating outside the country and terminating in national fixed and mobile networks without transit, including managed VoIP.
- International incoming fixed-telephone (minutes)	<i>International incoming fixed-telephone</i> refers to effective (completed) fixed-telephone voice traffic originating outside the country with a destination inside the country, irrespective of whether the call was from a fixed or mobile subscriber. It excludes minutes of calls terminating in other countries, but should include VoIP traffic.
- International incoming to mobile network (minutes)	<i>Incoming international traffic to mobile network</i> refers to the number of incoming minutes (fixed and mobile) received by mobile networks originating in another country.
SMS sent	<i>SMS sent</i> refers to the total number of mobile short-message service (SMS) messages sent, both to national and international destinations. This should exclude messages sent by computers to mobile handsets or to other computers.
MMS sent	<i>MMS sent</i> refers to the total number of mobile multimedia-messaging service (MMS) messages sent, both to national and international destinations. This should exclude messages sent by computers to mobile handsets or to other computers.
VoIP traffic (minutes)	<i>VoIP traffic</i> refers to the number of minutes of traffic using managed fixed voice-over-Internet protocol (VoIP) telephony. A managed VoIP service is a publicly available telephone service provided using VoIP for call origination, where the operator controls the quality of service provided. This variable specifies total VoIP traffic (national and international). It should exclude traffic exchanged using software-based VoIP, where the calls originate using computers that do not have an assigned telephone number.
<b>STAFF</b>	The indicators in this category refer to the number of staff in the telecommunication service sector.
Full-time telecommunication employees	<i>Full-time equivalent telecommunication employees</i> refers to the total number of persons, in full-time equivalent (FTE) units, employed by telecommunication operators in the country for the provision of telecommunication services, including fixed, mobile and Internet services. This indicator excludes staff working in broadcasting businesses that offer only traditional broadcasting services. Part-time staff should be expressed in terms of full-time staff equivalents (FTE).
-of which: female	Persons employed by all telecommunication operators, female.
<b>TARIFFS</b>	Tariffs are expressed in local currency and include any relevant taxes unless otherwise noted. If taxes are not included, the applicable tax rate should be indicated in the note.
Installation fee for residential telephone service	<i>Installation fee for residential telephone service</i> refers to the one-off charge involved in applying for a basic residential fixed-telephone service.
Installation fee for business telephone service	<i>Installation fee for business telephone service</i> refers to the one-off charge involved in applying for a business basic fixed-telephone service.

INDICATOR	DEFINITION
Monthly subscription for residential telephone service	<i>Monthly subscription for residential telephone service</i> refers to the recurring fixed charge for subscribing to a residential postpaid PSTN service. The charge should cover the rental of the line, but not the rental of the terminal (e.g. telephone set), where the terminal equipment market is liberalized. If the rental charge includes any allowance for free or reduced rate call units, this should be indicated.
Monthly subscription for business telephone service	<i>Monthly subscription for business telephone service</i> refers to the recurring fixed charge for subscribing to a postpaid fixed-telephone service for business use. The charge should cover the rental of the line but not the rental of the terminal (e.g. telephone set), where the terminal equipment market is liberalized. If the rental charge includes any allowance for free or reduced rate call units, this should be indicated.
3-minute local call to fixed telephone (peak rate)	Price of a three-minute local call to a fixed-telephone line, peak rate
3-minute local call to fixed telephone (off-peak rate)	Price of a three-minute local call to a fixed-telephone line, off-peak rate
Mobile cellular prepaid connection charge	<i>Mobile-cellular prepaid connection charge</i> is the initial, one-time charge for a new prepaid mobile-cellular subscription. Refundable deposits should not be counted. The connection fee corresponds usually to the price charged for the subscriber identity module (SIM) card, but may include other fees. It should be noted if free minutes, free SMS or other free services are included in the connection charge.
Mobile-cellular prepaid–1-min call (peak, on-net)	Mobile-cellular prepaid – price of a one-minute local call (peak, on-net)
Mobile-cellular prepaid–1-min call (off-peak, on-net)	Mobile-cellular prepaid – price of a one-minute local call (off-peak, on-net)
Mobile-cellular prepaid–1-min call (peak, off-net)	Mobile-cellular prepaid – price of a one-minute local call (peak, off-net)
Mobile-cellular prepaid–1-min call (off-peak, off-net)	Mobile-cellular prepaid – price of a one-minute local call (off-peak, off-net)
Fixed (wired)-broadband connection charge	<i>Fixed (wired)-broadband connection charge</i> refers to the initial, one-time charge for a new fixed (wired)-broadband Internet connection. The tariffs should represent the cheapest fixed (wired)-broadband plan on the basis of a 1 gigabyte (GB) monthly usage. Refundable deposits should not be counted.
Fixed (wired)-broadband monthly subscription charge	<i>Fixed (wired)-broadband monthly subscription charge</i> refers to the monthly subscription charge for fixed (wired)-broadband Internet service. Fixed (wired) broadband is considered to be any dedicated connection to the Internet at downstream speeds equal to, or greater than, 256 kbit/s. If several offers are available, preference should be given to the 256 kbit/s connection.
Fixed (wired)-broadband speed, in Mbit/s	<i>Fixed (wired)-broadband speed, in Mbit/s</i> refers to the advertised maximum theoretical download speed, and not speeds guaranteed to users associated with a fixed (wired)-broadband Internet monthly subscription
Fixed (wired)-broadband cap, in Gigabytes	<i>Fixed (wired)-broadband cap</i> refers to the maximum amount of Internet data, in gigabytes (GB), that can be transferred within a month, included in the fixed (wired)-broadband monthly subscription.
Fixed (wired)-broadband - price of excess usage	<i>Fixed (wired)-broadband - price of excess usage</i> refers to the price per additional gigabyte (GB) of Internet data downloaded once the monthly allotted limit of the fixed (wired)-broadband subscription is used.
<b>REVENUE</b>	The indicators in this category are in current prices and national currency. Revenue (turnover) is generally reported net of taxes collected by operators. Caution should be taken in this category since the definition of telecommunication revenue varies across countries and is subject to different accounting policies.
Revenue from all telecommunication services	<i>Revenue from all telecommunication services</i> refers to revenue earned from retail fixed-telephone, mobile-cellular, Internet and data services offered by telecommunication operators (both network and virtual) offering services within the country. Revenue (turnover) consists of retail telecommunication service earnings (therefore excluding revenue from wholesaling activities) during the financial year under review.
- Revenue from fixed-telephone services	<i>Revenue from fixed-telephone services</i> refers to revenue received for the connection (installation) of fixed-telephone services, revenue from recurring charges for subscription to the PSTN and revenue from fixed-telephone calls.
- Revenue from mobile networks	<p><i>Revenue from mobile networks</i> refers to retail revenue received from the provision of mobile-cellular communication services, including all voice, SMS and data (narrowband and broadband) services. This includes:</p> <p>a. Revenue from voice services</p> <p>Refers to all mobile-cellular retail revenue from the provision of voice services. It includes voice revenues from national and international calls, but excludes revenues from roaming services.</p> <p>b. Revenue from outbound roaming</p> <p>Refers to all mobile-cellular retail roaming revenue from own subscribers roaming abroad. It does not cover foreign mobile subscribers roaming into the country and international calls originating or terminating on the country's mobile networks.</p> <p>c. Revenue from mobile data services</p> <p>Refers to revenue from the provision of non-voice services including messaging, data and Internet services. It excludes other mobile-cellular services and wireless Internet access services not relating to mobile networks (e.g. satellite or terrestrial fixed wireless technologies).</p>

INDICATOR	DEFINITION
	<p>d. Revenue from text and multimedia messaging services</p> <p>Refers to revenue from text messaging and multimedia messaging (SMS and MMS). Some countries may account for this in different ways. For example, some mobile plans include free SMS or MMS that are liable to be classified as voice revenue rather than mobile-messaging revenue. The treatment of premium messages – where users pay an additional amount over the regular messaging rate – can vary among operators, since they typically share the revenue with a premium-service provider. Operators may also include revenue from international messaging in other categories. The preference is to include all revenue earned by the operator from the provision of messaging services to retail customers. Any deviation from this definition should be explained in a note.</p>
<b>INVESTMENT</b>	The indicators in this category refers to the annual investment in telecommunication networks.
Annual investment in telecommunication services	<p><i>Annual investment in telecommunication services</i>, also referred to as annual capital expenditure, refers to the investment during the financial year in telecommunication services (including fixed, mobile and Internet services) for acquiring or upgrading property and networks. Property includes tangible assets such as plant, intellectual and non-tangible assets such as computer software. The indicator is a measure of investment in telecommunication infrastructure in the country, and includes expenditure on initial installations and additions to existing installations where the usage is expected to be over an extended period of time. It excludes expenditure on research and development (R&amp;D), annual fees for operating licences and the use of radio spectrum, and investment in telecommunication software or equipment for internal use.</p> <p>The indicator includes (but is not necessarily the sum of) annual investment in fixed-telephone services, annual investment in fixed (wired)-broadband services, annual investment in mobile communication services, and other annual investment in telecommunication services where other such as fixed wireless-broadband, satellite and leased lines.</p>
- Annual investment in fixed-telephone services	<i>Annual investment in fixed-telephone services</i> refers to investment in fixed-telephone services for acquiring and upgrading property and networks within the country. This indicator refers to annual investment in assets related to fixed-telephone networks and the provision of services.
- Annual investment in fixed broadband services	<i>Annual investment in fixed broadband services</i> refers to investment in fixed (wired)-broadband services for acquiring and upgrading property and networks within the country. This indicator refers to annual investment in assets related to fixed (wired)-broadband networks and the provision of services.
- Annual investment in mobile communication services	<i>Annual investment in mobile communication services</i> refers to investment in mobile services for acquiring and upgrading property and networks within the country. It should include investments made for mobile-broadband services. This indicator refers to annual investment in assets related to mobile communication networks and the provision of services. It should include investment in mobile-broadband networks.
<b>COMMUNITY ACCESS INDICATORS</b>	
Localities with PIAC	A public Internet access centre (PIAC) is a site, location, and centre of instruction at which broadband Internet access is made available to the public, on a full-time or part-time basis. This may include telecentres, digital community centres, Internet cafés, libraries, education centres and other similar establishments, whenever they offer Internet access to the general public. All such centres should have at least one public computer for Internet access. The percentage of localities with public Internet access centres (PIACs) is computed by dividing the number of localities with at least one PIAC by the total number of the country's localities and multiplying by 100.
Population with access to a PIAC	<i>Population with access to a PIAC</i> refers to the number of inhabitants enjoying public Internet access centre (PIAC) coverage as a proportion of the country's total population. When a locality (village, town, city, etc.) has at least one PIAC, then the entire population living in this locality is considered to be served by that PIAC.
<b>ICT ACCESS AND USE</b>	
Households with a TV	Refers to the proportion of households with a TV at home. Data are based on surveys generally carried out by national statistical offices.
Households with a fixed line telephone	Refers to the proportion of households with a fixed line telephone at home. Data are based on surveys generally carried out by national statistical offices.
Households with a mobile telephone	Refers to the proportion of households with a mobile cellular telephone at home. Data are based on surveys generally carried out by national statistical offices.
Households with a computer	Refers to the proportion of households with a computer at home. Data are based on surveys generally carried out by national statistical offices.
Households with Internet access at home	Refers to the proportion of households with Internet access at home. Data are based on surveys generally carried out by national statistical offices.
Mobile cellular telephone users	Refers to the proportion of individuals that used a mobile cellular telephone in the last 12 months. Data are based on surveys generally carried out by national statistical offices.



INDICATOR	DEFINITION
Computer users	Refers to the proportion of individuals that used a computer in the last 12 months. Data are based on surveys generally carried out by national statistical offices.
Internet users	Refers to the proportion of individuals that used the Internet in the last 12 months. Data are based on surveys generally carried out by national statistical offices or estimated based on the number of Internet subscriptions.
<b>OTHER INDICATORS</b>	
Terrestrial multichannel TV subscriptions	<i>Terrestrial multichannel TV subscriptions</i> refers to the number of subscriptions to terrestrial multichannel TV such as cable TV, Internet protocol television (IPTV), digital terrestrial TV (DTT), microwave multipoint distribution systems (MMDS).
Leased line subscriptions	<i>Leased-line subscriptions</i> refers to the number of dedicated private connections. A leased line connects two locations for the provision of a private voice and/or data telecommunication service. The leased line could either be a dedicated physical cable or a virtual connection that reserves a circuit between two points. It maintains a single open circuit at all times, as opposed to traditional telephone services that re-use the same lines for many different conversations through a process called switching. Leased lines most commonly are rented by businesses to connect branch offices, because the lines guarantee bandwidth for network traffic.
Direct-to-home (DTH) satellite antenna subscriptions	<i>Direct-to-home (DTH) satellite antenna subscriptions</i> refers to the number of subscriptions that can receive television broadcasting directly from satellites.

Note: For definition and other description of the indicators, see the *ITU Handbook for the Collection of Administrative Data on Telecommunications/ICT 2011*, available at <http://www.itu.int/ITU-D/ict/publications/hb/2011/index.html> and the Partnership on Measuring ICT for Development' Core list of ICT indicators, available at [http://www.itu.int/publ/D-IND-ICT\\_CORE-2010/en](http://www.itu.int/publ/D-IND-ICT_CORE-2010/en).

## Sources

### **DEMOGRAPHY, ECONOMY**

United Nations. Population Division. *World Population Prospects, The 2010 Revision*. New York.

International Monetary Fund. Various years. *International Financial Statistics*. Washington, D.C.

### **TELECOMMUNICATION and INFORMATION AND COMMUNICATION TECHNOLOGIES**

Data on these subjects are obtained from ITU annual questionnaires as well as reports from national statistical offices, telecommunication ministries, regulators, operators and regional agencies. A full list of national sources is available in the *List of National Sources*.

Data from the following sources are also included in this publication:

Eurostat, RIA and OSILAC/ECLAC for ICT household data.

TeleGeography, for international Internet bandwidth data before 2008.

## LIST OF NATIONAL SOURCES

### A. Telecommunication statistics (administrative data)

Telecommunication data contained in the economy pages were obtained from the following telecommunication ministries and/or regulatory authorities through the ITU annual questionnaires as well as reports available at their websites.

Afghanistan	Ministry of Communications & Information Technology
Albania	Ministry for Innovation and ICT
Algeria	Autorité de Régulation de la Poste et des Télécommunications
American Samoa	American Samoa Telecom Authority
Andorra	Servei de Telecomunicacions d'Andorra
Angola	Instituto Angolano das Comunicações
Anguilla	Public Utilities Commission
Antigua & Barbuda	Ministry of Information, Broadcasting & Telecommunications
Argentina	Comisión Nacional de Telecomunicaciones
Armenia	Ministry of Transport and Communications
Aruba	Directorate of Telecommunication Affairs Aruba
Ascension	Cable & Wireless South Atlantic Ltd
Australia	Department of Broadband, Communications and the Digital Economy
Austria	Rundfunk und Telekom Regulierungs-GmbH
Azerbaijan	Ministry of Communications and Information Technologies
Bahamas	Bahamas Telecommunications Company Ltd.
Bahrain	Telecommunications Regulatory Authority
Bangladesh	Bangladesh Telecommunication Regulatory Commission
Barbados	Prime Minister's Division of Energy & Telecommunications
Belarus	Ministry of Communications and Informatization
Belgium	Belgian Institute for Postal Services and Telecommunications
Belize	Belize Telemedia Limited
Benin	Autorité Transitoire de Régulation des Postes et Télécommunications
Bermuda	Ministry of Energy, Telecommunications and E-Commerce; Dept of Telecommunications
Bhutan	Ministry of Information and Communications
Bolivia	Autoridad de Fiscalización y Control Social de Telecomunicaciones y Transportes
Bosnia and Herzegovina	Communications Regulatory Agency B & H
Botswana	Botswana Telecommunications Authority
Brazil	Agência Nacional de Telecomunicações
British Virgin Islands	Telecommunications Regulatory Commission
Brunei Darussalam	Authority for Info-communications Technology Industry of Brunei Darussalam
Bulgaria	Communications Regulation Commission
Burkina Faso	Autorité de Régulation des Communications électroniques
Burundi	Agence de Régulation et de Contrôle des Télécommunications
Cambodia	Ministry of Posts and Telecommunications
Cameroon	Agence de Régulation des Télécommunications
Canada	Canadian Radio-television and Telecommunications Commission
Cape Verde	Agencia Nacional das Comunicações
Cayman Islands	Information and Communications Technology Authority
Central African Rep.	Société Centrafricaine des Télécommunications
Chad	Office Tchadien de Régulation des Télécommunications
Chile	Subsecretaría de Telecomunicaciones
China	Ministry of Industry and Information Technology
Colombia	Ministerio de Comunicaciones



Comoros	Autorité Nationale de Régulation des Technologies de l'Information et de la Communication
Congo	Direction Générale de l'Administration Centrale des Postes et Télécommunications du Congo
Congo (D.R.)	Autorité de Régulation de la Poste et des Télécommunications
Cook Islands	Telecom Cook Islands Ltd.
Costa Rica	Superintendencia de Telecomunicaciones (as of 2010) and Instituto Costarricense de Electricidad (before 2010)
Côte d'Ivoire	Agence des Télécommunications de Côte d'Ivoire
Croatia	Croatian Post and Electronic Communications Agency
Cuba	Ministerio de la Informática y las Comunicaciones
Cyprus	Office of the Commissioner for Electronic Communications and Postal Regulation
Czech Republic	Czech Telecommunication Office
D.P.R. Korea	Ministry of Posts and Telecommunications
Denmark	National IT- and Telecom Agency
Djibouti	Ministère de la Communication et de la Culture, chargé des Postes et des Télécommunications
Dominica	National Telecommunications Regulatory Commission
Dominican Rep.	Instituto Dominicano de las Telecomunicaciones
Ecuador	Consejo Nacional de Telecomunicaciones
Egypt	Ministry of Communications and Information Technology
El Salvador	Superintendencia General de Electricidad y Telecomunicaciones
Equatorial Guinea	La Société Anonyme de Télécommunications de la République de Guinée Equatoriale
Eritrea	Eritrean Telecommunications Corporation
Estonia	Estonian Competition Authority
Ethiopia	Ethiopian Telecommunications Agency
Falkland (Malvinas) Is.	Cable & Wireless
Faroe Islands	Post and Telecom Surveillance Authority
Fiji	Ministry of Industry, Tourism, Trade & Communications
Finland	Finnish Communications Regulatory Authority
France	Autorité de Régulation des Communications électroniques et des postes
French Guiana	Autorité de Régulations des Télécommunications
French Polynesia	Service des Postes et Télécommunications
Gabon	Gabon Télécom
Gambia	The Gambia Public Utilities Regulatory Authority
Georgia	Georgian National Communications Commission
Germany	Bundesnetzagentur (BNetzA) / Federal Network Agency
Ghana	National Communications Authority
Gibraltar	Gibraltar Regulatory Authority
Greece	Hellenic Telecommunications & Post Commission
Greenland	Tele Greenland A/S
Grenada	Cable and Wireless
Guam	Guam Telephone Authority
Guatemala	Superintendencia de Telecomunicaciones
Guernsey	Cable & Wireless Guernsey
Guinea	Ministère de la Communication et des Nouvelles Technologies de l'Information
Guinea-Bissau	Instituto das Comunicações da Guiné-Bissau
Guyana	National Frequency Management Unit
Haiti	Conseil National des Télécommunications
Honduras	Comisión Nacional de Telecomunicaciones
Hong Kong, China	Office of the Telecommunications Authority
Hungary	National Communications Authority
Iceland	Post and Telecom Administration

India	Ministry of Communications and Information Technology
Indonesia	Directorate General of Posts and Telecommunications
Iran (I.R.)	Ministry of Information and Communication Technology
Iraq	Ministry of Communications
Ireland	Commission for Communications Regulation
Israel	Ministry of Communications
Italy	Ministry of Economic Development
Jamaica	Office of Utilities Regulation
Japan	Ministry of Internal Affairs and Communications
Jordan	Telecommunications Regulatory Commission
Kazakhstan	Ministry of Communications and Information of Republic of Kazakhstan
Kenya	Communications Commission of Kenya
Kiribati	Telecommunications Authority of Kiribati
Korea (Rep.)	Korea Communications Commission
Kuwait	Ministry of Communications
Kyrgyzstan	National Communications Agency of the Kyrgyz Republic
Lao P.D.R.	National Authority of Post and Telecommunication
Latvia	Ministry of Transport
Lebanon	Ministère des Télécommunications
Lesotho	Lesotho Telecommunications Authority
Liberia	Liberia Telecommunications Authority
Libya	General Telecom Authority
Liechtenstein	Office for Communications
Lithuania	Communications Regulatory Authority
Luxembourg	Institut Luxembourgeois de Régulation
Macao, China	Bureau of Telecommunications Regulation
Madagascar	Office Malagasy d'Etudes et de Regulation des Télécommunications
Malawi	Malawi Communications Regulatory Authority
Malaysia	Malaysian Communications and Multimedia Commission
Maldives	Communications Authority of Maldives
Mali	Comité de Régulation des Télécommunications
Malta	Malta Communications Authority
Marshall Islands	National Telecommunications Authority
Mauritania	Autorité de Régulation
Mauritius	Information and Communication Technologies Authority of Mauritius
Mexico	Comisión Federal de Telecomunicaciones de México
Micronesia	Department of Transportation, Communications and Infrastructure
Moldova	National Regulatory Agency for Electronic Communications and Information Technology
Monaco	Direction du Contrôle des Concessions et des Télécommunications
Mongolia	Communications Regulatory Commission of Mongolia
Montenegro	Agency for telecommunications and postal services
Montserrat	Ministry of Communications & Works
Morocco	Agence Nationale de Réglementation des Télécommunications
Mozambique	Instituto Nacional das Comunicações de Moçambique
Myanmar	Ministry of Communications, Posts and Telegraphs
Namibia	Namibian Communications Commission
Nauru	Ministry of Transport & Telecommunications
Nepal	Nepal Telecommunications Authority
Neth. Antilles	Bureau Telecommunicatie & Post
Netherlands	Independent Post and Telecommunication Authority
New Caledonia	Office des Postes et Télécommunications
New Zealand	Ministry of Economic Development
Nicaragua	Instituto Nicaragüense de Telecomunicaciones y Correos

Niger	Institut National de la Statistique
Nigeria	Nigerian Communications Commission
Norway	Norwegian Post and Telecommunications Authority
Oman	Telecommunications Regulatory Authority
Pakistan	Pakistan Telecommunication Authority
Palau	Palau National Communications Corporation
Palestinian Authority	Palestine Telecommunications Company
Panama	Autoridad Nacional de los Servicios Públicos
Papua New Guinea	Papua New Guinea Telecommunication Authority
Paraguay	Comisión Nacional de Telecomunicaciones
Peru	Ministerio de Transportes y Comunicaciones
Philippines	National Telecommunications Commission
Poland	Office of Electronic Communications
Portugal	Autoridade Nacional de Comunicações
Puerto Rico	Puerto Rico Institute of Statistics
Qatar	Supreme Council of Information and Communication Technology
Romania	National Authority for Management and Regulation in Communications of Romania
Russia	Ministry of Telecom and Mass Communications of the Russian Federation
Rwanda	Rwanda Utilities Regulatory Agency
S. Tomé & Príncipe	Autoridade Geral de Regulação
Samoa	Ministry of Communications and Information Technology
San Marino	Direzione Generale Poste e Telecomunicazioni
Saudi Arabia	Communication and Information Technology Commission
Senegal	Agence de Régulation des Télécommunications et des Postes
Serbia	Republic Telecommunication Agency
Seychelles	Ministry of National Development
Sierra Leone	Sierra Leone Telecommunications Co.
Singapore	Infocomm Development Authority of Singapore
Slovak Republic	Ministry of Transport, Posts and Telecommunications
Slovenia	Post and Electronic Communications Agency of the Republic of Slovenia
Solomon Islands	Solomon Telekom Company Ltd.
Somalia	Ministry of Posts and Telecommunications
South Africa	Independent Communications Authority of South Africa
Spain	Comisión del Mercado de las Telecomunicaciones
Sri Lanka	Telecommunications Regulatory Commission of Sri Lanka
St. Helena	Cable & Wireless South Atlantic Ltd.
St. Kitts and Nevis	Ministry of Information
St. Lucia	National Telecommunications Regulatory Commission
St. Vincent and the Grenadines	National Telecommunications Regulatory Commission
Sudan	National Telecommunication Corporation
Suriname	Telecommunications Authority Suriname
Swaziland	Swaziland Posts and Telecommunications Corporation
Sweden	Swedish Post and Telecom Agency
Switzerland	Office Fédéral de la Communication
Syria	Syrian Telecommunication Establishment
Taiwan, China	National Communications Commission
Tajikistan	Ministry of Transport and Communications
Tanzania	Tanzania Communications Regulatory Authority
TFYR Macedonia	Agency for Electronic Communications
Thailand	Ministry of Information and Communication Technology
Timor-Leste	Communication Regulatory Authority
Togo	Autorité de Règlementation des secteurs de postes et télécommunications
Tonga	Prime Minister's Office

Trinidad & Tobago	Telecommunications Authority of Trinidad and Tobago
Tunisia	Ministère des Technologies de la Communication
Turkey	Information and Communication Technologies Authority
Turkmenistan	Ministry of Communications
Turks & Caicos Is.	Statistical Office, Ministry of Finance
Tuvalu	Ministry of Communication and Transports
Uganda	Uganda Communications Commission
Ukraine	State Department of Communications & Informatization, Ministry of Transport and Communications
United Arab Emirates	Telecommunications Regulatory Authority
United Kingdom	Office of Communications
United States	Federal Communications Commission
Uruguay	Unidad Reguladora de Servicios de Comunicaciones
Uzbekistan	Communications and Information Agency of Uzbekistan
Vanuatu	Office of the Vanuatu Telecom Regulator
Venezuela	Comisión Nacional de Telecomunicaciones
Viet Nam	Ministry of Information and Communications
Wallis and Futuna	Service des Postes et Telecommunications
Yemen	Ministry of Telecommunications and Information Technology
Zambia	Zambia Information & Communications Technology Authority
Zimbabwe	Postal and Telecommunications Regulatory Authority

## B. ICT household statistics (survey data)

Data on availability of ICTs in households and usage of ICTs by individuals included in the economy pages and in the indicator tables were obtained from the following national statistical offices/agencies as well as from telecommunication ministries/regulators through the ITU annual questionnaires as well as reports available on national websites.

Afghanistan	Central Statistics Office
Albania	Institute of Statistics
American Samoa	Department of Commerce
Andorra	Servei d'estudis - Ministeri de Finances
Angola	Instituto Nacional de Estatística
Antigua & Barbuda	Ministry of Finance and Economy, Statistics Division
Argentina	Instituto Nacional de Estadística y Censos
Armenia	National Statistical Service
Aruba	Central Bureau of Statistics
Australia	Australian Bureau of Statistics
Azerbaijan	State Statistical Committee of the Republic of Azerbaijan
Bahamas	Department of Statistics
Bahrain	Central Informatics Organisation; Telecommunications Regulatory Authority
Bangladesh	Bangladesh Bureau of Statistics
Barbados	Barbados Statistical Service
Belarus	National Statistical Committee of the Republic of Belarus
Belize	Statistical Institute of Belize
Benin	Institut National de la Statistique et de l'Analyse Economique
Bermuda	Department of Statistics
Bhutan	National Statistical Bureau; Ministry of Information and Communication
Bolivia	Instituto Nacional de Estadística
Bosnia and Herzegovina	Agency for Statistics of Bosnia and Herzegovina
Botswana	Central Statistics Office
Brazil	Instituto Brasileiro de Geografia e Estatística; Brazilian Internet Steering Committee
Brunei Darussalam	Department of Statistics
Burkina Faso	Institut National de la Statistique et de la Démographie
Burundi	Institut de Statistiques et d'Etudes Economiques
Cambodia	National Institute of Statistics
Cameroon	Institut National de la Statistique
Canada	Statistics Canada
Cape Verde	Instituto Nacional de Estatística
Cayman Islands	Economic and Statistics Office
Central African Rep.	Direction Générale de la Statistique, des Etudes Economiques et Sociales
Chad	Institut National de la Statistique, des Etudes Economiques et Démographique
Chile	Instituto Nacional de Estadísticas; Ministerio de Planificación
China	National Bureau of Statistics
Colombia	Departamento Administrativo Nacional de Estadística
Comores	Direction Générale du Plan
Congo	Centre National de la Statistique et des Etudes Economiques
Congo (DR)	Institut National de la Statistique
Cook Islands	Cook Islands Statistics Office
Costa Rica	Instituto Nacional de Estadísticas y Censos
Côte d'Ivoire	Institut National de la Statistique
Croatia	Central Bureau of Statistics
Cuba	Oficina Nacional de Estadísticas
D.P.R. Korea	General Bureau of State Statistics

Djibouti	Direction de la Statistique et des Etudes Démographiques
Dominica	Central Statistical Office
Dominicana (Rep.)	Oficina Nacional de Estadística
Ecuador	Instituto Nacional de Estadística y Censos
Egypt	Central Agency for Public Mobilisation and Statistics; Ministry of Communications and Information Technology
El Salvador	Dirección General de Estadística y Censos
Equatorial Guinea	Dirección General de Estadística y Cuentas Nacionales
Eritrea	National Statistics Office
Ethiopia	Central Statistical Agency
Fiji	Bureau of Statistics
Gabon	Direction Générale de la Statistique et des Etudes Economiques
Gambia	Gambia Bureau of Statistics
Georgia	Department for Statistics, Ministry of Economic Development of Georgia
Ghana	Ghana Statistical Service
Greenland	Statistics Greenland
Grenada	Central Statistical Office
Guam	Bureau of Plans and Statistics
Guatemala	Instituto Nacional de Estadística
Guinea	Direction Nationale de la Statistique
Guinea-Bissau	Instituto Nacional de Estadística e Censos
Guyana	Bureau of Statistics
Haiti	Institut Haïtien de Statistique et d'Informatique
Honduras	Instituto Nacional de Estadística
Hong Kong, China	Census and Statistics Department
India	Ministry of Statistics and Programme Implementation
Indonesia	BPS-Statistics Indonesia
Iran (I.R.)	Statistical Centre of Iran
Iraq	Central Organization for Statistics And Information Technology
Israel	Central Bureau of Statistics
Jamaica	Statistical Institute of Jamaica
Japan	Ministry of Internal Affairs and Communications
Jordan	Department of Statistics of Jordan
Kazakhstan	The Agency of the Republic of Kazakhstan on Statistics
Kenya	Kenya National Bureau of Statistics
Kiribati	Kiribati National Statistics Office
Korea (Rep.)	Korea National Statistical Office; Korea Communications Commission; Korea Internet & Security Agency
Kuwait	Central Statistical Office
Kyrgyzstan	National Statistical Committee of Kyrgyz Republic
Lao P.D.R.	National Statistical Center
Lebanon	Central Administration of Statistics
Lesotho	Bureau of Statistics
Liberia	Liberia Institute for Statistics and Geo-Information Services
Libya	National Corporation for Information and Documentation
Liechtenstein	Statistik Liechtenstein
Macao, China	Statistics and Census Service
Madagascar	Institut National de la Statistique
Malawi	National Statistical Office
Malaysia	Department of Statistics
Maldives	Statistics Division, Department of National Planning
Mali	Direction Nationale de la Statistique et de l'Informatique
Marshall Islands	Economic Policy, Planning & Statistics Office
Mauritania	Office National de la Statistique

Mauritius	Central Statistics Office
Mexico	Instituto Nacional de Estadística y Geografía
Micronesia	Statistics, Budget & Economic Management, Overseas Development Assistance, and Compact Management
Moldova	National Bureau of Statistics of the Republic of Moldova; Ministry of Information Technologies and Communication
Monaco	Direction de l'Expansion Economique
Mongolia	National Statistical Office of Mongolia
Montenegro	Statistical Office of Montenegro
Montserrat	Statistics Office
Morocco	Direction de la Statistique; Agence Nationale de Réglementation des Télécommunications
Mozambique	Instituto Nacional de Estatistica
Myanmar	Central Statistical Organization
Namibia	Central Bureau of Statistics
Nauru	Nauru Bureau of Statistics
Nepal	Central Bureau of Statistics
Neth. Antilles	Central Bureau of Statistics
New Zealand	Statistics New Zealand
Nicaragua	Instituto Nacional de Información de Desarrollo
Niger	Institut National de la Statistique
Nigeria	National Bureau of Statistics
Niue	Statistics Niue
Northern Marianas	Central Statistics Division
Oman	Ministry of National Economy; Information Technology Authority
Pakistan	Statistics Division
Palau	Bureau of Budget and Planning
Palestinian Authority	Palestinian Central Bureau of Statistics
Panama	Instituto Nacional de Estadística y Censo
Papua New Guinea	National Statistical Office
Paraguay	Dirección General de Estadística, Encuestas y Censos
Peru	Instituto Nacional de Estadística e Informática
Philippines	National Statistical Coordination Board; National Statistics Office
Puerto Rico	Puerto Rico Institute of Statistics
Qatar	Qatar Statistics Authority; Supreme Council of Information and Communication Technology
Russia	State Committee of the Russian Federation on Statistics
Rwanda	Rwanda National Institute of Statistics
S. Tomé & Príncipe	Instituto Nacional de Estatísticas
Samoa	Samoa Bureau of Statistics
San Marino	Secretariat of State for Foreign and Political Affairs
Saudi Arabia	Central Department of Statistics & Information
Seychelles	National Statistics Bureau
Sierra Leone	Statistics Sierra Leone
Singapore	Department of Statistics; Infocomm Development Authority of Singapore
Solomon Islands	Statistics Office
South Africa	Statistics South Africa
Sri Lanka	Department of Census and Statistics
St. Kitts and Nevis	Ministry of Finance and Sustainable Development, Statistics Department
St. Lucia	Government Statistics Department
St. Vincent and the Grenadines	Central Statistical Office
Sudan	Central Bureau of Statistics
Suriname	General Bureau of Statistics

Swaziland	Central Statistical Office
Switzerland	Swiss Federal Statistical Office
Syria	Central Bureau of Statistics
Tajikistan	Agency for Statistics of the President of the Republic of Tajikistan
Tanzania	National Bureau of Statistics
Thailand	National Statistical Office
Timor-Leste	National Statistics Directorate
Togo	Direction Générale de la Statistique et de la Comptabilité Nationale
Tokelau	Office of the Council for the Ongoing Government of Tokelau
Tonga	Statistics Department
Trinidad & Tobago	Central Statistical Office
Tunisia	Institut National de la Statistique
Turkey	Turkish Statistical Institute
Turkmenistan	State Committee on Statistics of Turkmenistan
Turks & Caicos Is.	Department of Economic Planning and Statistics
Tuvalu	Central Statistics Division, Ministry of Finance and Economic Planning
Uganda	Uganda Bureau of Statistics
Ukraine	State Statistics Committee of Ukraine
United Arab Emirates	Ministry of Economy; Telecommunications Regulatory Authority
United States	Office of Management and Budget
Uruguay	Instituto Nacional de Estadística
Uzbekistan	State Committee on Statistics
Vanuatu	Vanuatu National Statistics Office
Venezuela	Instituto Nacional de Estadística
Viet Nam	General Statistics Office of Vietnam
Virgin Islands (US)	Eastern Caribbean Center
Yemen	Central Statistical Organization
Zambia	Central Statistical Office
Zimbabwe	Central Statistical Office

Data on availability of ICTs in households and usage of ICTs by individuals contained in the economy pages and indicator tables for the following countries were obtained from Eurostat based on data provided by the following national statistical offices.

Austria	Statistik Austria
Belgium	Institut National de Statistique
Bulgaria	National Statistical Institute
Cyprus	Statistical Service of Cyprus
Czech Republic	Czech Statistical Office
Denmark	Statistics Denmark
Estonia	Statistical Office of Estonia
Finland	Statistics Finland
France	Institut National de la Statistique et des Etudes Economiques
Germany	Federal Statistical Office
Greece	Ministry of National Economy
Hungary	Hungarian Central Statistical Office
Iceland	Statistics Iceland
Ireland	Central Statistics Office
Italy	National Institute of Statistics
Latvia	Central Statistical Bureau of Latvia
Lithuania	Statistics Lithuania
Luxembourg	Service Central de la Statistique et des Etudes Economiques (STATEC)
Malta	National Statistics Office



Netherlands	Statistics Netherlands
Norway	Statistics Norway
Poland	Central Statistical Office
Portugal	Instituto Nacional de Estadística
Serbia	Statistical Office of the Republic of Serbia
Romania	National Institute of Statistics
Slovak Republic	Statistical Office of the Slovak Republic
Slovenia	Statistical Office of the Republic of Slovenia
Spain	Instituto Nacional de Estadística
Sweden	Statistics Sweden
TFYR Macedonia	State Statistical Office
United Kingdom	Office for National Statistics



ECONOMY TABLES



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	23'677	24'640	25'679	26'693	27'615	28'421	29'146	29'840	30'578	31'412
Households	10 <sup>3</sup>	3'500	3'628	3'715	3'804	3'895	4'037	3'526	3'666	3'793	3'923
Gross domestic product (GDP)	10 <sup>6</sup>	...	179'516	217'388	257'993	322'231	385'489	430'729	519'121	614'324	712'206
Average annual exchange rate per US\$		47.50	47.26	48.76	47.85	49.49	47.85	49.96	50.25	50.23	46.45
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		29'000	33'050	36'700	50'000	100'000	90'000	81'249	101'124	129'328	140'000
Fixed-telephone subscriptions per 100 inhabitants		0.12	0.13	0.14	0.19	0.36	0.32	0.28	0.34	0.42	0.45
- Residential fixed-telephone subscriptions	%	...	...	...	...	45.00	50.00	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	20.00	100.00	...	...	...	...
ISDN subscriptions		...	...	...	...	56	56	7	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	56	56	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	7	...	...	...
ISDN voice-channel equivalents		...	...	...	...	112	150	14	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	50.00	...	...	...	...
Public payphones		...	...	...	...	300	300	358	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	-	25	200	600	1'200	2'520	4'668	7'899	12'000	13'000
Mobile-cellular subscriptions per 100 inhabitants		-	0.10	0.78	2.25	4.35	8.87	16.02	26.47	39.24	41.39
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	25	200	600	1'200	2'520	4'668	7'899	12'000	13'000
Mobile population coverage	%	...	...	...	...	...	...	72.00	75.00	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		-	-	700	1'093	1'200	...	...	...	2'000	...
Fixed (wired)-broadband subscriptions		-	-	-	200	220	500	500	500	1'000	1'500
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		-	-	-	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	74	100	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	90	90	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	4	4	21	150	1'600	2'000
International Internet bandwidth (bps) per Internet user		...	...	...	...	12	7	38	273	1'474	1'592
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	25.00	25.00	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	90.00	90.00	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	7'856	...	1'171'396	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	415'000	420'000	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	4'049	79'838	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	3'757	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	68'303	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	3'591	8'846	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	143'246	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	4'049	6'774	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	80'000	40'000	118'838	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	-	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	43'000 <sup>1</sup>	45'000 <sup>1</sup>	...	...	...	...
- of which: female		...	...	...	...	1'500	5'000	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	9'500	1'500	...	...	...	...
Installation fee for business telephone service		...	...	...	...	9'500	1'500	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	150	90	99	...	99	...
Monthly subscription for business telephone service		...	...	...	...	150	90	99	...	99	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	3.00	3.00	3.00	3.00	3.00	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	3.00	1.50	1.50	1.50	1.50	...
Mobile-cellular prepaid connection charge		...	...	...	...	1'188	2'722	...	...	...	100
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	4.95	4.95	...	...	5.50	5.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	2.47	2.47	...	...	5.50	5.50
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	5.50	5.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	5.50	5.50
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	7'500	...	...	18'500	...	21'778	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	17'714	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	-	...	...	...	15'500	2'272	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	7'000	7'900	...	59'103	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	2'000	1'081	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	5'000	5'150	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	3.00	5.00	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	-	-	0.09	0.11	1.22	2.11	1.90	1.84	3.55	4.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	-	...	...	...	...	2'000	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	100	2'000	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'077	3'090	3'107	3'125	3'142	3'157	3'170	3'181	3'193	3'204
Households	10 <sup>3</sup>	729	729	729	735	744	748	758	762	765	768
Gross domestic product (GDP)	10 <sup>6</sup>	583'369	622'711	694'098	750'785	814'797	882'209	967'670	1'089'293	1'151'020	1'237'724
Average annual exchange rate per US\$		143.49	140.16	121.86	102.78	99.87	98.10	90.43	83.90	94.98	103.94
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		197'496	220'000	255'000	274'557	278'973	256'000	300'000	343'591	363'000	333'066
Fixed-telephone subscriptions per 100 inhabitants		6.42	7.12	8.21	8.79	8.88	8.11	9.46	10.80	11.37	10.39
- Residential fixed-telephone subscriptions	%	92.30	94.00	87.90	...	92.00	92.00	92.00	...	...	92.80
- Fixed-telephone subscriptions in urban areas	%	98.80	95.00	...	...	90.00	92.00	92.00	...	...	98.70
ISDN subscriptions		25	150	222	222	513	684	848	956	...	...
- Basic access ISDN subscriptions		...	...	218	218	498	669	828	928	...	...
- Primary access ISDN subscriptions		...	...	4	4	15	15	20	28	...	...
ISDN voice-channel equivalents		50	300	556	556	1'446	1'788	2'256	2'696	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	100.00	100.00	100.00
Public payphones		902	1'250	1'166	1'500	1'448	1'402	1'468	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	393	851	1'100	1'260	1'530	1'910	2'322	3'141	4'162	4'548
Mobile-cellular subscriptions per 100 inhabitants		12.76	27.54	35.41	40.31	48.71	60.50	73.27	98.74	130.35	141.93
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	368	836	1'071	1'225	1'483	1'834	2'179	2'941	3'922	4'191
Mobile population coverage	%	84.00	90.00	90.40	89.00	91.00	96.50	96.50	99.30	...	98.20
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		5'000	10'000	20'000	...	...	...	40'000	84'000	105'000	111'717
Fixed (wired)-broadband subscriptions		-	-	-	-	272	...	10'000	64'000	92'000	105'519
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.01	...	0.32	2.01	2.88	3.29
- Cable modem Internet subscriptions		...	-	-	...	...	...	...	2'000	2'000	10'000
- DSL Internet subscriptions		...	-	-	...	...	...	...	35'000	90'000	90'000
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	1'602
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	800	...	3'917
International Internet bandwidth, in Mbit/s	12	12	12	12	12	12	427	688	1'200	6'000	17'000
International Internet bandwidth (bps) per Internet user		1'197	996	397	159	63	1'408	1'444	1'581	4'561	11'790
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		65.00	57.20	...	...	...	...	...	...	...	3.00
Fixed-telephone faults cleared by next working day	%	...	40.00	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	71'887
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	394'340	470'600	671'000	...	...	4'118'407
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	41'988	35'608	39'630	39'250	39'000	...	...	24'938
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	27'780	25'780	21'830	19'090	19'000	...	...	12'961
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	86'430	73'860	75'000	...	...	74'076
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	71'380	62'000	61'817	59'800	60'530	46'480	43'000	...	...	18'052
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	31'030	29'520	25'900	...	...	...	...	56'024
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	802'820	728'480	750'000	...	...	718'591
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	314'800	400'800	426'774	461'570	443'956	351'560	355'000	...	...	130'689
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	341'220	374'240	358'870	...	...	...	...	587'902
SMS sent	10 <sup>3</sup>	...	34'000	59'230	87'930	195'000	188'000	219'000	...	...	510'437
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'700	3'360	3'270	2'868	3'022	3'073	3'089	4'000	...	4'240
- of which: female		1'364	1'360	...	...	...	...	...	...	...	1'720
<b>TARIFFS</b>											
Installation fee for residential telephone service		11'380	11'380	12'090	12'090	14'000	14'000	14'000	12'000	7'000	8'400
Installation fee for business telephone service		27'070	27'070	24'300	24'300	14'000	14'000	14'000	12'000	7'000	8'400
Monthly subscription for residential telephone service		71	71	92	190	200	200	200	240	358	430
Monthly subscription for business telephone service		760	760	865	760	800	800	800	1'040	1'350	1'620
3-minute local call to fixed telephone (peak rate)		3.00	3.00	3.00	3.00	4.80	4.80	4.80	4.80	9.00	9.00
3-minute local call to fixed telephone (off-peak rate)		3.00	3.00	1.60	1.60	2.40	2.40	2.40	3.60	5.76	5.76
Mobile-cellular prepaid connection charge		...	3'000	...	...	2'700	1'600	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		30.00	30.60	23.10	...	25.00	42.43	...	37.50	21.30	16.96
Mobile-cellular prepaid-1-min call (off-peak, on-net)		9.60	9.00	6.60	...	6.00	42.43	...	37.50	21.30	16.96
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	46.67	26.13	24.04
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	46.67	26.13	24.04
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	3'658
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	2'499	1'999	1'099
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	550
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	24'174	35'130	41'268	...	51'115	53'260	58'600	...	...	57'536
- Revenue from fixed-telephone services	10 <sup>6</sup>	13'496	13'898	...	...	13'186	11'765	10'700	...	...	15'193
- Revenue from mobile networks	10 <sup>6</sup>	9'720	21'230	28'792	33'843	37'926	41'228	47'899	...	...	41'892
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	3'185 <sup>2</sup>	4'510	7'849	6'277	5'733	5'402	6'106	...	...	14'922
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	1'323	809	714	309	815	...	...	732
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	1'071
- Annual investment in mobile communication services	10 <sup>6</sup>	...	3'273	6'527	5'468	5'019	5'093	5'291	...	...	5'310
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	90.00	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	1.40	...	...	...	...	...	...	12.00	...	15.62
Households with Internet access at home	%	...	...	...	...	...	...	...	8.79	...	11.70
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.33	0.39	0.97	2.42	6.04	9.61	15.04	23.86	41.20	45.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	7'000	330'000	400'100	500'200	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		171'300 <sup>3</sup>	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	30'982	31'442	31'913	32'396	32'888	33'392	33'907	34'428	34'950	35'468
Households	10 <sup>3</sup>	5'000	5'072	5'147	5'241	5'360	5'432	5'514	5'598	5'683	5'769
Gross domestic product (GDP)	10 <sup>9</sup>	4'227	4'523	5'252	6'149	7'562	8'515	9'306	10'994	10'136	11'735
Average annual exchange rate per US\$		77.22	79.68	77.40	72.06	73.28	72.65	69.29	64.58	72.65	74.39
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'880	1'950	2'079	2'487	2'572	2'841	3'068	3'069	2'576	2'923
Fixed-telephone subscriptions per 100 inhabitants		6.07	6.20	6.52	7.68	7.82	8.51	9.05	8.91	7.37	8.24
- Residential fixed-telephone subscriptions	%	80.00	80.00	80.00	80.00	80.00	80.00	80.00	86.60	79.00	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	16 <sup>1</sup>	18 <sup>1</sup>	22 <sup>1</sup>	31 <sup>1</sup>	203 <sup>1</sup>	218 <sup>1</sup>	218 <sup>1</sup>	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	100	450	1'447	4'882	13'661	20'998	27'563	27'031	32'730	32'780
Mobile-cellular subscriptions per 100 inhabitants		0.32	1.43	4.53	15.07	41.54	62.88	81.29	78.52	93.65	92.42
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	315	1'161	4'515	13'224	20'381	26'738	25'842	31'102	30'915
Mobile population coverage	%	40.00	40.00	40.00	40.00	41.52	63.60	81.50	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		60'000	...	...	...	190'000	...	...	...	...	...
Fixed (wired)-broadband subscriptions	-	-	-	18'000	36'000	135'000	170'000	287'039	485'000	818'000	900'000
Fixed (wired)-broadband subscriptions per 100 inhab.	-	-	-	0.06	0.11	0.41	0.51	0.85	1.41	2.34	2.54
- Cable modem Internet subscriptions	-	-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions	-	-	-	18'000	36'000	135'000	170'000	250'000	...	...	...
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	...	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s	86	156	156	156	156	156	...	...	3'200	20'000	36'000 <sup>2</sup>
International Internet bandwidth (bps) per Internet user	431	312	223	104	81	...	...	...	913	5'096	8'120
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	6.00	5.19	5.38	0.80	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	5'212	3'253	2'442	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	138	678	2'458	20'35	6'414	4'769	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	357	1'398	2'422	3'896	3'949	2'167	1'547	1'210	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	206	281	585	620	696	488	442	366	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	104	132	380	672	395	430	516	563	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	209	100	125	329	176	146	124	94	88	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	4	7	51	496	249	306	422	475	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	174	315	1'286	910	777	1'039	1'052	1'276	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	156	195	957	386	255	360	119	497	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	18	120	329	524	522	679	933	779	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		17'900	19'037	21'776	24'379	...	102'935	107'623	...	...	...
- of which: female		...	...	...	...	...	25'733	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		3'500	3'500	3'500	3'500	3'000	3'000	3'000 <sup>3</sup>	3'000	...	400
Installation fee for business telephone service		3'500	3'500	3'500	3'500	3'000	3'000	3'000	3'000	...	...
Monthly subscription for residential telephone service		200	200	200	150	150	150	150	150	150	400
Monthly subscription for business telephone service		200	200	200	150	150	150	150	150	150	...
3-minute local call to fixed telephone (peak rate)		1.30	3.00	3.00	6.00	6.00	6.00	6.00	5.94	6.00	10.80
3-minute local call to fixed telephone (off-peak rate)		1.30	1.50	1.50	4.02	3.00	3.00	3.00	3.47	4.00	10.80
Mobile-cellular prepaid connection charge		...	...	4'999	2'800	1'400	1'100	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		3.25	2.17	5.38	5.38	5.38	5.38	...	10.00	8.00	7.98
Mobile-cellular prepaid-1-min call (off-peak, on-net)		2.60	2.17	5.38	5.38	5.38	5.38	...	10.00	8.00	7.98
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	10.00	8.00	8.98
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	10.00	8.00	8.98
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	1'100	1'100	1'100
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	31'186	51'580	111'000	189'400	279'200	308'800	333'060	360'100	364'100	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	20'613	29'000	56'000	78'000	104'000	81'800	64'600	62'200	58'000	...
- Revenue from mobile networks	10 <sup>6</sup>	3'260	14'000	35'000	76'000	119'447	160'500	191'700	214'830	222'100	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	7'449	...	...	...	100'542	62'651	60'847	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	42'022	110'005	21'601	10'874	7'773	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	78'941	51'777	53'074	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	94.50	93.30	94.40	95.00	95.50	93.40	98.10	...
Households with a fixed line telephone	%	...	31.00	31.50	30.00	32.10	...	28.70	24.40	24.80	...
Households with a mobile telephone	%	...	...	10.10	23.80	46.60	...	80.50	...	94.10	...
Households with a computer	%	...	...	5.80	6.00	7.10	9.20	12.00	12.40	18.10	20.00
Households with Internet access at home	%	...	...	...	1.00	1.20	1.70	2.60	3.40	7.20	10.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.65	1.59	2.20	4.63	5.84	7.38	9.45	10.18	11.23	12.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	-	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	3'500	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		58'633	59'687	60'774	61'871	62'962	64'045	65'130	66'217	67'312	68'420
Households		9'533	9'724	9'918	10'000	10'000	10'200	10'382	10'568	11'000	11'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		12'587	14'053	10'713	10'354	10'400	10'400	10'400	10'400	10'400	10'400
Fixed-telephone subscriptions per 100 inhabitants		21.47	23.54	17.63	16.73	16.52	16.24	15.97	15.71	15.45	15.20
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		2'156	2'036	2'100	2'250	...	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		3.68	3.41	3.46	3.64	...	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	...	...	...	...
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	25	25	25
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	17	17	19	20	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		65	65	65	65	65	...	...	...	...	65
Installation fee for business telephone service		65	65	65	65	65	...	...	...	...	65
Monthly subscription for residential telephone service		9	9	9	9	9	...	...	...	...	9
Monthly subscription for business telephone service		18	18	18	18	18	...	...	...	...	18
3-minute local call to fixed telephone (peak rate)		-	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.10	0.10	0.10	...	...	...	...	...	...	0.10
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	0.10	0.10	...	...	...	...	...	...	0.10
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.15
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	...	...	...	...	...	...	...	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		66'390	69'043	72'203	75'292	77'888	79'874	81'390	82'577	83'677	84'864
Households		...	...	...	...	...	...	...	...	...	...
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		189.01 <sup>1</sup>	...	...	...	0.83	0.76	...	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		34'505 <sup>2</sup>	34'922 <sup>2</sup>	35'171 <sup>2</sup>	35'040	35'444	36'507	37'153	37'375	37'882	38'171
Fixed-telephone subscriptions per 100 inhabitants		51.97	50.58	48.71	46.54	45.51	45.71	45.65	45.26	45.27	44.98
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	76.00	75.00	75.00	75.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	11'623	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	100.00	100.00	100.00	100.00
Public payphones		...	...	...	...	...	...	280	261	262	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		29'429	32'790	51'893	58'366	64'560	69'004	63'503	64'202	64'549	65'495
Mobile-cellular subscriptions per 100 inhabitants		44.33	47.49	71.87	77.52	82.89	86.39	78.02	77.75	77.14	77.18
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	24'633	28'820	31'965	25'515	25'903	25'704	25'475
Mobile population coverage	%	91.00	...	...	...	91.30	91.30	99.00	99.00	99.10	99.10
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	6'025	6'308	13'119	17'042	...	27'202	29'348	32'017	27'826
Fixed (wired)-broadband subscriptions		...	1'148	3'601	6'282	10'341	14'616	18'526	20'672	22'941	24'502
Fixed (wired)-broadband subscriptions per 100 inhab.		...	1.66	4.99	8.34	13.28	18.30	22.76	25.03	27.42	28.87
- Cable modem Internet subscriptions		...	...	-	-	-	-	-	-	-	-
- DSL Internet subscriptions		...	1'148	3'601	6'282	10'341	14'616	18'526	20'272	17'902	13'264
- Fibre-to-the-home/building Internet subscriptions		...	...	-	-	-	-	...	400	5'039	11'238
- Other fixed (wired)-broadband subscriptions		...	...	-	-	-	-	-	-	-	-
International Internet bandwidth, in Mbit/s		54	102	188	400	420	1'020	1'380	1'380	1'900	2'300
International Internet bandwidth (bps) per Internet user		...	13'120	19'221	19'795	14'339	26'095	23'925	23'860	28'914	33'459
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	98.00	...	97.90	98.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	204'301	170'919	149'163	137'971
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	49'814	48'624	47'559	45'292
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	74'211	73'321	69'577	66'537	61'065	60'107
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	...	66'782	71'410	72'376	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	60'943	61'754	62'811	61'225	58'084	54'194
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	60'943	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	7'513	6'798	7'977	8'419
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	5	3	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	241	245	260	260
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		36	36	...	...	36	36	36	36	36	36
Installation fee for business telephone service		36	36	...	...	36	36	36	36	36	...
Monthly subscription for residential telephone service		4	4	...	...	4	4	4	4	4	4
Monthly subscription for business telephone service		4	4	...	...	4	4	4	4	4	...
3-minute local call to fixed telephone (peak rate)		0.10	0.10	...	...	0.12	0.12	0.12	...	0.10	0.10
3-minute local call to fixed telephone (off-peak rate)		15.91	15.91	...	...	0.06	0.06	0.06	...	0.10	0.10
Mobile-cellular prepaid connection charge		...	...	...	...	...	-	...	...	...	60
Mobile-cellular prepaid-1-min call (peak, on-net)		0.15	0.15	...	...	0.27	0.27	...	0.33	...	0.33
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.09	0.09	...	...	0.09	0.09	...	0.15	...	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.33	...	0.33
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.15	...	0.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	34	34
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	- <sub>3</sub>	- <sub>3</sub>
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	...	...	72'087	76'811	82'533	85'794	88'274	91'079	89'689	90'747
- Revenue from fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	20'038	18'153	...	...	...
- Revenue from mobile networks	10 <sup>3</sup>	...	...	25'288	27'845	30'815	32'600	32'808	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	11.26	13.55	26.84	37.61	48.94	70.87	70.04	78.53	81.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	673	654	615	565	474	424
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	14'388	14'890	15'420	15'957	16'489	17'010	17'525	18'038	18'555	19'082
Households	10 <sup>3</sup>	2'700	2'787	2'878	2'972	3'100	3'160	3'405	3'500	3'593	3'689
Gross domestic product (GDP)	10 <sup>6</sup>	197'111 <sup>1</sup>	497'626 <sup>1</sup>	1'041'230 <sup>1</sup>	1'652'050 <sup>1</sup>	2'669'890 <sup>1</sup>	3'358'541 <sup>1</sup>	4'636'801 <sup>1</sup>	6'316'164 <sup>1</sup>	5'988'675	7'579'547
Average annual exchange rate per US\$		22.06	43.53	74.61	83.54	87.16	80.37	76.71	75.03	79.33	91.91
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		76'800	80'200	85'043	94'280	96'760	98'165 <sup>2</sup>	94'294	114'296	303'179 <sup>3</sup>	303'200
Fixed-telephone subscriptions per 100 inhabitants		0.53	0.54	0.55	0.59	0.59	0.58	0.54	0.63	1.63	1.59
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	439	43 <sup>2</sup>	44	726	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	75	140	350	740	1'611	3'055 <sup>2</sup>	4'962	6'773	8'109	8'909
Mobile-cellular subscriptions per 100 inhabitants		0.52	0.94	2.27	4.64	9.77	17.96	28.31	37.55	43.70	46.69
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	1'581	2'150 <sup>2</sup>	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	40.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	9'000	...	40'863	45'000	95'000	100'000	107'000	320'000	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	7'458	11'700	15'942	20'000	20'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.04	0.07	0.09	0.11	0.10
- Cable modem Internet subscriptions		...	...	...	...	...	2'419	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	7	7	7	68	191	290	300	600	1'200
International Internet bandwidth (bps) per Internet user		102	174	122	94	361	589	517	362	539	629
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	10.00	4.70	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	95.00	62.50	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	33	34	36	37	39	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	52	64	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'160	2'237	...	...	2'912	...	...	...	...	...
- of which: female		...	620	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	2'000	...	...	...	...	4'500	4'500	4'500	4'500
Installation fee for business telephone service		...	4'875	...	...	...	...	4'500	4'500	4'500	4'500
Monthly subscription for residential telephone service		...	250	...	...	...	...	900	900	900	900
Monthly subscription for business telephone service		...	488	...	...	...	...	900	900	900	900
3-minute local call to fixed telephone (peak rate)		...	3.90	...	...	...	...	22.68	22.68	22.68	22.68
3-minute local call to fixed telephone (off-peak rate)		...	3.90	...	...	...	...	18.15	18.15	18.15	18.15
Mobile-cellular prepaid connection charge		...	...	...	...	4'288	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	3.00	3.00	...	21.44	24.00	...	21.60	17.28	18.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	2.00	2.00	...	14.29	19.20	...	14.40	17.28	18.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	25.92	17.28	21.60
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	19.44	17.28	21.60
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	7'200	7'200	5'400
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	12'240	12'240	12'240
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.512	0.512	0.512
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	54'083	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	9'508	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	12'891	...	44'575	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	13'685	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	26.00	29.00	34.00	36.00	38.18	...
Households with a fixed line telephone	%	...	...	...	...	...	...	44.10	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	26.00	...	...	...
Households with a computer	%	...	...	...	...	...	...	5.00	5.64	...	7.14
Households with Internet access at home	%	...	...	...	...	...	...	...	4.41	...	5.72
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.14	0.27	0.37	0.46	1.14	1.91	3.20	4.60	6.00	10.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	500	2'419	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	95'000	101'000	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		11'498	12'003	12'548	13'083	13'574	14'008	14'393	14'737	15'055	15'358
Households		3'730	3'900	3'930	4'000	4'100	4'130	4'243	4'344	4'000	4'000
Gross domestic product (GDP)	10 <sup>6</sup>	297	305	318	402	458	590	739	784	564	...
Average annual exchange rate per US\$		2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		6'201	5'800	5'442	5'676	5'520	5'825	6'020	6'256	6'268	6'300
Fixed-telephone subscriptions per 100 inhabitants		53.93	48.32	43.37	43.38	40.67	41.58	41.83	42.45	41.63	41.02
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		1'773	3'042	4'427	7'229 <sup>1</sup>	13'061 <sup>1</sup>	17'150	23'526	26'484	24'820	24'000
Mobile-cellular subscriptions per 100 inhabitants		15.42	25.34	35.28	55.25	96.22	122.43	163.45	179.71	164.86	156.27
- Mobile-cellular telephone subscriptions, prepaid		...	...	3'023	5'679	11'073	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'174	1'391	1'648	1'456 <sup>2</sup>	2'218 <sup>2</sup>	2'839 <sup>2</sup>	3'300	3'653	...	...
Fixed (wired)-broadband subscriptions		-	-	914	1'456	2'218	2'839	3'300	3'653	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	7.28	11.13	16.34	20.27	22.93	24.79	...	...
- Cable modem Internet subscriptions		...	...	173	440	629	...	...	...	...	...
- DSL Internet subscriptions		...	...	741	1'016	1'589	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	-	-	-	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	10	17	24	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	3'250	5'189	6'097	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	6	6	2	3	2	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	7	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		114	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	38
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	40
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	0.27
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	0.18
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	0.60
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	0.50
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.75
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.75
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	38	39	48	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	10	13	22	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	27.10	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	25.88	24.80	24.52	25.04	29.00	36.00	41.00	44.00	48.00	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		79'165	80'507	81'716	82'838	83'916	84'952	85'935	86'881	87'802	88'710
Households		22'050	22'000	22'000	22'000	22'000	22'000	22'000	22'000	22'000	22'000
Gross domestic product (GDP)	10 <sup>6</sup>	1'880	1'926	2'033	2'202	2'340	3'139	3'558	3'721	3'384	3'361
Average annual exchange rate per US\$		2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		37'264 <sup>1</sup>	38'046	38'000	38'000	36'480	37'500	37'900	38'000	37'350	36'322
Fixed-telephone subscriptions per 100 inhabitants		47.07	47.26	46.50	45.87	43.47	44.14	44.10	43.74	42.54	40.94
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	66.00	...	...	70.00	70.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	30.00
ISDN subscriptions		349 <sup>1</sup>	...	...	...	426	420	...	...	1'826	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	446	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	1'380	...
ISDN voice-channel equivalents		1'050	...	...	...	...	...	...	...	1'196	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	100.00	100.00
Public payphones		...	...	...	...	...	363	...	...	160	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		25'000 <sup>1</sup>	38'205	46'100	54'000	86'000	110'177	112'381	136'592	134'925 <sup>2</sup>	167'970
Mobile-cellular subscriptions per 100 inhabitants		31.58	47.46	56.41	65.19	102.48	129.69	130.77	157.22	153.67	189.35
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	103'392	92'888	153'379
Mobile population coverage	%	...	85.00	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	-	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	6'563	8'957	...	...	13'311	14'000	14'618
Fixed (wired)-broadband subscriptions		-	-	-	100	787	1'541	2'266	4'986	6'380	7'119
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.12	0.94	1.81	2.64	5.74	7.27	8.03
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions		-	-	-	-	707	1'395	2'000 <sup>3</sup>	4'500	5'500	5'500
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	77	80	146	266	486	880	1'619
International Internet bandwidth, in Mbit/s		28	28	290	400	555	...	1'200	1'200	1'200	1'200
International Internet bandwidth (bps) per Internet user		3'974	2'782	20'599	19'899	19'051	...	19'932	18'409	18'419	16'909
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	36.00	42.00	35.00	38.00
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	30.00	49.00	50.00	56.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	255
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	22	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	26 <sup>1</sup>	16	17	...	...	...	...	...	...	23
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	43	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	36	31	...	...	...	...	...	...	44
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		184	...	...	...	...	...	...	...	247	345
- of which: female		...	...	...	...	...	...	...	...	87	72
<b>TARIFFS</b>											
Installation fee for residential telephone service		185	185	185	185	185	185	...	...	204	213
Installation fee for business telephone service		320	320	320	320	320	320	...	...	350	368
Monthly subscription for residential telephone service		30	30	30	30	30	30	...	...	34	34
Monthly subscription for business telephone service		60	60	60	60	60	60	...	...	69	69
3-minute local call to fixed telephone (peak rate)		0.15	0.15	0.15	0.15	0.15	0.15	...	...	0.17	0.17
3-minute local call to fixed telephone (off-peak rate)		0.08	0.08	0.08	0.08	0.08	0.08	...	...	0.08	0.08
Mobile-cellular prepaid connection charge		...	...	-	-	-	25	...	...	25	29
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.90	0.90	0.90	0.69	...	...	0.79	0.79
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.90	0.90	0.90	0.49	...	...	0.56	0.56
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	0.79	0.79
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	0.79	0.79
Fixed (wired)-broadband connection charge		...	...	...	250	250	250	...	...	250	172
Fixed (wired)-broadband monthly subscription charge		...	...	...	249	249	149	...	...	129	109
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.512	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	8
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	100.00	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	100.00	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	88.60	...	...	...	...	...	...	97.00	...	...
Households with a fixed line telephone	%	82.30	...	...	...	...	...	...	49.00	...	...
Households with a mobile telephone	%	31.20	...	...	...	...	...	...	78.00	...	...
Households with a computer	%	27.10	...	...	...	...	...	...	47.00	...	50.92
Households with Internet access at home	%	...	...	...	...	...	...	...	36.00	...	38.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	60.00 <sup>11</sup>	...	...
Internet users	%	8.90	12.50	17.23	24.27	34.72	62.64	70.06	75.03	74.20 <sup>12</sup>	80.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	330
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	37'302	37'657	38'001	38'341	38'681	39'024	39'368	39'714	40'062	40'412
Households	10 <sup>3</sup>	10'106	10'167	10'325	10'380	10'488	10'635	10'743	10'853	10'960	11'066
Gross domestic product (GDP)	10 <sup>6</sup>	268'697	312'580	375'909	447'643	531'939	653'703	811'335	1'031'455	1'145'270	1'441'574
Average annual exchange rate per US\$		1.00	3.06	2.90	2.92	2.90	3.05	3.10	3.14	3.71	3.90
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	8'131 <sup>1</sup>	7'709 <sup>2</sup>	8'604 <sup>3</sup>	8'761 <sup>2</sup>	9'442 <sup>2</sup>	9'460 <sup>2</sup>	9'500	9'743	9'768	10'000
Fixed-telephone subscriptions per 100 inhabitants		21.80	20.47	22.64	22.85	24.41	24.24	24.13	24.53	24.38	24.74
- Residential fixed-telephone subscriptions	%	82.80	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	94.00	...	...
Public payphones	10 <sup>3</sup>	152	137	212	242	228	216	224	177	139	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	6'742	6'567	7'842	13'512	22'156	31'510	40'402	46'509	52'483	57'300
Mobile-cellular subscriptions per 100 inhabitants		18.07	17.44	20.64	35.24	57.28	80.75	102.63	117.11	131.00	141.79
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	4'679	5'156	6'514	11'890	20'134	28'756	36'457	41'652	46'893	...
Mobile population coverage	%	30.00	...	...	...	94.10	94.10	94.10	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	1'651	1'576	1'739	2'052	2'417	2'742	3'415	3'737	3'850	3'995
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	94	148	259	543	927	1'584	2'600	3'185	3'474	3'862
Fixed (wired)-broadband subscriptions per 100 inhab.		0.25	0.39	0.68	1.42	2.40	4.06	6.60	8.02	8.67	9.56
- Cable modem Internet subscriptions	10 <sup>3</sup>	46	62	94	145	320	...	...	900	925	962
- DSL Internet subscriptions	10 <sup>3</sup>	48	86	141	352	592	...	...	2'000	2'549	2'900
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	15	...	...	...	...	...
International Internet bandwidth, in Mbit/s		4'172	5'476	7'358	12'248	12'248	52'825	91'633	200'000	250'000	400'000
International Internet bandwidth (bps) per Internet user		1'143	1'336	1'625	1'992	1'787	6'468	8'971	17'914	18'354	27'494
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	13'628	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	732	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	40	36	32	35	34	42	46	520	552	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	65	80	75	88	87	1'160	1'203	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	4'367	59'561	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		20'221 <sup>1</sup>	20'113 <sup>1</sup>	21'880 <sup>1</sup>	22'921 <sup>1</sup>	...	21'244 <sup>1</sup>	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		150	150	150	150	150	150	150	150	150	150
Installation fee for business telephone service		150	150	150	150	150	150	150	...	150	150
Monthly subscription for residential telephone service		13	13	13	13	13	13	13	13	13	13
Monthly subscription for business telephone service		27	27	30	30	30	30	26	...	26	38
3-minute local call to fixed telephone (peak rate)		0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.07	0.07	0.07
3-minute local call to fixed telephone (off-peak rate)		0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.04
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.35	0.60	0.60	0.40	...	0.90	1.20	1.59
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.35	0.40	0.40	0.40	...	0.90	1.20	1.59
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.90	1.20	1.59
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.90	1.20	1.59
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	119	120	100
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2.500	3.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	8'893	12'029	14'457	16'020	16'660	21'002	25'678	32'508	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	3'132	...	...	10'000	...	7'151	7'959	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	2'553	2'644	3'542	4'450	4'960	13'851	17'719	19'854	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	869	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	95.30	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	57.04	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	27.09	...	...	...	...	...	...	...	...	...
Households with a computer	%	20.50	...	...	...	...	...	...	37.64	...	40.00
Households with Internet access at home	%	9.10	...	...	...	...	...	...	17.60	...	21.32
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	9.78	10.88	11.91	16.04	17.72	20.93	25.95	28.11	34.00	36.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	5'900	...	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'066	3'061	3'061	3'063	3'066	3'070	3'074	3'079	3'085	3'092
Households	10 <sup>3</sup>	841	841	841	841	841	838	837	835	837	790
Gross domestic product (GDP)	10 <sup>6</sup>	1'175'880	1'362'470	1'624'640	1'907'950	2'242'880	2'656'190	3'149'280	3'568'228	3'141'651	3'501'638
Average annual exchange rate per US\$		555.08	573.35	578.76	533.45	457.69	416.04	342.08	305.97	363.28	373.66
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		531'456	542'846	563'679	578'973	594'404	603'900	624'700	626'600	599'900	592'300
Fixed-telephone subscriptions per 100 inhabitants		17.33	17.73	18.42	18.90	19.39	19.67	20.32	20.35	19.45	19.16
- Residential fixed-telephone subscriptions	%	90.00	90.80	90.50	90.30	90.40	...	...	88.30	88.40	91.00
- Fixed-telephone subscriptions in urban areas	%	...	86.10	82.50	87.13	85.45	...	...	83.50	85.80	89.00
ISDN subscriptions	-	3	57	142	142	1'409	...	...	...	...	...
- Basic access ISDN subscriptions	-	-	27	91	1'326	...	...	...	...	...	...
- Primary access ISDN subscriptions	-	3	30	51	83	...	...	...	...	...	...
ISDN voice-channel equivalents	-	90	930	1'721	5'142	...	...	...	...	...	...
VoIP subscriptions	...	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	100.00	100.00	100.00
Public payphones		630	807	1'282	1'585	1'560	...	...	...	...	931
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	26	71	114	203	318	1'260	1'876	1'442	2'192	3'865
Mobile-cellular subscriptions per 100 inhabitants		0.83	2.33	3.74	6.64	10.37	41.04	61.04	46.83	71.04	125.01
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	-	39	62	142	268	...	...	...	...	3'407
Mobile population coverage	%	38.00	...	83.40	84.00	85.17	87.80	...	...	95.00	98.90
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	186	352
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	155	240
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	31	112
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		20'000	30'000	70'000	90'000	...	...	...	77'569	79'444	96'558
Fixed (wired)-broadband subscriptions		6	8	10	1'000	1'990	...	3'900	11'078	31'289	85'177
Fixed (wired)-broadband subscriptions per 100 inhab.	-	-	-	-	0.03	0.06	...	0.13	0.36	1.01	2.75
- Cable modem Internet subscriptions	...	...	...	-	-	...	...	...	...	876	6'414
- DSL Internet subscriptions	...	6	4	1'000	...	...	...	...	...	...	71'774
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	...	...	876	6'414
- Other fixed (wired)-broadband subscriptions	...	...	...	...	...	...	...	...	...	...	575
International Internet bandwidth, in Mbit/s	8	8	28	68	...	...	...	...	1'083	3'260	10'547
International Internet bandwidth (bps) per Internet user	160	133	200	453	...	...	...	...	5'665	6'907	7'752
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	56.75	59.96	52.90	53.90	64.41	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	83.60	87.70	82.03	78.57	...	...	...	...	99.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	1'819'888	...	...	921'574	936'871	860'846
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	63'454	79'570	98'540	221'373	...	...	...	...	653'336
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	62'597	109'549	178'089	...	...	...	...	191'554
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	59'171	...	...	...	...	127'316
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	750'772
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	33'198	36'200	37'109	40'994	47'834	...	...	...	...	375'296
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	10'569	...	...	...	...	375'476
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	540'685
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	75'708	58'300	52'253	181'408	337'921	...	...	197'300	432'000	196'686
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	31'781	...	...	...	...	343'999
SMS sent	10 <sup>3</sup>	...	2'631	7'520	9'525	55'698	...	...	...	...	241'861
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	2'296
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	177'154
<b>STAFF</b>											
Full-time telecommunication employees		7'159 <sup>1</sup>	5'910 <sup>1</sup>	5'758 <sup>1</sup>	5'388 <sup>1</sup>	5'286 <sup>1</sup>	...	...	4'100	4'400	4'601
- of which: female		3'392	2'666	2'602	2'459	2'418	...	...	1'394	1'382	1'971
<b>TARIFFS</b>											
Installation fee for residential telephone service		24'000	12'000	12'000	12'000	12'000	12'000	12'000	12'000	12'000	12'000
Installation fee for business telephone service		28'800	14'400	14'400	14'400	14'400	14'400	14'400	14'400	14'400	14'400
Monthly subscription for residential telephone service		900	900	900	900	900	900	1'100	1'100	1'100	1'100
Monthly subscription for business telephone service		3'240	3'240	3'240	3'240	3'240	3'240	4'800	4'800	4'800	4'800
3-minute local call to fixed telephone (peak rate)		60.00	12.00	12.00	12.00	12.00	12.00	15.00	15.00	15.00	15.00
3-minute local call to fixed telephone (off-peak rate)		42.00	12.00	12.00	12.00	12.00	12.00	15.00	15.00	15.00	15.00
Mobile-cellular prepaid connection charge		...	13'760	13'890	12'000	7'918	3'000	...	...	...	500
Mobile-cellular prepaid-1-min call (peak, on-net)		101.97	97.00	86.67	180.00	39.67	...	...	36.00	40.00	35.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		68.00	66.67	86.67	126.00	39.67	...	...	36.00	40.00	35.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	63.00	60.00	35.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	63.00	60.00	35.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	12'000	12'000	12'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	2 <sup>2</sup>	2 <sup>2</sup>	2 <sup>2</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	45'821	40'201	46'390	60'110	66'616	...	...	164'000	...	153'938
- Revenue from fixed-telephone services	10 <sup>6</sup>	33'966	19'875	23'624	37'722	40'905	...	...	45'950	43'660	40'807
- Revenue from mobile networks	10 <sup>6</sup>	9'692	10'116	12'289	18'170	23'356	...	...	105'770	...	112'013
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	10'070 <sup>3</sup>	13'039 <sup>3</sup>	17'118 <sup>3</sup>	19'606 <sup>3</sup>	15'709 <sup>3</sup>	...	...	...	...	44'645
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	7'064	7'666	6'533	7'528	...	...	...	...	7'048
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	5'975	8'396	11'395	6'580	...	...	...	...	27'438
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	91.00	92.00	93.00	98.30	...	96.61	98.27	96.60	...
Households with a fixed line telephone	%	...	58.40	60.50	62.30	71.90	...	67.37	72.42	...	...
Households with a mobile telephone	%	...	1.30	2.20	5.40	32.50	...	54.52	71.25	...	...
Households with a computer	%	...	1.20	2.40	4.00	5.51	6.77	8.32	10.23	15.40	21.00
Households with Internet access at home	%	...	...	...	1.50	2.90	4.20	4.41	5.86	9.50	15.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.63	1.96	4.58	4.90	5.25	5.63	6.02	6.21	15.30	44.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		4'600	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	2'000
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	50'000

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		92'363	94'596	96'875	99'046	100'996	102'711	104'225	105'526	106'612	107'488
Households		26'200	27'000	28'000	29'000	30'000	30'000	31'000	31'000	31'000	31'000
Gross domestic product (GDP)	10 <sup>6</sup>	3'437	3'475	3'618	3'983	4'159	4'334	4'658	4'996	4'695	...
Average annual exchange rate per US\$		1.79	1.79	1.79	1.79	1.79	1.79	1.79	1.79	1.79	1.79
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		37'132	37'132	37'390	38'003	38'259	38'651	38'609	38'461	36'700	35'040
Fixed-telephone subscriptions per 100 inhabitants		40.20	39.25	38.60	38.37	37.88	37.63	37.04	36.45	34.42	32.60
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	57.00	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		485	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		1'000	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	161	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		53'000	61'800	69'952	98'389	103'417	109'030	113'586	120'806	128'000	131'800
Mobile-cellular subscriptions per 100 inhabitants		57.38	65.33	72.21	99.34	102.40	106.15	108.98	114.48	120.06	122.62
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	86'091	90'824	87'037	89'911	...	...
Mobile population coverage	%	...	...	...	...	90.00	99.00	99.00	99.00	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		8'000	...	...	...	...	...	15'996	18'396	...	...
Fixed (wired)-broadband subscriptions		-	-	1'399	6'963	12'274	13'953	15'996	18'396	18'800	19'217
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	1.44	7.03	12.15	13.58	15.35	17.43	17.63	17.88
- Cable modem Internet subscriptions		...	...	...	...	...	...	939	2'205	...	...
- DSL Internet subscriptions		...	...	1'399	6'963	12'274	14'050	15'057	15'929	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	22	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		90	90	90	135	180	647	622	1'242	4'000	5'120
International Internet bandwidth (bps) per Internet user		5'698	5'061	4'467	5'926	7'017	22'497	19'313	34'414	99'521	113'412
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	42	41	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	22	22	36	41	18	17	17	15	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		417	...	...	...	364	368	390	377	...	...
- of which: female		...	...	...	...	150	160	171	141	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	225	225	225	...	...	-	...
Installation fee for business telephone service		...	...	...	225	225	225	...	...	-	...
Monthly subscription for residential telephone service	15	15	15	15	15	15	15	...	...	16	...
Monthly subscription for business telephone service	15	15	15	15	15	15	15	...	...	15	...
3-minute local call to fixed telephone (peak rate)	0.16	0.16	0.16	0.16	0.16	0.16	0.16	...	...	0.16	...
3-minute local call to fixed telephone (off-peak rate)	0.16	0.16	0.16	0.16	0.16	0.16	...	...	...	0.10	...
Mobile-cellular prepaid connection charge		...	...	...	...	50	50	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)	0.70	0.60	0.70	0.70	0.70	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.45	...	0.37	0.37	0.37	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	125	125
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	69	69
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	5.0	10.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	176	...	...	...	2'213	241	258	278	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	67	68	68	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	117	128	140	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	27	26	44	44	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	8	5	6	6	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	13	9	20	15	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	96.60	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	65.10	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	88.10	...	...	...	...
Households with a computer	%	...	...	...	...	...	45.00	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	36.70	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	17.10	18.80	20.80	23.00	25.40	28.00	30.90	34.20	37.70	42.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		1'310	1'300	1'300	1'300	...	...	...	...	...	...
Households		...	...	...	...	...	...	...	...	...	...
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		0.69	...	...	...	0.55	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		642 <sup>1</sup>	...	661	653	645	636	626	625	603	582
Fixed-telephone subscriptions per 100 inhabitants		49.01	...	50.85	50.23	...	...	...	...	...	...
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	66.00	66.00	66.00	66.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	80.00	80.00	80.00	80.00
ISDN subscriptions		-	...	...	...	...	...	-	-	-	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	-	-	-	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	-	-	-	...
ISDN voice-channel equivalents		-	...	...	...	...	...	-	-	-	...
VoIP subscriptions		...	...	...	...	...	...	-	-	-	-
Localities with telephone service	%	...	...	...	...	...	...	100.00	100.00	100.00	100.00
Public payphones		...	...	...	...	15	15	15	15	15	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	...	-	-	-	-	-	-	-	-
Mobile-cellular subscriptions per 100 inhabitants		-	...	-	-	-	-	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	-	-	-	-	-	-	-	-
Mobile population coverage	%	...	...	...	...	-	-	-	-	-	-
Active mobile-broadband subscriptions		...	...	...	...	...	...	-	-	-	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	-	-	-	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	-	-	-	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		237 <sup>2</sup>	...	335	314	309	297	268	298	301	320
Fixed (wired)-broadband subscriptions		-	-	-	57	77	144	280	298	291	313
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	4.38	...	...	...	...	...	...
- Cable modem Internet subscriptions		...	-	...	...	...	...	-	-	-	...
- DSL Internet subscriptions		...	-	57	77	...	...	280	292	290	307
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	-	-	-	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	6	6	6	6
International Internet bandwidth, in Mbit/s		...	...	2	2	2	6	6	7	10	10
International Internet bandwidth (bps) per Internet user		...	...	...	...	4'839	20'000	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	1.00	1.00	1.00	2.00
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	95.00	95.00	95.00	90.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	1'264	991	921	912
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	749	601	546	516
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	851 <sup>1</sup>	...	840	803	741	...	749	601	546	516
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	520	430	398	295	315
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	520	430	398	295	315
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	-
<b>STAFF</b>											
Full-time telecommunication employees		34 <sup>1</sup>	...	...	...	...	...	18	18	14	14
- of which: female		...	...	...	...	...	...	5	5	3	3
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	50	...	50	...	...	...
Installation fee for business telephone service		...	...	...	...	50	...	50	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	14	...	18	...	...	...
Monthly subscription for business telephone service		...	...	...	...	15	...	21	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	12.00	...	12.00	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	12.00	...	12.00	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	3 <sup>1</sup>	...	2	1	1	...	2	2	2	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	1	1	...
- Revenue from mobile networks	10 <sup>6</sup>	-	...	-	-	-	...	-	-	-	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	-	...	-	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	-	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	-	-	-	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	5.00	5.00	...	20.00	20.00
Population with access to a PIAC	%	...	...	...	...	...	...	100.00	100.00	100.00	100.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	38.17 <sup>1</sup>	...	...	...	...	...	33.00	33.00	33.00	35.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	-	-	-	...
Leased-line subscriptions		...	...	...	...	...	...	8	...	8	8
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	-	-	-	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	19'382 <sup>1</sup>	19'604 <sup>1</sup>	19'840 <sup>1</sup>	20'104 <sup>1</sup>	20'404 <sup>1</sup>	20'744 <sup>1</sup>	21'120 <sup>1</sup>	21'514 <sup>1</sup>	21'902 <sup>1</sup>	22'268 <sup>1</sup>
Households	10 <sup>3</sup>	7'393	7'488	7'582	7'678	8'000	8'100	8'240	8'322	8'408	8'494
Gross domestic product (GDP)	10 <sup>6</sup>	711'300	759'110	809'660	869'730	933'956	1'041'294	1'137'253	1'240'595	1'249'307	1'345'692
Average annual exchange rate per US\$		1.93	1.84	1.54	1.36	1.31	1.33	1.20	1.19	1.28	1.09
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	10'060 <sup>2</sup>	10'400 <sup>2</sup>	10'460 <sup>2</sup>	10'370 <sup>2</sup>	10'120 <sup>2</sup>	9'940 <sup>2</sup>	9'760 <sup>2</sup>	9'370 <sup>2</sup>	9'020 <sup>2</sup>	8'660 <sup>2</sup>
Fixed-telephone subscriptions per 100 inhabitants		51.90	53.05	52.72	51.58	49.60	47.92	46.21	43.55	41.18	38.89
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	...	114	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	1'235	1'268	1'213	1'288	1'208	1'214	1'229	1'298	1'291	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	75	71	68	65	62	58	50	45	39	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	11'132	12'670	14'347	16'480	18'420	19'760	21'260	22'120 <sup>3</sup>	22'200	22'500
Mobile-cellular subscriptions per 100 inhabitants		57.43	64.63	72.31	81.97	90.28	95.26	100.66	102.82	101.36	101.04
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	2'700	4'000	5'400	7'080	8'504	9'700	10'150	9'990	10'580	10'710
Mobile population coverage	%	96.00	96.00	96.00	96.00	98.00	98.10	98.80	98.80	99.00	99.10
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	12'426
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	6'974
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	1'368	2'838	5'452
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	4'285	4'555	5'076	5'220	5'980	6'650	...	6'375	5'983	6'092
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	123	258	517	1'012	2'016	3'900	...	5'150	5'092	5'385
Fixed (wired)-broadband subscriptions per 100 inhab.		0.63	1.32	2.60	5.03	9.88	18.80	...	23.94	23.25	24.18
- Cable modem Internet subscriptions	10 <sup>3</sup>	92	141	215	324	473	594	861	916	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	28	108	288	688	1'256	2'995	3'815	4'208	4'178	4'458
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	2	9	13	13	18	123	154	...	11	24
International Internet bandwidth, in Mbit/s		7'025	10'498	12'583	...	...	65'133	115'000	150'000	450'000	700'000
International Internet bandwidth (bps) per Internet user		688	...	...	...	...	4'757	7'840	9'728	27'671	41'361
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		8.30	8.00	8.00	11.18	11.96	12.34	12.63	13.75	15.40	16.06
Fixed-telephone faults cleared by next working day	%	...	89.60	90.00	89.64	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	8'930 <sup>11</sup>	10'042 <sup>11</sup>	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	2'250	2'754	3'259	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'900	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	3'952	5'078	6'736	10'205	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	14	50	64	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		104'300 <sup>12</sup>	87'200 <sup>12</sup>	97'300 <sup>12</sup>	88'200 <sup>12</sup>	97'300	94'000	92'800	113'000	93'000	99'000
- of which: female		32'300 <sup>12</sup>	25'700 <sup>12</sup>	30'400 <sup>12</sup>	25'000 <sup>12</sup>	28'900	26'000	25'400	33'000	28'000	30'000
<b>TARIFFS</b>											
Installation fee for residential telephone service		209 <sup>13</sup>	209 <sup>13</sup>	209 <sup>13</sup>	209 <sup>13</sup>	209 <sup>13</sup>	59 <sup>13</sup>	59 <sup>13</sup>	59 <sup>13</sup>	59	59
Installation fee for business telephone service		209	209	209	209	209	59	59	59	59	59
Monthly subscription for residential telephone service		18	22	18	18	18	20	20	21	21	21
Monthly subscription for business telephone service		32	34	35	35	35	35	35	...	40	40
3-minute local call to fixed telephone (peak rate)		0.22	0.22	0.30	0.30	0.30	0.20	0.20	0.30	0.30	0.30
3-minute local call to fixed telephone (off-peak rate)		0.22	0.22	0.30	0.30	0.30	0.20	0.20	0.30	0.30	0.30
Mobile-cellular prepaid connection charge		...	...	-	25	25	30	...	...	...	30
Mobile-cellular prepaid-1-min call (peak, on-net)		1.32	0.97	0.97	1.02	1.02	...	...	0.20	0.88	0.80
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.66	0.97	0.97	1.02	1.02	...	...	0.20	0.88	0.80
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.80	0.88	0.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.80	0.88	0.80
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	10
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	60	60	40
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	1.500
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	12.0	12.0	2.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	150	150	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	22'090	28'748	29'862	...	34'864	...	37'224	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	8'573	8'986	10'946	...	11'414	...	9'586	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	6'200	5'998	8'154	...	9'360	...	11'800	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	9'000	11'907	6'416	...	5'816	...	6'989	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	72.00	...	...	...	...	...	...	...	...
Households with a computer	%	58.00	61.00	66.00	66.00	67.00	70.00	72.60	74.88	78.14	81.10
Households with Internet access at home	%	42.00	46.00	53.00	54.00	56.00	60.00	63.66	66.62	71.77	74.07
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	68.00	...	...	...	...	...	...	...	...
Internet users	%	52.69	...	...	...	63.00 <sup>21</sup>	66.00 <sup>21</sup>	69.45 <sup>21</sup>	71.67 <sup>21</sup>	74.25 <sup>21</sup>	76.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		575'020	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'038	8'083	8'134	8'186	8'232	8'273	8'310	8'342	8'370	8'394
Households	10 <sup>3</sup>	3'320	3'282	3'278	3'429	3'450	3'462	3'528	3'541	3'552	3'562
Gross domestic product (GDP)	10 <sup>6</sup>	212'499	218'848	223'302	232'782	243'585	256'951	272'010	283'085	274'321	284'410
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'997 <sup>1</sup>	3'883 <sup>1</sup>	3'877 <sup>1</sup>	3'821 <sup>1</sup>	3'739 <sup>1</sup>	3'605 <sup>1</sup>	3'407 <sup>1</sup>	3'285 <sup>1</sup>	3'253 <sup>1</sup>	3'245 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		49.72	48.04	47.66	46.68	45.42	43.57	41.00	39.38	38.87	38.66
- Residential fixed-telephone subscriptions	%	63.00	65.00	66.00 <sup>2</sup>	65.00	63.00	62.00	61.00	61.99	63.53	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	411	433	458 <sup>2</sup>	460	444	418	393	363	344	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	402	424	448 <sup>2</sup>	450	433	408	384	354	335	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	10	9	10 <sup>2</sup>	10	11	10	9	9	9	...
ISDN voice-channel equivalents	10 <sup>3</sup>	1'092	1'129	1'190 <sup>2</sup>	1'213	1'182	1'110	1'043	969	935	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	25	24 <sup>3</sup>	23 <sup>2</sup>	22	21	20	19	18	18	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	6'541	6'736	7'274 <sup>2</sup>	7'992	8'665	9'281	9'912	10'816	11'434	12'241
Mobile-cellular subscriptions per 100 inhabitants		81.37	83.33	89.42	97.64	105.26	112.18	119.28	129.66	136.61	145.84
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	3'219	3'300	3'338	3'529	3'864	3'880	3'695	3'552	3'642	...
Mobile population coverage	%	98.00	98.00	98.00	98.50	98.50	98.50	98.50	99.00	99.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	607	970	1'291	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	1'100	1'200	1'497	1'584	1'772	2'380	2'521	2'047	2'149	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	321	451	601	870	1'174	1'432	1'622	1'729	1'846	2'002
Fixed (wired)-broadband subscriptions per 100 inhab.		3.99	5.58	7.39	10.63	14.26	17.31	19.52	20.73	22.06	23.85
- Cable modem Internet subscriptions	10 <sup>3</sup>	188	255	340	380	477	538	583	563	570	...
- DSL Internet subscriptions	10 <sup>3</sup>	101	152	261	440	682	866	985	1'116	1'263	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	6	7	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	15	28	54	44	6	...
International Internet bandwidth, in Mbit/s		17'729	36'076	45'000	54'616	54'616	137'701	168'700	250'000	400'000	450'000
International Internet bandwidth (bps) per Internet user		5'628	12'208	12'956	12'292	11'439	26'170	29'265	41'127	65'067	73'744
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		5.24 <sup>11</sup>	5.73 <sup>11</sup>	5.41 <sup>11</sup>	4.98 <sup>11</sup>	5.71 <sup>12</sup>	5.87 <sup>12</sup>	5.88 <sup>12</sup>	5.52 <sup>13</sup>	5.58	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	89.30 <sup>13</sup>	92.46 <sup>13</sup>	93.57 <sup>13</sup>	91.69 <sup>13</sup>	91.19	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	5'988	...	...	...	...	...	5'732	5'046	4'195	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	7'100	7'900	8'900	10'427	11'176	13'058	15'943	18'350	19'700	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	1'585	1'628	1'761	1'726	1'651	1'523	1'400	1'283	1'138	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	1'732	1'867	2'098	2'567	3'150	3'400	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	1'207	1'722	1'561	1'588	1'589	1'557	1'436	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'180	1'367	1'207	1'181	1'233	1'236	1'192	1'110	957	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	541	328	352	396	445	479	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	942	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	933	789	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	202	...	...	...	...	...
SMS sent	10 <sup>6</sup>	1'066	1'250	1'412	1'587	1'636	2'083	3'317	4'739	5'740	...
MMS sent	10 <sup>6</sup>	...	...	...	11	23	29	33	32	32	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		32'152	26'900	19'900	19'800	19'300	17'916	17'837	16'725	15'279	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		105	92	92	92	167	167	167	167	167	167
Installation fee for business telephone service		105	92	92	92	167	167	167	167	167	167
Monthly subscription for residential telephone service		14	16	16	16	16	16	16	16	16	16
Monthly subscription for business telephone service		17	21	21	23	19	19	19	19	23	23
3-minute local call to fixed telephone (peak rate)		0.20	0.17	0.17	0.15	0.15	0.15	0.15	0.15	0.15	0.16
3-minute local call to fixed telephone (off-peak rate)		0.09	0.06	0.06	0.04	0.04	0.04	0.04	0.04	0.04	0.06
Mobile-cellular prepaid connection charge		-	-	-	-	-	8	...	...	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		0.06	0.71	0.71	0.33	0.33	0.07	...	0.05	0.07	0.07
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.06	0.30	0.30	0.33	0.33	0.07	...	0.05	0.07	0.07
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.40	0.07	0.07
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.40	0.07	0.07
Fixed (wired)-broadband connection charge		...	...	...	...	30	30	...	167	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	20	18	...	40	25	30
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2	8	8
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	5'358	4'886	4'881 <sup>23</sup>	5'059 <sup>23</sup>	5'995	5'919	5'743	5'175	4'966	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'268	1'674	1'626	1'577	1'686	1'535	1'382	1'121	1'061	...
- Revenue from mobile networks	10 <sup>6</sup>	2'508	2'692	2'929	3'248	3'537	3'515	3'453	3'269	3'177	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'515	959	772	684	759	750	878	713	518	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	319	255	249	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	182	386	385	427	559	457	270	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	93.00	93.60	91.50	94.90	95.00	97.00	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	72.37	...	...	...	...
Households with a mobile telephone	%	...	69.40	74.70	77.00	88.00	90.00	...	...	...	...
Households with a computer	%	...	49.20	50.84	58.63	63.10	67.00	71.00	75.95	74.46	76.19
Households with Internet access at home	%	39.00	33.47	37.37	44.65	46.69	52.30	59.62	68.92	69.75	72.90
Mobile cellular telephone users	%	...	...	...	...	79.40	84.52	87.54	90.43	...	...
Computer users	%	...	48.46	55.54	63.30	66.00	70.00	75.19	77.71	76.45	77.75
Internet users	%	39.19	36.56	42.70	54.28	58.00	63.60	69.37	72.87	73.45	72.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	1'036	1'077	1'267	1'258	1'268	1'332	1'743	1'729	1'724	1'744
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	38 <sup>31</sup>	34 <sup>31</sup>	31 <sup>31</sup>	25 <sup>31</sup>
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	1'560	1'560	...	1'609	1'684	1'699	1'722	1'710	1'742	1'751

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'191 <sup>1</sup>	8'280 <sup>1</sup>	8'377 <sup>1</sup>	8'480 <sup>1</sup>	8'588 <sup>1</sup>	8'702 <sup>1</sup>	8'821 <sup>1</sup>	8'944 <sup>1</sup>	9'067 <sup>1</sup>	9'188 <sup>1</sup>
Households	10 <sup>3</sup>	1'727	1'740	1'771	1'802	1'834	1'847	1'846	1'860	1'882	1'904
Gross domestic product (GDP)	10 <sup>9</sup>	26'578	30'312	35'732	41'872	65'530	19	28	38	35	44
Average annual exchange rate per US\$		4'775.00	4'893.00	4'910.73	4'903.00	4'700.00	0.89 <sup>2</sup>	0.86	0.82	0.80	0.80
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	865	926 <sup>3</sup>	941	1'013	1'094	1'177	1'253 <sup>3</sup>	1'310 <sup>3</sup>	1'401	1'507
Fixed-telephone subscriptions per 100 inhabitants		10.56	11.18	11.24	11.95	12.74	13.53	14.21	14.65	15.45	16.40
- Residential fixed-telephone subscriptions	%	88.80	91.20	92.30	90.30	90.60	91.80	91.66	91.20	90.80	90.00
- Fixed-telephone subscriptions in urban areas	%	83.40	83.20	85.50	83.40	82.60	81.70	80.54	80.16	79.47	78.84
ISDN subscriptions	10 <sup>3</sup>	-	-	...	1	1	-	-	-	-	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	-	...	2	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	146	224	428
Localities with telephone service	%	...	...	...	...	...	80.00	86.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	2	2	2	2	3	2	2	2	2	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	730	794	1'057	1'457	2'242	3'324	4'519	6'548	7'757	9'100
Mobile-cellular subscriptions per 100 inhabitants		8.91	9.59	12.62	17.18	26.11	38.19	51.23	73.21	85.56	99.05
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	1'060	3'136	4'383	6'352	7'524	8'826
Mobile population coverage	%	94.00	95.00	95.00	97.00	99.00	95.00	99.00	99.00	99.60	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	19	1'235
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'178
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	19	57
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		12'000	31'000	50'000	60'000	72'802	101'155	217'000	410'000	521'500	870'650
Fixed (wired)-broadband subscriptions		-	1'000	...	...	2'184	3'955	14'600	60'000	100'000	460'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.01	...	...	0.03	0.05	0.17	0.67	1.10	5.01
- Cable modem Internet subscriptions		-	-	...	...	...	...	-	-	-	-
- DSL Internet subscriptions		-	-	...	...	2'184	3'955	14'600	58'000	96'580	450'000
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	2'000	3'420	10'000
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
International Internet bandwidth, in Mbit/s		2	60	150	240	300	777	6'144	10'240	12'288	40'960
International Internet bandwidth (bps) per Internet user		80	145	...	...	435	745	4'790	6'703	4'946	9'692
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	48.00	...	45.20	48.10	...	39.50	38.60	32.20	31.30	27.30
Fixed-telephone faults cleared by next working day	%	...	...	69.50	...	...	39.50	95.00	95.00	95.00	97.50
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	302	...	...	...	...	...	...	171	163	139
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	167	3'029	7'316	8'646
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	94	116	99	92
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	141	178	164	150
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	90	120	155	158	160
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	30	33	42	53	68	90	...	44	40	35
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	111	118	125
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	319	389	479	589	687
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	71	80	155	218	...	...	...	141	150	143
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	338	439	545
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	1'250	1'777	2'048
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	2	3	5
<b>STAFF</b>											
Full-time telecommunication employees		8'756	8'142	8'900	17'912	14'539	13'506	15'647	16'240	16'347	16'449
- of which: female		7'040	3'346	3'560	4'270	4'706	3'781	4'994	7'674	7'415	6'929
<b>TARIFFS</b>											
Installation fee for residential telephone service		400'000	400'000	400'000	400'000	400'000	80	80	80	80	80
Installation fee for business telephone service		...	...	600'000	600'000	600'000	120	120	120	120	120
Monthly subscription for residential telephone service		3'300	3'300	3'300	3'300	3'300	1	2	2	2	2
Monthly subscription for business telephone service		...	...	35'000	35'000	35'000	7	7	7	7	7
3-minute local call to fixed telephone (peak rate)		1'350.00	500.00	500.00	500.00	500.00	-	-	-	-	-
3-minute local call to fixed telephone (off-peak rate)		1'012.00	500.00	500.00	500.00	500.00	-	-	-	-	-
Mobile-cellular prepaid connection charge		...	...	...	...	80'000	4	3	3	3 <sup>11</sup>	3 <sup>12</sup>
Mobile-cellular prepaid-1-min call (peak, on-net)		470.00	492.00	465.00	490.30	470.00	0.34	...	0.07	0.07	0.07
Mobile-cellular prepaid-1-min call (off-peak, on-net)		352.33	492.00	465.00	326.87	94.00	0.34	...	0.03	0.03	0.03
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.10	0.10	0.07
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.10	0.10	0.07
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	5	5	5	5
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	70	39	10
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	831'500	971'000	1'195'000	1'626'500	2'256'000	556	708	921	994	1'115
- Revenue from fixed-telephone services	10 <sup>6</sup>	382'000	344'500	395'500	500'500	658'500	146	150	197	204	251
- Revenue from mobile networks	10 <sup>6</sup>	433'500	533'000	705'500	1'041'500	1'477'500	376	511	667	710	785
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	124'700	40'872	63'795	103'100	153'000	212	167	153	130	204
- Annual investment in fixed-telephone services	10 <sup>6</sup>	121'545	...	59'068	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	49
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	149
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	29.80	37.20	53.90
Population with access to a PIAC	%	...	...	...	...	...	...	...	24.80	32.00	41.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	68.60	...	98.90	99.00	99.20	99.40	99.90	100.00
Households with a fixed line telephone	%	...	...	...	...	...	60.00	...	51.97	51.91	58.70
Households with a mobile telephone	%	...	...	25.90	...	...	55.10	...	60.90	60.90	79.50
Households with a computer	%	...	3.69	4.93	6.12	7.30	8.60	10.10	14.60	18.19	21.50
Households with Internet access at home	%	...	...	...	...	6.30 <sup>13</sup>	7.40 <sup>13</sup>	9.30 <sup>13</sup>	13.88 <sup>13</sup>	33.30	35.30
Mobile cellular telephone users	%	...	...	...	...	...	...	...	69.51	...	83.29
Computer users	%	...	...	...	...	16.80	...	...	24.80	30.80	38.01
Internet users	%	0.31	5.00	...	...	8.03	11.99	14.54	17.08	27.40	46.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		4'617	4'800	5'200	...	...	...	...	...	...	2'985'150
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	29'980
Direct-to-home (DTH) satellite antenna subscriptions		218'000	241'000	300'000	...	...	...	...	...	...	2'000'195

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		301'606	305'801	310'201	314'739	319'358	324'066	328'861	333'661	338'358	342'877
Households		90'480	92'955	96'050	99'000	102'000	102'000	103'000	104'000	105'000	106'000
Gross domestic product (GDP)	10 <sup>6</sup>	5'761	6'077	6'187	6'189	6'797	7'974	8'319	8'239	7'806	7'700
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		123'302	126'556	131'856	139'936	133'074	131'564	132'854	132'756	128'964	129'314
Fixed-telephone subscriptions per 100 inhabitants		40.88	41.39	42.51	44.46	41.67	40.60	40.40	39.79	38.11	37.71
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	-	...	...	...	...	...	180	359	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	38	189	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	92	170	...
ISDN voice-channel equivalents		...	-	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	10'555	12'396
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		970	1'430	1'590	948	...	...	1'656	1'439	1'429	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		60'555	121'759	122'228	186'007	227'771	252'987	373'999	358'050 <sup>1</sup>	358'812	428'377
Mobile-cellular subscriptions per 100 inhabitants		20.08	39.82	39.40	59.10	71.32	78.07	113.73	107.31	106.05	124.94
- Mobile-cellular telephone subscriptions, prepaid		10'348	...	67'391	135'037	175'430	198'624	...	324'751	322'173	383'333
Mobile population coverage	%	...	95.00	95.00	95.00	95.00	95.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		12'175	18'997	21'000	24'000	27'211	28'807	30'000	35'500	38'587	24'702 <sup>2</sup>
Fixed (wired)-broadband subscriptions		4'139	7'540	10'941	12'803	13'382	16'591	20'500	25'500	31'589	24'702 <sup>3</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		1.37	2.47	3.53	4.07	4.19	5.12	6.23	7.64	9.34	7.20
- Cable modem Internet subscriptions		...	-	-	-	-	-	-	-	-	...
- DSL Internet subscriptions		...	7'540	10'941	12'803	13'382	16'591	13'017	23'000	23'340	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		45	45	90	90	90	...	...	...	620	620
International Internet bandwidth (bps) per Internet user		1'264	818	1'451	1'300	1'127	...	...	...	5'408	4'205
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	67	81	75	82	81	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	112	119	109	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'115	1'141	1'137	1'194	1'184	1'217	1'236	1'240	1'214	1'191
- of which: female		...	...	...	...	...	699	721	725	715	698
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	40	...	...	...	...	...	...	...	50
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	50
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	16
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	36
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	-
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	-
Mobile-cellular prepaid connection charge		...	...	...	50	50	50	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		...	...	...	0.33	0.33	0.47	...	...	0.33	0.33
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	...	0.15	0.15	0.16	...	...	0.15	0.15
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	...	0.33	0.33
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	...	0.15	0.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	55	55
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	35	35
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.384	0.384
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	1'402	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	61.00	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	100.00	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	11.80	18.00	20.00	22.00	25.00	26.00	27.00	31.54	33.88	43.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		642'510	642'070	647'164	671'760	724'807	811'410	925'733	1'052'359	1'169'578	1'261'835
Households		105'686	109'200	113'000	117'000	121'000	123'000	125'000	127'000	130'000	133'000
Gross domestic product (GDP)	10 <sup>6</sup>	2'981	3'193	3'665	4'224	5'061	5'961	6'946	8'329	7'264	8'520
Average annual exchange rate per US\$		0.38	0.38	0.38	0.38	0.38	0.38	0.38	0.38	0.38	0.38
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		173'855	175'446	185'756	191'553	193'520	194'196	203'541 <sup>1</sup>	220'386 <sup>1</sup>	238'000	228'000
Fixed-telephone subscriptions per 100 inhabitants		27.06	27.33	28.70	28.52	26.70	23.93	21.99	20.94	20.35	18.07
- Residential fixed-telephone subscriptions	%	70.00	70.00	70.00	...	...	60.00	57.00	59.00	62.00	61.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		1'533	1'709	3'248	...	...	...	...	...	2'760	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	2'300	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	460	...
ISDN voice-channel equivalents		3'066	3'418	4'018	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	99.00	...	...	...	...
Public payphones		2'029	1'966	1'952	1'907	1'320	1'307 <sup>2</sup>	1'284	1'281	1'277	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	300	389	443	650	767	907	1'116	1'441	1'402	1'567
Mobile-cellular subscriptions per 100 inhabitants		46.63	60.58	68.47	96.73	105.84	111.83	120.55	136.91	119.87	124.18
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	226	304	347	522	635	756 <sup>2</sup>	924	1'210	1'156	1'289
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	5	17	19	46
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		44'109	52'865	48'925	50'382	50'299	56'803	73'130	76'865	75'983	67'625
Fixed (wired)-broadband subscriptions		1'176	4'980	9'737	14'956	21'432	38'628	66'705 <sup>3</sup>	76'865	75'983	67'625
Fixed (wired)-broadband subscriptions per 100 inhab.		0.18	0.78	1.50	2.23	2.96	4.76	7.21	7.30	6.50	5.36
- Cable modem Internet subscriptions		...	-	-	...	...	...	...	...	...	...
- DSL Internet subscriptions		1'176	4'980	9'737	14'956	21'432	38'628	66'705	76'595	75'895	67'528
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	1'548	...	...	...
International Internet bandwidth, in Mbit/s		195	195	409	409	409	811	1'915	4'440	7'391	10'000
International Internet bandwidth (bps) per Internet user		2'018	1'683	2'932	2'837	2'649	3'539	6'286	8'121	11'923	14'409
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		15.00	...	...	...	...	1.00	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	299	310	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	77	116	173	...	...	...	1'571	1'834	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	462	673	712	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	170	199	233	263	85	65	103	100	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	478	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	183	181	176	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'038	1'879	1'617	1'923	2'216	1'942	2'380	2'470	2'500	2'570
- of which: female		...	...	...	...	...	...	...	...	650	700
<b>TARIFFS</b>											
Installation fee for residential telephone service		20	20	20	20	20	20 <sup>2</sup>	20	20	20	20
Installation fee for business telephone service		20	20	20	20	20	20 <sup>2</sup>	20	...	20	20
Monthly subscription for residential telephone service	1	1	1	1	1	1	1 <sup>2</sup>	1	1	1	1
Monthly subscription for business telephone service	2	2	2	2	2	2	2 <sup>2</sup>	...	...	1	1
3-minute local call to fixed telephone (peak rate)	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02
3-minute local call to fixed telephone (off-peak rate)	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02
Mobile-cellular prepaid connection charge	...	20	20	8	8	8	5	...	...	...	6
Mobile-cellular prepaid-1 min call (peak, on-net)	0.05	0.05	0.05	0.04	0.04	0.04	0.05	...	0.05	0.04	0.04
Mobile-cellular prepaid-1 min call (off-peak, on-net)	0.03	0.04	0.04	0.04	0.04	0.04	0.04	...	0.04	0.03	0.04
Mobile-cellular prepaid-1 min call (peak, off-net)	...	...	...	...	...	...	...	...	0.05	0.04	0.04
Mobile-cellular prepaid-1 min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.04	0.03	0.04
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	10	...	10	10	10
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	10	10	10
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	2.0	2.0	2.0
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	1	1	1
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	171	186	192	228	235 <sup>11</sup>	253 <sup>2</sup>	285	303	338	360
- Revenue from fixed-telephone services	10 <sup>6</sup>	75	67	60	57	47	...	17	17	17	...
- Revenue from mobile networks	10 <sup>6</sup>	54	72	82	109	98	...	123	184	182	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	41	25	25	...	35	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	96.51	...	...	...	...	98.28	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	79.47	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	97.24	...	...	...	...
Households with a computer	%	32.35	...	...	...	...	87.00	...	87.00	...	87.00 <sup>12</sup>
Households with Internet access at home	%	17.63	...	...	...	...	45.03	...	57.70	...	74.00 <sup>13</sup>
Mobile cellular telephone users	%	...	...	...	...	...	...	...	99.00	...	...
Computer users	%	...	...	...	...	...	...	...	72.00	...	...
Internet users	%	15.04	18.05	21.55	21.46	21.30	28.24	32.91	51.95	53.00	55.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		7'680	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		5'215	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		65'750	67'900	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	131'945	134'266	136'515	138'633	140'588	142'354	143'957	145'478	147'030	148'692
Households	10 <sup>3</sup>	25'296	25'673	26'050	26'433	26'821	27'316	29'993	30'494	30'917	31'337
Gross domestic product (GDP)	10 <sup>6</sup>	2'535'460	2'732'010	3'005'800	3'329'730	3'707'070	4'441'024	5'091'497	5'803'088	6'545'597	7'409'097
Average annual exchange rate per US\$		55.81	57.89	58.15	59.51	64.33	68.93	68.87	68.60	69.04	69.65
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	565	606	742	831	1'070	1'134	1'187	1'344	1'523	900
Fixed-telephone subscriptions per 100 inhabitants		0.43	0.45	0.54	0.60	0.76	0.80	0.82	0.92	1.04	0.61
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	91.50	93.00	95.00	95.00	...	96.00	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	2 <sup>1</sup>	2 <sup>1</sup>	2 <sup>1</sup>	2 <sup>1</sup>	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	520	1'075	1'365	2'782	9'000	19'131	34'370 <sup>2</sup>	44'640	52'430 <sup>3</sup>	68'650
Mobile-cellular subscriptions per 100 inhabitants		0.39	0.80	1.00	2.01	6.40	13.44	23.88	30.68	35.66	46.17
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	200	682	1'160	2'217	...	13'392	...	...	...	...
Mobile population coverage	%	40.00	44.00	50.00	70.00	80.00	90.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		62'000	68'000	81'000	100'000	123'000	150'000	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	...	43'710	50'000	55'000	60'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	...	0.03	0.03	0.04	0.04
- Cable modem Internet subscriptions		-	-	-	-	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		40	43	50	60	60	348	642	1'860	2'480	15'350
International Internet bandwidth (bps) per Internet user		234	229	223	217	177	244	248	511	544	2'790
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	44	39	77	103	219	234	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	236	356	564	551	567	771	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		19'814	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		18'400	10'300	10'000	10'000	10'000	5'000	5'860	2'000	2'000	2'000
Installation fee for business telephone service		18'400	10'300	10'000	10'000	10'000	10'000	5'860	...	5'860	...
Monthly subscription for residential telephone service		150	150	150	150	150	150	80	80	80	80
Monthly subscription for business telephone service		150	150	150	150	150	150	80	80	80	80
3-minute local call to fixed telephone (peak rate)		1.70	1.70	1.70	1.70	1.50	1.50	0.90	0.45	0.90	0.90
3-minute local call to fixed telephone (off-peak rate)		1.70	1.50	1.50	1.50	1.50	1.50	0.57	0.30	0.90	0.90
Mobile-cellular prepaid connection charge		...	575	575	1'500	1'500	900	...	...	...	149
Mobile-cellular prepaid-1 min call (peak, on-net)		5.25	6.00	6.00	6.00	6.00	2.50	...	1.50	1.50	0.79
Mobile-cellular prepaid-1 min call (off-peak, on-net)		3.33	6.00	6.00	3.00	3.00	0.50	...	1.50	0.49	0.79
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	2.00	2.00	0.79
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	2.00	2.00	0.79
Fixed (wired)-broadband connection charge		...	...	...	...	...	16'666	...	...	...	400
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	3'680	3'450	1'035
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	20'406	30'072	33'882	50'000	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	12'733	15'385	15'448	15'312	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	7'354	14'497	17'538	33'378	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	3'904	4'635	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	0.38	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	20.00	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	17.20	19.10	20.90	22.90	25.10	27.40	30.00	32.80	35.90	...
Households with a fixed line telephone	%	1.60	...	...	...	...	...	1.70	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	31.70	...	...	...
Households with a computer	%	...	...	...	...	1.36 <sup>12</sup>	...	...	2.24	...	3.08
Households with Internet access at home	%	...	...	...	...	0.20 <sup>12</sup>	...	...	1.91	...	2.64
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.13	0.14	0.16	0.20	0.24	1.00	1.80	2.50	3.10	3.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	3'600	4'461	5'353	...	12'000	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		268'192	268'813	269'389	269'947	270'503	271'062	271'618	272'180	272'750	273'331
Households		97'000	97'000	97'000	97'000	97'000	97'000	106'000	106'000	106'000	106'000
Gross domestic product (GDP)	10 <sup>6</sup>	5'843	5'911	6'102	6'406	7'370	7'769	8'075	7'976	7'790	8'219
Average annual exchange rate per US\$		2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		128'956	133'000	134'000	135'732	134'878	134'261	134'261	150'000	135'700	137'486
Fixed-telephone subscriptions per 100 inhabitants		48.08	49.48	49.74	50.28	49.86	49.53	49.43	55.11	49.75	50.30
- Residential fixed-telephone subscriptions	%	68.70	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		458	...	...	690	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		916	...	...	4'550	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		807	...	...	775	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		53'111	97'193	140'000	200'138	206'190	237'119	257'596	288'662	337'061	350'061
Mobile-cellular subscriptions per 100 inhabitants		19.80	36.16	51.97	74.14	76.22	87.48	94.84	106.06	123.58	128.07
- Mobile-cellular telephone subscriptions, prepaid		24'227	...	...	57'970	110'000	...	205'613	...	275'921	...
Mobile population coverage	%	95.00	95.00	95.00	95.00	99.90	99.90	99.90	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	66'217	...	60'964	...
Fixed (wired)-broadband subscriptions		-	-	27'319	29'630	31'942	38'800	47'133	49'216	57'305	56'190
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	10.14	10.98	11.81	14.31	17.35	18.08	21.01	20.56
- Cable modem Internet subscriptions		...	-	-	-	-	-	-	-	-	...
- DSL Internet subscriptions		...	-	10'000	10'000	31'838	...	28'049	...	52'486	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	500	...	519	1'000	3'580	3'960
International Internet bandwidth (bps) per Internet user		...	...	...	...	3'297	...	2'953	5'525	19'106	20'638
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	78.00 <sup>1</sup>	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	81	44	51	88	124	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	53	79	113	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'032	...	...	919	...	...	...	...	...	...
- of which: female		448	...	...	487	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		98	98	98	98	98	98	98	98	...	...
Installation fee for business telephone service		98	98	98	98	98	98	98	...	...	...
Monthly subscription for residential telephone service		28	28	34	34	34	34	37	37	39	41
Monthly subscription for business telephone service		85	85	85	85	113	113	46	...	...	...
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	...	...	-	-	-
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	...	...	-	-	-
Mobile-cellular prepaid connection charge		...	...	70	...	...	25	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.60	0.74	0.99	0.90	0.90	0.90	...	0.30	0.30	0.30
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.40	0.70	0.99	0.90	0.90	0.90	...	0.15	0.10	0.20
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.70	0.70	0.70
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.63	0.60	0.65
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	259	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	99	69	79
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.512	1.024	1.024
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	<sup>2</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	356	363	373	369	356	371	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	295	236 <sup>3</sup>	239 <sup>3</sup>	249 <sup>3</sup>	242 <sup>3</sup>	256 <sup>3</sup>	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	58	66	...	...	159	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	54	88	51	60	50	47	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	39.60	...	...	...	53.04	...	61.39
Households with Internet access at home	%	...	...	...	34.30	...	...	...	43.00	...	51.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	11.94	27.84	39.69	49.80	56.07	63.00	64.70	66.50	68.70	70.20
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		700	...	...	489	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	10'010	9'963	9'918	9'872	9'825	9'777	9'728	9'681	9'636	9'595
Households	10 <sup>3</sup>	3'223	3'210	3'153	3'120	3'171	3'153	3'150	3'132	3'117	3'102
Gross domestic product (GDP)	10 <sup>9</sup>	17'173	26'138	36'565	49'992	65'067	79'267	97'165	129'791	137'442	162'964
Average annual exchange rate per US\$		1'390.00	1'790.92	2'051.27	2'160.26	2'153.82	2'144.56	2'146.08	2'136.40	2'793.05	2'978.51
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	2'862	2'967	3'071	3'176	3'284	3'368	3'672	3'718	3'983	4'139
Fixed-telephone subscriptions per 100 inhabitants		28.60	29.78	30.97	32.17	33.43	34.45	37.74	38.41	41.34	43.13
- Residential fixed-telephone subscriptions	%	80.88	84.40	84.76	84.97	85.21	85.26	82.10	82.10	82.50	82.40
- Fixed-telephone subscriptions in urban areas	%	81.50	81.30	81.10	80.90	80.40	80.00	80.00	79.70	77.50	77.00
ISDN subscriptions	10 <sup>3</sup>	1	1	2	2	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	1	1	1	2	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	6	8	12	18	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	94.80	97.40	97.70	100.00
Public payphones	10 <sup>3</sup>	19	19	20	20	18	16	16	15	14	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	138	463	1'118	2'239	4'100	5'960	6'960	8'128	9'686	10'333
Mobile-cellular subscriptions per 100 inhabitants		1.38	4.64	11.27	22.68	41.72	60.96	71.54	83.96	100.52	107.69
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	87.00	87.00	88.00	90.00	92.50	96.60	98.60	99.40	99.70
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	1'038	1'503	2'629	3'381
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	8	18	23	31	38	407	1'758	1'598	1'630	2'044
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	-	-	1	2	11	170	478	1'092	1'666
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.01	0.02	0.12	1.75	4.94	11.34	17.36
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	-	-	-	...	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	...	-	-	1	2	11	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		44	79	200	355	465	1'866	2'560	4'500	22'000	67'000
International Internet bandwidth (bps) per Internet user		102	89	...	...	...	1'178	1'336	2'021	8'323	22'027
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	26.71	26.80	24.79	23.14	...	...	4.10	3.68	3.38	3.20
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	20'305	20'717	19'883	17'984
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	325	1'035	3'122	...	...	9'024	17'213	19'544	22'333
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	790	775	735	692
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	134	248	367	...	...	167	262	249	259
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	369	471	428	503
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	210	241	268	299	314	330	353	409	346	419
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	12	21	30	...	...	16	62	82	85
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	477	657	658	668
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	234	251	291	329	...	...	407	452	508	516
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	32	53	69	...	...	69	205	150	153
SMS sent	10 <sup>6</sup>	...	32	104	363	...	...	407	1'046	2'264	2'486
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	2	8	12	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		26'614	26'484	26'614	26'662	26'330	...	...	...	...	...
- of which: female		12'041	11'896	11'667	11'686	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		26'180	36'000	43'200	49'680	49'680	60'420	60'420	60'420	60'420	60'420
Installation fee for business telephone service		...	...	...	128'155	128'155	156'000	156'000	156'000 <sup>1</sup>	156'000 <sup>1</sup>	60'420 <sup>2</sup>
Monthly subscription for residential telephone service		684	975	1'170	1'345	1'350	1'660	1'345	1'345	2'400	2'900
Monthly subscription for business telephone service		1'080	1'540	1'850	2'125	2'125	2'590	1'345	3'050 <sup>1</sup>	3'600 <sup>1</sup>	4'400 <sup>2</sup>
3-minute local call to fixed telephone (peak rate)		10.08	14.37	17.25	19.83	22.20	24.15	19.86	28.50	28.50	28.50
3-minute local call to fixed telephone (off-peak rate)		10.08	14.37	17.25	19.83	22.20	24.15	19.86	28.50	28.50	28.50
Mobile-cellular prepaid connection charge		...	...	-	-	-	3'200	...	9'800	9'800	-
Mobile-cellular prepaid-1-min call (peak, on-net)		...	76.67	105.00	80.00	80.00	38.40	...	150.00	150.00 <sup>3</sup>	125.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	61.67	75.00	80.00	80.00	38.40	...	150.00	150.00 <sup>3</sup>	125.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	350.00	350.00	350.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	350.00	350.00	350.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	20'000	54'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	1.0	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	25'000	19'000
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	230'883	384'726	541'290	699'808	862'413	1'641'198	2'983'331	3'625'112	4'357'527	5'010'962
- Revenue from fixed-telephone services	10 <sup>6</sup>	213'359	353'885	494'335	633'549	776'645	877'368	926'101	1'025'177	1'162'271	1'275'655
- Revenue from mobile networks	10 <sup>6</sup>	371	662	758	991	1'402	...	1'677'182	1'807'947	2'115'473	2'148'296
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	75'062	111'829	215'101	288'841	...	...	1'039'200	1'023'200	1'140'200	1'464'267
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	219'100	275'500	317'200	281'530
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	663'900	487'100	555'200	666'712
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	4.20	5.50	6.20	7.30
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	85.48	96.30	96.10	97.10	93.00	94.14	94.60	98.80	98.50
Households with a fixed line telephone	%	...	...	74.50	77.30	78.60	81.10	82.30	84.10	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	3.00	5.00	8.70	9.60	16.30	23.20	28.50	38.20	40.80
Households with Internet access at home	%	...	...	...	...	...	9.20	11.38	15.64	25.10	31.20
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	4.30	8.95	...	...	...	16.20	19.70	23.00	27.43	31.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		652'200	765'354	944'340	1'091'075	1'222'312	1'407'984	...	...	...	...
Leased-line subscriptions		1'493	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	10'211	10'254	10'303	10'357	10'414	10'475	10'539	10'602	10'661	10'712
Households	10 <sup>3</sup>	4'278	4'319	4'362	4'402	4'440	4'408	4'416	4'426	4'450	4'471
Gross domestic product (GDP)	10 <sup>6</sup>	259'434	268'256	275'716	290'826	303'248	318'545	335'066	344'303	338'960	352'537
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.83	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	5'132	4'932	4'875	4'801	4'795	4'728	4'847 <sup>1</sup>	4'735	4'636	4'640
Fixed-telephone subscriptions per 100 inhabitants		50.26	48.09	47.32	46.36	46.04	45.13	45.99	44.66	43.49	43.31
- Residential fixed-telephone subscriptions	%	...	...	...	64.00	64.00	64.00	64.00	64.00	65.00	66.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	446 <sup>2</sup>	427	424	416	407	399	391	378	357	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	436	419	416	407	398	390	382	368	347	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	9	8	8	8	9	9	9	10	10	...
ISDN voice-channel equivalents	10 <sup>3</sup>	1'155	1'078	1'070	1'068	1'057	1'050	1'043	1'041	1'000	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	160	239	211	217
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	17	14	14	13	13	11	9	8	7	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	7'697	8'102	8'606	9'132	9'605	9'847	10'738	11'342 <sup>3</sup>	11'775 <sup>3</sup>	12'154 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		75.38	79.01	83.53	88.17	92.23	94.01	101.89	106.98	110.45	113.46
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	5'154	5'331	5'716	6'036	6'042	5'942	6'147	6'654	6'974	6'753
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	369	615	1'088
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	254	432	793
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	115	183	296
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	1'425	1'694	1'909	2'033	2'283	2'559	2'862	3'056	3'205	3'416
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	460	815	1'243	1'620	2'011	2'452	2'715	2'962	3'134	3'373
Fixed (wired)-broadband subscriptions per 100 inhab.		4.50	7.95	12.06	15.64	19.31	23.40	25.76	27.94	29.40	31.49
- Cable modem Internet subscriptions	10 <sup>3</sup>	230	300	478	623	757	974	1'071	1'200	1'332	1'512
- DSL Internet subscriptions	10 <sup>3</sup>	230	515	765	995	1'247	1'470	1'620	1'735	1'775	1'834
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	1	1	2
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	2	6	7	-	27	26	25
International Internet bandwidth, in Mbit/s		81'426	84'024	84'099	117'535	117'535	178'509	265'058	400'000	600'000	900'000
International Internet bandwidth (bps) per Internet user		25'486	17'687	16'335	21'070	18'870	26'553	36'308	57'164	80'400	112'023
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		4.79	5.95	5.60	5.94	6.27	7.36	4.37	4.25	4.95	3.37
Fixed-telephone faults cleared by next working day	%	80.45	84.80	88.00	89.17	88.01	85.10	85.44	78.95	79.90	75.86
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	21'694	...	...	...	...	...	11'528	10'613	9'693	9'542
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	6'961	7'685	7'209	8'091	9'612	11'244	12'545	12'819	13'251
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	1'854	2'015	2'113	2'036	1'998	1'803	1'691	1'656	1'618	1'603
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	1'290	1'356	1'377	1'557	1'653	2'259	2'258
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	2'551	2'663	2'575	2'450	2'549	2'666	2'719
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'799	1'351	1'558	1'728	1'776	1'599	1'452	1'408	1'380	1'389
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	703	812	886	998	1'140	1'286	1'330
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	2'250	2'455	2'798	2'897	3'459	4'474	6'556	8'033	14'773	18'204
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	18	23	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'243	2'802	3'042	3'372
<b>STAFF</b>											
Full-time telecommunication employees		28'276	24'494	23'291	23'921	22'445	21'284	22'311	18'906	18'890	18'519
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		66	66	66	66	66	66	66	66	66	50
Installation fee for business telephone service		66	66	66	66	66	66	66	66	66	50
Monthly subscription for residential telephone service		16	16	17	17	17	17	18	18	18	19
Monthly subscription for business telephone service		16	16	17	17	17	17	18	18	18	19
3-minute local call to fixed telephone (peak rate)		0.15	0.15	0.15	0.15	0.21	0.21	0.22	0.22	0.32	0.33
3-minute local call to fixed telephone (off-peak rate)		0.08	0.08	0.08	0.08	0.13	0.13	0.14	0.14	-	-
Mobile-cellular prepaid connection charge		...	10	10	10	10	10	...	...	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		0.15	0.40	0.40	0.37	0.37	0.29	...	0.29	0.29	0.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.10	0.25	0.25	0.37	0.37	0.25	...	0.29	0.29	0.25
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.29	0.29	0.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.29	0.29	0.25
Fixed (wired)-broadband connection charge		...	...	...	...	59	129	...	50	50	50
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	40	42	...	20	20	19
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.020	1.020	3.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	1.0	15.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	1
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	5'397	5'589	5'874	8'845	9'162	9'559	9'654	8'907 <sup>11</sup>	8'938 <sup>12</sup>	9'053 <sup>12</sup>
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'212	2'097	2'006	1'909	1'810	...	777	784	767	773
- Revenue from mobile networks	10 <sup>6</sup>	3'067	3'383	3'765	3'916	4'092	4'226	4'100	3'262	3'199	3'029
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'412	1'258	1'051	1'328	1'062	1'051	1'167	1'123 <sup>13</sup>	1'155	1'265
- Annual investment in fixed-telephone services	10 <sup>6</sup>	690	799	782	670	741	640	822	779	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	722	457	269	332	322	411	346	403	341	391
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	99.00	...	...	...	...
Households with a fixed line telephone	%	83.40	...	...	...	...	66.16	...	...	...	...
Households with a mobile telephone	%	69.40	...	...	...	...	85.00	...	...	...	...
Households with a computer	%	36.60	40.90	45.70	46.00	...	57.00	67.00	70.00	71.15	76.72
Households with Internet access at home	%	28.00	43.00	45.96	49.13	50.16	53.96	60.16	63.63	67.44	72.70
Mobile cellular telephone users	%	...	...	...	...	...	86.66	87.89	88.21	...	...
Computer users	%	...	48.00	...	...	...	69.00	72.14	73.63	77.03	80.15
Internet users	%	31.29	46.33	49.97	53.86	59.81	64.18	69.27	66.00	70.00	75.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		3'814'949	3'880'321	3'917'340	3'999'272	4'003'742	4'025'051	...	4'157'000	4'224'199	4'277'962
Leased-line subscriptions		3'674	...	2'047	3'052	3'152	3'502	3'927	15'904	15'784	15'262
Direct-to-home (DTH) satellite antenna subscriptions		150'000	158'000	...	...	...	30'000	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		256'582	262'667	268'760	274'855	280'947	287'035	293'124	299'237	305'398	311'627
Households		53'300	55'000	57'000	59'000	61'000	63'000	66'000	67'000	68'000	69'000
Gross domestic product (GDP)	10 <sup>6</sup>	1'744	1'865	1'976	2'113	2'230	2'426	2'554	2'717	2'698	2'802
Average annual exchange rate per US\$		2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		35'237	31'300	33'278	33'716	33'770	34'325	33'905	31'124	31'168	30'288 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		13.73	11.92	12.38	12.27	12.02	11.96	11.57	10.40	10.21	9.72
- Residential fixed-telephone subscriptions	%	70.05	67.64	67.85	57.29	69.00	68.19	...	...	64.00	60.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	-	-	-	-	-	-	-	-	-
- Basic access ISDN subscriptions		-	-	-	-	-	-	-	-	-	-
- Primary access ISDN subscriptions		-	-	-	-	-	-	-	-	-	-
ISDN voice-channel equivalents		-	-	-	-	-	-	-	-	-	-
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		425	481	486	656	811	930	988	1'033	1'022	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		39'155	51'729	60'403	75'000	96'000	118'000	118'314	160'032	161'783	194'201 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		15.26	19.69	22.47	27.29	34.17	41.11	40.36	53.48	52.97	62.32
- Mobile-cellular telephone subscriptions, prepaid		33'794	38'017	56'051	71'000	93'000	117'023	116'000	156'301	158'049	190'383
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		5'200	5'242	5'055	6'014	6'837	8'484	8'547	8'831	8'916	9'384
Fixed (wired)-broadband subscriptions		-	-	940	2'827	5'022	7'245	7'480	8'047	8'340	8'915 <sup>3</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.35	1.03	1.79	2.52	2.55	2.69	2.73	2.86
- Cable modem Internet subscriptions		...	-	355	636	830	1'648	1'106	1'252	1'110	1'092
- DSL Internet subscriptions		...	-	585	2'191	4'192	5'597	6'374	6'795	7'230	7'735
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		46	46	46	46	135	180	180	490	800	800
International Internet bandwidth (bps) per Internet user		...	3'081	...	2'889	5'217	6'029	5'654	14'478	22'332	18'337
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		57.60	55.20	49.60	41.10	...	4.00	4.00	1.02	1.18	1.80
Fixed-telephone faults cleared by next working day	%	...	89.00	89.00	90.00	...	85.00	85.70	...	88.00	85.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	88	...	...	...	76	66	...	...	...	60
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	12	13	21	18	16	...	...	...	3
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	26
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	-	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	41	49	55
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	11	12	13	13	15	19	25	39	48	53
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	1	1	2	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	35	45	51	52	51	47	42
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	28	30	38	24	32	24	25	26	21	17
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	25	26	25
SMS sent	10 <sup>6</sup>	...	...	...	...	...	1	35	88	239	504
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		417	412	482	442	494	493	...	...	443	475
- of which: female		...	...	...	...	...	147	...	...	142	157
<b>TARIFFS</b>											
Installation fee for residential telephone service		100	100	100	100	100	100	...	...	...	...
Installation fee for business telephone service		100	100	100	100	100	100	...	...	...	...
Monthly subscription for residential telephone service		20	20	20	20	20	20	...	39	39	39
Monthly subscription for business telephone service		50	50	50	50	50	50	...	...	...	111
3-minute local call to fixed telephone (peak rate)	0.30	0.30	0.30	0.30	0.30	0.30	0.30	...	0.34	-	-
3-minute local call to fixed telephone (off-peak rate)	0.15	0.15	0.15	0.15	0.15	0.15	0.15	...	0.17	-	-
Mobile-cellular prepaid connection charge	40	40	40	40	40	40	50	...	...	...	56
Mobile-cellular prepaid-1-min call (peak, on-net)	0.90	0.85	0.85	0.85	0.85	0.85	0.57	...	0.68	0.68	0.68
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.70	0.60	0.60	0.60	0.60	0.60	0.57	...	0.68	0.68	0.68
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	...	0.68	0.68	0.68
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.68	0.68	0.68
Fixed (wired)-broadband connection charge	...	...	...	...	200	200	200	...	200	200	230
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	179	179	179	...	201	126	206
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	111	112	118	116	126	127	145	139	145	144
- Revenue from fixed-telephone services	10 <sup>6</sup>	68	67	85	86	85	...	29	31	44	40
- Revenue from mobile networks	10 <sup>6</sup>	23	22	15	16	26	34	51	47	51	52
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	22	60	60	24	30	31	46	36	46	60
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	5.68	...	5.79	9.21	10.40	10.86	11.31	11.73	14.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		44	52	...	...	...	92	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	6'721	6'938	7'165	7'398	7'634	7'872	8'113	8'356	8'602	8'850
Households	10 <sup>3</sup>	1'266	1'307	1'351	1'396	1'442	1'674	1'737	1'790	1'846	1'903
Gross domestic product (GDP)	10 <sup>6</sup>	1'832'060	2'067'460	2'140'010	2'298'710	2'459'400	2'460'244	2'638'975	2'970'544	3'109'410	3'248'215
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		59'298	62'669	66'511	72'789	76'267	77'342	110'765	115'289	127'149	133'427
Fixed-telephone subscriptions per 100 inhabitants		0.88	0.90	0.93	0.98	1.00	0.98	1.37	1.38	1.48	1.51
- Residential fixed-telephone subscriptions	%	78.99	55.53	55.49	64.01	63.32	50.53	51.00	...	...	...
- Fixed-telephone subscriptions in urban areas	%	67.95	65.40	65.70	65.04	64.24	63.00	96.10	...	...	...
ISDN subscriptions		-	-	-	-	-	-	...	...	...	...
- Basic access ISDN subscriptions		-	-	-	-	-	-	...	...	...	...
- Primary access ISDN subscriptions		-	-	-	-	-	-	...	...	...	...
ISDN voice-channel equivalents		-	-	-	-	-	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	40.26	40.26	40.26	63.63	...	...	...
Public payphones		646	760	804	797	704	680	676	549	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	125	219	236	459	596	1'056	2'052	3'625	5'033	7'075
Mobile-cellular subscriptions per 100 inhabitants		1.86	3.15	3.30	6.21	7.81	13.41	25.29	43.39	58.52	79.94
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	214	231	451	586	1'037	2'045	3'617	5'020	7'056
Mobile population coverage	%	23.00	27.00	36.00	40.00	43.00	70.00	75.00	79.00	82.00	90.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		3'949	4'679	5'606	6'670	6'657	7'505	9'207	...	...	...
Fixed (wired)-broadband subscriptions		-	21	21	81	196	1'498	710 <sup>1</sup>	975	1'791	3'569
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.02	0.01	0.01	0.02	0.04
- Cable modem Internet subscriptions		...	21	21	38	38	-	...	...	...	...
- DSL Internet subscriptions		...	-	-	43	158	1'498	710	975	1'791	2'926
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	2	47	47	47	47	155	155	205	622
International Internet bandwidth (bps) per Internet user		82	43	690	537	484	388	1'067	1'003	1'064	2'245
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		6.50	7.17	6.24	5.77	7.47	7.00	5.54	6.20	6.56	6.00
Fixed-telephone faults cleared by next working day	%	24.69	19.81	18.60	25.48	22.14	14.76	32.60	35.00	40.74	35.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	31
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	1'870	2'351	2'771
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	38	29
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	11	7
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'465	...	166	205
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	17	18	28	44	27	32	...	...	23	21
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	113	143	185
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	130	...	316	361
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	31	28	21	...	27	65	...	...	95	89
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	133	221	271
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	173	26
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	264	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'231	1'261	1'214	1'264	1'331	1'388	1'309	2'233	1'976	2'291
- of which: female		157	194	202	206	265	307	539	603	615	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		96'500 <sup>2</sup>	96'500 <sup>2</sup>	96'500 <sup>2</sup>	96'492 <sup>2</sup>	96'492 <sup>2</sup>	96'492 <sup>2</sup>	96'600 <sup>2</sup>	96'600 <sup>2</sup>	96'500 <sup>2</sup>	96'500 <sup>2</sup>
Installation fee for business telephone service		176'692 <sup>2</sup>	195'000 <sup>2</sup>	195'000 <sup>2</sup>	175'692 <sup>2</sup>	175'692 <sup>2</sup>	175'692 <sup>2</sup>	175'692 <sup>2</sup>	175'692 <sup>2</sup>	175'692 <sup>2</sup>	175'692 <sup>2</sup>
Monthly subscription for residential telephone service		2'475	2'940	2'940	2'940	2'940	2'700	2'700	2'700	2'700	2'700
Monthly subscription for business telephone service		2'475	2'940	2'940	2'940	2'940	2'700	2'700	2'700	2'700	2'700
3-minute local call to fixed telephone (peak rate)		66.00	66.00	66.00	66.00	82.00	60.00	60.00	60.00	60.00	60.00
3-minute local call to fixed telephone (off-peak rate)		66.00	66.00	66.00	66.00	82.00	60.00	60.00	60.00	60.00	60.00
Mobile-cellular prepaid connection charge		24'000 <sup>3</sup>	24'000 <sup>3</sup>	24'000 <sup>3</sup>	20'000 <sup>3</sup>	19'000 <sup>3</sup>	5'000 <sup>3</sup>	...	2'500	2'500	2'000
Mobile-cellular prepaid-1-min call (peak, on-net)		240.00	240.00	240.00	170.00	150.00	166.67	...	86.00	86.00	60.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		240.00	240.00	240.00	162.00	100.00	166.67	...	86.00	86.00	60.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	160.00	160.00	100.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	160.00	160.00	100.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	30'000	...	200'000	15'000	15'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	80'000	...	45'000	53'100	25'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.260	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	58'006	55'916	48'899	34'279	31'581	39'106	113'158	158'700	159'790	178'702
- Revenue from fixed-telephone services	10 <sup>6</sup>	42'466	41'275	37'023	25'488	24'385	33'982	40'618	34'687	10'808	10'808
- Revenue from mobile networks	10 <sup>6</sup>	15'540	14'641	11'876	8'791	7'196	62'262	72'540	118'081	148'982	167'894
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	19'370	...	16'276	18'699	11'059	2'028	87'998	212'866	158'981	46'281
- Annual investment in fixed-telephone services	10 <sup>6</sup>	4'641	6'933	9'721	6'067	...	1'854	3'358	4'150	363	-
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	1'290	9'610	2'077	...	...	21'483	84'640	208'716	158'618	46'281
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	15.50	16.70	18.00	19.40	21.00	22.60	23.50	24.50	25.40	...
Households with a fixed line telephone	%	3.70	...	...	...	...	2.70	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	23.50	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	1.93	2.13	...	2.48
Households with Internet access at home	%	...	...	...	...	...	...	...	0.07	...	0.10
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.36	0.70	0.95	1.18	1.27	1.54	1.79	1.85	2.24	3.13
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	15	15	19	74
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		63'112	63'388	63'655	63'905	64'130	64'328	64'502	64'657	64'802	64'941
Households		25'200	25'000	25'000	25'000	25'000	25'000	25'000	24'000	24'000	24'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	2'330	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		56'151	56'000	54'000	53'850	52'471	57'654	57'600	57'600	57'700	57'800
Fixed-telephone subscriptions per 100 inhabitants		88.97	88.34	84.83	84.27	81.82	89.63	89.30	89.09	89.04	89.00
- Residential fixed-telephone subscriptions	%	...	...	...	39.50	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	60.50	...	...	...	...	...	...
ISDN subscriptions		1'161 <sup>1</sup>	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		2'322	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	612	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		13'333 <sup>1</sup>	30'000	40'000	49'000	52'720	60'100	69'000	79'000	85'000	88'200
Mobile-cellular subscriptions per 100 inhabitants		21.13	47.33	62.84	76.68	82.21	93.43	106.97	122.18	131.17	135.82
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	7'000	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	98.00	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	21'166	30'931	37'880	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	18'487	23'643	28'799	33'955	40'000	40'100
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	28.83	36.75	44.65	52.52	61.73	61.75
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	443	555	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	10'555	12'343	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	4.39	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	115	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	28	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	39	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	102	121	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	10	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	12	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	20	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		456 <sup>2</sup>	476	...	579	...	...	...	...	...	...
- of which: female		...	...	...	201	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		60	60	60	60	60	...	...	...	...	...
Installation fee for business telephone service		60	60	60	60	60	...	...	...	...	...
Monthly subscription for residential telephone service	26 <sup>3</sup>	26 <sup>3</sup>	26 <sup>3</sup>	26 <sup>3</sup>	26 <sup>3</sup>	26 <sup>3</sup>	...	...	...	26	...
Monthly subscription for business telephone service	32 <sup>3</sup>	32 <sup>3</sup>	32 <sup>3</sup>	32 <sup>3</sup>	32 <sup>3</sup>	32 <sup>3</sup>	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)	0.20	0.20	0.20	0.20	0.20	0.20	...	...	...	0.20	...
3-minute local call to fixed telephone (off-peak rate)	0.20	0.20	0.20	0.20	0.20	0.20	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	-	...	10	-	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)	0.25	0.25	0.50	0.39	0.30	0.05	...	...	...	...	...
Mobile-cellular prepaid-1 min call (off-peak, on-net)	0.25	0.25	0.50	0.39	0.30	0.04	...	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, off-net)	...	...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1 min call (off-peak, off-net)	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	90	88	...	95	189	202	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	68	68	...	21	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	12	10	...	18	53	61	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	15	25	...	11	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	90.00	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	100.00	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	96.20	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	90.80	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	73.50	...	...	...	...	...	...
Households with a computer	%	52.00	...	...	67.90	...	...	...	90.00	...	...
Households with Internet access at home	%	...	...	...	57.00	62.80	69.20	76.24	84.00	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	88.90	...	...	...	...	90.40	...	...
Internet users	%	47.51	52.03	56.52	60.99	65.45	69.90	74.35	82.30	83.25	84.21
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	18'468	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		588'050	606'024	624'431	642'400	659'293	674'681	688'581	701'363	713'665	725'940
Households		115'657	119'346	123'107	126'703	129'968	132'793	135'208	137'358	139'467	141'697
Gross domestic product (GDP)	10 <sup>6</sup>	24'573	27'288	30'507	32'148	31'991	40'674	49'463	54'741	61'259	71'101
Average annual exchange rate per US\$		47.19	48.61	46.58	45.32	44.10	45.31	41.35	43.50	48.40	45.73
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		17'553	19'615	23'657	30'285	33'000	31'526	29'857	27'475	26'348	26'292
Fixed-telephone subscriptions per 100 inhabitants		2.98	3.24	3.79	4.71	5.01	4.67	4.34	3.92	3.69	3.62
- Residential fixed-telephone subscriptions	%	...	...	...	59.95	...	...	...	58.70	...	57.30
- Fixed-telephone subscriptions in urban areas	%	...	63.00	65.00	89.59	85.00	...	...	...	...	...
ISDN subscriptions		-	-	-	-	-	-	-	-	-	-
- Basic access ISDN subscriptions		-	-	-	-	-	-	-	-	-	-
- Primary access ISDN subscriptions		-	-	-	-	-	-	-	-	-	-
ISDN voice-channel equivalents		-	-	-	-	-	-	-	-	-	-
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	95.00	96.00	99.00
Public payphones		...	...	...	542	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	2'255	19'138	36'000	82'078	149'439	253'429	338'938	394'316
Mobile-cellular subscriptions per 100 inhabitants		-	-	0.36	2.98	5.46	12.17	21.70	36.13	47.49	54.32
- Mobile-cellular telephone subscriptions, prepaid		-	...	...	17'980	36'028	79'868	...	186'000	320'762	384'362 <sup>1</sup>
Mobile population coverage	%	...	...	...	...	5.40	11.70	21.40	...	...	99.80
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	382 <sup>2</sup>	1'996 <sup>2</sup>
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	382 <sup>2</sup>	1'996 <sup>2</sup>
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'300	1'600	2'107	3'042	3'545	5'820	6'000	6'000	6'656	9'827
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	2'060	3'100	8'675
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	0.29	0.43	1.20
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions		-	-	-	-	-	-	...	1'950	2'500	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	-	-	-
- Other fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	-
International Internet bandwidth, in Mbit/s		2	2	6	6	6	15	45	45	155	330
International Internet bandwidth (bps) per Internet user		393	197	371	296	237	492	1'104	980	3'029	3'343
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	54.00	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	4.00	90.00	90.00	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	163'396	...	...	...	...	...	138'447	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	12'874	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	9'280	...	26'783	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	6'200	...	...	10'115	5'623	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	15'371	...	8'486	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	2'221	...	...	...	...	54'472	69'981 <sup>3</sup>
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		378	400	...	667	667	806	...	620	733	763
- of which: female		40	44	...	175	175	135	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		600	600	600	600	600	600	600	600	100	100
Installation fee for business telephone service		600	600	600	600	600	600	600	600	100	100
Monthly subscription for residential telephone service		150	150	150	150	150	150	100	100	100	100
Monthly subscription for business telephone service		150	150	150	150	150	150	100	100	100	100
3-minute local call to fixed telephone (peak rate)		1.00	1.00	1.00	1.20	1.20	1.20	1.50	1.50	1.50	1.80
3-minute local call to fixed telephone (off-peak rate)		1.00	1.00	1.00	1.20	1.20	1.20	1.50	1.50	1.50	1.80
Mobile-cellular prepaid connection charge		...	...	600	600	600	400	...	100	100	75
Mobile-cellular prepaid-1-min call (peak, on-net)		-	...	5.00	5.00	5.00	3.00	...	2.70	2.00	2.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		-	...	4.75	4.75	4.75	3.00	...	2.55	1.20	1.60
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	3.25	2.80	2.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	3.25	1.60	2.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	1'350	1'350
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	1'000	479	479
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	0.5	2.5	2.5
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	3'000	190	192
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	501	...	429	620	737	944	...	1'166	...	1'752
- Revenue from fixed-telephone services	10 <sup>6</sup>	452	...	419	466	...	539	...	298	...	171
- Revenue from mobile networks	10 <sup>6</sup>	-	-	10	97	206	338	...	...	...	1'464
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	131	134	...	276	...	766	...	...	854	370
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	191	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	14.93	...	...	37.00	...	...	37.60
Population with access to a PIAC	%	...	...	...	2.38	...	...	...	...	...	43.30
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	17.00	...	28.09	...	37.60	37.70 <sup>11</sup>	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	20.20	20.20 <sup>11</sup>	...	...
Households with a mobile telephone	%	...	...	...	...	17.10	...	39.30	39.30 <sup>11</sup>	...	...
Households with a computer	%	...	...	...	...	2.60	...	3.60	4.70 <sup>11</sup>	...	6.35
Households with Internet access at home	%	...	...	...	...	1.24	1.50	1.80	2.82 <sup>11</sup>	...	4.88
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.86	1.68	2.44	3.16	3.85	4.52	5.92	6.55	7.17	13.60 <sup>12</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		9'086	11'200	11'281	17'853	...	...	...	...	...	...
Leased-line subscriptions		29	35	40	42	45	70	...	...	...	199
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	2'000	...	2'000



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'477	8'647	8'816	8'983	9'147	9'307	9'463	9'618	9'773	9'930
Households	10 <sup>3</sup>	1'923	1'939	1'955	2'086	2'135	2'174	2'214	2'253	2'292	2'331
Gross domestic product (GDP)	10 <sup>6</sup>	53'790	56'682	61'904	69'626	77'024	91'748	103'009	120'694	121'727	137'876
Average annual exchange rate per US\$		6.61	7.17	7.66	7.94	8.07	8.01	7.85	7.24	7.02	7.02
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		524'391	590'638	610'261	625'428	646'291	666'553	678'198	788'972	804'217	848'202
Fixed-telephone subscriptions per 100 inhabitants		6.19	6.83	6.92	6.96	7.07	7.16	7.17	8.20	8.23	8.54
- Residential fixed-telephone subscriptions	%	72.53	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	98.28	98.00	98.00	98.00	98.00	...	...	...	...	...
ISDN subscriptions		...	778	805	...	...	6'312	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	3'570	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	2'742	...	...	...	...
ISDN voice-channel equivalents		...	1'600	1'700	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		12'465	13'991	14'026	15'738	32'682	39'370	40'824	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	780	1'023	1'279	1'801	2'421	2'876	3'254	5'039	6'464	7'179
Mobile-cellular subscriptions per 100 inhabitants		9.20	11.84	14.51	20.05	26.47	30.90	34.39	52.38	66.14	72.30
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	675	887	1'097	1'543	2'080	2'747	...	4'537	6'068	6'721
Mobile population coverage	%	43.00	...	...	...	45.90	45.90	45.90	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	57	74	105
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		37'019	43'858	46'289	61'963	71'847	116'012	198'412	124'211	130'183	113'982
Fixed (wired)-broadband subscriptions		-	3'330	5'740	8'723	12'973	17'589	33'977	79'314	96'134	95'937
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.04	0.07	0.10	0.14	0.19	0.36	0.82	0.98	0.97
- Cable modem Internet subscriptions		...	1'045	852	915	1'815	1'815	...	2'204	5'196	8'630
- DSL Internet subscriptions		...	2'285	4'888	7'808	11'158	10'653	...	76'458	90'246	86'257 <sup>1</sup>
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	6'936	...	13'365	25'408	28'298
International Internet bandwidth, in Mbit/s		32	46	176	398	398	398	398	2'186	6'114	8'482
International Internet bandwidth (bps) per Internet user		177	169	567	998	832	690	401	2'099	4'375	4'271
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	12.33	15.94	20.17
Fixed-telephone faults cleared by next working day	%	90.00 <sup>2</sup>	90.00 <sup>2</sup>	90.00 <sup>2</sup>	93.00 <sup>2</sup>	92.00 <sup>2</sup>	...	...	94.40	89.77	90.35
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	2'159	1'974	...	1'874	1'764	1'711
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	894	1'171	1'347
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	94	...	61	46	39
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	124	134	144
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	103	103	111
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	35	40	42	63	64	66	...	73	68	70
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	30	35	41
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	351	534	797	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	127	137	171	376	431	685	...	871	807	766
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	253	771	1'405
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'241	3'219	3'269	3'567	3'785	9'414	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		700 <sup>3</sup>	356 <sup>3</sup>	362 <sup>3</sup>	337 <sup>3</sup>	300 <sup>3</sup>	300 <sup>3</sup>	500 <sup>3</sup>	300 <sup>3</sup>	300	400
Installation fee for business telephone service		700	356	362	337	300	300	500	...	400	400
Monthly subscription for residential telephone service		33	32	35	36	36	150	150	150	150	150
Monthly subscription for business telephone service		56	51	52	50	50	50	...	...	150	150
3-minute local call to fixed telephone (peak rate)		0.63	0.63	0.69	0.69	0.48	0.63	0.63	0.54	0.54	0.54
3-minute local call to fixed telephone (off-peak rate)		0.33	0.45	0.45	0.45	0.45	0.63	0.63	0.54	0.45	0.54
Mobile-cellular prepaid connection charge		...	...	...	...	30	50	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.73	0.73	0.88	1.65	1.66	1.75	...	1.50	1.50	1.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.73	0.78	0.75	0.65	0.66	0.70	...	0.70	0.68	0.68
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1.50	1.50	1.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.70	0.68	0.68
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	300	300	300
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	245	245	245
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	2'624	3'110	3'626	3'692	4'340	6'203	...	8'060	8'751	10'041
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'082	2'034	2'123	...	...	4'800	...	509	479	466
- Revenue from mobile networks	10 <sup>6</sup>	542	716	987	...	...	1'362	...	2'692	3'171	3'723
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'046	184	198	141	...	...	...	1'303	1'883	1'834
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	100.00	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	100.00	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	60.30	...	63.20	...	...	68.70	...	...
Households with a fixed line telephone	%	...	24.70	18.20	...	18.80	...	...	19.10	...	...
Households with a mobile telephone	%	...	...	...	...	39.20	...	...	56.20	...	...
Households with a computer	%	6.90	7.10	7.30	8.72	12.10	12.90	13.80	14.70	...	17.03
Households with Internet access at home	%	...	...	...	...	3.50	3.30	3.30	3.30	...	3.91
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.12	3.12	3.51	4.44	5.23	6.20	10.50	10.83	14.30	20.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		45'237	50'643	68'193	...	...	...	...	19'442	21'872	23'529
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	49	2'515

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'748	3'776	3'783	3'781	3'781	3'782	3'779	3'774	3'768	3'760
Households	10 <sup>3</sup>	1'090	1'090	1'090	1'090	1'090	1'090	1'090	1'092	1'090	1'088
Gross domestic product (GDP)	10 <sup>6</sup>	11'599	12'829	14'505	16'680	18'338	21'366	21'778	24'718	24'004	24'411
Average annual exchange rate per US\$		2.19	2.08	1.73	1.58	1.57	1.56	1.43	1.34	1.41	1.48
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	847	903	938	952	969	989	1'064	1'031	999	999
Fixed-telephone subscriptions per 100 inhabitants		22.60	23.91	24.80	25.16	25.62	26.15	28.17	27.33	26.51	26.56
- Residential fixed-telephone subscriptions	%	90.10	...	88.00	88.26	90.00	88.06	87.39	86.38	84.63	79.47
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	3	6	9	17	23	26	31	33	33	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	2	...	9	17	22	26	30	32	32	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	1	1	1	1	1	...
ISDN voice-channel equivalents	10 <sup>3</sup>	7	...	29	46	70	68	80	84	85	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	25
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	100.00
Public payphones	10 <sup>3</sup>	1	...	3	3	3	3	3	2	3	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	445	749	1'075	1'407	1'594	1'888	2'450	3'179	3'257	3'110
Mobile-cellular subscriptions per 100 inhabitants		11.86	19.83	28.41	37.22	42.17	49.92	64.84	84.23	86.45	82.72
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	499	666	1'189	1'369	1'677	2'187	2'852	2'820	2'426
Mobile population coverage	%	80.00	90.00	93.00	95.00	97.00	99.00	99.00	99.30	99.50	99.70
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	62	204
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	193
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	11
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		15'811	87'000	...	168'937	181'336	237'909	273'742	336'163	399'329	522'364
Fixed (wired)-broadband subscriptions		68	213	1'500	6'637	13'702	40'000	84'691	188'460	236'152	307'489
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.01	0.04	0.18	0.36	1.06	2.24	4.99	6.27	8.18
- Cable modem Internet subscriptions		-	-	...	2'394	4'751	12'259	29'412	46'223	62'834	81'546
- DSL Internet subscriptions		-	-	...	1'497	4'845	22'170	37'635	104'223	171'642	223'754
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	235	194
- Other fixed (wired)-broadband subscriptions		68	213	...	2'746	3'052	4'330	16'504	36'924	1'441	1'995 <sup>1</sup>
International Internet bandwidth, in Mbit/s		34	34	34	94	155	...	2'000	2'000	4'500	30'600
International Internet bandwidth (bps) per Internet user		756	340	227	161	192	...	1'896	1'529	3'165	15'650
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	20.23	19.13	19.00	15.00	19.00
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	81.50	82.00	88.72	80.00	70.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'058	1'960	2'054	1'983
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	493	564	694	1'060	862	1'507	1'319	4'240
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	740	...	745	696
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	231	127	...	149	181
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	185	187
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	90 <sup>2</sup>	141 <sup>2</sup>	191 <sup>2</sup>	204 <sup>2</sup>	247 <sup>2</sup>	...	174 <sup>2</sup>	120 <sup>2</sup>	136	125
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	41	45	52	...	...	...	50	62
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	719	804
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	485 <sup>3</sup>	537 <sup>3</sup>	566 <sup>3</sup>	614 <sup>3</sup>	735 <sup>3</sup>	293 <sup>3</sup>	494	591
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	160	166	181	...	...	...	225	213
SMS sent	10 <sup>6</sup>	...	...	891	1'051	1'139	1'180	1'380	1'858	2'035	1'960
MMS sent	10 <sup>6</sup>	...	...	...	...	...	3	3	5	6	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	20
<b>STAFF</b>											
Full-time telecommunication employees		6'800	6'950	6'989	7'001	7'004	6'692	5'352	7'420	7'890	8'231
- of which: female		367	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		270	270	270	200	160	150	80	70	93	86
Installation fee for business telephone service		270	270	270	200	160	150	80	70	93	86
Monthly subscription for residential telephone service		3	3	3	3	5	5	8	9	9	11
Monthly subscription for business telephone service		9	9	20	20	16	16	16	16	16	19
3-minute local call to fixed telephone (peak rate)		0.06	0.06	0.03	0.03	0.07	0.07	0.03	0.12	0.09	0.11
3-minute local call to fixed telephone (off-peak rate)		0.03	0.03	0.01	0.01	0.05	0.05	0.02	0.06	0.07	0.09
Mobile-cellular prepaid connection charge		...	38	49	45	45	14	...	...	13	12
Mobile-cellular prepaid-1-min call (peak, on-net)		0.45	...	0.34	0.34	0.34	0.39	...	0.28	0.28	0.28
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.33	...	0.30	0.30	0.30	0.31	...	0.28	0.28	0.28
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.32	0.32	0.29
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.32	0.32	0.29
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	1	1
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	19	25	21
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1020	1024	1024
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	5.0	2.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	12
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	569	...	1'030	1'106	1'048	1'186	1'224	1'357	1'400	1'300
- Revenue from fixed-telephone services	10 <sup>6</sup>	431	...	200	422	608	...	554	504	450	396
- Revenue from mobile networks	10 <sup>6</sup>	138	...	398	445	476	497	522	649	658	646
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	140	...	194	404	...	...	167	273	292	250
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	73	131	...	...	60	121	97	106
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	10
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	94	139	...	...	107	117	178	132
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	93.70	94.30	94.90	95.50	96.20	96.79	97.10	97.40	...
Households with a fixed line telephone	%	...	...	...	...	...	...	77.14	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	64.20	...	...	...
Households with a computer	%	...	...	...	...	...	...	25.20	28.29	...	33.70
Households with Internet access at home	%	...	2.70	3.50	4.70	6.20	8.20	10.89	12.60	...	18.09
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.20	2.65	3.97	15.47	21.33	25.12	27.92	34.66	37.74	52.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	74'000	...	...	101'240	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	1'054	1'241	1'140	1'090	908	778
Direct-to-home (DTH) satellite antenna subscriptions		...	285'000	...	...	532'800	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'784	1'808	1'830	1'852	1'876	1'901	1'928	1'955	1'982	2'007
Households	10 <sup>3</sup>	405	414	424	414	444	442	473	479	486	493
Gross domestic product (GDP)	10 <sup>6</sup>	35'244	38'546	40'029	47'157	52'409	65'692	75'990	91'981	82'095	100'934
Average annual exchange rate per US\$		5.84	6.33	4.95	4.69	5.11	5.84	6.14	6.83	7.16	6.79
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		148'155	148'155	131'399	131'774	136'463	132'034	136'946	142'282	137'422	137'422 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		8.30	8.19	7.18	7.11	7.28	6.95	7.10	7.28	6.93	6.85
- Residential fixed-telephone subscriptions	%	60.00	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	54.00	...	...
ISDN subscriptions		...	...	...	...	...	...	...	11'514	2'009	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	1'474	1'675	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	10'040	334	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	90.00	...	...
Public payphones		2'964	2'242	1'900	1'900	1'600	3'000	3'000	1'047	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	332	332	445	523	564	823	1'152	1'486	1'874	2'363
Mobile-cellular subscriptions per 100 inhabitants		18.62	18.38	24.31	28.23	30.06	43.30	59.75	76.01	94.58	117.76
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	421	491	523	549	799	1'121	1'454	1'839	...
Mobile population coverage	%	...	99.00	99.00	99.00	99.00	99.00	99.00	99.00	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	10'000	11'978	...
Fixed (wired)-broadband subscriptions		-	-	-	-	1'600	1'800	3'540	8'900	10'000	11'978
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.09	0.09	0.18	0.46	0.50	0.60
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	6'820	9'868	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s	14	14	23	26	30	30	81	423	500	775 <sup>2</sup>	...
International Internet bandwidth (bps) per Internet user		229	229	376	425	490	368	796	3'462	4'103	6'436
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	30.00	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	70.00	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	449	500	520	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	21	30	...	31 <sup>3</sup>	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	52	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	54	59	64	67	75	80	95	120	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	17	...	...	52 <sup>3</sup>	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	41	46	...	68	...	75	80	100	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	869 <sup>3</sup>	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	280	330	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'724	1'694	985	1'064	1'079	1'067	1'200	1'600	499 <sup>3</sup>	...
- of which: female		483	457	...	356	372	358	370	410	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		225	225	225	230	230	230	253	253	253	258
Installation fee for business telephone service		225	225	225	338	338	338	371	371	371	378
Monthly subscription for residential telephone service		16	16	16	25	35	35	60	82	82	84
Monthly subscription for business telephone service		19	19	19	40	60	60	138	138	138	140
3-minute local call to fixed telephone (peak rate)	0.11	0.11	0.11	0.51	0.78	0.78	1.02	1.34	1.34	1.34	1.57
3-minute local call to fixed telephone (off-peak rate)	0.08	0.08	0.08	0.30	0.60	0.60	0.99	0.99	0.99	0.99	1.18
Mobile-cellular prepaid connection charge	...	...	135	20	20	20	10	10	10	10	10
Mobile-cellular prepaid-1-min call (peak, on-net)	1.30	1.30	1.30	1.80	1.80	0.38	1.80	1.80	1.80	1.80	1.80
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.55	0.55	0.55	0.25	0.20	0.24	0.90	0.90	0.90	0.90	0.90
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	1.80	1.80	1.80	1.80	1.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	1.10	1.10	1.10	1.10	1.10
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	275	...	275	275	275
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	187	...	187	199	199
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	0.256	0.190	0.190	0.192
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	3.0	1.0	1.0	1.0
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'031	1'157	1'163	1'401	1'617	1'685	2'271	2'700	2'882	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	475	465	472	688	739	803	858	930	...	...
- Revenue from mobile networks	10 <sup>6</sup>	426	501	542	713	878	882	1'400	1'772	2'000 <sup>11</sup>	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	145	78	94	...	791	2'358	2'767	3'300	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	1'643	1'643	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	791	989	1'124	1'674	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	30.00	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	25.00	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	9.80	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	13.10	...	...	22.30	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	4.52	4.87	...	6.45 <sup>12</sup>
Households with Internet access at home	%	...	...	...	1.24	...	...	...	1.00	...	2.76
Mobile cellular telephone users	%	24.80	...	...	25.30	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	3.43	3.39	3.35	3.30	3.26	4.29	5.28	6.25	6.15	6.00 <sup>13</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	23	...	...
Direct-to-home (DTH) satellite antenna subscriptions		13'000	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	176'877	179'289	181'633	183'873	185'987	187'958	189'798	191'543	193'247	194'946
Households	10 <sup>3</sup>	45'559	47'559	49'646	51'825	54'100	55'554	56'409	57'126	57'650	58'153
Gross domestic product (GDP)	10 <sup>6</sup>	1'302'140	1'477'820	1'699'950	1'941'500	2'147'240	2'369'480	2'661'340	3'031'864	3'185'126	3'674'964
Average annual exchange rate per US\$		2.36	2.92	3.08	2.93	2.43	2.18	1.95	1.83	2.00	1.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	37'431	38'811	39'205	39'579	39'853	38'800 <sup>1</sup>	39'400	41'235	41'497	42'141
Fixed-telephone subscriptions per 100 inhabitants		21.16	21.65	21.58	21.53	21.43	20.64	20.76	21.53	21.47	21.62
- Residential fixed-telephone subscriptions	%	74.50	...	...	...	74.89	74.11	73.30	...	...	75.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	98.70 <sup>2</sup>	98.70 <sup>2</sup>	78.95 <sup>2</sup>	98.76 <sup>2</sup>	98.71 <sup>2</sup>	98.66 <sup>2</sup>
ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	100.00 <sup>3</sup>	100.00 <sup>3</sup>	100.00 <sup>3</sup>	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	1'378	1'368	1'316	1'317	1'274	1'133	1'142	1'131	1'127	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	28'746	34'881	46'373	65'605	86'210	99'919	120'980	150'641	173'959	202'944
Mobile-cellular subscriptions per 100 inhabitants		16.25	19.46	25.53	35.68	46.35	53.16	63.74	78.65	90.02	104.10
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	19'544	25'002	35'357	52'800	69'670	80'556	97'577	122'732	143'601	167'097
Mobile population coverage	%	...	...	...	88.00	88.35	89.42	90.64	91.72	96.58	99.89
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	3'471	8'664	20'628
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	3'471	4'091	14'614
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	4'574	6'014
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	3'500	...	...	...	4'364	5'922	8'711	27'523	22'909	20'992
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	331	731	966	3'157	3'234	4'767	7'609	9'680	11'296	13'266
Fixed (wired)-broadband subscriptions per 100 inhab.		0.19	0.41	0.53	1.72	1.74	2.54	4.01	5.05	5.85	6.81
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	71	111	155	1'024	1'541	2'183	3'079	3'799
- DSL Internet subscriptions	10 <sup>3</sup>	242	600	531	1'924	2'708	3'927	5'749	6'948 <sup>11</sup>	7'637 <sup>11</sup>	8'898
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	18	24	35
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	364	1'123	1'521	...	800	531 <sup>12</sup>	556	534
International Internet bandwidth, in Mbit/s		6'069	9'340	18'511	27'449	28'000	115'120	199'500	404'590	700'000	1'000'000
International Internet bandwidth (bps) per Internet user		758	569	772	783	716	2'174	3'404	6'244	9'236	12'619
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		3.00	3.55	1.70	1.59	1.50	1.29	1.31	1.28	1.30	1.93
Fixed-telephone faults cleared by next working day	%	...	...	...	98.97	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	198'459 <sup>13</sup>	...	168'900	...	...	154'532
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	32'009	41'280	80'456	105'797	111'612	148'204
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	13'691	15'395
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	12'299	5'623	7'316	8'823	24'039	23'833	15'362
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	658	587	589	552	460	442
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	772	806	673	651	655	...	...	552	460	442
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'300	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	92	176
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		93'494	...	69'475	76'120	306'734	328'778	448'271	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		42	42	65	55	107	107	109	53	54	54
Installation fee for business telephone service		42	42	65	55	107	107	109	53	54	54
Monthly subscription for residential telephone service		15	15	34	36	38	38	39	40	40	41
Monthly subscription for business telephone service		24	24	55	59	65	65	67	71	72	72
3-minute local call to fixed telephone (peak rate)		0.07	0.07	0.23	0.24	0.44	0.44	0.45	0.29	0.29	0.29
3-minute local call to fixed telephone (off-peak rate)		...	...	0.13	0.14	0.29	0.29	0.30	0.19	0.19	0.19
Mobile-cellular prepaid connection charge		...	...	...	...	25	41	...	...	...	10
Mobile-cellular prepaid-1-min call (peak, on-net)		0.45	0.50	0.86	0.86	1.09	1.28	...	1.29	1.29	1.19
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.32	0.35	0.60	0.60	0.59	0.43	...	1.29	1.29	1.19
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1.42	1.42	1.24
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.42	1.42	1.24
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	79	50	30
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	0.512	0.512
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	48'210	...	56'391	65'362	89'090	109'593	119'848	177'908	156'928	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	28'050	...	34'591	38'062	50'398	49'886	47'589	50'200	49'451	45'094
- Revenue from mobile networks	10 <sup>6</sup>	15'440	17'900	21'800	27'300	29'243	45'494	54'650	70'016	72'024	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	15'400	15'200	9'000	13'900	15'506	12'573	15'139	26'798	21'486	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	3'800	3'900	5'396	5'957	6'171	3'006 <sup>21</sup>	3'071 <sup>21</sup>	2'952
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	5'916	6'141	4'567
- Annual investment in mobile communication services	10 <sup>6</sup>	5'500	6'400	4'800	9'600	9'299	5'745	7'460	15'250	9'851 <sup>22</sup>	7'971 <sup>22</sup>
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	88.80	89.80	89.90	90.10	91.30	92.80	94.20	97.00	97.81	98.07
Households with a fixed line telephone	%	...	52.90	50.80	49.60	48.10	46.69	...	...	39.77	37.80
Households with a mobile telephone	%	...	34.70	38.60	48.30	59.20	67.64	...	...	78.37	91.80
Households with a computer	%	12.60	14.20	15.28	16.30	18.50	22.10	26.50	31.17	32.29	34.86
Households with Internet access at home	%	8.60	10.30	11.50	12.40	13.60	16.82	20.00	23.83	23.85	27.06
Mobile cellular telephone users	%	...	...	...	...	36.70 <sup>23</sup>	...	...	...	75.04 <sup>23</sup>	78.51 <sup>23</sup>
Computer users	%	...	...	...	...	...	45.65 <sup>23</sup>	...	...	43.31	44.12 <sup>23</sup>
Internet users	%	4.53	9.15	13.21	19.07	21.02	28.18	30.88	33.83	39.22	40.65
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	2'368	2'335	2'358	2'501	2'738	3'100	3'574	4'207	4'670	5'293
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	1'244	1'218	1'238	1'350	1'438	1'480	1'762	2'091	2'780	4'476

