

# STATISTICAL ANNEX

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Annex table 1.1. Donor strategy documents reviewed

PSD documents from multilateral development agencies			
Type of agency	Agency	Year of document	Title of document
Multilateral	IFC	2007	Creating Opportunities for Small Business
Multilateral	ILO	2007	The Promotion of Sustainable Enterprises
Multilateral	Inter-American Development Bank	2004	Private Sector Development Strategy (The new draft PSD strategy was also considered)
Multilateral	OECD	2006	Promoting Pro-Poor Growth: Private Sector Development
Multilateral	UNDP	2008	UNDP and the Private Sector, Factsheet "Fast Facts"  (Other UNDP documents reviewed were The MDGs: Everyone's Business; How inclusive business models contribute to development and who supports them; Business and Poverty: Opening Markets to the Poor; Smart Communications: Low-cost Money Transfers for Overseas Filipino Workers; The Role of the Information and Communications Technology Sector in Expanding Economic Opportunity)
Multilateral	UNIDO	2009	Programme and Budgets, 2010–2011, IDB.36/7–PBC.25/7
Multilateral	Asian Development Bank	2006	Private Sector Development: A Revised Strategic Framework
Multilateral	African Development Bank	2008	Strategy Update for the Bank's Private Sector Operations
PSD documents from bilateral development agencies			
Country	Agency	Year of document	Title of document
Canada	Canadian International Development Agency	2010	Stimulating Sustainable Economic Growth: CIDA's Sustainable Economic Growth Strategy
Australia	Ausaid	2000	Private Sector Development through Australia's Aid Programme
Denmark	Danida	2011	Strategisk Ramme for Prioritetsområdet Vaekst & Beskaftigelse 2011–2015
Finland	Ministry of Foreign Affairs	2008	Aid for Trade Action Plan 2008–2011
Germany	GTZ	2008	The Social and Ecological Market Economy – A Model for Asian Development?
Netherlands	Ministry of Foreign Affairs	2007–2008	Results in Development: Report 2007–2008
Netherlands	Ministry of Foreign Affairs	2007	Economic Growth and Livelihoods: Towards a Safe and Just World
Netherlands	Ministry of Foreign Affairs	2007	Private Sector Development: Market Access and Market Development
Netherlands	Ministry of Foreign Affairs	2007	Private Sector Development: Legal and Regulatory Framework
Netherlands	Ministry of Foreign Affairs	2007	Private Sector Development: The Key to Economic Growth
Netherlands	Ministry of Foreign Affairs	2007	Private Sector Development: Infrastructure
New Zealand	NZAID	2008	Economic Growth and Livelihoods
Norway/WB	Norwegian Trust Fund for Private Sector and Infrastructure	2009	Annual Report 2009
Spain	Ministry of Foreign Affairs	2005–2008	Sector Strategy Document: Promoting the Economy and Enterprise
Spain	Ministry of Foreign Affairs	2009–2010	Plan Director de la Cooperación Española 2009–2012
Sweden	Ministry of Foreign Affairs	2010	Policy för ekonomisk tillväxt inom svenskt utvecklingsarbete 2010–2014
Switzerland	Swiss Agency for Development and Cooperation	2007	Deepening Participation and Improving Aid Effectiveness through Media and ICTs: A Practical Manual Translating Lessons Learned into Daily Practice
United States	USAID	2008	Securing the Future: a Strategy For Economic Growth
United States	USAID	2008	Microenterprise Results Reporting
Japan	Japan International Cooperation Agency	Undated	Effective Approaches on the Promotion of Small and Medium Enterprises (SMEs)
Japan	Japan International Cooperation Agency	Undated	Approaches for Systematic Planning of Development Projects / Trade and Investment Promotion

Annex table II.1. Penetration of selected ICTs, 2005 and 2010 or latest year (per 100 inhabitants)

	Fixed telephone lines		Mobile cellular telephone subscriptions		Internet users		Fixed broadband Internet subscriptions	
	2005	2010	2005	2010	2005	2010	2005	2010
<b>Developed economies</b>								
Americas								
Bermuda	81.82	89.00	82.21	135.82	65.45	84.21	28.83	61.75
Canada	56.21	50.04	52.71	70.66	71.66	81.60	21.70	29.81
United States	59.01	48.70	68.63	89.86	67.97	79.00	17.23	26.34
Asia								
Israel	44.46	44.16	117.45	133.11	25.19	67.20	18.62	25.14
Japan	45.93	31.94	76.34	95.39	66.92	80.00	18.44	26.91
Europe								
Andorra	45.51	44.98	82.89	77.18	37.61	81.00	13.28	28.87
Austria	45.42	38.66	105.26	145.84	58.00	72.70	14.26	23.85
Belgium	46.04	43.31	92.23	113.46	59.81	79.26	19.31	31.49
Bulgaria	32.17	29.36	80.69	141.23	19.97	46.23	2.14	14.70
Cyprus	40.68	37.58	75.78	93.70	32.81	52.99	3.09	17.62
Czech Republic	31.48	20.95	115.22	136.58	35.27	68.82	6.94	14.66
Denmark	61.78	47.26	100.55	124.41	82.74	88.72	24.80	37.38
Estonia	32.84	35.96	107.39	123.24	61.45	74.10	13.31	24.34
Faroe Islands	49.37	41.42	87.10	122.05	67.90	75.10	12.16	33.40
Finland	40.42	23.30	100.49	156.40	74.48	86.89	22.39	29.07
France	55.26	56.06	78.84	99.70	42.87	80.10	15.53	33.92
Germany	66.38	55.41	96.04	127.04	68.71	81.85	13.07	31.59
Gibraltar <sup>a</sup>	85.98	82.07	68.79	102.59	39.07	65.07	..	31.80
Greece	56.44	45.81	91.75	108.22	24.00	44.40	1.43	19.83
Greenland	56.22	38.09	81.27	100.09	57.70	63.00	12.46	20.96
Hungary	33.86	29.82	92.40	120.32	38.97	65.27	6.46	19.59
Iceland	65.33	63.72	95.41	108.72	87.00	95.00	26.29	34.65
Ireland	49.35	46.49	102.69	105.18	41.61	69.85	7.76	22.82
Italy	42.69	35.67	121.87	135.42	35.00	53.68	11.63	22.13
Latvia	31.71	23.63	81.18	102.40	46.00	68.42	2.64	19.31
Liechtenstein	57.67	54.40	79.27	98.52	63.37	80.00	24.84	63.83
Lithuania	23.45	22.08	127.45	147.16	36.22	62.12	6.85	20.58
Luxembourg	53.48	53.68	111.55	143.27	70.00	90.62	15.33	32.83
Malta	49.38	59.38	79.16	109.34	41.24	63.00	12.56	27.54
Netherlands	46.61	43.15	97.11	116.23	81.00	90.72	25.14	37.97
Norway	45.61	34.85	102.84	113.15	81.99	93.39	21.44	34.60
Poland	31.01	24.69	76.42	120.18	38.81	62.32	2.48	13.18
Portugal	40.15	42.01	108.57	142.33	34.99	51.10	11.05	19.44
Romania	20.13	20.94	61.34	114.68	21.50	39.93	1.73	13.96
San Marino <sup>a</sup>	68.81	68.81	56.60	76.11	50.26	54.21	4.03	32.03
Slovakia	22.10	20.12	83.84	108.47	55.19	79.42	3.35	16.06
Slovenia	40.78	45.01	87.87	104.55	46.81	70.00	9.82	24.39
Spain	44.85	43.20	98.38	111.75	47.88	66.53	11.60	22.96
Sweden	62.41	53.46	100.83	113.54	84.83	90.00	27.93	31.59

	Fixed telephone lines		Mobile cellular telephone subscriptions		Internet users		Fixed broadband Internet subscriptions	
	2005	2010	2005	2010	2005	2010	2005	2010
Switzerland	69.45	58.56	92.17	123.62	70.10	83.90	22.51	38.16
United Kingdom	56.59	53.71	108.75	130.25	70.00	85.00	16.44	31.38
<b>Oceania</b>								
Australia	49.60	38.89	90.28	101.04	63.00	76.00	9.88	23.19
New Zealand	41.82	42.81	85.39	114.92	62.72	83.00	7.76	24.93
<b>Developing economies</b>								
<b>Africa</b>								
Algeria	7.82	8.24	41.54	92.42	5.84	12.50	0.41	2.54
Angola	0.59	1.59	9.77	46.69	1.14	10.00	0.00	0.10
Benin	1.00	1.51	7.81	79.94	1.27	3.13	0.00	0.29
Botswana	7.28	6.85	30.06	117.76	3.26	6.00	0.09	0.60
Burkina Faso	0.64	0.87	4.46	34.66	0.47	1.40	0.00	0.08
Burundi	0.43	0.39	2.11	13.72	0.54	2.10	0.00	0.00
Cameroon	0.57	2.53	12.83	41.61	1.40	4.00	0.00	0.01
Cape Verde	15.14	14.51	17.28	74.97	6.07	30.00	0.20	3.04
Central African Republic	0.25	0.27	2.49	23.18	0.27	2.30	0.00	..
Chad	0.13	0.46	2.15	23.29	0.40	1.70	0.00	0.00
Comoros	2.63	2.86	2.41	22.49	3.24	5.10	0.00	0.00
Congo	0.45	0.24	15.80	93.96	1.46	5.00	0.00	0.00
Côte d'Ivoire	1.43	1.13	13.04	75.54	1.04	2.60	0.01	0.04
Democratic Republic of the Congo	0.02	0.06	4.78	17.21	0.24	0.72	0.00	0.01
Djibouti	1.31	2.08	5.45	18.64	0.95	6.50	0.01	0.91
Egypt	14.12	11.86	18.37	87.11	11.70	26.74	0.19	1.82
Equatorial Guinea	1.65	1.93	15.94	57.01	1.15	6.00	0.03	0.17
Eritrea	0.84	1.03	0.90	3.53	1.79	5.40	0.00	0.00
Ethiopia	0.82	1.10	0.55	7.86	0.22	0.75	0.00	0.00
Gabon	2.85	2.02	53.74	106.94	4.89	7.23	0.11	0.25
Gambia	2.93	2.82	16.46	85.53	3.80	9.20	0.00	0.02
Ghana	1.49	1.14	13.28	71.49	1.83	8.55	0.01	0.21
Guinea	0.28	0.18	2.09	40.07	0.54	0.96	0.00	0.01
Guinea-Bissau	0.70	0.33	7.23	39.21	1.90	2.45	0.00	..
Kenya	0.81	1.14	12.95	61.63	3.10	20.98	0.02	0.01
Lesotho	2.32	1.79	12.09	32.18	2.58	3.86	0.00	0.02
Liberia	..	0.15	5.03	39.34	..	0.07	..	0.00
Libyan Arab Jamahiriya	14.77	19.33	34.66	171.52	3.92	14.00	..	1.15
Madagascar	0.52	0.83	2.85	39.79	0.57	1.70	0.00	0.02
Malawi	0.80	1.07	3.28	20.38	0.38	2.26	0.00	0.03
Mali	0.58	0.74	5.78	47.66	0.51	2.70	0.00	0.02
Mauritania	1.35	2.07	24.47	79.34	0.67	3.00	0.01	0.19
Mauritius	28.45	29.84	52.26	91.67	15.17	24.90	0.43	6.30
Morocco	4.41	11.73	40.78	100.10	15.08	49.00	0.82	1.56
Mozambique	0.32	0.38	7.24	30.88	0.85	4.17	0.00	0.06
Namibia	6.68	6.66	21.58	67.21	4.01	6.50	0.01	0.42
Niger	0.18	0.54	2.49	24.53	0.22	0.83	0.00	0.02
Nigeria	0.87	0.66	13.29	55.10	3.55	28.43	0.00	0.06

