

**II. PROMOTING BUSINESS AND TECHNOLOGY INCUBATION FOR
IMPROVED COMPETITIVENESS OF SMALL AND MEDIUM-SIZED
INDUSTRIES THROUGH APPLICATION OF MODERN AND
EFFICIENT TECHNOLOGIES IN CAMBODIA**

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A. Cambodia's facts and figures

Area:	181,035 square km
Political form:	Constitutional monarchy
Population:	13 million (2000)
Population growth rate:	3 per cent
Adult labour force (male: female):	47: 53 per cent
Gross domestic product:	US\$ 3,054 million (1999) and US\$ 3,090 million (2000)
GDP growth rate average:	4.8 per cent per annum
Per capita income (nominal):	US\$ 300
Major industries:	Garments and footwear
Major exports:	Garments and footwear
Major imports:	Gasoline, industrial machinery
Inflation:	0.5 per cent (2000)
Total FDI inflow:	US\$ 453 million (2000)
Data source:	Ministry of Economic and Finance

B. Industrial economy

According to the 1996 data collected in the World Bank Report of June 1997 entitled; "Progress in recoveries reform" the industry and service sectors of the economic have been contributing interesting to GDP from 1991 to 1996. The agriculture on the other hand, has been experiencing a decline in contribution to GDP over the same period. Certainly the fastest growing sector of the economy is industry averaging 11.38 per cent over the past 6 years and outperforming growth of the economy almost twice the rate of the same period. Agriculture has been experiencing a declining rate of growth. Only the industry sector has shown an increasing rate of growth. The growth of service sectors has mostly remained constant except for 1992 certainly due to the present of United Nations Transitional Authority in Cambodia (UNTAC). All indications, table 3-II-1 and table 3-II-2 as per reference shown that the industry sector will continue to lead the growth of the economy from now on to the endless future.

Table 3-II-1. Contribution of sectors to GDP

	1991 (%)	1992 (%)	1993 (%)	1994 (%)	1995 (%)	1996 (%)	Average (%)
Agriculture	51.80	49.30	46.90	45.10	44.60	42.70	47
Industry	15.10	16.30	17.70	18.30	18.70	19.90	18
Services	33.10	34.40	35.40	36.50	36.60	37.40	36

Table 3-II-2. Growth rate of the economy sector

	1991 (%)	1992 (%)	1993 (%)	1994 (%)	1995 (%)	1996 (%)	Average (%)
Agriculture	6.70	1.90	1.00	00.00	6.40	1.80	2.63
Industry	8.80	15.70	13.10	7.50	9.90	13.30	11.38
Services	8.50	11.20	7.00	7.50	7.80	8.80	8.47
Average	7.60	7.10	4.10	4.00	7.60	6.50	6.15

C. Technological situation in Cambodia

The National Institute of Statistic Programme (NISP) of UNIDO collected information from 116 large and medium-sized industries using the provincial office of the Ministry of Industry, Mines and Energy (MIME). Based on limited information, UNIDO produced a brief report entitled "Directory of large and medium industries 1996" (defined to mean those with greater than 50 employees). In June 1997, MIME updated this report to include 315 firms. On the other hand, referred to the statistic available at MIME in 1996 there were some 25,620 micro and small-scale industries (capital in US\$ not more than 200,000) in 22 provinces.

These establishments employed some 68,000 persons (49,000 males: 19,000 females). Compared to the figures collected during the UNIDO industry sector review mission in January 1992, these appeared no growth in the number of such establishments, nor in the number of people employed by them. A large share of these establishments is rice mills and small-scale food-processing enterprises. Other significant industries are textile and garment (in some provinces), non-metallic and mineral processing (in most provinces) and fabricated metal (all provinces).

Only 9 per cent of the registered establishments are licensed at the national level by MIME, 33 per cent are licensed by provincial departments of MIME, whereas 58 per cent are not licensed at all.

According to their size, MIME estimates that the figures collected by 22 provincial departments represent approximately 90 per cent of small industrial establishments. The MIME statistics reveal that the heaviest concentration of micro- and small-scale enterprises is founded in Kompong Cham province (labour force above 18,500 particularly in agro-processing and textile/garment, followed by Phnom Penh (9,000), Kampong Thom (5,000), Takeo (9,000) and Kandal (5,000). Some provinces such as Kep, Preah Vihea, Mondul Kiry reports virtually no micro- and small-scale industrial activities. The majority of industrial workforces are male in the enterprises other than textile and garment. Female workforces are dominated in garment and textile enterprises and trade.

Although medium-scale industry is important new form of employment generation in some urban area, it appears that the contribution of micro and small-scale industry establishments, employment generation and diversification of the economy has not increased after the liberalization of the economy in the early 1990's.

D. Technology acquisition

The majority of the existing locally invested enterprises either micro, small-scale or even medium enterprises usually applied the traditional technology in their product processing activities. A great number of micro and small-scale industries customary are applying the traditional left-over technology from their ancestors for product processing such as fish sauce, soybean sauce, fish paste (prahok), tomato sauce, chilli sauce, canned meat, and fish product, alcohol and vinegar, etc.

The Khmer distillery company (SKD) that produced alcoholic products of different variety also applied the left-over technology and equipment from the French protectorate since the early 1930's and has closed its door for some time due to the high production cost and cannot compete with the cross-border smuggling product from the adjacent neighbouring countries where they applies modern technology of low production cost and the eventual indigenous alcohol production community in the remote areas of the country.

The case of tire factory in Kandal province is the same. It has forced itself to close its door permanently because of non-competitive product even in the local market because the out-of-date technology that was not prominent to produce quality product for even the local market demand.

The case of flour mill in Kbal Thnal where the successive manager kept applying the same and traditional technology producing poor quality products have suffered from the same condition and finally has been out of operation since the early 1980's. There were a great number of SMEs of the kind that have been faded-out successively. Some other of the kind is trying hard to survive and is also underway to extinction.

Quality success:

Only those that have acquired modern processing technology from abroad such as parent company, equipment, machinery suppliers, overseas joint-venture partners, overseas distributors, etc. have enjoyed successfully their business opportunity because they produce competitive quality products that are also suitable for export standard such as fruits juice products, Angkor beer, condensed milk, winery products and generally foot-wear products and garment. Even though these SMEs produce products of quality best serving the local demand and for export, but they still have the hardship facing with the cross-border smuggling products from the adjacent neighbouring countries and from some other countries in the region.

