



**National Information and
Communications Technology Authority**

Workshop on ICT Indicators and IDI

ICT Data Collection – The Papua New Guinea Experience

Presentation by David Bonjui

NICTA

Nadi, Fiji

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Outline

- **Status of ICT Statistics Data Collection**
- **Schedule 1: Type of Data requested**
- **Confidentiality Measures**
- **Challenges**
- **Mitigation & Recommendations**
- **Data Collection Process**
- **Data Processing, Use & Dissemination**
- **Shortfall in Regime/Conclusion**

Status of ICT Statistics Data Collection

- Until 2014, nothing much had been done in developing a national ICT statistics database for PNG
- Data provided to the ITU by the PNG National ICT Authority (NICTA) has been from various sources including from operator, licensing information
- In 2014, NICTA established a data collection regime

Status of ICT Statistics Data Collection

- **Legal Provision**
 - Annual ICT Data Collection Rule 2014 + Schedule 1 (ITU IDI model)
- **The Rule**
 - Applicable to licensee operators
 - power to collect key ICT data from operators
- **Public Consultation Process**
 - Data collection framework was subject to a public inquiry process
 - Opportunity for Stakeholders to provide inputs

Schedule 1: ICT Infrastructure & Access

1. General Licensee Information
2. Subscription
3. Coverage
4. Traffic
5. Revenue
6. Quality of Service
7. Consumer Complaints
8. Retail pricing of Services

Confidentiality Measures

- Claims treated under the [Determination regarding the Publication of Confidential Information](#) (No.1 of 2011 and No.1 2012)
- Data provided under framework is strictly used for regulatory functions.
- Data published or provided to 3rd party is aggregated as being representative of the industry – never in individual form