	Fixed telephone lines		Mobile cellular telephone subscriptions		Internet users		Fixed broadband Internet subscriptions	
	2005	2010	2005	2010	2005	2010	2005	2010
Rwanda	0.26	0.37	2.42	33.40	0.56	7.70	0.01	0.02
Sao Tome and Principe	4.66	4.63	7.83	61.97	13.76	18.75	0.00	0.35
Senegal	2.45	2.75	15.91	67.11	4.79	16.00	0.17	0.63
Seychelles	25.63	25.48	70.42	135.91	25.41	41.00	1.14	7.26
Sierra Leone <sup>a</sup>	0.54	0.24	..	34.09	0.22	0.26	0.00	..
Somalia <sup>a</sup>	1.20	1.07	5.98	6.95	1.08	1.16	0.00	..
South Africa	9.89	8.43	71.06	100.48	7.49	12.30	0.35	1.48
Sudan <sup>b</sup>	1.48	0.86	4.76	40.54	1.29	10.16	0.00	0.38
Swaziland	3.17	3.71	18.10	61.78	3.70	8.02	0.00	0.14
Togo	1.16	3.55	8.02	40.69	4.00	5.38	0.00	0.09
Tunisia	12.69	12.30	57.31	106.04	9.66	36.80	0.18	4.60
Uganda	0.31	0.98	4.63	38.38	1.74	12.50	0.00	0.06
United Republic of Tanzania	0.40	0.39	7.63	46.80	4.30	11.00	0.00	0.01
Zambia	0.83	0.69	8.28	37.80	2.85	6.74	0.00	0.08
Zimbabwe	2.61	3.01	5.15	59.66	8.02	11.50	0.08	0.26
Asia								
Afghanistan	0.36	0.45	4.35	41.39	1.22	4.00	0.00	0.00
Bahrain	26.70	18.07	105.84	124.18	21.30	55.00	2.96	12.21
Bangladesh	0.76	0.61	6.40	46.17	0.24	3.70	0.00	0.04
Bhutan	5.01	3.62	5.46	54.32	3.85	13.60	0.00	1.20
Brunei Darussalam	23.10	20.03	64.14	109.07	36.47	50.00	2.24	5.44
Cambodia	0.25	2.54	7.95	57.65	0.32	1.26	0.01	0.25
China	26.80	21.95	30.09	64.04	8.52	34.30	2.86	9.42
China, Hong Kong SAR	55.70	61.61	125.47	190.21	56.90	69.40	24.36	30.16
China, Macao SAR	36.23	30.82	110.67	206.43	34.86	56.80	14.13	24.14
Democratic People's Republic of Korea <sup>ac</sup>	4.21	4.85	0.00	1.77	0.00	0.00	0.00	0.00
India	4.40	2.87	7.91	61.42	2.39	7.50	0.12	0.90
Indonesia	5.94	15.83	20.64	91.72	3.60	9.10	0.05	0.79
Iran (Islamic Republic of)	29.17	36.30	12.20	91.25	8.10	13.00	..	0.68
Iraq	4.08	5.05	5.60	75.78	0.90	5.60	..	0.00
Jordan	11.76	7.84	58.74	106.99	12.93	38.00	0.44	3.18
Kuwait	22.30	20.69	100.57	160.78	25.93	38.25	1.10	1.68
Lao People's Democratic Republic	1.58	1.66	11.43	64.56	0.85	7.00	0.01	0.19
Lebanon	15.66	21.00	24.52	68.00	10.14	31.00	3.21	4.73
Malaysia	16.73	16.10	74.88	121.32	48.63	55.30	1.85	7.32
Maldives	10.94	15.20	68.97	156.50	6.87	28.30	1.10	4.92
Mongolia	6.13	7.01	21.87	91.09	..	10.20	0.07	2.31

	Fixed telephone lines		Mobile cellular telephone subscriptions		Internet users		Fixed broadband Internet subscriptions	
	2005	2010	2005	2010	2005	2010	2005	2010
Myanmar <sup>a</sup>	1.09	1.26	0.28	1.24	0.07	0.22	0.00	0.03
Nepal	1.78	2.81	0.83	30.69	0.83	6.78	0.00	0.38
Occupied Palestinian Territory <sup>de</sup>	9.48	9.37	15.96	45.79	16.01	37.44	0.21	..
Oman	10.92	10.20	54.88	165.54	6.68	62.60	0.54	1.89
Pakistan	3.30	1.97	8.05	59.21	6.33	16.78	0.01	0.31
Philippines	3.94	7.27	40.66	85.67	5.40	25.00	0.14	1.85
Qatar	25.02	16.95	87.31	132.43	24.73	69.00	3.12	9.17
Republic of Korea	50.81	59.24	81.50	105.36	73.50	83.70	25.91	36.63
Saudi Arabia	15.99	15.18	58.92	187.86	12.71	41.00	0.28	5.45
Singapore	43.23	39.00	102.78	143.66	61.00	70.00	15.38	24.72
Sri Lanka	6.27	17.15	16.94	83.22	1.79	12.00	0.11	1.02
Syrian Arab Republic	15.71	19.94	15.96	57.30	5.65	20.70	0.01	0.33
Taiwan Province of China	63.71	70.78	97.55	119.91	58.01	71.50	19.10	22.68
Thailand	10.55	10.14	46.68	100.81	15.03	21.20	0.16	3.87
Timor-Leste	0.23	0.21	3.27	53.42	0.10	0.21	0.00	0.02
Turkey	27.85	22.27	64.00	84.90	15.46	39.82	2.33	9.75
United Arab Emirates	30.39	19.70	111.42	145.45	40.00	78.00	3.18	10.47
Viet Nam <sup>f</sup>	10.19	18.67	11.54	175.30	12.74	27.56	0.25	4.13
Yemen	4.37	4.35	11.03	46.09	1.05	10.85	0.01	0.33
Latin America and the Caribbean								
Antigua and Barbuda	43.47	47.05	102.48	184.72	34.72	80.00	6.82	17.25
Argentina	24.41	24.74	57.28	141.79	17.72	36.00	2.40	9.56
Aruba	37.88	32.60	102.40	122.62	25.40	42.00	12.15	17.88
Bahamas	41.67	37.71	71.32	124.94	25.00	43.00	4.19	7.13
Barbados	49.86	50.30	76.22	128.07	56.07	70.20	11.81	20.56
Belize	12.02	9.72	34.17	62.32	9.21	14.00	1.79	2.86
Bolivia (Plurinational State of)	7.07	8.54	26.47	72.30	5.23	20.00	0.14	0.97
Brazil	21.43	21.62	46.35	104.10	21.02	40.65	1.74	7.23
Cayman Islands	72.70	66.43	154.87	177.65	38.03	66.00	..	33.53
Chile	21.08	20.20	64.84	116.00	31.18	45.00	4.35	10.45
Colombia	17.84	14.71	50.77	93.76	11.01	36.50	0.74	5.66
Costa Rica	32.22	31.80	25.56	65.14	22.07	36.50	1.04	6.19
Cuba	7.61	10.34	1.20	8.91	9.74	15.12	0.00	0.03
Dominica	27.57	22.85	75.44	144.85	38.54	47.45	4.93	47.14
Dominican Republic	9.67	10.17	39.11	89.58	11.48	39.53	0.69	3.64

	Fixed telephone lines		Mobile cellular telephone subscriptions		Internet users		Fixed broadband Internet subscriptions	
	2005	2010	2005	2010	2005	2010	2005	2010
Ecuador	12.51	14.42	46.52	102.18	5.99	24.00	0.20	1.36
El Salvador	16.06	16.16	39.86	124.34	4.20	15.00	0.70	2.83
French Guiana <sup>a</sup>	25.25	19.68	..	..	20.79	25.70	..	..
Grenada	26.70	27.15	45.61	116.71	20.49	33.46	3.14	10.12
Guatemala	9.81	10.41	35.46	125.57	5.70	10.50	0.21	1.80
Guyana	14.76	19.86	37.71	73.61	..	29.90	0.27	1.59
Haiti	1.55	0.50	5.35	40.03	6.38	8.37	0.00	x..
Honduras	7.18	8.81	18.63	125.06	6.50	11.09	0.00	1.00
Jamaica	11.90	9.60	73.89	113.22	12.80	26.10	1.68	4.26
Mexico	18.32	17.54	44.26	80.55	17.21	31.00	1.81	9.98
Netherlands Antilles	45.71	44.85	..	..	..	..	..	..
Nicaragua	4.07	4.46	20.64	65.14	2.57	10.00	0.19	0.82
Panama	14.53	15.73	54.00	184.72	11.48	42.75	0.54	7.84
Paraguay	5.43	6.27	31.99	91.64	7.91	23.60	0.09	0.61
Peru	8.72	10.87	20.26	100.13	17.10	34.30	1.28	3.14
Puerto Rico	27.44	23.79	52.71	78.26	23.40	45.30	3.13	14.72
Saint Kitts and Nevis <sup>a</sup>	41.28	39.31	103.72	161.44	26.46	32.87	13.22	25.00
Saint Lucia <sup>a</sup>	23.60	23.58	63.93	102.89	21.57	36.00	4.24	10.67
Saint Vincent and the Grenadines <sup>a</sup>	20.69	19.85	64.93	120.54	9.20	69.59	3.35	11.43
Suriname	16.23	16.19	46.62	169.64	6.40	31.59	0.22	2.99
Trinidad and Tobago	24.50	21.87	70.25	141.21	28.98	48.50	0.82	10.81
Uruguay	30.28	28.56	34.76	131.71	20.09	43.35	1.46	11.37
Venezuela (Bolivarian Republic of)	13.69	24.44	46.86	96.20	12.55	35.63	1.34	5.37
Virgin Islands (U.S.) <sup>a</sup>	65.56	69.51	73.43	..	27.34	27.40	2.71	8.34
Oceania								
American Samoa	16.52	15.20	..	..	..	..	..	..
Fiji	13.68	15.92	24.92	116.19	8.45	14.82	0.85	1.86
French Polynesia	20.95	20.29	47.08	79.73	21.54	49.00	4.32	11.91
Guam <sup>a</sup>	38.86	36.41	..	..	38.56	50.64	..	1.67
Kiribati	4.57	4.12	0.71	10.05	4.00	9.00	..	0.90
Marshall Islands <sup>a</sup>	8.46	8.14	1.27	7.03	3.88	3.55	0.00	..
Micronesia, (Federated States of)	11.38	7.61	12.88	24.78	11.88	20.00	0.04	0.90
Nauru	17.80	0.00	..	60.46	..	6.00	..	3.90
New Caledonia <sup>a</sup>	23.94	28.78	58.10	88.02	32.36	33.99	4.15	15.23
Northern Mariana Islands	34.58	41.86	..	..	..	..	0.00	..



