

Vol-2

Socio-Economic Impact of Telecommunication Growth and Indicators Forecasting



Pakistan Telecommunication Authority



:

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Foreword

In Volume-I some of the micro level findings of the survey related to rural, gender, poor and SME were discussed. The results of the Focus Group Discussion were also included. In addition Volume-1 also discussed macro level findings and issues such as forecasting of future demand of telecommunication services, investment needs, employment generation, economic implications, regulatory frame work and conclusions and recommendations.

Volume-II discusses the micro level findings related to non-targeted and targeted surveys of household and business respondents. It discusses the awareness, knowledge, ownership, purpose and intensity of use of different telecommunication services. The user behaviour, habits, place of use, their future requirements and problems and disadvantages perceived by them has been brought out. The impact of telecommunication services on the various aspects of life related to social as well as economic activities has been analyzed and assessment made and indicated.

Chapter-1

Non-Targeted Survey

1.0 Introduction

The Pakistan Telecommunication Authority (PTA) Project, among other things, had asked the consultants to carry out a Non-Targeted Survey of 10,000 respondents. The main objective of this survey was to solicit general information about awareness, pattern of ownership and use of major telecommunication services. A one page questionnaire was designed and distributed to the respondents who were asked to return the filled-in questionnaires.

Fifteen thousand questionnaires (14,000 in Urdu language and 1,000 in Sindhi language) were distributed among the prospective respondents. The basic rationale was to provide an opportunity to respondents to answer different questions according to their own judgments about characteristics of different services. A total of 13670 questionnaires were received of which only 10604 were considered suitable for analysis. The remaining for 3066 questionnaire were either not completely filled or had contained lot of errors for proper analysis. One thousand three hundred and thirty (1330) questionnaires were not returned.

The questionnaires were distributed randomly using convenience sampling procedure. The universe of the survey comprised rural and urban areas of all the provinces, Azad Jammu & Kashmir (AJK) and Federally Administered Northern Areas (FANA). The survey was coordinated by trained personnel (supervisors and enumerators) who had experience of conducting surveys. The enumerators were fluent in speaking the local languages.

The questionnaire was pre-tested incorporating suggestions of the PTA. The persons assigned for distribution of non-targeted Questionnaires were briefed about the aims and the objectives of the Survey. Multiple sources of information were used to solicit the information. The enumerators distributed the questionnaires in different areas. The completed questionnaires were collected in a day or so. The information was also collected using the students enrolled in schools and colleges. The questionnaires were filled from the parents of the students and / or the head of the household or any other responsible person in the household. Some of the information was also collected from members of local bodies/town committees. The questionnaires were edited before data entry and tabulation

About one-third of respondents (35 percent) belonged to rural and 65 percent belonged to the urban areas. The breakdown of respondents by provinces/regions is given in Table 1.1 and the survey methodology is given in Chapter-4.

Table-1.1
Percentage Distribution of Respondents by Region, Pakistan, 2008
 (Percent)

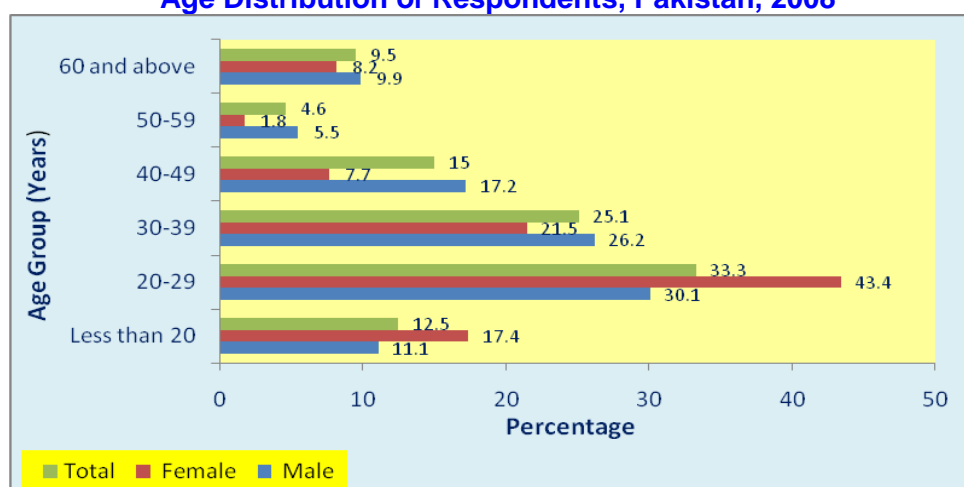
Province	Distribution
Punjab	56.0
Sindh	20.4
Balochistan	6.9
NWFP	14.6
AJK/NA/FATA	2.1
Total	100.0
Number	10604