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		20'844	21'156	21'446	21'721	21'990	22'253	22'511	22'762	23'007	23'245
Households		6'900	7'000	7'000	7'000	7'000	7'085	7'167	7'248	7'326	7'402
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		...	...	...	...	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		10'500	11'705	12'900	14'100	15'300	16'500	17'700	18'900	20'100	20'100
Fixed-telephone subscriptions per 100 inhabitants		50.37	55.33	60.15	64.91	69.58	74.15	78.63	83.03	87.36	86.47
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		...	8'000	...	...	...	...	20'700	23'000	24'000	24'500
Mobile-cellular subscriptions per 100 inhabitants		...	37.81	...	...	...	...	91.96	101.05	104.32	105.40
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	...	...	...	...
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		50	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		50	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		18	...	...	...	...	...	...	...	...	20
Monthly subscription for business telephone service		18	...	...	...	...	...	...	...	...	40
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	0.45
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	0.45
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	0.50	...	...	...	...	0.20
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	0.40	...	...	...	...	0.20
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.35
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.35
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	18.89	...	...	...	...	...	...	...	39.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		334'348	341'585	348'771	355'943	363'123	370'317	377'513	384'695	391'837	398'920
Households		60'000	62'000	63'000	64'000	65'000	66'000	67'000	68'000	69'000	70'000
Gross domestic product (GDP)	10 <sup>6</sup>	7'482	7'652	11'424	13'306	15'864	18'370	18'458	20'398	15'611	16'867
Average annual exchange rate per US\$		1.79	1.79	1.74	1.69	1.66	1.59	1.51	1.42	1.46	1.36
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		88'440	81'280	81'925	83'100	83'890	80'176	79'554	80'786	80'549	79'901
Fixed-telephone subscriptions per 100 inhabitants		26.45	23.79	23.49	23.35	23.10	21.65	21.07	21.00	20.56	20.03
- Residential fixed-telephone subscriptions	%	71.00	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		143'004	153'647	177'365	202'454	232'900	301'400	366'138	398'857	412'882	435'104
Mobile-cellular subscriptions per 100 inhabitants		42.77	44.98	50.85	56.88	64.14	81.39	96.99	103.68	105.37	109.07
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	175'055	199'500	254'600	314'755	343'949	357'070	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	13'565	19'561	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		23'000	13'310	13'670	17'597	17'973	17'607	58'085	84'455	100'145	...
Fixed (wired)-broadband subscriptions		1'896	2'757	3'838	6'262	8'126	8'964	11'617	16'891	20'029	21'699
Fixed (wired)-broadband subscriptions per 100 inhab.		0.57	0.81	1.10	1.76	2.24	2.42	3.08	4.39	5.11	5.44
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		60	104	182	318	555	555	555	620	2'000	5'000
International Internet bandwidth (bps) per Internet user		1'389	1'986	2'663	3'007	4'191	3'553	3'290	3'504	10'417	25'068
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	82.20	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	26	20	31	38	28	25	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		50	50	50	50	50 <sup>1</sup>	50 <sup>1</sup>	50	50	50	50
Installation fee for business telephone service		50	50	50	50	50 <sup>1</sup>	50 <sup>1</sup>	50	50	50	50
Monthly subscription for residential telephone service		17	13	13	13	13	13 <sup>2</sup>	13	13	13	13
Monthly subscription for business telephone service		25	13	13	13	13	13 <sup>2</sup>	13	13	13	13
3-minute local call to fixed telephone (peak rate)		-	0.09	0.09	0.09	0.09	0.09 <sup>2</sup>	0.09	0.09	0.09	0.09
3-minute local call to fixed telephone (off-peak rate)		...	0.09	0.09	0.09	0.09	0.09 <sup>2</sup>	0.09	0.09	0.09	0.09
Mobile-cellular prepaid connection charge		...	...	40	40	40	30	...	...	...	-
Mobile-cellular prepaid-1-min call (peak, on-net)		0.10	...	0.40	0.40	0.40	0.30	...	...	...	0.30
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.20	0.20	0.20	0.20	...	...	...	0.20
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.40
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.40
Fixed (wired)-broadband connection charge		...	...	...	...	...	150 <sup>2</sup>	...	...	400	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	98 <sup>2</sup>	...	...	168	68
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256 <sub>3</sub>	1.000 <sub>3</sub>
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	72.60	...	79.57
Households with Internet access at home	%	...	...	...	...	...	...	...	65.16	...	71.31
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	12.92	15.33	19.60	29.72	36.47	42.19	44.68	46.00	49.00	50.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		24'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	7'948	7'893	7'840	7'789	7'739	7'690	7'640	7'591	7'543	7'494
Households	10 <sup>3</sup>	2'900	2'913	2'919	2'925	2'931	2'910	2'898	2'877	2'859	2'841
Gross domestic product (GDP)	10 <sup>6</sup>	29'709	32'402	34'628	38'823	42'797	49'361	60'185	69'295	68'322	70'474
Average annual exchange rate per US\$		2.18	2.08	1.73	1.58	1.57	1.56	1.43	1.34	1.41	1.48
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	2'887	2'872	2'818	2'727	2'490	2'399 <sup>1</sup>	2'300 <sup>2</sup>	2'190 <sup>2</sup>	2'205 <sup>3</sup>	2'223
Fixed-telephone subscriptions per 100 inhabitants		36.32	36.39	35.94	35.01	32.17	31.20	30.11	28.85	29.66	29.66
- Residential fixed-telephone subscriptions	%	85.00	85.00	84.00	84.00	86.00	86.00	84.00	82.84	81.71	82.40
- Fixed-telephone subscriptions in urban areas	%	77.24	77.50	78.00	...	69.30	88.07	94.93	96.15	94.44	82.03
ISDN subscriptions	10 <sup>3</sup>	6	9	13	16	21	20	22	24	24	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	9	12	15	19	19	21	23	23	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	1	1	1	2	1	1	1	1	...
ISDN voice-channel equivalents	10 <sup>3</sup>	31	44	51	59	104	65	73	82	83	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	84.00	92.17	76.00	79.56	73.05	78.95	80.08
Public payphones	10 <sup>3</sup>	20	21	21	21	15	16	16	14	12	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'550	2'598	3'501	4'730	6'245	8'253	9'897	10'429	10'455	10'200
Mobile-cellular subscriptions per 100 inhabitants		19.50	32.91	44.65	60.72	80.69	107.33	129.54	137.38	138.61	136.10
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	34	1'207	2'174	3'085	4'189	5'304	5'663	5'005	4'370 <sup>11</sup>	3'940 <sup>12</sup>
Mobile population coverage	%	95.00	95.73	99.36	...	99.70 <sup>13</sup>	99.82 <sup>13</sup>	99.95 <sup>13</sup>	99.96 <sup>13</sup>	99.97 <sup>13</sup>	99.99 <sup>13</sup>
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	143	599
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	22	263
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	121	337
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		7'100	8'500	...	113'000	206'862	466'841	647'575	827'565	962'068	1'091'067
Fixed (wired)-broadband subscriptions		-	-	-	6'651	165'469	384'672	629'076	818'626	958'205 <sup>21</sup>	1'088'286 <sup>22</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.09	2.14	5.00	8.23	10.78	12.70	14.52
- Cable modem Internet subscriptions	...	...	...	...	...	51'862	85'000	90'622	111'365 <sup>23</sup>	120'021	144'919
- DSL Internet subscriptions	...	...	...	...	6'651	39'430	95'067	162'124	256'090 <sup>23</sup>	309'745 <sup>23</sup>	343'498 <sup>23</sup>
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	6'377	10'798	172'991	193'475
- Other fixed (wired)-broadband subscriptions	...	...	...	...	...	...	204'603	369'435	440'373	355'448	406'394
International Internet bandwidth, in Mbit/s		79	79	189	...	1'362	13'596	64'051	140'293	205'736	222'400
International Internet bandwidth (bps) per Internet user		131	110	200	...	881	6'527	24'921	46'586	60'614	64'192
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		3.70	3.51	2.61	4.20	2.80	2.12	1.85	1.75 <sup>31</sup>	1.78 <sup>31</sup>	0.98 <sup>32</sup>
Fixed-telephone faults cleared by next working day	%	...	79.72	78.74	80.21	86.00 <sup>31</sup>	85.20 <sup>31</sup>	85.50 <sup>31</sup>	96.00 <sup>31</sup>	97.00 <sup>31</sup>	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	6'873	...	...	...	2'599	3'135	2'991	2'343	2'154	1'871
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	1'407	1'880	2'830	4'749	7'572	10'414	11'923	13'328
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	331	464	435	317	243 <sup>33</sup>	287 <sup>33</sup>	172	155	136
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	170	161	147	105	172	228	269	313	358
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	154	136	213	264	290	356
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	126	137	88	110	116	85	126	99	96	137
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	38	...	87	164	194	219
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	466	562	444	535	632	803
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	220	209	194	174	231	311	109	106	168	388
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	235	...	335	429	464	415
SMS sent	10 <sup>6</sup>	...	...	332	445	495	538	535	577	662	674
MMS sent	10 <sup>6</sup>	...	...	-	2	3	2	3	4	5	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		25'129	27'482	26'062	20'472	25'577	24'894	23'358	22'472	21'421	22'894
- of which: female		12'840	...	13'626	9'912	10'998	9'570	9'013	8'976	8'859	10'428
<b>TARIFFS</b>											
Installation fee for residential telephone service		100	100	80	70	70	70	24	24	24	24
Installation fee for business telephone service		100	100	80	70	70	70	84	84	84	84
Monthly subscription for residential telephone service		5	7	8	10	10	10	14	14	14	14
Monthly subscription for business telephone service		12	14	15	16	16	16	22	22	22	22
3-minute local call to fixed telephone (peak rate)		0.04	0.04	0.05	0.07	0.08	0.16	0.19	0.19	0.19	0.19
3-minute local call to fixed telephone (off-peak rate)		0.02	0.02	0.03	0.07	0.08	0.11	0.13	0.13	0.13	0.13
Mobile-cellular prepaid connection charge		...	30	30	...	...	...	-	-	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.94	0.59	0.45	0.54	0.54	0.54	0.54	0.54
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.94	0.59	0.45	0.54	0.54	0.54	0.54	0.54
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	0.54	0.54	0.54	0.54
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	0.54	0.54	0.54	0.54
Fixed (wired)-broadband connection charge		...	...	...	...	-	-	36	36	36	18
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	25	25	39	20	20	20
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	3	3	6
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'713	2'000	2'215	2'503	2'744	3'028	3'546	2'701	2'606	2'253
- Revenue from fixed-telephone services	10 <sup>6</sup>	946	664	560	523	573	520	442	424	432	366
- Revenue from mobile networks	10 <sup>6</sup>	654	829	986	1'231	1'509	1'795	2'047	1'679	1'604	1'566
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	637	847	606	580	945	815	1'053	792	571	800
- Annual investment in fixed-telephone services	10 <sup>6</sup>	245	186	270	152	171	222	250	150	106	65
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	392	637	335	369	696	498	612	452	341	292
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	41.15	41.29	...	...	...
Population with access to a PIAC	%	...	...	...	59.00	...	-	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	96.70	97.00	97.30	97.60	98.00	98.30	98.60	98.90	...
Households with a fixed line telephone	%	...	...	...	78.00	...	72.86	...	...	...	...
Households with a mobile telephone	%	...	...	...	57.20	...	64.00	...	...	...	...
Households with a computer	%	...	...	...	15.00	17.87	21.30	23.30	28.60	31.66	35.07
Households with Internet access at home	%	...	3.35	5.20	9.65	13.30	17.01	18.96	25.29	29.60	33.10
Mobile cellular telephone users	%	...	...	...	...	...	60.80	70.30	78.17	...	...
Computer users	%	...	...	...	24.80	...	33.00	37.14	43.37	46.96	48.28
Internet users	%	7.61	9.08	12.04	18.13	19.97	27.09	33.64	39.67	45.00	46.23
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		750'570	729'425	1'002'357	634'048	1'067'558	1'184'177	1'218'652	1'159'815	1'195'939	1'231'138
Leased-line subscriptions		...	...	...	...	...	2	518	7'198	7'849	6'758
Direct-to-home (DTH) satellite antenna subscriptions		160'000	160'000	198'400	170'400	42'397	88'500	232'700	315'300	306'400	450'010

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	12'648	13'015	13'396	13'790	14'198	14'622	15'061	15'515	15'984	16'469
Households	10 <sup>3</sup>	1'716	1'759	1'802	1'847	1'893	1'951	2'115	2'176	2'251	2'327
Gross domestic product (GDP)	10 <sup>6</sup>	2'061'900	2'292'800	2'481'900	2'699'000	2'959'400	3'199'100	3'251'890	3'688'750	3'937'626	4'368'498
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		58'036	61'908	66'639	85'225	91'191	94'758	116'746	148'157	152'461	143'963
Fixed-telephone subscriptions per 100 inhabitants		0.46	0.48	0.50	0.62	0.64	0.65	0.78	0.95	0.95	0.87
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	88.00	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	50	121	...	...	4'812	5'201	5'641	...
- Basic access ISDN subscriptions		-	...	47	121	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	11	32	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	424	1'202	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		2'568	5'043	5'672	5'834	12'000	12'491	14'183	15'947	15'417	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	76	111	238	396	634	1'017	1'858	3'024	3'824	5'708
Mobile-cellular subscriptions per 100 inhabitants		0.60	0.85	1.78	2.87	4.46	6.95	12.34	19.49	23.92	34.66
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	85	231	388	622	1'008	1'842	3'015	3'804	5'693
Mobile population coverage	%	...	22.00	24.00	25.00	26.00	61.10	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		5'455	8'050	7'351	7'258	8'315	9'198	11'544	15'467	23'364	28'741
Fixed (wired)-broadband subscriptions		-	50	145	154	384	1'715	6'732	10'266	11'947	14'193
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.01	0.04	0.07	0.07	0.09
- Cable modem Internet subscriptions		-	-	-	-	-	-	...	...	...	...
- DSL Internet subscriptions		-	50	75	80	100	1'715	6'412	10'131	10'474	12'386
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		-	-	-	-	...	...	320	135	833	1'807
International Internet bandwidth, in Mbit/s		2	8	12	64	72	215	215	499	646	801
International Internet bandwidth (bps) per Internet user		100	306	240	1'159	1'079	2'324	1'903	3'496	3'576	3'474
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		51.08	19.66	51.84	18.35	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	74.15	22.85	90.00	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	475'674	...	...	...	269'321	319'068	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	1'205	20'198	151'427	210'579	355'897	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	59'046	74'024	89'353	95'125	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	14'636	19'737	29'502	34'063	42'981	46'876	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	22'761	29'854	40'277	40'277	60'588	107'983	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	27'128	42'179	81'857	...	...	...	...
SMS sent	10 <sup>3</sup>	...	2'637	2'822	3'212	...	202'628	250'491	405'209	426'040	...
MMS sent	10 <sup>3</sup>	...	-	-	-	-	-	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'289	1'266	1'433	1'501	1'647	...	1'811	1'907	1'724	...
- of which: female		165	168	164	170	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		29'311 <sup>1</sup>	29'311 <sup>1</sup>	29'311 <sup>1</sup>	29'311 <sup>1</sup>	25'000 <sup>1</sup>	25'000 <sup>1</sup>	25'000 <sup>1</sup>	25'000 <sup>1</sup>	25'000	29'500
Installation fee for business telephone service		29'311 <sup>1</sup>	29'311 <sup>1</sup>	29'311 <sup>1</sup>	29'310 <sup>1</sup>	25'000 <sup>1</sup>	25'000 <sup>1</sup>	25'000 <sup>1</sup>	25'000 <sup>1</sup>	25'000	25'000
Monthly subscription for residential telephone service		3'540 <sup>1</sup>	3'540 <sup>1</sup>	3'540 <sup>1</sup>	3'540 <sup>1</sup>	2'500 <sup>1</sup>	2'500 <sup>1</sup>	2'500 <sup>1</sup>	2'500 <sup>1</sup>	2'500	2'950
Monthly subscription for business telephone service		3'540 <sup>1</sup>	3'540 <sup>1</sup>	3'540 <sup>1</sup>	3'540 <sup>1</sup>	2'500 <sup>1</sup>	2'500 <sup>1</sup>	2'500 <sup>1</sup>	2'500 <sup>1</sup>	2'500	2'500
3-minute local call to fixed telephone (peak rate)		71.00 <sup>1</sup>	71.00 <sup>1</sup>	71.00 <sup>1</sup>	71.00 <sup>1</sup>	100.00 <sup>1</sup>	100.00 <sup>1</sup>	100.00 <sup>1</sup>	75.00 <sup>1</sup>	112.50	149.97
3-minute local call to fixed telephone (off-peak rate)		71.00 <sup>1</sup>	71.00 <sup>1</sup>	71.00 <sup>1</sup>	71.00 <sup>1</sup>	100.00 <sup>1</sup>	100.00 <sup>1</sup>	100.00 <sup>1</sup>	52.63 <sup>1</sup>	67.67	79.85
Mobile-cellular prepaid connection charge		...	23'600	30'400	15'000	15'000	60'000	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		177.00	200.00	200.00	135.60	135.60	179.67	...	140.00	150.00	140.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		165.20	140.00	200.00	135.60	135.60	151.67	...	140.00	120.00	140.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	190.00	236.00	180.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	190.00	189.00	180.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	25'000	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	800'000	41'182	41'182
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	75'162	44'089	67'634	87'677	101'163	119'631	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	37'043	34'035	41'499	47'108	49'129	50'433	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	33'016	...	26'135	40'569	52'034	69'198	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	14'201	16'737	46'718	89'800	56'440	105'958 <sup>3</sup>	...	...	55'709	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	41'187	40'072	40'285	70'156	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	5'530	49'728	16'155	34'802	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	11.37	11.90	13.20	13.60	15.10	16.86	17.60	18.40	...
Households with a fixed line telephone	%	...	...	3.80	...	...	...	2.70	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	21.60	...	...	...
Households with a computer	%	...	...	...	...	1.40	1.50	1.61	1.80	...	2.14
Households with Internet access at home	%	...	...	...	...	...	...	0.01	0.19	...	0.24
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.16	0.20	0.37	0.40	0.47	0.63	0.75	0.92	1.13	1.40
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	-	-	...	...	...	...	...	...
Leased-line subscriptions		17	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	7'500	7'725	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	6'500	6'656	6'839	7'040	7'251	7'474	7'708	7'943	8'171	8'383
Households	10 <sup>3</sup>	1'350	1'398	1'424	1'450	1'477	1'536	1'668	1'736	1'785	1'831
Gross domestic product (GDP)	10 <sup>6</sup>	549'981	584'605	644'680	748'486	862'400	934'700	1'060'132	1'386'199	1'637'111	1'832'668
Average annual exchange rate per US\$		830.35	930.75	1'082.62	1'100.91	1'081.58	1'028.43	1'081.87	1'185.73	1'230.18	1'138.25
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		20'543	22'084	23'895	27'744	31'100	27'886	28'500	30'411	31'500	32'600
Fixed-telephone subscriptions per 100 inhabitants		0.32	0.33	0.35	0.39	0.43	0.37	0.37	0.38	0.39	0.39
- Residential fixed-telephone subscriptions	%	62.00	...	...	...	...	...	...	31.70	31.70	...
- Fixed-telephone subscriptions in urban areas	%	86.00	80.00	85.00	87.00	...	...	...	70.80	70.80	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	4	10	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	4	8	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	140	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	-	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	3'277	...	...	...	5'342	5'000	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		33'416	52'000	64'000	100'560	153'000	200'000	270'000	480'584	838'414	1'150'500
Mobile-cellular subscriptions per 100 inhabitants		0.51	0.78	0.94	1.43	2.11	2.68	3.50	6.05	10.26	13.72
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	478'861	766'861	...
Mobile population coverage	%	...	...	...	...	...	82.00	...	80.00	83.00	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	4'992	4'992	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	160	160	200
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	-	-	...
- DSL Internet subscriptions		...	-	-	...	...	...	...	160	160	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	-	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	4	4	4	4	...	10	16	16	16
International Internet bandwidth (bps) per Internet user		93	508	291	163	102	...	185	241	100	91
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	7.20	6.00	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	38.06	28.76	17.50	16.00	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	23'106	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	3'782	2'800	3'000	3'100	3'200	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	6'899	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		530	548	548	549	...	...	...	1'038	1'038	...
- of which: female		186	178	173	173	...	...	...	238	238	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		10'000	10'000	10'000	10'000	10'000	10'000	...	...	...	25'960
Installation fee for business telephone service		60'000	60'000	60'000	60'000	60'000	60'000	...	...	...	25'960
Monthly subscription for residential telephone service		420	420	420	420	420	420	...	...	...	944
Monthly subscription for business telephone service		420	420	420	420	420	420	...	...	...	944
3-minute local call to fixed telephone (peak rate)		20.00	72.00	72.00	72.00	72.00	72.00	...	...	...	70.80
3-minute local call to fixed telephone (off-peak rate)		20.00	72.00	72.00	72.00	72.00	72.00	...	...	...	70.80
Mobile-cellular prepaid connection charge		...	10'000 <sup>1</sup>	10'000 <sup>1</sup>	10'000 <sup>1</sup>	10'000 <sup>1</sup>	3'000	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		295.00	288.00	288.00	288.00	180.00	200.00	...	...	...	180.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		295.00	245.00	245.00	245.00	180.00	200.00	...	...	...	180.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	12'240	...	...	...	...	...	...	43'041	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	6'899	...	...	...	...	...	...	9'764	...	...
- Revenue from mobile networks	10 <sup>6</sup>	5'340	...	...	...	...	...	...	33'277	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.11	0.12	0.20	0.35	0.54	0.66	0.70	0.81	1.90	2.10
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		500	550	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	12'654	12'845	13'024	13'194	13'358	13'516	13'670	13'823	13'978	14'138
Households	10 <sup>3</sup>	2'356	2'418	2'454	2'491	2'529	2'563	2'580	2'625	2'669	2'714
Gross domestic product (GDP)	10 <sup>9</sup>	15'617	16'768	18'535	21'437	25'756	29'849	35'042	45'583	44'841	47'805
Average annual exchange rate per US\$		3'916.30	3'912.08	3'973.33	4'016.25	4'092.50	4'103.25	4'056.17	4'054.17	4'139.33	4'184.92
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		33'494 <sup>1</sup>	35'419 <sup>1</sup>	31'379 <sup>1</sup>	32'180 <sup>1</sup>	32'971 <sup>1</sup>	25'648 <sup>1</sup>	37'529 <sup>1</sup>	43'100 <sup>1</sup>	54'200	358'850 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		0.26	0.28	0.24	0.24	0.25	0.19	0.27	0.31	0.39	2.54
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	-	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	...	-	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	-	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	-	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		312	351	475	443	430	441	456	456	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	223	380	498	862	1'062	1'722	2'583	4'237	6'268	8'151
Mobile-cellular subscriptions per 100 inhabitants		1.77	2.96	3.83	6.53	7.95	12.74	18.90	30.65	44.84	57.65
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	212	361	289	...	...	...	...	4'225	6'256	...
Mobile population coverage	%	85.00	87.00	87.50	...	75.00	85.00	87.00	87.00	99.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	141
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		5'096	6'701	7'152	7'888	8'532	10'780	14'708	19'149	...	...
Fixed (wired)-broadband subscriptions		-	50	419	780	1'000	2'900	8'450	16'594	30'000	35'666
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.01	0.01	0.02	0.06	0.12	0.21	0.25
- Cable modem Internet subscriptions		-	-	-	-	-	-	797	...	...	...
- DSL Internet subscriptions		-	50	350	...	...	1'400	3'127	5'440	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	69	...	...	...	...	...	29'292	...
International Internet bandwidth, in Mbit/s		6	12	18	18	18	...	270	950 <sup>2</sup>	4'000	5'000
International Internet bandwidth (bps) per Internet user		616	412	530	454	425	...	4'031	13'476	53'994	28'067
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	-	-	66	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	56	59	46	48	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	10	10	10	12	13	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	36	33	18	79	120	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	1	3	...	...	...	...	36	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		661	577	992	...	...	...	2'600	2'500	1'658	6'386
- of which: female		...	184	182	...	...	...	...	...	125	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		117'000	117'000	117'000	120'000	123'000	...	243'370	205'250	205'500	121'919
Installation fee for business telephone service		273'000	234'000	205'000	240'000	246'000	...	243'370	...	205'500	121'919
Monthly subscription for residential telephone service		31'200	27'300	11'700	12'000	12'300	...	26'365	28'735	28'770	29'429
Monthly subscription for business telephone service		31'200	27'300	23'400	26'000	26'650	...	26'365	...	41'100	42'041
3-minute local call to fixed telephone (peak rate)		117.00	117.00	117.00	120.00	129.18	...	121.69	123.15	123.30	42.04
3-minute local call to fixed telephone (off-peak rate)		117.00	117.00	117.00	120.00	129.18	...	121.69	123.15	123.30	42.04
Mobile-cellular prepaid connection charge		2'340	2'340 <sup>3</sup>	2'340	...	...	...	...	...	...	2'000
Mobile-cellular prepaid-1-min call (peak, on-net)		882.14	897.00	312.00	247.00	256.05	...	...	369.45	322.06	297.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		613.66	741.00	156.00	206.00	213.38	...	...	320.19	322.06	212.50
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	533.65	536.77	340.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	451.55	536.77	340.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	183'205
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	401'879	406'187	195'696
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	1.0	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	451'550	456'390	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	74'467	...	...	...	...	...	...	2'573'420
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	38'839
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	2'228'960
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	1'795'210
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	23'823
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	48'341
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	1'723'040
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	44.40	45.20	46.10	55.20	56.20	57.30	58.41	59.50	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	1.13	...	...
Households with a mobile telephone	%	...	...	...	12.90	20.10	...	...	37.40	...	...
Households with a computer	%	...	...	...	1.40	...	...	...	3.65	...	4.33
Households with Internet access at home	%	...	...	...	...	...	...	...	0.22	...	0.36
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.08	0.23	0.26	0.30	0.32	0.47	0.49	0.51	0.53	1.26
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	27	330	1'260	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	16'040	16'408	16'783	17'165	17'554	17'948	18'350	18'759	19'175	19'599
Households	10 <sup>3</sup>	2'765	2'880	2'960	3'042	3'126	3'192	3'567	3'638	3'721	3'804
Gross domestic product (GDP)	10 <sup>9</sup>	7'061	7'583	7'917	8'334	8'750	9'370	9'792	10'629	10'474	11'134
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		106'287	110'881	97'393	99'439	100'331	130'694	188'874	255'306	435'413	539'504
Fixed-telephone subscriptions per 100 inhabitants		0.66	0.68	0.58	0.58	0.57	0.73	1.03	1.36	2.27	2.75
- Residential fixed-telephone subscriptions	%	...	...	...	...	51.00	60.00	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	801	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	281	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	282	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		6'700	6'800	6'855	6'510	5'969	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	417	702	1'077	1'531	2'253	3'136	4'536	6'161	8'004	8'637
Mobile-cellular subscriptions per 100 inhabitants		2.60	4.28	6.42	8.92	12.83	17.47	24.72	32.84	41.74	44.07
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	687	1'055	1'494	2'192	3'059	4'475	6'097	7'931	8'544
Mobile population coverage	%	43.00	43.00	45.00	49.00	54.00	58.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		4'400	5'500	7'000	11'000	15'000	25'000	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	202	421	640	860	900	1'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	0.01
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	202	421	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		9	45	100	155	...	...	...	200	322	322
International Internet bandwidth (bps) per Internet user		6	152	456	597	630	...	...	314	437	411
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	129	...	108	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	4	40	44	...	...	570	627	721
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	78	31	...	120	127	129
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	8	8	14	...	...	25	29
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	78	...	106
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	22	33	44	52	51	12	...	16	15	14
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	62	76	93
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	361	...	432	...	455
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	105	54	...	31	33	37
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	401	402	418
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'213	2'225	2'821	3'130	3'223	3'111	...	3'488	3'749	...
- of which: female		...	...	848	974	1'007	1'008	...	1'125	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		30'000	30'000	40'000	40'000	40'000	40'000	40'000	40'000	20'000	23'850
Installation fee for business telephone service		30'000 <sup>1</sup>	30'000 <sup>1</sup>	40'000 <sup>1</sup>	40'000 <sup>1</sup>	40'000 <sup>1</sup>	100'000 <sup>1</sup>	100'000 <sup>1</sup>	40'000	50'000	50'000
Monthly subscription for residential telephone service		1'750 <sup>1</sup>	1'750 <sup>1</sup>	3'000 <sup>1</sup>	3'000 <sup>1</sup>	3'000 <sup>1</sup>	3'000 <sup>1</sup>	3'000 <sup>1</sup>	3'000 <sup>1</sup>	3'000	3'578
Monthly subscription for business telephone service		1'750 <sup>1</sup>	1'750 <sup>1</sup>	1'750 <sup>1</sup>	1'750 <sup>1</sup>	1'750 <sup>1</sup>	1'750 <sup>1</sup>	3'000 <sup>1</sup>	3'000	3'000	3'000
3-minute local call to fixed telephone (peak rate)		40.00 <sup>1</sup>	40.00 <sup>1</sup>	40.00 <sup>1</sup>	40.00 <sup>1</sup>	60.00 <sup>1</sup>	150.00 <sup>1</sup>	150.00 <sup>1</sup>	150.00 <sup>1</sup>	150.00	178.88
3-minute local call to fixed telephone (off-peak rate)		40.00 <sup>1</sup>	40.00 <sup>1</sup>	40.00 <sup>1</sup>	40.00 <sup>1</sup>	30.00 <sup>1</sup>	150.00 <sup>1</sup>	75.00 <sup>1</sup>	75.00 <sup>1</sup>	75.00	178.88
Mobile-cellular prepaid connection charge		...	20'000 <sup>2</sup>	20'000 <sup>2</sup>	...	...	...	...	...	...	1'000
Mobile-cellular prepaid-1-min call (peak, on-net)		210.00	250.00	250.00	230.00	230.00	230.00	...	150.00	150.00	89.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		160.00	200.00	200.00	150.00	150.00	150.00	...	150.00	100.00	100.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	175.00	175.00	110.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	175.00	40.00	100.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	50'000	50'000	50'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	79'000	40'000	40'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	147'561	185'417	225'065	252'073	272'104	295'540	...	399'254	380'081	421'587
- Revenue from fixed-telephone services	10 <sup>6</sup>	33'000	33'000	65'805	58'419	50'297	28'705	...	56'186	53'411	68'561
- Revenue from mobile networks	10 <sup>6</sup>	84'000	118'000	159'260	193'654	221'805	247'787	...	343'069	326'670	353'026
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	32'207	55'867	64'609	68'306	77'040	110'521	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	18'325	21'430	18'786	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	46'284	46'876	58'254	65'448	...	...	70'558	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	17.70	20.30	22.90	23.99	25.06	30.70	31.90	33.10	...
Households with a fixed line telephone	%	...	...	...	1.80	...	...	1.20	...	...	...
Households with a mobile telephone	%	...	...	...	21.60	...	...	45.00	...	...	...
Households with a computer	%	...	...	...	...	...	...	4.13	4.54	...	5.36
Households with Internet access at home	%	...	...	...	...	...	...	1.24	1.29	...	1.48
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.28	0.36	0.59	0.98	1.40	2.03	2.93	3.40	3.84	4.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	30'967	31'282	31'609	31'944	32'283	32'628	32'977	33'328	33'675	34'017
Households	10 <sup>3</sup>	11'821	12'002	12'183	12'381	12'499	12'525	12'644	12'757	12'877	12'998
Gross domestic product (GDP)	10 <sup>6</sup>	1'107'460	1'154'950	1'214'600	1'290'180	1'368'730	1'439'290	1'529'589	1'603'418	1'528'985	1'624'608
Average annual exchange rate per US\$		1.55	1.57	1.40	1.30	1.21	1.13	1.07	1.07	1.14	1.03
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	21'126	20'622	20'612	20'563	18'148	18'236	18'282 <sup>1</sup>	18'250	17'625	17'021
Fixed-telephone subscriptions per 100 inhabitants		68.22	65.92	65.21	64.37	56.21	55.89	55.44	54.76	52.34	50.04
- Residential fixed-telephone subscriptions	%	61.70	63.10	62.52	62.69	68.00	67.00	67.00	67.00	67.80	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	120	113	104	96	90	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	79	69	60	55 <sup>2</sup>	55 <sup>2</sup>	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	42	44	43	41 <sup>2</sup>	35 <sup>2</sup>	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	1'116	1'140	942	1'054	917	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	171	164	161	151	148	110	101	95	89	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	10'649	11'872	13'291	15'020	17'017	18'749	20'277	22'092	23'812	24'037 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		34.39	37.95	42.05	47.02	52.71	57.46	61.49	66.29	70.71	70.66
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	2'755	2'951	3'146	3'330	3'820	...	4'463	4'817	5'027	...
Mobile population coverage	%	...	...	...	94.00	97.00	98.00	98.00	98.00	99.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	5'706	6'547	7'013	7'442	8'880	9'481	10'163	10'714	10'953	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	2'836	3'515	4'513	5'416	7'004	8'044	9'075	9'842	10'274	10'139
Fixed (wired)-broadband subscriptions per 100 inhab.		9.16	11.24	14.28	16.95	21.70	24.65	27.52	29.53	30.51	29.81
- Cable modem Internet subscriptions	10 <sup>3</sup>	1'624	2'055	2'544	2'933	3'634	4'181	4'748	5'126	5'548	...
- DSL Internet subscriptions	10 <sup>3</sup>	934	1'471	1'958	2'484	3'260	3'714	4'097	4'353	4'430	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	18	15	19	39	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	11	-	110	131	216	345	257	...
International Internet bandwidth, in Mbit/s		55'623	89'273	172'529	217'521	217'521	367'474	533'983	800'000	1'300'000	1'500'000
International Internet bandwidth (bps) per Internet user		2'984	4'633	8'502	10'324	9'403	15'556	22'121	31'296	48'074	54'039
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	7'915	8'183	8'670	9'011	9'449	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		90'755	84'617	82'487	84'036	82'937	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		55	55	55	55	55	...	...	99	99	99
Installation fee for business telephone service		99	99	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service	19 <sup>11</sup>	20 <sup>11</sup>	20 <sup>11</sup>	20 <sup>11</sup>	20 <sup>11</sup>	20 <sup>11</sup>	...	...	33 <sup>11</sup>	20	20
Monthly subscription for business telephone service	40 <sup>11</sup>	40 <sup>11</sup>	40 <sup>11</sup>	40 <sup>11</sup>	40 <sup>11</sup>	36 <sup>11</sup>	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	-	-	-	-	...	...	-	-	-
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	-	-	-
Mobile-cellular prepaid connection charge		...	-	-	-	- <sup>12</sup>	-	...	...	...	10
Mobile-cellular prepaid-1-min call (peak, on-net)	0.25	0.25	0.25	0.25	0.25	0.37	...	...	0.40	0.40	0.40
Mobile-cellular prepaid-1-min call (off-peak, on-net)	...	...	0.33	...	0.12	...	...	...	0.40	0.40	0.40
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	...	0.40	0.40	0.40
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.40	0.40	0.40
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	68	34 <sup>13</sup>	34
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	23	27	27
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.500	...	2.000
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	1.0	2.0	2.0
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	2	2
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	32'358	33'223	31'818	33'311	34'480	36'069	38'204	40'306	41'018	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	25'038	24'737	15'396	15'040	23'400	23'500	23'700	24'200	24'100	...
- Revenue from mobile networks	10 <sup>6</sup>	5'970	7'211	8'037	9'479	11'016	12'696	14'523	16'036	16'900	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	7'964	6'522	5'200	5'700	5'600	6'900	7'800	12'000	8'000	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	6'200	4'700	3'900	4'600	4'200	5'300	5'900	5'900	5'700	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	2'000	1'600	1'300	1'100	1'400	1'700	1'900	6'100	2'200	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	99.20	99.20	99.00	...	99.00	...	98.89	98.78	98.90	98.90
Households with a fixed line telephone	%	97.40	97.00	96.30	...	98.90	...	92.24	91.61	89.30	...
Households with a mobile telephone	%	47.60	51.60	53.90	...	64.20	...	71.41	73.20	99.30	...
Households with a computer	%	59.90	...	...	...	...	...	78.42	79.40	81.70	83.87
Households with Internet access at home	%	49.90	54.50	56.90	59.90	64.30	68.10	72.73	74.58	77.80	78.20
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	60.20	61.59	64.20	65.96	71.66	72.40	73.20	76.70	80.30	81.60
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	7'848	7'626	7'574	...	7'614	7'903	8'117	8'346	8'523	...
Leased-line subscriptions	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	1'609	2'019	2'205	2'325	2'489	2'628	2'631	2'699	2'760'900	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		445'096	452'740	460'031	466'784	472'883	478'267	483'023	487'371	491'621	495'999
Households		94'400	95'000	96'000	97'000	98'000	106'000	108'000	110'000	112'000	114'000
Gross domestic product (GDP)	10 <sup>6</sup>	69'380	72'817	79'527	84'200	91'900	105'625	107'252	117'565	127'069	138'355
Average annual exchange rate per US\$		123.23	117.17	97.70	88.81	88.67	87.90	80.57	75.28	79.38	83.26
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		64'132	70'187	71'716	71'700	71'600	71'578	71'764	71'860	71'874	71'971
Fixed-telephone subscriptions per 100 inhabitants		14.41	15.50	15.59	15.36	15.14	14.97	14.86	14.74	14.62	14.51
- Residential fixed-telephone subscriptions	%	91.00	91.00	90.00	90.00	88.00	86.00	82.00	...	...	...
- Fixed-telephone subscriptions in urban areas	%	54.00	51.00	50.00	50.00	50.00	60.00	55.00	50.00	...	...
ISDN subscriptions		573	836	1'111	1'224	1'347	1'498	1'499	1'596	1'694	...
- Basic access ISDN subscriptions		550	810	1'088	1'191	1'310	1'461	1'462	1'550	1'646	...
- Primary access ISDN subscriptions		23	26	23	33	37	37	37	46	48	...
ISDN voice-channel equivalents		1'790	2'400	2'866	3'372	3'730	4'032	4'034	4'480	4'732	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	95.00	97.00	99.00	99.00	99.00
Public payphones		448	448	458	431	432	435	590	560	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		31'507	42'949	53'342	65'780	81'721	108'858	152'212	277'670	290'621	371'871
Mobile-cellular subscriptions per 100 inhabitants		7.08	9.49	11.60	14.09	17.28	22.76	31.51	56.97	59.11	74.97
- Mobile-cellular telephone subscriptions, prepaid		30'880	42'775	52'933	61'745	81'215	108'305	151'404	276'254	288'255	362'475
Mobile population coverage	%	90.00	...	...	86.00	85.00	87.00	91.00	96.00	69.00	72.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		2'974	3'935	5'011	5'654	6'518	13'136	10'780	9'205	12'930	16'686
Fixed (wired)-broadband subscriptions		-	-	-	283	937	7'475	7'305	8'107	11'956	15'971
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.06	0.20	1.56	1.51	1.66	2.43	3.22
- Cable modem Internet subscriptions		-	-	-	-	-	5'661	3'475	1'185	957	...
- DSL Internet subscriptions		-	-	-	283	937	1'814	3'830	7'380	10'972	15'103
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	-	-	-	-	...
- Other fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	627 <sup>1</sup>	436 <sup>1</sup>	968 <sup>1</sup>
International Internet bandwidth, in Mbit/s		2	3	8	10	14	68	68	155	310 <sup>2</sup>	455
International Internet bandwidth (bps) per Internet user		167	188	402	403	487	2'088	1'700	1'590	2'522	3'058
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		46.00	44.40	43.00	3.30	3.20	3.00	4.00	3.00	3.00	3.00
Fixed-telephone faults cleared by next working day	%	87.50 <sup>3</sup>	86.80 <sup>3</sup>	89.20 <sup>3</sup>	90.10 <sup>3</sup>	91.60 <sup>3</sup>	91.50 <sup>3</sup>	89.50	87.50 <sup>3</sup>	93.00 <sup>3</sup>	93.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	90	85	94	75	78	71
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	20	29	34	46	56	84	110	155	294
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	17	18	21	27	...	26	23	22
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	5	6	5	7	7	...	6	5	5
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	12	9	7	12	14
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	8	9	9	9	9	5	5	6	7	7
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	1	2	2	2	...	...	1	5	8
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	81	85	90	55
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	36	46	49	57	62	47	43	44	44	41
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	11	14	18	22	...	...	41	46	...
SMS sent	10 <sup>6</sup>	1	1	2	2	3	4	7	11	9	14
MMS sent	10 <sup>6</sup>	...	...	...	...	...	-	-	-	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		466	469	459	454	442	416	520	526	...	...
- of which: female		312	137	138	137	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		3'000	3'000	3'000	3'000	3'000	3'000	2'391	2'191	2'047	3'000
Installation fee for business telephone service		3'000	3'000	3'000	3'000	3'000	3'000	2'391	2'191	2'092	...
Monthly subscription for residential telephone service		250	250	250	250	250	392	287	263	246	392
Monthly subscription for business telephone service		250	250	250	250	250	250	518	475	443	...
3-minute local call to fixed telephone (peak rate)		4.50	4.50	4.50	4.50	4.50	4.50	6.15	5.64	5.27	12.00
3-minute local call to fixed telephone (off-peak rate)		3.15	3.39	3.15	3.39	3.39	3.39	4.39	4.03	3.76	8.40
Mobile-cellular prepaid connection charge		4'045	4'045	4'045	4'045	4'045	4'045	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		25.00	35.00	35.00	35.00	35.00	35.67	28.13	25.78	24.09	34.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		25.00	35.00	25.00	25.00	25.00	26.67	18.46	16.92	15.81	34.50
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	28.13	25.78	24.09	35.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	28.13	25.78	24.09	35.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	10'200	...	2'300	2'300	2'300
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	6'900	...	2'875	2'645	2'645
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	1.0	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	6'900	5'750	5'750
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	5'129	5'652	5'820	...	...	7'312	4'735	4'584	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	3'620	3'591	3'730	3'450	3'336	3'659	3'255	3'157	...	...
- Revenue from mobile networks	10 <sup>6</sup>	989	1'420	1'710	1'750	2'111	2'740	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'430	1'743	767	787	766	1'398	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	1'106	1'449	475	473	281	766	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	172	128	86	146	156	439	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	40.04	40.00	54.00	57.00	61.00	62.90	64.90	66.90	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	8.20	...	11.34
Households with Internet access at home	%	...	...	...	...	...	...	...	2.50	...	3.45
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.69	3.52	4.32	5.32	6.07	6.81	8.28	20.00	25.00	30.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	4'571	7'506	8'043
Leased-line subscriptions		...	...	...	...	...	21	23	569	568	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	4'571	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		42'501	45'117	47'815	50'273	52'268	53'712	54'679	55'295	55'763	56'230
Households		18'000	19'000	20'000	21'000	22'000	23'000	24'000	24'000	24'000	24'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		...	...	...	0.82	0.82	0.81	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		38'000	38'000	38'000	38'000	38'000	38'000	35'050	35'766 <sup>1</sup>	36'151 <sup>1</sup>	37'351 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		89.41	84.23	79.47	75.59	72.70	70.75	64.10	64.68	64.83	66.43
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		17'000	19'000	21'040	33'800	80'945 <sup>2</sup>	92'559 <sup>2</sup>	101'497 <sup>2</sup>	98'313 <sup>3</sup>	108'699 <sup>2</sup>	99'891 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		40.00	42.11	44.00	67.23	154.87	172.32	185.62	177.80	194.93	177.65
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	99.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	...	17'530	18'295	18'852
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	...	31.70	32.81	33.53
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	265	294	324	-	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	41	35	33	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	37	37	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		40	40	40	40	40	...	...	...	40	40
Installation fee for business telephone service		40	40	40	40	40	...	...	...	40	40
Monthly subscription for residential telephone service		5	5	...	...	12	...	...	...	13	14
Monthly subscription for business telephone service		12	12	...	...	30	...	...	...	30	30
3-minute local call to fixed telephone (peak rate)		0.09	0.09	...	...	0.13	...	...	...	0.13	0.13
3-minute local call to fixed telephone (off-peak rate)		0.09	0.09	...	...	0.13	...	...	...	0.13	0.13
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.25	...	...	...	0.30	...	...	...	0.20	0.20
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	0.20	...	...	...	0.20	0.20
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	0.40	0.40
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	0.35	0.35
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	60	60
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	40	43
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	163	167	154	142
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	17	10	7
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	75.88	...	72.60	70.70	...
Households with a fixed line telephone	%	...	...	...	...	...	49.80	...	42.60	42.30	...
Households with a mobile telephone	%	...	...	...	...	...	95.50	...	98.26	98.60	...
Households with a computer	%	...	...	...	...	...	54.80	...	66.30	71.30	...
Households with Internet access at home	%	...	...	...	...	...	...	...	61.20	64.50	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	...	...	38.03	44.50	52.00	61.00	64.50	66.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'767	3'829	3'890	3'952	4'018	4'088	4'161	4'238	4'318	4'401
Households	10 <sup>3</sup>	635	646	690	737	787	802	987	1'006	1'025	1'044
Gross domestic product (GDP)	10 <sup>6</sup>	686'230	691'660	662'210	670'410	711'224	770'285	813'468	888'099	935'349	982'524
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		8'917	9'000	9'500	10'000	10'000	12'000	12'000	12'000	3'539	4'700 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		0.24	0.24	0.24	0.25	0.25	0.29	0.29	0.28	0.08	0.11
- Residential fixed-telephone subscriptions	%	60.00	60.00	39.47	...	...	...	...	...	...	51.00 <sup>1</sup>
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	100.00
ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	-	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	-
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		95	100	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		11'000	12'600	40'000	60'000	100'000	110'000	200'000	250'000	679'652	979'232
Mobile-cellular subscriptions per 100 inhabitants		0.29	0.33	1.03	1.52	2.49	2.69	4.81	5.90	15.74	22.25
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	678'124	978'061
Mobile population coverage	%	17.80	...	...	...	19.30	19.30	...	...	...	55.00 <sup>1</sup>
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		982	1'260	1'500	2'000	2'500	...	...	...	124	120
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	...	...
- Cable modem Internet subscriptions		...	-	-	-	-	...	...	...	...	-
- DSL Internet subscriptions		...	-	-	-	-	...	...	...	...	120
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	-	1	2	2	...	...	16	...	...
International Internet bandwidth (bps) per Internet user		152	91	170	174	143	...	...	378	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	56.00	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	280'329
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	135
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	29'047
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	4'730	4'195	5'000	6'000	8'000	...	...	...	...	682
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	28'365
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	24'172
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	626
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	23'546
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	53'715
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		402	400	370	390	400	416	...	...	...	...
- of which: female		58	60	63	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		55'400	55'400	55'400	55'400	35'400	35'400	35'400	35'400	35'400	...
Installation fee for business telephone service		85'400	85'400	85'400	85'400	35'400	35'400	35'400	35'400	35'400	...
Monthly subscription for residential telephone service		3'950	3'950	3'950	2'750	2'750	2'750	2'750	2'750	2'750	...
Monthly subscription for business telephone service		3'950	3'950	3'950	2'750	2'750	2'750	2'750	2'750	2'750	...
3-minute local call to fixed telephone (peak rate)		300.00	300.00	300.00	300.00	300.00	300.00	100.00	60.00	60.00	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	100.00	60.00	60.00	...
Mobile-cellular prepaid connection charge		...	...	20'000	20'000	20'000	20'000	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		150.00	100.00	100.00	100.00	100.00	100.00	...	120.00	120.00	99.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		150.00	100.00	100.00	100.00	100.00	100.00	...	80.00	110.00	50.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	150.00	150.00	149.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	130.00	130.00	149.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	99'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	600'000	600'000	299'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.010	...	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	7'500	7'500	7'700	7'800	7'800	...	...	...	...	28'632
- Revenue from fixed-telephone services	10 <sup>6</sup>	7'250	7'010	...	...	...	...	...	...	...	983
- Revenue from mobile networks	10 <sup>6</sup>	250	200	...	...	...	...	...	...	...	26'903
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	90	80	...	...	...	...	...	...	...	13'409
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	3'500	3'100	...	...	...	...	148
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	13'261
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.08	0.13	0.15	0.22	0.27	0.31	0.38	1.00	1.80	2.30
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	1'000	1'500	2'000	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'518	8'831	9'154	9'475	9'786	10'084	10'372	10'654	10'937	11'227
Households	10 <sup>3</sup>	1'533	1'574	1'617	1'771	1'939	1'998	2'147	2'208	2'267	2'328
Gross domestic product (GDP)	10 <sup>6</sup>	1'273'870	1'407'660	1'605'990	2'356'940	3'125'580	3'294'100	3'358'467	3'741'400	3'343'680	4'229'979
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		10'689	11'835	12'450	13'000	13'000	20'000	32'000	45'000	58'267	51'227
Fixed-telephone subscriptions per 100 inhabitants		0.13	0.13	0.14	0.14	0.13	0.20	0.31	0.42	0.53	0.46
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	92.59	84.00	84.00	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		64	64	70	80	100	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	22	34	65	123	210	466	918	1'809	2'281	2'675
Mobile-cellular subscriptions per 100 inhabitants		0.26	0.39	0.71	1.30	2.15	4.62	8.85	16.98	20.86	23.83
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	34	65	123	210	466	918	...	...	...
Mobile population coverage	%	7.70	...	...	...	23.80	24.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'517	1'802	2'317	2'484	...	...	...	...	4'638	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	150	150
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	1	1	4	4	6	6	19	19	19
International Internet bandwidth (bps) per Internet user		65	35	17	102	90	94	68	150	117	101
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		60.75	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)		...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	3'880	4'254	4'628	4'514	5'210	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	14'653	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent		...	...	...	...	...	...	...	...	...	...
MMS sent		...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)		...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		655	600	610	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		53'100	53'100	53'100	53'100	53'100	53'100	53'100	53'100	53'100	53'100
Installation fee for business telephone service		53'100	53'100	53'100	53'100	53'100	53'100	53'100	53'100	53'100	53'100
Monthly subscription for residential telephone service		3'540	3'540	3'540	3'540	3'540	3'540	3'000	3'000	3'000	3'000
Monthly subscription for business telephone service		3'540	3'540	3'540	3'540	3'540	3'540	3'000	3'000	3'000	3'000
3-minute local call to fixed telephone (peak rate)		75.00	75.00	75.00	75.00	75.00	75.00	177.00	177.00	177.00	177.00
3-minute local call to fixed telephone (off-peak rate)		75.00	75.00	75.00	75.00	75.00	75.00	177.00	177.00	177.00	177.00
Mobile-cellular prepaid connection charge		...	...	...	...	...	4'000	...	800 <sup>1</sup>	800 <sup>1</sup>	500 <sup>1</sup>
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	150.00	183.33	...	180.00	180.00	120.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	120.00	146.67	...	100.00	60.00	60.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	240.00	240.00	180.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	240.00	240.00	180.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	251'000	251'000	251'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	5'900	5'900	5'900
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	0.256 <sup>2</sup>	0.256 <sup>2</sup>	0.256 <sup>2</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	2.90	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	0.70 <sup>3</sup>	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	0.40	...	0.60
Households with Internet access at home	%	...	...	...	...	...	...	...	0.14	...	0.20
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.05	0.17	0.32	0.36	0.40	0.58	0.85	1.19	1.50	1.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	1'000	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	15'604	15'784	15'960	16'132	16'302	16'469	16'633	16'796	16'956	17'114
Households	10 <sup>3</sup>	3'977	4'053	4'130	4'200	4'268	4'337	4'406	4'438	4'482	4'525
Gross domestic product (GDP)	10 <sup>9</sup>	43'537	46'342	51'156	58'303	66'193	77'838	85'815	89'135	90'142	103'730
Average annual exchange rate per US\$		634.94	688.94	691.43	609.37	560.09	530.29	522.46	522.46	560.86	510.25
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'467	3'467	3'252	3'318	3'436	3'384	3'460	3'530	3'564	3'458
Fixed-telephone subscriptions per 100 inhabitants		22.22	21.97	20.38	20.57	21.08	20.55	20.80	21.02	21.02	20.20
- Residential fixed-telephone subscriptions	%	72.80	71.40	71.20	74.00	74.10	67.50	66.58	64.84	65.16	62.21
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	8	8	7	4	7	2	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	97.90	97.90	98.20	98.27	97.68
Public payphones	10 <sup>3</sup>	80	75	69	62	54	58	47	41	36	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	5'101	6'244	7'268	9'261	10'570	12'451	13'955	14'797	16'450	19'852
Mobile-cellular subscriptions per 100 inhabitants		32.69	39.56	45.54	57.41	64.84	75.60	83.90	88.10	97.02	116.00
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	3'810	4'861	5'795	7'645	8'638	9'807	10'432	10'763	11'933	14'066
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	600	1'444
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	217	525
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	382	919
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	698	758	836	805	906	1'188	1'332	1'439	1'695	1'819
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	67	188	352	479	709	1'020	1'288	1'427 <sup>1</sup>	1'655 <sup>2</sup>	1'788
Fixed (wired)-broadband subscriptions per 100 inhab.		0.43	1.19	2.21	2.97	4.35	6.19	7.74	8.50	9.76	10.45
- Cable modem Internet subscriptions	10 <sup>3</sup>	37	93 <sup>3</sup>	162	210	303	424	538	606	749 <sup>2</sup>	840
- DSL Internet subscriptions	10 <sup>3</sup>	25	73 <sup>3</sup>	160	240	380	592	770	817	888 <sup>2</sup>	931
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	5	22	30	29	25	...	4	...	18 <sup>2</sup>	17
International Internet bandwidth, in Mbit/s		1'770	1'981	6'103	12'704	12'704	25'586	...	65'000	88'400	147'400
International Internet bandwidth (bps) per Internet user		594	568	1'501	2'795	2'500	4'504	...	10'376	13'437	19'140
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		25.00	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	17'027	...	...	...	12'607	12'291	10'417	10'280	9'406	8'522
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	3'442	4'465	5'238	6'004	7'089	7'846	8'910	14'721	17'163	20'809
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	1'753	1'700	1'497	1'562	1'690	1'551	1'398	1'314	1'120	1'037
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	1'591	1'661	1'591	1'837	2'415	2'538	2'635
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	232	222	214	215	208
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	241	258	236	245	225	199	193	182	175	156
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	29	32	41	52
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	559	506	449	449
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	362	396	472	572	561	447	475	413	362	353
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	84	93	87	95
SMS sent	10 <sup>6</sup>	...	96	...	494	814	983	1'189	1'482	1'695	1'934
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	55	81	79	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		19'855	19'391	...	...	10'679	18'705	30'260	31'060	31'592	36'071
- of which: female		...	...	...	...	...	6'771	11'883	11'653	11'330	12'575
<b>TARIFFS</b>											
Installation fee for residential telephone service		23'853	24'981	30'386	30'386	20'098	...	...	48'141	...	39'584
Installation fee for business telephone service		23'853	24'981	30'386	30'386	20'098	...	...	...	...	...
Monthly subscription for residential telephone service		5'950	6'353	6'358	4'650	4'650	...	...	11'269	...	11'476
Monthly subscription for business telephone service		5'950	6'353	6'358	4'650	4'650	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		66.60	71.40	71.30	71.30	10.80	...	...	71.76	...	68.53
3-minute local call to fixed telephone (off-peak rate)		11.10	12.00	11.90	11.90	4.80	...	...	23.94	...	22.86
Mobile-cellular prepaid connection charge		...	...	...	...	7'000	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	330.00	...	...	90.00	66.00	66.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	330.00	...	...	90.00	66.00	66.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	300.00	264.00	264.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	300.00	264.00	264.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	24'990	26'000	19'990
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	2.000	6.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'651'136	1'667'910	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	586'000	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	527'000	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	525'553	387'362	241'420	...	...	635'309	727'884	916'370	778'152	946'439
- Annual investment in fixed-telephone services	10 <sup>6</sup>	194'712	131'530	66'957	...	...	192'217	360'405	443'209	373'071	423'463
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	200'245	137'733	118'388	...	...	363'808	367'480	473'161	405'082	522'976
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	92.41	...	...	...	100.00	100.00	...	...	...
Households with a fixed line telephone	%	...	51.53	51.98	...	...	47.27	...	...	45.80	...
Households with a mobile telephone	%	...	51.04	46.88	...	...	60.84	...	...	88.90	...
Households with a computer	%	...	20.55	24.90	27.38	30.10	33.10	...	40.02	43.90	46.80
Households with Internet access at home	%	9.60	10.19	12.60	14.50	16.68	19.16	...	26.60	31.30	35.00
Mobile cellular telephone users	%	...	...	33.45	...	...	50.19	...	...	60.54	...
Computer users	%	...	...	43.00 <sup>11</sup>	...	...	40.40 <sup>11</sup>	...	...	42.79 <sup>12</sup>	...
Internet users	%	19.10 <sup>13</sup>	22.10 <sup>13</sup>	25.47 <sup>12</sup>	28.18 <sup>13</sup>	31.18 <sup>13</sup>	34.50 <sup>12</sup>	35.90 <sup>13</sup>	37.30 <sup>13</sup>	38.80 <sup>12</sup>	45.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		708'251	864'024	...	...	...	...	...	1'461'490	1'664'032	1'928'694
Leased-line subscriptions		66'722	188'454	352'234	473'146	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	126'150	...	...	...	...	...	569'833	660'717	853'019

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>9</sup>	1 <sup>1</sup>	1 <sup>1</sup>	1 <sup>1</sup>	1 <sup>1</sup>	1 <sup>1</sup>	1 <sup>1</sup>	1 <sup>1</sup>	1 <sup>1</sup>	1 <sup>1</sup>	1 <sup>1</sup>
Households	10 <sup>9</sup>	-	-	-	-	-	-	-	-	-	-
Gross domestic product (GDP)	10 <sup>9</sup>	10'903	12'048	13'664	16'080	18'713	21'631	26'581	31'405	34'090	39'798
Average annual exchange rate per US\$		8.28	8.28	8.28	8.28	8.19	7.97	7.61	6.95	6.83	6.77
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	180'368	214'222	262'747	311'756	350'445	367'786	365'637	340'359	313'732	294'383
Fixed-telephone subscriptions per 100 inhabitants		14.11	16.66	20.31	23.97	26.80	27.98	27.67	25.62	23.50	21.95
- Residential fixed-telephone subscriptions	%	81.68	81.13	79.63	78.55	77.69	76.84	75.27	74.04	69.43	...
- Fixed-telephone subscriptions in urban areas	%	62.06	63.40	65.12	67.44	68.41	68.34	67.99	68.03	67.54	...
ISDN subscriptions	10 <sup>3</sup>	1'088	1'178	990	780	640	559	439	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	1'085	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	3	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	2'272	2'356	1'980	1'560	1'280	1'118	878	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	87.90 <sup>2</sup>	89.94 <sup>2</sup>	91.18 <sup>2</sup>	94.40 <sup>2</sup>	95.90 <sup>2</sup>	96.74 <sup>2</sup>	96.91	94.69	...
Public payphones	10 <sup>3</sup>	3'462	9'855 <sup>3</sup>	15'614	22'150	26'812	29'607	29'919	27'715	27'088	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	144'820	206'005	269'953	334'824	393'406	461'058	547'306	641'245	747'214	859'003
Mobile-cellular subscriptions per 100 inhabitants		11.33	16.02	20.87	25.74	30.09	35.07	41.42	48.28	55.97	64.04
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	34'500	47'179	57'896	71'910	76'987	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	95.00	97.19	98.68	99.46	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	36'863	55'763	67'750	76'162	73'012	77'363	85'889	95'214	111'522	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	336	3'298	11'219	24'940	37'350	50'853	66'414	82'879	103'978	126'337
Fixed (wired)-broadband subscriptions per 100 inhab.		0.03	0.26	0.87	1.92	2.86	3.87	5.03	6.24	7.79	9.42
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	301	2'164	8'184	17'203	26'540	37'098	52'213	67'017	83'782	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	1'089	2'967	7'672	10'810	13'755	14'201	15'862	20'196	...
International Internet bandwidth, in Mbit/s		7'598	9'380	27'216	74'429	136'106	256'696	368'927	640'287	866'367	1'098'957
International Internet bandwidth (bps) per Internet user		225	159	339	784	1'221	1'856	1'745	2'133	2'246	2'389
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	99.70	99.00	99.40	99.50	99.50	99.50	99.50	97.89	98.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	829'400	798'420	677'141	618'586	540'177	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	290'447	418'398	630'891	945'475	625'371	843'533	1'122'457	1'437'853	1'707'033	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	260'417	284'646	304'906	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	233'649	265'867	235'837	209'005	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	4'403	4'283	4'590	4'741	3'830	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'253	1'419	1'576	1'831	2'296	2'221	1'233	1'091	815	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	280	273	299	332	417	583	797	766	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	9'981	12'405	12'297	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	4'270	2'008	6'510	6'778	7'248	7'509	9'333	11'764	11'658	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	58'330	138'630	217'050	304'630	429'540	594'580	699'690	772'648	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	45'451	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	149'488	139'931	116'480	...
<b>STAFF</b>											
Full-time telecommunication employees		...	672'970	721'511	707'000	718'009	743'000	696'753	847'000	846'092	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	200
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service	20	25	25	25	25	25	25	20	20	10	25
Monthly subscription for business telephone service	35	35	35	35	35	35	35	20	...	...	...
3-minute local call to fixed telephone (peak rate)	...	0.22	0.22	0.22	0.22	0.22	0.22	0.20	0.20	0.18	0.22
3-minute local call to fixed telephone (off-peak rate)	...	...	0.22	0.22	0.22	0.22	0.22	0.20	0.20	0.18	0.22
Mobile-cellular prepaid connection charge		...	50	50	50	50	50	...	...	...	20
Mobile-cellular prepaid-1-min call (peak, on-net)	0.60	0.60	0.60	0.60	0.60	0.55	...	...	0.60	0.60	0.60
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.40	0.40	0.60	0.60	0.60	0.55	...	...	0.60	0.60	0.60
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	...	0.60	0.60	0.60
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.60	0.60	0.60
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	130	120	120
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.512	0.510	0.510
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	371'914	422'229	459'764	527'511	584'012	649'180	739'860	814'800	854'409	819'000
- Revenue from fixed-telephone services	10 <sup>6</sup>	163'640	186'676	215'034	238'834	248'019	236'699	208'633	219'773	192'667	...
- Revenue from mobile networks	10 <sup>6</sup>	155'185	205'901	218'041	254'041	293'588	353'124	422'947	504'795	569'495	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	255'321	207'331	221'759	219'910	209'779	221'398	237'006	306'801	377'314	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	98'127	84'690	87'426	95'573	91'432	79'227	61'942	51'685	11'656	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	10'653	23'243	34'269	...
- Annual investment in mobile communication services	10 <sup>6</sup>	124'098	95'769	98'007	102'348	100'631	117'498	139'983	135'614	182'832	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	31.79	...	35.39
Households with Internet access at home	%	...	...	...	...	...	...	...	18.26	...	23.66
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.64	4.60	6.20	7.30	8.52	10.52	16.00	22.60	28.90	34.30
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	90'000	96'380	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	36	45	69	65	67	63	65	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	40'423	41'078	41'732	42'386	43'041	43'697	44'352	45'006	45'654	46'295
Households	10 <sup>3</sup>	8'679	8'835	9'121	9'357	9'599	9'820	9'794	11'816	11'986	12'154
Gross domestic product (GDP)	10 <sup>9</sup>	225'851	245'323	272'346	307'759	340'160	383'892	431'076	481'037	508'532	546'951
Average annual exchange rate per US\$		2'299.63	2'504.24	2'877.65	2'628.61	2'320.83	2'361.14	2'078.29	1'967.71	2'166.79	1'898.57
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	7'372	7'766	7'848	7'589	7'679	7'860	7'924 <sup>1</sup>	7'929 <sup>1</sup>	7'474 <sup>1</sup>	7'186
Fixed-telephone subscriptions per 100 inhabitants		18.24	18.91	18.81	17.90	17.84	17.99	17.87	17.87	16.37	15.52
- Residential fixed-telephone subscriptions	%	78.00	78.47	77.33	77.27	77.22	78.81	78.00	80.75	77.64 <sup>1</sup>	77.30
- Fixed-telephone subscriptions in urban areas	%	98.00	98.83	98.01	96.85	98.77	98.96	97.40	98.21	97.35 <sup>2</sup>	99.49 <sup>3</sup>
ISDN subscriptions	10 <sup>3</sup>	89	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	657	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	100.00	100.00
Public payphones	10 <sup>3</sup>	61	61	100	103	111	97	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	3'265	4'597	6'186	10'401	21'850	29'763	33'941	41'365	42'160	44'478
Mobile-cellular subscriptions per 100 inhabitants		8.08	11.19	14.82	24.54	50.77	68.11	76.53	91.91	92.35	96.07
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	3'487	4'702	6'729	17'860	24'709	28'630	35'683	34'816	37'141
Mobile population coverage	%	...	...	...	80.00	82.00	83.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	157	915	1'110
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	157	915	1'110
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	389	520	777	773	688	888	1'381	1'880	2'266	2'676
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	14	35	64	127	319	628	1'207	1'473	2'022	2'594 <sup>11</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		0.03	0.08	0.15	0.30	0.74	1.44	2.72	3.27	4.43	5.60
- Cable modem Internet subscriptions	10 <sup>3</sup>	14	30	39	85	191	260	429	482 <sup>12</sup>	677 <sup>13</sup>	860
- DSL Internet subscriptions	10 <sup>3</sup>	-	2	10	35	118	324	693	970	1'294	1'670
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	8	11	14
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	3	...	7	10	43	85	5	6 <sup>21</sup>	...
International Internet bandwidth, in Mbit/s		665	699	3'818	5'560	22'273	25'524	51'956	100'523	134'236 <sup>22</sup>	173'119
International Internet bandwidth (bps) per Internet user		576	370	1'238	1'439	4'701	3'807	5'374	8'725	9'801	10'245
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		45.55	39.00	32.98	30.56	27.91	7.55	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	3'580	...	...	...	72'103	...	...	...	...	475
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	4'101	6'019	12'703	64'165	83'821	120'511	154'352	172'492 <sup>23</sup>
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	295	354	342	403	350	362	409	1'339	410	341
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	1'609	1'974	2'714	3'678	4'274	5'044	4'625	3'500
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	1'000	1'685	9'345
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	2	2 <sup>22</sup>	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		32'197	...	...	...	...	...	...	...	106'522	...
- of which: female		...	...	...	...	...	...	...	...	53'900	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		294'984	274'571	279'019	289'920	119'998	73'932	72'105	72'105	116'000	-
Installation fee for business telephone service		367'759	341'889	319'381	347'904	120'240	74'148	72'105	...	...	26'251
Monthly subscription for residential telephone service		6'167	8'910	1'962	11'107	39'000	7'386	10'140	10'200	10'900	11'282
Monthly subscription for business telephone service		8'215	10'385	2'264	13'953	12'447	7'386	10'140	...	...	26'251 <sup>31</sup>
3-minute local call to fixed telephone (peak rate)		66.76	74.00	61.56	86.30	316.85	161.70	240.00	247.08 <sup>32</sup>	266.00 <sup>32</sup>	...
3-minute local call to fixed telephone (off-peak rate)		66.76	...	83.52	86.30	316.85	161.70	240.00	247.08 <sup>32</sup>	266.00 <sup>32</sup>	...
Mobile-cellular prepaid connection charge		...	-	-	-	-	-	-	-	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		320.90	1'098.00	1'098.00	1'098.00	284.00	284.00	...	242.00	324.00	324.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		166.67	1'050.00	1'050.00	1'050.00	199.00	199.00	...	242.00	324.00	324.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	604.00	604.00	448.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	604.00	604.00	448.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	66'700	66'700	66'990
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.710	0.710	1.020 <sup>33</sup>
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>9</sup>	7'974	9'409	10'673	12'700	14'700	14'901	16'977	17'643	21'065	22'866
- Revenue from fixed-telephone services	10 <sup>9</sup>	5'141	4'470	4'764	5'589	3'269	4'207	5'532	5'489	4'951	5'050
- Revenue from mobile networks	10 <sup>9</sup>	904	...	2'327	3'755	5'817	7'539	8'169	8'628	8'477	8'985
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>9</sup>	3'519	...	...	...	...	...	...	3'470	3'750	...
- Annual investment in fixed-telephone services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>9</sup>	...	...	...	...	...	...	...	1'640	1'430	...
- Annual investment in mobile communication services	10 <sup>9</sup>	...	...	...	...	...	...	...	1'380	1'540	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	7.10	...	100.00	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	...	...	14.00	...	81.00	...	...	...	75.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	83.00	...	85.00	85.50	...	88.46	87.44	91.20
Households with a fixed line telephone	%	...	...	54.70	...	55.50	...	...	44.33	...	41.00
Households with a mobile telephone	%	...	...	17.72	...	...	...	...	83.79	86.06	90.50
Households with a computer	%	...	...	11.21	12.40	14.60	16.40	18.62	22.80	22.57	26.10
Households with Internet access at home	%	...	...	5.46	6.00	6.20	7.10	10.21	12.80	14.97	19.30
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	38.44	43.15
Internet users	%	2.85	4.60	7.39	9.12	11.01	15.34	21.80	25.60	30.00	36.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	2'817'417	2'905'153	2'935'593
Leased-line subscriptions		...	...	3'546	6'008	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	227'970	323'283	248'778	574'207



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		577'569	593'170	609'271	625'876	642'974	660'559	678'602	697'034	715'774	734'750
Households		145'000	152'000	159'800	168'000	177'000	182'000	186'000	191'000	195'000	199'000
Gross domestic product (GDP)	10 <sup>6</sup>	121'003	128'980	138'426	145'852	...	158'476	167'509	178'454	190'020	201'488
Average annual exchange rate per US\$		549.78	522.74	435.90	396.21	395.60	392.17	359.45	335.85	354.14	371.46
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		8'876	10'258	13'245	15'083	16'939	19'061	26'025	28'809 <sup>1</sup>	30'787 <sup>1</sup>	21'037 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		1.54	1.73	2.17	2.41	2.63	2.89	3.84	4.13	4.30	2.86
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	78.00	77.00	74.00	74.00	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	50.87	51.36	52.30	50.73	...
ISDN subscriptions		-	...	...	...	...	-	-	-	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	-	-	-	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	-	-	-	...	...
ISDN voice-channel equivalents		-	...	...	...	...	-	-	-	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	95.00	97.00	97.00	...	...
Public payphones		249	295	...	...	...	551	757	840	943	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	2'000	8'378	15'523	36'877	62'104	91'741	122'596	165'278
Mobile-cellular subscriptions per 100 inhabitants		-	-	0.33	1.34	2.41	5.58	9.15	13.16	17.13	22.49
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	8'109	15'263	36'379	61'488	90'871	121'716	...
Mobile population coverage	%	...	...	...	...	...	40.00	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		653	896	859	910	1'241	1'350	1'410	1'533	1'622	...
Fixed (wired)-broadband subscriptions		-	-	-	1	4	-	82 <sup>2</sup>	110 <sup>2</sup>	66	150
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	0.01	0.02	0.01	0.02
- Cable modem Internet subscriptions		-	-	-	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	-	76 <sup>2</sup>	103 <sup>2</sup>	59 <sup>2</sup>	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	6	7	7	...
International Internet bandwidth, in Mbit/s		-	-	-	-	2	7	7	10	15	166 <sup>3</sup>
International Internet bandwidth (bps) per Internet user		50	78	25	31	96	318	301	412	583	4'430
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		51.11	55.82	...	...	...	72.40	51.40	41.70	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	87.74	94.97	87.27	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	43'252	56'119	58'415	...	...
Domestic mobile-telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)		...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	2'254	3'826	2'485	2'687	2'435	4'263	3'897	3'867	4'468	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	41'715	63'679	65'650	...
International incoming total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	10'579	14'857	...	...	...	45'751	60'564	57'060	50'210	...
- International incoming to mobile network (minutes)		...	...	...	...	...	...	...	...	...	...
SMS sent		...	...	...	...	...	...	...	...	...	...
MMS sent		...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)		...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		121	150	172	...	606	515	628	778	887	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		39'000	39'000	40'500	40'500	40'500	40'500	40'500	40'500	40'500	40'500
Installation fee for business telephone service		39'000	39'000	40'500	40'500	40'500	40'500	40'500	40'500	40'500	40'500
Monthly subscription for residential telephone service		2'250	2'250	2'250	2'250	2'250	2'250	2'250	2'250	2'250	2'250
Monthly subscription for business telephone service		2'250	2'250	2'250	2'250	2'250	2'250	2'250	2'250	2'250	2'250
3-minute local call to fixed telephone (peak rate)		75.00	75.00	75.00	75.00	75.00	50.00	50.00	50.00	50.00	50.00
3-minute local call to fixed telephone (off-peak rate)		75.00	50.00	50.00	50.00	75.00	50.00	50.00	50.00	50.00	50.00
Mobile-cellular prepaid connection charge		...	...	...	37'500	25'000	15'000	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	106.67	100.00	100.00	91.67	...	75.00	75.00	75.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	106.67	100.00	100.00	91.67	...	75.00	75.00	75.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	75.00	75.00	75.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	75.00	75.00	75.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	60'000	60'000	60'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	145'000	145'000	145'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	4'564	5'494	5'896	5'861	6'058	6'680	7'882	9'489	9'892	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	47	483	987	1'625	1'462	1'483	1'965	2'587	2'681	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'210	242	1'024	1'336	1'550	762	1'088	692	1'368	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	5.00	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	15.50	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	6.30	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	4.78	...	5.73
Households with Internet access at home	%	...	...	...	...	...	...	...	1.50	...	2.38
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.44	0.55	0.85	1.33	3.24	3.33	3.42	3.48	3.59	5.10
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	21	23	26	33	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'213	3'289	3'365	3'446	3'533	3'629	3'731	3'836	3'941	4'043
Households	10 <sup>3</sup>	600	631	673	731	794	823	754	770	784	800
Gross domestic product (GDP)	10 <sup>6</sup>	2'048'300	2'104'900	2'077'600	2'323'900	3'161'100	4'042'600	4'023'295	5'310'529	4'529'937	5'947'227
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		22'000	22'000	7'000	13'820	15'907	13'754	13'404	9'050	9'543	9'827
Fixed-telephone subscriptions per 100 inhabitants		0.68	0.67	0.21	0.40	0.45	0.38	0.36	0.24	0.24	0.24
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		150'000	221'800	330'000	383'653	558'192	917'499	1'287'631	1'807'000	2'171'000	3'798'619
Mobile-cellular subscriptions per 100 inhabitants		4.67	6.74	9.81	11.13	15.80	25.29	34.52	47.10	55.08	93.96
- Mobile-cellular telephone subscriptions, prepaid		...	...	326'700	379'816	...	...	...	...	...	...
Mobile population coverage	%	...	17.00	21.00	28.00	39.00	53.00	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		300	600	650	1'000	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	...	124
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	...	-
- Cable modem Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	-	1	1	1	1	1	8	...	...
International Internet bandwidth (bps) per Internet user		124	25	36	27	19	14	10	49	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)		...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)		...	...	...	6'780'835	7'797'960	...	...	...	...	...
- International outgoing mobile traffic (minutes)		...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)		...	...	...	...	...	...	...	...	...	...
SMS sent		...	...	...	...	...	...	...	...	...	...
MMS sent		...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)		...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	83'230
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	83'230
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	300.00
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	300.00
Mobile-cellular prepaid connection charge		...	...	...	...	2'500	996	...	...	...	1'000
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	120.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	120.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	145.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	145.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	53'550
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	89'175
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	- <sup>1</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	65'456	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	12.68	16.34	20.52	25.10	26.73	31.90	...	38.20	...
Households with a fixed line telephone	%	...	...	...	...	1.20	...	0.80	...	1.00	...
Households with a mobile telephone	%	...	...	...	...	33.70	...	49.70	...	76.70	...
Households with a computer	%	...	...	...	...	1.40	1.45	1.50	2.20	3.10	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.03	0.16	0.46	1.08	1.46	2.01	2.76	4.29	4.50	5.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	50'989	52'491	54'098	55'755	57'421	59'088	60'772	62'475	64'204	65'966
Households	10 <sup>3</sup>	6'500	6'500	6'500	6'500	6'500	6'740	7'830	8'088	8'310	8'537
Gross domestic product (GDP)	10 <sup>9</sup>	1'408	1'922	2'284	2'601	1'922	4'132	5'175	6'530	9'073	11'884
Average annual exchange rate per US\$		206.62	346.49	405.18	395.93	473.91	468.28	516.75	559.29	809.79	905.91
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		9'980	10'000	9'733	10'524	10'579	9'700	3'500	37'320	42'320	41'990
Fixed-telephone subscriptions per 100 inhabitants		0.02	0.02	0.02	0.02	0.02	0.02	0.01	0.06	0.07	0.06
- Residential fixed-telephone subscriptions	%	...	...	...	34.40	36.42	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	70.00	70.00	70.00
Public payphones		...	...	...	1'483	18'543	26'000	65'000	215'412 <sup>1</sup>	284'015 <sup>1</sup>	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	150 <sup>2</sup>	560 <sup>2</sup>	1'246 <sup>2</sup>	1'991 <sup>2</sup>	2'746 <sup>2</sup>	4'415 <sup>2</sup>	6'592 <sup>2</sup>	9'938 <sup>2</sup>	9'459 <sup>3</sup>	11'820
Mobile-cellular subscriptions per 100 inhabitants		0.29	1.07	2.30	3.57	4.78	7.47	10.85	15.91	14.73	17.92
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	973	1'900	2'700	4'401	6'467	9'901	9'432	11'702
Mobile population coverage	%	...	...	...	40.00	50.00	50.00	50.00	50.00	50.00	50.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	6'040	12'000	17'000	24'000	33'800	47'590	67'034	73'360	75'707
Fixed (wired)-broadband subscriptions		-	-	1'000	1'450	1'500	1'500	1'500	1'500	6'799	8'673
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	0.01	0.01
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	1'000	1'450	1'500	1'500	1'500	...	...	...
International Internet bandwidth, in Mbit/s		2	5	5	5	5	34	5	13	17	110
International Internet bandwidth (bps) per Internet user		350	103	69	46	37	194	22	47	47	232
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	5'444	...	...	...	...	3'187
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	1'224'611	1'688'586	2'383'025	3'963'159	4'128'330	5'942'426	7'822'674
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	3'315	965	...	...	...	...	1'336
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	2	132	...	...	...	...	1'177
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	106'520	144'235	168'245	285'625	193'422	207'116
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	442
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	126'666	106'520	...	168'245	285'625	193'422	206'674
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	206'427	234'957	227'655	245'319	247'675	255'033
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	2'784	954	1'526	1'307
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	115'455	177'366	206'427	...	224'871	244'365	246'149	253'726
SMS sent	10 <sup>3</sup>	...	...	...	49'192	...	31'684	187'608	296'952	684'339	1'117'514
MMS sent	10 <sup>3</sup>	...	...	...	...	...	4'844	5'870	902	2'000	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	3'900	1'779	1'931	1'477	1'818	2'027	1'870	2'142
- of which: female		...	...	...	...	...	289	335	457	435	499
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	47'233	57'907	56'223	...	...	...	...	...
Installation fee for business telephone service		...	...	110'816	135'859	131'907	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	1'817	2'227	2'162	...	...	...	...	...
Monthly subscription for business telephone service		...	...	3'633	4'454	4'325	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	47.23	75.72	69.20	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	43.60	75.72	69.20	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	1'074	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		...	...	...	...	...	...	...	...	...	181.05
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	135.79
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	...	...	244.42
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	244.42
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	74'147	152'930	187'616	260'000	381'000	...	...	588'855
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	1'492	1'504	957	...	...	...	...	5'185
- Revenue from mobile networks	10 <sup>6</sup>	...	...	72'000	150'290	185'102	254'061	371'565	666'263	588'328	583'670
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	231'926	314'184	265'290	169'415	109'483
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	1'200	1'200	1'203
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	231'926	314'184	264'090	168'215	108'280
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	2.40	2.40	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	25.39	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	14.00	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	0.50	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	20.80	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	0.26	...	0.28
Households with Internet access at home	%	...	...	...	...	...	...	...	0.21	...	0.26
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.01	0.09	0.13	0.20	0.24	0.30	0.37	0.44	0.56	0.72
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	554	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		18'007	18'311	18'693	19'075	19'402	19'659	19'861	20'019	20'156	20'288
Households		4'507	4'600	4'600	5'450	6'000	6'100	4'000	4'308	4'000	4'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		2.38	...	...	...	1.47	1.47	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		5'908 <sup>1</sup>	6'170	6'566	6'600	6'641	6'633	6'807	6'694	6'871	7'228
Fixed-telephone subscriptions per 100 inhabitants		32.81	33.70	35.13	34.60	34.23	33.74	34.27	33.44	34.09	35.63
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	56.60	56.00	55.10
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		942 <sup>1</sup>	1'499 <sup>2</sup>	3'384	3'650	4'004	5'402	6'617	6'674	6'952	7'802
Mobile-cellular subscriptions per 100 inhabitants		5.23	8.19	18.10	19.13	20.64	27.48	33.32	33.34	34.49	38.46
- Mobile-cellular telephone subscriptions, prepaid		...	...	2'510	2'738	3'078	4'442	5'608	5'621	5'889	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'068 <sup>1</sup>	1'201	1'442	1'500	1'674	1'743	1'809	1'873	1'910	...
Fixed (wired)-broadband subscriptions		-	-	32	40	54	364	862	1'220	1'466	1'675
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.17	0.21	0.28	1.85	4.34	6.09	7.27	8.26
- Cable modem Internet subscriptions		...	...	-	-	-	-	-	-	-	-
- DSL Internet subscriptions		...	-	32	40	54	364	862	1'220	1'466	1'675
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	-	-	-
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
International Internet bandwidth, in Mbit/s		2	2	3	4	4	...	12	18	25	34
International Internet bandwidth (bps) per Internet user		614	546	702	874	787	...	2'360	3'637	4'095	4'762
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	2'186 <sup>1</sup>	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		112 <sup>1</sup>	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		80	50	50	50	50	50	...	...	...	...
Installation fee for business telephone service		80	50	50	50	50	50	...	...	...	...
Monthly subscription for residential telephone service		15	15	15	15	15	15	...	...	...	...
Monthly subscription for business telephone service		25	25	25	25	25	25	...	...	...	...
3-minute local call to fixed telephone (peak rate)		1.80	0.15	0.15	0.15	0.15	0.15	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		1.80	0.15	0.15	0.15	0.15	0.15	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	10	10	10	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		1.10	0.60	0.50	0.50	0.50	0.60	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.35	0.60	0.50	0.50	0.50	0.60	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	59
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	1.5
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	110
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	13'700 <sup>1</sup>	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	18.08	20.02	22.87	23.99	26.20	25.86	25.60	25.41	30.29	35.71
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	100	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'003	4'083	4'160	4'236	4'309	4'382	4'453	4'522	4'591	4'659
Households	10 <sup>3</sup>	967	1'012	1'041	1'083	1'114	1'156	1'198	1'242	1'279	1'290
Gross domestic product (GDP)	10 <sup>9</sup>	5'395	6'061	6'984	8'144	9'539	11'518	13'598	15'702	16'764	18'819
Average annual exchange rate per US\$		328.87	359.82	398.66	437.94	477.79	511.30	516.62	526.24	573.29	525.83
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	945	1'038	1'159	1'343	1'389	1'330	1'437	1'438	1'500	1'482 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		23.61	25.42	27.86	31.71	32.22	30.34	32.27	31.79	32.67	31.80
- Residential fixed-telephone subscriptions	%	67.00	65.00	77.00	77.00	53.95	57.55	55.00	56.00	53.00	...
- Fixed-telephone subscriptions in urban areas	%	52.00	51.00	49.00	44.00	68.00	68.00	68.46	68.46	69.00	...
ISDN subscriptions	10 <sup>3</sup>	2	2	5	15	19	18	22	19	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	2	2	2	13	17	16	21	18	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	1	2	2	2	1	2	2	...
ISDN voice-channel equivalents	10 <sup>3</sup>	14	17	54	78	82	80	85	26	27	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	-	...
Localities with telephone service	%	...	...	...	...	...	58.00	...	58.00	61.00	...
Public payphones	10 <sup>3</sup>	18	22	22	22	21	21	20	23	22	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	327	502	778	923	1'101	1'444	1'508	1'887	1'950	3'035
Mobile-cellular subscriptions per 100 inhabitants		8.17	12.31	18.71	21.79	25.56	32.95	33.87	41.72	42.48	65.14
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	-	-	-	-	-	-	-	-	...
Mobile population coverage	%	...	...	...	...	86.38	87.00	60.44 <sup>2</sup>	69.16	69.50	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		69'434	96'382	112'500	125'000	...	113'716	156'711	183'481	271'512	...
Fixed (wired)-broadband subscriptions		-	8'989	14'878	27'931	44'914	83'206	95'000	107'410	179'781	288'236 <sup>3</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.22	0.36	0.66	1.04	1.90	2.13	2.38	3.92	6.19
- Cable modem Internet subscriptions		-	8'626	14'141	22'447	22'569	30'510	49'301	...	...	...
- DSL Internet subscriptions		-	363	737	5'484	18'000	63'237	83'206	107'410	179'781	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	90	200	655	1'795	5'115	7'716	10'836	21'573
International Internet bandwidth (bps) per Internet user		...	...	106	227	689	1'632	4'045	5'284	6'876	12'686
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	4.70	4.20	4.52	4.00	3.80	4.07	4.55	3.98	3.24	...
Fixed-telephone faults cleared by next working day	%	72.20	75.10	78.99	89.00	89.18	87.75	82.54	82.42	83.49	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	6'392	6'722	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	499	776	1'316	1'767	2'011	2'664	2'686	3'533	3'792	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	428	634	...	1'141	1'240	1'530	...	...	1'536	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	1	1	1	1	3	...	4	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	187	197	197	198	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	120	130	134	141	161	175	168	196	195	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	29	...	...	...	48	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	452	382	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	164	288	303	348	558	627	579	599	453	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	1	1	1	...	93	...	308	...
SMS sent	10 <sup>6</sup>	...	...	...	1'057	1'498	1'647	2'795	4'764	8'211	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		4'137	4'876	4'965	5'840	5'422	5'572	6'265	6'694	6'926	...
- of which: female		933	...	...	...	1'190	1'216	1'393	1'541	1'664	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		16'500	16'500	16'500	18'500	18'500	18'500	18'500	20'905	20'905	20'905
Installation fee for business telephone service		16'500	16'500	16'500	18'500	18'500	18'500	18'500	20'905	20'905	20'905
Monthly subscription for residential telephone service		1'650	1'650	1'650	1'850	1'850	1'850	2'150	2'090	2'090	3'277
Monthly subscription for business telephone service		2'000	2'000	2'000	2'150	2'150	2'150	2'150	2'430	2'490	2'490
3-minute local call to fixed telephone (peak rate)		8.85	8.85	8.85	10.80	10.80	12.30	12.30	12.30	12.30	14.10
3-minute local call to fixed telephone (off-peak rate)		4.43	4.43	4.43	5.40	7.20	6.30	12.00	6.00	6.00	6.90
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	2'500
Mobile-cellular prepaid-1-min call (peak, on-net)		35.00	28.00	28.00	30.00	30.00	30.00	...	30.00	40.00	34.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		23.00	18.00	23.00	23.00	23.00	23.00	...	23.00	32.00	28.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	30.00	40.00	34.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	23.00	32.00	28.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	20	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	4'400	4'000	3'613
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	105'895	131'082	166'809	202'771	221'727	285'998	306'657	326'629	349'401	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	37'621	40'806	42'279	45'814	77'636	63'775	93'782	97'367	123'311	...
- Revenue from mobile networks	10 <sup>6</sup>	32'578	50'067	79'166	104'669	116'921	170'561	177'050	192'851	192'276	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	76'647	89'633	106'432	74'054	...	73'778	157'735	160'440	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	3'775	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	4.73	4.93	4.57	4.96	4.75	...
Population with access to a PIAC	%	...	...	...	...	...	10.00	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	87.00	90.00	90.20	90.00	91.00	93.80	94.00	95.81	95.86	96.30
Households with a fixed line telephone	%	61.45	62.33	63.56	64.49	65.59	65.40	...	65.99	65.88	63.90
Households with a mobile telephone	%	17.18	...	37.59	43.17	49.83	56.40	...	69.16	69.49	73.60
Households with a computer	%	17.38	19.90	22.02	23.70	27.00	27.90	31.20	34.43	38.01	41.30
Households with Internet access at home	%	5.35	7.27	10.01	10.10	10.20	9.70	11.70	14.82	18.65	24.10
Mobile cellular telephone users	%	...	...	...	...	29.55	...	...	46.31	...	...
Computer users	%	...	...	...	...	...	...	...	42.65	...	...
Internet users	%	9.56	19.89	20.33	20.79	22.07	25.10	28.40	32.29 <sup>11</sup>	34.33 <sup>11</sup>	36.50 <sup>11</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		168'000	180'000	204'000	220'000	246'398	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	7'058	8'703	8'524	3'081	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	17'671 <sup>12</sup>	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	16'893	17'181	17'456	17'732	18'021	18'326	18'647	18'987	19'350	19'738
Households	10 <sup>3</sup>	1'959	2'027	2'079	2'112	2'146	2'196	2'293	2'336	2'391	2'447
Gross domestic product (GDP)	10 <sup>9</sup>	7'870	7'984	8'179	8'626	9'177	9'595	10'066	10'485	10'880	11'352
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		293'568	324'839	238'000	257'932	258'515	270'573	247'573	356'502	282'070	283'343
Fixed-telephone subscriptions per 100 inhabitants		1.74	1.89	1.36	1.45	1.43	1.48	1.33	1.88	1.46	1.44
- Residential fixed-telephone subscriptions	%	84.00	77.00	81.00	81.00	82.00	82.00	...	...	15.88	8.22
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	94.00	95.00	...	...	...	...
ISDN subscriptions		1'552	2'215	4'116	2'760	...	...	...	...	...	...
- Basic access ISDN subscriptions		1'250	1'852	3'606	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		302	363	510	...	...	...	...	...	...	...
ISDN voice-channel equivalents		11'560	14'594	20'238	14'925	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		2'688 <sup>1</sup>	2'776 <sup>1</sup>	2'701 <sup>1</sup>	2'380 <sup>1</sup>	1'833 <sup>1</sup>	1'803 <sup>1</sup>	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	729	1'027	1'281	1'674	2'349	4'065	7'468	10'449	13'184	15'027
Mobile-cellular subscriptions per 100 inhabitants		4.31	5.98	7.34	9.44	13.04	22.18	40.05	55.03	68.14	76.13
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	662	962	1'196	1'629	2'120	3'984	...	10'334	12'969	14'821
Mobile population coverage	%	36.00	46.60	50.00	55.00	55.00	59.00	...	84.90	92.20	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		13'721	10'509	12'213	13'747	18'000	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	413	826	1'239	10'000	10'000	10'000	10'000	7'900
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.01	0.05	0.05	0.05	0.05	0.04
- Cable modem Internet subscriptions		...	...	...	...	-	-	-	-	...	...
- DSL Internet subscriptions		...	-	-	825	1'239	10'000	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		7	20	40	55	55	310	809	1'000	3'000	4'000
International Internet bandwidth (bps) per Internet user		101	231	306	368	296	1'109	2'410	2'633	6'741	7'794
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		99.00	81.00	81.00	...	...	...	...	...	5.87	10.23
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	1'014'800	84'800	62'797	591'701	...	...	...	...	451	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	644'999	1'319'037	2'000'000	3'024'381	3'000'000	2'345'762	...	...	7'024'918	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	204'405	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	53'486	...	...	36'901	33'503
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	62'282	68'488	65'122	59'617	60'000	...	...	...	...	321'977
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	458'979	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	109'006	118'744	192'879	249'436	...	...	...	...	...	276'197
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	440'973	...
SMS sent	10 <sup>3</sup>	...	38'572	45'000	51'673	101'000	202'025	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'837	3'702	3'408	2'850	2'950	3'000	3'260	3'306	3'442	...
- of which: female		883	1'061	1'022	1'010	1'030	1'050	...	...	1'240	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		35'000	20'000	20'000	20'000	20'000	20'000	10'000	10'000	10'000	10'000
Installation fee for business telephone service		35'000	20'000	20'000	20'000	20'000	20'000	10'000	10'000	10'000	...
Monthly subscription for residential telephone service	4'200 <sup>2</sup>	5'000 <sup>2</sup>	6'000 <sup>2</sup>	6'000 <sup>2</sup>	6'000 <sup>2</sup>	6'000 <sup>2</sup>	6'000 <sup>2</sup>	7'080 <sup>2</sup>	7'080 <sup>2</sup>	7'080	7'080
Monthly subscription for business telephone service	4'200	7'000	10'000	10'000	10'000	6'000	6'000	7'080	7'080	7'080	...
3-minute local call to fixed telephone (peak rate)	36.00	65.00	53.00	150.00	150.00	150.00	150.00	180.00	180.00	180.00	180.00
3-minute local call to fixed telephone (off-peak rate)	18.00	65.00	53.00	135.00	135.00	135.00	159.00	...	...	...	...
Mobile-cellular prepaid connection charge	25'000	25'000	25'000	25'000	10'000	10'000	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)	165.00	450.00	450.00	220.00	220.00	393.33	...	100.00	99.00	75.00	75.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)	120.00	120.00	120.00	80.00	80.00	196.67	...	100.00	99.00	75.00	75.00
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	150.00	99.00	95.00	95.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	150.00	99.00	95.00	95.00
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	25'000	25'000	25'000	25'000
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	20'000	20'000	20'000	20'000
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	0.256	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	276'277	276'665	313'559	352'683	430'000	500'000	...	681'905	732'703	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	141'411	135'356	133'859	121'354	105'114	108'612	117'192	127'994	107'777	...
- Revenue from mobile networks	10 <sup>6</sup>	128'413	138'006	171'614	231'329	279'872	340'261	427'032	553'911	594'477	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	82'732	85'627	54'709	50'272	125'000	200'000	...	...	141'136	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	38'382	11'496	8'209	6'334	8'000	10'631	11'448	...	12'931	15'557
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	40'900	71'566	43'921	43'938	93'000	139'186	170'049	122'837	128'205	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	37.90	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	23.00	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	1.28	1.42	...	1.76
Households with Internet access at home	%	...	...	...	...	...	...	0.48	0.70	...	1.06
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.40	0.50	0.76	0.85	1.04	1.52	1.80	2.00	2.30	2.60
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		122	192	273	554	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'482	4'466	4'457	4'450	4'442	4'434	4'426	4'418	4'411	4'403
Households	10 <sup>3</sup>	1'750	1'877	2'013	2'159	2'316	2'319	2'318	2'316	2'313	2'310
Gross domestic product (GDP)	10 <sup>6</sup>	190'795	208'223	227'011	245'550	264'367	291'044	318'309	345'014	335'189	334'565
Average annual exchange rate per US\$		8.34	7.87	6.70	6.03	5.95	5.84	5.36	4.93	5.28	5.50
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'781	1'825	1'871	1'888	1'882	1'831	1'847	1'878	1'859	1'866
Fixed-telephone subscriptions per 100 inhabitants		39.74	40.86	41.99	42.42	42.38	41.30	41.72	42.51	42.15	42.37
- Residential fixed-telephone subscriptions	%	...	78.50	77.37	77.33	77.30	78.92	78.66	77.00	77.50	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	...	78	111	127	133	126	116	105	96	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	77	109	124	130	123	112	103	94	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	2	2	2	3	4	3	2	2	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	199	275	322	341	303	275	270	250	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	...	13	12	12	12	13	10	9	8	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'755	2'313	2'537	2'836	3'650	4'395	5'035	5'880	6'035	6'362
Mobile-cellular subscriptions per 100 inhabitants		39.16	51.78	56.93	63.73	82.16	99.13	113.75	133.08	136.82	144.48
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	1'929	2'112	2'348	2'922	3'435	3'824	4'398	4'357	...
Mobile population coverage	%	98.00	98.00	98.00	99.00	100.00	100.00	100.00	100.00	100.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	159	252	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	26	40	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	133	212	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	331	538	570	855	954	1'070	1'177	1'361	1'498	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	-	3	26	116	252	387	525	685	804
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.08	0.59	2.62	5.68	8.74	11.87	15.53	18.25
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	...	...	5	7	10	20	36	...
- DSL Internet subscriptions	10 <sup>3</sup>	...	...	3	22	110	244	370	496	623	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	4	2	2	5	3	5	...
International Internet bandwidth, in Mbit/s		180	180	395	1'410	4'771	11'508	16'135	70'464	97'400	114'000
International Internet bandwidth (bps) per Internet user		347	227	390	1'025	3'241	6'834	8'797	31'518	39'243	42'920
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	12.00	15.00	14.00	12.00	15.00	13.00	30.70	13.66	...
Fixed-telephone faults cleared by next working day	%	...	98.00	100.00	100.00	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	4'670	3'982	3'514	3'189	2'938	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	1'291	1'975	2'314	2'878	3'982	4'887	5'547	5'877	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	819	812	773	677	627	503	559	486	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	242	235	254	290	296	295	265	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	390	405	474	401	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	361	343	320	377	310	308	364	298	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	48	57	68	...	97	110	103	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	840	794	865	988	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	420	408	437	650	549	611	651	799	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	183	214	189	...
SMS sent	10 <sup>6</sup>	...	1'661	2'026	2'243	2'360	2'511	2'724	3'812	3'490	...
MMS sent	10 <sup>6</sup>	...	...	1	4	10	19	22	44	24	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	10'700	11'000	11'600	10'250	9'950	8'850	8'700	8'350	...
- of which: female		...	7'500	...	...	3'610	3'585	3'198	3'174	3'069	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		500 <sup>1</sup>	500 <sup>1</sup>	500 <sup>1</sup>	500 <sup>1</sup>	500 <sup>1</sup>	500 <sup>1</sup>	610 <sup>1</sup>	610 <sup>1</sup>	615	615
Installation fee for business telephone service		500 <sup>1</sup>	500 <sup>1</sup>	500 <sup>1</sup>	500 <sup>1</sup>	500 <sup>1</sup>	500 <sup>1</sup>	610 <sup>1</sup>	610 <sup>1</sup>	615	615
Monthly subscription for residential telephone service		60	60	60	60	60	60	73	73	74	74
Monthly subscription for business telephone service		70	70	70	70	70	70	85	85	86	...
3-minute local call to fixed telephone (peak rate)		0.69	0.69	0.69	0.69	0.69	0.69	0.84	0.84	0.85	0.85
3-minute local call to fixed telephone (off-peak rate)		0.34	0.34	0.34	0.34	0.12	0.69	0.42	0.42	0.42	0.42
Mobile-cellular prepaid connection charge		...	200	...	...	300	-	...	...	100	100
Mobile-cellular prepaid-1-min call (peak, on-net)		...	1.20	1.20	1.20	1.20	1.20	...	1.20	1.20	0.91
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	1.20	1.20	1.20	1.20	1.20	...	1.20	1.20	0.91
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	2.50	2.50	0.91
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	2.50	2.50	0.91
Fixed (wired)-broadband connection charge		...	...	...	...	...	246	...	...	202	202
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	99	...	99	100	100
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	4.000	4.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	1.0	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	20	20
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	9'755	10'589	11'423	13'011	14'243	14'500	15'710	15'443	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	3'985	3'870	3'835	4'308	5'119	5'211	5'119	4'629	...
- Revenue from mobile networks	10 <sup>6</sup>	...	4'290	5'458	6'086	6'960	7'980	8'150	9'063	8'801	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	1'431	1'313	1'718	1'884	2'056	1'781	2'433	2'069	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	909	...	...	642	865	824	1'092	841	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	1'140	1'227	829	1'064	1'019	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	90.20	91.60	92.80	93.70	94.00	95.00	96.20	96.60	97.10	...
Households with a fixed line telephone	%	...	87.90	87.60	88.40	...	92.00	90.90	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	32.70	49.50	52.93	54.72	60.01
Households with Internet access at home	%	...	...	...	...	...	...	40.59	45.26	50.04	56.50
Mobile cellular telephone users	%	...	...	...	...	...	...	77.15	81.35	...	...
Computer users	%	...	...	...	...	...	...	49.03 <sup>2</sup>	48.16 <sup>2</sup>	53.34 <sup>2</sup>	58.15 <sup>2</sup>
Internet users	%	11.56	17.76	22.75	30.91	33.14 <sup>2</sup>	37.98 <sup>2</sup>	41.44 <sup>2</sup>	50.60 <sup>3</sup>	56.27 <sup>3</sup>	60.32 <sup>3</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	75'000	93'000	129'000	131'000	134'500	...	...	...	...
Leased-line subscriptions		...	...	...	600	...	1'396	1'860	4'800	4'840	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	11'140	11'175	11'208	11'235	11'254	11'265	11'269	11'267	11'263	11'258
Households	10 <sup>3</sup>	3'148	3'158	3'169	3'180	3'191	3'226	3'219	3'218	3'218	3'218
Gross domestic product (GDP)	10 <sup>6</sup>	17'053	16'197	17'548	18'822	...	...	...	...	...	...
Average annual exchange rate per US\$		1.00 <sup>1</sup>	1.00 <sup>1</sup>	1.00 <sup>1</sup>	1.00 <sup>1</sup>	1.00	1.00	0.93	0.93	0.93	0.93
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	574	666	724	768	856	962	1'055	1'088	1'120	1'164
Fixed-telephone subscriptions per 100 inhabitants		5.16	5.96	6.46	6.84	7.61	8.54	9.36	9.66	9.94	10.34
- Residential fixed-telephone subscriptions	%	67.41	67.40	67.90	69.16	71.02	...	71.80	71.60	71.60	72.10
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	-	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	-	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	-	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	-	-	-	-	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	...
Localities with telephone service	%	...	...	...	...	...	...	52.50	...	...	...
Public payphones	10 <sup>3</sup>	20	21	26	29	35	40	44	51	53	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		8'579	17'851	35'356	75'797	135'534	152'715	198'252	331'736	621'156	1'003'015
Mobile-cellular subscriptions per 100 inhabitants		0.08	0.16	0.32	0.67	1.20	1.36	1.76	2.94	5.52	8.91
- Mobile-cellular telephone subscriptions, prepaid		254	15'503	26'707	63'051	118'763	135'931	177'674	303'588	589'646	947'629
Mobile population coverage	%	50.00	50.00	50.00	61.00	71.00	71.00	77.15	75.80	77.50	78.02
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	12'193	...	...	15'958	33'629	...	39'861	40'097
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	1'946	2'246	2'883	3'706
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	0.02	0.02	0.03	0.03
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		52	77	87	87	104	156	212	302	393	393
International Internet bandwidth (bps) per Internet user		432	183	148	92	95	124	161	207	244	220
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		9.62	9.50	7.60	7.60	9.16	...	7.34	7.90	...	6.84
Fixed-telephone faults cleared by next working day	%	86.82 <sup>2</sup>	90.47 <sup>2</sup>	93.20 <sup>2</sup>	92.70 <sup>2</sup>	85.82 <sup>2</sup>	...	94.55 <sup>2</sup>	84.55 <sup>2</sup>	96.19 <sup>2</sup>	94.53 <sup>2</sup>
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	15	16	17 <sup>3</sup>	...	...	...	126	189	259	352
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	25	26	27	28
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	37	31	26	27	30	31	...	13	13	13
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	12	13	14	15
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	374	389	376	368
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	258	280	282	296	315	...	...	292	244	204
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	43	97	132	164
SMS sent	10 <sup>6</sup>	...	...	...	...	17	...	...	...	221	319
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		16'700	16'685	17'617	17'288	16'970	...	16'556	16'359	16'751	16'735
- of which: female		8'453	8'444	8'656	8'524	8'362	...	7'614	7'370	7'552	7'029
<b>TARIFFS</b>											
Installation fee for residential telephone service		5	4	4	4	4	4	4	4	2	2
Installation fee for business telephone service		5	4	4	4	4	4	4	4	4	4
Monthly subscription for residential telephone service		-	-	-	-	-	-	-	-	-	-
Monthly subscription for business telephone service		-	-	-	-	-	-	-	-	-	-
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	...	-	-	-
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	-	...	-	-	-
Mobile-cellular prepaid connection charge		...	120	120	120	120	120	...	111	50	50
Mobile-cellular prepaid-1-min call (peak, on-net)		0.40	...	0.50	0.50	0.50	0.53	...	0.50	0.50	0.45
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.30	...	0.50	0.50	0.32	0.43	...	0.40	0.40	0.10
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.50	0.50	0.45
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.40	0.40	0.10
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	496	495	495
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	1'630	1'630	1'630
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	787	876	1'014	1'086	1'242	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	65	84	113	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	144	111	76	70	94	...	68	106	112	62
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	46	53	50	36
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	13	23	37	8
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	88.30	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	17.30	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	1.10	...	...	...	...
Households with a computer	%	...	-	-	0.15	0.16	0.16	3.25	3.31	...	3.43
Households with Internet access at home	%	...	...	...	...	...	...	0.42	0.47	...	0.58
Mobile cellular telephone users	%	...	...	...	...	...	0.57	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.08	3.77	5.24	8.41	9.74	11.16	11.69	12.94	14.33	15.90
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		961'482 <sup>1</sup>	979'874 <sup>1</sup>	998'134 <sup>1</sup>	1'015'806 <sup>1</sup>	1'032'562 <sup>1</sup>	1'048'272 <sup>1</sup>	1'063'027 <sup>1</sup>	1'077'001 <sup>1</sup>	1'090'473 <sup>1</sup>	1'103'647 <sup>1</sup>
Households		228'371	233'000	238'000	243'000	248'000	251'000	253'846	257'000	260'000	263'000
Gross domestic product (GDP)	10 <sup>6</sup>	6'220	6'417	6'866	7'406	7'879	8'424	9'128	17'287	16'946	17'465
Average annual exchange rate per US\$		0.64	0.61	0.52	0.47	0.46	0.46	0.43	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		434'978	427'427	424'104	418'365	420'030	408'319	409'279	413'323	414'512	413'192
Fixed-telephone subscriptions per 100 inhabitants		45.24	43.62	42.49	41.19	40.68	38.95	38.50	38.38	38.01	37.44
- Residential fixed-telephone subscriptions	%	77.00	76.00	75.45	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	77.77	77.39	77.09	...	...	76.63	76.00	...	...	...
ISDN subscriptions		14'082	19'021	23'818	27'836	...	26'155	25'588	24'581	23'119	...
- Basic access ISDN subscriptions		13'262	18'075	22'789	26'787	...	25'107	24'497	23'403	21'924	...
- Primary access ISDN subscriptions		820	946	1'029	1'049	...	1'048	1'091	1'178	1'195	...
ISDN voice-channel equivalents		51'124	64'530	76'448	85'044	...	81'654	81'724	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		2'742	2'767	2'810	2'500	...	2'275	2'262	2'174	1'754	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	314	418	552	658	783	868	988	1'017	978 <sup>2</sup>	1'034
Mobile-cellular subscriptions per 100 inhabitants		32.69	42.65	55.28	64.80	75.78	82.78	92.97	94.40	89.64	93.70
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	77	147	250	335	444	511	559	605	538 <sup>2</sup>	571
Mobile population coverage	%	99.00	99.97	99.98	99.98	99.98	99.98	99.98	99.98	99.98	99.98
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	325
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	290
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	36
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		65'000 <sup>3</sup>	79'000 <sup>3</sup>	76'496	81'331	90'975 <sup>3</sup>	105'771 <sup>3</sup>	130'613 <sup>3</sup>	159'642 <sup>3</sup>	190'944 <sup>3</sup>	206'576 <sup>3</sup>
Fixed (wired)-broadband subscriptions		2'500	5'879	10'033	17'070	31'856	63'084	97'613	147'276	176'024	194'455
Fixed (wired)-broadband subscriptions per 100 inhab.		0.26	0.60	1.01	1.68	3.09	6.02	9.18	13.67	16.14	17.62
- Cable modem Internet subscriptions		...	...	...	...	...	305	485	3'313	9'772	16'332
- DSL Internet subscriptions		2'500	5'879	10'033	13'368	26'684	62'779	97'128	135'020	165'584	177'058
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	81	73
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		69	169	245	300	450	789	1'370	3'000	5'000	30'200
International Internet bandwidth (bps) per Internet user		381	609	816	873	1'328	2'101	3'161	6'584	9'205	51'636
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		26.30	25.50	...	...	...	...	...	17.00	13.00	11.00
Fixed-telephone faults cleared by next working day	%	85.70	89.20	87.00	87.00	...	...	...	87.00	72.00	60.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'035	773	601	498
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	1'812	2'469	2'838	2'833	2'941
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	467	570	663	...	...	547	528	504	484	471
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	367	398	490	424	416
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	687	709	710	613
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	220	256	344	406	467	253	291	290	292	208
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	396	419	417	405
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	252	277	325	371	347
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	167	173	157	...	...	152	191	196	225	197
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	86	129	146	151
SMS sent	10 <sup>6</sup>	...	...	...	...	...	1'362	1'448	1'567	1'581	1'557
MMS sent	10 <sup>6</sup>	...	...	...	...	...	3	2	2	2	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'426	2'417	2'410	2'506	...	2'895	3'138	3'021	3'178	3'157
- of which: female		589	587	585	...	...	655	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		28	34	34	34	37	37	50	100	100	117
Installation fee for business telephone service		28	34	34	34	37	37	50	87	100	117
Monthly subscription for residential telephone service		4	6	6	6	7	7	8	16	16	16
Monthly subscription for business telephone service		4	6	6	6	7	7	8	13	16	16
3-minute local call to fixed telephone (peak rate)		0.02	0.02	0.04	0.04	0.04	0.03	0.03	0.05	0.05	0.08
3-minute local call to fixed telephone (off-peak rate)		0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.04	0.04	0.06
Mobile-cellular prepaid connection charge		33	33	29	15	15	15	...	...	20	15
Mobile-cellular prepaid-1 min call (peak, on-net)		0.07	0.09	0.04	0.04	0.04	0.04	...	0.08	0.08	0.08
Mobile-cellular prepaid-1 min call (off-peak, on-net)		0.03	0.09	0.04	0.04	0.04	0.04	...	0.08	0.08	0.08
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.08	0.08	0.08
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.08	0.08	0.08
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	79	79
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	11	16	16
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.512	0.512
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	216	221	223	231	230	257	304	579 <sup>11</sup>	609	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	192 <sup>12</sup>	183 <sup>12</sup>	193 <sup>12</sup>	83	82	63	77	131	130	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	114	109	116	155	286 <sup>11</sup>	279	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	60	60	57	44	...	38	63	110	113	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	20	48	88	53	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	18	15	27	16	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	94.90	96.20	99.70	99.30	100.00	100.00	100.00	...	...
Households with a fixed line telephone	%	...	...	...	...	...	92.15	...	...	...	...
Households with a mobile telephone	%	...	...	...	84.60	84.90	91.00	...	...	...	...
Households with a computer	%	32.50	36.00	42.00	47.00	46.00	52.00	53.00	56.28	61.24	60.53
Households with Internet access at home	%	19.30	24.00	29.00	52.77	31.71	36.67	38.90	42.92	52.76	53.70
Mobile cellular telephone users	%	...	...	...	...	...	88.10	91.16	90.61	...	...
Computer users	%	...	...	...	43.80 <sup>13</sup>	43.00 <sup>13</sup>	46.00 <sup>13</sup>	49.11 <sup>13</sup>	49.67 <sup>13</sup>	54.74 <sup>13</sup>	57.17 <sup>13</sup>
Internet users	%	18.82	28.32	30.09	33.83 <sup>13</sup>	32.81 <sup>13</sup>	35.83 <sup>13</sup>	40.77 <sup>13</sup>	42.31 <sup>13</sup>	49.81 <sup>13</sup>	52.99
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		300	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	10'226	10'210	10'199	10'202	10'221	10'259	10'314	10'377	10'440	10'493
Households	10 <sup>3</sup>	3'828	3'828	3'828	3'828	3'828	4'013	4'200	4'199	4'219	4'236
Gross domestic product (GDP)	10 <sup>6</sup>	2'352'210	2'464'430	2'577'110	2'814'760	2'983'860	3'222'370	3'535'460	3'689'000	3'625'870	3'667'429
Average annual exchange rate per US\$		38.04	32.74	28.21	25.70	23.96	22.60	20.29	17.07	19.06	19.10
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'861	3'675	3'626	3'428	3'217	2'888	2'403	2'478 <sup>1</sup>	2'527	2'406
Fixed-telephone subscriptions per 100 inhabitants		37.76	36.00	35.55	33.60	31.48	28.15	23.30	23.88	24.20	22.92
- Residential fixed-telephone subscriptions	%	68.16	68.45	68.72	67.04	66.21	64.22	58.05	56.24	56.94	54.09
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	84	146	185	192	171	161	161	159	144	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	81	141	179	185	168	154	154	151	137	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	4	5	6	6	6	6	7	7	7	...
ISDN voice-channel equivalents	10 <sup>3</sup>	276	432	532	561	523	500	526	524	492	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	125	214	349	465
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	34	32	28	28	27	27	26 <sup>2</sup>	22	20	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	6'947	8'610	9'709	10'783	11'776	12'406	13'229	13'780	14'258	14'393
Mobile-cellular subscriptions per 100 inhabitants		67.94	84.33	95.19	105.69	115.22	120.93	128.26	132.79	136.58	137.17
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	3'016	6'732	7'268	7'733	7'834	7'452 <sup>3</sup>	7'381	7'294	7'207	7'072
Mobile population coverage	%	99.00	99.00	99.00	99.60	99.60	99.70	99.70	99.70	99.80	99.80
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	371	3'580
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	2'360
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	192	277	371	1'219
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	1'257	1'644	2'149	2'129	2'352	1'408	1'592	1'794	1'369	1'529
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	6	15	35	236	709	1'112	1'497 <sup>11</sup>	1'760	1'355	1'521
Fixed (wired)-broadband subscriptions per 100 inhab.		0.06	0.15	0.34	2.31	6.94	10.84	14.51	16.96	12.98	14.50
- Cable modem Internet subscriptions	10 <sup>3</sup>	6	15	35	70	133	230	309	382	442	481
- DSL Internet subscriptions	10 <sup>3</sup>	-	-	-	100	280	493	613	697	778	860
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	70 <sup>12</sup>	135	180
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	66	296 <sup>13</sup>	390 <sup>13</sup>	...	...	-	-
International Internet bandwidth, in Mbit/s		11'466	22'206	22'206	...	...	47'997	73'118	200'000	350'000	500'000
International Internet bandwidth (bps) per Internet user		7'629	9'089	6'348	...	...	9'761	13'652	30'606	52'034	69'245
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		10.47	8.34	6.79	6.48	6.14	3.73	...	7.83	5.21	4.71
Fixed-telephone faults cleared by next working day	%	98.00	100.00	100.00	87.48	91.79	71.72	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	11'979	...	...	...	3'762	3'156	1'855	4'285	2'986	2'990
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	2'066	2'667	6'495	7'102	9'247	11'114	12'351	13'536	14'670
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	688	661	637	539	484	479	564	492	510
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	434	438	467	471	563	621	...	752	780
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	592	443	410	530
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	322	392	345	289	...	260	207	200	189	200
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	141	165	227	163	...	341	371	324	330
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	796	787	1'609	1'248	1'260
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	502	681	871	458	548	497	557	1'214	758	750
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	166	249	247	285	...	416	488	491	510
SMS sent	10 <sup>6</sup>	...	...	5'130	5'711	5'846	6'230	5'839	6'935	7'637	8'070
MMS sent	10 <sup>6</sup>	...	...	...	...	...	39	41	49	54	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	320	333	385	450
<b>STAFF</b>											
Full-time telecommunication employees		24'529	24'012	22'755	20'330	19'527	17'374	19'002	19'750	19'414	21'600
- of which: female		9'585	8'817	8'316	7'237	6'985	6'312	6'534	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		3'500	3'500	3'500	3'965	3'966	3'569	3'569	3'569	990	990
Installation fee for business telephone service		3'500	3'500	3'500	3'965	3'966	3'569	3'569	3'569	990	990
Monthly subscription for residential telephone service		175	299	299	...	...	403	403	403	403	407
Monthly subscription for business telephone service		225	399	399	452	589	589	589	589	589	594
3-minute local call to fixed telephone (peak rate)		4.35	4.20	4.20	...	...	4.74	4.74	4.74	4.74	4.80
3-minute local call to fixed telephone (off-peak rate)		2.40	2.10	2.07	...	...	2.25	2.25	2.25	2.25	2.40
Mobile-cellular prepaid connection charge		...	3'495	2'422	245	245	...	...	-	99	50
Mobile-cellular prepaid-1 min call (peak, on-net)		5.70	...	4.80	7.80	3.57	2.98	5.90	5.90	5.90	5.50
Mobile-cellular prepaid-1 min call (off-peak, on-net)		3.15	...	2.70	3.00	3.40	2.98	5.90	5.90	5.90	5.50
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	5.90	5.90	5.90	5.50
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	5.90	5.90	5.90	5.50
Fixed (wired)-broadband connection charge		...	...	...	...	990 <sup>21</sup>	990 <sup>21</sup>	1'178	1'178 <sup>22</sup>	990 <sup>22</sup>	990 <sup>22</sup>
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	599 <sup>23</sup>	399 <sup>23</sup>	475	475	750	600
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	8.190	8.190	2.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	100'274	107'050	112'851	99'395	105'446	106'519	131'614	141'358	134'052	125'520
- Revenue from fixed-telephone services	10 <sup>6</sup>	37'907	32'291	28'757	15'664	16'535	14'013	12'777	14'007	47'773	46'360
- Revenue from mobile networks	10 <sup>6</sup>	53'800	54'048	58'410	66'440	70'568	77'465	75'831	117'421	80'874	74'280
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	46'573	26'542	42'525	12'206	13'736	14'171	16'153	14'879	14'546	14'970
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	8'610	3'656	...	...	...	...	6'174	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	4'426	6'703	6'423	8'828	6'427	12'462	4'481	4'530	6'550
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	62.90	61.90	61.20	52.69	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	86.00	...	...	...	...
Households with a computer	%	...	23.00 <sup>31</sup>	23.77	30.00	30.00	39.00	43.00	52.41	59.59	64.06
Households with Internet access at home	%	...	...	14.79	19.37	19.05	29.25	35.12	45.86	54.18	60.50
Mobile cellular telephone users	%	...	...	66.00	73.80	75.80	87.85	90.14	92.53	...	...
Computer users	%	...	...	37.80 <sup>32</sup>	46.00 <sup>33</sup>	45.00 <sup>33</sup>	55.00 <sup>33</sup>	58.00 <sup>33</sup>	67.03 <sup>33</sup>	67.49 <sup>33</sup>	70.86 <sup>33</sup>
Internet users	%	14.70	23.93	34.30 <sup>33</sup>	35.50 <sup>33</sup>	35.27 <sup>33</sup>	47.93 <sup>33</sup>	51.93 <sup>33</sup>	62.97 <sup>33</sup>	64.43 <sup>33</sup>	68.82
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	965	925	941	1'457	1'476	938	1'290	1'963	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	2	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	520	371	390	...	...	354	740	813	1'462	1'731

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	23'083	23'265	23'437	23'597	23'746	23'882	24'009	24'126	24'238	24'346
Households	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Gross domestic product (GDP)	10 <sup>6</sup>	34'697	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		2.21	...	...	...	141.50	141.00	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	860	916	980	1'000	1'000	1'000	1'180	1'180	1'180	1'180
Fixed-telephone subscriptions per 100 inhabitants		3.73	3.94	4.18	4.24	4.21	4.19	4.91	4.89	4.87	4.85
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	...	2	2	...	...	...	1	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	-	-	-	-	-	-	69'261	431'919
Mobile-cellular subscriptions per 100 inhabitants		-	-	-	-	-	-	-	-	0.29	1.77
- Mobile-cellular telephone subscriptions, prepaid		...	-	-	-	-	-	-	...	...	...
Mobile population coverage	%	-	-	-	-	-	-	-	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		2	2	2	2	2	2	2	...	...	...
Fixed (wired)-broadband subscriptions		2	2	2	2	2	2	2	-	-	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	...
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	-	...	...	...	...	-	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		-	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	-	-	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	2	2	2	2	2	2	2	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2	2	2	2	2	2	2	-	-	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		-	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'356	5'371	5'384	5'400	5'419	5'443	5'469	5'497	5'525	5'550
Households	10 <sup>3</sup>	2'456	2'467	2'481	2'495	2'509	2'516	2'514	2'519	2'525	2'530
Gross domestic product (GDP)	10 <sup>6</sup>	1'335'610	1'372'740	1'400'690	1'466'180	1'545'260	1'631'660	1'695'260	1'740'840	1'656'110	1'742'708
Average annual exchange rate per US\$		8.32	7.90	6.59	5.99	6.00	5.95	5.44	5.10	5.36	5.62
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'865	3'701	3'614	3'491	3'348	3'099	2'825	2'975 <sup>1</sup>	2'774 <sup>2</sup>	2'629 <sup>2</sup>
Fixed-telephone subscriptions per 100 inhabitants		72.16	68.91	67.12	64.65	61.78	56.93	51.66	54.12	50.21	47.37
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	407	394	377	357	321	283	249	214	175	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	398	385	367	347	311	273	239	204	166	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	9	9	10	10	10	10	10	10	9	...
ISDN voice-channel equivalents	10 <sup>3</sup>	1'063	1'003	983	935	872	766	720	644	557	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	357	484	713 <sup>3</sup>	833
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	6	6	5	4	4	4	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	3'960	4'478	4'767	5'167	5'449	5'828	6'308	6'557	6'834	6'922
Mobile-cellular subscriptions per 100 inhabitants		73.94	83.38	88.53	95.68	100.55	107.08	115.34	119.28	123.69	124.73
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	1'474	1'354	1'118	1'013	998	1'023	1'061	1'078	1'148	1'054
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	333	1'055	1'636	3'441
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	747	1'049	2'037
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	308	587	1'404
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	2'023	2'581	1'683	1'683	1'809	2'044	2'079	2'113	2'131 <sup>11</sup>	2'167
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	238	451	718	1'018	1'344	1'735	1'882	1'985 <sup>12</sup>	2'041 <sup>12</sup>	2'092 <sup>12</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		4.44	8.40	13.34	18.84	24.80	31.88	34.41	36.11	36.94	37.70
- Cable modem Internet subscriptions	10 <sup>3</sup>	88	142	206	296	390	493	541	539	549	558
- DSL Internet subscriptions	10 <sup>3</sup>	150	307	473	639	826	123	1'135	1'223	1'238	1'235
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	30	61	101	138	171
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	3	39	82	128	94	113 <sup>13</sup>	122	116	129
International Internet bandwidth, in Mbit/s		43'456	109'204	118'559	188'455	188'455	188'455	188'455	400'000	600'000	700'000
International Internet bandwidth (bps) per Internet user		18'887	31'648	28'873	43'120	42'028	39'960	40'524	85'583	125'057	142'158
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		8.00	8.00	9.00	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	22'830	...	...	...	26'466	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	2'929	3'484	4'164	5'152	6'478	7'316	8'399	9'323	9'904	10'733
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	846	908	925	1'058
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	740	795	641	663	637	596	527	485	462	430
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	149	171	208	...	319	423	462	628
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	1'067	1'048	1'021
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	781	1'057	889	994	1'085	1'075	...	688	712	617
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	224	214	235	317	...	...	378	336	404
SMS sent	10 <sup>6</sup>	1'334	2'019	3'989	6'551	8'419	10'158	11'897	12'824	13'057	13'030
MMS sent	10 <sup>6</sup>	...	...	3	12	24	28	42	68	75	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	1'158	1'545	1'817
<b>STAFF</b>											
Full-time telecommunication employees		22'405	21'873	20'471	19'739	18'561	16'597	17'700	17'244	16'595	15'494
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		950	950	950	950	950	...	...	950	950	950
Installation fee for business telephone service		950	950	950	950	950	...	...	...	...	950
Monthly subscription for residential telephone service		113	117	119	119	119	...	...	119	108	134
Monthly subscription for business telephone service		105	117	119	119	119	...	...	...	...	137
3-minute local call to fixed telephone (peak rate)		1.00	1.00	1.00	1.00	0.75	...	...	0.75	0.75	0.98
3-minute local call to fixed telephone (off-peak rate)		0.67	0.63	0.63	0.63	...	...	...	0.63	0.27	0.60
Mobile-cellular prepaid connection charge		...	...	...	...	99	...	...	...	...	99
Mobile-cellular prepaid-1 min call (peak, on-net)		1.41	...	...	0.95	0.75	0.26	...	0.49	0.49	0.49
Mobile-cellular prepaid-1 min call (off-peak, on-net)		0.70	...	...	0.95	0.75	0.01	...	0.49	0.49	0.49
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.49	0.49	0.49
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.49	0.49	0.49
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	499	-	299
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	149	149	249
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2'050	2'000	5'000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	35'278	34'588	36'420	38'074	40'062	40'527 <sup>21</sup>	44'314	41'435 <sup>22</sup>	40'709 <sup>22</sup>	40'557 <sup>22</sup>
- Revenue from fixed-telephone services	10 <sup>6</sup>	13'518	12'654	11'912	11'680	10'789	9'804	9'050	7'069	6'258	5'614
- Revenue from mobile networks	10 <sup>6</sup>	8'628	10'065	11'651	12'774	14'526	15'778 <sup>23</sup>	17'510	16'707	16'540	16'937
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	11'016	7'652	5'607	5'722	6'874	7'357	9'141	9'627	8'333	7'116
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	4'446	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	2'183	1'005	1'209
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	96.28	97.00	97.00	97.00	98.00	97.60	97.80	97.90	...
Households with a fixed line telephone	%	...	...	...	...	...	85.00	...	...	...	...
Households with a mobile telephone	%	73.00	84.00	85.00	89.00	91.00	93.00	...	...	...	...
Households with a computer	%	69.56	72.22	78.52	79.32	84.00	85.00	83.00	85.46	86.23	88.02
Households with Internet access at home	%	59.00	55.64	64.19	69.36	74.92	78.73	78.05	81.88	82.53	86.10
Mobile cellular telephone users	%	...	...	...	...	...	90.49	85.69	93.31	...	...
Computer users	%	...	71.65	78.13	85.00	87.00	89.00	87.00	86.48	87.91	89.80
Internet users	%	42.96	64.25	76.26	80.93	82.74	86.65	85.03	85.02	86.84	88.72
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		1'078'483	1'139'854	1'277'777	1'364'863	1'437'139	2'176'718	2'310'963	1'722'000	1'744'000	1'735'000
Leased-line subscriptions		...	...	...	...	...	21'981	27'811	23'955	...	...
Direct-to-home (DTH) satellite antenna subscriptions		671'000	727'000	...	...	381'000	383'000	390'000	355'000	352'000	374'000



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		749'604	765'283	779'640	793'738	808'367	823'682	839'453	855'636	872'090	888'716
Households		97'000	99'000	107'000	106'000	115'000	134'000	138'000	140'000	142'000	144'000
Gross domestic product (GDP)	10 <sup>6</sup>	101'931	105'209	111'069	118'400	125'976	136'604	150'694	174'617	186'447	200'578
Average annual exchange rate per US\$		177.72	177.72	177.72	177.72	177.72	177.72	177.72	177.72	177.72	177.72
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		9'932	10'125	10'169	11'103	10'578	11'301	14'113	14'910	16'842	18'474
Fixed-telephone subscriptions per 100 inhabitants		1.32	1.32	1.30	1.40	1.31	1.37	1.68	1.74	1.93	2.08
- Residential fixed-telephone subscriptions	%	60.81	70.00	60.00	60.00	60.00	60.00	60.00	60.00	66.00	66.00
- Fixed-telephone subscriptions in urban areas	%	...	94.60	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
ISDN subscriptions		152	...	...	...	...	...	...	...	-	...
- Basic access ISDN subscriptions		123	...	...	...	...	...	...	...	-	...
- Primary access ISDN subscriptions		29	...	...	...	...	...	...	...	-	...
ISDN voice-channel equivalents		913	...	...	...	...	...	...	...	-	...
VoIP subscriptions		...	...	...	...	...	...	...	...	-	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	80.00	...
Public payphones		280	300	350	400	483	866	1'462	2'189	2'575	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		3'000	15'000	23'000	34'482	44'053	44'817	69'539	112'848	128'776	165'613
Mobile-cellular subscriptions per 100 inhabitants		0.40	1.96	2.95	4.34	5.45	5.44	8.28	13.19	14.77	18.64
- Mobile-cellular telephone subscriptions, prepaid		3'000	15'000	23'000	34'482	44'053	44'817	69'539	112'848	128'776	165'613
Mobile population coverage	%	40.00	75.00	75.00	75.00	75.00	75.00	85.00	85.00	90.00	90.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	-	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	-	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	-	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'561	1'536	2'173	3'001	3'523	4'088	4'935	6'279	9'092	11'875
Fixed (wired)-broadband subscriptions		5	6	...	...	42	152 <sup>1</sup>	1'092 <sup>1</sup>	2'451 <sup>1</sup>	5'285 <sup>1</sup>	8'058 <sup>1</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	0.01	0.02	0.13	0.29	0.61	0.91
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	-	-	...
- DSL Internet subscriptions		-	-	-	-	-	152 <sup>1</sup>	1'092 <sup>1</sup>	2'451 <sup>1</sup>	5'285 <sup>1</sup>	8'058 <sup>1</sup>
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	-	...
- Other fixed (wired)-broadband subscriptions		5	6	...	...	...	...	...	...	-	...
International Internet bandwidth, in Mbit/s		1	2	2	45	45	90	90	465	600	837
International Internet bandwidth (bps) per Internet user		199	550	420	7'256	5'838	8'603	6'618	24'047	17'200	14'489
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	136.00	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	43.11	...	40.00	...	...	...	...	31.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	32'004	124'511	31'638	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	594	4'156	13'194	20'767	...	...	...	...	49'413	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	30'088	...	...	...	...	...	...	84'609	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	3'474	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	182'416	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	3'753	5'700	6'091	6'965	9'839	9'694	15'176	13'026	123'307	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	6'222	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	35'828	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	14'678	15'395	20'280	21'659	24'069	27'900	7'302	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	28'526	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	132'357	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	-	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	-	...
<b>STAFF</b>											
Full-time telecommunication employees		557	...	588	600	650	647	707	811	867	936
- of which: female		...	...	124	132	137	143	186	207	221	240
<b>TARIFFS</b>											
Installation fee for residential telephone service		20'000	20'000	10'000	10'000	10'000	10'000	10'000	10'000	10'000	10'000
Installation fee for business telephone service		20'000	20'000	10'000	10'000	10'000	10'000	10'000	10'000	10'000	10'000
Monthly subscription for residential telephone service		3'500	3'500	1'000	1'000	1'000	1'000	1'000	1'000	1'000	1'000
Monthly subscription for business telephone service		3'500	3'500	1'000	1'000	1'000	1'000	1'000	1'000	1'000	1'000
3-minute local call to fixed telephone (peak rate)		35.00	35.00	15.00	15.00	15.00	15.00	15.00	15.00	16.05	16.05
3-minute local call to fixed telephone (off-peak rate)		35.00	35.00	15.00	15.00	15.00	15.00	15.00	15.00	16.05	16.05
Mobile-cellular prepaid connection charge		-	-	-	10'000	10'000	10'000	...	10'000	5'000	963
Mobile-cellular prepaid-1-min call (peak, on-net)		50.00	50.00	90.00	30.00	30.00	30.00	...	32.10	32.10	32.10
Mobile-cellular prepaid-1-min call (off-peak, on-net)		50.00	50.00	60.00	20.00	20.00	20.00	...	21.40	21.40	21.40
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	32.10 <sup>2</sup>	32.10 <sup>2</sup>	32.10 <sup>2</sup>
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	21.40 <sup>2</sup>	21.40 <sup>2</sup>	21.40 <sup>2</sup>
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	10'000	10'000	10'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	20'000	10'000	10'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	10.0	10.0	10.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	2'700	2'700	2'700
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	4'000	...	5'896	5'861	6'058	6'680	7'882	9'489	10'706	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	3'080	2'821	2'569	2'829	3'149	3'677	3'970	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	987	1'318	1'462	1'483	1'965	2'587	2'875	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'210	242	1'024	1'336	1'550	762	1'088	692	1'535	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	1'266	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	60	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	208	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	-	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	-	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	45.80	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	7.16	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	28.90	...	...
Households with a computer	%	2.84 <sup>3</sup>	3.93 <sup>3</sup>	5.30 <sup>3</sup>	6.19 <sup>3</sup>	6.84 <sup>3</sup>	7.77 <sup>3</sup>	8.78 <sup>3</sup>	10.63 <sup>3</sup>	12.06 <sup>3</sup>	13.01
Households with Internet access at home	%	...	0.20 <sup>3</sup>	0.32 <sup>3</sup>	0.43 <sup>3</sup>	0.55 <sup>3</sup>	0.70 <sup>3</sup>	0.88 <sup>3</sup>	1.28 <sup>3</sup>	1.69 <sup>3</sup>	2.24
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.34	0.49	0.63	0.78	0.95	1.27	1.62	2.26	4.00	6.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	-	-	-	-	-	-	-	...
Leased-line subscriptions		...	...	...	...	42	...	...	...	-	...
Direct-to-home (DTH) satellite antenna subscriptions		5'100	...	...	...	...	...	...	...	-	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		69'447	69'301	69'200	69'087	68'925	68'700	68'434	68'159	67'922	67'757
Households		23'050	23'000	23'000	23'000	23'000	23'000	23'000	23'000	23'000	23'000
Gross domestic product (GDP)	10 <sup>6</sup>	719	688	710	770	808	1'047	1'131	1'248	1'297	1'285
Average annual exchange rate per US\$		2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		23'250 <sup>1</sup>	23'708	22'468	20'963	19'000	17'500	17'450	17'500	16'500	15'484
Fixed-telephone subscriptions per 100 inhabitants		33.48	34.21	32.47	30.34	27.57	25.47	25.50	25.68	24.29	22.85
- Residential fixed-telephone subscriptions	%	...	81.90	80.85	79.21	...	...	...	...	...	72.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	47.50
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	98.00
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		7'710	12'173	23'786	41'838	52'000	71'500	89'000	92'000	95'000	105'567 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		11.10	17.57	34.37	60.56	75.44	104.08	130.05	134.98	139.87	155.80
- Mobile-cellular telephone subscriptions, prepaid		...	10'412	20'345	38'871	...	...	...	...	...	100'955
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	90.00 <sup>3</sup>
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		3'827	4'924	5'467	6'021	...	...	...	...	...	9'500
Fixed (wired)-broadband subscriptions		175	2'238	2'651	3'253	3'400	4'100	6'500	7'300	8'300	9'391
Fixed (wired)-broadband subscriptions per 100 inhab.		0.25	3.23	3.83	4.71	4.93	5.97	9.50	10.71	12.22	13.86
- Cable modem Internet subscriptions		80	1'822	2'120	2'158	...	...	...	...	...	1'081
- DSL Internet subscriptions		95	416	531	1'095	...	...	...	...	...	8'310
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		5	13	17	30	...	...	...	1'000	1'500	2'155
International Internet bandwidth (bps) per Internet user		544	1'018	1'040	1'432	...	...	...	35'645	52'556	67'028
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	82.40
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	64.61
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	22
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	74
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	4
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	4
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	12
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	10	...	...	...	...	...	...	...	...	3
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	9
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	10
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	6
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	4
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	33
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	185
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		150	150	150	150	150	150	150	150	150	150
Installation fee for business telephone service		150	150	150	150	150	150	150	...	150	150
Monthly subscription for residential telephone service		20	20	...	...	24	24	24	24	24	24
Monthly subscription for business telephone service		55	55	...	...	48	48	48	...	48	48
3-minute local call to fixed telephone (peak rate)		0.28	0.28	...	...	0.21	0.21	0.21	0.21	0.21	0.21
3-minute local call to fixed telephone (off-peak rate)		0.28	0.28	...	...	0.15	0.15	0.15	0.15	0.15	0.12
Mobile-cellular prepaid connection charge		...	...	...	25	25	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.09	...	0.62	0.70	0.70	0.72	...	0.70	0.70	0.48
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.62	0.60	0.60	0.67	...	0.43	0.60	0.30
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.89	0.89	0.95
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.89	0.89	0.95
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	129	129	129
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	87	83	68	82	89	...	...	...	99 <sup>4</sup>
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	28
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	47
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	12
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	-
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	7
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	4
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	23.00 <sup>4</sup>
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	64.67	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	12.69	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	8.55	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	13.25	18.42	23.62	30.32	38.54	39.40	40.27	41.16	42.02	47.45 <sup>11</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	13'868 <sup>8</sup>
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'726	8'861	8'995	9'130	9'264	9'398	9'532	9'665	9'797	9'927
Households	10 <sup>3</sup>	2'166	2'445	2'478	2'511	2'544	2'577	2'788	2'829	2'868	2'906
Gross domestic product (GDP)	10 <sup>6</sup>	415'521	463'624	617'989	909'037	1'020'000	1'189'800	1'364'210	1'576'163	1'678'760	1'901'897
Average annual exchange rate per US\$		16.95	18.61	30.83	42.12	30.41	33.37	33.26	34.62	36.03	36.88
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		955'145	908'957	908'809	902'258	896'252	897'026	906'485	985'711	965'423	1'009'906
Fixed-telephone subscriptions per 100 inhabitants		10.95	10.26	10.10	9.88	9.67	9.54	9.51	10.20	9.85	10.17
- Residential fixed-telephone subscriptions	%	64.47	66.26	66.50	67.30	67.90	67.26	67.28	70.35	68.50	70.62
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		296	328	394	393	400	759	348 <sup>1</sup>	581	847 <sup>2</sup>	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	656	800	800	800	...	...	...	2	...
VoIP subscriptions		...	...	...	...	...	...	...	61'240	25'456 <sup>3</sup>	3'006
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		11'324	11'781	12'148	11'385	13'074	13'897	15'703	13'713	12'997	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'270	1'701	2'092	2'534	3'623	4'606	5'513	7'210	8'630	8'893
Mobile-cellular subscriptions per 100 inhabitants		14.55	19.19	23.26	27.76	39.11	49.01	57.84	74.60	88.09	89.58
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	668	1'485	1'822	2'160	3'118	3'961	4'709	6'252	7'367	7'463
Mobile population coverage	%	...	...	...	...	...	...	...	...	51.10	81.16
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	39	42	101	276
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		64'382	82'518	96'391	106'296	134'545	183'876	264'284	320'891	328'208	379'286
Fixed (wired)-broadband subscriptions		-	-	15'000	37'257	60'674	102'880	153'551	225'997	294'513	360'039
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.17	0.41	0.65	1.09	1.61	2.34	3.01	3.63
- Cable modem Internet subscriptions		...	...	1'326	2'118	3'515	9'174	10'151	8'756	10'317	9'898
- DSL Internet subscriptions		-	-	...	35'139	57'159	93'706	143'400	216'541	284'196	350'141
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		52	150	400	1'100	3'100	8'500	10'908	14'000	14'000	40'000
International Internet bandwidth (bps) per Internet user		134	248	563	1'359	2'914	6'092	6'480	6'957	5'155	10'193
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	7'208	6'482
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	4'903	8'971
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	490	441
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	676	518
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	227	223	285	303	350	...	...	...	292	122
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	384	396
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	2'854	3'071
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'715	...	...	...	...	...	...	...	2'756	3'071
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	6'982	7'104
- of which: female		...	...	...	...	...	...	...	...	3'331	2'726
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'000	1'000	1'171	1'250	1'500	1'000	1'000	1'000	1'000	-
Installation fee for business telephone service		2'500	808	1'463	1'250	1'500	1'500	1'500	...	1'500	...
Monthly subscription for residential telephone service		180	225	534	678	495	495	390	390	350	570
Monthly subscription for business telephone service		275	275	358	503	395	395	395	...	395	...
3-minute local call to fixed telephone (peak rate)		1.44	1.20	2.19	2.85	3.15	3.15	3.00	3.30	3.15	4.22
3-minute local call to fixed telephone (off-peak rate)		1.44	1.20	2.19	2.85	3.15	3.15	3.00	3.30	3.15	3.84
Mobile-cellular prepaid connection charge		-	-	-	-	-	100	100	32	32	64
Mobile-cellular prepaid-1 min call (peak, on-net)		2.17	3.40	3.68	2.95	5.82	7.20	...	7.68	7.68	7.68
Mobile-cellular prepaid-1 min call (off-peak, on-net)		2.17	3.40	3.68	1.00	5.82	6.90	...	7.68	7.68	7.68
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	10.75	10.75	9.98
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	10.75	10.75	9.98
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	500	500	500
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	950	950	699
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.400	0.400	0.600
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	3'029	3'470	4'047	...	...	...	41'255	41'622
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	9'134	8'489
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	14'923	14'692
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	4'884	7'839	8'321	10'058	7'770	11'362	5'408	9'801	7'074	7'208
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	1'295	1'585 <sup>11</sup>
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	2'868	2'567
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	2.00	54.00	56.00 <sup>12</sup>	75.00	94.00 <sup>12</sup>	97.00 <sup>13</sup>
Population with access to a PIAC	%	...	...	...	...	39.00	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	77.90	78.40	78.70	78.90	75.80	79.30	83.00	84.90	86.00	...
Households with a fixed line telephone	%	...	39.10	...	...	25.80	...	26.50	...	...	...
Households with a mobile telephone	%	...	...	...	...	44.30	...	68.80	...	...	...
Households with a computer	%	...	5.45	7.60	8.30	8.70	11.90	12.50	14.16	...	16.42
Households with Internet access at home	%	...	2.81	2.90	3.00	3.10	3.20	5.70	6.00	...	7.55
Mobile cellular telephone users	%	...	...	...	...	57.00	...	...	...	...	...
Computer users	%	...	...	...	...	28.20	...	...	...	...	...
Internet users	%	4.43	6.82	7.90	8.87	11.48	14.84	17.66	20.82	27.72	39.53
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	12'552	12'767	12'988	13'209	13'426	13'640	13'850	14'057	14'262	14'465
Households	10 <sup>3</sup>	2'848	2'889	2'911	2'932	2'940	2'981	2'964	2'995	3'027	3'060
Gross domestic product (GDP)	10 <sup>6</sup>	21'250	24'900	28'636	32'642	37'187	41'705	45'504	54'209	52'022	57'978
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'336	1'411	1'531	1'591	1'680	1'775	1'823	1'906	2'013	2'086
Fixed-telephone subscriptions per 100 inhabitants		10.64	11.05	11.79	12.04	12.51	13.02	13.16	13.56	14.12	14.42
- Residential fixed-telephone subscriptions	%	83.08	79.20	...	...	70.00	70.00	82.07	81.12	81.31	82.13
- Fixed-telephone subscriptions in urban areas	%	89.00	96.72	...	...	...	91.00	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	80.34	82.35	84.35 <sup>1</sup>
Public payphones	10 <sup>3</sup>	4	5	8	...	31	14	15	12	13	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	859	1'561	2'398	3'544	6'246	8'485	9'940	11'684	13'242	14'781
Mobile-cellular subscriptions per 100 inhabitants		6.84	12.23	18.46	26.83	46.52	62.21	71.77	83.12	92.85	102.18
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	667	1'272	2'083	3'085	5'453	7'466 <sup>2</sup>	8'724	10'098	11'631	12'881
Mobile population coverage	%	80.00	80.00	80.00	80.00	80.00	84.00	...	89.28	91.30	93.30
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'323
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'094
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	229
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		85'630	100'663	109'395	119'768	137'330	206'000	300'000	305'762	349'246	485'108
Fixed (wired)-broadband subscriptions		2'623	6'499	6'916	11'620	26'786	46'000	100'000	155'998 <sup>3</sup>	241'233 <sup>3</sup>	197'890
Fixed (wired)-broadband subscriptions per 100 inhab.		0.02	0.05	0.05	0.09	0.20	0.34	0.72	1.11	1.69	1.37
- Cable modem Internet subscriptions	...	...	...	1'866	9'541	...	...	...	88'191 <sup>3</sup>	98'600 <sup>3</sup>	158'342 <sup>3</sup>
- DSL Internet subscriptions	...	...	...	443	2'079	7'521	...	...	...	116'900 <sup>3</sup>	289'772 <sup>3</sup>
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	...	...	...	2'501
- Other fixed (wired)-broadband subscriptions	2'623	6'499	4'607	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s	75	203	483	489	2'000	3'000	4'325	5'971	17'000	...	34'623
International Internet bandwidth (bps) per Internet user	224	373	834	766	2'485	3'055	2'891	2'259	4'846	8'254	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	35.30	...	...	...	3.75	2.46	1.92	3.00	1.98	1.42
Fixed-telephone faults cleared by next working day	%	...	...	...	...	60.50	74.68	70.86	67.80	78.60	85.70
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	3'956	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	7'364	8'730	23'840
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	439	454	439
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	365	362	354
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	118	161	170
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	64	186	231	126	116	114	...	77	101	91
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	41	60	79
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	43	868	907
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	575	...	...	...	2'700	1'070	...	34	761	701
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	9	108	206
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	5'267	7'233	15'630
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		4'865	...	...	7'735	12'000	20'000	...	...	...	...
- of which: female		1'160	...	...	3'002	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		88	60	60	60	60	60	60	60	60	60
Installation fee for business telephone service		200	200	60	60	60	60	60	60	60	60
Monthly subscription for residential telephone service	6	6	6	6	6	6	6	6	6	6	6
Monthly subscription for business telephone service	12	12	12	12	12	12	12	12	12	12	12
3-minute local call to fixed telephone (peak rate)	0.03	0.03	0.03	0.03	0.03	0.03	0.06	0.03	0.03	0.03	0.03
3-minute local call to fixed telephone (off-peak rate)	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.03	0.03	0.03	0.03
Mobile-cellular prepaid connection charge	...	...	10	10	10	10	5	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)	0.50	0.50	0.50	0.50	0.50	0.50	0.20	...	...	0.18	0.18
Mobile-cellular prepaid-1-min call (off-peak, on-net)	...	0.10	0.10	0.10	0.10	0.10	0.20	...	...	0.18	0.18
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	...	...	0.28	0.25
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	...	0.28	0.25
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	50	56
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	...	40	20
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.256	0.260	0.600
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	411	411	718	725	1'416	1'717	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	463	282	530	459	451	531	462	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	234	395	960	1'125	1'299	1'527	1'664	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	1'024	1'010	1'042	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	696	698	742	834	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	9.80	...	...	...	...	...	48.11
Population with access to a PIAC	%	...	...	...	55.10	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	87.10	...	83.29	82.70	85.07
Households with a fixed line telephone	%	...	...	...	...	...	35.50	...	...	35.60	38.56
Households with a mobile telephone	%	...	...	...	...	...	63.80	...	...	73.51	75.45
Households with a computer	%	...	...	...	...	...	17.90	...	22.84	23.40	27.00
Households with Internet access at home	%	...	...	...	...	...	...	...	7.06	7.49	11.54
Mobile cellular telephone users	%	...	...	...	...	...	38.10	...	...	...	42.83
Computer users	%	...	...	...	...	...	...	...	...	...	37.45
Internet users	%	2.67	4.26	4.46	4.83	5.99	7.20	10.80	18.80	24.60 <sup>11</sup>	29.00 <sup>11</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		435'268	437'638	175'593	172'409	104'401	215'000	...	244'586	278'209	327'036
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		13'500	18'000	14'562	17'238	21'853	25'000	...	27'500	28'886	32'093

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	68'888	70'175	71'498	72'845	74'203	75'568	76'942	78'323	79'716	81'121
Households	10 <sup>3</sup>	14'187	14'470	14'756	15'056	15'345	15'340	17'748	17'941	18'265	18'590
Gross domestic product (GDP)	10 <sup>6</sup>	358'700	378'900	417'500	485'300	538'500	617'700	744'800	896'500	1'042'200	1'206'600
Average annual exchange rate per US\$		3.97	4.50	5.85	6.20	5.78	5.73	5.58	5.43	5.54	5.62
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	6'695	7'795	8'736	9'535	10'474	10'890	11'229	11'853	10'313	9'618
Fixed-telephone subscriptions per 100 inhabitants		9.72	11.11	12.22	13.09	14.12	14.41	14.59	15.13	12.94	11.86
- Residential fixed-telephone subscriptions	%	88.50	89.10	91.00	90.09	90.48	90.29	91.13	91.03	90.01	90.76
- Fixed-telephone subscriptions in urban areas	%	82.00	...	78.80	75.69	74.26	73.68	74.29	73.98	76.04	76.58
ISDN subscriptions	10 <sup>3</sup>	3	11	15	18	22	26	24	24	22	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	16	20	26	22	22	18	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	2	2	-	1	2	3	...
ISDN voice-channel equivalents	10 <sup>3</sup>	6	25	60	87	108	77	86	105	140	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	170	130
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	36 <sup>1</sup>	47	49	53	56	56	58	58	45	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2'794	4'495	5'798	7'643	13'630	18'001	30'094	41'287	55'352	70'661
Mobile-cellular subscriptions per 100 inhabitants		4.06	6.41	8.11	10.49	18.37	23.82	39.11	52.71	69.44	87.11
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	3'706	4'631	6'146	12'044	16'669	27'151	37'886	50'638	68'288
Mobile population coverage	%	...	...	...	...	92.00	92.00	99.60	99.60	99.60	99.70
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	6'946	8'602
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	6'500	7'291
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	446	1'310
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	...	900 <sup>2</sup>	1'102 <sup>2</sup>	2'552 <sup>2</sup>	2'556 <sup>2</sup>	2'679 <sup>2</sup>	2'505 <sup>2</sup>	2'322	2'118
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	51	55	79	141	259	477	770	1'077	1'450
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.07	0.08	0.11	0.19	0.34	0.62	0.98	1.35	1.79
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	-	-	-	-	-	-	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	...	1	5	29	91	209	427	720	1'027	1'402
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	-	-	-	-	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		335	645	925	874	2'490	9'373	14'911	27'077	97'242	142'964
International Internet bandwidth (bps) per Internet user		580	338	320	233	287	988	1'207	1'920	5'024	6'591
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		0.50	0.50	0.50	0.10	0.10	0.10	0.10	0.10	0.10	0.10
Fixed-telephone faults cleared by next working day	%	90.00	95.00	95.00	96.00	89.30	88.00	89.17	95.89	98.31	97.51
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	4'419	5'323	7'823	34'073	50'984	79'461	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	2'638	2'531	2'632	3'160	3'613	3'716	3'832	1'389	1'186
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	675	1'268	649	1'712	1'788	1'396	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	502	596	641	637	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	223	268	289	397	449	157	134	114	82	71
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	284	...	462	527	555	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	1'117	1'288	1'743	2'349	2'564	2'949	4'416	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	818	1'036	1'082	1'288	1'743	1'433	1'042	1'753	...	840
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'522	1'196	...	...
SMS sent	10 <sup>6</sup>	...	...	60	431	467	549	2'258	4'016	5'461	7'787
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	8	10
<b>STAFF</b>											
Full-time telecommunication employees		54'810	53'108	53'108	54'657	52'533	59'485	62'119	65'661	65'087	65'950
- of which: female		12'059	11'533	11'533	13'297	12'726	13'712	15'021	21'647	15'510	15'555
<b>TARIFFS</b>											
Installation fee for residential telephone service		500	500	500	500	500	250	412	87	37	34 <sup>3</sup>
Installation fee for business telephone service	1'000	1'000	1'000	1'000	1'000	1'000	1'000	825	500	500	500
Monthly subscription for residential telephone service	4	5	6	6	6	8	10	10	12	12	12
Monthly subscription for business telephone service	6	10	12	13	13	16	16	16	24	24	24
3-minute local call to fixed telephone (peak rate)	0.05	0.07	0.09	0.09	0.09	0.09	0.10	0.10	0.14	0.14	0.14
3-minute local call to fixed telephone (off-peak rate)	0.05	0.07	0.09	0.09	0.09	0.09	0.10	0.10	0.14	0.14	0.14
Mobile-cellular prepaid connection charge	...	...	250	100	75	50	22	20	20	20	16
Mobile-cellular prepaid-1-min call (peak, on-net)	0.90	0.60	0.30	0.30	0.30	0.30	0.38	0.20	0.20	0.20	0.15
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.70	0.60	0.30	0.30	0.30	0.30	0.38	0.20	0.20	0.20	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	0.40	0.40	0.40	0.40	0.23
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	0.40	0.40	0.40	0.40	0.23
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	-	-	-	-
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	250	95	95	45	45	45	45
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	2.0	2.0	2.0	2.0
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	-	10	10	10
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	10'362	11'132	14'141	16'409	19'440	23'436	29'207	33'668	36'736	39'207
- Revenue from fixed-telephone services	10 <sup>6</sup>	6'087	6'218	7'176	7'802	8'550	9'517	6'141	6'181	5'764	5'379
- Revenue from mobile networks	10 <sup>6</sup>	4'220	4'764	6'724	7'254	9'218	12'179	16'712	20'909	23'929	25'576
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	3'007	3'315	2'603	4'151	5'671	9'185	12'760	14'871	17'283	19'884
- Annual investment in fixed-telephone services	10 <sup>6</sup>	1'727	1'953	1'815	3'060	3'116	2'365	945	919	981	1'086
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	306	327	362
- Annual investment in mobile communication services	10 <sup>6</sup>	1'284	1'362	788	1'091	2'555	6'820	7'752	7'242	6'431	6'362
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	29.00	31.00	36.00	39.00	41.00	43.00	53.00
Population with access to a PIAC	%	...	...	...	60.00	65.00	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	92.80	94.65	96.53	96.40	96.75	94.06
Households with a fixed line telephone	%	...	...	...	...	53.20	49.50	46.14	53.06	54.10	43.87
Households with a mobile telephone	%	...	...	...	...	25.00	27.00	29.08	57.40	58.70	79.11
Households with a computer	%	...	...	...	...	...	...	...	27.00	31.00	34.00
Households with Internet access at home	%	...	8.03	12.34	14.73	15.27	16.72	18.59	19.90	25.30	31.15
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	68.50	...
Computer users	%	...	...	...	...	...	...	...	...	21.60	...
Internet users	%	0.84	2.72	4.04	5.15	11.70	12.55	16.05	18.01	24.28	26.74
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	-	-	-	-	-	...	...	4'290	7'050	10'060
Leased-line subscriptions	10 <sup>3</sup>	...	3	...	...	50	50	50	50	50	48
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	887	891	2'400	3'500	5'000	...	...	5'350	4'470	3'020