	Fixed telephone lines		Mobile cellular telephone subscriptions		Internet users		Fixed broadband Internet subscriptions	
	2005	2010	2005	2010	2005	2010	2005	2010
Palau	40.07	34.08	30.40	70.89	..	..	0.50	1.14
Papua New Guinea	1.05	1.77	1.23	27.84	1.72	1.28	0.00	0.09
Samoa	10.82	19.28	13.32	91.43	3.35	7.00	0.04	0.11
Solomon Islands	1.58	1.56	1.28	5.57	0.84	5.00	0.10	0.37
Tonga	13.62	29.79	29.60	52.18	4.91	12.00	0.64	0.96
Tuvalu	9.18	16.49	13.41	25.44	..	25.00	1.55	3.26
Vanuatu	3.30	2.09	6.01	119.05	5.08	8.00	0.03	0.13
<b>Transition economies</b>								
Albania	8.88	10.35	48.71	141.93	6.04	45.00	0.01	3.43
Armenia	19.39	19.08	10.37	125.01	5.25	37.00	0.06	2.69
Azerbaijan	12.74	16.33	26.11	99.04	8.03	35.99	0.03	5.44
Belarus <sup>g</sup>	33.43	43.13	41.72	107.69	16.20	31.70	0.02	17.36
Bosnia and Herzegovina	25.62	26.56	42.17	80.15	21.33	52.00	0.36	10.40
Croatia	42.38	42.37	82.16	144.48	33.14	60.32	2.62	18.25
Georgia	12.74	13.72	26.23	73.36	6.08	27.00	0.05	5.09
Kazakhstan	17.85	25.03	35.58	123.35	2.96	34.00	0.02	5.28
Kyrgyzstan	8.73	9.41	10.74	91.86	10.53	20.00	0.05	0.29
Montenegro	27.27	26.84	86.67	185.28	28.82	52.00	1.22	8.30
Republic of Moldova	24.67	32.50	28.93	88.59	14.63	40.00	0.28	7.53
Russian Federation	27.88	31.45	83.42	166.26	15.23	43.00	1.10	10.98
Serbia	32.93	40.52	71.80	129.19	26.30	40.90	0.44	8.50
Tajikistan	4.34	5.35	4.11	86.37	0.30	11.55	0.00	0.07
The former Yugoslav Republic of Macedonia	26.18	20.05	55.49	104.51	26.45	51.90	0.61	12.47
Turkmenistan	8.38	10.31	2.21	63.42	1.00	2.20	..	0.01
Ukraine	24.86	28.47	63.96	118.66	3.75	23.00	0.28	8.06
Uzbekistan	6.91	6.79	2.77	76.34	3.34	20.00	0.03	0.32

**Notes:**

- <sup>a</sup> Number of Internet users in 2010 column refers to the year 2009.  
<sup>b</sup> Number of Internet users in 2010 column refers to the year 2008.  
<sup>c</sup> Number of fixed broadband subscriptions in 2010 column refers to the year 2009.  
<sup>d</sup> Number of fixed telephone lines in 2010 column refers to the year 2009.  
<sup>e</sup> Number of Mobile telephone subscriptions in 2010 column refers to the year 2009.  
<sup>f</sup> Number of fixed telephone lines in 2005 column refers to the year 2006.  
<sup>g</sup> Number of Internet users in 2005 column refers to the year 2006.

**Annex table II.2. Use of computers by enterprise size, latest available reference year (%)**  
**B1 - Proportion of businesses using computers**

Economy	Reference year	All enterprises	Enterprises with more than 10 employees	0–9 persons employed	10–49 persons employed	50–249 persons employed	250+ persons employed
<b>Developed economies</b>							
Australia <sup>a</sup>	2006	89	98	87	97	100	100
Austria <sup>b</sup>	2010	..	98	..	98	100	100
Belgium <sup>b</sup>	2010	..	99	..	98	100	100
Bermuda <sup>c</sup>	2006	82	82	82	82	82	..
Bulgaria <sup>b</sup>	2010	..	90	..	88	98	99
Croatia <sup>b</sup>	2010	..	97	..	96	99	100
Cyprus <sup>b</sup>	2010	..	92	..	91	99	100
Czech Republic <sup>b</sup>	2010	..	96	..	95	99	100
Denmark <sup>b</sup>	2010	..	98	..	98	99	99
Estonia <sup>b</sup>	2010	..	97	..	96	99	100
Finland <sup>b</sup>	2010	..	100	..	100	100	100
France <sup>b</sup>	2010	..	98	..	98	100	100
Germany <sup>b</sup>	2010	..	98	83	98	99	99
Greece <sup>b</sup>	2010	..	92	..	91	100	100
Hungary <sup>b</sup>	2010	..	91	..	90	97	98
Iceland <sup>b</sup>	2010	..	98	88	98	100	100
Ireland <sup>b</sup>	2010	..	93	..	92	100	100
Israel <sup>j</sup>	2008	96	96	91	95	100	100
Italy <sup>b</sup>	2010	..	95	..	95	99	100
Latvia <sup>b</sup>	2010	..	95	..	94	99	100
Lithuania <sup>b</sup>	2010	..	97	..	96	100	100
Luxembourg <sup>b</sup>	2010	..	98	..	98	100	100
Malta <sup>b</sup>	2010	..	96	..	95	100	100
Netherlands <sup>b</sup>	2010	..	100	..	100	100	100
New Zealand	2008	96	98	93	97	99	99
Norway <sup>b</sup>	2010	..	98	..	98	99	99
Poland <sup>b</sup>	2010	..	97	..	97	99	100
Portugal <sup>b</sup>	2010	..	97	62	97	100	100
Romania <sup>b</sup>	2010	..	82	..	79	92	97
Slovakia <sup>b</sup>	2010	..	98	82	98	99	99
Slovenia <sup>b</sup>	2010	..	98	..	97	100	100
Spain <sup>b</sup>	2010	..	98	..	98	100	100
Sweden <sup>b</sup>	2010	..	97	..	96	99	100
Switzerland	2008	100	..	..	..	..	..
United Kingdom <sup>b</sup>	2010	..	92	..	91	99	99
<b>Developing economies</b>							
Argentina	2006	100	100	100	100	100	100
Brazil <sup>d</sup>	2009	97	97	..	96	100	100
Chile	2007	43	..	..	..	..	..
China, Hong Kong SAR <sup>f</sup>	2009	64	92	60	90	99	100
China, Macao SAR	2007	44	80	39	74	97	100
Colombia <sup>e</sup>	2006	89	92	69	87	97	97

Economy	Reference year	All enterprises	Enterprises with more than 10 employees	0–9 persons employed	10–49 persons employed	50–249 persons employed	250+ persons employed
Cuba	2007	94	95	86	93	93	96
Egypt	2009	64	64	..	56	79	92
Jordan	2008	18	86	14	79	97	100
Lesotho	2008	34	76	19	71	89	96
Mauritius	2009	98	98	85	97	100	100
Mongolia	2006	37	..	..	..	..	..
Occupied Palestinian Territory	2009	30	87	28	87	..	..
Panama <sup>g</sup>	2006	79	90	65	87	98	97
Philippines	2008	..	..	..	..	..	..
Qatar	2008	67	98	60	98	100	100
Republic of Korea	2008	50	98	46	98	100	100
Senegal	2008	92	96	88	94	98	100
Singapore	2009	78	94	74	92	98	100
Thailand	2008	23	81	22	75	93	99
Tunisia <sup>h</sup>	2009	83	83	..	79	98	99
Turkey <sup>b</sup>	2010	..	92	..	91	97	98
United Arab Emirates	2008	97	97	..	92	100	100
Uruguay	2007	92	..	..	..	..	..
<b>Transition economies</b>							
Azerbaijan	2009	25	43	15	35	54	75
Kazakhstan	2008	76	76	..	74	98	100
Kyrgyzstan	2009	97	98	94	98	99	100
Russian Federation <sup>i</sup>	2008	92	92	..	84	99	100
Serbia <sup>b</sup>	2007	92	92	..	90	98	100
The former Yugoslav Republic of Macedonia	2009	63	95	60	94	96	100

## Notes:

<sup>a</sup> Data refer to all businesses during the year ending 30 June 2006.

<sup>b</sup> Data refer to NACE rev. 2 excluding sector K (financial and insurance activities).

<sup>c</sup> Enterprises with 250+ persons employed are included in 50–249.

The total includes public administration numbers.

<sup>d</sup> Estimates.

<sup>e</sup> The category 0–9 corresponds to establishments with 1 to 10 persons employed.

<sup>f</sup> Data refer to “establishments” rather than “enterprises”.

<sup>g</sup> Preliminary figures.

<sup>h</sup> The breakdown by enterprise size is 6–49, 50–199, and 200+. This breakdown does not concern public enterprises, and the total includes public enterprises.

<sup>i</sup> The category 10–49 corresponds to establishments with 1 to 50 persons employed.

<sup>j</sup> The category 0–9 only includes ISIC Rev 3.1 sector K72 and K73.

