

## 9.01 ICT use for business-to-business transactions

To what extent do businesses in your country use ICTs for communicating and carrying out transactions with other businesses? [1 = not at all; 7 = extensively] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 5.0	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 5.0	7
1	Finland	6.3				71	Macedonia, FYR	4.9			
2	Switzerland	6.3				72	Kuwait	4.9			
3	Austria	6.2				73	Oman	4.9			
4	United Kingdom	6.1				74	Turkey	4.9			
5	Malta	6.1				75	Mali	4.9			
6	Sweden	6.1				76	Kenya	4.9			
7	Japan	6.0				77	Jamaica	4.9			
8	Norway	6.0				78	Azerbaijan	4.8			
9	Taiwan, China	6.0				79	Peru	4.8			
10	Singapore	6.0				80	Ukraine	4.8			
11	New Zealand	6.0				81	Montenegro	4.8			
12	Netherlands	6.0				82	Morocco	4.8			
13	Qatar	6.0				83	Mongolia	4.8			
14	Germany	5.9				84	Argentina	4.8			
15	Estonia	5.9				85	Ghana	4.8			
16	Luxembourg	5.9				86	Romania	4.7			
17	United Arab Emirates	5.9				87	Cambodia	4.7			
18	Hong Kong SAR	5.9				88	Yemen	4.7			
19	Korea, Rep.	5.9				89	China	4.7			
20	Lithuania	5.8				90	Greece	4.7			
21	Belgium	5.8				91	Cape Verde	4.7			
22	Denmark	5.8				92	Moldova	4.7			
23	Czech Republic	5.8				93	Thailand	4.7			
24	Vietnam	5.7				94	Uganda	4.7			
25	France	5.7				95	Poland	4.7			
26	Slovenia	5.7				96	Bulgaria	4.6			
27	Canada	5.7				97	Indonesia	4.6			
28	Saudi Arabia	5.7				98	Swaziland	4.6			
29	Bahrain	5.6				99	Nigeria	4.6			
30	Iceland	5.6				100	Zimbabwe	4.6			
31	Australia	5.6				101	Italy	4.5			
32	Ireland	5.6				102	Côte d'Ivoire	4.5			
33	Malaysia	5.6				103	Guinea	4.5			
34	Costa Rica	5.6				104	Bosnia and Herzegovina	4.5			
35	United States	5.6				105	Malawi	4.5			
36	South Africa	5.6				106	Russian Federation	4.4			
37	Portugal	5.6				107	Mozambique	4.4			
38	Chile	5.5				108	Venezuela	4.4			
39	Panama	5.5				109	Madagascar	4.4			
40	Brazil	5.5				110	Egypt	4.4			
41	Puerto Rico	5.5				111	Nepal	4.4			
42	Israel	5.4				112	Paraguay	4.4			
43	Slovak Republic	5.4				113	Mauritania	4.3			
44	Guatemala	5.4				114	Burkina Faso	4.3			
45	Latvia	5.4				115	Pakistan	4.3			
46	Spain	5.4				116	El Salvador	4.3			
47	Dominican Republic	5.4				117	Serbia	4.2			
48	Mauritius	5.3				118	Tajikistan	4.2			
49	Barbados	5.3				119	Botswana	4.2			
50	Jordan	5.3				120	Tanzania	4.2			
51	Philippines	5.2				121	Benin	4.2			
52	Croatia	5.2				122	Nicaragua	4.2			
53	Cameroon	5.2				123	Suriname	4.2			
54	Armenia	5.2				124	Bangladesh	4.1			
55	Brunei Darussalam	5.2				125	Sierra Leone	4.0			
56	Senegal	5.1				126	Lebanon	4.0			
57	Mexico	5.1				127	Kyrgyz Republic	4.0			
58	Namibia	5.1				128	Ethiopia	4.0			
59	India	5.1				129	Haiti	3.9			
60	Zambia	5.1				130	Bolivia	3.9			
61	Guyana	5.1				131	Iran, Islamic Rep.	3.9			
62	Cyprus	5.0				132	Lesotho	3.8			
63	Kazakhstan	5.0				133	Chad	3.5			
64	Gambia, The	5.0				134	Burundi	3.3			
65	Honduras	5.0				135	Algeria	2.7			
66	Hungary	5.0				n/a	Albania	n/a			
67	Trinidad and Tobago	5.0				n/a	Ecuador	n/a			
68	Seychelles	5.0				n/a	Georgia	n/a			
69	Uruguay	5.0				n/a	Rwanda	n/a			
70	Colombia	5.0				n/a	Sri Lanka	n/a			