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'966	5'988	6'009	6'029	6'051	6'074	6'101	6'130	6'160	6'193
Households	10 <sup>3</sup>	1'467	1'495	1'522	1'551	1'580	1'590	1'558	1'580	1'588	1'596
Gross domestic product (GDP)	10 <sup>6</sup>	120'862	14'307	15'047	15'798	17'214	18'551	20'105	21'431	20'661	21'215
Average annual exchange rate per US\$		8.75	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	650	668	753	888	971	1'037	1'080	1'077	1'099	1'001 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		10.89	11.15	12.53	14.73	16.06	17.07	17.70	17.57	17.84	16.16
- Residential fixed-telephone subscriptions	%	86.00	79.00	68.98	62.00	69.00	43.00	40.00	46.00 <sup>2</sup>	45.00	...
- Fixed-telephone subscriptions in urban areas	%	92.00	98.00	94.68	85.00	84.00	67.47	64.00	66.68 <sup>2</sup>	57.00	...
ISDN subscriptions	10 <sup>3</sup>	1	2	4	3	2	3	3	2	2	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	2	...	8	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	19	22	22	23	28	...	24	14	2	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	858	889	1'150	1'833	2'412	3'852	6'137	6'951	7'566	7'700 <sup>1</sup>
Mobile-cellular subscriptions per 100 inhabitants		14.38	14.84	19.14	30.40	39.86	63.41	100.60	113.40	122.82	124.34
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	828	1'174	1'552	3'352	5'514	6'287	6'811	...
Mobile population coverage	%	85.00	90.00	90.00	95.00	95.00	95.00	95.00	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		70'711	94'521	112'996	117'495	127'410	69'669	95'200	125'992	150'505	...
Fixed (wired)-broadband subscriptions		-	-	19'601	29'321	42'314 <sup>3</sup>	61'484 <sup>3</sup>	89'761 <sup>3</sup>	123'469 <sup>3</sup>	149'406 <sup>3</sup>	175'274
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.33	0.49	0.70	1.01	1.47	2.01	2.43	2.83
- Cable modem Internet subscriptions		...	...	19'180	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	421	7'623	15'572	28'459	51'064	80'286	102'637	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		43	60	82	113	155	155	120	200	1'500	1'500
International Internet bandwidth (bps) per Internet user		485	524	546	584	610	464	322	324	2'011	1'523
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		36.01	37.50	35.16	0.46	1.70	1.10	1.53	...	...	...
Fixed-telephone faults cleared by next working day	%	79.00	86.00	22.41	73.00	28.00	24.25	21.13	44.73	48.58	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	5'518	5'591	6'920	6'994	6'994	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	472	848	961	1'683	3'285	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	41	17	91	158	85	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	108	143	163	310	352	...	1'585	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	892	1'088	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	158	138	155	225	409	526	759	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	2'238	1'376	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	802	769	1'398	1'953	2'324	2'507	2'768	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	107	91	428	1'871	1'789	3'089	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'859	3'568	3'325	3'137	2'862	2'997	4'357	3'529	3'153	...
- of which: female		2'572	2'378	1'050	942	836	899	1'176	1'094	1'104	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		2'169	258	62	53	53	47	53	40	...	35
Installation fee for business telephone service		2'169	258	62	53	53	47	53	53	...	...
Monthly subscription for residential telephone service		76	8	8	8	8	8	8	9	9	7
Monthly subscription for business telephone service		111	14	14	14	14	14	14	14	...	...
3-minute local call to fixed telephone (peak rate)		0.60	0.07	0.06	0.07	0.07	0.07	0.12	0.07	0.08	0.11
3-minute local call to fixed telephone (off-peak rate)		0.60	0.60	0.52	0.45	0.45	0.07	0.09	0.05	0.06	0.11
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		1.92	0.22	0.22	0.08	0.08	0.08	...	0.15	0.15	0.15
Mobile-cellular prepaid-1-min call (off-peak, on-net)		1.92	0.22	0.22	0.08	0.08	0.08	...	0.15	0.15	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.30	0.15	0.15
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.30	0.15	0.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	20	20	25
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	5'133	601	616	734	700	853	1'152	1'057	720	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'427	77	23	125	95	138	337	199	1'193	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	10.69	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	51.04	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	75.80	76.90	75.90	77.70	79.50	81.80	82.85	83.50	83.19	83.10
Households with a fixed line telephone	%	...	...	29.90	37.50	40.60	...	40.36	37.29	34.20	28.80
Households with a mobile telephone	%	...	...	7.40	24.50	34.80	...	64.96	78.47	80.59	86.70
Households with a computer	%	4.50	5.20	5.50	6.00	7.40	7.60	8.67	10.86	12.49	13.26
Households with Internet access at home	%	...	2.30	2.40	2.00	2.10	2.40	3.06	4.53	6.43	8.04
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	67.30 <sup>11</sup>
Computer users	%	...	...	...	...	...	...	...	...	...	21.00 <sup>11</sup>
Internet users	%	1.50 <sup>12</sup>	1.90 <sup>12</sup>	2.50 <sup>12</sup>	3.20 <sup>12</sup>	4.20 <sup>12</sup>	5.50 <sup>13</sup>	6.11 <sup>13</sup>	10.08 <sup>13</sup>	12.11 <sup>13</sup>	15.90 <sup>13</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	161'212	194'000	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		537'195	554'429	571'999	589'794	607'739	625'777	643'936	662'327	681'115	700'401
Households		...	...	...	...	...	...	...	...	...	...
Gross domestic product (GDP)	10 <sup>6</sup>	1'180'320	1'271'950	1'518'920	2'363'800	3'384'040	5'021'293	6'026'851	8'250'166	5'776'075	7'181'751
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		6'900	8'800	9'600	10'500	10'000	10'000	10'000	10'000	10'000	13'537
Fixed-telephone subscriptions per 100 inhabitants		1.28	1.59	1.68	1.78	1.65	1.60	1.55	1.51	1.47	1.93
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		15'000	32'000	41'500	61'900	96'900	120'000	150'000	180'000	200'000	399'290
Mobile-cellular subscriptions per 100 inhabitants		2.79	5.77	7.26	10.50	15.94	19.18	23.29	27.18	29.36	57.01
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	60'300	94'500	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		650	850	1'000	...	1'200	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	180	180	180	180	180	1'186
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.03	0.03	0.03	0.03	0.03	0.17
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	180	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	1	1	8	17	...	...	32	57	171
International Internet bandwidth (bps) per Internet user		72	562	336	1'688	2'404	...	...	2'655	3'929	4'069
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	4'300	5'100	5'824	6'593	7'144	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		200	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	23'450
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	170.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	170.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	170.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	170.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	125'000	125'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	120'000	120'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	13'800	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.17	0.32	0.52	0.84	1.15	1.28	1.56	1.82	2.13	6.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'812	3'974	4'146	4'318	4'486	4'646	4'799	4'948	5'098	5'254
Households	10 <sup>3</sup>	759	792	816	840	897	931	992	1'024	1'054	1'085
Gross domestic product (GDP)	10 <sup>6</sup>	7'773	8'125	...	...	...	18'622	20'264	21'220	28'547	32'549
Average annual exchange rate per US\$		11.31 <sup>1</sup>	13.96 <sup>1</sup>	13.88 <sup>1</sup>	13.79 <sup>1</sup>	15.37 <sup>1</sup>	15.38 <sup>1</sup>	15.38 <sup>1</sup>	15.38 <sup>1</sup>	15.38	15.38
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		31'249	35'897	38'078	39'271	37'712	37'541	37'412	40'415	48'473	54'232
Fixed-telephone subscriptions per 100 inhabitants		0.82	0.90	0.92	0.91	0.84	0.81	0.78	0.82	0.95	1.03
- Residential fixed-telephone subscriptions	%	56.11	55.20	55.00	57.00	56.60	56.30	56.71	70.00	75.00	76.00
- Fixed-telephone subscriptions in urban areas	%	98.92	...	...	...	...	98.46	99.00	99.00	99.00	99.00
ISDN subscriptions		-	-	-	-	-	...	...	...	...	...
- Basic access ISDN subscriptions		-	-	-	-	-	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	-	-	-	...	...	...	...	...
ISDN voice-channel equivalents		-	-	-	-	-	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		430	443	447	446	451	506	518	613	778	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	-	20'000	40'438	61'996	84'348	108'631	141'130	185'275
Mobile-cellular subscriptions per 100 inhabitants		-	-	-	0.46	0.90	1.33	1.76	2.20	2.77	3.53
- Mobile-cellular telephone subscriptions, prepaid		-	-	-	20'000	40'438	61'996	84'348	108'631	141'130	185'275
Mobile population coverage	%	-	-	-	...	...	1.25	1.65	79.55	80.00	90.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		2'046	2'400	3'000	3'500	4'800	5'200	5'142	6'490	7'000	7'100
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	44	70	118
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	-	...	...
- DSL Internet subscriptions		-	-	-	-	-	-	-	44	70	111
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	...	...
International Internet bandwidth, in Mbit/s		1	2	2	6	6	8	12	24	30	30
International Internet bandwidth (bps) per Internet user		166	222	66	120	75	80	100	119	...	106
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		62.54	53.34	51.06	54.32	73.68	63.84	74.42	50.59	50.20	61.00
Fixed-telephone faults cleared by next working day	%	71.06 <sup>2</sup>	72.56 <sup>2</sup>	66.85 <sup>2</sup>	72.83 <sup>2</sup>	55.54 <sup>2</sup>	41.58 <sup>2</sup>	35.68 <sup>2</sup>	47.58 <sup>2</sup>	24.00	17.30
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	248	...	...	...	354	338	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	82	107	146	194
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	-	-	-	-	-	-	...	...	...	63
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	11	10	...	10	12
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	7	7	9
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	4	4	5	5	6	5	4	5	5	6
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	2	3
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	32	95	134	116	120
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	23	25	31	37	34	...	28	79	100	28
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	16	93
SMS sent	10 <sup>6</sup>	...	-	-	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		476	641	638	832	977	1'084	1'160	1'271	1'528	1'612
- of which: female		243	299	285	337	376	395	379	434	561	588
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'000	1'000	1'000	1'000	1'000	1'000	1'000	...	1'100	...
Installation fee for business telephone service		1'000	1'000	1'000	1'000	1'000	1'000	1'000	...	1'100	...
Monthly subscription for residential telephone service		28	28	28	33	33	33	33	...	44	...
Monthly subscription for business telephone service		28	28	28	33	33	33	33	...	44	...
3-minute local call to fixed telephone (peak rate)		0.40	0.40	0.40	0.60	0.60	0.60	0.60	...	0.30	...
3-minute local call to fixed telephone (off-peak rate)		0.40	0.40	0.40	0.60	0.60	0.60	0.60	...	0.30	...
Mobile-cellular prepaid connection charge		...	-	...	1'400	1'400	1'400	...	...	1'540	...
Mobile-cellular prepaid-1-min call (peak, on-net)		-	-	...	1.70	1.70	1.70	...	...	1.80	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		-	-	...	1.20	1.20	1.20	...	...	1.30	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	-	-	-	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	-	-	-	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	207	244	264	391	524	530	419	750	837	1'041
- Revenue from fixed-telephone services	10 <sup>6</sup>	184	225	255	304	355	312	170	388	384	431
- Revenue from mobile networks	10 <sup>6</sup>	-	-	-	64	164	218	249	362	443	597
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	15	13	262	241	302	253	...	525	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	13	37	3	168	68	...	210	...	40
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	-	225	238	112	141	...	315	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	-	13.40	13.40	13.50	14.00	15.00	20.00	25.00	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	13.20	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	4.40	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	0.26	...	0.32
Households with Internet access at home	%	...	...	...	...	...	...	...	0.23	...	0.30
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.16	0.23	0.73	1.16	1.79	2.16	2.51	4.06	...	5.40
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	-	-	-	...	...	...	...	...
Leased-line subscriptions		-	-	-	...	...	...	...	95	76	258
Direct-to-home (DTH) satellite antenna subscriptions		2'807	3'950	4'050	4'500	6'000	7'200	10'000	20'000	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'363	1'357	1'352	1'348	1'346	1'344	1'343	1'342	1'342	1'341
Households	10 <sup>3</sup>	580	567	554	542	530	528	515	513	513	513
Gross domestic product (GDP)	10 <sup>6</sup>	109'071	121'673	136'421	151'542	174'956	209'520	247'646	252'015	216'875	226'891
Average annual exchange rate per US\$		17.48	16.61	13.86	12.60	12.58	12.47	11.43	10.69	11.26	11.81
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		506'292	475'000	461'000	444'031	442'045	451'912	495'492	498'129	492'759	482'211
Fixed-telephone subscriptions per 100 inhabitants		37.15	35.01	34.10	32.93	32.84	36.90	37.11	36.73	35.96	35.76
- Residential fixed-telephone subscriptions	%	83.30	75.00	75.00	73.40	72.00	72.00	70.00	70.00	72.00	72.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	85.00	85.00	85.00	85.00	87.00	87.00	88.00
ISDN subscriptions		12'344	39'797	42'104	42'930	43'400	...	4'161	3'334	2'875	...
- Basic access ISDN subscriptions		11'578	37'197	39'524	40'240	40'650	...	955	431	317	...
- Primary access ISDN subscriptions		1'080	2'600	2'580	2'690	2'750	3'300	3'200	2'904	2'558	...
ISDN voice-channel equivalents		43'811	108'234	116'000	...	...	...	49'218	44'415	39'000	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	74'143
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		2'531 <sup>1</sup>	2'466 <sup>1</sup>	2'300 <sup>1</sup>	2'268 <sup>1</sup>	2'112 <sup>1</sup>	2'000 <sup>1</sup>	1'650 <sup>1</sup>	1'383 <sup>1</sup>	729	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		651'200	881'000	1'050'241	1'255'731	1'445'300	1'658'700	1'681'849	1'624'465	1'570'538	1'652'809 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		47.78	64.94	77.68	93.12	107.39	123.41	125.24	121.03	117.06	123.24
- Mobile-cellular telephone subscriptions, prepaid		209'000	260'000	365'000	480'000	562'000	719'000	968'340	1'473'717 <sup>3</sup>	522'684	578'240 <sup>2</sup>
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.30	99.99	99.99	99.99	99.99	99.99
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	322'399
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	252'472
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	3'500	22'346	69'927
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		95'786	121'000	137'300	171'237	197'000	258'700	284'171	324'526	342'852	337'617
Fixed (wired)-broadband subscriptions		17'474	46'500	90'300	138'677	179'200	246'800	252'441	281'479	301'092	336'323
Fixed (wired)-broadband subscriptions per 100 inhab.		1.28	3.43	6.68	10.28	13.31	18.36	18.80	20.97	22.44	25.08
- Cable modem Internet subscriptions		51	12'700	28'300	43'242	49'500	59'200	68'592	74'573	76'756	74'685
- DSL Internet subscriptions		17'210	33'000	51'300	68'151	84'800	120'000	115'226	125'074	135'170	147'046
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	51'793	66'449	68'395	71'318
- Other fixed (wired)-broadband subscriptions		213	800	10'700	27'284	44'900	67'600	16'830	15'383	20'771	43'274
International Internet bandwidth, in Mbit/s		517	555	1'600	4'600	4'800	15'000	16'000	17'000	21'000	23'000
International Internet bandwidth (bps) per Internet user		1'203	985	2'611	6'412	5'804	17'573	18'001	17'946	21'590	23'144
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		16.30	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	1'815	...	...	...	...	...	847	812	883	851
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	907	1'181	1'301	1'758	2'065	2'173	2'160	2'434
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	105	106	102	94	87	...	80	76
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	67	70	78	103	106	118	108	104
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	106	99	103	...	147	126	109	108
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	72	103	88	76	73	69	60	62	48	44
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	18	23	30	...	87	65	61	64
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	111	54	53	100	112	132	138
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	102	...	...	71	...	...	53	57	71	70
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	35	40	48	...	47	55	61	68
SMS sent	10 <sup>6</sup>	...	...	94	110	140	212	212	234	219	216
MMS sent	10 <sup>6</sup>	...	...	...	1	1	2	2	1	1	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	78	89	105	129
<b>STAFF</b>											
Full-time telecommunication employees		2'319	3'500	2'845	2'759	2'943	3'078	3'504	4'076	3'270	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		824	824	824	824	824	824	824	-	838	838
Installation fee for business telephone service		3'000	824	824	824	824	824	824	...	838	838
Monthly subscription for residential telephone service		75	98	98	98	98	98	98	98	99	99
Monthly subscription for business telephone service		120	120	120	120	120	120	120	...	122	122
3-minute local call to fixed telephone (peak rate)		1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.53	1.53
3-minute local call to fixed telephone (off-peak rate)		1.32	1.32	1.32	1.32	1.32	1.32	1.32	1.32	1.34	1.34
Mobile-cellular prepaid connection charge		...	...	50	150	-	-	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		2.50	...	4.24	1.95	1.50	0.81	...	2.90	2.95	2.95
Mobile-cellular prepaid-1-min call (off-peak, on-net)		2.50	...	2.29	1.95	1.50	0.75	...	1.90	1.93	1.93
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	2.90	2.95	2.95
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.90	1.93	1.93
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	295	...	...	395	299	259
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1'000	0'510	1'000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	5'948	6'954	7'635	8'950	9'545	11'047	11'587	11'209	11'202	11'135
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'769	3'018	1'827	1'704	1'855	1'809	1'746	1'577	1'347	1'521
- Revenue from mobile networks	10 <sup>6</sup>	3'179	3'936	4'348	4'302	5'809	6'858	6'974	6'434	5'860	4'782
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'279	914	860	699	782	1'261	1'481	1'495	1'025	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	287	707	769	643	491	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	412	554	713	851	534	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	93.90	93.20	93.51	93.00	98.00	98.90	98.90	98.90	...
Households with a fixed line telephone	%	...	65.10	63.80	58.70	...	51.94	...	...	...	...
Households with a mobile telephone	%	...	58.10	66.70	70.80	81.00	87.00	...	...	...	...
Households with a computer	%	...	21.80	28.50	36.00	43.00	52.00	57.00	59.61	65.08	69.25
Households with Internet access at home	%	...	...	...	30.76	38.74	45.61	52.87	58.10	63.02	67.80
Mobile cellular telephone users	%	...	...	...	...	...	88.67	92.88	92.64	...	...
Computer users	%	...	...	...	56.00	63.00	64.00	67.35	70.57	72.47	75.58
Internet users	%	31.53	41.52	45.32	53.20	61.45	63.51	66.19	70.58	72.50	74.10
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		140'000	145'000	158'000	212'000	215'141	245'800	277'702	306'032	318'869	327'624
Leased-line subscriptions		481	...	...	-	-	-	-	924	533	322
Direct-to-home (DTH) satellite antenna subscriptions		90'000	90'000	98'000	...	...	...	...	...	...	25'000

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	67'304	69'041	70'784	72'527	74'264	75'993	77'718	79'446	81'188	82'950
Households	10 <sup>3</sup>	12'500	12'874	13'259	13'656	14'065	14'416	15'109	15'494	15'899	16'312
Gross domestic product (GDP)	10 <sup>6</sup>	68'027	66'557	73'432	86'661	106'473	131'641	171'989	248'303	335'380	383'364
Average annual exchange rate per US\$		8.46	8.57	8.60	8.64	8.67	8.70	8.95	9.60	11.78	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		283'683	353'816	404'790	484'368	610'347	725'046	880'088 <sup>1</sup>	897'287 <sup>1</sup>	915'058 <sup>1</sup>	908'882
Fixed-telephone subscriptions per 100 inhabitants		0.42	0.51	0.57	0.67	0.82	0.95	1.13	1.13	1.13	1.10
- Residential fixed-telephone subscriptions	%	66.63	70.05	70.50	72.50	74.00	74.80	73.20	75.10	74.90	73.50
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	75 <sup>2</sup>	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	...	64	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	11	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	458 <sup>2</sup>	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		2'554	3'431	1'759	1'813	2'585	4'294	4'718 <sup>3</sup>	4'944 <sup>3</sup>	5'025 <sup>3</sup>	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	28	50	51	156	411	867	1'208	1'955	4'052	6'854
Mobile-cellular subscriptions per 100 inhabitants		0.04	0.07	0.07	0.21	0.55	1.14	1.55	2.46	4.99	8.26
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	358	...	1'155	1'899	3'996	6'790
Mobile population coverage	%	...	...	...	9.70	10.00	10.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	49
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		4'073	8'478	9'534	12'155	17'710	25'985	32'436	35'606	74'557	72'422
Fixed (wired)-broadband subscriptions		-	-	57	35	61	261	1'036	1'496	3'498	4'107
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	57	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	-	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	10	10	42	58	118	245	500	897	3'333
International Internet bandwidth (bps) per Internet user		80	200	134	373	356	500	852	1'399	2'046	5'357
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		94.00	80.00	100.00	...	...	...	...	...	4.92	5.90
Fixed-telephone faults cleared by next working day	%	17.00	27.00	24.00	...	...	47.00	55.16	...	65.95	64.30
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	345	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	63	77	124	170	...	...	...	...	...	9'170
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	24	27	30	32
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	13	13	14	18	21	29	24	27	30	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	18	20
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	315	389	449	471
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	43	34	55	134	200	240	315	389	449	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	297	312
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	416
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		7'370	7'580	7'913	8'619	9'778	11'234	11'644	12'260	12'384	12'842
- of which: female		2'502	2'522	2'497	2'632	3'015	3'470	3'557	3'548	3'471	3'697
<b>TARIFFS</b>											
Installation fee for residential telephone service		305	305	356	356	305	305	...	305	242	242
Installation fee for business telephone service		305	305	356	356	305	305	...	242	242	242
Monthly subscription for residential telephone service		8	8	8	8	8	8	...	8	8	8
Monthly subscription for business telephone service		17	17	17	17	17	17	...	17	17	17
3-minute local call to fixed telephone (peak rate)		0.20	0.20	0.20	0.20	0.20	0.20	...	0.20	0.20	0.20
3-minute local call to fixed telephone (off-peak rate)		0.20	0.20	0.20	0.20	0.20	0.20	...	0.20	0.20	0.20
Mobile-cellular prepaid connection charge		...	458	443	443	443	368	...	...	169 <sup>11</sup>	85 <sup>12</sup>
Mobile-cellular prepaid-1-min call (peak, on-net)		0.72	0.72	0.72	0.72	0.72	0.83	...	0.84	0.84	0.84
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.30	0.30	0.30	0.30	0.30	0.35	...	0.35	0.35	0.35
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.84 <sup>13</sup>	0.84 <sup>13</sup>	0.84 <sup>13</sup>
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.35 <sup>13</sup>	0.35 <sup>13</sup>	0.35 <sup>13</sup>
Fixed (wired)-broadband connection charge		...	...	...	...	4'608	4'608	...	4'608	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	1'986	1'986	...	6'096	6'096	4'261
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	932	915	1'233	1'468	2'299	2'442	3'302	3'309	5'663	7'051
- Revenue from fixed-telephone services	10 <sup>6</sup>	692	715	815	1'209	1'786	2'420	1'860	1'864	3'190	2'528
- Revenue from mobile networks	10 <sup>6</sup>	102	116	165	259	513	1'001	1'348	1'351	2'313	4'522
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	194	378	1'143	815	1'887	524	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	189	344	467	406	755	325	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	5	34	45	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	4.90	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	5.20	4.20	...	7.60	...	...	...
Households with a mobile telephone	%	...	...	...	...	1.70	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	0.22	0.50	...	1.38
Households with Internet access at home	%	...	...	...	...	...	...	0.06	0.08	...	0.25
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.04	0.07	0.11	0.16	0.22	0.31	0.37	0.45	0.54	0.75
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		-	-	-	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		2'922	2'942	2'950	2'953	2'958	2'967	2'979	2'993	3'006	3'017
Households		944	970	981	1'000	1'000	1'000	1'004	1'009	1'000	1'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		0.69	0.66	...	...	0.59	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		2'355	2'407	2'600	2'578	2'553	2'400	2'350	1'996	1'975	1'989
Fixed-telephone subscriptions per 100 inhabitants		80.60	81.82	88.14	87.30	86.31	80.89	78.89	66.69	65.70	65.93
- Residential fixed-telephone subscriptions	%	53.20	53.18	52.19	53.30	54.50	...	60.00	60.00	60.00	66.00
- Fixed-telephone subscriptions in urban areas	%	85.80	86.59	87.08	86.50	85.80	...	73.00	80.00	80.00	83.00
ISDN subscriptions		-	-	-	...	...	...	20	20	20	...
- Basic access ISDN subscriptions		-	-	-	...	...	...	-	-	-	...
- Primary access ISDN subscriptions		-	-	-	...	...	...	20	20	20	...
ISDN voice-channel equivalents		-	-	-	...	...	...	600	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	100.00	100.00	100.00	100.00
Public payphones		55	46 <sup>1</sup>	49	48	46	...	46	40	40	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	-	-	766 <sup>2</sup>	2'276	2'979	2'991	3'256	3'254
Mobile-cellular subscriptions per 100 inhabitants		-	-	-	-	25.90	76.71	100.00	99.93	108.32	107.86
- Mobile-cellular telephone subscriptions, prepaid		-	-	-	-	585	...	2'100	2'460	2'761	2'717
Mobile population coverage	%	-	-	-	...	91.75	...	94.28	94.00	94.00	94.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		665	799	902	911	954	997	1'000	1'108	1'140	1'174
Fixed (wired)-broadband subscriptions		-	-	-	-	-	319	618	888	1'140	1'174
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	10.75	20.75	29.67	37.92	38.91
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	-	...	618	887	1'139	1'173
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	1	1	1
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1'024	1'024	1'024	2'048	3'072	4'000	6'000	6'000	8'000	20'000
International Internet bandwidth (bps) per Internet user	10 <sup>3</sup>	542	543	542	1'030	1'236	1'548	2'236	2'156	2'777	6'917
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	2.50	2.20	2.64	1.21
Fixed-telephone faults cleared by next working day	%	97.00	88.00	98.00	...	...	...	95.00	95.00	95.00	95.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	3	3	3	3	2	2	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	3	2	3	3	2	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	-	-	-	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		43	42	43	42	42	...	31	35	33	34
- of which: female		14	14	15	15	15	...	15	14	12	13
<b>TARIFFS</b>											
Installation fee for residential telephone service		60	60	60	60	60	...	100	100	100 <sup>3</sup>	100
Installation fee for business telephone service		60	60	60	60	60	...	100	100	100	100
Monthly subscription for residential telephone service		8	8	8	8	8	...	8	8	8	8
Monthly subscription for business telephone service		20	20	20	20	20	...	20	20	20	20
3-minute local call to fixed telephone (peak rate)		0.18	0.18	0.18	0.18	0.18	...	0.18	0.18	0.18	0.18
3-minute local call to fixed telephone (off-peak rate)		0.18	0.18	0.18	0.18	0.18	...	0.18	0.18	0.18	0.18
Mobile-cellular prepaid connection charge		...	...	...	...	20	...	30	30	30	30
Mobile-cellular prepaid-1-min call (peak, on-net)		-	-	...	...	0.15	...	0.15	0.15	0.15	0.15
Mobile-cellular prepaid-1-min call (off-peak, on-net)		-	-	...	...	0.15	...	0.15	0.15	0.15	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	20	20
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	25	25	25	25
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	0.3	0.3	0.3	0.3
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	6	6	6	5	5	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	5	5	5	4	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	-	-	-	-	-	1	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	1	1	3	...	...	-	2	-	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	1	1	-	...	...	-	1	-	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	-	-	1	...	-	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	5.45	5.88	5.88	7.00	47.00
Population with access to a PIAC	%	...	...	...	...	...	0.12	-	-	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	53.05	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	64.60	64.15	64.02	67.32	84.01	87.10	90.06	92.96	95.84	95.84
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	-	-	-	...	...	...	...	...
Leased-line subscriptions		7	17	...	...	...	...	5	7	8	8
Direct-to-home (DTH) satellite antenna subscriptions		25	31	46	...	87	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		46'358	46'944	47'472	47'915	48'258	48'475	48'572	48'597	48'625	48'708
Households		17'850	16'500	17'000	17'223	18'000	18'120	18'730	18'000	18'000	18'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		8.32	...	...	...	6.17	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		23'156	24'408	24'292	23'958	23'823	23'043	22'459	21'822	20'924	20'175
Fixed-telephone subscriptions per 100 inhabitants		49.95	51.99	51.17	50.00	49.37	47.54	46.24	44.90	43.03	41.42
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	2'643	2'532	2'013	1'208	1'687	1'553	...
- Basic access ISDN subscriptions		...	...	...	2'607	2'492	1'972	1'167	1'636	1'526	...
- Primary access ISDN subscriptions		...	...	...	36	40	41	41	51	52	...
ISDN voice-channel equivalents		...	...	...	6'294	6'150	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	40	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		24'487	34'737	38'026	41'298	42'032	49'965	52'169	54'860	56'993	59'446
Mobile-cellular subscriptions per 100 inhabitants		52.82	74.00	80.10	86.19	87.10	103.07	107.41	112.89	117.21	122.05
- Mobile-cellular telephone subscriptions, prepaid		...	...	20'088	21'774	21'971	27'255	26'867	27'004	28'057	29'536
Mobile population coverage	%	...	98.00	99.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		7'642	7'916	9'161	12'199	11'938	13'128	14'463	16'076	16'046	16'369
Fixed (wired)-broadband subscriptions		54	114	394	3'134	5'868	13'128	14'463	14'878	15'882	16'269
Fixed (wired)-broadband subscriptions per 100 inhab.		0.12	0.24	0.83	6.54	12.16	27.08	29.78	30.62	32.66	33.40
- Cable modem Internet subscriptions		...	-	...	...	...	3'029	1'208	501	164	90
- DSL Internet subscriptions		...	-	...	2'577	5'197	9'161	12'265	14'328	15'332	15'775
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	557	671	938	990	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	160	160	160	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	5'019	4'883	4'759	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	34	37	43	52	60	66	59
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	19	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	16 <sup>1</sup>	15 <sup>1</sup>	13	11	9	8	7
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	4	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	31	31	35	41	40	41	41
MMS sent	10 <sup>6</sup>	...	...	...	...	-	-	-	-	-	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		246	257	258	268	290	300	300	290	280	250
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	747	747	747	747	...	...	...
Installation fee for business telephone service		...	...	...	747	747	747	747	...	...	...
Monthly subscription for residential telephone service		...	...	...	115	115	115	115	...	...	...
Monthly subscription for business telephone service		...	...	...	115	115	115	115	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	1.36	0.96	0.96	0.96	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	1.06	0.66	0.66	0.66	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	-	-	40	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	1.90	3.00	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	1.15	1.75	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	88	88
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	159	149	...	...	159	225
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.512	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	276	292	299	350	370	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	110	117	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	90	95	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	49	11	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	43.25	53.30	58.91	66.53	67.90	69.36	75.98	75.57	75.18	75.20
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	5'312	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	7'150	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		814'780	816'336	817'339	819'102	822'553	828'046	835'267	843'651	852'323	860'623
Households		136'000	137'000	138'000	139'000	140'000	142'000	139'700	141'000	142'000	143'000
Gross domestic product (GDP)	10 <sup>6</sup>	3'784	4'031	4'378	4'728	5'069	5'371	5'483	5'683	5'629	5'959
Average annual exchange rate per US\$		2.28	2.19	1.90	1.73	1.69	1.73	1.61	1.59	1.96	1.92
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		92'222	97'515	102'023	105'000	112'493	115'000	121'845	129'100	130'000	129'845 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		11.32	11.95	12.48	12.82	13.68	13.89	14.59	15.30	15.25	15.09
- Residential fixed-telephone subscriptions	%	56.00	60.00	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	44.00	44.00	...	...	...	...	...	...	...	...
ISDN subscriptions		20	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		40	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		1'500	1'000	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		80'933 <sup>2</sup>	89'900 <sup>2</sup>	109'882 <sup>2</sup>	142'190 <sup>2</sup>	205'000 <sup>2</sup>	284'661 <sup>2</sup>	530'048 <sup>2</sup>	600'000 <sup>2</sup>	640'000	697'920 <sup>1</sup>
Mobile-cellular subscriptions per 100 inhabitants		9.93	11.01	13.44	17.36	24.92	34.38	63.46	71.12	75.09	81.09
- Mobile-cellular telephone subscriptions, prepaid		...	81'812	100'806	135'080	165'484	...	407'000	...	...	...
Mobile population coverage	%	49.50 <sup>3</sup>	55.00 <sup>3</sup>	55.00 <sup>3</sup>	55.00 <sup>3</sup>	60.00 <sup>3</sup>	65.00 <sup>3</sup>	65.00 <sup>3</sup>	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		5'500	7'600	9'000	11'000	13'300	...	13'800	28'744	28'329	39'002
Fixed (wired)-broadband subscriptions		-	-	-	-	7'000	8'500	11'500	13'031	12'830	23'250
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.85	1.03	1.38	1.54	1.51	2.70
- Cable modem Internet subscriptions		-	-	-	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	1'500	8'075	11'500	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		6	8	12	20	72	...	126	625	625	625
International Internet bandwidth (bps) per Internet user		396	159	218	329	1'035	...	1'384	6'072	5'452	4'900
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		117.00	9.25	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	90.00	75.00	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	21'684	39'782	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	19'700	23'165	23'224	28'018	23'000	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	57'000	67'959	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	2'992	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'585	2'000	...	...	...	...	...	...	...	...
- of which: female		...	600	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		85	85	86	86	86	92	92	92	92	72
Installation fee for business telephone service		286	286	286	286	286	81	81	81	81	...
Monthly subscription for residential telephone service		3	3	3	3	3	11	11	11	11	11
Monthly subscription for business telephone service		4	4	4	4	4	15	15	15	15	...
3-minute local call to fixed telephone (peak rate)		0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12
3-minute local call to fixed telephone (off-peak rate)		0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12
Mobile-cellular prepaid connection charge		...	...	91	...	89	91	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.22	0.22	0.60	0.60	0.60	0.95	...	0.54	0.50	0.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.22	0.22	0.40	0.40	0.40	...	...	0.36	0.36	0.36
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.54	0.50	0.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.36	0.41	0.30
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	99	99
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	40	40	35
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	3.0	3.0	5.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	201 <sup>2</sup>	155 <sup>2</sup>	296 <sup>2</sup>	281 <sup>2</sup>	238 <sup>2</sup>	258 <sup>2</sup>	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	148	88	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	38 <sup>2</sup>	53 <sup>2</sup>	64 <sup>2</sup>	85 <sup>2</sup>	98 <sup>2</sup>	115 <sup>2</sup>	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	42	83	...	...	48	35	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	8	5	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	21.08	...	26.75
Households with Internet access at home	%	...	...	...	...	...	...	...	13.37	...	18.82
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.86	6.15	6.73	7.41	8.45	9.60	10.90	12.20	13.45	14.82
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	80	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		111	113	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'185 <sup>1</sup>	5'197 <sup>1</sup>	5'211 <sup>1</sup>	5'226 <sup>1</sup>	5'244 <sup>1</sup>	5'266 <sup>1</sup>	5'290 <sup>1</sup>	5'316 <sup>1</sup>	5'342 <sup>1</sup>	5'365 <sup>1</sup>
Households	10 <sup>3</sup>	2'365	2'373	2'382	2'390	2'399	2'405	2'412	2'419	2'429	2'438
Gross domestic product (GDP)	10 <sup>6</sup>	139'198	143'541	145'416	152'148	157'307	165'765	179'830	185'651	173'267	180'253
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	2'806 <sup>2</sup>	2'726 <sup>2</sup>	2'568 <sup>2</sup>	2'368 <sup>2</sup>	2'120 <sup>2</sup>	1'910 <sup>2</sup>	1'740 <sup>2</sup>	1'650 <sup>3</sup>	1'430	1'250
Fixed-telephone subscriptions per 100 inhabitants		54.12	52.44	49.28	45.31	40.42	36.27	32.89	31.04	26.77	23.30
- Residential fixed-telephone subscriptions	%	66.90	66.00	66.00	...	65.00	65.00	65.00	55.00	51.00	51.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	...	217	236	170	...	105	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	207	224	158	...	96	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	10	11	12	...	9	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	711	792	679	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	9	7	6	4	3	1	-	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	4'176	4'517	4'747	4'988	5'270	5'670	6'080	6'830	7'700	8'390
Mobile-cellular subscriptions per 100 inhabitants		80.53	86.91	91.11	95.44	100.49	107.67	114.92	128.47	144.15	156.40
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	119	249	359	380	550	710	770	790
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.50	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	480	3'808	4'522
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	2'900	2'886
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	908	1'636
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	950	1'057	1'318	1'400	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	134	274	491	800	1'174	1'429	1'617	1'592	1'534	1'533
Fixed (wired)-broadband subscriptions per 100 inhab.		2.58	5.26	9.43	15.31	22.39	27.14	30.56	29.94	28.71	28.57
- Cable modem Internet subscriptions	10 <sup>3</sup>	32	54	85	115	149	181	210	215	223	241
- DSL Internet subscriptions	10 <sup>3</sup>	102	220	406	685	1'019	1'161	1'271	1'231	1'186	1'113
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	7	13	136	172	125	206
International Internet bandwidth, in Mbit/s		7'820	16'587	18'056	22'617	22'617	62'410	91'075	200'000	400'000	500'000
International Internet bandwidth (bps) per Internet user		3'499	5'112	5'006	5'978	5'790	14'878	21'311	44'962	90'780	107'267
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	18'244	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	6'520	7'276	8'161	9'643	10'848	12'492	13'546	14'548	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	1'761	...	...	1'189	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	541	469	231	215	187	155	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	1'202	1'421	1'650	2'193	2'565	3'009	3'188	3'486	3'800	4'003
MMS sent	10 <sup>6</sup>	...	...	...	...	16	22	29	36	40	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		25'015	22'004	17'433	17'422	16'385	14'487	13'385	11'969	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		127 <sup>11</sup>	107 <sup>11</sup>	91 <sup>11</sup>	99 <sup>11</sup>	99 <sup>11</sup>	99 <sup>11</sup>	98 <sup>11</sup>	98 <sup>11</sup>	98	98
Installation fee for business telephone service		127 <sup>11</sup>	107 <sup>11</sup>	91 <sup>11</sup>	99 <sup>11</sup>	99 <sup>11</sup>	99 <sup>11</sup>	98 <sup>11</sup>	98 <sup>11</sup>	98	...
Monthly subscription for residential telephone service		11 <sup>11</sup>	12 <sup>11</sup>	12 <sup>11</sup>	12 <sup>11</sup>	12 <sup>11</sup>	12 <sup>11</sup>	8 <sup>11</sup>	8 <sup>11</sup>	8	8
Monthly subscription for business telephone service		11 <sup>11</sup>	12 <sup>11</sup>	12 <sup>11</sup>	12 <sup>11</sup>	12 <sup>11</sup>	12 <sup>11</sup>	8 <sup>11</sup>	8 <sup>11</sup>	8	...
3-minute local call to fixed telephone (peak rate)		0.13 <sup>11</sup>	0.14 <sup>11</sup>	0.14 <sup>11</sup>	0.15 <sup>11</sup>	0.15 <sup>11</sup>	0.15 <sup>11</sup>	0.15 <sup>11</sup>	0.15 <sup>11</sup>	0.15	0.15
3-minute local call to fixed telephone (off-peak rate)		0.13	0.14	0.14	0.15	0.15	0.15	0.15	0.15	0.15	0.15
Mobile-cellular prepaid connection charge		50	50	17 <sup>12</sup>	18	18	8	...	...	...	7
Mobile-cellular prepaid-1-min call (peak, on-net)		0.17	...	0.16	0.16	0.08	0.08	...	0.16	0.16	0.07
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.16	...	0.16	0.16	0.08	0.08	...	0.16	0.16	0.07
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.16	0.16	0.07
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.16	0.16	0.07
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	78	78	79
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	25	27	27
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	... <sup>13</sup>	... <sup>13</sup>	... <sup>13</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	4'691	4'620	4'443	4'593	4'250	4'510	4'476	4'263	4'730	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'104	982	893	...	599	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	1'998	2'265	2'239	...	2'138	2'260	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	909	774	...	...	...	444	436	437	580	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	95.17	94.70	94.20	93.00	93.00	94.00	...	...	...
Households with a fixed line telephone	%	...	...	64.00	60.60	53.80	47.00	...	...	...	...
Households with a mobile telephone	%	90.00	73.62	91.90	94.50	95.50	97.00	...	...	...	...
Households with a computer	%	52.90	54.52	57.40	57.05	63.90	71.00	74.00	75.77	80.14	81.99
Households with Internet access at home	%	36.00	44.28	47.36	50.91	54.14	64.73	68.78	72.38	77.78	80.50
Mobile cellular telephone users	%	...	...	90.00	91.00	93.00	95.75	96.72	97.31	...	...
Computer users	%	...	74.35	84.80	77.00	78.40	82.00	82.84	85.48	85.25	88.73
Internet users	%	43.11	62.43	69.22	72.39	74.48	79.66	80.78	83.67	82.49	86.89
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	1'000	1'040	1'099	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	361	383	406	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	59'391	59'775	60'184	60'597	60'997	61'378	61'745	62'098	62'445	62'787
Households	10 <sup>3</sup>	24'582 <sup>1</sup>	24'643 <sup>1</sup>	24'752 <sup>1</sup>	24'972 <sup>1</sup>	25'194 <sup>1</sup>	25'301 <sup>1</sup>	25'686 <sup>1</sup>	25'810 <sup>1</sup>	25'938	26'060
Gross domestic product (GDP)	10 <sup>6</sup>	1'497'190	1'548'560	1'594'810	1'660'190	1'726'070	1'799'846	1'887'573	1'931'431	1'889'615	1'931'384
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	34'084	34'124	33'913	33'703	33'707	34'125	34'800	35'100	35'400	35'300
Fixed-telephone subscriptions per 100 inhabitants		57.39	57.09	56.35	55.62	55.26	55.60	56.36	56.52	56.69	56.22
- Residential fixed-telephone subscriptions	%	70.00	69.20	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	1'800	1'900	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	4'700	5'084	5'176	5'038	5'002	4'872	4'710	4'540	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	10'900	14'400	17'100 <sup>2</sup>	18'900
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	214 <sup>3</sup>	202 <sup>3</sup>	192 <sup>3</sup>	189 <sup>3</sup>	180 <sup>3</sup>	170 <sup>3</sup>	160 <sup>3</sup>	152	143	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	36'997	38'585	41'702	44'544	48'088	51'662	55'358	57'972	59'600	63'200
Mobile-cellular subscriptions per 100 inhabitants		62.29	64.55	69.29	73.51	78.84	84.17	89.66	93.36	95.44	100.66
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	18'100	17'106	17'126	17'124	17'584	18'090	19'051	18'734	16'895	16'800
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	6'380	12'440	19'010	25'260
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	5'890	11'440	17'700	22'500
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	490	1'000	2'090	2'760
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	6'986	9'060	10'617	11'939	13'217	15'252	17'250	18'810	20'500	21'800
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	602	1'655	3'569	6'561	9'471	12'711	15'750	17'830	19'900	21'345
Fixed (wired)-broadband subscriptions per 100 inhab.		1.01	2.77	5.93	10.83	15.53	20.71	25.51	28.71	31.87	34.00
- Cable modem Internet subscriptions	10 <sup>3</sup>	190	283	394	454	563	672	...	1'000	1'200	1'200
- DSL Internet subscriptions	10 <sup>3</sup>	408	1'368	3'172	6'103	8'902	12'032	14'970	16'813	18'600	19'900
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	69	115
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	3	4	3	4	5	6	...	...	31	130
International Internet bandwidth, in Mbit/s	10 <sup>3</sup>	192	200	200	200	200	1'027	1'818	2'000	3'000	3'500
International Internet bandwidth (bps) per Internet user		12'280	11'087	9'195	8'430	7'648	35'704	44'558	45'567	67'117	69'593
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	118'481	112'456	107'776	106'840	...	...	85'290	87'970	89'500	91'500
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	44'273	51'747	62'469	74'248	79'619	91'686	99'525	101'780	101'149	103'456
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	9'384	10'357	11'365	12'043	12'132	12'375	11'980	11'667	11'500	11'000
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	20'839	22'168	20'115	19'168	18'800	18'490	17'806	17'615
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	5'712	5'240	5'115	6'070	7'850	9'545	10'562	12'061
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	4'084	4'703	4'907	4'281	4'116	4'823	6'650	7'980	8'800	9'700
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	805	959	998	1'247	1'366	1'565	1'762	2'361
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	6'131	7'084	8'238	8'086	12'933	11'827	11'770	11'435
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	5'817	5'728	5'146	6'064	7'014	6'682	10'653	9'300	9'400	9'000
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	985	1'020	1'224	1'404	2'280	2'490	2'427	2'435
SMS sent	10 <sup>6</sup>	3'234	5'877	8'188	10'818	12'712	15'050	19'236	34'653	62'837	102'522
MMS sent	10 <sup>6</sup>	...	...	...	79	265	294	256	407	469	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	33'246	47'459	55'713	64'810
<b>STAFF</b>											
Full-time telecommunication employees		151'191	146'200	138'716	142'296	140'410	133'114	129'900	126'100	124'765	124'765
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		46	46	46	46	55	55	55	55	55	55
Installation fee for business telephone service		46	46	46	46	55	55	55	55	55	...
Monthly subscription for residential telephone service		13	13	13	13	14	15	16	16	16	16
Monthly subscription for business telephone service		15	15	13	16	16	17	18	...	22	22
3-minute local call to fixed telephone (peak rate)		0.16 <sup>11</sup>	0.13 <sup>11</sup>	0.13 <sup>11</sup>	0.13 <sup>11</sup>	0.16 <sup>11</sup>	0.16 <sup>11</sup>	0.16 <sup>11</sup>	0.16 <sup>11</sup>	0.16	0.16
3-minute local call to fixed telephone (off-peak rate)		0.13	0.10	0.10	0.10	0.12	0.12	0.12	0.12	0.12	0.12
Mobile-cellular prepaid connection charge		...	...	20	...	30	-	...	...	...	5
Mobile-cellular prepaid-1-min call (peak, on-net)		0.25	0.27	0.30	0.45	0.45	0.35	...	0.55	0.55	0.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.12	0.13	0.30	0.30	0.30	0.30	...	0.55	0.55	0.50
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.55	0.55	0.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.55	0.55	0.50
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	25	25	23
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.024	8.000	8.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	32'793 <sup>13</sup>	33'763 <sup>13</sup>	38'039 <sup>13</sup>	39'384 <sup>13</sup>	40'625 <sup>13</sup>	40'961 <sup>13</sup>	42'664 <sup>13</sup>	44'804	44'349	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	14'373	14'030	13'509	12'629	12'072	11'378	11'000	10'600	9'960	...
- Revenue from mobile networks	10 <sup>6</sup>	10'028	11'788	13'269	14'862	16'199	16'853	17'569	18'669	19'051	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	7'174	5'800	...	5'495	6'342	7'015	6'140	6'529	5'965	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	3'780	4'099	3'715	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	2'360	2'430	2'250	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	97.00	97.30	98.00	98.60	...
Households with a fixed line telephone	%	...	...	...	...	...	83.60	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	81.00	...	...	...	...
Households with a computer	%	32.40	36.60	45.66	49.78	54.27	56.00	62.00	68.36	69.21	76.41
Households with Internet access at home	%	22.80	23.04	30.98	33.61	34.40	40.93	49.18	62.32	63.01	73.60
Mobile cellular telephone users	%	...	...	...	...	...	73.46	76.77	83.48	...	...
Computer users	%	...	...	...	...	...	55.31	71.61	73.58	74.31	80.57
Internet users	%	26.33	30.18	36.14	39.15	42.87	46.87	66.09	70.68	71.58	80.10
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	3'375	3'430	3'523	3'782	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	4'740	5'010	5'620	6'210	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		171'889	179'424	187'247	194'882	201'993	208'451	214'366	219'931	225'451	231'151
Households		46'900	48'600	50'300	52'000	54'000	55'736	57'335	58'842	60'000	62'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	1'380	...	...	...	...	...	...	...
Average annual exchange rate per US\$		7.40 <sup>1</sup>	...	0.89	0.81	0.83	0.76	...	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		51'000	51'000	51'000	51'000	51'000	51'000	51'000	51'000	48'157	45'500
Fixed-telephone subscriptions per 100 inhabitants		29.67	28.42	27.24	26.17	25.25	24.47	23.79	23.19	21.36	19.68
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		75'320	87'300	92'000	98'000	...	...	...	...	217'748	...
Mobile-cellular subscriptions per 100 inhabitants		43.82	48.66	49.13	50.29	...	...	...	...	96.58	...
- Mobile-cellular telephone subscriptions, prepaid		...	50'900	...	...	...	...	...	...	130'563	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		10'000	12'000	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	...	...	30'186	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	...	...	13.39	...
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	-	...
- DSL Internet subscriptions		...	-	...	...	...	...	...	...	30'186	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	2	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		13	80	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	20	25	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	0.34	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	0.34	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	11.62	13.92	16.55	19.50	20.79	22.06	23.31	24.53	25.70	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		241'448	245'000	248'357	251'622	254'870	258'119	261'345	264'541	267'685	270'764
Households		53'800	54'600	55'400	56'000	57'000	58'000	58'659	59'000	60'000	61'000
Gross domestic product (GDP)	10 <sup>6</sup>	523'932	479'908	...	487'424	...	...	...	...	...	...
Average annual exchange rate per US\$		133.35	112.58	105.66	98.39	98.39	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		53'350	53'166	53'518	53'275	53'389	53'650	54'099	54'553	54'320	54'942
Fixed-telephone subscriptions per 100 inhabitants		22.10	21.70	21.55	21.17	20.95	20.78	20.70	20.62	20.29	20.29
- Residential fixed-telephone subscriptions	%	...	...	...	79.40	79.10	77.28	77.38	77.09	77.05	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	19.72	17.13	57.78	62.53	62.01	62.27	...
ISDN subscriptions		2'157	2'910	3'239	3'239	1'500	900	3'200	3'152	3'098	...
- Basic access ISDN subscriptions		1'758	2'062	2'272	-	1'500	900	2'592	2'646	2'636	...
- Primary access ISDN subscriptions		94	112	118	-	-	-	155	158	163	...
ISDN voice-channel equivalents		6'163	9'172	8'084	2'500	3'000	1'800	9'200	9'203	9'165	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	100.00	100.00	100.00	100.00	...
Public payphones		853	930	941	913	911	686	676	675	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		67'300	52'250	60'100	96'000	120'000	152'000	174'847	187'146	208'261	215'890
Mobile-cellular subscriptions per 100 inhabitants		27.87	21.33	24.20	38.15	47.08	58.89	66.90	70.74	77.80	79.73
- Mobile-cellular telephone subscriptions, prepaid		...	41'050	16'950 <sup>1</sup>	23'000	33'000	56'209	70'966	78'445	100'544	107'860
Mobile population coverage	%	70.00	75.00	85.00	95.00	96.00	96.00	97.00	71.00	78.00	80.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	402	808	4'553
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	143	350	2'280
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	259	458	2'273
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		9'000	11'000	13'046	15'051	18'500	21'800	25'200	28'750	30'480	...
Fixed (wired)-broadband subscriptions		25	32	946	4'551	11'000	18'234 <sup>2</sup>	23'600	27'671	30'030	32'247
Fixed (wired)-broadband subscriptions per 100 inhab.		0.01	0.01	0.38	1.81	4.32	7.06	9.03	10.46	11.22	11.91
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	-	-	...
- DSL Internet subscriptions		-	-	900	4'500	11'000	18'217	23'500	27'670	29'955	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	-	-	-	-	-	...
- Other fixed (wired)-broadband subscriptions		25	32	46	51	-	17	100	1	...	...
International Internet bandwidth, in Mbit/s		8	14	24	58	90	154	225	344	575	1'750 <sup>3</sup>
International Internet bandwidth (bps) per Internet user		530	697	684	1'289	1'639	2'376	3'011	3'839	4'816	13'190
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	28.00	32.00	31.40	32.60	26.90	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	61.00	52.00	48.00	41.00	34.00	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	142'671	146'233	131'392	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	132'300	168'000	182'500	168'400	223'900	242'600	268'800
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	44'900	38'900	40'500
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	41'500	46'800	41'500	57'600	42'000	41'500	40'700
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	11'301	16'341	15'344	13'848
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	18'300	17'000	16'000	13'217	10'667	8'646	7'201	9'643	8'516	7'141
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	4'100	6'698	6'828	6'707
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	11'264	13'814	19'837	17'597	16'773
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	4'714	12'597	10'366	9'238
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	9'100	7'240	7'231	7'535
SMS sent	10 <sup>3</sup>	...	...	...	6'000	11'300	16'000	24'400	43'650	62'800	80'500
MMS sent	10 <sup>3</sup>	...	...	...	47	62	72	89	98	22	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		927	913	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		10'389	10'680	10'680	10'680	5'339	5'339	...	5'339	5'339	5'339
Installation fee for business telephone service		10'389	10'680	10'680	10'680	5'339	5'339	...	5'339	5'339	5'339
Monthly subscription for residential telephone service		2'078	2'136	2'136	2'136	2'136	2'136	...	2'350	2'350	2'350
Monthly subscription for business telephone service		2'078	2'136	2'136	2'136	2'136	2'136	...	2'350	2'350	2'350
3-minute local call to fixed telephone (peak rate)		33.00	34.00	34.00	34.00	34.00	34.00	...	34.00	34.00	34.00
3-minute local call to fixed telephone (off-peak rate)		33.00	34.00	34.00	34.00	34.00	34.00	...	34.00	34.00	34.00
Mobile-cellular prepaid connection charge		...	2'505	2'530	5'489	4'893	4'415	...	3'900	1'000	1'000
Mobile-cellular prepaid-1-min call (peak, on-net)		122.00	122.00	99.33	99.00	83.00	70.00	...	...	...	33.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		122.00	122.00	99.33	99.00	83.00	70.00	...	...	...	33.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	-	-	-	...	...	11'000	11'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	13'126	9'785	4'893	...	...	9'900	3'850
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	18'186	19'335	...	22'665	22'739	23'864	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	12'386	13'235	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	5'800	6'100	...	8'119	8'375	9'535	9'800	9'800	9'700	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	1'200	1'300	1'400	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	10.00	40.00	50.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	70.00	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	6.25	8.20	14.12	17.88	21.54	25.11	28.59	33.87	44.60	49.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	80	66	67	68	69	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'263	1'291	1'317	1'344	1'371	1'397	1'424	1'450	1'478	1'505
Households	10 <sup>3</sup>	252	260	267	270	273	281	266	270	275	280
Gross domestic product (GDP)	10 <sup>6</sup>	3'454'700	3'382'300	3'453'400	3'750'000	4'507'700	4'991'500	5'544'685	6'506'214	5'167'594	6'506'545
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		37'233	32'075	38'415	38'654	39'128	36'476	26'497 <sup>1</sup>	33'165	36'460	30'381
Fixed-telephone subscriptions per 100 inhabitants		2.95	2.49	2.92	2.88	2.85	2.61	1.86	2.29	2.47	2.02
- Residential fixed-telephone subscriptions	%	70.00	70.00	72.00	73.00	72.40	72.00	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	99.98	99.98	99.99	99.00	99.50	100.00	...	...	...	...
ISDN subscriptions		-	-	1	1	1	1	...	...	...	...
- Basic access ISDN subscriptions		-	-	1	1	1	1	...	...	...	...
- Primary access ISDN subscriptions		-	-	-	-	-	-	...	...	...	...
ISDN voice-channel equivalents		-	-	2	2	2	2	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	100.00	...	...	...	...
Public payphones		130	124	121	685	283	350	203	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	150 <sup>2</sup>	279 <sup>2</sup>	300 <sup>2</sup>	489 <sup>2</sup>	737 <sup>2</sup>	898 <sup>2</sup>	1'169 <sup>2</sup>	1'300 <sup>2</sup>	1'373	1'610
Mobile-cellular subscriptions per 100 inhabitants		11.87	21.64	22.77	36.41	53.74	64.27	82.11	89.64	92.93	106.94
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	279	300	489	640	889	1'160	...	...	...
Mobile population coverage	%	12.50	23.27	23.70	74.00	78.00	78.00	79.00	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		6'489	6'682	7'800	7'850	8'660	10'082	10'845	13'839	20'210	22'151
Fixed (wired)-broadband subscriptions		-	-	170	650	1'530	1'763	1'983	2'200	3'697	4'082
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.01	0.05	0.11	0.13	0.14	0.15	0.25	0.27
- Cable modem Internet subscriptions		-	-	-	-	-	-	...	...	...	...
- DSL Internet subscriptions		-	-	50	585	1'337	1'515	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	120	65	193	248	...	...	...	...
International Internet bandwidth, in Mbit/s	1	8	45	155	200	200	200	300	2'000	5'669	...
International Internet bandwidth (bps) per Internet user	30	320	1'284	3'871	2'982	2'608	2'436	3'331	20'203	52'083	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	57.00	54.00	50.20	45.00	13.43	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	37.00	22.56	40.19	42.30	19.41	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	150'000	135'000	98'000	...	...	...	...	...	41'709
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	13'944	7'023	6'125	...	...	...	...	25'032
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	25'047	27'400	32'882	47'959	45'526	31'844	...	...	...	25'889
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	4'011	21'707	...	...	...	...	...	23'686
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	31'324	38'219	40'092	35'809	50'002	...	...	...	...	13'481
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	10'559
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'152	1'934	2'101	2'165	...	...	...	...	...	...
- of which: female		...	724	784	813	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		54'450	54'450	54'450	54'450	54'450	54'450	...	...	...	...
Installation fee for business telephone service		54'450	54'450	54'450	54'450	54'450	54'450	...	...	...	...
Monthly subscription for residential telephone service		9'500	9'500	9'500	9'480	9'480	9'480	...	14'160	...	...
Monthly subscription for business telephone service		9'500	9'500	9'500	9'480	9'480	9'480	...	17'700	...	...
3-minute local call to fixed telephone (peak rate)		150.00	150.00	150.00	150.00	150.00	150.00	...	88.50	...	...
3-minute local call to fixed telephone (off-peak rate)		75.00	75.00	75.00	75.00	75.00	75.00	...	44.25	...	...
Mobile-cellular prepaid connection charge		50'000	25'000	10'000	5'000	2'500	2'000	...	...	...	1'000
Mobile-cellular prepaid-1-min call (peak, on-net)		150.00	150.00	150.00	99.00	99.00	180.00	...	...	...	170.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		125.00	125.00	125.00	99.00	99.00	80.00	...	...	...	120.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	250.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	250.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	50'000	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	114'067	89'871	82'887	101'495	77'459	...	108'231	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	84'486	74'595	46'934	72'000	46'320	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	27'549	27'968	26'323 <sup>3</sup>	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	2'904	7'878	25'694	28'014	9'612	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	20'540	15'677	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	25.50	...	60.00	60.00	...	...	...
Population with access to a PIAC	%	...	...	...	45.00	48.00	50.00	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	5.24	...	7.64
Households with Internet access at home	%	...	...	...	...	...	...	...	4.15	...	6.02
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.35	1.94	2.66	2.98	4.89	5.49	5.77	6.21	6.70	7.23
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		12'000	15'000	20'000	25'000	26'000	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		1'000	1'000	1'500	2'000	3'500	4'100	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'336	1'376	1'418	1'460	1'504	1'547	1'591	1'636	1'682	1'728
Households	10 <sup>3</sup>	149	154	158	164	170	175	192	197	202	207
Gross domestic product (GDP)	10 <sup>6</sup>	4'490	4'726	5'359	16'067 <sup>1</sup>	16'425	18'723	20'720	23'011	26'184	29'298
Average annual exchange rate per US\$		15.69	19.92	27.31	30.03	28.58	28.07	24.88	22.19	26.64	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		35'029 <sup>2</sup>	38'350 <sup>2</sup>	41'986 <sup>2</sup>	42'993 <sup>2</sup>	44'000 <sup>2</sup>	46'302 <sup>2</sup>	48'700 <sup>2</sup>	48'868 <sup>2</sup>	48'451	48'777
Fixed-telephone subscriptions per 100 inhabitants		2.62	2.79	2.96	2.94	2.93	2.99	3.06	2.99	2.88	2.82
- Residential fixed-telephone subscriptions	%	85.00	85.00	...	...	...	61.00	63.00	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	89.00	...	...	...	...
ISDN subscriptions		...	41	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	41	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	-	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	82	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		595	...	...	...	...	...	3'298	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	55	100	149	175	247	404	800	1'166	1'313	1'478
Mobile-cellular subscriptions per 100 inhabitants		4.12	7.27	10.53	11.98	16.46	26.13	50.29	71.28	78.07	85.53
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	54	...	...	...	...	...	796	1'166	...	...
Mobile population coverage	%	...	70.00	70.00	70.00	70.00	70.00	85.00	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		4'000	...	...	...	...	...	3'549	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	36	71	...	269	300	300	350
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	...	0.02	0.02	0.02	0.02
- Cable modem Internet subscriptions		...	...	...	...	...	...	-	...	...	...
- DSL Internet subscriptions		...	-	...	...	43	...	242	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	2	2	2	9	45	62	68	116	169
International Internet bandwidth (bps) per Internet user		7	83	59	42	158	555	628	604	904	1'063
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	95.00	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	141	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	7	14	20	26	33	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		960	1'114	...	...	...	...	1'823	...	...	...
- of which: female		237	271	...	...	...	...	610	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		800	821	...	...	...	...	696	696	...	...
Installation fee for business telephone service		800	821	...	...	...	...	696	...	...	...
Monthly subscription for residential telephone service		30	30	...	...	...	...	30	30	...	...
Monthly subscription for business telephone service		35	35	...	...	...	...	35	...	...	...
3-minute local call to fixed telephone (peak rate)		0.80 <sup>3</sup>	0.56 <sup>3</sup>	...	...	...	...	1.80 <sup>3</sup>	1.80 <sup>3</sup>	2.10	...
3-minute local call to fixed telephone (off-peak rate)		...	0.56	...	...	...	...	1.80	1.80	2.10	...
Mobile-cellular prepaid connection charge		...	300	...	...	...	...	...	...	...	300
Mobile-cellular prepaid-1-min call (peak, on-net)		3.50	...	...	...	...	...	...	2.05	3.30	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		2.50	...	...	...	...	...	...	1.53	2.10	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	3.50	5.10	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	3.50	5.10	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	1'000	1'000	1'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	8'000	8'204	8'204
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	418	594	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	407	576	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	261	407	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	104	73	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	142	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	35.70	42.37	50.29	59.70	70.86	72.52	74.21	75.95	...
Households with a fixed line telephone	%	...	...	...	...	...	14.27	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	4.57	...	5.72
Households with Internet access at home	%	...	...	...	...	...	...	...	2.00	...	3.17
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.34	1.80	2.44	3.31	3.80	5.24	6.21	6.88	7.63	9.20
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		12	...	...	...	...	...	27	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'685 <sup>1</sup>	4'626 <sup>1</sup>	4'570 <sup>1</sup>	4'520 <sup>1</sup>	4'477 <sup>1</sup>	4'443 <sup>1</sup>	4'416 <sup>1</sup>	4'394 <sup>1</sup>	4'374 <sup>1</sup>	4'352 <sup>1</sup>
Households	10 <sup>3</sup>	1'236	1'225	1'214	1'203	1'192	1'182	1'172	1'008	1'011	997
Gross domestic product (GDP)	10 <sup>6</sup>	6'648	7'457	8'564	9'970	11'621	13'790	16'994	19'075	17'986	20'791
Average annual exchange rate per US\$		2.07	2.20	2.15	1.92	1.81	1.78	1.67	1.49	1.67	1.78
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		569'040	640'400	667'120	683'230	570'200	553'105	556'100	618'028	620'000	1'105'883 <sup>2</sup>
Fixed-telephone subscriptions per 100 inhabitants		12.15	13.84	14.60	15.12	12.74	12.45	12.59	14.07	14.18	25.41
- Residential fixed-telephone subscriptions	%	63.15	65.44	64.58	75.47	79.36	...	80.03	74.00	...	93.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	97.49	97.67	...	98.67	87.00	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	7'290
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		515	538	538	371	555	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	301	504	711	841	1'174	1'704	2'600	2'755	2'837	3'980 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		6.43	10.89	15.56	18.60	26.23	38.35	58.87	62.70	64.87	91.45
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	...	...	331	...	3'939
Mobile population coverage	%	79.00	...	...	94.00	95.00	95.90	95.90	98.00	99.30	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	643
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	619
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	24
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	3'650	4'100	9'1050	178'000	162'000	87'754	99'591	176'484	254'135
Fixed (wired)-broadband subscriptions		430	920	1'410	1'900	2'390	27'000	46'735	112'131	150'000	253'916
Fixed (wired)-broadband subscriptions per 100 inhab.		0.01	0.02	0.03	0.04	0.05	0.61	1.06	2.55	3.43	5.83
- Cable modem Internet subscriptions		...	720	1'010	...	...	...	...	...	...	385
- DSL Internet subscriptions		...	200	400	...	...	...	...	96'131	118'850	167'470
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	11'000	...	86'008
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	5'000	...	53
International Internet bandwidth, in Mbit/s		9	18	32	32	32	1'655	3'277	5'000	7'500	25'000
International Internet bandwidth (bps) per Internet user		194	245	274	182	118	4'949	8'984	11'368	8'544	21'354
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		23.60	17.20	...	...	...	...	...	12.00	...	26.00
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	6.00	...	95.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	2'232	3	3	...	...	...	3'523	4'638	2'284	2'308
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	888	4'004	3'192
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	218	201
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	95	181
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	612	155	158
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	62	70	85	...	63	106	195	50	90	78
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	65	80
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	541	549	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	95	128	178	...	...	...	...	140	330	170
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	401	219	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	3'311
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	11
<b>STAFF</b>											
Full-time telecommunication employees		10'202	16'500	...	8'970	8'850	...	8'900	...	...	7'300
- of which: female		...	...	...	...	...	...	...	...	...	2'958
<b>TARIFFS</b>											
Installation fee for residential telephone service		220	200	200	200	140	...	180	180	...	140
Installation fee for business telephone service		...	...	200	200	140	...	180	...	...	...
Monthly subscription for residential telephone service		3	4	4	4	4	4	4	4	4	4
Monthly subscription for business telephone service		...	...	6	6	10	...	6	...	...	...
3-minute local call to fixed telephone (peak rate)		0.06	0.06	0.06	0.45	0.45	0.45	0.45	0.45	0.12	0.12
3-minute local call to fixed telephone (off-peak rate)		0.03	0.03	0.03	0.30	0.30	...	0.30	...	0.12	0.12
Mobile-cellular prepaid connection charge		...	25	15	...	...	...	...	...	...	2
Mobile-cellular prepaid-1-min call (peak, on-net)		0.29	0.29	0.29	0.29	0.29	...	...	0.29	0.29	0.29
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.14	0.14	0.14	0.29	0.29	...	...	0.29	0.29	0.29
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.29	0.29	0.29
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.29	0.29	0.29
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	70	70	70
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	2.5	2.5	2.5
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	50	50	50
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	269	340	459	596	716	1'001	1'100	1'300	1'250	763
- Revenue from fixed-telephone services	10 <sup>6</sup>	110	132	169	207	252	...	329	381	298	122
- Revenue from mobile networks	10 <sup>6</sup>	140	189	265	355	425	650	705	831	812	547
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	176	151	142	...	...	...	...	...	...	229
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	42
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	20
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	167
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	50.80
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	76.50
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	91.00	89.00	89.00	...	...	68.74	77.00	85.00	93.57
Households with a fixed line telephone	%	...	...	31.20	32.70	...	...	34.18	39.83	41.21	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	3.41	6.06	12.64	18.20
Households with Internet access at home	%	...	...	...	...	...	...	...	5.90	10.80	16.60
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.99	1.59	2.56	3.89	6.08	7.53	8.26	10.01	20.07	26.90
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		26'350	61'230	...	...	...	...	...	...	...	437'260
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		312	525	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	82'384	82'432	82'484	82'524	82'541	82'536	82'516	82'475	82'405	82'302
Households	10 <sup>3</sup>	38'456	38'720	38'944	39'122	39'375	39'388	39'333	39'302	39'255	39'202
Gross domestic product (GDP)	10 <sup>6</sup>	2'113'160	2'143'180	2'163'800	2'211'200	2'244'000	2'313'900	2'428'500	2'473'800	2'374'500	2'476'800
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	52'330 <sup>1</sup>	53'670 <sup>1</sup>	54'233 <sup>1</sup>	54'526 <sup>1</sup>	54'791 <sup>1</sup>	54'400 <sup>1</sup>	53'100 <sup>1</sup>	50'300 <sup>2</sup>	47'500 <sup>2</sup>	45'640 <sup>3</sup>
Fixed-telephone subscriptions per 100 inhabitants		63.52	65.11	65.75	66.07	66.38	65.91	64.35	60.99	57.64	55.45
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	9'196	10'550	11'551	12'095	12'501	12'800	13'000	12'570	12'056	11'752
- Basic access ISDN subscriptions	10 <sup>3</sup>	9'073	10'427	11'428	11'970	12'380	12'690	12'900	12'460	11'950	11'650
- Primary access ISDN subscriptions	10 <sup>3</sup>	123	123	123	125	121	118	117	110	106	102
ISDN voice-channel equivalents	10 <sup>3</sup>	21'839	24'544	26'555	27'690	28'390	28'920	29'230	28'223	27'089	26'375
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	4'000	6'280	7'680
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	113	110	107	106	108	110	107	102	94	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	56'126	59'128	64'800	71'322	79'271	85'652	96'233	105'523	105'000	104'560
Mobile-cellular subscriptions per 100 inhabitants		68.13	71.73	78.56	86.43	96.04	103.78	116.62	127.95	127.42	127.04
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	31'374	31'338	33'200	34'900	38'808	39'947	53'252 <sup>11</sup>	60'929 <sup>11</sup>	60'483 <sup>11</sup>	60'249 <sup>11</sup>
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	9'200	13'600	19'000	21'200
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	13'500
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	7'700
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	14'000	15'000	17'000	19'000	20'000	...	...	...	...	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	2'100	3'205	4'470	7'000	10'787	14'977	19'687	22'644	24'892	26'090
Fixed (wired)-broadband subscriptions per 100 inhab.		2.55	3.89	5.42	8.48	13.07	18.15	23.86	27.46	30.21	31.70
- Cable modem Internet subscriptions	10 <sup>3</sup>	30	45	70	150	240	490	1'000	1'600	2'300	2'900
- DSL Internet subscriptions	10 <sup>3</sup>	2'070	3'160	4'400	6'800	10'480	14'365	18'548	20'922	22'425	22'998
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	10	53	90 <sup>12</sup>	115
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	50	67	122	129	69 <sup>13</sup>	77 <sup>13</sup>	77 <sup>13</sup>
International Internet bandwidth, in Mbit/s	10 <sup>3</sup>	208	261	385	566	566	1'259	2'110	3'000	4'000	5'000
International Internet bandwidth (bps) per Internet user		7'964	6'477	8'347	10'597	9'981	21'136	34'029	46'634	61'444	74'087
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	325'023	...	...	...	246'400	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	28'292	33'970	37'089	38'469	40'951	55'052	70'030	86'140	93'610	101'000
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	11'874	13'354	14'250	...	14'800	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	10'497	10'745	11'743	13'276	18'462	24'600	29'650	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	10'800	11'006	11'554	...	...	14'818	15'054	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	8'386	9'474	9'544	10'000	11'000	12'262	13'380	13'080	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	1'326	1'462	1'554	...	...	1'438	1'974	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	1'366	1'508	1'748	...	...	1'590	1'540	...	...
SMS sent	10 <sup>6</sup>	17'900	17'000	19'700	19'700	22'300	22'200	23'100	27'800	34'400	41'300
MMS sent	10 <sup>6</sup>	...	...	...	88	148	153	186	187	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	37'140	...	36'000	43'000
<b>STAFF</b>											
Full-time telecommunication employees		240'500	231'500	230'600	225'300	224'100	214'700	204'600	188'100	183'700	176'400
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		44	44	52	60	60	60	60	60	60	60
Installation fee for business telephone service		44	44	52	60	60	60	60	60	60	...
Monthly subscription for residential telephone service		11	12	14	16	16	16	...	16	20	18
Monthly subscription for business telephone service		11	12	14	16	16	16	...	...	20	...
3-minute local call to fixed telephone (peak rate)		0.10	0.10	0.10	0.10	0.10	0.10	0.14	0.12	0.09	0.09
3-minute local call to fixed telephone (off-peak rate)		0.05	0.05	0.05	0.04	0.04	0.05	...	0.05	0.09	0.09
Mobile-cellular prepaid connection charge		39 <sup>21</sup>	39 <sup>21</sup>	39 <sup>21</sup>	40 <sup>21</sup>	20 <sup>21</sup>	45 <sup>21</sup>	...	...	10 <sup>22</sup>	10 <sup>22</sup>
Mobile-cellular prepaid-1 min call (peak, on-net)		0.39	0.39	0.39	0.39	0.39	0.39	...	0.05	0.05	0.05 <sup>23</sup>
Mobile-cellular prepaid-1 min call (off-peak, on-net)		0.19	0.19	0.19	0.19	0.19	0.19	...	0.05	0.05	0.05 <sup>23</sup>
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.19	0.19	0.15
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.19	0.19	0.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	25	30	30
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2.050	2.048	2.048
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	59'900	62'000	64'200	67'000	67'300	66'300	63'900	62'300	60'400	59'100
- Revenue from fixed-telephone services	10 <sup>6</sup>	21'400	22'500	24'000	24'700	22'500	21'700	22'100	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	19'200	19'900	21'100	22'800	23'000	23'100	25'800	25'500	25'200	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	11'500	7'100	5'500	5'700	5'800	6'500	7'100	7'200	6'000	5'900
- Annual investment in fixed-telephone services	10 <sup>6</sup>	8'400	4'700	3'000	3'100	3'300	3'800	4'800	4'600	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	3'100	2'400	2'500	2'600	2'500	2'700	2'000	2'200	2'000	2'000
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	...
Households with a fixed line telephone	%	96.40	...	96.00	97.00	...	93.48	...	...	...	...
Households with a mobile telephone	%	69.80	70.00	72.50	78.00	84.00	86.00	...	...	...	...
Households with a computer	%	53.00	60.98	65.22	68.70	70.00	77.00	79.00	81.82	84.09	85.74
Households with Internet access at home	%	36.00	46.14	54.08	60.00	61.64	67.11	70.67	74.88	79.07	82.50
Mobile cellular telephone users	%	...	...	64.00	68.00	...	83.24	85.46	86.47	...	...
Computer users	%	...	61.00	64.00	73.00	76.00	79.00	80.48	82.28	82.80	84.81
Internet users	%	31.65	48.82	55.90	64.73	68.71	72.16	75.16	78.00	79.00	82.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	20'300	20'700	20'130	20'720	20'970	20'460	20'280 <sup>31</sup>	21'470 <sup>31</sup>	21'200 <sup>31</sup>	21'100 <sup>31</sup>
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	13'300	13'902	14'460	15'470	16'370	16'720	16'700 <sup>32</sup>	16'200 <sup>32</sup>	16'200 <sup>32</sup>	16'700 <sup>32</sup>

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	19'632	20'114	20'611	21'120	21'640	22'171	22'712	23'264	23'824	24'392
Households	10 <sup>3</sup>	3'879	3'976	4'075	4'785	4'955	5'012	5'217	5'321	5'432	5'545
Gross domestic product (GDP)	10 <sup>9</sup>	31'405	48'862	66'158	...	...	19	23	30	37	46
Average annual exchange rate per US\$		7'170.76	7'932.70	8'677.37	9'004.63	9'072.54	9'242.00	0.94	1.06	1.41	1.43
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		244'632	275'039	291'030	313'326	321'526	356'355	376'509	143'900 <sup>1</sup>	267'389	277'897
Fixed-telephone subscriptions per 100 inhabitants		1.25	1.37	1.41	1.48	1.49	1.61	1.66	0.62	1.12	1.14
- Residential fixed-telephone subscriptions	%	38.00	37.00	37.00	...	68.70	69.00	67.00	83.00	51.30	...
- Fixed-telephone subscriptions in urban areas	%	62.00	63.00	63.00	...	80.20	81.00	83.00	86.00	88.00	...
ISDN subscriptions		156	...	...	...	34	79	209	253	327	...
- Basic access ISDN subscriptions		148	...	...	...	7	17	42	42	...	...
- Primary access ISDN subscriptions		8	...	...	...	27	62	167	211	...	...
ISDN voice-channel equivalents		536	...	...	...	256	708	256	326	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		4'299	5'164	6'775	...	16'927	12'826	9'551	5'231	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	244	387	796	1'695	2'875	5'207	7'604	11'570	15'109	17'437
Mobile-cellular subscriptions per 100 inhabitants		1.24	1.92	3.86	8.03	13.28	23.49	33.48	49.73	63.42	71.49
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	243	378	756	1'587	2'807	5'194	7'152	10'883	14'371	16'688
Mobile population coverage	%	...	...	...	...	59.00	65.30	68.00	73.00	75.00	77.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'673
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	42	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		20'120	...	...	...	10'720	21'843	25'031	28'933	92'745	53'082
Fixed (wired)-broadband subscriptions		-	-	-	900	1'904	12'749	16'197	22'980	28'923	50'082
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.01	0.06	0.07	0.10	0.12	0.21
- Cable modem Internet subscriptions		...	...	...	...	368	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	1'379	6'210	14'367	20'682	26'103	29'778
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	157	...	1'830	2'298	2'820	...
International Internet bandwidth, in Mbit/s		4	12	29	...	168	330	497	2'015	2'306 <sup>2</sup>	3'379 <sup>3</sup>
International Internet bandwidth (bps) per Internet user		104	72	118	...	424	547	568	2'028	1'779	1'451
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	67.42	...	...	...	5.60	3.20	1.19	1.04	1.06	1.05
Fixed-telephone faults cleared by next working day	%	...	...	...	...	77.21	76.50	75.00	57.00	60.00	72.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	954	...	...	...	1'083	580	326	216	117	81
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	12'839	15'622	18'727
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	2'951	3'516	4'047	...	311	266
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	406	49	69	...	54	53
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	331	491	566	597
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	50	51	62	...	66	...	2	13	49	14
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	126	...	...	...	517	583
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	758	1'072	...	1'268	1'106
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	160	147	248	...	387	...	20	127	121	233
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	8'326	...	...	...	1'147	873
SMS sent	10 <sup>6</sup>	...	...	...	...	144	...	1'105	1'314	2'046	1'985
MMS sent	10 <sup>6</sup>	...	...	...	...	...	-	-	-	1	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'959	4'833	4'885	...	5'678	...	6'328	6'581	4'904	4'707
- of which: female		763	817	869	...	897	...	1'404	1'552	1'145	1'046
<b>TARIFFS</b>											
Installation fee for residential telephone service		400'000	400'000	...	...	920'000	650'000	40	80	40	46
Installation fee for business telephone service		400'000	400'000	...	...	920'000	650'000	40	...	40	146
Monthly subscription for residential telephone service		2'500	10'000	...	...	28'750	25'000	2	2	2	-
Monthly subscription for business telephone service		2'500	10'000	...	...	28'750	25'000	2	...	2	-
3-minute local call to fixed telephone (peak rate)		200.00	200.00	...	...	1'500.00	1'500.00	0.15	0.14	0.15	0.42
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	1'500.00	1'500.00	0.15	-	0.05	0.27
Mobile-cellular prepaid connection charge		...	...	270'000	-	75'000	65'000	...	...	1	...
Mobile-cellular prepaid-1-min call (peak, on-net)		1'596.67	2'500.00	2'500.00	1'800.00	1'800.00	1'400.00	...	0.15	0.15	0.14
Mobile-cellular prepaid-1-min call (off-peak, on-net)		820.00	1'875.00	1'875.00	1'200.00	1'200.00	1'300.00	...	0.09	0.09	0.10
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.16	0.15	0.14
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.16	0.15	0.14
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	85	90	55
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	64	64	45
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	10.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	912'096	1'015'000	...	...	...	...	...	...	1'653	1'675
- Revenue from fixed-telephone services	10 <sup>6</sup>	543'026	902'000	...	...	...	...	...	...	...	147
- Revenue from mobile networks	10 <sup>6</sup>	66'926	97'898	...	...	...	...	...	1'164	1'503	1'494
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	269'236	471'186	...	...	...	...	...	...	902	1'097
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	672	835	1'077
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	24.02	26.00	28.74	31.77	35.10	38.80	42.90	47.40	...
Households with a fixed line telephone	%	...	...	6.90	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	4.90	...	...	...	...	57.00	...	...
Households with a computer	%	...	...	0.50	...	...	2.13	5.10	6.38	...	9.14
Households with Internet access at home	%	...	...	...	...	...	...	0.27	0.31	...	0.40
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.20	0.83	1.19	1.72	1.83	2.72	3.85	4.27	5.44	9.55
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		6'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	453	491
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		27'615	27'989	28'410	28'793	29'075	29'237	29'296	29'287	29'257	29'244
Households		10'500	11'000	12'000	13'000	14'000	15'000	16'000	...	...	...
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		0.69	0.67	...	...	0.55	0.51	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		24'512	24'552	25'000	25'354	25'000	24'000	24'000	24'000	24'000	24'000
Fixed-telephone subscriptions per 100 inhabitants		88.76	87.72	88.00	88.06	85.98	82.09	81.92	81.95	82.03	82.07
- Residential fixed-telephone subscriptions	%	51.00	51.00	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	100.00
ISDN subscriptions		330	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		660	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	4'283
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		117	117	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		9'797	12'167	15'900	18'392	20'000	22'000	24'000	26'000	28'600	30'000
Mobile-cellular subscriptions per 100 inhabitants		35.48	43.47	55.97	63.88	68.79	75.25	81.92	88.78	97.75	102.59
- Mobile-cellular telephone subscriptions, prepaid		6'131	8'253	...	13'633	...	...	...	...	22'000	...
Mobile population coverage	%	100.00	100.00	100.00	100.00	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		4'753	...	...	4'842	...	...	...	...	10'511	11'200
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	...	...	9'297	10'433
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	...	...	31.78	35.68
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	225	...	...	...	...	...	...	8'532	10'400
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	49'164	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	5'857	6'618	...	...	...	...	...	...	...	12'289
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	15'127
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	17'621
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	16'995	...	...	...	...	...	...	...	14'684	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	2'937
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	17'189	17'189
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	765	1'702	...	...	...	7'700	...	...	...	7'548
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	4'800
<b>STAFF</b>											
Full-time telecommunication employees		149 <sup>1</sup>	149 <sup>1</sup>	...	...	...	...	...	...	...	...
- of which: female		...	25	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		50	50	50	50	50	...	...	...	50	50
Installation fee for business telephone service		60	60	60	60	60	...	...	...	60	60
Monthly subscription for residential telephone service		...	...	...	...	6	...	...	...	6	8
Monthly subscription for business telephone service		...	...	...	...	10	...	...	...	10	12
3-minute local call to fixed telephone (peak rate)		...	...	...	...	0.12	...	...	...	0.08	0.08
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	0.06	...	...	...	0.04	0.04
Mobile-cellular prepaid connection charge		-	-	25	25	25	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.15	0.15	0.15	...	...	...	...	0.15
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.15	0.15	0.15	...	...	...	...	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.15
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	24
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	1.024
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	2
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	21.17	23.67	28.33	32.89	39.07	45.30	51.61	58.00	65.07	65.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	142
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	11'032	11'073	11'111	11'147	11'183	11'219	11'256	11'292	11'327	11'359
Households	10 <sup>3</sup>	3'600	3'610	3'620	3'630	3'640	3'646	3'649	3'657	3'665	3'672
Gross domestic product (GDP)	10 <sup>6</sup>	146'428	156'615	172'431	185'266	194'819	211'300	227'074	236'917	235'017	230'173
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	5'608	6'294	6'300	6'352	6'312	6'170 <sup>1</sup>	5'469 <sup>2</sup>	5'254	5'248	5'203
Fixed-telephone subscriptions per 100 inhabitants		50.83	56.84	56.70	56.99	56.44	55.00	48.59	46.53	46.33	45.81
- Residential fixed-telephone subscriptions	%	...	...	77.45	78.96	79.84	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	204	356	455	533	586	604	586	554	523	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	199	350	449	525	579	598	580	548	517	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	6	6	7	7	8	7	6	6	6	...
ISDN voice-channel equivalents	10 <sup>3</sup>	560	881	1'100	1'272	1'384	1'392	1'345	1'276	1'205	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	42	90	155
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	69	63	64	64	62	60	58 <sup>3</sup>	54	52	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	7'964	9'314	8'936	9'324	10'260	10'980	12'295	13'799	13'295	12'293
Mobile-cellular subscriptions per 100 inhabitants		72.19	84.11	80.43	83.65	91.75	97.87	109.23	122.21	117.38	108.22
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	5'029	6'066	5'356	5'547	6'133	6'822	7'540	8'692	8'712	7'783
Mobile population coverage	%	99.50	99.60	99.60	99.60	99.70	99.90	99.90	99.90	99.90	99.90
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'375	2'787
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'149	2'497
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	225	289
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	288	394	530	700	882	955	1'262	1'744	1'980	2'283
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	-	10	51	160	488	1'017	1'507	1'917	2'257
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.09	0.46	1.43	4.35	9.04	13.34	16.92	19.87
- Cable modem Internet subscriptions	10 <sup>3</sup>	-	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions	10 <sup>3</sup>	-	-	9	47	158	484	1'013	1'500	1'908	2'244
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	3	4
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	2	2	5	2	4	5	6	9	9
International Internet bandwidth, in Mbit/s		1'205	2'446	4'480	6'513	6'513	24'808	50'781	62'373	102'772	156'339
International Internet bandwidth (bps) per Internet user		999	1'506	2'265	2'728	2'427	6'856	12'574	14'460	21'400	30'998
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		12.10	11.20	13.60	13.80	12.80	13.00	12.40	10.54	11.17	9.18
Fixed-telephone faults cleared by next working day	%	86.90	80.20	82.10	80.80	82.30	78.60	85.40	82.54	83.56	78.95
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	31'500	...	...	...	18'408	17'649	17'184	17'150	17'103	16'682
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	7'400	4'738	6'826	...	6'075	7'040	7'208	7'718	7'350	6'632
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	1'950	2'180	2'282	...	2'632	2'659	2'685	2'505	2'309	2'111
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	1'568	1'736	1'893	2'063	2'476	2'557	2'449
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	1'157	...	1'398	...	1'837	2'022	2'270	2'287
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	718	807	798	...	968	1'018	1'165	1'091	1'337	1'478
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	359	400	430	...	672	931	932	809
International incoming total telephone (minutes)	10 <sup>6</sup>	...	1'278	1'193	1'343	1'369	...	1'039	992	1'043	1'092
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	909	985	876	1'008	1'051	...	662	534	591	612
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	293	317	335	318	...	377	458	452	480
SMS sent	10 <sup>6</sup>	2'821	3'547	3'935	3'880	4'004	4'272	4'262	5'732	7'626	9'826
MMS sent	10 <sup>6</sup>	...	...	...	20	33	29	24	28	29	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	53 <sup>11</sup>	184 <sup>11</sup>	346	565
<b>STAFF</b>											
Full-time telecommunication employees		26'033	24'700	26'608	26'347	24'420	22'397	22'831	23'352	22'068	21'760
- of which: female		3'394	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	35 <sup>12</sup>	35	36
Installation fee for business telephone service		29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	29 <sup>12</sup>	...	35	39
Monthly subscription for residential telephone service	8 <sup>12</sup>	10 <sup>12</sup>	10 <sup>12</sup>	10 <sup>12</sup>	11 <sup>12</sup>	12 <sup>12</sup>	12 <sup>12</sup>	12 <sup>12</sup>	15 <sup>12</sup>	15	15
Monthly subscription for business telephone service	8 <sup>12</sup>	10 <sup>12</sup>	10 <sup>12</sup>	10 <sup>12</sup>	11 <sup>12</sup>	12 <sup>12</sup>	12 <sup>12</sup>	12 <sup>12</sup>	...	15	15
3-minute local call to fixed telephone (peak rate)	0.09 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.80 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.09 <sup>12</sup>	0.09	0.10
3-minute local call to fixed telephone (off-peak rate)	0.05 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.08 <sup>12</sup>	0.09 <sup>12</sup>	0.09	0.09
Mobile-cellular prepaid connection charge	...	15	20	20	20	20	5	...	...	...	5
Mobile-cellular prepaid-1 min call (peak, on-net)	...	...	0.33	0.33	0.33	0.33	0.33	...	0.35	0.35	0.36
Mobile-cellular prepaid-1 min call (off-peak, on-net)	...	...	0.33	0.33	0.33	0.33	0.33	...	0.35	0.35	0.36
Mobile-cellular prepaid-1 min call (peak, off-net)	...	...	...	...	...	...	...	...	0.35	0.35	0.36
Mobile-cellular prepaid-1 min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.35	0.35	0.36
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	54	...	43
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	16	16 <sup>13</sup>	14
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	1.024	2.000	2.000
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	5'429	7'230	7'599	7'872	7'709	8'325	8'487	8'215	7'767	6'923
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'547	1'670	2'240	1'573	1'541	1'554	1'883	1'734	1'654	154
- Revenue from mobile networks	10 <sup>6</sup>	...	1'966	3'555	4'085	3'959	4'530	4'594	4'498	4'263	4'263
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'696	1'368	1'127	1'088	721	805	1'294	1'371	1'347	1'088
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	827	612	488	297	329	809	887	858	640
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	596	518	465	591	424	476	486	483	488	447
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	98.16	98.88	99.50	100.00	100.00	100.00	100.00	100.00	...
Households with a fixed line telephone	%	...	...	...	...	...	94.56	...	...	...	...
Households with a mobile telephone	%	...	68.78	62.24	81.67	76.00	79.00	...	...	...	...
Households with a computer	%	...	25.30	28.73	28.98	33.00	37.00	40.00	44.00	47.33	53.39
Households with Internet access at home	%	9.90	12.15	16.30	16.54	21.73	23.12	25.40	30.96	38.06	46.40
Mobile cellular telephone users	%	...	...	...	...	...	75.86	80.29	81.96	...	...
Computer users	%	...	24.13	25.68	29.00	31.00	40.00	42.83	47.10	49.03	49.29
Internet users	%	10.94	14.67	17.80	21.42	24.00	32.25	35.88	38.20	42.40	44.40
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	46'596	45'064	40'095
Direct-to-home (DTH) satellite antenna subscriptions		260'000	419'000	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		56'395	56'618	56'844	57'041	57'190	57'280	57'316	57'317	57'304	57'296
Households		19'220	19'000	19'000	19'000	19'000	19'000	19'000	19'000	19'000	19'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		8.32	7.90	6.59	5.99	6.17	5.95	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		24'217	25'330	25'248	25'128	32'151	35'983	23'159	22'818	22'040	21'822
Fixed-telephone subscriptions per 100 inhabitants		42.94	44.74	44.42	44.05	56.22	62.82	40.41	39.81	38.46	38.09
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	63.00	63.00	63.00	63.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	60.00	60.00	60.00	60.00
ISDN subscriptions		995	...	...	...	...	...	1'590	1'540	1'516	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	1'550	1'500	1'475	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	40	40	41	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	-	-	-	557
Localities with telephone service	%	...	...	...	...	...	...	99.90	99.90	99.90	99.90
Public payphones		...	...	...	...	...	...	120	120	120	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		15'882	19'924	29'749	39'033	46'480	53'900	66'400	55'816	53'468	57'349
Mobile-cellular subscriptions per 100 inhabitants		28.16	35.19	52.33	68.43	81.27	94.10	115.85	97.38	93.31	100.09
- Mobile-cellular telephone subscriptions, prepaid		-	2'224	14'683	25'128	32'151	...	38'163	39'958	37'168	40'775
Mobile population coverage	%	...	...	...	...	90.00	...	97.00	97.00	99.00	99.50
Active mobile-broadband subscriptions		...	...	...	...	...	...	-	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	-	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	-	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		7'344	9'071	...	...	...	...	10'480	11'946	12'473	12'329
Fixed (wired)-broadband subscriptions		-	-	119	3'320	7'128	9'216	10'480	11'946	12'473	12'328
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.21	5.82	12.46	16.09	18.28	20.84	21.77	21.52
- Cable modem Internet subscriptions		...	...	...	...	...	...	-	-	-	-
- DSL Internet subscriptions		-	119	3'320	7'128	9'216	10'480	11'694	12'193	12'014	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	-	-	-	-	-	-	-
- Other fixed (wired)-broadband subscriptions		...	...	...	-	-	-	245	252	280	314
International Internet bandwidth, in Mbit/s		...	...	...	...	30	60	100	100	150	450
International Internet bandwidth (bps) per Internet user		...	...	...	...	909	1'765	2'857	2'777	4'166	12'467
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	-	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	15 <sup>1</sup>	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	-	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	-	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	-	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	-	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	60	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	1	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	-	-	-	...
<b>STAFF</b>											
Full-time telecommunication employees		648 <sup>2</sup>	437 <sup>2</sup>	...	...	...	...	...	358	378	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	500	...	...	500	500	500
Installation fee for business telephone service		...	...	...	...	500	...	...	500	500	500
Monthly subscription for residential telephone service		...	...	...	...	150	...	...	150	150	150
Monthly subscription for business telephone service		...	...	...	...	150	...	...	150	150	150
3-minute local call to fixed telephone (peak rate)		...	...	...	...	1.32	...	...	...	...	1.47
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	0.66	...	...	...	...	0.81
Mobile-cellular prepaid connection charge		...	...	400	400	400	...	...	400	400	400
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	1.75	1.75	1.75	...	...	1.75	1.75	1.75
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	1.23	1.23	1.23	...	...	1.23	1.23	1.23
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1.75	1.75	1.75
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.23	1.23	1.23
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	500	500
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.512	4.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	420	420
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	663	630	...	...	...	...	...	550	550	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	106	100	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	175	185	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	35.46	44.15	54.53	56.10	57.70	59.36	61.07	62.82	62.83	63.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		101'731	101'954	102'195	102'455	102'734	103'037	103'368	103'723	104'097	104'487
Households		32'000	32'000	32'000	32'000	32'000	32'000	33'000	33'000	33'000	33'000
Gross domestic product (GDP)	10 <sup>6</sup>	1'140	1'181	1'297	1'267	1'495	1'893	2'050	2'241	2'055	2'131
Average annual exchange rate per US\$		2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		32'750	33'544	32'644	32'705	27'426	27'702	28'530	28'579	28'332	28'369
Fixed-telephone subscriptions per 100 inhabitants		32.19	32.90	31.94	31.92	26.70	26.89	27.60	27.55	27.22	27.15
- Residential fixed-telephone subscriptions	%	81.00	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	214	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		6'414	7'553	42'293	43'313	46'858	46'193 <sup>1</sup>	51'381 <sup>1</sup>	60'022 <sup>1</sup>	114'424	121'946
Mobile-cellular subscriptions per 100 inhabitants		6.30	7.41	41.38	42.28	45.61	44.83	49.71	57.87	109.92	116.71
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	37'451	40'764	...	...	51'620	105'935	111'871
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		3'637	3'865	4'700	...	5'620	7'282	...	10'874	12'371	14'437
Fixed (wired)-broadband subscriptions		-	563	...	609	3'222	5'544	7'600	8'601	12'371	14'437
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.55	...	0.59	3.14	5.38	7.35	8.29	11.88	13.82
- Cable modem Internet subscriptions		-	-	-	-	-	...	...	...	353	2'159
- DSL Internet subscriptions		-	563	...	609	3'222	...	...	8'600	10'212	10'537
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	45	...	430	...	3'000	3'000	3'500
International Internet bandwidth (bps) per Internet user		...	...	...	2'244	...	19'505	...	124'776	119'831	100'111
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	74 <sup>2</sup>	79 <sup>2</sup>	115 <sup>2</sup>	141 <sup>2</sup>	294 <sup>2</sup>
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	13	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	23	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	15	34 <sup>2</sup>	29 <sup>2</sup>	20 <sup>2</sup>	21 <sup>2</sup>	33 <sup>2</sup>
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	25	29	...	...	9	9	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	6	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	75	35 <sup>2</sup>	74 <sup>2</sup>	75 <sup>2</sup>	61 <sup>2</sup>	51 <sup>2</sup>
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	37	...	...	57	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	17	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	3	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		212	...	...	...	...	207	216	204	298	273
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		230	230	230	230	230	230	230	230	...	230
Installation fee for business telephone service		230	230	230	230	230	230	230	...	...	...
Monthly subscription for residential telephone service		38	22	22	26	26	26	26	26	26	26
Monthly subscription for business telephone service		110	...	...	...	40	40	40	...	...	...
3-minute local call to fixed telephone (peak rate)		...	0.24	0.24	0.21	0.21	0.21	0.21	0.21	0.21	0.28
3-minute local call to fixed telephone (off-peak rate)		...	0.21	0.21	0.15	0.15	0.15	0.15	0.12	0.12	0.17
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.49	...	0.89	0.70	0.70	0.98	...	0.40	0.40	0.48
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.40	...	0.75	0.60	0.60	0.58	...	0.23	0.25	0.30
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.79	0.79	0.95
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.79	0.79	0.95
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	150	150	150
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	79	79	79
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	110	157 <sup>2</sup>	173 <sup>2</sup>	161 <sup>2</sup>	151 <sup>2</sup>	142 <sup>2</sup>
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	33	32	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	30 <sup>2</sup>	40 <sup>2</sup>	44 <sup>2</sup>	40 <sup>2</sup>	19 <sup>2</sup>
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	73.25	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	67.31	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	5.57	...	...	...	...	...	...	...	...	...
Households with a computer	%	6.52	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	4.13	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	5.13	14.76	18.65	19.57	20.49	21.40	22.29	23.18	24.05	33.46
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	19'080	19'540	19'708
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		431'337 <sup>1</sup>	435'222 <sup>1</sup>	438'895 <sup>1</sup>	442'413 <sup>1</sup>	445'814 <sup>1</sup>	449'103 <sup>1</sup>	452'253 <sup>1</sup>	455'247 <sup>1</sup>	458'057 <sup>1</sup>	460'666 <sup>1</sup>
Households		179'578	181'374	183'188	185'000	187'000	188'405	189'481	190'317	191'000	192'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	3'127	...	...	...	...	...	...	...
Average annual exchange rate per US\$		7.40 <sup>2</sup>	1.06	0.89	0.81	0.83	0.76	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		210'000	215'000	220'000	225'000	230'000	236'000	241'000	246'000	250'800	255'700
Fixed-telephone subscriptions per 100 inhabitants		48.69	49.40	50.13	50.86	51.59	52.55	53.29	54.04	54.75	55.51
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		292'520 <sup>3</sup>	299'100 <sup>3</sup>	289'400 <sup>3</sup>	314'700 <sup>3</sup>	...	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		67.82	68.72	65.94	71.13	...	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	186'700	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	95.00	99.00	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		20'000	25'000	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	...	...	...	...
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	2	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		13	40	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	42	42	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	13	13	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	0.27	0.27	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	0.05	0.05	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	20	20	20	25	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		...	...	0.37	...	0.37	...	...	...	...	...
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	0.37	...	0.37	...	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	9.20	11.35	14.12	17.51	18.66	19.83	21.02	22.22	23.42	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		157'596	160'292	163'121	165'918	168'565	171'024	173'334	175'538	177'707	179'896
Households		39'700	40'600	41'600	43'000	44'000	45'000	45'278	46'000	47'000	48'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		80'000	70'000	65'531	65'500	65'500	65'500	65'500	65'500	65'500	65'500
Fixed-telephone subscriptions per 100 inhabitants		50.76	43.67	40.17	39.48	38.86	38.30	37.79	37.31	36.86	36.41
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		32'600	70'500	79'800	98'000	...	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		20.69	43.98	48.92	59.07	...	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		1'750	...	...	...	...	...	2'700	2'700	3'000	3'000
Fixed (wired)-broadband subscriptions per 100 inhab.		1.11	...	...	...	...	...	1.56	1.54	1.69	1.67
- Cable modem Internet subscriptions		700	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		1'050	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		402 <sup>1</sup>	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		35	35	35	35	35	35	35	35	35	35
Installation fee for business telephone service		60	60	60	60	60	60	60	60	60	60
Monthly subscription for residential telephone service		14	14	14	14	14	14	14	14	14	14
Monthly subscription for business telephone service		36	36	36	36	36	36	36	36	36	36
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	-	...	0.75 <sup>2</sup>	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	-	-	-	-	...	0.75 <sup>2</sup>	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	30
Mobile-cellular prepaid-1-min call (peak, on-net)		0.80	0.80	...	...	...	...	...	...	...	0.20
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.80	0.80	...	...	...	...	...	...	...	0.20
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.20
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.20
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	110	110
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	60	60
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	1.280	1.280
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	122	119	123	130	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	25.38	31.19	33.72	36.16	38.56	43.85	46.15	48.42	50.64	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	11'513	11'800	12'099	12'405	12'717	13'035	13'359	13'691	14'034	14'389
Households	10 <sup>3</sup>	2'600	2'671	2'799	2'878	2'930	3'002	3'105	3'182	3'261	3'342
Gross domestic product (GDP)	10 <sup>6</sup>	146'978	162'507	174'044	190'440	207'729	229'836	261'760	295'871	307'552	331'803
Average annual exchange rate per US\$		7.86	7.82	7.94	7.95	7.63	7.60	7.67	7.56	8.16	8.06
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	756	846	944	1'132	1'248	1'355	1'414	1'449	1'413	1'499
Fixed-telephone subscriptions per 100 inhabitants		6.57	7.17	7.80	9.13	9.81	10.39	10.58	10.58	10.07	10.41
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	3	...	...	...	...	...	...	...	47	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	3	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	9	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	37	38	40	39	54	47	51	48	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'146	1'577	2'035	3'168	4'510	7'179	11'898	14'949	17'307	18'068
Mobile-cellular subscriptions per 100 inhabitants		9.96	13.36	16.82	25.54	35.46	55.07	89.06	109.19	123.33	125.57
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	1'640	2'782	4'105	6'675	11'128	14'162	16'403	17'101
Mobile population coverage	%	68.00	...	...	...	...	76.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	27'106	39'000	57'000	94'500	156'000	259'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.21	0.30	0.43	0.69	1.11	1.80
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	27'106	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		226	650	700	706	706	1'819	2'490	3'000	5'000	6'000
International Internet bandwidth (bps) per Internet user		1'127	1'624	1'272	1'116	974	2'147	2'553	2'640	3'831	3'971
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	512	526	486	527
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	2'276	2'781	3'576	5'836	6'996	7'527	8'720
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	2'165	2'633	3'078	2'986	3'125	3'167	3'837
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	669	812	827	1'229	1'409	1'587	1'801
International outgoing total telephone (minutes)	10 <sup>6</sup>	156	146	227	260	343	445	345	851	706	719
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	537	818	1'145	1'632	1'877	2'091	2'576	1'969	2'672	1'720
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'205	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		2'800	...	...	869	826	625	...	625	625	625
Installation fee for business telephone service		2'800	...	...	869	826	625	...	...	...	...
Monthly subscription for residential telephone service		-	...	...	45	45	45	...	45 <sup>1</sup>	45 <sup>1</sup>	45 <sup>1</sup>
Monthly subscription for business telephone service		44	...	...	45	45	45	...	...	...	...
3-minute local call to fixed telephone (peak rate)	0.66	0.66	0.66	0.66	0.66	0.66	0.66	...	0.66	0.66	0.66 <sup>2</sup>
3-minute local call to fixed telephone (off-peak rate)	0.66	0.66	0.66	0.66	0.66	0.66	0.66	...	0.66	0.66	0.66 <sup>2</sup>
Mobile-cellular prepaid connection charge		...	...	...	-	-	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)	1.00	...	0.30	0.18	0.60	1.02	...	0.60	0.85	0.85	0.85
Mobile-cellular prepaid-1-min call (off-peak, on-net)	1.00	...	0.30	0.18	0.60	1.02	...	0.60	0.85	0.85	0.85
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	0.60	0.85	0.85	0.85
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	0.60	0.85	0.85	0.85
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	8	8	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	288	286	262
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256 <sub>3</sub>	0.256 <sub>3</sub>	0.256 <sub>3</sub>
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	3'525	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	56.11	58.41	60.81	63.30	65.90	68.60	70.00	71.40	71.40	...
Households with a fixed line telephone	%	...	...	...	...	...	18.92	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	54.79	...	...	...	...
Households with a computer	%	...	...	...	...	...	10.70	...	14.32	...	15.81
Households with Internet access at home	%	...	...	...	...	...	2.10	...	2.43	...	3.02
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.74	3.39	4.55	5.10	5.70	6.50	7.30	8.30	9.30	10.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		56'223	56'000	55'800	55'800	53'010	50'220	...	...	...	...
Households		23'068	22'000	21'000	20'000	19'000	18'000	...	...	...	...
Gross domestic product (GDP)	10 <sup>6</sup>	1'258	1'430	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		0.69	...	...	...	0.57	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		54'951	55'718	45'679	45'134	45'100	45'100	45'100	45'100	45'100	45'100
Fixed-telephone subscriptions per 100 inhabitants		97.74	99.50	81.86	80.89	85.08	89.80	...	...	...	...
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		1'299	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	9'675	9'767	9'979	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		31'539	36'580	41'530	43'824	...	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		56.10	65.32	74.43	78.54	...	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		...	...	...	...	...	...	...	...	...	...
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	-	-	-	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	11	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		292 <sup>1</sup>	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	70
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	70
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	8
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	8
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	0.05
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	0.03
Mobile-cellular prepaid connection charge		...	...	35	35	35	9	...	...	...	-
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.15	0.15	0.15	1.07	...	...	...	0.10
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.15	0.15	0.15	0.75	...	...	...	0.10
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.12
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.12
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	25
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	8.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	<sup>2</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	34	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	44.47	53.57	59.14	64.52	73.57	83.63	...	...	...	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'472	8'605	8'744	8'889	9'041	9'202	9'374	9'559	9'761	9'982
Households	10 <sup>3</sup>	1'150	1'161	1'174	1'187	1'200	1'440	1'405	1'435	1'469	1'506
Gross domestic product (GDP)	10 <sup>9</sup>	5'628	...	...	9'017	11'987	14'931	17'354	20'778	21'774	26'663
Average annual exchange rate per US\$		1'950.56	1'975.84	1'984.93	2'225.03	3'644.33	5'900.00	4'122.80	5'500.00	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		25'490	25'989	26'165	26'200	25'000	23'000	22'000	27'000	22'000	18'000
Fixed-telephone subscriptions per 100 inhabitants		0.30	0.30	0.30	0.29	0.28	0.25	0.23	0.28	0.23	0.18
- Residential fixed-telephone subscriptions	%	46.76	45.00	...	...	...	...	60.00	60.00	...	...
- Fixed-telephone subscriptions in urban areas	%	98.00	99.98	...	...	...	...	40.00	40.00	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	60.00	60.00	...	...
Public payphones		927	1'241	...	...	...	...	1'000	1'000	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	56	91	112	155	189	...	2'000	2'750	3'489	4'000
Mobile-cellular subscriptions per 100 inhabitants		0.66	1.05	1.28	1.74	2.09	...	21.34	28.77	35.74	40.07
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	24	68	...	...	...	...	1'900	...	...	...
Mobile population coverage	%	...	...	...	...	...	80.00	80.00	80.00	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		5'340	10'000	11'000	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	500
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	0.01
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	-	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	2	2	2	2	2	2	85	100	150
International Internet bandwidth (bps) per Internet user		9	58	51	44	41	34	27	967	1'090	1'503
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	1.57	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	54.00	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	18'700	8'423	5'273	6'000	6'000	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	12'186	49'440	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		806	780	...	...	...	...	...	...	...	...
- of which: female		265	256	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		218'000	218'000	218'000	218'000	218'000	218'000	218'000	218'000	218'000	29'500
Installation fee for business telephone service		218'000	218'000	218'000	218'000	...	...	268'000	...	100'000	109'000
Monthly subscription for residential telephone service		5'900	5'900	5'900	5'900	5'900	5'900	5'900	5'900	5'900	5'900
Monthly subscription for business telephone service		5'900	5'900	5'900	5'900	...	...	...	...	218'000	...
3-minute local call to fixed telephone (peak rate)		150.00	150.00	150.00	150.00	...	...	...	300.00	300.00	150.00
3-minute local call to fixed telephone (off-peak rate)		150.00	150.00	...	...	...	...	...	300.00	300.00	150.00
Mobile-cellular prepaid connection charge		...	74'000	74'000	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		150.00	400.00	400.00	400.00	...	...	...	300.00	300.00	300.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		100.00	300.00	300.00	300.00	...	...	...	300.00	300.00	300.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	360.00	360.00	360.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	360.00	360.00	360.00
Fixed (wired)-broadband connection charge	10 <sup>3</sup>	...	...	...	...	...	...	...	10'560	10'560	13'581
Fixed (wired)-broadband monthly subscription charge	10 <sup>3</sup>	...	...	...	...	...	...	...	4'400	4'400	5'174
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	55'658	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	9'527	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	36'213	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'603	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	11.20	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	6.00	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	0.96	...	1.45
Households with Internet access at home	%	...	...	...	...	...	...	...	0.60	...	1.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.18	0.40	0.45	0.51	0.54	0.64	0.78	0.92 <sup>2</sup>	0.94 <sup>2</sup>	1.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		68	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		3'128	10'522	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'265	1'290	1'315	1'341	1'368	1'395	1'424	1'454	1'484	1'515
Households	10 <sup>3</sup>	175	179	183	187	192	233	242	249	255	261
Gross domestic product (GDP)	10 <sup>6</sup>	145'867	138'779	270'499	276'109	302'162	302'501	331'040	377'451	393'109	413'750
Average annual exchange rate per US\$		733.04 <sup>1</sup>	696.99 <sup>1</sup>	581.20 <sup>1</sup>	528.29 <sup>1</sup>	527.47 <sup>1</sup>	522.89 <sup>1</sup>	479.27 <sup>1</sup>	447.80 <sup>1</sup>	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		9'901	11'197	10'558	9'719	9'614	6'784	4'574	4'647	4'844	5'000
Fixed-telephone subscriptions per 100 inhabitants		0.78	0.87	0.80	0.72	0.70	0.49	0.32	0.32	0.33	0.33
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	-	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	-	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	-	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	-	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	1'275	39'451	98'825	157'330	296'223	500'156	560'345	594'100
Mobile-cellular subscriptions per 100 inhabitants		-	-	0.10	2.94	7.23	11.27	20.80	34.40	37.76	39.21
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	39'451	98'825	157'330	296'223	500'156	560'345	...
Mobile population coverage	%	...	...	...	...	...	65.00	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		601	221	...	...	...	...	...	668	699	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	...
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	-	-	-	-	2	2	2	2	2
International Internet bandwidth (bps) per Internet user		17	5	4	3	2	70	64	58	59	54
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	1'190	1'492	1'608	1'722	1'865	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	-	2'000	2'000	500	...	500	500	500
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	-	...	...	...	...	120.00	90.00	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	120.00	90.00	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	180.00	150.00	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	180.00	150.00	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	53.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.30	1.02	1.35	1.81	1.90	2.06	2.27	2.35	2.30	2.45
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	-	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		600	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		735'327	738'011	740'925	743'743	746'235	748'321	750'068	751'578	753'013	754'493
Households		194'000	196'000	198'000	200'000	202'000	203'000	199'000	199'000	199'000	199'000
Gross domestic product (GDP)	10 <sup>6</sup>	210'977	221'117	231'085	248'141	262'250	291'964	352'152	391'505	413'113	460'073
Average annual exchange rate per US\$		187.32	190.67	193.88	198.31	199.88	200.19	202.35	203.63	203.95	203.64
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		79'913	80'441	92'332	102'688	110'136	118'000	128'394	138'822	147'042	149'857
Fixed-telephone subscriptions per 100 inhabitants		10.87	10.90	12.46	13.81	14.76	15.77	17.12	18.47	19.53	19.86
- Residential fixed-telephone subscriptions	%	70.00	...	77.00	77.60	...	...	81.00	81.00	81.00	77.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	47.00	45.40	44.50	48.00
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	-	-	-
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		650	...	700	700	...	...	1'001	1'044	1'047	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		75'320	79'400	137'955	171'656	281'368	400'000	538'774	447'769	513'533	555'397
Mobile-cellular subscriptions per 100 inhabitants		10.24	10.76	18.62	23.08	37.71	53.45	71.83	59.58	68.20	73.61
- Mobile-cellular telephone subscriptions, prepaid		...	...	124'775	159'375	272'395	...	531'186	510'763	557'896	543'000
Mobile population coverage	%	...	...	...	95.00	95.00	...	...	88.00	94.00	95.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		20'000	25'000	25'000	26'000	48'000	...	...	...	...	16'407
Fixed (wired)-broadband subscriptions		-	-	-	-	2'000	...	2'362	5'084	6'823	11'193
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.27	...	0.31	0.68	0.91	1.48
- Cable modem Internet subscriptions		...	...	...	...	...	...	-	-	-	-
- DSL Internet subscriptions		...	-	...	...	1'500	...	2'018	5'080	6'814	11'184
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	2	4	9	9
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	-	-	-	-
International Internet bandwidth, in Mbit/s		8	8	28	36	36	36	36	230 <sup>1</sup>	275 <sup>1</sup>	1'440 <sup>1</sup>
International Internet bandwidth (bps) per Internet user		82	...	...	...	...	...	...	1'681	1'528	6'383
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	70.00	61.00	65.00
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	30.00	27.20	27.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	264	237	240	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	160	180	218	244
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	141	132	109	103
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	32	45	82	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	27	19	20	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	19	19	18	18	20	...	17	13	14	18
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	9	6	6	23
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	147	132	107	78
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	70	81	68	69	...	...	97	91	72	50
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	50	41	35	26
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	35	67	246	363
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	0.300	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	-
<b>STAFF</b>											
Full-time telecommunication employees		645	650	650	625	...	...	750	804	806	722 <sup>2</sup>
- of which: female		...	...	...	...	...	...	319	344	347	298 <sup>2</sup>
<b>TARIFFS</b>											
Installation fee for residential telephone service		500	500	1'000	1'000	500	500	500	500	500	500
Installation fee for business telephone service		1'500	3'000	3'000	3'000	3'000	3'000	3'000	...	3'000	3'000
Monthly subscription for residential telephone service		250	500	500	500	500	500	500	500	500	500
Monthly subscription for business telephone service		1'000	1'500	1'500	1'500	1'500	1'500	1'500	...	1'500	1'500
3-minute local call to fixed telephone (peak rate)		0.60	0.60	0.60	0.60	0.60	...	...	0.60	...	0.60
3-minute local call to fixed telephone (off-peak rate)		0.30	0.30	0.30	0.30	0.30	...	...	0.30	...	0.30
Mobile-cellular prepaid connection charge		...	...	4'500	4'500	4'500	4'500	...	...	...	4'500
Mobile-cellular prepaid-1-min call (peak, on-net)		76.13	37.00	37.00	37.00	37.00	37.00	...	37.00	37.00	37.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		30.45	29.00	29.00	29.00	29.00	29.00	...	32.00	32.00	32.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	37.00	37.00	37.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	32.00	32.00	32.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	2'530
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	9'980	9'980	3'808
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	- <sup>3</sup>
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	15'000	...	...	...	...	...	22'200	23'900	24'140	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	14'600	13'600	12'300	10'060
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	7'300	9'900	11'540	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	11'100	8'246	9'246	6'746
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	65.46	...	...	78.90	70.93	...	...	...	...
Households with a fixed line telephone	%	...	27.21	...	...	45.00	34.15	...	...	...	...
Households with a mobile telephone	%	...	17.53	...	...	55.10	36.08	...	...	...	...
Households with a computer	%	...	5.90	...	...	...	5.93	...	6.12	...	6.47
Households with Internet access at home	%	...	5.27	...	...	...	2.68	...	4.00	...	5.10
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	13.21	...	...	...	...	...	...	18.20	23.90	29.90
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	344	413	474	524
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	955	1'135	849	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'792	8'935	9'075	9'213	9'347	9'479	9'608	9'736	9'864	9'993
Households	10 <sup>3</sup>	1'622	1'627	1'712	1'802	1'897	1'922	2'133	2'167	2'201	2'235
Gross domestic product (GDP)	10 <sup>6</sup>	85'700	94'028	119'758	140'387	168'034	197'138	220'110	250'590	266'559	265'019
Average annual exchange rate per US\$		24.43	29.25	42.37	38.35	40.45	40.41	36.86	39.11	41.20	39.80
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		80'000	130'000	140'000	140'000	145'300	150'000	108'340	108'000	107'000	50'000
Fixed-telephone subscriptions per 100 inhabitants		0.91	1.45	1.54	1.52	1.55	1.58	1.13	1.11	1.08	0.50
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		900	1'000	1'200	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	92	140	320	400	500	1'200	2'500	3'200	3'648	4'000
Mobile-cellular subscriptions per 100 inhabitants		1.04	1.57	3.53	4.34	5.35	12.66	26.02	32.87	36.98	40.03
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	320	400	500	1'200	2'500	3'200	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		10'000	30'000	50'000	75'000	...	...	100'000	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	-
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		43	60	82	113	155	155	155	...	...	90
International Internet bandwidth (bps) per Internet user		1'435	747	548	227	260	241	224	...	...	108
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	30	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	22	22	23	24	25	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		4'500	5'000	5'000	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	2'105
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	2'105
Monthly subscription for residential telephone service		...	...	...	350	...	...	...	...	...	500
Monthly subscription for business telephone service		...	...	...	650	...	...	...	...	...	700
3-minute local call to fixed telephone (peak rate)		...	...	...	5.00	...	...	...	...	...	6.00
3-minute local call to fixed telephone (off-peak rate)		...	...	...	5.00	...	...	...	...	...	6.00
Mobile-cellular prepaid connection charge		...	...	2'234	2'012	2'381	-	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	4.87	...	5.20	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	4.87	...	5.20	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	25.30	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	4.40	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	17.30	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.34	0.89	1.65	5.40	6.38	6.80	7.20	7.60	8.10	8.37
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		40'000	50'000	60'000	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		1'200	2'000	3'000	...	...	...	10'000	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	6'347	6'478	6'609	6'743	6'879	7'018	7'159	7'303	7'450	7'601
Households	10 <sup>3</sup>	1'487	1'520	1'560	1'601	1'643	1'673	1'615	1'647	1'680	1'714
Gross domestic product (GDP)	10 <sup>6</sup>	118'416	129'167	142'818	161'507	183'749	206'289	234'156	262'421	267'851	290'991
Average annual exchange rate per US\$		15.47	16.43	17.35	18.21	18.83	18.90	18.90	18.90	18.90	18.90
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		309'702	322'497	334'400	387'314	493'680	715'106	821'245	825'769	716'335	669'541
Fixed-telephone subscriptions per 100 inhabitants		4.88	4.98	5.06	5.74	7.18	10.19	11.47	11.31	9.62	8.81
- Residential fixed-telephone subscriptions	%	73.65	67.67	70.00	74.00	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	70.00	68.00	70.00	74.00	66.70	...	...	...	...	...
ISDN subscriptions		...	-	-	-	-	-	-	-	-	-
- Basic access ISDN subscriptions		...	-	-	-	-	-	-	-	-	-
- Primary access ISDN subscriptions		...	-	-	-	-	-	-	-	-	-
ISDN voice-channel equivalents		...	...	-	-	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	68.46	...	...	...
Public payphones		3'282	3'400	3'994	4'649	5'266	5'349	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	238	327	379	707	1'281	2'241	4'185	6'211	8'391	9'505
Mobile-cellular subscriptions per 100 inhabitants		3.74	5.04	5.74	10.49	18.63	31.93	58.46	85.05	112.63	125.06
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	163	259	308	628	1'185	2'115	4'009	5'968	8'107	...
Mobile population coverage	%	...	...	...	...	...	57.00	89.93	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		20'000	21'000	21'500	22'227	25'820	28'965	35'741	58'927	72'360	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	76'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	1.00
- Cable modem Internet subscriptions		...	-	-	-	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		20	50	100	220	500	976	1'731	2'500	3'500	5'000
International Internet bandwidth (bps) per Internet user		223	297	315	583	1'118	1'783	2'572	3'566	4'794	5'932
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		3.20	3.59	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	23.76	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	2'433	...	...	...	2'372	2'511	2'362	2'000	1'647	1'451
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'159	2'034	3'212	2'843
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	171	243	363	413	316	271	143
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	151	164	273	365	398	271	331
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	115	287	487	888	1'063
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	49	45	39	50	57	49	84	89	79	8
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	8	...	...	203	398	810	1'056
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	783	1'055	1'158	950	730
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	288	284	394	526	602	204	153	194	141	292
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	139	...	...	902	965	809	438
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	-	-	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'465	5'167	4'760	5'892	9'474	10'598	12'796	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		350 <sup>1</sup>	392 <sup>1</sup>	392 <sup>1</sup>	392 <sup>1</sup>	492 <sup>1</sup>	480 <sup>1</sup>	488 <sup>1</sup>	...	...	660
Installation fee for business telephone service		850 <sup>1</sup>	952 <sup>1</sup>	952 <sup>1</sup>	952 <sup>1</sup>	1'152 <sup>1</sup>	965 <sup>1</sup>	981 <sup>1</sup>	...	...	...
Monthly subscription for residential telephone service		40 <sup>1</sup>	45 <sup>1</sup>	45 <sup>1</sup>	45 <sup>1</sup>	40 <sup>1</sup>	135 <sup>1</sup>	128 <sup>1</sup>	...	...	75
Monthly subscription for business telephone service		100 <sup>1</sup>	112 <sup>1</sup>	112 <sup>1</sup>	112 <sup>1</sup>	100 <sup>1</sup>	255 <sup>1</sup>	240 <sup>1</sup>	...	...	...
3-minute local call to fixed telephone (peak rate)		1.05	1.18	1.18	1.18	1.05	1.56	1.48	...	...	1.50
3-minute local call to fixed telephone (off-peak rate)		1.05	1.18	1.18	1.18	1.05	1.56	1.48	...	...	1.50
Mobile-cellular prepaid connection charge		156	166	166	89	92	94	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		3.91	8.14	4.20	4.77	4.92	4.73	...	...	3.83	3.19
Mobile-cellular prepaid-1-min call (off-peak, on-net)		3.44	8.14	3.16	2.86	2.95	4.73	...	...	2.76	3.19
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	3.83	3.19
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	3.83	3.19
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	418
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	5'340	6'158	7'960	7'990	9'257	13'018	15'289	19'099	18'593	17'954
- Revenue from fixed-telephone services	10 <sup>6</sup>	3'727	4'147	3'916	4'181	...	3'786	3'196	3'239	2'961	2'575
- Revenue from mobile networks	10 <sup>6</sup>	...	1'298	1'751	3'053	4'874	7'697	10'269	13'400	13'521	13'253
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	401	870	1'806	2'387	2'179	3'585	6'284	12'771	6'329	1'522
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	933	860	1'252	...	776	1'083	151	18	1'522
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	2'543	4'907	11'412	5'708	815
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	48.00	55.70	57.00	56.80	62.20	64.40	65.80	68.12	69.40	...
Households with a fixed line telephone	%	...	...	...	...	23.50 <sup>3</sup>	30.40	...	32.31	...	...
Households with a mobile telephone	%	...	...	...	...	...	41.40	...	69.85	...	...
Households with a computer	%	3.70	...	5.20	5.40	6.30	7.60	10.10	11.08	...	12.91
Households with Internet access at home	%	...	...	...	1.40	1.50	1.40	2.50	4.15	...	6.00
Mobile cellular telephone users	%	...	...	...	...	...	21.80	...	29.56	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.42	2.60	4.80	5.60	6.50	7.80	9.40	9.60	9.80	11.09
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	144'384	130'067	150'112	479'676	557'311	637'126	686'646	736'641	886'271
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	5'185	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	6'829 <sup>1</sup>	6'837 <sup>1</sup>	6'822 <sup>1</sup>	6'808 <sup>1</sup>	6'810 <sup>1</sup>	6'833 <sup>1</sup>	6'873 <sup>1</sup>	6'926 <sup>1</sup>	6'988 <sup>1</sup>	7'053 <sup>1</sup>
Households	10 <sup>3</sup>	2'076	2'158	2'197	2'265	2'276	2'296	2'324	2'347	2'360	2'376
Gross domestic product (GDP)	10 <sup>6</sup>	1'299'220	1'277'310	1'234'760	1'291'920	1'382'590	1'475'360	1'615'573	1'677'011	1'622'321	1'743'857
Average annual exchange rate per US\$		7.80	7.80	7.79	7.79	7.78	7.77	7.80	7.79	7.75	7.77
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'898	3'832	3'806	3'763	3'793	3'836	4'209 <sup>2</sup>	4'183	4'277	4'362
Fixed-telephone subscriptions per 100 inhabitants		57.07	56.05	55.79	55.28	55.70	56.14	61.24	60.39	61.21	61.84
- Residential fixed-telephone subscriptions	%	57.43	56.32	55.59	56.16	55.81	55.57	56.05	55.59	56.33	56.47
- Fixed-telephone subscriptions in urban areas	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ISDN subscriptions	10 <sup>3</sup>	13	12	13	13	12	13	12	12	11	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	10	10	10	10	10	11	9	9	8	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	3	1	3	3	2	3	3	3	3	...
ISDN voice-channel equivalents	10 <sup>3</sup>	82	80	90	93	75	79	79	78	80	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	388	417	508	583
Localities with telephone service	%	...	...	...	...	...	100.00	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	10	9	8	7	7	6	6	6	5	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	5'776	6'396	7'349	8'214	8'544	9'444	10'752 <sup>3</sup>	11'580	12'597	13'794
Mobile-cellular subscriptions per 100 inhabitants		84.59	93.55	107.72	120.66	125.47	138.21	156.44	167.19	180.27	195.57
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	1'528	2'201	2'858	3'627	3'809	4'154	4'990	5'418	6'158	6'876
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	2'368	2'741
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'726	2'227
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	642	514
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	2'620	2'388	2'338	2'522	2'630	2'692	2'866	2'572	2'723	2'922
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	716	1'039	1'268	1'518	1'659	1'796	1'899	1'935	2'023	2'111
Fixed (wired)-broadband subscriptions per 100 inhab.		10.49	15.20	18.59	22.29	24.36	26.29	27.63	27.94	28.95	29.93
- Cable modem Internet subscriptions	10 <sup>3</sup>	160	225	258	291	320	328	294	263	241	227
- DSL Internet subscriptions	10 <sup>3</sup>	325	488	641	790	908	1'029	1'117	1'110	1'048	991
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	486	561	733	891
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	178	326	369	437	431	439	2	1	1	2
International Internet bandwidth, in Mbit/s	10 <sup>3</sup>	7	13	29	44	66	763	1'439	2'151	2'892	3'944
International Internet bandwidth (bps) per Internet user		2'716	4'301	8'069	11'439	16'936	183'677	323'112	465'651	596'235	776'625
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	1.10	1.10	1.30	1.08	1.30	1.30 <sup>11</sup>	1.10 <sup>11</sup>	1.30 <sup>11</sup>	1.20 <sup>11</sup>	1.20 <sup>11</sup>
Fixed-telephone faults cleared by next working day	%	100.00	100.00	100.00	100.00	100.00	100.00 <sup>11</sup>	99.90 <sup>11</sup>	99.97 <sup>11</sup>	99.80 <sup>11</sup>	99.30 <sup>11</sup>
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	11'363	9'505	8'477	7'051
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	23'084
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	7'913	7'069	7'123	6'978	7'606	7'473	7'974	8'398	7'926	7'543
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	3'831	7'894
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	7'716	9'188	10'205
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	3'632 <sup>12</sup>	3'981 <sup>13</sup>	4'400 <sup>13</sup>	5'068 <sup>13</sup>	5'909 <sup>13</sup>	6'747 <sup>13</sup>	7'322 <sup>13</sup>	7'716	7'800	7'642
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	1'388	2'564
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	2'300	2'638	3'698
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'920	1'745	1'692	2'151	2'122	2'291	2'287	2'300	2'305	2'700
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	333	998
SMS sent	10 <sup>6</sup>	...	...	561	1'181	1'890	2'844	3'616	4'735	5'937	7'111
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	10	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	3'214	3'404
<b>STAFF</b>											
Full-time telecommunication employees		26'042	17'756	20'684	19'240	18'701	15'862	16'054	15'995	17'437	17'039
- of which: female		...	...	...	7'999	7'405	5'815	5'836	5'642	6'102	5'949
<b>TARIFFS</b>											
Installation fee for residential telephone service		475	475	475	-	-	-	-	-	-	-
Installation fee for business telephone service		475	475	475	-	-	-	-	-	-	-
Monthly subscription for residential telephone service		110	110	110	90	90	65	65	55	55	66
Monthly subscription for business telephone service		129	129	128	112	112	106	106	58	58 <sup>21</sup>	88 <sup>22</sup>
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	-	-	-	-
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	-	-	-	-	-
Mobile-cellular prepaid connection charge		...	-	-	-	-	-	-	-	-	2
Mobile-cellular prepaid-1-min call (peak, on-net)		1.00	0.48	0.30	0.30	0.12	0.12	0.12	0.12	0.12	0.12
Mobile-cellular prepaid-1-min call (off-peak, on-net)		1.00	0.48	0.30	0.30	0.06	0.05	0.05	0.05	0.05	0.05
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	0.12	0.12	0.12	0.12
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	0.05	0.05	0.05	0.05
Fixed (wired)-broadband connection charge		...	...	-	-	-	-	-	-	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	118	118	89	121	99	148
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.500	...	8.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	-	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	-	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	51'687	48'789	47'535	49'246	51'094	52'811	56'323	60'550	57'093	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	16'950	20'681	15'014	15'431	15'503	16'023	17'386	17'506	18'010	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	9'256	8'307	8'057	7'709	9'346	6'047	7'098	7'397	6'273	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	4'450	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	99.00	99.00	99.00	99.00	99.00	99.00	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	60.60	62.10	67.50	71.10	70.10	71.70	73.98	74.60	75.75	77.90
Households with Internet access at home	%	48.70	52.54	60.00	64.90	64.60	67.10	70.13	70.89	73.30	76.37
Mobile cellular telephone users	%	...	...	...	...	...	...	...	63.50	66.49	...
Computer users	%	...	...	56.20	59.50	58.80 <sup>31</sup>	62.90 <sup>31</sup>	66.40 <sup>31</sup>	68.25 <sup>31</sup>	70.19 <sup>31</sup>	...
Internet users	%	38.67 <sup>32</sup>	43.08 <sup>32</sup>	52.20 <sup>32</sup>	56.40 <sup>32</sup>	56.90 <sup>31</sup>	60.80 <sup>31</sup>	64.80 <sup>31</sup>	66.70 <sup>31</sup>	69.40 <sup>31</sup>	72.00 <sup>33</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		563'512	615'111	850'000	1'120'000	1'297'000	2'331'062	2'675'828	2'889'823	2'983'132	3'179'313
Leased-line subscriptions		5'720	3'282	...	...	...	...	221'385	164'259	151'394	146'942
Direct-to-home (DTH) satellite antenna subscriptions		1'929	1'918	1'840	1'796	1'837	8'944	9'685	8'000	14'200	19'946

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	10'185	10'159	10'135	10'110	10'087	10'064	10'043	10'022	10'002	9'984
Households	10 <sup>3</sup>	3'759	3'780	3'836	3'893	3'951	3'940	3'924	3'912	3'904	3'896
Gross domestic product (GDP)	10 <sup>9</sup>	15'307	17'231	18'838	20'822	21'971	23'730	25'322	26'754	26'054	27'120
Average annual exchange rate per US\$		286.49	257.89	224.31	202.75	199.58	210.39	183.63	172.11	202.34	207.94
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'742	3'669	3'603	3'564	3'416	3'360	3'251	3'094	3'069	2'977
Fixed-telephone subscriptions per 100 inhabitants		36.74	36.12	35.55	35.25	33.86	33.39	32.37	30.87	30.68	29.82
- Residential fixed-telephone subscriptions	%	78.18	76.51	76.04	76.01	76.46	76.13	75.52	74.40	75.90	77.20
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	174	200	217	218	206	200	196	190	173	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	169	195	212	211	200	195	190	183	166	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	5	6	5	6	5	6	7	7	7	...
ISDN voice-channel equivalents	10 <sup>3</sup>	487	557	565	607	563	558	587	566	531	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	190	276	546	699
Localities with telephone service	%	...	...	...	99.90	99.90	99.90	99.90	99.90	99.90	99.90
Public payphones	10 <sup>3</sup>	44	40	36	33	27	25	23	20	18	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	4'967	6'886	7'945	8'727 <sup>1</sup>	9'320	9'966	11'030	12'224	11'792	12'012
Mobile-cellular subscriptions per 100 inhabitants		48.77	67.78	78.39	86.32	92.40	99.02	109.83	121.97	117.90	120.32
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	3'509	5'371	6'158	6'383	6'360	6'442	6'887	7'481	6'686	6'465
Mobile population coverage	%	95.83	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	190	365	614	777
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	132	305	428
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	233	310	350
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	322	446	656	781	977	1'292	1'445	1'706	1'903	1'971
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	31	111	264	411	652	1'199	1'382	1'681	1'880	1'956
Fixed (wired)-broadband subscriptions per 100 inhab.		0.31	1.10	2.61	4.07	6.46	11.92	13.76	16.77	18.80	19.59
- Cable modem Internet subscriptions	10 <sup>3</sup>	18	31	77	136	212	381	514	714	840	896
- DSL Internet subscriptions	10 <sup>3</sup>	6	32	115	236	413	613 <sup>2</sup>	753	795	823	822
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	38	74	118	235
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	8	36	72	39	27	205	77	98	99	...
International Internet bandwidth, in Mbit/s		2'500	2'500	10'000	30'000	35'000	40'000	48'000	60'000	60'000	65'000
International Internet bandwidth (bps) per Internet user		1'690	1'476	4'562	10'697	8'904	8'446	8'967	10'691	9'705	9'975
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		10.30	9.10 <sup>3</sup>	8.70	8.20	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	75.00	63.70	70.40	62.80	54.60	84.26	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	11'898	...	...	...	7'342	7'127	6'253	5'711	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	5'028	6'114	7'453	9'454	11'840	13'610	15'758	16'674	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	1'541	1'247	1'229	1'186	1'204	877	695	636	582	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	736	807	874	945	916	875	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	347	354	427	452	469	482	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	192	240	309	144	124	169	154	133	140	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	204	230	258	298	336	342	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	684	659	1'030	1'164	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	392	369	335	293	611	583	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	1'151	1'186	1'863	1'388	1'484	1'748	1'835	1'665	...
MMS sent	10 <sup>6</sup>	...	...	1	8	21	29	26	23	18	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		20'618	20'784	19'508	18'351	15'708	14'269	14'156	13'589	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		37'500	33'750	33'750	33'750	33'750	33'750	33'750	33'750	35'156	35'156
Installation fee for business telephone service		75'000	75'000	75'000	37'500	37'500	36'000	36'000	...	37'500	37'500
Monthly subscription for residential telephone service		2'885	3'080	3'210	3'390	3'390	3'390	3'590	3'500	3'540	3'540
Monthly subscription for business telephone service		3'875	4'150	4'280	4'375	4'375	4'260	4'380	...	3'540	3'540
3-minute local call to fixed telephone (peak rate)		27.00	33.95	35.50	37.30	37.30	35.82	35.82	45.00	30.00	30.00
3-minute local call to fixed telephone (off-peak rate)		13.50	18.80	19.75	20.65	20.65	19.83	19.83	45.00	30.00	30.00
Mobile-cellular prepaid connection charge		...	...	-	-	-	-	...	...	5'000	600
Mobile-cellular prepaid-1-min call (peak, on-net)		65.00	65.00	65.00	44.00	35.00	45.00	...	50.00	52.00	41.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		25.00	27.50	27.50	20.00	35.00	19.00	...	25.00	26.00	41.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	80.00	83.00	41.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	80.00	72.00	41.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	-	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	3'990	5'600	4'350 <sup>11</sup>
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2'000	...	5'000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	990
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'087'000	959'271	1'045'599	973'718	1'021'098	1'054'345	1'061'709	1'002'090	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	343'437	326'000	233'030	226'820	217'639	200'566	177'593	148'688	...	...
- Revenue from mobile networks	10 <sup>6</sup>	316'214	335'745	344'090	330'326	350'632	386'109	420'289	405'640	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	215'000	176'977	109'020	91'405	93'107	86'801	89'746	97'812	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	21'549	23'950	21'633	19'051	24'347	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	45'807	39'224	43'533	39'898	48'635	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	95.40	96.20	96.33 <sup>13</sup>	98.00	99.00	99.20	99.20	99.20	...
Households with a fixed line telephone	%	75.00	75.00	...	...	...	64.45	...	...	...	...
Households with a mobile telephone	%	...	63.00	66.60	54.75 <sup>13</sup>	80.00	84.00	...	...	...	...
Households with a computer	%	22.00	26.00	29.40	31.88 <sup>13</sup>	42.00	50.00	54.00	58.80	62.95	66.44
Households with Internet access at home	%	6.00	8.00	10.70	14.18 <sup>13</sup>	22.12	32.29	38.36	48.37	55.07	60.50
Mobile cellular telephone users	%	...	...	...	...	...	74.24	85.36	93.51	...	...
Computer users	%	...	...	...	43.00	43.00	56.00	59.98	65.59	64.84	67.16
Internet users	%	14.53	16.67	21.63	27.74	38.97	47.06	53.30	56.00	61.81	65.27
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	1'593	1'727	1'903	1'964	53	2'174	40	2'240	2'215	2'286
Leased-line subscriptions	10 <sup>3</sup>	3	...	...	...	...	...	8	2	1	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	827	830	...	1'981	2'016	427	562	623	700	837



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		283'992	286'783	289'724	293'004	296'743	301'010	305'721	310'666	315'543	320'136
Households		102'000	114'225	114'818	116'030	117'000	118'000	119'779	121'000	124'000	127'000
Gross domestic product (GDP)	10 <sup>6</sup>	771'894	816'450	841'322	928'888	1'026'720	1'168'580	1'308'520	1'483'134	1'495'294	1'539'511
Average annual exchange rate per US\$		97.42	91.66	76.71	70.19	62.98	70.19	64.09	87.95	123.64	122.24
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		196'528 <sup>1</sup>	187'999 <sup>1</sup>	192'552 <sup>1</sup>	190'478 <sup>1</sup>	193'852 <sup>1</sup>	188'575 <sup>1</sup>	186'668 <sup>1</sup>	199'503	190'165	193'614
Fixed-telephone subscriptions per 100 inhabitants		69.20	65.55	66.46	65.01	65.33	62.65	61.06	64.22	60.27	60.48
- Residential fixed-telephone subscriptions	%	70.70	71.00	71.00	72.00	73.00	...	...	...	59.00	59.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		18'000	...	16'745	16'853	16'427	15'238	13'041	12'271	10'945	...
- Basic access ISDN subscriptions		17'379	...	...	...	15'472	14'296	12'113	11'267	9'981	...
- Primary access ISDN subscriptions		549	...	...	...	955	943	928	1'004	964	...
ISDN voice-channel equivalents		51'228	...	57'150	57'400	59'594	56'882	52'066	52'654	48'882	...
VoIP subscriptions		...	...	...	...	...	...	5'049	5'591	4'952	11'820
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		600	580	550	485	465	421	377	328	296	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		248'131	260'438	279'670	290'068	283'108	301'922	326'098	336'922 <sup>2</sup>	339'715 <sup>2</sup>	341'077
Mobile-cellular subscriptions per 100 inhabitants		87.37	90.81	96.53	99.00	95.41	100.30	106.67	108.45	107.66	106.54
- Mobile-cellular telephone subscriptions, prepaid		87'483	98'419	112'573	124'512	112'014	122'993	135'157	141'241	145'310	158'478
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	48'838	96'789	145'113
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	40'000 <sup>3</sup>	77'034	110'760
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	8'838	19'755	34'353
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		50'000	...	51'760	66'048	87'075	98'279	105'965	110'644	113'465	114'154
Fixed (wired)-broadband subscriptions		10'424	24'270	41'571	55'764	78'017	87'738	97'937	103'697	107'072	109'212
Fixed (wired)-broadband subscriptions per 100 inhab.		3.67	8.46	14.35	19.03	26.29	29.15	32.03	33.38	33.93	34.11
- Cable modem Internet subscriptions		-	-	584	670	432	-	-	-	-	...
- DSL Internet subscriptions		10'424	24'270	39'502	53'112	75'897	85'280	94'630	98'762	97'862	95'448
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	1'218	2'615	6'908	11'563
- Other fixed (wired)-broadband subscriptions		...	...	1'485	1'982	1'688	2'458	-	-	-	...
International Internet bandwidth, in Mbit/s		68	68	510	1'240	1'240	2'200	2'200	5'000	20'000	88'500
International Internet bandwidth (bps) per Internet user		485	300	2'117	5'045	4'803	8'165	7'943	17'686	68'154	290'995
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	1'696	...	...	...	...	...	520	532	510	463
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	287	343	360	392	426	388	496	652	681	723
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	149	150	152	135	139	141	143	149	132	123
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	106	106	109	104	119	112	110
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	42	43	...	57	54	54	47
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	65	44	43	33	32	40	43	28	31	26
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	9	12	...	14	26	23	21
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	58	74	76	75
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	61	58	70	48	40	32	35	55 <sup>3</sup>	57	55
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	23	19	19	19
SMS sent	10 <sup>6</sup>	90	124	115	119	124	123	135	143	147	172
MMS sent	10 <sup>6</sup>	...	...	...	...	-	1	1	1	1	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	38
<b>STAFF</b>											
Full-time telecommunication employees		1'305	...	...	1'567	1'516	1'440	1'620	1'337	1'323	1'269
- of which: female		530	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		7'900	7'900	...	...	2'900	2'900	2'900	2'900	2'900	...
Installation fee for business telephone service		7'900	7'900	...	...	2'900	2'900	2'900	2'900	2'900	...
Monthly subscription for residential telephone service		1'383	1'508	...	...	1'675	1'737	1'799	1'986	1'645	1'665
Monthly subscription for business telephone service		2'075	1'508	...	...	2'297	1'986	2'297	2'297	1'945	...
3-minute local call to fixed telephone (peak rate)		8.52	8.52	...	...	9.70	10.20	10.50	5.97	11.92	11.92
3-minute local call to fixed telephone (off-peak rate)		6.52	6.52	...	...	9.70	10.20	10.50	5.97	11.92	11.92
Mobile-cellular prepaid connection charge		...	...	2'980	2'980	2'980	...	...	...	2'000	2'000
Mobile-cellular prepaid-1-min call (peak, on-net)		11.33	...	11.00	11.00	11.00	11.00	...	11.90	11.90	12.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		11.33	...	11.00	11.00	11.00	11.00	...	11.90	11.90	12.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	23.50	23.50	23.70
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	23.50	23.50	23.70
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	6'000	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	3'990	3'990	...	4'190	4'190	3'050
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1'000	1'000	2'000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	4.0	4.0	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	2'500	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	16'906	...	24'629	26'797	29'215	33'082	39'665	42'616	43'140	43'366
- Revenue from fixed-telephone services	10 <sup>6</sup>	7'100	...	10'180	8'145	7'977	7'713	9'670	7'721	7'260	6'868
- Revenue from mobile networks	10 <sup>6</sup>	5'966	...	9'805	11'188	12'525	15'473	16'250	15'906	15'443	14'865
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	3'630	3'180	3'364	5'612	5'689	5'494	8'483	8'303	4'296	5'264
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	2'028	1'423	426	304	572	887	225	204
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	781	685	1'196	585	4'075	1'553	1'500	1'080
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	96.80	...	...	97.00	98.00	93.00	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	94.48	...	...	...	...
Households with a mobile telephone	%	...	...	...	96.00	98.00	98.00	...	...	...	...
Households with a computer	%	73.10	83.00	84.00	85.73	89.00	84.00	89.00	91.92	92.46	93.00
Households with Internet access at home	%	62.40	76.96	78.00	80.59	84.41	83.02	83.70	87.73	89.59	92.00
Mobile cellular telephone users	%	...	...	...	...	...	97.08	96.83	98.02	...	...
Computer users	%	...	...	83.14 <sup>11</sup>	87.00 <sup>11</sup>	89.00 <sup>11</sup>	91.00 <sup>11</sup>	91.95 <sup>11</sup>	92.64 <sup>11</sup>	94.02 <sup>11</sup>	...
Internet users	%	49.39	79.12	83.14 <sup>11</sup>	83.88 <sup>11</sup>	87.00 <sup>11</sup>	89.51 <sup>11</sup>	90.60 <sup>11</sup>	91.00	93.00	95.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		5'000	6'000	7'000	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	5'928	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>6</sup>	1'071	1'089	1'106	1'123	1'140	1'157	1'174	1'191	1'208	1'225
Households	10 <sup>6</sup>	192	195	197	200	202	205	214	218	221	224
Gross domestic product (GDP)	10 <sup>9</sup>	22'790	24'546	27'546	32'392	37'065	41'160	47'676	54'470	61'240	75'122
Average annual exchange rate per US\$		47.19	48.61	46.58	45.32	44.10	45.31	41.35	43.50	48.40	45.73
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	38'536	41'420	42'000	46'198	50'177	40'770 <sup>1</sup>	39'250	37'900	37'060	35'090
Fixed-telephone subscriptions per 100 inhabitants		3.60	3.80	3.80	4.11	4.40	3.52	3.34	3.18	3.07	2.87
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	76.27 <sup>2</sup>	73.34 <sup>2</sup>	...	...	...	...	70.06	71.82 <sup>2</sup>	73.15 <sup>2</sup>	...
ISDN subscriptions	10 <sup>3</sup>	29	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	58	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	1'092 <sup>3</sup>	2'006	...	2'771 <sup>3</sup>	4'199 <sup>3</sup>	...	5'962 <sup>3</sup>	5'982 <sup>3</sup>	5'520	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	6'540	13'000	33'690	52'220	90'140	166'050	233'620	346'890	525'090	752'190
Mobile-cellular subscriptions per 100 inhabitants		0.61	1.19	3.05	4.65	7.91	14.35	19.90	29.13	43.48	61.42
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	10'583	19'700	34'529	72'276	...	198'000	304'000	478'474	...
Mobile population coverage	%	21.10	...	...	...	30.50	60.90	70.00	...	83.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	3'470	3'640	4'140	5'450	6'935	12'609	13'490	12'850	15'240	18'690
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	50	82	140	235	1'348	2'300	3'130	5'280	7'746	10'990
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.01	0.01	0.02	0.12	0.20	0.27	0.44	0.64	0.90
- Cable modem Internet subscriptions	10 <sup>3</sup>	30	36	87	130	196	...	340	485	590	...
- DSL Internet subscriptions	10 <sup>3</sup>	20	38	53	105	1'000	...	2'590	4'711	6'767	9'558
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	28
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	104	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1'475	1'870	3'000	12'300	20'000	27'000	35'747	148'000	254'000	535'000
International Internet bandwidth (bps) per Internet user		209	112	161	554	735	832	771	2'837	4'108	5'825
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	150.00	126.00	...	...	...	...	3.90	3.42	2.68	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	78.20	78.65	78.86	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	47'658	45'789	44'108	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	8'255	10'813	9'097	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	548	660	771	883	994	...	4'653	6'657	6'061	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	3'602	4'156	3'066	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	10'151	16'161	24'285	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	2'565	2'440	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	201'635	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		416'642	...	...	...	...	...	...	...	...	...
- of which: female		...	...	52'950	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		800 <sup>11</sup>	800 <sup>11</sup>	800 <sup>11</sup>	800 <sup>11</sup>	1'000 <sup>11</sup>	1'000 <sup>11</sup>	300 <sup>11</sup>	300 <sup>11</sup>	300	300
Installation fee for business telephone service		800	800	800	800	1'000	1'000	300	300	300	300
Monthly subscription for residential telephone service		250 <sup>11</sup>	250 <sup>11</sup>	120 <sup>11</sup>	120 <sup>11</sup>	120 <sup>11</sup>	120 <sup>11</sup>	120 <sup>11</sup>	120 <sup>11</sup>	120	120
Monthly subscription for business telephone service		250	250	180	180	200	...	120	120	120	120
3-minute local call to fixed telephone (peak rate)		0.80 <sup>12</sup>	0.80 <sup>12</sup>	0.80 <sup>12</sup>	0.80 <sup>12</sup>	0.80 <sup>12</sup>	0.80 <sup>12</sup>	0.80 <sup>12</sup>	0.80 <sup>12</sup>	1.00	1.00
3-minute local call to fixed telephone (off-peak rate)		0.80 <sup>13</sup>	0.80 <sup>13</sup>	0.80 <sup>13</sup>	0.80 <sup>13</sup>	0.80 <sup>13</sup>	0.80 <sup>13</sup>	0.80 <sup>13</sup>	0.80 <sup>13</sup>	1.00	1.00
Mobile-cellular prepaid connection charge		...	...	183	...	99	99	...	...	...	25
Mobile-cellular prepaid-1 min call (peak, on-net)		1.99	1.99	1.99	1.00	1.00	1.83	...	1.00	1.00	1.00
Mobile-cellular prepaid-1 min call (off-peak, on-net)		1.99	1.99	1.99	1.00	1.00	1.83	...	1.00	1.00	1.00
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	1.00	1.00	1.12
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	1.00	1.00	1.12
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	250	250	250
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	1.0	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	900	900	200
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	360'756	386'898	...	716'737	867'196	833'060	1'073'820	1'294'600	1'523'600	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	267'329	298'221	...	...	...	...	316'140	271'500	...	...
- Revenue from mobile networks	10 <sup>6</sup>	63'160	65'800	83'083	...	430'000	506'452	537'890	787'380	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	165'710	...	...	...	...	...	2'407'100	2'785'980	3'377'880	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	31.60	34.10	37.30	40.80	44.71	45.90	50.20	55.00	60.20	...
Households with a fixed line telephone	%	...	...	...	...	...	14.60	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	17.60	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	4.44	...	6.12
Households with Internet access at home	%	...	...	...	...	...	...	...	3.39	...	4.24
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.66	1.54	1.69	1.98	2.39	2.81	3.95	4.38	5.12	7.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	...	...	...	61'000	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	8	...	12	16	...	22	24	30	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	11'100	19'100	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	216'203	219'026	221'839	224'607	227'303	229'919	232'462	234'951	237'414	239'871
Households	10 <sup>3</sup>	53'224	53'972	54'643	55'322	56'009	56'366	57'907	58'586	59'261	59'919
Gross domestic product (GDP)	10 <sup>9</sup>	1'684'280	1'863'270	2'036'350	2'295'830	2'774'280	3'339'220	3'950'890	4'948'688	5'603'871	6'422'918
Average annual exchange rate per US\$		10'260.90	9'311.19	8'577.13	8'938.85	9'704.74	9'159.32	9'141.00	9'698.96	10'389.90	9'090.43
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	7'219	7'750 <sup>1</sup>	8'058	10'376	13'508	14'821	19'530	30'378	33'958	37'960
Fixed-telephone subscriptions per 100 inhabitants		3.34	3.54	3.63	4.62	5.94	6.45	8.40	12.93	14.30	15.83
- Residential fixed-telephone subscriptions	%	81.74	81.20	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	4	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	9	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	383	403	...	424	414	381	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	6'521	11'700	18'495	30'337	46'910	63'803	93'387	140'578 <sup>2</sup>	159'248	220'000
Mobile-cellular subscriptions per 100 inhabitants		3.02	5.34	8.34	13.51	20.64	27.75	40.17	59.83	67.08	91.72
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	17'091	27'921	44'577	60'877	90'297	137'068	155'375	...
Mobile population coverage	%	...	...	...	90.00	90.00	90.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	581	667	866	1'346	1'853	2'702	1'573	1'707	...	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	15	38	62	85	108	194	779	982 <sup>3</sup>	1'700	1'900
Fixed (wired)-broadband subscriptions per 100 inhab.		0.01	0.02	0.03	0.04	0.05	0.08	0.34	0.42	0.72	0.79
- Cable modem Internet subscriptions	10 <sup>3</sup>	5	7	...	...	...	...	8	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	10	31	...	...	...	...	719	950	...	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		343	573	1'059	1'507	1'507	3'472	7'883	25'096 <sup>3</sup>	45'000	70'000
International Internet bandwidth (bps) per Internet user		79	123	200	258	184	317	586	1'349	2'179	2'948
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		20.04	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	316	289	233	251	217	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	366	429	622	895	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	12'364	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		39'820	40'934	37'150	37'195	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		324'500	324'500	324'500	324'500	324'500	324'500	324'500	324'500	324'500	324'500
Installation fee for business telephone service		396'000	396'000	495'000	495'000	495'000	495'000	495'000	495'000	495'000	495'000
Monthly subscription for residential telephone service		22'220	25'740	37'620	35'860	35'860	35'860	35'860	35'860	35'860	35'860
Monthly subscription for business telephone service		35'970	43'670	44'220	63'360	63'360	63'360	63'360	63'360	63'360	63'360
3-minute local call to fixed telephone (peak rate)		208.75	245.00	245.00	372.00	377.00	250.00	250.00	366.00	250.00	375.00
3-minute local call to fixed telephone (off-peak rate)		167.00	195.00	195.00	250.00	250.00	250.00	250.00	249.00	250.00	250.00
Mobile-cellular prepaid connection charge		...	100'000	...	25'000	25'000	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		325.00	325.00	325.00	325.00	325.00	...	...	1'500.00	755.00	900.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	333.33	266.67	...	1'500.00	175.00	726.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1'500.00	1'010.00	1'800.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1'500.00	1'010.00	1'800.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	75'000	...	...	...	75'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	750'000	...	200'000	200'000	195'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	0.384
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	1.0	3.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	500'000	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>9</sup>	22'236	31'272	39'558	49'566	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>9</sup>	10'828	11'530	12'191	12'891	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>9</sup>	7'900	13'588	16'331	22'216	27'134	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>9</sup>	17'477	10'094	13'006	14'004	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	62.20	62.20	65.38	65.90	67.30	68.70	70.10	71.60	...
Households with a fixed line telephone	%	...	...	12.80	14.46	13.10	11.20	...	11.67	10.40	9.50
Households with a mobile telephone	%	...	...	...	...	19.94	24.60	...	51.99	61.80	72.00
Households with a computer	%	...	...	...	...	3.67	4.36	5.88	8.25	10.20	10.80
Households with Internet access at home	%	...	...	...	...	1.00	1.16	1.32	1.90	2.74	3.90
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	29.45	34.51
Computer users	%	...	...	...	...	...	...	1.52	...	...	...
Internet users	%	2.02	2.13	2.39	2.60	3.60	4.76	5.79	7.92	8.70	9.90
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		70'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	13'323	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		4'000'000	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	66'314	67'213	68'062	68'893	69'732	70'582	71'435	72'289	73'137	73'974
Households	10 <sup>3</sup>	14'247	14'456	13'929	13'421	12'931	13'051	13'187	13'373	13'534	13'695
Gross domestic product (GDP)	10 <sup>9</sup>	671'735	926'477	1'109'530	1'406'030	1'697'310	2'044'024	2'869'647	3'387'593	3'596'732	4'211'748
Average annual exchange rate per US\$		1'753.56	6'906.96	8'193.89	8'613.99	8'963.96	9'170.94	9'281.15	9'428.53	9'864.30	10'254.20
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	10'897	12'888	15'341	16'342	20'339	22'627	23'835	24'800	25'804	26'849
Fixed-telephone subscriptions per 100 inhabitants		16.43	19.17	22.54	23.72	29.17	32.06	33.37	34.31	35.28	36.30
- Residential fixed-telephone subscriptions	%	82.67	80.00	84.00	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	84.00	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	-	-	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	-	-	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	-	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	-	5	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	119	120	112	129	152 <sup>1</sup>	170	193	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2'087	2'279	3'450	5'076	8'511 <sup>1</sup>	15'385	29'770	43'000	52'555	67'500
Mobile-cellular subscriptions per 100 inhabitants		3.15	3.39	5.07	7.37	12.20	21.80	41.67	59.48	71.86	91.25
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	4	16	...	...	11'800	23'100	30'600	...	...
Mobile population coverage	%	32.00	...	50.00	65.00	75.00	82.00	95.00	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		402'000	816'171	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		661	16'171	18'700	...	...	100'000	200'000	300'000	400'000	500'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.02	0.03	...	...	0.14	0.28	0.41	0.55	0.68
- Cable modem Internet subscriptions		-	-	-	...	...	...	...	...	...	...
- DSL Internet subscriptions		661	16'051	17'700	...	...	100'000	200'000	300'000	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	120	1'000	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		160	550	1'000	1'000	3'411	7'452	5'425	10'850	26'728 <sup>2</sup>	30'000
International Internet bandwidth (bps) per Internet user		163	177	212	194	604	1'205	802	1'466	3'301	3'120
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	761	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	267	260	330	384	401	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	360	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	246	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	152	175	181	...	204	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	42	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	440	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		47'641	47'325	46'164	44'277	42'918	41'614	...	...	...	...
- of which: female		3'063	2'986	2'991	2'864	2'953	1'856	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'000'000	1'000'000	1'000'000	1'000'000	1'000'000	1'000'000	...	1'000'000	530'000 <sup>3</sup>	...
Installation fee for business telephone service		1'000'000	1'000'000	1'000'000	1'000'000	1'000'000	1'000'000	...	...	...	...
Monthly subscription for residential telephone service		300	300	300	300	310	310	...	310	334 <sup>3</sup>	...
Monthly subscription for business telephone service		300	300	300	300	310	310	...	...	...	...
3-minute local call to fixed telephone (peak rate)		37.80	40.00	56.80	...	59.88	59.88	...	59.88	63.47 <sup>3</sup>	...
3-minute local call to fixed telephone (off-peak rate)		37.80	40.00	40.00	...	41.58	41.58	...	41.58	44.07 <sup>3</sup>	...
Mobile-cellular prepaid connection charge		...	...	...	...	670	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		387.00	...	...	...	537.00	447.00	...	619.80	710.20	670.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		387.00	...	...	...	210.00	...	...	619.80	568.16	536.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	852.00	993.22	670.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	852.00	993.22	536.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	200'000	200'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	399'000	299'000	299'500
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	20.0	8.0	8.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	50'000	50'000
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>9</sup>	7'600	8'773	14'054	17'459	24'473	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>9</sup>	...	5'467	8'622	11'532	13'817	...	...	...	...	...
- Revenue from mobile networks	10 <sup>9</sup>	1'538	1'642	3'623	5'787	9'141	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>9</sup>	...	12'606	10'355	20'497	18'230	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	97.40	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	85.10	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	71.30	...
Households with a computer	%	...	...	...	...	...	...	...	22.30	30.17	33.72
Households with Internet access at home	%	...	...	...	...	...	...	...	14.00	18.17	20.78
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.48	4.63	6.93	7.49	8.10	8.76	9.47	10.24	11.07	13.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	24'552	25'233	25'915	26'619	27'359	28'141	28'961	29'821	30'725	31'672
Households	10 <sup>3</sup>	2'840	2'919	3'000	3'083	3'168	3'591	3'523	3'584	3'662	3'748
Gross domestic product (GDP)	10 <sup>9</sup>	...	9	29'586	47'958	64'000	72'298	71'500	103'239	75'151	94'902
Average annual exchange rate per US\$		0.31	0.31	1'453.42 <sup>1</sup>	1'453.42	1'472.00	1'467.42	1'254.57	1'193.08	1'170.00	1'170.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	675	1'128	1'183	1'034	1'115	1'248	1'365	1'082	1'108	1'600
Fixed-telephone subscriptions per 100 inhabitants		2.75	4.47	4.57	3.89	4.08	4.43	4.71	3.63	3.61	5.05
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	69.00	68.00	59.00	57.00	25.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	56.00	56.00	55.00	73.00	71.00
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1
Localities with telephone service	%	...	...	...	...	25.00	30.00	40.00	50.00	50.00	50.00
Public payphones	10 <sup>3</sup>	...	...	...	...	...	...	1	1	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	-	20 <sup>2</sup>	80	574	1'533	9'345	14'021	17'529	19'722	24'000
Mobile-cellular subscriptions per 100 inhabitants		-	0.08	0.31	2.16	5.60	33.21	48.41	58.78	64.19	75.78
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	470	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	68.10	72.10	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	14'737	14'887	...	...	121	136	3'072	...	270
Fixed (wired)-broadband subscriptions		-	-	...	...	...	26	98	54	121	77
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	-	-	-	-	-
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	26	50	35	121	60
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	32	22	32	50	80	80
International Internet bandwidth (bps) per Internet user		...	...	...	...	130	82	119	168	246	101
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	10.00	15.00	30.00	30.00	30.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	1	9	-	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	5	1	7	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	16'081	15'918	16'343	16'363	17'289	17'464
- of which: female		...	...	...	...	5'265	4'373	4'481	4'437	5'375	5'497
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	200'000	200'000	200'000	...	...	...
Installation fee for business telephone service		...	...	...	...	300'000	300'000	300'000	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	1'500 <sup>3</sup>	1'500 <sup>3</sup>	1'500	...	...	...
Monthly subscription for business telephone service		...	...	...	...	5'000 <sup>3</sup>	5'000 <sup>3</sup>	5'000	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	15.00	15.00	15.00	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	15.00	15.00	15.00	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	75'558	73'450	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	120.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	120.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	234.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	234.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	31'755	17'364
- Revenue from mobile networks	10 <sup>6</sup>	-	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	300'000	350'000
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	88.00	...	...	...	98.10	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	17.00	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	94.30	...	...
Households with a computer	%	...	...	...	5.00	...	...	...	18.20	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	8.60	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	13.70	...	...
Internet users	%	0.10	0.50	0.60	0.90	0.90	0.95	0.93	1.00	1.06	2.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'866	3'936	4'011	4'086	4'158	4'226	4'291	4'353	4'412	4'470
Households	10 <sup>3</sup>	1'305	1'328	1'288	1'249	1'211	1'229	1'256	1'279	1'302	1'323
Gross domestic product (GDP)	10 <sup>6</sup>	117'136	130'464	140'008	149'344	162'314	177'342	189'374	179'988	160'596	155'992
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'860 <sup>1</sup>	1'975 <sup>1</sup>	1'955 <sup>1</sup>	2'015 <sup>1</sup>	2'052 <sup>1</sup>	2'177 <sup>2</sup>	2'259 <sup>2</sup>	2'223 <sup>3</sup>	2'132 <sup>3</sup>	2'078 <sup>3</sup>
Fixed-telephone subscriptions per 100 inhabitants		48.11	50.18	48.75	49.32	49.35	51.50	52.63	51.06	48.32	46.49
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	71.95
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	49	50	55	51	51	108	107	104	95	88
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	101	100	96	88	82
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	7	7	7	7	7
ISDN voice-channel equivalents	10 <sup>3</sup>	343	375	355	354	357	463	479	475	450	431
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	100	145
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	10 <sup>11</sup>	9 <sup>11</sup>	10 <sup>11</sup>	10 <sup>11</sup>	9 <sup>11</sup>	7 <sup>11</sup>	6 <sup>11</sup>	5 <sup>11</sup>	2 <sup>12</sup>	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2'970	3'000	3'500	3'860	4'270	4'690	4'971 <sup>13</sup>	5'048	4'704	4'701
Mobile-cellular subscriptions per 100 inhabitants		76.83	76.22	87.27	94.48	102.69	110.97	115.83	115.97	106.63	105.18
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	2'051	...	2'492	2'914	3'235	3'540	3'726	3'747	3'537	3'364
Mobile population coverage	%	98.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'792	2'449
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	128 <sup>21</sup>	309 <sup>22</sup>	467 <sup>23</sup>	572
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	1'108	1'200	816	926	1'037	1'086	1'129	1'104	1'075
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	11	42	152	322	562	636	770	871	941
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.27	1.04	3.72	7.76	13.29	14.83	17.68	19.73	21.06
- Cable modem Internet subscriptions	10 <sup>3</sup>	-	2	5	12	32	56	82	104	151	203
- DSL Internet subscriptions	10 <sup>3</sup>	-	3	37 <sup>31</sup>	128	239	379	550	660	714	734
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	4	6	6	5
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	12	51	127	- <sup>32</sup>	-	-	-
International Internet bandwidth, in Mbit/s		4'203	13'501	20'139	24'587	24'587	39'030	66'491	150'000	160'000	200'000
International Internet bandwidth (bps) per Internet user		4'699	13'270	14'636	16'269	14'211	16'846	25'590	52'740	53'819	64'057
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		7.14	7.64 <sup>33</sup>	5.99	5.60	3.23	...	6.30	17.10	15.30	14.90
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	56.10	76.60	79.20
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	5'995	11'555	5'291	5'065	4'583	4'273
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	4'416	5'013	5'913	6'420	7'864	10'023	9'162	9'749
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	1'478	1'615	1'634	1'589	1'589	1'495	1'354	1'152	1'004
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'242	1'239	1'166	1'160
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'955	2'185	2'425	1'975
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'535	1'395	862	1'176	1'143	1'279	1'279	1'257	1'094	973
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	906	1'168	1'026	1'002
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	1'700	2'500	3'035	3'874	4'557	5'747	7'578	10'140	11'913	12'189
MMS sent	10 <sup>6</sup>	...	...	...	...	...	31	33	46	55	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	196	331
<b>STAFF</b>											
Full-time telecommunication employees		16'300	14'900	14'656	14'467	...	...	...	...	13'200	12'700
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		126	130	130	122	122	122	122	122	122	80
Installation fee for business telephone service		126	130	130	122	122	122	...	...	131	...
Monthly subscription for residential telephone service		18	22	24	24	24	24	24	25	25	20
Monthly subscription for business telephone service		18	22	24	24	24	24	24	...	25	...
3-minute local call to fixed telephone (peak rate)		0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.11	0.22	-
3-minute local call to fixed telephone (off-peak rate)		...	0.04	0.04	0.04	0.04	...	0.04	0.04	0.10	-
Mobile-cellular prepaid connection charge		...	...	10	10	10	-	...	...	-	10
Mobile-cellular prepaid-1-min call (peak, on-net)		0.46	...	0.50	0.32	0.32	0.30	...	0.19	0.25	0.25
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.23	...	0.15	0.19	0.19	0.30	...	0.19	0.25	0.25
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.49	0.45	0.45
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.49	0.45	0.45
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	30	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	25	25	25
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	10.0	10.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	0.1	0.1
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	3'200	3'440	3'620	4'100	3'949	4'285	4'536	4'515	4'037	3'865
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'003	1'263	1'616	...	...	561	2'302	2'262	2'038	1'984
- Revenue from mobile networks	10 <sup>6</sup>	1'400	...	...	...	1'826	...	2'051	2'057	1'812	1'694 <sup>12</sup>
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	257	...	...	...	...	...	442	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	246	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	196	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	-	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	-	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	96.80	95.30	98.00	98.00	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	83.31	...	...	...	...
Households with a mobile telephone	%	...	...	74.40	78.90	89.00	90.00	...	...	...	...
Households with a computer	%	...	...	42.24	46.28	55.00	59.00	65.00	70.35	72.84	76.46
Households with Internet access at home	%	34.00	34.77	35.57	39.73	47.18	49.95	57.27	63.05	66.67	71.70
Mobile cellular telephone users	%	...	...	...	...	...	90.60	93.52	94.59	...	...
Computer users	%	...	...	39.50	43.95	47.75	61.34	65.07	69.56	69.70	72.11
Internet users	%	23.14	25.85	34.31	36.99	41.61	54.82	60.55	65.34	67.38	69.85
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		615'000	562'000	533'000	552'000	570'000	578'532	563'504	521'764	492'456	475'164
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	29'102
Direct-to-home (DTH) satellite antenna subscriptions		220'000	286'000	315'000	355'000	407'000	465'020	535'000	573'000	602'952	637'000