We may all aware since the day of liberalization of economy, 4 August 1994, up to date, there is still no “Law on domestic product protection” being passed nor enforced. This is the main problem that needs to be solved sooner or later, without it even the micro enterprises, the small and medium enterprises will face the hard time to fight for their subsistence.

E. Government priorities and plans

The first Socio-economic Development Plan, 1996-2000 has established the “framework for the medium-term development of the country”. The plan has a clear focus on poverty alleviation and at the same time, lays down some investment priorities with a view to promoting longer term development and industrialization. The major priorities expressed in the plan are: reducing poverty, developing human resources, increasing domestic self-reliance, and strengthening absorptive capacity and regional cooperation.

The main elements of the Royal Government’s Development Programme – in the plan that are particular relevant to SMEs development are:

- (a) Employment generation
- (b) Rural development
- (c) Development of the productive-base
- (d) Human resource development
- (e) Investment in physical infrastructure
- (f) Macroeconomic stability
- (g) Legal and administrative framework
- (h) Reintegration in to the global economy

1) Generation of employment through labour intensive manufacturing for export, the promotion of small-scale industry and the urban informal sector and the development of tourism

This is clear expression of the Government priority endorsing the need for micro and small enterprises development. It is compatible with the overall focus on poverty alleviation with the key to any long term and sustained attack on poverty (as well as any attempt to decrease dependence on external assistance) is a growing economy and particularly the growth that generates employment and enhances livelihood.

The plans further point out that the promising development of medium-scale formal sector manufacturing is not enough to absorb the annual increases in urban labour-force resulting from natural increase and migration as well as the planned civil service retrenchment and demobilization. Therefore, a substantial contribution to labour absorption will have to come from small-scale enterprises and informal sector activities of all kinds.

The SMEs development strategy specifically includes the focus on labour intensive, export-oriented industry and industries with linkages to tourism. The development of tourism-related industries, for which the Cambodian potential is large and the micro and SMEs could potentially play a big role, could be an important means of generation jobs, income tax revenue and foreign exchange quite rapidly in the short term.

2) *Achievement of poverty alleviation and broad participation in the development process through a focus on participatory rural development*

Micro and SMEs activities are means for people to participate in development through day-to-day effect in improving their standard of living. It would also facilitate the improvement of people livelihood and self-reliance.

Also the development of micro and small-scale enterprises is one of the important components of rural development to achieve increase in (commercially-oriented) farm and non-farm income and to help limit rural-urban migration and the transfer of more poverty to the urban areas.

3) *Development of productive base of economy (through rice production, livestock production and of the commercial agricultural sectors)*

Some of the micro- and small-scale enterprises in rural areas are engaged in agricultural and livestock activities. The agricultural, forestry and fishery sector also have an important relevant to micro- and small-scale enterprises in term of potential backward linkages.

The small-scale and micro-enterprises produce farm instruments, tool and machinery and buy agricultural livestock, forestry and fishery products as their raw materials. It is also important to note that higher income of rural population generates larger market for micro- and small-scale enterprises.

4) *The upgrading of the human skills and their adaptation to those that are commensurate with a modern market economy*

Skill is simply necessary to operate micro-, small and medium scale enterprises and to generate income. Human resource development is furthermore important for Cambodia to meet the challenges of the market economy in managing enterprises, adapting and developing technologies and to compete effectively with enterprises of neighbouring countries, particularly because such capacities were deliberately destroyed in the late 1970's. It will be essential, as the economy will be more reintegrated into the regional and global market economy.

5) *Substantial investment in the upgrading and development of physical infrastructure, particularly rural roads*

Improving road network in quantity and quality will reduce costs of transporting goods and people and result in more economy activities. It will facilitate the expansion of local and international trades and thus the commercialization of agriculture.

6) *Establishment of macroeconomic stability and creation of institutions, instruments and policies necessary for prudent long term economic management*

Macroeconomic stability and sound economic management is a prerequisite for SMEs development as well as the private sector development since productive investment, either small, medium or large, domestic or foreign, is made only in a stable economic environment.

The Government aims to establish an "enabling environment" for domestic and foreign investment achievement of macroeconomic stability and appropriate legislative-base and provision of generous incentives for investment and physical infrastructure including electricity.

The present predominance of small and medium scale industries is one of the factors that make it difficult for the Government to secure government revenue, which needs to sustain its programmes.

7) *Reform of the administrative and judicial institution for the state, through the reorganization of public service and more effective liaison between central and provincial administration*

Because the capacity to implement laws and regulations constitutes an essential part of an "enabling environment". Let's just say the implementation of the law and regulation and its enforcement on "cross-border product smuggling" if any, would be greatly helpful to the local SME's products as well as to sustain their subsistence, etc.

8) *Reintegration of the Cambodia economy into the regional and global economy and liaison with regional institution*

Cambodia is situated in strategic location with an increasingly dynamic subregion and within the East Asian region as a whole is seen to offer great opportunities for the longer-term development. But it could pose as a threat because of the potential competition from the economically powerful neighbouring countries. The Government has taken on policies that will direct towards the reintegration of the Cambodia economy into the regional and global economies.

In successful coping with the challenge that this objective poses raising the educational and skilled-level of workforce is essential. The industrial sector is particularly important for micro and SMEs development. The plan includes specific industrial development strategies, which involves the incorporation of the following key parameters:

- Export-oriented industries (with GSP entitlement and MFN status as incentives)
- Labour intensity (broadening from garment industries)
- Natural resource-based industries (agro-wood-fisheries and non-metallic mineral based industries)

Selective import-substitution of consumer goods (based on locally available minerals)

Large versus small-scale industry (shift from large, for instance in rice milling, vegetable oil processing, animal feed production, furniture-making and brick and tile manufacture)

- Rural industries (including technical and business advice, vocational training)
- Urban informal sector is employment promotion (emphasis on small scale enterprises)
- Tourism-related industries (such as building materials, furniture-making and other wood-based industries, metal working, food industries, handicrafts)
- Downstream industries based on petroleum (provided that the current exploration on- and off-shore leads to concrete finds)

In order to stimulate industrial development, the Royal Government will pursue a policy of identifying and fostering selected urban areas as “growth centre”. These will be supported through the provision of facilitating infrastructure such as industrial zones and export processing zones (Phnom Penh and Sihanouk Ville).