Source: World Economic Forum, Executive Opinion Survey

## 9.02 Internet use for business-to-consumer transactions

To what extent do businesses in your country use the Internet for selling their goods and services to consumers? [1 = not at all; 7 = extensively] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.5	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.5	7
1	United Kingdom	6.3				71	Guyana	4.5			
2	Korea, Rep.	6.3				72	Kenya	4.5			
3	United States	6.0				73	Senegal	4.5			
4	Netherlands	6.0				74	Croatia	4.5			
5	Taiwan, China	6.0				75	Gambia, The	4.5			
6	Finland	6.0				76	India	4.4			
7	Japan	5.9				77	Azerbaijan	4.4			
8	Czech Republic	5.9				78	Montenegro	4.4			
9	Australia	5.8				79	Mongolia	4.4			
10	Lithuania	5.8				80	Egypt	4.4			
11	Sweden	5.8				81	Honduras	4.4			
12	Switzerland	5.8				82	Armenia	4.4			
13	Norway	5.7				83	Italy	4.4			
14	Germany	5.7				84	Benin	4.3			
15	Estonia	5.7				85	Venezuela	4.3			
16	Austria	5.6				86	Greece	4.3			
17	Canada	5.6				87	Paraguay	4.2			
18	New Zealand	5.6				88	Bosnia and Herzegovina	4.2			
19	Panama	5.5				89	Oman	4.2			
20	Denmark	5.5				90	Namibia	4.2			
21	United Arab Emirates	5.5				91	Morocco	4.2			
22	Hong Kong SAR	5.5				92	Mauritius	4.1			
23	Israel	5.5				93	Trinidad and Tobago	4.1			
24	Latvia	5.4				94	Cambodia	4.1			
25	France	5.4				95	Moldova	4.0			
26	Malaysia	5.4				96	Tajikistan	4.0			
27	Ireland	5.3				97	Bahrain	4.0			
28	Brazil	5.3				98	Zambia	4.0			
29	Iceland	5.3				99	Kyrgyz Republic	4.0			
30	Singapore	5.3				100	Bolivia	4.0			
31	Chile	5.2				101	Cameroon	3.9			