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	6'131	6'242	6'352	6'471	6'605	6'755	6'920	7'092	7'261	7'418
Households	10 <sup>3</sup>	1'799	1'856	1'912	1'883	2'030	2'014	2'038	2'072	2'107	2'141
Gross domestic product (GDP)	10 <sup>6</sup>	517'070	535'546	539'812	571'921	602'507	648'228	686'512	723'562	766'273	813'021
Average annual exchange rate per US\$		4.21	4.74	4.55	4.48	4.49	4.46	4.11	3.59	3.93	3.74
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'033	3'006	2'913	2'896	2'936	3'005	3'075	3'224	3'250	3'276
Fixed-telephone subscriptions per 100 inhabitants		49.47	48.16	45.86	44.75	44.46	44.48	44.43	45.46	44.76	44.16
- Residential fixed-telephone subscriptions	%	63.60	64.20	...	...	...	...	...	58.00	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	57	37 <sup>1</sup>	29 <sup>1</sup>	24 <sup>1</sup>	...	...	...	8 <sup>1</sup>	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	21	16	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	8	8	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	273	270	273	258	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	100.00	...	...
Public payphones	10 <sup>3</sup>	...	16	16	...	...	...	...	12	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	5'501	6'300	6'618	7'222	7'757	8'404	8'902	8'982	9'022	9'875
Mobile-cellular subscriptions per 100 inhabitants		89.71	100.94	104.19	111.60	117.45	124.41	128.64	126.64	124.25	133.11
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	1'915	1'846	1'977	2'143	...	...	2'274	...	...
Mobile population coverage	%	...	97.00	97.00	98.00	99.00	99.70	...	100.00	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	956	1'000	1'256	1'488	1'677	1'890	...	1'714	...	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	44	232	633	980	1'230	1'421	1'528	1'684	1'850	1'865
Fixed (wired)-broadband subscriptions per 100 inhab.		0.72	3.71	9.97	15.14	18.62	21.04	22.09	23.74	25.48	25.14
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	57	220	300	420	...	...	616	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	38	150	428	650	800	911	...	924	...	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	9	9	9	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1'190	1'418	2'497	17'000	17'000	9'312	14'379	20'000	25'000	40'000
International Internet bandwidth (bps) per Internet user		1'117	1'279	2'006	11'537	10'217	4'944	4'317	4'748	5'455	8'024
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	35'040	33'650	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	3'692	3'556	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'120	1'194	1'204	1'265	1'401	1'521	...	1'645	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	728	814	899	1'050	1'120	...	...	1'375	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		12'180 <sup>2</sup>	14'007 <sup>2</sup>	14'402 <sup>2</sup>	14'618 <sup>2</sup>	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		331 <sup>3</sup>	273 <sup>3</sup>	273 <sup>3</sup>	259 <sup>3</sup>	251 <sup>3</sup>	251 <sup>3</sup>	...	...	177	176
Installation fee for business telephone service		331 <sup>3</sup>	273 <sup>3</sup>	273 <sup>3</sup>	259 <sup>3</sup>	251 <sup>3</sup>	251 <sup>3</sup>	...	...	...	...
Monthly subscription for residential telephone service		38	38	43	42	42	42	...	...	54	56
Monthly subscription for business telephone service		38	38	43	42	42	42	...	...	...	...
3-minute local call to fixed telephone (peak rate)		0.08	0.08	0.33	0.32	0.31	0.31	...	...	...	0.11
3-minute local call to fixed telephone (off-peak rate)		0.08	0.08	0.14	0.13	0.13	0.13	...	...	...	0.05
Mobile-cellular prepaid connection charge		...	...	...	...	100	257	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		0.50	0.33	...	...	0.88	0.88	...	...	0.99	1.15
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	...	...	0.63	0.63	...	...	0.79	1.15
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	...	0.99	1.15
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	...	0.99	1.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	25	30
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.750	1.500
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	17'088	18'975	23'385	24'676	24'731	26'660	27'989	29'184	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	5'258	5'098	5'230	4'960	4'724	4'361	4'285	4'188	...	...
- Revenue from mobile networks	10 <sup>6</sup>	11'008	10'665	12'234	13'404	13'352	14'383	15'512	16'550	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'864	6'831	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	2'944	1'408	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	3'509	1'691	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	92.60	92.40	91.30	92.60	...	...	90.47	90.13	89.83	...
Households with a fixed line telephone	%	91.70	90.90	88.60	86.80	...	...	84.27	83.64	82.42	...
Households with a mobile telephone	%	73.80	78.80	80.90	83.70	...	...	89.34	90.69	91.75	...
Households with a computer	%	49.80	53.80	54.60	59.20	60.00	60.81	68.86	70.97	74.46	77.00
Households with Internet access at home	%	22.50	24.40	30.80	40.70	42.00	43.34	59.34	61.82	66.26	69.00
Mobile cellular telephone users	%	...	76.90	79.60	81.30	...	...	...	...	...	...
Computer users	%	...	46.60	51.10	51.90	...	...	61.86	64.31	67.62	...
Internet users	%	17.38	17.76	19.59	22.77	25.19	27.88	48.13 <sup>11</sup>	59.39 <sup>11</sup>	63.12 <sup>11</sup>	67.20
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	1'197	1'221	1'400	...	...	...	...	918	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	110	113	400	...	...	...	...	560	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	57'199	57'499	57'864	58'264	58'671	59'082	59'495	59'891	60'249	60'551
Households	10 <sup>3</sup>	21'488	21'805	21'811	22'800	22'786	22'804	23'089	23'116	23'219	23'307
Gross domestic product (GDP)	10 <sup>6</sup>	1'248'650	1'295'230	1'335'350	1'390'540	1'428'380	1'479'980	1'546'178	1'567'761	1'519'702	1'548'816
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	27'353 <sup>1</sup>	27'142	26'596 <sup>2</sup>	25'957 <sup>2</sup>	25'049	26'890	22'417	22'039	21'683	21'477 <sup>3</sup>
Fixed-telephone subscriptions per 100 inhabitants		47.82	47.20	45.96	44.55	42.69	45.51	37.68	36.80	35.99	35.47
- Residential fixed-telephone subscriptions	%	79.20	69.86	68.20	68.20	67.86	67.93	...	79.50	80.00	80.10
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	2'280	2'400	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	2'250	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	30	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	5'403	5'756	6'027	5'805	5'459	5'100	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	300	230	230	235	191	180	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	51'246	54'200 <sup>1</sup>	56'770	62'750	71'500	80'418	89'801	90'341	88'024	90'605 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		89.59	94.26	98.11	107.70	121.87	136.11	150.94	150.84	146.10	149.63
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	45'772	48'970	51'450	57'030	65'636	72'646	80'268	79'173	75'196	76'313
Mobile population coverage	%	99.60	99.80	99.80	99.80	99.80	99.80	99.80	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	8'089	10'943	17'075
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	6'451	6'936	10'946
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	1'638	4'007	6'129
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	12'000	13'000	16'800	17'150	17'700	11'778	12'199	11'283	12'300	13'400
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	390	850	2'250	4'724	6'822	8'497	10'122	11'276	12'283	13'259
Fixed (wired)-broadband subscriptions per 100 inhab.		0.68	1.48	3.89	8.11	11.63	14.38	17.01	18.83	20.39	21.90
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	390	850	2'070	4'392	6'441	8'156	9'755	10'935	11'995	12'964
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	248	254	279
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	332	381	...	...	93	34	16
International Internet bandwidth, in Mbit/s		35'771	67'628	119'794	119'794	119'794	182'574	611'655	777'151	1'000'000	2'000'000
International Internet bandwidth (bps) per Internet user		2'297	4'195	7'129	6'186	5'834	8'134	25'204	29'140	33'991	61'531
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	126'611	...	...	...	96'367	...	149'134	92'500	86'553	80'164 <sup>11</sup>
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	72'000	...	57'304	...	...	...	94'454	106'943	111'846	121'849 <sup>12</sup>
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	16'212	20'041	17'300	16'900	...	14'910	13'150	12'090 <sup>12</sup>
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	11'575	...	...	...	...	14'116	14'177	14'267 <sup>12</sup>
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	8'476 <sup>13</sup>	9'596	9'203	9'201
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	4'610	...	5'986	3'633	3'596	...	4'730	4'710	3'810	3'490 <sup>12</sup>
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	3'094	...	...	...	...	4'886	5'393	5'711 <sup>12</sup>
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	5'425	...	7'607	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	11'600	...	21'151	...	...	...	...	60'827	74'692	85'833 <sup>12</sup>
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	87'954	94'022	86'531	85'903	69'836	86'471	81'805	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		123	123	150	150	150	150	96	96	96	96
Installation fee for business telephone service		123	...	150	150	150	150	96	...	96	...
Monthly subscription for residential telephone service		13	...	15	16	16	16	15	15	16	16
Monthly subscription for business telephone service		17	...	22	26	26	26	15	...	16	...
3-minute local call to fixed telephone (peak rate)		0.12	...	0.12	0.06	0.06	0.16	0.12	0.12	0.12	0.12
3-minute local call to fixed telephone (off-peak rate)		0.12	...	0.10	0.06	0.06	0.16	0.10	0.10	0.10	0.10
Mobile-cellular prepaid connection charge		...	...	5	5	5	5	...	...	...	9
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.24	0.50	0.25	0.55	...	0.18	0.22	0.19
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.24	0.10	0.25	0.20	...	0.18	0.22	0.19
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.18	0.22	0.19
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.18	0.22	0.19
Fixed (wired)-broadband connection charge		...	...	60	50	40	40	...	28	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	40	30	20	25	...	17	20	20
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	7.000	7.000	7.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	31'000	31'957	32'500	41'860	43'115	47'172	46'529	35'281	34'280	33'200 <sup>12</sup>
- Revenue from fixed-telephone services	10 <sup>6</sup>	17'291	...	14'100	13'700	16'200	17'700	22'175	16'660	16'170	15'470
- Revenue from mobile networks	10 <sup>6</sup>	13'900	15'249	15'820	18'200	16'200	17'100	24'354	18'350	17'860	17'510 <sup>12</sup>
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	8'073	9'472	7'887	7'084	8'000	6'837	7'163	6'689	6'222	6'156
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	1'899	3'354	3'585	3'554	3'895	3'594	3'774	3'656
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	2'471	3'730	3'539	3'190	3'269	3'096	2'448	2'500
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	94.90	95.70	96.50	96.00	94.00	...	...	...	...
Households with a fixed line telephone	%	...	83.00	81.10	...	...	72.80	...	...	...	...
Households with a mobile telephone	%	...	75.40	78.40	...	88.00	93.00	...	...	...	...
Households with a computer	%	...	39.90	47.67	47.35	46.00	48.00	53.00	55.97	61.27	64.85
Households with Internet access at home	%	...	33.75	32.08	34.11	38.58	40.01	43.38	46.93	53.48	59.00
Mobile cellular telephone users	%	...	...	...	...	...	86.71	89.20	90.21	...	...
Computer users	%	...	37.40 <sup>21</sup>	39.20 <sup>22</sup>	41.00 <sup>23</sup>	42.00	44.00 <sup>23</sup>	44.60 <sup>23</sup>	48.16 <sup>23</sup>	51.39 <sup>23</sup>	55.65 <sup>23</sup>
Internet users	%	27.22	28.04 <sup>22</sup>	29.04 <sup>23</sup>	33.24 <sup>23</sup>	35.00 <sup>23</sup>	37.99 <sup>23</sup>	40.79 <sup>23</sup>	44.53 <sup>23</sup>	48.83 <sup>23</sup>	53.68
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	70	113	180	200	200	200	...	24'271	24'531	24'798
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	2'550	...	4'810	4'800	4'800	4'800	...	4'752	4'740	4'870

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	2'604	2'626	2'646	2'665	2'682	2'696	2'709	2'720	2'731	2'741
Households	10 <sup>3</sup>	722	723	748	761	765	761	776	780	783	786
Gross domestic product (GDP)	10 <sup>6</sup>	418'771	468'516	542'703	620'259	695'218	783'655	887'417	1'009'670	1'083'450	1'162'728
Average annual exchange rate per US\$		46.00	48.42	57.74	61.20	62.28	65.74	69.19	72.80	87.89	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		511'302	434'772	458'675	423'000	319'000	342'692	369'656	316'591	302'451	263'055
Fixed-telephone subscriptions per 100 inhabitants		19.63	16.56	17.33	15.87	11.90	12.71	13.65	11.64	11.08	9.60
- Residential fixed-telephone subscriptions	%	71.00	75.00	75.00	76.00	79.00	71.18	73.67	71.32	70.97	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	598	1'245	1'576	1'838	1'981	2'275	2'684	2'723	2'956	3'182
Mobile-cellular subscriptions per 100 inhabitants		22.96	47.41	59.57	68.95	73.89	84.36	99.09	100.11	108.25	116.09
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	2'214	2'606	2'639	2'858	3'049
Mobile population coverage	%	80.00	95.00	95.00	95.00	95.00	85.21	95.00	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	73'572	96'203	104'219	114'561	...
Fixed (wired)-broadband subscriptions		3'235	9'000	9'000	27'000	45'000	68'243	92'768	97'323	112'201	116'685
Fixed (wired)-broadband subscriptions per 100 inhab.		0.12	0.34	0.34	1.01	1.68	2.53	3.42	3.58	4.11	4.26
- Cable modem Internet subscriptions		...	...	...	...	1'000	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	41'000	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	3'000	...	...	...	...	...
International Internet bandwidth, in Mbit/s		73	2'000	2'000	2'000	2'000	2'000	2'000	2'000	2'000	15'000
International Internet bandwidth (bps) per Internet user		728	12'486	9'690	7'505	5'827	4'523	3'499	3'115	3'014	20'967
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	39.65 <sup>1</sup>	31.00 <sup>1</sup>	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	13.83 <sup>2</sup>	21.00 <sup>2</sup>	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'647	1'423	1'179	920
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	915	3'797	4'423	8'838	7'328
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	633	592	538	421	423	559	532	505	401	700
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	178	144	...	326	325	316	566
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	389	1'284	1'876	2'271
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	88	65	58	45	40	44	40	68	62	41
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	349	1'216	1'814	2'230
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'126	979	850	692
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	414	464	483	419	571	503	538	371	381	279
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	588	608	470	413
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	237	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'599	2'387	3'000	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		600	660	660	660	660	660	...	660	...	...
Installation fee for business telephone service		840	940	940	940	940	940	...	...	...	...
Monthly subscription for residential telephone service		310	310	400	500	500	530	290	700	785	922
Monthly subscription for business telephone service		740	740	1'000	1'250	1'250	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		2.25	2.73	3.15	3.30	1.80	3.30	1.20	2.97	2.97	3.49
3-minute local call to fixed telephone (off-peak rate)		1.14	2.04	2.85	3.00	1.38	2.70	1.20	1.95	1.95	2.29
Mobile-cellular prepaid connection charge		...	1'150	1'150 <sup>3</sup>	-	-	-	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		3.60	10.00	10.00	10.00	10.00	10.00	...	11.75	11.75	11.75
Mobile-cellular prepaid-1-min call (off-peak, on-net)		2.33	8.00	8.00	8.00	7.00	8.00	...	9.40	9.40	9.40
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	20.80	20.80	20.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	18.57	18.57	18.57
Fixed (wired)-broadband connection charge		...	...	...	...	1'800	...	...	2'854	2'639	2'639
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	2'100	...	3'504	1'975	2'150
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	24'139	26'556	25'119	26'906	...	51'617	53'888	56'853	60'082	49'558
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	16'767	13'510	...	13'664	12'828	12'730	12'338	10'373
- Revenue from mobile networks	10 <sup>6</sup>	...	...	5'770	5'766	...	37'841	40'952	43'939	45'733	36'482
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	7'344	9'180	14'204	11'122	10'423	9'817	13'396	17'130	12'821	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	6'650	8'000	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	85.48	87.03	87.60	88.00
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	15.30	...
Households with a mobile telephone	%	...	...	...	...	...	...	69.13	73.29	91.50	...
Households with a computer	%	...	...	...	...	...	...	15.68	17.10	18.60	20.00
Households with Internet access at home	%	...	...	...	...	...	...	6.72	8.10	9.80	11.80
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	3.86	6.10	7.80	10.00	12.80	16.40	21.10	23.60	24.30	26.10
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	125'894	126'048	126'184	126'299	126'393	126'465	126'515	126'545	126'552	126'536
Households	10 <sup>3</sup>	48'015	48'105	48'139	48'173	48'207	47'489	47'396	47'385	47'334	47'274
Gross domestic product (GDP)	10 <sup>9</sup>	497'720	491'312	490'294	498'328	501'343	507'810	515'520	504'378	470'937	479'179
Average annual exchange rate per US\$		121.53	125.39	115.93	108.19	110.22	116.30	117.75	103.36	93.57	87.78
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	61'326	60'772	60'219	59'608	58'053 <sup>1</sup>	56'029	51'235	48'427 <sup>2</sup>	44'364 <sup>1</sup>	40'419 <sup>2</sup>
Fixed-telephone subscriptions per 100 inhabitants		48.71	48.21	47.72	47.20	45.93	44.30	40.50	38.27	35.06	31.94
- Residential fixed-telephone subscriptions	%	75.80	70.70	70.50	71.70	71.30	70.40	70.20	70.10	70.00	67.30 <sup>3</sup>
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	10'327	9'610	8'627	7'981	7'491	7'117	6'453	5'929	5'421	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	10'233	9'547	8'562	7'910	7'426	7'053	6'389	5'870	5'365	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	94	63	65	71	64	65	64	59	55	...
ISDN voice-channel equivalents	10 <sup>3</sup>	22'630	20'540	18'619	17'453	16'324	15'601	14'250	13'097	11'995	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	17'535	20'218	23'149	25'664
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	681	584	503	442	393	361	329	307	283	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	74'819	81'118	86'655	91'474	96'484	99'826	107'339	110'395	114'917	120'709
Mobile-cellular subscriptions per 100 inhabitants		59.43	64.35	68.67	72.43	76.34	78.94	84.84	87.24	90.81	95.39
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	2'084	2'609	2'858	2'726 <sup>1</sup>	2'494	2'109	1'541	1'099	1'239 <sup>3</sup>
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.70	99.77	99.88	99.90	99.90
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	24'096	29'875	33'884	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	3'835	9'397	14'917	19'557	23'301 <sup>1</sup>	26'439 <sup>1</sup>	28'303 <sup>1</sup>	30'118 <sup>1</sup>	31'655 <sup>1</sup>	34'045 <sup>1</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		3.05	7.46	11.82	15.48	18.44	20.91	22.37	23.80	25.01	26.91
- Cable modem Internet subscriptions	10 <sup>3</sup>	1'456	2'069	2'578	2'960	3'309 <sup>1</sup>	3'610	3'827	4'083 <sup>1</sup>	4'301 <sup>1</sup>	5'666 <sup>1</sup>
- DSL Internet subscriptions	10 <sup>3</sup>	2'379	7'023	11'197	13'676	14'518 <sup>1</sup>	14'013	13'133	11'602 <sup>1</sup>	10'134 <sup>1</sup>	8'593 <sup>1</sup>
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	11'330	14'420	17'207	19'774 <sup>1</sup>
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	26	305	1'142	2'922	5'474	8'816	13	13	13	11
International Internet bandwidth, in Mbit/s		22'705	30'286	75'946	132'608	220'000	303'124	477'112	726'114	1'003'248 <sup>11</sup>	1'566'725 <sup>11</sup>
International Internet bandwidth (bps) per Internet user		468	516	1'243	1'683	2'601	3'490	5'076	7'610	10'164	15'833
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	-	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	-	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	273'900	219'024	...	...	124'380	109'980	96'660	83'400	72'780	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	97'860 <sup>12</sup>	105'120 <sup>12</sup>	113'040 <sup>12</sup>	109'500 <sup>12</sup>	112'980 <sup>12</sup>	118'020 <sup>12</sup>	123'120	133'500	139'620	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	15'300	11'100	13'620	12'000	10'560	9'780	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	30'480 <sup>13</sup>	28'260 <sup>13</sup>	25'260	20'820	18'300	17'160	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	42'888	3'810	3'777	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	2'576	2'611	2'668	3'425	3'842	3'982	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'098	1'754	1'740	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'736	2'046	1'966	2'079	2'079	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'820	2'880	26'340	...
<b>STAFF</b>											
Full-time telecommunication employees		266'471	202'779	114'440	120'087	120'000	121'349	116'912	112'454	122'137	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		72'800	72'800	72'800	36'800	36'800	36'800	38'640	38'640	38'640	2'940
Installation fee for business telephone service		72'800	72'800	72'800	36'800	36'800	36'800	38'640	38'640	38'640	2'940
Monthly subscription for residential telephone service		1'750	1'750	1'750	1'700	1'700	1'700	1'785	1'785	1'785	2'048
Monthly subscription for business telephone service		2'600	2'600	2'600	2'500	2'500	2'500	2'625	2'625	2'625	2'888
3-minute local call to fixed telephone (peak rate)		8.50	8.50	8.50	8.50	8.50	8.50	8.93	8.93	8.93	8.93
3-minute local call to fixed telephone (off-peak rate)		...	...	...	8.50 <sup>13</sup>	8.50 <sup>13</sup>	8.50 <sup>21</sup>	8.93	8.93	8.93	8.93
Mobile-cellular prepaid connection charge		...	...	...	-	- <sup>22</sup>	-	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		23.33	23.33	...	...	...	...	90.00	180.00	180.00	90.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		13.33	13.33	...	...	...	...	90.00	70.00	70.00	90.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	90.00	180.00	180.00	90.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	90.00	70.00	70.00	90.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	45'042
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	3'374	3'374	3'374	2'020
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	8.000	8.000	8.000	12.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	-	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	-	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>9</sup>	14'337	19'642	19'639	18'089	14'554	15'104	15'306	14'406	14'218	...
- Revenue from fixed-telephone services	10 <sup>9</sup>	5'431	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>9</sup>	8'375 <sup>23</sup>	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>9</sup>	2'992	2'415	2'368	2'510	2'086	2'040	2'427	2'434	2'369	1'018
- Annual investment in fixed-telephone services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	99.30	99.40	99.00	...	...	98.90	98.90	...	...
Households with a fixed line telephone	%	...	...	...	...	90.70	...	90.80	90.80	91.20	85.80
Households with a mobile telephone	%	75.60	86.10	93.90	91.10	90.00	...	95.10	95.50	96.30	93.20
Households with a computer	%	58.00	71.70	78.20	78.00	80.50	82.70	85.00	85.90	87.20	83.38
Households with Internet access at home	%	...	48.80	53.60	55.80	57.00	60.50	77.40	79.80	82.54	81.29
Mobile cellular telephone users	%	...	52.20	65.10	...	...	...	73.80	75.40	74.83	73.60 <sup>31</sup>
Computer users	%	...	41.80	44.60	50.80	64.80 <sup>31</sup>	...	62.40 <sup>31</sup>	64.00 <sup>31</sup>	66.23 <sup>31</sup>	67.40 <sup>31</sup>
Internet users	%	38.53 <sup>32</sup>	46.59 <sup>32</sup>	48.44 <sup>32</sup>	62.39 <sup>33</sup>	66.92 <sup>31</sup>	68.69 <sup>31</sup>	74.30 <sup>31</sup>	75.40 <sup>31</sup>	78.00 <sup>31</sup>	78.20 <sup>31</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	21'254	23'332	24'684	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	11'164	11'577	12'009	12'359	12'543	12'922	13'423	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'910	4'998	5'097	5'210	5'342	5'495	5'667	5'849	6'026	6'187
Households	10 <sup>3</sup>	823	874	897	946	980	1'037	1'060	1'104	1'137	1'165
Gross domestic product (GDP)	10 <sup>6</sup>	6'364	6'794	7'229	8'079	8'925	10'675	12'131	15'593	16'912	18'762
Average annual exchange rate per US\$		0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		660'000	674'511	622'572 <sup>1</sup>	637'811	628'000	614'000	559'000	518'990	501'238	485'529
Fixed-telephone subscriptions per 100 inhabitants		13.44	13.49	12.21	12.24	11.76	11.17	9.86	8.87	8.32	7.85
- Residential fixed-telephone subscriptions	%	78.10	80.00	79.00	78.90	73.00	76.00	69.00	66.00	64.00	63.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		1'826	2'285	2'593	20'321	29'310	30'826	35'812	40'730	42'316	...
- Basic access ISDN subscriptions		1'495	1'827	2'090	5'198	6'756	6'226	6'352	6'428	6'256	...
- Primary access ISDN subscriptions		331	458	203	15'123	22'554	24'600	29'460	33'540	36'060	...
ISDN voice-channel equivalents		10'603	14'188	19'270	464'086	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		7'851	7'716	...	...	...	...	-	-	-	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	866	1'220	1'325	1'624	3'138	4'343	4'772	5'314	6'014	6'620
Mobile-cellular subscriptions per 100 inhabitants		17.63	24.40	26.00	31.17	58.74	79.04	84.19	90.85	99.81	106.99
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	652	1'009	1'061	1'276	2'709	3'930	4'250	4'888	5'550	6'063
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	-	-	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		65'948	62'242	92'996	110'588	196'800	205'704	228'333	229'074	244'513	248'333
Fixed (wired)-broadband subscriptions		409	3'177	4'996	10'424	23'551	48'622	88'818	137'148	203'472	195'784
Fixed (wired)-broadband subscriptions per 100 inhab.		0.01	0.06	0.10	0.20	0.44	0.88	1.57	2.34	3.38	3.16
- Cable modem Internet subscriptions		-	-	-	-	-	-	520	1'382	2'003	...
- DSL Internet subscriptions		409	3'177	4'996	10'424	23'551	47'886	85'991	127'069	166'428	192'846
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	869	1'138	935	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		90	90 <sup>2</sup>	310	310	310	626	936	4'615	10'779	15'000
International Internet bandwidth (bps) per Internet user		390	299	718	510	449	822	826	3'431	6'880	6'380
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		14.16	10.71	12.62	9.99	7.87	0.51	...	8.70	5.30	12.00
Fixed-telephone faults cleared by next working day	%	90.00	88.00	89.20	81.61	86.60	90.63	...	...	...	80.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	6'582	...	...	...	2'795	2'302	1'715	1'328	1'111	689
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	1'565	2'433	...	4'210	6'027	8'579	12'482	16'029	19'254
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	214	175	158	187	173	194	192	171	158	152
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	415	276	252	212	196	199
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	621	558	543	627	901	858
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	190	198	237	292	394	237	109	67	66	62
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	399	560	835	796
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	443	477	576	592
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	217	236	314	393	387	397	75	68	96	77
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	369	409	479	516
SMS sent	10 <sup>6</sup>	...	...	785	...	343	1'227	1'363	1'772	2'158	1'889
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	12	10	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		6'318	6'177	5'251	5'094	5'325	5'392	5'219	5'280	5'756	4'739
- of which: female		1'285	1'228	1'053	900	971	1'290	1'272	1'315	1'346	1'171
<b>TARIFFS</b>											
Installation fee for residential telephone service		80 <sup>3</sup>	56	45	36	36	36	36	36	36	36
Installation fee for business telephone service		160	112	90	72	72	72	72	72	72	72
Monthly subscription for residential telephone service		3	4	4	4	4	5	5	5	5	5
Monthly subscription for business telephone service		8	9	10	10	10	10	12	12	12	12
3-minute local call to fixed telephone (peak rate)		0.03	0.03	0.04	0.04	0.04	0.04	0.05	0.05	0.05	0.05
3-minute local call to fixed telephone (off-peak rate)		0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.04
Mobile-cellular prepaid connection charge		...	...	11	12	12	20	-	-	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		0.12	0.11	0.06	0.06	0.05	0.03	...	0.04	0.04	0.04
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.08	0.08	0.04	0.05	0.03	0.03	...	0.04	0.04	0.04
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.10	0.10	0.10
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.10	0.10	0.10
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	43	43	43
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	14	14	14
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.510	0.510	0.510
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	10.0	10.0	10.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	495	531	590	668	756	865	987	1'008	1'063	1'146
- Revenue from fixed-telephone services	10 <sup>6</sup>	287	263	250	258	243	244	243	243	237	241
- Revenue from mobile networks	10 <sup>6</sup>	188	262	326	396	462	556	646	649	657	689
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	188	137	106	111	155	155	116	115	176	220
- Annual investment in fixed-telephone services	10 <sup>6</sup>	90	38	11	10	12	13	12	23	24	15
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	89	94	75	100	137	102	92	65	120	124
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	96.30	96.50	96.70	96.80	97.00	97.20	97.40	97.60	...
Households with a fixed line telephone	%	...	54.40	...	...	...	...	35.70	31.00	...	...
Households with a mobile telephone	%	...	48.00	...	...	...	...	90.00	94.00	...	...
Households with a computer	%	9.80	16.40	21.20	22.00	23.00	24.05	25.14	39.30	43.00	51.41
Households with Internet access at home	%	2.60	5.00	6.30	7.00	8.00	9.14	10.45	13.20	18.00	22.05
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	55.00	...
Internet users	%	4.71	6.03	8.47	11.66	12.93	13.87	20.00	23.00	26.00	38.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	-	-	-	-	-	520	1'389	2'003
Leased-line subscriptions		600	...	...	...	640	736	8'873	9'604	9'935	10'025
Direct-to-home (DTH) satellite antenna subscriptions		261'000	328'000	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	14'898	14'902	14'959	15'053	15'172	15'312	15'476	15'655	15'841	16'026
Households	10 <sup>3</sup>	4'016	3'984	3'952	3'920	3'888	3'885	4'045	4'074	4'104	4'135
Gross domestic product (GDP)	10 <sup>9</sup>	3'158	3'529	4'465	5'873	7'658	10'214	12'641	16'268	17'008	21'815
Average annual exchange rate per US\$		146.74	153.28	149.58	136.04	132.88	126.09	122.55	120.30	147.50	147.35
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'940	2'082	2'228	2'550	2'708	2'928	3'237	3'458	3'856	4'058
Fixed-telephone subscriptions per 100 inhabitants		13.02	13.97	14.90	16.94	17.85	19.12	20.92	22.09	24.34	25.32
- Residential fixed-telephone subscriptions	%	83.10	81.40	...	84.50	...	86.92	86.32	...	84.60	...
- Fixed-telephone subscriptions in urban areas	%	84.10	84.47	...	81.24	...	80.00 <sup>1</sup>	76.90 <sup>1</sup>	...	73.80	73.30
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	1	8	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	575	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	8	9	...	6	...	7	6	...	6	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	582	1'027	1'331	2'447	5'398	7'776	12'323	14'911	17'063	19'403
Mobile-cellular subscriptions per 100 inhabitants		3.91	6.89	8.90	16.26	35.58	50.78	79.62	95.24	107.71	121.07
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	4'945	7'038	...	10'989	17'515
Mobile population coverage	%	94.00	...	...	...	...	51.00	81.00	94.00	...	95.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	151'997	301'600	309'520	683'141	700'000	756'500	1'543'400
Fixed (wired)-broadband subscriptions		-	-	998	1'997	2'996	30'500	270'370	660'818	577'200	1'426'800
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.01	0.01	0.02	0.20	1.75	4.22	3.64	8.90
- Cable modem Internet subscriptions		...	...	...	...	...	...	17'500	...	...	227'800
- DSL Internet subscriptions		...	...	...	1'997	...	...	215'000	310'671	515'798	857'200
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	21'736	6'738	12'773	341'800 <sup>2</sup>
International Internet bandwidth, in Mbit/s		14	48	48	48	48	975	2'000	11'000	17'900	46'819
International Internet bandwidth (bps) per Internet user		93	192	160	120	107	1'948	3'215	6'388	6'209	8'592
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	47.10	35.00	56.00	48.40	42.20
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	5.00	4.90	...	4.50	100.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	2'381	2'953	...	...	926
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	3'838	6'719	...	20'734	15'931
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	487	522	...	437	46
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	168	192	...	100	201
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	270	355	446 <sup>3</sup>	...	592	624
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	119	132	...	105	216	221	283	...	441	317
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	170	163	...	152	307
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	432	440	...	...	425	643
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	207	260	...	...	...	432	438	...	186	65
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	12	53	...	216	577
SMS sent	10 <sup>6</sup>	...	...	...	...	...	889	1'881	...	7'871	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	3	7	...	157	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	5'799	...
<b>STAFF</b>											
Full-time telecommunication employees		31'177	32'193	33'006	51'100	...	51'043	50'490	72'500	51'298	50'700
- of which: female		...	...	...	...	...	21'882	20'985	27'913	20'442	20'100
<b>TARIFFS</b>											
Installation fee for residential telephone service		12'000	12'000	12'000	12'000	10'000	16'985	14'374	...	...	11'581
Installation fee for business telephone service		43'000	43'000	43'000	43'000	32'000	32'000	24'000	...	...	26'880
Monthly subscription for residential telephone service		370	370	...	218	327	327	327	...	245	289
Monthly subscription for business telephone service		586	586	...	760	...	950	950	...	...	851
3-minute local call to fixed telephone (peak rate)		0.02	0.02	...	...	...	1.25	1.25	...	1.62	1.90
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	1.25	1.25	...	1.62	1.90
Mobile-cellular prepaid connection charge		...	...	591	...	...	536	...	...	...	1'500
Mobile-cellular prepaid-1-min call (peak, on-net)		...	34.20	33.30	9.52	35.00	24.33	...	...	22.90	22.89
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	10.82	9.52	30.00	14.67	...	...	22.90	22.89
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	34.29	34.29
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	34.29	34.29
Fixed (wired)-broadband connection charge		...	...	...	...	...	6'300	6'300	...	7'056	7'056
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	19'900	3'800	...	1'930	1'930
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	0.8	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	3'282.0	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	53'463	92'253	...	...	...	288'801	368'446	...	438'434	479'905
- Revenue from fixed-telephone services	10 <sup>6</sup>	38'458	45'253	...	...	...	60'653	70'517	...	82'748	75'764
- Revenue from mobile networks	10 <sup>6</sup>	15'005	47'000	...	...	...	99'660	123'831	...	244'820	260'945
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	13'689	13'405	...	...	...	15'300	83'043	...	71'987	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	40'333	...	22'197	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	11'439	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	39'337	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	65.00	100.00	100.00	...	...
Population with access to a PIAC	%	...	...	...	100.00	...	77.00	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	86.79	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	18.38	...	25.10
Households with Internet access at home	%	...	...	...	...	...	...	...	17.00	...	23.19
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.01	1.67	2.00	2.65	2.96	3.27	4.02	11.00	18.20	34.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		106'100	106'100	...	...	...	471'542	585'917	...	763'300	860'900
Leased-line subscriptions		...	...	...	...	...	...	16'134	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	32'076	32'928	33'805	34'702	35'615	36'541	37'485	38'455	39'462	40'513
Households	10 <sup>3</sup>	6'611	6'848	6'893	7'286	7'447	7'632	8'161	8'381	8'768 <sup>1</sup>	8'834
Gross domestic product (GDP)	10 <sup>6</sup>	1'020'020	1'035'370	1'138'060	1'286'460	1'445'480	1'622'592	1'828'789	2'077'435	2'365'454	2'551'161
Average annual exchange rate per US\$		78.56	78.75	75.94	79.17	75.55	72.10	67.32	69.18	77.35	79.23
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		309'379	321'482	328'358	299'255	286'729	293'364	463'766	646'356	664'099	380'748
Fixed-telephone subscriptions per 100 inhabitants		0.96	0.98	0.97	0.86	0.81	0.80	1.24	1.68	1.68	0.94
- Residential fixed-telephone subscriptions	%	43.60	36.00	...	...	...	...	59.00	48.00	47.00	45.00
- Fixed-telephone subscriptions in urban areas	%	94.50	94.40	94.10	95.00	95.00	95.00	92.00	97.00	97.00	97.00
ISDN subscriptions		...	385	354	648	1'109	1'174	1'283	1'253	1'253	...
- Basic access ISDN subscriptions		...	245	210	481	865	851	866	826	823	...
- Primary access ISDN subscriptions		...	140	144	167	244	323	417	427	429	...
ISDN voice-channel equivalents		...	4'690	4'680	5'972	9'050	11'388	14'242	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		9'159	9'604	9'964	9'798	8'967	7'913	5'805	4'587	4'681	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	600	1'187 <sup>2</sup>	1'591	2'546	4'612	7'340	11'349	16'304	19'365	24'969
Mobile-cellular subscriptions per 100 inhabitants		1.87	3.61	4.71	7.34	12.95	20.09	30.28	42.40	49.07	61.63
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	1'161	1'562	2'498	4'539	7'214	11'198	16'098	19'178	24'719
Mobile population coverage	%	...	...	...	52.00	62.00	65.00	77.00	83.00	84.50	89.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'981	66
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	16
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		45'000	...	60'000	70'000	80'000	186'801	...	11'128 <sup>3</sup>	8'349 <sup>3</sup>	12'216
Fixed (wired)-broadband subscriptions		-	-	-	...	5'399	17'723	17'737	3'282 <sup>3</sup>	8'349	4'155 <sup>3</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	...	0.02	0.05	0.05	0.01	0.02	0.01
- Cable modem Internet subscriptions		-	-	-	-	...	...	...	...	-	25
- DSL Internet subscriptions		-	-	-	-	...	...	...	...	8'349	4'121
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	35	34
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	-	...
International Internet bandwidth, in Mbit/s		26	26	26	34	113	661	337	828	16'775	20'210
International Internet bandwidth (bps) per Internet user		131	65	26	32	103	240	113	248	4'234	1'926
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	149.00	149.10	130.40	145.40	70.10	25.40	28.20	26.10	3.66
Fixed-telephone faults cleared by next working day	%	...	...	34.99	35.76	42.75	63.66	38.10	46.00	47.00	72.58
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	77
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'725	334	13'431	25'282
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	230	210	163	137	100	10	9	9	64
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	19	...	25	6
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	147	62	217	307
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	21	26 <sup>2</sup>	26	30	43	47	30	14	15	13
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	49	202	294
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	387	117	521	670
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	56	36 <sup>2</sup>	122	147	158	109	97	27	54	45
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	91	467	626
SMS sent	10 <sup>6</sup>	...	...	...	153	355	256	445	2'056	2'261	2'975
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	3
<b>STAFF</b>											
Full-time telecommunication employees		19'337	18'756	18'756	20'162	22'197	9'260	6'519	7'201	7'868	...
- of which: female		5'388	5'214	5'214	5'728	6'491	2'320	1'488	2'105	2'300	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		2'300	2'300	4'600	4'600	2'848	2'848	2'668	2'668	2'668	3'395
Installation fee for business telephone service		2'300	2'300	4'600	4'600	2'848	2'848	3'938	3'938	3'938	3'395
Monthly subscription for residential telephone service		354	500	480	580	580	580	580	580	580	580
Monthly subscription for business telephone service		354	500	480	580	580	580	580	580	580	580
3-minute local call to fixed telephone (peak rate)		4.71	7.40	6.48	7.40	8.60	9.30	6.38	9.98	9.98	18.00
3-minute local call to fixed telephone (off-peak rate)		4.71	7.40	6.48	7.40	8.60	9.30	9.98	9.98	9.98	18.00
Mobile-cellular prepaid connection charge		...	...	990	...	2'500	248	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		15.00	15.00	32.50	30.52	28.52	28.14	...	14.00	8.00	8.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		15.00	15.00	23.70	23.70	16.37	28.14	...	14.00	8.00	8.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	25.00	15.00	12.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	25.00	15.00	12.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	...	3'999
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	10'990	2'999	2'999
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	37'980	48'085	49'500	55'269	67'173	65'760	110'433	132'655	142'141	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	22'038	24'085	24'000	24'000	17'657	14'354	...	52'435	50'000	...
- Revenue from mobile networks	10 <sup>6</sup>	15'214	24'000	25'500	28'393	45'293	46'456	57'998	73'625	84'166	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	23'158	27'311	60'092	35'140	51'237	57'168	42'202	51'516	39'800	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	3'976	3'849	1'910	6'220	12'568	12'568	20'980	20'980	3'127	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	23'662	28'920	38'669	44'600	2'122	29'365	35'184	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	19.40	...	...	...	...	...	28.00 <sup>1</sup>	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	1.20 <sup>1</sup>	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	63.20 <sup>1</sup>	...
Households with a computer	%	...	...	...	...	...	...	...	...	3.60 <sup>1</sup>	...
Households with Internet access at home	%	...	...	...	...	...	...	2.20	2.49	...	4.04
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.62	1.21	2.94	3.02	3.10	7.53	7.95	8.67	10.04	25.90
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		15'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	9'724	7'637	1'809	1'944	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		85'550	87'147	88'776	90'398	91'988	93'534	95'043	96'532	98'027	99'546
Households		12'900	13'100	13'300	13'500	14'042	14'090	14'318	14'542	15'000	15'000
Gross domestic product (GDP)	10 <sup>6</sup>	77	...	...	...	...	142	153	158	164	165
Average annual exchange rate per US\$		1.93	1.84	1.54	1.36	1.31	1.33	1.20	1.19	1.28	1.09
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		3'628	4'474	4'400	4'300	4'200	4'000 <sup>1</sup>	4'000	4'000	4'000	4'100
Fixed-telephone subscriptions per 100 inhabitants		4.24	5.13	4.96	4.76	4.57	4.28	4.21	4.14	4.08	4.12
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	17	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		395	495	526	615	650	700 <sup>1</sup>	750	1'000	1'000	10'000
Mobile-cellular subscriptions per 100 inhabitants		0.46	0.57	0.59	0.68	0.71	0.75	0.79	1.04	1.02	10.05
- Mobile-cellular telephone subscriptions, prepaid		49	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		548	758	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	-	...	...	900
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	-	...	...	0.90
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	1	...	...	...	...	...	20	20	20
International Internet bandwidth (bps) per Internet user		64	235	...	...	...	...	...	2'960	2'550	2'232
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	646	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	1'596	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		156	...	...	...	...	...	...	...	...	...
- of which: female		69	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		70	70	70	70	70	70	70	70	70	70
Installation fee for business telephone service		70	70	70	70	70	70	70	70	70	70
Monthly subscription for residential telephone service		8	8	8	8	8	8	8	8	8	8
Monthly subscription for business telephone service		14	14	14	...	14	14	14	14	14	14
3-minute local call to fixed telephone (peak rate)		0.18	0.18	0.18	...	...	...	...	...	0.09	0.15
3-minute local call to fixed telephone (off-peak rate)		0.18	0.18	0.18	...	...	...	...	...	0.09	0.15
Mobile-cellular prepaid connection charge		...	...	...	70	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.60	0.60	0.60	0.60	...	...	...	...	...	0.30
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.60	0.60	0.60	0.60	...	...	...	...	...	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	399
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	415
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	2
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	8	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	11.00	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	5.00	...	...	...	6.00	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	2.50	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.34	2.50	3.00	3.50	4.00	4.50	6.00	7.00	8.00	9.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		5	5	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	46'211	46'421	46'625	46'831	47'044	47'268	47'499	47'734	47'964	48'184
Households	10 <sup>3</sup>	16'081	16'489	16'988	17'392	17'858	18'327	18'688	18'751	18'821	18'886
Gross domestic product (GDP)	10 <sup>9</sup>	651'415	720'539	767'114	826'893	865'241	908'744	975'013	1'026'450	1'065'037	1'172'803
Average annual exchange rate per US\$		1'290.99	1'251.09	1'191.61	1'145.32	1'024.12	954.79	929.26	1'102.05	1'276.93	1'156.06
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	25'775	25'735	25'128	23'568	23'905	22'431	23'007	24'358	26'914	28'543
Fixed-telephone subscriptions per 100 inhabitants		55.78	55.44	53.89	50.33	50.81	47.46	48.44	51.03	56.11	59.24
- Residential fixed-telephone subscriptions	%	61.19	75.86	75.05	...	...	...	...	82.90	80.70	80.40
- Fixed-telephone subscriptions in urban areas	%	90.20	90.20	...	...	...	...	...	89.90	...	...
ISDN subscriptions	10 <sup>3</sup>	131 <sup>1</sup>	105 <sup>1</sup>	104 <sup>1</sup>	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	54 <sup>1</sup>	101 <sup>1</sup>	100 <sup>1</sup>	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	3 <sup>1</sup>	5 <sup>1</sup>	4 <sup>1</sup>	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	212 <sup>1</sup>	337 <sup>1</sup>	332 <sup>1</sup>	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	610	2'065	6'660	9'142
Localities with telephone service	%	...	...	...	...	...	...	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	499	442	374	...	269	218	184	161	147	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	29'046	32'342	33'592	36'586	38'342	40'197	44'369	45'607	47'944	50'767
Mobile-cellular subscriptions per 100 inhabitants		62.85	69.67	72.05	78.12	81.50	85.04	93.41	95.54	99.96	105.36
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	...	872	909	980	1'001
Mobile population coverage	%	99.00	99.00	99.00	99.00	79.65	83.23	89.77	94.30	99.90	99.90
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	35'335	42'656	47'323
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	3'765	6'072	11'727
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	31'571	36'584	35'596
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	8'429	10'879	11'433	11'965	12'188	14'041	14'710	15'474	16'348	17'194
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	7'806	10'400	11'174	11'918	12'188	14'041	14'710	15'474	16'348	17'194
Fixed (wired)-broadband subscriptions per 100 inhab.		16.89	22.40	23.97	25.45	25.91	29.71	30.97	32.42	34.08	35.68
- Cable modem Internet subscriptions	10 <sup>3</sup>	2'723	3'554	3'828	4'079	4'011	5'153	5'091	5'085	5'148	5'137
- DSL Internet subscriptions	10 <sup>3</sup>	4'484	5'664	6'436	6'777	6'557	5'489	4'603	3'718	3'222	2'538
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	586	1'181	909	1'061	1'620	3'400	5'015	6'671	7'977	9'519
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	83	...	...	...	...	485	447	482	...
International Internet bandwidth, in Mbit/s		9'800	17'207	40'013	43'008	49'766	49'766	150'487	258'933	295'673	479'051
International Internet bandwidth (bps) per Internet user		375	624	1'310	1'263	1'439	1'348	4'021	6'697	7'555	11'878
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		1.18	1.45	1.00	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	97.00	98.00	98.00	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	90'519	...	...	...	54'416	51'225	46'435	40'933	32'774	28'186
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	75'940	80'881	86'079	92'775	99'338	102'099	106'971
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	24'589	24'895	25'665	23'856	23'512	23'256	23'094	21'708	18'971	16'636
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	15'900	16'271	17'123	17'978	17'991	16'293	15'460
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'437	2'015	2'076	2'297
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'033	1'965	2'907	3'044	697	549	723	974	647	621
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	713	1'040	1'430	1'676
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	1'207	1'217	619	1'162	1'084	957	1'068
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	876	928	1'406	1'520	754	619	701	639	435	551
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	461	445	522	517
SMS sent	10 <sup>6</sup>	...	...	...	36'886	67'005	82'905	96'170	109'277	119'610	120'206
MMS sent	10 <sup>6</sup>	...	...	...	117	225	337	240	...	1'739	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	865	3'788	11'177	17'763
<b>STAFF</b>											
Full-time telecommunication employees		68'779	109'402	103'574	89'695	93'292	96'262	103'438	110'741	109'729	112'844
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		60'000	60'000	60'000	60'000	60'000	60'000	60'000	- <sup>2</sup>	- <sup>2</sup>	- <sup>2</sup>
Installation fee for business telephone service		60'000	60'000	60'000	60'000	60'000	60'000	60'000	60'000	60'000	60'000
Monthly subscription for residential telephone service		5'720	5'720	5'720	5'720	5'720	5'720	5'720	5'720	5'720	5'720
Monthly subscription for business telephone service		5'720	5'720	5'720	5'720	5'720	5'720	5'720	5'720	5'720	5'720
3-minute local call to fixed telephone (peak rate)		42.90	42.90	42.90	42.90	42.90	42.90	42.90	42.90	42.90	42.90
3-minute local call to fixed telephone (off-peak rate)		32.00	32.00	32.00	32.00	32.00	32.00	29.92	29.92	29.92	29.92
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	-	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		126.00	126.00	120.00	108.00	108.00	...	372.00	372.00	288.00	288.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		60.00	90.00	84.00	60.00	60.00	...	372.00	372.00	288.00	288.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	372.00	372.00	288.00	288.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	372.00	372.00	288.00	288.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	20'000	28'050	28'050
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	3.000	50.000	50.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	2.0	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	25'000	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>9</sup>	26'542	28'858	34'661	38'206	40'447	42'744	45'304	48'703	50'984	53'606
- Revenue from fixed-telephone services	10 <sup>9</sup>	8'276	8'129	7'571	7'378	7'321	7'062	6'769	6'729	6'548	6'402
- Revenue from mobile networks	10 <sup>9</sup>	13'707	15'228	15'115	16'585	17'812	18'584	19'694	20'923	21'985	22'855
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>9</sup>	8'226	11'540	6'160	6'180	5'812	6'350	6'357	6'892	6'514	6'401
- Annual investment in fixed-telephone services	10 <sup>9</sup>	5'585	8'230	6'160	3'188	3'298	3'260	3'217	3'759	3'496	3'216
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>9</sup>	...	...	...	2'992	2'514	3'090	3'140	3'133	3'018	3'185
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	80.58	...
Households with a mobile telephone	%	79.40	...	...	...	...	...	...	...	95.21	...
Households with a computer	%	76.90	78.63	78.99 <sup>3</sup>	79.35 <sup>3</sup>	79.72 <sup>3</sup>	80.08 <sup>3</sup>	80.45	80.92	81.43	81.80
Households with Internet access at home	%	63.20	70.23	78.10	86.00	92.73	93.99	94.13	94.27	95.90	96.80
Mobile cellular telephone users	%	...	...	...	...	69.80	...	...	81.23	83.37	...
Computer users	%	...	...	68.80	74.80	...	...	...	82.05	82.86	...
Internet users	%	56.60	59.40	65.50	72.70	73.50	78.10	78.80	81.00	81.60	83.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	10'326	11'435	9'402	11'724	11'973	14'241	14'734	15'230	15'230	15'261
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	447	456	456
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	516	1'142	1'297	1'855	1'940	2'019	2'338	2'375	2'826

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	2'010	2'070	2'127	2'189	2'264	2'351	2'448	2'548	2'646	2'737
Households	10 <sup>3</sup>	454	472	482	494	503	518	534	546	558	570
Gross domestic product (GDP)	10 <sup>6</sup>	10'700	11'590	14'267	17'517	23'593	29'470	32'581	39'991	31'500	37'991
Average annual exchange rate per US\$		0.31	0.30	0.30	0.30	0.29	0.29	0.28	0.27	0.29	0.29
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		472'414	481'891	486'904	496'973	504'806 <sup>1</sup>	516'982	529'000	541'000	553'500	566'300
Fixed-telephone subscriptions per 100 inhabitants		23.51	23.28	22.89	22.70	22.30	21.99	21.61	21.23	20.92	20.69
- Residential fixed-telephone subscriptions	%	65.00	65.00	65.00	65.00	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	98.00	98.00	98.00	98.00	...	...	...	...	...	...
ISDN subscriptions		-	...	212	212	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	50	50	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	162	162	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	4'960	4'960	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		690	690	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	878	1'227	1'420	2'000	2'277	2'530	2'774	2'907	3'876	4'400
Mobile-cellular subscriptions per 100 inhabitants		43.69	59.28	66.77	91.35	100.57	107.59	113.31	114.07	146.47	160.78
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	460	1'810 <sup>2</sup>	2'014	...	...	...	...
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	227'000	250'000	283'200	...	...	...	...	...
Fixed (wired)-broadband subscriptions		5'000	10'500	13'000	20'000	25'000	30'000	35'000	40'000	45'000	46'000
Fixed (wired)-broadband subscriptions per 100 inhab.		0.25	0.51	0.61	0.91	1.10	1.28	1.43	1.57	1.70	1.68
- Cable modem Internet subscriptions		...	-	-	-	-	...	...	...	...	...
- DSL Internet subscriptions		5'000	10'500	13'000	20'000	25'000	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	-	-	-	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		60	77	287	287	882	983	2'319	3'500	7'000	10'000
International Internet bandwidth (bps) per Internet user		349	363	602	572	1'503	1'452	3'001	4'009	7'178	9'553
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		4.00	4.00	4.00	4.00	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	166'600	189'800	247'809	539'419	547'556	567'538	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		7'378	7'294	7'321	7'386	7'477	...	...	...	...	...
- of which: female		...	...	2'814	2'836	3'213	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		35	35	35	35	35	35	...	35	...	...
Installation fee for business telephone service		75	75	75	75	75	75	...	...	...	...
Monthly subscription for residential telephone service		2	2	2	2	2	2	...	2	...	...
Monthly subscription for business telephone service		6	6	6	6	6	6	...	...	...	...
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	-	-	...	...
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	-	...	-	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	5	5	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.04	0.04	0.40	0.12	0.04	0.04	...	0.04	0.04	0.04
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.02	0.02	0.40	0.12	0.04	0.04	...	0.03	0.03	0.04
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.05	0.05	0.04
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.05	0.05	0.04
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	12	6	4
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.512
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	222	304	502	609	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	100	139	141	159	141	139	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	120	165	361	450	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	50	49	115	164	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	8.55	10.25	22.40	22.93	25.93	28.79	31.57	34.26	36.85	38.25
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		650'000	...	670'000	695'000	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'988	5'003	5'008	5'018	5'042	5'084	5'139	5'204	5'271	5'334
Households	10 <sup>3</sup>	1'121	1'145	1'170	1'194	1'220	1'233	1'230	1'244	1'260	1'276
Gross domestic product (GDP)	10 <sup>6</sup>	73'883	75'367	83'872	94'351	100'899	113'176	141'898	187'992	201'223	212'177
Average annual exchange rate per US\$		48.38	46.94	43.65	42.65	41.01	40.15	37.32	36.58	42.90	45.96
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		388'222	394'770	396'168	416'430	440'383	458'876	482'005	494'503	498'328	489'052
Fixed-telephone subscriptions per 100 inhabitants		7.78	7.89	7.91	8.30	8.73	9.03	9.38	9.50	9.45	9.17
- Residential fixed-telephone subscriptions	%	81.00	82.00	82.00	82.00	81.00	81.00	81.00	79.96	79.85	75.31
- Fixed-telephone subscriptions in urban areas	%	77.00	78.00	79.00	78.70	78.60	78.30	78.55	78.75	79.71	...
ISDN subscriptions		...	-	...	...	...	...	...	55	70	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	25	32	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	30	38	...
ISDN voice-channel equivalents		...	-	...	...	...	...	...	900	1'140	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	70.80	72.80	73.00	92.00	92.00	91.00
Public payphones		1'668	1'607	1'632	1'545	1'562	1'531	1'605	1'594	924	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	27	53	138	263	542	1'262	2'168	3'394	4'487	5'275
Mobile-cellular subscriptions per 100 inhabitants		0.54	1.06	2.76	5.25	10.74	24.82	42.19	65.22	85.13	98.90
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	21	117	185	455	999	...	2'877	3'050	4'336
Mobile population coverage	%	...	...	...	5.20	105.00	24.30	41.50	64.33	82.80	96.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	222	652	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		2'822	4'566	6'459	6'627	14'187	17'783	19'879	30'576	47'503	68'858
Fixed (wired)-broadband subscriptions		...	36	139	1'907	2'292	2'762	3'115	18'927	15'312	15'400
Fixed (wired)-broadband subscriptions per 100 inhab.		...	-	-	0.04	0.05	0.05	0.06	0.36	0.29	0.29
- Cable modem Internet subscriptions		...	-	-	107	198	174	218	217	199	212
- DSL Internet subscriptions		...	36	139	1'800	2'292	2'762	2'897	6'127	5'088	12'147
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	237	296	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	1'135	490	...
International Internet bandwidth, in Mbit/s		9	9	11	30	274	283	597	300	300	300
International Internet bandwidth (bps) per Internet user		60	60	56	117	516	452	828	367	...	281
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	60.00	58.00
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	32	249
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	872	1'580	6'643
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	121	...	...	-	-	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	24	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	267
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	24 <sup>1</sup>	25 <sup>1</sup>	28 <sup>1</sup>	31 <sup>1</sup>	80 <sup>1</sup>	...	...	74	55	149
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	37	59	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	154	124	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	43	52	49	53	72	...	...	77	43	69
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	76	43	51
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	63'157	69'872
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	3	670	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		7'740	7'803	7'536	7'443	7'340	6'900	8'518	13'652	13'834	13'049
- of which: female		3'173	3'354	3'274	3'175	3'222	2'900	4'892	7'074	6'897	6'177
<b>TARIFFS</b>											
Installation fee for residential telephone service		585	585	760	875	2'975	2'975	2'975	...	875	875
Installation fee for business telephone service		...	...	2'153	2'477	3'380	3'380	3'380	...	2'477	2'477
Monthly subscription for residential telephone service		36	36	45	55	55	55	55	...	55	55
Monthly subscription for business telephone service		...	...	78	98	124	124	124	...	98	98
3-minute local call to fixed telephone (peak rate)		...	3.00	3.00	3.00	3.00	3.00	3.00	...	-	-
3-minute local call to fixed telephone (off-peak rate)		...	3.00	3.00	3.00	3.00	3.00	3.00	...	-	-
Mobile-cellular prepaid connection charge		...	...	440	300	220	402	...	...	...	200
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	8.80	3.96	3.28	6.44	...	...	1.00	1.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	6.60	3.08	2.46	1.50	...	...	1.00	1.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	3.50	2.90
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	3.50	2.90
Fixed (wired)-broadband connection charge		...	...	...	...	...	722	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	1'081	...	...	1'221	2'500
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	8.000	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	0.5	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	1'739.0	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'765	2'298	2'624	3'699	4'528	5'407	8'946	13'105	15'477	16'811
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'287	1'398	1'409	1'829	1'730	1'974	2'006	1'672	2'154	2'350
- Revenue from mobile networks	10 <sup>6</sup>	218	450	692	1'368	2'143	2'611	6'129	9'923	11'184	11'984
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	83	269	152	112	145	...	3'912	4'288	1'710	3'128
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	83.00	83.00	54.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	99.43	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	41.50	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	20.24	...	...	...
Households with a computer	%	...	...	...	...	...	...	2.10	2.48	...	3.98
Households with Internet access at home	%	...	...	...	...	...	...	...	2.00	...	3.20
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	3.00	3.00	3.91	5.09	10.53	12.31	14.03	15.70	...	20.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		13'198	15'809	18'771	13'345	21'290	21'820	...	23'604	22'977	25'100
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'409	5'497	5'582	5'667	5'753	5'842	5'931	6'022	6'112	6'201
Households	10 <sup>3</sup>	868	891	905	919	933	962	930	946	964	982
Gross domestic product (GDP)	10 <sup>9</sup>	15'702	18'390	20'307	26'590	30'594	35'407	40'467	46'215	47'567	54'195
Average annual exchange rate per US\$		8'954.58	10'056.30	10'569.00	10'585.50	10'655.20	10'159.90	9'603.16	8'744.06	8'516.04	8'258.77
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		52'625	61'910	69'760	75'000	90'806	92'151	94'828	127'799	100'228	103'102
Fixed-telephone subscriptions per 100 inhabitants		0.97	1.13	1.25	1.32	1.58	1.58	1.60	2.12	1.64	1.66
- Residential fixed-telephone subscriptions	%	65.00	67.00	68.00	75.00	77.00	79.00	80.00	81.00	81.00	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	60.00	70.00	80.00	88.00	94.00	...
ISDN subscriptions		...	...	...	128	128	...	-	-	-	...
- Basic access ISDN subscriptions		-	...	...	...	...	...	-	-	-	...
- Primary access ISDN subscriptions		-	...	...	...	...	...	-	-	-	...
ISDN voice-channel equivalents		-	...	...	...	...	...	-	-	-	...
VoIP subscriptions		...	...	...	...	...	...	2	2	2	...
Localities with telephone service	%	...	...	...	...	...	...	32.00	36.00	43.00	...
Public payphones		324	...	374	352	320	...	293	273	256	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	30	55	112	204	658	1'010	1'478	2'022	3'235	4'003
Mobile-cellular subscriptions per 100 inhabitants		0.55	1.00	2.01	3.60	11.43	17.28	24.93	33.58	52.92	64.56
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	93	165	620	974	1'300	1'900	3'197	...
Mobile population coverage	%	...	...	...	...	55.00	...	65.00	70.00	80.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'630 <sup>1</sup>	2'555 <sup>1</sup>	3'231 <sup>1</sup>	5'868 <sup>1</sup>	6'265 <sup>1</sup>	4'638 <sup>1</sup>	5'487 <sup>1</sup>	13'376	15'631	...
Fixed (wired)-broadband subscriptions		-	-	25	50	314	741	4'628	6'107	8'401	12'025
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.01	0.01	0.08	0.10	0.14	0.19
- Cable modem Internet subscriptions		-	-	...	...	83	...	7'050	561	372	...
- DSL Internet subscriptions		...	...	...	50	50	...	1'135	2'335	3'945	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	4	14	15	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	-	-	-	...
International Internet bandwidth, in Mbit/s		2	2	2	14	20	50	188	455	1'000	1'000
International Internet bandwidth (bps) per Internet user		169	102	80	684	409	732	1'933	2'128	2'727	2'304
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	257'843	24'327	246'679	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	77	90	307	471	...	836'060	1'962'704	1'432'244	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	60'054	90'854	84'898	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	7	7	7	9	14	...	9'750	10'675	10'123	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	3	11	...	50'304	80'179	74'775	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	22	...	12	12	24	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	-	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'359	1'379	1'400	1'416	1'439	1'472	2'300	2'400	2'600	...
- of which: female		389	404	...	430	444	463	700	750	800	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		300'000	300'000	350'000	350'000	350'000	350'000	350'000	350'000	350'000	350'000
Installation fee for business telephone service		300'000	300'000	350'000	350'000	350'000	350'000	350'000	...	...	350'000
Monthly subscription for residential telephone service		10'000	10'000	16'000	16'000	16'000	16'000	16'000	16'000	13'033 <sup>2</sup>	15'000
Monthly subscription for business telephone service		10'000	10'000	16'000	16'000	16'000	16'000	16'000	...	...	15'000
3-minute local call to fixed telephone (peak rate)		135.00	135.00	630.00	630.00	630.00	630.00	630.00	630.00	630.00	600.00
3-minute local call to fixed telephone (off-peak rate)		...	...	630.00	630.00	630.00	630.00	630.00	630.00	630.00	600.00
Mobile-cellular prepaid connection charge		...	100'563 <sup>3</sup>	52'500 <sup>3</sup>	50'000 <sup>3</sup>	50'000 <sup>3</sup>	52'390 <sup>3</sup>	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		150.00	700.00	700.00	...	720.00	823.50	...	800.00	800.00	800.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		150.00	700.00	700.00	...	360.00	465.00	...	800.00	800.00	800.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	847.00	847.00	847.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	847.00	847.00	847.00
Fixed (wired)-broadband connection charge		...	...	...	4'000'000	3'000'000	...	...	...	990'000	650'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	4'500'000	...	...	2'375'000	1'650'000	1'150'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	230'111	271'800	330'000	387'000	508'000	...	956'765	1'215'289	1'905'460	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	110'000	97'000	126'000	...	...	...	101'054	80'787	92'071	...
- Revenue from mobile networks	10 <sup>6</sup>	86'213	11'394	158'391	...	291'159	...	807'746	1'083'815	1'220'748	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	110'000	315'000	240'000	320'000	...	428'892	684'233	1'025'200	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	70'000	126'000	200'000	250'000	...	499	12'939	10'163	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	5'812	7'548	10'506	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	40'000	189'000	...	...	...	...	...	639'200	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	5.10	...	6.86
Households with Internet access at home	%	...	...	...	...	...	...	...	2.07	...	3.37
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.18	0.27	0.33	0.36	0.85	1.17	1.64	3.55	6.00	7.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		5'000	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	2'367	2'350	2'334	2'319	2'306	2'293	2'282	2'271	2'261	2'252
Households	10 <sup>3</sup>	998	998	995	992	989	984	976	971	967	963
Gross domestic product (GDP)	10 <sup>6</sup>	5'220	5'758	6'393	7'434	9'059	11'172	14'780	16'188	13'083	12'736
Average annual exchange rate per US\$		0.63	0.62	0.57	0.54	0.56	0.56	0.51	0.48	0.51	0.53
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		721'752	701'211	653'853	650'455	731'094	657'380	644'043	592'850	561'650	532'100
Fixed-telephone subscriptions per 100 inhabitants		30.49	29.83	28.01	28.05	31.71	28.67	28.23	26.10	24.84	23.63
- Residential fixed-telephone subscriptions	%	81.44	81.20	79.95	80.00	80.50	80.55	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	81.69	79.80	82.20	82.30	83.00	84.35	...	...	...	...
ISDN subscriptions		9'705	8'136	11'289	22'084	24'627	...	...	...	...	...
- Basic access ISDN subscriptions		9'391	7'799	10'925	21'663	24'188	...	...	...	...	...
- Primary access ISDN subscriptions		314	337	364	421	439	...	...	...	...	...
ISDN voice-channel equivalents		19'316	29'656	38'446	47'112	59'032	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	100.00	...	...	...	...
Public payphones		3'845	3'988	3'968	3'938	3'805	4'000	3'523	2'873	414	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	657	917	1'220	1'537	1'872	2'184	2'217	2'299	2'304	2'306
Mobile-cellular subscriptions per 100 inhabitants		27.75	39.02	52.25	66.26	81.18	95.23	97.17	101.21	101.87	102.40
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	11	...	...	867	1'374	1'603	...	...	...	...
Mobile population coverage	%	92.00	96.90	97.20	98.10	98.40	98.00	98.80	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	57	237	391	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	57	228	354	763
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	8	38	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		43'550	37'693	47'011	67'210	73'079	116'099	320'657	...	...	...
Fixed (wired)-broadband subscriptions		3'235	10'000	19'533	49'147	60'770	109'674	320'657	395'610	436'966	434'876
Fixed (wired)-broadband subscriptions per 100 inhab.		0.14	0.43	0.84	2.12	2.64	4.78	14.05	17.42	19.32	19.31
- Cable modem Internet subscriptions		...	-	337	...	...	...	38'090	37'217	32'998	...
- DSL Internet subscriptions		3'235	10'000	19'196	39'299	68'771	107'000	152'329	183'972	215'578	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	8'311	6'637	22'137	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	121'927	151'251	148'498	...
International Internet bandwidth, in Mbit/s		262	423	510	2'248	2'780	7'388	...	7'000 <sup>1</sup>	10'000 <sup>1</sup>	48'000 <sup>1</sup>
International Internet bandwidth (bps) per Internet user		1'533	820	810	2'512	2'621	6'008	...	4'642	6'456	29'977
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		27.60	22.66	20.26	1.20	1.10	1.05	10.00	16.00	7.00	...
Fixed-telephone faults cleared by next working day	%	96.00	95.20	89.27	95.70	95.60	97.70	87.00	91.00	91.40	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	1'655	...	...	...	1'205	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	675	1'621	2'431	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	124	142	142	146	140	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	68	117	266	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	49 <sup>2</sup>	217 <sup>2</sup>	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	65	63	50	44	40	49	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	5	177	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	106	117	104	77	114	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	3	10	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	368	605	908	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	1	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		4'041	3'904	2'903	2'814	3'561	4'077	4'890	4'798	4'333	...
- of which: female		1'657	1'600	1'190	1'337	1'525	1'631	1'687	1'751	1'616	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		60	71	35	35	35	35	...	...	36	20
Installation fee for business telephone service		...	...	35	60	60	60	...	...	...	...
Monthly subscription for residential telephone service		3	4	4	4	4	4	4	4	4	4
Monthly subscription for business telephone service		...	...	7	7	7	7	...	...	...	...
3-minute local call to fixed telephone (peak rate)		0.07	0.08 <sup>3</sup>	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.07
3-minute local call to fixed telephone (off-peak rate)		0.05	0.06	0.06	0.06	0.03	0.03	...	0.05	...	0.05
Mobile-cellular prepaid connection charge		...	...	3	...	-	1	...	...	...	1
Mobile-cellular prepaid-1 min call (peak, on-net)		0.01	0.01	0.01	0.01	0.01	0.42	...	0.05	0.08	0.08
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	0.01	0.01	0.01	0.40	...	0.02	0.08	0.08
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.08	0.08	0.08
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.08	0.08	0.08
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	95	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	12	12	7
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2.000	2.000	2.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	241	...	...	...	...	442	513	525	485	458
- Revenue from fixed-telephone services	10 <sup>6</sup>	110	...	73	88	84	...	...	...	65	56
- Revenue from mobile networks	10 <sup>6</sup>	131	...	...	...	...	282	...	...	156	130
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	54	57	23	15	29	...	...	...	126	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	98.00	98.00	99.00	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	54.00	55.14	...	...	...	...
Households with a mobile telephone	%	...	...	...	59.00	75.00	85.00	...	...	...	...
Households with a computer	%	11.00	15.00	16.20	26.00	32.00	41.00	49.00	56.65	60.11	62.78
Households with Internet access at home	%	...	3.00	10.00	14.65	30.52	42.20	50.53	52.81	58.02	59.80
Mobile cellular telephone users	%	...	...	...	...	...	83.51	84.77	89.51	...	...
Computer users	%	...	...	...	47.00	51.00	57.00	61.05	65.48	67.48	69.31
Internet users	%	7.22	21.94	26.98	38.58	46.00	53.63	59.17	66.40	68.50	71.10
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		273'000	308'000	410'000	410'000	410'000	...	...	...	...	...
Leased-line subscriptions		225	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		101'000	110'000	110'000	128'600	131'000	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'803	3'869	3'935	3'998	4'052	4'097	4'135	4'167	4'197	4'228
Households	10 <sup>3</sup>	713	727	745	772	800	809	917	927	934	941
Gross domestic product (GDP)	10 <sup>9</sup>	26'607	28'872	30'276	32'848	32'955	33'826	37'774	45'346	52'650	59'149
Average annual exchange rate per US\$		1'507.50	1'507.50	1'507.50	1'507.50	1'507.50	1'507.50	1'507.50	1'507.50	1'507.50	1'507.50
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		626'000	678'840	700'000	630'000	634'740	681'381	697'540 <sup>1</sup>	750'000	803'740	887'795
Fixed-telephone subscriptions per 100 inhabitants		16.46	17.55	17.79	15.76	15.66	16.63	16.87	18.00	19.15	21.00
- Residential fixed-telephone subscriptions	%	...	...	...	...	84.00	...	79.00	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	75.00	...	75.00	...	...	...
ISDN subscriptions		...	...	...	...	...	1'808	1'824	1'860	1'923	...
- Basic access ISDN subscriptions		...	...	2'000	4'000	5'200	1'793	1'820	1'853	1'897	...
- Primary access ISDN subscriptions		...	...	...	...	...	15	4	7	26	...
ISDN voice-channel equivalents		...	...	...	...	...	4'936	3'760	3'916	4'420	...
VoIP subscriptions		...	...	...	...	...	...	...	...	-	...
Localities with telephone service	%	...	...	...	...	...	...	90.00	...	...	...
Public payphones		...	...	...	...	3'700	3'778	3'447	3'653	4'088	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	767	775	795	884	994	1'106	1'260	1'427	2'390	2'875
Mobile-cellular subscriptions per 100 inhabitants		20.16	20.04	20.21	22.12	24.52	27.00	30.47	34.25	56.95	68.00
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	550	630	732	835	912	1'116	1'967	...
Mobile population coverage	%	...	...	...	99.00	100.00	100.00	...	...	95.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		85'000	130'000	140'000	170'000	230'000	310'000	260'000	315'000	...	...
Fixed (wired)-broadband subscriptions		-	35'000	70'000	80'000	130'000	190'000	192'000	195'000	197'000	200'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.90	1.78	2.00	3.21	4.64	4.64	4.68	4.69	4.73
- Cable modem Internet subscriptions		-	35'000	70'000	80'000	...	90'000	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	15'000	56'000	80'000	140'000	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		40	60	60	200	290	900	930	1'254	1'820	2'500 <sup>2</sup>
International Internet bandwidth (bps) per Internet user		155	222	191	556	706	1'464	1'200	1'336	1'831	1'908
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	1'259	2'272	2'354	2'706	3'244 <sup>3</sup>	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	912	1'008	1'020	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	126	210	199	215	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	226	264	...	252	324	367	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	93	118	143	177	180	...	181	237	246	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	49	84	...	71	88	121	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	1'157	1'465	...	...	1'214	1'336	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	670	852	939	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	305	526	...	1'117	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	436	715	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		200'000	112'000	112'000	112'000	112'000	100'000	100'000	45'000	45'000	45'000
Installation fee for business telephone service		200'000	112'000	112'000	112'000	112'000	100'000	100'000	45'000	45'000	45'000
Monthly subscription for residential telephone service		12'000	20'000	20'000	12'000	12'000	12'000	12'000	12'000	12'000	12'000
Monthly subscription for business telephone service		20'000	20'000	20'000	12'000	12'000	13'200	13'200	12'000	12'000	12'000
3-minute local call to fixed telephone (peak rate)		110.00	147.00	147.00	147.00	147.00	147.00	147.00	147.00	147.00	147.00
3-minute local call to fixed telephone (off-peak rate)		55.00	147.00	147.00	147.00	147.00	147.00	147.00	84.00	84.00	84.00
Mobile-cellular prepaid connection charge		...	...	12'060	...	74'000	71'064	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		215.33	215.33	844.00	844.00	738.00	738.00	...	708.09	534.10	540.12
Mobile-cellular prepaid-1-min call (off-peak, on-net)		215.33	215.33	844.00	844.00	738.00	738.00	...	708.09	534.10	540.12
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	708.09	534.10	540.12
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	708.09	534.10	540.12
Fixed (wired)-broadband connection charge		...	...	...	55'000	55'000	55'000	...	...	60'040	60'013
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	38'000	...	34'999	34'058	34'493
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	4.0	6.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	2'608'000	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	904'200	...	370'212	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	1'339'336	1'441'977	1'469'459	1'477'992	...	1'749'000	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	73'566	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	97.20	98.00	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	37.44	...	...	62.50	...	...	...
Households with a mobile telephone	%	...	...	...	42.51	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	24.00	...	...	27.60	...	31.68
Households with Internet access at home	%	...	...	...	...	4.40	...	...	20.00	...	29.71
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	6.78	7.00	8.00	9.00	10.14	15.00	18.74	22.53	23.68	31.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		100'000	200'000	350'000	500'000	700'000	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	4'000	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		300'000	...	...	...	...	30'000	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'989	2'010	2'029	2'047	2'066	2'086	2'106	2'127	2'149	2'171
Households	10 <sup>3</sup>	432	433	434	435	436	437	490	493	497	501
Gross domestic product (GDP)	10 <sup>6</sup>	5'976	6'793	7'195	7'809	8'414	9'970	11'661	13'561	15'041	16'950
Average annual exchange rate per US\$		8.61	10.54	7.56	6.46	6.36	6.77	7.05	8.26	8.47	7.32
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		21'382	28'603	35'101	37'230	47'964	53'136	47'582	41'190	40'000	38'612
Fixed-telephone subscriptions per 100 inhabitants		1.08	1.42	1.73	1.82	2.32	2.55	2.26	1.94	1.86	1.78
- Residential fixed-telephone subscriptions	%	...	72.56 <sup>1</sup>	73.14	75.00	78.00	78.00	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	52.17 <sup>2</sup>	79.40	80.00	80.00	80.00	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	13	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		509 <sup>1</sup>	672 <sup>1</sup>	1'242 <sup>1</sup>	1'286 <sup>1</sup>	1'277 <sup>1</sup>	2'543 <sup>1</sup>	5'742	8'443	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		57'000	137'953	125'950	196'213	249'786	357'913	456'000	593'216	661'000	987'448
Mobile-cellular subscriptions per 100 inhabitants		2.87	6.86	6.21	9.59	12.09	17.16	21.65	27.88	30.76	45.48
- Mobile-cellular telephone subscriptions, prepaid		...	90'700	95'953	135'200	213'890	...	...	...	...	964'146
Mobile population coverage	%	...	21.00	22.00	22.50	29.00	55.00	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	39
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	37'528
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	1'694 <sup>1</sup>	2'046	2'439	2'562	...	...	1'391	...	...
Fixed (wired)-broadband subscriptions		-	-	-	22	45	...	110	140	400	400
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	...	0.01	0.01	0.02	0.02
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	1	1	3	4	...	8	10	...	26
International Internet bandwidth (bps) per Internet user		193	47	32	59	80	...	110	131	...	310
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		69.17 <sup>3</sup>	72.84 <sup>3</sup>	75.00 <sup>3</sup>	62.00 <sup>3</sup>	60.00 <sup>3</sup>	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	21.13 <sup>3</sup>	23.90 <sup>3</sup>	23.00 <sup>3</sup>	36.00 <sup>3</sup>	30.00 <sup>3</sup>	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	6	8	48	62	...	...	...	...	...	183
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	3 <sup>3</sup>	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	3	4	6	7	...	...	...	...	3
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	23	25	20	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	3	4	6	7	...	...	...	...	15
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	26	21	15	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	6	8	9	16	...	...	...	...	41
SMS sent	10 <sup>6</sup>	...	...	1	3	6	...	...	...	...	101
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		349	359	359	274	268	...	...	...	...	148
- of which: female		...	...	...	...	...	...	...	...	...	35
<b>TARIFFS</b>											
Installation fee for residential telephone service		315	315	337	337	337	337	303	337	337	337
Installation fee for business telephone service		315	315	337	337	337	337	315	...	...	...
Monthly subscription for residential telephone service		30	30	53	53	53	53	53	50	50	50
Monthly subscription for business telephone service		30	30	53	53	53	53	56	...	...	...
3-minute local call to fixed telephone (peak rate)		1.05	1.12	1.68	1.68	1.68	1.68	1.71	1.68	1.68	1.68
3-minute local call to fixed telephone (off-peak rate)		0.57	0.69	1.29	0.66	0.66	1.32	1.32	1.29	1.29	1.29
Mobile-cellular prepaid connection charge		...	64	25	35	40	50	...	...	...	50
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.97	0.97	0.97	...	...	1.97	1.97	1.97
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.90	0.90	0.53	0.25	0.25	...	...	1.97	1.97	1.97
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1.97	1.97	1.97
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.97	1.97	1.97
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	450	450	450
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	370	370	370
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.384	0.384	0.384
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	142	147	...	78	53	...	...	...	...	484
- Revenue from fixed-telephone services	10 <sup>6</sup>	74 <sup>3</sup>	63 <sup>3</sup>	...	41 <sup>3</sup>	27 <sup>3</sup>	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	68	84	...	37	26	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	186 <sup>3</sup>	122 <sup>3</sup>	77 <sup>3</sup>	8 <sup>3</sup>	11 <sup>3</sup>	...	...	...	...	82
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	26	72	7	10	...	...	...	...	82
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	11.50	...	13.10	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.26	1.08	1.53	2.18	2.58	2.98	3.45	3.58	3.72	3.86
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	495	401	...	6
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	2'939	2'996	3'037	3'093	3'183	3'314	3'477	3'658	3'836	3'994
Households	10 <sup>3</sup>	473	484	495	506	517	524	486	511	533	553
Gross domestic product (GDP)	10 <sup>6</sup>	25'971	34'691	...	...	...	35'504	45'035	52'842	60'095	...
Average annual exchange rate per US\$		48.58	61.75	59.38	54.91	57.10	58.01	61.27	63.21	68.29	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		6'800	6'900	...	...	...	...	2'048	2'000	2'218	5'873 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		0.23	0.23	...	...	...	...	0.06	0.05	0.06	0.15
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	60	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		2'000	5'000	47'250	94'370	160'000	280'000	563'000	854'627 <sup>2</sup>	1'085'062 <sup>2</sup>	1'571'308 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		0.07	0.17	1.56	3.05	5.03	8.45	16.19	23.36	28.29	39.34
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	851'258	1'081'482	1'565'245
Mobile population coverage	%	...	...	16.35	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	15'000	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	...	...	...	...	110	150	186
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	...	...	...	...	-	-	-
- Cable modem Internet subscriptions		...	...	...	...	...	...	700	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	-	...	...	...	...	...	6	14	55
International Internet bandwidth (bps) per Internet user		129	261	...	...	...	...	...	309	716	197
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	-	808 <sup>2</sup>	890 <sup>2</sup>	1'732 <sup>3</sup>
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	1 <sup>2</sup>	3 <sup>2</sup>
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	-	83 <sup>2</sup>	96 <sup>2</sup>	112 <sup>3</sup>
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	6	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	83 <sup>2</sup>	96 <sup>2</sup>	112 <sup>3</sup>
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	84 <sup>2</sup>	91 <sup>2</sup>	98 <sup>3</sup>
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	84 <sup>2</sup>	91 <sup>2</sup>	98 <sup>3</sup>
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	28 <sup>2</sup>	47 <sup>2</sup>	139 <sup>2</sup>
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	15
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	-
Monthly subscription for business telephone service		...	...	...	...	...	...	120	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	0.15
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	0.15
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	3'682	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	3'676	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	3	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	15	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	4.20	4.60	5.10	5.70	6.30	7.00	7.43	8.60	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	28.70	29.99	43.20	...
Households with a computer	%	...	...	...	...	...	...	0.80	0.90	1.00	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.03	0.03	0.03	0.03	...	...	0.55	0.53	0.51	7.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'331	5'434	5'541	5'653	5'770	5'894	6'023	6'150	6'263	6'355
Households	10 <sup>3</sup>	807	826	845	864	883	904	933	952	971	990
Gross domestic product (GDP)	10 <sup>6</sup>	18'079	25'914	37'361	48'159	66'619	72'344	86'941	116'541	73'675	90'332
Average annual exchange rate per US\$		0.61	1.27	1.29	1.30	1.31	1.31	1.26	1.22	1.25	1.27
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	660	720	750	800	852	909	969	920	1'063	1'228
Fixed-telephone subscriptions per 100 inhabitants		12.38	13.25	13.54	14.14	14.77	15.42	16.09	14.97	16.98	19.33
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	79.19	...	87.00	88.63	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	...	...	...	...	...	4	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	50	70	127	500	2'000	3'928	4'500	7'379	9'534	10'900
Mobile-cellular subscriptions per 100 inhabitants		0.94	1.29	2.29	8.85	34.66	66.64	74.71	119.99	152.24	171.52
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	3'867	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	70.70	...	...	98.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	82'475	...	723'000	772'477	...
Fixed (wired)-broadband subscriptions		...	-	-	-	...	9'648	9'800	46'242	63'000	72'800
Fixed (wired)-broadband subscriptions per 100 inhab.		...	-	-	-	...	0.16	0.16	0.75	1.01	1.15
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	...	...	...	9'648	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	6	6	40	100	124	310	500	9'240	10'000
International Internet bandwidth (bps) per Internet user		105	49	38	200	442	491	1'090	903	13'661	11'240
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	3'960	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	1'093	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	72	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	45	179	182	184	186	239	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	164	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	157	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	137	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	529	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	2'817	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	50	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	180	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	2	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	15	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	-	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	-	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	250	...	...	...	10
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	0.15	...	...	...	0.15
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	0.15	...	...	...	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.24
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.24
Fixed (wired)-broadband connection charge		...	...	...	...	...	125	...	...	150	70
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	50	...	...	50	50
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	5.0	7.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	20	20
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	477	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	880	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	13	72	492	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	124	246	279	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	7.60 <sup>1</sup>	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.37	2.24	2.81	3.53	3.92	4.30	4.72	9.00	10.80	14.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	587'000	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		33'239	33'626	34'006	34'365	34'696	34'995	35'266	35'521	35'772	36'032
Households		13'693	13'969	14'289	15'000	15'200	15'500	15'800	15'929	16'000	16'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	4'300	...	...	...	...
Average annual exchange rate per US\$		1.69	1.56	1.35	1.29	1.29	1.21	1.20	1.08	1.09	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		20'100	19'923	19'900	19'981	20'010	19'755	19'578	19'600	19'600	19'600
Fixed-telephone subscriptions per 100 inhabitants		60.47	59.25	58.52	58.14	57.67	56.45	55.52	55.18	54.79	54.40
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		7'030	7'576	...	...	8'172	8'126	8'192	...	...	...
- Basic access ISDN subscriptions		6'932	7'473	...	...	8'081	8'104	8'031	...	...	...
- Primary access ISDN subscriptions		98	103	...	...	91	88	95	...	...	...
ISDN voice-channel equivalents		16'804	18'036	...	...	...	16'162	18'912	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		31	29	29	29	29	29	25	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		11'000	11'402	25'000	25'500	27'503	28'755	32'013	34'000	35'000	35'500
Mobile-cellular subscriptions per 100 inhabitants		33.09	33.91	73.52	74.20	79.27	82.17	90.78	95.72	97.84	98.52
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	3'200	5'175	5'300	6'234	...	...	...
Mobile population coverage	%	90.00	90.00	91.00	92.00	94.00	95.00	95.00	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		10'000	14'000	15'000	15'520	15'700	15'850	16'700	...	...	...
Fixed (wired)-broadband subscriptions		...	1'437	1'500	4'741	8'617	10'000	14'000	19'600	22'000	23'000
Fixed (wired)-broadband subscriptions per 100 inhab.		...	4.27	4.41	13.80	24.84	28.58	39.70	55.18	61.50	63.83
- Cable modem Internet subscriptions		...	887	...	1'600	2'400	2'980	3'000	...	...	...
- DSL Internet subscriptions		-	550	...	3'141	6'217	6'895	8'500	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	1'550	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	50	150	150	150	150	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	2'273	6'822	6'675	6'536	6'033	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	1.04	...	...	...	4.00	4.00	...	...	...
Fixed-telephone faults cleared by next working day	%	...	100.00	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	77'277	...	...	...	55'757	51'226	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	2	...	3	3	3	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	55'396 <sup>1</sup>	43'000 <sup>1</sup>	...	37'497 <sup>1</sup>	34'675 <sup>1</sup>	33'149 <sup>1</sup>	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	44'738	...	...	44'248	43'531	39'667	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		105	110	...	...	...	140	140	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		-	-	43	43	43	43	90	90	90	90
Installation fee for business telephone service		-	-	43	43	43	43	90	90	90	90
Monthly subscription for residential telephone service	25	25	25	25	25	25	25	25	25	25	25
Monthly subscription for business telephone service	43	43	43	43	43	43	43	43	25	25	25
3-minute local call to fixed telephone (peak rate)	0.19	0.19	0.19	0.19	0.19	0.19	0.19	0.19	0.19	0.19	0.19
3-minute local call to fixed telephone (off-peak rate)	0.14	0.14	...	...	...	0.12	0.12	0.12	0.14	0.14	0.14
Mobile-cellular prepaid connection charge		...	...	...	...	49	...	...	...	...	40
Mobile-cellular prepaid-1 min call (peak, on-net)	0.99	0.99	...	0.30	0.30	0.23	...	...	...	...	0.15
Mobile-cellular prepaid-1 min call (off-peak, on-net)	0.80	0.80	...	0.30	0.30	0.23	...	...	...	...	0.15
Mobile-cellular prepaid-1 min call (peak, off-net)	...	...	...	...	...	...	...	...	...	...	0.60
Mobile-cellular prepaid-1 min call (off-peak, off-net)	...	...	...	...	...	...	...	...	...	...	0.60
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	...	149
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	...	...	49
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	...	...	5.000
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	48	49	46	38	36	69	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	-	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	-	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	35.00	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	45.12	59.47	58.81	64.01	63.37	64.21	65.08	70.00	75.00	80.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		12'000	13'378	...	12'104	12'371	13'305	15'500	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	2'450	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	1'500	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'480	3'462	3'447	3'432	3'416	3'398	3'379	3'360	3'341	3'324
Households	10 <sup>3</sup>	1'354	1'357	1'360	1'363	1'366	1'363	1'352	1'344	1'330	1'317
Gross domestic product (GDP)	10 <sup>6</sup>	48'637	52'070	56'959	62'698	72'060	82'793	98'669	111'483	91'526	94'642
Average annual exchange rate per US\$		4.00	3.68	3.06	2.78	2.77	2.75	2.52	2.36	2.48	2.61
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'152 <sup>1</sup>	936	824 <sup>1</sup>	820	801	792	799	785	747	734
Fixed-telephone subscriptions per 100 inhabitants		33.10	27.03	23.91	23.89	23.45	23.32	23.66	23.36	22.37	22.08
- Residential fixed-telephone subscriptions	%	84.00	80.65	78.90	77.90	81.52	76.80	76.50	79.00	76.00	75.00
- Fixed-telephone subscriptions in urban areas	%	...	...	62.20	68.70	61.76	61.66	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	7	11	13	15	16	16	17	17	15	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	6	10	12	15	15	16	17	17	15	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	-	-	-	1	1	...
ISDN voice-channel equivalents	10 <sup>3</sup>	23	34	39	44	45	45	48	49	45	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	27	38
Localities with telephone service	%	...	...	...	...	...	...	...	...	100.00	100.00
Public payphones	10 <sup>3</sup>	7	6	6	6	4	4	2	2	1	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'018 <sup>2</sup>	1'646 <sup>2</sup>	2'102 <sup>2</sup>	3'051 <sup>2</sup>	4'353 <sup>2</sup>	4'718 <sup>2</sup>	4'912 <sup>2</sup>	5'023 <sup>2</sup>	4'961 <sup>2</sup>	4'891 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		29.26	47.53	60.98	88.90	127.45	138.86	145.37	149.49	148.50	147.16
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	564	902	1'737	2'888	3'160	3'260	3'249	3'047	2'873
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	380	473
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	219	278
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	160	194
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		58'901	99'500	161'349	173'623	257'414 <sup>3</sup>	380'133	513'405	593'898	635'969	685'195
Fixed (wired)-broadband subscriptions		2'427	20'000	66'790	129'051	234'081	368'715	507'572	530'678	564'285	684'057
Fixed (wired)-broadband subscriptions per 100 inhab.		0.07	0.58	1.94	3.76	6.85	10.85	15.02	15.79	16.89	20.58
- Cable modem Internet subscriptions		...	...	19'983	32'227	49'631	65'758	64'995	65'487	52'820	48'810
- DSL Internet subscriptions		2'427	10'600	27'246	50'686	104'823	178'615	231'361	250'968	228'042	212'952
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	52'664	94'700	163'139	254'550	307'690
- Other fixed (wired)-broadband subscriptions		...	...	19'561	46'138	78'208	122'789	116'516	51'084	28'873	25'915
International Internet bandwidth, in Mbit/s		102	328	463	666	4'986	9'214	15'716	32'745	47'757	93'787
International Internet bandwidth (bps) per Internet user		408	536	518	621	4'030	6'177	9'321	17'650	23'919	45'426
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		16.97	...	16.32	3.80	9.32	10.08	10.78	9.65	8.94	9.40
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	91.53	89.20	97.99	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	2'958	...	...	...	1'574	1'547	1'478	1'506	1'457	1'392
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	1'808	2'386	2'910	3'716	4'534	5'302	5'839	6'771
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	78	69	72	86	94	84	82	77	62	66
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	143	109	105	104	111	115	112	117
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	110	113	124	132	114	114
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	36	34	35	45	54	53	51	50	47	52
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	37	40	...	...	72	81	67	62
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	262	284	308	313	276	250
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	115	...	85	80	113	113	130	141	127	111
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	118	131	149	...	178	172	149	139
SMS sent	10 <sup>6</sup>	...	...	897	1'388	4'939	9'034	9'373	9'373	9'235	8'440
MMS sent	10 <sup>6</sup>	...	...	-	3	3	4	6	6	6	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	17	21
<b>STAFF</b>											
Full-time telecommunication employees		5'303	...	...	...	...	13'800	14'200	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		250	250	250	250	250	250	250	250	250	250
Installation fee for business telephone service		...	...	250	250	250	250	250	250	250	...
Monthly subscription for residential telephone service		19	23	23	23	23	23	23	23	23	23
Monthly subscription for business telephone service		28	28	28	28	28	28	28	28	28	...
3-minute local call to fixed telephone (peak rate)		0.45	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.51
3-minute local call to fixed telephone (off-peak rate)		0.30	0.38	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.24
Mobile-cellular prepaid connection charge		...	...	-	4	1	1	...	...	10	5
Mobile-cellular prepaid-1 min call (peak, on-net)		...	1.00	0.68	0.65	0.33	0.44	...	0.29	0.30	0.18
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	0.50	0.48	0.42	0.33	0.44	...	0.29	0.30	0.18
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.52	0.54	0.48
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.52	0.54	0.48
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	200	250	50
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	36	36	27
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	10.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'058	1'626	2'029	2'137	2'516	2'695	2'974	3'125	2'884	2'574
- Revenue from fixed-telephone services	10 <sup>6</sup>	928	658	547	463	444	425	413	400	355	303
- Revenue from mobile networks	10 <sup>6</sup>	...	791	1'002	1'087	1'176	1'238	1'387	1'363	1'126	984
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	368	...	310	273	394	526	547	454	328	359
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	139	195	206	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	211	274	169	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	97.30	97.90	97.80	98.00	...	...	...	99.02
Households with a fixed line telephone	%	...	...	48.00	45.00	...	41.97	...	...	...	37.80
Households with a mobile telephone	%	...	...	52.10	55.60	72.60	80.00	...	...	...	92.20
Households with a computer	%	...	12.00	19.90	27.00	32.00	40.00	46.00	52.03	57.34	59.23
Households with Internet access at home	%	...	4.10	6.15	11.60	15.78	34.51	44.36	50.94	60.00	60.60
Mobile cellular telephone users	%	...	...	...	...	...	81.37	85.57	87.91	...	93.71
Computer users	%	...	27.91	34.40	39.00	43.00	48.00	53.16	57.66	61.53	63.45
Internet users	%	7.18	17.69	25.91	31.23	36.22	43.90	49.90	55.22	59.76	62.12
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		241'000	260'000	239'500	325'000	375'000	410'000	...	448'000 <sup>11</sup>	466'962 <sup>11</sup>	488'676 <sup>11</sup>
Leased-line subscriptions		348	...	...	1'327	1'419	1'553	1'744	4'448	3'883	3'108
Direct-to-home (DTH) satellite antenna subscriptions		19'000	19'000	...	...	...	...	...	50'000	74'541	78'873

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		439'509	442'882	446'340	450'888	457'197	465'586	475'714	486'781	497'637	507'448
Households		171'953	173'800	180'600	183'600	186'000	188'000	186'000	188'000	190'000	192'000
Gross domestic product (GDP)	10 <sup>6</sup>	22'570	23'990	25'834	27'456	30'282	33'920	37'491	39'644	38'073	41'597
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.83	0.76	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		256'656 <sup>1</sup>	248'514 <sup>1</sup>	245'000 <sup>1</sup>	245'000 <sup>1</sup>	244'500 <sup>1</sup>	248'400 <sup>1</sup>	248'200 <sup>1</sup>	260'600 <sup>1</sup>	263'600 <sup>1</sup>	272'400 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		58.40	56.11	54.89	54.34	53.48	53.35	52.17	53.54	52.97	53.68
- Residential fixed-telephone subscriptions	%	65.00	66.00	68.00	69.00	69.00	65.00	65.00	65.00	65.00	65.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		58'495	67'269	74'450	79'200	80'800	79'800	83'200	80'800	79'550	...
- Basic access ISDN subscriptions		57'366	66'000	73'000	77'600	78'500	78'400	81'400	79'000	77'800	...
- Primary access ISDN subscriptions		...	...	1'450	1'600	2'300	1'400	1'800	1'800	1'750	...
ISDN voice-channel equivalents		148'602	174'138	189'500	203'200	226'000	198'800	216'800	221'400	211'600	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	100.00 <sup>2</sup>
Public payphones		441	436	450	420	420	420	404	395	395	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		409'064 <sup>3</sup>	473'000 <sup>3</sup>	539'000 <sup>3</sup>	470'000	510'000	713'000	684'500	707'000	720'000	727'000
Mobile-cellular subscriptions per 100 inhabitants		93.07	106.80	120.76	104.24	111.55	153.14	143.89	145.24	144.68	143.27
- Mobile-cellular telephone subscriptions, prepaid		179'416	260'333	317'000	381'200	419'200	372'000	300'000	279'300	260'640	237'000
Mobile population coverage	%	98.00	98.00	98.00	98.00	98.50	99.00	99.00	99.90	99.90	99.90
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	253'713
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	230'400
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	23'313
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		42'215	70'000	107'601	113'000	119'000	130'500	156'580	143'200	156'120	168'420
Fixed (wired)-broadband subscriptions		1'215	5'827	15'351	36'500	70'100	98'930	128'680	143'200	156'120	168'368
Fixed (wired)-broadband subscriptions per 100 inhab.		0.28	1.32	3.44	8.10	15.33	21.25	27.05	29.42	31.37	33.18
- Cable modem Internet subscriptions		-	130	2'029	3'942	6'200	8'710	11'530	18'300	21'000	24'800
- DSL Internet subscriptions		1'215	5'697	13'322	31'200	63'900	90'000	116'900	124'100	134'870	142'300
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	220	250	250	250	464
International Internet bandwidth, in Mbit/s	10 <sup>3</sup>	1	1	1	1	9	9	...	25	30	40
International Internet bandwidth (bps) per Internet user	10 <sup>3</sup>	8	8	6	5	30	28	...	62	69	88
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		7.00	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	2'250	...	2'200	2'096	1'752	...	...	...	...	519
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	230	...	380	444	488	505	...	568	629	688
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	150	147	138	141	144	126	120	110
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	87	92	92	101	131	140	148
International outgoing total telephone (minutes)	10 <sup>6</sup>	463	440	433	359	371	421	340	435	438	417
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	292	307	351	340	340	336	307
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	67	64	70	...	95	102	110
International incoming total telephone (minutes)	10 <sup>6</sup>	292	...	223	290	301	208	359	390	409	411
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	292	...	223	204	212	208	221	233	235	227
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	86	89	...	138	157	174	184
SMS sent	10 <sup>6</sup>	85	...	170	194	214	248	291	401	523	730
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'487	...	1'660	1'360	1'400	1'350	1'350	1'400	1'600	1'615
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		50	50	58	58	58	58	58	58	58	58
Installation fee for business telephone service		50	50	58	58	58	58	58	58	58	58
Monthly subscription for residential telephone service		18	16	18	18	18	18	18	18	18	18
Monthly subscription for business telephone service		18	16	18	18	18	18	18	18	18	18
3-minute local call to fixed telephone (peak rate)	0.90 <sup>11</sup>	0.93 <sup>11</sup>	0.93 <sup>11</sup>	0.93 <sup>11</sup>	0.93 <sup>11</sup>	0.09 <sup>11</sup>	0.09 <sup>11</sup>	0.09 <sup>11</sup>	0.09 <sup>11</sup>	0.09	0.09
3-minute local call to fixed telephone (off-peak rate)	0.09 <sup>12</sup>	0.06 <sup>12</sup>	0.06 <sup>12</sup>	0.06 <sup>12</sup>	...	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05	0.05
Mobile-cellular prepaid connection charge		...	30 <sup>13</sup>	30 <sup>13</sup>	30 <sup>13</sup>	30 <sup>13</sup>	30 <sup>13</sup>	...	...	-	10
Mobile-cellular prepaid-1-min call (peak, on-net)	0.12	0.12	0.12	0.12	0.12	0.12	0.10	...	0.12	0.07	0.12
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.07	0.07	0.12	0.12	0.12	0.12	0.10	...	0.07	0.07	0.07
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	0.30	0.30	0.29	0.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.17	0.17	0.17
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	49	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	29	29	29
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2.000	2.000	5.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	2.0	2.0	2.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	3	3
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	320	336	391	421	447	475	493	506	494	494
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	145	140	130	116	124	124	116	103
- Revenue from mobile networks	10 <sup>6</sup>	105	...	166	196	226	248	251	252	239	255
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	71	73	129	92	82	93	95	88	98	92
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	39	59	45	64	74	50	61	59
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	13	11	12
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	33	37	29	21	25	26	21
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	93.10	97.81	97.78	98.40	99.00	99.00	100.00	100.00	100.00	...
Households with a fixed line telephone	%	...	...	...	...	...	98.78	...	...	...	...
Households with a mobile telephone	%	...	87.00	76.31	85.51	93.00	94.00	...	...	...	...
Households with a computer	%	...	52.62	58.04	67.26	75.00	77.00	80.00	82.84	87.93	90.21
Households with Internet access at home	%	...	39.89	45.39	58.64	64.58	70.18	74.55	80.09	87.20	90.30
Mobile cellular telephone users	%	...	...	...	...	...	92.94	94.48	95.14	...	...
Computer users	%	...	49.50 <sup>21</sup>	61.20 <sup>21</sup>	75.00 <sup>22</sup>	79.00 <sup>22</sup>	77.00 <sup>22</sup>	81.24 <sup>22</sup>	84.20 <sup>22</sup>	88.52 <sup>22</sup>	91.00 <sup>22</sup>
Internet users	%	36.16 <sup>23</sup>	39.84 <sup>21</sup>	54.55 <sup>22</sup>	65.88 <sup>22</sup>	70.00 <sup>22</sup>	72.51 <sup>22</sup>	78.92 <sup>22</sup>	82.23 <sup>22</sup>	87.31 <sup>22</sup>	90.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		138'000	140'000	151'000	156'000	156'000	...	...	...	...	...
Leased-line subscriptions		1'000	...	...	...	...	...	...	...	...	5'644
Direct-to-home (DTH) satellite antenna subscriptions		33'000	33'000	35'000	35'000	35'000	...	...	...	...	70'000

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		440'265 <sup>1</sup>	449'472 <sup>1</sup>	459'456 <sup>1</sup>	470'127 <sup>1</sup>	481'390 <sup>1</sup>	493'267 <sup>1</sup>	505'709 <sup>1</sup>	518'463 <sup>1</sup>	531'195 <sup>1</sup>	543'656 <sup>1</sup>
Households		134'965	134'800	134'332	134'000	134'000	136'000	141'000	142'000	145'000	148'000
Gross domestic product (GDP)	10 <sup>6</sup>	49'704 <sup>2</sup>	54'819 <sup>2</sup>	63'566 <sup>2</sup>	82'966 <sup>2</sup>	92'191	113'709	150'207	173'547	169'343	...
Average annual exchange rate per US\$		8.03	8.03	8.02	8.02	8.01	8.00	8.04	8.02	7.98	8.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		176'450	176'106	174'621	173'928	174'389	176'665	178'013 <sup>3</sup>	175'920 <sup>3</sup>	170'486 <sup>3</sup>	167'545 <sup>3</sup>
Fixed-telephone subscriptions per 100 inhabitants		40.08	39.18	38.01	37.00	36.23	35.82	35.20	33.93	32.09	30.82
- Residential fixed-telephone subscriptions	%	76.16	76.16	76.10	74.40	74.75	71.50	69.50	69.50	69.40	68.70
- Fixed-telephone subscriptions in urban areas	%	95.00	92.00	88.00	88.00	88.00	80.00	90.00	100.00	100.00	100.00
ISDN subscriptions		237	241	216	225	235	303	354	357	358	...
- Basic access ISDN subscriptions		230	236	211	220	232	301	350	350	351	...
- Primary access ISDN subscriptions		7	5	5	5	3	2	4	7	7	...
ISDN voice-channel equivalents		670	622	572	590	554	662	820	910	912	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		525	534	525	529	528	1'028	892	955	874	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	194	276	364	432	533	636	794	933	1'037	1'122
Mobile-cellular subscriptions per 100 inhabitants		44.17	61.44	79.23	91.99	110.67	129.01	157.07	179.88	195.29	206.43
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	39	103	165	204	273	335	438	537	617	663
Mobile population coverage	%	99.99	99.99	99.99	99.99	99.99	99.99	99.99	99.80	99.80	99.90
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	46	230	609	830
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		34'914	47'016	59'552	77'153	88'543	105'126	122'088	124'434	127'996	132'757
Fixed (wired)-broadband subscriptions		9'788	16'954	27'774	45'218	68'030	92'217	110'498	121'569	126'142	131'372
Fixed (wired)-broadband subscriptions per 100 inhab.		2.22	3.77	6.04	9.62	14.13	18.70	21.85	23.45	23.75	24.16
- Cable modem Internet subscriptions		-	-	-	-	-	-	...	...	...	...
- DSL Internet subscriptions		9'788	16'954	27'744	45'218	68'030	92'217	110'498	121'403	125'994	131'122
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	107
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	165	164	166	148	143
International Internet bandwidth, in Mbit/s		120	216	690	1'125	1'600	3'370	4'455	5'937	7'655	9'501
International Internet bandwidth (bps) per Internet user		1'210	1'909	5'834	7'601	9'534	14'724	18'614	23'256	26'687	30'768
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		23.00	20.00	15.00	18.00	18.19	14.74	13.82	4.20	3.40	4.00
Fixed-telephone faults cleared by next working day	%	14.00	9.00	2.71	2.30	1.30	7.70	19.48	98.50	99.40	99.10 <sup>11</sup>
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	373	379	380
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	256	421	561	787	893	804	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	150	209	253	272	268	267	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	101	156	186	203	221	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	190	267 <sup>12</sup>	258 <sup>12</sup>	310
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	156	153	136	102	96	100	75 <sup>13</sup>	80 <sup>12</sup>	63 <sup>12</sup>	53
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	43	56	83	78	...	160	188	195	257
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	118	125	133	247	206 <sup>12</sup>	196 <sup>12</sup>	231
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	114	109	126	131	139	77	88 <sup>13</sup>	72 <sup>12</sup>	63 <sup>12</sup>	57
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	51	58	72	55	...	115	134	134	174
SMS sent	10 <sup>6</sup>	...	19	29	42	68	8	108	189	196	228
MMS sent	10 <sup>6</sup>	...	...	...	...	...	-	-	-	-	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'235	1'037	1'031	1'090	1'111	1'200	1'184	1'208	1'211	1'229
- of which: female		428	385	376	387	414	461	400	355	381	473
<b>TARIFFS</b>											
Installation fee for residential telephone service		400	400	400	400	400	400	400	400	400	400
Installation fee for business telephone service		400	400	400	400	400	400	400	400	400	400
Monthly subscription for residential telephone service		67	67	67	67	67	67	67	67	67	67
Monthly subscription for business telephone service		200	200	200	200	200	200	200	143	143	143
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	0.20	-	-	-
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	-	0.20	-	-	-
Mobile-cellular prepaid connection charge		...	-	-	-	-	-	...	-	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		1.20	1.20	1.20	1.20	1.20	1.20	...	0.40	0.40	0.40
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.70	0.60	0.50	0.40	0.40	0.38	...	0.40	0.40	0.40
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.40	0.40	0.40
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.40	0.40	0.40
Fixed (wired)-broadband connection charge		...	...	...	...	350	350	...	350	350	350
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	115	88	...	80	72	72
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	1.500	1.500
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'676	1'852	1'928	2'028	2'339	2'640	3'244	3'570	3'554	4'006
- Revenue from fixed-telephone services	10 <sup>6</sup>	881	709	719	685	705	675	404	388	352	330
- Revenue from mobile networks	10 <sup>6</sup>	590	630	649	765	783	1'024	1'241	1'435	1'380	1'579
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	412	396	368	389	394	567	514	389	356 <sup>21</sup>	410
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	19	19	26	27	26	36 <sup>13</sup>	57	25	13
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	219	224	229	228	309	302	228	209 <sup>21</sup>	305
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	68.00 <sup>22</sup>	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	94.72	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	78.92	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	94.39	...	...	...
Households with a computer	%	44.90	...	...	...	...	68.07	76.36	75.46 <sup>23</sup>	78.80	80.05
Households with Internet access at home	%	...	...	...	...	...	57.22	67.01	69.28	75.40	79.98
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	24.40	...	...	...	...	54.10	...	53.05	56.32	...
Internet users	%	22.52	25.17	25.74	31.48	34.86	46.40	47.33	49.24	54.00	56.80
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		2'772	5'559	15'091	17'484	19'926	...	...	...	...	...
Leased-line subscriptions		251	...	...	...	...	...	4'332	4'897	5'632	5'752
Direct-to-home (DTH) satellite antenna subscriptions		284	286	233	215	163	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	15'846	16'339	16'842	17'358	17'886	18'427	18'980	19'546	20'124	20'714
Households	10 <sup>3</sup>	3'098	3'182	3'268	3'580	3'721	3'821	3'937	4'043	4'152	4'262
Gross domestic product (GDP)	10 <sup>9</sup>	5'969	6'008	6'779	8'156	10'092	11'815	13'760	16'100	16'803	18'469
Average annual exchange rate per US\$		6'588.49	6'831.96	6'210.00	9'344.30	2'003.03	2'142.30	1'873.88	1'708.37	1'956.21	2'089.95
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		58'399	59'491	59'598	58'702	92'366	129'809	133'894	164'851	186'150	142'065
Fixed-telephone subscriptions per 100 inhabitants		0.37	0.36	0.35	0.34	0.52	0.70	0.71	0.84	0.93	0.69
- Residential fixed-telephone subscriptions	%	48.49	49.35	48.57	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	93.55	93.00	92.67	...	...	26.00	34.00	33.00	42.00	31.05
ISDN subscriptions		300	290	273	...	...	364	216	490	467	...
- Basic access ISDN subscriptions		250	...	...	...	...	...	152	368	341	...
- Primary access ISDN subscriptions		50	...	...	...	...	...	64	122	126	...
ISDN voice-channel equivalents		2'000	...	1'582	...	...	...	2'224	4'096	4'462	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	8.47 <sup>1</sup>	10.00	13.70	17.00	...
Public payphones		767 <sup>2</sup>	777 <sup>2</sup>	930 <sup>2</sup>	905 <sup>2</sup>	959 <sup>2</sup>	1'183 <sup>2</sup>	2'028 <sup>2</sup>	2'738 <sup>2</sup>	3'142	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	148	163	284	334	510	1'046	2'218	4'835	6'284	7'712
Mobile-cellular subscriptions per 100 inhabitants		0.93	1.00	1.68	1.92	2.85	5.68	11.68	24.74	31.23	37.23
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	314	481	965	2'184	4'749	5'930	7'512
Mobile population coverage	%	22.00	22.00	23.00	23.00	23.00	23.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		12'500	18'000	23'000	10'473 <sup>3</sup>	9'579	19'870	11'400	10'712	8'347	8'805
Fixed (wired)-broadband subscriptions		-	-	-	-	-	1'361	2'354	3'488	4'558	5'359
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.01	0.01	0.02	0.02	0.03
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions		-	-	-	-	-	1'290	2'298	3'442	4'164	4'942
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	394	417
International Internet bandwidth, in Mbit/s		3	6	20	34	34	100	150	155	230	1'941
International Internet bandwidth (bps) per Internet user		85	108	281	373	335	893	1'216	481	701	5'512
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		77.50	45.36	59.60	...	...	35.96	24.10	17.03	10.52	12.38
Fixed-telephone faults cleared by next working day	%	31.66	23.30	24.95	...	...	54.78	86.64	89.77	92.41	83.52
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	156'006	...	...	...	97'863	96'635	94'404	80'397	53'824	42'692
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	24'091	24'244	39'394	46'846	76'824	98'340	133'670	181'861	301'781
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	41'445	52'605	38'431	32'274	21'689	41'233	84'157	105'638	148'126	59'102
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	8'379	7'006	6'127	6'123	8'917	40'393	23'964	42'317	14'435
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	14'119	17'128	16'200	25'036	31'729	24'791	43'619
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	9'591	6'615	6'573	6'150	4'528	4'787	8'520	6'380	3'528	10'557
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	7'969	12'600	11'413	16'516	25'349	21'263	33'062
International incoming total telephone (minutes)	10 <sup>3</sup>	26'763	21'360	19'234	30'914	88'835	73'147	87'010	114'722	116'472	114'761
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	21'795	18'632	15'838	18'205	25'079	22'404	17'460	14'602	26'675	19'145
- International incoming to mobile network (minutes)	10 <sup>3</sup>	4'968	2'728	3'396	12'709	63'756	50'743	69'550	100'120	89'797	95'616
SMS sent	10 <sup>3</sup>	...	...	...	40'087	85'713	151'922	...	357'206	341'150	722'212
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'491	2'387	2'313	...	...	2'985	2'758	2'581	2'323	2'452
- of which: female		553	542	550	...	...	...	953	978	943	1'001
<b>TARIFFS</b>											
Installation fee for residential telephone service		207'000	207'000	248'400	248'400	49'600	49'600	59'000	59'000	59'000	59'000
Installation fee for business telephone service		207'000	207'000	248'400	248'400	49'600	49'600	59'000	59'000	59'000	59'000
Monthly subscription for residential telephone service		41'725	25'575	50'070	50'070	10'014	10'014	12'000	12'000	12'000	26'000
Monthly subscription for business telephone service		41'725	25'575	50'070	50'070	10'014	10'014	12'000	12'000	12'000	26'000
3-minute local call to fixed telephone (peak rate)		500.00	500.00	600.00	600.00	426.00	426.00	360.00	594.00	594.00	594.00
3-minute local call to fixed telephone (off-peak rate)		500.00	250.00	300.00	300.00	354.00	354.00	300.00	594.00	180.00	180.00
Mobile-cellular prepaid connection charge		...	25'000	25'000	25'000	15'000	10'000	...	...	...	3'000
Mobile-cellular prepaid-1-min call (peak, on-net)		1'890.00	1'200.00	1'200.00	2'040.00	318.00	318.00	...	435.00	426.00	390.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		1'590.00	1'200.00	1'200.00	2'040.00	318.00	318.00	...	310.80	310.80	390.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	870.00	870.00	390.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	744.00	744.00	390.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	520'000	...	196'000	196'000	187'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.510	0.510	0.510
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	702'800	656'062	746'623	1'040'000	262'722	332'202	538'960	591'884	637'475	512'122
- Revenue from fixed-telephone services	10 <sup>6</sup>	377'700	353'079	374'168	354'715	70'490	68'064	77'300	81'241	84'783	72'524
- Revenue from mobile networks	10 <sup>6</sup>	268'500	302'983	372'455	577'088	149'197	235'572	354'474	377'584	485'990	439'598
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	65'688	75'000	91'663	...	...	108'862	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	65'688	75'000	91'663	...	...	31'948	31'145	...	14'841	26'406
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	73'457	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	17.50	...	...	...	15.80	...	...
Households with a fixed line telephone	%	...	...	...	...	0.60	...	...	2.40	...	1.00
Households with a mobile telephone	%	...	...	...	...	3.70	...	...	25.40	...	26.30
Households with a computer	%	...	...	...	...	0.50	...	...	0.90	...	1.37
Households with Internet access at home	%	...	...	...	...	...	...	...	0.70	...	1.10
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.22	0.34	0.42	0.53	0.57	0.61	0.65	1.65	1.63	1.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	71	56	46	46	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	11'529	11'833	12'145	12'473	12'823	13'195	13'589	14'005	14'442	14'901
Households	10 <sup>3</sup>	2'414	2'426	2'438	2'450	2'462	2'532	2'678	2'748	2'825	2'904
Gross domestic product (GDP)	10 <sup>6</sup>	123'927	204'382	236'240	285'870	326'246	423'926	510'539	600'971	710'134	812'482
Average annual exchange rate per US\$		72.20	76.69	97.43	108.90	118.42	136.01	139.96	140.52	141.17	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		54'607	73'100	85'000	93'000	102'724	130'000	175'209	111'333	111'333	160'108
Fixed-telephone subscriptions per 100 inhabitants		0.47	0.62	0.70	0.75	0.80	0.99	1.29	0.79	0.77	1.07
- Residential fixed-telephone subscriptions	%	49.54	52.30	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	86.95	87.90	...	...	...	...	...	...	...	...
ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	-	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		571	564	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	56	86	135	222	421	620	1'051	1'508	2'374	3'037
Mobile-cellular subscriptions per 100 inhabitants		0.48	0.73	1.11	1.78	3.28	4.70	7.73	10.77	16.44	20.38
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	36	75	...	211	417	...	...	...	...	...
Mobile population coverage	%	...	20.00	28.00	49.00	70.00	93.00	...	...	80.00	85.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		9'700	13'450	12'600	16'182	15'000	...	85'029	106'000 <sup>1</sup>	150'000	305'000
Fixed (wired)-broadband subscriptions		-	-	69	138	404	...	1'589	2'700 <sup>1</sup>	3'900	5'120
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	...	0.01	0.02	0.03	0.03
- Cable modem Internet subscriptions		-	-	69	138	404	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	-	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	-	-	-	-	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	3	3	5	19	43	67	10 <sup>1</sup>	...	...
International Internet bandwidth (bps) per Internet user		106	104	103	106	395	767	510	102	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	85.00	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	17	18	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	113	142	193
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	8
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	17	14	11
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	15	16	13
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	24	34	...	...	...	...	...	2	2	3
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	13	14	10
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	19	25	...	...	...	...	...	77	70	67
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	1	114	11
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'180	3'218	...	...	...	...	...	...	...	...
- of which: female		312	345	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'200	1'200	1'200	1'200	1'200	...	...	1'200	...	2'097
Installation fee for business telephone service		1'200	1'200	1'200	1'200	1'200	...	...	...	...	...
Monthly subscription for residential telephone service		100	100	100	100	100	...	...	100	...	100
Monthly subscription for business telephone service		100	100	100	100	100	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		4.50	4.50	4.50	9.80	11.25	12.56	12.56	14.82	...	27.00
3-minute local call to fixed telephone (off-peak rate)		3.00	3.00	3.00	4.90	7.50	8.37	8.37	9.87	...	9.00
Mobile-cellular prepaid connection charge		...	...	...	...	...	421	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		18.67	22.00	20.00	20.00	37.00	27.33	...	28.09	27.80	52.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		14.00	16.50	15.00	15.00	25.33	20.67	...	21.07	20.85	22.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	40.73	40.31	59.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	28.09	27.80	29.80
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	84'268	86'574	105'750
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	148'600	69'259	84'600
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.128	0.128 <sup>2</sup>
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	2'443	2'473	6'917	9'916	11'012	...	...	20'500	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'100	1'198	...	...	...	...	...	5'740	...	...
- Revenue from mobile networks	10 <sup>6</sup>	1'309	1'275	2'932	4'274	4'747	...	...	14'760	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	4'214	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	0.50	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	1.00	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	3.00	...	5.30	...	...	9.00	...	...	...
Households with a fixed line telephone	%	...	...	...	1.80	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	4.70	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.16	0.22	0.28	0.35	0.38	0.43	0.97	0.70	1.07	2.26
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		10'110	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	23'965 <sup>1</sup>	24'515 <sup>1</sup>	25'060 <sup>1</sup>	25'590 <sup>1</sup>	26'100 <sup>1</sup>	26'586 <sup>1</sup>	27'051 <sup>1</sup>	27'502 <sup>1</sup>	27'949 <sup>1</sup>	28'401 <sup>1</sup>
Households	10 <sup>3</sup>	5'025	5'330	5'450	5'560	5'580	5'489	5'654	5'751	5'848	5'943
Gross domestic product (GDP)	10 <sup>6</sup>	352'579	383'213	418'769	474'048	522'445	574'441	642'049	742'470	679'938	765'966
Average annual exchange rate per US\$		3.80	3.80	3.80	3.80	3.79	3.67	3.44	3.34	3.52	3.22
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	4'710	4'670	4'572	4'446	4'366	4'342	4'350	4'514	4'524	4'573
Fixed-telephone subscriptions per 100 inhabitants		19.65	19.05	18.24	17.37	16.73	16.33	16.08	16.41	16.19	16.10
- Residential fixed-telephone subscriptions	%	72.19	71.16	69.86	66.08	65.03	65.20	65.54	63.70	63.40	61.60
- Fixed-telephone subscriptions in urban areas	%	...	...	...	74.90	80.45	76.60	...	75.80	...	75.60
ISDN subscriptions	10 <sup>3</sup>	52	71	70	59	49	52	54	55	53	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	44	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	9	...
ISDN voice-channel equivalents	10 <sup>3</sup>	104	142	140	119	98	105	...	...	356	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	164	117	114	105	95	87	77	75	79	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	7'385	9'053	11'124	14'611	19'545	19'464	23'347	27'713	30'144	33'859
Mobile-cellular subscriptions per 100 inhabitants		30.82	36.93	44.39	57.10	74.88	73.21	86.31	100.77	107.85	119.22
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	4'363	6'278	8'558	12'057	16'620	16'096	19'442	22'169	23'879	27'143
Mobile population coverage	%	95.00	...	...	...	...	96.00	92.50	92.00	95.00	95.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	96	386	927	2'578
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	818
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	96	386	927	1'760
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	2'119	2'633	2'991	3'546	4'155	4'489	4'931	5'222	5'592	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	4	19	110	252	483	751	1'025	1'318	1'672	2'078
Fixed (wired)-broadband subscriptions per 100 inhab.		0.02	0.08	0.44	0.99	1.85	2.82	3.79	4.79	5.98	7.32
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	4	19	110	251	481	741	1'009	1'290	1'524	1'796
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	6	6	38
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	2	2	10	17	29	148	239
International Internet bandwidth, in Mbit/s		733	1'320	2'308	3'193	3'193	16'328	41'099	64'121	140'000	183'000
International Internet bandwidth (bps) per Internet user		115	167	263	295	252	1'189	2'728	4'178	8'961	11'445
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	40.00	40.00	6.36	27.24	22.54	27.38	28.17	33.38	39.61	35.53
Fixed-telephone faults cleared by next working day	%	...	...	89.60	83.25	95.93	96.11	96.24	94.66	97.28	91.60
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	845	1'082	1'315	1'492	1'757	...	...	1'103	1'003	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	810	1'050	...	...	...	...	...	1'942	1'372	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	3'606	6'164	9'532	21'999	33'351	56'888	73'211	89'409	96'796
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	159	289	431	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		21'237	20'708	24'368	24'754	41'866	...	...	...	...	...
- of which: female		...	...	...	...	15'490	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		50	50	50	50	50	50	50	50	50	50
Installation fee for business telephone service		50	50	50	50	50	50	50	...	50	50
Monthly subscription for residential telephone service		18	22	22	25	25	25	25	13	13	13
Monthly subscription for business telephone service		20	45	45	45	45	45	45	...	20	20
3-minute local call to fixed telephone (peak rate)		0.09	0.12	0.08	0.12	0.12	0.12	0.12	0.12	0.12	0.12
3-minute local call to fixed telephone (off-peak rate)		...	...	...	0.12	0.12	0.12	0.12	0.12	0.12	0.12
Mobile-cellular prepaid connection charge		...	...	128 <sup>2</sup>	...	20 <sup>2</sup>	...	...	...	...	9 <sup>3</sup>
Mobile-cellular prepaid-1 min call (peak, on-net)		0.45	0.54	0.54	0.54	0.54	0.20	...	0.35	0.38	0.33
Mobile-cellular prepaid-1 min call (off-peak, on-net)		0.22	0.39	0.39	0.36	0.36	0.17	...	0.35	0.38	0.33
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.45	0.38	0.35
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.45	0.38	0.35
Fixed (wired)-broadband connection charge		...	...	...	...	75	75	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	20	20	...	66	66	66
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.510	0.510	0.512
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	16'968	18'209	18'900	21'752	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	6'319	6'429	8'800	9'300	8'700	8'200	8'300	9'600	9'500	9'700
- Revenue from mobile networks	10 <sup>6</sup>	8'058	9'288	9'600	12'300	14'700	19'300	18'700	24'100	26'000	29'000
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	4'485	4'672	4'407	4'905	7'964	...	4'270	4'483	5'280	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	20.30	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	21.80	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	96.90	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	43.20	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	84.60	...	...	...
Households with a computer	%	...	...	...	...	...	...	31.30	38.70	...	41.02
Households with Internet access at home	%	...	...	...	...	...	...	15.20	21.10	...	55.60
Mobile cellular telephone users	%	...	...	...	49.80	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	26.70	32.34	34.97	42.25	48.63	51.64	55.70	55.80	55.90	56.30
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	748	945	1'252	1'561	1'941	2'203	2'482	2'869	3'172	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		277'791	282'266	286'665	290'988	295'240	299'419	303'539	307'632	311'739	315'885
Households		42'300	43'000	44'000	45'000	46'000	45'000	46'000	47'000	48'000	49'000
Gross domestic product (GDP)	10 <sup>6</sup>	7'651	8'201	8'863	9'939	9'596	16'683	19'695	23'355	25'638	27'746
Average annual exchange rate per US\$		12.24	12.80	12.80	12.80	12.80	12.80	12.80	12.80	12.80	12.80
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		27'242	28'651	30'056	31'503	32'296	32'181	33'063	46'925	49'025	48'019
Fixed-telephone subscriptions per 100 inhabitants		9.81	10.15	10.48	10.83	10.94	10.75	10.89	15.25	15.73	15.20
- Residential fixed-telephone subscriptions	%	62.65	63.86	62.91	61.45	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	73.80 <sup>1</sup>	...	...	...	73.06	73.60	74.22	71.50	72.34	72.20
ISDN subscriptions		-	...	187	249	350	491	639	827	924	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	400	500	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	6.25 <sup>2</sup>	100.00 <sup>3</sup>	100.00	100.00 <sup>3</sup>	100.00	100.00
Public payphones		723	773	918	938	860	751	732	714	612	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		18'894	41'899	66'466	113'246	203'620	271'053	313'539	435'627	457'770	494'351
Mobile-cellular subscriptions per 100 inhabitants		6.80	14.84	23.19	38.92	68.97	90.53	103.29	141.61	146.84	156.50
- Mobile-cellular telephone subscriptions, prepaid		7'360	29'625	53'189	96'872	179'345	242'015	284'060	380'345	389'410	422'548
Mobile population coverage	%	40.00	54.00	71.00	81.00	90.70	...	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	20'996
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	5'395
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	15'601
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'100	1'067	1'155	1'260	4'548	8'088	12'350	17'864	17'583	16'708
Fixed (wired)-broadband subscriptions		-	190	503	717	3'260	6'274	10'350	15'359	15'331	15'148
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.07	0.18	0.25	1.10	2.10	3.41	4.99	4.92	4.80
- Cable modem Internet subscriptions		-	-	-	-	900	1'677	3'916	5'034	2'842	2'841
- DSL Internet subscriptions		-	190	503	717	1'837	4'305	6'345	10'278	11'173	11'779
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	56	62
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	230	89	47	1'260	466
International Internet bandwidth, in Mbit/s		4	7	3	15	53	245	653	812	937	2'890
International Internet bandwidth (bps) per Internet user		448	464	175	782	2'613	7'414	13'198	11'377	12'120	32'328
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		52.32	46.44	30.96	30.84	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	90.40	94.29	93.90	...	...	...	90.00	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	222	177	...	...	65	44	37	30	27	25
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	53	82	...	...	136	216	220	969	1'165	1'242
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	32	47	64	82	86	79	85	65	59	52
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	9	12	27	121	140	135
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	7	7	7	8	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	1	1	2	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	8	10	14	19	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	195	194	...	94
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		523	519	516	516	...	...	982	...	...	...
- of which: female		127	140	137	142	...	...	317	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'720	1'720	1'720	1'720	1'720	1'720	1'720	1'720	1'720	1'720
Installation fee for business telephone service		1'720	1'720	1'720	1'720	1'720	1'720	1'720	1'720	1'720	1'720
Monthly subscription for residential telephone service		30	30	30	30	30	30	30	30	30	30
Monthly subscription for business telephone service		30	30	30	30	30	30	30	30	30	30
3-minute local call to fixed telephone (peak rate)		0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
3-minute local call to fixed telephone (off-peak rate)		0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
Mobile-cellular prepaid connection charge		...	500	500	500	199	199	...	...	...	30
Mobile-cellular prepaid-1-min call (peak, on-net)		2.25	2.25	2.25	2.70	1.70	3.55	...	1.00	1.00	1.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		1.90	1.90	2.00	2.50	0.99	1.16	...	0.80	0.80	0.80
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1.50	1.50	1.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.50	1.50	1.50
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	500
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	120	120	120
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.510	0.510	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	1.0	3.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	250	250	200
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	720	835	927	1'254	1'223	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	201	360	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	88	102	163	190	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	80.90	100.00	100.00
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	100.00	100.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	60.70	64.90	69.40	74.20	79.40	84.94 <sup>11</sup>	86.90	88.90	91.00	94.90
Households with a fixed line telephone	%	...	...	40.00	...	...	25.60 <sup>11</sup>	...	...	...	15.20
Households with a mobile telephone	%	...	...	51.00	...	...	82.91 <sup>11</sup>	...	...	...	96.40
Households with a computer	%	17.50 <sup>12</sup>	19.60 <sup>12</sup>	21.00	24.73 <sup>12</sup>	26.12 <sup>12</sup>	27.58 <sup>11</sup>	32.70 <sup>12</sup>	38.70 <sup>12</sup>	45.90 <sup>12</sup>	54.40
Households with Internet access at home	%	...	...	...	...	...	7.94 <sup>11</sup>	10.30 <sup>12</sup>	13.50 <sup>12</sup>	17.60 <sup>12</sup>	22.90
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	56.95 <sup>13</sup>
Computer users	%	...	...	...	...	...	...	...	...	...	41.99 <sup>13</sup>
Internet users	%	3.62	5.35	5.98	6.59	6.87	11.04	16.30	23.20	24.80	28.30
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	62	63	58	62	50	47	1'255	466
Direct-to-home (DTH) satellite antenna subscriptions		3'480	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	11'640	12'002	12'380	12'772	13'177	13'593	14'021	14'460	14'910	15'370
Households	10 <sup>3</sup>	1'719	1'757	1'795	1'835	1'875	2'319	2'056	2'119	2'170	2'222
Gross domestic product (GDP)	10 <sup>6</sup>	2'212'040	2'222'730	2'453'550	2'632'060	2'893'860	3'201'470	3'424'540	3'912'770	4'232'900	4'641'643
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		51'071	56'603	60'925	65'834	75'904	82'521	80'005	81'076	84'796	114'546
Fixed-telephone subscriptions per 100 inhabitants		0.44	0.47	0.49	0.52	0.58	0.61	0.57	0.56	0.57	0.75
- Residential fixed-telephone subscriptions	%	32.00	...	...	...	...	36.00	36.00	...	56.00	...
- Fixed-telephone subscriptions in urban areas	%	90.00	89.00	88.00	85.00	83.00	80.00	80.00	56.53	68.00	...
ISDN subscriptions		-	...	...	...	...	17	17	43	43	...
- Basic access ISDN subscriptions		-	...	...	...	...	...	...	11	...	...
- Primary access ISDN subscriptions		-	...	...	...	...	...	...	32	43	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		3'000	3'700	4'500	5'986	7'239	6'773	9'950	12'794	10'589	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	24	46	247	407	762	1'513	2'531	3'439	4'461	7'440
Mobile-cellular subscriptions per 100 inhabitants		0.21	0.38	2.00	3.19	5.78	11.13	18.05	23.78	29.92	48.41
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	13	35	235	393	747	1'494	2'521	3'257	4'451	7'316
Mobile population coverage	%	...	...	...	...	...	20.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	212
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	201
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	12
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	5'897	7'000	10'125	19'844	24'353
Fixed (wired)-broadband subscriptions		-	-	-	-	-	3'085	3'200	2'661	3'009	2'314
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.02	0.02	0.02	0.02	0.02
- Cable modem Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	3'085	3'200	2'661	3'009	2'314
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		3	6	6	18	26	213	213	654	620	775
International Internet bandwidth (bps) per Internet user		139	220	156	326	389	2'148	1'876	2'881	2'166	1'868
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	26	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	180	281	...	...	229
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	275	69
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	95	...	...	17	20
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	247	46	...	196	216
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	15	19	22	30	56	...	9	...	8	7
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	37	...	188	209
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	110	168	77	135
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	61	...	...	...	...	...	21	...	21	27
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	89	...	56	109
SMS sent	10 <sup>6</sup>	...	...	...	...	...	89 <sup>1</sup>	110 <sup>1</sup>	178 <sup>1</sup>	...	211
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'364	1'533	1'600	1'684	1'713	1'788	1'752	1'710	1'111	...
- of which: female		305	...	...	...	...	...	415	409	279	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		56'525	56'525	49'857	49'857	20'040	20'040	38'650	38'650	38'650	38'650
Installation fee for business telephone service		56'525	56'525	49'857	49'857	20'040	20'040	38'650	38'650	38'650	38'650
Monthly subscription for residential telephone service		1'920	1'920	4'500	4'500	4'500	4'500	5'310	2'655	2'655	2'655
Monthly subscription for business telephone service		1'920	1'920	4'500	4'500	4'500	4'500	5'310	...	5'310	5'310
3-minute local call to fixed telephone (peak rate)		51.00	51.00	51.00	51.00	51.00	51.00	71.00	53.25	53.25	53.25
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	71.00	53.25	53.25	53.25
Mobile-cellular prepaid connection charge		...	...	30'000	30'000	30'000	3'120	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		300.00	...	204.00	204.00	204.00	148.33	...	110.00	110.00	110.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		240.00	...	141.00	141.00	141.00	147.33	...	49.00	49.00	49.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	110.00	110.00	110.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	110.00	110.00	110.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	49'000	49'000 <sup>2</sup>	49'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	25'000	25'000 <sup>3</sup>	25'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	51'500	64'000	79'941	113'247	131'000	159'100	198'285	221'420	242'420	279'000
- Revenue from fixed-telephone services	10 <sup>6</sup>	45'470	50'984	46'820	50'710	41'410	26'000	24'578	29'730	23'630	23'605
- Revenue from mobile networks	10 <sup>6</sup>	5'660	11'760	33'959	62'540	88'280	133'100	173'707	191'690	218'790	255'311
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	13'000	...	...	46'137	33'862	49'106	58'718	50'723	32'140	95'605
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	6'178	6'185	...	6'036
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	52'540	44'538	...	89'569
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	37.50	40.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	4.80	5.00	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	14.20	14.80	20.90	21.40	21.80	22.30	25.00	27.90	31.30	...
Households with a fixed line telephone	%	2.40	...	...	...	...	4.00	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	15.80	...	...	...	...
Households with a computer	%	...	...	...	...	...	1.50	...	2.40	...	3.04
Households with Internet access at home	%	...	...	...	...	...	...	...	0.97	...	1.21
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.19	0.23	0.31	0.43	0.51	0.73	0.81	1.57	1.92	2.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		1'200	1'300	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		399'746	402'244	404'787	407'183	409'295	411'084	412'608	413'946	415'220	416'515
Households		131'341	132'000	133'000	134'000	135'000	136'000	137'000	138'000	138'000	138'000
Gross domestic product (GDP)	10 <sup>6</sup>	1'733	1'836	1'884	1'936	2'061	2'187	5'463	5'919	5'869	6'233
Average annual exchange rate per US\$		0.45	0.43	0.38	0.34	0.35	0.34	0.31	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		207'745	207'269	208'271	206'529	202'116	208'361	230'433	241'115	246'019	248'357
Fixed-telephone subscriptions per 100 inhabitants		51.97	51.53	51.45	50.72	49.38	50.69	55.85	58.25	59.25	59.63
- Residential fixed-telephone subscriptions	%	76.00	...	80.00	81.00	82.00	82.00	83.95	82.44 <sup>1</sup>	86.20 <sup>2</sup>	86.40
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		864	1'232	1'455	1'761	2'106	2'335	2'171	1'870	2'847	...
- Basic access ISDN subscriptions		615	918	1'086	1'415	1'778	2'026	1'928	1'671	2'505	...
- Primary access ISDN subscriptions		249	314	369	346	328	309	243	199	342	...
ISDN voice-channel equivalents		8'700	11'256	13'242	13'210	13'396	13'322	11'246	9'312	15'270	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones		1'874	861	...	...	...	1'245	1'245	979	725	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		239'416	276'859	289'992	306'067	323'980	346'771	368'530	385'636	422'083	455'414
Mobile-cellular subscriptions per 100 inhabitants		59.89	68.83	71.64	75.17	79.16	84.36	89.32	93.16	101.65	109.34
- Mobile-cellular telephone subscriptions, prepaid		223'582	258'847	269'720	282'720	297'946	312'768	334'065	333'067	343'694	366'169
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	45'853	70'270	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	40'887 <sup>3</sup>	62'345	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	4'966 <sup>3</sup>	7'925	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		52'643	66'301	76'814	87'870	88'771	95'240	100'035	102'908	111'543	119'429
Fixed (wired)-broadband subscriptions		9'157	17'679	22'736	37'642	51'409	52'948	83'033	95'327	105'806	116'569
Fixed (wired)-broadband subscriptions per 100 inhab.		2.29	4.40	5.62	9.24	12.56	12.88	20.12	23.03	25.48	27.99
- Cable modem Internet subscriptions		2'955	6'174	9'735	15'909	21'150	19'664	42'185	51'983	54'221	51'319
- DSL Internet subscriptions		6'202	11'505	13'001	21'733	30'259	33'284	39'027	46'050	52'747	63'288
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	68	113
International Internet bandwidth, in Mbit/s		34	155	310	775	775	1'920	2'345	5'494	5'000	5'040
International Internet bandwidth (bps) per Internet user		476	1'332	2'420	5'498	4'591	11'558	12'118	26'502	20'458	19'207
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		26.60	20.60	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	63.00	59.90	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	504'302	541'843	611'944	605'030
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	56'886	61'931	117'300	140'651	156'766	192'209	217'292	243'241	300'296	375'297
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	57'597	48'176	46'078	45'556	48'754	57'658	60'349	58'398
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	19'982	19'666	19'607	20'839	22'513	26'826	36'291
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	54'255	49'641	55'781	54'490	66'386	59'980
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	45'551	43'645	21'937	...	43'225	47'923	44'335	48'189	58'214	51'927
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	5'479	6'301	8'172	8'053
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	65'493	69'372	66'692	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	66'623	122'619	250'000	370'299	405'432	435'942	499'205	491'983	496'972	567'626
MMS sent	10 <sup>3</sup>	...	...	...	129	759	687	563	390	280	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'977	1'835	1'730	1'748	1'837	1'916	...	1'793	2'038	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		20	20	20	20	24	24	24	55	55	55
Installation fee for business telephone service		40	40	40	40	47	47	47	93	93	93
Monthly subscription for residential telephone service		2	2	2	2	3	3	3	6 <sup>11</sup>	6 <sup>11</sup>	6 <sup>11</sup>
Monthly subscription for business telephone service		4	4	4	6	7	7	7	6	6	6 <sup>11</sup>
3-minute local call to fixed telephone (peak rate)		0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.13 <sup>13</sup>	0.13 <sup>13</sup>	0.13
3-minute local call to fixed telephone (off-peak rate)		...	...	...	0.05	0.05	0.05	0.05	0.13	0.13	0.13
Mobile-cellular prepaid connection charge		...	...	15	5	5	10	...	-	-	10
Mobile-cellular prepaid-1-min call (peak, on-net)		0.15	0.17	0.17	0.20	0.20	0.22	...	0.32	0.32	0.30
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.12	0.12	0.12	0.12	0.12	0.12	...	0.32	0.32	0.30
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.32	0.32	0.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.32	0.32	0.30
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	-	55
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	14	14	14
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2.000	2.000	4.000 <sup>21</sup>
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	25.0	25.0	25.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	91	94	99	110	112	108	107	269	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	41	48	45	43	65 <sup>22</sup>	57	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	23	40	48	46	49	51	61	132	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	35	26	24	...	...	...	16	41	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	11	3	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	100.00	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	98.30	98.30	98.30	98.30	99.30	99.30	99.30	99.30	...
Households with a fixed line telephone	%	...	...	...	...	...	91.45	...	...	...	...
Households with a mobile telephone	%	...	76.80	...	...	76.65	86.62	...	...	...	...
Households with a computer	%	...	42.90	43.91	44.94	46.00	60.60	62.64	62.57	67.40	73.13
Households with Internet access at home	%	...	31.30	34.13 <sup>23</sup>	37.21 <sup>23</sup>	40.57	52.78	53.92	59.00	64.45	70.40
Mobile cellular telephone users	%	...	...	...	...	...	80.96	86.47	85.92	...	...
Computer users	%	...	34.00	...	...	47.43	45.33	50.40	52.50	60.97	64.59
Internet users	%	17.88	28.92	31.64	34.62	41.24	40.41	46.90	50.08	58.86	63.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		90'091	95'107	99'434	...	...	109'387	119'552	127'345	139'336	141'132
Leased-line subscriptions		...	...	...	...	...	...	...	52	...	...
Direct-to-home (DTH) satellite antenna subscriptions		9'189	15'092	...	...	...	...	26'106	3'700	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		52'131	52'066	51'992	51'968	52'037	52'210	52'487	52'880	53'396	54'038
Households		6'547	6'645	6'745	7'000	7'000	7'000	7'160	7'326	7'493	8'000
Gross domestic product (GDP)	10 <sup>6</sup>	99	...	...	...	...	155	...	...	...	...
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		4'186	4'379	4'461	4'400	4'400	4'400	4'400	4'400	4'400	4'400
Fixed-telephone subscriptions per 100 inhabitants		8.03	8.41	8.58	8.47	8.46	8.43	8.38	8.32	8.24	8.14
- Residential fixed-telephone subscriptions	%	67.00	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	100.00	100.00	100.00	100.00	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		16	18	10	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		489	552	598	644	660	1'000	1'500	2'000	3'000	3'800
Mobile-cellular subscriptions per 100 inhabitants		0.94	1.06	1.15	1.24	1.27	1.92	2.86	3.78	5.62	7.03
- Mobile-cellular telephone subscriptions, prepaid		-	-	-	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		472	654	695	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	-
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		-	-	-	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	2	2	...	...	...	...	45	45	45
International Internet bandwidth (bps) per Internet user		575	1'270	1'156	...	...	...	...	23'464	23'766	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	1'019	680	840	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	2'818	2'272	3'673	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		103	110	110	...	...	...	...	...	...	...
- of which: female		52	55	55	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		35	35	35	...	...	...	...	...	...	...
Installation fee for business telephone service		35	35	35	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		12	12	12	...	...	...	...	...	...	...
Monthly subscription for business telephone service		30	30	30	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.03	0.03	0.10	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.03	0.03	0.10	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	6	7	6	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	4	4	3	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	2	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.71	2.34	2.57	3.60	3.88	3.80	3.71	3.63	3.55	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	2'720	2'800	2'882	2'965	3'047	3'130	3'213	3'295	3'378	3'460
Households	10 <sup>3</sup>	476	487	500	514	528	544	538	552	565	578
Gross domestic product (GDP)	10 <sup>6</sup>	285'133	311'087	336'818	382'285	475'194	736'265	733'959	854'000	794'187	997'054
Average annual exchange rate per US\$		255.63	271.74	263.03	257.19	265.53	268.60	258.59	238.20	262.37	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		24'856	31'529	38'178	39'000	41'000	34'870	40'267	76'354	74'464	71'572
Fixed-telephone subscriptions per 100 inhabitants		0.91	1.13	1.32	1.32	1.35	1.11	1.25	2.32	2.20	2.07
- Residential fixed-telephone subscriptions	%	53.16	54.73	69.70	...	...	67.00	...	37.00	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	98.00	98.00	90.00	...	...
ISDN subscriptions		...	...	94	...	...	22	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	22	...	...	...	...
ISDN voice-channel equivalents		...	...	200	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	14.00	...	20.00	...	...
Public payphones		3'384	5'057	6'629	...	...	5'000	...	1'916	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	110	247	351	522	746	1'060	1'414	2'092	2'182	2'745
Mobile-cellular subscriptions per 100 inhabitants		4.06	8.83	12.18	17.62	24.47	33.87	44.01	63.48	64.61	79.34
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	346	518	723	1'018	...	1'988	2'172	...
Mobile population coverage	%	...	...	...	...	26.00	36.00	51.00	62.00	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	1'913	1'981	2'000	2'285	4'050	5'739	9'693	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	164	973	4'000	5'876	6'000	6'624
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.01	0.03	0.12	0.18	0.18	0.19
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	-	739	3'681	5'876	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s	1	10	10	27	45	45	220	245	260	280	280
International Internet bandwidth (bps) per Internet user		108	934	777	1'892	2'204	1'468	4'777	3'976	3'376	2'698
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		60.00	30.00	10.00	10.00	5.50	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	17'542	13'382	8'669	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	244'895	421'081	217'975	733'675	1'006'156	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	28'600	37'000	...	...	...	23'768	22'598	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	3'927	5'665	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	41'725	52'149	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	9'800	10'600	15'000	21'000	26'934	10'409	5'865	4'562	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	105'121	110'625	131'411	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	41'000	41'000	42'000	...	...	21'999	9'333	7'232	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	6'903	...	56'797	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	-	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		735	783	730	773	784	861	...	763	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		26'172 <sup>1</sup>	10'700 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	-
Installation fee for business telephone service		51'172 <sup>1</sup>	10'700 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000 <sup>1</sup>	5'000
Monthly subscription for residential telephone service		1'482	1'482	1'028	1'482	1'482	1'482	1'482	1'482	1'482	2'394
Monthly subscription for business telephone service		1'482	1'482	1'482	1'482	1'482	1'482	1'482	1'482	1'482	2'394
3-minute local call to fixed telephone (peak rate)		34.20 <sup>1</sup>	34.20 <sup>1</sup>	34.20 <sup>1</sup>	34.20 <sup>1</sup>	34.20 <sup>1</sup>	34.20 <sup>1</sup>	68.40	68.40	68.40	102.60
3-minute local call to fixed telephone (off-peak rate)		22.23	22.23	68.40	68.40	68.40	68.40	68.40	68.40	68.40	68.40
Mobile-cellular prepaid connection charge		2'000	2'000	2'000	...	...	1'000	...	...	...	500
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	45.00	45.00	45.00	45.00	...	52.00	55.00	55.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	36.00	36.00	36.00	36.00	...	41.60	55.00	55.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	74.00	65.00	65.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	59.20	65.00	65.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	18'000	...	...	6'990 <sup>2</sup>	6'989
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	15'000	...	15'000	15'000	6'498
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	10'290	17'909	24'295	30'307	33'597	42'190	53'490	59'229	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	6'463	6'941	9'155	10'313	9'423	12'368	8'826	7'812	...	...
- Revenue from mobile networks	10 <sup>6</sup>	3'827	10'968	15'139	19'994	24'174	27'465	44'664	51'416	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	13'554	22'314	22'270	...	...	8'099	25'850	13'832	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	6'322	8'550	8'618	...	...	1'232	1'046	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	6'868	24'804	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	9.00	9.00	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	33.95	35.00	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	19.90	20.50	21.10	21.70	22.30	23.00	23.70	24.40	25.10	...
Households with a fixed line telephone	%	2.90	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	2.51	...	2.99
Households with Internet access at home	%	...	...	...	...	...	...	...	1.00	...	1.41
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.26	0.36	0.42	0.48	0.67	0.98	1.43	1.87	2.28	3.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	234	...	255	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'208 <sup>1</sup>	1'221 <sup>1</sup>	1'234 <sup>1</sup>	1'246 <sup>1</sup>	1'257 <sup>1</sup>	1'267 <sup>1</sup>	1'276 <sup>1</sup>	1'284 <sup>1</sup>	1'292 <sup>1</sup>	1'299 <sup>1</sup>
Households	10 <sup>3</sup>	308	310	312	314	316	322	324	327	329	331
Gross domestic product (GDP)	10 <sup>6</sup>	132'146	142'484	157'394	175'597	185'348	206'287	243'998	274'316	282'053	299'343
Average annual exchange rate per US\$		29.13	29.96	27.90	27.50	29.50	31.71	31.31	28.45	31.96	30.78
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		306'773	317'792	348'202	353'808	357'490	357'340	360'762	363'600	375'160	387'700
Fixed-telephone subscriptions per 100 inhabitants		25.39	26.03	28.23	28.40	28.45	28.21	28.28	28.32	29.05	29.84
- Residential fixed-telephone subscriptions	%	80.52	80.00	81.00	83.00	82.04	82.00	82.10	75.72	75.89	76.01
- Fixed-telephone subscriptions in urban areas	%	47.30	...	48.89	...	...	...	...	...	...	...
ISDN subscriptions		1'412	2'601	...	...	5'625	6'643	9'393	6'807	30'152	...
- Basic access ISDN subscriptions		1'223	2'357	...	...	5'253	6'163	8'941	6'305	13'382	...
- Primary access ISDN subscriptions		189	244	...	...	372	480	452	502	16'770	...
ISDN voice-channel equivalents		8'116	12'034	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		2'981	2'920	2'768	...	1'400	1'245	1'055	1'055	1'503	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	272	348	462	548	657	772	929	1'033	1'087	1'191
Mobile-cellular subscriptions per 100 inhabitants		22.55	28.46	37.48	43.97	52.26	60.98	72.80	80.48	84.14	91.67
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	170	277	421	503	601	724	871	970	1'013	1'099
Mobile population coverage	%	99.80	99.80	95.00	96.00	99.80	99.80	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	39	105	179	178
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	39	105	179	168
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	10
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		43'475	58'000	61'252	78'023	85'499	82'358	87'625	88'945	101'027	98'499
Fixed (wired)-broadband subscriptions		-	285	1'184	2'564	5'398	27'895	22'367 <sup>2</sup>	46'754	68'837	79'227
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.02	0.10	0.21	0.43	2.20	1.75	3.64	5.33	6.10
- Cable modem Internet subscriptions		...	-	-	-	-	...	...	...	...	...
- DSL Internet subscriptions		...	285	1'184	2'564	5'398	10'582	12'030	15'936	26'271	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	271	9'448	-	...	...	...
International Internet bandwidth, in Mbit/s		10	34	63	71	153	192	286	462	1'459	3'390
International Internet bandwidth (bps) per Internet user		94	272	419	416	802	908	1'107	1'650	5'017	9'211
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		56.84 <sup>3</sup>	41.47 <sup>3</sup>	...	...	23.00 <sup>3</sup>	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	39.00	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	1'510	...	...	...	1'144	1'055	972	874	774	714
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	53'094	435	624	637	786	1'033	1'260	1'474	1'703
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	79	70	114	287	327	330	325	332	328
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	66	68	66	67	71	90	89	95
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	58	60	71	107	123	141
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	36	37	43	61	42	41	49	50	56	45
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	6	9	16	19	22	57	67	96
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	118	142	171	165	162	183
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	56	63	69	100	95	94	114	76	78	90
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	22	48	57	89	83	93
SMS sent	10 <sup>6</sup>	...	...	...	...	336	738	881	855	1'123	1'204
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	330	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'859	1'811	1'592	1'997	2'061	...	...	...	...	...
- of which: female		372	369	363	...	499	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'000	1'000	1'000	1'000	1'000	1'000	1'150	1'150	1'150	1'150
Installation fee for business telephone service		2'000	2'000	2'000	2'000	2'000	2'000	2'300	2'300	2'300	2'300
Monthly subscription for residential telephone service		60	75	90	90	90	90	104	90	90	90
Monthly subscription for business telephone service		100	210	225	225	225	225	259	225	225	225
3-minute local call to fixed telephone (peak rate)		1.00	1.30	2.05	2.05	2.05	2.05	2.36	2.36	2.36	2.36
3-minute local call to fixed telephone (off-peak rate)		1.00	3.00	2.05	2.05	2.05	1.80	2.07	2.07	2.07	2.07
Mobile-cellular prepaid connection charge		...	...	522	522	522	...	...	...	100	100
Mobile-cellular prepaid-1-min call (peak, on-net)		1.00	1.00	1.00	1.20	1.20	1.20	1.38	1.38	1.38	1.38
Mobile-cellular prepaid-1-min call (off-peak, on-net)		1.00	1.00	1.00	1.20	1.20	1.20	1.38	1.38	1.38	1.38
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	4.49	4.49	4.49	4.49
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	4.49	4.49	4.49	4.49
Fixed (wired)-broadband connection charge		...	...	2'000	2'000	2'000	...	...	2'300	1'150	1'150
Fixed (wired)-broadband monthly subscription charge		...	...	2'500	2'178	1'590	...	1'549	733	499	499
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.130	0.260	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	3.0	3.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	580	580	580
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	4'200	4'892	5'020	5'351	8'193	7'245	7'969	9'615	...	7'211
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'971	...	...	...	2'692	3'055	2'950	2'912	2'163	1'365
- Revenue from mobile networks	10 <sup>6</sup>	1'019	...	1'488	3'031	3'808	3'216	3'024	...	3'649	4'768
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'932	1'762	1'040	816	1'053	...	19'072	31'978	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	214	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	543	...	18'921	31'654	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	93.00	92.80	93.50	94.20	95.00	95.70	96.00	96.39	96.80	...
Households with a fixed line telephone	%	76.00	76.30	...	...	...	77.40	...	73.63	...	...
Households with a mobile telephone	%	28.00	28.10	...	...	...	68.70	...	82.78	...	...
Households with a computer	%	13.00	18.00	19.40	20.90	22.50	24.20	27.84	29.95	...	37.71
Households with Internet access at home	%	8.00	11.12	12.29	13.59	15.02	16.60	19.09	20.21	...	29.02
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	21.80 <sup>11</sup>	...	...	...	29.50 <sup>11</sup>	...	35.37 <sup>11</sup>	...	...
Internet users	%	8.78	10.25 <sup>12</sup>	12.19	13.69	15.17	16.70 <sup>11</sup>	20.22	21.81 <sup>11</sup>	22.51	28.33 <sup>13</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		173	193	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		10'000	13'000	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	101'330	102'634	103'903	105'176	106'484	107'835	109'221	110'627	112'033	113'423
Households	10 <sup>3</sup>	23'206	24'682	25'000	25'322	25'648	25'792	25'365	25'666	25'915	26'160
Gross domestic product (GDP)	10 <sup>9</sup>	5'810	6'263	7'556	8'557	9'199	10'373	11'313	12'176	11'880	13'070
Average annual exchange rate per US\$		9.34	9.66	10.79	11.29	10.90	10.90	10.93	11.13	13.51	12.64
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	13'774	14'975	16'330	18'073 <sup>1</sup>	19'512	19'861	19'998	20'491	19'504	19'891 <sup>2</sup>
Fixed-telephone subscriptions per 100 inhabitants		13.59	14.59	15.72	17.18	18.32	18.42	18.31	18.52	17.54	17.54
- Residential fixed-telephone subscriptions	%	73.10	73.92	74.83	75.57	75.94	74.98	73.77	73.17	72.17	72.02 <sup>2</sup>
- Fixed-telephone subscriptions in urban areas	%	73.10	...	...	...	...	...	...	100.00 <sup>3</sup>	100.00 <sup>3</sup>	100.00 <sup>3</sup>
ISDN subscriptions	10 <sup>3</sup>	27	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	27	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	60	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	647	678	680	741	787	846	807	810	835	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	21'758	25'928	30'098	38'451	47'129	55'395	66'559	75'303	83'194	91'363 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		21.47	25.26	28.97	36.56	44.26	51.37	60.94	68.07	74.26	80.55
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	19'974	23'922	28'069	35'943	43'861	51'092	61'361	69'053	72'971	78'803 <sup>2</sup>
Mobile population coverage	%	99.30	99.90	99.90	99.90	99.90	99.90	99.90	99.90	99.90 <sup>2</sup>	99.90 <sup>2</sup>
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	44	311	360
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	44	311	360
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	1'884	2'096	2'444	3'191	3'882	4'806	5'757	8'129	9'744	11'629 <sup>2</sup>
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	50	231	428	1'057	1'922	3'020	4'468	7'427	9'349	11'325 <sup>2</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		0.05	0.23	0.41	1.01	1.81	2.80	4.09	6.71	8.34	9.98
- Cable modem Internet subscriptions	10 <sup>3</sup>	20	124	181	327	669	988	1'236	1'616	1'893	2'206 <sup>2</sup>
- DSL Internet subscriptions	10 <sup>3</sup>	30	78	213	696	1'199	1'961	3'150	5'683	7'323	8'960 <sup>2</sup>
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	29	34	35	55	72	82	128	132	158 <sup>2</sup>
International Internet bandwidth, in Mbit/s		3'183	5'825	9'088	11'238	13'488	16'787	54'496	106'638	154'921	257'669
International Internet bandwidth (bps) per Internet user		446	477	678	758	736	798	2'398	4'440	5'250	7'316
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		1.98	1.72	1.24	1.80	1.40	1.21	1.24	1.56	1.52	1.95
Fixed-telephone faults cleared by next working day	%	74.30	72.14	98.18	91.49	95.52	98.19	99.77	95.40	93.92	85.82
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	196'243	196'243	170'207	185'693	176'325	167'267 <sup>2</sup>
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	6'410	8'585	12'299	18'980	25'877	33'091	50'826	74'770	94'154	100'494 <sup>2</sup>
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	19'480	25'628	32'871	47'199	63'651	71'322	89'644 <sup>2</sup>
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	2'038	1'997	2'120	2'296	2'224	2'516	2'794	3'174	3'096	3'125 <sup>2</sup>
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	5'348	5'940	6'303	9'799	15'717	17'625	16'714	14'960	14'228	14'875 <sup>2</sup>
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	21'670	24'967	39'817	51'082	62'962 <sup>2</sup>
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		94'655	90'503	89'913	92'858	100'892	101'396	109'639	116'553	119'384	121'155 <sup>2</sup>
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'300	1'300	1'300	1'300	1'300	1'300	1'300	1'300	1'300	1'345
Installation fee for business telephone service		4'025	4'025	2'012	1'300	1'300	1'300	1'300	1'300	1'300	1'345
Monthly subscription for residential telephone service		180	180	180	180	180	180	180	180	180	186
Monthly subscription for business telephone service		228 <sup>11</sup>	228 <sup>11</sup>	228 <sup>11</sup>	228 <sup>11</sup>	228 <sup>11</sup>	228 <sup>11</sup>	228 <sup>11</sup>	228 <sup>11</sup>	228 <sup>11</sup>	236
3-minute local call to fixed telephone (peak rate)		1.70 <sup>12</sup>	1.70 <sup>12</sup>	1.70 <sup>12</sup>	1.70 <sup>12</sup>	1.70 <sup>12</sup>	1.70 <sup>12</sup>	1.70 <sup>12</sup>	1.70 <sup>12</sup>	1.70 <sup>12</sup>	1.76 <sup>13</sup>
3-minute local call to fixed telephone (off-peak rate)		1.70	1.70	1.70	1.70	1.70	1.70	1.70 <sup>13</sup>	1.70 <sup>13</sup>	1.70 <sup>13</sup>	1.76
Mobile-cellular prepaid connection charge		-	-	-	-	-	-	-	-	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		2.57	...	1.29	1.50	1.50	2.27	...	1.15	1.15	1.19
Mobile-cellular prepaid-1-min call (off-peak, on-net)		2.57	...	1.29	1.50	1.50	2.27	...	1.15	1.15	1.19
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	4.00	4.00	4.16
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	4.00	4.00	4.16
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	599	349	...	389	217	219
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.510	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	149'160	162'371	184'060	211'213	237'974	283'647	317'566	337'320	362'663	387'226 <sup>4</sup>
- Revenue from fixed-telephone services	10 <sup>6</sup>	91'460	89'785	95'108	97'480	100'390	108'495	109'320	104'191	98'716	93'630 <sup>2</sup>
- Revenue from mobile networks	10 <sup>6</sup>	42'630	54'966	68'130	90'380	110'621	134'713	159'017	173'315	197'705	220'027 <sup>2</sup>
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	53'713	30'235	27'884	40'812	37'865	40'849	35'768	40'604	36'777	71'453 <sup>3</sup>
- Annual investment in fixed-telephone services	10 <sup>6</sup>	29'549	15'490	12'446	20'174	19'032	23'339	19'420	16'168	14'202	16'894
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	15'517	10'076	10'327	15'856	13'022	8'136	8'429	13'749	12'212	37'261 <sup>2</sup>
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	1.95	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	75.59	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	91.80	93.60	92.30	91.70	92.80	93.40	93.30	93.40	95.09	94.67
Households with a fixed line telephone	%	40.00	45.30	46.00	47.90	48.80	48.30	53.00	51.13	46.16	46.58
Households with a mobile telephone	%	...	...	...	35.30	42.00	47.00	55.16	60.99	69.30	71.30
Households with a computer	%	11.70	15.20	16.60	18.00	18.60	20.60	22.10	25.65	26.76	29.80
Households with Internet access at home	%	6.10	7.50	8.10	8.70	8.90	10.10	12.00	13.50	18.36	22.20
Mobile cellular telephone users	%	...	25.20	...	36.50	40.00	...	...	...	43.92	50.11
Computer users	%	...	22.00	...	24.90	28.50	...	28.95	30.02	36.15	40.10
Internet users	%	7.04	11.90	12.90	14.10	17.21 <sup>21</sup>	19.52 <sup>21</sup>	20.81 <sup>21</sup>	21.71 <sup>21</sup>	26.34 <sup>21</sup>	31.05 <sup>21</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	2'501	2'513	2'661	2'942	3'401	3'973	4'338	5'526	5'596	5'679 <sup>4</sup>
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	869	980	1'000	1'128	1'180	1'339	1'449	1'524	2'440	4'368 <sup>2</sup>