Battambang with its hinterland richly endowed in terms of agricultural and fisheries resource and favourable location is expected to play an important role as a focal point in regional economic growth in the west of Cambodia. Tourism-related industries are expected to develop in Seam Reap and Kampong Cham is expected to lead the development in eastern part of the country based on the large rural population, significant rubber plantation and processing plants, sugarcane, tobacco, soybean and banana cultivation. The plan particularly outlines the following constraints to be addressed during the period of 1996-2000.

- Strong competition from countries in the region requiring industrial policies encouraging establishments to operate successfully within a highly competitive domestic and international market environment
- Low level of education of workforce compared to other countries in the region
- Cost of energy, water and telecommunication and access to service industrial land
- Administrative delays in securing import of machinery, spare-parts and material
- Inadequacy of the primary road network
- Scarcity of credit, particularly for rural and urban small-scale industry

It is worth noted that in the Government priorities and plans as stated above, no technology incubation system has been mentioned except the adaptation of development technologies to challenge the competition in Section D.

F. Institutional supports/arrangements for R&D and other innovative measures for SMEs

As we may all aware the emergence of socio-economic development in Cambodia had just started up from its infant stage after the long lasting twenty years of civil war. However, when speaking in terms of R&D capability, Cambodia is far from reaching because such capacities were deliberately destroyed by the war in the late 1970's.

As a result, Cambodia is at present desperately facing with the shortage of human resource to serving the R&D sector because Cambodia is virtually deprived of competent scientists engineers to contribute in the R&D development programme.

In reality, Cambodia is up to date has no technology transfer institution, no joint research centres at national universities for academic and private sectors cooperation, no research institutes, no national research laboratory programme to identify and support small-scale industries laboratory, except one out-dated laboratory under supervision of the Technical Department of the Ministry Industry, Mines and Energy which is responsible for product quality control and inspection and title offers service for quality improvement due the limited knowledge and capacity of its personnel and mostly the out-dated equipment and instruments available in this laboratory

After all there is no public private research institutes or universities concentrate their R&D effort on the socio-economic development if we are dealing with the "Promoting business and technology incubation system for improved competitiveness of small and medium scale industry through application of modern and efficient technology in Cambodia".

G. Other arrangements/supports for entrepreneurship development programmes

No particular arrangement/support for entrepreneurship development programmes especially on business and technology incubation has been mentioned in the Government policy framework except the following:

1. Cambodia's first Socio-economic Development Strategy, 1996-2000 sets out a framework of nine guiding principle for industrial policy making. Components of this framework are as follows:
 - *The promotion of export-oriented policies:* It is argued that because of the relatively small domestic market, import substitution as a strategy for industrial development (such as support of infant industries supplying the domestic markets or protectionism) will not work. Experience has shown that the protectionism inherent in an import substitution policy does not nurture the creation of competitive industries. Industries that have grown up behind the tariff walls because of import substitution policies do not have a record for accomplishment that fares well in competitive walls. Furthermore export opportunities afforded by the granting of MFN and GSP entitlement augur well for the future of export-oriented policies and for rapid growth of industries in Cambodia. The growth of the garment industries is just one example of how successful an export-oriented policy can be. This policy is also consisted with the export-oriented policies of countries in the region and will facilitate Cambodia's integration into the regional and global economies.
 - *The promotion of labour intensive industries:* With other countries in the ASEAN region experiencing rising industrial wage levels and quotas in their labour intensive exports, pressure is mounting on firms to relocate to countries with lower wage and whose intensive exports are not subject to quotas. Cambodia, Myanmar and Laos People's Democratic Republic stand to gain from this pressure. Nowhere is this truer than in the garment industry that is now the fastest growing manufacturing sectors in Cambodia.

This industry now employs the largest number of workers engaged in manufacturing. The challenge now is to attract more such labour-intensive industries such as assembly of electronic goods to create more employment opportunities (garments and electronic assembly are the two major traditional labour-intensive industries fueling growth in developing economies).

The history of industrial development has shown that countries often start out with simple assembly operations for export and gradually move to higher technology-oriented operation as the countries physical infrastructure and human capital evolve to higher standards.

- *The promotion of natural resource-based industries:* Industries based on national resources such as forestry, agriculture, fishery, minerals deposits, non-metallic minerals and oil and gas offer much potential for developing countries of high added values. Natural resources-based industries are generally located in regions and provinces outside the more build-up areas are a good way to stimulate regional development.
- *The promotion of a selective import substitution strategy for industrial development:* There is some scope for selective protection in import substitution industries particularly in the areas of consumer goods. This idea however, is in contradiction to an export-oriented strategy. Extreme caution is urged that in development scarce resource to such purpose as costs of such intervention may very well outweigh the benefits.
- *The promotion of micro and small-scale industries:* Micro- and small-scale enterprises constitute a major part of the industry sector, yet there is no specific policies programme of the Government to assist this sector.

The first Socio-economic Development Plan (SEDP) acknowledges this fact and wishes to remedy this situation. The most comprehensive scheme for SMEs support is operated by Association of Cambodia Local Economic Development Agencies (ACLEDA), an indigenous non-governmental organization that provides limited training and credits facilities.

There is much scope for intervention particularly by NGOs. It is also a useful way to attract the problem of regional development. MIME has a MSE unit within the ministry and is the logical focal point for such Government intervention. The needs of SMEs are different from those of medium and large industries that are prepared and equipped to help themselves.

Assistant in identifying markets, obtaining new and better technologies, training (business and technology incubation) and access to credit are all areas where intervention can be beneficial in reaching not only that segment of industry but also some medium-scale industries that are least able to help themselves.

- *The promotion of rural industry:* Plans are being made to assist in the promotion of rural industrial development through the provision of technical and business advice, through vocational training and through increasing the availability of credit. As necessary as this intervention is, rural industries seldom flourished only because of such intervention. The most effective way to stimulate rural development in a market economy is to stimulate demand for their products. Study have shown that when income in rural areas arises, the elasticity of demand for goods arises more than proportionally in these areas resulting in greater demand that in turns stimulate greater production. This area warrants additional investigation and research on how this may be best accomplished.
- *The promotion of informal sector employment in urban areas:* This is the counterpart of the above rural industry employment promotion. Recommended interventions are deliberately vague. The best that Government should do is not to interfere with the natural evolution of informal employment in the urban areas to the extend public interest will allow.
- *The promotion of tourism-related industries:* The development of tourism industries has substantial linkages with the rest of the economy, particularly the construction, food, metalworking, furniture, wood and handicraft sectors. Tourism looks especially promising owing to Cambodia culture and natural assets of international appeal. There is definite potential to make a substantial contribution to income and employment over a long period of time for a large number of people. Encouragement of tourism is a direct and effective way to stimulate demand for industrial goods there by encouraging the development of industrial structure.