32	Puerto Rico	5.2				102	Nicaragua	3.9			
33	Qatar	5.2				103	Jamaica	3.9			
34	Vietnam	5.2				104	Macedonia, FYR	3.9			
35	Portugal	5.1				105	Mali	3.8			
36	Luxembourg	5.1				106	Cape Verde	3.8			
37	Belgium	5.1				107	Botswana	3.8			
38	Costa Rica	5.1				108	Mozambique	3.8			
39	Slovak Republic	5.0				109	Ghana	3.8			
40	Spain	5.0				110	Nepal	3.8			
41	Romania	5.0				111	Pakistan	3.8			
42	Jordan	4.9				112	Madagascar	3.7			
43	Poland	4.9				113	Seychelles	3.7			
44	Indonesia	4.9				114	Uganda	3.7			
45	Colombia	4.9				115	Iran, Islamic Rep.	3.6			
46	Malta	4.9				116	Bangladesh	3.6			
47	China	4.9				117	Burkina Faso	3.6			
48	Cyprus	4.8				118	Mauritania	3.6			
49	Dominican Republic	4.8				119	Côte d'Ivoire	3.5			
50	Saudi Arabia	4.8				120	Zimbabwe	3.5			
51	Philippines	4.8				121	Haiti	3.5			
52	South Africa	4.8				122	Serbia	3.5			
53	Thailand	4.8				123	Malawi	3.4			
54	Kuwait	4.8				124	Suriname	3.4			
55	Slovenia	4.8				125	Tanzania	3.4			
56	Turkey	4.7				126	Swaziland	3.3			
57	Guatemala	4.7				127	Guinea	3.3			
58	Hungary	4.7				128	Yemen	3.2			
59	El Salvador	4.7				129	Lebanon	3.1			
60	Barbados	4.7				130	Lesotho	3.1			
61	Brunei Darussalam	4.7				131	Ethiopia	3.0			
62	Kazakhstan	4.7				132	Chad	2.8			
63	Russian Federation	4.6				133	Burundi	2.7			
64	Bulgaria	4.6				134	Sierra Leone	2.6			
65	Argentina	4.6				135	Algeria	2.4			
66	Uruguay	4.6				n/a	Albania	n/a			
67	Peru	4.6				n/a	Ecuador	n/a			
68	Ukraine	4.6				n/a	Georgia	n/a			
69	Mexico	4.6				n/a	Rwanda	n/a			
70	Nigeria	4.5				n/a	Sri Lanka	n/a			