**Annex table II.3. Use of Internet by enterprise size, latest available reference year (%)**  
**B3 - Proportion of businesses using the Internet**

Economy	Reference Year	All enterprises	Enterprises with more than 10 employees	0–9 persons employed	10–49 persons employed	50–249 persons employed	250+ persons employed
<b>Developed economies</b>							
Australia <sup>a</sup>	2007	87	96	84	96	99	99
Austria <sup>b</sup>	2010	..	97	..	97	100	100
Belgium <sup>b</sup>	2010	..	97	..	97	99	100
Bermuda <sup>c</sup>	2006	71	71	71	71	71	..
Bulgaria <sup>b</sup>	2010	..	85	..	83	96	99
Canada <sup>d</sup>	2007	95	95	..	94	99	100
Croatia <sup>b</sup>	2010	..	95	..	95	98	100
Cyprus <sup>b</sup>	2010	..	88	..	86	98	100
Czech Republic <sup>b</sup>	2010	..	95	..	94	98	100
Denmark <sup>b</sup>	2010	..	97	..	97	98	98
Estonia <sup>b</sup>	2010	..	96	..	95	99	100
Finland <sup>b</sup>	2010	..	100	..	100	100	100
France <sup>b</sup>	2010	..	97	..	96	99	100
Germany <sup>b</sup>	2010	..	97	80	97	99	99
Greece <sup>b</sup>	2010	..	90	..	89	99	100
Hungary <sup>b</sup>	2010	..	90	..	88	97	98
Iceland <sup>b</sup>	2010	..	98	87	97	100	100
Ireland <sup>b</sup>	2010	..	92	..	91	99	100
Israel <sup>l</sup>	2008	93	93	90	91	100	100
Italy <sup>b</sup>	2010	..	94	..	93	99	99
Japan <sup>e</sup>	2009	100	100	..	..	99	100
Latvia <sup>b</sup>	2010	..	91	..	89	98	99
Lithuania <sup>b</sup>	2010	..	96	..	95	100	100
Luxembourg <sup>b</sup>	2010	..	96	..	96	99	100
Malta <sup>b</sup>	2010	..	94	..	93	98	100
Netherlands <sup>b</sup>	2010	..	98	..	98	99	100
New Zealand	2008	93	95	90	95	98	99
Norway <sup>b</sup>	2010	..	97	..	96	99	99
Poland <sup>b</sup>	2010	..	96	..	95	99	100
Portugal <sup>b</sup>	2010	..	94	53	93	100	100
Romania <sup>b</sup>	2010	..	79	..	76	90	97
Slovakia <sup>b</sup>	2010	..	98	78	98	99	99
Slovenia <sup>b</sup>	2010	..	97	..	96	100	100
Spain <sup>b</sup>	2010	..	97	..	96	99	100
Sweden <sup>b</sup>	2010	..	96	..	95	98	100
Switzerland	2008	100	..	..	..	..	..
United Kingdom <sup>b</sup>	2010	..	91	..	89	99	99
<b>Developing economies</b>							
Brazil <sup>f</sup>	2009	93	93	..	91	100	100
Chile	2007	39	..	..	..	..	..
China, Hong Kong SAR <sup>h</sup>	2009	61	87	57	86	95	99
China, Macao SAR	2007	36	66	31	60	88	96

Economy	Reference Year	All enterprises	Enterprises with more than 10 employees	0–9 persons employed	10–49 persons employed	50–249 persons employed	250+ persons employed
Colombia <sup>g</sup>	2006	86	89	58	82	96	97
Cuba	2007	70	70	86	80	65	71
Egypt	2009	35	35	..	26	51	72
Jordan	2008	10	76	6	68	90	98
Lesotho	2008	17	46	7	37	89	72
Mauritius	2009	92	92	72	89	98	100
Occupied Palestinian Territory	2009	20	71	19	71	..	..
Panama <sup>i</sup>	2006	68	80	52	75	95	97
Philippines	2008	73	..	..	..	..	..
Qatar	2008	50	95	40	93	100	99
Republic of Korea	2008	49	97	45	97	99	100
Senegal	2008	84	91	73	88	96	97
Singapore	2009	75	92	70	91	98	100
Suriname	2006	16	59	12	55	77	74
Thailand	2008	16	68	14	59	85	95
Tunisia <sup>j</sup>	2009	71	70	..	65	91	95
Turkey <sup>b</sup>	2010	..	91	..	90	97	98
United Arab Emirates	2008	92	..	..	..	..	..
Uruguay	2007	84	..	..	..	..	..
<b>Transition economies</b>							
Azerbaijan	2009	17	30	9	22	38	68
Kazakhstan	2008	56	56	..	53	94	95
Kyrgyzstan	2009	38	40	33	37	41	54
Russian Federation <sup>k</sup>	2008	76	76	..	59	91	96
Serbia <sup>b</sup>	2007	87	87	..	86	86	94
The former Yugoslav Republic of Macedonia	2009	46	86	42	85	91	100

## Notes:

<sup>a</sup> Data refer to proportion of all businesses during the year ending 30 June 2007.

<sup>b</sup> Data refer to NACE rev. 2 excluding sector K (financial and insurance activities).

<sup>c</sup> Enterprises with 250+ persons employed are included in 50-249. The total includes public administration numbers.

<sup>d</sup> Enterprise size categories are: 10–49; 50–299; 300+.

<sup>e</sup> Data refer to the sample and have not been extrapolated to the target population. Enterprise sizes 0–9 and 10–49 persons employed are not surveyed. “50–249” refers to “100–299”, and “250+” refers to “300+”.

<sup>f</sup> Estimates.

<sup>g</sup> The classification 0–9 corresponds to establishments with 1–10 persons employed.

<sup>h</sup> Data refer to “establishments” rather than “enterprises”.

<sup>i</sup> Preliminary figures.

<sup>j</sup> The breakdown by enterprise size is 6–49, 50–199, and 200+. This breakdown does not concern public enterprises, and the total includes public enterprises.

<sup>k</sup> The category 10–49 corresponds to establishments with 1 to 50 persons employed.

<sup>l</sup> The category 0–9 only includes ISIC Rev 3.1 sector K72 and K73.

**Annex table II.4. Type of enterprise connection to the Internet, by enterprise size (%)**  
**B9 - Proportion of businesses using the Internet by type of access**  
**(fixed broadband and mobile broadband)**

Economy	Reference year	Fixed broadband				Mobile broadband			
		0–9 persons employed	10–49 persons employed	50–249 persons employed	250+ persons employed	0–9 persons employed	10–49 persons employed	50–249 persons employed	250+ persons employed
<b>Developed economies</b>									
Australia <sup>a</sup>	2007	93	97	94	100	..	..	..	..
Austria <sup>b</sup>	2010	..	72	90	96	..	42	65	91
Belgium <sup>b</sup>	2010	..	88	96	99	..	24	49	70
Bulgaria <sup>b</sup>	2010	..	57	75	88	..	7	14	34
Canada <sup>c</sup>	2007	..	93	98	99	..	..	..	..
Croatia <sup>b</sup>	2010	..	73	86	97	..	29	41	71
Cyprus <sup>b</sup>	2010	..	82	97	100	..	9	19	39
Czech Republic <sup>b</sup>	2010	..	83	94	99	..	13	35	51
Denmark <sup>b</sup>	2010	..	82	93	95	..	39	63	81
Estonia <sup>b</sup>	2010	..	86	92	99	..	7	13	36
Finland <sup>b</sup>	2010	..	92	97	98	..	64	88	95
France <sup>b</sup>	2010	..	92	98	99	..	23	46	68
Germany <sup>b</sup>	2010	67	86	95	96	7	16	38	63
Greece <sup>b</sup>	2010	..	78	94	99	..	5	14	20
Hungary <sup>b</sup>	2010	..	76	90	97	..	18	36	57
Iceland <sup>b</sup>	2010	82	94	100	100	20	36	74	78
Ireland <sup>b</sup>	2010	..	81	95	97	..	31	52	73
Italy <sup>b</sup>	2010	..	82	93	98	..	16	38	66
Japan <sup>d</sup>	2009	..	..	82	71	..	..	..	..
Latvia <sup>b</sup>	2010	..	63	82	92	..	10	19	41
Lithuania <sup>b</sup>	2010	..	76	85	94	..	16	32	62
Luxembourg <sup>b</sup>	2010	..	85	93	94	..	17	26	57
Malta <sup>b</sup>	2010	..	90	96	97	..	24	41	62
Netherlands <sup>b</sup>	2010	..	89	96	99	..	23	47	68
New Zealand <sup>e</sup>	2008	86	91	96	97	6	10	27	42
Norway <sup>b</sup>	2010	..	83	93	97	..	35	61	84
Poland <sup>b</sup>	2010	..	61	82	96	..	16	32	64
Portugal <sup>b</sup>	2010	40	82	90	98	9	20	48	75
Romania <sup>b</sup>	2010	..	45	63	84	..	6	14	33
Slovakia <sup>b</sup>	2010	51	68	81	94	21	32	46	67
Slovenia <sup>b</sup>	2010	..	83	93	100	..	26	47	73
Spain <sup>b</sup>	2010	..	94	98	99	..	31	57	75
Sweden <sup>b</sup>	2010	..	87	96	99	..	50	76	91
United Kingdom <sup>b</sup>	2010	..	85	96	98	..	30	58	79
<b>Developing economies</b>									
Argentina <sup>f</sup>	2006	17	16	23	42	0	6	10	7
Brazil <sup>g</sup>	2009	..	59	78	87	..	7	20	30
China, Hong Kong SAR <sup>h</sup>	2009	57	85	95	99	0	0	1	6
Colombia <sup>i</sup>	2006	35	60	81	90	..	..	..	..
Egypt	2009	..	24	49	67	..	..	..	..
Lesotho	2008	2	11	39	47	..	..	..	..

Economy	Reference year	Fixed broadband				Mobile broadband			
		0–9 persons employed	10–49 persons employed	50–249 persons employed	250+ persons employed	0–9 persons employed	10–49 persons employed	50–249 persons employed	250+ persons employed
Occupied Palestinian Territory	2009	12	63	..	..	..	..	..	..
Qatar	2008	28	81	95	95	..	..	..	..
Republic of Korea <sup>j</sup>	2008	45	97	99	100	..	..	..	..
Senegal	2008	72	86	96	97	5	8	9	82
Singapore	2009	56	75	85	83	8	9	11	8
Thailand <sup>k</sup>	2008	10	42	67	83	..	..	..	..
Tunisia <sup>l</sup>	2009	..	29	45	58	..	..	..	..
Turkey <sup>b</sup>	2010	..	87	96	98	..	13	25	41
United Arab Emirates	2008	..	76	83	76	..	..	..	..
Uruguay <sup>g</sup>	2005	23	53	68	84	..	..	..	..
<b>Transition economies</b>									
Azerbaijan	2009	0	4	12	17	0	2	3	8
Kazakhstan	2008	..	2	11	16	..	2	6	13
Kyrgyzstan <sup>m</sup>	2009	12	34	41	53	..	..	..	..
Russian Federation <sup>o</sup>	2008	..	28	52	70	..	..	..	..
Serbia	2007	..	36	36	46	..	..	..	..
The former Yugoslav Republic of Macedonia <sup>n</sup>	2009	34	77	81	88	6	20	17	29

## Notes:

<sup>a</sup> Data refer to total broadband connection with year ending 30 June 2007.