- *The promotion of downstream industries based on petroleum:* Current exploration activities leading to significant finding will present possibilities for downstream industries. Such finds would provide significant revenues to the Government needed to cover the recurrent costs of social and economic development programme.
2. Other arrangement and support for entrepreneurship development programme (especially for investment) may include the following:
- Apart from facilitation and support at the national level, attention is also being given by the Government to open up access to international source of finance for private sectors investment. Cambodia is already a member of the Industrial Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA), and is currently applying for membership to the International Centre for Settlement of Investment Disputes (ICSID). It has also signed agreement with ADB, providing private sector investor with the opportunity to obtain funding for their investment project from this international financing institution¹ and the investment incentive.
 - The Law on investment provides the following incentives to investment project in Cambodia:
 - (i) A corporate income tax of 9 per cent except for the exploration and exploitation of natural resources, including timber, oil and gas, gold and precious stones.
 - (ii) A corporate tax exemption of up to eight years is depending on the characteristic of the project and the priorities of the Government.
 - (iii) Loss is carried forward up to five years.
 - (iv) Non-taxation on the distribution of dividends, profits or proceeds of investment, whether transferred abroad or distributed within the country.
 - (v) 100 per cent import duty exemption on constructions material, mean of production, equipment, intermediate goods, raw material and spare-part used by:
 - An export-oriented project with a minimum of 80 per cent of the production set apart for export.
 - Projects located in the designated special promotion zone (SPZ).

For investment projects excluded in the category covered by both categories above, 100 per cent exemption from duties and taxes is only authorized for the construction of factories and buildings and for a period of one year following the start-up of production operation.²

H. Status of business/technology incubation

In Cambodia, the term of “technology incubation” is yet of little familiarity among the responsible authority especially that of MIME. Therefore this term seems to be the new innovative aspect to them. Because of such non-familiarity, the policy makers have unlikely missed to integrating the technology policy and special measures to support the SMEs development in technological upgradation particularly in the Government’s policy on the development and support of SMEs.

Actually, there is no service provider institution related to technology transfer for support measures for the development of SMEs, no joint research centre at national universities for academic and private sectors cooperation, no national research laboratory programme to identify and support micro, small and medium scale enterprises laboratory, no public research institutes or universities concentrate their R&D effort on SMEs development.

¹ A Guide to invest in Cambodia, Council for the Development of Cambodia (CDC) page 2.

² Article 14 of *A Guide to investing in Cambodia*, Council for the Development of Cambodia (CDC). Available at <<http://www.cambodiainvestment.gov.kh/Information.asp?PageID=Laws+%26+Regulations%3AInvestment+Law&LevelID=12&DocID=9>>.

In short, they are not even familiar with the term “technology incubators” that according to Mr. Dinya Lalkaka, the term “technology incubators” (TIs) has been stated as follows³:

“TI’s main concern is to be bolster the technological development stage. It aims to complete technological ideas for technologies currently underdevelopment. Specific activities by TIs include specialists sent as technology guides, joint development, supporting and raising necessary funds, and the provision of support in using machinery and related experiment/instrumentation equipment and computers. In some cases, TI provides facilities such as office and communication equipment.

Also TIs take a range of institutional forms, operating as integrated or sometimes separate, organization within science parks, universities and innovation centres. TIs present a technology-oriented variant on the business incubators (BI) theme. TIs more frequently provide technology-related services and support on issues of intellectual property and support from law schools and local legal firms. Some incubators focus on attracting branch plants, while other work almost exclusively with start-up firms and SMEs.

TI can help tackle many of the problems such as: capital requirements including venture capital, linkages to sources of knowledge, strengthening research capacities with appropriate interface mechanism, supplementing business management and marketing skills of technopreneurs, technology acquisition skills, market intelligence and strategic planning, etc.”

However the most current innovative feature was the recent introduction of IT not TI in the Government facility that has taken place at the Cambodia/Republic of Korea Forum, on 29 April 2002 at the Intercontinental Hotel, the details of which are as follows:

- Korean technology companies are set to propel Cambodia further on its way into the information-age.
- Database management companies, Uni SQL has confirmed that all 27 governmental ministries will soon be linked to form a state-of-the art e-government.
- SLD telecom, meanwhile, confirmed that it was looking to provide space-age mobile phones to customers in the Kingdom by the end of the year.
- Under an agreement with ASEAN, Cambodia is obliged to develop and maintain e-government. Uni SQL will provide the Government’s administration information system, which includes linking ministries through broadband Internet. That will allow document approval and document exchanged between ministries, as well as land, vehicles and residence registration.
- The project is designed to promote transparency in Government, as well as provide its ability to track and tax people, Managing Director of Uni SQL, Kang Mun Cheol, predicted that the development would prove “significant”.
- Uni SQL’s US\$ 20 million project, financed with a soft loan from the Government of Republic of Korea, should be finished by the end of next year.
- SLD Telecom said its mobile phone business, using the 019 dialing code, would be operational within a year.
- In January, the Government awarded SLD Telecom a 35-year license to provide a CDMA (Code Division Multiples Access) service network. SLD Telecom is a joint venture between three sought of the Republic of Korea’s telecom: SK Telecom, LG Electronics and Dong-Ah Elecomm.
- An employee of SK Telecom said that the company wanted to provide the latest technology. He bristled at an earlier report stating that he group would invest US\$ 88 million in the project. The capital has yet to be determined. We could not forecast because the market is changing quickly, he said, adding that SLD telecom “might be the biggest company in Cambodia”.⁴

³ ESCAP, Strengthening Technology Incubation System for Creating High Technology-based Enterprises in Asia and the Pacific (ST/ESCAP/2137, 2001).

⁴ “Kingdom moves towards higher tech”, *Phnom Penh Post*, 10-23 May 2002.

I. Science and technology (S&T) infrastructure

In Cambodia there are few research institutes and more than twenty private and public universities that constitute the S&T present infrastructure in this country. However since the country is predominantly dominated by agriculture, most of these research institutes have been established to provide support service only to this sector such as on rice seed breeding, animal breeding, forest conservation and afforestation, etc.