Source: World Economic Forum, Executive Opinion Survey

## 9.03 Individuals using the Internet

Percentage of individuals using the Internet | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Iceland	95.0	71	Venezuela	40.2
2	Norway	94.0	72	Montenegro	40.0
3	Netherlands	92.3	73	Egypt	38.7
4	Sweden	91.0	74	China	38.3
5	Luxembourg	90.9	75	Moldova	38.0
6	Denmark	90.0	76	Georgia	36.6
7	Finland	89.4	77	Peru	36.5
8	Qatar	86.2	78	Mexico	36.2
9	New Zealand	86.0	79	Dominican Republic	35.5
10	Switzerland	85.2	80	Vietnam	35.1
11	Korea, Rep.	83.8	81	Mauritius	35.0
12	Canada	83.0	82	Jordan	34.9
12	Germany	83.0	83	Armenia	32.0
14	United Kingdom	82.0	83	Cape Verde	32.0
15	Austria	79.8	83	Guyana	32.0
16	France	79.6	83	Suriname	32.0
17	Japan	79.5	87	Jamaica	31.5
18	Australia	79.0	88	Ecuador	31.4
19	Belgium	78.0	89	Ukraine	30.6
20	United States	77.9	90	Bolivia	30.0
21	Bahrain	77.0	91	Philippines	29.0
22	Ireland	76.8	92	Nigeria	28.4
23	Estonia	76.5	93	Kenya	28.0
24	Hong Kong SAR	74.5	94	Paraguay	23.9
25	Slovak Republic	74.4	95	Thailand	23.7
26	Kuwait	74.2	96	Iran, Islamic Rep.	21.0
27	Czech Republic	73.0	96	South Africa	21.0
28	Slovenia	72.0	98	Kyrgyz Republic	20.0
28	Taiwan, China	72.0	98	Mongolia	20.0
30	Barbados	71.8	100	Swaziland	18.1
31	Latvia	71.7	101	Indonesia	18.0
32	Singapore	71.0	102	El Salvador	17.7
33	Croatia	70.7	103	Senegal	17.5
34	Israel	70.0	104	Honduras	15.9
34	United Arab Emirates	70.0	105	Zimbabwe	15.7
36	Malta	69.2	106	Sri Lanka	15.0
37	Oman	68.0	107	Yemen	14.9
38	Spain	67.6	108	Ghana	14.1
39	Lithuania	65.1	109	Algeria	14.0
40	Poland	64.9	110	Tajikistan	13.0
41	Malaysia	61.0	111	Uganda	13.0
42	Bosnia and Herzegovina	60.0	112	Namibia	12.0
43	Hungary	59.0	112	Tanzania	12.0
44	Cyprus	57.7	114	Guatemala	11.7
45	Italy	56.8	115	Zambia	11.5
46	Macedonia, FYR	56.7	116	Gambia, The	10.9
47	Brunei Darussalam	56.0	117	Nicaragua	10.6
48	Portugal	55.3	118	India	10.1
49	Trinidad and Tobago	55.2	119	Nepal	9.0
50	Chile	53.9	119	Pakistan	9.0
51	Greece	53.0	121	Haiti <sup>1</sup>	8.4
52	Lebanon	52.0	122	Botswana	7.0
53	Uruguay	51.4	122	Rwanda	7.0
54	Bulgaria	51.0	124	Bangladesh	5.0
54	Morocco	51.0	124	Cameroon	5.0
56	Azerbaijan	50.0	126	Mauritania	4.5
57	Albania	49.0	127	Mozambique	4.3
57	Russian Federation	49.0	128	Lesotho	4.2
59	Puerto Rico	48.0	129	Benin	3.5
60	Argentina	47.7	130	Malawi	3.3
61	Saudi Arabia	47.5	131	Cambodia	3.1
62	Brazil	45.0	132	Burkina Faso	3.0
62	Kazakhstan	45.0	133	Côte d'Ivoire	2.2
64	Romania	44.0	134	Mali	2.0
65	Seychelles	43.2	135	Chad	1.9
66	Panama	42.7	135	Madagascar	1.9
67	Serbia	42.2	137	Guinea	1.3
68	Costa Rica	42.1	138	Burundi	1.1
69	Turkey	42.1	139	Ethiopia	1.1
70	Colombia	40.4	140	Sierra Leone <sup>2</sup>	0.3