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		107'290	107'728	108'325	108'926	109'419	109'789	110'092	110'367	110'676	111'064
Households		15'779	15'824	15'868	15'912	16'000	16'350	16'338	16'000	16'000	16'000
Gross domestic product (GDP)	10 <sup>6</sup>	240	255	277	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		10'078	10'106	11'144	11'999	12'449	8'917	8'697	8'700	8'700	8'453
Fixed-telephone subscriptions per 100 inhabitants		9.39	9.38	10.29	11.02	11.38	8.12	7.90	7.88	7.86	7.61
- Residential fixed-telephone subscriptions	%	64.00	60.00	60.00	60.00	60.00	60.00	60.00	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	70.00	70.00	70.00	...	...	...
ISDN subscriptions		-	-	-	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	-	-	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	-	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	-	-	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		75	70	82	...	...	40	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	100	5'869	12'782	14'094	18'616	27'436	27'500	27'500	27'518
Mobile-cellular subscriptions per 100 inhabitants		-	0.09	5.42	11.73	12.88	16.96	24.92	24.92	24.85	24.78
- Mobile-cellular telephone subscriptions, prepaid		-	100	5'869	12'782	14'094	18'616	27'436	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'704	1'695	1'919	2'073	2'322	1'489	1'293	...	...	...
Fixed (wired)-broadband subscriptions		-	-	6	26	46	95	116	...	...	998 <sup>1</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.01	0.02	0.04	0.09	0.11	...	...	0.90
- Cable modem Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- DSL Internet subscriptions		-	-	6	26	46	95	116	...	...	875
- Fibre-to-the-home/building Internet subscriptions		...	...	...	-	-	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		-	-	-	-	-	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	2	2	4	6	16	16	40	40	40
International Internet bandwidth (bps) per Internet user		400	333	200	375	462	1'129	1'054	2'501	2'354	1'801
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		48.10	48.10	48.10	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	65.00	65.00	65.00	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	-	220	3'113	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	2'539	2'479	2'387	2'535	3'316	3'511	3'425	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	5'769	6'738	6'396	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	-	32	896	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		132	134	138	...	...	148	152	...	...	...
- of which: female		27	40	47	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		24	24	24	24	24	24	24	24	24	24
Installation fee for business telephone service		24	24	24	24	24	24	24	24	24	24
Monthly subscription for residential telephone service		8	8	8	8	8	8	8	8	8	8
Monthly subscription for business telephone service		16	16	16	16	16	16	16	16	16	16
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	-	-	-	0.06
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	-	-	-	-	0.03
Mobile-cellular prepaid connection charge		-	-	-	-	50	50	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		-	0.60	1.80	1.80	0.10	0.10	...	0.10	0.10	0.10
Mobile-cellular prepaid-1-min call (off-peak, on-net)		-	0.40	1.20	1.20	0.10	0.10	...	0.10	0.10	0.10
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.10	0.10	0.10
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.10	0.10	0.10
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	40	40	40
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.384	0.384	0.384
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	2	2
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	11'000	12'000	11'000	11'662	11'914	13'158	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>3</sup>	9'800	10'100	8'700	...	...	11'255	...	...	...	...
- Revenue from mobile networks	10 <sup>3</sup>	-	-	496	1'882	2'795	1'903	2'420	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>3</sup>	...	...	...	...	...	1'737	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>3</sup>	1'800	2'600	2'400	...	...	889	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>3</sup>	300	5'800	1'000	...	...	847	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	4.66	5.57	9.23	11.02	11.88	12.75	13.62	14.49	15.35	20.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	395	...	...	...	...	...	...	...
Leased-line subscriptions		4	...	...	...	...	...	...	...	...	123
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'040 <sup>1</sup>	3'969 <sup>1</sup>	3'896 <sup>1</sup>	3'828 <sup>1</sup>	3'767 <sup>1</sup>	3'715 <sup>1</sup>	3'672 <sup>1</sup>	3'635 <sup>1</sup>	3'603 <sup>1</sup>	3'573 <sup>1</sup>
Households	10 <sup>3</sup>	1'348	1'348	1'349	1'350	1'351	1'346	1'220	1'209	1'199	1'199
Gross domestic product (GDP)	10 <sup>6</sup>	19'052	22'556	27'619	32'032	37'652	44'754	53'430	62'922	60'430	71'849
Average annual exchange rate per US\$		12.87	13.57	13.94	12.33	12.60	13.13	12.14	10.39	11.11	12.37
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	639	719	791	863	929	1'018	1'080	1'115	1'139	1'161
Fixed-telephone subscriptions per 100 inhabitants		15.82	18.12	20.30	22.55	24.67	27.40	29.41	30.66	31.61	32.50
- Residential fixed-telephone subscriptions	%	88.33	87.50	83.33	85.96	86.30	89.00	88.50	88.80	88.40	87.50
- Fixed-telephone subscriptions in urban areas	%	72.71	68.40	66.05	64.65	61.88	54.46	52.80	52.11	49.52	53.00
ISDN subscriptions	150 <sup>2</sup>	913	1'897	1'804	2'572	5'481	11'487	11'677	14'930	...	...
- Basic access ISDN subscriptions		88	538	1'506	1'596	2'298	2'605	3'449	3'492	3'628	...
- Primary access ISDN subscriptions		62	375	391	208	274	2'876	8'038	8'185	11'302	...
ISDN voice-channel equivalents		2'036	12'326	14'742	9'432	12'786	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	100.00	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	2	2	2	2	2	2	2	1	1	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	225	338	476	787	1'090	1'358	1'883	2'423	2'785	3'165
Mobile-cellular subscriptions per 100 inhabitants		5.57	8.52	12.21	20.56	28.93	36.56	51.28	66.67	77.30	88.59
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	194	259	419	681	929	1'131	1'488	1'822	2'012	2'201
Mobile population coverage	%	76.00	77.01	79.45	90.00	96.87	96.96	97.98	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	4	80	120
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		10'500	13'765	16'466	21'081	61'059	93'657	110'170	155'798	203'513	269'067
Fixed (wired)-broadband subscriptions		239	418	597	2'429	10'395	21'792	52'537	115'127	186'973	269'067
Fixed (wired)-broadband subscriptions per 100 inhab.		0.01	0.01	0.02	0.06	0.28	0.59	1.43	3.17	5.19	7.53
- Cable modem Internet subscriptions		...	37	231	969	3'283	3'375	5'609	7'146	8'186	7'533
- DSL Internet subscriptions		...	204	331	1'415	6'798	16'823	36'636	90'019	141'508	167'775
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	5'373	17'842	36'587	92'070
- Other fixed (wired)-broadband subscriptions		...	30	35	45	314	1'594	4'919	...	...	...
International Internet bandwidth, in Mbit/s		21	34	79	180	410	777	3'543	13'500	24'000	94'000
International Internet bandwidth (bps) per Internet user		349	226	274	442	744	1'066	4'719	15'878	18'004	65'773
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		5.53 <sup>3</sup>	4.91 <sup>3</sup>	5.20 <sup>3</sup>	5.10 <sup>3</sup>	5.10 <sup>3</sup>	5.10 <sup>3</sup>	15.00 <sup>3</sup>	14.00	15.09	15.48
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	2'309	2'287	...	...	3'261	3'534	3'617	3'359	3'181	2'891
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	171	218	334	476	659	1'073	2'160	2'916	3'535
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	57	76	104	138	167	277	302	280	213
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	42	77	104	90	136	135	142
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	91	106	...	196	258	215	214
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	47	53	62	81	89	109	140	140	96	81
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	10	17	...	56	118	119	132
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	371	432	486	637	789	737	708
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	118	130	196	309	338	346	427	451	401	367
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	62	94	140	210	339	336	340
SMS sent	10 <sup>6</sup>	...	46	81	193	438	590	874	1'026	1'011	1'081
MMS sent	10 <sup>6</sup>	...	...	...	-	-	1	2	4	4	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		7'243	7'474	7'484	7'502	8'077	9'480	10'063	10'361	11'072	9'386
- of which: female		2'894	2'838	2'832	2'790	2'900	3'535	3'848	4'010	4'765	3'364
<b>TARIFFS</b>											
Installation fee for residential telephone service		500	1'800	1'800	1'800	1'800	1'800	1'800	1'800	500	500
Installation fee for business telephone service		...	...	1'800	1'800	1'800	1'800	1'800	...	500	500
Monthly subscription for residential telephone service		6	12	24	24	24	24	24	24	24	24
Monthly subscription for business telephone service		19	31	42	42	42	42	42	...	42	42
3-minute local call to fixed telephone (peak rate)		0.21	0.21	0.29	0.60	0.60	0.60	0.60	0.29	0.29	0.29
3-minute local call to fixed telephone (off-peak rate)		0.21	0.21	0.25	0.30	0.30	0.30	0.30	0.25	0.25	0.25
Mobile-cellular prepaid connection charge		...	170	140	70	12	70	...	...	...	-
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	2.85	2.50	6.67	5.02	...	1.50	1.50	1.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	2.85	2.50	6.67	1.70	...	1.50	1.50	1.50
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	2.30	2.30	2.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	2.30	2.30	2.30
Fixed (wired)-broadband connection charge		...	...	...	...	750	809	...	-	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	350	360	...	240	150	80
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	3.000	1.000	0.510
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'026	1'304	1'730	2'394	3'639	4'495	5'400	6'626	5'782	6'142
- Revenue from fixed-telephone services	10 <sup>6</sup>	755	912	1'070	1'435	1'443	2'132	2'346	2'209	1'927	1'915
- Revenue from mobile networks	10 <sup>6</sup>	271	392	544	894	1'362	1'886	2'377	2'915	3'034	3'454
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	220	978	618	847	1'141	1'184	1'926	1'963	1'750	1'725
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	790	451	510	680	724	626	485	341	515
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	187	167	330	449	439	1'159	1'267	1'136	941
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	100.00	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	20.00	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	82.50	82.10	82.10	69.40	...	...	...	93.00	...
Households with a fixed line telephone	%	...	46.10	50.80	54.60	66.70	...	...	...	86.40	...
Households with a mobile telephone	%	...	...	...	...	30.80	...	...	...	56.00	...
Households with a computer	%	...	...	...	...	7.00	...	...	28.60	33.00	36.91
Households with Internet access at home	%	...	...	...	...	...	...	...	16.00	27.00	34.66
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	78.00	...
Computer users	%	...	...	...	...	...	...	...	...	42.00	...
Internet users	%	1.49	3.79	7.41	10.63	14.63	19.62	20.45	23.39 <sup>11</sup>	37.00 <sup>12</sup>	40.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		49'700 <sup>13</sup>	58'622 <sup>13</sup>	88'875 <sup>13</sup>	104'730 <sup>13</sup>	108'473 <sup>13</sup>	132'937 <sup>13</sup>	175'323 <sup>13</sup>	236'686	226'019	229'838
Leased-line subscriptions		351	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	-	-	-	...	...	2'544	6'304

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		35'288	35'341	35'323	35'282	35'260	35'267	35'295	35'336	35'377	35'407
Households		14'005	14'089	14'170	14'260	14'350	14'700	14'739	14'782	15'000	15'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.83	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		29'656	33'711	33'499	33'845	33'986	34'347	34'700	35'000	34'400	34'131
Fixed-telephone subscriptions per 100 inhabitants		84.04	95.39	94.84	95.93	96.39	97.39	98.31	99.05	97.24	96.40
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	56.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00
ISDN subscriptions		4'497	4'731	4'893	4'955	-	-	-	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	3'500
Localities with telephone service	%	...	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones		210	215	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		14'302	14'874	15'081	15'750	17'191	18'307	20'400	22'000	23'000	26'310
Mobile-cellular subscriptions per 100 inhabitants		40.53	42.09	42.69	44.64	48.75	51.91	57.80	62.26	65.01	74.31
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	9'012	-	-	800	...	...	1'390
Mobile population coverage	%	...	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	13'858
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		5'000	6'800	8'000	9'407	9'800	11'200	12'500	...	...	13'800
Fixed (wired)-broadband subscriptions		2'658	4'904	6'535	7'606	9'500	11'000	12'300	13'000	13'400	13'800
Fixed (wired)-broadband subscriptions per 100 inhab.		7.53	13.88	18.50	21.56	26.94	31.19	34.85	36.79	37.88	38.98
- Cable modem Internet subscriptions		1'473	1'818	1'508	664	-	-	-	...	...	...
- DSL Internet subscriptions		1'185	3'086	5'027	6'942	9'400	10'900	12'200	...	...	13'799
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	100	100	100	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	-	-	-	...	...	...
International Internet bandwidth, in Mbit/s		...	100	100	...	...	...	...	...	...	1'300 <sup>1</sup>
International Internet bandwidth (bps) per Internet user		...	5'889	5'720	...	...	...	...	...	...	48'955
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	0.20
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	50.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	262'000	218'000	190'000	167'000	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	10'100	10'800	11'700	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	19'000	18'800	18'800	18'500	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	4'200	4'500	4'300	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	79'400	71'900	65'200	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	145'000	116'000	98'000	36'000	33'700	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	45'700	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	68'900	64'600	63'100	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		356	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		46	46	50	50	50	50	50	50	50	50
Installation fee for business telephone service		46	46	46	42	42	42	42	50	50	...
Monthly subscription for residential telephone service		11	11	12	12	12	12	12	12	14	14
Monthly subscription for business telephone service		11	11	12	12	12	12	12	12	14	...
3-minute local call to fixed telephone (peak rate)		0.12	0.12	0.12	0.09	0.09	0.09	0.09	0.09	0.09	0.09
3-minute local call to fixed telephone (off-peak rate)		0.06	0.06	0.06	0.06	0.05	0.05	0.05	0.05	0.05	0.05
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		0.36	0.36	0.30	0.30	0.30	0.42	...	...	...	0.55
Mobile-cellular prepaid-1 min call (off-peak, on-net)		0.36	0.36	0.30	0.30	0.30	...	...	...	...	0.55
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.55
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.55
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	35
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	30.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	<sup>2</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	174'100	172'500	172'200	238'400	191'600	214'700	223'800	...	...	...
- Revenue from fixed-telephone services	10 <sup>3</sup>	...	...	...	...	28'000	26'700	26'000	...	...	23'397
- Revenue from mobile networks	10 <sup>3</sup>	...	...	...	...	34'600	35'600	37'500	...	...	30'000
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>3</sup>	...	...	...	...	14'600	14'500	13'100	...	...	...
- Annual investment in fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	95.80	...	...	...	...	95.35	...	...
Households with a fixed line telephone	%	...	...	92.70	...	...	...	...	85.92	...	...
Households with a mobile telephone	%	...	...	81.20	...	...	...	...	85.07	...	...
Households with a computer	%	...	...	...	...	...	...	...	65.50	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	57.20	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	46.65	48.05	49.49	52.49	55.46	61.48	64.38	67.25	70.10	75.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		15'000	15'577	...	...	15'000	15'100	15'300	...	...	...
Leased-line subscriptions		...	...	...	...	100	100	100	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	-	-	-	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	2'435	2'459	2'485	2'514	2'547	2'584	2'625	2'667	2'712	2'756
Households	10 <sup>3</sup>	549	555	560	565	570	582	579	576	582	589
Gross domestic product (GDP)	10 <sup>6</sup>	1'343'220	1'492'110	1'762'970	2'244'250	2'815'210	4'027'559	4'956'647	6'555'569	6'590'637	8'414'505
Average annual exchange rate per US\$		1'097.70	1'110.31	1'146.54	1'185.28	1'205.25	1'165.37	1'170.96	1'165.74	1'437.80	1'357.06
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		124'315	128'000	138'137	145'981	156'045	195'122	183'440	200'494	188'875 <sup>1</sup>	193'239 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		5.11	5.21	5.56	5.81	6.13	7.55	6.99	7.52	6.97	7.01
- Residential fixed-telephone subscriptions	%	78.00	76.00	79.00	82.00	84.00	81.00	88.70	73.22	56.44	48.58
- Fixed-telephone subscriptions in urban areas	%	66.00	69.00	70.50	71.80	73.50	74.10	62.07	71.11	49.22	49.00
ISDN subscriptions		28	30	85	140	330	1'500	...	...	...	...
- Basic access ISDN subscriptions		28	30	50	80	120	800	...	...	...	...
- Primary access ISDN subscriptions		-	-	35	60	110	500	...	...	...	...
ISDN voice-channel equivalents		56	60	1'150	1'960	3'540	5'100	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	11'508	18'630
Localities with telephone service	%	...	...	...	...	...	...	50.00	56.00	58.00	59.90
Public payphones		561	639	659	593	580	590	540	517	489	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	195	216	319	429	557	775	1'195	1'763	2'249	2'510
Mobile-cellular subscriptions per 100 inhabitants		8.01	8.78	12.84	17.05	21.87	29.99	45.52	66.10	82.94	91.09
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	166	208	285	402	525	721	...	1'581	2'017	2'233
Mobile population coverage	%	60.00	64.00	...	18.00	29.00	41.00	45.33	65.70	82.18	85.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	128
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	55	73
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	128
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		9'000	10'500	...	...	9'010	10'845	17'329	37'424	49'142	71'709
Fixed (wired)-broadband subscriptions		49	90	500	900	1'800	3'500	7'395	32'504	36'742	71'709
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.02	0.04	0.07	0.14	0.28	1.22	1.35	2.60
- Cable modem Internet subscriptions		-	-	50	65	110	250	...	286	949	3'028
- DSL Internet subscriptions		39	70	370	550	800	1'756	...	16'058	19'159	26'760
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	15'411	12'039	37'221
- Other fixed (wired)-broadband subscriptions		10	20	80	120	159	850	...	749	4'595	4'700
International Internet bandwidth, in Mbit/s		10	17	22	28	90	624	1'200	2'500	2'500	17'189
International Internet bandwidth (bps) per Internet user		248	339	...	...	...	...	...	7'504	7'317	48'348
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		41.31	28.35	20.61	19.16	18.50	20.00	22.00	19.00	18.00	21.00
Fixed-telephone faults cleared by next working day	%	73.00	78.00	85.00	89.00	91.20	92.50	85.00	90.00	92.00	91.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	90
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	1	1	1	2	2	193	324	726	804	3'663
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	347	...	...	...	...	...	...	166
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	71
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	36	47
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	5	5	5	5	5	6	...	...	...	5
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	42
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	97
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	5	6	7	7	...	...	...	6
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	91
SMS sent	10 <sup>6</sup>	-	-	1	1	1	968	1'436	1'989	978	2'138
MMS sent	10 <sup>6</sup>	...	...	...	...	...	1	1	1	-	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	26	30
<b>STAFF</b>											
Full-time telecommunication employees		4'508	4'206	3'935	4'680	4'860	6'850	6'950	5'000	7'150	7'260
- of which: female		2'380	2'290	2'001	2'150	2'210	2'503	...	3'450	3'040	3'110
<b>TARIFFS</b>											
Installation fee for residential telephone service		60'000	60'000	60'000	60'000	55'000	51'000	...	...	...	...
Installation fee for business telephone service		80'000	80'000	80'000	80'000	60'000	60'000	...	...	...	...
Monthly subscription for residential telephone service		750	750	750	700	700	650	...	...	...	...
Monthly subscription for business telephone service		6'900	6'500	6'500	6'500	6'000	5'500	...	...	...	...
3-minute local call to fixed telephone (peak rate)		18.00	18.00	18.00	10.07	10.07	9.50	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		17.00	16.00	16.00	10.07	10.07	10.00	...	...	...	...
Mobile-cellular prepaid connection charge		14'000	12'500	9'000	16'700	15'000	11'000	...	...	...	10'000
Mobile-cellular prepaid-1-min call (peak, on-net)		143.00	350.00	290.00	290.00	190.00	125.00	...	...	112.50	70.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		143.00	350.00	290.00	290.00	140.00	112.67	...	...	112.50	70.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	125.00	100.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	125.00	100.00
Fixed (wired)-broadband connection charge		...	...	...	75'000	64'000	45'000	...	...	10'000	10'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	12'000	12'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	59'356	62'900	71'600	85'000	99'100	176'685	233'711	365'279	407'169	470'982
- Revenue from fixed-telephone services	10 <sup>6</sup>	30'495	31'079	31'896	36'680	41'081	60'052	...	...	30'942	26'696
- Revenue from mobile networks	10 <sup>6</sup>	23'500	26'800	39'000	49'000	56'000	84'100	...	271'379	281'330	347'138
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	2'724	5'746	9'391	12'100	15'000	71'400	108'700	76'400	76'470	89'943
- Annual investment in fixed-telephone services	10 <sup>6</sup>	1'308	2'585	4'237	5'900	7'450	11'280	...	5'319	2'515	4'752
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	5'154	6'200	7'550	17'850	44'702	62'848	64'688	52'204
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	14.40	15.10	16.00	...	...	19.45	28.24
Population with access to a PIAC	%	...	...	1.00	1.20	1.60	1.80	...	...	49.33	52.19
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	79.20	80.60	82.00	83.50	86.30	87.80	87.96	89.50	89.30
Households with a fixed line telephone	%	...	...	18.80	...	...	20.20	...	...	...	11.90
Households with a mobile telephone	%	...	...	9.40	...	...	28.30	...	...	...	86.20
Households with a computer	%	3.00	...	...	...	...	...	...	14.03	...	22.30
Households with Internet access at home	%	...	...	...	...	...	...	...	2.87	...	7.70
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.65	2.04	...	...	...	...	...	12.49	12.60	12.90
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		39'500	45'000	50'385	52'100	55'590	65'200	...	103'190	133'219	152'534
Leased-line subscriptions		...	...	...	1'100	1'800	4'500	...	3'708	100	150
Direct-to-home (DTH) satellite antenna subscriptions		3'780	4'300	8'100	12'500	15'130	23'100	...	400'000	450'000	550'000

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		630'299	628'594	627'500	626'912	626'739	627'074	627'962	629'185	630'435	631'490
Households		...	...	180'517 <sup>1</sup>	...	181'254	180'338	183'376	183'853	183'510	182'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	2'149	2'680	3'086	2'981	3'023
Average annual exchange rate per US\$		...	...	...	0.80	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		...	...	...	...	170'933	168'233	176'289	174'046	171'749	169'500
Fixed-telephone subscriptions per 100 inhabitants		...	...	...	...	27.27	26.83	28.07	27.66	27.24	26.84
- Residential fixed-telephone subscriptions	%	...	...	...	89.20	89.20	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	31'941	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	30'825	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	1'116	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	95'130	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	634	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	...	...	...	484	543	644	703	1'158	1'294	1'170
Mobile-cellular subscriptions per 100 inhabitants		...	...	...	77.17	86.67	102.65	111.95	184.05	205.28	185.28
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	399	448	512	...	...	986	...
Mobile population coverage	%	...	...	...	95.10	99.00	99.00	99.00	99.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	53'333	81'000	88'679	...	...	...	...
Fixed (wired)-broadband subscriptions		...	...	...	-	7'665	...	16'145	34'229	53'058	52'400
Fixed (wired)-broadband subscriptions per 100 inhab.		...	...	...	-	1.22	...	2.57	5.44	8.42	8.30
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	1'111	7'039	14'428	27'839	43'473	50'290 <sup>2</sup>
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	80	240	750	750	1'900	5'000	7'000 <sup>3</sup>
International Internet bandwidth (bps) per Internet user		...	...	...	503	1'329	3'716	3'224	7'370	17'681	21'317
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	25.00	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	433'436	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	642'602	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	2'410	36'860	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	92'794	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	55'709	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	39'134	43'891	47'222	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	16'575	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	6'400	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	90'734	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	990'308	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	8'124	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	707	1'007	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	1'168	938	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	75	67	...	...	12	12	65
Installation fee for business telephone service		...	...	...	75	67	...	...	12	12	65
Monthly subscription for residential telephone service		...	...	...	3	3	30	...	6	6	6
Monthly subscription for business telephone service		...	...	...	4	4	30	...	6	6	14
3-minute local call to fixed telephone (peak rate)		...	...	...	0.01	0.03	0.20	...	0.06	0.06	0.07
3-minute local call to fixed telephone (off-peak rate)		...	...	...	-	0.01	0.14	...	-	-	0.03
Mobile-cellular prepaid connection charge		...	...	...	...	...	9	...	...	...	5
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	12.00	0.05	...	0.16	0.16	0.15
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	5.00	...	...	0.16	0.16	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.12	0.12	0.21
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.12	0.12	0.21
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	14	20	14
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	...	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>3</sup>	...	...	...	66'610	67'530	...	...	...	...	...
- Revenue from mobile networks	10 <sup>3</sup>	...	...	...	93'750	107'240	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>3</sup>	...	...	...	10'550	8'100	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>3</sup>	...	...	...	13'410	16'370	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	99.00	99.00	99.62	97.73	97.79	97.40	...
Households with a fixed line telephone	%	...	...	...	86.50	81.80	74.91	73.27	69.28	65.50	...
Households with a mobile telephone	%	...	...	...	84.40	85.50	85.67	86.95	88.96	90.10	...
Households with a computer	%	...	...	...	...	18.60	19.12	19.80	25.31	...	31.99
Households with Internet access at home	%	...	...	...	...	...	13.84	14.94	17.45	...	21.17
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	...	25.35	28.82	32.18	37.04	40.97	44.86	52.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	374	427	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		4'608	4'660	4'962	5'322	5'599	5'760	5'845	5'876	5'895	5'934
Households		5'000	5'000	5'000	5'000	5'000	5'000	5'074	5'100	5'117	5'149
Gross domestic product (GDP)	10 <sup>6</sup>	94	103	102	111	116	122	125	135	142	...
Average annual exchange rate per US\$		2.70	2.70	2.70	2.70	2.72	2.70	2.70	2.70	2.70	2.70
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		...	...	...	...	...	2'939	2'868	2'800	2'700	2'600 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		...	...	...	...	...	51.02	49.07	47.65	45.80	43.82
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	65.00	70.00	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	10.00 <sup>2</sup>	50.00	...	...	...
ISDN subscriptions		...	...	...	...	...	-	-	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	-	-	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	-	-	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	-	-	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	97.00	95.00	...	...	...
Public payphones		...	...	...	...	...	6	10	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		1'200	1'500	1'800	2'180	...	4'320	3'558	3'000	3'050	4'200
Mobile-cellular subscriptions per 100 inhabitants		26.04	32.19	36.28	40.96	...	75.00	60.87	51.06	51.74	70.78
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	1'720	3'004	...	...	...
Mobile population coverage	%	...	...	...	...	...	66.00	98.00	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	800	951	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	44	50	10	20	50
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	0.76	0.86	0.17	0.34	0.84
- Cable modem Internet subscriptions		...	-	...	...	...	-	-	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	44	50	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	1	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	34	34	34	155	155
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	22'781	28'479	28'476	129'780	74'630
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	10.00	8.50	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	90.00	75.00	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	1	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	4	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	2	2	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	6	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	3	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	-	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	-	-	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	22	21	...	...	...
- of which: female		...	...	...	...	...	8	8	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	45	45	...	...	...
Installation fee for business telephone service		...	...	...	...	...	45	45	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	24	24	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	39	39	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	0.14	0.14	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	0.14 <sup>3</sup>	0.14	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	150	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	139	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	4.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	35.00	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	...	...	...	25.91	20.43	20.32	20.26	35.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	38	3	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	70	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	29'129	29'454	29'770	30'082	30'392	30'702	31'011	31'321	31'635	31'951
Households	10 <sup>3</sup>	5'354	5'390	5'637	5'895	6'165	6'272	6'372	6'450	6'529	6'608
Gross domestic product (GDP)	10 <sup>6</sup>	426'402	445'426	477'021	505'015	527'679	577'344	616'254	688'843	732'449	767'096
Average annual exchange rate per US\$		11.30	11.02	9.57	8.87	8.86	8.80	8.19	7.75	8.06	8.42
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'191	1'127	1'219	1'309	1'341	1'266	2'394	2'991	3'516	3'749
Fixed-telephone subscriptions per 100 inhabitants		4.09	3.83	4.10	4.35	4.41	4.12	7.72	9.55	11.12	11.73
- Residential fixed-telephone subscriptions	%	...	71.03	71.46	67.98	65.95	64.21	80.41	82.10	84.49	85.37
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	10	12	13	9	11 <sup>1</sup>	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	11	12	8	10 <sup>1</sup>	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	1	1	1	1 <sup>1</sup>	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	40	43	35	45 <sup>1</sup>	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	77.00 <sup>2</sup>	82.00 <sup>2</sup>	89.00 <sup>2</sup>	92.00 <sup>2</sup>
Public payphones	10 <sup>3</sup>	61 <sup>3</sup>	78 <sup>3</sup>	92 <sup>3</sup>	140 <sup>3</sup>	176 <sup>3</sup>	173 <sup>3</sup>	176 <sup>3</sup>	175 <sup>3</sup>	172 <sup>3</sup>	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	4'772	6'199	7'360	9'337	12'393	16'005	20'029	22'816	25'311	31'982
Mobile-cellular subscriptions per 100 inhabitants		16.38	21.05	24.72	31.04	40.78	52.13	64.59	72.84	80.01	100.10
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	4'295	5'915	6'997	8'878	11'781	15'315	19'229	21'894	24'300	30'753
Mobile population coverage	%	95.00	95.00	95.00	96.00	97.50	98.00	...	98.00	98.00	98.40
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	268	707	1'566
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	200
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	43	268	707	1'366
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		53'000	55'000	60'812	113'170	262'325	399'720	483'351	489'322	479'786	500'491
Fixed (wired)-broadband subscriptions	-	2'000	2'712	64'660	249'138	391'857	477'360	483'867	475'767	498'682	498'682
Fixed (wired)-broadband subscriptions per 100 inhab.	-	0.01	0.01	0.21	0.82	1.28	1.54	1.54	1.50	1.56	1.56
- Cable modem Internet subscriptions	-	-	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions	-	-	2'712	62'960	248'012	390'834	476'414	482'791	474'561	497'640	497'640
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	...	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s	136	310	310	1'240	7'100	11'500	25'130	25'130	51'200	75'000	75'000
International Internet bandwidth (bps) per Internet user	340	443	311	355	1'549	1'895	3'769	2'424	3'919	4'790	4'790
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	25.00	25.00	25.00	25.00	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	85.00	85.00	85.00	85.00	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	1'456	1'434	3'878	3'699	3'849	2'854
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	3'000	1'159	5'857	9'475	10'604	11'321	13'873
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	1'000	1'030	1'850	1'862	2'009	2'008	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	309	350	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	1'091	1'082	...	305	326	413	460	515	464
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	270	270	178	174	169	166	229	251	308	262
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	821	904	...	136	160	184	209	207	202
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	2'035	1'583	1'792	1'986	2'233	2'273	2'683	3'647
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	1'255	557	593	540	460	421	868	1'831
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	735	780	1'026	1'199	1'446	1'773	1'852	1'815	1'816
SMS sent	10 <sup>6</sup>	...	...	...	501	1'172	1'478	1'874	2'474	2'849	3'958
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		16'200	13'089	12'910	12'963	...	...	12'434	12'776	12'932	12'901
- of which: female	...	...	...	...	...	...	...	...	3'236	3'088	3'291
<b>TARIFFS</b>											
Installation fee for residential telephone service		600	600	600	600	600	600	600	600	600	600
Installation fee for business telephone service	1'200	1'200	1'200	1'200	1'200	1'200	1'200	1'200	1'200	1'200	1'200
Monthly subscription for residential telephone service	84	84	84	84	96	108	108	120	120	120	120
Monthly subscription for business telephone service	120	120	120	132	144	144	144	144	144	144	144
3-minute local call to fixed telephone (peak rate)	0.96	1.62	1.62	1.64	1.32	1.50	2.00	2.00	2.00	2.00	2.00
3-minute local call to fixed telephone (off-peak rate)	0.48	1.33	1.33	1.64	1.16	1.50	2.00	2.00	2.00	2.00	2.00
Mobile-cellular prepaid connection charge	250	250	250	100	100	30	120	120	120	120	120
Mobile-cellular prepaid-1-min call (peak, on-net)	2.40	2.40	3.60	3.60	3.60	3.33	3.60	3.60	3.60	3.60	3.60
Mobile-cellular prepaid-1-min call (off-peak, on-net)	1.20	1.20	2.20	2.20	3.60	3.33	3.60	3.60	3.60	3.60	3.60
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	4.80	4.80	4.80	4.80	4.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	4.80	4.80	4.80	4.80	4.80
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	149	129	99	99
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	0.260	0.260	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	15'304	17'070	18'270	20'783	24'117	26'521	29'583	32'477	34'461	36'203
- Revenue from fixed-telephone services	10 <sup>6</sup>	9'860	9'782	9'585 <sup>11</sup>	10'944 <sup>11</sup>	9'563 <sup>12</sup>	10'115 <sup>12</sup>	10'041 <sup>12</sup>	11'082 <sup>12</sup>	11'214 <sup>12</sup>	10'530 <sup>12</sup>
- Revenue from mobile networks	10 <sup>6</sup>	5'372	7'887	9'273	13'134	16'903 <sup>13</sup>	18'988 <sup>13</sup>	21'971 <sup>13</sup>	23'628	24'124	25'949
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	8'300	4'230	2'660	2'700	4'109	...	5'270	7'068	6'590	6'026
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	3'355	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	66.60	66.60	77.20	78.13	82.60	87.33	93.00	...
Households with a fixed line telephone	%	...	...	...	16.70	18.30	18.10	25.20	26.00	35.00	39.40
Households with a mobile telephone	%	...	...	...	41.50	58.80	59.10	60.70	62.40	67.00	85.00
Households with a computer	%	...	...	...	...	...	...	17.20	27.00	32.00	34.23
Households with Internet access at home	%	...	...	...	...	...	...	...	14.00	20.00	25.50
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	93.51
Computer users	%	...	...	...	...	...	...	30.50	37.40	42.90	50.95
Internet users	%	1.37	2.37	3.35	11.61	15.08	19.77	21.50	33.10	41.30	49.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	2'500	1'700	1'126	1'023	946	1'076	1'206	1'042
Direct-to-home (DTH) satellite antenna subscriptions		800'000	816'000	...	1'786'185	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	18'691	19'200	19'721	20'246	20'770	21'291	21'811	22'333	22'859	23'391
Households	10 <sup>3</sup>	4'135	4'270	4'409	4'553	4'702	4'800	5'095	5'194	5'313	5'432
Gross domestic product (GDP)	10 <sup>9</sup>	84'368	99'479	110'973	128'668	151'707	180	208	240	266	313
Average annual exchange rate per US\$		20'703.60	23'678.00	23'782.30	22'581.30	23'061.00	25.40 <sup>1</sup>	25.84	24.30	27.52	33.96
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		87'291	87'367	77'576	75'256	65'992	70'313	78'000	78'324	82'447	88'062
Fixed-telephone subscriptions per 100 inhabitants		0.47	0.46	0.39	0.37	0.32	0.33	0.36	0.35	0.36	0.38
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	47.00	48.00	44.00	46.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	86.00	95.00	95.00	95.00
ISDN subscriptions		369	484	723	902	1'083	1'226	1'346	1'504	1'683	...
- Basic access ISDN subscriptions		346	450	641	803	959	1'077	1'186	1'321	1'475	...
- Primary access ISDN subscriptions		23	34	82	99	124	149	160	183	208	...
ISDN voice-channel equivalents		1'382	1'920	3'742	4'576	5'638	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	82.00	82.00	81.00	83.00
Public payphones		3'105	4'041	6'322	7'042	6'287	4'239	3'194	2'453	2'071	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	153	255	436	708	1'504	2'339	3'080	4'405	5'971	7'224
Mobile-cellular subscriptions per 100 inhabitants		0.82	1.33	2.21	3.50	7.24	10.99	14.12	19.72	26.12	30.88
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	126	229	409	...	...	1'871	...	...	5'859	6'154
Mobile population coverage	%	...	...	38.00	41.00	43.00	44.00	15.00	21.45	29.08	32.23
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	13'509	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	...	5'743	10'191	12'502	14'633
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	...	0.03	0.05	0.05	0.06
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	1'702	...	...	12'501	15'205
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		4	11	18	18	19	72	72	282	602	1'280
International Internet bandwidth (bps) per Internet user		150	231	224	134	107	401	363	809	983	1'312
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		80.00	70.00	65.00	66.00	52.00	50.00	...	...	...	...
Fixed-telephone faults cleared by next working day	%	92.00 <sup>2</sup>	93.00 <sup>2</sup>	93.00	93.00	94.00	87.00	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	185	443	...	...	...	...	947	798	944	1'280
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	3	48
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	18	61
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	22	23	22	19	16	14	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	18	61
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	37	139
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	776	611	590	312	244	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	37	139
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'308	2'136	2'078	1'982	2'599	2'455	2'457	2'492	2'491	...
- of which: female		...	641	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		485'550	485'550	415'000	415'000	415'000	486	486	486	486	486
Installation fee for business telephone service		485'550	485'550	415'000	415'000	415'000	486	486	486	486	486
Monthly subscription for residential telephone service		173'400	224'640	192'000	192'000	192'000	224	224	224	229	224
Monthly subscription for business telephone service		173'400	224'640	192'000	192'000	192'000	225	225	225	229	225
3-minute local call to fixed telephone (peak rate)		1'600.00	1'880.00	3'420.00	3'420.00	3'420.00	3.42	9.00	9.00	4.91	9.00
3-minute local call to fixed telephone (off-peak rate)		1'600.00	1'880.00	3'420.00	3'420.00	3'420.00	3.42	4.29	4.29	3.82	4.29
Mobile-cellular prepaid connection charge		...	...	3'350	...	5'850	6	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		7'920.00	7'920.00	3'350.00	2'316.67	2'945.00	3.35	...	6.58	6.58	7.04
Mobile-cellular prepaid-1-min call (off-peak, on-net)		2'260.00	2'260.00	2'750.00	1'166.67	1'176.00	0.67	...	3.94	4.78	7.04
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	6.58	6.58	7.04
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	4.78	4.78	7.04
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	2'400	2'200	750
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	7.0	7.0	3.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	65	650	650
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	2'452'432	3'039'655	2'262'084	2'336'527	2'207'972	...	7'985	11'357	10'420	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'409'492	1'501'537	1'452'067	1'826'586	1'490'640	1'491	2'729	2'746	5'958	...
- Revenue from mobile networks	10 <sup>6</sup>	676'164	1'099'181	...	...	...	...	5'256	8'611	10'414	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	982'176	1'401'417	660'000	445'423	543'931	544	2'542	3'355	855	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	746	746	827	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	110'589	111'544	103'525	...	1'795	2'609	28	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	5.10	...	8.60	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	1.60	...	...	...	1.70	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	3.84	4.00	...	7.48
Households with Internet access at home	%	...	...	...	...	...	...	0.87	0.93	...	1.05
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.16	0.26	0.42	0.68	0.85	0.84	0.91	1.56	2.68	4.17
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	11'049	11'743	12'550	13'886
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	45'324	45'609	45'844	46'070	46'321	46'605	46'916	47'250	47'601	47'963
Households	10 <sup>3</sup>	10'228	10'434	10'645	10'860	11'079	10'410	9'959	10'045	10'138	10'234
Gross domestic product (GDP)	10 <sup>9</sup>	3'548	5'625	7'717	9'079	...	16'853	23'336	28'778	32'351	36'474
Average annual exchange rate per US\$		450.00	940.00	820.00	930.00	1'061.00	1'261.00	1'250.00	...	1'064.00	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		295'234	342'317	362'976	424'871	503'930	571'293	464'090	504'445	552'311	604'700
Fixed-telephone subscriptions per 100 inhabitants		0.65	0.75	0.79	0.92	1.09	1.23	0.99	1.07	1.16	1.26
- Residential fixed-telephone subscriptions	%	63.00	55.00	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	80.55	69.17	68.49	69.63	70.67	73.00	75.00	75.21	69.37	...
ISDN subscriptions		85	152	154	159	221	221	221	232	232	...
- Basic access ISDN subscriptions		...	149	149	149	211	211	211	211	211	...
- Primary access ISDN subscriptions		...	3	5	10	10	10	10	10	10	...
ISDN voice-channel equivalents		370	388	396	415	1'372	1'372	1'372	1'392	1'392	...
VoIP subscriptions		...	...	...	...	...	...	...	...	3'173	...
Localities with telephone service	%	...	...	...	...	...	39.50	38.20	41.27	98.62	...
Public payphones		1'870	2'311	4'124	4'433	4'700	5'135	5'777	4'611	9'825	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		22'671	47'982	66'517	92'452	128'700	214'214	247'641	367'388	502'005	594'000
Mobile-cellular subscriptions per 100 inhabitants		0.05	0.11	0.15	0.20	0.28	0.46	0.53	0.78	1.05	1.24
- Mobile-cellular telephone subscriptions, prepaid		-	-	-	-	-	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	10.00	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	5'767	5'495	6'383	15'617	18'327	21'268	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	243	3'961	6'466	9'995	15'000	16'400
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.01	0.01	0.02	0.03	0.03
- Cable modem Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	243	2'811	4'541	7'103	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	-	-	-	...	1'150	1'925	2'892	...	...
International Internet bandwidth, in Mbit/s		4	5	9	61	94	94	293	600	975 <sup>1</sup>	1'000
International Internet bandwidth (bps) per Internet user		30'508	24'635	816	5'440	3'111	1'108	2'876	5'772	9'310	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		171.00	169.00	155.00	125.00	...	130.00	89.00	145.00	90.00	...
Fixed-telephone faults cleared by next working day	%	...	77.00	75.00	65.00	...	99.00	86.00	91.00	94.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	237	...	...	...	...	2'364	2'526	2'977	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	72	74	74	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	9	9	9	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	10	9	9	8	8	9	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	134	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	55	121	122	124	...	...	165	172	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		7'956	7'918	7'863	7'866	7'806	13'295	13'450	13'130	12'695	...
- of which: female		3'431	3'415	3'400	3'398	3'363	5'414	5'543	5'484	5'394	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		240	500	500	500	500	...	...	...	...	5'000
Installation fee for business telephone service		240	500	500	500	500	...	...	...	...	...
Monthly subscription for residential telephone service		45	45	45	45	45	...	...	...	500	540
Monthly subscription for business telephone service		45	45	45	45	45	...	...	...	45	...
3-minute local call to fixed telephone (peak rate)		3.00	45.00	45.00	45.00	45.00	...	...	...	15.00	45.00
3-minute local call to fixed telephone (off-peak rate)		3.00	45.00	45.00	45.00	45.00	...	...	...	15.00	45.00
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		4.00	4.00	...	...	...	...	...	...	319.20	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		4.00	4.00	...	...	...	...	...	...	319.20	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	319.20	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	319.20	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	1'400'000	1'476'790
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	30'000	28'398
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	8'112	10'387	23'355	47'277	60'513	122'037	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	5'374	6'824	15'632	39'950	51'334	105'752	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	2'491	3'208	7'311	6'831	8'569	15'378	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	2'633	2'258	4'754	4'750	5'205	5'506	5'799	6'585	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	31.00	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	25.70	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	3.10	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	-	-	0.02	0.02	0.07	0.18	0.22	0.22	0.22	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	63'600	...	...
Leased-line subscriptions		...	...	...	...	...	110	113	150	...	...
Direct-to-home (DTH) satellite antenna subscriptions		1'758	59'689	80'386	82'166	82'080	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'936	1'973	2'008	2'043	2'080	2'119	2'159	2'200	2'242	2'283
Households	10 <sup>3</sup>	348	357	366	375	384	387	391	396	404	412
Gross domestic product (GDP)	10 <sup>6</sup>	27'686	32'908	33'840	36'901	...	54'013	62'081	74'017	77'813	85'762
Average annual exchange rate per US\$		8.61	10.54	7.56	6.46	6.36	6.77	7.05	8.26	8.47	7.32
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		117'398	121'413	127'380	127'935	138'997	136'163	138'171	145'360	148'672	152'000
Fixed-telephone subscriptions per 100 inhabitants		6.06	6.15	6.34	6.26	6.68	6.43	6.40	6.61	6.63	6.66
- Residential fixed-telephone subscriptions	%	60.00	60.00	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		2'227	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		4'460	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	4930	6'086	4'200	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	107	150 <sup>1</sup>	224	286	449	609	800	1'052	1'217	1'535
Mobile-cellular subscriptions per 100 inhabitants		5.51	7.60	11.14	14.00	21.58	28.74	37.07	47.81	54.28	67.21
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	251	...	...	...	...	...	...
Mobile population coverage	%	85.00	...	...	88.00	88.00	90.00	95.00	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		15'000	17'000	15'500	19'000	60'000	75'000	90'000	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	134	198	256	320	430	9'640
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.01	0.01	0.01	0.01	0.02	0.42
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		3	8	9	9	36	46	56	200	500	655
International Internet bandwidth (bps) per Internet user		66	164	130	116	432	494	536	1'706	3'797	4'413
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		51.50	42.20	40.40	35.00	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	75.00	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	60	61	61	62	63	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	46	52	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'654	1'503	...	...	1'350	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		266	267	267	267	267	267	267	293	293	293
Installation fee for business telephone service		266	267	267	267	267	267	267	...	293	293
Monthly subscription for residential telephone service		43	43	43	...	47	47	60	65	65	65
Monthly subscription for business telephone service		48	48	48	...	60	60	66	...	72	72
3-minute local call to fixed telephone (peak rate)	0.30	0.33	0.33	0.33	0.33	0.33	0.44	1.32	1.84	1.38	1.84
3-minute local call to fixed telephone (off-peak rate)	...	...	...	...	...	...	0.22	0.66	1.15	0.69	1.15
Mobile-cellular prepaid connection charge		...	85 <sup>2</sup>	85	...	91	49	...	...	...	20
Mobile-cellular prepaid-1-min call (peak, on-net)	1.14	2.24	2.24	2.50	2.50	2.78	...	...	2.50	2.50	1.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.75	1.05	1.05	0.96	0.96	1.57	...	...	1.07	1.18	1.50
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	...	2.50	2.50	1.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	2.50	2.50	1.80
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	...	255
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	401 <sup>3</sup>	401 <sup>3</sup>	689 <sup>3</sup>
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	1.0	1.0	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'026	1'268	1'485	1'769	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	764	896	981	1'020	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	262	372	504	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	202	95	131	133	130	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	12.00	23.00	36.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	24.80	26.90	29.10	31.50	37.00	37.00	40.08	41.80	...
Households with a fixed line telephone	%	...	...	...	...	...	22.30	22.30	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	52.40	52.40	...	...	...
Households with a computer	%	...	...	...	5.40	6.90	8.80	11.17	12.70	...	15.43
Households with Internet access at home	%	...	...	...	2.80	3.00	3.10	3.31	3.50	...	3.91
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.42	2.63	3.36	3.80	4.01	4.40	4.84	5.33	5.87	6.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		30'000	30'000	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		19'000	20'000	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		10'046	10'057	10'075	10'094	10'114	10'133	10'154	10'180	10'212	10'255
Households		1'150	1'150	1'150	1'000	1'000	1'000	1'002	1'005	1'008	1'012
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.93	...	...	...	1.32	1.27	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		1'850	1'800	1'800	1'800	1'800	1'800	1'800	1'800	1'900	- <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		18.42	17.90	17.87	17.83	17.80	17.76	17.73	17.68	18.61	-
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		1'500	...	...	...	...	...	...	...	...	6'200 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		14.93	...	...	...	...	...	...	...	...	60.46
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	5'600
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	98.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		150	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	400
Fixed (wired)-broadband subscriptions per 100 inhab.		...	...	...	...	...	...	...	...	...	3.90
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	15
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	24'378
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	0.30
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	0.30
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.30
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	71.00	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	18.00	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	21.00	...	...	...
Internet users	%	2.99	...	...	...	...	...	...	...	...	6.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	24'980	25'563	26'144	26'718	27'282	27'834	28'374	28'905	29'433	29'959
Households	10 <sup>3</sup>	4'174	4'260	4'338	4'417	4'497	4'587	4'673	4'766	4'852	4'938
Gross domestic product (GDP)	10 <sup>6</sup>	441'519	442'048	459'488	481'003	496'026	654'084	727'827	815'663	988'053	1'170'993
Average annual exchange rate per US\$		74.95	77.88	76.14	73.67	71.37	72.76	66.42	69.76	77.54	73.16
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		298'062 <sup>1</sup>	327'673	371'816	417'944	484'640	611'544	701'126	805'061 <sup>2</sup>	812'615 <sup>3</sup>	841'698
Fixed-telephone subscriptions per 100 inhabitants		1.19	1.28	1.42	1.56	1.78	2.20	2.47	2.79	2.76	2.81
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	98.50	...	16.15	17.06	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	7	...	...	...	...	...
- Basic access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	14	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		837	1'300	2'024	2'239	...	4'606	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	17	22	82	117	227	1'157	3'269	4'200	5'598 <sup>3</sup>	9'196
Mobile-cellular subscriptions per 100 inhabitants		0.07	0.09	0.31	0.44	0.83	4.16	11.52	14.53	19.02	30.69
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	32	53	173	...	1'571	2'996 <sup>2</sup>	5'479	9'051
Mobile population coverage	%	...	...	...	...	...	10.00	...	...	...	35.13
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	51	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1 <sup>3</sup>	19
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	50	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		15'000 <sup>1</sup>	20'000	25'000	30'000	45'000	62'586	79'503	...	...	128'374
Fixed (wired)-broadband subscriptions		-	-	-	-	-	963	10'957	12'000	15'561	58'435
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	0.04	0.04	0.05	0.20
- Cable modem Internet subscriptions		-	-	-	-	-	963	1'023	...	...	...
- DSL Internet subscriptions		...	-	-	-	-	...	9'934	...	15'550	45'435
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	13'000
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		10	20	24	30	47	95	139	167	3'000	4'000
International Internet bandwidth (bps) per Internet user		167	247	237	248	210	299	348	334	5'174	1'684
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		86.88	88.08	78.00	68.00	...	96.00	80.10	...	...	...
Fixed-telephone faults cleared by next working day	%	31.00	33.00	40.80	58.40	...	65.00	53.00	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	165'661	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	32	33	30	29	34	133	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	358	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	37	59	115	130	117	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		4'633 <sup>1</sup>	4'687	4'772	4'860	4'903	6'988	7'024	...	9'856	10'235
- of which: female		...	...	...	...	...	102	216	...	236	406
<b>TARIFFS</b>											
Installation fee for residential telephone service		2'000	1'800	1'800	1'800	1'800	1'800	1'800	1'800	900	900
Installation fee for business telephone service		2'000	1'800	1'800	1'800	1'800	1'800	1'800	...	900	900
Monthly subscription for residential telephone service		150	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>12</sup>	200
Monthly subscription for business telephone service		150	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	200 <sup>11</sup>	...	200	200
3-minute local call to fixed telephone (peak rate)		1.00 <sup>13</sup>	1.00 <sup>13</sup>	1.00 <sup>13</sup>	1.00 <sup>13</sup>	2.00 <sup>13</sup>	2.00 <sup>13</sup>	2.00 <sup>13</sup>	1.50 <sup>13</sup>	1.50 <sup>13</sup>	1.50 <sup>13</sup>
3-minute local call to fixed telephone (off-peak rate)		0.50	0.38	0.38	0.38	0.12	0.13	0.13	0.19	0.38	0.38
Mobile-cellular prepaid connection charge		...	...	1'000	1'000	1'135	1'135	...	...	...	1'135
Mobile-cellular prepaid-1-min call (peak, on-net)		6.00	6.00	3.60	3.00	3.00	3.00	...	1.99	2.00	2.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		3.00	3.00	1.80	1.50	1.50	1.50	...	1.99	0.75	0.75
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	3.99	2.55	2.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	3.99	2.55	2.50
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	565
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	1'500	1'650	1'695
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	5'487'308	6'160'000	7'208'000	6'070'423	5'491'527	6'684'039	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>3</sup>	4'906'215	4'313'000	4'376'172	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>3</sup>	292'770	394'538	719'464	1'111'827	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>3</sup>	1'563'000	1'857'000	1'922'000	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	1.80	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	15.80	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	13.10	19.70	21.50	23.40	25.60	27.90	30.40	33.20	36.20	...
Households with a fixed line telephone	%	2.50	...	6.10	...	...	6.30	...	9.80	...	...
Households with a mobile telephone	%	...	...	...	...	...	5.50	...	28.30	...	...
Households with a computer	%	...	...	...	...	...	1.90	2.80	3.11	...	4.21
Households with Internet access at home	%	...	...	...	...	...	...	...	0.97	...	1.21
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.24 <sup>1</sup>	0.31	0.38	0.45	0.83	1.14	1.41	1.73	1.97	7.93
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		179'516 <sup>1</sup>	180'170 <sup>1</sup>	181'607 <sup>1</sup>	183'603 <sup>1</sup>	185'967 <sup>1</sup>	188'700 <sup>1</sup>	191'788 <sup>1</sup>	194'999 <sup>1</sup>	198'037 <sup>1</sup>	200'689 <sup>1</sup>
Households		51'000	51'000	51'000	51'000	51'000	51'000	53'000	54'000	55'000	56'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	4'386	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.79	1.79	1.79	1.79	1.79	1.79	1.79	1.79	1.79	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		81'000	82'000	83'000	84'000	85'000	86'000	87'000	88'000	89'000	90'000
Fixed-telephone subscriptions per 100 inhabitants		45.12	45.51	45.70	45.75	45.71	45.57	45.36	45.13	44.94	44.85
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		...	...	200'000	200'000	...	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		...	...	110.13	108.93	...	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	...	...	...	...
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	175	...	...	...	...	150
Installation fee for business telephone service		...	...	...	...	175	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	18	...	...	...	...	25
Monthly subscription for business telephone service		...	...	...	...	18	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	0.28	...	...	...	...	0.28
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	0.20	...	...	...	...	0.28
Mobile-cellular prepaid connection charge		...	...	30 <sup>2</sup>	...	...	190	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.85	...	0.85	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.85	...	0.85	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	99 <sup>3</sup>	85
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	1.000	0.512
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	...	...	...	...	...	...	...	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	15'953	16'046	16'138	16'225	16'305	16'378	16'443	16'503	16'559	16'613
Households	10 <sup>3</sup>	7'041	7'041	6'996	7'049	7'091	7'146	7'077	7'090	7'118	7'144
Gross domestic product (GDP)	10 <sup>6</sup>	447'731	465'214	476'950	491'180	508'960	540'793	572'318	594'731	571'432	588'343
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	8'158	8'026	7'846	7'861	7'600	7'450	7'404 <sup>1</sup>	7'317 <sup>2</sup>	7'256 <sup>3</sup>	7'232 <sup>3</sup>
Fixed-telephone subscriptions per 100 inhabitants		51.14	50.02	48.62	48.45	46.61	45.49	45.03	44.34	43.82	43.53
- Residential fixed-telephone subscriptions	%	63.00	...	...	60.00	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	1'416	1'536	1'525	1'515	1'424	1'297	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	1'395	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	21	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	3'434	3'688	3'825	3'800	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	17	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	12'200	12'100	13'200	14'800	15'834	17'296	19'285	20'627	20'149	19'179
Mobile-cellular subscriptions per 100 inhabitants		76.47	75.41	81.80	91.22	97.11	105.61	117.28	124.99	121.68	115.45
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	8'100	...	...	10'100	8'800	8'302	8'487	8'634	9'830	...
Mobile population coverage	%	99.50	99.50	99.50	99.50	99.90	98.00	98.00	98.00	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	6'314
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	5'602
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	533	712
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	4'500	4'500	5'000	5'300	5'600	5'970	5'618	5'805	6'130	6'330
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	466	1'171	1'988	3'206	4'100	5'192	5'507	5'805	6'130	6'330
Fixed (wired)-broadband subscriptions per 100 inhab.		2.92	7.30	12.32	19.76	25.14	31.70	33.49	35.17	37.02	38.10
- Cable modem Internet subscriptions	10 <sup>3</sup>	328	800	1'016	1'330	1'563	1'950	2'144 <sup>1</sup>	2'211	2'351	2'561
- DSL Internet subscriptions	10 <sup>3</sup>	138	370	972	1'876	2'500	3'177	3'399	3'593	3'645 <sup>3</sup>	3'585
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	64	84	95	134	183
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	65	...	...	...	...
International Internet bandwidth, in Mbit/s		173'154	167'232	253'831	334'578	334'578	661'170	1'280'328	2'000'000	2'176'315	2'326'000
International Internet bandwidth (bps) per Internet user		21'983	17'005	24'443	30'095	25'333	48'231	90'727	138'627	146'631	154'333
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	32'300	...	...	...	...	...	...	...	17'898	17'024
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	8'200	10'900	13'400	...	...	8'061	8'420	21'954	22'132	22'533
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	2'500	2'700	2'600	...	...	3'470	858	...	3'223	3'125
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	4'869	4'767	4'706
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	1'785	1'659	1'604
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	2'600	2'220	2'072	1'769	1'570	1'385	...	1'210	1'114	1'089
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	575	545	515
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	826	784	883
SMS sent	10 <sup>6</sup>	1'040	2'000	2'500	...	...	...	...	7'644	9'063	11'329
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	48 <sup>11</sup>	48	-
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		16	...	17	18	18	18	18	18	17	17
Monthly subscription for business telephone service		16	...	14	15	15	15	15	...	...	...
3-minute local call to fixed telephone (peak rate)		0.12 <sup>12</sup>	...	...	0.09 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.05 <sup>12</sup>	0.13 <sup>13</sup>	0.14	0.16
3-minute local call to fixed telephone (off-peak rate)		0.08	...	...	0.06 <sup>12</sup>	0.04 <sup>12</sup>	0.04 <sup>12</sup>	0.04 <sup>12</sup>	0.08 <sup>13</sup>	0.09	0.11
Mobile-cellular prepaid connection charge		...	...	...	...	25	8	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	0.35	0.42	...	0.17	0.35	0.30
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	0.35	0.40	...	0.17	0.35	0.30
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.17	0.35	0.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.17	0.35	0.30
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	9	9	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	25	25	25
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	3.000	3.000	8.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	14'715	...	...	...	...	...	...	14'278	14'128	13'727
- Revenue from fixed-telephone services	10 <sup>6</sup>	5'909	...	...	...	...	...	...	3'466	2'957	2'681
- Revenue from mobile networks	10 <sup>6</sup>	4'685	...	...	5'400	...	4'038	4'375	6'660	6'606	6'425
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	2'949	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	95.20	96.00	96.80	98.00	98.00	98.80	99.20	99.20	...
Households with a fixed line telephone	%	...	...	...	...	...	94.89	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	91.00	92.00	...	...	...	...
Households with a computer	%	...	69.00	71.00	73.89	78.00	80.00	86.00	87.73	90.75	91.97
Households with Internet access at home	%	...	58.00	60.53	64.99	78.26	80.26	82.89	86.08	89.70	90.90
Mobile cellular telephone users	%	...	...	...	...	...	88.28	90.48	92.30	...	...
Computer users	%	...	73.29	72.00	74.00	84.00	86.00	87.94	89.27	90.75	91.71
Internet users	%	49.37	61.29	64.35	68.52	81.00	83.70	85.82	87.42	89.63	90.72
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	6'320	6'180	6'390	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	340	520	...	790	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		215'914	219'741	223'496	227'258	231'080	234'976	238'926	242'911	246'900	250'870
Households		56'100	58'000	59'000	60'000	61'000	61'800	63'600	65'000	66'000	67'000
Gross domestic product (GDP)	10 <sup>6</sup>	409'149	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		133.84	...	...	...	98.69	90.57	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		50'709	52'000	51'928	53'306	55'310	57'800	60'209	63'006	67'426	72'200
Fixed-telephone subscriptions per 100 inhabitants		23.49	23.66	23.23	23.46	23.94	24.60	25.20	25.94	27.31	28.78
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	80.00	80.00	81.00	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		1'645	...	2'541	...	...	...	3'886	4'042	4'125	...
- Basic access ISDN subscriptions		...	...	2'416	...	...	...	3'437	3'610	3'750	...
- Primary access ISDN subscriptions		...	...	125	...	...	...	178	193	190	...
ISDN voice-channel equivalents		6'745	...	8'362	...	...	...	11'472	12'049	12'121	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	100.00	...
Public payphones		1'001	1'059	1'099	...	...	...	1'286	1'292	1'306	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		67'917	80'000	97'113	116'443	134'265	155'000	176'350	196'474	209'595	220'811
Mobile-cellular subscriptions per 100 inhabitants		31.46	36.41	43.45	51.24	58.10	65.96	73.81	80.88	84.89	88.02
- Mobile-cellular telephone subscriptions, prepaid		47'362	58'000	74'532	90'881	107'030	...	142'699	159'312	168'652	...
Mobile population coverage	%	...	75.00	75.00	75.00	75.00	75.00	75.00	83.00	89.00	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	-	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		11'000	13'000	16'668	17'296	18'737	19'500	21'519	26'612	33'115	...
Fixed (wired)-broadband subscriptions		132	700	1'668	5'146	9'600	15'601	20'315	25'455	33'115	38'196
Fixed (wired)-broadband subscriptions per 100 inhab.		0.06	0.32	0.75	2.26	4.15	6.64	8.50	10.48	13.41	15.23
- Cable modem Internet subscriptions		...	-	-	-	-	...	...	...	776	...
- DSL Internet subscriptions		132	700	1'668	5'146	9'600	15'601	20'315	25'455	32'339	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	-	-	-	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		8	14	20	68	132	...	400	1'000	1'300	1'800
International Internet bandwidth (bps) per Internet user		203	285	339	988	1'765	...	4'776	11'929	15'491	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	26.93	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	78.00	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	70'000	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	62'889	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	19'051	22'003	22'766	23'994	22'591	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	20'638	22'972	25'775	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	6'367	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		323 <sup>1</sup>	...	234 <sup>1</sup>	...	...	...	...	...	...	...
- of which: female		...	...	42	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		15'000	15'000	10'000	10'000	10'000	...	...	...	...	...
Installation fee for business telephone service		15'000	15'000	10'000	10'000	10'000	...	...	...	...	...
Monthly subscription for residential telephone service		1'600	1'600	1'600	1'800	1'800	...	...	...	...	...
Monthly subscription for business telephone service		1'900	1'900	1'900	2'100	2'100	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		36.00	36.00	36.00	30.00	30.00	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		18.00	18.00	18.00	18.00	18.00	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	2'900 <sup>2</sup>	...	...	2'936 <sup>2</sup>	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		24.00	24.00	24.00	24.00	24.00	0.85	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		12.00	12.00	12.00	12.00	12.00	0.85	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	3'780	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	4'725	5'300
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256 <sup>3</sup>	0.512 <sup>3</sup>
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	10'281	...	12'052	12'848	13'536	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	6'797	...	7'087	7'000	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	3'057	...	2'531	2'955	3'519	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	43.00	43.00	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	42.00	44.00	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	18.24	22.39	26.41	30.30	32.36	33.52	35.05	34.51	33.99	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'907	3'962	4'021	4'079	4'134	4'185	4'232	4'278	4'323	4'368
Households	10 <sup>3</sup>	1'440	1'458	1'482	1'508	1'535	1'533	1'594	1'608	1'622	1'636
Gross domestic product (GDP)	10 <sup>6</sup>	124'632	130'997	139'928	149'936	157'210	166'110	178'743	184'170	185'913	194'740
Average annual exchange rate per US\$		2.38	2.16	1.72	1.51	1.42	1.54	1.36	1.42	1.60	1.39
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'823	1'765	1'798	1'800	1'729	1'762 <sup>1</sup>	1'747 <sup>1</sup>	1'750 <sup>2</sup>	1'870	1'870
Fixed-telephone subscriptions per 100 inhabitants		46.66	44.55	44.72	44.14	41.82	42.10	41.27	40.91	43.26	42.81
- Residential fixed-telephone subscriptions	%	77.63	78.31	78.74	79.14	82.40	85.00	83.60	75.55	74.43	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	16	18	19	21	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	2	2	3	3	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	75 <sup>3</sup>	80	119	147	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	24	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	...	...	...	...	...	...	4	4	4	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2'288	2'449	2'599	3'027	3'530	3'802	4'251	4'620	4'700	5'020
Mobile-cellular subscriptions per 100 inhabitants		58.56	61.81	64.64	74.21	85.39	90.86	100.44	108.00	108.73	114.92
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	1'554	1'630	1'785	2'119	2'976	2'852	2'873	3'079	3'100	...
Mobile population coverage	%	97.00	97.00	98.00	98.00	98.00	98.00	97.00	97.00	97.00	97.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	150	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	660	700	782	1'000	1'156	1'282	1'449	1'504	1'415	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	17	44	83	192	321 <sup>11</sup>	470 <sup>11</sup>	853 <sup>2</sup>	915 <sup>2</sup>	981	1'089 <sup>2</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		0.44	1.10	2.06	4.70	7.76	11.24	20.15	21.39	22.69	24.93
- Cable modem Internet subscriptions	10 <sup>3</sup>	1	4	2	11	...	...	47 <sup>2</sup>	50 <sup>2</sup>	60	...
- DSL Internet subscriptions	10 <sup>3</sup>	16	39	72	120	297	442	647 <sup>2</sup>	712 <sup>2</sup>	878	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	9	61	24 <sup>12</sup>	28 <sup>12</sup>	40 <sup>2</sup>	...	43	...
International Internet bandwidth, in Mbit/s		1'900	2'303	3'315	4'575	4'575	9'233	19'213	30'000	55'000	70'000
International Internet bandwidth (bps) per Internet user		913	984	1'352	1'813	1'764	3'197	6'507	9'736	15'965	19'307
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	10'183	9'500	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	1'248	...	...	...	4'240	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	637	651	648	648	...	970	1'050	...	952	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	3'660	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	716	734	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	628	624	562	571	533	641	...	841	922	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	692	914	829	905	700	656	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	4'000	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		5'242 <sup>13</sup>	5'074	5'040	5'019	6'502	9'647	10'035	10'537	10'954	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		62	62	45	45	45	49	52	52	54	43
Installation fee for business telephone service		85	85	55	55	55	55	55	55	55	...
Monthly subscription for residential telephone service		36	38	40	40	40	36	44	45	46	47
Monthly subscription for business telephone service		58	60	58	58	58	52	52	52	52	...
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	-	-	-	-
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	-	-	-	-	-
Mobile-cellular prepaid connection charge		...	35	35	35	35	-	...	...	...	30
Mobile-cellular prepaid-1-min call (peak, on-net)		1.29	1.29	1.29	1.29	0.89	0.49	...	0.89	0.89	0.89
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.49	0.49	0.49	0.49	0.89	0.49	...	0.89	0.89	0.89
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.89	0.89	0.89
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.89	0.89	0.89
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	40	30	40
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	4,000	4,000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	3.0	0.5	3.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	20	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	4'155	4'295	5'433	5'360	7'003	5'343	5'373	5'340	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'813	2'792	2'808	2'749	2'544	2'093 <sup>21</sup>	2'032 <sup>21</sup>	1'984	2'006	...
- Revenue from mobile networks	10 <sup>6</sup>	1'404	1'525	1'640	1'605	1'722	1'926	1'975	1'980	1'920	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	833	568	517	348	426	918	1'069	1'184	1'693	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	98.10	...	...	97.95	...	...	98.50	...	96.85	...
Households with a fixed line telephone	%	93.70	...	...	93.15	...	...	...	...	...	...
Households with a mobile telephone	%	58.30	...	...	71.30	...	86.20	...	...	...	...
Households with a computer	%	46.60	52.00	57.00	62.15	67.77	71.60	74.40	77.30	80.26	83.85
Households with Internet access at home	%	37.40	43.00	50.00	57.00	62.08	64.56	65.90	67.53	75.26	78.97
Mobile cellular telephone users	%	...	...	...	...	...	77.76	...	...	84.97	...
Computer users	%	...	...	...	...	...	74.30 <sup>22</sup>	...	...	82.61 <sup>22</sup>	...
Internet users	%	53.24	59.08	60.96	61.85	62.72	69.00 <sup>22</sup>	69.76 <sup>23</sup>	72.03 <sup>23</sup>	79.70 <sup>22</sup>	83.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		27'300	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		300'252	400'000	453'000	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'149	5'220	5'288	5'356	5'424	5'494	5'564	5'636	5'710	5'788
Households	10 <sup>3</sup>	937	967	991	1'016	1'042	1'000	1'001	1'014	1'028	1'042
Gross domestic product (GDP)	10 <sup>6</sup>	55'155	57'376	61'958	71'156	81'524	91'897	104'456	123'442	126'386	139'916
Average annual exchange rate per US\$		13.37	14.25	15.10	15.94	16.73	17.57	18.45	19.37	20.34	21.36
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		157'753	171'632	205'004	214'480	220'869	247'862	249'000	252'000	255'000	258'000
Fixed-telephone subscriptions per 100 inhabitants		3.06	3.29	3.88	4.00	4.07	4.51	4.48	4.47	4.47	4.46
- Residential fixed-telephone subscriptions	%	72.22	73.34	68.09	72.03	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		3'208	3'242	3'504	6'577	7'442	8'611	8'336	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	165	237	467	739	1'119	1'830	2'502	3'108	3'204	3'771
Mobile-cellular subscriptions per 100 inhabitants		3.20	4.55	8.83	13.79	20.64	33.32	44.98	55.15	56.12	65.14
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	133	174	407	644	1'004	1'708	2'348	2'945	3'032	...
Mobile population coverage	%	...	...	...	60.00	70.00	...	...	...	100.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		16'497	14'471	16'160	21'745	23'385	23'624	...	...	...	...
Fixed (wired)-broadband subscriptions		1'604	2'319	4'403	5'001	10'534	19'042	27'550	36'058	47'000	47'600
Fixed (wired)-broadband subscriptions per 100 inhab.		0.03	0.04	0.08	0.09	0.19	0.35	0.50	0.64	0.82	0.82
- Cable modem Internet subscriptions		1'604	2'319	4'403	4'805	...	9'050	...	...	...	...
- DSL Internet subscriptions		-	-	-	96	1'782	6'869	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	4'635	...	...	...	...	...
International Internet bandwidth, in Mbit/s		4	6	6	6	6	412	806	1'300	3'000	5'000
International Internet bandwidth (bps) per Internet user		54	67	60	48	43	2'673	3'715	4'352	7'197	8'638
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	4.61	4.61	4.75	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	79.24	88.55	85.89	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	140	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	50	59	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	40	37	37	34	36	...	26	23	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	118	155	196	299	319	...	213	195	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'135 <sup>1</sup>	2'087 <sup>1</sup>	2'013 <sup>1</sup>	...	...	...	...	...	...	...
- of which: female		890	892	871	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		2'587	2'636	2'754	2'679	1'972	1'972	1'972	1'972	1'401	1'972
Installation fee for business telephone service		3'936	4'010	4'189	4'076	3'000	3'000	3'000	...	2'920	3'000
Monthly subscription for residential telephone service		113	100	105	102	75	75	75	75 <sup>2</sup>	75	75
Monthly subscription for business telephone service		302	267	279	272	200	200	200	200	200	200
3-minute local call to fixed telephone (peak rate)		1.36	1.20	1.26	1.22	0.90	0.90	0.90	0.90	0.90	0.90
3-minute local call to fixed telephone (off-peak rate)		0.91	0.80	0.84	0.82	0.60	0.60	0.60	0.60	0.60	0.60
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	2.65	2.81	7.74	6.76	...	...	5.58	5.99	5.45
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	1.21	1.28	4.81	6.76	...	...	5.58	5.99	5.45
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	7.51	7.23	5.46
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	7.51	7.23	5.46
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	962	473	495
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	668	709	743
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.260	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'402	1'445	2'303	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'000	1'063	1'763	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	19	258	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	86	579	552	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	86	261	368	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	-	318	185	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	59.40	...	...	...	65.30	66.97	...	...	65.58	...
Households with a fixed line telephone	%	12.40	...	...	...	...	19.19	...	...	14.27	...
Households with a mobile telephone	%	8.00	...	...	...	...	50.48	...	...	62.03	...
Households with a computer	%	3.10	3.26	3.43	3.61	3.80	6.33	6.50	6.60	6.78	8.16
Households with Internet access at home	%	...	...	...	...	0.10	0.49	0.80	1.20	1.97	2.56
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.45	1.71	1.88	2.32	2.57	2.81	3.90	5.30	7.30	10.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	100'000	110'000	115'000	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	11'308	11'706	12'118	12'547	12'994	13'460	13'946	14'450	14'972	15'512
Households	10 <sup>3</sup>	1'748	1'836	1'920	2'008	2'100	2'190	2'160	2'237	2'326	2'417
Gross domestic product (GDP)	10 <sup>6</sup>	1'378'620	1'494'790	1'534'310	1'530'440	1'777'040	1'906'840	2'056'710	2'404'200	2'481'057	2'715'498
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		21'669	22'399	22'975	24'040	23'954	29'925	41'686	64'738	76'336	83'592
Fixed-telephone subscriptions per 100 inhabitants		0.19	0.19	0.19	0.19	0.18	0.22	0.30	0.45	0.51	0.54
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	-	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	-	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	-	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	-	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	...	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		56 <sup>1</sup>	...	69 <sup>1</sup>	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2	58	82	172	324	483	900 <sup>2</sup>	1'898	2'599 <sup>3</sup>	3'806
Mobile-cellular subscriptions per 100 inhabitants		0.02	0.49	0.68	1.37	2.49	3.59	6.45	13.13	17.36	24.53
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	-	...	...	148	299	...	...	...	...	...
Mobile population coverage	%	...	13.00	14.00	14.00	15.00	45.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'966	2'399	3'000	3'117	3'599	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	77	212	347	482	617	1'000	3'707
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	0.01	0.02
- Cable modem Internet subscriptions		-	-	-	77	212	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	2	2	2	30	70	100	100	172	300
International Internet bandwidth (bps) per Internet user		43	134	106	84	1'043	1'769	1'837	989	1'512	2'330
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		104.55	71.92	71.36	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	51.24	38.68	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	6'465	4'289	2'113	2'314	2'257	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	16'285	23'080	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'338	979	1'005	...	1'062	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		30'000	30'000	30'000	30'000	30'000	15'000	15'000	15'000	15'000	15'000
Installation fee for business telephone service		35'700	35'700	35'700	35'700	35'700	15'000	15'000	...	...	15'000
Monthly subscription for residential telephone service		2'815	2'815	2'815	2'815	2'815	3'584	3'584	3'584	3'584	3'584
Monthly subscription for business telephone service		3'349	3'349	3'349	3'349	3'349	3'584	3'584	3'584	3'584	3'584
3-minute local call to fixed telephone (peak rate)		75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00
3-minute local call to fixed telephone (off-peak rate)		37.50	37.50	37.50	37.50	37.50	75.00	75.00	75.00	75.00	75.00
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		55.00	55.00	...	195.00	160.00	160.00	...	166.00	125.00	125.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		55.00	55.00	...	120.00	120.00	120.00	...	166.00	115.00	115.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	120.00	166.00	195.00	195.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	166.00	195.00	195.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	29'750	23'800	23'800
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	29'750	29'750	29'750
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.128	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	13'468	20'288	24'620	30'708	39'133	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	11'737	15'676	15'077	15'435	14'786	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	435	4'613	9'354	15'064	24'347	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	6.31	...	...	...	...	6.20	...	9.87	...	...
Households with a fixed line telephone	%	...	...	...	...	...	0.70	...	1.40	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	31.90	...	...
Households with a computer	%	...	...	...	...	...	...	...	0.44	...	1.18
Households with Internet access at home	%	...	...	...	...	...	...	...	0.08	...	0.20
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	0.90	...	...
Internet users	%	0.11	0.13	0.16	0.19	0.22	0.29	0.39	0.70	0.76	0.83
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		20	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	126'705	129'832	133'067	136'399	139'823	143'339	146'951	150'666	154'488	158'423
Households	10 <sup>3</sup>	23'910	24'554	25'215	25'894	26'591	27'423	30'226	30'917	31'636	32'358
Gross domestic product (GDP)	10 <sup>9</sup>	4'864	7'128	8'743	11'674	14'735	18'710	20'874	24'553	25'103	30'439
Average annual exchange rate per US\$		111.23	120.58	129.22	132.89	131.27	128.65	125.81	118.55	148.90	150.30
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	600	702	889	1'028	1'223	1'688	1'580 <sup>1</sup>	1'308 <sup>2</sup>	1'482 <sup>2</sup>	1'050 <sup>2</sup>
Fixed-telephone subscriptions per 100 inhabitants		0.47	0.54	0.67	0.75	0.87	1.18	1.07	0.87	0.96	0.66
- Residential fixed-telephone subscriptions	%	83.00	...	56.00 <sup>3</sup>	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	5	5	...	...	...	...	-	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	266	1'569	3'149	9'147	18'587	32'322	40'396	62'988	74'518	87'298
Mobile-cellular subscriptions per 100 inhabitants		0.21	1.21	2.37	6.71	13.29	22.55	27.49	41.81	48.24	55.10
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	2'992	9'082	18'401	31'960	40'113	62'359	73'099	84'017
Mobile population coverage	%	...	38.00	45.00	55.00	58.00	60.00	...	83.00	90.00	90.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		28'750	53'240	...	...	...	...	...	115'506	187'953	222'164
Fixed (wired)-broadband subscriptions		-	-	-	-	500	...	53'594	67'776	81'958	99'108
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	...	0.04	0.04	0.05	0.06
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	500	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		9	72	92	117	150	397	693	1'500	3'000	5'000
International Internet bandwidth (bps) per Internet user		81	173	124	67	30	50	70	63	68	111
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		21.80	21.20	20.60	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	-	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	3'070	3'501
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	10'620	14'500	19'218	37'278	62'881
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	747	761
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	765	1'473
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'206	1'462	1'825	1'868
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	61	87	113	218	323	...	3	71	101	110
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	1'725	1'758
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'909	2'461	2'488	2'970
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	238	...	...	...	...	...	17	40	35	51
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	2'453	2'919
SMS sent	10 <sup>6</sup>	...	...	...	...	...	1'510	1'630	2'928	3'531	2'529
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	22	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		11'528	12'050	15'792	...	...	...	...	...	...	...
- of which: female		2'012	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	9'000	9'000	9'000	9'000	9'000	9'000	9'000	-	-
Installation fee for business telephone service		...	9'000	9'000	9'000	9'000	9'000	9'000	...	...	...
Monthly subscription for residential telephone service	500	500	500	500	500	700	700	700	700	-	1'300
Monthly subscription for business telephone service	500	500	500	500	500	700	700	700	...	...	...
3-minute local call to fixed telephone (peak rate)	12.90	12.90	12.90	19.50	18.00	18.00	18.00	18.00	18.00	30.00	27.00
3-minute local call to fixed telephone (off-peak rate)	...	...	...	...	12.00	12.00	15.00	15.00	15.00	27.00	27.00
Mobile-cellular prepaid connection charge		...	10'000	6'000	10'000	500	500	...	...	...	150
Mobile-cellular prepaid-1-min call (peak, on-net)	40.00	39.00	16.67	12.00	39.00	26.33	...	36.00	30.00	30.00	30.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)	28.00	36.00	13.33	5.00	36.00	26.33	...	20.10	25.00	25.20	25.20
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	42.00	42.00	34.80	34.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	29.70	42.00	34.80	34.80
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	40'000	-	-	-
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	80'000	15'750	8'000	8'000
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	0.260	0.128	0.800	0.800
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	...	5.0
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	5'000
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	78'973	146'765	...	369'470	450'309	...	659'284	842'504	933'734	1'002'546
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	45'478	73'833	41'789	52'146
- Revenue from mobile networks	10 <sup>6</sup>	25'067	93'249	...	289'076	375'159	...	613'808	768'671	891'945	950'400
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	15'000	26'500	50'000	...	1'580	1'000	348'900	65'375	96'000	111'312
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	29.60	31.00	31.80	32.60	33.40	34.30	39.30	41.20	...
Households with a fixed line telephone	%	...	...	...	...	...	...	1.00	1.80	...	...
Households with a mobile telephone	%	...	...	5.50	...	...	...	41.80	49.70	...	...
Households with a computer	%	...	...	...	...	...	...	5.08	12.01	...	15.37
Households with Internet access at home	%	...	...	...	...	...	...	...	6.00	...	8.95
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.09	0.32	0.56	1.29	3.55	5.55	6.77	15.86	28.43	28.43
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		59'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		1'852	1'809	1'768	1'728	1'686	1'643	1'598	1'555	1'511	1'468
Households		508	487	470	470	470	470	457	446	434	422
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		...	...	...	...	1.47	1.47	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		1'050	1'050	1'050	1'050	1'050	1'000	1'000	1'000	1'000	1'000
Fixed-telephone subscriptions per 100 inhabitants		56.70	58.04	59.39	60.76	62.28	60.86	62.58	64.31	66.18	68.12
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	-	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	-	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	-	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	-	...
VoIP subscriptions		...	...	...	...	...	...	...	...	-	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		400	490	600	650	...	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		21.60	27.09	33.94	37.62	...	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		210	290	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	...
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	1 <sup>1</sup>	...	...	...	...	...	...	5	...
International Internet bandwidth (bps) per Internet user		...	904	...	...	...	...	...	...	4'443	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		25	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	4	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	32.66	39.15	43.13	47.34	51.70	56.25	61.01	65.92	74.48	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		69'184	69'393	69'105	68'404	67'381	66'006	64'349	62'707	61'473	60'917
Households		7'000	7'000	7'000	7'000	7'000	7'100	7'248	7'385	7'518	8'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		21'400	21'900	22'400	22'800	23'300	23'800	24'200	24'700	25'100	25'500
Fixed-telephone subscriptions per 100 inhabitants		30.93	31.56	32.41	33.33	34.58	36.06	37.61	39.39	40.83	41.86
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		13'200	17'137	18'619	20'474	...	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		19.08	24.70	26.94	29.93	...	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	-
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	40	40
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.384	0.384
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	71.36	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	...	...	...	...	...	...	...	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'514 <sup>1</sup>	4'536 <sup>1</sup>	4'559 <sup>1</sup>	4'587 <sup>1</sup>	4'623 <sup>1</sup>	4'669 <sup>1</sup>	4'722 <sup>1</sup>	4'779 <sup>1</sup>	4'834 <sup>1</sup>	4'883 <sup>1</sup>
Households	10 <sup>3</sup>	1'962 <sup>2</sup>	1'981 <sup>2</sup>	2'001 <sup>2</sup>	2'022 <sup>2</sup>	2'043 <sup>2</sup>	2'054 <sup>2</sup>	2'079 <sup>2</sup>	2'092 <sup>2</sup>	2'112	2'131
Gross domestic product (GDP)	10 <sup>6</sup>	1'536'890	1'532'310	1'593'830	1'743'040	1'945'720	2'159'570	2'271'610	2'510'886	2'330'901	2'496'178
Average annual exchange rate per US\$		8.99	7.98	7.08	6.74	6.44	6.41	5.86	5.64	6.29	6.04
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	2'338	2'317	2'236	2'180	2'109	2'055	1'988	1'900	1'771	1'650
Fixed-telephone subscriptions per 100 inhabitants		51.79	51.08	49.05	47.53	45.61	44.02	42.10	39.75	36.63	33.78
- Residential fixed-telephone subscriptions	%	75.40	76.20	76.60	77.30	78.00	74.00	73.00	72.00	71.00	71.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	769	811	791	733	622	514	445	389	338	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	760	802	782	724	612	504	435	379	329	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	8	9	9	9	9	10	10	10	9	...
ISDN voice-channel equivalents	10 <sup>3</sup>	1'775	1'872	1'840	1'719	1'500	1'299	1'168	1'050	928	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	459	508	519	514
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	3'593	3'790	4'061	4'525	4'754	4'869	5'038	5'211	5'360	5'649
Mobile-cellular subscriptions per 100 inhabitants		79.60	83.56	89.08	98.64	102.84	104.29	106.68	109.04	110.87	115.68
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	1'514	1'654	1'666	1'754	1'736	1'615	1'425	1'422	1'432	1'534
Mobile population coverage	%	97.00	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	93	265	431	575
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	1'235	1'403	1'287	1'418	1'421	1'513	1'602	1'610	1'684	1'734
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	89	205	399	672	991	1'245	1'436 <sup>3</sup>	1'578	1'669	1'724
Fixed (wired)-broadband subscriptions per 100 inhab.		1.96	4.53	8.75	14.64	21.44	26.66	30.41	33.02	34.52	35.30
- Cable modem Internet subscriptions	10 <sup>3</sup>	45	52	70	92	137	177	236	322	415	481
- DSL Internet subscriptions	10 <sup>3</sup>	36	145	310	548	802	975	1'081	1'075	1'008	942
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	70	95	149	208	261
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	7	8	19	31	52	22	24	32	38	39
International Internet bandwidth, in Mbit/s		21'637	22'696	33'930	43'019	43'019	66'234	126'695	300'000	400'000	500'000
International Internet bandwidth (bps) per Internet user		16'387	6'870	9'526	12'072	11'349	17'185	30'865	69'311	89'864	109'641
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	23'642	...	...	...	...	...	7'751	6'113	4'956	4'322
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	3'594	4'165	4'736	5'637	6'809	7'580	8'919	9'870	10'845	11'461
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	1'888	2'049	2'149	2'036	2'077	1'986	1'791	1'717	1'568	1'446
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	1'566	1'651	1'734	1'753	1'915	1'853	1'893	1'982
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	716	763	939	969	1'141	1'106	1'181
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	626	574	558	516	562	622	629	637	622	628
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	180	200	260	...	339	504	485	553
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	547	469	523	468	330	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	2'117	2'541	3'137	3'649	4'630	5'225	5'764	6'290	6'529	6'425
MMS sent	10 <sup>6</sup>	...	...	19	72	91	99	115	127	103	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'732	1'799	1'795	1'715
<b>STAFF</b>											
Full-time telecommunication employees		22'214	15'101	15'338	15'069	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		750	760	990	990	990	990	990	990	990	990
Installation fee for business telephone service		750	760	990	990	990	990	990	...	990	...
Monthly subscription for residential telephone service		150	159	159	159	159	159	159	159	159	159
Monthly subscription for business telephone service		150	159	159	159	159	159	159	...	...	...
3-minute local call to fixed telephone (peak rate)		1.22	1.22	1.22	1.25	1.25	1.25	1.25	1.37	0.45	1.34
3-minute local call to fixed telephone (off-peak rate)		1.01	1.01	1.01	1.04	1.04	1.04	1.04	1.16	0.45	1.34
Mobile-cellular prepaid connection charge		...	...	...	...	200	150	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		1.19	...	...	0.93	0.93	...	...	0.89	0.89	0.89
Mobile-cellular prepaid-1 min call (off-peak, on-net)		1.19	...	...	0.93	0.93	...	...	0.89	0.89	0.89
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.89	0.89	0.89
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.89	0.89	0.89
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	299	299	299
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.500	1.500	1.500
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	25'299	26'810	28'257	30'099	30'662	30'911	31'271	31'882	32'564	33'260
- Revenue from fixed-telephone services	10 <sup>6</sup>	12'445	12'273	12'017	11'110	10'229	8'773	7'643	7'065	6'437	5'764
- Revenue from mobile networks	10 <sup>6</sup>	8'983 <sup>11</sup>	10'527 <sup>11</sup>	11'245 <sup>11</sup>	12'471 <sup>11</sup>	13'465 <sup>11</sup>	14'343 <sup>11</sup>	15'085 <sup>11</sup>	15'650	16'398	17'301
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	20'659	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	95.92	...	94.00	95.00	...	...	...	...
Households with a fixed line telephone	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	...	...	...
Households with a mobile telephone	%	...	...	92.94	...	94.00	95.00	...	...	...	...
Households with a computer	%	...	...	71.20	71.54	74.00	75.00	82.00	85.80	87.59	90.94
Households with Internet access at home	%	56.00	58.00	60.49	60.09	64.01	68.79	77.59	83.97	85.56	89.80
Mobile cellular telephone users	%	...	...	...	...	...	95.72	97.21	97.71	...	...
Computer users	%	...	...	80.02 <sup>12</sup>	82.00 <sup>12</sup>	85.00 <sup>12</sup>	87.00 <sup>12</sup>	90.92 <sup>12</sup>	91.56 <sup>12</sup>	92.72 <sup>12</sup>	93.95 <sup>12</sup>
Internet users	%	29.25	72.84	78.13 <sup>12</sup>	77.69 <sup>12</sup>	81.99 <sup>12</sup>	82.55 <sup>12</sup>	86.93 <sup>12</sup>	90.57 <sup>12</sup>	92.08 <sup>12</sup>	93.39 <sup>13</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		838'707	840'097	852'766	...	...	...	1'013'000	1'238'928	1'378'907	1'465'660
Leased-line subscriptions		111'024	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		520'000	510'000	...	...	...	...	721'000	714'365	691'067	665'991

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	2'279	2'303	2'336	2'378	2'430	2'491	2'561	2'637	2'712	2'782
Households	10 <sup>3</sup>	370	379	388	397	406	413	417	426	435	444
Gross domestic product (GDP)	10 <sup>6</sup>	7'459	7'708	8'283	9'487	11'883	14'151	16'114	23'185	18'018	22'244
Average annual exchange rate per US\$		0.38	0.38	0.38	0.38	0.38	0.38	0.38	0.38	0.38	0.38
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		230'507	227'625	236'178	242'745	265'237	269'700	294'921	301'010	296'448	281'755
Fixed-telephone subscriptions per 100 inhabitants		10.11	9.88	10.11	10.21	10.92	10.83	11.52	11.42	10.93	10.13
- Residential fixed-telephone subscriptions	%	...	90.00	91.00	92.00	79.00	83.00	84.00	73.00	70.00	67.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	70.00	70.00	71.00	70.00	...	...
ISDN subscriptions	-	600	635	467	1'897	1'993	2'314	2'530	2'509	...	...
- Basic access ISDN subscriptions	-	570	570	...	1'251	1'314	1'520	1'619	1'516	...	...
- Primary access ISDN subscriptions	-	15	65	...	646	679	794	911	993	...	...
ISDN voice-channel equivalents	-	1'200	3'090	2'750	21'882	22'998	27'040	30'569	32'509	...	...
VoIP subscriptions	...	...	...	...	...	...	...	-	-	-	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		4'841	6'338	6'448	6'530	6'770	6'830	6'858	6'703	6'805	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	323	463	594	806	1'333	1'818	2'500	3'219	3'971	4'606
Mobile-cellular subscriptions per 100 inhabitants		14.17	20.11	25.43	33.90	54.88	72.99	97.61	122.09	146.40	165.54
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	131	243	358	549	1'080	1'572	2'206	2'895	3'612 <sup>1</sup>	4'192
Mobile population coverage	%	90.60	...	...	85.00	91.80	96.00	96.00	96.40	96.50	97.60
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	26	590	565
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	378	553
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	26	213	12
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		40'680	48'232	51'769	49'068	54'326	62'601	71'094 <sup>2</sup>	80'167	78'135	73'908
Fixed (wired)-broadband subscriptions	-	97	136	668	13'240	20'065	20'177	32'447	41'114	45'449	45'449
Fixed (wired)-broadband subscriptions per 100 inhab.	-	-	0.01	0.03	0.54	0.81	0.79	1.23	1.52	1.63	1.63
- Cable modem Internet subscriptions	-	-	-	-	-	-	-	-	-	-	...
- DSL Internet subscriptions	...	...	...	490	8'165	13'917	18'984	31'635	40'701	44'996	...
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	-	-	7	...
- Other fixed (wired)-broadband subscriptions	...	...	...	...	5'075	6'148	1'193	...	812	413	...
International Internet bandwidth, in Mbit/s	38	38	344	350	499	630	1'250	2'490	3'885	10'537 <sup>3</sup>	...
International Internet bandwidth (bps) per Internet user	283	240	2'030	2'177	3'073	3'048	2'926	4'721	2'781	6'108	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	3.00	2.50	18.63	17.10	16.71	11.85	10.10
Fixed-telephone faults cleared by next working day	%	...	85.00	...	...	90.00	89.00	75.00	90.30	90.75	92.89
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	374	364	313	303
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	742	812	1'137	1'598	2'208	2'784	2'909	3'550	4'512
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	414	461	445	...	486	493
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	156	130	127	124	101	97
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	319	355	419	557	490	576
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	159	166	224	280	...	84	58	44	50	40
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	251	359	513	440	536
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	29	350	517	864	613	621
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	108	137	172	189	...	38	38	72	27	26
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	312	479	792	586	594
SMS sent	10 <sup>6</sup>	...	...	...	...	1'289	1'883	3'007	3'765	4'222	5'337
MMS sent	10 <sup>6</sup>	...	...	...	...	4	23	35	28	31	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'050	2'171	...	1'799	2'944	3'142	3'228	3'612	3'598	3'833
- of which: female	...	...	...	...	342	...	644	689	775	740	866
<b>TARIFFS</b>											
Installation fee for residential telephone service		10	10	10	10	10	10	10	10	10	10
Installation fee for business telephone service		10	10	10	10	10	10	10	10	10	10
Monthly subscription for residential telephone service	3	3	3	3	3	3	3	5	3	5	5
Monthly subscription for business telephone service	3	3	3	3	3	3	3	5	3	5	5
3-minute local call to fixed telephone (peak rate)	0.03	0.03	0.03	0.03	0.03	0.25	0.25	0.25	0.03	0.05	0.04
3-minute local call to fixed telephone (off-peak rate)	0.03	0.03	0.03	0.03	0.03	0.25	0.25	0.25	0.03	0.02	0.02
Mobile-cellular prepaid connection charge	...	30	30	20	10	10	...	...	5	5	3
Mobile-cellular prepaid-1 min call (peak, on-net)	0.02	0.02	0.02	0.02	0.04	0.05	...	...	0.06	0.06	0.06
Mobile-cellular prepaid-1 min call (off-peak, on-net)	0.01	0.01	0.01	0.01	0.03	0.05	...	...	0.05	0.05	0.04
Mobile-cellular prepaid-1 min call (peak, off-net)	...	...	...	...	...	...	...	...	0.06	0.06	0.06
Mobile-cellular prepaid-1 min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.05	0.05	0.04
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	10	...	10	10	10
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	12	...	12	12	12
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.512	0.510	0.510
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	<sup>11</sup>	<sup>11</sup>	<sup>11</sup>
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	<sup>12</sup>	<sup>12</sup>	<sup>12</sup>
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	164'000	193'500	201'490	244'000	355'245	373'238	550'450	596'422	635'086	580'988
- Revenue from fixed-telephone services	10 <sup>3</sup>	78'700	94'640	95'690	101'420	151'927	...	198'987	179'840	208'026	122'733
- Revenue from mobile networks	10 <sup>3</sup>	65'200	89'600	...	143'000	203'319	274'990	351'463	407'786	412'614	440'764
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>3</sup>	41'500	47'737	59'464	93'411	364'039	369'613	66'588	155'301	137'944	171'433
- Annual investment in fixed-telephone services	10 <sup>3</sup>	...	...	...	...	174'491	169'129	14'824	20'969	44'842	78'166
- Annual investment in fixed broadband services	10 <sup>3</sup>	...	...	...	...	...	...	2'105	3'139	6'286	26'558
- Annual investment in mobile communication services	10 <sup>3</sup>	...	17'632	32'147	42'887	...	20'048	...	6'621	86'326	66'621
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	5.00	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	84.40	...	...	...	88.00	...	...	...
Households with a fixed line telephone	%	...	...	43.90	...	...	...	35.63	...	...	...
Households with a mobile telephone	%	...	...	71.70	...	...	...	92.61	...	...	...
Households with a computer	%	...	...	24.40	...	...	...	37.18	39.24	...	45.55
Households with Internet access at home	%	...	14.10	...	14.78	15.50	16.25	20.87	21.94	...	27.67
Mobile cellular telephone users	%	...	...	...	...	55.00	...	...	...	...	...
Computer users	%	...	...	11.20	...	...	...	21.39 <sup>13</sup>	...	...	...
Internet users	%	5.89	6.87	7.26	6.76	6.68	8.30	16.68	20.00	51.50	62.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	97	136	178	214	246	289	348	413	453
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	147'558	150'407	153'140	155'860	158'645	161'513	164'446	167'442	170'494	173'593
Households	10 <sup>3</sup>	20'517	20'971	21'280	21'594	21'913	22'345	23'328	23'763	24'281	24'811
Gross domestic product (GDP)	10 <sup>9</sup>	4'210	4'453	4'876	5'641	6'500	7'623	8'673	10'243	12'724	14'837
Average annual exchange rate per US\$		61.93	59.72	57.75	58.26	59.52	60.27	60.74	70.41	81.71	85.19
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'252	3'655	4'047	4'502	5'228	5'240	4'806	4'417	3'523	3'419
Fixed-telephone subscriptions per 100 inhabitants		2.20	2.43	2.64	2.89	3.30	3.24	2.92	2.64	2.07	1.97
- Residential fixed-telephone subscriptions	%	76.00	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	90.00	80.52	83.17	81.76	75.05	72.60	73.30	75.15	75.20	75.30
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	65	98	128	185	279	353	387	449	405	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	743	1'699	2'404	5'023	12'771	34'507	62'857 <sup>1</sup>	88'020	94'342	99'186
Mobile-cellular subscriptions per 100 inhabitants		0.50	1.13	1.57	3.22	8.05	21.36	38.22	52.57	55.33	57.14
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	12'012	33'411	61'388	85'772	92'011	97'638
Mobile population coverage	%	27.10	...	...	...	35.80	36.00	90.00	91.00	92.00	92.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	200	...	1'600	2'000	2'100	2'400	3'500	3'500	3'700	3'236
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	-	-	...	15	27	45	148	303	532
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	...	0.01	0.02	0.03	0.09	0.18	0.31
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	...	...	-	-	-	43	36	49
- DSL Internet subscriptions	10 <sup>3</sup>	-	-	...	...	15	27	45	103	263	477
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	3	4	5
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	-	1
International Internet bandwidth, in Mbit/s		225	410	378	412	722	2'555	7'070	9'000	19'500	75'586
International Internet bandwidth (bps) per Internet user		116	106	49	43	72	223	425	341	689	2'595
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	80.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	8'099	8'839	8'344	7'423
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	1'241	1'978	6'264	18'882	30'775	46'137	79'501	72'207
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	5'227	5'050	4'000	3'646
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	4'626	4'695	25'621 <sup>2</sup>	2'881
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	682	1'506	2'000	2'276
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	110	128	146	165	183	...	133	397	441	436
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	549	1'110	1'559	1'841
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'579	3'460	3'871	4'301
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'120	1'530	...	1'276	1'448	4'051	819	644	614	388
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'760	2'816	3'257	3'913
SMS sent	10 <sup>6</sup>	...	...	...	50	599	1'206	8'702	22'590	60'986	151'638
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		67'300	69'450	73'200	76'350	...	...	...	53'377	51'823 <sup>3</sup>	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		4'390	1'850	1'350	750	750	750	750	896	896	896
Installation fee for business telephone service		4'390	1'850	1'350	750	750	750	750	896	896	896
Monthly subscription for residential telephone service		245	261	174	174	174	174	174	174	174	174
Monthly subscription for business telephone service		245	261	174	174	174	174	174	208	208	208
3-minute local call to fixed telephone (peak rate)		2.01	2.01	2.01	2.01	2.01	2.01	2.01	2.39	2.39	3.59
3-minute local call to fixed telephone (off-peak rate)		...	2.01	2.01	2.01	2.01	2.01	2.01	2.39	2.39	3.59
Mobile-cellular prepaid connection charge		...	999	999	500	150	-	...	500	250	250
Mobile-cellular prepaid-1-min call (peak, on-net)		5.25	5.75	5.75	5.75	5.10	2.50	...	1.20	1.20	1.20
Mobile-cellular prepaid-1-min call (off-peak, on-net)		3.25	5.75	5.75	5.75	5.10	2.50	...	1.20	1.20	1.20
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1.91	1.91	1.91
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.91	1.91	1.91
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	-	800
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	1'199	1'199	1'199
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.510	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	77'718	86'210	102'037	117'588	144'226	194'562	235'613	278'509	333'882	357'712
- Revenue from fixed-telephone services	10 <sup>6</sup>	58'998	61'841	70'606	79'692	82'775	90'839	68'368	63'693	62'640	61'464
- Revenue from mobile networks	10 <sup>6</sup>	15'138	19'206	19'757	27'840	48'880	89'896	133'132	182'122	212'423	236'047
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	8'657	10'104	12'128	...	1'473	1'731	4'109	268'287	140'882	97'816
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	315	310	1'390	33'779	11'931	3'913
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	1'158	1'421	2'719	199'966	105'192	78'157
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	44.60
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	55.70	...	58.00	68.00	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	8.10	8.10	9.80	...	13.00
Households with Internet access at home	%	...	...	...	...	...	...	...	5.00	...	8.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.32	2.58	5.04	6.16	6.33	7.08	10.11	15.77	16.59	16.78
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		19'402	19'573	19'698	19'803	19'906	20'011	20'118	20'228	20'346	20'472
Households		...	...	...	...	4'707	...	...	...	4'884	...
Gross domestic product (GDP)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		...	...	...	...	...	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		...	6'928	7'370	7'751	7'977	7'326	7'474	7'386	7'137	6'976
Fixed-telephone subscriptions per 100 inhabitants		...	35.40	37.41	39.14	40.07	36.61	37.15	36.51	35.08	34.08
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	62.00	61.00	61.00	60.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	74.00	74.00	73.00	74.00	74.00	73.00	72.00
ISDN subscriptions		...	...	...	-	-	-	-	1	-	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	-	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	-	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	-	...
VoIP subscriptions		...	...	...	...	...	...	...	...	-	-
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones		...	...	...	26	24	24	...	24	12	8
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		...	2'458	3'924	3'924	6'051	8'346	10'691	11'667	12'744	14'512
Mobile-cellular subscriptions per 100 inhabitants		...	12.56	19.92	19.82	30.40	41.71	53.14	57.68	62.64	70.89
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	3'259	5'369	7'689	9'958	10'903	11'908	13'525
Mobile population coverage	%	...	...	...	...	30.00	95.00	95.00	95.00	95.00	95.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	1'040 <sup>2</sup>	1'066	1'275	1'315	1'209	1'129	1'133	1'086	1'087
Fixed (wired)-broadband subscriptions		-	-	...	74	100	97	101	111	142 <sup>3</sup>	239 <sup>3</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	0.37	0.50	0.48	0.50	0.55	0.70	1.17
- Cable modem Internet subscriptions		...	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions		...	...	...	74	100	97	101	98	139	192
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	-	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	3 <sup>2</sup>	...	6	9	10	12	16	25	33
International Internet bandwidth (bps) per Internet user		...	757	...	1'123	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	35.00	34.00	35.00	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	50.00	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	6'669	7'100	5'832	4'612	4'200
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	4'800	7'200	7'100	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	3'959	3'811	3'521	3'684
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	-	-	-	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	100	97	92	...	96	94	96
- of which: female		...	...	...	50	47	48	...	43	42	44
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	20	20	20	20	20	22	22
Installation fee for business telephone service		...	...	...	20	20	20	20	20	22	22
Monthly subscription for residential telephone service		...	...	...	11	11	11	11	11	12	12
Monthly subscription for business telephone service		...	...	...	22	22	22	22	22	24	24
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	35	35	35	45	45	45	45
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	0.22	0.22	0.22	0.22
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	0.15	0.15	0.15	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	500	1'500	1'500	1'500	1'500	1'500	660
Fixed (wired)-broadband monthly subscription charge		...	...	...	500	349	349	1'600	1'600	660	660
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	0.064	0.256	0.256	0.256	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	...	5'244	5'381	8'245	8'137	8'746	8'776	9'340	8'690	9'355
- Revenue from fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	...	1'440	1'492	1'388	1'446
- Revenue from mobile networks	10 <sup>3</sup>	...	...	...	2'733	1'806	2'536	2'180	2'752	2'622	2'894
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>3</sup>	...	...	...	3'744	1'848	2'840	1'250	1'024	1'111	1'504
- Annual investment in fixed-telephone services	10 <sup>3</sup>	...	...	...	1'459	641	892	693	554	671	395
- Annual investment in fixed broadband services	10 <sup>3</sup>	...	...	...	...	...	...	83	138	89	106
- Annual investment in mobile communication services	10 <sup>3</sup>	...	...	...	1'926	1'129	1'040	61	276	226	147
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	54.00	...	...	...	53.00	...
Households with a fixed line telephone	%	...	...	...	...	100.00	...	...	...	88.00	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	19.00	...
Mobile cellular telephone users	%	...	13.00	20.00	20.00	31.00	42.00	53.00	58.00	63.00	71.00
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	20.24	21.60	26.97	...	...	...	...	...	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	3'134	2'956	2'952	3'486	3'462	3'321	3'500
Leased-line subscriptions		...	...	...	9	7	35	24	21	19	19
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'285 <sup>1</sup>	3'356 <sup>1</sup>	3'419 <sup>1</sup>	3'483 <sup>1</sup>	3'556 <sup>1</sup>	3'638 <sup>1</sup>	3'728 <sup>1</sup>	3'827 <sup>1</sup>	3'931 <sup>1</sup>	4'039 <sup>1</sup>
Households	10 <sup>3</sup>	445	466	487	509	532	534	537	554	572	590
Gross domestic product (GDP)	10 <sup>6</sup>	...	2'141	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		0.71	0.71	0.71	...	4.52	...	...	...	0.71	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		255'218	241'894	243'494	271'458	337'025	321'999	348'788	354'804	368'216	...
Fixed-telephone subscriptions per 100 inhabitants		7.77	7.21	7.12	7.79	9.48	8.85	9.36	9.27	9.37	...
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	83.00	83.00	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		424	748	834	1'235	1'655	1'424	1'506	...	...	...
- Basic access ISDN subscriptions		...	...	748	1'225	1'413	1'153	1'221	...	...	...
- Primary access ISDN subscriptions		...	...	86	10	242	271	285	...	...	...
ISDN voice-channel equivalents		848	1'596	4'076	2'750	10'086	10'436	10'992	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	2'679	2'446	2'228	2'003	1'905	1'719	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	176	252	264	437	568	822	1'021	1'314	1'800	...
Mobile-cellular subscriptions per 100 inhabitants		5.36	7.50	7.72	12.53	15.96	22.59	27.40	34.35	45.79	...
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	95.00	95.00	95.00	95.00	95.00	95.00	95.00	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		9'459	20'718	23'265	39'015	77'890	78'694	102'255	102'944	114'720	...
Fixed (wired)-broadband subscriptions		-	-	-	18	7'463	27'172	55'648	...	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.21	0.75	1.49	...	...	...
- Cable modem Internet subscriptions		...	...	...	...	-	-	-	...	...	...
- DSL Internet subscriptions		...	-	-	-	7'463	27'172	55'684	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		20	20	40	80	240	750	1'200	...	...	...
International Internet bandwidth (bps) per Internet user		331	192	283	522	422	1'120	1'520	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	97.00	94.00	69.35	23.02	...	83.60	...	...	...
Fixed-telephone faults cleared by next working day	%	...	72.00	76.00	78.00	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	163	153	136	128	113	101	90	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	45	40	39	39	44	47	53	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	48	57	159	191	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'661	1'604	1'563	1'529	1'599	1'623	1'561	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		84	80	39	39	40	43	50	...	129	99
Installation fee for business telephone service		127	121	118	118	119	129	150	...	249	99
Monthly subscription for residential telephone service		4	4	4	4	3	3	4	...	20	20
Monthly subscription for business telephone service		4	4	4	4	3	3	4	...	20	20
3-minute local call to fixed telephone (peak rate)		0.04	0.03	0.03	0.03	0.03	0.04	0.04	...	...	0.21
3-minute local call to fixed telephone (off-peak rate)		0.02	0.01	0.01	0.01	0.01	0.01	0.01	...	...	0.16
Mobile-cellular prepaid connection charge		...	...	23	...	149	...	...	...	...	29
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.11	0.11	0.12	0.13	...	...	...	0.40
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.11	0.11	0.12	0.13	...	...	...	0.40
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.65
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.65
Fixed (wired)-broadband connection charge		...	...	...	...	24	26	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	10	10	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	73	91	102	121	152	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	59	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	24	...	5	22	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	93.40	...	95.30	...	...	95.72	...
Households with a fixed line telephone	%	...	...	...	40.78	...	50.81	...	...	47.46	...
Households with a mobile telephone	%	...	...	...	30.00	...	36.90	...	...	92.28	...
Households with a computer	%	...	...	...	26.38	29.50	32.87	37.20	42.20	49.21	...
Households with Internet access at home	%	...	...	...	9.20	...	15.86	...	...	28.48	...
Mobile cellular telephone users	%	...	...	...	30.00	...	35.00	...	...	54.30	...
Computer users	%	...	...	...	35.70	...	44.12 <sup>2</sup>	...	...	57.15 <sup>2</sup>	...
Internet users	%	1.84	3.10	4.13	4.40	16.00 <sup>2</sup>	18.41 <sup>2</sup>	21.18 <sup>2</sup>	24.36 <sup>2</sup>	32.23 <sup>2</sup>	37.44
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	22	25	32	...	...	...
Leased-line subscriptions		...	...	...	18	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		260'000	310'000	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'013	3'069	3'126	3'182	3'238	3'295	3'351	3'406	3'462	3'517
Households	10 <sup>3</sup>	692	747	766	776	787	801	815	829	842	855
Gross domestic product (GDP)	10 <sup>6</sup>	11'808	12'272	12'933	14'179	15'465	17'137	19'794	23'001	24'059	26'808
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		381'912	386'904	381'421	424'811	470'453	488'308	495'250	523'999	536'356	553'122 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		12.68	12.61	12.20	13.35	14.53	14.82	14.78	15.38	15.49	15.73
- Residential fixed-telephone subscriptions	%	71.30	69.10	71.90	74.20	79.60	81.20	74.75	73.53	73.80	73.80
- Fixed-telephone subscriptions in urban areas	%	...	67.90	82.80	86.50	86.80	88.41	80.00	81.83	84.50	84.50
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	40.09	...	...	...	...
Public payphones		11'380	11'930	12'257	8'670	8'875	11'424	15'453	15'180	15'343	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	475	526	692	1'260	1'749	2'174	3'011	3'915	6'067	6'496 <sup>1</sup>
Mobile-cellular subscriptions per 100 inhabitants		15.77	17.13	22.15	39.60	54.00	66.00	89.85	114.94	175.24	184.72
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	415	456	596	1'148	1'611	2'008	2'814	3'691	5'753	6'171
Mobile population coverage	%	77.00	78.60	78.60	86.80	75.20	77.30	81.20	83.15	88.30	90.70
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		48'570	57'985	69'234	78'619	82'472	126'751	165'618	208'112	244'391	285'070
Fixed (wired)-broadband subscriptions		7'771	12'235	15'039	16'746	17'567	112'738	150'283	196'190	233'914	275'639 <sup>1</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		0.26	0.40	0.48	0.53	0.54	3.42	4.49	5.76	6.76	7.84
- Cable modem Internet subscriptions		4'857	6'610	6'731	7'076	7'423	27'485	43'700	65'522	81'460	100'478
- DSL Internet subscriptions		2'914	5'625	8'308	9'670	10'144	82'927	100'188	119'195	135'526	153'660
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	6'090	11'306	11'871
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	2'326	6'395	5'383	5'622	9'630
International Internet bandwidth, in Mbit/s		330	622	622	926	926	3'298	...	15'000	20'000	31'990
International Internet bandwidth (bps) per Internet user		1'507	2'377	1'991	2'612	2'490	5'770	...	13'020	14'783	21'278
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		30.75	19.81	15.95	13.85	12.17	11.72	13.18	12.80	6.52	...
Fixed-telephone faults cleared by next working day	%	99.80	97.46	86.07	98.76	97.99	96.84	98.44	96.46	97.32	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	2'512	2'213	2'424	1'913	1'914
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	296	330	426	947	1'286	2'334	3'304	2'732	3'648	3'831
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	182	210	294	...	...	...	...	315	252	264
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	270	481	464	335	361	379
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	206	253	265
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	45	46	48	...	...	...	108	121	101	106
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	86	152	160
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	198	182	191
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	120	...	...	...	...	...	113	86	77	81
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	112	105	111
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	286	827	1'381	1'061
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		5'623	5'764	6'173	6'543	6'562	6'739	15'326	6'726 <sup>2</sup>	8'604 <sup>2</sup>	9'901 <sup>3</sup>
- of which: female		3'205	3'518	4'012	...	...	...	6'299	2'601 <sup>2</sup>	3'594 <sup>2</sup>	4'455 <sup>3</sup>
<b>TARIFFS</b>											
Installation fee for residential telephone service		40	40	40	40	40	40	40	30	30	30
Installation fee for business telephone service		40	40	40	40	40	40	40	...	...	40
Monthly subscription for residential telephone service		3	3	4	4	4	4	4	6	10	10
Monthly subscription for business telephone service		15	15	15	15	15	15	15	...	...	11
3-minute local call to fixed telephone (peak rate)		0.12	0.12	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	0.09	0.09	0.09	0.09	0.09	0.09
Mobile-cellular prepaid connection charge		...	...	...	...	...	15	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.48	0.18	0.18	0.18	...	0.13	0.13	0.13
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.34	0.18	0.18	0.18	...	0.13	0.13	0.13
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.13	0.13	0.13
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.13	0.13	0.13
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	15
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	15	17	17
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.600	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	418	425	481	521	572	624	742	887	883	871
- Revenue from fixed-telephone services	10 <sup>6</sup>	261	247	256	221	224	217	212	202	198	192
- Revenue from mobile networks	10 <sup>6</sup>	157	179	225	300	262	304	354	487	502	501
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	20.00	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	79.60	81.50	83.10	85.40	87.80	82.90	83.20	87.30	92.40	...
Households with a fixed line telephone	%	41.70	42.70	43.60	44.80	46.00	40.10	43.40	45.80	48.50	...
Households with a mobile telephone	%	...	...	...	...	...	64.20	...	...	...	...
Households with a computer	%	...	...	13.10	13.73	14.64	15.60	16.90	18.01	...	19.83
Households with Internet access at home	%	...	...	5.20	...	...	8.10	8.90	9.34	...	11.80
Mobile cellular telephone users	%	...	...	...	...	...	43.90	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	7.27	8.52	9.99	11.14	11.48	17.35	22.29	33.82 <sup>11</sup>	39.08 <sup>11</sup>	42.75 <sup>11</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'519	5'660	5'803	5'948	6'095	6'245	6'396	6'549	6'703	6'858
Households	10 <sup>3</sup>	1'110	1'138	1'175	1'213	1'252	1'280	1'350	1'377	1'410	1'443
Gross domestic product (GDP)	10 <sup>6</sup>	10'396	11'657	12'949	13'861	...	16'897	18'798	21'594	22'208	25'421
Average annual exchange rate per US\$		3.39	3.90	3.56	3.22	3.10	3.06	2.97	2.70	2.76	2.72
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		61'610	62'059	62'885	63'456	63'720	61'500	60'000	66'846	91'125 <sup>1</sup>	121'172 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		1.12	1.10	1.08	1.07	1.05	0.98	0.94	1.02	1.36	1.77
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		10'700	15'000	17'500	48'311	75'000	100'000	300'000 <sup>2</sup>	874'000 <sup>3</sup>	1'417'546 <sup>3</sup>	1'909'078 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		0.19	0.27	0.30	0.81	1.23	1.60	4.69	13.35	21.15	27.84
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	2'987	4'453	6'100
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	0.05	0.07	0.09
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		6	6	6	6	6	8	12	98	188	278
International Internet bandwidth (bps) per Internet user		120	80	75	67	57	73	105	1'301	1'742	3'167
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	25	-	-	-	-	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		50	50	50	10	10	10	10	10	10	10
Installation fee for business telephone service		50	50	50	50	50	50	50	50	50	50
Monthly subscription for residential telephone service		4	7	7	7	7	7	7	7	7	7
Monthly subscription for business telephone service		11	20	20	20	20	...	...	...	7	7
3-minute local call to fixed telephone (peak rate)		0.22	0.30	0.30	...	...	...	...	0.15	0.15	0.21
3-minute local call to fixed telephone (off-peak rate)		0.22	0.30	0.30	...	...	...	...	0.08	0.08	0.12
Mobile-cellular prepaid connection charge		...	...	25	...	...	60	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.75	0.75	0.75	...	...	...	...	0.99	0.99	0.99
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.75	0.75	0.75	...	...	...	...	0.49	0.49	0.49
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.99	1.70	0.99
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.49	1.40	0.49
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	100	100
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	50	50	50
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	0.2	0.2	0.2
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	400	400	400
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	100.00	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	3.18	...	3.52
Households with Internet access at home	%	...	...	...	...	...	...	...	1.90	...	2.74
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.90	1.32	1.37	1.51	1.72	1.75	1.79	1.15	1.61	1.28
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		22'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'454	5'565	5'676	5'787	5'898	6'009	6'119	6'230	6'342	6'455
Households	10 <sup>3</sup>	1'368	1'406	1'442	1'479	1'517	1'575	1'532	1'560	1'588	1'616
Gross domestic product (GDP)	10 <sup>9</sup>	26'466	29'104	35'666	41'522	46'169	52'270	61'512	73'622	70'705	84'617
Average annual exchange rate per US\$		4'105.92	5'716.26	6'424.34	5'974.58	6'177.96	5'635.46	5'032.72	4'363.24	4'965.39	4'735.46
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		288'818 <sup>1</sup>	273'218	280'790	303'425	320'294	331'061	394'416	370'381	387'318	361'802
Fixed-telephone subscriptions per 100 inhabitants		5.30	4.91	4.95	5.24	5.43	5.51	6.45	5.94	6.11	5.61
- Residential fixed-telephone subscriptions	%	73.88	72.00	70.00	67.63	...	71.60	72.00	...	...	76.96
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	96.72	...	...	...	51.11
ISDN subscriptions		5	...	...	52	93	102 <sup>2</sup>	129	...	...	...
- Basic access ISDN subscriptions		5	...	...	...	87	94 <sup>2</sup>	110	...	...	...
- Primary access ISDN subscriptions		-	...	...	...	6	8 <sup>2</sup>	19	...	...	...
ISDN voice-channel equivalents		10	...	...	134	354	428	790	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	85.20	...	...	...
Public payphones		8'049	8'100	8'300	8'584	8'854	8'854	23'435 <sup>3</sup>	28'341	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'150	1'667	1'770	1'749	1'887	3'233	4'694	5'791	5'619	5'921
Mobile-cellular subscriptions per 100 inhabitants		21.09	29.96	31.19	30.22	31.99	53.80	76.71	92.95	88.60	91.73
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	920	...	...	1'312	1'650	...	...	4'633	4'495	5'083
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	94.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	57	175
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	57	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		34'000	25'000	35'000	45'500	60'000	65'000	74'450	105'406	156'919	...
Fixed (wired)-broadband subscriptions		300	500	500	3'050	5'600	6'000	8'600	12'800	15'800	28'147
Fixed (wired)-broadband subscriptions per 100 inhab.		0.01	0.01	0.01	0.05	0.09	0.10	0.14	0.21	0.25	0.44
- Cable modem Internet subscriptions		300	500	500	...	...	433	1'241	1'560	1'638	5'000
- DSL Internet subscriptions		-	-	-	-	-	1'752	2'039	11'181	11'370	19'000
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	2'784	4'147
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		10	100	100	155	344	500	1'000	3'000	4'200	10'610
International Internet bandwidth (bps) per Internet user		171	1'001	834	776	738	1'045	1'458	3'374	3'504	8'302
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		3.36	...	...	8.22	...	6.03 <sup>2</sup>	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	58.60	61.00	58.00 <sup>2</sup>	67.40	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	11'460	...	...	...	...	...	...	...	...	1'064
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	195	157	112	107	112
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	182	129	115	112
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	125	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	33	28	31	37	44	52	62	...	60	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	66	23
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	238	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	77	71	85	123	141	158	198	...	200	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	38	112
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	9'823	17'843
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		11'733	...	...	...	...	4'461 <sup>2</sup>	...	...	...	...
- of which: female		...	...	...	...	...	1'748 <sup>2</sup>	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'400'000	750'000	750'000	750'000	750'000	825'000	350'000	350'000	250'000	250'000
Installation fee for business telephone service		1'400'000	750'000	750'000	750'000	750'000	825'000	350'000	...	250'000	250'000
Monthly subscription for residential telephone service		12'500	20'000	20'000	20'000	20'000	22'000	22'000	22'000	22'000	22'000
Monthly subscription for business telephone service		20'000	28'000	28'000	28'000	28'000	30'800	30'800	...	30'800	30'800
3-minute local call to fixed telephone (peak rate)		360.00	270.00	270.00	270.00	270.00	300.00	396.00	396.00	396.00	396.00
3-minute local call to fixed telephone (off-peak rate)		360.00	90.00	90.00	54.00	90.00	100.00	198.00	198.00	297.00	297.00
Mobile-cellular prepaid connection charge		...	...	...	60'800	60'800	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		344.33	...	568.33	729.60	729.60	741.33	...	480.00	593.16	653.82
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	99.67	182.40	182.40	309.00	...	300.00	385.55	426.40
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1'074.00	791.16	983.82
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	894.00	583.55	756.40
Fixed (wired)-broadband connection charge		...	...	...	...	...	338'128	...	128'307	...	94'757
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	163'428	...	165'970	105'808	90'019
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'267'122	...	...	1'913'331	1'880'817	2'314'509	2'923'100	2'965'362	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	633'561	...	...	508'465	525'818	790'672	581'558	442'990	...	548'494
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	1'369'778	1'743'901	1'970'571	...	2'972'876
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	334'797	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	19.00	19.00 <sup>11</sup>	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	58.00	58.00 <sup>11</sup>	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	77.02	74.40	75.90	76.10	79.10	82.10	84.88	84.55	85.90	87.70
Households with a fixed line telephone	%	...	16.80	...	15.60	...	18.60	18.62	20.63	20.20	19.10
Households with a mobile telephone	%	...	30.50	31.20	36.00	49.00	64.40	75.01	85.61	85.60	85.10
Households with a computer	%	...	5.40	6.30	6.40	8.70	8.90	11.21	13.94	19.00	19.30
Households with Internet access at home	%	...	1.00	1.80	1.00	1.70	2.60	2.99	5.77	11.30	13.80
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.10	1.79	2.11	3.45	7.91 <sup>12</sup>	7.96 <sup>13</sup>	11.21 <sup>12</sup>	14.27 <sup>12</sup>	18.90 <sup>12</sup>	19.80 <sup>12</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		120'000	...	...	...	...	...	117'409	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	-	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	26'228	26'579	26'916	27'242	27'559	27'866	28'166	28'463	28'765	29'077
Households	10 <sup>3</sup>	5'855	5'944	6'185	6'246	6'403	6'450	6'341	6'413	6'486	6'560
Gross domestic product (GDP)	10 <sup>6</sup>	188'313	198'871	211'492	237'902	261'653	302'255	335'730	371'073	382'318	434'612
Average annual exchange rate per US\$		3.51	3.52	3.48	3.41	3.30	3.27	3.13	2.92	3.01	2.82
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'571	1'657	1'839	2'194 <sup>1</sup>	2'403 <sup>1</sup>	2'559 <sup>1</sup>	2'844 <sup>1</sup>	3'075 <sup>1</sup>	3'159 <sup>1</sup>	3'160 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		5.99	6.23	6.83	8.05	8.72	9.18	10.10	10.80	10.98	10.87
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	89.40 <sup>2</sup>
ISDN subscriptions	10 <sup>3</sup>	22	30	35	35	39	45	60	73	85	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	22	30	35	35	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	45	60	...	...	...	...	...	...	103 <sup>3</sup>	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	51.28
Public payphones	10 <sup>3</sup>	95	110	129	144	152	159	171	197	194	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'793	2'307	2'930	4'093	5'583	9'120	15'417	20'952	24'700	29'115
Mobile-cellular subscriptions per 100 inhabitants		6.84	8.68	10.89	15.02	20.26	32.73	54.74	73.61	85.87	100.13
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	1'325	1'757	2'279	3'257	4'556	7'478	13'708	18'641	22'008	24'803
Mobile population coverage	%	...	...	...	...	...	87.00	92.00	94.80	95.60	97.10
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	85	267
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		202'160	384'634	556'130	672'674	833'209	...	...	...	823'833	924'511
Fixed (wired)-broadband subscriptions		22'799 <sup>11</sup>	37'401 <sup>11</sup>	93'908 <sup>11</sup>	227'610 <sup>11</sup>	352'622 <sup>11</sup>	484'899 <sup>11</sup>	570'218 <sup>12</sup>	725'563 <sup>12</sup>	809'621 <sup>13</sup>	911'635
Fixed (wired)-broadband subscriptions per 100 inhab.		0.09	0.14	0.35	0.84	1.28	1.74	2.02	2.55	2.81	3.14
- Cable modem Internet subscriptions		6'007	15'093	27'002	23'134	15'849	12'277	10'988	18'788	34'739	60'998
- DSL Internet subscriptions		1'700 <sup>11</sup>	20'375 <sup>11</sup>	63'641 <sup>11</sup>	185'516 <sup>11</sup>	327'982 <sup>11</sup>	459'740 <sup>11</sup>	564'767 <sup>11</sup>	688'053 <sup>11</sup>	758'357 <sup>11</sup>	839'924 <sup>11</sup>
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	1'933	3'265	17'021	17'029	566	5'537	...	16'519	10'698
International Internet bandwidth, in Mbit/s		573	1'356	1'840	5'644	10'000	73'689	75'428	40'000	45'000	84'640
International Internet bandwidth (bps) per Internet user		288	569	589	1'469	2'122	12'775	10'627	4'597	4'982	8'487
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	99.90	99.63	99.76	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	2	2	1'916	2'714	4'288	8'250	12'515	17'378	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	10'370	12'962	395	380	433	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	406	489	635	975	1'028	954	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	527	550	569	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	110	145	188	218	276	349	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	88	106	84	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'480	2'719	2'666	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	792	1'091	1'562	2'067	2'425	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	1	1	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	474	603	797	3'210	3'879	3'662	...
MMS sent	10 <sup>6</sup>	...	...	...	1	3	10	13	19	17	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		5'429	...	10'527	11'007	11'692	17'909	...	...	...	12'848 <sup>21</sup>
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		563 <sup>22</sup>	523 <sup>22</sup>	523 <sup>23</sup>	473 <sup>23</sup>	430 <sup>23</sup>	394 <sup>23</sup>	394 <sup>23</sup>	357	414	414
Installation fee for business telephone service		563 <sup>22</sup>	523 <sup>22</sup>	523 <sup>22</sup>	473 <sup>22</sup>	430 <sup>22</sup>	394 <sup>22</sup>	394 <sup>22</sup>	438 <sup>22</sup>	414	...
Monthly subscription for residential telephone service		59 <sup>22</sup>	51 <sup>22</sup>	58 <sup>23</sup>	58 <sup>23</sup>	58 <sup>23</sup>	56 <sup>23</sup>	56 <sup>23</sup>	40	40	40
Monthly subscription for business telephone service		59 <sup>22</sup>	56 <sup>22</sup>	58 <sup>22</sup>	58 <sup>22</sup>	58 <sup>22</sup>	56 <sup>22</sup>	56 <sup>22</sup>	38 <sup>22</sup>	56	...
3-minute local call to fixed telephone (peak rate)		0.30 <sup>22</sup>	0.28 <sup>22</sup>	0.28 <sup>22</sup>	0.24 <sup>22</sup>	0.24 <sup>22</sup>	0.17 <sup>22</sup>	0.17 <sup>22</sup>	0.17 <sup>22</sup>	0.06	0.06
3-minute local call to fixed telephone (off-peak rate)		0.15	0.13	0.13	0.14	0.14	0.12	0.12	0.12	0.04	0.04
Mobile-cellular prepaid connection charge		...	...	...	...	...	30	...	30	15	15
Mobile-cellular prepaid-1-min call (peak, on-net)		...	1.00	1.00	1.00	1.30	1.31	...	1.59	1.72	1.72
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	1.00	1.00	1.00	1.30	1.31	...	1.59	1.72	1.72
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	3.02 <sup>31</sup>	2.29	2.29
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	3.02 <sup>31</sup>	2.29	2.29
Fixed (wired)-broadband connection charge		...	...	...	...	...	199	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	126 <sup>33</sup>	...	105 <sup>33</sup>	105	119
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.400	0.400	0.400
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	4'891	...	...	6'837	7'112	8'632	...	11'695	...	12'761
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'906	...	...	...	1'353	1'721	...	1'716	...	1'402
- Revenue from mobile networks	10 <sup>6</sup>	1'337	...	2'304	2'517	...	3'188	...	5'447	5'705	6'734
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	612	...	...	...	1'277	1'434	...	2'573	2'328	2'155
- Annual investment in fixed-telephone services	10 <sup>6</sup>	181	310	...	...	...	...	...	242	110	106
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	1'103	1'128	887
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	2.00	...	2.50	...	...	...	...
Population with access to a PIAC	%	...	...	...	51.00	...	56.00	74.40	73.20	67.20	63.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	68.50	68.70	68.70	66.60	...	69.00	70.10	76.55	...	...
Households with a fixed line telephone	%	20.40	...	22.90	...	...	27.90	...	15.61	...	...
Households with a mobile telephone	%	7.60	...	12.10	...	...	28.10	...	41.21	...	...
Households with a computer	%	4.92	6.50	6.90	7.60	8.20	10.30	13.80	18.03	...	22.70
Households with Internet access at home	%	0.25	0.80	1.40	2.00	3.50	4.70	5.60	8.80	...	14.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	7.58	8.97	11.60	14.10	17.10	20.70	25.20	30.57	31.40	34.30
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		437'000	443'000	363'088	389'174	462'211	579'329	...	786'498	850'984	882'132
Leased-line subscriptions		...	...	...	5'874	5'751	7'015	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	128'220	172'417	229'349

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	78'964	80'630	82'294	83'937	85'546	87'116	88'653	90'173	91'703	93'261
Households	10 <sup>3</sup>	15'615	15'967	16'206	16'449	16'696	16'895	17'592	17'930	18'254	18'578
Gross domestic product (GDP)	10 <sup>6</sup>	3'631'470	3'963'880	4'316'400	4'871'550	5'444'040	6'271'157	6'892'721	7'720'902	8'026'143	9'003'480
Average annual exchange rate per US\$		50.99	51.60	54.20	56.04	55.09	51.31	46.15	44.32	47.68	45.11
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'315	3'311	3'340	3'437	3'367	3'633	3'940	4'076	6'783	6'783
Fixed-telephone subscriptions per 100 inhabitants		4.20	4.11	4.06	4.10	3.94	4.17	4.44	4.52	7.40	7.27
- Residential fixed-telephone subscriptions	%	70.00	...	...	...	...	...	75.00	78.00	80.00	80.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	67.00 <sup>1</sup>	70.00 <sup>1</sup>	76.00	76.00
ISDN subscriptions	10 <sup>3</sup>	1	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	1	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	2	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	4'000	...
Localities with telephone service	%	...	...	...	...	...	...	88.00	88.00	88.00	88.00
Public payphones	10 <sup>3</sup>	15	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	12'159	15'383	22'510	32'936	34'779	42'869	57'345	68'117	75'587	79'896
Mobile-cellular subscriptions per 100 inhabitants		15.40	19.08	27.35	39.24	40.66	49.21	64.68	75.54	82.43	85.67
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	10'020	14'476	22'284	32'606	32'000	...	51'277	64'016	73'781	73'781
Mobile population coverage	%	70.00 <sup>2</sup>	...	75.00 <sup>2</sup>	92.00 <sup>2</sup>	99.00 <sup>2</sup>	99.00 <sup>2</sup>	99.00 <sup>2</sup>	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	150
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	500	800	1'000	1'200	1'440	2'000	2'596	3'546	3'600	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	10	21	55	89	123	265	496	1'046	1'722	1'722
Fixed (wired)-broadband subscriptions per 100 inhab.		0.01	0.03	0.07	0.11	0.14	0.30	0.56	1.16	1.88	1.85
- Cable modem Internet subscriptions	10 <sup>3</sup>	-	...	20	...	-	1	18	...	19	19
- DSL Internet subscriptions	10 <sup>3</sup>	10	21	30	...	...	264	478	530	650	650
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	...	...	...	5'000	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s	237	890	2'323	3'214	3'214	...	10'000	50'000	225'000	250'000	...
International Internet bandwidth (bps) per Internet user	119	255	581	730	696	...	1'889	8'915	27'262	10'723	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	4.52	4.31	4.49	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	69.24	41.49	36.60	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	3'872	3'914	3'914
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	163	171	158	156	145	...	...	1'803	20'537	20'537
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	2'333	2'643	2'128	2'192	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	44'160	...	91'250	182'500	164'144	600'000	730'000	730'000
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		21'416	21'392	21'839	23'389	...	...	...	...	18'290	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'000	895	1'999	1'999	1'999	1'999	1'999	1'999	1'999	1'100
Installation fee for business telephone service		1'200	1'330	3'500	3'500	3'500	3'500	3'500	...	...	1'500
Monthly subscription for residential telephone service		609 <sup>3</sup>	634 <sup>3</sup>	639 <sup>3</sup>	660 <sup>3</sup>	653 <sup>3</sup>	653 <sup>3</sup>	605 <sup>3</sup>	605 <sup>3</sup>	754	692
Monthly subscription for business telephone service		1'267 <sup>3</sup>	1'321 <sup>3</sup>	1'220 <sup>3</sup>	1'383 <sup>3</sup>	1'260 <sup>3</sup>	1'260 <sup>3</sup>	1'260 <sup>3</sup>	1'260 <sup>3</sup>	1'541	1'259
3-minute local call to fixed telephone (peak rate)	-	-	-	-	-	-	-	-	-	-	-
3-minute local call to fixed telephone (off-peak rate)	-	-	-	-	-	-	-	-	-	-	-
Mobile-cellular prepaid connection charge	...	...	170	170	170	90	45	...	...	...	-
Mobile-cellular prepaid-1-min call (peak, on-net)	8.00	8.00	8.00	8.00	6.50	6.50	6.50	...	5.00	6.50	6.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	...	5.00	6.50	6.50
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	...	6.25	7.50	7.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	6.25	7.50	7.50
Fixed (wired)-broadband connection charge	...	...	...	...	...	2'500	...	...	...	...	1'100
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	999	...	...	999	1'019	990
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.384	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	-	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	121'900	144'869	165'231	231'675	238'180	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	40'972	39'476	40'334	40'255	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	55'900	69'000	96'570	115'704	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	53'800	36'000	40'971	56'591	...	...	...	...	...	-
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	63.10	...	...	69.57	70.30	71.10	73.56	...
Households with a fixed line telephone	%	...	...	12.00	...	...	...	...	11.60	...	...
Households with a mobile telephone	%	...	...	36.00	...	...	52.70	...	70.10	...	...
Households with a computer	%	...	5.30	6.60	6.60	6.60	6.60	7.80	9.30	11.06	13.10
Households with Internet access at home	%	...	...	...	...	...	...	...	7.20	...	10.10
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.52	4.33	4.86	5.24	5.40	5.74	5.97	6.22	9.00	25.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	2'391	2'940	...	...	...	...	...	...	1'213	1'213
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	38'267	38'230	38'198	38'175	38'165	38'170	38'190	38'218	38'249	38'277
Households	10 <sup>3</sup>	13'131	13'364	13'536	13'710	13'886	13'899	13'748	13'726	13'715	13'702
Gross domestic product (GDP)	10 <sup>6</sup>	779'564	808'578	843'156	924'538	983'302	1'060'030	1'176'740	1'275'430	1'343'366	1'415'385
Average annual exchange rate per US\$		4.09	4.08	3.89	3.66	3.24	3.10	2.77	2.41	3.12	3.02
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	11'400	11'861	12'292	12'553	11'836	11'476	10'491	9'454 <sup>1</sup>	8'493 <sup>1</sup>	7'667 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		29.79	31.03	32.18	32.88	31.01	30.06	27.47	24.71	22.21	20.03
- Residential fixed-telephone subscriptions	%	85.00	64.55	62.42	78.60	76.69	74.37	...	72.40 <sup>2</sup>	69.70 <sup>2</sup>	67.90 <sup>2</sup>
- Fixed-telephone subscriptions in urban areas	%	75.00	84.53	84.18	...	...	81.14	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	102	...	760	...	...	...	1'358	1'187 <sup>3</sup>	1'134	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	741	...	...	...	...	826	754	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	19	...	...	...	...	361	379	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	786	2'055	...	...	...	...	12'469	12'885	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	926	1'160	1'054
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	96	94	86	84	81	80	70	48	46	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	10'005	13'898	17'401	23'096	29'166	36'745	41'389	43'926	44'807	46'952
Mobile-cellular subscriptions per 100 inhabitants		26.14	36.35	45.56	60.50	76.42	96.27	108.38	114.93	117.14	122.67
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	9'467	13'498	18'813	24'319	26'684	24'466	23'419	23'998
Mobile population coverage	%	...	...	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	16'304	19'157
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	14'198	15'668
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	2'107	3'489
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	1'606	2'727	2'511	2'686	3'244	...	4'365	5'036	4'963
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	12	122	196	876	945	2'911	4'174	3'985	4'798	4'961
Fixed (wired)-broadband subscriptions per 100 inhab.		0.03	0.32	0.51	2.29	2.48	7.63	10.93	10.43	12.54	12.96
- Cable modem Internet subscriptions	10 <sup>3</sup>	10	...	...	206	234	756	1'085	1'244	1'629	1'801
- DSL Internet subscriptions	10 <sup>3</sup>	2	...	196	670	695	1'862	2'358	2'381	2'534	2'503
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	...	...	74'795	91'640
- Other fixed (wired)-broadband subscriptions	...	...	...	...	...	15'694	288'932	237'815	360'712	560'853	564'808
International Internet bandwidth, in Mbit/s		2'337	6'316	5'454	21'380	21'380	72'206	104'737	300'000	500'000	900'000
International Internet bandwidth (bps) per Internet user		617	781	574	1'722	1'443	4'243	5'643	14'774	22'167	37'729
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	17.24	...	...	...	...	12.00	...	9.46	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	26.00	...	93.95	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	36'352	...	...	...	26'162	22'273	19'141	16'961	14'849	13'273
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	8'659	10'118	...	16'352	26'238	...	42'128	48'971	57'132
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	2'086	2'099	2'151	2'330	2'086	2'221	2'230	2'179	2'255
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	2'504	3'759	...	5'052	5'670	6'400
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	634	...	...	803	903	954
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	834	621	863	445	449	399	430	402	390	372
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	185	...	...	401	513	582
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'210	1'118	1'452	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	5'488	...	14'402	...	...	45'070 <sup>11</sup>	48'027	51'401
MMS sent	10 <sup>6</sup>	...	...	...	...	45	...	...	215 <sup>11</sup>	227	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	698	1'076	1'361
<b>STAFF</b>											
Full-time telecommunication employees		...	175'385	161'300	...	...	85'193	83'489	71'728	71'283	57'792
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		300	300	300	300	300	300	...	...	...	366
Installation fee for business telephone service		300	300	300	300	300	300	...	...	...	366
Monthly subscription for residential telephone service		35	35	35	50	41	41	...	49	28	48
Monthly subscription for business telephone service		35	35	35	...	...	40	...	...	84	67
3-minute local call to fixed telephone (peak rate)		...	...	0.35	...	...	0.46	...	0.60	0.71	0.60
3-minute local call to fixed telephone (off-peak rate)		...	...	0.17	...	...	0.31	...	0.30	0.71 <sup>12</sup>	0.30
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	9	5
Mobile-cellular prepaid-1 min call (peak, on-net)		...	...	0.77	0.77	0.77	0.77	...	0.60	0.59	0.59
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	0.77	0.77	0.77	0.77	...	0.60	0.59	0.59
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.60	0.59	0.59
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.60	0.59	0.59
Fixed (wired)-broadband connection charge		...	...	...	...	...	12	...	49	12	1
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	126	...	...	60	39	55
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	0.510	0.260	1.000	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	28'560	35'499	37'074	39'597	...	43'261	43'270	42'837
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	11'519	12'855	11'643	9'589	...	7'540	7'201	5'510
- Revenue from mobile networks	10 <sup>6</sup>	...	11'866	13'880	15'794	17'113	18'885	...	18'364	18'661	18'955
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	5'966	7'586	...	7'372	8'003	7'210
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	2'590	2'926	...	3'304	3'446	2'369
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	5.23	7.61	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	98.05	98.00	98.00	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	71.72	...	...	...	...
Households with a mobile telephone	%	...	...	...	43.99	62.00	74.00	...	...	...	...
Households with a computer	%	18.90	23.10	25.00	36.14	40.00	45.00	54.00	58.87	66.09	69.02
Households with Internet access at home	%	...	11.00	14.00	26.02	30.44	35.94	40.98	47.60	58.59	63.40
Mobile cellular telephone users	%	...	...	...	...	...	67.72	73.97	77.46	...	...
Computer users	%	...	...	...	44.00	48.00	52.00	55.64	58.44	62.55	65.24
Internet users	%	9.90	21.15	24.87	32.53	38.81	44.58	48.60	53.13	58.97	62.32
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	3'498	3'529	3'626	3'665	4'500	...	...	...	...	...
Leased-line subscriptions	...	...	...	...	...	...	4'068	7'058	7'368	8'746	7'795
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	2'810	3'121	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	10'380	10'423	10'466	10'506	10'544	10'578	10'608	10'635	10'657	10'676
Households	10 <sup>3</sup>	3'568	3'568	3'568	3'568	3'568	3'587	3'613	3'626	3'636	3'645
Gross domestic product (GDP)	10 <sup>6</sup>	134'137	140'142	143'015	148'827	153'729	160'274	169'319	171'983	168'587	172'699
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	4'385	4'351	4'281	4'238	4'234	4'242	4'204	4'160	4'343	4'484
Fixed-telephone subscriptions per 100 inhabitants		42.25	41.74	40.91	40.34	40.15	40.10	39.63	39.12	40.75	42.01
- Residential fixed-telephone subscriptions	%	...	...	...	66.00	66.00	65.00	65.11	66.34	69.81	71.40
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	251 <sup>1</sup>	278 <sup>1</sup>	282 <sup>1</sup>	278 <sup>1</sup>	274 <sup>1</sup>	268 <sup>1</sup>	259 <sup>1</sup>	244 <sup>1</sup>	215 <sup>1</sup>	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	240 <sup>1</sup>	267 <sup>1</sup>	271 <sup>1</sup>	268 <sup>1</sup>	264 <sup>1</sup>	257 <sup>1</sup>	248 <sup>1</sup>	234 <sup>1</sup>	206	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	11 <sup>1</sup>	11 <sup>1</sup>	11 <sup>1</sup>	11 <sup>1</sup>	10 <sup>1</sup>	11 <sup>1</sup>	11 <sup>1</sup>	10 <sup>1</sup>	10	...
ISDN voice-channel equivalents	10 <sup>3</sup>	802 <sup>2</sup>	859 <sup>2</sup>	860 <sup>2</sup>	852 <sup>2</sup>	835 <sup>2</sup>	826 <sup>2</sup>	814 <sup>2</sup>	762 <sup>2</sup>	695	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	5	208	563	867
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	45	44	42	47	45	43	41 <sup>3</sup>	36 <sup>3</sup>	33 <sup>3</sup>	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	7'978	8'670	10'003	10'571	11'447	12'226	13'477	14'049	14'854	15'195
Mobile-cellular subscriptions per 100 inhabitants		76.86	83.18	95.58	100.62	108.57	115.59	127.05	132.11	139.38	142.33
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	6'329	6'760	7'968	8'221	9'291	9'771	10'341	11'080	11'702	11'880
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	2'170	6'767
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	973	1'287
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	470	904	1'197	5'480
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	667	905	1'233	1'436	1'580	1'612	1'644	2'009	2'221
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	99	261	502	838	1'165	1'424	1'512	1'614	1'842	2'053
Fixed (wired)-broadband subscriptions per 100 inhab.		0.96	2.50	4.80	7.98	11.05	13.46	14.26	15.17	17.28	19.23
- Cable modem Internet subscriptions	10 <sup>3</sup>	94	205	314	415	490	538	606	663	750	852
- DSL Internet subscriptions	10 <sup>3</sup>	3	52	184	411	673	882	892	947	1'060	1'069
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	2	30	130
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	3	3	3	3	3	5	15	2	1	1
International Internet bandwidth, in Mbit/s		3'522	4'019	8'542	8'746	8'746	31'684	50'819	300'000	600'000	800'000
International Internet bandwidth (bps) per Internet user		1'876	1'991	2'751	2'619	2'371	7'880	11'382	67'326	121'075	146'649
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		12.10	10.20	10.10	9.70	10.40	13.00	12.00	13.40	16.20	22.00
Fixed-telephone faults cleared by next working day	%	76.30	88.10 <sup>11</sup>	74.50 <sup>11</sup>	77.70	79.40	80.00	78.00	77.00	76.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	15'255	...	...	...	...	...	6'217	6'101	6'222	6'400
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	7'963	9'358	10'013	10'649	11'071	11'869	13'003	14'582	17'081	19'087
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	1'400	1'455	1'302	1'254	1'220	1'155	1'155	1'095	992	889
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	886	863	823	829	858	932	961	935	670
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	979 <sup>12</sup>	965 <sup>12</sup>	1'018 <sup>12</sup>	1'128 <sup>12</sup>	...	1'209	1'248	1'217	1'187
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	527	511	485	508	591	550	566	558	545	540
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	468	479	510	537	...	642	690	672	647
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	1'311 <sup>12</sup>	1'439 <sup>12</sup>	1'834 <sup>12</sup>	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'000	...	886	927	1'287	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	418	425	512	546	...	669	685	675	643
SMS sent	10 <sup>6</sup>	1'529	2'053	2'296	2'518	4'652	12'458	18'555	23'299	25'473	26'284
MMS sent	10 <sup>6</sup>	...	...	3	20	36	50	49	77	102	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	93 <sup>13</sup>	263 <sup>13</sup>	276 <sup>13</sup>	242 <sup>13</sup>
<b>STAFF</b>											
Full-time telecommunication employees		18'652	18'125	15'423	14'778	13'937	13'404	12'953	12'801	12'735	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		72	72	85	85	87	87	87	86	86	-
Installation fee for business telephone service		72	72	85	85	87	87	87	86	86	87
Monthly subscription for residential telephone service		12	12	15	15	15	15	15	15	15	15
Monthly subscription for business telephone service		12	12	12	15	15	14	14	6	18	18
3-minute local call to fixed telephone (peak rate)		0.12	0.12	0.12	0.11	0.12	0.12	0.15	0.15	0.15	0.13
3-minute local call to fixed telephone (off-peak rate)		0.10	0.10	0.10	0.09	0.09	0.09	0.11	0.10	0.10	0.13
Mobile-cellular prepaid connection charge		-	-	-	-	-	-	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.33	0.26	0.67	0.12	0.12	0.12	...	0.16	0.16	0.17
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.24	0.26	0.61	0.12	0.12	0.12	...	0.16	0.16	0.17
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.16	0.16	0.17
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.16	0.16	0.17
Fixed (wired)-broadband connection charge		...	...	...	25	21	21	...	25	25	25
Fixed (wired)-broadband monthly subscription charge		...	...	...	20	13	14	...	20	20	20
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	4.000	8.000	12.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	5.0	10.0	30.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	15	15	15
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	6'714	6'839	6'981	7'315	7'374	7'378	7'254	7'705	7'571	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'977	1'940	1'457	1'488	1'310	1'145	1'054	941	837	757
- Revenue from mobile networks	10 <sup>6</sup>	3'002	2'530	2'332	2'612	2'688 <sup>31</sup>	2'745 <sup>31</sup>	2'915 <sup>31</sup>	2'717	2'721	2'529
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'376	1'003	574	679	733	971	1'315	1'000	1'054	1'077
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	1'025	572	513	...	...	56	48	54	24
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	492	487	331	423	418	489	704	422	289	365
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	98.80	99.40	99.50	99.50	99.40	...	...	...
Households with a fixed line telephone	%	...	...	...	75.10	...	71.31	...	...	...	...
Households with a mobile telephone	%	...	69.30	80.10	79.00	83.00	86.00	...	...	...	...
Households with a computer	%	24.68	27.00	38.27	41.30	42.50	45.40	48.30	49.84	55.99	59.49
Households with Internet access at home	%	13.00	15.12	21.69	26.17	31.46	35.15	39.61	46.04	47.89	53.70
Mobile cellular telephone users	%	...	...	...	...	...	77.98	82.60	84.46	...	...
Computer users	%	...	27.40 <sup>32</sup>	36.20 <sup>32</sup>	40.00	43.00	45.00	48.17	48.53 <sup>33</sup>	53.86 <sup>33</sup>	58.02 <sup>33</sup>
Internet users	%	18.09	19.37	29.67 <sup>33</sup>	31.78 <sup>33</sup>	34.99 <sup>33</sup>	38.01 <sup>33</sup>	42.09 <sup>33</sup>	41.90	46.50	51.10
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		1'119'342	1'261'953	1'333'863	1'341'425	1'400'198	1'423'830	1'530'540	1'699'139	1'883'822	2'104'210
Leased-line subscriptions		-	-	...	...	...	...	14'024	11'922	10'691	9'180
Direct-to-home (DTH) satellite antenna subscriptions		425'000	...	...	375'291	394'493	435'561	483'532	586'389	644'597	670'438

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'817	3'813	3'803	3'792	3'782	3'773	3'765	3'759	3'754	3'749
Households	10 <sup>3</sup>	1'271	1'278	1'285	1'292	1'299	1'326	1'331	1'338	1'344	1'350
Gross domestic product (GDP)	10 <sup>6</sup>	44'211	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'288 <sup>1</sup>	1'276 <sup>1</sup>	1'213 <sup>2</sup>	1'112 <sup>2</sup>	1'038 <sup>1</sup>	1'038 <sup>1</sup>	1'013	949 <sup>3</sup>	906 <sup>3</sup>	891 <sup>3</sup>
Fixed-telephone subscriptions per 100 inhabitants		33.75	33.48	31.89	29.32	27.44	27.51	26.90	25.26	24.13	23.76
- Residential fixed-telephone subscriptions	%	72.60	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	1	3	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	2	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	2	15	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	89	90	99	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	27	24	...	...	...	...	9	7	3	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'628	1'647	1'709	1'848	1'993	2'199	2'432	2'544 <sup>3</sup>	2'712 <sup>3</sup>	2'934 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		42.65	43.19	44.93	48.73	52.71	58.28	64.58	67.67	72.26	78.26
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	...	284	363 <sup>3</sup>	443 <sup>3</sup>	655 <sup>3</sup>
Mobile population coverage	%	...	...	...	...	...	...	61.70	64.30	68.40	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	256'000	...	...	...	...	...	513'446	512'357	575'856
Fixed (wired)-broadband subscriptions		2'427	22'732	54'337	86'303	118'268	150'233	182'198	426'310	480'293	551'520
Fixed (wired)-broadband subscriptions per 100 inhab.		0.06	0.60	1.43	2.28	3.13	3.98	4.84	11.34	12.80	14.71
- Cable modem Internet subscriptions		...	1'071	...	...	...	...	...	...	226'823 <sup>3</sup>	243'135 <sup>3</sup>
- DSL Internet subscriptions		...	21'661	...	...	...	...	...	...	253'470 <sup>3</sup>	308'385 <sup>3</sup>
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		75	203	483	489	2'000	...	7'000	100'000	180'000	230'000
International Internet bandwidth (bps) per Internet user		126	303	644	583	2'260	...	6'673	70'008	115'552	135'429
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	47.70	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	36	34	35	45	54	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		5'093	...	...	...	...	...	...	9'937	9'842	9'302 <sup>11</sup>
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	50	50	...	...	...	...	110
Installation fee for business telephone service		...	...	...	120	120	...	...	...	...	120
Monthly subscription for residential telephone service		...	...	...	9	...	...	9	...	9	21
Monthly subscription for business telephone service		...	...	...	37	...	...	25	...	25	25
3-minute local call to fixed telephone (peak rate)		...	...	...	0.39	0.39	...	...	...	...	0.45 <sup>12</sup>
3-minute local call to fixed telephone (off-peak rate)		...	...	...	0.39	0.39	...	...	...	...	0.45 <sup>12</sup>
Mobile-cellular prepaid connection charge		...	...	...	25	25	...	...	...	...	20 <sup>13</sup>
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.12	0.15	0.15	...	...	...	...	0.15 <sup>12</sup>
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.12	0.15	0.15	...	...	...	...	0.15 <sup>12</sup>
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.15 <sup>12</sup>
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.15 <sup>12</sup>
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	120
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	25
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	5.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	2'598	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'137	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	868	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	91.90	92.40	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	55.00
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	50.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	62.00
Computer users	%	...	...	...	...	...	...	...	...	...	65.00
Internet users	%	15.63	17.55	19.71	22.13	23.40	25.44	27.86	38.00	41.50	45.30
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		350'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	608	624	654	715	821	978	1'178	1'396	1'598	1'759
Households	10 <sup>3</sup>	88 <sup>1</sup>	92 <sup>1</sup>	96 <sup>1</sup>	101	106	114	115	117	129	138
Gross domestic product (GDP)	10 <sup>6</sup>	63'840	70'484	85'663	115'298	156'666	221'382	289'551	418'672	355'204	463'490
Average annual exchange rate per US\$		3.64	3.64	3.64	3.64	3.64	3.64	3.64	3.64	3.64	3.64
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		167'446	176'519	184'508	190'876	205'386	228'327	237'368	265'865 <sup>2</sup>	287'942 <sup>2</sup>	298'060
Fixed-telephone subscriptions per 100 inhabitants		27.54	28.28	28.23	26.69	25.02	23.34	20.15	19.04	18.02	16.95
- Residential fixed-telephone subscriptions	%	73.00	72.00	68.00	71.20	71.00	71.00	83.00	68.00	69.00	69.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	99.70	99.00	95.00	96.00	97.00	...
ISDN subscriptions		968	1'405	2'536	1'529	1'699	652	2'195	2'502	2'672	...
- Basic access ISDN subscriptions		615	967	2'229	1'151	1'261	150	1'500	1'631	1'699	...
- Primary access ISDN subscriptions		353	438	307	378	438	502	695	871	973	...
ISDN voice-channel equivalents		11'820	15'074	13'668	11'542	15'662	15'360	23'850	29'392	32'588	...
VoIP subscriptions		...	...	...	...	...	...	-	-	-	-
Localities with telephone service	%	...	...	...	...	...	100.00	100.00	100.00	100.00	100.00
Public payphones		910	996	1'017	1'113	1'069	1'009	919	863	865	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	178	267 <sup>3</sup>	377 <sup>3</sup>	490 <sup>3</sup>	717 <sup>3</sup>	920 <sup>3</sup>	1'264 <sup>3</sup>	1'429	1'949	2'329
Mobile-cellular subscriptions per 100 inhabitants		29.26	42.73	57.62	68.56	87.31	94.01	107.30	102.39	121.97	132.43
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	75	137	239	354	550	735	1'055	1'216	1'731	2'071
Mobile population coverage	%	95.00	95.00	95.00	95.00	99.00	100.00	99.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	24	185	1'292
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	6	171	1'223
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	-	17	15	69
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		13'553	20'481	33'282	37'763	53'106	70'121	86'959	114'991	145'821	150'410
Fixed (wired)-broadband subscriptions		-	228	2'991	10'915	25'609	46'773	86'959	104'235	141'315	144'057
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.04	0.46	1.53	3.12	4.78	7.38	7.47	8.84	8.19
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions		-	82	2'800	10'652	25'128	46'773	70'340	103'367	131'614	141'823
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	-	-	1'534	1'116
- Other fixed (wired)-broadband subscriptions		...	...	191	263	481	...	16'619	11'624	8'167	1'118
International Internet bandwidth, in Mbit/s		45	155	465	465	775	2'325	4'185	10'385	16'585	24'502
International Internet bandwidth (bps) per Internet user		1'199	2'428	3'698	3'141	3'817	8'202	9'600	11'020	...	17'072
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		12.89	7.25	23.40	15.81	13.84	22.00	12.00	9.00	6.00	0.50
Fixed-telephone faults cleared by next working day	%	...	96.97	88.31	98.72	96.78	93.11	64.00	76.00	76.00	90.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	2'459	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	97	110	114	352	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	340	446	333	398	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	173	234	291	131	123	132	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	106	155	202	275	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	206	267	606	477	414	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	113	135	165	468	270	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	71	102	138	207	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	444	605	703	772
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	3	5	8	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'728	1'788	1'666	1'717	1'806	1'922	1'904	2'048	2'414	...
- of which: female		222	257	246	260	397	438	404	453	575	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		200	200	200	200	200	200	200	200	200	200
Installation fee for business telephone service		200	200	200	200	200	200	200	200	200	200
Monthly subscription for residential telephone service		33	33	33	33	33	33	33	33	33	33
Monthly subscription for business telephone service		117	117	117	117	117	117	117	117	117	117
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	-	-	-	-
3-minute local call to fixed telephone (off-peak rate)		-	-	-	-	-	-	-	-	-	-
Mobile-cellular prepaid connection charge		...	300 <sup>11</sup>	300 <sup>11</sup>	300 <sup>11</sup>	300 <sup>11</sup>	200 <sup>11</sup>	...	50	50	50
Mobile-cellular prepaid-1-min call (peak, on-net)		0.45	0.72	0.72	0.72	0.55	0.45	...	0.55	0.55	0.55
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.30	0.72	0.72	0.72	0.55	0.45	...	0.55	0.45	0.45
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.55	0.55	0.55
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.55	0.55	0.55
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	199	199	199
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	200	200 <sup>12</sup>	200
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'547	1'720	2'026	2'346	2'845	3'740	4'447	5'447	5'903	6'334
- Revenue from fixed-telephone services	10 <sup>6</sup>	857	861	965	1'155	1'339	1'577	1'319	1'525	1'755	1'841
- Revenue from mobile networks	10 <sup>6</sup>	421	561	660	814	1'062	1'609	3'128	3'922	4'151	4'494
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	191	259	375	515	749	843	648	1'395	1'260	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	149	115	277	337	577	605	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	15	38	15	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	142	142	335	411	296	780	640	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	90.30	...	94.90
Households with a fixed line telephone	%	...	...	...	...	...	...	...	83.00	...	85.40
Households with a mobile telephone	%	...	...	...	...	...	...	...	97.87	...	98.50
Households with a computer	%	...	...	...	...	...	...	...	71.00	80.00	89.60
Households with Internet access at home	%	...	...	...	...	...	...	...	63.00	73.00	84.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	97.60	...	98.57
Computer users	%	...	...	...	...	...	...	...	70.24	...	84.57
Internet users	%	6.17	10.23	19.24	20.70	24.73	28.97	37.00	67.50	...	81.60
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		47'795	27'370	23'400	16'649	14'810	...	...	...	...	...
Leased-line subscriptions		104	146	...	...	...	...	3'778	4'303	4'506	2'730
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	22'100	22'011	21'925	21'845	21'772	21'705	21'645	21'590	21'537	21'486
Households	10 <sup>3</sup>	7'392	7'320	7'320	7'320	7'320	7'332	7'267	7'235	7'206	7'177
Gross domestic product (GDP)	10 <sup>9</sup>	1'167'687	1'512'617	1'975'650	2'464'690	289	345	416	515	498	514
Average annual exchange rate per US\$		29'060.80	33'055.40	33'200.10	32'636.60	2.91	2.81	2.44	2.52	3.05	3.18
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	4'116	4'215	4'332	4'388	4'383	4'198	4'416	4'750	4'730	4'500
Fixed-telephone subscriptions per 100 inhabitants		18.62	19.15	19.76	20.09	20.13	19.34	20.40	22.00	21.96	20.94
- Residential fixed-telephone subscriptions	%	89.75	90.21	89.98	89.70	88.20	86.80	83.00	83.00	82.00	82.00
- Fixed-telephone subscriptions in urban areas	%	83.38	77.60	77.15	74.30	76.10	75.40	77.00	80.00	79.00	78.00
ISDN subscriptions	10 <sup>3</sup>	3	11	13	...	19	17	18	19	17	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	2	10	12	17	17	14	14	15	13	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	1	1	1	2	2	3	4	4	4	...
ISDN voice-channel equivalents	10 <sup>3</sup>	20 <sup>1</sup>	54	66	87	105	120	134	156 <sup>1</sup>	150 <sup>1</sup>	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	1'177	1'470	1'650	1'580
Localities with telephone service	%	...	...	...	...	...	...	...	...	99.99 <sup>2</sup>	99.99 <sup>2</sup>
Public payphones	10 <sup>3</sup>	47	51	52	52	45	45	43	35	31	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	3'845	5'111	7'040	10'215	13'354	15'991 <sup>3</sup>	20'400 <sup>3</sup>	24'470 <sup>3</sup>	25'380 <sup>3</sup>	24'640 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		17.40	23.22	32.11	46.76	61.34	73.67	94.25	113.34	117.84	114.68
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	2'174	3'130	4'327	6'524	8'579	10'093 <sup>3</sup>	13'000 <sup>3</sup>	14'820 <sup>3</sup>	15'620 <sup>3</sup>	14'950 <sup>3</sup>
Mobile population coverage	%	98.00	98.00	98.00	...	...	97.00	99.00	99.50	99.50	99.90
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	790	1'525	2'531	4'030
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	1'237	2'055	3'100
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	288	476	930
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	366	645	928	790	1'430	2'122	2'490	2'800	3'000
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	6	16	196	104	377	1'090	1'920	2'490	2'790	2'980
Fixed (wired)-broadband subscriptions per 100 inhab.		0.03	0.07	0.89	0.48	1.73	5.02	8.87	11.53	12.95	13.87
- Cable modem Internet subscriptions	10 <sup>3</sup>	1	...	5	84	249	390	440	470	480	430
- DSL Internet subscriptions	10 <sup>3</sup>	...	3	4	2	7	100	360	660	780	880
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	80	90	100	90
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	187	296	121	597	1'030 <sup>11</sup>	1'270 <sup>11</sup>	1'430 <sup>11</sup>	1'580 <sup>11</sup>
International Internet bandwidth, in Mbit/s		1'418	1'947	2'478	4'033	13'477	32'500	115'000	209'000	371'000	441'000
International Internet bandwidth (bps) per Internet user		1'414	1'344	1'270	1'231	2'879	6'072	18'774	29'860	47'066	51'402
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		29.46	23.00	14.90	10.35	13.63	17.10	16.00	...	...	...
Fixed-telephone faults cleared by next working day	%	...	11.45	...	95.00	95.00	95.00	95.00	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	7'162	7'069	6'626	7'052	6'188	5'657
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	1'556	4'388	6'391	9'168	14'066	20'113	30'109	41'808	51'492
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	814	818	793	781	964	1'134	1'354	1'064	1'142
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	249	337	428	512	687	1'045	1'300	1'689
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	416	565	692	775	827	851
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	180	212	184	250	246	318	339	347	301	336
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	51	117	168	...	353	428	526	515
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	1'680	1'750	1'806	1'982	2'187	2'227	2'265
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	710	859	...	966	883	641	533	667	806	709
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	532	714	867	...	1'449	1'520	1'421	1'556
SMS sent	10 <sup>6</sup>	...	215	439	931	1'647	2'253	3'155	4'306	7'442	7'923
MMS sent	10 <sup>6</sup>	...	...	-	4	17	25	29	13	12	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'000 <sup>12</sup>	2'100 <sup>12</sup>	1'700 <sup>12</sup>	1'800 <sup>12</sup>
<b>STAFF</b>											
Full-time telecommunication employees		43'819	36'934	43'188	...	41'386	43'283	44'000	39'000	36'000	33'000
- of which: female		20'761	16'712	16'156	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	345'100 <sup>13</sup>	381'648 <sup>13</sup>	364'768 <sup>13</sup>	116 <sup>13</sup>	...	97 <sup>13</sup>	...	-	-
Installation fee for business telephone service		...	345'100 <sup>13</sup>	381'648 <sup>13</sup>	364'768 <sup>13</sup>	116 <sup>13</sup>	...	97 <sup>13</sup>	...	-	-
Monthly subscription for residential telephone service		...	178'500 <sup>13</sup>	147'277 <sup>13</sup>	178'736 <sup>13</sup>	58 <sup>13</sup>	21 <sup>13</sup>	27 <sup>13</sup>	29	34	36
Monthly subscription for business telephone service		...	178'500 <sup>13</sup>	240'243 <sup>13</sup>	218'861 <sup>13</sup>	95 <sup>13</sup>	21 <sup>13</sup>	39 <sup>13</sup>	42	50	52
3-minute local call to fixed telephone (peak rate)		...	3'689.00 <sup>13</sup>	4'086.00 <sup>13</sup>	3'173.00 <sup>13</sup>	1.05 <sup>13</sup>	...	0.59 <sup>13</sup>	0.25	0.29	0.42
3-minute local call to fixed telephone (off-peak rate)		...	738.00 <sup>13</sup>	817.00 <sup>13</sup>	1'094.00 <sup>13</sup>	0.35 <sup>13</sup>	0.43 <sup>13</sup>	0.52 <sup>13</sup>	0.11	0.13	-
Mobile-cellular prepaid connection charge		...	-	-	-	-	59	...	-	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		...	11'569.33	13'038.00	12'957.60	0.63	2.61	...	0.67	0.71	0.71
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	4'958.00	6'519.00	6'527.00	0.63	2.68	...	0.67	0.71	0.71
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.95	1.01	1.05
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.95	1.01	1.05
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	30	73	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	18	21	15
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2.048 <sup>21</sup>	2.050 <sup>22</sup>	2.050 <sup>22</sup>
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>9</sup>	...	57'097	73'800	98'315	11	13	14	17	16	15
- Revenue from fixed-telephone services	10 <sup>9</sup>	...	24'585	28'400	30'912	3	3	2	2	2	2
- Revenue from mobile networks	10 <sup>9</sup>	...	22'508	33'000	44'997	5	7	6	8	8	7
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	9'973'482	...	24'083'000	2'525	2'794	3'040	3'690	2'760	2'400
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	350	180	100	100
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	120	490	550	360
- Annual investment in mobile communication services	10 <sup>6</sup>	...	3'591'430	...	9'412'201	1'800	...	1'860	2'210	1'360	1'080
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	93.70	...	97.00	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	52.04	...	...	...	...
Households with a mobile telephone	%	...	...	...	31.50	...	58.00	...	...	...	...
Households with a computer	%	4.30	6.00	11.60	12.20	24.69	26.00	34.00	37.83	45.66	47.89
Households with Internet access at home	%	4.00	3.90	5.00	5.58	9.75	14.25	22.25	30.36	37.95	42.20
Mobile cellular telephone users	%	...	...	...	...	...	55.98	67.04	75.10	...	...
Computer users	%	...	...	...	18.00	...	33.00	38.47	38.27	43.51	45.75
Internet users	%	4.54	6.58	8.90	15.00	21.50	24.66	28.30	32.42	36.60	39.93
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	2'700	3'300	2'737	3'112	3'636	3'787	3'540	3'490	3'410	3'320
Leased-line subscriptions	10 <sup>3</sup>	2	...	...	...	...	...	20	18	16	14
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	200	204	...	...	150	613	1'700	2'150	2'330	2'380