The most recent project that is now underconstruction and is expected to be in operation in the late 2003 or at the beginning of 2004 is the Inland Fisheries Research institute funded by the Mekong River Commission. This institute will be responsible to identify the most important species in the Cambodian fresh-water fisheries in term of their role in the domestic economy and food security situation, it will be responsible to undertake research and monitoring in view to obtaining biological, technical and socio-economic data comprising:

- Small scale/family/rice field fishery
- Medium scale/mobile fisheries
- Large scale/fishing lot fishery

and assess impacts on the fisheries resources, to develop the fisheries information system and so on. On the contrary there is no major SME's, R&D support institution being established as yet.

J. Technical entrepreneurs (techno-premiers) development

No specific technopreneur institution being developed except the existing public/private universities and vocational schools that provide training relative to curricula training programme as per the following examples:

(a) *Institute of Technology of Cambodia (ITC)*

It is the Government institute that provides engineering degrees to the young generations who engaged in different specialized field like mining and geology, food chemical engineering, construction engineer, electro-technique engineer, etc.

(b) *Royal University of Agriculture (RUA)*

The Government university that provides engineering degrees to those who has engaged in diversified field of agriculture.

(c) *Royal University of Fine Arts (RUFA)*

The Government university that provides architecture degrees to those who engaged in architecture sector, archeology degrees to those engaged in this field and the degrees of arts and crafts and all sort of traditional culture.

(d) *Royal University of Phnom Penh*

At present, the University offers only the engineering degrees in environment and information technology. According to Mr. Cham Nan, Dean of this University said that more faculties would be opened to the public that is the faculty of Khmer language and that of education. The third faculty will be the "Applied Science and Technology" that deals with the chemical analysis and products productions.⁵

(e) *National Institute of Management (NIM)*

This Government institute conducts training programme on managerial and supervisory in business management, banking, accounting, marketing, financial management, hotel-tourism management, information technology, marketing and administration.

⁵ In Section B, Column 1, pp. 1-2, *Rasmei Kampuches Daily*, 7 May 2002.

(f) *Norton University (NU)*

Private university conducting the same training programme as in (4) and there are many more private universities of such kind like the International Institute of Cambodia (IIC), Institute of Human Resource Development (IHRD), Institute of Technology Management (ITM) and many others.

(g) *Toul Kork Vocational School, Russeikeo Vocational School, Tuk Thla Vocational School (Government) and Cambodia Institute of Engineering (private vocational school)*

These four other vocational schools provide almost similar skill-training such as garment, computer repair, electronic, machine-shop, auto-repair, drafting, etc.

K. Private sector initiatives and activities in promoting business incubator and venture business

Very limited information on private sector initiatives and activities in promoting business incubators available except the following information obtained from various selective business and industrial establishments and from the results of interview with a small group of businessmen and manufacturers.

It is understood that information network (by the time the survey was conducted on information networking under XP/RAS/97/012/11-57, UNIDO) is the most important issue affecting the national economic development and the prospect for the future of SMEs development depends on the identification of areas where further progress is required. For instance, we just take a closer look on the results derived from the above survey as followed:

General data

A large number of institutions are equipped with telephone, mobile phone, fax, e-mail, Internet connected with Telstra⁶ and Camnet⁷. As regard to equipment and software, almost all of them are equipped with computers – LAN NT 4 window 95 stand-alone. For those that use e-mail connected Internet, the type of connectivity is SLIP/PPP with a speed of 3.6 kbps for Telstra and SLIP/PPP with a speed of 28.8 kbps for Camnet, the information retrieval and text processing software are usually processed access 97, word 97 and excel 97.

Information resources (Q/A)

- (a) Names, scopes and coverage of computerized database used:
 - (1) Indigenous – Accounting, mail, information
 - (2) Internet (most of them used sites) – E-mail, Explorer
- (b) Approximate quantity and type of the primary documents possesses:
 - (1) Standard
 - (2) Business catalogues
 - (3) Authority law and regulations
 - (4) Publishing
 - (5) Film/video tape
- (c) Distribution of languages of primary document:
 - (1) 50 per cent national language
 - (2) 50 per cent foreign language (English)

⁶ See Annex I.

⁷ See Annex III.

(d) Quality and type of document on microfiches:

None

Form III – Inquiry service

III-4. Inquiry services:

- Subject of queries from 5 to 20 markets
- Source used answering external

III-5. Referral service:

- None

III-6. Information extension service:

- None

III-7. SDI (service development institution)

- None

III-8. Current awareness service:

- None

III-9. Preparation of information analysis:

- None

III-10. Technology transfer:

- None

III-11. Training of users:

- None

III-12. Application of computers:

- Establishment of indigenous database
- E-mail
- Internet
- Publishing
- Training

Form IV

IV-1. Users and their needs – approximate number of users for months:

- 10 to 20

IV-2. Quantity and type of users:

- 80 per cent policy/decision makers
- 80 per cent manager
- 70 per cent salemen/sale managers

IV-3. Needs of users technology:

- Specific technology
- Adaptation of technology
- Upgrade of technology
- Technology costs/financing

- Standard
- Quality control
- Skill training
- Technology acquisition and transfer
- Sources of raw material

Form 3

- 3-9. Objectives and functions of the company:
- Quality success
- 3-13. Computers used at the company:
- Yes with network operating system, NT 4 WIN 95
- 3-14. Internet big pond (Telstra) Cament (Camnet)
- 3-15. Service offered:
- E-mail/FTP/WWW
- 3-19. Main problem faced by the company:
- Lack of qualified personnel
 - Cost of communication is too high

Form 4 – Industry marketing sector (beverage/food industry/sales, garment industry)

- 4-1. Product processes:
- For domestic market, soft drink, beer and stout, sweeteners, condensed milk, galvanized iron sheet
 - For export-textile/garment (100 per cent export oriental). Where: EU, the United States of America, Canada, Mexico
- 4-4. When a technical problem arises in the company:
- 80 per cent of them attempt to solve it by 50 per cent using in-company resources and 50 per cent using outside resources especially through suppliers.
- 4-5. Consultant to help business:
- Very few used consultants in management and engineering.