Source: International Telecommunication Union, *World Telecommunication Indicators 2012*, December update

<sup>1</sup> 2010    <sup>2</sup> 2009

## 9.04 Fixed telephone lines

Number of active fixed telephone lines per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Taiwan, China	72.7	71	Azerbaijan	18.1
2	France	63.2	72	Poland	17.9
3	Germany	63.0	73	Mexico	17.1
4	Hong Kong SAR	61.0	74	Sri Lanka	17.1
5	Korea, Rep.	60.9	75	El Salvador	16.5
6	Switzerland	59.9	76	Saudi Arabia	16.5
7	Iceland	58.9	77	Qatar	16.4
8	Malta	55.6	78	Indonesia	15.9
9	Luxembourg	54.1	79	Suriname	15.9
10	United Kingdom	53.3	80	Panama	15.7
11	Canada	53.0	81	Colombia	15.2
12	Barbados	51.4	82	Ecuador	15.1
13	Japan	51.1	83	Cape Verde	14.9
14	Greece	50.4	84	Malaysia	14.7
15	Sweden	48.7	85	Peru	12.5
16	Australia	46.8	86	Vietnam	11.5
17	United States	46.6	87	Morocco	11.0
18	Israel	46.3	88	Guatemala	11.0
19	Ireland	45.2	89	Egypt	10.6
20	Denmark	45.1	90	Albania	10.5
21	Netherlands <sup>1</sup>	43.5	91	Dominican Republic	10.4
22	Belgium	43.1	92	Oman	10.1
23	Slovenia	42.9	93	Jamaica	9.9
24	Spain	42.8	94	Thailand	9.6
25	New Zealand	42.6	95	Kyrgyz Republic	9.3
26	Portugal	42.4	96	Bolivia	8.7
27	Austria	40.3	97	Algeria	8.5
28	Croatia	40.1	98	South Africa	8.2
29	Singapore	38.9	99	Honduras	7.9
30	Serbia	37.3	100	Botswana	7.4
31	Iran, Islamic Rep.	37.1	101	Jordan	7.4
32	Italy	36.4	102	Namibia	6.8
33	Cyprus	36.3	103	Mongolia	6.7
34	Estonia	35.2	104	Swaziland	6.3
35	Moldova	33.3	105	Paraguay	5.7
36	Seychelles	32.1	106	Tajikistan	5.4
37	Bulgaria	31.6	107	Nicaragua	4.9
38	Georgia	31.1	108	Yemen	4.3
39	Norway	31.0	109	Philippines	3.7
40	Russian Federation	30.9	110	Cambodia	3.7
41	Hungary	29.4	111	Cameroon	3.3
42	Mauritius	28.7	112	Pakistan	3.2
43	Uruguay	28.5	113	Gambia, The	2.8
44	Ukraine	28.1	114	Zimbabwe	2.8
45	Montenegro <sup>1</sup>	26.8	115	Nepal	2.8
46	Kazakhstan	26.3	116	Senegal	2.7
47	Costa Rica	26.1	117	India	2.6
48	Bosnia and Herzegovina	25.5	118	Mauritania	2.0
49	Venezuela	24.9	119	Lesotho	1.8
50	Argentina	24.9	120	Benin	1.7
51	United Arab Emirates	23.1	121	Uganda	1.3
52	Latvia	23.0	122	Côte d'Ivoire	1.3
53	Puerto Rico	22.1	123	Ghana	1.1
54	Brazil	21.9	124	Malawi	1.1
55	Lithuania	21.9	125	Ethiopia	1.0
56	Romania	21.8	126	Burkina Faso	0.8
57	Czech Republic	21.7	127	Kenya	0.7
58	Trinidad and Tobago	21.7	128	Mali	0.7
59	China	21.2	129	Bangladesh	0.6
60	Lebanon	21.1	130	Madagascar	0.6
61	Bahrain	20.9	131	Zambia	0.6
62	Turkey	20.7	132	Haiti <sup>1</sup>	0.5
63	Macedonia, FYR	20.4	133	Nigeria	0.4
64	Guyana	20.2	134	Mozambique	0.4
65	Finland	20.1	135	Rwanda	0.4
66	Brunei Darussalam	19.7	136	Burundi	0.3
67	Chile	19.5	137	Tanzania	0.3
68	Slovak Republic	19.3	138	Chad	0.3
69	Armenia	18.6	139	Sierra Leone <sup>1</sup>	0.2
70	Kuwait	18.3	140	Guinea	0.2

Source: International Telecommunication Union, *World Telecommunication Indicators 2012*, December update