Source: Annex Table 1.1

1.1 Findings of the Non-targeted survey

Slightly less than three-quarters (72 percent) males and more than one-quarter (28 percent) females replied to the questionnaires. The mean age of respondents is reported as 36 years and the medians age is reported as 30 years. In rural area the mean and median ages of respondents are reported as 38 and 32 years respectively, while in urban area the corresponding mean and median age is reported as 35 and 30 years respectively. The mean age of males and females respondents are 37.6 and 32.2 years respectively and the median age of males and females respondents are 32 and 26 years respectively. It should be noted that female respondents under 30 years of age are relatively younger (61 percent) than male respondents (41 percent). The age distribution of respondents is given in the following figure:

Figure-1.1
Age Distribution of Respondents, Pakistan, 2008



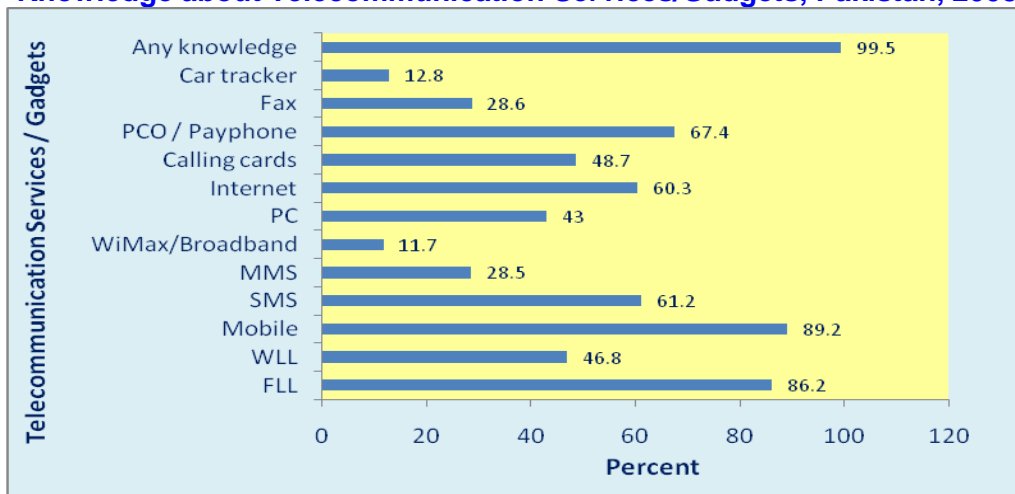
Source: Annex Table 1.2, 1.3

1.1.1 Knowledge of Telecommunication Services

There is universal knowledge / awareness (100 percent) of at least one or more of the telecommunication services by sex as well as by rural - urban residence. When awareness level is classified by different telecommunication services then it is noted that urban respondents happened to have slightly more knowledge than the rural respondents. The highest knowledge reported for mobile

phone (89 percent). The least knowledge has been reported for Car Tracker (13 percent) and WiMax / Broadband (12 percent). The similar pattern was found in rural, urban areas and in all the provinces / AJK&FANA. The knowledge of various telecommunication services /gadgets as reported by respondents is given in the following figure:

Figure-1.2
Knowledge about Telecommunication Services/Gadgets, Pakistan, 2008

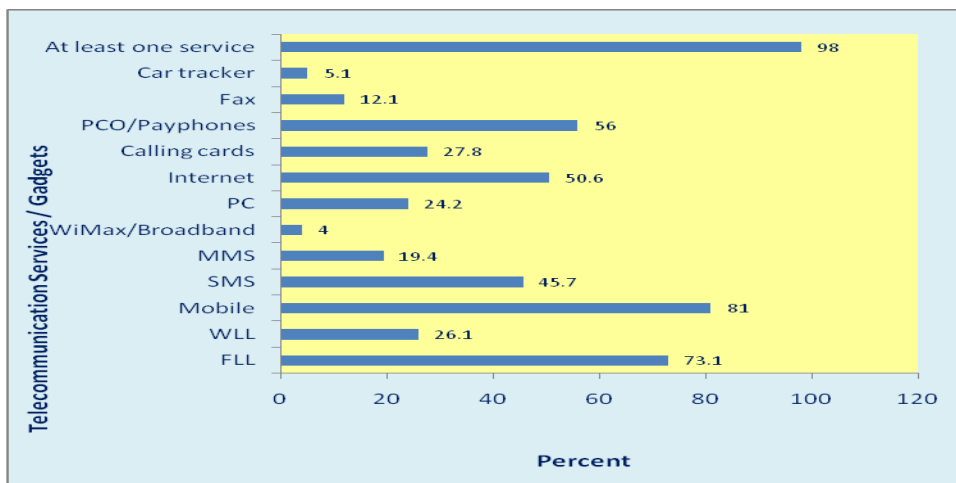


Source: Annex Table 1.4, 1.5

1.1.2 Use of Telecommunication Services

Almost all the respondents (98 percent), both males and females, indicated using at least one of the telecommunication services. Not much of difference in use of at least one or more of telecommunication services by rural urban residence was noticed. The highest use of any of the telecommunication services was for mobile phone (81 percent) and fixed line phone (FLL) (73 percent) followed by PCO (56 percent). The least use was for WiMax / Broadband (4 percent) and Car Tracker (5 percent) both males and females. The extent of use of various telecommunication services is given in the following figure:

Figure-1.3
Use of Telecommunication Services / Gadgets by respondents, Pakistan, 2008

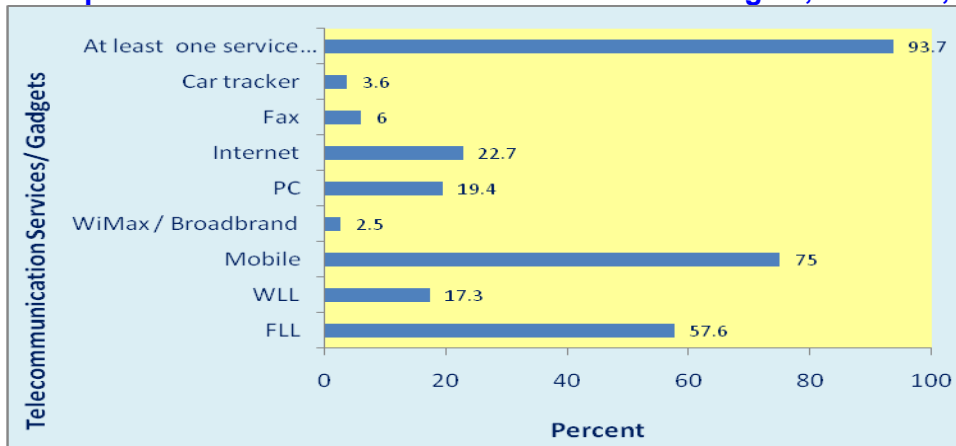


Source: Annex Table 1.6, 1.7

1.1.3 Ownership of Telecommunication Gadgets

About 94 percent of respondents (93 percent males and 95 percent females; 95 percent urban and 92 percent rural) reported to have owned at least one or more telecommunication services. Three-quarters of the respondents reported to own mobile phone while 58 percent had owned fixed line phones. One-fifth (19 percent) of respondents reported to own PC. Internet is owned by 23 percent of respondents. Figure-1.4 shows the ownership of various telecommunication services/gadgets.