Form 5 – Selling and promoting

- 5-1. Activities for products serving domestic market:
- Sale staffs
 - Public relations
 - Exhibition and trade fairs
 - Radio, TV, advertising
 - Sale agents and distributor

Form 6 – Activities for export-oriented products (garment)

- Public relation
- Sale agent and distributors
- No financial and technical assistant to help the export products

Form 7 – Training

Almost all garment factories used a formal training programme in:

- Manufacturing process
- Advance manufacturing technology
- Product design
- Quality management
- Technical
- Management development
- Financial management control
- Administration system
- Internet (very few)
- E-mail (very few)

Other employees used a formal training programme for its personnel in:

- Manufacturing processes
- Information technology, i.e. word-processing, database
- Marketing
- Market research
- Technical
- Selling
- Management development
- Financial management control
- Administration systems
- Internet

Form 8 – Technology and process:

- 8-1. 80 per cent are licensed from foreign source, joint venture and own adaptation of readily available technology; 20 per cent are especially micro industries applied traditional technology.
- 8-2. Type of technology needed:
- 90 per cent of company need skill training
 - 10 per cent need:
 - Technology upgradation
 - Adaptation
 - Machinery/equipment
 - Spare-parts
 - Skill training
- 8-3. Mechanism used to keep abreast of technological development:
- 15 per cent access to online information services, Internet or CD-ROM database, other oversea's exhibition
 - 65 per cent are equipment suppliers (technical literatures, support through joint-venture partners, product buyer channels)
 - 20 per cent has no idea

Form 9 – Financial and administration

- 9-1. If considering purchasing new equipment, companies applied:
- 100 per cent – own fund
 - 50 per cent – some with share holders
 - 20 per cent – local bank
 - 30 per cent – join-venture with oversea companies

Form 10 – Business information needs

- 10-1 The companies are interested in information about:
- 100 per cent – from other companies
 - Products and services offered by other companies
 - Business opportunities.
 - 60 per cent – from other companies
 - Business and technology institution
 - Product and services offered other companies
 - Training opportunities
 - Customs tariffs and other foreign trade charge
 - Domestic and foreign markets
 - 20 per cent – other companies
 - Products/Service offered by other companies
 - Bank
 - Customs procedures
 - Transport services
 - 15 per cent – only local market (micro-industry)

The response to the questionnaires and the result of interviews with a small group of businessmen and manufacturers reflect an urgent need of technology incubation system to support development of SMEs.

In reality to date, MIME has no legislative and regulatory framework to support the promotion of SMEs and no specific government policy and programme in developing this sector, nor are there specific incentives for the promotion of SMEs. In short MIME has no motivation to promote SMEs due to the lack of support policies and financial support. MIME is still facing the shortage of human resources in senior and middle-class personnel to formulate the regulatory framework and policies to support the promotion of SMEs.

MIME has no information network to meet with SME demand such as information regarding updated modern machinery and equipment, new technology information on financial resources to buy and incorporate new technology, to modernize machinery and equipment for winning competition, lack of information of technology and marketing to improve competitiveness, lack of information of export market, etc. Up to the present, MIME is deprived of all means to support the development of SMEs.

L. Institutional arrangement for promotion of business incubator and adventure business

When talking about business/technology incubation system, Cambodia is far away from reaching because according to ESCAP, the main concern of TI is to bolster technology development stage. It aims to complete technological ideas for technologies under development. They are characterized by institutionalized links to knowledge-sources including universities, technology transfer agencies, research centres, national laboratories and skilled R&D personnel. The aim is also to promote technology transfer and diffusion while encouraging

entrepreneurship among researchers and academics. In fact TIs should be looked upon, in the broadest sense, as a mechanism for long-term capability building and regional or local development.⁸

Therefore, if MIME should be responsible to promote business/technology incubators alone, it will probably support tremendous load and will never succeed it unless otherwise cooperating with TNCs of industrializing countries like the Republic of Korea, Japan and Singapore, etc., and through the assistance of ESCAP, APCTT, ADB, JICA and KOICA as well.

To start with, MIME should at first think of the formulation on the possible establishment of an Information and Communications Centre (ICC) by requesting advisory assistance from ESCAP to help in clearing out the path for success.

M. Financial support scheme

As has been stated before, attention has been given by the Government to opening up access to international sources of finance for private sector investment. Cambodia is already the member of IFC and MIGA, and is currently applying for membership to ICSID.

It has also signed an agreement with ADB, providing private sector investors with the opportunity to obtain funding for their investment project from this international financing institution.

According to the blueprint planned by ADB on September 2001, which was signed by Senior Minister of the Ministry of Economy and Finance and Governor of the National Bank of Cambodia, enforcement of International Standard on Auditing (ISA) and International Accounting System (IAS) as follows:

- Phase I (2001-2004)
 - Establish accounting/auditing standards and enforcement system
 - Establish standards (IAS/ISA) to all companies in Cambodia
- Phase II (2005-2007)
 - Strengthen enforcement of accounting/auditing standards
 - Promote IAS/ISA
- Phase III (2008-2010)
 - Enhance the enforcement of accounting standards
 - Apply IAS/ISA to private companies

The promoter of TIs, MIME, in this very first stage, should find an alternative way to possibly set up an Information and Communication Centre, either thought its autonomous basis or joint-venture with private sectors by making reasonable arrangement to obtain funding from the above international financing institution for this project and/or cooperating with prospective TIs of TNCs to obtain soft-loan financing the project, notably though KOICA arrangement for example.

N. Conclusion and recommendation

1. National need and requirement

Cambodia's first SEDP, 1996-2000, set out a framework of nine guiding principles reflecting the Royal Government's approach to industrial policy-making. The main sectors in which investment is strongly encouraged are the following:

- (1) Pioneer and/or high technology industries
- (2) Job creation
- (3) Export-oriented industries

⁸ ESCAP, *Strengthening Technology Incubation System for Creating High Technology-based Enterprises in Asia and the Pacific* (ST/ESCAP/2137, 2001), p. 162.

- (4) Tourism industries
- (5) Agro-industries and processing industries
- (6) Infrastructure and energy
- (7) Provincial and rural development
- (8) Environment protection
- (9) Investment in the special promotion zones

With strong determination, national discipline and a clear view of the overall goals, the Royal Government of Cambodia has achieved significant result in just over two years since the early 1994. No doubt, there are still many challenges ahead and problems to be overcome, even those that arise as a consequence of progress made.

2. Efficiency in production

Illiteracy, lack of appropriate standard of education, technical and professional training, the lack of managerial and organizational skills and instrument to support sustainable economic development especially ICC had impeded the growth of productivity in some sector of the economy notably SMEs sector.

Of course in Cambodia, the clear change in production has substantially been made through the inflow of FDI. A number of old, broken state-owned enterprises have been privatized, renovated and equipped with new production line. For example, Apsara condensed-milk factory, Angkor beer brewery, soft drink, winery, cigarette, textile/garment factories have been put into operation and increased in both quantity and quality.