<sup>1</sup> 2010

## 9.05 Broadband Internet subscribers

Fixed broadband Internet subscriptions per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Switzerland	40.0	71	Venezuela	6.2
2	Netherlands	38.7	72	Brunei Darussalam	5.7
3	Denmark	37.6	73	Saudi Arabia	5.6
4	Korea, Rep.	36.9	74	Lebanon	5.2
5	France	36.0	75	Thailand	5.0
6	Norway	35.4	76	Armenia	5.0
7	Iceland	33.9	77	Suriname	4.6
8	Germany	33.1	78	Cape Verde	4.3
9	Belgium	33.0	79	Vietnam	4.3
10	Luxembourg	32.9	80	Ecuador	4.2
11	United Kingdom	32.7	81	Peru	4.0
12	Canada	31.8	82	Dominican Republic	4.0
13	Sweden	31.8	83	Albania	4.0
14	Hong Kong SAR	31.6	84	Jamaica	3.9
15	Malta	30.9	85	El Salvador	3.3
16	Finland	29.5	86	Mongolia	3.2
17	Japan	27.6	87	Jordan	3.2
18	United States	27.4	88	Algeria	2.8
19	New Zealand	25.8	89	Guyana	2.6
20	Singapore	25.6	90	Iran, Islamic Rep.	2.4
21	Austria	25.4	91	Egypt	2.2
22	Israel	24.8	92	Philippines	1.9
23	Estonia	24.8	93	Oman	1.8
24	Slovenia	24.3	94	Morocco	1.8
25	Australia	24.3	95	Guatemala <sup>1</sup>	1.8
26	Spain	23.8	96	South Africa	1.8
27	Taiwan, China	23.7	97	Sri Lanka	1.7
28	Hungary	22.2	98	Kuwait <sup>1</sup>	1.7
29	Barbados	22.1	99	Nicaragua	1.4
30	Lithuania	22.1	100	Indonesia	1.1
31	Italy	22.1	101	India	1.1
32	Ireland	22.0	102	Paraguay	0.9
33	Greece	21.6	103	Namibia	0.8
34	Portugal	21.0	104	Botswana	0.8
35	Latvia	20.4	105	Senegal	0.7
36	Croatia	19.6	106	Kyrgyz Republic	0.7
37	Cyprus	18.9	107	Bolivia	0.7
38	Bulgaria	16.4	108	Yemen	0.4
39	Czech Republic	15.8	109	Honduras	0.4
40	Romania	15.2	110	Pakistan	0.4
41	Puerto Rico	14.9	111	Bangladesh	0.3
42	Poland	14.7	112	Nepal	0.3
43	Bahrain	13.8	113	Zimbabwe	0.3
44	Slovak Republic	13.6	114	Ghana	0.3
45	Uruguay	13.5	115	Côte d'Ivoire	0.2
46	Russian Federation	13.1	116	Swaziland	0.2
47	Macedonia, FYR	12.6	117	Mauritania	0.2
48	China	11.6	118	Cambodia	0.2
49	Chile	11.6	119	Nigeria	0.1
50	Trinidad and Tobago	11.5	120	Uganda	0.1
51	Serbia	11.3	121	Kenya	0.1
52	United Arab Emirates	11.0	122	Burkina Faso	0.1
53	Azerbaijan	10.7	123	Tajikistan	0.1
54	Argentina	10.5	124	Mozambique	0.1
55	Seychelles	10.4	125	Malawi	0.1
56	Turkey	10.3	126	Lesotho	0.1
57	Mexico	10.2	127	Zambia	0.1
58	Moldova	10.0	128	Benin	0.0
59	Bosnia and Herzegovina	9.7	129	Rwanda	0.0
60	Mauritius	8.9	130	Madagascar	0.0
61	Costa Rica	8.7	131	Gambia, The	0.0
62	Qatar	8.7	132	Mali	0.0
63	Brazil	8.6	133	Tanzania	0.0
64	Montenegro <sup>1</sup>	8.3	134	Guinea	0.0
65	Panama	7.9	135	Cameroon	0.0
66	Georgia	7.5	136	Ethiopia	0.0
67	Malaysia	7.4	137	Burundi <sup>1</sup>	0.0
68	Kazakhstan	7.4	138	Chad	0.0
69	Ukraine	7.0	139	Haiti	0.0
70	Colombia	6.9	139	Sierra Leone <sup>2</sup>	0.0

Source: International Telecommunication Union, *World Telecommunication Indicators 2012*, December update