Figure-1.4
Ownership of various Telecommunication Services / Gadgets, Pakistan, 2008

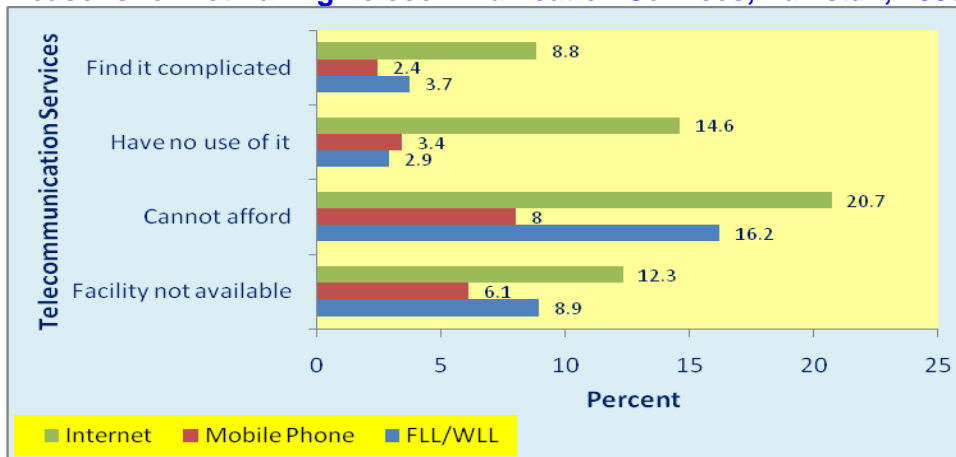


Source: Annex Table 1.8, 1.9

1.1.4 Reasons for not owning different Telecommunication Services

Of those who did not own services; one-sixth (16 percent) reported that they could not afford fixed line services, 8 percent reported the same reason for mobile phone and 21 percent reported similarly for internet. The respondents reporting no use of it varied from 3 percent for FLL and mobile each to 15 percent for internet. The details of not owning different telecommunication services are given in the following Figure-1.5:

Figure-1.5
Reasons for not having Telecommunication Services, Pakistan, 2008

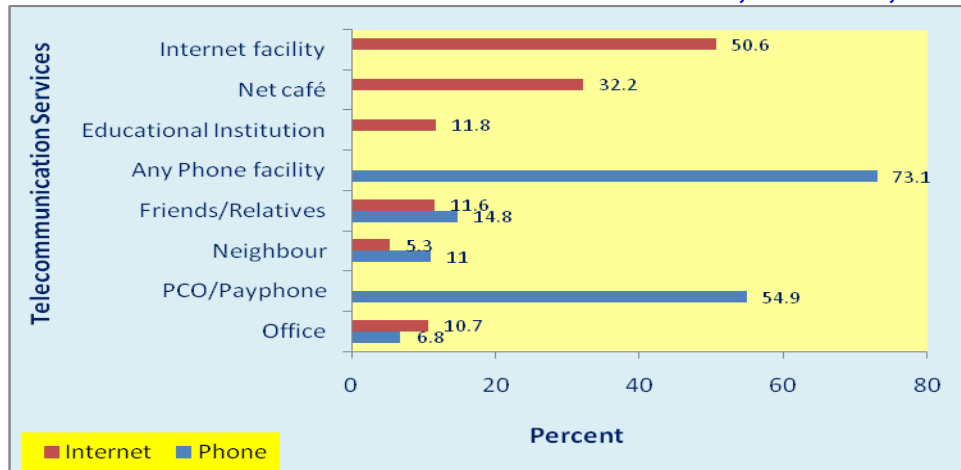


Source: Annex Table 1.10 to 1.15

1.1.5 Places where facilities used

Of the respondents not having any phone facility at home, 55 percent used PCO to make calls, 15 percent used relative's/friend's facilities and 11 percent used neighbours' facility. One-third of (32 percent) respondents availed Net café facility for internet, 12 percent used friends/relatives and educational institutions' facilities each; and 11 percent used internet at offices. The details are given in the Figure-1.6:

Figure-1.6
Places where Telecommunication Services used, Pakistan, 2008

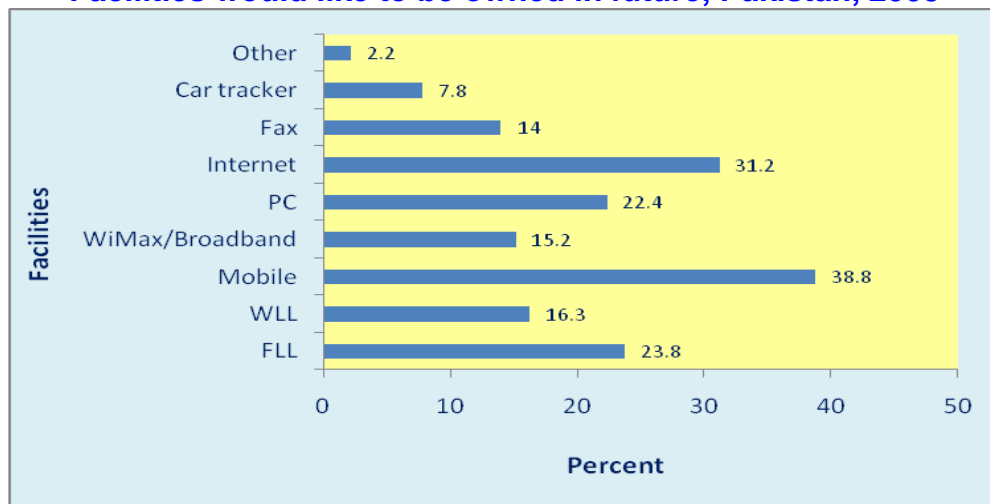


Source: Annex Table 1.16 to 1.19

1.1.6 Potential demand for telecommunication services in future

On an average, a respondent reported his / her desire to be owning different telecommunication services in future at 1.5. Regarding ownership of phone in future; two-fifths (39 percent) of the respondents wanted mobile phone and one-quarter (24 percent) wanted FLL in future. 31 percent wanted internet and 22 percent wanted to have PC in future which is shown in the following Figure-1.7:

Figure-1.7
Facilities would like to be owned in future, Pakistan, 2008

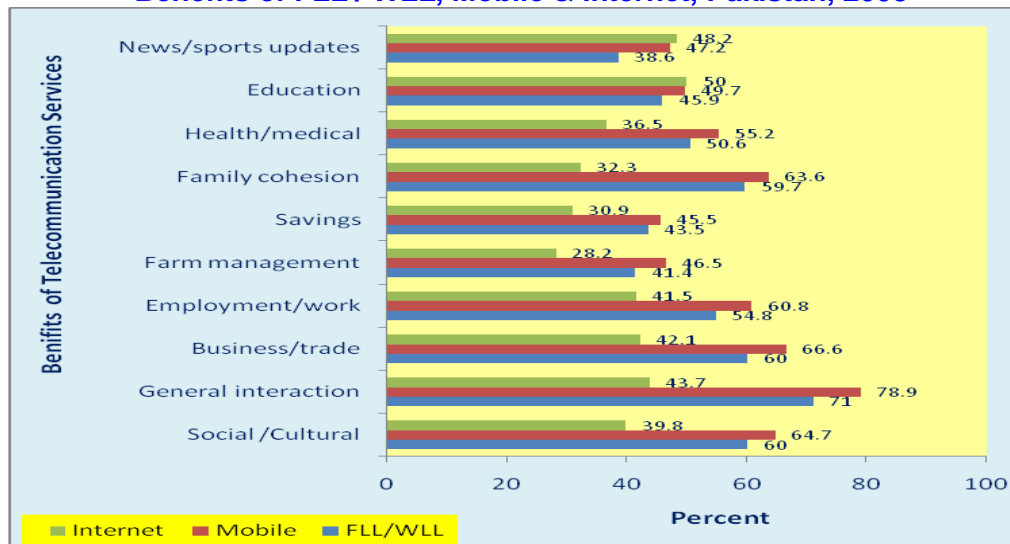


Source: Annex Table 1.20, 1.21

1.2 Benefits of telecommunication services

The extent of benefits of FLL/WLL, mobile phone and internet as reported by the respondents are given in Figure-1.8:

Figure-1.8
Benefits of FLL / WLL, Mobile & Internet, Pakistan, 2008



Source: Annex Table 1.22 to 1.27

1.2.1 Benefits of FLL/WLL phone

On an average one respondent reported 5 different benefits of FLL/WLL. The findings indicated that 71 percent respondents reported that Fixed Land Line (FLL) is beneficial for general interaction, followed by (60 percent) for social / cultural and family cohesion and business/ trade benefits each. More than half (55 percent) and (51 percent) respondents reported that it is beneficial for employment/ work and health/ medical use respectively. The business/trade and employment/work benefits were reported more by the working population (20-59 years of age). Females reported more family cohesion benefits than males. The details are shown in Annex Tables-1.22 and 1.23.