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	146'162	145'520	144'880	144'307	143'843	143'510	143'295	143'163	143'064	142'958
Households	10 <sup>3</sup>	52'400	52'000	51'603	51'209	53'051	52'814	52'596	52'557	52'363	52'175
Gross domestic product (GDP)	10 <sup>9</sup>	8'984	10'780	13'282	17'123	21'736	26'934	33'248	41'277	38'786	44'939
Average annual exchange rate per US\$		29.17	31.35	30.69	28.81	28.28	27.19	25.58	24.85	31.74	30.37
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	33'278	35'500	36'100	38'500 <sup>1</sup>	40'100 <sup>1</sup>	43'900	45'218	45'539	45'380	44'916
Fixed-telephone subscriptions per 100 inhabitants		22.77	24.40	24.92	26.68	27.88	30.59	31.56	31.81	31.72	31.42
- Residential fixed-telephone subscriptions	%	78.31	78.36	75.50	78.16	77.91	65.40	74.80	74.50	74.30	73.90
- Fixed-telephone subscriptions in urban areas	%	88.20	88.20	88.30	87.94	87.89	87.90	88.10	88.10	88.10	88.20
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	89.90	90.30	90.10
Public payphones	10 <sup>3</sup>	189	186	...	167	151	...	151	209	195	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	7'750	17'609	36'135	73'722	120'000	150'674 <sup>2</sup>	171'200	199'522	230'500	237'689
Mobile-cellular subscriptions per 100 inhabitants		5.30	12.10	24.94	51.09	83.42	104.99	119.47	139.37	161.12	166.26
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	105'000 <sup>2</sup>	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	95.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	1'027	1'890	7'612	13'334	19'056	24'778	...	...	59'700	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	11	343	675	1'589	2'900	4'900	9'280	12'900	15'700
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.01	0.24	0.47	1.10	2.02	3.42	6.48	9.02	10.98
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	-	...	...	1'152	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	-	-	...	125	437	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	550	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		3'909	5'316	6'604	14'365	14'365	47'868	81'370	200'000	300'000	1'891'840 <sup>3</sup>
International Internet bandwidth (bps) per Internet user		908	885	549	774	656	1'851	2'303	5'207	7'231	30'776
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	7.98	7.10	...	20.90	5.99	5.57	4.72
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	94.70	93.73	95.20	95.20
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	5'779	5'395	4'799	4'503
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	256'421	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	14'268	16'271	15'880	15'465
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	25'619	28'212	16'251	17'825
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'082	1'219	1'290	1'258	1'171	...	...	1'705	1'567	1'204
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	869	1'005	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	404'681	385'890	364'600	...	...	394'905	364'430	344'709
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	6'000	...	...	7'200	...	...	7'200	5'800	4'350
Installation fee for business telephone service		...	10'800	...	...	10'800	...	...	10'800	8'640	6'480
Monthly subscription for residential telephone service		...	110	...	...	200	...	255	125	135	155
Monthly subscription for business telephone service		...	...	...	...	210	...	...	...	...	175
3-minute local call to fixed telephone (peak rate)		...	...	...	...	0.51	...	0.84	0.84	0.90	1.08
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	0.84	0.84	0.90	1.08
Mobile-cellular prepaid connection charge		...	...	...	...	...	262	...	...	...	280
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	3.96	3.96	4.24	8.16	...	3.00	1.50	1.92
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	3.13	3.13	2.05	8.16	...	3.00	1.50	1.92
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	5.90	4.00	1.92
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	5.90	4.00	1.92
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	400	999	500
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	333	399	299
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	2.700	4.100	1.800
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	1.0	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	399	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	202'900	...	367'000	505'900	627'816	788'539	967'628	1'136'409	1'180'413	1'255'223
- Revenue from fixed-telephone services	10 <sup>6</sup>	75'842	...	147'591	169'244	339'360	372'517	247'456	263'117	258'264	267'476
- Revenue from mobile networks	10 <sup>6</sup>	...	92'477	140'200	221'800	282'900	373'143 <sup>2</sup>	456'096	545'116	554'600	593'700
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	21'364	31'737	...	...	...	...	310'400	234'157	147'893	192'066
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	34'913	11'109	17'291
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	103'632	58'429	60'946
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	91.80	93.10	93.90
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	99.00	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	72.30	71.70	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	87.10	90.20	...
Households with a computer	%	...	...	...	...	...	...	35.00	43.00	49.00	50.00
Households with Internet access at home	%	...	...	...	...	...	...	25.00	29.00	36.00	42.07
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	40.00	...
Internet users	%	2.94	4.13	8.30	12.86	15.23	18.02	24.66	26.83	29.00	43.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	6'302	6'396	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	550	1'624	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'457	8'696	8'858	9'010	9'202	9'441	9'711	10'004	10'311	10'624
Households	10 <sup>3</sup>	2'271	2'335	2'400	2'467	2'536	2'564	2'720	2'790	2'869	2'949
Gross domestic product (GDP)	10 <sup>6</sup>	742'000	797'000	993'000	1'206'000	1'440'000	1'716'000	2'049'000	2'565'000	2'964'072	3'252'912
Average annual exchange rate per US\$		442.99	475.37	537.66	577.45	557.82	551.71	546.96	546.85	568.28	583.13
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		21'500	25'105	25'565	22'972	23'601	23'362	23'123	16'770	33'451	39'664
Fixed-telephone subscriptions per 100 inhabitants		0.25	0.29	0.29	0.25	0.26	0.25	0.24	0.17	0.32	0.37
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	84.00	...	93.00	98.00	93.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	72.00	80.00	99.00
ISDN subscriptions		250	...	...	...	...	142	...	-	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	-	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	-	...	...
ISDN voice-channel equivalents		500	...	...	...	...	...	...	-	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		2'000	3'000	4'000	5'390	6'611	8'000	9'023	9'467	9'674	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	65	82	131	137	223	314	635	1'323	2'429	3'549
Mobile-cellular subscriptions per 100 inhabitants		0.77	0.95	1.48	1.52	2.42	3.33	6.54	13.22	23.56	33.40
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	79	94	134	...	311	605	1'309	2'422	3'541
Mobile population coverage	%	...	50.00	...	70.00	75.00	80.00	90.00	92.00	96.00	96.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'482	2'047	2'504	2'875	2'949	4'260	5'578	8'461	12'405 <sup>1</sup>	16'731 <sup>2</sup>
Fixed (wired)-broadband subscriptions		-	-	-	1'148	1'180	1'704	2'543 <sup>3</sup>	1'120	2'214	2'640
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.01	0.01	0.02	0.03	0.01	0.02	0.02
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	...	...	...	...	740	791	1'078	967
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	374
International Internet bandwidth, in Mbit/s		-	10	10	45	54	70	156	267	351	1'643
International Internet bandwidth (bps) per Internet user		6	403	316	1'159	1'055	...	759	593	442	1'190
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	18.15	...	3.13	0.91	0.04	0.04
Fixed-telephone faults cleared by next working day	%	...	...	...	...	75.00	76.00	95.00	98.00	98.00	98.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	23	...	...	...	7	7
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	90	542	1'157	2'150
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	26	...	8	6	12	4
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	-	13	1	-
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	9	10	78	31	45	64
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	5	...	...	2	3	...	2	...	-	1
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	31	44	62
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	29	31	87	65	75	97
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	8	...	...	...	-	-
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	65	75	97
SMS sent	10 <sup>6</sup>	...	...	...	...	23	31	17	38	245	345
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		350	...	...	...	530	565	633	686	761	922
- of which: female		...	...	...	...	178	151	...	148	220	250
<b>TARIFFS</b>											
Installation fee for residential telephone service		14'800	14'800	14'800	14'800	30'000	30'000	30'000	30'000	30'000	30'000
Installation fee for business telephone service		14'800	14'800	14'800	14'800	30'000	30'000	30'000	...	...	...
Monthly subscription for residential telephone service		1'000	1'000	1'000	1'000	1'000	1'000	1'000	1'000	1'180	1'180
Monthly subscription for business telephone service		1'000	1'000	1'000	1'000	1'000	1'000	1'000	...	...	...
3-minute local call to fixed telephone (peak rate)		42.00	42.00	42.00	42.00	99.00	99.00	99.00	99.00	114.00	216.00
3-minute local call to fixed telephone (off-peak rate)		42.00	42.00	42.00	42.00	99.00	99.00	99.00	99.00	114.00	180.00
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		196.67	196.67	88.00	97.00	147.00	147.00	...	100.00	85.00	90.00
Mobile-cellular prepaid-1 min call (off-peak, on-net)		58.33	58.33	67.00	74.00	125.00	125.00	...	59.50	85.00	66.00
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	100.00	85.00	126.00
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	59.50	85.00	126.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	100'000	100'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	190'000 <sup>11</sup>	...	50'000	50'000	50'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	18'992	21'938	25'933	...	...	46'323 <sup>12</sup>	58'093	76'211	86'850	97'466
- Revenue from fixed-telephone services	10 <sup>6</sup>	7'752	8'437	10'599	...	8'088	4'483	1'742	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	11'241	13'502	15'334	21'428	23'102	34'700	47'312	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	9'954	10'521	9'204	81'717	99'033	105'866
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	5'395	9'189	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	12.00 <sup>13</sup>	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	2.30	2.40	...	3.30	...	...
Households with a fixed line telephone	%	1.10	...	...	0.80	0.80	...	...	1.10	...	...
Households with a mobile telephone	%	...	...	...	...	4.60	...	...	13.10	...	...
Households with a computer	%	...	...	...	...	...	...	...	0.33	...	0.48
Households with Internet access at home	%	...	...	...	...	...	...	...	0.10	...	0.13
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.24	0.29	0.36	0.43	0.56	...	2.12	4.50	7.70	13.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	216	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		143'430	145'761	148'038	150'311	152'622	154'970	157'361	159'852	162'515	165'397
Households		28'000	28'000	28'000	28'000	28'000	29'000	29'000	29'000	29'000	29'000
Gross domestic product (GDP)	10 <sup>6</sup>	421'000	454'416	...	...	...	1'536'170	1'952'512	2'755'943	3'493'209	3'967'953
Average annual exchange rate per US\$		8'842.11	9'088.32	9'347.58	9'902.32	10'558.00	12'445.40	13'536.80	14'695.20	16'208.50	18'498.60
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		5'441	6'366	6'970	7'050	7'112	7'593	7'654	7'643	7'611	7'657
Fixed-telephone subscriptions per 100 inhabitants		3.79	4.37	4.71	4.69	4.66	4.90	4.86	4.78	4.68	4.63
- Residential fixed-telephone subscriptions	%	66.30	68.50	...	68.00	68.00	70.00	71.00	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		56	136	...	98	108	112	118	...	...	...
- Basic access ISDN subscriptions		...	...	...	98	108	112	118	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	280	...	196	216	224	236	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		69	81	103	117	118	123	130	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	1'980	4'819	7'745	11'953	18'424	30'099	50'451	64'000	102'497
Mobile-cellular subscriptions per 100 inhabitants		-	1.36	3.26	5.15	7.83	11.89	19.13	31.56	39.38	61.97
- Mobile-cellular telephone subscriptions, prepaid		...	1'676	...	6'790	11'677	18'147	29'766	...	...	...
Mobile population coverage	%	...	...	...	...	8.30	12.50	19.50	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		562	821	1'100	693	765	2'178	2'526	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	125	308	...	...	582
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.08	0.20	...	...	0.35
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	125	308	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	2	2	2	2	4	8	...	...	32
International Internet bandwidth (bps) per Internet user		221	181	133	100	95	182	348	...	...	1'032
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	57.00	71.00	69.00	...	...	...
Fixed-telephone faults cleared by next working day	%	...	79.00 <sup>1</sup>	92.00 <sup>1</sup>	97.00 <sup>1</sup>	100.00 <sup>1</sup>	98.00 <sup>1</sup>	99.90 <sup>1</sup>	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	-	1	3	4	1	1	1	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	7	8	8	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	1	1	1	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	2	2	2	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1	1	1	2	1	2	1	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	6	6	6	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	4	4	4	5	...	2	1	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	2	3	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	-	-	-	1	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		97	95	93	89	87	86	81	...	...	...
- of which: female		18	20	...	...	19	17	17	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		400'000	400'000	...	...	...	...	400'000	420'000	420'000	420'000
Installation fee for business telephone service		400'000	400'000	...	...	...	...	400'000	...	420'000	420'000
Monthly subscription for residential telephone service		40'000	40'000	...	...	40'000	84'000	84'000	105'000	105'000	105'000
Monthly subscription for business telephone service		100'000 <sup>2</sup>	100'000 <sup>2</sup>	...	...	100'000 <sup>2</sup>	100'000 <sup>2</sup>	100'000 <sup>2</sup>	...	105'000	105'000
3-minute local call to fixed telephone (peak rate)		1'215.00 <sup>2</sup>	1'500.00 <sup>2</sup>	1'500.00 <sup>2</sup>	1'500.00 <sup>2</sup>	1'500.00 <sup>2</sup>	1'500.00 <sup>2</sup>	1'500.00 <sup>2</sup>	1'575.00 <sup>2</sup>	1'575.00	1'575.00
3-minute local call to fixed telephone (off-peak rate)		1'215.00 <sup>2</sup>	750.00 <sup>2</sup>	750.00 <sup>2</sup>	750.00 <sup>2</sup>	750.00 <sup>2</sup>	750.00 <sup>2</sup>	1'500.00 <sup>2</sup>	1'575.00 <sup>2</sup>	1'575.00	1'575.00
Mobile-cellular prepaid connection charge		...	500'000	...	...	500'000	500'000	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		...	...	...	...	...	2'520.00	...	2'400.00	2'520.00	2'520.00
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	...	...	...	2'520.00	...	2'400.00	2'520.00	2'520.00
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	2'400.00	2'520.00	2'520.00
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	2'400.00	2'520.00	2'520.00
Fixed (wired)-broadband connection charge		...	...	...	...	1'000	1'440'000	...	1'578'595	1'313'004	2'092'852
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	1'800'000	...	3'946'488	3'282'510	5'232'129
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	44'630	62'688	76'451	99'568	109'609	139'101	156'602	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	36'490	40'324	41'694	49'956	44'937	49'848	50'939	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	-	5'130	17'301	29'183	42'352	70'420	83'666	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	6'468	37'657	14'423	22'270	16'375	13'804	18'519	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	5'200	2'450	1'680	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	5'150	8'390	7'000	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	12.00	15.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	35.00	35.00	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	31.25	...	...	...	35.80	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	6.31	7.58	10.16	13.32	13.76	14.18	14.59	15.48	16.41	18.75
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		5	5	13	...	-	32	40	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	50	...	...	...	...	350	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		177'645	178'488	179'141	179'699	180'237	180'766	181'277	181'809	182'401	183'081
Households		23'059	23'100	23'200	23'300	23'400	23'400	24'423	25'000	25'000	25'000
Gross domestic product (GDP)	10 <sup>6</sup>	834	885	945	1'011	...	1'221	1'336	1'470	1'435	1'458
Average annual exchange rate per US\$		3.48	3.38	2.97	2.78	2.71	2.78	2.62	2.64	2.73	2.48
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		9'670	11'786	13'287	16'394	19'500	22'600	25'700	28'800	31'900	35'300
Fixed-telephone subscriptions per 100 inhabitants		5.44	6.60	7.42	9.12	10.82	12.50	14.18	15.84	17.49	19.28
- Residential fixed-telephone subscriptions	%	...	57.00	57.00	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	78.21	72.00	73.00	...	...	...	...	...	...	...
ISDN subscriptions		2	9	17	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	3	4	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	6	13	...	...	...	...	...	...	...
ISDN voice-channel equivalents		4	396	398	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		150	150	100	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		2'500	2'700	10'500	16'000	24'000	45'500	86'000 <sup>1</sup>	124'000	151'000	167'400
Mobile-cellular subscriptions per 100 inhabitants		1.41	1.51	5.86	8.90	13.32	25.17	47.44	68.20	82.78	91.43
- Mobile-cellular telephone subscriptions, prepaid		...	...	7'400	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'000	1'320	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	32	65	98	130	160	200	200
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.02	0.04	0.05	0.07	0.09	0.11	0.11
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	3 <sup>2</sup>	3	6	9	...	...	50	50	50
International Internet bandwidth (bps) per Internet user		751	749	598	1'086	1'489	...	...	5'466	4'569	3'901
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	20.00	36.00	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	13'746	7'298	7'430	7'430	7'430	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	12'908	19'030	19'709	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		185	252	251	...	...	...	...	...	...	...
- of which: female		...	97	98	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		60	60	60	60	60	60	...	53	53	61
Installation fee for business telephone service		85	85	85	85	85	85	...	...	76	...
Monthly subscription for residential telephone service		10	10	10	10	10	10	...	21	21	24
Monthly subscription for business telephone service		15	15	15	15	15	15	...	...	33	...
3-minute local call to fixed telephone (peak rate)		0.11	0.11	0.11	0.11	0.11	0.11	...	0.15	0.15	0.17
3-minute local call to fixed telephone (off-peak rate)		0.11	0.11	0.11	0.11	0.11	...	...	0.15	0.15	0.17
Mobile-cellular prepaid connection charge		...	...	29	19	19	49	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.30	0.30	0.80	0.80	...	...	...	0.70	0.70	0.70
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.25	0.25	...	...	...	0.25	0.25	0.25
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.70	0.70	0.70
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.25	0.25	0.25
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	90	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	149	149
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.512	0.510
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	0.2	1.5
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	400	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	35	39	45	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	12	10	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	62.00	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.69	2.24	2.80	3.08	3.35	4.47	4.75	5.03	6.00	7.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		27'543	28'251	29'013	29'722	30'301	30'721	31'007	31'198	31'359	31'534
Households		8'800	8'800	10'500	13'000	13'000	12'912	13'039	13'128	13'201	13'276
Gross domestic product (GDP)	10 <sup>6</sup>	929	935	1'018	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		20'501	20'601	20'689	20'754	20'849	21'000	21'080	21'300	21'500	21'700
Fixed-telephone subscriptions per 100 inhabitants		74.43	72.92	71.31	69.83	68.81	68.36	67.98	68.27	68.56	68.81
- Residential fixed-telephone subscriptions	%	66.50	66.50	66.50	66.50	66.50	66.50	66.50	70.00	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	100.00	100.00	100.00
ISDN subscriptions		3'162	...	5'050	8'678	8'795	8'835	8'815	7'000	...	...
- Basic access ISDN subscriptions		3'050	...	4'890	8'619	8'720	8'755	8'745	...	...	...
- Primary access ISDN subscriptions		112	...	160	59	75	80	80	...	...	...
ISDN voice-channel equivalents		9'460	...	9'740	19'008	19'105	19'107	19'102	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	100.00	100.00	100.00
Public payphones		460	458	440	425	426	310	260	210	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		15'854	16'759	16'900	17'085	17'150	17'390	17'500	24'000	24'000	24'000
Mobile-cellular subscriptions per 100 inhabitants		57.56	59.32	58.25	57.48	56.60	56.61	56.44	76.93	76.53	76.11
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	9'000	9'500	...
Mobile population coverage	%	...	...	...	...	...	...	...	98.00	98.00	98.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		3'250	3'410	3'502	5'353	5'500	5'750	5'890	6'500	...	...
Fixed (wired)-broadband subscriptions		...	...	600	1'076	1'220	1'480	1'599	4'900	10'000	10'100
Fixed (wired)-broadband subscriptions per 100 inhab.		...	...	2.07	3.62	4.03	4.82	5.16	15.71	31.89	32.03
- Cable modem Internet subscriptions		...	...	-	-	-	-	-	...	...	...
- DSL Internet subscriptions		...	...	600	1'076	1'105	1'201	1'282	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		4	4	155	155	155	155	155	8'000	10'000	10'000
International Internet bandwidth (bps) per Internet user		288	279	10'684	10'313	10'178	10'049	9'925	470'335	588'245	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	99.00	99.00	99.00	99.00	99.00	99.00	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	100'207	100'402	100'608	100'675	100'676	100'680	100'699	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	81'203	81'400	81'150	81'162	81'169	81'175	81'179	...	...	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		70	70	75	75	78	88	88	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		103	103	103	103	103	103	103	...	96	96
Installation fee for business telephone service		103	103	103	103	103	103	103	...	80	...
Monthly subscription for residential telephone service		6	6	6	15	15	15	15	...	16	16
Monthly subscription for business telephone service		9	9	9	20	20	20	20	...	22	...
3-minute local call to fixed telephone (peak rate)		0.07	0.07	0.07	0.06	0.06	0.06	0.06	...	0.06	0.06
3-minute local call to fixed telephone (off-peak rate)		0.07	0.07	0.07	0.03	0.03	0.03	0.03	...	0.04	0.06
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	-	10
Mobile-cellular prepaid-1 min call (peak, on-net)		...	...	...	...	...	...	...	...	...	0.12
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	0.12
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	...	...	0.12
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.12
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	17	17
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	7.000	7.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services		3'615'198	3'615'198	3'615'198	3'615'198	4'000'000	4'300'000	4'390'000	...	...	...
- Revenue from fixed-telephone services		...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks		...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services		...	...	2'327'671	2'272'410	2'000'000	2'000'000	2'000'000	...	...	...
- Annual investment in fixed-telephone services		...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services		...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services		...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	100.00	100.00	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	100.00	100.00	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	82.80	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	50.34	50.83	50.00	50.57	50.26	50.21	50.36	54.52	54.21	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		6	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		4'570	4'670	5'070	5'125	5'254	5'314	5'325	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	20'682	21'463	22'334	23'214	24'041	24'799	25'504	26'167	26'809	27'448
Households	10 <sup>3</sup>	3'518	3'611	3'706	3'804	3'905	4'005	3'932	4'021	4'104	4'188
Gross domestic product (GDP)	10 <sup>6</sup>	686'296	707'067	804'648	938'771	1'182'510	1'335'580	1'442'570	1'786'140	1'412'594	1'679'109
Average annual exchange rate per US\$		3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'233	3'417	3'503	3'695	3'844	3'951	3'996	4'100	4'171	4'166
Fixed-telephone subscriptions per 100 inhabitants		15.63	15.92	15.68	15.92	15.99	15.93	15.67	15.67	15.56	15.18
- Residential fixed-telephone subscriptions	%	64.00	65.00	...	76.00	76.00	74.50	73.20	72.60	71.85	75.23
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	53.00	54.00	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	...	-	-	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	40 <sup>1</sup>	73 <sup>1</sup>
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	57	60	39	38	35	28	22	26	28	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2'529	5'008	7'238	9'176	14'164	19'700	28'400	36'000	44'864	51'564
Mobile-cellular subscriptions per 100 inhabitants		12.23	23.33	32.41	39.53	58.92	79.44	111.35	137.58	167.35	187.86
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	-	2'159	3'813	4'885	9'547	15'073	23'601	30'500	38'767	45'313
Mobile population coverage	%	92.00	...	...	92.00	96.00	96.00	98.00	98.00	98.65	99.10
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	7'340	11'737
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	5'166	6'024	9'038 <sup>2</sup>
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'315	2'699
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	400	550	700	900	1'263	1'648	1'722	1'832	1'882	1'898
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	14	35	46	69	68	218	623	1'048	1'343	1'497
Fixed (wired)-broadband subscriptions per 100 inhab.		0.07	0.16	0.21	0.30	0.28	0.88	2.44	4.01	5.01	5.45
- Cable modem Internet subscriptions	10 <sup>3</sup>	-	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions	10 <sup>3</sup>	1	2	8	20	52	194	595	1'000	1'301	1'494
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	-	-	-	...	3
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	1	...	...	...
International Internet bandwidth, in Mbit/s		340	340	390	750	1'200	3'345	12'325	20'000	35'000	317'944
International Internet bandwidth (bps) per Internet user		351	248	218	316	393	693	1'611	2'123	3'436	28'252
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		2.00	1.70	...	...	...	...	...	...	1.33	1.55
Fixed-telephone faults cleared by next working day	%	...	...	85.00	85.00	...	...	...	84.60	89.80	90.20
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	338	...	899	1'314	2'648	29'803	34'974	35'409	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'517	1'916	2'324	2'558	3'349	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	705	815	1'045	1'356	1'639	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	2'069	3'230	5'910	6'981	5'507	7'007 <sup>3</sup>	6'343	10'337
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		23'483	21'349	21'243	20'314	22'479	25'298	25'175	24'789	24'261	23'406
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		500	300	300	300	300	300	300	300	300	300
Installation fee for business telephone service		500	300	300	300	300	300	300	300	300	300
Monthly subscription for residential telephone service		30	30	30	30	30	30	30	30	30	30
Monthly subscription for business telephone service		30	30	30	30	30	30	30	30	30	30
3-minute local call to fixed telephone (peak rate)		0.13	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15
3-minute local call to fixed telephone (off-peak rate)		0.05	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15
Mobile-cellular prepaid connection charge		...	200	200	200	200	100	...	...	...	25
Mobile-cellular prepaid-1-min call (peak, on-net)		0.95	1.50	0.42	0.40	0.40	0.55	...	0.65	0.55	0.55
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.50	1.20	0.38	0.40	0.40	0.55	...	0.65	0.55	0.55
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.85	0.55	0.55
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.85	0.55	0.55
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	300	300	300
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	149	100	100
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	19'781	23'547	27'292	30'499	34'220	41'000	43'000	48'018	52'500	61'000
- Revenue from fixed-telephone services	10 <sup>6</sup>	11'792	10'607	9'548	9'587	9'000	10'000	9'000	4'603	4'546	...
- Revenue from mobile networks	10 <sup>6</sup>	7'990	12'940	17'521	20'683	25'213	30'187	34'000	37'561	39'100	45'110
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	5'230	5'780	4'673	3'750	7'366	31'220	32'892	10'305	9'605	9'805
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	3'087	6'287
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	293	1'123	2'885	6'518	3'518
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	47.79	...	57.30
Households with Internet access at home	%	...	...	...	...	...	...	...	41.48	...	54.38
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	4.68	6.38	8.00	10.23	12.71	19.46	30.00	36.00	38.00	41.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	6'000	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	32'582	37'582	49'000	15'798	24'176	23'234	32'000	43'000	44'000
Direct-to-home (DTH) satellite antenna subscriptions		2'060'900	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	9'759	10'023	10'298	10'581	10'872	11'170	11'475	11'787	12'107	12'434
Households	10 <sup>3</sup>	1'126	1'157	1'189	1'222	1'256	1'326	1'375	1'409	1'446	1'484
Gross domestic product (GDP)	10 <sup>6</sup>	3'571'000	3'720'000	3'987'000	4'243'000	4'594'000	4'894'000	5'408'296	5'950'108	6'023'160	6'359'666
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		237'160	224'623	228'844	244'948	266'612	282'573	269'088	237'752	278'788	341'857
Fixed-telephone subscriptions per 100 inhabitants		2.43	2.24	2.22	2.31	2.45	2.53	2.35	2.02	2.30	2.75
- Residential fixed-telephone subscriptions	%	69.53	...	...	70.00	69.00	69.00	69.10	70.00	74.00	78.00
- Fixed-telephone subscriptions in urban areas	%	97.20	...	...	...	...	...	...	...	...	...
ISDN subscriptions		1'708	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		1'549	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		159	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		7'868	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		15'727 <sup>1</sup>	16'000 <sup>1</sup>	17'840 <sup>1</sup>	20'500 <sup>1</sup>	24'500 <sup>1</sup>	24'000 <sup>1</sup>	17'765 <sup>1</sup>	6'709	4'067	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	302	553	782	1'121	1'730	2'983	3'631	5'389	6'901	8'344
Mobile-cellular subscriptions per 100 inhabitants		3.09	5.52	7.60	10.60	15.91	26.70	31.64	45.72	57.00	67.11
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	281	532	759	1'099	1'700	2'951	3'597	5'351	6'850	8'288
Mobile population coverage	%	...	...	85.00	85.00	85.00	83.00	85.00	86.00	87.00	90.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		7'421 <sup>2</sup>	9'587 <sup>2</sup>	15'275 <sup>2</sup>	19'361 <sup>2</sup>	20'777 <sup>2</sup>	30'360 <sup>2</sup>	39'113 <sup>2</sup>	48'110 <sup>2</sup>	59'745	78'647
Fixed (wired)-broadband subscriptions		-	1'200	2'383	7'665	18'028	28'926	38'132	47'358	58'720	78'647
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.01	0.02	0.07	0.17	0.26	0.33	0.40	0.49	0.63
- Cable modem Internet subscriptions		-	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions		-	1'200	2'383	7'665	18'028	28'926	38'132	47'358	56'432	77'539
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		48	79	310	465	775	1'240	1'705	2'900	4'660	4'800
International Internet bandwidth (bps) per Internet user		500	783	1'432	1'002	1'489	1'978	1'930	2'321	2'655	2'413
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	17.28	...	1.50	2.50	2.30	2.00	1.00	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	94.08	96.18	76.30	85.00	90.00	91.00	92.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	909	...	...	...	610	587	343	235	191	180
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	290	374	654	885	1'429	2'414	3'437	4'868	6'995
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	222	260	334	405	431	342	260	239	235
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	49	61	63	172	99	158	81	65
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	160	207	232	286	303	334
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	70	71	76	84	98	103	71	47	36	39
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	62	104	161	239	267	295
International incoming total telephone (minutes)	10 <sup>6</sup>	...	344	552	826	713	772	973	1'099	1'012	1'075
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	157	282	409	540	306	306	256	191	141	113
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	62	143	286	328	466	717	908	871	962
SMS sent	10 <sup>6</sup>	...	...	...	23	...	...	432	694	813	1'218
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'557	1'586	1'647	1'761	1'815	1'920	2'098	1'804	2'187	2'341
- of which: female		366	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		23'400	43'010	43'010	23'400	23'400	23'400	10'000	10'000	23'010	23'010 <sup>3</sup>
Installation fee for business telephone service		23'400	71'010	71'010	71'010	23'400	23'400	10'000	10'000	23'010	23'010 <sup>3</sup>
Monthly subscription for residential telephone service		2'415	2'415	2'415	2'415	2'415	2'415	2'415	4'500	2'415	2'415 <sup>3</sup>
Monthly subscription for business telephone service		3'135	2'415	2'415	3'135	3'135	3'135	...	...	...	3'135
3-minute local call to fixed telephone (peak rate)		75.00	118.00	118.00	118.00	118.00	118.00	99.00	99.00	120.00	120.00
3-minute local call to fixed telephone (off-peak rate)		37.50	59.00	59.00	59.00	59.00	59.00	99.00	99.00	60.00	60.00 <sup>3</sup>
Mobile-cellular prepaid connection charge		...	...	15'200	3'000	2'500	2'500	...	...	...	2'000
Mobile-cellular prepaid-1-min call (peak, on-net)		133.00	133.00	142.00	150.00	150.00	100.00	...	90.00	85.00	85.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		76.00	76.00	83.00	100.00	100.00	80.00	...	50.00	85.00	85.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	90.00	85.00	85.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	90.00	85.00	85.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	39'000	19'000	25'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	18'000	18'000	18'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.512	0.512	1.024
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	158'964	176'871	233'000	290'000	358'000	439'000	529'000	598'000	607'000	635'000
- Revenue from fixed-telephone services	10 <sup>6</sup>	125'453	130'352	...	175'000	200'000	237'000	247'000	262'000	280'000	289'000
- Revenue from mobile networks	10 <sup>6</sup>	33'671	46'782	76'000	110'000	158'000	202'000	282'000	336'000	327'000	346'000
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	48'629	75'700	...	50'000	79'000	96'000	99'000	119'000	125'000	162'000
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	26'000	30'000	24'000	24'000	18'000	24'000
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	13'828	...	...	53'000	66'000	75'000	95'000	107'000	138'000
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	26.65	29.52	32.69	36.21	40.10	43.10	47.30	51.90	57.00	...
Households with a fixed line telephone	%	...	...	...	...	...	17.00	...	...	14.50	...
Households with a mobile telephone	%	...	...	...	...	...	56.20	...	...	85.70	...
Households with a computer	%	...	...	...	...	...	3.66	4.10	4.60	5.10	5.69
Households with Internet access at home	%	...	...	...	...	...	...	0.90	1.90	4.00	4.50
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	64.43 <sup>11</sup>	...
Computer users	%	...	...	...	...	...	...	...	...	29.94 <sup>11</sup>	...
Internet users	%	0.98	1.01	2.10	4.39	4.79	5.61	7.70	10.60	14.50 <sup>12</sup>	16.00 <sup>12</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		500	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	226	229	258	293	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		2'000	...	10'000	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	10'077	10'013	9'950	9'896	7'675 <sup>1</sup>	7'654	7'651	7'659	7'669	7'675
Households	10 <sup>3</sup>	...	...	...	2'411	2'414	2'417	2'420	2'422	2'425	2'426
Gross domestic product (GDP)	10 <sup>6</sup>	762'178	972'580	1'125'840	1'380'710	1'683'480	1'962'070	2'276'886	2'661'387	2'713'206	2'986'600
Average annual exchange rate per US\$		...	...	...	58.38	66.71	67.15	58.45	55.72	67.58	77.73
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	...	...	...	2'685	2'527	2'719	2'993	3'085	3'106	3'110
Fixed-telephone subscriptions per 100 inhabitants		...	...	...	27.14	32.93	35.53	39.13	40.28	40.50	40.52
- Residential fixed-telephone subscriptions	%	...	...	...	87.30	88.62	88.90	86.00	86.34	86.05	87.51
- Fixed-telephone subscriptions in urban areas	%	...	...	...	80.10	85.00	86.87	93.00	93.66	94.00	62.90 <sup>2</sup>
ISDN subscriptions	10 <sup>3</sup>	...	...	...	32	45	68	79	84	87	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	31	44	66	77	81	84	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	1	2	2	2	2	3	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	95	133	187	218 <sup>3</sup>	238 <sup>3</sup>	244	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	73	80
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	...	...	...	13	13	14	11	11	10	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	...	...	...	4'730	5'511	6'644	8'453	9'619	9'912	9'915
Mobile-cellular subscriptions per 100 inhabitants		...	...	...	47.80	71.80	86.80	110.48	125.59	129.25	129.19
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	3'985	4'805	5'563	6'763	6'763	6'657	6'932
Mobile population coverage	%	...	...	...	95.10	95.50	97.00	92.00	93.23	93.70	96.95
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'423
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'292
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	131
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	...	...	600	757	1'005	1'012	850	843	918
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	33	122	326	457	591	858
Fixed (wired)-broadband subscriptions per 100 inhab.		...	...	...	...	0.44	1.59	4.26	5.97	7.70	11.18
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	...	...	24	55	87	139	188	260
- DSL Internet subscriptions	10 <sup>3</sup>	...	...	...	...	10	26	200	268	351	537
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	41	39	50	51	60
International Internet bandwidth, in Mbit/s	...	...	...	...	706	1'719	8'644	21'122	33'122	92'669	147'574
International Internet bandwidth (bps) per Internet user	...	...	...	...	304	852	4'152	8'328	12'148	31'715	47'011
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	25.00	...	52.36	48.71	31.19	25.00	33.00
Fixed-telephone faults cleared by next working day	%	...	...	...	...	75.00	34.82	75.00	61.44	63.17	67.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	10'673	13'464	10'323	7'380
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	643	1'824	2'594	3'772	5'731	8'051	8'722
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	1'560	1'618	1'280	1'238	1'303	1'144	701
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	93	...	267	296	...	301	357
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	392 <sup>3</sup>	...	459	...	557 <sup>3</sup>	420	316
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	375	374	368	323	303	269	198
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	17	...	91	...	254	152	118
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	710 <sup>3</sup>	...	1'053	...	1'073 <sup>3</sup>	1'065	1'029
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	620	759	835	736	739	729	715
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	91	...	218	...	334	335	314
SMS sent	10 <sup>6</sup>	...	...	...	990	2'093	3'208	4'480	7'891	9'290	9'704
MMS sent	10 <sup>6</sup>	...	...	...	8	12	9	17	17	33	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	3	11
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	12'253	...	12'054	14'542	14'576	14'744	15'050
- of which: female		...	...	...	3'982	...	7'971	4'517	5'165	4'997	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	6'000	5'900	5'900	4'800	5'000	5'000	5'000
Installation fee for business telephone service		...	...	...	12'000	11'800	11'800	10'000	10'000	10'000	10'000
Monthly subscription for residential telephone service		...	...	...	48	47	88	75	230	165	388
Monthly subscription for business telephone service		...	...	...	46	45	88	75	...	195	388
3-minute local call to fixed telephone (peak rate)		...	...	...	0.55	0.54	1.08	0.88	1.21	1.22	1.21
3-minute local call to fixed telephone (off-peak rate)		...	...	...	0.28	0.27	0.54	0.44	0.30	0.56	0.61
Mobile-cellular prepaid connection charge		...	...	...	775	990	890	...	...	...	200
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	10.17	...	3.42	7.55	7.55
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	10.17	...	3.42	7.55	7.55
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	7.67	7.55	7.55
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	7.67	7.55	7.55
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	1	1
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	1'652	1'208	1'179
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.510	0.260	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	41'436	78'454	65'626	117'289	146'612	140'989	151'066
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	30'605	31'624	33'941	33'129	41'525	34'913	43'615
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	9'663	32'720	30'819	67'169	92'242	78'719	79'598
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	21'662	...	15'010	36'633	45'792	26'992	27'728
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	16'759	...	5'000	13'272	9'169	4'828	7'790
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	1'748
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	16'799	24'159	13'994	14'455
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	0.30	...	...	...	...	41.20	44.20
Population with access to a PIAC	%	...	...	...	33.00	...	...	...	...	42.40	62.90
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	95.70	97.80	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	71.20	73.60	...	...	...
Households with a computer	%	...	...	...	...	...	26.50	34.00	39.90	46.80	50.85
Households with Internet access at home	%	...	...	...	...	...	18.50	26.27	33.20	36.66	40.23
Mobile cellular telephone users	%	...	...	...	...	...	70.00	76.79	...	...	...
Computer users	%	...	...	...	...	...	37.30	43.80	...	52.03	...
Internet users	%	...	...	...	23.50	26.30	27.20	33.15	35.60	38.10	40.90
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	541'856	...	...	874'883	1'039'460
Leased-line subscriptions		...	...	...	...	...	823	...	...	1'317	3'870
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	175'000	...	...	203'613	207'732

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		79'634	80'640	81'660	82'631	83'513	84'291	84'975	85'568	86'079	86'518
Households		20'200	20'933	22'000	23'000	24'000	24'000	26'000	25'000	25'000	25'000
Gross domestic product (GDP)	10 <sup>6</sup>	3'618	3'830	3'796	3'869	3'841	5'600	6'823	8'709	10'725	11'313
Average annual exchange rate per US\$		5.86	5.48	5.40	5.50	5.50	5.52	6.70	9.46	13.61	12.07
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		21'247	21'249	21'191	21'268	21'404	20'679	22'722 <sup>1</sup>	22'322 <sup>2</sup>	26'078 <sup>3</sup>	22'045
Fixed-telephone subscriptions per 100 inhabitants		26.68	26.35	25.95	25.74	25.63	24.53	26.74	26.09	30.30	25.48
- Residential fixed-telephone subscriptions	%	65.00	65.00	65.00	63.71	62.09	67.29	61.13	69.29	61.91	62.04
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		170	...	...	...	...	318	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	214	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	104	...	...	...	...
ISDN voice-channel equivalents		340	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	100.00	100.00	100.00	100.00	...
Public payphones		287	208	177	165	166	201	199	193	236	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		36'683	44'731	49'229	54'369	58'806	70'340	77'278 <sup>11</sup>	93'476 <sup>12</sup>	110'668	117'587
Mobile-cellular subscriptions per 100 inhabitants		46.06	55.47	60.29	65.80	70.42	83.45	90.94	109.24	128.57	135.91
- Mobile-cellular telephone subscriptions, prepaid		20'000	25'627	30'094	35'511	39'576	52'455	58'435 <sup>11</sup>	71'752 <sup>12</sup>	81'753	90'215
Mobile population coverage	%	...	...	90.00	95.00	98.00	98.00	98.00	98.00	98.00	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	71 <sup>13</sup>	216 <sup>12</sup>	928	1'420
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		2'050	2'924	2'811	3'309	3'874	4'990	5'121 <sup>13</sup>	4'985 <sup>12</sup>	5'684	7'920
Fixed (wired)-broadband subscriptions		-	-	-	349	948	2'475	2'856 <sup>13</sup>	2'740 <sup>12</sup>	3'929	6'278
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.42	1.14	2.94	3.36	3.20	4.56	7.26
- Cable modem Internet subscriptions		...	...	...	...	...	1'328	1'817	1'223 <sup>12</sup>	1'957	3'057
- DSL Internet subscriptions		...	...	...	...	373	708	1'037	1'512 <sup>12</sup>	1'840	3'077
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	99	...	575	...	637	677	625	515
International Internet bandwidth, in Mbit/s		6	6	6	14	24	26	44	74	149	186
International Internet bandwidth (bps) per Internet user		684	520	504	698	1'107	883	1'349	2'153	...	5'229
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	6.00	...	...	6.00	4.00	5.00	5.00	...
Fixed-telephone faults cleared by next working day	%	...	...	90.00	...	90.00	90.00	95.00	95.00	95.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	4 <sup>13</sup>	9 <sup>12</sup>	10	10
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	8	16	17	11	9	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	7	9	12	6
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	40	55	67	8
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	-	1	-	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		356	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		299	495	524	524	524	524	524	524	655	557
Installation fee for business telephone service		299	495	524	524	524	524	524	...	655	557
Monthly subscription for residential telephone service		50	68	72	72	72	72	72	72	89	87
Monthly subscription for business telephone service		50	74	78	78	78	78	78	...	98	83
3-minute local call to fixed telephone (peak rate)	0.80	0.82	0.87	0.87	0.87	0.72	0.72	0.72	0.87	0.91	0.77
3-minute local call to fixed telephone (off-peak rate)	0.80	0.82	0.87	0.87	0.87	0.56	0.57	0.56	0.70	0.71	0.60
Mobile-cellular prepaid connection charge		...	199	50	50	50	...	...	...	50	25
Mobile-cellular prepaid-1-min call (peak, on-net)	0.95	...	3.99	4.22	2.99	2.99	...	...	3.20	4.17	4.07
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.95	...	1.50	2.11	1.50	1.50	...	...	0.99	1.95	1.27
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	...	3.20 <sup>21</sup>	4.17	4.07
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.99	1.95	1.27
Fixed (wired)-broadband connection charge		...	...	...	...	800	800	...	...	735	735
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	250	250	...	459	582	569 <sup>22</sup>
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	0.260	...	...	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	2.0	2.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	500 <sup>23</sup>	300 <sup>23</sup>
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	309	323	350	...	350	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	65	80	71	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	100.00	98.00	98.00	98.00	98.00	98.00	98.00	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	92.00	92.00	92.00	92.00	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	20.00	25.00	...	32.08
Households with Internet access at home	%	...	...	...	...	...	...	10.00	13.00	...	17.10
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	11.02	14.30	14.59	24.27	25.41	34.95	38.38	40.44	...	41.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	7'010	7'526	8'990	10'800 <sup>31</sup>
Leased-line subscriptions		...	...	...	...	...	5 <sup>32</sup>	2	5	132	144
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	146	149	146	174	...	208	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'304	4'506	4'730	4'952	5'153	5'327	5'478	5'612	5'739	5'868
Households	10 <sup>3</sup>	747	750	753	756	759	778	804	818	838	858
Gross domestic product (GDP)	10 <sup>6</sup>	2'328'950	2'751'690	3'348'770	3'831'380	4'295'670	4'217'364	4'966'517	5'825'550	6'330'281	7'597'211
Average annual exchange rate per US\$		1'986.15	2'099.03	2'347.94	2'701.30	2'889.59	2'961.91	2'985.19	2'980.65	3'385.65	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		22'745	24'000	25'300	26'500	27'800	29'000	30'300	31'500	32'800	14'000 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		0.53	0.53	0.53	0.54	0.54	0.54	0.55	0.56	0.57	0.24
- Residential fixed-telephone subscriptions	%	65.00	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	27	67	113	...	...	...	776	1'009	1'160	2'000 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		0.62	1.49	2.39	...	...	...	14.17	17.98	20.21	34.09
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	70.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		750	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		...	-	-	-	-	-	-	-	-	-
Fixed (wired)-broadband subscriptions per 100 inhab.		...	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	1	...	...	...	...	...	...	...	170
International Internet bandwidth (bps) per Internet user		74	64	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	8	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'191	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		98'000	98'000	...	...	...	...	...	...	...	19
Installation fee for business telephone service		98'000	98'000	...	...	...	...	...	...	...	19
Monthly subscription for residential telephone service		1'000	1'000	...	...	...	...	...	...	...	17
Monthly subscription for business telephone service		2'000	2'000	...	...	...	...	...	...	...	32
3-minute local call to fixed telephone (peak rate)		60.00	60.00	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		60.00	60.00	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	31'485 <sup>3</sup>	...	...	7'500	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	377.83	378.00	...	870.00	1'020.00	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	335.84	336.00	...	720.00	880.00	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	99'134	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.384	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	10.10	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	0.80	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	28.10	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.16	0.18	0.19	0.20	0.22	0.23	0.24	0.25	0.26	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		1'300	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'981	4'032	4'086	4'160	4'266	4'410	4'585	4'772	4'946	5'086
Households	10 <sup>3</sup>	984 <sup>1</sup>	1'001 <sup>1</sup>	1'014 <sup>1</sup>	1'027 <sup>1</sup>	1'049 <sup>1</sup>	1'068 <sup>1</sup>	1'082 <sup>1</sup>	1'095 <sup>1</sup>	1'124	1'148
Gross domestic product (GDP)	10 <sup>6</sup>	153'472	158'209	162'509	185'325	208'764	230'509	267'254	267'952	266'659	303'652
Average annual exchange rate per US\$		1.79	1.79	1.74	1.69	1.66	1.59	1.51	1.42	1.46	1.36
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'948	1'927	1'890	1'857	1'844	1'854	1'862	1'876	1'931	1'996
Fixed-telephone subscriptions per 100 inhabitants		48.92	47.80	46.24	44.64	43.23	42.03	40.61	39.31	39.04	39.24
- Residential fixed-telephone subscriptions	%	59.60	59.50	59.30	59.00	58.90	58.80	58.50	59.00	59.74	61.15
- Fixed-telephone subscriptions in urban areas	%	100.00	100.00	100.00	100.00	100.00 <sup>2</sup>	100.00 <sup>2</sup>	100.00 <sup>2</sup>	100.00 <sup>2</sup>	100.00 <sup>2</sup>	100.00 <sup>2</sup>
ISDN subscriptions	10 <sup>3</sup>	23	24 <sup>3</sup>	...	...	25	26	26	25	24	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	18	19	...	...	18	18	18	16	16	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	5	6	...	...	7	8	8	8	9	...
ISDN voice-channel equivalents	10 <sup>3</sup>	180	205 <sup>3</sup>	...	...	249	279	284	288	298	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	...	17	15	14	11	10	7	7	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2'992	3'313	3'577	3'991	4'385	4'789	5'924	6'415	6'885	7'385
Mobile-cellular subscriptions per 100 inhabitants		75.15	82.16	87.54	95.93	102.78	108.59	129.21	134.42	139.21	145.18
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	760	890	1'051	1'342	1'610	1'911	2'858	3'127	3'366	3'562
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	1'921	2'603	3'418	4'996
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	1'934	2'021	2'200	2'241	2'255	2'303	1'928	1'122	1'247	1'334
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	151	270	417	545	656	788	896	1'024	1'171	1'269
Fixed (wired)-broadband subscriptions per 100 inhab.		3.79	6.70	10.21	13.11	15.38	17.87	19.55	21.45	23.67	24.94
- Cable modem Internet subscriptions	10 <sup>3</sup>	78	108	166	238	303	365	404	512	630	681
- DSL Internet subscriptions	10 <sup>3</sup>	73	162	256	301	356	415	482	507	535	564
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	18
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	4	...	5	5	5	6	6
International Internet bandwidth, in Mbit/s		2'639	5'898	15'564	24'704	...	66'039	104'544	170'100	394'000	621'700
International Internet bandwidth (bps) per Internet user		1'591	3'112	7'075	9'578	...	25'381	33'532	51'658	115'458	172'151
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	0.30 <sup>11</sup>	0.30 <sup>11</sup>	0.30 <sup>11</sup>	0.30 <sup>11</sup>	0.30 <sup>11</sup>	0.31 <sup>12</sup>	0.25 <sup>12</sup>	0.28 <sup>12</sup>	0.35 <sup>12</sup>
Fixed-telephone faults cleared by next working day	%	...	97.10 <sup>11</sup>	97.10 <sup>11</sup>	98.80 <sup>11</sup>	98.00 <sup>11</sup>	95.60 <sup>11</sup>	90.30 <sup>12</sup>	98.97 <sup>12</sup>	97.35 <sup>12</sup>	95.93 <sup>12</sup>
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	4'736	6'099	6'789	7'758
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'871	1'865	2'009	2'554	2'991	3'425	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	2'289	2'212	2'120	2'276
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'135	...	...	...	1'545	2'019	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	4'000	...	9'051	10'860	12'110	12'081	11'948	14'350
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	12	20	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		8'804	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		30	30	30	32	52	54	54	54	54	54
Installation fee for business telephone service		30	30	30	32	52	54	54	...	54	54
Monthly subscription for residential telephone service		8	8	8	9	9	9	9	9	10	10
Monthly subscription for business telephone service		12	12	12	13	13	13	13	...	14	14
3-minute local call to fixed telephone (peak rate)		0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.05	0.05
3-minute local call to fixed telephone (off-peak rate)		0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.03
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1 min call (peak, on-net)		0.20	0.20	0.28	0.22	0.22	0.22	...	0.16	0.16	0.16
Mobile-cellular prepaid-1 min call (off-peak, on-net)		0.10	0.10	0.28	0.22	0.22	0.22	...	0.08	0.08	0.08
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	0.16	0.16	0.16
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	0.08	0.08	0.08
Fixed (wired)-broadband connection charge		...	...	...	...	42	43	...	...	32	32
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	122	25	...	30	24	36
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	1024	3.000	6.000	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	5'644	5'994	5'864	6'148	7'200	6'480	7'030	8'450	8'550	11'440
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'671	1'657	1'556	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	1'800	2'082	2'111	2'282	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	662 <sup>21</sup>	775 <sup>21</sup>	632 <sup>21</sup>	777 <sup>21</sup>	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	99.00	100.00	100.00	100.00	100.00	100.00
Population with access to a PIAC	%	...	...	...	...	99.00	100.00	100.00	100.00	100.00	100.00
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	98.60	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	88.00	87.72	87.80
Households with a mobile telephone	%	...	85.40	...	...	...	...	...	95.00	96.21	95.90
Households with a computer	%	63.90	68.40	73.70	74.00	74.00	78.00	79.00	80.00	83.16	84.00
Households with Internet access at home	%	57.00	59.40	65.00	65.00	66.00	71.00	74.00	76.00	80.91	82.00
Mobile cellular telephone users	%	...	...	...	...	...	...	78.00 <sup>22</sup>	85.00 <sup>22</sup>	86.90 <sup>22</sup>	...
Computer users	%	48.00	53.00	57.00	66.00	65.00 <sup>22</sup>	...	...	...	69.70 <sup>22</sup>	...
Internet users	%	41.67	47.00	53.84	62.00 <sup>23</sup>	61.00 <sup>23</sup>	59.00 <sup>23</sup>	68.00 <sup>23</sup>	69.00	69.00	71.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		302'000	352'000	380'000	412'000	448'000	487'000	531'000	583'000	694'000	802'000
Leased-line subscriptions		3'900	3'300	...	3'000	3'100	3'100	3'800	3'800	4'000	2'600
Direct-to-home (DTH) satellite antenna subscriptions		-	-	-	-	-	-	-	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	5'407	5'408	5'409	5'411	5'415	5'422	5'431	5'441	5'452	5'462
Households	10 <sup>3</sup>	1'666	1'681	1'898	2'144	2'421	2'422	2'417	2'418	2'421	2'424
Gross domestic product (GDP)	10 <sup>6</sup>	1'019'350	1'109'170	1'223'330	1'362'040	1'485'670	1'659'400	1'852'780	2'025'100	63'051	65'906
Average annual exchange rate per US\$		48.36	45.33	36.77	32.26	31.02	29.70	24.69	21.36	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'556	1'403	1'295	1'250	1'197	1'167	1'310	1'289 <sup>1</sup>	1'220 <sup>1</sup>	1'099 <sup>1</sup>
Fixed-telephone subscriptions per 100 inhabitants		28.78	25.94	23.93	23.11	22.10	21.53	24.12	23.63	22.37	20.12
- Residential fixed-telephone subscriptions	%	74.36	73.41	76.27	76.26	76.69	76.74	75.76	76.05	75.88	67.58
- Fixed-telephone subscriptions in urban areas	%	70.15	72.15	72.81	74.22	74.25	71.63	72.25	72.90	64.12	58.02
ISDN subscriptions	10 <sup>3</sup>	31	53	60	67	57	47	80	72	67	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	30	52	60	66	56	47	78	70	64	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	1	1	1	1	-	1	2	2	2	...
ISDN voice-channel equivalents	10 <sup>3</sup>	82	129	135	148	125	116	207	193	192	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	24	62	74	92
Localities with telephone service	%	...	...	...	97.90	98.30	98.70 <sup>2</sup>	98.99	99.02	99.30	99.80 <sup>3</sup>
Public payphones	10 <sup>3</sup>	15	15	16	16	14	11	8	7	7	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2'147	2'923	3'679	4'275	4'540	4'893	6'068	5'520	5'498	5'925
Mobile-cellular subscriptions per 100 inhabitants		39.71	54.06	68.01	79.00	83.84	90.25	111.73	101.45	100.84	108.47
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	1'536	1'961	2'284	2'445	2'393	2'382	3'097	2'307	1'979	2'140
Mobile population coverage	%	98.00	98.00	99.00	99.00	99.50	99.70	99.80	99.82	99.84	99.85
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	192	568	1'289	1'512
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	192	353	1'010	1'155
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	215	279	357
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		100'099	134'048	182'143	230'689	294'108	395'268	543'907	575'997	674'098	731'302
Fixed (wired)-broadband subscriptions	-	4'083	22'461	78'764	181'538	304'615	472'020	519'883	627'722	694'414	...
Fixed (wired)-broadband subscriptions per 100 inhab.	-	0.08	0.42	1.46	3.35	5.62	8.69	9.55	11.51	12.71	...
- Cable modem Internet subscriptions	-	-	3'498	10'854	21'494	36'701	51'434	63'806	80'251	94'449	...
- DSL Internet subscriptions	-	-	4'210	38'334	104'487	182'391	277'838	336'369	367'723	398'056	...
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	46'362	66'649	118'021	177'574	199'787	...
- Other fixed (wired)-broadband subscriptions	-	4'083	14'753	29'576	55'557	37'711	74'094	1'687	2'174	2'122	...
International Internet bandwidth, in Mbit/s	6'821	8'153	9'931	12'355	14'200	15'700	29'980	33'000	41'000	50'000	...
International Internet bandwidth (bps) per Internet user	10'069	3'756	4'266	4'317	4'751	5'163	8'932	8'505	10'004	11'526	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		27.50	11.60	10.00	9.50	7.90	10.43	7.10	7.05	10.13	19.45
Fixed-telephone faults cleared by next working day	%	91.00 <sup>11</sup>	94.90 <sup>11</sup>	73.80 <sup>11</sup>	73.70 <sup>11</sup>	75.60 <sup>11</sup>	60.00 <sup>11</sup>	55.58 <sup>11</sup>	69.76 <sup>11</sup>	49.87	57.38
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	1'543	1'464	1'469	1'438	1'270	1'198
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	526	919	2'845	3'426	4'708	5'175	5'817	6'407	7'171	8'038
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	225	630	364	311	253	229	226	219	228
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	223	240	232	246	261	255	255
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	308	250	505	616	684	768
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	173 <sup>12</sup>	167 <sup>12</sup>	140 <sup>12</sup>	133 <sup>12</sup>	168 <sup>12</sup>	250 <sup>12</sup>	293 <sup>12</sup>	386	452	509
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	42	75	107	140	...	212	230	231	259
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	615	546	522	535 <sup>13</sup>	619 <sup>13</sup>	701 <sup>13</sup>	750 <sup>13</sup>
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	231	193	213	341	317	231	230	280	355	416
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	120	154	188	218	...	305	339	346	334
SMS sent	10 <sup>6</sup>	...	...	1'340	1'224	1'324	1'237	1'258	1'549	1'360	1'389
MMS sent	10 <sup>6</sup>	...	...	-	-	19	30	25	25	24	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	28	30	70
<b>STAFF</b>											
Full-time telecommunication employees		14'653	12'621	11'552	10'878	10'265	10'247	9'651	9'949	10'089	10'209
- of which: female		5'178	4'857	3'976	3'846	3'869	3'851	3'720	3'729	3'681	3'598
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'229	1'229	1'199	1'189	1'189	1'189	1'189	1'189	39	39
Installation fee for business telephone service		1'229	1'229	1'199	1'189	1'189	1'189	1'189	1'189	39	39
Monthly subscription for residential telephone service		245	306	299	296	296	296	296	201	10	10
Monthly subscription for business telephone service		245	343	419	415	415	415	415	...	14	14
3-minute local call to fixed telephone (peak rate)		5.90	7.01	6.84	6.78	6.78	6.78	6.90	13.50	0.23	0.23
3-minute local call to fixed telephone (off-peak rate)		3.70	4.43	4.32	4.00	4.00	4.00	4.20	7.20	0.15	0.15
Mobile-cellular prepaid connection charge		...	...	...	...	599	300	444	444 <sup>21</sup>	15 <sup>22</sup>	15 <sup>23</sup>
Mobile-cellular prepaid-1-min call (peak, on-net)	10.40	...	...	...	...	9.00	...	9.50	9.50	0.32	0.32
Mobile-cellular prepaid-1-min call (off-peak, on-net)	4.07	...	...	...	...	4.50	2.93	4.90	4.90	0.16	0.16
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	14.00	14.00	0.46 <sup>31</sup>	0.46 <sup>32</sup>
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	14.00	14.00	0.46 <sup>31</sup>	0.46 <sup>32</sup>
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	4'164	138	...
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	594	20	20
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	2'048 <sup>33</sup>	2'048 <sup>33</sup>	2'050
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	2.0	2.0	2.0
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	-	...	16
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	38'039	44'654	49'471	52'364	57'607	58'175	62'550	69'965	2'123	1'981
- Revenue from fixed-telephone services	10 <sup>6</sup>	16'910	15'116	14'466	11'704	11'866	10'472	9'062	8'899	264	229
- Revenue from mobile networks	10 <sup>6</sup>	16'984	18'823	26'413	30'692	34'678	37'773	40'356	44'756	1'354	1'290
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	11'681	29'070	12'698	13'700	13'042	13'134	13'096	12'671	391	359
- Annual investment in fixed-telephone services	10 <sup>6</sup>	6'070	5'789	5'203	4'361	3'698	2'687	3'364	3'066	170	184
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	5'611	7'193	5'895	4'774	5'151	4'799	6'010	5'674	133	118
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	21.90	23.60	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	90.00	99.00	99.00	...	...	...	...
Households with a fixed line telephone	%	...	...	63.10	52.00	50.30	61.04	...	...	...	...
Households with a mobile telephone	%	...	...	61.80	74.00	85.00	85.00	...	...	...	...
Households with a computer	%	12.40	24.60	35.90	39.00	47.00	50.00	55.00	63.23	64.05	72.18
Households with Internet access at home	%	2.45	12.60	17.02	23.34	22.97	26.58	46.11	58.34	62.23	67.50
Mobile cellular telephone users	%	...	...	...	...	...	87.04	91.20	93.69	...	...
Computer users	%	...	...	...	62.00	66.00	66.00	67.94	75.68	78.08	81.91
Internet users	%	12.53	40.14	43.04	52.89	55.19	56.08	61.80	71.31	75.17	79.42
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		728'256	698'182	730'012	766'263	704'034	733'741	759'735	807'556	825'709	...
Leased-line subscriptions		2'539	...	...	...	...	1'450	8'713	9'742	7'664	5'877
Direct-to-home (DTH) satellite antenna subscriptions		753'053	806'874	860'809	888'496	549'000	570'000	560'000	456'000	800'000	850'000

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'988	1'991	1'994	1'998	2'002	2'007	2'012	2'018	2'024	2'030
Households	10 <sup>3</sup>	640	685	685	685	685	685	697	697	699	701
Gross domestic product (GDP)	10 <sup>6</sup>	4'887'750	5'453'790	5'922'920	6'392'980	6'768'270	7'399'790	34'550	37'280	35'297	35'974
Average annual exchange rate per US\$		242.75	240.25	207.11	192.38	192.70	191.03	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	802 <sup>1</sup>	808 <sup>1</sup>	812 <sup>1</sup>	994 <sup>2</sup>	1'019	1'029	1'006	978	939	911
Fixed-telephone subscriptions per 100 inhabitants		40.33	40.57	40.73	49.77	50.92	51.28	49.97	48.47	46.40	44.88
- Residential fixed-telephone subscriptions	%	80.00	75.00	72.08	68.32	67.45	67.45	67.15 <sup>3</sup>	63.33	68.55	70.20
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	77	100	120	150	170	231	210	182	153	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	76	98	119	149	169	159	137	110	88	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	1	1	1	1	1	1	1	1	1	...
ISDN voice-channel equivalents	10 <sup>3</sup>	177	232	274	333	373	422	373	315	262	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	123	202	272	329
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	4	4	4	3	3	3	3	3	3	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'470	1'667	1'739	1'849	1'759	1'820	1'928	2'055	2'100	2'122
Mobile-cellular subscriptions per 100 inhabitants		73.93	83.73	87.20	92.53	87.87	90.67	95.83	101.82	103.77	104.55
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	849	902	867	878	773	735	748	729	669	636
Mobile population coverage	%	98.40	99.00	99.00	99.00	99.40	99.60	99.60	99.60	99.70	99.70
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	643
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	553
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	91
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		280'000	...	244'344	346'586	397'772	407'167	417'327	454'651	480'971	502'464
Fixed (wired)-broadband subscriptions		5'500	56'735	57'992	115'069	196'650	279'814	344'677	425'294	463'411	492'115
Fixed (wired)-broadband subscriptions per 100 inhab.		0.28	2.85	2.91	5.76	9.82	13.94	17.13	21.07	22.90	24.25
- Cable modem Internet subscriptions		2'500	40'000	21'154	...	65'542	81'446	85'231	95'378	105'212	122'729
- DSL Internet subscriptions		3'000	16'735	36'838	73'730	129'281	194'339	247'404	283'904	286'981	285'324
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	2'876	10'982	44'119	67'499	78'179
- Other fixed (wired)-broadband subscriptions		...	...	...	...	1'827	791	773	1'893	3'719	5'883
International Internet bandwidth, in Mbit/s		500	1'077	2'510	2'510	2'510	6'165	13'561	20'000	70'000	100'000
International Internet bandwidth (bps) per Internet user		833	1'943	3'951	3'078	2'678	5'688	11'877	17'086	54'038	70'384
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	21.10	22.50	23.40	13.60	13.40	13.30	14.40	15.50	13.40	11.50
Fixed-telephone faults cleared by next working day	%	...	74.90	76.10	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	1'351	1'188	1'078
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	1'826	2'168	2'415	2'310	2'506	2'764	3'005	3'200	3'571
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	183	...	155	144	138	144	132	129
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	111	122	132	149	181	201
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	211	216	224	242	233	227
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	101	107	107	103	106	108	114	115	111	107
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	87	...	...	127	123	120
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	176	181	177	202	191	179
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	72	80	72	59
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	91	...	...	122	119	120
SMS sent	10 <sup>6</sup>	...	341	379	...	469	538	585	679	998	1'277
MMS sent	10 <sup>6</sup>	...	...	...	...	7	9	9	11	20	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	429	482
<b>STAFF</b>											
Full-time telecommunication employees		4'104	4'454	2'697	2'172	4'635	4'699	4'742	4'759	5'073	5'498
- of which: female		1'286	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		21'323	21'323	21'323	21'323	21'323	21'323	89	89	89	89
Installation fee for business telephone service		21'323	21'323	21'323	21'323	21'323	21'323	89	89	89	89
Monthly subscription for residential telephone service		1'259	1'950	2'140	2'568	2'568	2'800	11	11	11	11
Monthly subscription for business telephone service		1'259	1'950	2'140	2'568	2'568	2'800	11	11	11	11
3-minute local call to fixed telephone (peak rate)		13.17	15.75	15.75	15.75	18.90	20.70	0.09	0.09	0.09	0.09
3-minute local call to fixed telephone (off-peak rate)		10.54	10.50	10.50	15.75	15.12	16.56	0.07	0.07	0.07	0.09
Mobile-cellular prepaid connection charge		...	...	-	4'200	4'200	4'200	...	...	18	18
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	20.00	14.67	14.67	14.67	...	0.18	0.18	0.18
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	20.00	5.00	5.00	5.00	...	0.02	0.02	0.02
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.18	0.18	0.18
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.18	0.18	0.18
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	29	26	26
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	139'143	162'771	174'720	205'450	228'123	251'234	1'101	1'232	1'258	1'278
- Revenue from fixed-telephone services	10 <sup>6</sup>	32'298	...	66'000	...	46'413	49'008	190	175	154	137
- Revenue from mobile networks	10 <sup>6</sup>	58'632	70'894	97'920	101'260	110'090	120'223	470	512	527	512
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	88'788	35'947	35'280	...	...	59'697	325	283	181	150
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	15'360	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	24'299	16'080	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	98.00	96.00	97.00	99.00	...	...	...
Households with a fixed line telephone	%	...	...	95.00	90.00	90.00	88.00	83.00	...	...	...
Households with a mobile telephone	%	...	...	70.00	87.00	87.00	90.00	90.00	...	...	...
Households with a computer	%	46.00	55.00	55.00	58.00	61.00	65.00	66.00	65.12	71.22	70.46
Households with Internet access at home	%	...	...	40.00	46.86	48.21	54.35	57.61	58.89	63.94	68.10
Mobile cellular telephone users	%	...	...	...	...	...	85.45	88.37	89.31	...	...
Computer users	%	...	...	...	52.00	52.22 <sup>12</sup>	61.00 <sup>13</sup>	61.68 <sup>13</sup>	62.29 <sup>13</sup>	67.38 <sup>13</sup>	71.64 <sup>13</sup>
Internet users	%	30.18	27.84	31.85	40.81	46.81 <sup>12</sup>	54.01 <sup>13</sup>	56.74 <sup>13</sup>	58.00	64.00	70.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		320'000	320'000	450'000	376'750	369'900	...	...	20'877	28'302	32'796
Leased-line subscriptions		...	...	...	...	...	362	4'549	2'891	1'917	1'716
Direct-to-home (DTH) satellite antenna subscriptions		270'000	270'000	113'882	...	...	...	...	15'677	21'471	24'166

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		420'232	432'107	444'344	456'919	469'805	483'000	496'490	510'221	524'125	538'148
Households		65'495	67'329	69'000	71'000	73'000	75'000	75'912	78'000	80'000	82'000
Gross domestic product (GDP)	10 <sup>6</sup>	1'766	1'848	...	...	...	3'475	4'484	5'004	5'339	5'780
Average annual exchange rate per US\$		5.28	6.75	7.51	7.48	7.53	7.61	7.65	7.75	8.06	8.06
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		7'389 <sup>1</sup>	6'601 <sup>1</sup>	6'238 <sup>1</sup>	6'962	7'407	7'600	7'800	8'000	8'200	8'400
Fixed-telephone subscriptions per 100 inhabitants		1.76	1.53	1.40	1.52	1.58	1.57	1.57	1.57	1.56	1.56
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		967	999	1'060	3'000	6'000	7'000	10'900 <sup>2</sup>	30'000	30'000	30'000
Mobile-cellular subscriptions per 100 inhabitants		0.23	0.23	0.24	0.66	1.28	1.45	2.20	5.88	5.72	5.57
- Mobile-cellular telephone subscriptions, prepaid		-	-	1'000	2'500	4'000	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		906 <sup>1</sup>	988 <sup>1</sup>	1'000	1'500	1'900	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	200	450	650	1'000	1'500	2'000	2'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.04	0.10	0.13	0.20	0.29	0.38	0.37
- Cable modem Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	200	450	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	1 <sup>3</sup>	2	5	8	...	...	30	30	30
International Internet bandwidth (bps) per Internet user		260	236	810	1'550	2'042	...	...	1'960	1'431	1'115
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)		...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	5'907	5'907	5'907	5'950	6'000	...	...	...	...	...
- International outgoing mobile traffic (minutes)		...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)		...	...	...	...	...	...	...	...	...	...
SMS sent		...	...	...	...	...	...	...	...	...	...
MMS sent		...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)		...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		151	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		201	201	201	291	291	...	...	...	...	...
Installation fee for business telephone service		228	228	228	330	330	...	...	...	...	...
Monthly subscription for residential telephone service		32	32	32	52	58	...	...	...	...	...
Monthly subscription for business telephone service		48	48	48	65	70	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		0.46	0.46	0.46	0.67	0.67	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		0.46	0.46	0.46	0.34	0.34	0.34	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	341	...	275	275	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		2.04	2.04	3.00	3.00	3.10	3.10	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		2.04	2.04	3.00	3.00	3.10	3.10	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	1'179	1'179
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	1'980	1'980
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	6.0	6.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	370	370
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	64'090	...	48'815	69'564	85'176	127'000	150'655	...	...	...
- Revenue from fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>3</sup>	...	...	541	2'468	5'955	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.47	0.50	0.56	0.65	0.84	1.65	2.00	3.00	4.00	5.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	7'597	7'791	7'982	8'171	8'360	8'547	8'733	8'922	9'120	9'331
Households	10 <sup>3</sup>	1'288	1'302	1'320	1'338	1'356	1'393	1'426	1'468	1'502	1'539
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		22'557.00 <sup>1</sup>	...	31'820.00 <sup>1</sup>	14'896.00 <sup>1</sup>	15'484.00 <sup>1</sup>	14'406.00 <sup>1</sup>	...	...	33'000.00 <sup>2</sup>	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		35'000	35'000	100'000	100'000	100'000	100'000	100'000	100'000	100'000	100'000
Fixed-telephone subscriptions per 100 inhabitants		0.46	0.45	1.25	1.22	1.20	1.17	1.15	1.12	1.10	1.07
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	100	400	400	400	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	200	800	800	800	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		85'000	100'000	200'000	500'000	500'000	550'000	600'000	627'000	641'000	648'200
Mobile-cellular subscriptions per 100 inhabitants		1.12	1.28	2.51	6.12	5.98	6.43	6.87	7.03	7.03	6.95
- Mobile-cellular telephone subscriptions, prepaid		...	100'000	200'000	500'000	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	1'000	2'000	9'000	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	-	-	-
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	-	-	-
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	2	3	3	3	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		167	222	100	35	33	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	276	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		25'549	31'820	31'820	31'820	31'820	...	...	...	...	...
Monthly subscription for business telephone service		22'342	28'423	31'820	31'820	31'820	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		1'450.00	1'500.00	1'591.00	1'591.00	1'591.00	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		950.00	1'480.00	1'591.00	1'591.00	1'591.00	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	212.13	212.13	212.13	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	106.07	106.07	106.07	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	90	120	127	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.08	0.12	0.38	1.05	1.08	1.10	1.12	1.14	1.16	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	50	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	45'390	46'015	46'631	47'227	47'793	48'331	48'842	49'319	49'752	50'133
Households	10 <sup>3</sup>	11'206	11'400	11'598	11'799	12'003	12'000	12'248	12'312	12'422	12'517
Gross domestic product (GDP)	10 <sup>6</sup>	1'020'010	1'168'700	1'260'690	1'395'370	1'541'070	1'767'422	2'016'166	2'274'139	2'395'969	2'662'757
Average annual exchange rate per US\$		8.61	10.54	7.56	6.46	6.36	6.77	7.05	8.26	8.47	7.32
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	4'924	4'844	4'821	4'850	4'729	4'642	4'532	4'425	4'320	4'225
Fixed-telephone subscriptions per 100 inhabitants		10.85	10.53	10.34	10.27	9.89	9.60	9.28	8.97	8.68	8.43
- Residential fixed-telephone subscriptions	%	51.00	...	...	...	65.00	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	24	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	468	563	656	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	195 <sup>1</sup>	179 <sup>1</sup>	175 <sup>1</sup>	169 <sup>1</sup>	165 <sup>1</sup>	160 <sup>1</sup>	158 <sup>1</sup>	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	10'787	13'702	16'860	20'839	33'960	39'662	42'300 <sup>2</sup>	45'000	46'436	50'372
Mobile-cellular subscriptions per 100 inhabitants		23.77	29.78	36.16	44.13	71.06	82.06	86.60	91.24	93.34	100.48
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	9'454	10'414	15'231	17'551	27'812	...	...	...	...	...
Mobile population coverage	%	93.00	95.10	96.00	96.00	96.00	97.10	99.79	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	938	1'000	3'139	3'566	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	3	20	60	165	335	378	426	481	743
Fixed (wired)-broadband subscriptions per 100 inhab.		...	0.01	0.04	0.13	0.35	0.69	0.77	0.86	0.97	1.48
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	...	3	20	60	95	335	378	...	...	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		475	564	626	882	882	2'485	3'380	9'967	10'000	10'570 <sup>3</sup>
International Internet bandwidth (bps) per Internet user		165	183	191	222	246	676	858	2'397	2'010	1'714
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		52.80	48.20	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	8'171	10'700	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	4'390	4'135	3'980	3'911	4'064	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	510	439	427	415	515	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	600	812	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		45'870	41'590	38'492	35'416	33'775	...	...	...	...	...
- of which: female		10'224	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		208	239	269	252	252	252	383	426	468	491
Installation fee for business telephone service		208	239	269	252	252	252	383	...	468	491
Monthly subscription for residential telephone service		63	68	76	87	252	252	112	124	131	133
Monthly subscription for business telephone service		83	90	101	116	116	116	149	...	174	183
3-minute local call to fixed telephone (peak rate)		0.63	0.99	1.11	1.48	1.20	...	1.35	1.83	1.30	1.95
3-minute local call to fixed telephone (off-peak rate)		0.23	0.49	0.55	1.48	0.59	...	0.59	1.21	0.62	1.27
Mobile-cellular prepaid connection charge		...	149	149	149	149	149	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		1.60	1.70	2.85	2.70	2.70	3.20	...	2.50	2.50	1.70
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.75	0.87	1.55	2.70	2.70	1.49	...	1.40	1.40	1.70
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	2.85	2.85	1.80
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.65	1.65	1.80
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	544	544	598
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	199	199	199
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.384	0.384	0.384
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	1.0	2.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	53'356	61'402	67'412	72'174	98'553	129'720	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	23'376	24'194	24'871	24'622	23'076	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	25'400	32'077	37'079	40'960	68'154	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	12'000	7'505	6'586	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	5'057	3'492	2'724	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	53.80	56.30	57.90	59.20	60.50	64.65	67.00	69.25	71.60	74.68
Households with a fixed line telephone	%	24.40	24.10	22.00	21.40	21.40	19.90	18.40	18.10	16.90	16.70
Households with a mobile telephone	%	32.30	35.00	40.20	49.60	61.50	70.22	73.70	77.30	83.20	85.80
Households with a computer	%	8.60	9.91	11.00	12.00	13.00	13.89	14.78	15.91	...	18.33
Households with Internet access at home	%	...	...	...	...	...	...	4.76	6.50	8.83	10.10
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	6.35	6.71	7.01	8.43	7.49	7.61	8.07	8.43	10.00	12.30
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		450'000	502'000	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	40'767 <sup>1</sup>	41'365 <sup>1</sup>	42'040 <sup>1</sup>	42'732 <sup>1</sup>	43'395 <sup>1</sup>	44'018 <sup>1</sup>	44'604 <sup>1</sup>	45'146 <sup>1</sup>	45'638 <sup>1</sup>	46'077 <sup>1</sup>
Households	10 <sup>3</sup>	13'548	13'860	14'146	14'438	14'736	15'100	15'413	15'522	15'668	15'812
Gross domestic product (GDP)	10 <sup>6</sup>	680'680	729'210	782'930	841'040	908'450	980'950	1'053'537	1'088'124	1'053'914	1'062'591
Average annual exchange rate per US\$		1.12	1.06	0.89	0.81	0.80	0.80	0.73	0.68	0.72	0.76
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	17'531	17'641	17'759	17'934	19'461	19'865	20'193	20'576	20'235	20'206
Fixed-telephone subscriptions per 100 inhabitants		43.00	42.65	42.24	41.97	44.85	45.13	45.27	45.58	44.34	44.85
- Residential fixed-telephone subscriptions	%	83.51	83.00	70.20	70.00	64.40	64.20	63.90	63.83	65.02	66.04
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	957	1'028	1'096	1'097	1'114	1'129	...	1'133	1'119	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	888	995	1'062	1'062	1'060	1'079	...	1'095	1'084	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	16	32	34	35	54	50	...	38	35	...
ISDN voice-channel equivalents	10 <sup>3</sup>	2'251 <sup>2</sup>	2'955	3'137	3'167	3'735	3'660	...	3'316 <sup>2</sup>	3'224 <sup>2</sup>	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	761	906	1'132
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	64 <sup>3</sup>	...	88 <sup>3</sup>	85 <sup>3</sup>	82 <sup>3</sup>	76 <sup>3</sup>	69 <sup>3</sup>	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	29'656	33'531	37'220	38'623	42'694	45'695	48'422	49'623	51'084	51'601
Mobile-cellular subscriptions per 100 inhabitants		72.74	81.06	88.53	90.38	98.38	103.81	108.56	109.92	111.93	111.99
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	19'271	20'874	21'627	20'067	20'713	20'881	20'765	20'313	20'880	20'140
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.80	99.80
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	4'598	11'860
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'963
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	4'598	9'897
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	3'674	3'925	4'681	5'253	6'234	7'507	8'592	9'394	9'860	10'659
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	467	1'247	2'122	3'401	5'035	6'739	7'990	9'054	9'707	10'534
Fixed (wired)-broadband subscriptions per 100 inhab.		1.14	3.02	5.05	7.96	11.60	15.31	17.91	20.06	21.27	22.86
- Cable modem Internet subscriptions	10 <sup>3</sup>	37	336	551	836	1'170	1'436	1'675	1'840	1'939	2'056
- DSL Internet subscriptions	10 <sup>3</sup>	393	899	1'565	2'546	3'814	5'219	6'310	7'208	7'748	8'417
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	4	19	60
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	37	4	5	20	42	84	...	...	...	...
International Internet bandwidth, in Mbit/s		25'394	46'554	81'413	120'461	120'461	267'284	494'030	800'000	1'000'000	1'700'000
International Internet bandwidth (bps) per Internet user		3'432	5'520	4'850	6'405	5'798	12'055	20'098	29'732	35'115	56'071
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	14.16	...	...	2.75	2.91	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	52'790	50'433	51'276	51'899	52'430	52'699
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	22'942	29'258	36'266	43'364	47'720	57'158	65'537	68'776	67'954	68'644
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	6'856	7'564	8'454	8'697	8'898	7'710	7'367	6'683	5'987	5'537
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	6'681	6'444	6'811	7'412	7'417	6'709	6'558
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	6'941	6'253	5'898	5'481
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	2'684	2'773	3'256	3'689	4'705	5'441	5'477	4'719	4'023	3'454
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'464	1'534	1'874	2'027
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	2'417	1'651	3'083	3'156	3'326	3'393	3'538	3'778	3'961	4'076
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	6'681	8'636	8'640	8'761	9'379	8'941	8'124	7'876
MMS sent	10 <sup>6</sup>	...	...	...	62	144	216	276	159	129	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		94'394	89'605	85'169	88'005	88'519	88'766	85'018	81'705	80'080	77'839
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		95	95	95	60	60	60	60	80	97	99
Installation fee for business telephone service		95	95	95	60	60	60	60	...	69	99
Monthly subscription for residential telephone service	10	12	12	12	13	13	13	14	18	16	16
Monthly subscription for business telephone service	10	12	12	12	13	13	13	14	...	16	16
3-minute local call to fixed telephone (peak rate)	0.08	0.08	0.08	0.14	0.14	0.14	0.12	0.10	0.07	0.15	0.15
3-minute local call to fixed telephone (off-peak rate)	0.07	0.07	0.07	0.10	0.10	0.10	0.10	0.10	0.07	0.12	0.12
Mobile-cellular prepaid connection charge	...	...	12	25	25	6	...	...	...	...	9
Mobile-cellular prepaid-1-min call (peak, on-net)	...	...	0.33	0.21	0.21	...	...	0.06	0.06	0.06	0.06
Mobile-cellular prepaid-1-min call (off-peak, on-net)	...	...	0.33	0.21	0.21	0.22	...	0.06	0.06	0.06	0.06
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	0.68	0.68	0.68	0.68
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	0.68	0.68	0.68	0.68
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	38	35	38
Fixed (wired)-broadband monthly subscription charge	...	...	...	13	13	14	...	...	19	20	20
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	1.000	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	2.0	2.0	2.0
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	2	2	5
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	23'560	31'584	23'120 <sup>11</sup>	25'438	28'139	29'394	30'722	31'419	30'067	28'974
- Revenue from fixed-telephone services	10 <sup>6</sup>	8'691	8'524	8'254	8'316	8'603	7'734	7'228	7'051	6'456	5'877
- Revenue from mobile networks	10 <sup>6</sup>	10'028	12'339	14'023	10'395	12'100	13'402	14'887	15'068	14'457	14'024
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	8'191	5'556	4'542	4'715	5'515	5'686	5'788	4'765 <sup>12</sup>	3'954 <sup>12</sup>	4'095 <sup>12</sup>
- Annual investment in fixed-telephone services	10 <sup>6</sup>	5'398	3'611	2'722	2'553	3'007	3'054	2'275	1'937 <sup>12</sup>	1'537 <sup>12</sup>	1'650 <sup>12</sup>
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	2'127	1'296	1'413	1'749	2'069	2'046	2'298	1'358 <sup>12</sup>	989 <sup>12</sup>	1'086 <sup>12</sup>
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	73.00	88.00	95.00	97.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	99.50	99.53	99.62	99.48	100.00	99.50	...	...	...
Households with a fixed line telephone	%	...	90.20	88.14	90.07	88.61	83.25	...	...	...	...
Households with a mobile telephone	%	...	58.80	73.71	76.89	79.96	88.00	...	...	...	...
Households with a computer	%	34.00	36.10	47.00	52.00	55.00	57.00	60.40	63.56	66.27	68.72
Households with Internet access at home	%	...	17.40	27.55	33.64	35.51	39.08	44.63	51.05	53.96	59.10
Mobile cellular telephone users	%	...	...	...	...	...	82.97	86.48	88.75	...	...
Computer users	%	...	20.33 <sup>13</sup>	45.21 <sup>13</sup>	52.00	55.00	57.00	59.84	63.70	65.76	69.66
Internet users	%	18.15	20.39	39.93	44.01	47.88	50.37	55.11	59.60	62.40	65.80
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	588	811	997	3'218	3'389	-	-	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	2'036	1'996	1'796	...	...	2'044	2'065	2'035	1'846	1'726

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	18'922	19'134	19'370	19'611	19'843	20'062	20'272	20'474	20'669	20'860
Households	10 <sup>3</sup>	4'687	4'741	4'970	5'210	5'462	5'506	5'081	5'106	5'151	5'195
Gross domestic product (GDP)	10 <sup>6</sup>	1'407'400	1'636'040	1'822'470	2'090'840	2'452'780	2'938'660	3'578'390	4'410'680	4'825'080	5'602'321
Average annual exchange rate per US\$		89.38	95.66	96.52	101.19	100.50	103.91	110.62	108.33	114.94	113.07
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	827	883	939	991	1'244	1'884	2'742	3'446	3'436	3'578
Fixed-telephone subscriptions per 100 inhabitants		4.37	4.62	4.85	5.05	6.27	9.39	13.53	16.83	16.62	17.15
- Residential fixed-telephone subscriptions	%	76.00 <sup>1</sup>	76.00 <sup>1</sup>	78.00 <sup>1</sup>	77.00 <sup>1</sup>	77.00 <sup>1</sup>	80.00 <sup>1</sup>	80.00 <sup>1</sup>	81.00 <sup>1</sup>	...	...
- Fixed-telephone subscriptions in urban areas	%	55.00 <sup>1</sup>	55.00 <sup>1</sup>	45.00 <sup>1</sup>	55.00 <sup>1</sup>	42.00 <sup>1</sup>	...	33.00 <sup>1</sup>	45.00 <sup>1</sup>	...	...
ISDN subscriptions	10 <sup>3</sup>	1	1	2	...	...	1	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	1	1	2	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	-	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	4	4	4	...	...	8	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	7 <sup>2</sup>	7 <sup>2</sup>	6 <sup>2</sup>	11 <sup>3</sup>	11 <sup>2</sup>	8 <sup>2</sup>	9 <sup>2</sup>	8	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	668	931	1'393	2'211	3'362	5'412	7'983	11'082	16'305	17'359
Mobile-cellular subscriptions per 100 inhabitants		3.53	4.87	7.19	11.28	16.94	26.98	39.38	54.13	78.89	83.22
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	317	585	1'019	1'682	2'625	4'726	7'184	9'680	12'680	15'661
Mobile population coverage	%	57.90	...	...	80.00	85.00	90.00	90.00	95.00	96.00	98.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		61'532	73'468	85'500	...	115'015	134'518	202'348	246'196	249'756	298'136
Fixed (wired)-broadband subscriptions		327	592	3'417	20'450	21'000	22'895	63'263	101'922	169'600	228'316
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.02	0.10	0.11	0.11	0.31	0.50	0.82	1.09
- Cable modem Internet subscriptions		271	471	395	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	49	2'929	13'312	20'000	...	...	97'974	156'736	213'816
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		56	72	93	6'378	120	...	...	...	...	...
International Internet bandwidth, in Mbit/s		25	92	92	310	499	932	2'371	3'000	6'200	8'300
International Internet bandwidth (bps) per Internet user		166	460	327	1'093	1'403	1'831	3'014	2'526	3'416	3'316
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	99.60	17.09	6.83	8.10	8.56	9.55	9.00	13.00 <sup>1</sup>	7.80	7.00
Fixed-telephone faults cleared by next working day	%	94.00	88.00	88.83	77.00	68.00	46.40	50.30 <sup>1</sup>	74.00 <sup>1</sup>	85.00	86.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	2'514	3'015	3'759	7'966	11'900	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	36	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'986	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	52	57	82	108	107	107	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	396	453	574 <sup>1</sup>	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	249	318	...	387	442	574	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	9	11	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	120	304	...	1'420	3'115	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		11'446	8'259	8'151	10'260	11'102	13'425	14'206	15'805	14'488	13'741
- of which: female		2'289	2'021	2'085	2'692	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		13'500	15'000	19'750	19'750	19'750	19'750	19'750	14'000	13'635	13'635
Installation fee for business telephone service		13'500	15'000	19'750	19'750	19'750	19'750	19'750	14'000	13'635	13'635
Monthly subscription for residential telephone service		200	200	495	495	495	495	345	386	386	386
Monthly subscription for business telephone service		360	450	1'250	1'250	1'250	1'250	1'064	1'064	1'064	1'064
3-minute local call to fixed telephone (peak rate)		8.40	8.40	9.00	9.00	9.00	9.00	10.00	9.41	9.90	9.41
3-minute local call to fixed telephone (off-peak rate)		2.80	2.80	3.00	3.00	3.00	3.00	3.00	2.85	3.00	1.68
Mobile-cellular prepaid connection charge		...	1'000	1'000	1'500	1'000	800	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		7.00	11.00	11.00	11.00	11.00	7.00	...	4.00	1.50	2.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		4.00	7.00	7.00	7.00	7.00	7.00	...	7.00	1.50	2.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	6.00	2.25	2.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	7.00	2.25	2.50
Fixed (wired)-broadband connection charge		...	...	...	400	400	400	...	...	560	560
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	2'520	560	560
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.512	0.512	0.510
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	1.0	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	560	560
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	27'645	32'000	...	45'264	62'212	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	20'242	22'959	21'878	24'098	...	50'242	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	5'585	6'793	11'487	17'732	26'172	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	4'461	7'865	...	8'668	7'610	29'752	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	7'865	...	7'820	...	14'262	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	3'631	...	877	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	76.30	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	8.20	9.49	...	12.28
Households with Internet access at home	%	...	...	...	...	...	...	2.40	3.01	...	5.89
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.79	1.05	1.46	1.45	1.79	2.54	3.88	5.80	8.78	12.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		6'500	8'000	10'000	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	3'948	...	10'398
Direct-to-home (DTH) satellite antenna subscriptions		201	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		4'986 <sup>1</sup>	4'901 <sup>1</sup>	4'805 <sup>1</sup>	4'702 <sup>1</sup>	4'598 <sup>1</sup>	4'493 <sup>1</sup>	4'388 <sup>1</sup>	4'288 <sup>1</sup>	4'197 <sup>1</sup>	4'118 <sup>1</sup>
Households		1'994	2'019	2'058	2'000	2'000	2'000	1'972	1'945	1'920	2'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		0.61	...	...	...	0.55	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		2'128 <sup>2</sup>	2'154	2'194	2'251	2'251	2'244	2'278	2'288	2'339	2'419
Fixed-telephone subscriptions per 100 inhabitants		42.68	43.95	45.66	47.87	48.96	49.94	51.91	53.36	55.73	58.74
- Residential fixed-telephone subscriptions	%	76.00	75.00	76.00	76.00	76.00	76.00	76.00	76.00	76.00	77.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	-	-	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	-	-	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	-	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	-	-	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		43	40	44	40	36	42	33	33	33	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	-	-	-	-	-	-	-	-
Mobile-cellular subscriptions per 100 inhabitants		-	-	-	-	-	-	-	-	-	-
- Mobile-cellular telephone subscriptions, prepaid		...	-	-	-	-	-	...	...	...	...
Mobile population coverage	%	...	-	-	-	-	-	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		283 <sup>2</sup>	340	403	476	522	575	565	606	652	799
Fixed (wired)-broadband subscriptions		-	-	3	12	15	16	20	224	415	537
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.06	0.26	0.33	0.36	0.46	5.22	9.89	13.04
- Cable modem Internet subscriptions		...	-	-	-	-	-	...	...	...	...
- DSL Internet subscriptions		...	3	12	15	16	20	20	19	22	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		-	2	2	2	2	4	4	4	8	10
International Internet bandwidth (bps) per Internet user		643	4'030	3'374	2'909	2'734	5'168	4'909	4'957	9'995	9'737
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		46.18	13.56	11.08	11.08	26.47	12.73	10.00	10.00	13.00	3.00
Fixed-telephone faults cleared by next working day	%	98.00	98.00	98.00	98.00	90.55	91.00	85.00	85.00	85.00	85.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	6'435	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	525 <sup>2</sup>	554	540	533	553	573	577	526	483	469
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	1'110	1'421	1'039	1'302	1'303	1'336	1'523	967	681	634
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		37 <sup>2</sup>	38	36	36	38	39	31	30	31	30
- of which: female		15	15	14	14	17	18	14	13	13	13
<b>TARIFFS</b>											
Installation fee for residential telephone service		30	30	30	30	30	30	30	...	30	...
Installation fee for business telephone service		30	30	30	30	30	30	30	30	30	...
Monthly subscription for residential telephone service		4	4	4	4	4	4	4	...	4	...
Monthly subscription for business telephone service		15	15	15	15	15	15	15	15	15	...
3-minute local call to fixed telephone (peak rate)		0.06	0.06	0.06	0.09	0.09	0.09	0.09	0.09	0.09	...
3-minute local call to fixed telephone (off-peak rate)		0.06	0.06	0.06	0.09	0.09	0.09	0.09	0.09	0.09	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		-	-	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		-	-	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	30	30
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	60	60
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	1.0	1.2
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	140	120
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	1'330 <sup>2</sup>	2'000	1'000	1'700	1'742	1'780	1'564	1'690	1'680	2'186
- Revenue from fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>3</sup>	-	-	-	-	-	-	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>3</sup>	109	94	222	292	541	294	169	169	589	622
- Annual investment in fixed-telephone services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	54.00	56.00	57.00	55.00	55.00	55.00	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	7.99 <sup>2</sup>	10.13	12.34	14.62	15.91	17.23	18.57	18.82	19.07	24.94
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	-	-	-	-	...	...	...	...
Leased-line subscriptions		6	2	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		12	12	12	12	12	11	13	13	17	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		46'695	47'307	47'923	48'543	49'173	49'811	50'455	51'102	51'752	52'402
Households		15'541	16'000	16'000	16'000	16'000	16'000	16'207	16'415	16'624	17'000
Gross domestic product (GDP)	10 <sup>6</sup>	924	948	978	1'079	1'185	1'592	1'748	1'896	1'817	1'825
Average annual exchange rate per US\$		2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		22'500	23'500	23'500	20'350	20'300	20'650	20'450	20'400	20'500	19'800
Fixed-telephone subscriptions per 100 inhabitants		48.19	49.68	49.04	41.92	41.28	41.46	40.53	39.92	39.61	37.78
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		2'100	5'000	22'000	29'000	51'000 <sup>1</sup>	51'000	64'500	74'500	75'500	80'000
Mobile-cellular subscriptions per 100 inhabitants		4.50	10.57	45.91	59.74	103.72	102.39	127.84	145.79	145.89	152.67
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	4'600	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		...	500	2'000	4'400	6'500	8'800	9'600	11'104	13'000	14'600
Fixed (wired)-broadband subscriptions per 100 inhab.		...	1.06	4.17	9.06	13.22	17.67	19.03	21.73	25.12	27.86
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	500	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	2	...	...	...	...	...	2'000	2'300	2'700
International Internet bandwidth (bps) per Internet user		...	198	...	...	...	...	...	65'229	64'410	67'796
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	79	94	89	31
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	16	21	21	26	33
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	13	11	12	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	34	35	34	41	43
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	22	15	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		147	...	...	...	...	159	157	178	136	127
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	26	26
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	40	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	0.21	0.21
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	0.12	0.12
Mobile-cellular prepaid connection charge		...	...	135	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	1.35	...	...	...	...	...	0.65	0.65
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	1.35	...	...	...	...	...	0.49	0.49
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	0.89	0.89
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	0.89	0.89
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	150
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	99	99
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	2.000	2.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	91	123	125	120	126
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	23	22	23	8	10
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	53.20	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	35.10	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	7.71	21.15	22.97	24.74	34.00	49.00	52.00	60.00	69.00	76.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		158'859	160'491	162'055	163'631	165'275	167'002	168'793	170'624	172'458	174'267
Households		47'541	48'000	48'000	48'000	48'000	49'000	50'000	51'000	52'000	53'000
Gross domestic product (GDP)	10 <sup>6</sup>	1'854	1'889	1'993	2'158	2'317	2'659	2'869	3'046	2'985	3'234
Average annual exchange rate per US\$		2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		50'000	51'121	49'000	42'000	39'000	40'900	40'900	40'940	38'000	37'450
Fixed-telephone subscriptions per 100 inhabitants		31.47	31.85	30.24	25.67	23.60	24.49	24.23	23.99	22.03	21.49
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		2'700	14'313	99'000	101'000	105'656	105'600	147'000	169'300	188'700	199'000
Mobile-cellular subscriptions per 100 inhabitants		1.70	8.92	61.09	61.72	63.93	63.23	87.09	99.22	109.42	114.19
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	150'000	...	...
Mobile population coverage	%	...	...	...	80.00	80.00	...	...	...	100.00	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	8'250	11'700	15'480	18'600	20'509
Fixed (wired)-broadband subscriptions		...	-	1'400	3'800	7'000	8'300	12'000	15'480	18'600	20'180
Fixed (wired)-broadband subscriptions per 100 inhab.		...	-	0.86	2.32	4.24	4.97	7.11	9.07	10.79	11.58
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	-	...	...
- DSL Internet subscriptions		...	-	...	...	...	...	...	14'000	14'000	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	-	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	4'600	...
International Internet bandwidth, in Mbit/s		15	...	...	...	...	...	...	4'000	4'000	4'000
International Internet bandwidth (bps) per Internet user		1'154	...	...	...	...	...	...	73'261	64'428	57'383
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	166	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	82	124	215	215	243
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	17	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	13	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	34	32	41	40	34
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	13	16	16	...	...	...	...	...	18	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	22	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	59	121	61	67	51
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	41	19	...	...	...	...	...	31	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	36	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	19	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	-	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	541	557	621	573	520
- of which: female		...	...	...	...	464	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	125	125	125	125	...	125	125	125	125
Installation fee for business telephone service		...	125	125	125	125	...	125	125	125	125
Monthly subscription for residential telephone service		...	22	26	26	26	26	26	26	26	26
Monthly subscription for business telephone service		...	40	48	48	48	...	48	48	48	48
3-minute local call to fixed telephone (peak rate)		...	0.24	0.27	0.27	0.21	0.21	0.21	0.21	0.21	0.21
3-minute local call to fixed telephone (off-peak rate)		...	0.21	0.21	0.21	0.15	0.15	0.12	0.12	0.12	0.12
Mobile-cellular prepaid connection charge		...	-	...	25	25	30	...	...	40	35
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.25	0.70	0.70	0.97	...	0.82	0.82	0.86
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.22	0.55	0.55	...	...	0.72	0.72	0.75
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.94	0.87	0.98
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.88	0.82	0.92
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	150	150
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	149	79	79
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	1	1
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	233	282	239	238	243
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	66	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	140	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	22	39	66	54	37
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	79.00	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	60.20	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	13.70	...	...	...	...	...	...	...	...	...
Households with a computer	%	13.10 <sup>2</sup>	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	7.90	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	8.18	14.64	20.98	21.40	21.57	24.50	27.90	32.00	36.00	40.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	14'400	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		107'987	108'150	108'354	108'566	108'755	108'918	109'060	109'178	109'269	109'333
Households		27'000	27'000	27'000	27'000	27'000	27'000	27'000	27'000	27'000	27'000
Gross domestic product (GDP)	10 <sup>6</sup>	944	999	1'045	1'136	1'203	1'650	1'849	1'888	1'815	1'847
Average annual exchange rate per US\$		2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.70
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		26'078	27'323	21'190	19'022	22'505	22'640	22'927	22'777	23'019	21'703
Fixed-telephone subscriptions per 100 inhabitants		24.15	25.26	19.56	17.52	20.69	20.79	21.02	20.86	21.07	19.85
- Residential fixed-telephone subscriptions	%	...	...	80.93	86.00	84.00	73.00	72.00	72.00	70.99	71.80
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	7	13	2	5	6	6	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		7'492	9'982	62'911	72'000	70'620	87'634	110'491	130'098	121'114	131'791
Mobile-cellular subscriptions per 100 inhabitants		6.94	9.23	58.06	66.32	64.93	80.46	101.31	119.16	110.84	120.54
- Mobile-cellular telephone subscriptions, prepaid		2'633	3'876	57'191	53'684	67'829	84'760	107'027	126'003	116'008	125'573
Mobile population coverage	%	55.00	75.00	95.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	-	-	-
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		3'268	3'300	3'494	4'044	5'084	6'522	8'497	9'757	11'816	12'769
Fixed (wired)-broadband subscriptions		81	1'086	1'146	1'320	3'647	5'618	7'972	9'364	11'507	12'502
Fixed (wired)-broadband subscriptions per 100 inhab.		0.08	1.00	1.06	1.22	3.35	5.16	7.31	8.58	10.53	11.43
- Cable modem Internet subscriptions		-	304	546	550	992	1'150	1'092	1'422	2'919	3'526
- DSL Internet subscriptions		81	782	600	770	2'642	4'466	6'785	7'942	8'582	8'971
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		3	3	3	3	30	30	30	30	30	30
International Internet bandwidth (bps) per Internet user		545	500	428	375	2'999	857	526	454	395	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		25.00	24.00	17.00	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	86.00	72.00	89.00	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	11	10	10	10	9	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	44	24	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	-	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	-	-	-	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		220	161	121	...	...	...	...	...	...	181
- of which: female		44	34	31	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		100	100	100	100	100	100	100	100	115	115
Installation fee for business telephone service		100	100	100	100	100	100	100	...	115	115
Monthly subscription for residential telephone service		17	17	17	20	20	20	23	23	23	23
Monthly subscription for business telephone service		40	40	40	48	48	48	55	...	55	55
3-minute local call to fixed telephone (peak rate)		0.34	0.34	0.34	0.27	0.27	0.21	0.24	0.24	0.24	0.24
3-minute local call to fixed telephone (off-peak rate)		0.17	0.17	0.17	0.18	0.18	0.12	0.15	0.15	0.15	0.16
Mobile-cellular prepaid connection charge		...	...	-	25	25	...	...	...	25	25
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.75	0.70	0.70	...	...	0.75	0.63	0.63
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.65	0.60	0.60	...	...	0.65	0.29	0.29
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.85	0.92	0.86
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.80	0.86	0.81
Fixed (wired)-broadband connection charge		...	...	...	...	...	99	...	-	172	172
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	99	99	...	149	91	91
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	...	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	135	139	150	158	151	153	150
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	70	33	33	43	43
- Revenue from mobile networks	10 <sup>6</sup>	...	...	14	62	70	71	84	89	82	79
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	61.50	...	...	...
Population with access to a PIAC	%	...	...	...	...	40.00	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	6.00 <sup>3</sup>	8.50	12.00	16.80	23.70	33.00	47.00	...	...
Households with Internet access at home	%	...	5.85 <sup>3</sup>	7.80	10.50	14.10	18.90	25.00	34.00	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	5.09	5.55	6.46	7.37	9.20	32.15	52.29	60.49	69.59	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	8'000	9'000	10'260	10'800	13'071	12'396	14'271	14'771
Leased-line subscriptions		9	...	10	7	13	10	5	6	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	35'002 <sup>1</sup>	35'816 <sup>1</sup>	36'643 <sup>1</sup>	37'504 <sup>1</sup>	38'410 <sup>1</sup>	39'369 <sup>1</sup>	40'374 <sup>1</sup>	41'415 <sup>1</sup>	42'478 <sup>1</sup>	43'552 <sup>1</sup>
Households	10 <sup>3</sup>	5'242	5'362	5'457	5'566	5'677	5'967	6'220	6'361	6'503	6'645
Gross domestic product (GDP)	10 <sup>9</sup>	4'066	4'776	5'573	6'872	8'571	9'872	11'402	116	121	155
Average annual exchange rate per US\$		258.07	263.31	260.98	257.91	243.61	217.20	201.61	2.09	2.30	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	448	672	937	1'029	570	499	345	366	370	375
Fixed-telephone subscriptions per 100 inhabitants		1.28	1.88	2.56	2.74	1.48	1.27	0.85	0.88	0.87	0.86
- Residential fixed-telephone subscriptions	%	90.00	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	90.00	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	1	1	1	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	7	...	...	...	4	4	4	4	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	104 <sup>2</sup>	191 <sup>2</sup>	527 <sup>2</sup>	1'049 <sup>2</sup>	1'828 <sup>2</sup>	4'683 <sup>2</sup>	8'218 <sup>2</sup>	11'991 <sup>2</sup>	15'340	17'654
Mobile-cellular subscriptions per 100 inhabitants		0.30	0.53	1.44	2.80	4.76	11.90	20.36	28.95	36.11	40.54
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	476	996	1'533	4'288	7'907	11'006	15'153	...
Mobile population coverage	%	...	20.00	27.00	33.00	34.00	...	60.00	66.00	66.00	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	44'051	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	793	1'269	2'065	42'500	44'625	162'657 <sup>3</sup>	164'500
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.01	0.11	0.11	0.38	0.38
- Cable modem Internet subscriptions		-	-	-	-	36	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	90	...	...	...	...	...
International Internet bandwidth, in Mbit/s	12	24	90	202	202	202	202	...	1'813	...	13'300
International Internet bandwidth (bps) per Internet user		245	152	456	680	407	63	...	431	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	5.00	5.00	5.00	5.00	5.00	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	90.00	90.00	90.00	95.00	95.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	388	531	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	1'779	4'366	8'208	9'390	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	530	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	172	1'738	700	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	240	221	526	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	36	44	57	81	100	96	98	75	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	65	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	764	332	336	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	196	236	290	306	350	453	182	171	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'021	3'837	3'006	2'974	3'840	...	5'500	5'700	...	...
- of which: female		542	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		7'000	6'500	6'500	7'000	5'000	...	-	...	...	...
Installation fee for business telephone service		10'000	6'500	6'500	7'000	5'000	...	-	...	...	...
Monthly subscription for residential telephone service		500	500	500	700	585	550	550	...	10	...
Monthly subscription for business telephone service		500	500	500	700	585	550	550	...	...	...
3-minute local call to fixed telephone (peak rate)		9.00	9.00	9.00	12.00	15.00	12.00	12.00	...	-	...
3-minute local call to fixed telephone (off-peak rate)		9.00	9.00	9.00	12.00	15.00	12.00	12.00	...	-	...
Mobile-cellular prepaid connection charge		...	...	6'043	...	7'500	3'000	...	...	...	5
Mobile-cellular prepaid-1-min call (peak, on-net)		12.00	22.00	22.00	22.00	21.00	22.68	...	0.14	0.14	0.14
Mobile-cellular prepaid-1-min call (off-peak, on-net)		12.00	22.00	22.00	22.00	21.00	22.68	...	0.12	0.14	0.14
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.19	0.19	0.19
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.19	0.19	0.19
Fixed (wired)-broadband connection charge		...	...	...	...	25'000	25'000	...	100	100	110
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	10'000	10'000	...	60	60	66
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	42'541	47'832	86'695	115'855	252'543	239'592	343'742	3'851	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	37'744	42'872	...	...	40'472	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	30'350	61'587	101'832	179'782	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>9</sup>	28	34	...	...	...	920	1'148	16	...	...
- Annual investment in fixed-telephone services	10 <sup>9</sup>	...	...	...	...	315	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>9</sup>	...	...	...	...	56	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	16.20	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.14	0.44	0.54	0.79	1.29	8.09	8.66	10.16	...	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		84'000	86'100	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		473'431	480'132	486'800	493'236	499'294	504'913	510'136	515'066	519'861	524'636
Households		90'000	91'000	92'000	93'000	94'000	94'000	95'000	96'000	97'000	98'000
Gross domestic product (GDP)	10 <sup>6</sup>	1'664'360	2'234'400	2'653'400	3'028	...	5'851	6'641	8'414	8'926	10'108
Average annual exchange rate per US\$		2'178.50	2'346.75	2'600.00	2.73	2.73	2.74	2.74	2.74	2.74	2.74
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		77'366	78'680	79'815	81'709	81'056	81'500	82'000	83'000	83'747	84'957
Fixed-telephone subscriptions per 100 inhabitants		16.34	16.39	16.40	16.57	16.23	16.14	16.07	16.11	16.11	16.19
- Residential fixed-telephone subscriptions	%	...	...	72.00	72.00	72.50	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	28.00	28.00	27.50	...	...	...	...	...
ISDN subscriptions		91	56	73	80	78	...	...	...	...	...
- Basic access ISDN subscriptions		...	54	70	73	70	...	...	...	...	...
- Primary access ISDN subscriptions		...	2	7	7	8	...	...	...	...	...
ISDN voice-channel equivalents		300	108	350	356	380	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		324	304	355	360	343	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		87'000	108'363	168'522	212'819	232'785	320'000	380'000	657'106	763'912	890'000
Mobile-cellular subscriptions per 100 inhabitants		18.38	22.57	34.62	43.15	46.62	63.38	74.49	127.58	146.95	169.64
- Mobile-cellular telephone subscriptions, prepaid		84'000	105'979	168'073	211'201	215'000	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		4'840	5'529	5'726	6'545	6'959	8'261	9'500	11'000	12'611	...
Fixed (wired)-broadband subscriptions		-	94	216	420	1'107	2'656	4'205	5'754	8'565	15'672
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.02	0.04	0.09	0.22	0.53	0.82	1.12	1.65	2.99
- Cable modem Internet subscriptions		...	-	-	-	-	...	...	...	-	...
- DSL Internet subscriptions		...	14	60	409	983	...	4'205	5'754	8'565	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	80	156	...	124	...	...	...	...	...
International Internet bandwidth, in Mbit/s		4	12	45	45	45	200	200	324	326	514
International Internet bandwidth (bps) per Internet user		276	601	1'959	1'502	1'408	4'170	2'779	2'992	2'003	3'098
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		35.00	30.20	38.58	...	40.07	...	...	49.00	45.00	...
Fixed-telephone faults cleared by next working day	%	39.00	39.20	41.80	60.00	21.70	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	241	163	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	120	...	...	...	619	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	100	...	...	81	69	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	22	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	23	26	34	38	42	55	...	8	7	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	24	...	...	...	76	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	27	41	53	68	83	...	...	33	22	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	39	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	-	-	-	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		1'025	1'029	1'019	1'029	988	...	...	...	...	...
- of which: female		282	290	289	295	284	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		330'000	330'000	420'000	412	412	...	...	...	408	406
Installation fee for business telephone service		330'000	330'000	420'000	412	412	...	...	...	408	...
Monthly subscription for residential telephone service		2'750	2'750	3'500	3	3	...	...	...	3	3
Monthly subscription for business telephone service		2'750	2'750	3'500	3	3	...	...	...	3	...
3-minute local call to fixed telephone (peak rate)		145.50	115.50	147.00	0.14	0.14	...	...	...	0.14	0.14
3-minute local call to fixed telephone (off-peak rate)		48.50	38.50	49.00	0.05	0.05	...	...	...	0.05	0.05
Mobile-cellular prepaid connection charge		...	44'000	56'000	69	69	27	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		440.00	440.00	560.00	...	0.63	0.84	...	0.56	0.60	0.51
Mobile-cellular prepaid-1-min call (off-peak, on-net)		440.00	440.00	560.00	...	0.63	0.40	...	0.50	0.54	0.45
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.61	0.61	0.51
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.61	0.61	0.45
Fixed (wired)-broadband connection charge		...	...	...	...	894	...	...	...	388	458
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	151	...	...	...	220	119
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	105'718	110'475	175'948	225	278	304	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	78'646	77'425	123'747	132	158	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	23'682	28'699	48'099	78	104	125	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	38'577	76'896	30'324	42	90	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	39.50	...	47.96 <sup>1</sup>	47.54 <sup>1</sup>	45.06 <sup>1</sup>	...	...
Households with a mobile telephone	%	...	...	...	44.58	...	72.54 <sup>1</sup>	84.35 <sup>1</sup>	89.63 <sup>1</sup>	...	...
Households with a computer	%	10.00	11.50	13.10	15.10	17.30	19.78 <sup>1</sup>	21.75 <sup>1</sup>	25.99 <sup>1</sup>	27.89	29.93
Households with Internet access at home	%	...	...	...	...	...	6.27 <sup>1</sup>	7.34 <sup>1</sup>	9.00 <sup>1</sup>	9.90	11.86
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	3.06	4.16	4.72	6.08	6.40	9.50	14.11	21.06	31.36	31.59
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		2'000 <sup>2</sup>	1'800 <sup>2</sup>	2'200 <sup>2</sup>	1'500 <sup>2</sup>	2'150 <sup>2</sup>	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		500	550	605	650	1'800	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'075	1'083	1'089	1'095	1'105	1'118	1'133	1'150	1'168	1'186
Households	10 <sup>3</sup>	162	164	166	168	170	175	183	184	187	190
Gross domestic product (GDP)	10 <sup>6</sup>	11'334	12'519	13'775	15'636	16'433	18'078	20'781	23'436	24'995	27'071
Average annual exchange rate per US\$		8.61	10.54	7.56	6.46	6.36	6.77	7.05	8.26	8.47	7.32
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		33'739	35'060	46'199	44'507	35'042	43'970	44'000	44'000	44'000	44'000
Fixed-telephone subscriptions per 100 inhabitants		3.14	3.24	4.24	4.06	3.17	3.93	3.88	3.82	3.77	3.71
- Residential fixed-telephone subscriptions	%	60.00	53.41	43.20	...	...	...	...	60.00	60.00	...
- Fixed-telephone subscriptions in urban areas	%	...	90.10	80.90	...	...	89.90	...	80.00	...	...
ISDN subscriptions		23	275	...	...	...	...	...	...	672	...
- Basic access ISDN subscriptions		...	267	...	...	...	...	673	790	642	...
- Primary access ISDN subscriptions		...	8	...	...	...	...	19	23	30	...
ISDN voice-channel equivalents		232	774	...	...	...	...	13	9	9	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	50.00	50.00	...
Public payphones		...	1'028	1'368	1'458	1'458	1'308	...	1'400	1'462	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		55'000	68'000	85'000	145'000	200'000	250'000	380'000	531'643	656'000	732'700
Mobile-cellular subscriptions per 100 inhabitants		5.12	6.28	7.81	13.24	18.10	22.37	33.54	46.22	56.15	61.78
- Mobile-cellular telephone subscriptions, prepaid		52'000	64'600	82'000	142'100	190'000	...	...	525'972	649'000	...
Mobile population coverage	%	65.00	80.00	...	...	...	90.00	...	91.00	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		6'500	10'000	14'000	18'000	20'500	21'000	...	20'000	22'000	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	-	772	1'504	1'626
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	0.07	0.13	0.14
- Cable modem Internet subscriptions		-	-	-	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	...	...	...	...	...	1'504	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	1	1	1	1	...	...	36	44	55
International Internet bandwidth (bps) per Internet user		74	52	38	28	24	...	...	457	496	578
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		85.00	100.00	70.00	80.00	90.00	0.70	...	0.60	0.60	...
Fixed-telephone faults cleared by next working day	%	...	85.00	82.00	74.00	72.00	70.00	74.00	72.00	63.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	75	219	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	4 <sup>1</sup>	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	26	23	28	24	25	29	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	44	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	22	18	25	...	...	...	...	10	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	36	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	12	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		465	493	471	...	...	...	...	515 <sup>2</sup>	350	...
- of which: female		...	...	...	...	...	...	...	85	42	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		171	205	213	213	213	213	213	213	213	213
Installation fee for business telephone service		285	342	356	356	356	356	356	356	356	356
Monthly subscription for residential telephone service		10	13	13	24	24	24	24	24	24	24
Monthly subscription for business telephone service		21	26	27	42	42	42	42	42	42	42
3-minute local call to fixed telephone (peak rate)		0.33	0.40	0.39	0.57	0.57	0.57	0.57	0.57	0.57	0.57
3-minute local call to fixed telephone (off-peak rate)		0.16	0.20	0.18	0.30	0.30	0.30	0.30	0.30	0.30	0.30
Mobile-cellular prepaid connection charge		...	...	50	...	65	39	...	...	...	15
Mobile-cellular prepaid-1-min call (peak, on-net)		1.85	1.72	1.90	2.60	2.60	3.00	...	2.20	2.20	2.20
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.93	0.86	0.85	2.00	2.00	2.20	...	1.60	1.60	1.60
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	2.20	2.20	2.20
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.60	1.60	1.60
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	2'316	...	2'316
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	14'200	6'349	6'349
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	319	366	1'588	1'777	2'042	...	...	1'044	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	194	277	761	844	924	...	...	406	...	...
- Revenue from mobile networks	10 <sup>6</sup>	158	194	737	816	934	1'051	...	640	759	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	82 <sup>3</sup>	138 <sup>3</sup>	209 <sup>3</sup>	...	...	...	...	234 <sup>3</sup>	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	88	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	146	173	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	9.00	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	9.00	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	35.40	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	12.40	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	60.30	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	9.30	...	10.65
Households with Internet access at home	%	...	...	...	...	...	...	...	3.30	...	3.61
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.28	1.82	2.44	3.23	3.70	3.70	4.10	6.85	7.60	8.02
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	42'959	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	4	5	...	...	...	...	...	4	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	8'877	8'902	8'935	8'978	9'029	9'091	9'161	9'237	9'311	9'380
Households	10 <sup>3</sup>	4'300	4'320	4'340	4'360	4'380	4'394	4'418	4'438	4'460	4'481
Gross domestic product (GDP)	10 <sup>6</sup>	2'348'420	2'443'630	2'544'870	2'660'960	2'769'380	2'944'480	3'126'020	3'204'320	3'089'180	3'306'271
Average annual exchange rate per US\$		10.33	9.74	8.09	7.35	7.47	7.38	6.76	6.59	7.65	7.21
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	5'667	5'584	5'535	5'688	5'635	5'551	5'506	5'338	5'140	4'924
Fixed-telephone subscriptions per 100 inhabitants		63.84	62.73	61.95	63.36	62.41	61.06	60.10	57.79	55.20	52.49
- Residential fixed-telephone subscriptions	%	80.30	76.40	78.06	78.50	75.50	76.71	76.34 <sup>1</sup>	75.54 <sup>1</sup>	74.76 <sup>1</sup>	73.76 <sup>1</sup>
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	133	117	90	64	46	32	146	133	115	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	17	17	18	20	21	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	1'050	1'014	1'007	970	933	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	750	966	1'189
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	7'178	7'949	8'801	8'785 <sup>2</sup>	9'104	9'607	10'117	10'014	10'440	10'885
Mobile-cellular subscriptions per 100 inhabitants		80.86	89.30	98.50	97.85	100.83	105.68	110.43	108.41	112.12	116.05
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	3'536	4'309	5'003	4'629	4'638	4'693	4'642	4'396	4'479	4'402
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	98.00	99.00	99.00	99.00	99.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	6'027	6'509	7'776
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	4'823	4'855
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'686 <sup>3</sup>	2'921
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	2'819	3'032	3'243	3'293	3'289	3'595	3'577	3'389	3'282	3'231
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	587	840	1'095	1'410	2'522	2'489	2'776	2'899	2'942	2'987
Fixed (wired)-broadband subscriptions per 100 inhab.		6.61	9.44	12.25	15.71	27.93	27.38	30.30	31.38	31.59	31.85
- Cable modem Internet subscriptions	10 <sup>3</sup>	112	156	212	243	355	454	536	563	579	596
- DSL Internet subscriptions	10 <sup>3</sup>	242	421	581	846	1'207	1'531	1'716	1'737	1'666	1'591
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	509	590	687	787
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	233	263	302	321	...	...	15	9	9	13
International Internet bandwidth, in Mbit/s		60'349	94'896	126'270	157'636	157'636	294'377	455'829	900'000	1'200'000	2'000'000
International Internet bandwidth (bps) per Internet user		13'133	15'106	17'859	20'930	20'580	36'899	60'670	108'262	141'625	236'919
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	50'642	44'958	42'161	39'449	34'843	28'483	24'039	20'404	17'127	14'682
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	5'528	6'283	6'739	7'619	9'924	12'642	11'506	13'266	14'517	16'230
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	3'127	3'412	3'411	3'728	3'707	3'729	3'826	3'859	3'725	3'631
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	2'573	2'785	2'468	2'817	2'965	3'166	3'614	4'242	4'687	5'234
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	1'189	1'090	1'594	1'695	1'494	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'163	1'153	1'162	1'188	968	869	1'083	1'125	961	898
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	217	221	...	512	570	692	731
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	1'020	1'325	1'816	2'044	2'089	3'397	6'155	9'877	16'508	17'845
MMS sent	10 <sup>6</sup>	...	...	7	27	39	70	109	142	156	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'977	2'124	2'488	2'837
<b>STAFF</b>											
Full-time telecommunication employees		25'885	21'620	20'087	18'914	19'070	19'057	17'534	17'816	19'173	...
- of which: female		9'752	9'729	8'343	8'007	8'177	8'706	7'994	7'668	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	975	675	675	675	675	975
Installation fee for business telephone service		...	...	...	...	...	680	930	930	680	680
Monthly subscription for residential telephone service	125	125	125	125	125	125	125	125	125	145	145
Monthly subscription for business telephone service	...	...	...	...	...	...	...	160	160	132	132
3-minute local call to fixed telephone (peak rate)	1.14	1.14	1.14	1.14	1.14	1.14	1.14	0.99	0.69	1.29	1.29
3-minute local call to fixed telephone (off-peak rate)	0.80	0.80	0.80	0.80	0.80	0.80	0.81	0.91	0.35	1.29	1.29
Mobile-cellular prepaid connection charge	...	...	95	...	100	100	...	...	...	...	100
Mobile-cellular prepaid-1-min call (peak, on-net)	...	...	5.60	4.90	3.99	1.65	...	3.99	3.99	3.99	0.69
Mobile-cellular prepaid-1-min call (off-peak, on-net)	...	...	4.90	0.40	0.29	1.17	...	0.29	0.29	0.29	0.69
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	3.99	3.99	3.99	0.69
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	1.99	1.99	0.69	0.69
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	199	249	249	249
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	1.000	6.000	6.000	6.000
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	-	-	-	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	-	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	49'849	50'515	50'569	50'016	49'575	48'839	49'931	49'950	51'241	52'920
- Revenue from fixed-telephone services	10 <sup>6</sup>	26'587	25'340	25'046	23'953	21'869	19'512	18'221	16'188	15'512	14'425
- Revenue from mobile networks	10 <sup>6</sup>	16'247	16'750	16'686	16'247	16'792	16'839	18'652	20'497	22'349	25'110
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	15'306	...	11'746	11'592	8'832	10'198	10'698	9'689	9'101	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	3'300	5'862	4'264	4'307	4'296	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	5'179	3'892	2'927	2'166	3'227	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	94.00	94.00	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	92.87	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	95.00	95.00	...	...	...	...
Households with a computer	%	69.20	75.00	76.00	77.00	80.00	82.00	83.00	87.10	87.52	89.50
Households with Internet access at home	%	53.00	66.00	67.50	68.90	72.53	77.39	78.55	84.44	86.00	88.30
Mobile cellular telephone users	%	...	76.18	80.71	88.00	87.00	93.27	94.34	95.15	...	...
Computer users	%	...	...	...	...	87.00	90.00	89.39	90.48	91.76	92.74
Internet users	%	51.77	70.57	79.13	83.89	84.83	87.76	82.01	90.00	91.00	90.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	2'300	2'413	2'472	...	...	...	709	689	665	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	183'944	207'377	239'730	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	862	1'090	...	...	...	...	694	681	666	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	7'208	7'255	7'307	7'361	7'415	7'468	7'522	7'573	7'621	7'664
Households	10 <sup>3</sup>	3'196 <sup>1</sup>	3'222 <sup>1</sup>	3'244 <sup>1</sup>	3'267 <sup>1</sup>	3'286 <sup>1</sup>	3'308 <sup>1</sup>	3'297 <sup>1</sup>	3'309 <sup>1</sup>	3'321	3'333
Gross domestic product (GDP)	10 <sup>6</sup>	430'320	434'260	437'730	451'380	463'670	490'545	521'101	545'028	535'650	550'571
Average annual exchange rate per US\$		1.69	1.56	1.35	1.24	1.25	1.25	1.20	1.08	1.09	1.04
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	5'383 <sup>2</sup>	5'388	5'323	5'253	5'150	5'022	4'927	4'828	4'644	4'378
Fixed-telephone subscriptions per 100 inhabitants		74.69	74.26	72.85	71.37	69.45	67.24	65.51	63.75	60.94	57.12
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	861	913	927	929	907	863	822	784 <sup>3</sup>	742 <sup>3</sup>	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	846	899	914	915	808	849	808	769	727 <sup>3</sup>	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	15	14	14	14	15	14	15	15	15	...
ISDN voice-channel equivalents	10 <sup>3</sup>	2'143	2'224	2'234	2'242	2'226	2'125	2'051	1'977	1'896 <sup>3</sup>	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	369	430	468	517 <sup>3</sup>
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	...	...	...	...
Public payphones	10 <sup>3</sup>	40	36	33	30	27	25	23	22 <sup>3</sup>	19 <sup>3</sup>	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	5'276	5'736	6'189	6'275	6'834	7'436	8'209	8'897	9'323	9'527 <sup>3</sup>
Mobile-cellular subscriptions per 100 inhabitants		73.19	79.07	84.70	85.24	92.17	99.57	109.14	117.48	122.32	124.30
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	2'155	2'315	2'601	2'485	2'808	3'103	3'559	3'823	4'058	4'105 <sup>3</sup>
Mobile population coverage	%	99.00	99.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'929	2'352 <sup>3</sup>
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'685	1'994 <sup>3</sup>
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	245	359 <sup>3</sup>
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	2'200	2'337	2'731	2'250	2'585	2'827	2'800	2'760	2'847	2'994
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	140	455	784	1'227	1'669	2'050	2'380	2'556	2'739	2'908 <sup>3</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		1.94	6.27	10.73	16.67	22.51	27.45	31.65	33.75	35.94	37.94
- Cable modem Internet subscriptions	10 <sup>3</sup>	76	197	296	408	494	599	665	761	792	829 <sup>3</sup>
- DSL Internet subscriptions	10 <sup>3</sup>	35	199	487	820	1'130	1'392	1'665	1'786	1'936	2'064 <sup>3</sup>
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	3	4	7	12 <sup>3</sup>
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	45	60	48	5	5	4 <sup>3</sup>
International Internet bandwidth, in Mbit/s		40'056	65'827	69'000	71'464	71'464	152'714	222'100	500'000	700'000	1'000'000
International Internet bandwidth (bps) per Internet user		10'086	14'778	14'505	14'319	13'749	27'012	38'249	83'361	112'975	155'512
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	16'910	...	...	...	13'266	12'059	12'232	11'061	10'776	11'039 <sup>3</sup>
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	4'757	4'941	5'151	5'413	4'724	5'812	6'852	7'883	8'591	10'506 <sup>3</sup>
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	2'032	2'205	2'365	2'422	2'506	2'473	2'234	1'992	1'934	1'832 <sup>3</sup>
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	1'818	1'788	1'786	1'858	2'268	2'248	2'378	2'537	2'969 <sup>3</sup>
International outgoing total telephone (minutes)	10 <sup>6</sup>	2'539	2'403	2'472	2'685	2'861	2'784	3'034	2'914	3'098	3'137 <sup>3</sup>
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	2'348	2'256	2'411	2'030	1'922	1'804 <sup>3</sup>
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	487	476	495	513	528	623	884	1'176	1'333 <sup>3</sup>
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	3'025	3'016	3'119	3'311	3'448	3'677	3'879	4'297	5'671	6'420
MMS sent	10 <sup>6</sup>	...	-	6	32	41	47	49	53	50	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'205	1'175	1'483	2'095 <sup>3</sup>
<b>STAFF</b>											
Full-time telecommunication employees		24'772	23'568	22'446	21'900	22'338	22'603	23'173	22'636	23'105	23'200 <sup>3</sup>
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		-	-	43	43	43	43	43	43	43	43
Installation fee for business telephone service		-	-	43	43	43	43	46	46	46	43
Monthly subscription for residential telephone service	25	25	25	25	25	25	25	25	25	25	25
Monthly subscription for business telephone service	25	25	25	25	25	25	25	27	27	27	25
3-minute local call to fixed telephone (peak rate)	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.24
3-minute local call to fixed telephone (off-peak rate)	0.10	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.12
Mobile-cellular prepaid connection charge	40	40	40	40	40	40 <sup>11</sup>	40	...	...	...	-
Mobile-cellular prepaid-1 min call (peak, on-net)	0.40	0.40	0.40	0.40	0.40	0.40	0.40	...	0.85	0.80 <sup>12</sup>	0.80 <sup>13</sup>
Mobile-cellular prepaid-1 min call (off-peak, on-net)	0.20	0.20	0.20	0.20	0.20	0.20	0.20	...	0.85	0.80 <sup>12</sup>	0.80 <sup>13</sup>
Mobile-cellular prepaid-1 min call (peak, off-net)	...	...	...	...	...	...	...	...	0.85	0.70	0.70
Mobile-cellular prepaid-1 min call (off-peak, off-net)	...	...	...	...	...	...	...	...	0.85	0.70	0.70
Fixed (wired)-broadband connection charge	...	...	...	-	-	-	-	...	-	-	25
Fixed (wired)-broadband monthly subscription charge	...	...	...	49	49	49	49	...	34	34	34
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	1.000	1.000	1.000	1.000
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	14'779	14'845	15'346	16'007	16'146	16'301	17'179	17'379	17'458	17'810 <sup>3</sup>
- Revenue from fixed-telephone services	10 <sup>6</sup>	4'409	4'438	4'690	4'854	4'831	4'642	5'471	5'116	5'409	5'416 <sup>3</sup>
- Revenue from mobile networks	10 <sup>6</sup>	3'883	4'216	4'472	4'736	4'804	4'733	4'878	5'045	4'630	4'907 <sup>3</sup>
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	2'776	2'579	2'133	2'060	2'030	6'487 <sup>21</sup>	2'762	2'278 <sup>3</sup>	2'292	2'178 <sup>3</sup>
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	907	825	571	571	807	1'586	991	834 <sup>3</sup>	906 <sup>3</sup>
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	914	846	862	644	486 <sup>3</sup>	501	463	459	471 <sup>3</sup>
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	93.60	...	...	...	...	91.90	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	99.00	...	...	...	...
Households with a mobile telephone	%	68.60	...	...	...	...	87.50	...	...	...	...
Households with a computer	%	64.20	65.40	68.90	70.60	76.50	77.40	...	80.59	...	86.85
Households with Internet access at home	%	54.70	57.55 <sup>22</sup>	60.54 <sup>22</sup>	63.70 <sup>22</sup>	67.01 <sup>22</sup>	70.50	...	78.03 <sup>22</sup>	...	86.37
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	55.10 <sup>23</sup>	61.40 <sup>23</sup>	65.10 <sup>23</sup>	67.80 <sup>23</sup>	70.10 <sup>23</sup>	75.70 <sup>23</sup>	77.20 <sup>23</sup>	79.20 <sup>23</sup>	81.30 <sup>23</sup>	83.90 <sup>23</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	2'684	2'717	2'761	2'791	2'873	...	...	...	...	...
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	440	486	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	16'455	16'963	17'490	18'005	18'484	18'921	19'321	19'694	20'054	20'411
Households	10 <sup>3</sup>	3'344	3'426	3'510	3'493	3'476	3'560	3'637	3'732	3'851	3'956
Gross domestic product (GDP)	10 <sup>6</sup>	974'008	1'016'520	1'067'260	1'263'140	1'493'770	1'704'974	2'018'371	2'445'355	2'519'258	2'762'614
Average annual exchange rate per US\$		46.74	51.50 <sup>1</sup>	51.50	52.35	54.52	52.21	...	11.22 <sup>2</sup>	11.22 <sup>2</sup>	11.22 <sup>2</sup>
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'817	2'095	2'411	2'658	2'903	3'243	3'452	3'633	3'871	4'069
Fixed-telephone subscriptions per 100 inhabitants		11.04	12.35	13.78	14.76	15.71	17.14	17.87	18.45	19.30	19.94
- Residential fixed-telephone subscriptions	%	87.00	88.00	88.00	88.50	87.00	86.00	85.60	85.60	84.80	84.00
- Fixed-telephone subscriptions in urban areas	%	81.00	81.90	82.50	81.00	80.00	80.00	80.00	79.50	78.90	78.00
ISDN subscriptions	10 <sup>3</sup>	1	1	2	6	3	5	14	20	30	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	1	1	2	6	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	2	3	4	11	14	23	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	95.00	95.00	95.00	80.00	85.00	90.00	98.00
Public payphones	10 <sup>3</sup>	5 <sup>3</sup>	5 <sup>3</sup>	5 <sup>3</sup>	5 <sup>3</sup>	2 <sup>3</sup>	2 <sup>3</sup>	1 <sup>3</sup>	1	1	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	200	400	1'185	2'346	2'950	4'675	6'235	7'056	10'022	11'799
Mobile-cellular subscriptions per 100 inhabitants		1.22	2.36	6.78	13.03	15.96	24.71	32.27	35.83	49.98	57.81
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	-	...	221	1'298	1'805	3'087	5'071	5'934	8'886	10'681
Mobile population coverage	%	...	40.00	75.00	90.00	92.00	95.00	96.00	96.00	97.00	97.50
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		20'000	73'000	122'000	160'000	216'000	309'000	628'775	744'225	850'868	986'081
Fixed (wired)-broadband subscriptions		-	-	-	600	2'700	5'218	6'957	11'055	34'793	67'564
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.01	0.03	0.04	0.06	0.17	0.33
- Cable modem Internet subscriptions	...	...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions	...	...	...	...	600	2'700	5'218	6'957	11'055	34'657	...
- Fibre-to-the-home/building Internet subscriptions	...	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	...	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s	16	16	16	521	342	660	1'056	2'000	3'565	5'735	...
International Internet bandwidth (bps) per Internet user	275	45	27	670	328	445	...	725	1'028	1'357	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	50.00	50.00	50.00	0.05	0.30	0.25	0.20	0.25	0.24	0.23
Fixed-telephone faults cleared by next working day	%	...	50.00	50.00	80.00	80.00	80.00	80.00	80.00	80.00	82.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	34'437	...	...	...	31'760	33'776	35'299	23'784	25'650	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	837	1'774	3'029	4'609	6'507	8'351	10'346	11'076	12
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	166	242	393	402	415	350	338	671	692	643
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	250	370	402	415	350	338	337	298	281
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	404	428	450	477
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	163	186	193	230	273	308	159	137	154	161
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	245	291	296	316
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	579	679	...	1'172	1'401	1'979	1'745
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	330	394	473	579	679	873	405	432	895	546
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	767	969	1'084	1'200
SMS sent	10 <sup>6</sup>	...	...	...	236	319	403	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	-	-	1	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		21'688	21'986	22'417	22'661	23'119	23'553	23'668	...	...	...
- of which: female		5'856	5'650	5'488	5'543	5'599	5'613	5'800	5'900	6'000	6'100
<b>TARIFFS</b>											
Installation fee for residential telephone service		5'000	5'000	5'000	4'000	4'000	1'500	1'500	1'500	1'500	1'500
Installation fee for business telephone service		10'000	10'000	8'000	4'000	4'000	1'500	1'500	1'500	1'500	1'500
Monthly subscription for residential telephone service		33	33	39	40	480	40	40	40	40	40
Monthly subscription for business telephone service		66	66	66	40	480	40	40	40	40	40
3-minute local call to fixed telephone (peak rate)		0.60	0.60	0.30	0.60	0.60	0.60	0.60	0.60	0.60	0.60
3-minute local call to fixed telephone (off-peak rate)		0.60	0.60	0.30	0.60	0.60	0.60	0.60	0.60	0.60	0.60
Mobile-cellular prepaid connection charge		...	...	5'000	700	1'700	200	...	600	300	200
Mobile-cellular prepaid-1 min call (peak, on-net)		4.00	4.00	4.00	4.00	4.00	7.00	...	6.00	6.00	6.00
Mobile-cellular prepaid-1 min call (off-peak, on-net)		4.00	4.00	4.00	4.00	3.00	7.00	...	6.00	6.00	6.00
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	6.00	6.00	6.00
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	6.00	6.00	6.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	2'400	1'450	1'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	...	3.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	2'000	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	20'217	23'845	27'496	35'448	40'679	51'700	73'105	61'971	70'960	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	16'909	20'380	19'273	23'649	21'704	25'000	31'175	26'071	29'957	...
- Revenue from mobile networks	10 <sup>6</sup>	2'496	2'669	7'090	10'052	17'205	21'000	27'362	35'324	41'003	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	8'190	7'549	5'331	3'698	3'061	4'700	7'770	7'053	10'929	13'176
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	7'000	5'000	2'589	2'143	3'290	...	7'021	10'791	13'038
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	32	139	138
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	-	23.70	25.60	29.40
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	20.00	24.00	26.00	28.00	30.00	35.00	36.73	...	40.37
Households with Internet access at home	%	...	20.00	22.00	24.00	26.00	28.00	30.00	31.16	...	35.15
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.35	2.09	3.40	4.32	5.65	7.83	...	14.00	17.30	20.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	-	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	92	270
Direct-to-home (DTH) satellite antenna subscriptions		900'000	1'265'000	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	22'099	22'265	22'429	22'586	22'728	22'857	22'971	23'070	23'152	23'216
Households	10 <sup>3</sup>	6'802	6'925	7'047	7'172	7'299	7'355	7'388	7'432	7'452	7'452
Gross domestic product (GDP)	10 <sup>9</sup>	9'862 <sup>1</sup>	10'194 <sup>1</sup>	10'319 <sup>1</sup>	10'770 <sup>1</sup>	...	12'243 <sup>1</sup>	12'911	12'620	12'477	13'603
Average annual exchange rate per US\$		33.80 <sup>2</sup>	34.71 <sup>2</sup>	33.98 <sup>2</sup>	33.43 <sup>2</sup>	31.95 <sup>2</sup>	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	12'847	13'332	13'914	14'172	14'480	14'443	14'364	14'368 <sup>3</sup>	15'845	16'433
Fixed-telephone subscriptions per 100 inhabitants		58.13	59.88	62.03	62.75	63.71	63.19	62.53	62.28	68.44	70.78
- Residential fixed-telephone subscriptions	%	74.91	75.31	75.30	75.14	74.97	74.85	74.82	74.84	74.93	74.47
- Fixed-telephone subscriptions in urban areas	%	42.10	42.00	41.02	40.72	40.53	40.30	41.95	41.69	41.42	43.10
ISDN subscriptions	10 <sup>3</sup>	38	34	48	50	58	63	62	70	89	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	29	27	26	26	55	24	22	20	18	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	9	7	22	24	3	40	39	49	71	...
ISDN voice-channel equivalents	10 <sup>3</sup>	274	233	559	608	825	125	962	1'191	1'684	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	1'216	1'547
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	139	135	132	126	119	111	100	96	91	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	21'786	24'391	25'800	22'760	22'171	23'249	24'287	25'413	26'959	27'840
Mobile-cellular subscriptions per 100 inhabitants		98.59	109.55	115.03	100.77	97.55	101.72	105.73	110.16	116.44	119.91
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	4'278	5'453	6'120	3'749	2'540	2'453	2'727	2'962	3'296	3'755
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	1'226	2'170	3'460	8'549
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	1'087	1'773	2'226	7'071
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	139	397	1'235	1'478
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	6'220	8'997	7'822	8'031	7'264	7'031	5'968	6'026	5'668	5'882
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	1'133	2'100	3'043	3'751	4'341	4'506	4'741	4'968	4'944	5'265
Fixed (wired)-broadband subscriptions per 100 inhab.		5.13	9.43	13.57	16.61	19.10	19.71	20.64	21.54	21.35	22.68
- Cable modem Internet subscriptions	10 <sup>3</sup>	226	248	452	526	541	420	503	649	810	928
- DSL Internet subscriptions	10 <sup>3</sup>	912	1'833	2'552	3'169	3'739	4'002	3'657	3'026	2'544	2'360
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	555	1'259	1'570	1'958
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	27	20	39	56	61	54	30	34	20	19
International Internet bandwidth, in Mbit/s		7'228	14'790	44'923	71'333	108'950	149'881	186'443	235'096	331'283	493'312
International Internet bandwidth (bps) per Internet user		937	1'396	3'856	5'869	8'263	10'297	12'593	15'478	20'471	29'718
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		1.64	1.32	1.40	1.40	7.67	1.18	5.79	5.96	6.15	6.44
Fixed-telephone faults cleared by next working day	%	...	95.92	92.94	97.71	96.43	99.50	99.05	98.97	96.37	98.67
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	69'642	...	...	...	30'896	26'863	24'511	22'608	21'195	20'116
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	19'156	21'628	24'019	26'898	26'097	29'67	30'016	32'069	35'118	38'212
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	7'221	6'920	6'400	7'981	3'176	2'514	2'973	2'630	2'326	2'452
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	3'381	4'248	3'595	3'585	3'329	2'932	2'765
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	6'477	3'994	4'193	4'651
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'522	2'154	3'077	3'025	3'460	3'841	3'879	2'524	2'647	2'896
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	518	494	...	1'215	1'470	1'546	1'755
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	4'405	3'371	3'924	4'300
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'146	1'636	2'608	3'165	3'183	3'094	3'124	2'141	2'651	3'027
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	1'345	2'174	...	1'033	1'230	1'272	1'273
SMS sent	10 <sup>6</sup>	1'286	2'106	2'464	2'465	2'796	3'659	4'499	5'631	5'663	6'497
MMS sent	10 <sup>6</sup>	...	...	...	8	14	12	16	27	28	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	717	1'086
<b>STAFF</b>											
Full-time telecommunication employees		41'028	38'102	38'257	39'116	38'150	41'617	39'197	38'844	38'729	37'929
- of which: female		13'491	12'749	12'510	12'859	12'667	14'712	13'969	13'898	13'754	13'371
<b>TARIFFS</b>											
Installation fee for residential telephone service		3'000	3'000	3'000	3'000	3'000	3'000	2'200	2'200	2'200	2'200
Installation fee for business telephone service		3'000	3'000	3'000	3'000	3'000	3'000	2'200	2'200	2'200	2'200
Monthly subscription for residential telephone service		70	70	70	70	70	...	70	70	70	70
Monthly subscription for business telephone service		295	295	295	295	295	...	295	295 <sup>11</sup>	295 <sup>11</sup>	295
3-minute local call to fixed telephone (peak rate)		1.60 <sup>12</sup>	1.60 <sup>12</sup>	1.60 <sup>12</sup>	1.60 <sup>12</sup>	1.60 <sup>12</sup>	1.60 <sup>12</sup>	1.60 <sup>12</sup>	1.60 <sup>12</sup>	1.60	1.60
3-minute local call to fixed telephone (off-peak rate)		1.00	0.30	0.30	0.30	0.30	0.30	0.30	0.30 <sup>13</sup>	0.30 <sup>13</sup>	0.30
Mobile-cellular prepaid connection charge		...	200	200	-	-	-	-	-	-	-
Mobile-cellular prepaid-1-min call (peak, on-net)		6.00	6.00	6.00	6.00	6.00	6.00	4.80	4.80	4.80	4.80
Mobile-cellular prepaid-1-min call (off-peak, on-net)		3.00	3.60	3.60	3.60	3.60	3.60	4.80	4.80	4.80	4.80
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	10.80	10.80	10.20
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	6.00	5.40	5.10
Fixed (wired)-broadband connection charge		...	...	...	...	1'500	1'500	...	500	500	500
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	880	856	...	309	299	289
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.260	0.510
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	315'000	334'977	350'252	368'634	376'982	371'639	370'747	367'384	363'156	364'302
- Revenue from fixed-telephone services	10 <sup>6</sup>	110'805	88'127	88'597	85'781	80'683	75'319	72'069	70'549	68'663	67'221
- Revenue from mobile networks	10 <sup>6</sup>	170'888	185'051	195'799	208'204	220'261	219'239	219'724	217'492	215'817	213'606
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	113'859	91'141	120'687	82'752	52'945	65'064	62'293	72'218	61'526	59'901
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	77'479	72'447	43'669	31'706	34'742	24'484	25'362	28'612	20'913
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	16'109	16'915
- Annual investment in mobile communication services	10 <sup>6</sup>	...	13'662	31'388	23'977	10'816	28'820	19'511	20'691	16'805	22'073
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	99.70	99.70	99.70	99.70	99.70
Population with access to a PIAC	%	...	...	...	99.00	99.99	99.99	99.99	99.99	99.99	99.99
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	99.56	99.51	99.47	99.46	99.55	99.37	...	...	...
Households with a fixed line telephone	%	...	97.90	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	83.62	...	...	...	...	...	...	...	...
Households with a computer	%	50.90	56.80	58.74	62.37	63.15	66.12	67.13	...	...	...
Households with Internet access at home	%	39.00	45.94	48.25	53.15	55.79	59.66	61.57	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	34.90	47.60	51.94	53.81	58.01	63.68	64.45	65.84	69.90	71.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		4'572'000	4'642'000	4'748'000	4'856'000	4'724'347	5'503'441	4'685'872	4'885'309	4'980'251	5'084'491
Leased-line subscriptions		170'000	...	...	21'974	21'277	29'575	29'877	34'003	19'874	19'064
Direct-to-home (DTH) satellite antenna subscriptions		30'000	30'000	30'000	12'000	9'000	28'145	23'615	14'176	14'056	12'939



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	6'233	6'286	6'337	6'391	6'453	6'525	6'604	6'691	6'783	6'879
Households	10 <sup>3</sup>	1'116	1'145	1'175	1'206	1'238	1'254	1'282	1'301	1'323	1'346
Gross domestic product (GDP)	10 <sup>6</sup>	2'564	3'375	4'761	6'167	7'207	9'335	12'804	17'609	20'623	24'705
Average annual exchange rate per US\$		2.37	2.76	3.06	2.97	3.12	3.30	3.44	3.43	4.14	4.38
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		226'851	237'600	245'192	273'400	280'200	...	292'730	286'940	347'260	367'693
Fixed-telephone subscriptions per 100 inhabitants		3.64	3.78	3.87	4.28	4.34	...	4.43	4.29	5.12	5.35
- Residential fixed-telephone subscriptions	%	79.64	80.34	81.10	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	87.44	88.01	88.83	77.46	80.80	...	...	...	...	...
ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	-	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		316 <sup>1</sup>	428 <sup>1</sup>	428 <sup>1</sup>	437 <sup>1</sup>	92 <sup>1</sup>	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2	13	48	135	265	2'150	2'133	3'674	4'900	5'941
Mobile-cellular subscriptions per 100 inhabitants		0.03	0.21	0.75	2.11	4.11	32.95	32.29	54.90	72.24	86.37
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	-	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		131	258	452	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	10	...	...	...	3'645	3'658	4'400	4'700
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	...	...	...	0.06	0.05	0.06	0.07
- Cable modem Internet subscriptions		...	-	10	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	2	2	2	2	134	250	...	...	...
International Internet bandwidth (bps) per Internet user		573	525	489	404	104	544	526	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		123.00	126.00	144.00	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	65	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	4	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	9	10	11	13	16	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	40	55	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		4'986	4'996	5'119	5'000	4'800	...	...	...	...	...
- of which: female		1'982	1'849	1'154	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		10	11	11	...	12 <sup>2</sup>	...	...	...	...	16
Installation fee for business telephone service		67 <sup>2</sup>	74 <sup>2</sup>	74 <sup>2</sup>	...	50 <sup>2</sup>	...	...	...	...	42
Monthly subscription for residential telephone service		1	1	1	...	1	...	...	...	2	2
Monthly subscription for business telephone service		7	7	4	...	6	...	...	...	...	8
3-minute local call to fixed telephone (peak rate)		0.03	0.03	0.03	...	...	...	...	...	0.06	0.06
3-minute local call to fixed telephone (off-peak rate)		0.03	0.03	0.03	...	...	...	...	...	0.06	0.06
Mobile-cellular prepaid connection charge		...	...	...	...	37	52	...	...	...	4
Mobile-cellular prepaid-1 min call (peak, on-net)		...	...	...	0.17	0.21	0.52	...	...	0.17	0.06
Mobile-cellular prepaid-1 min call (off-peak, on-net)		...	...	...	0.15	0.15	0.52	...	...	0.13	0.05
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	...	0.26	0.12
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	...	0.22	0.09
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	1'600 <sup>3</sup>	1'600
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	16	21	28	...	208	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	15	...	25	...	...	...	...	...	43	37
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	2	...	20	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.05	0.06	0.06	0.08	0.30	3.77	7.20	8.78	10.07	11.55
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		-	549	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	34'917 <sup>1</sup>	35'832 <sup>1</sup>	36'788 <sup>1</sup>	37'787 <sup>1</sup>	38'831 <sup>1</sup>	39'924 <sup>1</sup>	41'068 <sup>1</sup>	42'268 <sup>1</sup>	43'525 <sup>1</sup>	44'841 <sup>1</sup>
Households	10 <sup>3</sup>	6'775	6'996	7'224	7'459	7'702	7'805	8'090	8'292	8'537	8'791
Gross domestic product (GDP)	10 <sup>9</sup>	8'285	9'375	...	...	...	16'953	19'445	22'865	26'497	30'150
Average annual exchange rate per US\$		876.41	966.58	1'038.42	1'089.33	1'128.93	1'251.90	1'245.04	1'196.31	1'320.31	1'409.27
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		177'802	161'590	147'006	148'360	154'360	152'000	163'269	123'809 <sup>2</sup>	172'922	174'511
Fixed-telephone subscriptions per 100 inhabitants		0.51	0.45	0.40	0.39	0.40	0.38	0.40	0.29	0.40	0.39
- Residential fixed-telephone subscriptions	%	63.00	63.00	...	...	64.00	64.98	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	50.00	50.00	...	...	...	44.24	...	...	...	...
ISDN subscriptions		-	...	...	9	22	26	...	...	...	...
- Basic access ISDN subscriptions		-	...	...	6	7	...	...	...	...	...
- Primary access ISDN subscriptions		-	...	...	3	15	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	120	120	120	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		1'592	2'000	...	...	5'000	5'773	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	276	607	1'298	1'942	2'964	5'609	8'252	13'007 <sup>2</sup>	17'469	20'984
Mobile-cellular subscriptions per 100 inhabitants		0.79	1.69	3.53	5.14	7.63	14.05	20.09	30.77	40.14	46.80
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	1'010	1'893	2'776	5'590	8'217	12'960	17'424	20'903
Mobile population coverage	%	...	25.00	25.00	36.00	45.00	56.00	65.00	70.00	85.00	85.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	232	373	463
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		15'000	20'000	50'000	...	92'000	129'000	181'000	251'838	397'522	487'256 <sup>2</sup>
Fixed (wired)-broadband subscriptions		-	-	-	-	1'495	1'795	2'154	2'585	2'841	3'150
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	0.01	0.01	0.01	0.01
- Cable modem Internet subscriptions		-	-	-	-	406	446	535	589	607	594
- DSL Internet subscriptions		-	-	-	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		-	-	-	-	-	-	-	-	-	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		4	16	16	16	100	100	100	300	1'475	3'459
International Internet bandwidth (bps) per Internet user		69	201	64	48	60	43	34	79	339	701
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		20.40	24.00	...	35.00	26.00	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	88.00	93.00	93.00	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	1'839	...	...	...	...	...	...	...	34	526
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	481	2'059	5'485	7'244	14'272
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	2	3	5	5	6	7	8	9	10	22
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	15	15	25	44	45
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	107	101	140	103	141
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	9	12	14	17	19	5	6	4	7	6
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	101	95	136	95	136
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	112	122	119	244	168
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	30	40	25	20	11	15	11	11	55	11
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	96	111	108	189	158
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	2'513	2'019
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	43	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'571	3'514	...	...	...	...	...	...	...	...
- of which: female		1'066	1'067	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		36'000	40'000	40'000	40'000	40'000	40'000	20'000 <sup>3</sup>	20'000	20'000	20'000
Installation fee for business telephone service		36'000	40'000	40'000	40'000	40'000	40'000	20'000 <sup>3</sup>	20'000	20'000	...
Monthly subscription for residential telephone service		3'070	3'500	3'500	4'200	4'250	4'250	5'000 <sup>3</sup>	5'000	5'000	5'000
Monthly subscription for business telephone service		3'070	3'500	3'500	4'200	4'250	4'250	5'000 <sup>3</sup>	5'000	5'000	5'000
3-minute local call to fixed telephone (peak rate)		63.00	117.00	117.00	180.00	180.00	180.00	300.00 <sup>3</sup>	300.00	360.00	330.00
3-minute local call to fixed telephone (off-peak rate)		63.00	117.00	117.00	180.00	180.00	180.00	300.00	225.00	360.00	180.00
Mobile-cellular prepaid connection charge		...	...	...	...	...	7'200	1'000	1'000	500	...
Mobile-cellular prepaid-1 min call (peak, on-net)		240.13	175.33	80.55	108.93	260.00	310.00	...	260.00	260.00	300.00
Mobile-cellular prepaid-1 min call (off-peak, on-net)		160.07	131.33	80.55	72.62	50.00	...	...	225.00	...	60.00
Mobile-cellular prepaid-1 min call (peak, off-net)		...	...	...	...	...	...	...	397.00	397.00	390.00
Mobile-cellular prepaid-1 min call (off-peak, off-net)		...	...	...	...	...	...	...	340.00	340.00	390.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	36'000	25'000	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	80'000	30'000	30'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.512	2.000	2.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	1.0	0.4	2.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	191'459	214'000	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	110'618	108'000	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	75'000	106'000	198'000	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	8'269	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	3.30	3.90	4.50	5.30	6.10	6.90	7.80	8.80	9.90	...
Households with a fixed line telephone	%	...	3.79	...	...	...	...	...	0.70	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	28.10	...	...
Households with a computer	%	...	...	...	2.00	...	...	...	2.47	...	2.62
Households with Internet access at home	%	...	...	...	0.30	0.45	0.51	0.60	0.61	...	0.74
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.17	0.22	0.68	0.88	4.30	5.80	7.20	9.00	10.00	11.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		8'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	2'016 <sup>1</sup>	2'022 <sup>1</sup>	2'028 <sup>1</sup>	2'033 <sup>1</sup>	2'038 <sup>1</sup>	2'043 <sup>1</sup>	2'048 <sup>1</sup>	2'053 <sup>1</sup>	2'057 <sup>1</sup>	2'061 <sup>1</sup>
Households	10 <sup>3</sup>	561	561	569	569	569	571	571	571	571	571
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	310'915 <sup>2</sup>	364'989 <sup>2</sup>	411'728 <sup>2</sup>	410'735	427'172
Average annual exchange rate per US\$		68.04	64.35	54.32	49.41	49.28	48.80	44.73	41.87	44.10	46.48
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		538'507	560'026	525'000	537'000	533'656	490'887	463'638	457'122 <sup>3</sup>	437'301	413'091
Fixed-telephone subscriptions per 100 inhabitants		26.71	27.69	25.89	26.41	26.18	24.03	22.64	22.64	21.26	20.05
- Residential fixed-telephone subscriptions	%	...	...	...	...	70.30	88.34	87.90	86.71	86.99	89.20
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	93.37	93.32	92.92	91.78	92.78	...
ISDN subscriptions		4'089	...	10'850	14'350	15'359	15'654	14'953	14'939	13'195	...
- Basic access ISDN subscriptions		...	...	10'500	...	14'968	15'197	14'583	14'529	12'814	...
- Primary access ISDN subscriptions		...	...	350	...	391	457	370	410	381	...
ISDN voice-channel equivalents		...	...	31'500	...	42'736	44'104	40'266	41'358	37'058	...
VoIP subscriptions		...	...	...	...	...	...	...	...	58'150	73'692
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	2'528	2'043	1'865	1'706	1'232	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	223	365	776	986	1'131	1'264	1'794	1'968	1'943	2'153
Mobile-cellular subscriptions per 100 inhabitants		11.07	18.07	38.27	48.48	55.49	61.86	87.62	95.86	94.48	104.51
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	660	...	1'085	1'175	1'555	1'787	1'283	1'369
Mobile population coverage	%	...	...	...	98.00	99.00	99.80	99.90	...	...	99.90
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	386
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	386
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	107'802	166'027	273'639	288'432	221'618	258'598
Fixed (wired)-broadband subscriptions		...	-	-	-	12'436	36'485	100'507	181'012	218'651	256'943
Fixed (wired)-broadband subscriptions per 100 inhab.		...	-	-	-	0.61	1.79	4.91	8.82	10.63	12.47
- Cable modem Internet subscriptions		...	-	...	...	1'000	10'027	28'205	47'875	66'140	77'436
- DSL Internet subscriptions		...	...	...	...	8'294	17'297	56'032	117'029	135'089	148'312
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	3'142	9'161	15'915	15'688	17'422	22'701
International Internet bandwidth, in Mbit/s		...	...	34	34	34	34	34	11'000	14'200 <sup>11</sup>	18'000 <sup>12</sup>
International Internet bandwidth (bps) per Internet user		...	...	88	68	63	58	46	11'640	13'336	16'831
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	8.97	9.20	9.11	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	95.51	96.13	97.04	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	744	1'390	1'287	1'126	896	831
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	390	667	1'015	1'744	2'252	2'652
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	72	130	113	92	77	66
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	17	32	35	45	40	49
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	55	52	52	48
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	66	65	...	...	16	28	26	26	26	24
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	11	...	...	26	26	24
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	299	357	448	454	469
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	197	192	...	...	113	266	229	298	295	316
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	39	...	128	150	158	153
SMS sent	10 <sup>6</sup>	...	...	...	...	102	291	270	593	470	515
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	1	-	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	3	3
<b>STAFF</b>											
Full-time telecommunication employees		3'776	...	...	...	...	1'792	...	...	7'245	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	1'240	1'240	1'240 <sup>13</sup>	1'463 <sup>13</sup>	1'463	1'463	1'463
Installation fee for business telephone service		...	...	...	1'240	1'240	1'240 <sup>13</sup>	1'463 <sup>13</sup>	1'463	1'463	...
Monthly subscription for residential telephone service		250	...	...	399	399	399 <sup>13</sup>	471 <sup>13</sup>	471	471	471
Monthly subscription for business telephone service		480	...	...	700	700	700 <sup>13</sup>	826 <sup>13</sup>	826	826	826
3-minute local call to fixed telephone (peak rate)		1.00	...	...	3.00	3.00	3.00 <sup>13</sup>	3.54 <sup>13</sup>	3.54	3.54	3.54
3-minute local call to fixed telephone (off-peak rate)		0.50	...	...	1.80	1.80	1.80 <sup>13</sup>	2.13 <sup>13</sup>	2.13	2.13	2.13
Mobile-cellular prepaid connection charge		...	...	1'980	750	750	690	...	...	690	600
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	36.00	23.00	23.00	23.00	...	14.00	8.85	8.90
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	16.00	9.00	9.00	9.00	...	7.00	8.85	8.90
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	17.00	11.21	11.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	10.00	11.21	11.30
Fixed (wired)-broadband connection charge		...	...	...	...	2'990	1'542 <sup>13</sup>	...	1'799	1'799	1'799
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	999	699 <sup>13</sup>	...	589	589	599
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	4.096	6.000	6.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	10.0	15.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	14'860	16'900	16'910	16'671	16'333	22'420	23'282	25'038	24'977	24'459
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	9'000	10'155	9'331	...	8'616	7'964	7'584	6'166	5'825
- Revenue from mobile networks	10 <sup>6</sup>	...	5'400	5'443	5'875	5'563	12'027	12'979	13'969	14'942	14'494
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	2'137	1'878	...	2'199	9'898	7'823	3'496	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	294	696	1'048	1'337	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	1'830	4'657	2'709	2'071	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	95.00	...	99.00	...	...	...	...
Households with a fixed line telephone	%	...	...	...	85.00	...	84.30	...	...	...	...
Households with a mobile telephone	%	...	...	...	69.00	...	71.00	...	...	...	...
Households with a computer	%	...	...	...	29.59	...	24.89	33.70	45.62	54.14	60.33
Households with Internet access at home	%	...	...	...	11.18	12.45	13.90	22.00	29.36	41.79	49.18
Mobile cellular telephone users	%	...	...	...	...	...	63.47	...	78.72	...	...
Computer users	%	...	...	...	34.00	...	38.00	...	54.12	57.52	...
Internet users	%	3.47	17.33	19.07	24.44	26.45	28.62	36.30	46.04	51.77	51.90
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	84'144	161'073	302'000	...	...
Leased-line subscriptions		...	...	...	...	...	242	355	420	...	709
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	47'000	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	63'899	64'643	65'370	66'060	66'698	67'276	67'796	68'268	68'706	69'122
Households	10 <sup>3</sup>	15'725	15'889	17'883	18'394	18'905	19'048	18'790	18'917	19'023	19'128
Gross domestic product (GDP)	10 <sup>9</sup>	5'134	5'451	5'929	6'503	7'103	7'845	8'525	9'080	9'042	10'105
Average annual exchange rate per US\$		44.43	42.96	41.48	40.22	40.22	37.88	34.52	33.31	34.29	31.69
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	6'049	6'557	6'632	6'812	7'035	7'072	7'024	7'394	7'205	6'925
Fixed-telephone subscriptions per 100 inhabitants		9.47	10.14	10.15	10.31	10.55	10.51	10.36	10.83	10.49	10.02
- Residential fixed-telephone subscriptions	%	69.20	68.83	68.01	67.15	67.69	67.36	67.93	51.86	51.37	51.57
- Fixed-telephone subscriptions in urban areas	%	53.10 <sup>1</sup>	53.57 <sup>1</sup>	52.10 <sup>1</sup>	50.34 <sup>1</sup>	50.31 <sup>1</sup>	50.01 <sup>1</sup>	49.91 <sup>1</sup>	...	...	...
ISDN subscriptions	10 <sup>3</sup>	8	12	29	28	28	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	8	12	28	26	26	24	22	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	1	1	1	2	3	3	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	27	46	85	96	109	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	208	301	312	331	364	365	326	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	7'550	10'172	21'828	27'379	31'137	40'723	52'974	61'837	65'952	71'624
Mobile-cellular subscriptions per 100 inhabitants		11.82	15.73	33.39	41.44	46.68	60.53	78.14	90.58	95.99	103.62
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	1'447	7'958	17'748	22'388	...	35'177	...	55'356	58'901	64'327
Mobile population coverage	%	...	...	...	...	25.89	30.92	37.77	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	1'298	1'793	2'296	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	2	15	45	75	105	...	913	...	...	3'189
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.02	0.07	0.11	0.16	...	1.35	...	...	4.61
- Cable modem Internet subscriptions	10 <sup>3</sup>	1	...	10	...	...	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	1	15	35	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		642	1'011 <sup>2</sup>	1'438	3'006	6'808	9'909	22'073	55'095	104'595	158'680 <sup>3</sup>
International Internet bandwidth (bps) per Internet user		181	208	237	426	679	858	1'625	4'434	7'574	10'829
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		19.80	2.44	2.51	2.55	2.53	2.66	2.71	...	...	...
Fixed-telephone faults cleared by next working day	%	...	65.83	68.97	90.13	91.02	89.66	89.81	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	15'498	16'715	18'497
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	1'538	1'291
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	168	155
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	312	335	342	487	555	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	51	105
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	613	1'390	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	320	327	317	308	333	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		22'842	21'645	27'185	26'897	20'638	19'752	30'664	...	...	...
- of which: female		...	...	...	...	...	...	2'030	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		3'350	3'350	3'350	3'350	3'350	...	25'122	3'984	3'350	3'350
Installation fee for business telephone service		3'350	3'350	3'350	3'350	3'350	...	...	...	...	...
Monthly subscription for residential telephone service		100	100	100	100	100	...	...	100	100	100
Monthly subscription for business telephone service		100	100	100	100	100	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		3.00	3.00	3.00	3.00	3.00	...	...	3.00	9.00	9.00
3-minute local call to fixed telephone (off-peak rate)		3.00	3.00	3.00	3.00	3.00	...	...	3.00	3.00	3.00
Mobile-cellular prepaid connection charge		...	...	400	888	888	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		3.00	3.00	5.00	5.00	5.00	8.25	...	0.50	1.03	1.50
Mobile-cellular prepaid-1-min call (off-peak, on-net)		3.00	3.00	5.00	5.00	5.00	8.25	...	2.00	1.03	1.50
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.50	2.14	1.50
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	2.00	2.14	1.50
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	590	631	599
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.260	6.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	155'571	177'878	196'009	204'941	...	...	340'960	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	80'497	72'000	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	63'359	90'000	128'000	146'000	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	57'550	65'000	16'629	20'441	26'421	29'136	33'271	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	92.33	96.30 <sup>11</sup>	97.28
Households with a fixed line telephone	%	...	...	...	...	26.80	...	...	22.63	21.35	20.80
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	87.47	90.20
Households with a computer	%	5.75	...	...	...	...	...	...	...	20.26	22.84 <sup>12</sup>
Households with Internet access at home	%	5.64	5.99 <sup>13</sup>	6.36 <sup>13</sup>	6.76 <sup>13</sup>	7.18 <sup>13</sup>	7.63 <sup>13</sup>	8.11 <sup>13</sup>	8.61	9.49	11.42
Mobile cellular telephone users	%	...	...	22.50	28.20	...	...	...	52.80	56.81	61.79
Computer users	%	1.48	...	19.60	21.40	...	...	...	28.17	29.24	30.92
Internet users	%	5.56	7.53	9.30	10.68	15.03	17.16	20.03	18.20	20.10	21.20
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		152'065	800'000	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		254'524	330'881	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	853	888	931	974	1'010	1'039	1'061	1'080	1'100	1'124
Households	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	327	358	444	556	628
Average annual exchange rate per US\$		...	...	...	...	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		...	...	1'970 <sup>1</sup>	2'098 <sup>1</sup>	2'334 <sup>1</sup>	2'504 <sup>1</sup>	2'440 <sup>1</sup>	2'641 <sup>1</sup>	2'907	2'907
Fixed-telephone subscriptions per 100 inhabitants		...	...	0.21	0.22	0.23	0.24	0.23	0.24	0.26	0.26
- Residential fixed-telephone subscriptions	%	...	...	17.20	14.30	17.20	17.50	13.60	12.70	13.30	...
- Fixed-telephone subscriptions in urban areas	%	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00	...
ISDN subscriptions		...	...	-	16	76	113	124	151	124	...
- Basic access ISDN subscriptions		...	...	-	15	75	112	121	149	122	...
- Primary access ISDN subscriptions		...	...	-	1	1	1	3	2	2	...
ISDN voice-channel equivalents		...	...	-	60	180	254	332	358	304	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	13.00	...	...	...
Public payphones		...	...	15	17	17	17	17	17	17	17
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		...	...	20'058	25'722	33'072	49'100	78'215 <sup>2</sup>	125'002	350'891	600'600
Mobile-cellular subscriptions per 100 inhabitants		...	...	2.15	2.64	3.27	4.73	7.37	11.58	31.90	53.42
- Mobile-cellular telephone subscriptions, prepaid		...	...	19'041 <sup>3</sup>	24'455 <sup>3</sup>	31'634 <sup>3</sup>	47'215 <sup>3</sup>	76'023 <sup>3</sup>	122'258	347'654	...
Mobile population coverage	%	...	...	38.00	48.00	50.00	54.00	69.00	69.00	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	476	516	647	732	692	692	1'099	...
Fixed (wired)-broadband subscriptions		-	-	9	13	22	29	50	71	471	500
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	-	0.01	0.04	0.04
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	357	...
- DSL Internet subscriptions		...	...	9	13	22	29	50	71	114	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	9	13	22	29	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	2	5	5	7	10	17	31	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	4'997	5'779	6'688	9'607	15'214	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	53.00	66.00	55.00	50.00	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	66.00	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	17	25	28	41	65	95	155	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	2	4	6	9	9	10	12	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	12	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	8	8	7	8	12	14	16	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	7	7	6	6	10	13	15	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	7	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	5	6	5	7	7	8	92	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	4	6	5	6	7	8	9	...
SMS sent	10 <sup>6</sup>	...	...	3	6	9	13	22	33	58	...
MMS sent	10 <sup>6</sup>	...	...	3	6	9	13	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	84	85	90	113	125	143	202	...
- of which: female		...	...	...	...	...	28	37	45	71	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	36	36	36	36	36	36	36	20
Installation fee for business telephone service		...	...	36	36	36	36	36	36	36	20
Monthly subscription for residential telephone service		...	...	-	-	14	14	14	14	14	10
Monthly subscription for business telephone service		...	...	-	-	17	17	17	17	17	10
3-minute local call to fixed telephone (peak rate)		...	...	0.42	0.42	0.42	0.42	0.42	0.42	0.42	0.38
3-minute local call to fixed telephone (off-peak rate)		...	...	0.21	0.21	0.21	0.21	0.21	0.21	0.21	0.19
Mobile-cellular prepaid connection charge		...	...	-	-	-	-	...	...	...	3
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	0.25	0.25	0.25	0.25	...	...	...	0.21
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.19	0.19	0.19	0.19	...	...	...	0.08
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	0.19	...	...	0.21
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	0.08
Fixed (wired)-broadband connection charge		...	...	500	500	500	500	500	500	100	100
Fixed (wired)-broadband monthly subscription charge		...	...	500	500	500	500	500	500	49	99
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	3.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	30
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	12	2	17	23	32	39	49	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	5	6	3	4	4	4	3	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	6	8	11	15	22	29	35	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	19	4	3	2	2	11	14	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	0.30	2.00	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	1.50	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	-	...	...	0.10	0.12	0.14	0.16	0.19	0.21
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'926	5'051	5'170	5'288	5'408	5'530	5'653	5'777	5'902	6'028
Households	10 <sup>3</sup>	792	812	833	836	839	1'051	1'098	1'128	1'156	1'184
Gross domestic product (GDP)	10 <sup>6</sup>	955'300	972'643	1'023'250	1'113'030	1'141'400	1'151'827	1'209'412	1'416'595	1'490'258	1'573'058
Average annual exchange rate per US\$		733.04	696.99	581.20	528.29	527.47	522.89	479.27	447.80	472.19	495.28
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		48'384	51'156	61'099	65'949	62'831 <sup>1</sup>	82'057	99'483	140'919	178'713	213'620
Fixed-telephone subscriptions per 100 inhabitants		0.98	1.01	1.18	1.25	1.16	1.48	1.76	2.44	3.03	3.54
- Residential fixed-telephone subscriptions	%	80.00	80.00	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	95.00	...	...	...	97.33	97.76	98.08	...	...	...
ISDN subscriptions		106	209	224	445	686	819	870	...	...	...
- Basic access ISDN subscriptions		108	175	...	...	666	797	844	...	...	...
- Primary access ISDN subscriptions		-	3	...	...	20	22	26	...	...	...
ISDN voice-channel equivalents		216	356	...	...	1'330	2'254	2'468	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	-
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		11'147 <sup>2</sup>	12'257 <sup>2</sup>	13'207 <sup>2</sup>	22'300 <sup>2</sup>	26'161 <sup>2</sup>	21'338 <sup>2</sup>	29'427 <sup>2</sup>	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	95	165	244	333	434	708	1'190	1'550	2'187	2'452
Mobile-cellular subscriptions per 100 inhabitants		1.93	3.27	4.71	6.29	8.02	12.80	21.06	26.82	37.06	40.69
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	94	...	159	316	434	706	1'188	1'547	2'184	2'446
Mobile population coverage	%	85.00	85.00	85.00	85.00	85.00	85.00	85.00	...	...	75.00 <sup>3</sup>
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		10'000	12'000	12'500	...	...	...	63'766	64'953	59'649	60'570
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	1'201	1'911	2'693	3'852
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	0.02	0.03	0.05	0.06
- Cable modem Internet subscriptions		...	...	...	...	...	...	-	-	...	...
- DSL Internet subscriptions		...	-	-	-	-	-	1'201	1'911	2'693	3'759
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		6	12	14	14	14	14	29	203	1'355	1'388
International Internet bandwidth (bps) per Internet user		44	66	75	71	66	60	112	732	4'502	4'280
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		4.62	6.19	...	...	...	...	5.00	...	...	...
Fixed-telephone faults cleared by next working day	%	62.61	53.15	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	274'491	262'315	327'170	361'841	194'425	161'984	118'605	...	...	87'023
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	80'043	114'516	169'887	298'588	...	...	654'441
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	27'104	28'700	40'880	51'163	43'438	41'023	65'226	...	...	43'495
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	4'284	5'560	6'243	6'778	...	...	7'562
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	22'362	25'209	34'998	...	...	61'561
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	24'455	40'190	63'244	22'317	10'164	11'164	7'974	...	...	6'152
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	12'199	14'045	27'024	...	...	55'408
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	95'244	111'732	124'390	142'257	...	...	210'611
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	42'668	64'990	79'968	26'122	19'380	21'076	27'250	...	...	15'761
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	69'122	92'352	103'314	115'007	...	...	194'851
SMS sent	10 <sup>3</sup>	...	9'000	...	...	...	83'751	84'413	...	...	228'320
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	-
<b>STAFF</b>											
Full-time telecommunication employees		1'084	1'078	1'082	1'099	1'150	1'244	1'218	...	...	1'406
- of which: female		...	...	...	...	...	...	299	...	...	398
<b>TARIFFS</b>											
Installation fee for residential telephone service		109'000	109'000	59'000	59'000	59'000	59'000	50'000	50'000	35'400	35'400
Installation fee for business telephone service		109'000	109'000	59'000	59'000	59'000	59'000	50'000	50'000	35'400	35'400
Monthly subscription for residential telephone service		1'711	3'481	3'481	3'481	3'481	3'481	3'481	3'481	3'481	3'481
Monthly subscription for business telephone service		1'711	3'481	3'481	3'481	3'481	3'481	3'750	3'750	3'750	3'750
3-minute local call to fixed telephone (peak rate)		70.80	70.80	118.00	708.00	708.00	118.00	90.00	90.00	90.00	90.00
3-minute local call to fixed telephone (off-peak rate)		53.10	53.10	53.10	567.00	567.00	59.00	60.00	35.00	45.00	45.00
Mobile-cellular prepaid connection charge		25'000	19'900	12'500	12'500	12'500	12'500	...	...	...	2'500
Mobile-cellular prepaid-1-min call (peak, on-net)		177.00	165.00	140.00	140.00	165.00	125.00	...	140.00	115.00	115.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		118.00	165.00	105.00	105.00	165.00	100.00	...	115.00	115.00	115.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	224.00	150.00	150.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	224.00	150.00	150.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	59'000	...	50'000	70'000	50'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	82'600	...	82'600	99'120	82'600
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	28'415	43'000	56'267	62'386	70'041	80'443	88'364	...	...	149'038
- Revenue from fixed-telephone services	10 <sup>6</sup>	21'437	20'291	20'000	35'580	36'309	32'309	29'707	...	...	52'700
- Revenue from mobile networks	10 <sup>6</sup>	...	22'151	22'151	26'806	33'892	48'133	58'657	...	...	96'338
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	16'591	20'900	...	...	24'277	35'264	36'310	...	...	22'823
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	18'400	...	...	...	13'786	12'088	...	...	15'600
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	5'561	6'439	13'886	21'478	24'302	...	...	7'223
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	24.10	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	3.80	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	22.00	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	3.30	...	3.70
Households with Internet access at home	%	...	...	...	...	...	...	...	1.10	...	1.30
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.78	3.60	3.69	3.78	4.00	4.30	4.50	4.80	5.10	5.38
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		36	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		1'200	1'500	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		1'504	1'432	1'349	1'271	1'210	1'170	1'148	1'139	1'136	1'135
Households		...	...	...	...	...	...	...	...	...	...
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		...	...	...	...	1.47	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		300	280	260	270	270	300	300	300	300	300
Fixed-telephone subscriptions per 100 inhabitants		19.95	19.55	19.27	21.24	22.31	25.64	26.13	26.34	26.41	26.43
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	...	-	-	-	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		-	...	-	-	-	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	-	-	-	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	10	90	150	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	...	...	...	...	...	...
- Cable modem Internet subscriptions		...	-	-	-	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	-	-	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	1	1	1	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	25'372	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	-	...	...	-	-	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		13	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>3</sup>	...	...	...	700	639	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	-	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	1.50	...	...	...	...	...	...	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		98'476	99'053	99'659	100'286	100'926	101'584	102'254	102'910	103'519	104'058
Households		16'700	16'800	16'900	17'000	17'000	17'450	17'400	17'000	17'000	17'000
Gross domestic product (GDP)	10 <sup>6</sup>	276	311	349	372	...	602	636	662	672	717
Average annual exchange rate per US\$		2.12	2.20	2.14	1.97	1.94	2.03	1.97	1.94	2.03	1.91
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		10'800	11'201	12'000	13'000	13'746	18'447	21'034	25'536	31'000	31'000
Fixed-telephone subscriptions per 100 inhabitants		10.97	11.31	12.04	12.96	13.62	18.16	20.57	24.81	29.95	29.79
- Residential fixed-telephone subscriptions	%	75.00	78.00	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	55.00	60.00	...	...	...	...	...	...	...	...
ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	-	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		55	70	...	...	16	29	36	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		236	3'354	11'200	16'400	29'872	30'051	46'525	50'472	53'000	54'300
Mobile-cellular subscriptions per 100 inhabitants		0.24	3.39	11.24	16.35	29.60	29.58	45.50	49.04	51.20	52.18
- Mobile-cellular telephone subscriptions, prepaid		236	3'354	11'200	16'400	29'872	30'051	46'525	49'839	...	...
Mobile population coverage	%	70.00	70.00	70.00	70.00	70.00	85.00	90.00	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'407	1'500	1'600	1'700	1'741	2'042	3'699	4'458	...	...
Fixed (wired)-broadband subscriptions		-	11	22	334	645	633	780	721	1'000	1'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.01	0.02	0.33	0.64	0.62	0.76	0.70	0.97	0.96
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	11	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	2 <sup>1</sup>	2	2	2	8	12	12	30	50
International Internet bandwidth (bps) per Internet user		184	695	672	505	404	1'345	1'634	1'438	2'898	4'004
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	1'978	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)		...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	3'070	2'479	2'300	2'500	2'500	...	...	...	...	...
- International outgoing mobile traffic (minutes)		...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)		...	...	...	...	...	...	...	...	...	...
SMS sent		...	...	...	...	...	...	...	...	...	...
MMS sent		...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)		...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		300	294	...	...	...	...	...	...	...	...
- of which: female		110	110	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		100	176	120	120	120	120	120	120	120	120
Installation fee for business telephone service		100	176	120	120	120	120	120	120	120	120
Monthly subscription for residential telephone service		5	9	6	6	6	...	...	6	6	6
Monthly subscription for business telephone service		8	9	12	12	12	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		0.10	0.12	0.18	0.18	0.21	0.21	...	0.21	0.21	0.21
3-minute local call to fixed telephone (off-peak rate)		0.10	0.12	0.12	0.12	0.15	0.15	...	0.15	0.15	0.15
Mobile-cellular prepaid connection charge		50	35	...	...	...	369	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.18	0.07	0.13	0.13	0.07	0.07	...	0.18	0.18	0.18
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.15	0.05	0.11	0.11	0.07	0.07	...	0.18	0.18	0.18
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.22	0.22	0.22
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.22	0.22	0.22
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	200	230	99
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	0.256	0.260	0.256
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	1.0
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	2.00	2.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.83	2.91	2.99	3.95	4.91	5.85	7.18	8.11	10.00	12.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		7	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	1'297	1'302	1'306	1'311	1'315	1'320	1'326	1'331	1'336	1'341
Households	10 <sup>3</sup>	347	347	347	347	347	345	357	352	353	354
Gross domestic product (GDP)	10 <sup>6</sup>	55'007	56'290	70'719	83'652	100'386	115'951	136'953	170'938	124'116	129'753
Average annual exchange rate per US\$		6.23	6.25	6.30	6.30	6.30	6.31	6.33	6.29	6.32	6.36
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		311'842	318'189	318'879	322'338	322'300	325'500	307'301	314'792	303'227	293'315
Fixed-telephone subscriptions per 100 inhabitants		24.04	24.45	24.42	24.59	24.50	24.65	23.18	23.65	22.69	21.87
- Residential fixed-telephone subscriptions	%	82.30	88.50	88.20	...	76.15	...	80.00	80.00	79.00	79.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		158 <sup>1</sup>	396	488	587	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	395	487	585	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	1	1	2	...	...	...	...	...	...
ISDN voice-channel equivalents		344	820	1'004	1'230	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		2'595	2'019	2'195	2'303	...	...	...	...	645	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	256	263	336	651	924	1'519	1'510 <sup>2</sup>	1'806	1'846	1'894
Mobile-cellular subscriptions per 100 inhabitants		19.75	20.19	25.75	49.69	70.25	115.02	113.89	135.69	138.16	141.21
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	216	223	275	530	...	...	1'371	1'663	1'689	1'702
Mobile population coverage	%	...	...	...	...	...	...	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	-	7
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	-	- <sup>3</sup>	-
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	7
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		31'676	38'932	43'515	50'000	65'000	81'064	81'721	114'066	144'952	171'095
Fixed (wired)-broadband subscriptions		-	176	884	4'233	10'803	20'613	35'491	85'447	125'565	145'028
Fixed (wired)-broadband subscriptions per 100 inhab.		-	0.01	0.07	0.32	0.82	1.56	2.68	6.42	9.40	10.81
- Cable modem Internet subscriptions		-	-	-	-	...	...	...	...	...	...
- DSL Internet subscriptions		-	95	770	4'111	10'674	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	95	114	122	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		96	96	96	180	490	400	900	10'555	10'689	11'608
International Internet bandwidth (bps) per Internet user		481	335	283	508	1'286	1'010	2'102	22'787	18'056	17'842
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	22.00	26.00	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	3'471	...	...	...	...	...	...	1'051	880	827
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	861	1'536	2'132	...	...	...	4'512	5'053	5'129
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	461	799	...	...	730	683	613	567
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	328	308
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	266	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	68	85	91	116	147	183	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	323	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	147	276	328	379	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	7	64	212	...	...	...	...	...	187
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'128 <sup>1</sup>	...	...	...	...	...	...	3'602	...	1'175
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		70	70	70	70	...	...	115	150	150	150
Installation fee for business telephone service		140	140	140	140	...	...	200	...	200	...
Monthly subscription for residential telephone service	29 <sup>11</sup>	29 <sup>11</sup>	29 <sup>11</sup>	29 <sup>11</sup>	29 <sup>11</sup>	...	...	100 <sup>11</sup>	100 <sup>11</sup>	100 <sup>12</sup>	100
Monthly subscription for business telephone service		175	175	175	175	...	...	250	...	250 <sup>13</sup>	...
3-minute local call to fixed telephone (peak rate)		0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.75	0.75	0.75
3-minute local call to fixed telephone (off-peak rate)		...	0.23	0.23	0.23	0.23	0.23	0.23	0.75	0.75	0.75
Mobile-cellular prepaid connection charge		...	...	...	...	150	75	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		1.40	2.99	2.99	2.39	1.59	0.82	...	1.15	1.30	1.30
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.95	1.99	1.99	1.29	0.59	...	...	0.85	0.65	0.65
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1.60	1.30	1.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.50	0.65	0.65
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	-	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	79	79	79
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'862	1'755	1'634	2'084	...	2'783	3'452	4'800	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	1'355	1'107	1'017	1'029	...	...	819	977	772	783
- Revenue from mobile networks	10 <sup>6</sup>	458	458	355	746	...	1'640	1'960	2'237	1'973	2'010
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	686	...	...	...	...	...	...	33'221	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	9	18	284
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	812	26	299
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	14'307	14'689	41
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	97.00	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	72.00	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	60.00	...	...	...	...	...
Households with a computer	%	13.00	17.00	25.00 <sup>21</sup>	27.80	31.00	...	...	42.80	...	53.08
Households with Internet access at home	%	8.00	15.51	16.00 <sup>21</sup>	16.50	17.00	...	...	18.60	...	19.78
Mobile cellular telephone users	%	...	...	...	...	60.00	...	...	...	...	...
Computer users	%	9.00 <sup>22</sup>	...	33.00 <sup>23</sup>	...	...	...	...	...	...	...
Internet users	%	15.38	22.00	25.97	27.02	28.98	30.00	32.30	34.80	44.30	48.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	86'473	...	...	...	...	...	...	...	...
Leased-line subscriptions		77	...	...	...	...	...	...	...	1'357	2'639
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	9'546	9'634	9'722	9'814	9'912	10'018	10'130	10'247	10'365	10'481
Households	10 <sup>3</sup>	2'055	2'091	2'139	2'220	2'274	2'304	3'330	3'366	3'400	3'434
Gross domestic product (GDP)	10 <sup>6</sup>	28'757	29'924	32'170	35'217	37'751	45'756	49'874	55'296	58'768	63'380
Average annual exchange rate per US\$		1.44	1.42	1.29	1.25	1.30	1.33	1.28	1.23	1.35	1.43
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'056	1'149	1'164	1'204	1'257	1'268	1'273	1'239	1'279	1'290
Fixed-telephone subscriptions per 100 inhabitants		11.06	11.92	11.97	12.26	12.69	12.66	12.57	12.09	12.34	12.30
- Residential fixed-telephone subscriptions	%	63.50	64.10	64.40	65.00	65.00	64.40	64.40	64.30	66.10	...
- Fixed-telephone subscriptions in urban areas	%	99.00	99.00	97.00	96.00	95.00	95.00	97.00	97.00	97.00	...
ISDN subscriptions	10 <sup>3</sup>	1	1	1	2	2	3	2	3	3	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	1	1	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	2	3	4	7	8	9	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	100.00	100.00
Public payphones	10 <sup>3</sup>	25	28	33	38	41	43	42	39	38	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	389	574	1'918	3'736	5'681	7'339	7'843	8'602	9'797	11'114
Mobile-cellular subscriptions per 100 inhabitants		4.08	5.96	19.72	38.06	57.31	73.26	77.42	83.95	94.52	106.04
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	297	510	1'864	3'684	5'610	7'262	7'755	8'491	9'650	10'926
Mobile population coverage	%	...	60.00	98.00	98.00	98.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		59'551	76'711	91'787	121'000	150'220	179'440	253'149	281'257	413'958	543'290
Fixed (wired)-broadband subscriptions		-	26	259	2'839	17'573	43'845	95'916 <sup>1</sup>	227'303	372'818	481'810
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.03	0.18	0.44	0.95	2.22	3.60	4.60
- Cable modem Internet subscriptions		-	-	-	-	...	1'472	1'639	1'213	1'206	1'160
- DSL Internet subscriptions		-	26	259	2'839	17'573	41'988	93'843	225'702	370'613	480'239
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	5	41	182
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	385	379	383	958	229
International Internet bandwidth, in Mbit/s		72	152	155	380	750	1'228	3'174	11'520	28'160	51'200
International Internet bandwidth (bps) per Internet user		175	300	246	454	784	944	1'832	4'084	7'974	13'275
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		29.00	28.00	30.00	22.00	18.20	20.00	22.00	20.80	24.80	29.00
Fixed-telephone faults cleared by next working day	%	87.00 <sup>2</sup>	83.00 <sup>2</sup>	83.00 <sup>2</sup>	81.00 <sup>2</sup>	78.00 <sup>2</sup>	68.00 <sup>2</sup>	71.30	77.00 <sup>2</sup>	78.70	90.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	3'127	3'427 <sup>3</sup>	5'566 <sup>3</sup>	7'253 <sup>3</sup>	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	931	937	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	200	186	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	212	178	167	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	174	200	221	215	247	242	79	89	72	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	133	89	95	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	565	641	601	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	350	399	522	562	593	493	175	181	150	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	390	460	451	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	371 <sup>3</sup>	741	944	2'001	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	4	3	3 <sup>3</sup>	3 <sup>3</sup>	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		7'400	7'703	8'610	8'844	9'373	9'400	9'460	9'800	9'800	...
- of which: female		2'229	2'431	2'606	2'653	2'752	2'413	...	...	3'450	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		80	80	60	60	20	20	20	20	20	20
Installation fee for business telephone service		80	80	60	60	20	20	20	20	50	20
Monthly subscription for residential telephone service		3	3	3	3	3	3	3	3	3	3
Monthly subscription for business telephone service		3	3	3	3	3	3	3	3	10	50
3-minute local call to fixed telephone (peak rate)		0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03
3-minute local call to fixed telephone (off-peak rate)		0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03
Mobile-cellular prepaid connection charge		120	120	120	...	10	5	5	5	5	5
Mobile-cellular prepaid-1-min call (peak, on-net)		0.25	0.25	0.22	0.14	0.14	0.15	0.18	0.18	0.22	0.22
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.18	0.18	0.18	0.12	0.12	0.12	0.14	0.14	0.15	0.15
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	0.22	0.23	0.22	0.22
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	0.22	0.23	0.15	0.15
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	15	15	15
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	1.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	748	822	1'007	1'428	1'608	1'719	1'884	2'148	2'262	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	418	448	425	405	329	289	280	273	309	...
- Revenue from mobile networks	10 <sup>6</sup>	141	190	422	755	1'020	1'113	1'264	1'456	1'525	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	306 <sup>11</sup>	434 <sup>11</sup>	523 <sup>11</sup>	516 <sup>11</sup>	349 <sup>11</sup>	398 <sup>11</sup>	293	345	359	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	225	302	222	148	147	99	100	96	109	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	16	32	...
- Annual investment in mobile communication services	10 <sup>6</sup>	81	132	301	341	174	272	178	233	218	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	40.00	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	88.60	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	32.70	35.20	34.60	35.30	36.10	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	9.60	13.10	...	17.00
Households with Internet access at home	%	...	...	...	...	...	...	3.36	5.00	...	7.74
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	4.30	5.25	6.49	8.53	9.66	12.99	17.10	27.53	34.07	36.80
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	10'000	10'900
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	686	878	1'000	1'039	1'256	1'403	...	...	7'000	7'500