<sup>b</sup> Mobile broadband connection refers to the connection to the Internet via portable computer using 3G modem or via 3G handset, e.g. smartphone.

<sup>c</sup> Enterprise size categories: 10–49; 50–299; 300+. Data refer to all broadband connections and include ADSL, Cable, other fixed and wireless broadband; they exclude ISDN.

<sup>d</sup> Data refer to the sample and have not been extrapolated to the target population. Enterprise size “50–249” refers to “100–299”, and “250+” refers to “300+”. Fixed broadband refers to access by CATV, FTTH, FWA, BWA and DSL.

<sup>e</sup> Estimates; answers include “don’t know” responses.

<sup>f</sup> Mobile broadband includes mobile wireless and fixed wireless.

<sup>g</sup> Estimates.

<sup>h</sup> Enterprise size “0–9” refers to establishments with 1–10 persons employed. Data refer to enterprises connecting by ADSL, dedicated channels, wireless, Frame Relay and EDGE.

<sup>i</sup> Data refer to “establishments” rather than “enterprises”.

<sup>j</sup> Includes mobile broadband (HSDPA etc).

<sup>k</sup> Data refer to total broadband, i.e. both fixed and mobile.

<sup>l</sup> Breakdown by enterprise size is “6–49”, “50–199”, and “200+”.

<sup>m</sup> Data refer to fixed broadband with 256 kbit or more, ADSL, xDSL.

<sup>n</sup> Mobile broadband includes narrowband and broadband (no distinction was made in the questionnaire between these two types of mobile connections).

<sup>o</sup> The category 10–49 corresponds to establishments with 1 to 50 persons employed. Access to internet with 256kbit and higher.

Annex table II.5. Use of computers by economic activity (ISIC Rev 3.1), latest available reference year (%) B1- Proportion of businesses using computers

Economy	Reference year	Agriculture, hunting and forestry	Fishing	Mining and quarrying	Manufacturing	Electricity, gas and water supply	Construction	Wholesale and retail trade; repair of motor vehicles, motorcycles, etc.	Sale, maintenance and repair of motor vehicles and motorcycles, etc.	Wholesale trade and commission trade, except of motor vehicles and motorcycles	Retail trade, except of motor vehicles and motorcycles; etc.	Hotels and restaurants	Transport, storage and communications	Land transport; transport via pipelines	Water transport	Air transport	Supporting and auxiliary transport activities; activities of travel agencies	Post and telecommunications	Financial intermediation	Real estate activities	Renting of machinery and equipment	Computer and related activities	Research and development	Other business activities	Education	Health and social work	Other community, social and personal service activities
		A	B	C	D	E	F	G	G50	G51	G52	H	I	I60	I61	I62	I63	I64	J	K70	K71	K72	K73	K74	M	N	O
<b>Developed economies</b>																											
Australia <sup>a</sup>	2006	..	..	89	89	96	88	..	..	97	83	76	..	79	..	..	..	83	94	..	..	..	..	..	..	97	..
Austria <sup>b</sup>	2010	..	..	..	98	100	99	99	..	..	..	100	98	..	..	..	..	..	100	93	97	100	99	..	..	..	..
Belgium <sup>b</sup>	2010	..	..	..	98	..	100	98	..	..	..	100	98	..	..	..	..	..	..	..	99	99	99	..	..	..	..
Bermuda <sup>c</sup>	2006	82	..	..	82	83	82	82	82	..	..	82	82	..	..	..	..	..	83	..	..	..	..	..	82	82	82
Bulgaria <sup>b</sup>	2010	..	..	..	89	91	92	91	..	..	..	100	92	..	..	..	..	..	95	85	83	94	98	..	..	..	..
Croatia <sup>b</sup>	2010	..	..	..	96	..	94	99	99	99	99	92	99	..	..	..	..	..	..	..	..	100	99	..	..	..	..
Cyprus <sup>b</sup>	2010	..	..	..	95	95	86	98	97	99	96	96	93	86	..	..	..	100	100	92	97	100	98	..	..	..	100
Czech Republic <sup>b</sup>	2010	..	..	..	96	97	98	97	96	97	95	95	94	96	..	..	..	99	95	99	98	90	99	..	..	..	98
Denmark <sup>b</sup>	2010	..	..	..	99	..	99	99	99	99	98	..	98	93	..	..	..	..	..	..	95	98	98	..	..	..	..
Estonia <sup>b</sup>	2010	..	..	..	97	97	95	96	99	100	98	96	97	98	..	..	..	100	96	100	96	98	98	..	..	..	..
Finland <sup>b</sup>	2010	..	..	..	100	100	100	100	100	100	100	100	99	98	..	..	..	100	..	99	100	100	100	..	..	..	..
France <sup>b</sup>	2010	..	..	..	98	100	99	99	98	99	95	99	98	97	..	..	..	95	98	100	97	100	100	..	..	..	..
Germany <sup>b</sup>	2010	..	..	..	98	99	99	99	96	98	93	100	97	95	..	..	..	87	100	88	98	100	99	..	..	..	..
Greece <sup>b</sup>	2010	..	..	..	95	100	92	96	95	98	88	100	93	94	..	..	..	100	100	..	99	100	100	..	..	..	..
Hungary <sup>b</sup>	2010	..	..	..	92	100	92	92	92	95	87	93	89	90	..	..	..	88	99	90	87	99	95	..	..	..	..
Iceland <sup>b</sup>	2010	..	..	..	99	93	98	99	100	100	100	100	100	100	..	..	..	100	100	100	100	100	100	..	..	..	..
Ireland <sup>b</sup>	2010	..	..	..	99	99	97	96	98	99	97	100	93	98	..	..	..	100	100	94	97	100	97	..	..	..	..
Israel <sup>1</sup>	2008	..	..	100	96	100	87	100	98	100	100	83	98	95	..	..	100	100	100	98	100	100	100	99	..	..	..
Italy <sup>b</sup>	2010	..	..	..	97	99	95	98	97	100	92	99	94	895	..	..	..	95	100	98	92	99	99	..	..	..	..
Latvia <sup>b</sup>	2010	..	..	..	95	99	96	96	94	99	90	97	95	96	..	..	..	100	100	97	98	99	97	..	..	..	..
Lithuania <sup>b</sup>	2010	..	..	..	98	100	98	97	96	98	95	97	93	92	..	..	..	100	98	100	96	100	100	..	..	..	..



Economy	Reference year	Agriculture, hunting and forestry																										
		Fishing		Mining and quarrying	Manufacturing	Electricity, gas and water supply	Construction	Wholesale and retail trade; repair of motor vehicles, motorcycles, etc.		Sale, maintenance and repair of motor vehicles and motorcycles; etc.	Wholesale trade and commission trade, except of motor vehicles and motorcycles	Retail trade, except of motor vehicles and motorcycles; etc.	Hotels and restaurants	Transport, storage and communications	Land transport; transport via pipelines	Water transport	Air transport	Supporting and auxiliary transport activities; activities of travel agencies	Post and telecommunications	Financial intermediation	Real estate activities	Renting of machinery and equipment	Computer and related activities	Research and development	Other business activities	Education	Health and social work	Other community, social and personal service activities
		A	B					C	D																			
Luxembourg <sup>b</sup>	2010	..	..	..	96	100	99	99	97	98	95	99	98	95	..	..	..	97	100	..	99	99	100	..	..	..	..	
Malta <sup>b</sup>	2010	..	..	..	96	..	88	99	88	91	82	95	98	98	..	..	..	100	..	..	95	100	99	..	..	..	..	
Netherlands <sup>b</sup>	2010	..	..	..	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	..	..	..	..
New Zealand	2008	84	92	94	98	100	98	97	97	99	94	91	99	98	100	100	100	98	99	91	99	99	100	98	100	98	96	
Norway <sup>b</sup>	2010	..	..	..	98	100	100	99	96	100	93	100	95	96	..	..	..	100	100	100	95	99	99	..	..	..	..	
Poland <sup>b</sup>	2010	..	..	..	97	100	97	98	95	98	91	98	98	95	..	..	..	98	100	100	95	99	98	..	..	..	..	
Portugal <sup>b</sup>	2010	..	..	..	98	100	94	99	98	98	100	95	100	100	..	..	..	96	100	99	100	100	100	..	..	..	..	
Romania <sup>b</sup>	2010	..	..	..	82	89	80	83	82	82	82	97	81	80	..	..	..	100	..	88	70	93	90	..	..	..	..	
Slovakia <sup>b</sup>	2010	..	..	..	98	100	99	98	98	99	97	100	98	99	..	..	..	100	99	100	97	100	98	..	..	..	..	
Slovenia <sup>b</sup>	2010	..	..	..	99	100	90	99	99	100	98	100	100	100	..	..	..	100	100	100	98	100	100	..	..	..	..	
Spain <sup>b</sup>	2010	..	..	..	99	100	98	99	99	100	97	100	99	97	..	..	..	100	100	100	97	100	100	..	..	..	..	
Sweden <sup>b</sup>	2010	..	..	..	99	100	96	98	98	99	96	97	93	90	..	..	..	95	100	100	97	99	97	..	..	..	..	
United Kingdom <sup>b</sup>	2010	..	..	..	98	99	95	93	93	97	86	100	94	94	..	..	..	95	96	91	96	96	95	..	..	..	..	
<b>Developing economies</b>																												
Argentina	2006	..	..	..	100	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	
Brazil <sup>d</sup>	2009	..	..	..	98	..	98	98	98	..	..	88	98	..	..	..	..	..	..	..	..	..	..	..	..	..	96	
Chile	2007	35	..	46	56	66	67	29	29	..	..	32	49	..	..	..	..	72	..	..	..	..	..	..	..	..	39	
China, Hong Kong SAR <sup>e</sup>	2009	..	..	..	69	..	55	..	..	..	..	..	..	39	..	..	..	..	82	..	..	..	..	..	57	..	..	
China, Macao SAR	2007	..	..	..	63	..	64	36	36	46	27	27	70	42	69	100	76	73	..	73	..	..	..	81	..	..	100	
Colombia	2006	..	..	..	82	..	..	97	97	98	95	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	
Cuba	2007	89	95	100	98	100	99	100	100	99	81	94	90	96	100	100	100	100	100	100	100	100	99	99	97	65		
Egypt	2009	..	..	..	53	..	94	76	76	..	..	78	74	..	..	..	..	..	100	..	..	..	..	..	..	..	..	