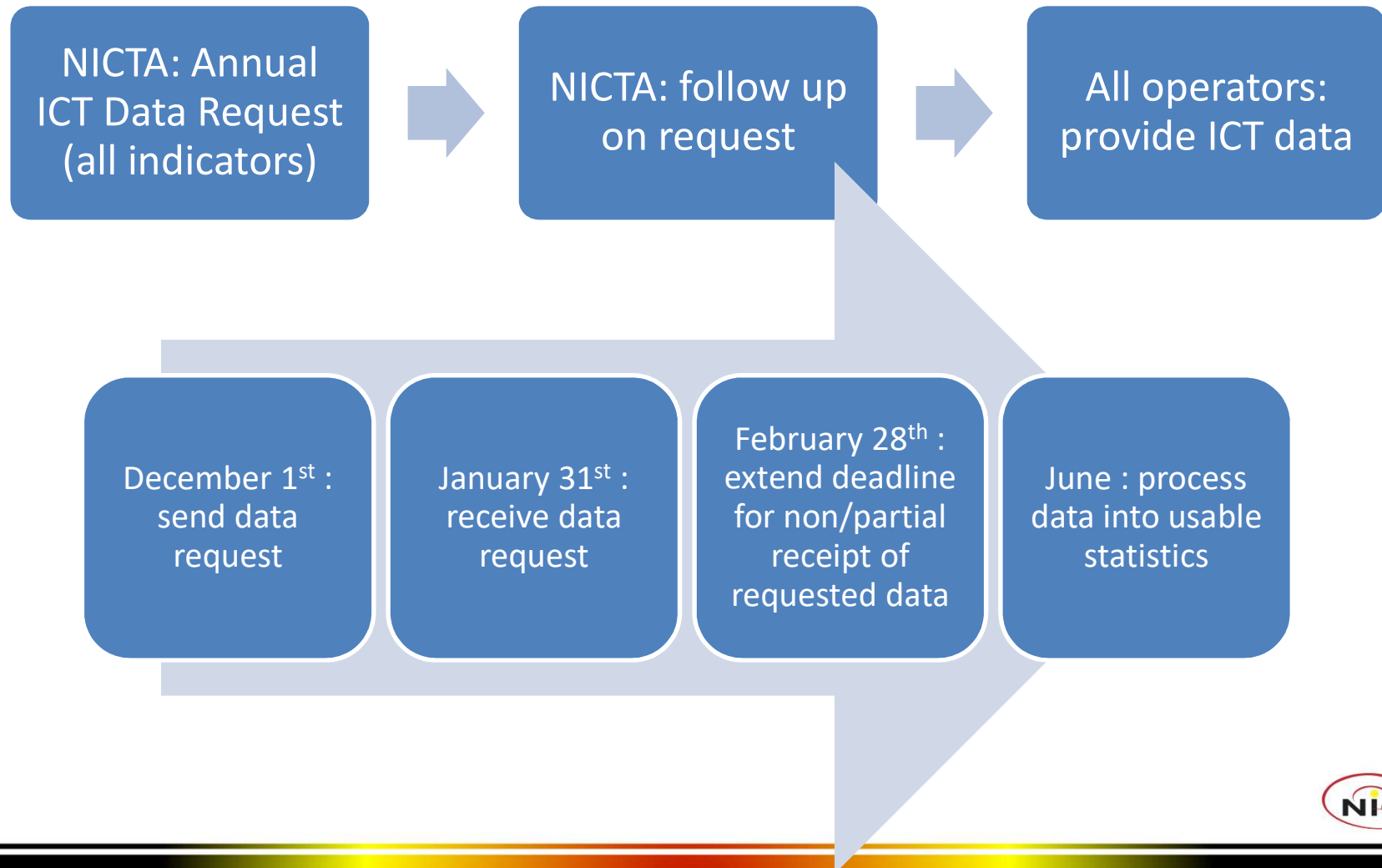
Challenges

- No/delayed response
- Missing data
- Auditing/verifying data

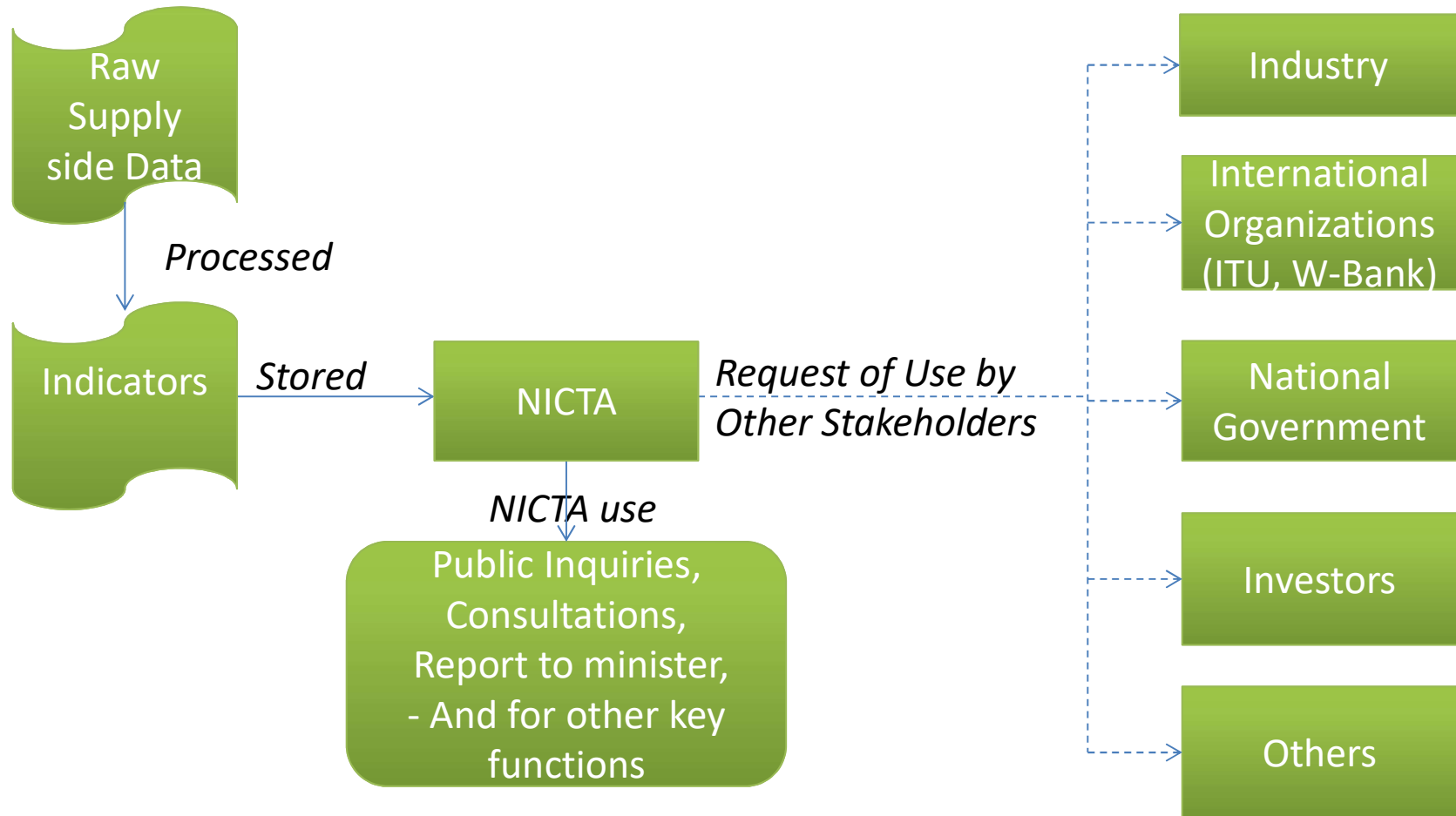
Mitigation & Recommendations

- Sufficient time window for data provision
- Engaging with operators to explain data request and importance
- Conduct workshops with operators to familiarize operators with requested data and importance
- Legal means to force compliance

Data Collection Process & Timeline



Data Processing, Use & Dissemination



Shortfall in Regime

- Data collected on annual basis as opposed to shorter time intervals
- Limited to licensed operators - does not extend household and individuals
- Some key information left out
 - tariff/price plans + promotions
 - Consumer uptake of services (i.e. data usage..)
- Not tied to licensing condition

End of Slides....