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	64'545	65'446	66'339	67'236	68'143	69'064	69'993	70'924	71'846	72'752
Households	10 <sup>3</sup>	14'600	14'820	15'043	15'269	15'498	15'715	15'864	16'066	16'262	16'455
Gross domestic product (GDP)	10 <sup>6</sup>	240'224	350'476	454'781	559'033	648'932	758'391	843'178	950'534	952'559	1'105'101
Average annual exchange rate per US\$		1.23	1.51	1.50	1.43	1.34	1.43	1.30	1.30	1.55	1.50
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	18'904	18'890	18'917	19'125	18'978	18'832	18'201 <sup>1</sup>	17'502	16'534	16'201
Fixed-telephone subscriptions per 100 inhabitants		29.29	28.86	28.52	28.44	27.85	27.27	26.00	24.68	23.01	22.27
- Residential fixed-telephone subscriptions	%	76.28	76.28	76.04	76.00	76.00	75.40	76.00	76.20	...	...
- Fixed-telephone subscriptions in urban areas	%	...	80.00	80.00	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	9	13	16	14	14	15	15	17	14 <sup>2</sup>	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	7	7	10	9	8	8	9	10	8 <sup>2</sup>	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	1	6	6	5	6	6	7	7	7 <sup>2</sup>	...
ISDN voice-channel equivalents	10 <sup>3</sup>	54	193	213	178	200	203	215	238	211	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	71	75	76	77	79	85	87 <sup>3</sup>	88	89	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	19'573	23'323	27'888	34'708	43'609	52'663	61'976	65'824	62'780	61'770
Mobile-cellular subscriptions per 100 inhabitants		30.32	35.64	42.04	51.62	64.00	76.25	88.55	92.81	87.38	84.90
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	12'340	17'125	20'851	26'355	34'264	42'695	50'237	52'414	46'898	42'704
Mobile population coverage	%	87.50	88.20	94.96	95.00	96.30	98.76	98.01	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'448
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	330	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	67	1'448
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	...	1'195	1'511	2'253	3'180	4'879	5'829	6'456	7'224
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	11	21	199	578	1'590	2'774	4'754	5'750	6'456	7'080
Fixed (wired)-broadband subscriptions per 100 inhab.		0.02	0.03	0.30	0.86	2.33	4.02	6.79	8.11	8.99	9.73
- Cable modem Internet subscriptions	10 <sup>3</sup>	8	18	43	37	32	28	36	67	147	274
- DSL Internet subscriptions	10 <sup>3</sup>	3	3	57	452	1'539	2'724	4'696	5'658	6'216	6'641
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	72 <sup>2</sup>	154
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	5	6	6	7	7	22	11
International Internet bandwidth, in Mbit/s		620	1'132	2'200	8'861	29'200	46'028	102'000	206'504	323'440	552'960
International Internet bandwidth (bps) per Internet user		185	152	269	904	2'772	3'654	5'090	8'471	12'368	19'087
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		48.43	37.36	7.50	6.90	5.60	6.00	6.19	4.91	3.52	4.81
Fixed-telephone faults cleared by next working day	%	...	...	100.00	...	...	...	...	80.00	80.00	95.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	52'897	39'880	27'860	24'682	20'168	20'138
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	7'444	11'714	20'319	35'728	47'786	57'272	74'481	108'065	125'800
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	3'421	3'008	2'726	2'687	2'615	2'411	2'799	3'016	2'599	3'485
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	1'517	2'026	2'116	1'965	2'118	5'157	8'043
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	928	1'047	847	881	910	1'031	3'154
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	676	650	939	715	721	515	490	520	599	2'588
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	213	326	...	392	390	432	566
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	1'965	1'861	1'744	2'735	3'497	3'822	4'208
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	1'257	1'191	1'300	1'494	1'230	853	1'701	2'350	2'600	2'688
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	470	631	...	1'033	1'147	1'222	1'520
SMS sent	10 <sup>6</sup>	...	...	...	6'325	16'728	25'088	36'300	77'700	128'220	147'999
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	75	190	115	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		75'576	68'267	66'059	60'981	60'631	50'100	46'500	38'850	35'585	37'677
- of which: female		11'319	9'715	9'560	...	...	...	8'000	7'200	7'072	8'703
<b>TARIFFS</b>											
Installation fee for residential telephone service		7 <sup>11</sup>	7 <sup>11</sup>	7 <sup>11</sup>	7 <sup>11</sup>	7 <sup>11</sup>	7 <sup>11</sup>	7 <sup>11</sup>	8 <sup>11</sup>	8	8
Installation fee for business telephone service		7	7	7	7	7	7	8 <sup>12</sup>	8	8	8
Monthly subscription for residential telephone service	5 <sup>13</sup>	6 <sup>13</sup>	7 <sup>13</sup>	12 <sup>13</sup>	12 <sup>13</sup>	13 <sup>13</sup>	13 <sup>13</sup>	12	14 <sup>13</sup>	15	14
Monthly subscription for business telephone service	5	6	7	40	40	35	40 <sup>12</sup>	40	42	20	20
3-minute local call to fixed telephone (peak rate)	0.14	0.19	0.22	0.22	0.22	0.20	0.23	0.23	0.24	0.38	0.38
3-minute local call to fixed telephone (off-peak rate)	0.09	0.11	0.15	0.11	0.11	0.10	0.11 <sup>12</sup>	0.11	0.12	0.38	0.38
Mobile-cellular prepaid connection charge	...	...	...	...	...	24	6	6	6	5	5
Mobile-cellular prepaid-1-min call (peak, on-net)	0.24	0.25	0.32	0.51	0.51	0.82	0.48	0.68	0.64	0.40	0.40
Mobile-cellular prepaid-1-min call (off-peak, on-net)	0.24	0.25	0.32	0.51	0.51	0.71	0.48	0.68	0.64	0.40	0.40
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	1.22	0.82	0.64	0.40	0.40
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	1.22	0.82	0.64	0.40	0.40
Fixed (wired)-broadband connection charge	...	...	...	...	...	52	26	...	...	27	27
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	43	43	...	...	27	29
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	...	1.0	8.0
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	...	4.0	4.0
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	9	9
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	8'207	11'500	14'984	15'546	16'873	17'195	21'129	23'151	24'092	21'764
- Revenue from fixed-telephone services	10 <sup>6</sup>	4'751	7'256	9'497	8'754	7'435	7'111	7'786	6'138	5'622	7'340
- Revenue from mobile networks	10 <sup>6</sup>	3'456	4'245	5'487	6'792	8'898	9'664	12'793	12'483	12'973	13'838
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	443	299	345	1'447	1'862	2'500	2'479	3'761	6'383	3'761
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	526	471	554	1'033	1'375	1'215	1'099
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	921	1'391	1'955	1'445	1'992	4'589	2'661
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	92.19	98.00	...	98.00	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	68.39	...	54.60
Households with a mobile telephone	%	...	...	...	53.64	73.00	...	...	88.14	...	...
Households with a computer	%	...	...	...	10.25	12.00	18.30	27.30	32.00	37.40	44.23
Households with Internet access at home	%	...	...	...	7.02	7.66	12.30	19.71	25.40	30.03	41.60
Mobile cellular telephone users	%	...	...	...	...	...	...	68.07	...	...	...
Computer users	%	...	...	...	18.25	20.00	...	31.18	35.88	37.89	41.02
Internet users	%	5.19	11.38	12.33	14.58	15.46	18.24	28.63	34.37	36.40	39.82
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	909	955	1'044	1'127	1'199	1'205	1'141	1'130	1'225	4'651 <sup>21</sup>
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	3	4	8	7	7	7	14
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	3'140	3'284	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	4'552	4'600	4'648	4'697	4'748	4'802	4'859	4'918	4'980	5'042
Households	10 <sup>3</sup>	848	850	852	854	856	868	879	891	903	915
Gross domestic product (GDP)	10 <sup>9</sup>	36'055	45'240	59'405	73'820	89'305	111'245	135'000	247'350	53	57
Average annual exchange rate per US\$		5'200.00 <sup>1</sup>	5'200.00 <sup>1</sup>	5'200.00 <sup>1</sup>	5'200.00 <sup>1</sup>	5'200.05 <sup>1</sup>	5'200.00 <sup>1</sup>	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		387'620	374'000	376'100	388'000	398'100	423'810	458'180	477'670	494'312	520'002
Fixed-telephone subscriptions per 100 inhabitants		8.52	8.13	8.09	8.26	8.38	8.83	9.43	9.71	9.93	10.31
- Residential fixed-telephone subscriptions	%	81.80	82.06	...	82.19	83.25	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	86.80	86.26	...	...	...	...	...
ISDN subscriptions		16	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		32	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		230	250	...	292	294	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	8	8	9	50	105	217 <sup>2</sup>	382	1'135	2'133	3'198
Mobile-cellular subscriptions per 100 inhabitants		0.18	0.18	0.20	1.07	2.21	4.52	7.86	23.08	42.83	63.42
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	12.40	...	...	...	13.70	13.70	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		2'174	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	75	465	723
Fixed (wired)-broadband subscriptions per 100 inhab.		...	...	...	...	...	...	...	-	0.01	0.01
- Cable modem Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	-	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	8	12	64	76	230	239	80	235	390
International Internet bandwidth (bps) per Internet user		251	576	607	1'807	1'605	3'630	3'498	929	2'420	3'516
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		86.40	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	19	24	29	34	40	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		7'514	...	...	5'580	7'000	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		400'000	400'000	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		1'000	1'000	1'000	1'000	1'000	1'000	1'000	1'000	...	...
Monthly subscription for business telephone service		...	...	...	...	5'000	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	156'000	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	0.26	0.20
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	0.26	0.20
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	0.57	0.20
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	0.57	0.20
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	292'315	...	...	...	639'242	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	212'438	258'048	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	1'552	1'836	...	...	107'759 <sup>3</sup>	223'663 <sup>3</sup>	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	15'022	37'793	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	7.00	...	12.02
Households with Internet access at home	%	...	...	...	...	...	...	...	4.00	...	6.99
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.18	0.30	0.43	0.75	1.00	1.32	1.41	1.75	1.95	2.20
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		20'728	23'044	25'625	28'191	30'531	32'590	34'404	35'960	37'271	38'354
Households		7'254	7'000	7'000	7'000	7'000	7'000	7'144	7'199	7'227	7'271
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		...	...	...	...	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		3'822 <sup>1</sup>	3'631 <sup>1</sup>	3'715 <sup>1</sup>	3'718	3'700	3'700	3'700	3'700	3'700	3'700
Fixed-telephone subscriptions per 100 inhabitants		18.44	15.76	14.50	13.19	12.12	11.35	10.75	10.29	9.93	9.65
- Residential fixed-telephone subscriptions	%	...	51.00	50.00	53.00	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		...	9'052	19'361	25'085	...	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		...	39.28	75.56	88.98	...	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	2'251	2'588	2'975	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	...	...	...	...	...	...	...	...
- Cable modem Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		-	-	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	84	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	50	50	50	...	...	...	...	...
Installation fee for business telephone service		...	...	50	50	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	20	20	20	...	...	...	...	...
Monthly subscription for business telephone service		...	...	20	20	20	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	0.02	0.02	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	0.01	0.01	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	0.25	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	0.25	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	150	150	150	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	39	39	39	...	...	...	...	53
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	1.024 <sup>2</sup>
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	78.70	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	26.23	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	20.24	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	...	...	...	...	...	...	...	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		9'471	9'530	9'590	9'646	9'694	9'732	9'762	9'786	9'806	9'827
Households		1'640	1'671 <sup>1</sup>	1'680	1'700	1'730	1'762	1'783	1'791	2'000	2'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	30	32	35	33	34
Average annual exchange rate per US\$		1.93	1.84	1.54	1.36	1.31	1.33	1.20	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		650	660	700	750	890	1'100	1'300	1'500	1'700	1'620
Fixed-telephone subscriptions per 100 inhabitants		6.86	6.93	7.30	7.78	9.18	11.30	13.32	15.33	17.34	16.49
- Residential fixed-telephone subscriptions	%	...	...	...	30.00	20.00	45.00	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	75.00	70.00	85.00	...	...	...	...
ISDN subscriptions		-	-	-	-	-	-	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	-	-	-	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	-	-	-	...	...	...	...
ISDN voice-channel equivalents		-	-	-	-	-	-	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	60.00	55.00	60.00	...	...	...	...
Public payphones		...	...	...	20	30	2	-	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	-	500	1'300	1'600	1'800	2'000	2'000	2'500
Mobile-cellular subscriptions per 100 inhabitants		-	-	-	5.18	13.41	16.44	18.44	20.44	20.40	25.44
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	100	100	100	...	...	...	...
Mobile population coverage	%	...	...	...	15.00	13.00	16.00	18.00	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		200	250	310	250	520	700	800	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	50	150	250	270	290	...	320
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.52	1.55	2.57	2.77	2.96	...	3.26
- Cable modem Internet subscriptions		...	...	...	-	-	-	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	-	-	-	...	...	...	...
International Internet bandwidth, in Mbit/s		- <sup>2</sup>	-	-	1	1	1	3	...	...	6
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	...	3'073	...	...	2'442
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	0.05	0.06	0.05	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	99.00	99.00	99.00	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)		...	...	...	45'000	46'000	48'000	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)		...	...	...	30'000	32'000	35'000	...	...	...	...
International outgoing total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)		822'450	956'230	100'110	120'420	150'320	220'000	...	...	...	...
- International outgoing mobile traffic (minutes)		...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)		...	...	...	-	-	-	...	...	...	...
- International incoming to mobile network (minutes)		...	...	...	...	...	...	...	...	...	...
SMS sent		...	...	...	-	-	-	...	...	...	...
MMS sent		...	...	...	-	-	-	...	...	...	...
VoIP traffic (minutes)		...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		53	...	...	42	45	50	...	...	...	...
- of which: female		...	...	...	15	14	16	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	100	100	100	...	...	...	...
Installation fee for business telephone service		...	...	...	100	100	100	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	-	-	-	...	...	...	...
Monthly subscription for business telephone service		...	...	...	-	-	-	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	0.10	0.10	0.10	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	0.10	0.10	0.10	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	-	-	-	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	100	100	100	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	100	100	100	...	...	...	...
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services		2'310'000	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services		...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks		-	-	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	2.00	2.00	2.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	46.70	...	...	50.00	...	...	...	...	...
Households with a fixed line telephone	%	...	21.00	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	5.90	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	...	...	...	...	...	...	10.00	15.00	20.00	25.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		2	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	24'984	25'794	26'642	27'522	28'431	29'370	30'340	31'339	32'368	33'425
Households	10 <sup>3</sup>	5'061	5'255	5'570	5'904	6'258	6'491	6'714	6'935	7'166	7'404
Gross domestic product (GDP)	10 <sup>9</sup>	10'167	10'848	12'756	15'271	17'878	18'172	21'187	24'497	30'101	34'530
Average annual exchange rate per US\$		1'755.66	1'797.55	1'963.72	1'810.30	1'780.67	1'831.45	1'723.49	1'720.70	2'030.31	2'177.56
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		56'149	54'976	60'995	71'568	87'513	108'140	165'788	168'481	233'533	327'114
Fixed-telephone subscriptions per 100 inhabitants		0.22	0.21	0.23	0.26	0.31	0.37	0.55	0.54	0.72	0.98
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	95.00	92.00	90.00	...	...	...	...
ISDN subscriptions		50	...	50	50	300	400	...	2'846	4'745	5'335
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		100	...	100	100	600	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	30.00	35.00	40.00	...	...	...	...
Public payphones		3'700	3'243	3'456	4'634	6'914	11'082	24'030	59'918	94'896	106'695
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	284	393	776	1'165	1'315	2'009	4'195	8'555	9'384	12'828
Mobile-cellular subscriptions per 100 inhabitants		1.13	1.52	2.91	4.23	4.63	6.84	13.83	27.30	28.99	38.38
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	740	932	1'250	1'908	...	8'529	9'347	12'601
Mobile population coverage	%	22.00	35.00	46.00	75.00	70.00	80.00	80.00	100.00	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	4	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		5'999	6'500	7'024	8'000	9'500	11'000	15'500	22'000	30'000	134'020
Fixed (wired)-broadband subscriptions		-	-	-	-	850	1'210	1'860	4'798	6'000	54'804
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	0.01	0.02	0.02	0.16
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	200	300	...	2'412	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		5	8	10	61	61	133	344	369	1'172	3'608
International Internet bandwidth (bps) per Internet user		86	78	81	305	122	179	309	149	370	864
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	90.00	95.00	82.00	...	92.40	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	16	23	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	797	824	1'112	...	...	...	...	2'317	5'793	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	80	159	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	58	65	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	112	160	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	7 <sup>1</sup>	28 <sup>1</sup>	38 <sup>1</sup>	32 <sup>1</sup>	39 <sup>1</sup>	...	23 <sup>2</sup>	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	167	222	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	44 <sup>1</sup>	46 <sup>1</sup>	...	...	...	192 <sup>2</sup>	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	395	658	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	-	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		2'400	2'632	5'028	5'193	5'511	...	...	3'800	4'700	...
- of which: female		...	...	...	...	...	...	...	2'100	2'309	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		110'000	110'000	110'000	110'000	120'000	120'000	120'000	120'000	120'000	147'600
Installation fee for business telephone service		110'000	110'000	110'000	110'000	120'000	120'000	120'000	...	120'000	120'000
Monthly subscription for residential telephone service		10'000	10'000	10'000	10'000	10'000	10'000	10'000	10'000	10'000	12'300
Monthly subscription for business telephone service		10'000	10'000	10'000	10'000	10'000	10'000	10'000	...	10'000	10'000
3-minute local call to fixed telephone (peak rate)		225.00	375.00	340.00	340.00	340.00	510.00	462.00	480.00	375.00	461.25
3-minute local call to fixed telephone (off-peak rate)		135.00	225.00	180.00	180.00	180.00	375.00	276.00	255.00	225.00	276.75
Mobile-cellular prepaid connection charge	45'000 <sup>3</sup>	45'000 <sup>3</sup>	28'000 <sup>3</sup>	20'000 <sup>3</sup>	10'000 <sup>3</sup>	10'000 <sup>3</sup>	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		170.00	363.00	340.00	340.00	397.00	380.00	...	380.00	340.00	320.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		125.00	280.00	280.00	280.00	330.00	...	...	380.00	265.00	270.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	380.00	500.00	480.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	380.00	440.00	400.00
Fixed (wired)-broadband connection charge		...	...	...	...	550'000	450'000	...	...	295'000	295'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	585'000	585'000	...	225'781	85'000	29'900
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.128	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	0.2	1.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	364'830	...	363'467	450'653	511'637	...	...	1'149'911	1'293'212	1'595'252
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	350'989	431'449	490'512	...	...	...	...	398'813
- Revenue from mobile networks	10 <sup>6</sup>	111'724	141'538	...	...	...	...	...	...	...	957'151
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	95'701	131'024	117'359	160'254	119'885	...	...	653'126	568'579	423'185
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	40.00	45.00	50.00	...
Population with access to a PIAC	%	...	...	...	13.00	15.00	40.00	...	60.00	65.00	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	5.60	5.72	5.83	5.95	6.00	6.20	6.20	6.30	6.40	...
Households with a fixed line telephone	%	...	0.53	...	...	0.50	0.70	0.30	...	...	...
Households with a mobile telephone	%	...	4.96	6.30	8.00	10.10	16.40	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	1.20	1.64	...	2.12
Households with Internet access at home	%	...	...	...	...	...	...	...	0.20	...	0.37
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.24	0.38	0.46	0.72	1.74	2.53	3.67	7.90	9.78	12.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		6'000	8'000	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	2'091
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	48'448	48'032	47'643	47'275	46'924	46'592	46'282	45'992	45'715	45'448
Households	10 <sup>3</sup>	18'055	17'609	18'200	18'811	19'443	19'241	19'333	19'188	19'069	18'954
Gross domestic product (GDP)	10 <sup>6</sup>	204'190	225'810	267'340	345'113	441'452	544'153	720'731	948'056	913'345	1'094'607
Average annual exchange rate per US\$		5.37	5.33	5.33	5.32	5.12	5.05	5.05	5.27	7.79	7.94
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	10'670	10'833	11'110	12'142	11'667	12'397	12'906	13'177	13'026	12'941
Fixed-telephone subscriptions per 100 inhabitants		22.02	22.55	23.32	25.68	24.86	26.61	27.89	28.65	28.49	28.47
- Residential fixed-telephone subscriptions	%	82.79	86.07	...	84.32	84.78	77.00	78.00	79.70	79.50	79.80
- Fixed-telephone subscriptions in urban areas	%	...	...	...	87.20	86.55	87.00	87.00	87.00	87.30	87.30
ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	91.60	91.60	91.60	99.90
Public payphones	10 <sup>3</sup>	66	67	...	63	66	56	47	42	31	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	2'225	3'693	6'498	13'735	30'014	49'076	55'240	55'681	54'943	53'920
Mobile-cellular subscriptions per 100 inhabitants		4.59	7.69	13.64	29.05	63.96	105.33	119.36	121.07	120.19	118.64
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	11'870	...	45'641	...	...	50'482	48'643
Mobile population coverage	%	...	75.00	...	92.00	96.00	96.16	...	99.90	99.90	99.90
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	...	229	1'403	2'576	3'750	...	1'375	1'905	2'649	3'661
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	-	-	-	130 <sup>1</sup>	520	800	1'600	1'907	2'955
Fixed (wired)-broadband subscriptions per 100 inhab.		...	-	-	-	0.28	1.12	1.73	3.48	4.17	6.50
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	-	...	...	...	...	...	...	319	1'069
- DSL Internet subscriptions	10 <sup>3</sup>	...	-	...	...	...	...	...	...	1'029	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		217	314	517	814	814	5'188	9'562	50'000 <sup>2</sup>	80'000 <sup>2</sup>	120'000 <sup>3</sup>
International Internet bandwidth (bps) per Internet user		362	349	345	493	463	2'471	3'154	4'847	5'279	5'867
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	41.30	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	420	446	462	478	550	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	846	936	1'254	1'385	1'562	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		126'196	125'800	...	123'400	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		167	167	167	167	167	167	...	167	200	200
Installation fee for business telephone service		667	667	667	667	667	667	...	...	800	...
Monthly subscription for residential telephone service		9	10	10	10	10	16	16	16	20	20
Monthly subscription for business telephone service		...	12	16	16	16	26	...	...	20	...
3-minute local call to fixed telephone (peak rate)		0.08	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.16	0.16
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	0.14	0.14	0.09	0.09
Mobile-cellular prepaid connection charge		...	...	107	...	60	50	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	2.13	1.00	1.00	0.17	...	0.75	0.22	0.25
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	0.75	0.33	0.33	0.13	...	0.75	0.22	0.25
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.75	0.97	0.25
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.75	0.97	0.25
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	120	120	60
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	100	60	60
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	3.000
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	8'150	9'964	13'821	20'023	25'877	31'242	...	43'096	42'698	43'406
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	7'323	8'813	9'402	9'363	9'741	9'463	8'971	8'364
- Revenue from mobile networks	10 <sup>6</sup>	2'057	2'736	5'295	9'483	14'476	20'056	25'061	29'630	28'511	28'838
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	2'114	2'486	4'121	5'609	8'486	9'808	...	11	9'466	5'884
- Annual investment in fixed-telephone services	10 <sup>6</sup>	1'244	1'482	1'924	2'474	2'834	3'305	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	870	1'003	2'197	3'135	5'652	6'503	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	96.57	96.86	97.15	94.77	...
Households with a fixed line telephone	%	...	...	...	...	...	...	51.44	52.52	53.54	...
Households with a mobile telephone	%	...	...	...	...	...	48.99	61.30	76.76	83.94	...
Households with a computer	%	...	...	...	...	...	...	11.53	21.20	25.15	30.70
Households with Internet access at home	%	...	...	...	...	...	...	5.05	10.26	15.57	20.70
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.24	1.87	3.15	3.49	3.75	4.51	6.55	22.43	33.15	45.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	1'500	1'936	...	...	...	2'809	3'237	3	3	3
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	141	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'149	3'255	3'401	3'658	4'069	4'663	5'406	6'207	6'939	7'512
Households	10 <sup>3</sup>	541	582	626	673	724	750	705	725	743	761
Gross domestic product (GDP)	10 <sup>6</sup>	245'520	263'351	311'532	375'448	495'521	815'684	948'056	1'156'267	992'805	1'109'237
Average annual exchange rate per US\$		3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'053	1'094	1'136	1'188	1'237	1'310	1'386	1'596	1'580	1'479
Fixed-telephone subscriptions per 100 inhabitants		33.43	33.60	33.40	32.47	30.39	28.09	25.63	25.71	22.77	19.70
- Residential fixed-telephone subscriptions	%	50.20	50.49	...	...	...	...	67.00	59.00 <sup>1</sup>	51.00	44.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	22	24	25	25	24	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	22	24	25	25	24	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	44	47	50	50	48	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	29	29	27	26	25	...	20	19	19	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'909	2'428	2'972	3'683	4'534	5'519	7'732	9'358	10'672	10'926
Mobile-cellular subscriptions per 100 inhabitants		60.62	74.60	87.40	100.69	111.42	118.37	143.03	150.77	153.80	145.45
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	2'495	3'186	4'007	4'960	7'045	8'533	9'713	9'750
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	118	198	255	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	256	290	348	420	529	683	904	1'200	1'404	1'375
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	8	17	30	56	129	241	380	558 <sup>2</sup>	688 <sup>3</sup>	787
Fixed (wired)-broadband subscriptions per 100 inhab.		0.27	0.51	0.89	1.53	3.18	5.16	7.03	8.98	9.91	10.47
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	-	-	-	-	-	-	-	-	-
- DSL Internet subscriptions	10 <sup>3</sup>	8	16	30	56	129	241	380	558	595	489
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	1	-	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		38	1'085	1'705	2'325	5'115	10'075	19'703	38'959	60'852	105'100
International Internet bandwidth (bps) per Internet user		46	1'177	1'701	2'109	3'142	4'155	5'975	8'718	11'693	17'938
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		0.22	0.31	0.27	0.25	0.25	...	...	...	2.36	...
Fixed-telephone faults cleared by next working day	%	...	97.00	97.00	97.00	97.00	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	7'364	...	...	...	...	...	...	908	1'114	961
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	15'658	16'424	16'785
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	3'007	3'247	2'784
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	936	963	939
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	4'592	4'600	4'831
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	1'396	1'894	2'252	2'875	3'203	3'511	...	572	781	599
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	3'820	3'819	4'232
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	425	1'120	3'578	3'254
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		8'951	9'539	9'809	10'039	9'832	...	10'695	11'759	11'717	11'337
- of which: female		1'236	1'372	1'463	1'519	1'544	...	1'826	1'945	1'890	1'841
<b>TARIFFS</b>											
Installation fee for residential telephone service		200	200	200	200	180	180	180	180	180	180
Installation fee for business telephone service		200	200	200	200	180	180	180	180	180	180
Monthly subscription for residential telephone service		15	15	15	15	15	15	15	15	15	15
Monthly subscription for business telephone service		15	15	15	15	15	15	50	50	50	50
3-minute local call to fixed telephone (peak rate)		-	0.90	0.90	0.90	0.90	0.90	0.72	0.15	-	-
3-minute local call to fixed telephone (off-peak rate)		-	0.63	0.63	0.63	0.63	0.63	0.36	0.08	-	-
Mobile-cellular prepaid connection charge		...	185	185	165	165	165	...	...	165	165
Mobile-cellular prepaid-1-min call (peak, on-net)		0.30	0.10	0.07	0.08	0.08	0.08	...	0.30	0.30	0.30
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.21	0.10	0.07	0.06	0.06	0.08	...	0.24	0.24	0.24
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.30	0.30	0.30
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.24	0.24	0.24
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	300	200	200
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	149	149	149
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.260	0.260	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	<sup>11</sup>	<sup>11</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	<sup>12</sup>	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	7'557	8'004	9'298	10'434	12'866	16'290	22'877	30'070	36'170	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	2'925	2'671	2'777	2'702	...	...	3'200	4'226	3'827 <sup>13</sup>	3'223
- Revenue from mobile networks	10 <sup>6</sup>	3'490	3'991	4'871	5'759	7'411	10'198	13'658	18'300	17'787	18'400
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	1'842	1'144	997	1'364	1'259	...	...	...	9'544	7'861
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	6'687	8'727	11'331	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	100.00	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	100.00	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	93.77	94.00	...	95.60
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	45.70
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	96.80
Households with a computer	%	29.60	32.00	33.30	34.00	36.50	45.60	58.50	74.00	...	76.00
Households with Internet access at home	%	25.00	26.60	27.70	28.30	30.40	37.90	48.70	66.00	...	65.00
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	74.00	...	...
Internet users	%	26.27	28.32	29.48	30.13	40.00	52.00	61.00	72.00	75.00	78.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	300'000	...	...	...	...	...	...
Leased-line subscriptions		427	...	...	...	...	...	3'189	17'610	17'485	38'271
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	59'097	59'340	59'604	59'892	60'203	60'538	60'896	61'270	61'652	62'036
Households	10 <sup>3</sup>	24'410	24'582	24'755	24'929	25'104	25'146	25'534	25'639	25'779	25'919
Gross domestic product (GDP)	10 <sup>6</sup>	1'003'300	1'055'790	1'118'240	1'184'300	1'233'980	1'328'363	1'404'845	1'445'580	1'394'989	1'455'397
Average annual exchange rate per US\$		0.70	0.67	0.61	0.55	0.55	0.54	0.50	0.54	0.64	0.65
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	34'579	34'738	34'550	34'576	34'068	33'849	33'462 <sup>1</sup>	34'192	34'174 <sup>2</sup>	33'393 <sup>2</sup>
Fixed-telephone subscriptions per 100 inhabitants		58.51	58.54	57.97	57.73	56.59	55.91	54.95	55.80	55.43	53.83
- Residential fixed-telephone subscriptions	%	68.64	68.83	68.93	69.30	69.80	70.10 <sup>1</sup>	69.40	68.80	70.20	71.10
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	970	1'030	1'007	962	891	872 <sup>1</sup>	822	740	705	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	885	931	908	869	793	745	705	629	599	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	85	99	99	106	103	106 <sup>1</sup>	110	111	107	...
ISDN voice-channel equivalents	10 <sup>3</sup>	4'359	4'845	4'799	4'905	4'608	4'630 <sup>1</sup>	4'710	4'594	4'393	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	141 <sup>3</sup>	104 <sup>3</sup>	94 <sup>3</sup>	88 <sup>3</sup>	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	46'283	49'228	54'256	59'688	65'472	70'078	73'836 <sup>1</sup>	76'735	80'255	81'115
Mobile-cellular subscriptions per 100 inhabitants		78.32	82.96	91.03	99.66	108.75	115.76	121.25	125.24	130.17	130.76
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	31'000	33'309	36'634	39'794	43'197	45'778	47'066	46'830	47'265	41'649
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00	99.80	99.80	99.80	99.80	99.80
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	2'550	4'100	4'787
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	11'360	12'286	14'441	15'501	16'320	16'956	18'300	18'573	19'238	20'528
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	331	1'356	3'114	6'124	9'899	13'013	15'606	17'274	18'260	19'580
Fixed (wired)-broadband subscriptions per 100 inhab.		0.56	2.29	5.22	10.22	16.44	21.50	25.63	28.19	29.62	31.56
- Cable modem Internet subscriptions	10 <sup>3</sup>	203	779	1'369	1'949	2'666	3'058	3'414	3'683	3'845	4'028
- DSL Internet subscriptions	10 <sup>3</sup>	128	573	1'736	4'167	7'220	9'928	12'157	13'555	14'369	15'423
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	4	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	4	8	8	13	27	35	...	...	...
International Internet bandwidth, in Mbit/s	10 <sup>3</sup>	238	320	535	782	...	1'463	2'419	3'500	5'000	7'000
International Internet bandwidth (bps) per Internet user		12'032	9'538	13'843	19'889	...	35'116	52'895	72'871	97'056	132'751
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		3.70	11.00	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	76.00	77.00	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	129'429	...	...	...	110'359	105'560	96'721	92'613	89'127	88'363
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	44'633	52'179	61'820	60'465	68'820	82'498	99'874	110'861	118'307	124'636
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	13'579	15'077	15'563	15'661	15'547	15'572	14'376	13'467	12'375	11'852
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	21'540	22'138	23'536	23'523	24'246	25'775	27'853	28'438	28'830	29'787
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	7'509	...	8'920	8'943	9'148
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	7'935	6'105	6'259	6'210	5'747	5'715	5'891	7'130	6'990	7'195
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	574	744	783	774	903	...	1'400	1'789	1'953	1'953
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	7'665	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	13'201	22'468	23'252	26'226	35'465	46'008	62'597	83'282	103'990	129'120
MMS sent	10 <sup>6</sup>	...	...	51	122	245	223	327	473	501	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		220'000 <sup>11</sup>	236'000 <sup>11</sup>	...	...	...	...	...	...	...	...
- of which: female		53'300	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		99	75	75	75	75	125	125 <sup>12</sup>	125 <sup>12</sup>	122	128
Installation fee for business telephone service		116	116	116	116	99	106	106 <sup>12</sup>	106 <sup>12</sup>	106	106
Monthly subscription for residential telephone service		10	10	10	10	12	11	10 <sup>12</sup>	12 <sup>12</sup>	12	9
Monthly subscription for business telephone service		15	16	16	16	14	14	41 <sup>12</sup>	41 <sup>12</sup>	15	15
3-minute local call to fixed telephone (peak rate)		0.12	0.12	0.12	0.12	0.12	0.12	0.10 <sup>12</sup>	0.12 <sup>12</sup>	0.14	0.28
3-minute local call to fixed telephone (off-peak rate)		0.05	0.05	0.05	0.05	0.03	0.03	0.03 <sup>12</sup>	0.02 <sup>12</sup>	0.04 <sup>13</sup>	-
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		0.15	0.15	0.07	...	0.10	...	...	0.20	0.20	0.20
Mobile-cellular prepaid-1-min call (off-peak, on-net)		0.05	0.05	0.03	...	0.10	...	...	0.20	0.20	0.20
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.20	0.20	0.20
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.20	0.20	0.20
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	19 <sup>12</sup>	16 <sup>12</sup>	15 <sup>12</sup>	...	15	15	16
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	8.0	8.0	20.0
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	-	-	10.0
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	-	-	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	39'408	40'919	43'138	43'591	46'722	56'700	61'100	61'312	62'784	65'576
- Revenue from fixed-telephone services	10 <sup>6</sup>	11'700	12'439	11'995	10'523	9'825	9'447	9'334	10'041	9'599	9'276
- Revenue from mobile networks	10 <sup>6</sup>	7'920	8'307	10'221	11'971	13'050	13'809	14'999	15'450	14'947	15'044
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	11'000	9'000	...	...	...	...	...	5'819	5'133	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	1'657	1'564	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	97.43	97.50	97.84	99.00	99.00	...	...	...	...
Households with a fixed line telephone	%	93.00	92.00	93.00	90.00	...	89.04	...	...	...	...
Households with a mobile telephone	%	82.00	80.00	85.00	89.00	88.00	90.00	...	...	...	...
Households with a computer	%	49.00	57.93	63.22	65.26	70.00	71.00	75.00	78.01	81.19	82.57
Households with Internet access at home	%	45.00	49.72	55.11	55.90	60.23	62.64	66.72	71.14	76.69	79.60
Mobile cellular telephone users	%	...	...	...	...	...	89.66	90.64	93.20	...	...
Computer users	%	...	67.18	68.48	73.00	76.00	76.00	80.52	81.97	85.89	87.02
Internet users	%	33.48 <sup>21</sup>	56.48 <sup>22</sup>	64.82	65.61	70.00	68.82	75.09	78.39	83.56	85.00 <sup>23</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	3'618	3'319	3'325	3'288	3'300	3'362	...	13'116	13'313	13'297
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	6'590	7'088	7'187	7'794	8'300	8'791	...	9'472	9'803	10'979

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	285'545	288'467	291'291	294'063	296'820	299'564	302'285	304'989	307'687	310'384
Households	10 <sup>3</sup>	108'200	109'300	112'600	113'800	114'504	116'400	118'255	119'404	120'551	121'694
Gross domestic product (GDP)	10 <sup>9</sup>	10'128	10'470	10'961	11'686	12'434	13'377	14'029	14'292	13'939	14'527
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	191'571 <sup>1</sup>	189'250 <sup>1</sup>	182'933 <sup>1</sup>	177'691 <sup>1</sup>	175'161 <sup>1</sup>	167'460 <sup>1</sup>	158'418 <sup>1</sup>	162'763 <sup>2</sup>	152'963	151'171 <sup>3</sup>
Fixed-telephone subscriptions per 100 inhabitants		67.09	65.61	62.80	60.43	59.01	55.90	52.41	53.37	49.71	48.70
- Residential fixed-telephone subscriptions	%	67.00	65.18	66.17	66.00	62.00	61.00	59.00	60.00	59.00	59.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	2'033	1'659	1'349	1'320	1'239	1'176	1'120	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	1'712	1'318	1'084	1'048	...	890	827	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	320	338	262	270	279	286	293	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	10'786	10'419	8'210	8'308	8'336	8'366	8'382	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	21'744	25'923	28'895
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	1'920	1'711	1'496	1'345	...	1'007	872	701	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	128'500	141'800	160'637	184'819	203'700	229'600	249'300	261'300	274'300	278'900
Mobile-cellular subscriptions per 100 inhabitants		45.00	49.16	55.15	62.85	68.63	76.64	82.47	85.68	89.15	89.86
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	12'837	9'854	9'638	17'558	23'453	36'270	8'673	49'647	60'346	61'358
Mobile population coverage	%	99.00	99.00	99.00	99.00	99.00 <sup>11</sup>	99.80	99.60	99.60	99.60	99.80
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	26'532	122'500	163'705
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	26'532 <sup>12</sup>	66'658 <sup>13</sup>	79'308
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	55'842	84'397
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	56'993	...	62'000	...	...	...	77'987	...	84'914	89'090
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	12'793	19'882	27'744	37'353	51'156	60'238	70'206	75'707	79'055	85'723
Fixed (wired)-broadband subscriptions per 100 inhab.		4.48	6.89	9.52	12.70	17.23	20.11	23.23	24.82	25.69	27.62
- Cable modem Internet subscriptions	10 <sup>3</sup>	7'060	11'369	16'446	21'357	26'469	31'982	36'507	40'251	43'162	46'327
- DSL Internet subscriptions	10 <sup>3</sup>	3'948	6'472	9'509	13'817	19'910	26'302	29'742	30'439	31'197	33'694
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	1'849	2'884	3'975	4'938
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	1'785	2'041	1'789	2'178	4'777	1'954	2'108	2'133	721	764
International Internet bandwidth, in Mbit/s	10 <sup>3</sup>	274	382	709	971	1'456	2'039	3'401	5'000	7'000	9'000
International Internet bandwidth (bps) per Internet user		1'953	2'251	3'943	5'099	7'217	9'873	15'003	22'154	32'043	39'184
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		12.78	12.13	12.56	13.24	13.80	13.36	13.19	13.81	13.79	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	2'409'500	...	...	...	1'143'090	1'086'500	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	72'440	69'975	74'934	72'937	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	33'280	35'988	42'664	63'553	70'064	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	23'410	23'943	26'400	25'394	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	13'478	13'677	15'674	18'509	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees	10 <sup>3</sup>	1'302	1'186	1'082	1'035	999	1'048	1'031	1'021	966	900
- of which: female	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		43	41	43	43	43	43	...	39	...	...
Installation fee for business telephone service		72 <sup>21</sup>	72 <sup>21</sup>	74 <sup>21</sup>	74 <sup>21</sup>	74 <sup>21</sup>	72 <sup>21</sup>	...	...	...	...
Monthly subscription for residential telephone service		23 <sup>22</sup>	23 <sup>22</sup>	25 <sup>22</sup>	25 <sup>22</sup>	25 <sup>22</sup>	25 <sup>22</sup>	...	10 <sup>22</sup>	13	13
Monthly subscription for business telephone service		42 <sup>23</sup>	42 <sup>23</sup>	42 <sup>23</sup>	43 <sup>23</sup>	44 <sup>23</sup>	45 <sup>23</sup>	...	...	17	13
3-minute local call to fixed telephone (peak rate)		-	-	-	-	-	-	...	0.24	-	-
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	0.24	-	-
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	0.35	0.35	...	0.45	...	...	0.25	0.25	0.25
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	0.10	0.10	...	0.45	...	...	0.25	0.25	0.25
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	0.25	0.25	0.25
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	0.25	0.25	0.25
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	15	20	20
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.768	0.768	0.770
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	301'800	292'341	350'976	366'000	378'000	374'465	391'445	297'365	281'052	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	227'113	210'820	...	211'716	206'781	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	74'687	81'521	127'000	140'000	160'000	158'577	173'833	124'485	118'145	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	71'974	34'819	26'836	24'020	...	63'113	60'809	80'651	66'771	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	51'892	43'369	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	11'321	8'252	...	...	...	...	21'100	25'272 <sup>31</sup>	20'651 <sup>32</sup>	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	98.20	98.20	98.20	98.20	98.90	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	56.20	59.00	61.80	64.00	67.10	...	...	72.46	...	75.54
Households with Internet access at home	%	50.50	52.00	54.70	56.40	58.10	59.90	61.70	63.60	68.69	71.62
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	59.80	...	63.70	68.00	72.00	...	...	...	...	...
Internet users	%	49.08	58.79	61.70	64.76	67.97	68.93	75.00	74.00 <sup>33</sup>	71.00	74.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	68'500	66'472	66'050	66'100	65'400	71'400	69'300	70'200	71'800	71'100
Leased-line subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	17'890	18'901	20'862	23'496	26'326	28'084	30'500	31'300	32'700	33'400

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	3'325	3'325	3'323	3'321	3'323	3'327	3'336	3'346	3'357	3'369
Households	10 <sup>3</sup>	1'220	1'240	1'260	1'280	1'300	1'394	1'335	1'339	1'344	1'349
Gross domestic product (GDP)	10 <sup>6</sup>	247'211	260'967	315'678	379'353	425'018	476'707	560'412	653'151	706'883	807'685
Average annual exchange rate per US\$		13.32	21.26	28.21	28.70	24.48	24.07	23.47	20.95	22.57	20.06
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	951	947	938	997	1'006	987	965	959	953	962
Fixed-telephone subscriptions per 100 inhabitants		28.60	28.46	28.23	30.01	30.28	29.66	28.94	28.67	28.40	28.56
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	81.56
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	2	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	4	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Public payphones	10 <sup>3</sup>	13	12	13	15	15	15	15	15	14	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	520	514	498	600	1'155	2'330	3'004	3'508 <sup>1</sup>	4'112 <sup>1</sup>	4'437 <sup>1</sup>
Mobile-cellular subscriptions per 100 inhabitants		15.64	15.44	14.97	18.06	34.76	70.02	90.07	104.84	122.46	131.71
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	420	1'065	1'995	2'508	2'695	3'092	3'222
Mobile population coverage	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00 <sup>2</sup>	100.00 <sup>2</sup>	100.00 <sup>2</sup>
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	174'735	199'010	230'501	270'845	319'327	374'880
Fixed (wired)-broadband subscriptions		-	-	-	27'000	48'539	92'914	152'040	227'652	300'827	367'480
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	0.81	1.46	2.79	4.56	6.80	8.96	10.91
- Cable modem Internet subscriptions		...	...	...	-	-	-	-	-	-	-
- DSL Internet subscriptions		...	...	-	27'000	48'539	92'914	152'040	227'651	300'826	367'479
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		375	375	436	1'000	1'600	2'658	3'003	7'000	16'000	36'940
International Internet bandwidth (bps) per Internet user		1'014	988	824	1'765	2'397	2'717	2'648	5'323	11'401	22'988
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	4'202 <sup>3</sup>	4'069 <sup>3</sup>	3'554 <sup>3</sup>	3'401 <sup>3</sup>	3'107 <sup>3</sup>	2'804 <sup>3</sup>
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	390	576	967	2'669	3'818	4'764
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	280	216	164	174	287	388	461	471	448	435
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	143	153	164	211	298	446
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	129	141	152	152	156
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	83	90	97	105	114	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	283	263	257	257
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	265	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	3'377	2'788	4'631	5'252
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		5'667	...	...	...	6'189	6'045	6'005	6'457	6'619	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'100	1'100	1'329	1'439	1'100	1'100	1'091	1'091	1'091	1'091
Installation fee for business telephone service		1'631	1'631	1'970	2'132	1'100	1'100	1'091	1'091	1'091	1'091
Monthly subscription for residential telephone service		105	105	136	176	221	221	202	202	202	202
Monthly subscription for business telephone service		230	230	274	324	418	418	381	381	381	381
3-minute local call to fixed telephone (peak rate)		2.17	2.17	2.45	2.67	3.39	3.39	3.36	3.36	3.36	3.36
3-minute local call to fixed telephone (off-peak rate)		0.72	0.72	0.82	0.89	1.13	1.13	1.12	0.67	1.12	1.12
Mobile-cellular prepaid connection charge		...	5	7	...	...	...	...	48	48	48
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	9.09	6.94	...	6.67	6.55	6.55
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	9.09	6.94	...	6.67	6.55	6.55
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	6.67	6.55	6.55
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	6.67	6.55	6.55
Fixed (wired)-broadband connection charge		...	...	...	...	...	590	...	490	...	390
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	590	...	490	390	390
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.510	0.260	0.260
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	9'512	...	...	...	...	18'121	19'821	20'766	21'587	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	6'457	...	...	...	...	9'496	8'155	7'346	7'516	6'590 <sup>11</sup>
- Revenue from mobile networks	10 <sup>6</sup>	2'664	...	...	...	...	6'287	8'025	9'920	12'700	15'182
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	2'760 <sup>12</sup>	1'448 <sup>12</sup>	3'251 <sup>12</sup>	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	93.00	92.90	91.30	91.90	92.40	90.70	91.60	94.00	94.39	...
Households with a fixed line telephone	%	...	...	...	...	...	69.90	...	...	64.30	...
Households with a mobile telephone	%	...	...	...	...	...	48.90	...	...	82.76	...
Households with a computer	%	...	...	...	...	...	24.30	28.30	35.40	47.56	52.79
Households with Internet access at home	%	...	...	...	...	...	13.40	15.80	20.80	27.70	33.26
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	67.42 <sup>13</sup>	...
Computer users	%	...	...	...	...	...	...	...	...	48.90 <sup>13</sup>	...
Internet users	%	11.12	11.42	15.94	17.06	20.09	29.40	34.00	39.30	41.80	47.70
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	326'885	356'071	381'493	403'195	428'581	478'243
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	8'854	9'885	11'196	14'011	19'127	32'019



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	25'043	25'275	25'489	25'708	25'947	26'214	26'504	26'812	27'128	27'445
Households	10 <sup>3</sup>	4'558	4'616	4'675	4'735	4'796	4'870	4'941	5'013	5'068	5'124
Gross domestic product (GDP)	10 <sup>9</sup>	4'925	7'450	9'664	12'190	15'210	20'759	28'186	37'747	49'042	61'831
Average annual exchange rate per US\$		421.00	769.00	978.85	1'056.57	1'121.00	1'235.00	...	1'480.00	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	1'663	1'681	1'717	1'750	1'794	1'842	1'822	1'850	1'857	1'864
Fixed-telephone subscriptions per 100 inhabitants		6.64	6.65	6.74	6.81	6.91	7.03	6.88	6.90	6.84	6.79
- Residential fixed-telephone subscriptions	%	84.39	84.58	...	84.76	84.60	...	...	86.60	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	85.30	85.49	...	...	73.50	...	...
ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	6	7	...	6	5	...	...	3	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	128	187	321	544	720	2'530	5'691	12'375	16'418	20'952
Mobile-cellular subscriptions per 100 inhabitants		0.51	0.74	1.26	2.12	2.77	9.65	21.47	46.16	60.52	76.34
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	...	899	2'748	6'991	...	...
Mobile population coverage	%	...	75.00	75.00	75.00	75.00	75.00	...	93.00	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	7	18	37	...	...	1'700	2'015	2'469	2'737	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	-	3	6	8	9	19	66	89	89
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.01	0.02	0.03	0.03	0.07	0.25	0.33	0.32
- Cable modem Internet subscriptions	10 <sup>3</sup>	...	-	1	...	...	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	...	...	2	4	7	9	11	34	41	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		8	18	32	53	143	231	362	825	1'270	1'500
International Internet bandwidth (bps) per Internet user		57	66	66	79	165	138	182	339	274	273
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		87.38	...	96.80	96.10	95.50	92.20	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	95.20	95.20	95.10	95.60	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	627	696	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	22'909	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	56 <sup>1</sup>	61	66	72	77	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	177	214	247	367	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	213	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	2	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		24'275	...	...	22'800	21'500	...	...	19'251	...	...
- of which: female		...	...	...	...	...	...	...	5'985	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		7'500	9'975	11'470	11'470	14'790	14'790	...	...	20'700	20'700
Installation fee for business telephone service		...	...	31'000	31'000	39'990	39'990	...	...	39'990	39'990
Monthly subscription for residential telephone service		350	610	605	605	665	665	665	...	1'700 <sup>2</sup>	1'700 <sup>2</sup>
Monthly subscription for business telephone service		...	...	2'760	2'760	3'480	3'480	...	...	3'600	3'600
3-minute local call to fixed telephone (peak rate)		2.25	...	5.00	6.00	6.00	7.00	...	...	12.00 <sup>3</sup>	12.00 <sup>3</sup>
3-minute local call to fixed telephone (off-peak rate)		2.25	...	4.00	5.00	6.00	6.00	...	...	12.00 <sup>3</sup>	12.00 <sup>3</sup>
Mobile-cellular prepaid connection charge		...	...	...	...	...	8'645	...	...	...	3'000
Mobile-cellular prepaid-1-min call (peak, on-net)		56.13	91.75	...	105.66	112.10	41.17	...	...	19.24	23.41
Mobile-cellular prepaid-1-min call (off-peak, on-net)		44.91	73.40	...	52.83	33.63	41.17	...	...	19.24	23.41
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	19.24	39.91
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	19.24	39.91
Fixed (wired)-broadband connection charge		...	...	...	...	...	-	...	...	74'700	79'882
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	15'000	...	...	298'800	319'290
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	1.5	1.5
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	164'340	175'610
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	82'360	...	...	252'814	356'428	524'683	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	38'776	...	92'204	115'930	142'436	162'455	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	45'000	71'300	...	130'981	205'220	337'629	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	17'158	...	63'147	155'732	113'101	146'300	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	41'445	...	25'861	20'767	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	55'590	85'146	118'067	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	3.17	...	4.49
Households with Internet access at home	%	...	...	...	...	...	...	...	0.88	...	1.28
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.60	1.08	1.91	2.59	3.34	6.39	7.49	9.08	17.06	20.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		75'300	93'100	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		189'544	194'555	199'968	205'561	211'170	216'760	222'377	228'041	233'790	239'651
Households		40'800	42'100	43'300	45'000	45'000	44'900	47'120	48'000	49'000	50'000
Gross domestic product (GDP)	10 <sup>6</sup>	31'831	...	...	...	...	48'426	54'062	60'133	63'024	66'244
Average annual exchange rate per US\$		145.31	139.20	122.19	111.79	109.25	110.64	102.44	101.33	106.74	96.91
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		6'762	6'611	6'540	6'759	6'964	7'500 <sup>1</sup>	8'820 <sup>1</sup>	10'400	7'219	5'000
Fixed-telephone subscriptions per 100 inhabitants		3.57	3.40	3.27	3.29	3.30	3.46	3.97	4.56	3.09	2.09
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	90.00	90.00	90.00	90.00	...	...	...	...	...
ISDN subscriptions		-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	510	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		350	4'900	7'800	10'504	12'692	15'000	26'000 <sup>2</sup>	36'000	126'452	285'300
Mobile-cellular subscriptions per 100 inhabitants		0.18	2.52	3.90	5.11	6.01	6.92	11.69	15.79	54.09	119.05
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	9'000	11'392	...	...	...	120'287	...
Mobile population coverage	%	...	20.00	20.00	20.00	20.00	50.00	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		1'849	1'500	1'500	1'600	1'600	...	...	...	2'592	...
Fixed (wired)-broadband subscriptions		-	-	15	23	59	95	130	200	500	500
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.01	0.01	0.03	0.04	0.06	0.09	0.21	0.21
- Cable modem Internet subscriptions		-	-	15	23	59	...	...	...	...	...
- DSL Internet subscriptions		-	-	-	-	-	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		1	2 <sup>3</sup>	2	2	4	...	...	25	53	53
International Internet bandwidth (bps) per Internet user		100	293	320	256	373	...	...	1'508	3'023	2'764
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)		...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)		...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	2'816	2'900	...	...	...	...	...	...	...	...
- International outgoing mobile traffic (minutes)		...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)		...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)		...	...	...	...	...	...	...	...	...	...
SMS sent		...	...	...	...	...	...	...	...	...	...
MMS sent		...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)		...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		179	...	...	...	150	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		9'000	9'000	9'000	9'000	9'000	9'000	9'000	9'000	9'000	9'000
Installation fee for business telephone service		9'000	9'000	9'000	9'000	9'000	9'000	9'000	9'000	9'000	9'000
Monthly subscription for residential telephone service		1'575	1'575	1'575	1'575	1'575	1'575	1'575	1'575	1'575	1'575
Monthly subscription for business telephone service		1'575	1'575	1'575	1'575	1'575	1'575	1'575	1'575	1'575	1'575
3-minute local call to fixed telephone (peak rate)		30.00	30.00	30.00	40.00	40.00	40.00	40.00	40.00	40.00	75.00
3-minute local call to fixed telephone (off-peak rate)		15.00	15.00	15.00	20.00	20.00	20.00	20.00	20.00	20.00	75.00
Mobile-cellular prepaid connection charge		...	5'000	5'000	5'000	5'000	5'000	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)	45.00	40.00	40.00	40.00	26.67	26.67	26.67	...	30.00	25.00	27.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)	...	...	13.33	13.33	26.67	26.67	...	...	30.00	25.00	27.00
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	40.00	40.00	25.00	27.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	...	40.00	25.00	27.00
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	...	44'000	15'950	15'950
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	...	0.512	0.256	0.260
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	-	-	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	1'778	1'577	...	1'577	1'500	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	300	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	2.83	3.51	3.90	4.75	5.08	5.85	6.80	7.27	7.50	8.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	24'811	25'273	25'736	26'200	26'664	27'129	27'593	28'057	28'520	28'980
Households	10 <sup>3</sup>	5'243	5'400	5'533	5'755	5'984	6'088	6'187	6'291	6'395	6'498
Gross domestic product (GDP)	10 <sup>9</sup>	88'946	107'840	134'228	212'683	304'087	394 <sup>1</sup>	486	668	700	1'012
Average annual exchange rate per US\$		723.67	1'160.44	1'606.96	1'891.33	2'089.75	2.15 <sup>1</sup>	2.15	2.14	2.15	2.59
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	2'705	2'842	2'956	3'346	3'651	4'217	5'195	6'418	6'867	7'083 <sup>2</sup>
Fixed-telephone subscriptions per 100 inhabitants		10.90	11.24	11.49	12.77	13.69	15.54	18.83	22.87	24.08	24.44
- Residential fixed-telephone subscriptions	%	77.85	74.00	76.00	78.00	78.00	83.32	84.82	85.71	85.93	86.23 <sup>2</sup>
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	-	-	-	-	-	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	-	-	-	-	-	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	-	-	-	-	-	-	-	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	-	-	-	-	-	-	-	-	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	91	105	113	122	145	162	170	170	169 <sup>2</sup>	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	6'473	6'542	7'015	8'421	12'496	18'789	23'820	27'414	28'124	27'880 <sup>2</sup>
Mobile-cellular subscriptions per 100 inhabitants		26.09	25.88	27.26	32.14	46.86	69.26	86.33	97.71	98.61	96.20
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	5'930	6'007	6'519	7'860	11'807	17'811	22'634	25'884	26'594 <sup>2</sup>	26'201 <sup>2</sup>
Mobile population coverage	%	...	...	...	...	...	85.00	90.00	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	2'535 <sup>3</sup>
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	1'727
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	808
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	305	316	323	459	637	760	1'003	1'473	1'518	1'801 <sup>2</sup>
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	37	78	117	210	356	537	858	1'330	1'345	1'556 <sup>2</sup>
Fixed (wired)-broadband subscriptions per 100 inhab.		0.15	0.31	0.45	0.80	1.34	1.98	3.11	4.74	4.72	5.37
- Cable modem Internet subscriptions	10 <sup>3</sup>	12	25	33	43	59	79	115	167	213	231 <sup>2</sup>
- DSL Internet subscriptions	10 <sup>3</sup>	18	47	78	160	291	451	737	923	1'126	1'319 <sup>2</sup>
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	6	6	6	7	7	8	7	...	...	...
International Internet bandwidth, in Mbit/s		433	690	747	1'337	1'337	8'130	17'253	40'000	60'000	70'000
International Internet bandwidth (bps) per Internet user		376	556	387	607	399	1'968	3'002	5'509	6'743	6'772
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	2.00	...	...	...	...	1.40	1.36	0.95	1.43	1.57
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	86.24	86.59	64.20	...	71.30
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	3	4	3	4	4	7	16'606 <sup>11</sup>	20'805 <sup>12</sup>	21'245 <sup>12</sup>	19'806 <sup>2</sup>
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	5'904	6'478	7'758	9'886	13'728	19'315	25'870 <sup>13</sup>	22'973	21'279	22'762
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	788	1'005	581	650	582
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	280	350	432	634	705	540	352	397	452	389 <sup>2</sup>
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	120	184	199	193 <sup>2</sup>
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'173	962	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	1'173	962	1'113	925 <sup>2</sup>
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	6	5'911	7'959	16'126	25'559	34'477	49'862	65'069	78'339 <sup>2</sup>
MMS sent	10 <sup>6</sup>	...	...	...	...	...	29	86	87	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		18'643	14'769	17'185 <sup>21</sup>	17'394 <sup>21</sup>	...	19'579 <sup>22</sup>	19'339 <sup>23</sup>	21'891	22'948	23'472 <sup>2</sup>
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		112'945	142'441	142'441	141'213	139'985	140 <sup>1</sup>	134	134	138	138
Installation fee for business telephone service		52'989	63'426	78'626	78'626	78'626	79 <sup>1</sup>	94	94	96	96
Monthly subscription for residential telephone service		8'155	10'431	10'431	7'665	18'825	19 <sup>1</sup>	12	13	13	-
Monthly subscription for business telephone service		16'154	19'597	13'068	27'571	27'571	28 <sup>1</sup>	30	30	31	31
3-minute local call to fixed telephone (peak rate)		78.00	46.49	41.54	43.47	135.36	0.12 <sup>1</sup>	0.11	0.20	0.20	0.24
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	0.20	0.20	0.24
Mobile-cellular prepaid connection charge		...	...	...	...	...	5	15	15	25	25
Mobile-cellular prepaid-1-min call (peak, on-net)		159.00	...	624.00	...	959.00	0.37	...	1.63	1.67	1.67
Mobile-cellular prepaid-1-min call (off-peak, on-net)		116.00	...	294.00	...	228.00	0.30	...	1.63	1.67	1.67
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1.63	1.67	1.67
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1.63	1.67	1.67
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	-	-	-
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	102	67	67
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.384	0.380	0.512
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>9</sup>	3'561	3'405	4'834	7'342	10'611	15 <sup>1</sup>	21	26	28	34 <sup>2</sup>
- Revenue from fixed-telephone services	10 <sup>9</sup>	738	962	1'162	1'388	1'548	2 <sup>1</sup>	2	2	2	2 <sup>2</sup>
- Revenue from mobile networks	10 <sup>9</sup>	1'098	1'107	1'530	2'488	4'961	5 <sup>1</sup>	8	14 <sup>12</sup>	17 <sup>12</sup>	19 <sup>2</sup>
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>9</sup>	773	869	374	953	2'917	3 <sup>1</sup>	4	3	3	4 <sup>2</sup>
- Annual investment in fixed-telephone services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	87.90	89.00	90.20	89.90	91.50	92.60	94.80	95.40	96.00	...
Households with a fixed line telephone	%	35.60	...	...	...	...	34.50	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	25.70	...	...	...	...	...
Households with a computer	%	...	...	9.90	9.60	10.30	11.35	14.60	15.34	...	17.27
Households with Internet access at home	%	...	...	2.10	2.21	2.50	2.83	5.70	6.76	...	9.68
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	4.64	4.91	7.50	8.40	12.55	15.22	20.83	25.88	31.20	35.67 <sup>2</sup>
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions	10 <sup>3</sup>	977	916	882	981	1'101	...	1'608	1'929	2'193	2'526 <sup>2</sup>
Leased-line subscriptions	10 <sup>3</sup>	32	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	820	1'050 <sup>2</sup>	1'171 <sup>2</sup>

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	79'630	80'501	81'377	82'263	83'161	84'076	85'007	85'952	86'901	87'848
Households	10 <sup>3</sup>	16'360	16'386	16'482	16'579	16'677	16'734	17'132	17'360	17'554	17'745
Gross domestic product (GDP)	10 <sup>9</sup>	481'295	535'762	613'443	715'307	839'211	974'266	1'143'720	1'485'040	1'658'390	1'980'914
Average annual exchange rate per US\$		14'725.20	15'279.50	15'509.60	15'690.00	15'858.90	15'994.30	16'178.90	16'302.30	17'065.10	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	3'050	3'929	4'402	10'125	...	8'568	11'166	14'768	17'427	16'400
Fixed-telephone subscriptions per 100 inhabitants		3.83	4.88	5.41	12.31	...	10.19	13.13	17.18	20.05	18.67
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	...	...	...	...	...	...	...	...	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	6	8	11	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	1'251	1'902	2'742	4'960	9'593	18'892	45'024	74'872	98'224	154'000
Mobile-cellular subscriptions per 100 inhabitants		1.57	2.36	3.37	6.03	11.54	22.47	52.96	87.11	113.03	175.30
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	...	7'719	12'798	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	70.00	...	...	...	...
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions	10 <sup>3</sup>	252	350	805	1'659	2'906	4'059	5'241	6'700	...	...
Fixed (wired)-broadband subscriptions	10 <sup>3</sup>	-	1	9	53	210	517	1'294	2'049	3'214	3'631
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	0.01	0.06	0.25	0.61	1.52	2.38	3.70	4.13
- Cable modem Internet subscriptions	10 <sup>3</sup>	-	-	1	...	...	...	...	...	...	...
- DSL Internet subscriptions	10 <sup>3</sup>	-	-	7	...	...	512	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	4	...	...	...	...
International Internet bandwidth, in Mbit/s		34	143	1'038	1'892	3'615	7'076	12'580	50'064	89'619	134'415
International Internet bandwidth (bps) per Internet user		34	96	337	301	341	488	713	2'435	3'884	5'552
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	1	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	55	67	79	92	104	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	510	603	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		75'060	80'000	90'000	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		1'636'000 <sup>1</sup>	1'000'000 <sup>1</sup>	800'000 <sup>1</sup>	800'000	600'000	400'000	...	...	...	...
Installation fee for business telephone service		1'636'000	1'000'000	800'000	800'000	600'000	400'000	...	...	...	...
Monthly subscription for residential telephone service		27'000 <sup>1</sup>	27'000 <sup>1</sup>	27'000 <sup>1</sup>	27'000 <sup>1</sup>	27'000 <sup>1</sup>	27'000 <sup>1</sup>	27'000	27'000 <sup>1</sup>	27'000	27'000
Monthly subscription for business telephone service		27'000	27'000	27'000	27'000	27'000	27'000	...	...	...	...
3-minute local call to fixed telephone (peak rate)		360.00 <sup>2</sup>	360.00 <sup>2</sup>	360.00 <sup>2</sup>	360.00 <sup>2</sup>	360.00 <sup>2</sup>	300.00 <sup>2</sup>	...	360.00 <sup>2</sup>	...	660.00
3-minute local call to fixed telephone (off-peak rate)		360.00	360.00	360.00	360.00	360.00	300.00	...	360.00	...	660.00
Mobile-cellular prepaid connection charge		...	...	150'000 <sup>3</sup>	...	50'000 <sup>3</sup>	50'000 <sup>3</sup>	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		1'636.00	1'800.00	1'636.00	2'364.00	2'272.00	2'272.00	...	1'741.00	1'740.33	1'380.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		1'145.20	1'260.00	818.00	1'655.00	1'655.00	1'590.00	...	1'202.00	899.00	1'380.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	1'981.00	1'980.33	1'580.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	1'381.00	1'019.00	1'580.00
Fixed (wired)-broadband connection charge		...	...	...	...	600'000	400'000	...	...	600'000	600'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	50'000	50'000	...	275'000	275'000	200'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	3.072	3.072	3.070
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	-	-
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>9</sup>	18'614	21'394	24'997	32'471	39'074	44'293	57'483	83'861	117'195	...
- Revenue from fixed-telephone services	10 <sup>9</sup>	11'200	18'541	...	...	...	9'605	9'734	9'292	4'960	...
- Revenue from mobile networks	10 <sup>9</sup>	...	...	...	...	...	24'751	37'324	52'995	68'815	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>9</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	52.70	...	67.80	...	78.20	...	82.30	87.00	...
Households with a fixed line telephone	%	...	17.90	...	27.30	...	33.50	...	...	46.20	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	2.40	3.70	5.00	6.30	7.50	9.50	11.40	...	14.21
Households with Internet access at home	%	...	0.50	1.00	1.26	1.50	1.70	3.30	4.90	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	1.27	1.85	3.78	7.64	12.74	17.25	20.76	23.92	26.55	27.56
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	1'076	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		108'726	108'933	109'122	109'270	109'363	109'401	109'389	109'327	109'216	109'056
Households		41'402	42'000	43'000	44'000	45'000	45'000	45'000	45'000	45'000	45'000
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	2'500 <sup>1</sup>	...	...	...	...	...	...	...
Average annual exchange rate per US\$		1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		69'400	69'369	69'691	70'888	71'700	72'500	73'400	74'200	75'000	75'800
Fixed-telephone subscriptions per 100 inhabitants		63.83	63.68	63.87	64.87	65.56	66.27	67.10	67.87	68.67	69.51
- Residential fixed-telephone subscriptions	%	55.00	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		...	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	...	...	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		41'000	45'150	49'300	64'200	80'300	...	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		37.71	41.45	45.18	58.75	73.43	...	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	1'484	2'967	...	5'933	7'416	9'000	9'100
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	1.36	2.71	...	5.42	6.78	8.24	8.34
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		45	45	45	45	45	...	...	...	...	...
International Internet bandwidth (bps) per Internet user		2'252	1'502	1'503	1'504	1'505	...	...	...	...	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	22	22	36	41	46	...	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		...	...	...	...	...	...	...	...	...	...
- of which: female		...	...	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		19	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		50	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	50	50
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.384	0.384
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	18.38	27.49	27.43	27.38	27.34	27.33	27.34	27.36	27.40	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population		14'503	14'477	14'424	14'345	14'247	14'128	13'989	13'843	13'698	13'566
Households		2'280	2'280	2'296	2'000	2'000	2'000	2'013	2'028	2'044	2'059
Gross domestic product (GDP)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Average annual exchange rate per US\$		...	...	...	...	98.39	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		1'890	1'683	1'683	1'738	1'757	2'143	2'420	2'851	2'977	3'117
Fixed-telephone subscriptions per 100 inhabitants		13.03	11.63	11.67	12.12	12.33	15.17	17.30	20.60	21.73	22.98
- Residential fixed-telephone subscriptions	%	...	...	...	...	...	...	...	...	...	...
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	...	...	...
ISDN subscriptions		24	...	...	...	...	...	55	54	59	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	55	54	59	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		48	...	...	...	...	...	110	108	118	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		...	...	...	...	...	...	17	8	10	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions		-	-	-	-	-	-	...	...	...	...
Mobile-cellular subscriptions per 100 inhabitants		-	-	-	-	-	-	...	...	...	...
- Mobile-cellular telephone subscriptions, prepaid		...	...	...	...	...	...	...	...	...	...
Mobile population coverage	%	...	...	...	...	...	...	...	...	...	...
Active mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		286	393	393	460	505	552	...	...	...	...
Fixed (wired)-broadband subscriptions		-	-	-	-	-	-	225	691	880	1'061
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	-	1.61	4.99	6.42	7.82
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	-	...	...
- DSL Internet subscriptions		...	-	-	-	-	...	225	691	880	1'061
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	-	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		...	...	...	...	...	1	4	12	17	16
International Internet bandwidth (bps) per Internet user		...	...	...	...	...	869	3'597	10'546	14'635	...
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		...	...	...	...	...	...	49.00	55.00	57.00	...
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	90.00	90.00	93.00	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	17'271	5'804	4'078	...
Domestic mobile-telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	1'626	1'460	...
- International outgoing fixed-telephone (minutes)	10 <sup>3</sup>	1'480	...	...	...	...	1'270	...	1'626	1'460	...
- International outgoing mobile traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	1'624	1'663	...
- International incoming fixed-telephone (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	1'624	1'663	...
- International incoming to mobile network (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
SMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
MMS sent	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		40	...	...	...	...	...	9	9	9	...
- of which: female		...	...	...	...	...	...	2	2	2	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		...	...	...	...	...	...	...	...	...	...
Installation fee for business telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for residential telephone service		...	...	...	...	...	...	...	...	...	...
Monthly subscription for business telephone service		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (peak rate)		...	...	...	...	...	...	...	...	...	...
3-minute local call to fixed telephone (off-peak rate)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid connection charge		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, on-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	...	...	10'000
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	...	...	28'000
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	...	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	- <sup>1</sup>
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	-
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	390	...	...	...	...	523	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	581	588	...
- Revenue from mobile networks	10 <sup>6</sup>	-	-	-	-	-	-	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	-	30.00	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	-	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	...	...	...
Households with Internet access at home	%	...	...	...	...	...	...	...	...	...	...
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	5.09	5.42	5.74	6.06	6.70	7.33	7.95	8.22	8.48	...
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	...	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...



Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	18'266	18'832	19'420	20'026	20'649	21'288	21'947	22'627	23'328	24'053
Households	10 <sup>3</sup>	2'655	2'729	2'805	2'883	2'963	3'057	3'163	3'259	3'353	3'449
Gross domestic product (GDP)	10 <sup>6</sup>	1'895'940	2'150'890	2'486'730	2'885'580	3'646'560	3'760'038	4'308'636	5'375'936	5'097'563	6'875'874
Average annual exchange rate per US\$		168.67	175.63	183.45	184.78	191.51	197.05	198.95	199.76	202.85	219.59
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions	10 <sup>3</sup>	422	542	694	798	901	968	1'022	961	997	1'046
Fixed-telephone subscriptions per 100 inhabitants		2.31	2.88	3.57	3.98	4.37	4.55	4.66	4.25	4.27	4.35
- Residential fixed-telephone subscriptions	%	66.50	66.00	...	...	...	...	92.00	93.00	93.00	93.00
- Fixed-telephone subscriptions in urban areas	%	...	...	...	...	...	...	...	83.00	83.00	83.00
ISDN subscriptions	10 <sup>3</sup>	-	-	...	...	...	...	2	2	2	...
- Basic access ISDN subscriptions	10 <sup>3</sup>	-	-	...	...	...	...	2	2	2	...
- Primary access ISDN subscriptions	10 <sup>3</sup>	-	-	...	...	...	...	-	-	-	...
ISDN voice-channel equivalents	10 <sup>3</sup>	-	1	...	...	...	...	9	10	10	...
VoIP subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones	10 <sup>3</sup>	...	...	...	...	...	...	42	53	54	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	148	487	675	1'476	2'278	2'978	4'349	6'445	8'313	11'085
Mobile-cellular subscriptions per 100 inhabitants		0.81	2.58	3.48	7.37	11.03	13.99	19.82	28.48	35.63	46.09
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	960	...	...	3'776	5'643	7'365	9'971
Mobile population coverage	%	...	...	...	68.00	68.00	68.00	70.00	75.00	84.00	84.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		7'034	15'000	31'607	74'615	109'127	155'812	216'076	306'000	456'000	582'000
Fixed (wired) broadband subscriptions		-	-	-	-	1'498	2'781	11'000	26'000	54'000	84'000
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	0.01	0.01	0.05	0.11	0.23	0.35
- Cable modem Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- DSL Internet subscriptions		...	...	...	...	1'498	2'781	11'000	...	...	84'000
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	-
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	-
International Internet bandwidth, in Mbit/s		6	6	6	6	6	363	470	630	1'500	3'200
International Internet bandwidth (bps) per Internet user		362	61	51	34	28	1'367	427	404	646	1'077
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year	%	...	...	...	...	...	...	17.32	19.25	17.06	13.76
Fixed-telephone faults cleared by next working day	%	...	...	...	...	...	...	98.75	99.57	97.68	98.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	79	86	94	110
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	43	44	45	45	46	...	15	15	14	13
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	71	80	97
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	870	1'188	1'454	1'842
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	152	187	...	...	...	...	250	269	262	473
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	919	1'192	1'369
SMS sent	10 <sup>6</sup>	...	...	...	...	...	...	186	469	695	915
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	9	20	9	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		5'344	5'408	...	...	...	...	10'488	8'855	8'920	9'532
- of which: female		387	385	...	...	...	...	674	644	677	721
<b>TARIFFS</b>											
Installation fee for residential telephone service		22'000	17'000	17'000	17'000	17'000	17'000	17'000	17'000	4'000 <sup>1</sup>	...
Installation fee for business telephone service		22'000	17'000	17'000	17'000	17'000	17'000	17'000	...	...	...
Monthly subscription for residential telephone service		101	101	101	100	100	100	100	100	-	100
Monthly subscription for business telephone service		101	101	101	100	100	100	100	...	...	...
3-minute local call to fixed telephone (peak rate)		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	6.00	6.00
3-minute local call to fixed telephone (off-peak rate)		1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	3.00	3.00
Mobile-cellular prepaid connection charge		...	...	...	...	...	1'000	...	...	...	1'350
Mobile-cellular prepaid-1-min call (peak, on-net)		10.00	10.00	10.00	5.00	...	18.34	...	15.00	15.00	15.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)		10.00	10.00	10.00	5.00	...	9.00	...	9.00	9.00	9.00
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	22.00	21.00	21.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	22.00	21.00	21.00
Fixed (wired)-broadband connection charge		...	...	...	...	...	...	...	30'000	30'000	10'500
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	...	...	...	45'000	45'000	26'250
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	0.256	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	- <sub>2</sub>	- <sub>2</sub>	- <sub>2</sub>
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	19'270	25'320	26'613	30'532	...	...	132'443	149'897	167'594	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	16'270	22'223	...	...	...	...	47'587	52'562	52'821	...
- Revenue from mobile networks	10 <sup>6</sup>	...	...	...	...	...	...	84'856	97'335	114'773	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	8'222	12'946	...	...	...	...	33'384	53'477	49'344	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	6'439	8'538	7'146	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	...	...	...	26'945	44'939	42'198	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	44.00	...	...	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	...	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	3.30	...	3.96
Households with Internet access at home	%	...	...	...	...	...	...	...	2.20	...	2.93
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.09	0.52	0.60	0.88	1.05	1.25	5.01	6.89	9.96	12.35
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		...	...	...	81	126	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	10'450	10'693	10'938	11'192	11'462	11'750	12'055	12'380	12'724	13'089
Households	10 <sup>3</sup>	2'057	2'116	2'200	2'238	2'302	2'326	2'338	2'384	2'444	2'505
Gross domestic product (GDP)	10 <sup>9</sup>	13'194	16'324	20'551	25'993	32'042	38'561	46'195	54'839	64'616	77'673
Average annual exchange rate per US\$		3'610.94	4'398.59	4'733.27	4'778.88	4'463.50	3'603.07	4'002.52	3'745.66	5'046.11	4'797.14
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		85'662	87'674	88'426	91'719	94'665	93'427	91'789	90'600	90'341	90'100
Fixed-telephone subscriptions per 100 inhabitants		0.82	0.82	0.81	0.82	0.83	0.80	0.76	0.73	0.71	0.69
- Residential fixed-telephone subscriptions	%	49.94	51.08	57.10	51.00	33.00	...	...	...	5.00	...
- Fixed-telephone subscriptions in urban areas	%	82.42	81.60	80.35	80.00	82.00	...	...	...	90.00	...
ISDN subscriptions		-	-	-	-	...	...	...	...	...	...
- Basic access ISDN subscriptions		-	-	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		-	-	-	-	...	...	...	...	...	...
ISDN voice-channel equivalents		-	...	-	-	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		875	878	883	865	750	...	5'440	...	4'875	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	121	139	241	464	950	1'663	2'639	3'539	4'407	5'447
Mobile-cellular subscriptions per 100 inhabitants		1.16	1.30	2.20	4.15	8.28	14.16	21.89	28.59	34.63	41.62
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	...	...	...	464	944	...	...	3'524	4'388	4'933
Mobile population coverage	%	50.50	50.50	50.50	50.50	65.00 <sup>1</sup>	46.00	78.00	85.00	90.00	90.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		8'248	11'647	...	...	...	9'049	12'578	18'078	17'754	17'320
Fixed (wired)-broadband subscriptions		31	48	91	250	250	2'339	4'000	5'703	10'702	10'267
Fixed (wired)-broadband subscriptions per 100 inhab.		-	-	-	-	-	0.02	0.03	0.05	0.08	0.08
- Cable modem Internet subscriptions		...	-	-	-	...	...	...	-	...	...
- DSL Internet subscriptions		...	-	10	65	65	...	...	-	...	3'917
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	...	...	...	...	...	...	...	...
International Internet bandwidth, in Mbit/s		2	5	12	22	22	30	356	402	455	500
International Internet bandwidth (bps) per Internet user		84	100	112	98	67	61	606	585	567	382
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		90.82	90.80	124.88	108.00	...	...	...	...	...	...
Fixed-telephone faults cleared by next working day	%	...	70.20	80.00	95.00	...	...	...	...	...	...
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	89	157	...	...	...	...	...	...
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	15	16	13	12	10	19	...	...	...	...
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	...	52	...	...	...	...	...
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	33	...	63	...	...	...	...	...	...	...
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	...	95	...	...	...	...	...
SMS sent	10 <sup>6</sup>	...	...	63	...	63	...	...	...	...	...
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		3'061	3'041	2'864	3'172	...	...	...	...	...	...
- of which: female		714	871	...	...	...	...	...	...	...	...
<b>TARIFFS</b>											
Installation fee for residential telephone service		50'000	50'000	50'000	50'000	50'000	50'000	50'000	50'000	50'000	50'000
Installation fee for business telephone service	150'000	150'000	150'000	150'000	150'000	150'000	150'000	150'000	...	150'000	150'000
Monthly subscription for residential telephone service	5'000	5'000	5'000	5'000	10'000	20'000	20'000	20'000	20'000	20'000	20'000
Monthly subscription for business telephone service	10'000	10'000	10'000	10'000	20'000	40'000	40'000	40'000	...	40'000	40'000
3-minute local call to fixed telephone (peak rate)	200.00	400.00	400.00	400.00	400.00	600.00	600.00	600.00	3'000.60	3'960.00	3'960.00
3-minute local call to fixed telephone (off-peak rate)	100.00	200.00	200.00	200.00	200.00	300.00	300.00	450.00	2'250.00	2'340.00	2'340.00
Mobile-cellular prepaid connection charge	...	65'000	...	15'000	15'000	...	...	...	...	...	...
Mobile-cellular prepaid-1-min call (peak, on-net)	700.00	1'325.00	900.00	980.00	...	...	...	1'066.00	1'184.00	1'184.00	1'184.00
Mobile-cellular prepaid-1-min call (off-peak, on-net)	350.00	1'124.00	450.00	600.00	...	...	...	615.00	691.00	691.00	691.00
Mobile-cellular prepaid-1-min call (peak, off-net)	...	...	...	...	...	...	...	1'435.00	2'073.00	2'073.00	2'073.00
Mobile-cellular prepaid-1-min call (off-peak, off-net)	...	...	...	...	...	...	...	820.00	1'382.00	1'382.00	1'382.00
Fixed (wired)-broadband connection charge	...	...	...	...	...	...	...	...	...	3'981'626 <sup>2</sup>	...
Fixed (wired)-broadband monthly subscription charge	...	...	...	...	...	...	...	326'000	239'000	239'857 <sup>3</sup>	...
Fixed (wired)-broadband speed, in Mbit/s	...	...	...	...	...	...	...	0.512	0.512	0.510	...
Fixed (wired)-broadband cap, in Gigabytes	...	...	...	...	...	...	...	...	1.2	1.2	...
Fixed (wired)-broadband - price of excess usage	...	...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	250'021	...	566'061	691'726	...	985'469	...	...	...	...
- Revenue from fixed-telephone services	10 <sup>6</sup>	241'575	...	200'253	...	...	...	...	...	...	...
- Revenue from mobile networks	10 <sup>6</sup>	4'969	...	280'247	387'997	...	...	...	...	...	...
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	17'448	...	130'763	202'982	...	...	...	...	...	...
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	...	176'347	...	...	...	...	...	...
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	1.30	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	19.00	20.20	21.40	22.70	24.10	24.40	25.60	27.00	...
Households with a fixed line telephone	%	...	...	...	...	...	1.20	...	...	...	...
Households with a mobile telephone	%	...	3.80	...	...	...	24.20	28.00	...	...	...
Households with a computer	%	...	...	...	...	...	1.80	...	2.11	...	2.43
Households with Internet access at home	%	...	...	...	...	...	0.10	0.60	1.35	...	2.01
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.23	0.48	0.98	2.01	2.85	4.16	4.87	5.55	6.31	10.00
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		13'000	...	...	...	...	...	...	...	...	...
Leased-line subscriptions		31	48	81	185	...	...	...	...	...	...
Direct-to-home (DTH) satellite antenna subscriptions		...	...	...	...	...	...	...	...	...	...

Indicators	Unit	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
<b>DEMOGRAPHY, ECONOMY</b>											
Population	10 <sup>3</sup>	12'575	12'608	12'613	12'598	12'571	12'530	12'481	12'452	12'474	12'571
Households	10 <sup>3</sup>	2'615	2'644	2'653	2'662	2'667	2'908	2'967	2'996	3'010	3'039
Average annual exchange rate per US\$		...	...	...	...	...	...	...	...	...	...
<b>FIXED TELEPHONE NETWORK</b>											
Fixed-telephone subscriptions		253'738	287'854	300'921	317'000	328'000	335'561	345'000	348'000	385'116	379'000
Fixed-telephone subscriptions per 100 inhabitants		2.02	2.28	2.39	2.52	2.61	2.68	2.76	2.79	3.09	3.01
- Residential fixed-telephone subscriptions	%	63.00	70.00	54.00	54.00	54.00	55.00	54.00	54.00	54.00	56.00
- Fixed-telephone subscriptions in urban areas	%	86.00	85.00	87.00	87.00	87.00	87.00	88.00	88.00	80.00	71.00
ISDN subscriptions		240	...	...	...	...	...	...	...	...	...
- Basic access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
- Primary access ISDN subscriptions		...	...	...	...	...	...	...	...	...	...
ISDN voice-channel equivalents		480	...	...	...	...	...	...	...	...	...
VoIP subscriptions		...	...	...	...	...	...	...	...	...	...
Localities with telephone service	%	...	...	...	...	...	...	...	...	...	...
Public payphones		3'197	3'072	3'229	1'270	275	...	245	200	...	...
<b>MOBILE CELLULAR NETWORK</b>											
Mobile-cellular telephone subscriptions	10 <sup>3</sup>	314	339	364	426	647	849	1'226	1'655	3'991	7'700
Mobile-cellular subscriptions per 100 inhabitants		2.50	2.69	2.88	3.38	5.15	6.78	9.82	13.29	31.99	61.25
- Mobile-cellular telephone subscriptions, prepaid	10 <sup>3</sup>	211	233	247	310	506	672	...	...	2'900	7'600
Mobile population coverage	%	...	...	...	...	70.00	72.00	75.00	75.00	76.00	80.00
Active mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	20	...
- Standard mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
- Dedicated mobile-broadband subscriptions	10 <sup>3</sup>	...	...	...	...	...	...	...	...	...	...
<b>INTERNET</b>											
Fixed (wired) Internet subscriptions		35'000	39'997	83'000	90'000	96'000	97'000	99'500	99'500	99'700	121'000
Fixed (wired)-broadband subscriptions		771	2'847	6'386	8'967	10'185	10'200	15'210	18'000	29'130	33'000
Fixed (wired)-broadband subscriptions per 100 inhab.		0.01	0.02	0.05	0.07	0.08	0.08	0.12	0.14	0.23	0.26
- Cable modem Internet subscriptions		-	-	3'436	7'350	8'332	8'711	...	...	...	...
- DSL Internet subscriptions		-	-	-	410	510	409	...	...	...	...
- Fibre-to-the-home/building Internet subscriptions		...	...	...	...	...	...	...	...	...	...
- Other fixed (wired)-broadband subscriptions		...	...	1'182	1'207	1'343	1'411	...	...	...	...
International Internet bandwidth, in Mbit/s		...	30	...	55	55	55	57	121	290	434
International Internet bandwidth (bps) per Internet user		...	60	...	67	55	45	42	85	205	300
<b>QUALITY OF SERVICE</b>											
Faults per 100 fixed-telephone lines per year		117.00	106.00	63.00	2.70	7.70	57.00	...	50.00	41.00	36.00
Fixed-telephone faults cleared by next working day	%	...	...	...	40.00	64.00	44.00	...	43.00	50.00	87.00
<b>TELEPHONE TRAFFIC</b>											
Domestic fixed-to-fixed telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	...	3'161	4'582	...	...	700	...
Domestic mobile-telephone traffic (minutes)	10 <sup>6</sup>	...	...	...	288	401	589	...	1'981	2'100	3'328
Fixed-to-mobile telephone traffic (minutes)	10 <sup>6</sup>	308	351	421	493	476	406	...	...	506	546
Mobile traffic to fixed networks (minutes)	10 <sup>6</sup>	...	...	...	82	110	129	...	...	450	103
International outgoing total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	86	151	274
- International outgoing fixed-telephone (minutes)	10 <sup>6</sup>	86	87	...	85	85	70	...	59	61	93
- International outgoing mobile traffic (minutes)	10 <sup>6</sup>	...	...	...	-	-	-	...	...	90	181
International incoming total telephone (minutes)	10 <sup>6</sup>	...	...	...	...	...	251	...	154	395	201
- International incoming fixed-telephone (minutes)	10 <sup>6</sup>	93	106	159	212	232	208	...	...	278	93
- International incoming to mobile network (minutes)	10 <sup>6</sup>	...	...	...	-	-	-	...	...	117	108
SMS sent	10 <sup>6</sup>	...	...	...	172	403	618	...	866	988	996
MMS sent	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
VoIP traffic (minutes)	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
<b>STAFF</b>											
Full-time telecommunication employees		4'049	4'060	4'101	4'694	4'226	3'106	...	2'817	3'304	3'410
- of which: female		...	...	770	804	782	527	...	776	784	976
<b>TARIFFS</b>											
Installation fee for residential telephone service		800	6'800	54'100	216'400	450'000	11'620	...	...	5	5
Installation fee for business telephone service		1'300	8'500	63'648	254'592	450'000	11'620	...	...	10	10
Monthly subscription for residential telephone service		160	618	1'830	5'490	25'000	300	...	...	5	5
Monthly subscription for business telephone service		320	768	3'660	10'980	25'000	300	...	...	5	5
3-minute local call to fixed telephone (peak rate)		2.00	9.00	120.00	585.00	1'018.00	...	...	...	0.15	0.15
3-minute local call to fixed telephone (off-peak rate)		1.50	6.75	90.00	1'620.00	1'018.00	...	...	...	0.12	0.12
Mobile-cellular prepaid connection charge		...	...	74'500 <sup>1</sup>	200'000 <sup>1</sup>	372'800 <sup>1</sup>	500 <sup>1</sup>	...	...	10	3
Mobile-cellular prepaid-1-min call (peak, on-net)		7.40	21.33	50.33	1'620.00	5'683.00	...	...	...	0.23	0.23
Mobile-cellular prepaid-1-min call (off-peak, on-net)		6.00	17.50	40.70	1'138.00	5'114.00	...	...	...	0.22	0.22
Mobile-cellular prepaid-1-min call (peak, off-net)		...	...	...	...	...	...	...	...	0.25	0.25
Mobile-cellular prepaid-1-min call (off-peak, off-net)		...	...	...	...	...	...	...	...	0.24	0.24
Fixed (wired)-broadband connection charge		...	...	...	...	5'560'300	43'983	...	...	41	41
Fixed (wired)-broadband monthly subscription charge		...	...	...	...	4'200'000	439'835	...	...	406	406
Fixed (wired)-broadband speed, in Mbit/s		...	...	...	...	...	...	...	...	0.256	0.256
Fixed (wired)-broadband cap, in Gigabytes		...	...	...	...	...	...	...	...	...	...
Fixed (wired)-broadband - price of excess usage		...	...	...	...	...	...	...	...	...	...
<b>REVENUE</b>											
Revenue from all telecommunication services	10 <sup>6</sup>	16'917	291'000	461'000	1'483'664	6'502'387	...	...	...	903	967
- Revenue from fixed-telephone services	10 <sup>6</sup>	6'079	11'521	213'844	...	...	...	...	...	172	176
- Revenue from mobile networks	10 <sup>6</sup>	10'838	278'738	247'000	649'388	3'969'295	4'580'940	...	...	590	607
<b>INVESTMENT</b>											
Annual investment in telecommunication services	10 <sup>6</sup>	6'379 <sup>2</sup>	55'161 <sup>2</sup>	73'922 <sup>2</sup>	136'326 <sup>2</sup>	267'903 <sup>2</sup>	566'784 <sup>2</sup>	...	...	500	410
- Annual investment in fixed-telephone services	10 <sup>6</sup>	...	...	6'500	77'926	16'448	208'566	...	...	49	21
- Annual investment in fixed broadband services	10 <sup>6</sup>	...	...	...	...	...	...	...	...	...	...
- Annual investment in mobile communication services	10 <sup>6</sup>	...	...	67'422	58'400	251'455	358'218	...	...	280	308
<b>COMMUNITY ACCESS INDICATORS</b>											
Localities with PIAC	%	...	...	...	...	...	...	...	...	...	...
Population with access to a PIAC	%	...	...	...	...	...	...	...	...	...	...
<b>ICT ACCESS AND USE</b>											
Households with a TV	%	...	...	...	...	...	31.10	...	...	...	...
Households with a fixed line telephone	%	...	...	...	...	...	8.30	...	...	...	...
Households with a mobile telephone	%	...	...	...	...	...	13.70	...	...	...	...
Households with a computer	%	...	...	...	...	...	...	...	3.98	...	5.32
Households with Internet access at home	%	...	...	...	...	...	...	2.00	2.50	...	3.96
Mobile cellular telephone users	%	...	...	...	...	...	...	...	...	...	...
Computer users	%	...	...	...	...	...	...	...	...	...	...
Internet users	%	0.80	3.99	6.39	6.56	8.02	9.79	10.85	11.40	11.36	11.50
<b>OTHER INDICATORS</b>											
Terrestrial multichannel TV subscriptions		...	...	...	...	...	...	...	...	990'000	...
Leased-line subscriptions		...	...	...	...	...	16'427	...	17'000	...	...
Direct-to-home (DTH) satellite antenna subscriptions		21'000	22'000	22'000	22'100	22'300	25'000	...	35'000	95'000	101'000

## AFGHANISTAN

(1) Incl. posts.

## ALBANIA

(1) Unlimited. (2) Only for fixed telephony. (3) Calculated based on household survey's result: 23.5%.

## ALGERIA

(1) Incl. multiservice kiosks. (2) February 2011. (3) Incl. free calls during off-peak time. (4) The bi-monthly subscriptions of 800 DA includes 4000 DA of minutes of free calls. (5) Excl. taxes. (6) Price per minute once the 4000 DA of minutes of free calls included in the bi-monthly subscription have been used. (7) Unlimited.

## AMERICAN SAMOA

## ANDORRA

(1) Oanda. End of period. (2) Analogue lines + ISDN lines. (3) Unlimited.

## ANGOLA

(1) GDP at market prices. (2) June. (3) Break in comparability. From this year, including copper line (171'562), DSL line (13'967), WiMax (43'146), CDMA (72'000) and VSAT (2'504) which are not included in previous years. (4) Postpaid tariff.

## ANGUILLA

(1) Active subscribers only. (2) High-speed Internet.

## ANTIGUA & BARBUDA

(1) Data at 31st December 2001. (2) Decrease due to purge of subscribers whose services are dormant for 6 months or more. (3) ITU estimate. (4) Data for APUA staff only. Data at 31st December 2001. (5) Monthly free call allowance is 45 units. (6) Peak calls are charged at \$0.15 per unit (plus 15% tax), where one unit is equivalent to 3 minutes or part thereof. (7) Off peak calls are charged at \$0.15 per unit (plus 15% tax), where one unit is equivalent to 6 minutes or part thereof. (8) This cost is reflective of the cost of the SIM card. There are no free minutes or free SMS included in this cost. (9) Unlimited. (10) National ICT household survey. (11) National ICT household survey. Refers only to head of household. (12) Decrease due to economic down turn.

## ARGENTINA

(1) Only refers to Telefónica de Argentina S.A. and Telecom Argentina S.A. (2) All licensees are included. (3) All licensees are included (352 in 2003). (4) Estimate based on two major telecommunication operators, representing about 85-90% of total. (5) Represents about 99% of total. (6) Refers only to the 2 main operators. (7) Excl. taxes. (8) Excl. taxes. 4 minutes. (9) Unlimited.

## ARMENIA

(1) ArmenTel staff. (2) Unlimited. (3) Including posts. (4) Estimated based on surveys' results.

## ASCENSION

(1) Data refer to 31st December. (2) Dec.

## AUSTRALIA

Note: Year ending 30 June.

(1) Incl. Christmas Island, Cocos (Keeling) Islands, and Norfolk Island. (2) Excl. ISDN. (3) Incl. subscriptions by data cards or USB modems. (4) September. (5) March. (6) Internet Activity Survey, December. (7) December. (8) Derived from industry estimates. (9) Telstra. (10) Sum of Telstra standard telephone lines with faults in each month per 100 lines. (11) Telstra & Optus (approx. 80% of subscribers). (12) August. (13) Excl. tax. 'Homeline Budget' plan, designed for low-volume consumers. (14) Excl. tax. (15) Call of unlimited length. (16) Refers to the Talk&Text plan which includes 200 text messages and 100 minutes of free calls. Validity period is 30 days. (17) Tariffs only apply after the 200 text messages and 100 minutes of free calls of the Talk&Text plan have been used. (18) 0.60+0.20 connection fee (19) once 2 GB data allowance reached, speed go down at 64 kb/s (20) Payments for property, plant and equipment. (21) Population age 15+.

## AUSTRIA

(1) Incl. ISDN channels measured in ISDN B channels equivalents. (2) September. (3) March. (4) Incl. subscribers to public mobile data services. (5) Incl. subscriptions with a download volume of at least 250MB incl. in the monthly fee and prepaid products with at least 750MB being downloaded per quarter. (6) Regular users of the Internet, age 14+. (7) Estimate based on Q3/2010 data. (8) OECD. (9) Mediaresearch ORF. (10) Excl. FWA. (11) Incl. faults that are not directly the responsibility of the public telecommunication operator, such as the client's equipment. (12) Incl. faults that are not directly the responsibility of the public telecommunication operator, such as the client's equipment. Data only from universal service provider. (13) Data only from universal service provider. (14) Excl. minutes to service numbers. (15) Estimate. Incl. calls from public payphones. (16) Figure incl. tech. mins and wholesale mins to resellers and calling card operators. (17) Installation and connection fee; if the line already exists, connection fee: EUR 36. (18) Installation and connection fee; if the line already exists, lower connection fee (between 36 and 102 EUR). (19) Installation and connection fee; if the line already exists, connection fee: EUR 47. (20) aonSpeed basic. Telephony subscription required - Euro 15.98. (21) The most popular tariff is a package including broadband internet, fixed and mobile telephony. The following charges include all products. The broadband internet connection charge is EUR 0 for new customers, in other case EUR 131 (EUR 29.90 for self installation). (22) Unlimited. (23) Excl. revenue from data transmission and mobile data. (24) Excl. investment in financial assets. (25) Incl. data service investment. (26) ORF-Medienforschung. (27) Population age 16-74. (28) Regular users of the Internet, Population age 14+. (29) Population age 16-74 using Internet in the last 3 months. (30) Population aged 16+. (31) Leased line subscriptions retail.

## AZERBAIJAN

Note: From 2006: New Manat replaces Manat at a rate of 5000:1.

(1) Including Nagorno-Karabakh. (2) New Manat replaced Manat at a rate of 5,000:1. (3) ISDN channels not incl. (4) Incl. VoIP. (5) Estimated telecom staff. (6) Incl. unlimited local calls. (7) Incl. unlimited local calls. (8) Incl. unlimited local call. (9) Incl. unlimited local call. (10) Paying 2 AZN you get unlimited local telephone service for one month. (11) Cost of SIM. Incl. 16 minutes worth of free calls to any direction, 20 SMS within Bakcell network and free 'withhold number' service on selected calls. (12) Cost of SIM card includes 6500 contours which are loaded to balance during first year. (13) Internet access at home via a computer. (14) Break in comparability. Inc. Internet access via mobile devices. (15) Population age 7+ over the total population. (16) Population age 7+.

## BAHAMAS

(1) Change from TDMA to GSM platform caused decrease in the number of subscriptions. (2) Reduction due to purging of system of non-active accounts (3) The subscription reduction was primarily due to a decline in new accounts and the clean up of old accounts. (4) Unlimited. (5) Estimated based on 3 times the number of subscribers.

## BAHRAIN

(1) Including Fixed wireless. (2) October. (3) From this year, excluding fixed wireless (WIMAX) (4) Adapted from TRA. (5) Bateleco only. (6) Mid of 2010 (7) No "off peak" rate for local calls. All calls charged at 21 fils per 3 min., (1'000 fils = 1 Dinar). (8) No "off peak" rate for local calls. All calls charged at 21 fils per 3 min., (1'000 fils = 1 Dinar). October. (9) Prepaid. (10) Batelco SimSim. (11) Refers to BATELCO. (12) Estimate. (13) Preliminary results based on 2010 census.

## BANGLADESH

(1) Incl. an estimate of long-distance public call offices. (2) December. (3) September. (4) Established posts. (5) Analog exchange. (6) Incl. 50 local minutes. (7) Per call. (8) The monthly subscription of 80 Taka includes 50 minutes of free calls. (9) Grameen EASY. (10) Cable modem. Speed varies by time of day (1.024MB at night) (11) Unlimited. (12) Household Income & Expenditure Survey 2005.

## BARBADOS

(1) Within 48 hours. (2) Unlimited. (3) Domestic revenue. (4) No cable television.

## BELARUS

(1) Business have to pay an additional tax of 18%. (2) Business have to pay an additional tax of 20%. (3) 180 first, 45 rest (4) 300 first, 150 rest (5) Population age 16+.



## BELGIUM

(1) From 2007, incl. managed VoB. (2) Estimate based on equivalent channels provided. (3) Number of active clients (yearly reports mobile network operators, MVNO included). (4) Active subscribers. (5) Source : ISPA + BIPT. (6) Within 35h. (7) Resellers excl. (8) Limited to 9 operators who represent about 80% of the market in revenues. (9) Free activation. (10) Internet with fixed line. (11) Source : EITO. (12) Source: EITO. (13) Limited to 9 selected operators who represent about 80% of the market in revenue. (14) Investments that can not be split between fixed and mobile are counted as fixed. (15) Estimated based on survey results. (16) Population age 16-74. (17) Population age 16-74. (18) Cable only. (19) Excl. Ethernet. (20) Incl. Ethernet.

## BELIZE

Note: Year beginning 1 April.

(1) Incl. PSTN, CDMA, and AMPS fixed base at December 2010. (2) includes Mobile GSM and AMPS Post and Pre Mobile Base at December 2010 (3) Data refers to December 2010. (4) only includes CBC totals (5) A 8% VAT charge is added to all telephone services. (6) Prepaid.

## BENIN

(1) From this year, excluding fixed wireless. (2) Including installation charges and reimbursable deposit. (3) Includes 5000 CFA Francs of communication. (4) Unlimited. (5) Only LIBERCOM. (6) All GSM operators: MTN, MOOV, LIBERCOM, BBCOM and GLO MOBILE.

## BERMUDA

Note: Year beginning 1 April.

(1) Dec. (2) Data at 31st December 2001. (3) Including 50 calls. (4) Rate per call, after the 50 free calls. (5) 50 free calls are included. Tariff for additional call is \$0.20. (6) Mobility. (7) Gross plant additions. (8) Technology Benchmark Survey (9) Population age 18+.

## BHUTAN

(1) Incl. subscriptions of both B-mobile and T-Cell as of 31/12/2010. (2) 3G services only available in Thimphu. (3) SMS sent by subscribers of both mobile networks. (4) Includes NU 100 worth of calls. (5) Price for a 3-minute call once the NU 100 monthly subscription have been spent. (6) 1350 if the CPE is procured from BTL, if not then 1350 + 250 installation charge. (7) July 2000 to December 2001. (8) Capital fund for Bhutan Telecom only. (9) Bhutan Telecom only. (10) TV/Video. (11) Media Impact Study. (12) Country estimate.

## BOLIVIA

(1) Market of DSL experimented a slight decrease. (2) Planta Externa. (3) Excl. taxes. Members. excl. membership fee. (4) Excl. taxes. Members. Incl. 200 free minutes. (5) Refers to telephone in general.

## BOSNIA AND HERZEGOVINA

(1) 778 LL + 1217 other. (2) Including ISDN equivalents. (3) Incoming totals estimated. (4) Monthly subscription includes 160 minutes of local calls in peak time. (5) The price of the SIM card includes bonus of 10 BAM.

## BOTSWANA

Note: Year beginning 1 April.

(1) This is an estimate as there was no verifiable statistics at beginning of April 2010. (2) This capacity is by Botswana Telecommunications Corporation only and there is currently no information on demand by the other two mobile operators, Botswana Government and other users. (3) The traffic for 2009 is from two mobile operators out of a total of three mobile operators in the market. Data from the third operator is not available. (4) The traffic for 2009 is from two mobile operators out of a total of three mobile operators in the market. Data from the third operator is not available. Data from fixed network is also missing. (5) Not including taxes. (6) P10.00 is the cost of SIM since prepaid does not have a connection charge and what is needed is the SIM card and Handset. the cheapest handset is around P200.00. (7) this was for a 256 kbit/s but from 2009 is the same amount for 512 kbit/s. (8) the one time charge is P427.71 for modem and P250.00 for installation. (9) the P407.00 paid monthly is made up of P187.00 line rental to fixed line operator and P220.00 subscription to the ISP. (10) The data for 2009 is collected from public operators only and excludes Value Added Network Operators and CPE vendors. The figure is an estimate to be validated once data is available. (11) The figure is from two mobile operators only as the third operator has not submitted its figures. The figure is for period up to December 2009. (12) ITU estimate. (13) This is an estimate. During the census that will be held in 2011, there will be enumeration on usage of internet.

## BRAZIL

(1) Conventional telephony terminals in service. (2) The urban area is defined as localities with 1000 or more habitants. (3) It considers the number of municipalities. Municipality is part of a state, the smallest political-administrative division. (4) The numbers refer to the percentage of population covered by a mobile cellular telephone network. (5) There was no distinction between indicators i271mb\_use and i271dm in 2008. Incl. GPRS, WCDMA and CDMA2000. (6) Incl. GPRS, WCDMA and CDMA2000. (7) This includes also dedicated mobile data subscriptions, as there was no distinction between the two indicators when country collected the data in 2008. Inc. also GPRS. (8) Dial up portion estimated based on CETIC.br (CGI.br). (9) Broadband refers to speed greater than, or equal to 64kbit/s in one or both directions. (10) Broadband refers to speed greater than, or equal to 64kbit/s in one or both directions. Data rectification: Wireless connections were excluded. (11) Broadband refers to speed greater than, or equal to 64kbit/s in one or both directions. Data rectification: Wireless connection were excluded. (12) Broadband refers to speed greater than, or equal to 64kbit/s in one or both directions. Data rectification: Wireless connection were excluded. (13) In 2005, Brazil used traffic measure in Pulse. To inform ITU (data traffic in minute) it was used the equivalence 1 pulse to 1.7 minute. (14) In July 2007 Brazil implemented traffic measure in Minutes. Until July, to inform ITU (data traffic in minute), it was used the equivalence 1 pulse to 1.7 minute. (15) The indicator refers to the total number of minutes that were charged (i.e. subject to tariffs). VoIP traffic is not included. (16) All international outgoing traffic, fixed and mobile, are carried by a fixed telephone company. Mobile operators carry only local calls. (17) The "Controle 80" plan includes 80 minutes in local calls (either peak or off-peak). (18) The business plan includes 80 minutes in local calls (either peak or off-peak) (19) price per call (20) Does not include revenue from PayTV services (21) Data rectification: Fixed wired broadband investment was excluded. (22) This data refers only to cellular phones (personal mobile services), and does not include other mobile services such as trunking (23) Population age 10+, in the last 3 months. (24) Population age 10+, in the last 3 months. (25) Population age 10+ using internet in the last 3 months. (26) Population age 10+. Estimated based on urban/rural distribution of Internet users in 2008 (as 2006 Survey collected only urban data). (27) The numbers include subscriptions for Cable TV and for MMDS services.

## BRUNEI DARUSSALAM

(1) Telekom Brunei Berhad (TelBru). (2) 2006. Source: Telekom Brunei Berhad (TelBru). (3) Unlimited. (4) Estimate.

## BULGARIA

(1) Incl. ISDN lines. (2) Number of subscribers of the incumbent operator and the alternative operators, including the ISDN lines. (3) Data as of 31.12.2009. According to the revised definition the number of ISDN subscriptions is presented as voice channel equivalents. Public payphones are included. (4) CRC data as of 31.12.2010 according to the ITU definition. (5) Active subscriptions. (6) BTC only. (7) The urban areas are specified by the National Register of Populated Places - <http://www.nsi.bg/nrm/index.php?i=1&ezik=en> (8) Based on data by the incumbent operator; calculated according to the new definition. (9) Based on data by the incumbent operator. (10) update: includes all mobile cellular subscriptions that offer voice communications, but excludes mobile data subscriptions (via data cards or USB modems) (11) The active period of the pre-paid cards is 12 months. (12) all mobile subscriptions (incl. data cards). The active period of prepaid cards is 12 months (13) Operator with largest population coverage. (14) at speeds at least 144 kbit/s (15) Data by the licensed operators providing Internet and some of the ISPs providing services on free regime (part of the non-licensed ISPs have not provided information to CRC). (16) update: RLANs, WiMAX, mobile and satellite subscriptions are excl. (17) Information provided by 93% of all ISPs. Update: RLANs, WiMAX, mobile and satellite subscriptions are excl. (18) BTC subscribers only. (19) Information provided by 90% of total licensed ISPs and with speed above 144 kbps. (20) Speeds equal to or greater than 144 kbps. Information provided by 80% of all ISPs. Update: RLANs, WiMAX, mobile and satellite subscriptions are excl. (21) From 93% of all ISPs, with speeds equal to or greater than 144 kbps. Update: RLANs, WiMAX, mobile and satellite subscriptions are excl. (22) Speeds equal to or greater than 144 kbps. Update: RLANs, WiMAX, mobile and satellite subscriptions are excl. (23) Speeds equal to or greater than 144 kbps. (24) From 93% of all ISPs, with speeds equal to or greater than 144 kbps. (25) Data as of 31.12.2010 (26) LAN, RLAN, satellite, fibre connections. Data by the licensed operators providing broadband Internet and some of the ISPs providing services on free regime (part of the non-licensed ISPs have not provided information to CRC). (27) LAN, RLAN, satellite, fibre connections at speeds above 144 kbps (28) LAN, traditional wireline and other subscriptions at speeds above 144 kbps (29) FTTC, FTTN, LAN, traditional wireline subscriptions at speeds above 144 kbps (30) CRC data as of 31.12.2010 (31) Incumbent operator. (32) The indicator is provided by the incumbent and corresponds to the digital telephone lines. (33) Incumbent operator and the alternative operators. (34) fixed + mobile (Mtel and Globul). (35) fixed + mobile. (36) Data includes fixed and mobile international incoming telephone traffic. (37) Excl. VAT. (38) Monthly subscription for residential telephone tariff plan "BTC At Home 50", VAT included. In September 2009 a new tariff plan for residential subscribers is launched - "Standard". Monthly subscription for plan "Standard" is 12.00 BGN VAT included. Plan "Standard" does not include minutes of traffic. (39) Standard plan excluding VAT. (40) Standard plan, incl. VAT. (41) Standard business plan, VAT included. (42) Weighted average price of a 3-minute fixed telephone local call of the incumbent operator, excluding VAT (43) Weighted average price of a 3-minute fixed telephone local call of the incumbent operator, excluding VAT (44) The mobile operator has a connection fee only for subscription plans, while pre-paid packages are sold with the amounts included for calls, SMS and MMS. (45) Price for engineering installation. Self-install option available free of charge. (46) Price for engineering installation with 12 months contract. Engineering installation with 24 months contract is free of charge. Self-install option is also available (free of charge). (47) Unlimited. (48) Preliminary data. (49) Data is updated according to the definition: only retail revenues are included (50) Mobile + paging. (51) Revenues from interconnection are included. (52) update: Retail revenues from mobile voice and data services provided as stand-alone services. Included are revenues from monthly rentals of mobile services bundled with other electronic communications services. (53) Retail revenues from mobile voice and data services provided as stand-alone services. Excluded are revenues from monthly rentals of mobile services bundled with other electronic communications services. (54) Percentage from the municipalities in Bulgaria covered by telecenters only. Data for type of PIAC not available. (55) Estimated based on the surveys' results. (56) Population age 16-74. (57) Population age 16-74 - individuals using the internet at least once per week according to the data from the National Statistical Institute (58) Population age 16-74. (59) Cable TV subscribers only. Access to digital terrestrial TV is free of charge. (60) According CRC assessment. (61) Cable TV subscribers only. According CRC assessments of 92,5% of the undertakings (62) Cable TV subscribers only. According CRC assessments of 79% of the undertakings (63) Includes only retail leased lines. (64) According to the new definition.

## BURKINA FASO

(1) Not including taxes. (2) Unlimited. (3) Includes 144 billion FCFA of foreign investment due to the privatisation of ONATEL (not separated by mobile/fixed sector investment).

## BURUNDI

(1) Includes 2000 Burundi Francs of communication.

## CAMBODIA

(1) WLL lines included. (2) CLMV Country report  
(3) Samart. 12\$ connection. (4) Socio-Economic Survey.

## CAMEROON

(1) Not including taxes. (2) Orange Cameroun, Joker. (3) Unlimited.

## CANADA

(1) retail lines. (2) Statistics Canada, Annual Survey of Telecommunications. (3) 3Q. (4) Analog service. (5) Retail subscribers. (6) Retail subscribers with speeds at or above 128 kbps. (7) June. (8) Full-time equivalents of the telecommunications carriers. (9) Full-time employees of the wireline and wireless industry. (10) Including taxes. (11) Free units included. Including taxes. (12) Postpaid. (13) Assuming 13% tax (Approximately the same for Ontario and Quebec) - see tax rate answer. (14) Base rate 19.95+3.95 modem rental. Assuming 13% tax (Approximately the same for Ontario and Quebec). Note - this price includes a \$10/month reduction (\$5/month for first year unless Bell TV subscriber in which case it is permanent, \$5/month if customer has another service such as residential telephone or mobile). Other, slower services than this are available (this one is 2 Mbps) but are not advertised on the website. Also note that an additional \$5 will be subtracted from the bill for local phone services (not factored into above calculation). (15) Bell offers a "Usage Insurance Plan", where a user may pay \$5/month and get a limit of 40 GB. (16) Survey result, scope age unknown. (17) Population age 16+. (18) Estimated based on Survey's results 2005 and 2007. Population age 16+. (19) Estimate based on Survey's results 2007 and 2009. Population age 16+. (20) Households with satellite dishes.

## CAPE VERDE

(1) Wi-fi (2) June (3) % faults cleared in 2 days. (4) \$3000 worth of airtime is excluded from original cost. (5) Incl. VAT (6) IPTV and DVB T (7) Leased circuits.

## CAYMAN ISLANDS

(1) Year-end fixed telephone lines (including fixed wireless) in operation (2) Year-end mobile handsets in operation. (3) Year-end mobile handsets in operation. Reduction explained by high fluctuation of temporary residents. (4) Year-end fixed broadband connections (including fixed wireless) in service. No further breakdown is possible. (5) Used the number of households with Cable TV/Satellite as a proxy. The actual number of households with a TV will be slightly higher. (6) Cable TV. (7) Tower Omnibus Survey. (8) Access to Internet by households used as a proxy.

## CENTRAL AFRICAN REP.

(1) September 2010 (2) Unlimited.

## CHAD

(1) Including 300 FCFA call. (2) Unlimited. (3) Can be fixed or mobile.

## CHILE

(1) The concept of broadband is not taken into account, only dedicated connections. (2) As of 2009  $\geq 256$  kbps. (3) June. (4) Correspond to the first half-year. (5) Information of the most used plan not available. (6) Incl. 80 minutes. (7) Corresponds to tariff in Santiago Area. (8) Unlimited. (9) Data refer to CTC and ENTEL-Chile. (10) Incl. also investment in fixed broadband. (11) "Frequent" computer users 5+ over the total population. (12) Internet users 5+ over the total population. (13) Estimated based on surveys' results. Internet users 5+ over the total population. (14) Incl. only operators with services in more than one region.

## CHINA

Note: Data refer to the mainland.

(1) For statistical purposes, the data for China do not include Hong Kong and Macao, Special Administrative Regions (SAR of China). (2) Admin villages with fixed telephone. (3) New method has been introduced since 2002. Including PHS and N-ISDN subscriptions. (4) Incoming national mobile minutes are included. (5) Exclusive of management staff. (6) Telecom and other information transmission services. (7) For subscribers connected to switches above 1'000'000 capacity. (8) November. (9) Investment in fixed assets including posts. (10) Population age 6+. Online at least one hour per week.

## COLOMBIA

(1) Source: [www.siest.gov.co](http://www.siest.gov.co). (2) Estimated by country from previous years values. (3) Urban area is defined as localities with population  $\geq 2000$  inhabitants and mainly non-agricultural (source of definition: DANE). (4)  $\geq 256$  kb/s. Fuente: [www.siest.gov.co](http://www.siest.gov.co). (5) Includes 3G access via both mobile phones and data cards. (6) June. (7) Source: Informe de Conectividad 4T-2009 (8) Addition of dedicated and commuted. (9)  $\geq 512$  kb/s. Source: Informe de Conectividad 4T-2009. According to resolution 1740 - 2007 CRT, broadband in Colombia starts at 512 kb/s. From 256Kb/s to 512Kb/s there are 286393 subscriptions. (10)  $\geq 512$  kb/s. Source: Informe de Conectividad 4T-2009. According to resolution 1740 - 2007 CRT, broadband in Colombia starts at 512 kb/s. From 256Kb/s to 512Kb/s there are 96344 subscriptions. (11)  $\geq 512$  kb/s. (12)  $\geq 512$  kb/s. Source: [www.siest.gov.co](http://www.siest.gov.co) (Banda Ancha). From 256Kb/s to 512Kb/s there are 100948 subscriptions. (13)  $\geq 512$  kb/s. Source: [www.siest.gov.co](http://www.siest.gov.co) (Banda Ancha) From 256Kb/s to 512Kb/s there are 32361 subscriptions. (14)  $\geq 512$  kbps. (15)  $\geq 512$  kb/s. Source: [www.siest.gov.co](http://www.siest.gov.co) (Banda Ancha). From 256Kb/s to 512Kb/s there are 144820 subscriptions. (16)  $\geq 512$  kb/s. Source: [www.siest.gov.co](http://www.siest.gov.co) (Banda Ancha). From 256Kb/s to 512Kb/s there are 50674 subscriptions. (17)  $\geq 512$  kb/s. Source: [www.siest.gov.co](http://www.siest.gov.co) (Banda Ancha). From 256Kb/s to 512Kb/s there are 812 subscriptions. (18)  $\geq 512$  kb/s. Source: [www.siest.gov.co](http://www.siest.gov.co) (Banda Ancha). From 256Kb/s to 512Kb/s there are 834 subscriptions. (19) Including wireless broadband. (20)  $\geq 512$  kb/s. Source: [www.siest.gov.co](http://www.siest.gov.co) (Banda Ancha). From 256Kb/s to 512Kb/s there are 599 subscriptions. (21)  $\geq 512$  kb/s. Source: [www.siest.gov.co](http://www.siest.gov.co) (Banda Ancha). From 256Kb/s to 512Kb/s there are 303 subscriptions. (22) Source: Informe de Conectividad 4T-2009. (23) Total mobile traffic. Not possible to know whether it corresponds to domestic traffic only. (24) Source: Informe de Conectividad 4Q-2008. (25) Source: Informe de Conectividad 4Q-2009. (26)  $2'779'447'822 =$  messages sent in the last quarter of the year 2010 (for comparison with previous years). (27) Source: Informe de Conectividad 4T-2008. (28) Estimate MinTIC. (29) A minimum of one year contract is required. (30) Incl. 220 minutes. Tariff corresponding to Estrato 1 (lowest income households). (31) Inc. 300 minutes. Additional minute costs 134.1 (32) Price per additional 3 minutes (i.e. this is based on the price per minute after the free minutes that are included in the monthly subscription have been used). Corresponds to Estrato 1 (lowest income households). (33) Upload speed is 0.512 Mbit/s. (34) Unlimited. (35) Source: Informe Sectorial 2S-2009. (36) <http://www.mintic.gov.co/mincom/documents/portal/documents/root/Prensa/PresntacionfinalMinistra.ppt>. (37) All 1104 municipalities count with at least one public access place (Telecenter Compartel or private cyber cafe). (38) Corresponds to the population living in the "cabecera municipal" of all municipalities out of the total population of the country, since all the cabeceras count with public access centres. (39) Color TV (40) Population age 5+. (41) Population age 5+. (42) Population age 5+ (source: DANE). ICT Ministry estimate for the total population reaches 43.1. (43) Source: Informe Sectorial de Televisión, 2009. [www.cntv.org.co/cntv\\_bop/estudios/segundo\\_informe\\_sectorial.pdf](http://www.cntv.org.co/cntv_bop/estudios/segundo_informe_sectorial.pdf).

## COMOROS

(1) Including fixed wireless (CDMA). (2) Includes dsl subscriptions below 256kbps (3) Total Vsat + fibre (4) Unlimited.

## CONGO

(1) Unlimited.

## CONGO (DEM. REP.)

(1) Mobile publiphones (2) Includes non-active subscriptions (3) Break in comparability since from 2009 on only active subscriptions are taken into consideration (4) Includes 3'950 subscribers of fixed wireless access. (5) Country estimate based on ITU estimate from previous years and an annual growth rate of 28%.

## COOK ISLANDS

(1) Data refer to 31st December. (2) Pacific Islands Forum Secretariat. Pacific ICT Survey 2002.

## COSTA RICA

(1) Lines in operation. (2) Decrease due to closure of some base stations. (3)  $\geq 128$  Kbps. (4) Excluding tax. (5) Only postpaid services available. The service cost €2900 per month but includes 60 minutes of free calls. (6) Unlimited. (7) Data correspond to dwellings (not households). (8) Population age 5+. In the last three months. (9) Population age 5+. (10) Estimated based on 2005 and 2008 surveys' results. Population age 5+ (11) Population age 5+ using Internet in the last 3 months. (12) Refers to number of households with satellite antennas.

## CÔTE D'IVOIRE

(1) In service. CI-Telecom only. (2) For automatic exchanges. (3) Unlimited. (4) Incl. both fixed and mobile.

## CROATIA

(1) Taxes not applicable. (2) Population age 16-74. (3) Total population of the country.

## CUBA

Note: Until 1994: Cuban Peso.

(1) Non-commercial rate derived from UN. End of period. (2) Within 3 days. (3) Sept. (4) 300 minutes included. (5) Includes 300 minutes. (6) Monthly subscription include 300 minutes of free calls. (7) All municipalities count with at least one. (8) Refers only to users with access to the international network. (9) Incl. users of the international network and also those having access only to the Cuban network. (10) Incl. users of the international network and also those having access only to the Cuban network. Users of international network account for 2.9%.

## CYPRUS

(1) Incl. Northern-Cyprus. (2) Incumbent's figures have been revised thus the difference from previous submission (3) The figures include the subscribers of all companies that offer internet services. (4) CYTANET customers only. (5) All subscribers are FFTH (6) Figures include traffic from International Freephone Service and Call Direct Service in the origination direction. (7) Incl. 0.0230 call connection for the first 40 calls. (8) Incl. 0.0230 call connection for the first 40 calls. (9) 2010 connection pack of €15 includes €5 Initial free airtime and 100 free SMS. (10) Unlimited. (11) On 1 January 2008 the Cyprus pound was replaced by the Euro. (12) Incl. mobile communication revenue. (13) Population age 16-74. (14) Population age 16-74.

## CZECH REPUBLIC

(1) VoIP included. (2) Including public call offices. (3) Operators use different methodologies. (4) Active prepaid subscription period is 13 months. (5) T-Mobile GSM Network coverage. (6) Does not include standard mobile subscriptions with use of data communications at broadband speeds. (7) Only subscribers with "special tariffs" for constantly availability of broadband access are included. (8) Data includes CDMA subscriptions because it is often used as fixed-wireless service. (9) The decrease is due to the exclusion of FWA which is now included in terrestrial wireless subscriptions. (10) Broadband Internet subscriptions via DSL, CATV, FWA and other technologies are included. (11) Data includes CDMA BB subscribers = 115 000 because it is often used as fixed-wireless service. (12) Estimation. (13) The technologies include CDMA, FTTx, FWA and notably WiFi. (14) National level is not distinguished. (15) Incl. VoIP minutes. (16) the data includes international traffic inclusive of roaming. (17) Only fixed traffic. (18) Operator UFON not included. (19) Price for 2 years commitment (used by most clients) = 593.81 CZK, price without commitment = 3569.81 CZK. (20) Price for 2 years commitment = 1 CZK, price without commitment = 990 CZK. (21) Excl. VAT. (22) 1 CZK for 12 months commitment. (23) VAT not included. (24) Naked ADSL. (25) 10 GB till 1st April 2008, then unlimited (26) Unlimited. (27) since 1st March 2008 unlimited (28) Incl. revenue from VoIP calls. (29) Incl. broadband and internet access revenues. (30) Values expected at the end of June 2007. (31) Estimated based on surveys' results. (32) Including data for 3 latest months only. (33) Population age 16-74. (34) Population age 16-74. (35) CATV and DVB-T.

## D.P.R. KOREA

(1) Sept. (2) Commercially not available. Local Intranet available in country.

## DENMARK

(1) Incl. ISDN channels and VoIP subscriptions (2) Incl. ISDN channels and VoIP subscriptions (3) We measure active VoIP subscriptions only (90 days activity requirement). (4) Includes mobile broadband subscriptions via data cards or USB modems. (5) Including prepaid cards active within last 12 months with outgoing calls or reloads within 12 months. (6) Including prepaid cards active within last 12 months with outgoing calls or reloads within 12 months with incoming/outgoing traffic or reloads. (7) Including prepaid cards active within last 3 months with incoming/outgoing traffic or reloads. (8) Estimates. From 1.H. 2010 and onwards the new definition will be used. (9) Active within the last 6 months. (10) Active within last 3 months. (11) Paid subscriptions or active users within last 3 months. (12) Total broadband minus FWA (13) Includes WLL, WiFi, LAN, Powerline and Satellite. (14) Includes LAN and other technologies (not wireless). (15) Download speed of at least 144 kbps. (16) With the increase of VoIP-subscriptions, some traffic might be difficult to register. The data is not completely accurate. (17) Excl. call set-up charge. (18) Including tax (25% VAT). (19) TDC HomeDuo includes VoIP as well as a wireless home network and free online music access. (20) Unlimited. (21) Data not available until July 2007. (22) Incl. wholesale revenue (23) Data not available before July 2007. (24) Posted investments in UMTS-licenses not included. Foreign investments not included. (25) Population age 16-74. (26) Population age 16-74 using Internet in the last 3 months. (27) Population age 16-74. (28) 2008 data from Statistics Denmark (from questionnaire), earlier data was collected by NITA.

## DJIBOUTI

(1) Includes ADSL connections at 128kbps. (2) Only one mobile operator in Djibouti. (3) Country estimate.

## DOMINICA

(1) December. (2) Estimate (one provider has not yet provided data). (3) Estimate. (4) Data incomplete (5) XCD (6) Including 10 free calls per month. (7) Per call. (8) Average of evenings (0.6) and late nights (0.25). (9) Evenings tariff. (10) Unlimited. (11) Based on a population of 69,479.

## DOMINICAN REP.

(1) Decrease due to cease of service by one service provider. (2) Increase due to retake of service by one service provider. (3) Decrease due to end of service by main provider. (4) Purchased capacity, expected to be fully used in 2011 (5) Incl. also traffic to mobile. (6) Excluding tax. (7) Excluding tax. 300 local minutes included. (8) Excluding tax. 100 local minutes and 25 national long distance minutes included.

(9) Including tax. 400 local minutes included. (10) Including tax. (11) Incl. investment in long distance telephony. (12) Over 383 municipalities. Only public (govt.) PIACs were considered. (13) Over 386 municipalities. Only public (govt.) PIACs were considered. (14) Calculated using a multiplying factor of 3.9 to residential subscriptions and 16 to business subscriptions.

## ECUADOR

(1) of 1299 Parroquias. (2) 2008: Telegeography, from SUPTEL (3) All speeds considered. (4) Break in comparability: as of 2010  $\geq 256$  kbits/s. (5) Estimated by SENATEL. (6) Andinatel (7) Pacifictel, category A. (8) Unlimited. (9) Population age 10+. (10) Estimated based on survey results. (11) Population age 5+ (Source: INEC, households survey)

## EGYPT

Note: Until 2000: Fiscal year ends June.

(1) Incl. data from Menatel Company and Nile Company. (2) Egypt has a subscription-free Internet model that offers Internet access at a price of local call. (3) In Egypt a "ZERO TARIFF" promotion is applied on the residential connection fee and it is the time of the year where most of the new subscribers subscribe for new fixed lines. Thus we updated fees for 2008, 2009 & 2010 (half 2010) to reflect this trend. Price is calculated as "residential connections revenue / residential gross adds"; representing the "Effective Price". Revenues include taxes & any other additional fees paid by new subscribers. (4) not including taxes or any other fees applied (5) not including taxes (6) Data for all mobile tariffs for 2009 is until December 2009. (7) Data for 2010 is until July 2010. All data items for mobile tariffs are calculated based on weighted average(prepaid subscriptions) between the three mobile operators operating in Egypt. (8) Retail revenues. (9) Population age 6+. (10) based on hard data.

## EL SALVADOR

Note: Until 2001: Financial data are expressed in Colon.

(1) Estimate based on June 2010 data. (2) Preliminary. (3) Incl. a small part of ISDN (i.e. narrowband). (4) Estimate based on June 2010 data. Incl. a small part of ISDN (i.e. narrowband). (5) Not all cable modem subscribers are 'high speed'. (6) Incl. also mobile. (7) Incl. reverse-charged calls. (8) VAT not included. (9) Unlimited. (10) Gross revenue (preliminary data). (11) Population age 10+, in the last 3 months. (12) Estimated based on Survey results. Population age 10+. (13) Population age 10+.

## EQUATORIAL GUINEA

(1) Unlimited.

## ERITREA

(1) UN operational rate of exchange, end of period. (2) Next three days.

## ESTONIA

(1) Excl. public call offices. (2) Excl. 1'890'000 prepaid cards that are used to provide travel SIM service. (3) Incl. an estimated 900'000 inactive SIM. (4) Digital. (5) Unlimited. (6) Population age 16-74. (7) Excl. in the total number of (fixed) Internet subscribers.

## ETHIOPIA

Note: Year ending 30 June. Excluding Eritrea from 1992.

(1) Excl. Public Payphones and ISDN channels (2) Sep. (3) Excl. public telephones in call offices (4) EVDO + 1X (5) Fault incidence per 100 subscriptions per month. (6) Fault repaired within two days (7) Estimated figure (8) The Price is per 6-Minute. (9) 0.20 per 6-minute + 15% VAT included (10) The Price is 6-Minute. (11) 169.10 birr for Mobile(GSM) with VAT (12) 85.00 birr for Mobile ( GSM ) and 212 birr for 3G Mobile with VAT (13) There is only one operators (14) Leased line (15) Unaudited Actual (16) Incl. International service, internet and data (17) Incl. roaming, value added services (18) Additions to fixed assets and capital work in progress.

## FALKLAND (MALVINAS) IS.

(1) Payphones in military bases removed. (2) GSM mobile was only launched on 12.12.2005. (3) £100 charge for a new line £25 for a connection.



## FAROE ISLANDS

(1) Incl. GSM outgoing traffic minutes.

## FIJI

(1) 30 June 2011. (2) Data refer to March of following year. (3) Vodacom Fiji. (4) Flat rate. (5) Tariff for one call.

## FINLAND

(1) Incl. Åland Islands. (2) Telephone subscriber lines. (3) Incl. VoIP subscriptions. (4) Number of public telephones maintained by telecommunications operators. (5) Excl. in total number of wireless broadband subscriptions. (6) From this year excl. FW. (7) Fixed figure 31.3.2011. (8) Excl. corporate personnel shared with P&T - Post. Incl. part time staff. (9) Incl. part time staff. Break in comparability. (10) Incl. part time staff. (11) Weighted average of local operators. (12) Incl. 10 minutes. (13) Unlimited. (14) Population age 16-74, in the last 3 months. (15) Population age 16-74. (16) Using at least one other Internet application besides e-mail in last 3 months. Population age 15+. (17) Population age 16-74 using Internet in the last 3 months. (18) Population age 16-74.

## FRANCE

(1) Primary residence. (2) VoIP subscriptions are independent from the number of fixed telephone lines. (3) Managed by France Télécom. (4) Parc actif 3G. (5) Nombre de cles 3G et cartes PCMCIA. (6) 512kbps or higher. (7) Incl. cable and other high and very-high speed subscriptions (excl. DSL and fith/b). (8) ADSL. (9) Incl. VoIP traffic. (10) Automatic exchange in Paris. (11) Minimum call charge for 3 minutes. (12) Unlimited. (13) Incl. France Telecom consolidated accounts. (14) Color TV. (15) Population age 16-74. (16) Population age 11+, used in the last month.

## FRENCH GUIANA

(1) Oanda. End of period.

## FRENCH POLYNESIA

(1) Number of prepaid cards dropped because inactive accounts were deleted. (2) 128kbit/s or more. (3) Full duplex (cable). (4) Incl. posts. (5) Incl. 17 minutes and 15 SMS. (6) Incl. 15 minutes. (7) Unlimited.

## GABON

(1) Drop due to many cancellations of subscribers that had not paid, following privatization (February 2007). (2) Includes inactive subscribers. (3) Only Mobile Libertis, subsidiary company of Gabon Telecom.

## GAMBIA

(1) Identifies a break in the analytical comparability of data or a change in magnitude (2) Excluding public call offices. (3) Derived from cost of 1 minute call. Tax included. (4) SHDSL (5) December.

## GEORGIA

(1) Incl. Abkhazia and South Ossetia. (2) From this year, data incl. WLL subscriptions. (3) Break in methodology: active subscriptions in the last quarter. Previously active subscriptions in the last month. (4) Incl. WiMAX, EVDO and CDMA. (5) ITU calculation. (6) 100 minutes included. (7) Price after the 100 minutes of on-net free calls included in the monthly subscription. (8) Including posts. (9) Estimate based on the households survey.

## GERMANY

Note: Data prior to 1990 refer to the Old Federal States. Until 1998: Financial data are expressed in German mark.

(1) Telephone channels incl. own consumption, excl. public payphones. (2) Telephone channels incl. own consumption, excl. VoIP. (3) Telephone channels incl. own consumption, excl. VoIP. Based on NRA estimates. (4) Number of access lines. (5) Number of access lines. Figure is based on NRA estimates. (6) VoIP via unbundled DSL and cable. (7) VoIP via unbundled DSL and cable. Figure based on NRA estimates. (8) Figure based on NRA estimates. (9) Incl. data services. (10) Excl. Data-only SIM cards. (11) Different definitions for active prepaid customers are used (Period = 3 months and above). (12) Figure based on NRA estimates. Previous figure (113.700) revised. (13) Incl. leased lines and powerline. (14) Excl. special services and calls to mailbox. (15) By mobile network operators. (16) Excl. SMS with special services (Premium SMS). (17) Excl. MMS with special services (Premium MMS). (18) Excl. fixed to mobile and premium rate services. (19) Excl. tax. Only Deutsche Telekom AG. (20) Only Deutsche Telekom AG. (21) Incl. 15 Euro talk time. (22) 10€(online subscription), 19,95€(Shop), both tariffs; 10€initial balance. (23) 0,29 €/per call with option Xtra Nonstop. (24) Flatrate. (25) Unlimited. (26) Incl. resale, service provider and wholesale. (27) Incl. service provider and wholesale revenues. (28) Incl. data for 3 latest months only. (29) Population age 16-74. (30) Population age 16-74 using Internet in the last 3 months. (31) Incl. IPTV. Source: SES ASTRA. (32) Source: SES ASTRA.

## GHANA

(1) Update of Vodafone database. Deleted all customers that churned. (2) One International undersea fibre landing cable (3) Three International undersea fibre cables (4) All data on traffic are the average minutes per month. (5) All the data on traffic are in minutes per month. (6) For automatic exchange. (7) 2009: After charging 0.05GHc for the 1st minute the rest of a call is free during off peak period. (8) Including \$10 worth of airtime. (9) Purchase of fixed assets. (10) Refers to use by the household, not necessarily ownership.

## GIBRALTAR

(1) Incl. GNC, GNC Networks and GibTel. (2) Unlimited.

## GREECE

(1) Excl. public payphones and <1% FWA lines. (2) Excl. around 1% FWA lines. (3) 1st half of 2007. (4) 1st half of 2009. (5) Incl. inactive subscribers. (6) Data provided by the incumbent. (7) Incl. traffic through cards. (8) Up to June. (9) Only automatic traffic. (10) Only one operator. (11) Excl. traffic through cards. (12) Excl. taxes. (13) one year subscription required (14) Unlimited. (15) Estimate. (16) Refers to total revenues from fixed and mobile telecom operators. (17) Only from local, national long distance and intern. calls. (18) Population age 16-74, in the last 3 months. (19) Population age 16-74.

## GREENLAND

(1) Incl. calls to Denmark and Faroe Islands. (2) Incl. postal service staff.

## GRENADA

(1) Refers only to C&W. (2) March. (3) Unlimited. (4) Cable TV.

## GUADELOUPE

(1) Including Saint-Barthélemy and Saint-Martin (French part. (2) Oanda. End of period. (3) Refers to active mobile subscribers.

## GUAM

(1) Only GTA staff. (2) First three inquiries by month are free. Local Guam number inquiry is \$0.75. (3) Unlimited.

## GUATEMALA

(1) 200 minutes of local calls included. (2) Monthly subscription includes 200 minutes of free calls. (3) Unlimited.

## GUERNSEY

(1) Incl. fixed + mobile + LL + data transmission + Internet + cable TV + VSAT. (2) Unlimited.

## GUINEA

(1) Unlimited. (2) Based on operators' information.

## GUINEA-BISSAU

(1) UN operational rate of exchange, end of period.

## GUYANA

(1) Source: International gateway operator, Guyana Telephone & Telegraph Co. Ltd (2) Break in comparability. Fixed and mobile operators only. (3) Unlimited.

## HAITI

## HONDURAS

(1) Not including tax. (2) Unlimited. (3) Any type of telephone. (4) Estimated based on Survey's results. Population age 5+. (5) Population age 5+. (6) Population age 5+ over the total population. (7) Estimated based on Survey's results. Population age 5+ over the total population.

## HONG KONG, CHINA

Note: Year beginning 1 April. From 1999, financial data refer to period starting from 1st January.

(1) As of 1 July 1997, Hong Kong became a Special Administrative Region (SAR of China. (2) Nov. (3) November. (4) Estimated number of customer accounts based on returns from licensed Internet Service Providers. (5) Based on the number of registered Internet customer accounts for both dial-up and broadband access (6) June (7) Based on the public information published by i-Cable (8) Total capacity of international private leased circuits only. (9) Bandwidth of submarine and overland cables connecting Hong Kong to other places. Activated capacity. (10) Activated capacity (11) Only the data of the incumbent is available (12) Including voice, fax and data. Data as of Nov. 2001. (13) Including voice, fax and data. (14) The breakdown of fixed and mobile traffic is not available. The data provided is the total (fixed + mobile) traffic (15) All operators. Data compiled with a revised approach by the Census and Statistics Dept. (16) Starting from March 2009 round of the Quarterly Survey of Employment and Vacancies, the statistics are compiled based on the Hong Kong Standard Industrial Classification (HSIC) Version 2.0 and the series has been backcasted to March 2004. (17) Connection fee is waived in the specific tariff plan. (18) Installation fee waived in the specified service plan. (19) \$98/month 24-month contract with monthly fee of the 1st month half price, 9th to 12th and 16th to 21st month fully waived (\$98\*13.5month / 24 months = average \$55/month). (20) The HK\$66 / month service plan is offered through customer hotline on a 24-month contract. (21) \$58/month 24-month contract with installation fee waived, offered by salesperson over Customer Service Hotline on 1220. (22) \$137.8/month on 24-month contract with \$50 monthly rebate and installation fee waiver was offered by hotline staff of PCCW-HKT (23) Telephone tariff is flat rate. (24) Telephone tariff is flat rate. (25) a monthly administration fee of HK\$2 will be deducted immediately after activation, subsequent monthly administration fee will be deducted every 30 days (26) Connection charge not required. (27) 24-month contract with 35 free TV channels, free Indoor Wi-Fi and installation waiver (28) There is no limit on the amount of data that can be transferred. (29) Unlimited. (30) Figures refer to the calendar year. (31) Population age 10+. (32) Population age 10+ who accessed Internet in previous year. (33) Population age 10+. The survey data of 2010 is not available. The percentage is estimated based on the growth rate of the previous four years. (34) Number of SMATV systems (not including homes connected to the systems).

## HUNGARY

(1) Nov. (2) Including ISDN subscribers. (3) For 5 fixed network universal service providers. (4) Significant decrease due to merging of T-Mobile and Magyar Telekom. (5) International telephone traffic contains mobile traffic. (6) 2003 Q1 (7) Prices of Matav (HTC) in Budapest. (8) Residential, automatic switching. Prices of Matav (HTC) in Budapest. (9) 100 seconds, day time. Prices of Matav (HTC) in Budapest. (10) There is any initial, one-time charge for a contract with one year loyalty statement. (11) Only for those subscribers concluded a contract with service provider with 1 year commitment. (12) Unlimited. (13) Source: Census 2001 (Hungarian Central Statistical Office). (14) Population age 16-74. (15) Number of digital terrestrial broadcasting subscribers + MMDS subscribers. (16) Number of cable TV (estimated), IPTV, digital terrestrial broadcasting and MMDS subscribers. NRA has no data on SMATV subscriptions (17) Q2

## ICELAND

(1) Including ISDN channels. (2) Including NMT (3) Estimate (4) Siminn subscriptions only. (5) ITU Calculation. (6) Including 24.5% VAT. (7) with the one-time charge is 2000 kr. credit balance. (8) The one-time charge is 0 kr. if you sign up for 6 months contract. (9) Price ceiling is 8500. (10) Payments on accounts to foreign administrations no longer deducted from revenues. (11) Population age 16-74.

## INDIA

(1) Break in comparability. Excl. WLL-F subscribers. (2) Rural villages are defined as villages with a population of less than 5000. (3) Unattended coin telephones for local calls only, manned local call offices for local or trunk calls, and operated by others on commission basis and located outside P&T offices. (4) Unattended coin telephones for local calls only, manned local call offices for local or trunk calls, and operated by others on commission basis and located outside P&T offices. PCO's and village public telephones. (5) December. (6) September. Only Bharti Airtel. (7) DOTIndia. (8) September. (9) Annual rate estimated from monthly data. (10) ITU estimate based on TRAI. (11) For exchanges with capacity greater than 500 lines. (12) Incl. a certain number of free calls. Excl. tax. (13) Excl. tax. (14) Airtel Magic. (15) BSNL, MTNL, VSNL and estimate of mobile revenue. (16) Media data, i.e. not from households survey. (17) September.

## INDONESIA

(1) September, Telkom. (2) Sept. (3) Data Revised (4) Telkom&Indosat. (5) Telkom and Indosat. (6) Telkomsel Simpati. (7) Prices refer to the Domino tariff package of T-Mobile (Westel). (8) ADSL. (9) When you reach cap, speed goes down at 128kbps.

## IRAN (I.R.)

Note: Year beginning 22 March.

(1) October. (2) September. (3) all taxes included (4) 1.5% sales tax and 1.5% duties will be charged to the customer's total monthly invoice at bill run

## IRAQ

(1) based on 2004 exchange rate. (2) Madar Research. (3) for three months. (4) Living condition survey. (5) Excl. Kurdistan region. (6) Population age 5+. Excl. Kurdistan region.