These enterprises can even compete with foreign products and a number of them have even come to export their products to overseas, but the lack of physical infrastructure has hampered the inflow of FDI. Cambodia is also facing the challenge to attract FDI to increase productivity, to strengthen and upgrade industrial, technological and commercial activities. There is still no access way to build business-to-business bridge in view to create lasting, long term opportunity for free enterprises to ensure sustainable economic development of the country.

In addition to the above stated, the loose collaboration between ministries such as between MIME and the Ministry of Agriculture, Forestry and Fishery (MAFF), the Ministry of Economy and Finance (MEF), the Ministry of Public Work (MPW), the Ministry of Rural development (MRD) and the Ministry of Meteorology and Waterwork Resource may also slow down national productivity in terms of agro-based enterprise sector.

3. Major Internet/e-mail service provider

Actually there are two major Internet/e-mail service providers in Cambodia. The common services they provide customers are:

- Communicate worldwide instantaneously via e-mail;
- Use the World Wide Web (WWW) to do research for work or school projects, learn about new products, read reviews, access information on other countries, their universities and businesses, make travel arrangement and so on;
- File Transfer Protocol (FTP) to transfer files between remote computers or to download shareware items (software, font, game, etc.);
- Access a search engine to find an Internet site with information on specific topic we are interested in.

4. Full Internet access

Full access includes complete Internet access via WWW, Gopher, FTP, Telnet and most importantly, e-mail is included in the full access package.

Even though there is no connection on systematic, integrated orientation towards proper sustainable economic development especially to support the promotion of SME sector because of the non-existence of "Information and Communication Centre". Therefore almost all business enterprises are keeping information resources under one's roof for there is no proper and reliable communication system between the related Ministry, MIME, and its under-supervised manufacturing units. In fact, at present, we have no access way to strengthen and upgrade industrial, technological and commercial activities for SMEs at all.

Obviously, almost all manufacturing enterprises are aware of these needs. According to the business enterprises response to the questionnaires, we have noted that the majority of them are equipped with Internet/E-mail fax phone, Photocopy machine, mobile phone and computers. These will facilitate the relational network between MIME and SMEs and their clients. Naturally, we understood that all manufacturing enterprises are facing with the shortage of skills and qualified personnel that will require training assistance.

They are also in need of technology acquisition/transfer, upgrading technology, skill training, standardization, quality control, specific technology in order to ensure the products quality and improve productivity. Also it will require mechanism to keep abreast technological development. In this initial stage, an access to online information services, Internet or CD-ROM database will be beneficial for such need.

To this extend, we may recommend MIME to find an alternative way to set up an Information and Communication Centre so that services could be rendered to SMEs enabling them the increase of their productivities.

The main objectives are:

- To set up the backbone for a national information infrastructure with global link via Internet
- To strengthen and upgrade industrial, technological and commercial activities in Cambodia
- To enhance professional capabilities in related spheres through training, motivation and access to modern technology
- To facilitate the sharing of knowledge and skills among various information technology professionals and end-users local and international in private sector as well as government agencies and training institutions
- To provide a window of opportunity to foreign investors and entrepreneurs seeking information on Cambodia
- To provide comprehensive technology transfer to the industrials and entrepreneurs of Cambodia

5. Training

In order to achieve the above-enumerated objectives, MIME, through the assistance of ESCAP, should develop a broadly based human capital to serve this sector. We would suggest the training assistance from ESCAP for MIME's personnel in the following specialized areas:

- 1 Manager
- 2 Database programmers
- 2 Home-page programmers
- 4 Computer specialists
- 2 Information specialists
- 2 Marketing specialists
- 1 Trainer

6. Equipment and software needed

- 1 Internet server, 1 router, 1 line server, firewall
- 1 Database and Internet LAN administration server, hub
- 5 Workstations
- 2 Printers
- UPS
- Windows, NT 4.0, Window 95, Back office, MSOffice Pro, outlets
- Internet/Intranet

ANNEX I

Telecommunication Network

Current status

Currently, there are approximately 52,177 telephone subscribers in Cambodia. Of these numbers, 11,609 subscribers are connected to the Public Switched Telephone Network (PSTN) with approximately 7,944 Wireless Local Loop subscribers and the remainder cellular mobile 85 per cent of these subscribers are concentrated in Phnom Penh.

The local exchanges consist of an AXE-105 (ERICSSON), an E 10B (Allocated) and an NEAX-61 (NEC). In March of this year, a completely digital Fujitsu exchange (FETEX-150) was commissioned in central Phnom Penh. This exchange has a capacity of 10,000 lines and was constructed by NTTI in conjunction with the Government of Japan bilateral grant aid of approximately US\$ 17 millions.

The national network is supported by a domestic satellite system originally by the United Nations. The system consists of 3.5 metre earth-station located in every provincial capital. It is commonly referred to as the UNTAC system and provides local network facilities through the use of small rural switches supporting between 250 and 500 subscribers in each location. Local, national and cross-border services are available over the network and there is interconnection to the existing PSTN and mobile networks. The system was upgraded and is operated by Camintel, which is a joint venture with the Ministry of Posts and Telecommunication of Cambodia (MPTC) and PT Indosat, an Indonesian Company. There are currently, approximately 2,745 subscribers to these services.

The international services from Cambodia are operated under a Business Cooperation Contract (BCC) with Telstra over the INTELSAT system using a standard "A" earth-station terminal. An AXE-105 exchange with C No. 5 signaling is the international exchange for this link. This exchange has changed to CCS No. 7 signaling. This facility has approximately 370 circuits in operation and is connected to the MPTC main centres through a 140 mb optical fibre link. The operating contract with Telstra will be in effect until the year 2000.

At present the station is equipped for 370 voice channels, with direct channels as follows:

Australia	120 channels	Singapore	30 channels
Thailand	45 channels	Japan	20 channels
Malaysia	16 channels	Hong Kong, China	24 channels
France	29 channels	United States of America	16 channels
China	8 channels	Republic of Korea	24 channels

Currently, there are four cellular operators and one wireless local loop operator providing services in Cambodia, predominantly, Phnom Penh. One of these is providing his service using GSM technology and, therefore having cross-border capability. These five operators are all licensed by MPTC through joint venture arrangements.

In May of this year, two Internet services were introduced in Cambodia. The one service is provided by MPTC with the second service being provided by a joint venture with Telstra and MPTC.