Economy	Reference year	Economic Sectors																																																		
		Agriculture, hunting and forestry		Fishing	Mining and quarrying		Manufacturing		Electricity, gas and water supply		Construction		Wholesale and retail trade; repair of motor vehicles, motorcycles, etc.		Sale, maintenance and repair of motor vehicles and motorcycles; etc.		Wholesale trade and commission trade, except of motor vehicles and motorcycles		Retail trade, except of motor vehicles and motorcycles; etc.		Hotels and restaurants		Transport, storage and communications		Land transport; transport via pipelines		Water transport		Air transport		Supporting and auxiliary transport activities; activities of travel agencies		Post and telecommunications		Financial intermediation		Real estate activities		Renting of machinery and equipment		Computer and related activities		Research and development		Other business activities		Education		Health and social work		Other community, social and personal service activities	
		A	B	C	D	E	F	G	G50	G51	G52	H	I	I60	I61	I62	I63	I64	J	K70	K71	K72	K73	K74	M	N	O																									
Jordan	2008			55	12	100	47	12	12	29	12	14	72	16	100	100	83	100	99	47	16	99	100	71	40	12																										
Lesotho	2008	..	..	..	69	..	..	25	25	..	..	56	..	..	..	..	..	..	..	..	..	..	..	..	..	..																										
Mongolia	2006	14	0	50	39	53	53	23	23	26	18	34	51	42	50	91	51	64	32	31	32	71	75	54	74	42	43																									
Occupied Palestinian Territory	2009	..	..	..	23	..	67	21	21	..	..	..	65	..	..	..	..	..	84	..	..	..	..	..	..	52																										
Panama <sup>g</sup>	2006	78	..	100	74	92	92	81	81	77	87	55	85	65	90	96	93	97	100	67	91	100	100	94	88	90	87																									
Philippines	2008	66	55	88	89	97	99	82	82	91	74	86	90	84	82	100	90	92	96	100	93	100	100	96	97	91	84																									
Republic of Korea <sup>f</sup>	2008	64	..	..	64	..	78	..	..	70	43	24	20	..	..	..	..	..	97	..	..	..	..	..	62	..	..																									
Singapore	2009	100	..	..	82	75	76	75	75	..	..	51	75	..	..	..	..	..	86	76	..	97	..	92	85	88	56																									
Thailand	2008	..	..	..	14	..	39	26	26	45	23	22	22	17	..	..	79	..	..	35	34	90	98	76	..	100	13																									
Tunisia <sup>h</sup>	2009	..	..	97	76	100	89	89	89	..	..	62	96	..	..	..	..	99	..	..	..	..	..	100	91	97																										
Turkey <sup>b</sup>	2010	..	..	..	92	98	89	95	93	..	..	96	94	..	..	..	..	98	91	87	99	99	..	..	..	..																										
Uruguay	2007	..	..	..	91	100	..	95	95	94	94	87	96	97	100	90	94	100	..	..	100	100	100	89	80	87	..																									
<b>Transition economies</b>																																																				
Azerbaijan	2009	..	..	19	26	75	21	46	46	63	32	32	34	18	69	56	31	67	88	4	..	27	42	28	59	27	10																									
Kazakhstan	2008	..	..	..	77	..	75	76	76	..	..	82	82	..	..	..	..	..	87	..	..	..	..	..	..	..	95																									
Kyrgyzstan <sup>i</sup>	2009	86	50	94	95	96	96	97	97	98	94	98	96	93	..	100	94	98	100	90	100	94	97	99	98	100	91																									
Russian Federation <sup>j</sup>	2008	95	89	96	96	90	96	92	92	93	92	90	95	94	96	99	93	99	96	78	77	98	97	93	98	98	81																									
Serbia <sup>k</sup>	2007	..	..	..	94	..	90	85	85	82	90	96	100	100	..	..	..	100	..	100	..	100	..	..	..	100																										
The former Yugoslav Republic of Macedonia	2009	..	..	..	75	..	76	53	53	..	..	100	63	..	..	..	..	..	95	..	..	..	..	..	..	..	100																									

*Notes:*

- <sup>a</sup> Data refer to the year ending 30 June 2006. As industry division data cannot be split by ISIC 60-63, a total is included for Transport and Storage in ISIC 60. No totals are available for ISIC G and I. No data are available for O as they are collected under two separate divisions: Cultural and recreational services and Personal and other services.
- <sup>b</sup> Data refer to NACE Rev 2 sectors C, D, E, F, G, I J, K64-66, L, N, J, M.
- <sup>c</sup> Sector A includes fishing. Sector K includes real estate and rent, business services, other business activities, and international businesses. Public administration is not included.
- <sup>d</sup> Estimates. Data refer to national projection for enterprises with more than 9 employees.
- <sup>e</sup> Data refer to "establishments" rather than "enterprises".
- <sup>f</sup> Sector A includes sectors A, B and C. Sector M includes sectors L, M, N, O and E.
- <sup>g</sup> Preliminary figures.
- <sup>h</sup> Enterprise totals also include public enterprises.
- <sup>i</sup> Data include sector L75, Public administration.
- <sup>j</sup> Sector A refers to 'Forestry and provision of services in this area' (NACE code 02); sector M refers to 'Higher education' (code 803); sector O refers to 'Entertainment, Recreation, Arts and Sports' (code 92).
- <sup>k</sup> sector H includes NACE-Rev.1 Groups 55.1 and 55.2 - 'Hotels' and 'Camping sites and other provision of short stay accomodation'; sector I60 includes I60-63; sector K70 includes K70, 71, 73, 74; sector O includes O92.1 and 92.2 - 'Motion picture and Video activities' and 'Radio and television activities'
- <sup>l</sup> The category 0-9 only includes ISIC Rev 3.1 sector K72 and K73.

Annex table II.6. Use of Internet by economic activity (ISIC Rev 3.1), latest available reference year (%) B3- Proportion of businesses using the Internet

Economy	Reference year	Agriculture, hunting and forestry	Fishing	Mining and quarrying	Manufacturing	Electricity, gas and water supply	Construction	Wholesale and retail trade; repair of motor vehicles, motorcycles, etc.	Sale, maintenance and repair of motor vehicles and motorcycles; etc.	Wholesale trade and commission trade, except of motor vehicles and motorcycles	Retail trade, except of motor vehicles and motorcycles; etc.	Hotels and restaurants	Transport, storage and communications	Land transport; transport via pipelines	Water transport	Air transport	Supporting and auxiliary transport activities; activities of travel agencies	Post and telecommunications	Financial intermediation	Real estate activities	Renting of machinery and equipment	Computer and related activities	Research and development	Other business activities	Education	Health and social work	Other community, social and personal service activities
		A	B	C	D	E	F	G	G50	G51	G52	H	I	I60	I61	I62	I63	I64	J	K70	K71	K72	K73	K74	M	N	O
<b>Developed economies</b>																											
Australia <sup>a</sup>	2006	..	..	89	89	96	88	..	..	97	83	76	..	79	..	..	..	83	94	..	..	..	..	..	..	97	..
Austria <sup>b</sup>	2010	..	..	..	98	100	99	99	..	..	..	100	98	..	..	..	..	..	100	93	97	100	99	..	..	..	..
Belgium <sup>b</sup>	2010	..	..	..	98	..	100	98	..	..	..	100	98	..	..	..	..	..	..	..	99	99	99	..	..	..	..
Bermuda <sup>c</sup>	2006	82	..	..	82	83	82	82	82	..	..	82	82	..	..	..	..	..	83	..	..	..	..	..	82	82	82
Bulgaria <sup>b</sup>	2010	..	..	..	89	91	92	91	..	..	..	100	92	..	..	..	..	..	95	85	83	94	98	..	..	..	..
Croatia <sup>b</sup>	2010	..	..	..	96	..	94	99	99	99	99	92	99	..	..	..	..	..	..	..	..	100	99	..	..	..	..
Cyprus <sup>b</sup>	2010	..	..	..	95	95	86	98	97	99	96	96	93	86	..	..	..	100	100	92	97	100	98	..	..	..	100
Czech Republic <sup>b</sup>	2010	..	..	..	96	97	98	97	96	97	95	95	94	96	..	..	..	99	95	99	98	90	99	..	..	..	98
Denmark <sup>b</sup>	2010	..	..	..	99	..	99	99	99	99	98	..	98	93	..	..	..	..	..	..	95	98	98	..	..	..	..
Estonia <sup>b</sup>	2010	..	..	..	97	97	95	96	99	100	98	96	97	98	..	..	..	100	96	100	96	98	98	..	..	..	..
Finland <sup>b</sup>	2010	..	..	..	100	100	100	100	100	100	100	100	99	98	..	..	..	100	..	99	100	100	100	..	..	..	..
France <sup>b</sup>	2010	..	..	..	98	100	99	99	98	99	95	99	98	97	..	..	..	95	98	100	97	100	100	..	..	..	..
Germany <sup>b</sup>	2010	..	..	..	98	99	99	99	96	98	93	100	97	95	..	..	..	87	100	88	98	100	99	..	..	..	..
Greece <sup>b</sup>	2010	..	..	..	95	100	92	96	95	98	88	100	93	94	..	..	..	100	100	..	99	100	100	..	..	..	..
Hungary <sup>b</sup>	2010	..	..	..	92	100	92	92	92	95	87	93	89	90	..	..	..	88	99	90	87	99	95	..	..	..	..
Iceland <sup>b</sup>	2010	..	..	..	99	93	98	99	100	100	100	100	100	100	..	..	..	100	100	100	100	100	100	..	..	..	..
Ireland <sup>b</sup>	2010	..	..	..	99	99	97	96	98	99	97	100	93	98	..	..	..	100	100	94	97	100	97	..	..	..	..
Israel	2008	..	..	100	95	100	87	93	95	97	85	78	96	93	..	..	100	95	100	96	95	100	99	..	..	..	..
Italy <sup>b</sup>	2010	..	..	..	97	99	95	98	97	100	92	99	94	895	..	..	..	95	100	98	92	99	99	..	..	..	..
Latvia <sup>b</sup>	2010	..	..	..	95	99	96	96	94	99	90	97	95	96	..	..	..	100	100	97	98	99	97	..	..	..	..