## IRELAND

(1) Incl. ISDN channels. (2) Incl. PSTN lines, ISDN paths, FWA subscriptions, public payphones and LLU lines. (3) Incl. PSTN lines, ISDN paths, FWA subscriptions, public payphones and VOIP subscriptions. Dec. (4) Number of residential fixed line subscriptions (single play telephony) divided by the total number of fixed line subscriptions (single play telephony). (5) Includes Basic Rate, Primary Rate and Fractional Rate subscribers. (6) Includes Basic Rate, Primary Rate and Fractional Rate subscribers. This is the number of ISDN access paths (direct and indirect) (7) Includes Basic Rate, Primary Rate and Fractional Rate subscribers. This is the number of ISDN access paths (direct and indirect). Dec. (8) Commission for Communications Regulation. (9) This figure is an estimate of VoB managed subscriptions. This underestimates the total number of VoB managed subscriptions. (10) 31/12/2010 - this figure is an estimate of VoB managed subscriptions. This underestimates the total number of VoB managed subscriptions. (11) Not including customer payphones. (12) Dec. (13) Excluding mobile broadband (HSDPA) subscriptions. (14) Please note that this number may be overestimated. Data refers to as at the end of December. (15) Decrease in the number of subscriptions was due to change in the definition of prepaid subscriptions (now includes only those that have done an event (outgoing call, SMSs, MMS, Internet usage, etc)) that decrements their balance in the previous 90 days. Dec. (16) Dec. Excludes mobile broadband (HSDPA) (17) Excludes mobile broadband (HSDPA) subscriptions. (18) Dec. Excludes mobile broadband (HSDPA). (19) Number of active 3G users are users who have made a transaction, which has been made in the last 90 days, whereby a user accessed advanced data services such as web/internet content, online multiplayer gaming content, VoD or other equivalent advanced data services (excluding SMS and MMS). Data as at December 2009. (20) Number of active 3G users are users who have made a transaction, which has been made in the last 90 days, whereby a user accessed advanced data services such as web/internet content, online multiplayer gaming content, VoD or other equivalent advanced data services (excluding SMS and MMS). Data as at December 2010. (21) Data as of December 2007. (22) Data as of December 2008. (23) Data as of December 2009. (24) Data as of December 2010. (25) Data refers to December. (26) Data refers to December 2010 (includes both broadband and narrowband). (27) Data is not collected by speed. (28) Data is not collected by speed. From this year excluding fixed wireless and satellite. (29) December. (30) Data refers to December 2010. (31) Includes the incumbent and OAO lines and is based on the number of lines installed. (32) Data from this year excludes FWA and satellite. (33) Average between residential rate (8.91) and business rate (6.37). (34) Average of 4 quarters. (35) Average of Residential and Business rate. (36) Data relates to residential fault lines per 100 lines for Q4 2007 only. (37) July 2008 to June 2009. Line Faults per 100 lines. (38) Line Faults per 100 lines. (39) July 2009 - June 2010. Line faults per 100 lines. (40) Faults reported within two working days, YTD July - Dec (41) Full year data. Data includes mobile to mobile, mobile to fixed and mobile advanced minutes. (42) 2010 Full year data. Data includes mobile to mobile, mobile to fixed and mobile advanced minutes. (43) Including traffic to the UK (estimated through 1988). Not including border traffic to Northern Ireland. (44) Full year data. (45) 2010 Full year data. (46) Estimate. (47) As at 31 December 2004. (48) Number of employees in the electronic communications sector based on the data which ComReg collects from the 60 or so quarterly questionnaire respondents. (49) €121.93 for a completely new line, €49.99 price of a new but existing line. (50) ComReg does not collect this data. (51) If you are porting your number it is free to switch. To get a new number, the SIM is 9.99, with up to €501 call credit available. (52) Free if ordered online. (53) Full year data to December 2010 (54) As provided to EU Implementation Report; includes investment in Fixed (telephony and broadband) and Mobile (55) Includes telephony and broadband (56) Estimated based on surveys' results. (57) Population age 16-74, in the last 3 months. (58) Population age 16-74. (59) Population age 15+. (60) age 15+. (61) Population age 16-74. (62) This refers to cable and MMDS subscriptions only as at December 2007. (63) This refers to cable and MMDS subscriptions only as at December 2008. (64) This refers to cable and MMDS subscriptions only as at December 2009. (65) This refers to cable and MMDS subscriptions only as at December 2010. Based on data provided by the main cable player and three smaller providers. (66) Based on number of leased line circuits reported by operators as of December 2010 (67) Number of BSKyB subscriptions. (68) Estimated number of BSKyB subscriptions. Dec. (69) Estimated number of BSKyB subscriptions 2010 according to TAM Nielsen survey.

## ISRAEL

(1) Sept. (2) Average number of employees. (3) Including the cost of equipment to the client. (4) Not including VAT. Customers connected to exchanges at the local call rate to 100'000 or more customers. (5) Per local metering unit. (6) Unlimited. (7) Values at December purchasing power. (8) Excluding Cellcom. (9) Including Cellcom. (10) Population age 20+. (11) Population age 20+.

## ITALY

(1) September. (2) Telecom Italia Wireline. (3) Source: Agcom Annual Report 2011. (4) Source: AGCom evaluation on AR2011 raw data (5) 30 June. (6) Source: Agcom-Cocom. (7) NetView (home+office active users). (8) NetView (home+office active users). June. (9) In terms of BB lines (excl. internet dial-up subs.). Source: Agcom-Cocom. (10) Excl. VOIP traffic. (11) Agcom Annual Reports 2010 and 2011. Incl. local, national and internet dial-up traffic. (12) Agcom Annual Reports 2010 and 2011. (13) Outgoing + incoming. (14) Traffic direction (not accounting terms). Including traffic by operator. (15) Residential lines. (16) Residential lines. Incl. 7.87 cents call set up charges. (17) Unlimited. (18) ITU calculation. (19) Agcom Annual Reports 2010 and 2011. Incl. retail revenues from leased lines. (20) Agcom Annual Reports 2010 and 2011 (21) In the last 3 months. (22) Population age 16-74, in the last 3 months. (23) Population age 16-74. (24) Population age 16-74. (25) Values referred to TV Households - In terms of "DTT TV households", 2008/7.761.000, 2009/15.291.000, 2010/19.483.000 - Source GFK. (26) SKY subscribers. June. (27) Source: News Corp.

## JAMAICA

(1) Yearly estimate from monthly data. (2) Within 3 days. (3) Digicel Flex. \$150 worth of airtime is taken out from original price. (4) Unlimited.

## JAPAN

## JORDAN

(1) Decrease was due to "data cleaning" done by JT. (2) Arab Advisors. (3) Including 89 free local minutes. (4) Including 89 free minutes per month. (5) 8 JD worth of airtime is excluded from original price. (6) Prices are for the speed 512 Kbps. (7) The speed gets lowered down to when the limit is exceeded. (8) Population age 5+.

## KAZAKHSTAN

(1) Decreasing because migration of urban population to rural areas. (2) Incl. FTTH (3) ITU Calculation. (4) Including CIS from 1994. (5) 0.09 for every 10 sec (6) 29.44 - first, 19.62 - second to fourth, 9.81 - rest (7) Unlimited. (8) At least terrestrial TV. Media data, i.e. not from households survey.

## KENYA

Note: Year ending June 30.

(1) Census. (2) Dec. (3) Decline was due to subscribers switching to wireless technologies. (4) Based on study carried out by commission. (5) Based on information provided by operators. (6) Undersea three cables has contributed immensely to increased International bandwidth (7) Includes only international VoIP. national VoIP data is not available (8) The incumbent fixed line operator was privatised during the period. This saw a reduction in the number of employees in the fixed line market. (9) Kencel Yes Card.

## KIRIBATI

(1) Estimate based on Pacific Economic Survey 2008. (2) Unlimited.

## KOREA (REP.)

(1) Decrease in ISDN subscription was due to subscription to High Speed Broadband access. (2) If the users contract the fixed telephone tariff plan for more than 3 years, the subscription fee and the installation fee are exempted. (3) Estimated based on the surveys' results. (4) Internet access only via computer(s) . (5) Population age 3+. (6) In the last month. Population age 3+. (7) CATV System Operator and Network Operator (8) Data of 1 Operator

## KUWAIT

(1) Indicates the working lines for 2005. (2) This value indicates 79.5 % share of total market.

## KYRGYZSTAN

(1) Including traffic with the CIS. (2) Prepaid. (3) Unlimited.

## LAO P.D.R.

(1) Laotel only. (2) Exchange rate 1 sept. 1\$ = 8688.7 LAK (3) M-Phone. SIM cost is \$10 plus \$20 for registration fee. (4) Tariff for Vientiane

## LATVIA

(1) Lattelecom (2) ITU calculation. (3) Tariffs include 18% value added tax. (4) Unlimited. (5) Population age 16-74.

## LEBANON

(1) June. (2) October. (3) Incl. roaming visitors. (4) Only mobile. (5) Excl. roaming visitors. (6) Only January-June. Incl. international revenues. (7) Approved budget, not entirely spent. (8) Population age 6+. (9) TRA estimates the number of Internet users based on the number of Internet subscriptions (3 users for every subscription). (10) MMDS antennas.

## LESOTHO

(1) Dec. (2) Dec. District admin centres. (3) Dec. LTA.

## LIBERIA

Note: Data after 1990 may not be directly comparable to earlier years due to civil uprising.

(1) Includes fixed wireless telephone. Data obtained from two operators currently providing fixed telephone service in the country. (2) Figure obtained from four mobile operators who provided mobile services. (3) Figure obtained from all five mobile operators currently providing service in the country. (4) Data obtained from the four GSM companies operating in Liberia. (5) Data represents only one major service provider. (6) Data represents two major service provider. Very limited fixed broadband connectivity available. (7) Data represents only two of the major service providers. (8) Estimate based upon total bandwidth capacity of 52.5 Mbps obtained from major service providers. The additional 2.5 Mbps accounts for international organizations and minor service provider who lease services directly from satellite providers . (9) Census. (10) An estimated 6.9 % of the country's total population of 3.6 Million use the internet.

Methodology: 30% \* 40% \* 58%

58% is the total addressable population (individuals age 15 and above)

40% of total addressable population lives in Monrovia

30% is the total addressable population of Monrovia who use the internet (mostly students and working adults)

Since internet usage is minimal in many rural areas compared to Monrovia these areas were excluded from this estimate.



## LIBYA

(1) Survey result.

## LIECHTENSTEIN

(1) Including traffic to Switzerland. (2) Unlimited.

## LITHUANIA

(1) Excl. ISDN channels and public call offices. (2) Active mobile subscriptions. (3) Only fixed Internet access subscriptions are included. (4) Data of the incumbent operator of fixed communications - TEO LT, AB. (5) International outgoing traffic billed, excluding payphones and office calls. (6) Unlimited. (7) In the last 3 months. (8) Population age 16-74. (9) Population age 16-74 using Internet in the last 3 months. (10) Population age 16-74 using Internet in the last 12 months. (11) The number includes only pay-TV subscriptions.

## LUXEMBOURG

(1) Including digital lines. Without ISDN channels. (2) 460 localities. (3) Incl. non-active subscriptions. (4) Only active from this year on. (5) Feb. 2011. LuxP&T. (6) Total local calls. (7) Incl. only fixed-telephone traffic. (8) ITU calculation. (9) Activation fee, not physical installation fee of 678.5€ (10) Activation fee, not physical installation fee of €55.50. (11) Minimum call charge. 4 minutes. (12) 8 minutes. (13) Incl. €30 credit. (14) Activation with Cube LuxDSL. (15) Billing per used Mbyte at 0.3€(not per used Gbyte). (16) Incl. fixed and mobile network revenues (excl. interconnection fees and fixed to mobile calls). (17) Incl. revenues from fixed, mobile, and mobile interconnection. (18) Excl. revenues from fixed broadband. (19) Incl. voice and data (roaming and termination charges). (20) Mobile communications and interconnection. (21) Population age 16-74, in the last 3 months. (22) Population age 16-74. (23) Population age 12+. (24) Population age 16-74. Source STATEC.

## MACAO, CHINA

(1) As of 20 December 1999, Macao became a Special Administrative Region (SAR of China). (2) GDP at current prices. DSEC. (3) Excl. ISDN channels, fixed wireless subscriptions and public payphones. (4) 3G subscriptions (prepaid+postpaid) (5) Revised figures for 2008. Other fixed wired broadband subscriptions are included. (6) Revised figures for 2009. Other fixed wired broadband subscriptions are included. (7) Other fixed wired broadband subscriptions are included. (8) Incoming capacity (9) Revised figure for 2008. Percentage of faults cleared within 48 hours. (10) Revised figure for 2009. Percentage of faults cleared within 48 hours. (11) Percentage of faults cleared within 48 hours. (12) Revised figures. (13) Correction (14) Revised figures. Unable to identify the number of messages sent by computers to mobile or computers. (15) It is unable to identify the number of messages sent by computers to mobile or computers. (16) with existing blockwiring. The charge without existing blockwiring is 850.00 (17) Category C. (18) There is no SIM card cost, as cost is embedded in per minute charge. (19) With existing blockwiring (20) 60 hours of use included. Additional usage charge per hour is 1.8 MOP (21) Revised figures for 2009 (22) N/A. (23) Incl. desktops, laptops, handheld computers and other ICT devices. (24) Population age 3+. 3 months prior to the By-Census reference moment. (25) Population age 3+. (26) Population age 3+. (27) Population age 3+. (Break in comparability) (28) Estimated based on survey's results. Population age 3+. (29) The cable TV company provide services by using Microwave Multi-point Distribution Systems (MMDS) Technology. (30) One satellite antenna can be shared by the households in a building complex.

## MADAGASCAR

Note: Until 2004: Financial data are expressed in franc (FMG).

(1) Ratio between the 213 open communities ("communes ouvertes") and the total number of (1'547) communities. (2) Public call offices. (3) Drop in subscription number due to increased public Internet access. (4) Cleared in less than 3 days (VR3). (5) Excl. taxes. (6) Incl. 25'000 MGF credit. (7) Incl. 15'000 MGF credit. (8) Incl. 210000 MGF credit.

## MALAWI

Note: From 2001, data provided by Malawi Communications Regulatory Authority.

(1) MACRA (2) Wimax

## MALAYSIA

(1) Including Sabah and Sarawak. (2) Touch prepaid. Rm. 50 talktime credit is excluded from original cost. (3) 2010- inclusive of RM4.00 free airtime (4) without modem (5) Does not include dial-up.

## MALDIVES

(1) Male region. (2) Localities with fixed line service only. (3) Locality defined as being equal to an atoll. Total 21 localities incl. Male area. (4) Locality defined here as being equal to a residential island. (i.e resorts and industrial islands not considered). (5) Considerable increase in minutes as call minutes from pre-paid phones were not incl. in previous years. (6) Incl. MMS. (7) Prepaid. (8) Rf20 worth of free minutes incl. Excl. tax. (9) Rf1000 if new line has to be installed. (10) Incl. localities (islands) with wi-fi hotspots. (11) Census. (12) Estimate based on surveys' results. (13) Population age 4+. (14) Country estimate based on the assumption that every connection (except leased lines) serves 4 users (average household size is 6) and a leased line serves 10 users. Excl. mobile Internet users. (15) Estimate based on the assumption that every fixed internet connection, except leased lines, serves 4 users (average household size is 6), every leased line serves 10 users and every mobile Internet subscriptions serves a single user.

## MALI

(1) Incl. MMS. (2) in Bamako (3) if one year contract (4) Unlimited.

## MALTA

Note: Financial data refer to year ending 30 September.

(1) Excl. data from one operator (with market share: 21%) which does not split between residential and business. (2) Excl. data from one operator (with market share: 23%) which does not split between residential and business. (3) Source: 14th Implementation report (4) Source: 15th Implementation report (5) Includes DSL, cable and BWA subscribers over 256 kbit/s. (6) Sept. (7) Some operators not included (8) Sharp increase due to reduced rates. (9) Updated figures quoted in Euros. Previous figures were quoted in Maltese Lira (prior to Euro introduction). (10) Standard installation/transfer charge is €93.17 per line. This charge is discounted to €34.94 per line on condition that the service is retained for a mandatory period of 24 consecutive months. (11) 20 free pulses monthly. Free pulses can be consumed only by local calls terminated on fixed lines made during the night time band (6.00pm-6.00am) and not for internet/VoIP access. (12) Note that a certain number of free local calls may be included depending on subscription option. (13) Rate is for GO's Classic Telephone Package. Quoted rate is charged every 5 minutes or part thereof. (14) Rate is for GO's Classic Telephone Package. Quoted rate is charged every 10 minutes or part thereof. (15) Quoted figure refers to average rate as at August 2010. Average rate excludes the Student Tariff Plan. The price per minute of a peak rate on-net MTM call for each Vodafone package is shown below: Talk More --- €0.30 Talk All Day --- €0.30 Talk --- €0.28 Friends --- €0.32 (16) Quoted figure refers to average rate as at August 2010. Average rate excludes the Student Tariff Plan. The price per minute of an off-peak rate on-net MTM call for each Vodafone package is shown below: Talk More --- €0.30 Talk All Day --- €0.30 Talk --- €0.28 Friends --- €0.32 (17) Quoted figure refers to average rate as at August 2010. Average rate excludes the Student Tariff Plan. The price per minute of an off-peak rate off-net MTM call for each Vodafone prepaid package is shown below: Talk More --- €0.30 Talk All Day --- €0.30 Talk --- €0.28 Friends --- €0.32 (18) Quoted figure refers to average rate as at August 2010. Average rate excludes the Student Tariff Plan. The price per minute of an off-peak rate off-net MTM call for each Vodafone prepaid package is shown below: Talk More --- €0.30 Talk All Day --- €0.30 Talk --- €0.28 Friends --- €0.32 (19) GO' Internet connections are only provided with a fixed phone line installation of the same operator, which comes at a cost of €54.97. (20) 50% off the price is applicable for the first three months of subscription for new Internet customers. Discount is only applicable upon the customer's commitment to a 2 year agreement on Internet and Phone service. (21) GO upgraded speed from 2Mbps to 4Mbps in November 2009. (22) Change in methodology for calculating revenue. Break in series. (23) Estimated based on surveys' results. (24) Population age 16-74. (25) These exclude self supplied connections. All these connections are digital.

## MARSHALL ISLANDS

## MAURITANIA

(1) Not including taxes. (2) pour le modem USB (3) Unlimited.

## MAURITIUS

(1) Including Agalega, Rodrigues, and Saint Brandon. (2) In previous figures the total number of mobile broadband subscribers were included (3) Inclusive of internal wiring and terminal faults. (4) On & Off Network Traffic (5) Line Rental is exempt from Value Added Tax Rate of 15% (6) Under the prepaid plan of the said mobile operator, Rs100 is payable for the Prepay Starter Pack and Rs100 worth of credit is receivable. (7) A uniform tariff applies for calls irrespective of the time / day. (8) One time charges are made up of line conversion charges of Rs 1000, and installation charges of Rs 1000, the latter being optional. Value added tax of 15% is applicable on same. (9) Rental refers to ADSL Home 128 Kbps package with 1 GB usage allowance (10) Rental refers to ADSL Home 256 Kbps package with 3 GB usage allowance (11) Population age 12+. (12) CSO. Population age 12+. (13) Population age 5+.

## MEXICO

(1) June. (2) Preliminary. (3) Urban areas correspond to localities with 2500 inhabitants or more. (4) % of population that can receive Telcel's signal. (5) % of population that can receive Telcel's signal. (6) Refers only to standard mobile subscriptions with use of data communications, i.e. excl. dedicated subscriptions. (7) Preliminary. Refers only to standard mobile subscriptions with use of data communications, i.e. excl. dedicated subscriptions. (8) Revised figure. (9) Excluding tax. (10) Including 100 free local calls. Excluding tax. (11) Excluding tax. Not including free local calls. (12) Price for untimed local call. (13) Tariff for untimed local call. (14) Las tarifas de telefonía celular móvil son en planes de postpago. (15) Telmex. Wired modem. 24 months contract. 512 Kbps. (16) Telmex. Wired modem. 24 months contract. 1 Mbps. (17) Refers to total investment of fixed-telephone companies. It can include other services, such as valued added services and Internet. (18) Preliminary. Refers to total investment of fixed-telephone companies. It can include other services, such as valued added services and Internet. (19) Population age 6+. (20) Estimated based on 2002 and 2004 surveys' results. Population age 6+. (21) Estimate to December based on ENDUTIH survey.

## MICRONESIA

(1) Dept of TC&I estimate only based on FSM Telecom Corporation connectivity out of Guam. (2) Unlimited.

## MOLDOVA

(1) Including Transnistria. (2) Drop in demand due to economic situation. (3) Only national operator "Moldtelecom". (4) ITU calculation. (5) Monthly subscription includes 300 minutes of free calls within the same network. (6) Average value set by the Finance Ministry. (7) Price after the 300 minutes of free calls within the same network included in the monthly subscription. (8) Based on Ministry survey 2009. (9) Ministry ICT survey. (10) Population age 16-74, in the last 3 months. (11) Based on RCC data. (12) Population age 16-74. (13) Including MMDS subscribers.

## MONACO

(1) Bandwidth used during peak-time. (2) Unlimited.

## MONGOLIA

(1) Incl. WLL.

## MONTENEGRO

Note: Data prior to 2006 refers to Serbia and Montenegro.

(1) From country yearbook. (2) July. (3) June. (4) ITU Calculation. (5) Attached to an 18 month contract. Price for a contract that can be terminated at any time is 65. (6) 1000 min local calls at off-peak off included. 1 favorite number in the T-Com network. (7) 1000 min local calls at peak off included (8) Price after the 1000 minutes of free calls within the same network at off-peak hours included in the monthly subscription. (9) Average based on three minutes: first minute costs 0.10 cents, following minutes cost 0.03 cents.

## MONTSERRAT

(1) no updated data available. estimate is based on the increased mobile phones and a reduction in landline installations (2) The volcanic activity has resulted in the relocation of a number of communities. As such it is difficult to assess what is urban or rural. (3) Off-peak is 0.14 per 8 minute call.

## MOROCCO

Note: Including data for Western Sahara.

(1) October. (2) Rural localities. (3) Incl. public call offices and privately-operated telephone centres. Also incl. GSM and satellite public phones. (4) Excl. subscribers with a subscription-free access. (5) 128kbit/s and more. (6) ADSL with 128kbit/s or more. (7) Faults cleared in 48 hours. (8) Maroc Telecom and Médi Telecom. (9) Corresponds to plan "on net". (10) Unlimited. (11) Maroc Telecom. (12) Incl. FW and Internet and does not consider the cancellation of the internal flows of the incumbent operator's mobile and fixed branches. (13) Incl. only the two main mobile operators. It does not consider the cancellation of the internal flows of the incumbent operator's mobile and fixed branches. (14) Households in electrified areas. (15) Population age 12-65. Living in electrified areas. (16) Population age 12-65 using Internet at least once during the last month. (17) Population age 12-65. (18) Population age 12-65. Estimate.

## MOZAMBIQUE

(1) In 2006 redenominated: 1,000:1. (2) Cleared in 72 hours.

## MYANMAR

(1) June

## NAMIBIA

(1) December. (2) Tango. N\$ 90 worth of airtime excluded from original price. (3) Home DSL 256K elementary package (24 months contract) (4) Telecom Namibia total revenue. (5) Refers to ownership only.

## NAURU

(1) Moved from fixed to mobile solutions. Fixed landlines have been decommissioned. (2) Digicel is now providing Island-wide GSM services.

## NEPAL

(1) December 2001. (2) April. (3) March 2010. (4) December. (5) SNLP only. (6) July. (7) Yearly estimate from monthly data. (8) Incl. both ILD operators Nepal Telecom and United Telecom Limited. (9) Drop wire and accessories shall be borne by the customer. (10) Excl. taxes. Incl. 100 free local calls. (11) Excl. taxes. Incl. 175 free calls. (12) Excl. taxes (i.e. 10% of Telecom Service Charge (TSC) and 13% of Value Added Taxes (VAT). Incl. 175 free calls. (13) Excl. taxes. Applicable after free local calls incl. in subscription are used up. (14) Namaste Pre-paid. Activation charge used as SIM cost. (15) Unlimited. (16) December 2010.

## NETH. ANTILLES

(1) Refers to Curaçao, Sint Maarten (Dutch part, Bonaire, Saba and Sint Eustatius). (2) Amigo SIM. 20 Naf worth of calling credits is taken out of the original price. (3) monthly charge based on a two years contract (4) Unlimited.

## NETHERLANDS

(1) Sept. (2) Incl. telephone subscriptions over cable. (3) Correction based on information from 2010YE. (4) Correction based on information from 2010YE (5) July 2010, lower than previous years due to the removal of inactive SIM-cards out of the administrative system of operators. (6) September. (7) Correction based on info 2010YE - website Reggefiber (8) Correction based on info 2010YE (9) Local and national long distance fixed telephone calls (n.i. Fixed-mobile or dial-up Internet). (10) Correction based on 2010YE (11) including VAT. (12) Minimum call charge. (13) Break in comparability. (14) Unlimited. (15) Correction based on 2010YE. (16) Population age 16-74, in the last 3 months. (17) Population age 16-74. (18) Population age 16-74 using Internet in the last 3 months. (19) Population age 16-74 using Internet in the last 12 months.

## NEW CALEDONIA

(1) Telecom staff except common services and marketing. (2) Carte Liberte costs 5900 F. cfp but incl. 3200 F. cfp credit. (3) Unlimited.

## NEW ZEALAND

Note: Year ending 30 June. Prior to 2000, year beginning 1 April.

(1) Incl. fibre and satellite fixed telephone connections. (2) December. (3) January 2002. (4) Approx. (5) Incl. approx. 50 webphones. (6) Telecom NZ and Vodafone NZ. (7) September. (8) Approx. number of datacards. (9) 2005-2007 March. Incl. wireless, cable, satellite and other connection types. (10) March. Incl. wireless, cable, satellite and other connection types. (11) March. (12) Incl. cable modem subscriptions. (13) Telecom NZ. December. (14) Telecom NZ. (15) Incl. unlimited free local calling. (16) Vodafone Prepay Anytime. (17) No additional usage costs apply, speed will slow down to a maximum of dial-up connection speed for the rest of the month. (18) Incl. Vodafone. (19) Retail only. (20) Telecom NZ only. (21) Telecom NZ retail only. (22) Population age 15+. (23) Estimate based on survey's results. Population age 15+. (24) Population 15+. World Internet Project, Auckland University of Technology Survey.

## NICARAGUA

(1) Incl. only staff from ENITEL. (2) Incl. C\$60 (or first 600 impulsos) local call. (3) Unlimited. (4) Incl. only ENITEL. (5) Color TV.

## NIGER

(1) Not including Public Call Offices. (2) Estimate based on Celtel's Annual Report. (3) Based on Zain market share. (4) September. (5) Wimax (6) Unlimited.

## NIGERIA

(1) Break in comparability : refers to active Fixed Wired/Wireless lines. (2) Refers to active Fixed Wired/Wireless lines. (3) Nitel only. (4) Break in comparability. Includes active GSM & CDMA mobile lines. (5) MTN. (6) Although the price (N48.60) quoted above is the price of a 3 minute fixed telephone local call on the Visafone network, this does not represent the average price paid by all subscribers for this service. The price offered by different operators range from N30.00 - N36.00 - N48.60 with N48.60 being the highest. (7) The SIM Card comes with free (preloaded) N50.00 credit which could be used for voice calls or SMS. (8) May include households with access but not necessarily ownership.

## NIUE

(1) Pacific ICT Survey 2002.

## NORTHERN MARIANAS

## NORWAY

(1) Including Svalbard and Jan Mayen Islands. (2) Private households. (3) June. (4) Mid-year. (5) ITU Calculation. (6) Prices for "Basis" subscription (residential and low user business subscription). Set-up charge included. (7) Calls to fixed network. (8) 2006: Free minutes of NOK 50 has been deducted. (9) Unlimited. (10) VAT excluded. (11) VAT excluded. Refers to subscribers charge only. Termination charges from mobile and other mobile operators not included. (12) Population age 16-74. (13) Population age 16-74. (14) Situation on 30 June.

## OMAN

(1) The active period is 12 months. (2) Incl. estimated pre-paid Internet subscribers. (3) Actual incoming 51.6 % and actual outgoing 6.3 %. (4) Yearly estimate from monthly data. (5) Incl. 75 minutes. (6) Monthly subscription includes 75 minutes of free local calls. (7) Incl. credit (air time) of OR 3. (8) Incl. credit (air time) of OR 1. (9) For residential RO10, for business RO25. (10) For residential is RO12, for business RO120. (11) Unlimited. (12) Price Cap: RO 39. (13) Population age 15+. (14) Based on the number of Internet subscriptions, a multiplier of 3.54 was used to estimate the proportion of Internet users. (15) Excl. mobile Internet users. (16) Estimated based on actual fixed internet subscriptions multiplied by a factor of 5.8. (17) Estimated based on actual fixed internet subscriptions multiplied by a factor of 5.8 and mobile internet users (2G+3G).

## PAKISTAN

(1) December. (2) Important increase in traffic since one of the operators offered discounted rates to the fixed operator's network. (3) Estimated value excl. indirect telecom staff. (4) 3 minute equivalent computed from 5 minutes tariff. (5) 3 minute equivalent computed from 10 minutes tariff. (6) Unlimited. (7) CBC and EBC established by USF divided by total number of localities in Pakistan. (8) Media data, i.e. not from households survey. (9) Estimate.

## PALAU

(1) ISDN service not commercially offered. (2) Pacific ICT Survey. (3) 128 kbps minimum. Incl. wi-fi hotspots. (4) 128 kbps minimum. (5) Incl. \$10 free airtime minutes. (6) Most users on 64kbps = \$349 (e-rate) or \$449; 128kbps = \$599.95 (e-rate) or \$699.95. (7) For 256 kbps, higher speeds available. (8) Audited figures from PNCC Annual Report. Operating revenues = Long Distance + Cellular + Local + Internet/Data + CATV + Miscellaneous - Provision for doubtful accounts. (9) Incl. all Internet investment (including dial-up platform). (10) All states, including the remote island states of Hatohebei and Tobi (with a total of 144 inhabitants or less than 1% of Palau's total population in the 2005 census), have Internet access.

## PALESTINIAN AUTHORITY

(1) Including East Jerusalem. (2) Population age 10+.

## PANAMA

(1) Preliminary. (2) Revised figure. Excl. staff from Call Centers. (3) Excl. staff from Call Centers. (4) Esta tasa de instalación aplica para 1 línea comercial (5) Para 1 línea comercial (6) Precio regular (7) Unlimited. (8) Revised figure. Excl. revenue from Call Centers. (9) Excl. revenue from Call Centers. (10) Revised figure. (11) Multipliers were applied to residential and commercial suscriptions, taking into account the average size of households and employees per business.

## PAPUA NEW GUINEA

(1) Incl. CDMA FW. (2) Refers to mid-year; Pacific Economic Survey 2008. (3) GSM. (4) 12 months contract (5) Population age 10+.

## PARAGUAY

(1) Decrease in lines available in the public sector. (2) Data provided by one operator only. (3) Includes public payphones using mobile telephony. (4) Decrease due to database updating, excluding inactive accounts. (5) Broadband is defined as 64kbps or more. (6) Data provided by one operator only. Broadband is defined as 64kbps or more. (7) Data expressed in "impulsos". In peak hours, 1 impulso = 1 minute, off-peak, 1 impulso = 1.75 minutes. (8) Refers to 86.7% of the market. (9) Approximate value. (10) Unlimited. (11) Not available data to check whether the proportion has changed. (12) Population age 10+ using internet in the last 3 months. (13) Estimated based on Survey's results. Population age 10+. (14) No license granted to provide this service.

## PERU

(1) Figure updated to include public phones. (2) Refers to public telephone lines in urban areas. Breakdown is not available for all fixed lines. Urban area refers to those with at least 100 adjoining houses, forming streets and blocks. (3) Includes only one operator. (4) Incl. finalized projects by FITEI, as well as mobile telephony. The list of localities corresponds to INEI, 2002. (5) Includes fixed and cellular public payphones (Telefónica). (6) Incl. also subscriptions providing only data services (due to difficulties to disaggregate the information at this point). (7) Takes into account population of districts where there is coverage. However, district's coverage may be partial. (8) Using USB módem (UMTS or WCDMA) (9) May includes also wireless subscriptions (some dedicated services couldn't be disaggregated, but they represent only 1.8% of total reported). (10) May includes also wireless subscriptions (some dedicated services couldn't be disaggregated, but they represent only 1.1% of total reported). (11) Includes ADSL 128/64kbps. (12) Includes ADSL 128/64kbps and all other kind of access or technologies (13) May include also wireless subscriptions (some dedicated services couldn't be disaggregated, but they represent only 1.8% of total reported). (14) May include also wireless subscriptions (some dedicated services couldn't be disaggregated, but they represent only 1.1% of total reported). The figures for some operators included are updated only to September. (15) Decrease due to migration to ADSL from one Cable operator. (16) May included other fixed wireless. (17) Dedicated lines. (18) Calculated out of the total of faults reported per month. (19) Source: OSIPTEL. (20) Staff of Telefónica del Perú. (21) Direct employment reported by operators. (22) Including IGV (sales tax). (23) Including IGV (sales tax). Línea Clásica, annual average price. (24) Including IGV (sales tax). Líneas Control. Control Súper Económica. (25) Corresponds to 2009 value since tariffs provided by the country corresponded to a promotional tariff. (26) First 60 minutes local call are free. (27) Tariff per call. (28) Inc. 15 Soles to any Claro (on-net) or fixed national telephone and 150 SMS to any national destination, valid for 30 days. (29) OSIPTEL: Tariff for On net calls (30) Single tariff. (31) OSIPTEL (32) El precio más económico para acceder a nueva conexión de internet de banda ancha (en el Plan Internet 50 de Telefónica) es de S/.80, incluido IGV. Consiste en un kit de instalación de un modem Ethernet. (33) Subscription for a 400 kbps connexion. (34) Producto: Dúo Semiplano Teléfono + Internet de 1MB de velocidad máxima. Precio: S/.139 soles, incluido IGV. Producto más cercano a los 256Kbps: Internet 50. Precio: S/.50, incluido IGV. Se debe señalar que se requiere contar con una línea telefónica para acceder a este servicio y el precio de la misma no está incluido. (35) Para Telefónica del Perú, operador con mayor participación de mercado, la velocidad máxima de descarga en el segmento residencial es de 4MB, con la tecnología ADSL. Para Telmex Perú, operador entrante en el sector que opera con la tecnología HFC -Triple Play, la velocidad máxima ofertada en el segmento residencial es de 10MB. (36) Unlimited. (37) Approximate value. (38) One of the operators is not included in this calculation. (39) Refers to population age 6+. Source: ENAHO. INEI. (40) Estimated based on Survey's results (2003 and 2008). (41) Population age 6+ using Internet in the last month. (42) Population age 6+.

## PHILIPPINES

(1) GMM only. (2) Globe. (3) Tariffs apply to Metro Manila exchanges. (4) Net additions to property, plant and equipment.

## POLAND

(1) POTS, ISDN BRA & ISDN PRA. (2) Fixed Residential users/All fixed users (3) Data refer to lines. (4) ITU calculation. (5) Incl. all subscriptions that used Internet in the past year. (6) Broadband defined as exceeding 144kbit/s. (7) Speeds equal to or greater than 144 kbit/s. (8) LAN Ethernet, Leased Lines; speeds from 144 kb/s. (9) According to the ETS EG 201 799-1 the parameter is defined as "fault repair time". The measure "time to repair 80% of the faults in hours" is given. (10) This indicator is defined as a percentage of faults cleared in defined time. The term "defined time" depends on the agreement between the operator and consumer. The lowest rate of cleared faults is 90%. (11) National only. (12) The charge covers every 6 minutes initiated. (13) Unlimited. (14) Population age 16-74.

## PORTUGAL

(1) Refers to accesses installed by subscriber request. (2) Excl. partitioned accesses. (3) Fixed payphones only. (4) Percentage refers to GSM900 and GSM 1800 networks. (5) Datacards only. (6) Active usage one month. (7) 2Q. (8) 2Q. Refers to dedicated access. (9) Refers to incumbent operator PT-Comunicações. (10) Refers to incumbent operator PT-Comunicações. Refers to residential subscribers. (11) Repaired within 12 hours. Refers to incumbent operator PT-Comunicações. (12) ITU calculation. (13) Data refer to nomadic VoIP minutes. (14) These figures are collected from the operators' Annual Report & Accounts and may include personnel allocated to non-telecommunications services. (15) VAT changed from 19% to 21%. (16) Requires 12 month commitment. (17) Excl. tax. (18) Incl. 19% VAT. (19) Incl. 21% VAT. (20) Valid for on-net traffic. (21) Needs to be charged with 15€every 30 days. (22) Needs to be charged with 9.90€every 30 days. (23) Needs to be charged with 9.90€every month. (24) Exact value is 0.207€per minute. (25) Free connection charge only for on-line activation and minimum of 12 months contract. (26) Free connection charge only for on-line activation. (27) Unlimited if customer has direct debit payment and electronic invoice. Otherwise is 5GB for international traffic. (28) Unlimited if customer has direct debit payment and electronic invoice. Otherwise is 10GB for international traffic. (29) Unlimited if customer has direct debit payment and electronic invoice. Otherwise is 30GB for international traffic. (30) These figures are collected from the operators' Annual Report & Accounts and may include non-telecom revenues. (31) Incl. Trunking. (32) Incl. data for 3 latest months only. (33) Population age 16-74. (34) Population age 16-74 using Internet in the last 3 months. (35) Population age 16-74. Reference period Q1 2008. Source: INE/Portugal. (36) Population age 16-74. Reference period Q1 2009. Source: INE/Portugal. (37) Population 16-74. Reference period Q1 2010. Source: INE/Portugal. (38) Excl. DTH. (39) Excl. wholesale leased lines.



## PUERTO RICO

Note: Data refer to Puerto Rico Telephone Authority.

(1) Switched access lines. (2) Switched access lines. June. (3) Source: Puerto Rico Telecommunications Regulatory Board. (4) Source: Federal Communications Commission. Excl. unregulated providers. (5) Source: Federal Communications Commission. Excl. unregulated providers. As of June 30, 2010. (6) Source: Puerto Rico Telecommunications Regulatory Board. Excl. unregulated providers. (7) Estimate by country. (8) Source: Federal Communications Commission. Table 9.1(b) [http://transition.fcc.gov/Bureaus/Common\\_Carrier/Reports/FCC-State\\_Link/Monitor/mr10-9.zip](http://transition.fcc.gov/Bureaus/Common_Carrier/Reports/FCC-State_Link/Monitor/mr10-9.zip) (9) PRT only. (10) Source: U.S. Bureau of Labor Statistics, Quarterly Census of Employment and Wages. Annual average of monthly data. Data based on the North American Industry Classification System (NAICS), Subsector 517. Telecommunications. Reference: <http://www.census.gov/cgi-bin/sssd/naics/naicsrch?code=517&search=2007> (11) Source: U.S. Bureau of Labor Statistics, Quarterly Census of Employment and Wages. Annual average of monthly data. Preliminary data based on the North American Industry Classification System (NAICS), Subsector 517. Telecommunications. Reference: <http://www.census.gov/cgi-bin/sssd/naics/naicsrch?code=517&search=2007> (12) 7% tax not included. (13) For Subscriber Identity Module. 7% tax not included. (14) Unlimited. (15) Source: U.S. Census Bureau, Puerto Rico Community Survey, 2008. Refers to percent of occupied housing units with any telephone service. (16) Source: U.S. Census Bureau, Puerto Rico Community Survey, 2009. Refers to percent of occupied housing units with any telephone service. (17) Source: Estudios Técnicos, Inc., Internet Pulse, 2008. Reference population: All inhabitants 12 years and older. (18) Population age 12+. (19) Source: Estudios Técnicos, Inc., Internet Pulse, 2010. Reference population: All inhabitants 12 years and older.

## QATAR

(1) Estimate based on 2004 Census results. (2) Data changed due to update from the SP. (3) Active and non-active subscriptions. (4) Active subscriptions only (active during the past 3 months). (5) Data changed. Now covers active subscribers only (active during the past 3 months). (6) Data based on Qtel operating results FY 2010. (7) Based on Qtel estimates. (8) Internet VPN/MPLS and dedicated access. Data from Qtel operating results FY 2010. (9) Qtel figures. (10) Refers to fixed and mobile traffic. (11) Hala Plus. (12) one year contract (13) Unlimited. (14) Revenue split Qtel from annual report. (15) Population age 18+. (16) Households and Individuals Survey 2008. Refers to mainstream population aged 18+ living in households. (17) Households and Individuals Survey 2010. Refers to mainstream population aged 18+ living in households.

## ROMANIA

(1) ITU calculation. (2) 2 localities out of 13746 were not covered by any telephone service. (3) Active (last 6 months) SIM cards. (4) Mobile active prepaid and postpaid connections; technologies included: EDGE, CDMA, EVDO, 3G, 3G+. (5) Technologies included: EDGE, CDMA, EVDO, 3G, 3G+. (6) Previously, mobile connections were included. (7) Radio and satellite are not included. (8) Previously, mobile broadband was included. (9) Provisional data. (10) FTTH only. (11) FTTB, FTTC, cable UTP/FTP (12) Est. (13) Analogue. (14) For new subscribers, installation is free of charge. (15) The subscription includes free on-net calls everyday between 18:00 and 22:00 and 30% lifetime discount for on-net calls. (16) Until June 30th, 2010, VAT was 19.00% and after that is 24.00%. The subscription includes 60 minutes for peak on-net calls and for calls to Cosmote (mobile). (17) Including VA, on-net calls. (18) Unlimited on-net and off-net off-peak calls are included. (19) Prepaid SIM usually comes with an initial credit that can be used entirely. (20) The ISP with the largest market share is S.C. RCS&RDS S.A. which is a cable operator, not a DSL operator. (21) This tariff corresponds to a DSL subscription, although the ISP with the largest market share is S.C. RCS&RDS S.A. which is a cable operator. (22) This tariff corresponds to a DSL subscription, although the ISP with the largest market share is S.C. RCS&RDS S.A. which is a cable operator. (23) Unlimited traffic. (24) Provisional data. (25) Mobile access not included; therefore, the proportion of households with internet access at home might be higher. (26) Population age 16-74. (27) Estimated based on Survey's results. Population age 16-74. (28) Cable TV subscriptions. (29) Retail leased lines.

## RUSSIA

(1) October. (2) On the basis of MTS Annual Report. (3) TTK+Rostelecom+MTS+Megafon+Vimpelcom. (4) Excl. traffic with CIS or Baltics. (5) Postpaid. (6) Unlimited. (7) Population less than 74. (8) Population age less than 74. (9) Population age 16-74.

## RWANDA

(1) 147/837 minus 135432 subscribers to GPRS and EDGE technologies (2) 821,504 minus 804773 subscribers to 2.5G GPRS/2.75G EDGE/3G UMTS (3) fixed wired broadband subscriptions at downstream speeds equal to or greater than 128kbps (4) Estimate. (5) Faults cleared in less than 2 days in Kigali. (6) Jan to Sept. (7) Rwandatel onnet fixed calls (8) Onnet + offnet minutes to mobile networks + offnet minutes to fixed networks (9) Total mobile incoming minutes from international calls (10) Not including taxes. (11) Connection speed up to 1 mbps (12) Incl. Mtn, Rwandatel, Terracom, Artel and ISPA. (13) Data from the telecom use survey done in June 2006. (14) Survey conducted by Rwanda Utilities Regulatory Agency in February 2010 (15) The ratio 7.7/4.5 was applied to 7.7 to obtain the estimate for internet users for year ended 2010

## S. TOMÉ & PRÍNCIPE

(1) 2 working days. (2) Not including taxes (5%).

## SAMOA

(1) Refers to mid-year. (2) Pacific ICT Survey 2002.

## SAN MARINO

(1) Unlimited.

## SAUDI ARABIA

(1) All voice subscriptions of a newly established service provider are VoIP based. (2) Reported by service providers. (3) Estimate based on quarterly figure. (4) Incl. 100 free air-time. (5) Cost of SIM. SIM expires after 2 months if not recharged. (6) Unlimited. (7) Incl. fixed and data services investments.

## SENEGAL

(1) Incl. private telecentres. (2) Only Telecom Plus subscribers. (3) December 2009. (4) December 2009. For 4 minutes. (5) Price after 25'000 monthly subscription spent. (6) Alizé Diamono Classic. Costs 20.200 FCFA but includes 5000 FCFA of credit. (7) total frais d'accès sans modem ADSL512 (8) Unlimited. (9) Sonatel and Sentel. (10) Estimate based on survey results from 2007 (RIA) and 2009 (ARTP and ANSD). (11) Population age 12+ over the total population. (12) Population age 12+.

## SERBIA

(1) Kosovo's population not included.

Based on UNPD 2005 Serbia population data and 2010 Kosovo population data from Kosovo Statistical Office (2) Change in methodology. (3) ITU calculation. (4) Mobile operator VIP Mobile is not included in the figure. (5) Data from Telecom Srbija. (6) 150 call units included. (7) Unlimited. (8) Population age 16-74. (9) Source: Statistical Office of the Republic of Serbia.

## SEYCHELLES

(1) Sept. Incl. fixed VoIP lines. (2) Jan 2009. Incl fixed VoIP lines. (3) Jan 2010. Incl fixed VoIP lines. (4) Jan 2011 and it Includes fixed VoIP lines. (5) Jan 2010. (6) Jan 2011. (7) Dec. (8) Mar 2007. (9) All inhabited districts of Seychelles have telephone services. (10) Refers to data collected at the end of Jan 2010 (11) Sep 2007. (12) Jan 2009. (13) Jan 2008. (14) Data at 31st December 2001. (15) Dec 2001. (16) Inclusive of 17.65% GST. (17) Inclusive of 15% GST (18) Magic. SR 50 worth of airtime is excluded from original cost. (19) Includes SR75.00 of talktime and 25 free SMS Starter Pack cost SR50.00 (inclusive of Tax). (20) Includes SR50.00 of talktime and 25 free SMS, Starter Pack Cost SR 25.00 (inclusive of tax) (21) Weekend and holiday tariff is 2.99. (22) Inclusive 15% GST (23) SR0.50 per MB. (24) Estimated. (25) Purchase of tangible fixed assets. (26) Data refers to the cheapest dial-up Internet service package. ISP CHARGES A RATE OF SR125.00 for 25 FREE hours after which a FLAT RATE OF SR25.00 per hour for each extra hour IS CHARGED. TELEPHONE OPERATOR charges for Internet dial-up service are as follows: SR0.60 per six minute block (peak) -- SR0.10/minute SR0.50/6minutes (off-peak) ---SR 0.08/minute SR0.30/6minutes (super off-peak) ---SR0.05/minute. (27) 98% of Seychelles population are on the three Main Islands of Seychelles. All three Islands have provide easy access to Public Internet access centres. (28) Household Budget Survey 2006/07. (29) Refers to data collected at the end of Jan 2008 (30) Refers to data collected at the end of Jan 2009 (31) Refers to data collected at the end of Jan 2011 (32) MArch 2007 data.

## SIERRA LEONE

(1) Fixed line connectivity dropped but efforts are underway to expand and improve it. (2) Feb 2011. This includes multiple subscriptions by single individuals (3) SIM cost. Buzz Max.

## SINGAPORE

(1) Data refer to occupied houses. (2) Singapore is a small island state which is fully urban. (3) Jan. (4) Refer to number of lines. (5) Singapore is a small island, telephone service covers the entire area. (6) Singapore Telecom only. IDA, excl. coinphones operated by private premise owners. (7) Jun 2008. (8) Dec. (9) The figure includes prepaid subscriptions who have topped up their prepaid cards in the past six months. (10) No differentiation between active and non-active subscriptions. (11) Average. (12) Average; residential lines (13) International outgoing fixed telephone traffic (minutes) are not collected. International outgoing telephone traffic (minutes) is collected with no differentiation between fixed and mobile. Pls refer to i132t. (14) The number of mobile sms reported includes both sent and received. (15) Due to change in collection methodology, for the period of Apr 08 to Jul 08, data includes both sent and received. For the period of Aug 08 to Mar 09, only sent SMS is included. (16) Data collected for the period of Aug 08 to Mar 09. (17) Excluding postal staff. Including StarHub. (18) The figure is the cheapest rate available as at November 2007. (19) Singtel. (20) Annual survey on infocomm industry. (21) Singtel only. (22) Population age 7+. (23) Population age 15+. (24) Estimated based on proportion of resident Internet users (aged 7 & above) from IDA's annual survey on infocomm usage in household and by individuals. (25) Singapore department of Statistics, Yearbook of Statistics. Data as at Dec.

## SLOVAK REPUBLIC

(1) Fixed wireless subscribers are not included. (2) Estimate. (3) Data are estimated. (4) No distinction made between active or non-active subscribers. (5) Break in comparability from 01.01.2008, only active mobile subscribers are counted. Active subscribers are those that have used at least one payable service in the last 90 days. (6) From this year excluding fixed wireless. (7) FTTH/FTTB. (8) Broadband FWA+ leased lines. (9) From this year excluding fixed wireless. Leased lines. (10) Leased lines. (11) Faults cleared within three days. (12) Including traffic to Czech Republic. (13) Without VoIP minutes. (14) With VAT. (15) 30 free minutes included. (16) 20 free minutes included. (17) Per 6 minutes. (18) 0.075 €(price of 1-minute fixed telephone local call regarding Standard calling plan). (19) 0.048 €(price of 1-minute fixed telephone local call regarding Standard calling plan). (20) Prima: 444 SKK (incl. free credit 300 SKK), O.Click: 199 SKK (incl. free credit 199 SKK). (21) Prima: 444 SKK (incl. free credit 300 Sk), O.Click: 199 SKK (incl. free credit 199 SKK). (22) Prima: 14.90 EUR (incl. free credit 10 EUR) O.Click: 6.61 EUR (incl. free credit 6.61 EUR). (23) Prima: 14.90 EUR (incl. free credit 10 EUR) O.Click: 6.61 EUR (incl. free credit 6.61 EUR) (24) Prima: 9.50 SKK/min, O.Click: 8.90 SKK/min. (25) Prima: 0.3153 EUR/min, O.Click: 0.2954 EUR/min. (26) Prima: 0.3153 EUR/min, O.Click: 0.2954 EUR/min (27) Prima: 4.90 SKK/min, O.Click: 2.90 SKK/min. (28) Prima: 0.1627 EUR/min, O.Click: 0.0963 EUR/min. (29) Prima: 0.1627 EUR/min, O.Click: 0.0963 EUR/min (30) Prima: 14.00 SKK/min, O.Click: 8.90 SKK/min. (31) Prima: 0.4647 EUR/min, O.Click: 0.2954 EUR/min. (32) Prima: 0.4647 EUR/min, O.Click: 0.2954 EUR/min (33) 2 048 kbit/s (34) 2 GB. (35) 2 GB (36) 0.016 €price per 1 downloaded MB (37) In euro currency. (38) Includes also fixed (wired) broadband investment. (39) Includes also fixed (wired) broadband investment. In euro currency. (40) Population age 16-74. (41) Population age 16-74. (42) Council for broadcasting and retransmission SR - annual report 2008. (43) Council for broadcasting and retransmission SR - annual report 2009. (44) Result of Slovak enquiry "Satellite Monitor" realised by the analytic company GfK Slovakia. (45) Result of Slovak enquiry "Satellite Monitor" realised by the analytic company GfK Slovakia in the year 2009. (46) Data are estimated, they are not available yet.

## SLOVENIA

(1) Excl. VoIP and ISDN channels. (2) Break in comparability. From this year incl. VoIP and ISDN channels. (3) Based on i112 reported data. (4) Incl. ISDN centrex. (5) Excl. public call offices. (6) New methodology of active subscribers. (7) Incl. 5 EUR credit. (8) Peak period: 5.00 - 24.00. 20% VAT included. (9) Off-peak period: 24.00 - 5.00. 20% VAT included. (10) Additional 3 EUR/month is charged for digital access (applicable to all subscriptions without classic telephony). A promotional period of 3 months with 15 EUR monthly subscription apply to new subscribers. (11) Unlimited. (12) In the last 3 months. (13) Population age 16-74. (14) Population age 10-74 using Internet in the last 3 months. (15) Landline cable TV via coax cable and IPTV via xDSL and FTTH not included. (16) Satellite pay TV.

## SOLOMON ISLANDS

(1) Number declined due to civil war. (2) Estimate based on Pacific Economic Survey 2008. (3) Pacific ICT Survey 2002.

## SOMALIA

(1) UN operational rate of exchange, end of period. (2) 1 jan.2011 <http://www.somalbanca.org/exchange-rates.html>

## SOUTH AFRICA

(1) Coinphones, cardphones & table-mounted renter's payphone (Chatterboxes). (2) Estimation based on Annual Reports of Vodacom, MTN and Cell C. (3) March 2011. (4) Residential. (5) Including tax. (6) Vodago Super Six Pack. 180 days valid. (7) Own or partly own. (8) Own or partly own. (General household survey report) (9) (General household survey report)

## SPAIN

(1) Including Canary Islands, Ceuta and Melilla. (2) ITU calculation. (3) Public telephone booths and phone centres. Not including public telephones in other premises. (4) Prepayment figures with activity criteria: last 3 months with billed activity. (5) Excl. standard mobile broadband subscriptions. (6) Does not include fixed wireless BB connections (LMDS, Wifi-Wimax). (7) TEF. (8) Excl. VoIP. (9) Incl. 6€credit. (10) 0,15 €setup charge not included in price (11) Break in comparability. From this year on includes only retail revenues. Previous years include also wholesale revenues. (12) Does not include traditional broadcasters investment figures. (13) Population age 16-74, in the last 3 months. (14) Population age 16-74. (15) November. Population age 14+. (16) Population age 16-74 using Internet in the last 3 months. (17) Population age 16-74 using Internet in the last 12 months. (18) CMT own survey. Population > 10 years old.

## SRI LANKA

(1) SLT only. (2) Public payphone booths. (3) Public payphone booths. SLT only. (4) June. (5) Unlimited.

## ST. HELENA

(1) Including Ascension, and Tristan da Cunha. (2) Dec.

## ST. KITTS AND NEVIS

(1) December.

## ST. LUCIA

(1) Unlimited. (2) Census.

## ST. VINCENT AND THE GRENADINES

(1) Decrease due to a change in policy. Inactive accounts for 3 months are being deactivated. (2) Unlimited. (3) Extracted from 2001 census information prepared by the Central Planning Division. (4) Nation-wide survey conducted in early 2009. (5) Estimation based on GPRS subscribers, fixed and mobile.

## SUDAN

(1) Including Southern Sudan which voted in favor of independence, but was not an official UN Member State as of May 2011. (2) Canar counted as fixed line. (3) total broadband internet subscriptions (4) Incl. 40 minutes of call and 3.5 hours Internet. (5) Mobipaid. (6) Unlimited.

## SURINAME

Note: Until 2003: Financial data are expressed in Guilder.

(1) Refers to two urban districts (Paramaribo and Wanica) where 80% of population live. (2) Microwave Multipoint Distribution System connection.

## SWAZILAND

(1) Excludes South Africa, Lesotho and Mozambique (2) Both fixed and mobile but excludes fixed common services staff component (3) Additions to fixed assets.

## SWEDEN

(1) Including PSTN, ISDN and IP channels. (2) June. (3) Data only subscriptions (modem/dongle) + voice and data subscriptions with an add on of at least 1 Gbyte/month + flat rate subscriptions. (4) Modem incl. ISDN. (5) Telia. (6) Unlimited. (7) Incl. main telecom operators. (8) Population age 16-74, in the last 3 months. (9) Population age 16-74. (10) Population age 16-75.

## SWITZERLAND

(1) Housing stock. (2) Swisscom, September. (3) Provisional data. (4) Break in comparability: definition for Internet subscribers adjusted. (5) Incl. mobile traffic. (6) Peer to peer. (7) Peer to peer. Provisional data. (8) Since 2007: TV and radio services are part of telecommunication services. (9) Excl. tax. (10) excluding tax (11) Natel easy liberty. (12) per call tarif for one hour, next hour CHF 0.8 (13) Price per hour. (14) ADSL bitrate = 300/50kbs/s. (15) ADSL bitrate = 600/100kbs/s. (16) ADSL bitrate = 150/50kbs/s. (17) Unlimited. (18) Accounting principles used in accordance with International Accounting Standards. (19) Incl. radio and TV service providers. (20) Incl. other revenues from telephone service. (21) One time operation for Swisscom Mobile. (22) Estimated based on surveys' results. (23) In the last 6 months. Population age 14+.

## SYRIA

(1) UN operational rate of exchange. End of period. (2) Principal rate (3) Including public call offices. (4) Refers to local prepaid minutes. Not comparable with previous year data. (5) Refers to local prepaid minutes. (6) 400 units of call and 20 units recharge card is excluded from original cost. (7) Only STE share of mobile revenue.

## TAIWAN, PROVINCE OF CHINA

(1) National Income. (2) End of period selling rate. (3) VoIP subscriptions excluded (4) Including PHS subscriptions. (5) Including PHS subscribers. (6) Including PHS subscriptions.. Decline due to inactive prepaid accounts. (7) Decrease due to dial-up subscriptions. (8) Sum of the staff of fixed network, mobile and pager operators. (9) Free charge for installation in case of applying for local line and ADSL at the same time, and minimum 2-year contract required. An early termination fee of up to NT\$2,000 will be imposed if the service is terminated within the minimum contractual period. The fee is calculated based on the number of remaining days of your contract period/730 X NT\$2000. 2. A device charge of NT\$2,200 (per number) applies in case of local line only and an indoor line installed by subscriber. Fee of NT\$800 is billed if an indoor line is installed by CHT. (10) 1. Customers may select A1: NT\$25 off local communications charges or A2: free "Call Waiting" and "Do not Disturb" services. 2. The monthly fee of class 1 rate zone (Type basic A) is NT\$50. (11) The monthly fee of class 1 rate zone (Type basic A) is NT\$245. (12) 5 minute call. (13) 1 NT\$ / 10mins. (14) Chungwa Ideal Card. Comes with 300 NT worth of airtime. Valid for 180 days. (15) Access: NT\$500, Internet: NT\$0 (16) Access: 256k/64k: NT\$170, Internet: 256k/64k: NT\$139 (17) Access: 256k/64k: NT\$160, Internet: 256k/64k: NT\$139 (18) Access: 512K/64K: NT\$150, Internet: 512K/64K: NT\$139 (19) The Survey of Family Income and Expenditure.

## TAJIKISTAN

Note: Before 2001: Currency: Tajikistan Rubles.

(1) The important decrease is due to 1) there are no coins in national currency, therefore all coin-operated payphones will be transferred to card-operated; 2) the actual payphones are going out of use. There are not enough resources now to replace them. (2) Somoni. (3) cap is no limit (4) Unlimited. (5) Incl. expenses.

## TANZANIA

(1) Including Zanzibar. (2) June. (3) Not including taxes (20%).

## TFYR MACEDONIA

(1) The former Yugoslav Republic of Macedonia. (2) GDP at market prices. (3) Internal and test lines of incumbent included. (4) Does not include internal lines and WLR of incumbent. (5) Excl. internal lines and WLR of incumbent. (6) Active prepaid subscriptions that have been active in a period of 3 months (initiate and receive call, send and receive MMS and SMS, send and receive data, pay monthly fee). (7) Not included cable modem internet subscribers. (8) June. Not included cable modem internet subscribers. (9) June. (10) Total capacity reported by Cullen International in a report to the European Commission. (11) October. Total capacity reported by Cullen International in a report to the European Commission. (12) ITU estimate. (13) VAT excl. (14) 1240 MKD VAT excluded; 1463 MKD VAT included. (15) No call set up charge. (16) SIM card included. In 690 MKD there are 600 MKD for calls and SMS. Active period- 360 days starting from the activation of the SIM card. (17) After the cap, throttling at 64/64 kbit/s. (18) Population age 16-74. (19) Population age 15-74. Source: State Statistical Office Macedonia. (20) Of all households covered by TV broadcasting in Republic of Macedonia, 40% have a terrestrial antenna.

## THAILAND

(1) % of main telephone stations in metro area. Metro area is Bangkok metropolis, Nonthaburi, Pathumthani and Samut Prakan. (2) Dec. (3) August. (4) Yearly estimate from monthly data. (5) Average per month in metro area. (6) CAT only. (7) CAT and TOT. (8) Flat rate (i.e. Price per call). (9) Dprompt Happy. 100 baht worth of airtime is excluded from original price. (10) Data from the Report of 2005 Population Characteristics (11) Report on Population Characteristics: 2005-2006 (12) Including PDAs. (13) Estimated based on the surveys' results. (14) Population age 6+.

## TIMOR-LESTE

(1) Incl. ISDN channels. (2) Refers to mid-year. (3) Only active subscriptions.

## TOGO

(1) Drop results from the termination of contract for clients that had not paid. (2) Incl. private and GSM phone booths. (3) Operator with the largest market share. (4) Refers to ADSL and leased lines with a minimum of 128 Kbps. (5) Refers to ADSL with a minimum of 128 Kbps (6) Incl. internal wiring and terminal faults. (7) Offer for 128/64 Kbps. (8) Unlimited. (9) Excl. investment by Togo Cellulaire.

## TOKELAU

## TONGA

(1) Pacific ICT Survey 2002.

## TRINIDAD & TOBAGO

(1) Data at 31st December. (2) Only one telecom provider. (3) Subscriptions speeds are <256kbps: 385,235 (4) Both mobile providers in Trinidad and Tobago offer mobile Internet services using GPRS and/or EDGE technologies at maximum speed of 236kbps: 452,040 subscriptions. (5) December. (6) September. (7) Providers have significantly expanded their capacity. (8) Preliminary estimate from the ISPs' data collected thus far. (9) This figure does not include Directory enquiry or emergency calls (10) For pre-wired installations. (11) Non touch-tone. Includes 20 free calls per month. (12) Bundled minutes to fixed lines per month: 500. (13) Bundled minutes to fixed lines per month: 1250. (14) Flat rate. (15) TSTT Liberty. Valid for 20 days. (16) some data outstanding from providers (17) Investment figures represent total investment for Internet services (18) Census 2000 (19) Opinion Leaders Panel – Usage of ICT. (20) Survey on Utilization of IT by Households - (NIHERST) (21) National Survey on E-Commerce Usage and Awareness among Households – (NECS) (22) Population age 15+. Household usage only (23) Population age 15+. National Survey on E-Commerce Usage and Awareness among Households – (NECS). (24) Estimate: number of fixed (wired and wireless) Internet subscriptions multiplied by the average number of persons residing within a household (4 persons per household, approx). Mobile and public access excluded.

## TUNISIA

(1) Incl. ISDN, Frame Relay and VSAT. (2) In 48 hours. (3) Tunisiana only. (4) Tunisie Télécom only. (5) Tunisie Télécom and Tunisiana. (6) Plan "entreprise" available since August 2010. (7) Plan "Corporate liberty" available since August 2010. (8) From 2009 on Tunisiana has the largest market share in terms of number of subscribers. (9) Offer "carta+ ". (10) Unlimited. (11) Incl. posts.

## TURKEY

(1) Nov. (2) March 2010. (3) Sept. (4) Leading mobile operator. (5) Number of subscribers using data dangles, USB sticks etc. (6) Excl. dongles and datacards. (7) Primary rate ISDN. (8) ITU calculation. (9) Fixed+mobile+long distance. (10) Incl. satellite and short numbers. (11) Normal installation charge for automatic exchange in cities with population greater than 10000. Not including advance payments. (12) Incl. 18% of VAT and excl. 15% of Special Communication Tax. (13) For automatic exchanges. Incl. 2500 free impulses per year. (14) Excl. tax. (15) Break in comparability: previous tariff still remains but not available for new subscriptions. New tariff incl. 100 minutes on-net calls. (16) Minimum call charge. (17) Prepaid. (18) Fixed and mobile only. (19) Population age 16-74. (20) Estimated based on % of Internet users as reported in surveys in 2005 and 2007. (21) Only cable TV and digital platform subscribers.

## TURKMENISTAN

(1) UN operational rate of exchange, end of period. (2) Based on MTS Annual Report. (3) ITU estimate on basis of MTS Annual Report.

## TURKS & CAICOS IS.

(1) Cable&Wireless. Residential Fixed lines. (2) Unlimited.

## TUVALU

(1) Census. (2) Pacific ICT Survey 2002.

## UGANDA

(1) Not including traffic with Kenya or Tanzania. (2) Not including traffic with Kenya or Tanzania. September. (3) Shs 10,000 of juice which is excl. from SIM cost. (4) Includes estimate from mobile cellular services. (5) Purchase of fixed assets and capital works in progress including posts. (6) 926 localities (sub counties) with estimated population of 2500.

## UKRAINE

(1) Speed equal to or greater than 128kbit/s. (2) Ukrtelecom. (3) Ukrtelecom July. (4) this is price for urban subscribers. 200 free minutes of local communication included. (5) this is price for urban subscribers (6) Tariff from the 201st to 840th minute. (7) Unlimited. (8) State Committee of Communications and Informatization. (9) Population age 15-59 who used the Internet in the last 4 weeks.

## UNITED ARAB EMIRATES

(1) Change due to changes in population. (2) Excl. 1427 Wi-Max subscribers. (3) Excl. 2711 Wi-Max subscribers. (4) Excl. 3264 Wi-Max subscribers. (5) Some of these subscriptions are FTTx subscriptions. (6) Incl. TRA staff. (7) Etisalat Wasel. (8) and 10 free credit. (9) On-net & off-net is not applicable in UAE. (10) On-net & off-net is not applicable in UAE. AED 0.30 for first minute and AED 0.24 apply from the second minute. (11) It is measured by time not by amount of data transferred. (12) There are two different types of 256 kbit/s package, one is limited and another is unlimited. The limited package is charged AED 2.99. (13) Based on TRA data and the operator's annual reports. (14) PMAT and paging. (15) Excl. mobile data revenue. (16) Net expenditure on fixed assets. (17) Population age 15-74.

## UNITED KINGDOM

(1) September. (2) Including ISDN channels. (3) Public, private rented and managed payphones. (4) Estimate. (5) Proportion of the population living in a postcode area with at least 95% area coverage by one or more mobile networks. (6) Refers to dongles/ PC data cards only. (7) Excl. corporate connections. (8) Data refers to December. (9) Network only faults. Residential customer reported faults. (10) Residential faults cleared within 9 working hours. (11) Incl. Vodafone and Mercury. September. (12) Excl. VAT. (13) First 60 minutes free on weekend (all day, Saturday and Sunday). (14) No connection charge. (15) Unlimited. (16) Excl. narrowband Internet. (17) Capex of BT, TalkTalk, C&W, Virgin Media, BSkyB from annual accounts, rest of the sector estimated. Vodafone data as of 31 March. (18) Capex of the 5 MNO's: O2, Vodafone, Orange, T-Mobile, and 3UK. Vodafone data as of 31 March. (19) Population age 16-74, in the last 3 months. (20) Population age 16-74. (21) Population age 16+ using the Internet in the last 3 months. (22) Population age 16-74 using Internet in the last 3 months. (23) Population age 16-74. (24) January of following year. (25) Excludes DTT households that also have another form of multi-channel TV.



## UNITED STATES

(1) "Local Loops". (2) The December 2008 data includes only switched access lines. Because data for earlier years includes a largely unknown number of interconnected VoIP subscriptions, the data are not directly comparable over time. (3) Jun 2010. (4) The data represents only switched access lines. Because data for earlier years includes a largely unknown number of interconnected VoIP subscriptions, the data are not directly comparable over time. (5) ISDN control channels. (6) The data is subscriptions to interconnected VoIP service, which is defined in the relevant Federal Communications Commission rules (at 47 C.F.R. § 9.3) as a service that: (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the user's location; (3) requires Internet protocol-compatible customer premises equipment (CPE); and (4) permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network. We note that the current interpretation of element (4) of the definition excludes the VoIP services that Skype offers in the United States. (7) 2010 data is as of June 30, 2010 (8) Preliminary data (9) Jun 2010. The FCC has changed how it collects this data going back to 2005. (10) Most mobile subscriptions are postpaid. Figures show are the estimated percentage of U.S. wireless phone users subscribed to prepaid plans. (11) The number is >99% and not 99%. (12) Modifications adopted for the December 31, 2008, and later, data have caused a one-time decrease in the reported number of high-speed mobile wireless Internet access service connections, from about 60 million in June 2008 to about 25 million in December 2008. For an explanation of the decrease, see High-Speed Services for Internet Access: Status as of December 31, 2008 (released February 2010) at pages 3 to 4, [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DOC-296239A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-296239A1.pdf). Data reflect subscriptions with associated transfer rates exceeding 200 kbps in at least one direction, consistent with the reporting threshold the FCC adopted in 2000. (13) Data is an estimate of the total mobile broadband subscribers in the U.S. with or without a dedicated data subscription. (14) Data is an estimate of the total mobile broadband subscribers in the U.S. with or without a dedicated data subscription. (15) 2010 data are as of June 30, 2010. (16) Over 200 kbps in at least one direction. (17) Data reflect subscriptions with associated transfer rates exceeding 200 kbps in at least one direction, consistent with the reporting threshold the FCC adopted in 2000. (18) Data reflect Internet access connections with transfer rates exceeding 200 kbps in at least one direction. (19) Troubles found. RBOC, GTE and Sprint. (20) Average residential rates for local service in urban areas. Including tax. (21) Average local rates for businesses with a single line in urban areas. (22) Average residential rates local service in urban areas. Rate is based upon a flat-rate. Including tax. (23) Average local rates for businesses with a single line in urban areas. Rate is based upon flat-rate service. (24) Average charge for 5 minute same zone daytime business call. Local residential service is typically flat-rate and therefore local calls are not charged. (25) Postpaid. (26) Wireless telecommunications carriers (except satellite). (27) U.S. Census Bureau, 2008 Annual Capital Expenditures Survey, Revised and Restated 2008, Table 4b; <http://www.census.gov/econ/aces/xls/2009/table4b.xls> (28) U.S. Census Bureau, and 2009 Annual Capital Expenditures Survey (released Feb. 8, 2011), Table 4a. [http://www.census.gov/econ/aces/xls/2009/full\\_report.html](http://www.census.gov/econ/aces/xls/2009/full_report.html) Table 4a (29) Data is for wired telecommunications carriers, cable and other program distribution, broadband internet services providers. U.S. Census Bureau, 2008 Annual Capital Expenditures Survey, Revised and Restated 2008, Table 4b; <http://www.census.gov/econ/aces/xls/2009/table4b.xls> (30) Data is for wired telecommunications carriers, cable and other program distribution, broadband internet services providers. U.S. Census Bureau, and 2009 Annual Capital Expenditures Survey (released Feb. 8, 2011), Table 4a. [http://www.census.gov/econ/aces/xls/2009/full\\_report.html](http://www.census.gov/econ/aces/xls/2009/full_report.html) Table 4a (31) Data is for wireless telecommunications (except satellite). U.S. Census Bureau, 2008 Annual Capital Expenditures Survey, Revised and Restated 2008, Table 4b; <http://www.census.gov/econ/aces/xls/2009/table4b.xls> (32) Data is for wireless telecommunications (except satellite). U.S. Census Bureau, and 2009 Annual Capital Expenditures Survey (released Feb. 8, 2011), Table 4a. [http://www.census.gov/econ/aces/xls/2009/full\\_report.html](http://www.census.gov/econ/aces/xls/2009/full_report.html) Table 4a (33) Pew Internet Project, "Internet, Broadband and cell phone statistics," January 5, 2010, [http://www.pewinternet.org/~media/Files/Reports/2010/PIP\\_December09\\_update.pdf](http://www.pewinternet.org/~media/Files/Reports/2010/PIP_December09_update.pdf). (34) For 2009 and 2010 data., Table 1a, NTIA/CPS surveys. (35) National DTH counts. (36) DBS subscriptions.

## URUGUAY

(1) Incl. data dedicated subscriptions. (2) Estimate by country. (3) Measurement unit: cómputo telefónico. A "cómputo" is equivalent to one minute in peak hours and to 5 minutes off-peak. Refers to local calls, doesn't include long distance. (4) Measurement unit: minutes. (5) Price of a call between 3-5 minutes. (6) Charge only for prepaid with no-kit (when subscriber brings the phone). (7) Excl. tax. (8) ADSL (ANTEL) per 60 hrs. connection, 400 Kbps download, 64 Kbps upload. (9) Los primeros 4 meses la tarifa es de 195. Impuestos incluídos (10) Source: ANTEL's financial statements. (11) Source: ANTEL's financial statements. Excl. LDI's revenue from LDI operators. (12) Incl. mobile and fixed services providers, excl. LDMS providers. (13) Population age 6+, in the last month. (14) Estimated based on Survey's results. Population age 6+. (15) Population age 6+.

## UZBEKISTAN

(1) Decrease was due to increase in tariff for international calls. (2) 180 free minutes included. (3) Price after the 180 minutes of free local calls included in the monthly subscription. (4) 0.02 - first. 0.01 - rest

## VANUATU

(1) Estimate based on Pacific Economic Survey 2008. (2) Refers to mid-year. (3) Pacific ICT Survey 2002. (4) TVL's Smile Rifil package incl. Vt 1000 credit. (5) Unlimited.

## VENEZUELA

(1) Change in currency. Data in Bolívares fuertes (BsF. = Bs/1000). (2) Preliminary. (3) Preliminary. Encuesta Trimestral Agregada. CONATEL. (4) Refers only to active Black Berry devices. (5) Refers only to use of mobile Internet via wireless devices (via UMTS among others). (6) Revised figure. Refers to total of fixed broadband and dial up subscriptions. (7) >=56Kbps (8) As of 2008, data meet Broadband definition (>=256kbps). (9) Weighted average according to data reported by operators. (10) CANTV only. (11) Total local traffic from fixed lines. (12) Revised figure. (13) Total traffic from mobile telephone lines. (14) Incl. LDI from mobile network. (15) Preliminary. Incl. LDI from mobile network. (16) Refers to all International traffic. (17) Excl. from public phones. (18) Preliminary. Excl. from public phones. (19) Refers to traffic coming from fixed lines only (mobile is not available). (20) CANTV staff only. (21) Permanent staff. (22) Permanent staff. All staff adds 41725. (23) Permanent staff. All staff adds 31797 (24) Permanent staff. All staff adds 33565. (25) Permanent staff. All staff adds 33752. (26) Includes 50 minutes local calls or surf on Internet. (27) Includes 50 minutes local calls or surf on Internet. (28) Bolívar fuerte. (29) Unlimited.

## VIET NAM

(1) Not including tax. (2) Rate up to the 200th minute. (3) GPC Vina Card. Sim card cost. (4) Color TV. (5) Census. (6) Only access via computer at home.

## VIRGIN ISLANDS (US)

(1) GDP at market prices.

## WALLIS AND FUTUNA

(1) Unlimited.

YEMEN

(1) Prepaid service. (2) Unlimited.

ZAMBIA

(1) Celtel only. (2) \$830 converted using IMF rate. (3) \$50 converted using IMF exchange rate. (4) Including posts. (5) Tangible fixed assets purchased, net of exchange losses capitalized.

ZIMBABWE

(1) 5500 worth of airtime is excluded from original price. (2) Including posts.

Source for all countries: ITU World Telecommunication/ICT Indicators database.

**ICT ACCESS AND USE BY HOUSEHOLDS AND INDIVIDUALS TABLES**

## ICT ACCESS AND USE BY HOUSEHOLDS AND INDIVIDUALS TABLES

The indicators in this section are useful to examine the actual access to and use of ICTs by households and individuals. They are presented in the form of tables and are broken down by socio-demographic variables that can be of help to examine the digital divide. Data are obtained from households surveys carried out by national statistical offices. These indicators correspond to those agreed under the framework of the *Partnership on Measuring ICT for Development*, of which ITU is a member. Readers can consult the *Manual for measuring ICT access and use by households and individuals* (<http://www.itu.int/ITU-D/ict/publications/hhmanual/2009/index.html>) in order to have a more complete description of these indicators.

### 1. COMPUTER ACCESS AND USE

#### 1.1 Households access to computer

##### 1.1.1 Households with a computer by urban/rural location and household composition

Refers to the proportion of households with a computer by household composition and urban/rural location. Definition of urban/rural varies across countries. Household composition refers to households with or without children under 15.

##### 1.1.2 Households with a computer by household size

Refers to the proportion of households with a computer by household size. The size of the household is broken-down into the following categories: households with one member, two members, three to five members, six to ten members, and more than 10 members.

#### 1.1 Individual use of computer

##### 1.2.1 Individuals who used a computer (from any location) in the last 12 months, by gender and urban/rural

Refers to the proportion of individuals who used a computer from any location in the last 12 months. The indicator in this table is presented as a proportion of the total individuals in the scope (\*) population and broken down by gender (proportion of in-scope female population and proportion of in-scope male population) and by urban/rural location of their household (proportion of in-scope urban population and proportion of in-scope rural population). The indicator is also presented broken down by male/female population living in urban areas and male/female population living in rural areas.

##### 1.2.2 Individuals who used a computer (from any location) in the last 12 months, by age and gender

Refers to the proportion of individuals who used a computer from any location in the last 12 months broken down by age and gender. Individuals are classified in four age groups: less than 15 years old (the starting age varies among countries, see "In-scope population for ICT usage indicators"), between 15 and 24 years old, between 25 and 74 years old, and more than 74 years old. The indicator is presented broken down by male/ female population within each age group. For European countries, ICT usage indicators are available for age groups 16 to 24 and 25 to 74. For a few of them, data for population under 16 and over 74 is available for this particular report (see table with in-scope population).

##### 1.2.3 Individuals who used a computer (from any location) in the last 12 months, by level of education

Refers to the proportion of individuals who used a computer from any location in the last 12 months broken down by level of education. Individuals are classified in three levels of education according to the maximum level attained or the level that they are currently attending (for those that are students). These levels are based on the UNESCO International Standard Classification of Education (ISCED97): primary and lower secondary education (including no formal education and pre-primary (ISCED 0, 1 and 2)), upper secondary or post-secondary non-tertiary (ISCED 3, 4) and tertiary education (ISCED 5, 6). For more information, see: [http://www.uis.unesco.org/ev.php?ID=3813\\_201&ID2=DO\\_TOPIC](http://www.uis.unesco.org/ev.php?ID=3813_201&ID2=DO_TOPIC)

## **2. INTERNET ACCESS AND USE**

### **2.1 Households access to Internet**

#### **2.1.1 Households with Internet access at home by urban/rural location and household composition**

Refers to the proportion of households with Internet access at home by household composition and urban/rural location. Definition of urban/rural varies across countries. Household composition refers to households with or without children under 15.

#### **2.1.2 Households with Internet by household size and by urban/rural location**

Refers to the proportion of households with Internet by household size and urban/rural location. Definition of urban/rural varies across countries. The size of the household is broken-down into the following categories: households with one member, two members, three to five members, six to ten members, and more than 10 members.

### **2.2 Individual use of Internet**

#### **2.2.1 Individuals who used the Internet (from any location) in the last 12 months, by gender and urban/rural location**

Refers to the proportion of individuals who used the Internet from any location in the last 12 months. The indicator in this table is presented broken down by gender (proportion of in-scope female population and proportion of in-scope male population) and by urban/rural location of their household (proportion of in-scope urban population and proportion of in-scope rural population). The indicator is also presented broken down by male/female population living in urban areas and male/female population living in rural areas.

#### **2.2.2 Individuals who used the Internet (from any location) in the last 12 months, by age and gender**

Refers to the proportion of individuals who used the Internet from any location in the last 12 months broken down by age and gender. Individuals are classified in four age groups: less than 15 years old (the starting age varies among countries, see "In-scope population for ICT usage indicators"), between 15 and 24 years old, between 25 and 74 years old, and more than 74 years old. The indicator is presented broken down by male/female population within each age group. For European countries, ICT usage indicators are available for age groups 16 to 24 and 25 to 74. For a few of them, data for population under 16 and over 74 is available for this particular report (see table with in-scope population).

#### **2.2.3 Individuals who used the Internet (from any location) in the last 12 months, by level of education**

Refers to the proportion of individuals who used the Internet from any location in the last 12 months broken down by level of education. Individuals are classified in three levels of education according to the maximum level attained or the level that they are currently attending (for those that are students). These levels are based on the UNESCO International Standard Classification of Education (ISCED97): primary and lower secondary education (including no formal education and pre-primary (ISCED 0, 1 and 2)), upper secondary or post-secondary non-tertiary (ISCED 3, 4) and tertiary education (ISCED 5, 6). For more information, see:

[http://www.uis.unesco.org/ev.php?ID=3813\\_201&ID2=DO\\_TOPIC](http://www.uis.unesco.org/ev.php?ID=3813_201&ID2=DO_TOPIC)

#### **2.2.4 Individuals who used the Internet (from any location) in the last 12 months, by labour force status**

Refers to the proportion of individuals who used the Internet from any location in the last 12 months broken down by labour force status. Individuals are classified in three categories: employed (includes the ICSE-93 categories: employees, employers, own account workers, members of producers' cooperatives and contributing family workers), unemployed and not in the labour force. For more information, see: International Labour Organisation (ILO) International Classification of Status in Employment (ICSE-93) <http://www.ilo.org/public/english/bureau/stat/class/icse.htm> and the *Manual for measuring ICT access and use by households and individuals* <http://www.itu.int/ITU-D/ict/publications/hhmanual/2009/index.html>.



### **2.2.5 Individuals who used the Internet in the last 12 months, by location of use.**

Refers to the proportion of Internet users who used the Internet at each location: at home, at work, at place of education, at another person's home, at community Internet access facility, at commercial Internet access facility, at any place via a mobile cellular telephone, at any place via other mobile access device. Definitions of each location can be found in the Manual for measuring ICT access and use by households and individuals <http://www.itu.int/ITU-D/ict/publications/hhmanual/2009/index.html>

## **3. MOBILE CELLULAR TELEPHONE USE**

### **3.1 Individuals who used a mobile cellular telephone in the last 12 months, by gender and urban/rural location**

Refers to the proportion of individuals who used a mobile cellular telephone in the last 12 months. The indicator in this table is presented as a proportion of the total individuals in the scope (\*) population and broken down by gender (proportion of in-scope female population and proportion of in-scope male population) and by urban/rural location of their household (proportion of in-scope urban population and proportion of in-scope rural population). The indicator is also presented broken down by male/female population living in urban areas and male/female population living in rural areas.

### **3.2 Individuals who used a mobile cellular telephone in the last 12 months, by age and gender**

Refers to the proportion of individuals who used a mobile cellular telephone in the last 12 months broken down by age and gender. Individuals are classified in four age groups: less than 15 years old (the starting age varies among countries, see "In-scope population for ICT usage indicators"), between 15 and 24 years old, between 25 and 74 years old, and more than 74 years old. The indicator is presented broken down by male/ female population within each age group. For European countries, ICT usage indicators are available for age groups 16 to 24 and 25 to 74. For a few of them, data for population under 16 and over 74 is available for this particular report (see table with in-scope population).

### **3.3 Individuals who used a mobile cellular telephone in the last 12 months, by level of education**

Refers to the proportion of individuals who used a mobile cellular telephone in the last 12 months broken down by level of education. Individuals are classified in three levels of education according to the maximum level attained or the level that they are currently attending (for those that are students). These levels are based on the UNESCO International Standard Classification of Education (ISCED97): primary and lower secondary education (including no formal education and pre-primary (ISCED 0, 1 and 2)), upper secondary or post-secondary non-tertiary (ISCED 3, 4) and tertiary education (ISCED 5, 6). For more information, see: [http://www.uis.unesco.org/ev.php?ID=3813\\_201&ID2=DO\\_TOPIC](http://www.uis.unesco.org/ev.php?ID=3813_201&ID2=DO_TOPIC)

### **3.4 Individuals who used a mobile cellular telephone in the last 12 months, by labour force status**

Refers to the proportion of individuals who used a mobile cellular telephone in the last 12 months broken down by labor force status. Individuals are classified in three categories: employed (includes the ICSE-93 categories: employees, employers, own account workers, members of producers' cooperatives and contributing family workers), unemployed and not in the labour force. For more information, see: International Labour Organisation (ILO) International Classification of Status in Employment (ICSE-93) <http://www.ilo.org/public/english/bureau/stat/class/icse.htm> and the *Manual for measuring ICT access and use by households and individuals* <http://www.itu.int/ITU-D/ict/publications/hhmanual/2009/index.html>.

\* Definition of in-scope population for each country is presented in table "In-scope population for ICT usage indicators".

## IN-SCOPE POPULATION FOR ICT USAGE INDICATORS

Country	In-scope population for ICT usage questions
Australia	Population age 15+
Austria	Population age 16-74
Azerbaijan	Population age 7+
Bahrain	Not available
Belarus	Population age 16+
Belgium	Population age 16-74
Brazil	Population age 10+
Bulgaria	Population age 16-74
Canada	Population age 16+
Chile	Population age 5+
Colombia	Population age 5+
Costa Rica	Population age 5+
Croatia	Population age 16-74
Cyprus	Population age 16-74
Czech Republic	Population age 16-74
Denmark	Population age 16-74
Ecuador	Population age 5+
Egypt	Population age 6+
El Salvador	Population age 10+
Estonia	Population age 16-74
Finland	Population age 16-74
France	Population age 16-74
Germany	Population age 16-74 (population 10+ for reports showing age groups)
Greece	Population age 16-74
Honduras	Population age 5+
Hong Kong, China	Population age 10+
Hungary	Population age 16-74
Iceland	Population age 16-74
Indonesia	All population (at least the denominator)
Iran	All population
Ireland	Population age 16-74
Israel	Population age 20+
Italy	Population age 16-74 (all population for reports showing age groups)
Japan	Population age 6+
Jordan	Population age 5+
Korea (Rep.)	Population age 3+
Latvia	Population age 16-74
Lithuania	Population age 16-74 (population 12-74 for reports showing age groups)
Luxembourg	Population age 16-74
Macao, China	Population age 3+
Malta	Population age 16-74
Mauritius	Population age 5+ (as of 2010), Population 12+ (before 2010)
Mexico	Population age 6+
Moldova	Population age 16-74
Morocco	Population age 12-65
Netherlands	Population age 16-74 (population 12-74 for reports showing age groups)
New Zealand	Population age 15+
Norway	Population age 16-74 (population 16+ for reports showing age groups)
Palestinian Authority	Population age 10+
Paraguay	Population age 10+

Country	In-scope population for ICT usage questions
Peru	Population age 6+
Poland	Population age 16-74
Portugal	Population age 16-74
Qatar	Population age 18+
Romania	Population age 16-74
Russia	Population age 16-74
Senegal	Population age 12+
Serbia	Population age 16-74
Singapore	Population age 7+
Slovak Republic	Population age 16-74 (population 12+ for reports showing age groups)
Slovenia	Population age 16-74 (population 10-74 for reports showing age groups)
Spain	Population age 16-74 (population 16+ for reports showing age groups)
Sweden	Population age 16-74
Switzerland	Population age 14+
TFYR Macedonia	Population age 16-74
Thailand	Population age 6+
Turkey	Population age 16-74
Ukraine	All population
United Arab Emirates	Population age 15+
United Kingdom	Population age 16-74 (population 16+ for reports showing age groups)
United States	Population age 3+
Uruguay	Population age 6+

### 1.1.1 Households with a computer by urban/rural location and household composition (%)

Country name	Latest year	All households (HH4)	Urban household			Rural household		
			Total	with children under 15	without children under 15	Total	with children under 15	without children under 15
Algeria	2009	18.1	22.8	...	...	6.9	...	...
Armenia	2009	15.4	21.4	22.7	20.4	3.7	4.8	2.9
Australia	2009	78.1	80.8	92.3	76.1	73.6	88.8	68.1
Austria	2009	74.5	...	...	...	...	...	...
Azerbaijan	2010	30.3	47.2	...	...	9.8	...	...
Belarus	2010	40.9	47.0	69.5	35.1	24.4	51.2	14.6
Belgium	2009	71.1	...	...	...	...	...	...
Bhutan	2008	4.7	11.6	...	...	1.8	...	...
Brazil	2010	34.9	39.2	42.5	35.8	12.3	14.3	9.6
Bulgaria	2009	31.7	...	...	...	...	...	...
Cambodia	2008	3.7	15.8	...	...	1.0	...	...
Canada	2009	81.7	82.6	95.8	79.0	74.4	91.7	69.5
Cayman Islands	2008	66.3	...	...	...	...	...	...
Chile	2009	43.9	47.8	53.6	42.4	17.9	23.6	12.6
Colombia	2010	26.1	32.5	...	...	4.0	...	...
Costa Rica	2010	41.3	50.2	51.8	48.8	26.3	27.8	24.3
Croatia	2009	54.7	...	...	...	...	...	...
Cyprus	2009	61.2	...	...	...	...	...	...
Czech Republic	2009	59.6	...	...	...	...	...	...
Denmark	2009	86.2	...	...	...	...	...	...
Ecuador	2010	27.0	35.9	36.3	35.6	8.0	9.6	6.4
Egypt	2009	31.3	40.8	42.9	37.9	23.6	23.9	22.6
El Salvador	2010	13.3	19.0	17.5	21.0	2.4	2.5	2.1
Estonia	2009	65.1	...	...	...	...	...	...
Finland	2009	80.1	...	...	...	...	...	...
France	2009	69.2	...	...	...	...	...	...
Georgia	2010	18.2	32.6	...	...	3.8	...	...
Germany	2009	84.1	...	...	...	...	...	...
Greece	2009	47.3	...	...	...	...	...	...
Honduras	2008	11.1	19.1	18.4	20.7	3.2	3.1	3.5
Hong Kong, China	2010	77.9	...	...	...	...	...	...
Hungary	2009	63.0	...	...	...	...	...	...
Iceland	2009	92.5	...	...	...	...	...	...
Indonesia	2010	10.8	18.5	18.4	18.7	3.2	3.4	2.7
Iran (I.R.)	2009	30.2	38.6	...	...	10.6	...	...
Ireland	2009	72.8	...	...	...	...	...	...
Israel	2009	74.5	73.7	84.2	66.0	89.9	93.2	86.0
Italy	2009	61.3	...	...	...	...	...	...
Jamaica	2009	18.6	26.3	30.3	22.2	10.0	12.0	7.9
Japan	2010	83.4	86.8	...	...	81.4	...	...
Korea (Rep.)	2009	81.4	84.1	99.2	76.4	70.9	98.8	57.6
Latvia	2009	60.1	...	...	...	...	...	...
Liberia	2009	1.0	2.1	...	...	0.1	...	...
Lithuania	2010	59.2	66.3	89.5	57.3	44.5	74.2	33.5
Luxembourg	2009	87.9	...	...	...	...	...	...
Macao, China	2009	78.8	...	...	...	...	...	...
Madagascar	2010	1.4	3.6	...	...	0.6	...	...
Malta	2009	67.4	...	...	...	...	...	...
Mauritius	2010	37.7	...	...	...	...	...	...
Mexico	2010	29.8	...	...	...	...	...	...
Moldova	2009	33.0	49.5	61.0	44.0	20.0	26.3	16.8
Monaco	2008	65.5	...	...	...	...	...	...
Mongolia	2010	22.3	34.2	34.9	33.0	7.7	9.3	4.9
Morocco	2010	34.2	48.2	50.6	46.0	8.4	7.3	10.1
Nepal	2008	3.1	13.2	...	...	1.1	...	...
Netherlands	2009	90.8	...	...	...	...	...	...
New Zealand	2009	80.3	80.0	87.3	76.7	82.1	89.7	77.9
Nicaragua	2009	6.8	10.9	10.0	12.9	0.5	0.3	1.4
Niger	2008	0.4	2.6	...	...	-	...	...
Norway	2009	87.6	...	...	...	...	...	...

### 1.1.1 Households with a computer by urban/rural location and household composition (%)

Country name	Latest year	All households (HH4)	Urban household			Rural household		
			Total	with children under 15	without children under 15	Total	with children under 15	without children under 15
Palestinian Authority	2009	49.2	50.2	53.0	41.5	46.4	50.6	32.0
Paraguay	2008	13.9	20.3	19.2	22.0	4.7	4.7	...
Peru	2008	18.0	24.1	22.9	25.9	1.6	1.6	1.5
Philippines	2009	11.1	...	...	...	...	...	...
Poland	2009	66.1	...	...	...	...	...	...
Portugal	2009	56.0	...	...	...	...	...	...
Puerto Rico	2010	55.0	...	...	...	...	...	...
Qatar	2010	89.3	...	...	...	...	...	...
Romania	2009	45.7	...	...	...	...	...	...
Senegal	2009	5.1	7.9	7.4	9.2	2.4	1.9	7.2
Serbia	2009	46.8	...	...	...	...	...	...
Singapore	2010	84.0	...	...	...	...	...	...
Slovak Republic	2009	64.0	...	...	...	...	...	...
Slovenia	2009	71.2	...	...	...	...	...	...
Spain	2009	66.3	...	...	...	...	...	...
Suriname	2008	26.0	26.0	24.4	27.6	...	...	...
Sweden	2009	87.5	...	...	...	...	...	...
TFYR Macedonia	2009	54.1	...	...	...	...	...	...
Thailand	2010	22.8	37.0	42.4	33.6	15.8	17.3	14.2
Turkey	2010	44.2	52.9	...	...	22.4	...	...
Ukraine	2009	25.2	...	...	...	...	...	...
United Arab Emirates	2008	74.0	...	...	...	...	...	...
United Kingdom	2009	81.2	...	...	...	...	...	...
Uruguay	2009	47.6	...	...	...	...	...	...



### 1.1.2 Households with a computer by household size (%)

	Latest year	Household size (number of members)				
		1 member	2 members	3-5 members	6-10 members	More than 10 members
Australia	2009	54.6	85.2 <sup>1</sup>	...	...	...
Azerbaijan	2010	11.6	24.8	28.6	11.8	...
Brazil	2010	14.2	22.3	40.7	34.7	23.8
Cambodia	2008	2.4	2.0	3.1	5.1	15.3
Costa Rica	2010	22.0	32.8	47.4	40.3	6.2
Ecuador	2010	9.3	20.2	33.6	24.4	26.1
El Salvador	2009	3.9	10.3	15.2	10.0	3.0
Honduras	2008	5.3	7.9	13.4	9.7	4.8
Hong Kong, China	2009	35.9	64.7	93.1	94.4	...
Israel	2009	49.8	67.2	87.3	77.4	...
Japan	2009	73.5	73.8	91.9	93.7	...
Korea (Rep.)	2009	59.6	62.3	97.8	99.2	...
Macao, China	2009	49.4	65.9	89.7	90.1	...
Mauritius	2008	5.9	14.6	35.8	34.5	35.5
Moldova	2009	8.8	25.2	50.8	27.7	...
New Zealand	2009	52.5	82.0	90.4	84.8	100.0
Nicaragua	2009	3.5	6.5	7.8	5.5	7.5
Niger	2008	...	...	0.3	0.5	0.4
Palestinian Authority	2009	7.5	25.7	47.2	56.9	50.0
Paraguay	2008	...	10.0	5.3	42.2	...
Peru	2008	4.2	5.8	10.3	9.1	2.7
Thailand	2010	12.4	14.4	27.4	29.9	38.9
Uruguay	2009	18.4	34.8	65.7	73.7	72.2

Note: (1) Comprise family or groups household with two or more people.

### 1.2.1 Individuals who used a computer (from any location) in the last 12 months, by gender and urban/rural location (%)

Country name	Latest year	(HH5)	Gender		Total	Urban		Total	Rural	
			Male	Female		Male	Female		Male	Female
Austria	2009	76.5	81.2	71.8	...	...	...	...	...	...
Azerbaijan	2010	38.0	46.6	29.5	49.9	62.1	38.2	24.5	29.5	19.6
Bahrain	2008	72.0	75.0	67.9	...	...	...	...	...	...
Belgium	2009	77.0	80.8	73.3	...	...	...	...	...	...
Brazil	2010	44.1	44.7	43.6	48.7	50.3	47.3	19.9	18.4	21.6
Bulgaria	2009	47.0	48.7	45.3	...	...	...	...	...	...
Chile	2009	42.8	44.9	40.8	46.0	48.6	43.6	20.9	20.9	20.9
Colombia	2010	43.1	43.5	42.8	...	...	...	...	...	...
Costa Rica	2008	42.6 <sup>1</sup>	44.2 <sup>1</sup>	41.1 <sup>1</sup>	52.5 <sup>1</sup>	55.3 <sup>1</sup>	50.0 <sup>1</sup>	28.1 <sup>1</sup>	28.7 <sup>1</sup>	27.5 <sup>1</sup>
Croatia	2009	53.3	57.4	49.6	...	...	...	...	...	...
Cyprus	2009	54.7	58.3	51.5	...	...	...	...	...	...
Czech Republic	2009	67.5	69.5	65.5	...	...	...	...	...	...
Denmark	2009	87.9	88.7	87.1	...	...	...	...	...	...
Ecuador	2010	37.5	38.5	36.4	45.5	47.3	43.8	21.5	22.0	20.9
Egypt	2009	26.6	28.8	24.3	34.2	36.5	31.9	20.4	22.7	18.1
El Salvador	2010	17.2	17.8	16.6	23.9	25.2	22.7	6.0	6.3	5.6
Estonia	2009	72.5	72.1	72.8	...	...	...	...	...	...
Finland	2009	85.3	85.1	85.4	...	...	...	...	...	...
France	2009	74.3	74.3	74.3	...	...	...	...	...	...
Germany	2009	82.8	86.1	79.5	...	...	...	...	...	...
Greece	2009	49.0	53.1	45.1	...	...	...	...	...	...
Hong Kong, China	2009	70.2	73.6	67.0	...	...	...	...	...	...
Hungary	2009	64.8	66.3	63.5	...	...	...	...	...	...
Iceland	2009	94.0	95.3	92.7	...	...	...	...	...	...
Ireland	2009	69.7	68.0	71.4	...	...	...	...	...	...
Israel	2009	67.6	70.5	64.9	66.7	69.8	63.8	79.1	79.0	79.1
Italy	2009	51.4	56.7	46.2	...	...	...	...	...	...
Japan	2010	67.4	72.1	62.8	72.2	76.3	68.3	65.0	70.1	60.1
Korea (Rep.)	2009	82.9	86.9	78.8	85.4	88.9	81.9	71.9	78.5	65.0
Latvia	2009	67.5	68.1	67.0	...	...	...	...	...	...
Lithuania	2010	65.4	66.2	64.8	70.9	72.7	69.5	53.8	53.8	53.8
Luxembourg	2009	88.5	93.5	83.5	...	...	...	...	...	...
Macao, China	2009	56.3	60.0	52.9	...	...	...	...	...	...
Malta	2009	61.0	62.5	59.4	...	...	...	...	...	...
Mauritius	2010	51.3	54.9	47.8	...	...	...	...	...	...
Mexico	2010	40.1	42.2	38.2	...	...	...	...	...	...
Moldova	2009	42.0	...	...	...	...	...	...	...	...
Morocco	2010	50.9	63.6	38.7	62.3	75.3	49.7	33.9	46.0	21.9
Netherlands	2009	90.7	93.5	88.0	...	...	...	...	...	...
New Zealand	2009	82.6	82.5	82.7	82.8	83.2	82.3	81.6	77.6	85.1
Norway	2009	92.7	95.5	89.8	...	...	...	...	...	...
Palestinian Authority	2009	57.1	62.9	51.3	58.2	64.0	52.2	54.3	59.8	48.9
Poland	2009	62.5	64.6	60.7	...	...	...	...	...	...
Portugal	2009	53.9	58.8	49.1	...	...	...	...	...	...
Puerto Rico	2010	65.0	...	...	...	...	...	...	...	...
Qatar	2010	84.6	86.3	81.2	...	...	...	...	...	...
Romania	2009	43.5	45.2	41.9	...	...	...	...	...	...
Russia	2009	52.8	57.1	49.6	58.4	61.5	56.1	37.7	45.5	31.4
Senegal	2009	29.9	30.6	29.3	58.1	58.0	58.2	13.0	13.8	12.4
Serbia	2009	52.0	55.4	48.8	...	...	...	...	...	...
Singapore	2009	69.7	74.1	65.8	...	...	...	...	...	...
Slovak Republic	2009	78.1	79.7	76.5	...	...	...	...	...	...
Slovenia	2009	67.4	69.1	65.6	...	...	...	...	...	...
Spain	2009	65.8	68.7	62.9	...	...	...	...	...	...
Sweden	2009	91.8	91.7	91.8	...	...	...	...	...	...
TFYR Macedonia	2009	57.5	60.2	54.9	...	...	...	...	...	...
Thailand	2010	30.9	31.1	30.8	43.4	44.4	42.5	25.2	25.2	25.2
Turkey	2010	41.0	51.4	31.0	48.4	59.2	37.9	23.5	32.8	14.6
United Arab Emirates	2008	74.0	...	...	...	...	...	...	...	...
United Kingdom	2009	85.9	87.7	84.2	...	...	...	...	...	...
Uruguay	2009	48.9	50.2	47.7	...	...	...	...	...	...

Note: Age scope of population varies across countries. See table on "in-scope population". (1) In the last 3 months.

## 1.2.2 Individuals who used a computer (from any location) in the last 12 months, by age and gender (%)

Country name	Latest year	Age less than 15			Age 15-24			Age 25-74			Age 74+		
		Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
Austria	2009	...	...	...	98.3	98.7	98.0	72.7	...	...	...	...	...
Azerbaijan	2010	35.7	35.4	36.2	81.9	92.8	70.3	25.9	37.3	15.6	...	...	...
Bahrain	2008	...	...	...	75.2	78.4	71.6	...	...	...	...	...	...
Belgium	2009	...	...	...	96.3	96.0	96.6	73.6	...	...	...	...	...
Brazil	2010	73.8	75.1	72.5	67.4	69.3	65.7	31.1	30.7	31.5	1.9	1.8	1.9
Bulgaria	2009	...	...	...	82.8	83.1	82.4	40.6	...	...	...	...	...
Chile	2009	43.5	44.3	42.8	73.1	73.6	72.6	35.7	37.9	33.7	5.3	6.9	4.2
Costa Rica	2008	56.5	56.4	56.5	61.2	59.7	62.9	32.8	35.1	30.8	5.1	7.1	3.5
Croatia	2009	...	...	...	91.9	91.0	93.0	45.9	...	...	...	...	...
Cyprus	2009	...	...	...	92.4	88.8	96.3	48.0	...	...	...	...	...
Czech Republic	2009	...	...	...	93.9	94.0	93.7	62.9	...	...	...	...	...
Denmark	2009	...	...	...	98.1	99.6	96.6	86.2	...	...	...	...	...
Ecuador	2010	53.5	53.2	53.8	61.8	60.4	63.3	24.5	25.6	23.4	1.6	2.3	1.0
El Salvador	2010	9.9	9.5	10.2	36.5	36.6	36.4	14.5	16.1	13.2	1.0	0.7	1.2
Estonia	2009	...	...	...	98.3	97.5	99.0	66.8	...	...	...	...	...
Finland	2009	...	...	...	100.0	100.0	100.	82.7	...	...	...	...	...
France	2009	...	...	...	94.6 <sup>1</sup>	93.9 <sup>1</sup>	95.3	68.1 <sup>1</sup>	...	...	...	...	...
Germany	2009	99.3	...	...	98.7	98.9	98.5	80.3	...	...	20.2	...	...
Greece	2009	...	...	...	89.4	90.6	88.2	42.7	...	...	...	...	...
Hong Kong, China	2009	99.4	99.6	99.2	99.4	99.3	99.5	68.1	71.5	64.9	3.3	5.7	1.6
Hungary	2009	...	...	...	93.7	94.5	92.9	59.9	...	...	...	...	...
Iceland	2009	...	...	...	99.4	99.5	99.4	92.8	...	...	...	...	...
Ireland	2009	...	...	...	89.8	88.1	91.4	65.7	...	...	...	...	...
Israel	2009	...	...	...	88.5	87.3	89.7	68.6	71.3	66.0	16.4	20.2	13.6
Italy	2009	69.6	...	...	82.0	82.8	81.1	47.2	...	...	2.4	...	...
Japan	2010	65.1	66.0	64.3	86.0	85.8	86.2	71.1	75.4	66.8	20.6	26.3	17.1
Korea (Rep.)	2009	94.1	94.2	94.0	99.9	99.9	99.9	80.7	85.1	76.3	11.7	15.3	9.8
Latvia	2009	100.0	...	...	97.3	97.2	97.4	61.0	...	...	...	...	...
Lithuania	2010	98.5	98.7	98.4	96.5	96.2	96.8	56.0	56.1	56.0	...	...	...
Luxembourg	2009	...	...	...	99.6	100.0	99.2	86.7	...	...	...	...	...
Macao, China	2009	69.9	71.4	68.2	95.0	94.5	95.4	49.3	53.2	45.9	6.8	12.8	1.8
Malta	2009	...	...	...	94.2	92.8	95.8	54.3	...	...	...	...	...
Mauritius	2010	76.9	76.6	77.2	85.9	84.1	87.8	37.8	42.9	33.0	1.3	2.7	0.5
Mexico	2010	54.1	53.4	54.7	64.1	64.4	63.8	28.2	31.0	25.7	1.5	2.4	0.8
Morocco	2010	67.8	58.2	75.9	75.5	90.1	59.5	38.8	53.5	24.9	...	...	...
Netherlands	2009	100.0	...	...	99.6	99.1	100.	89.2	...	...	...	...	...
New Zealand	2009	...	...	...	96.4	96.1	97.0	83.9	82.7	85.1	30.0	37.1	24.6
Norway	2009	...	...	...	99.3	100.0	98.6	91.5	...	...	30.9	...	...
Palestinian Authority	2009	84.5	84.7	84.3	79.0	82.9	74.9	35.5	44.0	26.8	0.6	1.3	-
Poland	2009	...	...	...	96.9	97.3	96.5	55.8	...	...	...	...	...
Portugal	2009	...	...	...	94.7	95.6	93.8	47.4	...	...	...	...	...
Qatar	2010	...	...	...	95.1	93.0	98.2	82.1	84.9	76.0	...	...	...
Romania	2009	...	...	...	75.3	73.5	77.2	36.4	...	...	...	...	...
Russia	2009	...	...	...	93.0	93.8	92.4	44.6	48.8	41.4	...	...	...
Senegal	2009	24.4	25.0	23.8	35.3	40.6	31.1	33.6	33.1	34.0	26.6	21.7	33.4
Serbia	2009	...	...	...	89.9	86.3	93.6	44.0	...	...	...	...	...
Singapore	2009	98.9	98.7	99.0	97.1	97.5	96.6	62.5	67.4	58.3	3.4	7.9	-
Slovak Republic	2009	100.0	...	...	97.6	97.4	97.7	74.0	...	...	6.5	...	...
Slovenia	2009	100.0	...	...	98.0	98.7	97.3	62.3	...	...	...	...	...
Spain	2009	...	...	...	95.2	94.0	96.5	61.3	...	...	3.7	...	...
Sweden	2009	...	...	...	99.4	99.7	99.2	90.3	...	...	...	...	...
TFYR Macedonia	2009	...	...	...	91.4	92.7	90.0	48.8	...	...	...	...	...
Thailand	2010	71.8	71.6	72.0	57.1	54.0	60.4	17.0	17.0	17.1	0.3	0.6	0.1
Turkey	2010	...	...	...	67.2	80.5	54.8	34.2	43.9	24.6	...	...	...
United Kingdom	2009	...	...	...	97.4	96.7	98.0	83.7	...	...	20.2	...	...
Uruguay	2009	83.0	82.8	83.2	70.1	69.1	71.1	39.8	39.6	39.9	3.6	5.4	2.6

Note: Age scope of population varies across countries. See table on "in-scope population". (1) In the last 3 months.

### 1.2.3. Individuals who used a computer (from any location) in the last 12 months, by level of education (%)

Country name	Latest year	Primary and lower secondary education (ISCED 0,1,2)	Upper secondary or post-secondary non-tertiary (ISCED 3,4)	Tertiary education (ISCED 5,6)
Austria	2009	52.7	79.8	96.2
Azerbaijan	2010	30.2	50.4	48.1
Bahrain	2008	68.4	...	...
Belgium	2009	56.6	83.2	95.1
Brazil	2010	29.5	60.7	82.7
Bulgaria	2009	18.9	49.2	82.3
Costa Rica	2008	29.3	60.6	88.1 <sup>1</sup>
Croatia	2009	25.3	65.9	85.9
Cyprus	2009	24.1	56.3	85.5
Czech Republic	2009	49.9	66.5	95.5
Denmark	2009	78.9	90.5	96.9
Ecuador	2010	24.3	48.8	81.9
El Salvador	2010	3.2	18.5	28.0
Estonia	2009	58.6	70.8	85.2
Finland	2009	70.1	86.8	97.0
France	2009	59.6 <sup>2</sup>	91.2 <sup>2</sup>	94.1 <sup>2</sup>
Germany	2009	71.7	83.6	93.1
Greece	2009	19.5	62.9	81.4
Hong Kong, China	2009	43.1	87.8	97.2
Hungary	2009	41.9	79.0	88.3
Iceland	2009	88.6	95.7	98.3
Ireland	2009	40.1	78.6	93.8
Israel	2009	44.0	78.2	89.5
Italy	2009	28.9	71.3	85.4
Korea (Rep.)	2009	65.3	90.5	99.1
Latvia	2009	54.1	64.0	88.4
Luxembourg	2009	78.5	93.9	98.9
Macao, China	2009	43.4	66.9	92.1
Malta	2009	42.9	89.6	96.5
Mauritius	2010	34.2	56.9	75.7
Moldova	2009	17.3	35.0	80.0
Netherlands	2009	78.2	95.9	98.5
New Zealand	2009	67.8	89.1	93.5
Norway	2009	86.7	91.5	98.6
Palestinian Authority	2009	37.3	22.5	58.5
Poland	2009	41.8	60.8	92.2
Portugal	2009	38.6	92.5	95.7
Romania	2009	22.1	48.4	91.6
Senegal	2009	47.0	86.1	93.8
Serbia	2009	30.6	65.9	78.3
Singapore	2009	53.6	93.3	98.7
Slovak Republic	2009	...	76.0	94.6
Slovenia	2009	42.9	68.2	95.1
Spain	2009	41.4	85.3	93.2
Sweden	2009	79.7	92.9	98.3
TFYR Macedonia	2009	32.8	64.5	84.6
Thailand	2010	24.2	44.0	85.0
United Kingdom	2009	57.3	90.2	97.7
Uruguay	2009	34.8	66.7	86.9

Note: Age scope of population varies across countries. See table on "in-scope population". (1) Inc. also post-secondary non tertiary. (2) In the last 3 months.

### 2.1.1 Households with Internet access at home by urban/rural location and household composition (%)

Country name	Latest year	All households (HH6)	Urban household			Rural household		
			Total	with children under 15	without children under 15	Total	with children under 15	without children under 15
Algeria	2009	7.2	9.7	...	...	1.2	...	...
Armenia	2009	9.5	13.6	13.5	13.8	1.4	13.5	0.9
Australia	2009	71.8	75.6	88.3	70.5	65.3	88.3	59.2
Austria	2009	69.8	...	...	...	...	...	...
Azerbaijan	2010	45.1	58.2	...	...	29.2	...	...
Belarus	2010	31.3	38.1	52.7	31.2	13.1	52.7	8.5
Belgium	2009	67.4	...	...	...	...	...	...
Bhutan	2008	2.8	...	...	...	...	...	...
Brazil	2010	27.1	31.2	32.5	29.7	5.6	32.5	4.4
Bulgaria	2009	29.6	...	...	...	...	...	...
Cambodia	2008	0.2	0.9	...	...	0.1	...	...
Canada	2009	77.8	79.2	93.7	75.3	66.6	93.7	61.1
Cayman Islands	2008	61.2	...	...	...	...	...	...
Chile	2009	31.3	34.9	36.9	33.0	7.5	36.9	5.9
Colombia	2010	19.3	24.4	...	...	1.6	...	...
Costa Rica	2010	24.1	31.9	29.8	33.7	10.9	29.8	11.4
Croatia	2009	50.0	...	...	...	...	...	...
Cyprus	2009	52.8	...	...	...	...	...	...
Czech Republic	2009	54.2	...	...	...	...	...	...
Denmark	2009	82.5	...	...	...	...	...	...
Ecuador	2010	11.5	16.4	13.9	18.4	1.2	13.9	1.3
Egypt	2009	25.3	33.4	34.3	32.3	18.7	34.3	18.5
El Salvador	2010	8.0	11.8	10.1	14.1	0.9	10.1	0.8
Estonia	2009	63.0	...	...	...	...	...	...
Finland	2009	77.8	...	...	...	...	...	...
France	2009	63.0	...	...	...	...	...	...
Germany	2009	79.1	...	...	...	...	...	...
Greece	2009	38.1	...	...	...	...	...	...
Honduras	2008	4.2	7.9	4.8	14.3	0.5	4.8	1.2
Hong Kong, China	2010	76.4	...	...	...	...	...	...
Hungary	2009	55.1	...	...	...	...	...	...
Iceland	2009	89.6	...	...	...	...	...	...
Indonesia	2009	2.7	5.1	4.8	5.6	0.5	4.8	0.5
Iran (I.R.)	2009	18.2	23.9	...	...	4.9	...	...
Ireland	2009	66.7	...	...	...	...	...	...
Israel	2009	66.3	65.3	72.2	60.2	85.4	72.2	80.7
Italy	2009	53.5	...	...	...	...	...	...
Jamaica	2009	9.8	15.6	17.4	13.7	3.5	17.4	3.1
Japan	2010	81.3	85.1	...	...	79.0	...	...
Korea (Rep.)	2009	95.9	97.0	100.0	95.5	91.5	100.0	87.4
Latvia	2009	58.0	...	...	...	...	...	...
Lithuania	2010	60.6	67.3	89.5	58.8	46.6	89.5	37.2
Luxembourg	2009	87.2	...	...	...	...	...	...
Macao, China	2009	75.4	...	...	...	...	...	...
Malta	2009	64.4	...	...	...	...	...	...
Mauritius	2010	29.0	...	...	...	...	...	...
Mexico	2010	22.2	...	...	...	...	...	...
Moldova	2009	27.0	47.0	...	...	11.2	...	...
Monaco	2008	57.2	...	...	...	...	...	...
Mongolia	2010	7.7	13.1	12.9	13.4	1.1	12.9	0.9
Morocco	2010	25.5	35.5	36.0	35.1	7.0	36.0	5.7
Netherlands	2009	89.7	...	...	...	...	...	...
New Zealand	2009	75.3	75.1	81.6	72.2	76.4	81.6	72.4
Nicaragua	2009	2.0	3.1	2.1	5.5	0.2	2.1	0.8
Niger	2008	0.1	0.5	...	...	-	...	...
Norway	2009	85.6	...	...	...	...	...	...
Palestinian Authority	2009	28.5	30.1	29.7	31.5	23.9	29.7	18.3
Paraguay	2008	5.8	9.2	8.4	10.5	...	8.4	...
Peru	2008	8.8	12.0	10.0	15.1	0.1	10.0	0.1
Poland	2009	58.6	...	...	...	...	...	...



### 2.1.1 Households with Internet access at home by urban/rural location and household composition (%)

Country name	Latest year	All households (HH6)	Urban household			Rural household		
			Total	with children under 15	without children under 15	Total	with children under 15	without children under 15
Portugal	2009	47.9	...	...	...	...	...	...
Puerto Rico	2010	50.0	...	...	...	...	...	...
Qatar	2010	84.0	...	...	...	...	...	...
Romania	2009	37.9	...	...	...	...	...	...
Senegal	2009	4.0	6.7	5.3	10.1	1.5	5.3	3.2
Serbia	2009	36.7	...	...	...	...	...	...
Singapore	2010	81.7	...	...	...	...	...	...
Slovak Republic	2009	62.2	...	...	...	...	...	...
Slovenia	2009	63.9	...	...	...	...	...	...
South Africa	2010	10.1	...	...	...	...	...	...
Spain	2009	54.0	...	...	...	...	...	...
Suriname	2008	9.0	9.0	6.1	11.9	...	6.1	...
Sweden	2009	86.0	...	...	...	...	...	...
TFYR Macedonia	2009	41.8	...	...	...	...	...	...
Thailand	2010	11.4	23.7	24.9	22.9	5.4	24.9	5.6
Turkey	2010	41.6	48.7	...	...	24.0	...	...
Ukraine	2009	15.6	...	...	...	...	...	...
United Arab	2008	66.0	...	...	...	...	...	...
United Kingdom	2009	76.7	...	...	...	...	...	...
United States	2009	68.7	70.0	...	...	63.4	...	...
Uruguay	2009	27.7	...	...	...	...	...	...

## 2.1.2 Households with Internet by household size distribution and urban/rural (1 to 5 members ) (%)

Country name	Latest year	Household size (number of members)								
		1 member			2 members			3-5 members		
		Total	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural
Australia	2009	45.5	51.6	36.1	79.6 <sup>1</sup>	82.4 <sup>1</sup>	74.8 <sup>1</sup>	...	...	...
Azerbaijan	2010	34.4	37.1	27.7	38.2	49.5	20.5	62.4	74.7	46.6
Brazil	2010	10.6	12.3	0.4	18.2	20.5	4.2	31.6	36.2	6.7
Cambodia	2008	0.3	1.3	0.1	0.2	0.8	0.1	0.2	0.7	0.1
Costa Rica	2010	14.7	19.1	6.6	21.1	28.1	8.1	27.2	35.9	12.8
Ecuador	2010	4.8	7.1	0.3	9.7	13.8	0.7	14.2	19.2	1.7
El Salvador	2010	3.1	4.4	0.4	6.8	9.7	0.2	9.7	13.8	1.0
Honduras	2008	20.7	32.8	4.4	10.3	17.7	0.9	3.2	5.7	0.3
Israel	2009	45.2	44.6	...	61.2	60.8	74.1	79.9	79.1	93.4
Korea (Rep.)	2009	85.8	89.1	75.1	94.6	96.0	89.9	99.9	99.9	99.6
Macao, China	2009	43.2	...	...	61.6	...	...	87.0	...	...
Mauritius	2010	3.5	...	...	15.4	...	...	34.4	...	...
New Zealand	2009	46.2	46.8	41.2	77.7	77.2	80.7	86.0	85.8	88.1
Nicaragua	2009	1.8	2.0	1.3	3.3	4.6	...	2.2	3.4	0.3
Niger	2008	-	-	-	-	-	-	0.2	1.1	-
Palestinian	2009	5.4	5.1	6.1	16.0	18.9	7.1	29.8	32.2	21.8
Paraguay	2008	...	...	...	...	...	...	6.5	10.1	...
Senegal	2009	6.0	7.7	-	6.3	8.3	-	4.8	6.2	2.0
South Africa	2010	5.9	...	...	...	14.8	...	12.5	...	...
Thailand	2010	6.9	11.4	3.4	7.3	14.0	3.6	13.5	30.6	6.2
Uruguay	2009	13.7	...	...	25.1	...	...	36.7	...	...

Note: (1) Comprise family or groups household with two or more people.

## 2.1.2 Households with Internet by household size distribution and urban/rural (6 members and more) (%)

Country name	Latest year	Household size (number of members)					
		6-10 members			More than 10 members		
		Total	Urban	Rural	Total	Urban	Rural
Australia	2009	...	...	...	...	...	...
Azerbaijan	2010	21.0	38.8	6.5	...	...	...
Brazil	2010	26.1	31.5	4.9	13.8	21.5	-
Cambodia	2008	0.3	1.0	0.1	1.3	3.0	0.1
Costa Rica	2010	20.8	28.7	9.1	-	-	-
Ecuador	2010	9.2	15.3	1.0	3.8	7.6	-
El Salvador	2010	6.1	10.6	1.1	1.3	3.1	0.4
Honduras	2008	0.3	0.7	0.1	-	-	-
Israel	2009	57.8	56.4	78.9	...	...	...
Korea (Rep.)	2009	100.0	100.0	100.0	...	...	...
Macao, China	2009	87.7	...	...	...	...	...
Mauritius	2010	36.1	...	...	16.2	...	...
New Zealand	2009	77.2	76.8	70.0	100.0	50.0	...
Nicaragua	2009	1.1	2.2	...	1.0	2.3	...
Niger	2008	-	-	-	0.1	0.6	-
Palestinian Authority	2009	31.2	32.8	27.3	26.7	23.5	35.5
Paraguay	2008	5.9	10.1	...	...	...	...
Senegal	2009	3.9	6.8	1.4	3.1	6.5	1.6
South Africa	2010	5.0	...	...	2.3	...	...
Thailand	2010	14.7	33.8	6.7	23.0	38.8	1.7
Uruguay	2009	21.9	...	...	5.9	...	...

### 2.2.1 Individuals who used the Internet (from any location) in the last 12 months, by gender and urban/rural location (%)

Country name	Latest year	Gender		Urban			Rural		
		Male	Female	Total	Male	Female	Total	Male	Female
Australia	2009	75.1	73.4	76.9	78.3	75.7	69.3	69.4	69.2
Austria	2009	78.8	68.3	...	...	...	...	...	...
Azerbaijan	2010	55.6	36.5	58.1	66.0	50.4	32.4	44.0	20.7
Belarus	2010	35.0	29.4	37.8	41.6	35.0	14.5	15.9	13.6
Belgium	2009	79.5	72.9	...	...	...	...	...	...
Brazil	2010	41.1	40.3	45.4	46.6	44.3	16.0	15.6	16.4
Bulgaria	2009	47.0	43.1	...	...	...	...	...	...
Canada	2009	81.0	79.7	82.6	...	...	72.9	...	...
Chile	2009	40.9	36.8	42.0	44.7	39.6	16.6	16.5	16.7
Colombia	2010	36.9	36.1	...	...	...	...	...	...
Costa Rica	2008	33.8 <sup>1</sup>	30.8 <sup>1</sup>	41.8 <sup>1</sup>	44.5 <sup>1</sup>	39.2 <sup>1</sup>	18.4 <sup>1</sup>	18.9 <sup>1</sup>	17.8 <sup>1</sup>
Croatia	2009	55.4	46.1	...	...	...	...	...	...
Cyprus	2009	53.3	46.6	...	...	...	...	...	...
Czech Republic	2009	66.4	62.5	...	...	...	...	...	...
Denmark	2009	87.9	85.8	...	...	...	...	...	...
Ecuador	2010	29.9	28.2	37.6	39.3	36.1	12.0	12.1	11.9
Egypt	2009	23.7	19.4	30.7	33.0	28.4	14.3	16.3	12.1
El Salvador	2010	13.6	12.3	18.7	20.0	17.5	3.3	3.5	3.1
Estonia	2009	72.0	72.7	...	...	...	...	...	...
Finland	2009	82.2 <sup>1</sup>	82.7 <sup>1</sup>	...	...	...	...	...	...
France	2009	70.8	72.3	...	...	...	...	...	...
Germany	2009	83.2	75.3	...	...	...	...	...	...
Greece	2009	49.2	40.0	...	...	...	...	...	...
Honduras	2008	9.4	9.8	18.0	18.4	17.8	2.5	2.4	2.7
Hong Kong, China	2009	72.9	66.1	...	...	...	...	...	...
Hungary	2009	63.3	60.5	...	...	...	...	...	...
Iceland	2009	94.7	92.2	...	...	...	...	...	...
Indonesia	2010	11.1	8.7	16.1	18.0	14.2	3.8	4.3	3.2
Iran (I.R.)	2009	12.5	9.5	15.0	16.9	12.9	3.0	3.6	2.4
Ireland	2009	65.9	68.8	...	...	...	...	...	...
Israel	2009	65.9	60.5	62.0	65.0	59.3	76.3	76.6	76.0
Italy	2009	54.1	43.6	...	...	...	...	...	...
Japan	2010	81.7	74.8	82.9	85.7	80.2	75.9	79.8	72.1
Korea (Rep.)	2009	85.9	77.1	84.3	88.2	80.4	69.4	76.4	62.3
Latvia	2009	67.8	66.0	...	...	...	...	...	...
Lithuania	2010	64.5	63.9	70.1	71.7	68.8	51.5	50.7	52.4
Luxembourg	2009	92.1	82.5	...	...	...	...	...	...
Macao, China	2009	57.4	50.9	...	...	...	...	...	...
Malta	2009	61.0	56.7	...	...	...	...	...	...
Mauritius	2010	30.8	26.0	...	...	...	...	...	...
Mexico	2010	35.7	32.2	...	...	...	...	...	...
Mongolia	2010	...	...	16.4	...	...	2.5	...	...
Morocco	2010	74.4	49.2	75.6	88.1	63.6	40.4	53.8	27.2
Netherlands	2009	92.4	86.9	...	...	...	...	...	...
New Zealand	2009	79.8	79.6	79.8	80.5	79.1	79.1	74.9	82.9
Norway	2009	94.8	89.3	...	...	...	...	...	...
Palestinian Authority	2009	38.1	26.2	33.7	39.8	27.4	28.2	33.4	23.2
Paraguay	2008	15.0	13.5	21.8	23.4	20.3	3.1	3.4	2.8
Peru	2008	34.5	26.8	38.9	44.1	34.0	7.8	9.5	6.0
Poland	2009	61.1	57.1	...	...	...	...	...	...
Portugal	2009	52.8	43.9	...	...	...	...	...	...
Qatar	2010	83.6	77.8	...	...	...	...	...	...
Romania	2009	38.4	34.8	...	...	...	...	...	...
Russia	2009	47.5	38.8	48.0	52.8	44.4	27.7	33.5	23.0
Senegal	2009	10.7	6.0	18.2	22.6	14.0	2.2	3.3	1.3
Serbia	2009	47.3	36.3	...	...	...	...	...	...
Singapore	2009	72.6	64.5	...	...	...	...	...	...
Slovak Republic	2009	77.1	73.3	...	...	...	...	...	...
Slovenia	2009	65.7	62.9	...	...	...	...	...	...
Spain	2009	65.7	59.5	...	...	...	...	...	...

### 2.2.1 Individuals who used the Internet (from any location) in the last 12 months, by gender and urban/rural location (%)

Country name	Latest year	Gender		Total	Urban		Total	Rural	
		Male	Female		Male	Female		Male	Female
Sweden	2009	91.2	90.4	...	...	...	...	...	...
Switzerland	2010	88.6	79.4	84.5	89.8	79.4	82.5	85.6	79.4
TFYR Macedonia	2009	54.0	49.5	...	...	...	...	...	...
Thailand	2010	21.9	22.8	35.1	35.7	34.5	16.5	15.8	17.2
Turkey	2010	50.1	29.9	47.3	57.9	37.0	22.1	31.6	13.0
Ukraine	2009	17.0	14.4	20.6	22.3	19.2	5.2	6.1	4.3
United Kingdom	2009	84.5 <sup>1</sup>	81.2 <sup>1</sup>	...	...	...	...	...	...
United States	2009	67.9	68.8	69.3	69.3	69.3	64.9	62.9	66.9
Uruguay	2009	43.2	40.6	...	...	...	...	...	...

Note: Age scope of population varies across countries. See table on "in-scope population". (1) In the last 3 months.



## 2.2.2 Individuals who used the Internet (from any location) in the last 12 months, by age and gender (%)

Country name	Latest year	Age less than 15			Age 15-24			Age 25-74			Age 74+		
		Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
Australia	2009	...	...	...	91.9	91.6	92.2	75.4	75.7	75.2	16.6	20.7	13.4
Austria	2009	...	...	...	97.8	98.0	97.6	69.3	...	...	...	...	...
Azerbaijan	2010	16.5	18.4	14.3	78.8	89.7	67.1	32.0	39.5	25.4	...	...	...
Belarus	2010	...	...	...	70.6	72.4	68.9	27.7	29.1	26.7	0.4	1.5	...
Belgium	2009	...	...	...	96.5	94.9	98.1	72.6	...	...	...	...	...
Brazil	2010	64.4	64.9	63.9	64.8	65.9	63.7	28.7	28.4	28.9	1.1	1.5	0.8
Bulgaria	2009	...	...	...	80.7	81.5	79.8	38.7	...	...	...	...	...
Canada	2009	...	...	...	97.8	...	...	81.4	...	...	26.4	...	...
Chile	2009	38.1	38.6	37.5	69.6	70.2	69.1	31.9	34.2	29.9	3.4	4.9	2.3
Costa Rica	2008	30.0	30.4	29.6	53.5	52.2	54.9	26.6	29.0	24.4	4.5	6.2	3.1
Croatia	2009	...	...	...	90.1	89.7	90.5	42.9	...	...	...	...	...
Cyprus	2009	...	...	...	89.4	85.1	94.1	42.7	...	...	...	...	...
Czech Republic	2009	...	...	...	92.5	92.4	92.7	59.5	...	...	...	...	...
Denmark	2009	...	...	...	98.6	99.6	97.6	84.8	...	...	...	...	...
Ecuador	2010	30.0	29.7	30.3	55.3	53.7	57.2	20.8	22.1	19.6	0.5	1.1	0.1
El Salvador	2010	6.5	6.2	6.8	29.4	29.8	29.0	10.7	12.1	9.5	0.6	0.1	1.0
Estonia	2009	...	...	...	98.4	97.7	99.0	66.7	...	...	...	...	...
Finland	2009	...	...	...	98.9 <sup>1</sup>	97.8 <sup>1</sup>	100.0 <sup>1</sup>	79.6 <sup>1</sup>	...	...	...	...	...
France	2009	...	...	...	95.2 <sup>1</sup>	94.9 <sup>1</sup>	95.5 <sup>1</sup>	64.9 <sup>1</sup>	...	...	...	...	...
Germany	2009	96.7	...	...	98.5	98.7	98.2	76.2	...	...	15.0	...	...
Greece	2009	...	...	...	86.4	88.8	84.0	38.0	...	...	...	...	...
Honduras	2008	5.1	4.9	5.2	20.8	19.4	22.1	9.3	9.8	8.9	0.7	0.9	0.5
Hong Kong, China	2009	98.8	99.0	98.6	99.1	99.1	99.2	67.1	70.6	63.8	3.0	5.2	1.3
Hungary	2009	...	...	...	92.2	92.4	92.0	56.6	...	...	...	...	...
Iceland	2009	...	...	...	100.0	100.0	100.0	92.0	...	...	...	...	...
Iran (I.R.)	2009	3.6	4.3	2.9	24.2	25.3	23.0	8.3	10.3	6.2	-	0.1	-
Ireland	2009	...	...	...	88.9	88.4	89.5	63.1	...	...	...	...	...
Israel	2009	...	...	...	83.2	82.3	84.1	63.9	66.6	61.5	14.6	18.7	11.7
Italy	2009	51.3	...	...	79.8	80.7	79.0	44.6	...	...	1.5	...	...
Japan	2010	71.5	72.5	70.5	97.6	97.3	98.0	83.2	85.8	80.6	25.5	29.3	23.1
Korea (Rep.)	2009	92.7	92.9	92.4	99.9	99.9	99.9	79.3	84.1	74.5	7.2	10.8	5.2
Latvia	2009	100.0	...	...	97.4	97.5	97.3	60.2	...	...	...	...	...
Lithuania	2010	97.9	97.7	98.2	95.7	94.4	97.0	54.6	54.3	54.8	...	...	...
Luxembourg	2009	...	...	...	99.6	100.0	99.2	85.2	...	...	...	...	...
Macao, China	2009	65.9	67.2	64.8	93.6	92.9	94.2	47.0	50.7	43.8	5.0	10.1	0.9
Malta	2009	...	...	...	93.6	91.6	95.8	51.9	...	...	...	...	...
Mauritius	2010	23.9	23.3	24.5	60.6	60.7	60.5	22.3	25.7	19.1	0.7	1.3	0.3
Mexico	2010	37.8	37.8	37.9	59.2	59.6	58.9	24.6	27.0	22.5	1.4	2.3	0.6
Moldova	2009	...	...	...	61.0	...	...	24.0	...	...	...	...	...
Netherlands	2009	99.7	...	...	99.5	99.4	99.5	87.9	...	...	...	...	...
New Zealand	2009	...	...	...	94.8	94.5	95.3	80.8	79.8	81.6	26.0	33.0	20.6
Norway	2009	...	...	...	100.0	100.0	100.0	90.6	...	...	19.2	...	...
Palestinian Authority	2009	30.0	32.5	27.4	51.4	57.2	45.3	22.5	29.5	15.3	0.6	1.3	-
Paraguay	2008	11.8	12.8	10.8	25.2	24.4	26.0	10.8	12.1	9.6	...	...	...
Peru	2008	32.0 <sup>2</sup>	35.9 <sup>2</sup>	27.9 <sup>2</sup>	57.9 <sup>2</sup>	60.6 <sup>2</sup>	55.2 <sup>2</sup>	21.4 <sup>2</sup>	25.3 <sup>2</sup>	17.7 <sup>2</sup>	1.3 <sup>2</sup>	1.8 <sup>2</sup>	0.9 <sup>2</sup>
Poland	2009	...	...	...	95.5	95.7	95.3	51.8	...	...	...	...	...
Portugal	2009	...	...	...	90.1	90.9	89.4	41.7	...	...	...	...	...
Qatar	2010	...	...	...	93.6	91.1	97.3	78.8	82.0	71.9	...	...	...
Romania	2009	...	...	...	69.0	68.1	69.9	29.4	...	...	...	...	...
Russia	2009	...	...	...	85.3	88.3	82.8	33.8	38.4	30.4	...	...	...
Senegal	2009	1.6	2.0	1.2	18.4	24.6	13.6	10.4	14.8	6.8	1.9	3.2	-
Serbia	2009	...	...	...	69.0	72.2	65.7	35.9	...	...	...	...	...
Singapore	2009	96.5	97.0	96.1	96.6	96.6	96.6	61.0	65.8	56.9	3.4	7.9	-
Slovak Republic	2009	96.5	...	...	97.2	97.5	96.8	70.5	...	...	4.5	...	...
Slovenia	2009	98.5	...	...	98.0	98.7	97.3	58.7	...	...	...	...	...
Spain	2009	...	...	...	94.4	93.3	95.5	57.8	...	...	2.6	...	...
Sweden	2009	...	...	...	99.7	99.7	99.6	89.1	...	...	...	...	...
Switzerland	2010	97.3	96.2	98.3	98.9	99.2	98.6	87.0	90.3	83.7	24.9	40.2	15.2
TFYR Macedonia	2009	...	...	...	89.0	91.9	86.0	42.2	...	...	...	...	...
Thailand	2010	35.9	35.2	36.6	50.0	46.4	53.8	13.5	13.2	13.8	0.2	0.4	0.1

### 2.2.2 Individuals who used the Internet (from any location) in the last 12 months, by age and gender (%)

Country name	Latest year	Age less than 15			Age 15-24			Age 25-74			Age 74+		
		Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
Turkey	2010	...	...	...	65.9	80.4	52.4	33.0	42.3	23.8	...	...	...
Ukraine	2009	8.7	8.8	8.6	42.7	42.8	42.5	13.0	14.1	12.0	0.3	0.4	0.2
United Kingdom	2009	...	...	...	96.3 <sup>1</sup>	95.5 <sup>1</sup>	97.1 <sup>1</sup>	78.9 <sup>1</sup>	...	...	15.4 <sup>1</sup>	...	...
United States	2009	60.7 <sup>3</sup>	...	...	87.7 <sup>4</sup>	...	...	77.2 <sup>5</sup>	...	...	54.0 <sup>6</sup>	...	...
Uruguay	2009	68.1	67.7	68.4	63.9	63.1	64.7	33.7	34.0	33.5	2.7	4.1	1.9

Note: Age scope of population varies across countries. See table on "in-scope population". (1) In the last 3 months. (2) In the last month. (3) age 5-13 (4) age 14-24 (5) age 25-54 (6) age 55+.

### 2.2.3 Individuals who used the Internet (from any location) in the last 12 months, by level of education (%)

Country name	Latest year	Primary and lower secondary education (ISCED 0,1,2)	Upper secondary or post-secondary non-tertiary (ISCED 3,4)	Tertiary education (ISCED 5,6)
Australia	2009	47.8	81.3	93.4
Austria	2009	50.1	76.4	95.1
Azerbaijan	2010	23.7	50.1	45.5
Bahrain	2008	32.3	...	...
Belgium	2009	55.1	82.3	95.2
Brazil	2010	25.6	57.6	80.8
Bulgaria	2009	17.5	46.9	80.4
Costa Rica	2008	18.3	49.7	81.0 <sup>1</sup>
Croatia	2009	23.8	61.8	84.8
Cyprus	2009	21.5	49.1	81.0
Czech Republic	2009	47.6	62.9	94.5
Denmark	2009	77.2	89.6	96.5
Ecuador	2010	14.7	41.9	77.2
El Salvador	2010	1.7	13.2	22.1
Estonia	2009	58.8	70.5	85.1
Finland	2009	65.6 <sup>2</sup>	84.2 <sup>2</sup>	95.6 <sup>2</sup>
France	2009	56.1 <sup>2</sup>	89.3 <sup>2</sup>	92.5 <sup>2</sup>
Germany	2009	68.4	79.6	90.5
Greece	2009	16.0	57.1	77.3
Honduras	2008	1.5 <sup>3</sup>	26.3 <sup>3</sup>	71.5 <sup>3</sup>
Hong Kong, China	2009	41.9	87.1	97.0
Hungary	2009	38.2	76.3	86.2
Iceland	2009	87.9	95.0	98.1
Iran (I.R.)	2009	2.0	16.7	54.4
Ireland	2009	37.0	76.2	92.5
Israel	2009	37.4	73.7	87.5
Italy	2009	26.1	68.6	84.4
Korea (Rep.)	2009	62.6	89.5	99.4
Latvia	2009	54.2	63.1	87.8
Luxembourg	2009	76.5	92.6	98.9
Macao, China	2009	41.3	64.1	90.0
Malta	2009	40.5	87.0	96.5
Mauritius	2010	10.5	46.0	49.8
Moldova	2009	10.6	15.0	47.0
Netherlands	2009	76.6	94.7	98.0
New Zealand	2009	62.9	87.0	92.0
Norway	2009	84.4	90.9	98.4
Palestinian Authority	2009	33.5	22.5	58.5
Paraguay	2008	5.7	25.4	50.6
Poland	2009	39.5	56.1	90.8
Portugal	2009	32.2	88.5	93.1
Romania	2009	18.0	38.9	88.2
Senegal	2009	15.5	64.5	88.4
Serbia	2009	20.5	53.9	73.8
Singapore	2009	51.6	92.6	98.5
Slovak Republic	2009	...	72.6	93.3
Slovenia	2009	40.7	64.2	93.7
Spain	2009	37.3	82.2	91.9
Sweden	2009	78.3	91.8	97.8
Switzerland	2010	62.3	83.0	93.6
TFYR Macedonia	2009	29.6	56.4	80.7
Thailand	2010	15.7	34.3	75.1
Ukraine	2009	10.3	13.6	32.2
United Kingdom	2009	49.7 <sup>2</sup>	86.4 <sup>2</sup>	95.3 <sup>2</sup>
United States	2009	25.1	56.8 <sup>4</sup>	85.1 <sup>5</sup>
Uruguay	2009	27.2	58.7	83.3

Note: Age scope of population varies across countries. See table on "in-scope population". (1) Inc. also post-secondary non tertiary. (2) In the last 3 months. (3) "Non response" not taken into account. (4) Incl. respondents with high school graduate degree. (5) Incl. respondents with some college or more.

## 2.2.4 Individuals who used the Internet (from any location) in the last 12 months, by labour force status (%)

Country name	Latest year	Employed	Unemployed	Not in the labour force
Australia	2009	85.3	86.2	50.9
Austria	2009	86.8	76.7	52.2
Azerbaijan	2010	55.9	13.6	47.8
Belgium	2009	88.8	71.1	58.3
Brazil	2010	40.7	45.1	40.3
Bulgaria	2009	57.9	28.2	30.2
Costa Rica	2008	36.3	31.3	32.0
Croatia	2009	66.6	45.5	37.2
Cyprus	2009	56.4	41.9	39.0
Czech Republic	2009	75.0	58.5	47.2
Denmark	2009	93.9	79.6	72.8
Ecuador	2010	28.0	40.4	35.3
El Salvador	2010	14.5	16.0	17.1
Estonia	2009	84.6	73.6	50.7
Finland	2009	93.1 <sup>1</sup>	79.1 <sup>1</sup>	65.5 <sup>1</sup>
France	2009	81.6 <sup>1</sup>	64.1 <sup>1</sup>	31.0 <sup>2</sup>
Germany	2009	91.0	75.6	59.7
Greece	2009	59.0	43.1	28.0
Honduras	2008	11.9	21.9	12.9
Hong Kong, China	2009	81.5	...	52.5
Hungary	2009	78.8	57.1	43.6
Iceland	2009	96.3	96.0	85.4
Iran (I.R.)	2009	13.1	13.3	12.4
Ireland	2009	77.2	64.0	53.7
Israel	2009	77.4	68.8	38.6
Italy	2009	63.6	49.9	30.8
Korea (Rep.)	2009	84.8	...	78.7
Latvia	2009	80.0	62.1	49.5
Luxembourg	2009	93.8	71.6	78.2
Macao, China	2009	56.5	42.3	50.9
Malta	2009	73.0	64.2	40.2
Mauritius	2010	32.9	27.6	28.3
Netherlands	2009	96.8	100.0	75.0
New Zealand	2009	88.6	84.4	60.6
Norway	2009	97.3	100.0	78.0
Palestinian Authority	2009	37.5	30.5	30.4
Paraguay	2008	13.8	22.4	14.3
Poland	2009	72.2	48.8	44.1
Portugal	2009	58.3	50.2	31.9
Romania	2009	42.3	35.4	30.0
Serbia	2009	66.8	27.3	32.2
Singapore	2009	75.7	49.3	59.8
Slovak Republic	2009	87.2	64.5	54.5
Slovenia	2009	77.1	57.6	46.8
Spain	2009	75.5	63.7	41.6
Sweden	2009	96.5	96.8	77.2
Switzerland	2010	93.5	87.2	68.7
TFYR Macedonia	2009	64.4	43.2	46.3
Thailand	2010	15.7	38.3	33.9
Ukraine	2009	19.7	11.8	13.0
United Kingdom	2009	91.5 <sup>1</sup>	81.8 <sup>1</sup>	63.6 <sup>1</sup>
United States	2009	80.3	73.5 <sup>3</sup>	55.8 <sup>3</sup>
Uruguay	2009	42.8	45.4	40.5

Note: Age scope of population varies across countries. See table on "in-scope population". (1) In the last 3 months. (2) Refers to Students. (3) Children may be included in the counting.

### 2.2.5 Individuals who used the Internet in the last 12 months, by location of use (%)

Country name	Latest year	at home	at work	at place of education	at another person's home	at community Internet access facility	at commercial Internet access facility	at any place via a mobile cellular telephone	at any place via other mobile access devices
Australia	2009	92.2	47.0	20.6	33.9	13.8	15.7	...	...
Austria	2009	87.3	44.9	11.1	11.9	...	...	13.4	...
Azerbaijan	2010	27.5	19.3	8.9	3.5	1.1	13.6	26.1	...
Belarus	2010	81.5	11.1	0.7	3.2	0.2	1.5	2.0	-
Belgium	2009	90.2	38.8	11.7	19.3	...	0.7	10.0	20.3
Brazil	2010	54.3	20.0	17.2	29.7	4.2	36.7	3.3	...
Bulgaria	2009	79.9	31.4	10.7	5.0	...	...	10.8	...
Canada	2009	96.0	42.0	20.7	21.7	15.2	13.7	...	...
Chile	2009	61.0	7.9	13.0	...	1.0	...	...	17.0
Colombia	2010	42.5	21.5	35.4	20.7	4.6	50.8	...	...
Costa Rica	2008	28.6	24.9	8.7	3.7	...	33.3	...	...
Croatia	2009	83.3	32.0	9.4	9.0	...	2.5	12.1	11.1
Cyprus	2009	79.4	46.6	12.6	19.6	...	8.8	10.7	16.2
Czech Republic	2009	83.0	36.2	15.0	13.2	...	...	2.1	...
Denmark	2009	95.0	51.0	16.0	21.3	9.9	2.5	25.4	43.5
Ecuador	2010	35.5	10.8	21.2	0.9	...	31.2	...	0.2
Egypt	2009	80.2	...	41.6	66.1	...	5.9	40.1	11.2
El Salvador	2010	34.9	9.7	9.4	1.6	0.1	44.0	...	0.3
Estonia	2009	89.4	39.6	16.5	14.9	...	3.0	27.2	41.5
Finland	2009	94.4	55.6	17.5	42.8	...	5.2	15.5	31.9
France	2009	83.8	37.7	8.3	34.9	...	...	10.2	...
Germany	2009	90.1	40.4	10.1	21.8	...	...	8.8	...
Greece	2009	77.1	37.7	10.7	12.6	...	10.2	7.2	12.6
Hong Kong, China	2009	74.8	36.5	12.5	...	1.4	0.6	21.4	...
Hungary	2009	84.8	34.4	17.8	19.7	7.5	3.9	9.8	14.1
Iceland	2009	95.1	58.6	25.9	45.4	...	...	17.2	...
Iran (I.R.)	2009	75.2	15.0	14.9	9.2	1.2	26.0	...	...
Ireland	2009	83.6	31.9	9.6	3.8	1.1	2.3	11.3	39.8
Israel	2009	97.1	55.0	...	...	...	...	...	...
Italy	2009	80.5	40.4	11.9	21.6	...	...	14.9	21.6
Japan	2010	73.7	28.4	9.9	...	3.4	3.8	77.6	2.5
Korea (Rep.)	2009	96.0	41.0	20.6	5.9	2.9	10.5	22.0	0.8
Latvia	2009	83.1	32.9	17.8	30.1	...	4.5	21.1	19.3
Lithuania	2010	87.0	30.7	24.3	21.7	...	2.8	16.8	8.5
Luxembourg	2009	94.4	46.5	11.1	17.1	...	3.8	29.0	62.4
Macao, China	2009	93.2	24.0	22.0	...	0.4	...	...	2.3
Malta	2009	91.8	34.6	6.0	7.8	1.8	1.1	13.6	25.3
Mauritius	2010	65.8	31.3	20.8	5.1	1.7	10.0	...	...
Mexico	2010	48.2	19.0	10.9	3.6	0.8	38.0	0.2	...
Moldova	2009	57.0	22.0	9.0	27.7	2.0	20.0	9.0	4.0
Morocco	2010	55.7	9.4	3.7	23.9	2.9	47.2	6.1	0.5
Netherlands	2009	97.6	54.4	14.3	20.0	...	0.8	16.8	21.1
New Zealand	2009	91.5	39.9	17.8	33.6	11.7	13.6	...	...
Norway	2009	94.9	56.9	13.0	23.6	...	6.6	36.9	48.5
Paraguay	2008	34.0	17.5	10.1	4.3	...	33.4	...	...
Peru	2008	21.2	12.6	6.3	3.4	...	70.9	...	...
Poland	2009	84.1	30.1	15.5	17.4	...	3.3	15.8	20.5
Portugal	2009	81.8	40.7	16.7	33.1	...	6.9	19.8	54.4
Qatar	2008	89.3	58.8	5.9	14.7	14.5	15.6	33.6	7.8
Romania	2009	76.5	28.0	17.3	10.8	2.6	...	4.4	6.3
Russia	2009	71.4	35.9	10.2	25.6	...	...	23.9	19.0
Senegal	2009	26.1	25.8	22.7	24.5	14.2	70.2	...	...
Serbia	2009	74.1	26.0	12.8	14.5	...	4.8	28.4	5.0
Singapore	2009	95.2	48.9	24.2	12.8	5.2	6.1	36.0	6.2
Slovak Republic	2009	74.7	45.0	15.4	23.5	...	8.8	31.8	23.2



### 2.2.5 Individuals who used the Internet in the last 12 months, by location of use (%)

Country name	Latest year	at home	at work	at place of education	at another person's home	at community Internet access facility	at commercial Internet access facility	at any place via a mobile cellular telephone	at any place via other mobile access devices
Slovenia	2009	84.1	46.3	18.6	30.5	...	...	33.3	...
Spain	2009	77.6	41.0	13.6	26.4	...	8.0	22.2	32.7
Sweden	2009	93.5	52.9	13.7	24.6	...	3.4	26.8	38.6
Switzerland	2010	94.8	41.2	7.5	13.7	3.8	...	...	17.0
TFYR Macedonia	2009	77.3	19.0	16.3	18.0	...	19.4	10.3	9.8
Thailand	2010	35.4	29.0	45.3	2.6	0.8	19.7	0.2	...
Turkey	2010	59.3	29.8	6.2	15.4	1.8	18.9	9.0	5.5
Ukraine	2009	72.2	13.5	8.6	10.1	10.0	...	...	...
United Arab Emirates	2008	87.5	41.7	8.3	...	...	...	...	...
United Kingdom	2009	92.0	43.2	14.7	27.4	5.2	5.5	25.7	32.1
United States	2009	92.4	...	...	...	...	...	...	...
Uruguay	2009	57.6	24.7	24.7	16.4	6.8	21.2	...	...

### 3.1 Individuals who used a mobile cellular telephone in the last 12 months, by gender and urban/rural location (%)

Country name	Latest year	(HH10)	Gender		Total	Urban		Total	Rural	
			Male	Female		Male	Female		Male	Female
Austria	2008	90.4	92.7	88.2	...	...	...	...	...	...
Azerbaijan	2010	83.3	91.2	75.5	91.7	96.8	86.8	73.7	85.0	62.5
Bahrain	2008	99.0	99.0	99.0	...	...	...	...	...	...
Belgium	2008	88.2	88.9	87.5	...	...	...	...	...	...
Brazil	2010	78.5	77.4	79.5	81.1	80.3	81.8	65.1	63.9	66.5
Bulgaria	2008	78.2	82.0	74.6	...	...	...	...	...	...
Chile	2009	60.5	60.3	60.8	61.3	61.1	61.5	55.1	54.8	55.4
Costa Rica	2008	46.3	47.7	45.0	53.2	54.8	51.6	36.3	37.7	34.7
Croatia	2008	81.3	86.3	76.8	...	...	...	...	...	...
Cyprus	2008	90.6	95.5	85.9	...	...	...	...	...	...
Czech Republic	2008	92.5	93.7	91.3	...	...	...	...	...	...
Denmark	2008	93.3	94.6	92.1	...	...	...	...	...	...
Ecuador	2009	40.2	42.9	37.6	47.9	50.8	45.3	24.9	28.1	21.7
Egypt	2009	68.5	70.4	66.5	73.7	75.3	72.1	64.3	66.6	62.0
El Salvador	2010	54.9	54.4	55.3	59.6	59.3	59.9	46.9	46.6	47.2
Estonia	2008	92.6	93.0	92.3	...	...	...	...	...	...
Finland	2008	97.3	97.8	96.8	...	...	...	...	...	...
France	2008	83.5	82.9	84.1	...	...	...	...	...	...
Germany	2008	86.5	88.5	84.5	...	...	...	...	...	...
Greece	2008	82.0	87.6	76.5	...	...	...	...	...	...
Honduras	2008	29.6	29.9	29.2	40.0	40.4	39.6	20.9	21.8	20.0
Hong Kong, China	2009	66.5	69.4	63.7	...	...	...	...	...	...
Hungary	2008	93.5	94.3	92.8	...	...	...	...	...	...
Iceland	2008	98.0	97.8	98.3	...	...	...	...	...	...
Indonesia	2010	34.5	...	...	44.8	...	...	24.3	...	...
Ireland	2008	94.6	93.9	95.3	...	...	...	...	...	...
Italy	2008	90.2	91.7	88.8	...	...	...	...	...	...
Japan	2010	73.6	75.3	72.0	76.3	77.3	75.4	72.2	74.3	70.2
Korea (Rep.)	2009	83.4	85.6	81.1	84.8	86.4	83.3	77.0	82.1	71.8
Latvia	2008	89.5	90.6	88.6	...	...	...	...	...	...
Lithuania	2010	93.7	93.6	93.8	95.2	14.7	94.7	90.5	89.4	91.7
Luxembourg	2008	95.1	95.9	94.4	...	...	...	...	...	...
Malta	2008	85.9	87.5	84.3	...	...	...	...	...	...
Mauritius	2010	74.2	79.5	69.0	...	...	...	...	...	...
Mexico	2010	50.1	51.5	48.8	...	...	...	...	...	...
Moldova	2009	78.0	...	...	...	...	...	...	...	...
Morocco	2010	93.5	94.6	92.5	96.5	96.9	96.2	88.9	91.1	86.8
Netherlands	2008	92.3	92.8	91.8	...	...	...	...	...	...
New Zealand	2009	85.0	84.4	85.6	85.0	84.9	85.0	85.0	81.3	88.7
Norway	2008	97.7	97.8	97.6	...	...	...	...	...	...
Palestinian Authority	2009	54.3	66.7	41.6	55.8	67.8	43.4	50.3	63.8	37.0
Poland	2008	77.5	79.1	75.9	...	...	...	...	...	...
Portugal	2008	84.5	86.7	82.3	...	...	...	...	...	...
Puerto Rico	2010	62.0	...	...	...	...	...	...	...	...
Qatar	2010	98.6	99.2	97.2	...	...	...	...	...	...
Romania	2008	75.1	77.5	72.8	...	...	...	...	...	...
Senegal	2009	64.4	62.0	66.6	70.8	69.0	72.4	60.6	57.7	63.2
Singapore	2009	86.9	89.2	84.9	...	...	...	...	...	...
Slovak Republic	2008	93.7	94.0	93.4	...	...	...	...	...	...
Slovenia	2008	89.3	91.2	87.4	...	...	...	...	...	...
Spain	2008	88.8	89.6	87.9	...	...	...	...	...	...
Sweden	2008	95.2	95.5	94.8	...	...	...	...	...	...
TFYR Macedonia	2008	78.7	84.3	73.1	...	...	...	...	...	...
Thailand	2010	61.8	61.9	61.7	72.2	73.4	71.2	57.0	56.8	57.1
United Kingdom	2008	93.2	93.4	93.0	...	...	...	...	...	...
Uruguay	2009	67.4	67.2	67.6	...	...	...	...	...	...

Note: Age scope of population varies across countries. See table on "in-scope population".

### 3.2 Individuals who used a mobile cellular telephone in the last 12 months, by age and gender (%)

Country name	Latest year	Age less than 15			Age 15-24			Age 25-74			Age 74+		
		Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
Austria	2008	...	...	...	96.9	97.0	96.8	89.3	...	...	...	...	...
Azerbaijan	2010	83.0	84.9	80.8	93.2	97.5	88.6	84.2	96.1	73.6	8.3	15.7	2.6
Bahrain	2008	...	...	...	93.5	95.3	91.4	...	...	...	...	...	...
Belgium	2008	...	...	...	95.3	94.7	96.0	87.0	...	...	...	...	...
Brazil	2010	74.8	71.2	78.1	90.8	88.6	93.0	77.3	77.0	77.5	35.6	33.5	37.4
Bulgaria	2008	...	...	...	90.8	90.9	90.8	75.9	...	...	...	...	...
Chile	2009	18.3	17.2	19.5	75.4	73.2	77.5	75.1	76.7	73.7	27.7	29.7	26.4
Costa Rica	2008	14.6	13.2	16.1	56.5	54.6	58.6	55.7	60.1	51.7	12.5	16.9	8.9
Croatia	2008	...	...	...	96.1	96.1	96.2	78.6	...	...	...	...	...
Cyprus	2008	...	...	...	99.2	99.7	98.5	89.0	...	...	...	...	...
Czech Republic	2008	...	...	...	97.9	97.4	98.4	91.6	...	...	...	...	...
Denmark	2008	...	...	...	98.8	99.2	98.3	92.5	...	...	...	...	...
Ecuador	2009	7.3	7.4	7.2	49.6	49.2	49.9	53.0	59.1	47.4	9.5	11.6	7.7
El Salvador	2010	14.8	14.2	15.4	75.9	75.3	76.5	74.6	76.9	72.7	22.3	26.2	19.4
Estonia	2008	...	...	...	97.6	96.1	99.1	91.5	...	...	...	...	...
Finland	2008	...	...	...	99.3	99.2	99.5	96.9	...	...	...	...	...
France	2008	...	...	...	94.5	95.9	93.3	81.7	...	...	...	...	...
Germany	2008	77.3	...	...	96.9	95.9	98.0	84.8	...	...	39.1	...	...
Greece	2008	86.5	...	...	98.5	98.4	98.6	79.4	...	...	...	...	...
Honduras	2008	5.2	4.9	5.6	46.4	45.1	47.5	47.7	52.2	43.9	7.7	8.5	6.9
Hong Kong, China	2009	75.9	76.3	75.6	95.9	95.0	96.8	65.7	68.7	62.8	2.8	5.1	1.0
Hungary	2008	...	...	...	98.2	98.0	98.3	92.7	...	...	...	...	...
Iceland	2008	...	...	...	99.7	99.3	100.0	97.7	...	...	...	...	...
Ireland	2008	...	...	...	98.7	99.4	98.0	93.7	...	...	...	...	...
Italy	2008	61.9	...	...	96.2	95.2	97.1	89.4	...	...	37.2	...	...
Japan	2010	31.2	27.6	35.0	87.3	86.1	88.6	82.8	83.7	82.0	30.6	39.1	25.4
Korea (Rep.)	2009	34.8	34.3	35.3	96.1	96.1	96.2	93.7	96.3	91.1	32.1	41.4	27.2
Latvia	2008	94.6	...	...	98.5	98.2	98.9	87.4	...	...	...	...	...
Lithuania	2010	97.1	96.2	98.1	99.0	98.8	99.2	92.3	92.1	92.4	...	...	...
Luxembourg	2008	...	...	...	98.5	98.3	98.8	94.6	...	...	...	...	...
Malta	2008	...	...	...	98.2	97.6	98.9	83.4	...	...	...	...	...
Mauritius	2010	50.7	50.1	51.3	90.1	91.1	89.0	78.8	86.3	71.6	15.3	20.0	12.6
Mexico	2010	20.5	18.5	22.6	64.6	64.3	64.9	57.2	61.1	53.8	11.9	13.9	10.2
Morocco	2010	86.0	86.4	85.7	95.8	98.4	92.9	93.9	94.2	93.5	...	...	...
Netherlands	2008	93.3	...	...	99.0	98.9	99.1	91.1	...	...	...	...	...
New Zealand	2009	...	...	...	93.3	91.9	95.0	86.7	85.6	87.7	42.2	44.3	40.5
Norway	2008	...	...	...	99.4	98.8	100.0	97.4	...	...	77.8	...	...
Palestinian Authority	2009	8.8	12.2	5.3	57.1	65.8	47.9	71.0	89.1	52.5	14.6	24.0	7.6
Poland	2008	...	...	...	96.5	95.6	97.4	73.4	...	...	...	...	...
Portugal	2008	84.6	...	...	97.1	96.8	97.6	82.4	...	...	...	...	...
Qatar	2010	...	...	...	99.6	100.0	99.1	98.3	99.1	96.7	...	...	...
Romania	2008	...	...	...	88.4	87.2	89.6	72.1	...	...	...	...	...
Senegal	2009	15.2	15.2	15.2	100.0	100.0	100.0	89.8	89.9	89.8	92.1	93.6	90.0
Singapore	2009	64.3	60.6	68.0	98.6	98.8	98.4	90.8	94.5	87.7	27.1	31.0	24.2
Slovak Republic	2008	97.8	...	...	99.3	98.7	100.0	92.5	...	...	35.6	...	...
Slovenia	2008	97.5	...	...	98.5	98.0	99.1	87.9	...	...	...	...	...
Spain	2008	...	...	...	98.1	97.1	99.1	87.3	...	...	26.4	...	...
Sweden	2008	...	...	...	98.4	97.2	99.5	94.5	...	...	...	...	...
TFYR Macedonia	2008	...	...	...	95.1	92.2	98.2	74.5	...	...	...	...	...
Thailand	2010	17.8	15.2	20.5	78.6	75.8	81.6	69.4	70.6	68.2	12.5	16.2	10.1
United Kingdom	2008	...	...	...	99.3	98.8	99.7	92.0	...	...	46.8	...	...
Uruguay	2009	37.0	34.2	40.0	83.6	80.4	86.9	76.9	77.1	76.7	18.4	21.5	16.6

Note: Age scope of population varies across countries. See table on "in-scope population".

### 3.3 Individuals who used a mobile cellular telephone in the last 12 months, by level of education (%)

Country name	Latest year	Primary and lower secondary education (ISCED 0,1,2)	Upper secondary or post-secondary non-tertiary (ISCED 3,4)	Tertiary education (ISCED 5,6)
Austria	2008	79.6	92.7	95.7
Azerbaijan	2010	75.2	94.7	93.9
Belgium	2008	80.5	91.8	93.6
Brazil	2010	69.8	91.1	94.6
Bulgaria	2008	52.2	86.4	94.8
Costa Rica	2008	33.2	67.0	87.5 <sup>1</sup>
Croatia	2008	60.4	92.8	96.0
Cyprus	2008	79.5	95.2	98.3
Czech Republic	2008	84.0	93.6	98.2
Denmark	2008	89.6	95.1	96.0
Ecuador	2009	25.1	60.0	84.8
El Salvador	2010	33.4	67.6	80.4
Estonia	2008	86.1	93.4	96.3
Finland	2008	95.6	97.4	98.7
France	2008	78.6	88.7	91.6
Germany	2008	81.7	87.3	90.0
Greece	2008	64.0	94.7	95.3
Honduras	2008	19.2	55.4	88.4
Hong Kong, China	2009	38.4	85.4	93.4
Hungary	2008	88.8	96.9	97.9
Iceland	2008	97.5	97.5	99.3
Ireland	2008	88.6	97.6	98.2
Italy	2008	85.0	95.9	96.0
Korea (Rep.)	2009	59.8	97.2	99.3
Latvia	2008	77.8	91.4	96.1
Luxembourg	2008	93.4	97.2	96.1
Malta	2008	81.1	97.2	97.4
Mauritius	2010	65.3	65.5	90.7
Moldova	2009	30.4	63.0	90.0
Netherlands	2008	85.3	95.9	96.1
New Zealand	2009	75.7	89.5	91.4
Norway	2008	95.1	98.2	98.3
Palestinian Authority	2009	60.7	35.0	88.1
Poland	2008	58.0	79.8	93.6
Portugal	2008	79.6	98.4	98.7
Romania	2008	54.8	85.8	97.4
Senegal	2009	92.5	89.9	94.4
Singapore	2009	79.8	98.1	98.9
Slovak Republic	2008	83.5	96.4	97.1
Slovenia	2008	71.2	94.2	97.7
Spain	2008	80.9	96.5	97.5
Sweden	2008	91.4	95.7	97.2
TFYR Macedonia	2008	59.5	87.9	94.6
Thailand	2010	55.4	88.5	97.3
United Kingdom	2008	85.8	95.3	96.7
Uruguay	2009	55.1	87.9	92.6

Notes: Age scope of population varies across countries. See table on "in-scope population". (1) Inc. also post-secondary non tertiary.

### 3.4 Individuals who used a mobile cellular telephone in the last 12 months, by labour force status (%)

Country name	Latest year	Employed	Unemployed	Not in the labour force
Austria	2008	95.5	91.3	81.6
Azerbaijan	2010	80.3	74.4	79.0
Belgium	2008	94.2	88.6	79.4
Brazil	2010	83.5	81.5	69.5
Bulgaria	2008	92.4	68.0	57.9
Costa Rica	2008	64.4	46.3	38.2
Croatia	2008	94.8	78.4	68.3
Cyprus	2008	97.6	92.8	78.3
Czech Republic	2008	97.6	88.1	84.1
Denmark	2008	96.4	...	87.8
Ecuador	2009	63.3	23.8	48.4
El Salvador	2010	80.4	74.0	62.8
Estonia	2008	98.1	93.5	82.1
Finland	2008	98.7	97.1	94.8
France	2008	89.2	84.8	74.2
Germany	2008	91.9	82.7	77.6
Greece	2008	94.2	86.1	66.8
Honduras	2008	52.7	53.1	25.8
Hong Kong, China	2009	79.6	...	48.1
Hungary	2008	98.7	90.1	87.9
Iceland	2008	98.8	90.7	96.3
Ireland	2008	97.6	96.0	89.4
Italy	2008	96.3	90.8	82.8
Korea (Rep.)	2009	96.3	...	72.1
Latvia	2008	96.9	84.4	76.7
Luxembourg	2008	97.2	92.7	91.4
Malta	2008	...	89.0	75.9
Mauritius	2010	90.8	84.7	63.4
Netherlands	2008	96.3	96.0	83.5
New Zealand	2009	91.9	88.4	70.0
Norway	2008	99.6	94.2	93.3
Palestinian Authority	2009	90.5	72.7	37.9
Poland	2008	89.9	72.5	63.3
Portugal	2008	92.6	87.8	71.1
Romania	2008	84.8	78.7	64.5
Singapore	2009	96.8	78.9	74.7
Slovak Republic	2008	98.1	84.3	86.2
Slovenia	2008	97.9	79.3	78.0
Spain	2008	95.2	91.6	76.9
Sweden	2008	96.7	94.1	91.6
TFYR Macedonia	2008	91.4	79.8	65.9
Thailand	2010	73.2	73.8	55.6
United Kingdom	2008	96.7	96.7	85.7
Uruguay	2009	84.8	78.8	47.5

Note: Age scope of population varies across countries. See table on "in-scope population".







Printed in Switzerland  
Geneva – December 2011  
ISBN 92-61-13981-7