Future plans for telecommunications development

In early 1997, the Government of Cambodia approved a fifteen-year Master Telecommunications Development Plan. Telecommunications was the first sector in Cambodia that has an approved Plan. This Master Plan has three major objectives:

(1) To provide the Government of Cambodia with the basic to plan all major elements of a National Telecommunications system over the next fifteen years;

(2) To improve the penetration rate and quality of services concurrently with the introduction of new services within the country. To assist MPTC in achieving its target penetration rate of 3 per cent over the next five to ten years;

(3) To improve the human resources, organizational, management and administrative practices. To improve overall performance and service orientation of the administration.

The first five years of Master Plan implementations has been organized into the following five projects and is commonly referred to as Plan 2003. These projects are summarized as follows:

(4) Expansion of the Phnom Penh network up to 60,000 lines, including the installation of 7 local exchanges and 2 remote switching units with the necessary Customer Access Network (CAN). A tandem exchange and national truck centre is included in the programme as well as the construction of fibre optic junction cable network;

(5) Establishment of 22 exchanges in the provinces along with the CAN. The transmission networks and the district RSUs are included in projects 3 and 4;

(6) Long-distance network providing for optical fibre links connecting 14 provinces and digital microwave links two centres, plus cross-border links to Thailand and Viet Nam, the remaining six provincial centres would be served by satellite;

(7) District rural networks, covering the development of about 70 rural networks, including RSUs, transmission links and the CAN;

(8) Encouragement of the private sector to participate in these investment programmes using various forms of investment, including, but not limited to joint ventures, Build Operate and Transfer (BOT) and Build Transfer Operate (BTO).

By the year 2003, the objective is to have a network capacity of 125,000 links. This would increase to approximately 400,000 lines at the end of the 15 years' period.

The cost of the undertaking over the first five years is currently estimated at US\$ 260 million. In addition to the private sector MPTC is looking to bilateral grand aid and the donor community for the needed financial resources.

On a more immediately note, but consistent with the above, NTTI is currently in the final phases of the construction of a fully digital NEC exchange in western Phnom Penh and an RSU in the vicinity of Pochentong International Airport. These switching facilities will have a capacity of 6,000 and 800 lines respectively. They are being funded through Government of Japan bilateral grand aid totalling approximately US\$ 13 million. These exchanges are expected to be commissioned by March 1998.

In March of next year, work will begin on the construction of an optical fibre transmission link between Phnom Penh and Bangkok. The transmission between Phnom Penh and Poipet will be direct burial type of 8 cores of fibre optic cable, having a capacity of STM-1 (155mb/s rate) with implementation of Signaling System No. 7, ISUP. Poipet will be linked to Aranya Prathet by microwave until a fibre link can be constructed. Representative from MPTC and TOT met on 17 February 1997 to discuss the issues related to this project and have planned a future meeting to finalize all technical matters and to discuss tariff issues. The project is being managed by KFW of Germany and is scheduled for completion in mid of 1999.

Concurrently work will also begin on the construction of an optical fibre transmission link between Phnom Penh and Svayrieng, Viet Nam and will provide a direct transmission route to Ho Chi Minh City. The 8 fibre cable will link at the border closed to the Phumbavet 2 ADM station. This interconnection shall be implemented using the back-to-back SDH 155 mb/s terminal configuration, since both domestic systems are using advanced SDH technology, Representatives from MPIC and DGPT/VNPT met on 27 February 1997 and plan to meet in the future with a joint working group to discuss on project implementation details. This project is also being managed by KFW of Germany and is scheduled for completion prior to the end of April 1999.

Also of significance is the initiation of the development of the second International Gateway in Cambodia. In early June, MPTC signed a joint venture agreement with Royal Millicom, Ltd., to construct and operate a satellite earth-station, which will provide backup and competition for the current Telstra operate gateway. Operation is scheduled to begin in the early part of the year 2000 and is expected to also result in the moderation of tariffs for this service.

ANNEX II

Phnom Penh Chamber of Commerce

Main objectives

(1) Support for commercial enterprises:

- Encouraging the establishment and development for new commercial enterprises;
- Reception, formalities, database on commercial enterprises, accounting, fiscal, legal and regulation information, and advise to business people;
- Prospecting new market, research for local and foreign partners, export regulation, organization of trade missions;
- Reception of foreign trade missions;
- Arbitration in commercial disputes.

(2) Advise to Government and local authorities in the matter of economic and commercial regulation:

- Advice on law and regulation projects
- Advice on large-scale projects and infrastructure development
- Advice on fiscal and custom law

(3) Professional training and business education

Article 11 of the law provides for this activity, leading to participant of the Chamber of Commerce in the matter of:

- Training of responsible business people
- On- and off-the-job training and technical expertise development for enterprises employee and business houses
- Seminars and workshops for Heads of commercial enterprises

(4) Development and equipment:

According to articles 10 to 13 of the law, the Chamber of Commerce shall participate in deliberation and action on the development of necessary infrastructure for commercial enterprises.

In particular cases, the Chamber of Commerce should participate in the management of infrastructure, such as commercial port, exposition parks, industrial estates, and also to participate in public tendering processes.

ANNEX III

Welcome to CAMNET The first Cambodia Internet service provider

Camnet is a cooperative effort between MPTC and IDRC (International Development Research Centre of Canada).

We have brought the world to your doorstep, with up-to-date news from all over the world research and entertainment. For business or for pleasure, the Internet is for you!

For those who are new to Internet

The Internet – What is it?

The Internet is a common worldwide network that connects several million businesses, schools, research foundation, individuals and other networks. Anyone with access can log on, communicate via e-mail, and search for all kinds of information. Imagine being linked to 25,000 computer networks, 3 million host computers and 40 million people in over 140 countries.

Common Uses of the Internet:

- Communicate worldwide instantaneously via e-mail.
- Use the WWW to do your research for work or school projects, learn about new products, read reviews, access information on other countries, their universities and businesses, make travel arrangements and many more.
- FTP (File Transfer Protocol) to transfer files between remote computers or to download shareware items (software, fonts, games, etc.).
- Access a Search Engine to help you find an Internet site with information on a specific topic you are interested in.

Camnet Internet Services:

The Following Internet services are currently available from Camnet.

- *Electronic Mail:* E-mail is the most popular Internet service. It is the last, fastest and surest way to keep in touch with family, friends, associates, customers and others at overseas. You can receive new letters from special interest groups via e-mail. Internet is a transmission worldwide.
- *Full Internet Access:* Full Access includes complete Internet access via the WWW, Gopher, FTP, Telnet and much more! Most importantly, e-mail is included in the full-access package. (See <<http://www.camnet.com.kh/brocher.html>>)