Economy	Reference year	Agriculture, hunting and forestry																										
		Fishing	Mining and quarrying	Manufacturing	Electricity, gas and water supply	Construction	Wholesale and retail trade; repair of motor vehicles, motorcycles, etc.	Sale, maintenance and repair of motor vehicles and motorcycles; etc.	Wholesale trade and commission trade, except of motor vehicles and motorcycles	Retail trade, except of motor vehicles and motorcycles; etc.	Hotels and restaurants	Transport, storage and communications	Land transport; transport via pipelines	Water transport	Air transport	Supporting and auxiliary transport activities; activities of travel agencies	Post and telecommunications	Financial intermediation	Real estate activities	Renting of machinery and equipment	Computer and related activities	Research and development	Other business activities	Education	Health and social work	Other community, social and personal service activities		
		A	B	C	D	E	F	G	G50	G51	G52	H	I	I60	I61	I62	I63	I64	J	K70	K71	K72	K73	K74	M	N	O	
Lithuania <sup>b</sup>	2010	..	..	..	98	100	98	97	96	98	95	97	93	92	..	..	..	100	98	100	96	100	100	..	..	..	..	
Luxembourg <sup>b</sup>	2010	..	..	..	96	100	99	99	97	98	95	99	98	95	..	..	..	97	100	..	99	99	100	..	..	..	..	
Malta <sup>b</sup>	2010	..	..	..	96	..	88	99	88	91	82	95	98	98	..	..	..	100	..	..	95	100	99	..	..	..	..	
Netherlands <sup>b</sup>	2010	..	..	..	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	..	..	..	..	
New Zealand	2008	84	92	94	98	100	98	97	97	99	94	91	99	98	100	100	100	98	99	91	99	99	100	98	100	98	96	
Norway <sup>b</sup>	2010	..	..	..	98	100	100	99	96	100	93	100	95	96	..	..	..	100	100	100	95	99	99	..	..	..	..	
Poland <sup>b</sup>	2010	..	..	..	97	100	97	98	95	98	91	98	98	95	..	..	..	98	100	100	95	99	98	..	..	..	..	
Portugal <sup>b</sup>	2010	..	..	..	98	100	94	99	98	98	100	95	100	100	..	..	..	96	100	99	100	100	100	..	..	..	..	
Romania <sup>b</sup>	2010	..	..	..	82	89	80	83	82	82	82	97	81	80	..	..	..	100	..	88	70	93	90	..	..	..	..	
Slovakia <sup>b</sup>	2010	..	..	..	98	100	99	98	98	99	97	100	98	99	..	..	..	100	99	100	97	100	98	..	..	..	..	
Slovenia <sup>b</sup>	2010	..	..	..	99	100	90	99	99	100	98	100	100	100	..	..	..	100	100	100	98	100	100	..	..	..	..	
Spain <sup>b</sup>	2010	..	..	..	99	100	98	99	99	100	97	100	99	97	..	..	..	100	100	100	97	100	100	..	..	..	..	
Sweden <sup>b</sup>	2010	..	..	..	99	100	96	98	98	99	96	97	93	90	..	..	..	95	100	100	97	99	97	..	..	..	..	
United Kingdom <sup>b</sup>	2010	..	..	..	98	99	95	93	93	97	86	100	94	94	..	..	..	95	96	91	96	96	95	..	..	..	..	
<b>Developing economies</b>																												
Brazil <sup>d</sup>	2009	..	..	..	98	..	98	98	98	..	..	88	98	..	..	..	..	..	..	..	..	..	..	..	..	..	..	96
Chile	2007	35	..	46	56	66	67	29	29	..	..	32	49	..	..	..	..	..	72	..	..	..	..	..	..	..	..	39
China, Hong Kong SAR <sup>e</sup>	2009	..	..	..	69	..	55	..	..	..	..	..	..	39	..	..	..	..	82	..	..	..	..	..	57	..	..	
China, Macao SAR	2007	..	..	..	63	..	64	36	36	46	27	27	70	42	69	100	76	73	..	73	..	..	..	81	..	..	100	
Colombia	2006	..	..	..	82	..	..	97	97	98	95	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	
Cuba	2007	89	95	100	98	100	99	100	100	99	81	94	90	96	100	100	100	100	100	100	100	100	100	99	99	97	65	
Egypt	2009	..	..	..	53	..	94	76	76	..	..	78	74	..	..	..	..	..	100	..	..	..	..	..	..	..	..	

Economy	Reference year	Agriculture, hunting and forestry	Fishing	Mining and quarrying	Manufacturing	Electricity, gas and water supply	Construction	Wholesale and retail trade; repair of motor vehicles, motorcycles, etc.	Sale, maintenance and repair of motor vehicles and motorcycles; etc.	Wholesale trade and commission trade, except of motor vehicles and motorcycles	Retail trade, except of motor vehicles and motorcycles; etc.	Hotels and restaurants	Transport, storage and communications	Land transport; transport via pipelines	Water transport	Air transport	Supporting and auxiliary transport activities; activities of travel agencies	Post and telecommunications	Financial intermediation	Real estate activities	Renting of machinery and equipment	Computer and related activities	Research and development	Other business activities	Education	Health and social work	Other community, social and personal service activities
		A	B	C	D	E	F	G	G50	G51	G52	H	I	I60	I61	I62	I63	I64	J	K70	K71	K72	K73	K74	M	N	O
Jordan	2008			55	12	100	47	12	12	29	12	14	72	16	100	100	83	100	99	47	16	99	100	71		40	12
Lesotho	2008	..	..	..	69	..	..	25	25	..	..	56	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..
Mongolia	2006	14	0	50	39	53	53	23	23	26	18	34	51	42	50	91	51	64	32	31	32	71	75	54	74	42	43
Occupied Palestinian Territory	2009	..	..	..	23	..	67	21	21	..	..	..	65	..	..	..	..	..	84	..	..	..	..	..	..	..	52
Panama <sup>g</sup>	2006	78	..	100	74	92	92	81	81	77	87	55	85	65	90	96	93	97	100	67	91	100	100	94	88	90	87
Philippines	2008	66	55	88	89	97	99	82	82	91	74	86	90	84	82	100	90	92	96	100	93	100	100	96	97	91	84
Republic of Korea <sup>f</sup>	2008	64	..	..	64	..	78	..	..	70	43	24	20	..	..	..	..	..	97	..	..	..	..	62	..	..	
Singapore	2009	100	..	..	82	75	76	75	75	..	..	51	75	..	..	..	..	..	86	76	..	97	..	92	85	88	56
Thailand	2008	..	..	..	14	..	39	26	26	45	23	22	22	17	..	..	79	..	..	35	34	90	98	76	..	100	13
Tunisia <sup>h</sup>	2009	..	..	97	76	100	89	89	89	..	..	62	96	..	..	..	..	..	99	..	..	..	..	..	100	91	97
Turkey <sup>b</sup>	2010	..	..	..	92	98	89	95	93	..	..	96	94	..	..	..	..	..	98	91	87	99	99	..	..	..	..
Uruguay	2007	..	..	..	91	100	..	95	95	94	94	87	96	97	100	90	94	100	..	..	100	100	100	89	80	87	..
<b>Transition economies</b>																											
Azerbaijan	2009	..	..	19	26	75	21	46	46	63	32	32	34	18	69	56	31	67	88	4	..	27	42	28	59	27	10
Kazakhstan	2008	..	..	..	77	..	75	76	76	..	..	82	82	..	..	..	..	..	87	..	..	..	..	..	..	..	95
Kyrgyzstan <sup>i</sup>	2009	86	50	94	95	96	96	97	97	98	94	98	96	93	..	100	94	98	100	90	100	94	97	99	98	100	91
Russian Federation <sup>j</sup>	2008	95	89	96	96	90	96	92	92	93	92	90	95	94	96	99	93	99	96	78	77	98	97	93	98	98	81
Serbia <sup>k</sup>	2007	..	..	..	94	..	90	85	85	82	90	96	100	100	..	..	..	100	..	100	..	100	..	..	..	..	100
The former Yugoslav Republic of Macedonia	2009	..	..	..	75	..	76	53	53	..	..	100	63	..	..	..	..	..	95	..	..	..	..	..	..	..	100

*Notes:*

- a Data refer to the year ending 30 June 2006. As industry division data cannot be split by ISIC 60-63 a total is included for Transport and Storage in ISIC 60. No totals are available for ISIC G and I. No data are available for O as they are collected under two separate divisions Cultural and recreational services and Personal and other services.
- b Data refer to NACE Rev 2 sectors C, D, E, F, G, I J, K64-66, L, N, J, M.
- c Sector A includes fishing. Sector K includes real estate and rent, business services, other business activities, and international businesses. Public administration is not included.
- d Estimates. Data refer to national projection for enterprises with more than 9 employees.
- e Data refer to “establishments” rather than “enterprises”.
- f Sector A includes sectors A, B and C. Sector M includes sectors L, M, N, O and E.
- g Preliminary figures.
- h Enterprise totals also include public enterprises.
- i Data include sector L75, Public administration.
- j Sector A refers to ‘Forestry and provision of services in this area’ (NACE code 02); the sector M refers to ‘Higher education’ (code 803); the sector O refers to ‘Entertainment, Recreation, Arts and Sports’ (code 92).
- k Sector H includes NACE-Rev.1 Groups 55.1 and 55.2 - ‘Hotels’ and ‘Camping sites and other provision of short stay accomodation’; sector I60 includes I60-63; sector K70 includes K70, 71, 73, 74; sector O includes O92.1 and 92.2 - ‘Motion picture and Video activities’ and ‘Radio and television activities’.

**Annex table II.7. Use of the Internet by type of activity, latest available reference year  
Enterprises with 10 or more persons employed**

Economy	Reference year	Proportion of enterprises:			Proportion of enterprises using the Internet for:														
		With a website B5	Receiving orders over the Internet B7	Placing orders over the Internet B8	Sending and receiving e-mail B12a	Information about goods or services B12 b i	Information from public authorities B12 b ii	Information searches or research B12 b iii	Internet banking or financial services B12 c	Internet banking B12 c i	Accessing other financial services B12 c ii	Interacting with general government organizations B12 d	Providing customer services B12 e	Delivering products online B12 f	Other types of activity B12 g	Telephoning via the Internet/VoIP, or using videoconferencing B12 h	Instant messaging and bulletin boards B12 i	Staff training B12 j	Internal or external recruitment B12 k
<b>Developed economies</b>																			
Australia <sup>a</sup>	2007	61	31	56	..	..	..	..	89	..	81	..	..	..	..	..	35	..	
Austria <sup>b</sup>	2008	80	14	33	..	..	71	..	85	..	81	5	..	..	..	..	30	..	
Belgium <sup>c</sup>	2008	76	16	7	..	..	..	..	86	..	..	3	..	..	..	..	24	..	
Bermuda	2006	43	6	24	..	..	..	..	..	..	..	..	..	..	..	..	..	..	
Bulgaria <sup>b</sup>	2008	33	2	4	..	..	53	..	52	..	58	6	..	..	..	..	17	..	
Canada	2007	70	13	65	..	..	..	..	..	..	..	..	..	..	..	..	..	..	
Croatia	2009	57	23	31	..	..	56	..	84	..	59	..	..	..	..	..	29	..	
Cyprus <sup>b</sup>	2008	49	7	14	..	..	63	..	55	..	66	2	..	..	..	..	35	..	
Czech Republic <sup>b</sup>	2008	74	15	27	..	..	70	..	88	..	73	6	..	..	..	..	29	..	
Denmark <sup>b</sup>	2008	87	20	38	..	..	86	..	94	..	90	8	..	..	..	..	28	..	
Estonia <sup>b</sup>	2008	66	11	18	..	..	75	..	94	..	77	5	..	..	..	..	37	..	
Finland <sup>b</sup>	2008	82	..	25	..	..	90	..	92	..	95	7	..	..	..	..	41	..	
France <sup>b</sup>	2008	54	13	18	..	..	67	..	77	..	74	3	..	..	..	..	23	..	
Germany <sup>d</sup>	2008	77	..	..	..	..	47	..	75	..	56	5	..	..	..	..	14	..	
Greece <sup>b</sup>	2008	57	6	9	..	..	64	..	62	..	78	7	..	..	..	..	45	..	
Hungary <sup>b</sup>	2008	48	4	7	..	..	56	..	70	..	60	2	..	..	..	..	16	..	
Iceland <sup>b</sup>	2008	63	21	35	..	..	89	..	99	..	91	1	..	..	..	..	20	..	
Ireland <sup>b</sup>	2008	65	26	54	..	..	84	..	85	..	91	3	..	..	..	..	37	..	
Israel	2008	61	47	43	89	79	77	..	86	56	41	33	..	..	26	27	16	44	
Italy <sup>b</sup>	2008	58	3	12	..	..	74	..	86	..	82	12	..	..	..	..	17	..	