<sup>1</sup> 2010    <sup>2</sup> 2007



## 9.07 Mobile broadband subscriptions

Mobile broadband subscriptions per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Singapore	114.1	71	Botswana	11.8
2	Korea, Rep.	105.1	72	Argentina	11.7
3	Japan	101.3	73	Ecuador	10.3
4	Sweden	91.5	74	Nigeria	10.0
5	Finland	87.1	75	Bahrain	9.5
6	Denmark	80.2	76	China	9.5
7	Barbados	77.1	77	Bosnia and Herzegovina	9.2
8	Norway	76.5	78	Albania	8.8
9	United States	74.5	79	Turkey	8.8
10	Australia	73.0	80	Morocco	8.0
11	Qatar	70.3	81	Dominican Republic	7.7
12	Luxembourg	66.7	82	Mexico	6.5
13	Ireland	59.4	83	Brunei Darussalam	6.3
14	Iceland	57.0	84	Kuwait <sup>1</sup>	5.9
15	Hong Kong SAR	55.2	85	Jordan	4.9
16	New Zealand	53.1	86	Mauritania	4.9
17	United Kingdom	52.6	87	Seychelles	4.7
18	Poland	49.6	88	Ukraine	4.4
19	Netherlands	49.2	89	Paraguay	4.4
20	Russian Federation	47.9	90	Guatemala	4.1
21	Czech Republic	43.4	91	Colombia	3.7
22	Taiwan, China	42.7	92	Honduras	3.7
23	Austria	42.6	93	El Salvador	3.6
24	Estonia	42.0	94	Moldova	3.5
25	Spain	41.6	95	Philippines	3.4
26	Israel	40.6	96	Malawi	3.1
27	Saudi Arabia	40.4	97	Cape Verde	3.0
28	Greece	39.9	98	Uganda	2.8
29	Kazakhstan	38.4	99	Bolivia	2.8
30	Canada	38.4	100	Sri Lanka	2.3
31	Oman	37.8	101	Cambodia	2.2
32	Latvia	37.6	102	Costa Rica	2.0
33	France <sup>1</sup>	36.6	103	India	1.9
34	Switzerland	35.6	104	Lesotho <sup>1</sup>	1.7
35	Croatia	34.9	105	Jamaica	1.5
36	Germany	34.8	106	Senegal	1.5
37	Serbia	34.5	107	Peru	1.4
38	Italy	33.3	108	Tanzania	1.2
39	Malta	32.6	109	Trinidad and Tobago	1.2
40	Slovak Republic	31.9	110	Mozambique	1.0
41	Cyprus	30.8	111	Rwanda	1.0
42	Bulgaria	29.9	112	Nicaragua	0.8
43	Slovenia	29.3	113	Swaziland	0.7
44	Portugal	27.4	114	Tajikistan <sup>1</sup>	0.6
45	Armenia	25.9	115	Gambia, The	0.5
46	Egypt	24.0	116	Ethiopia	0.3
47	Ghana	23.0	117	Mali	0.3
48	Indonesia	22.2	118	Kenya	0.3
49	United Arab Emirates	21.7	119	Sierra Leone	0.3
50	Azerbaijan	21.5	120	Zambia	0.2
51	Uruguay	21.5	121	Pakistan	0.2
52	Georgia	21.3	122	Thailand	0.1
53	Brazil	20.9	123	Yemen	0.1
54	Namibia	20.9	124	Nepal <sup>1</sup>	0.1
55	South Africa	19.8	125	Madagascar	0.1
56	Belgium	19.4	126	Lebanon	0.0
57	Macedonia, FYR	18.1	127	Bangladesh	0.0
58	Vietnam	18.0	128	Algeria	0.0
59	Chile	18.0	128	Benin	0.0
60	Mongolia	17.3	128	Burkina Faso	0.0
61	Lithuania	17.2	128	Burundi	0.0
62	Venezuela	16.1	128	Cameroon	0.0
63	Montenegro	15.3	128	Chad	0.0
64	Zimbabwe	14.9	128	Côte d'Ivoire	0.0
65	Puerto Rico	14.7	128	Guinea	0.0
66	Panama	14.5	128	Guyana	0.0
67	Romania	14.1	128	Haiti	0.0
68	Mauritius	12.5	128	Iran, Islamic Rep.	0.0
69	Malaysia	12.3	128	Suriname	0.0
70	Hungary	11.9	n/a	Kyrgyz Republic	n/a

Source: International Telecommunication Union, *World Telecommunication Indicators 2012*, December update

<sup>1</sup> 2010