Economy	Reference year	Proportion of enterprises:			Proportion of enterprises using the Internet for:															
		With a website	Receiving orders over the Internet	Placing orders over the Internet	Sending and receiving e-mail	Information about goods or services	Information from public authorities	Information searches or research	Internet banking or financial services	Internet banking	Accessing other financial services	Interacting with general government organizations	Providing customer services	Delivering products online	Other types of activity	Telephoning via the Internet/VoIP, or using videoconferencing	Instant messaging and bulletin boards	Staff training	Internal or external recruitment	
		B5	B7	B8	B12a	B12 b i	B12 b ii	B12 b iii	B12 c	B12 c i	B12 c ii	B12 d	B12 e	B12 f	B12 g	B12 h	B12 i	B12 j	B12 k	
Japan <sup>e</sup>	2009	92	23	40	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	
Latvia <sup>b</sup>	2008	42	6	9	..	..	51	..	..	83	..	55	5	..	..	..	..	30	..	
Lithuania <sup>b</sup>	2008	55	22	25	..	..	83	..	..	91	..	86	15	..	..	..	..	54	..	
Luxembourg <sup>b</sup>	2008	65	10	23	..	..	82	..	..	76	..	90	10	..	..	..	..	23	..	
Malta <sup>b</sup>	2008	58	13	13	..	..	72	..	..	74	..	74	4	..	..	..	..	26	..	
Netherlands <sup>b</sup>	2008	85	27	40	..	..	77	..	..	88	..	85	4	..	..	..	..	16	..	
New Zealand	2008	64	42	66	..	..	69	..	..	86	..	80	65	..	..	..	..	24	44	
Norway <sup>b</sup>	2008	73	30	44	..	..	70	..	..	85	..	76	6	..	..	..	..	36	..	
Poland <sup>b</sup>	2008	57	8	11	..	..	56	..	..	75	..	68	5	..	..	..	..	14	..	
Portugal <sup>b</sup>	2008	46	19	20	..	..	67	..	..	75	..	75	13	..	..	..	..	33	..	
Romania <sup>b</sup>	2008	27	4	4	..	..	37	..	..	48	..	39	3	..	..	..	..	41	..	
Slovakia <sup>b</sup>	2008	73	5	9	..	..	82	..	..	91	..	88	9	..	..	..	..	48	..	
Slovenia <sup>b</sup>	2008	71	8	15	..	..	85	..	..	92	..	88	11	..	..	..	..	41	..	
Spain <sup>b</sup>	2008	55	10	19	..	..	59	..	..	82	..	64	5	..	..	..	..	33	..	
Sweden <sup>b</sup>	2008	86	19	50	..	..	76	..	..	90	..	78	7	..	..	..	..	26	..	
United Kingdom <sup>b</sup>	2008	76	32	47	..	..	60	..	..	75	..	64	2	..	..	..	..	24	..	
<b>Developing economies</b>																				
Brazil <sup>f</sup>	2009	53	41	51	91	86	60	..	..	72	..	81	44	10	..	19	50	29	..	
China, Hong Kong SAR <sup>h</sup>	2009	51	6	25	86	85	77	..	..	34	22	..	15	50	..	7	..	..	..	
China, Macao SAR	2007	..	19	24	..	56	..	..	..	..	..	..	19	..	..	..	..	..	..	
Colombia <sup>g</sup>	2006	44	39	37	86	60	49	54	73	..	..	51	45	10	..	..	..	..	..	
Cuba <sup>i</sup>	2007	26	2	3	70	70	70	70	10	..	..	..	39	2	70	..	..	..	..	
Egypt	2009	22	2	2	29	24	13	..	..	8	..	6	16	6	..	..	..	..	..	
Jordan	2008	50	5	7	67	72	25	..	..	..	..	..	26	5	..	26	..	..	..	

Economy	Reference year	Proportion of enterprises:			Proportion of enterprises using the Internet for:															
		With a website	Receiving orders over the Internet	Placing orders over the Internet	Sending and receiving e-mail	Information about goods or services	Information from public authorities	Information searches or research	Internet banking or financial services	Internet banking	Accessing other financial services	Interacting with general government organizations	Providing customer services	Delivering products online	Other types of activity	Telephoning via the Internet/VoIP, or using videoconferencing	Instant messaging and bulletin boards	Staff training	Internal or external recruitment	
		B5	B7	B8	B12a	B12 b i	B12 b ii	B12 b iii	B12 c	B12 c i	B12 c ii	B12 d	B12 e	B12 f	B12 g	B12 h	B12 i	B12 j	B12 k	
Lesotho	2008	22	..	..	44	44	..	..	..	..	14	..	..	..	..	..	..	..	..	
Mauritius	2008	44	35	34	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	
Occupied Palestinian Territory	2009	38	19	..	47	15	..	..	..	3	..	..	7	..	..	..	..	..	..	
Panama <sup>l</sup>	2006	..	31	35	78	65	54	49	56	..	..	29	31	..	56	..	..	..	..	
Qatar	2008	64	61	47	84	76	76	..	..	48	..	57	49	..	..	..	..	..	..	
Republic of Korea	2008	55	6	42	91	73	73	..	..	75	20	69	29	15	..	14	..	20	26	
Senegal	2008	35	3	12	89	78	57	..	..	52	..	..	49	..	..	..	..	..	..	
Singapore <sup>k</sup>	2009	60	41	42	88	85	79	..	..	62	..	85	..	36	..	29	33	18	41	
Suriname	2006	17	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	
Thailand <sup>l</sup>	2008	38	10	11	57	64	..	..	..	14	..	18	29	4	..	..	..	..	..	
Tunisia <sup>m</sup>	2009	30	10	11	63	59	48	..	..	29	..	30	3	5	..	19	..	5	5	
Turkey	2009	52	9	15	..	..	56	..	..	68	..	5	..	..	..	..	..	..	..	
United Arab Emirates	2008	..	..	..	86	83	71	..	..	54	..	62	48	25	..	..	..	..	..	
<b>Transition economies</b>																				
Azerbaijan	2009	6	1	1	22	10	12	..	..	13	..	22	4	2	..	1	4	1	1	
Kazakhstan	2008	7	14	15	49	27	24	..	..	20	..	20	39	2	..	..	..	..	8	
Kyrgyzstan	2009	12	..	..	33	..	2	..	..	..	..	2	..	3	..	..	..	..	..	
Russian Federation <sup>o</sup>	2008	25	12	18	73	49	39	..	..	20	..	53	..	4	..	13	..	22	19	
Serbia <sup>p</sup>	2007	53	15	17	..	..	44	47	56	..	..	52	..	..	..	..	..	..	..	
The former Yugoslav Republic of Macedonia <sup>q</sup>	2009	48	4	7	..	..	63	..	..	61	..	65	..	..	..	..	..	33	..	

Notes:

- <sup>a</sup> Data refer to year ending 30 June 2007.
- <sup>b</sup> Data refer to the enterprises using the Internet, EDI or other networks for: 1- sales or purchases (at least 1% of electronic sales or purchases); 2 - banking and financial services; 3 - electronically sharing information with customers (info on demand forecasts, inventories, production plans, progress of deliveries, etc.). B12b.ii - Including getting information from government.
- <sup>c</sup> Data refer to the enterprises using the Internet, EDI or other networks for: 1- sales or purchases (at least 1% of electronic sales or purchases); 2 - banking and financial services; 3 - electronically sharing information with customers (info on demand forecasts, inventories, production plans, progress of deliveries, etc.).
- <sup>d</sup> Data refer to the enterprises using the Internet, EDI or other networks for: 1- sales or purchases (at least 1% of electronic sales or purchases); 2 - banking and financial services. B12b.ii - Including getting information from government.
- <sup>e</sup> Data refer to the sample and have not been extrapolated to the target population. Data refer to 100+ employees.
- <sup>f</sup> Estimates. Data refer to national projection for enterprises with more than 9 employees. They include enterprises using the Internet for accessing other financial services. Use of the Internet for staff training refers to training and education.
- <sup>g</sup> Includes search for information of all kinds.
- <sup>h</sup> Data refer to "establishments" rather than "enterprises". B12b.i refers using the Internet for: 1 - Sourcing of general information; 2 - Receipt of goods, services or information; and 3 - Making enquiries to business partners. Includes transactions with Government organizations/public authorities. B12h refers to video conference only.
- <sup>i</sup> Estimates.
- <sup>j</sup> Preliminary figures.
- <sup>k</sup> B12c.i - No distinction between Internet banking and accessing other financial services. Data refer to enterprises which have "used the Internet for banking and financial services". B12j - refers to enterprises that have "used the Internet for formal education or training activities". B12k - refers to enterprises that have "used the Internet for finding information about employment opportunities (recruitment and search)".
- <sup>l</sup> B12b - includes b.i and b.ii; and B12c -Includes c.i and c.ii.
- <sup>m</sup> Data refer to public administration and/or enterprises. Enterprises using banking or financial services online.
- <sup>n</sup> Includes enterprises that used the Internet for Internet banking or other financial services.
- <sup>o</sup> Data refer to enterprises using the Internet for payments.
- <sup>p</sup> Data refer to enterprises using the Internet for market monitoring (e.g. prices). B12b.ii - Including getting information from government.