1.2.2 Benefits of Mobile Phone

Mobile phone users, on an average reported about 6 different benefits of this facility. About four-fifths (79 percent) of the respondents reported to have been benefited through general interaction; whiles two-thirds (67 percent) were benefited through business/ trade and almost 64-65 percent had social / cultural and family cohesion benefits. For more than half of the respondents, it was beneficial for health /medical and education use. The benefits for business/trade, employment and family cohesion were reported more by younger persons of age. 20-39 years of age compared to other ages of mobile users. The details are given in Annex Tables-1.24 and 1.25.

1.2.3 Benefits of Internet

The internet users on an average had reported 4 different benefits. The highest (50 percent) benefit was reported for education purposes. The education

benefits were reported at 56 percent by youth under 20 years of age followed by other ages. Its benefit was reported more by females than males. It was followed by news/sports (48 percent) general interaction (44 percent) business /trade (42 percent) employment /work (42 percent) and social and cultural benefits (40 percent). The details are given in Annex Tables-1.26 and 1.27.

Chapter-2

Targeted Survey (Business)

The Term of Reference had required to carry out a Targeted Survey of 5000 respondents. Four-fifths (80 percent) of sampling was to be directed to households and one-fifth (20 percent) to business entities. The sample size of the survey of business and working concerns was increased to 1,171 as (against a target of 1000) through out in the country. More than half (52 percent) of the respondents were from Punjab including Islamabad, about one-fourth (24 percent) from Sindh, 15.5 percent from NWFP, 5.4 percent from Balochistan and 3.5 percent from AJK and FANA. (Annex Table 4.2)

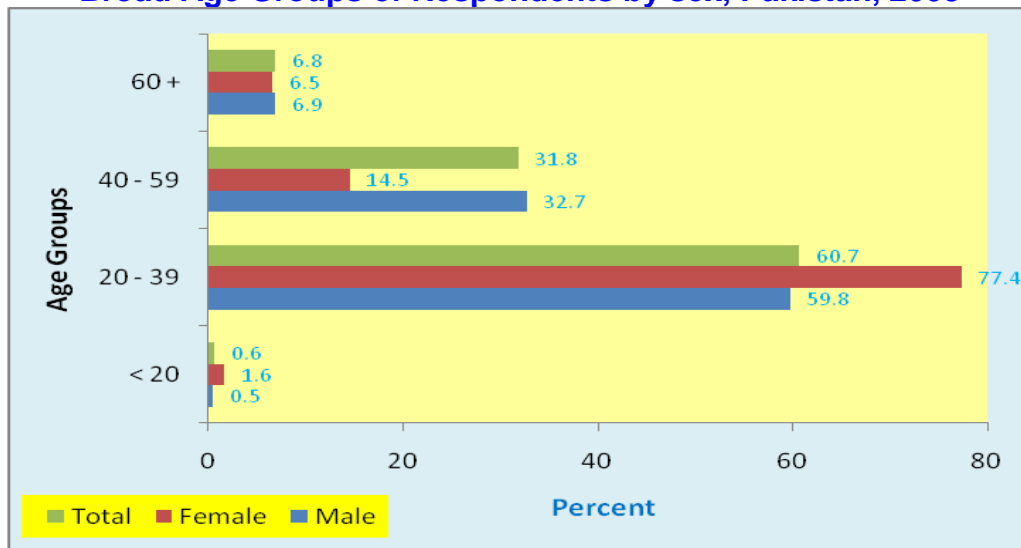
Twenty nine percent of business/working concerns were covered in rural area and the remaining 71 percent were covered in urban area (64 percent in major urban areas i.e. big cities and 6 percent in other urban areas i.e. small cities and towns). The Survey Methodology is given in Chapter-4.

2.1 Background Characteristics of Respondents

2.1.1 Age

Among the business/working respondents, 95 percent were males and 5 percent were females. The mean age of respondents is reported at 39 years (39.4 years for males and 34.5 years for females). The median age for males and females is reported at 36 and 29 years respectively. This shows that female business / working respondents were relatively younger than the male respondents. The broad age groups of respondents are shown in the following Figure-2.1:

Figure-2.1
Broad Age Groups of Respondents by sex, Pakistan, 2008

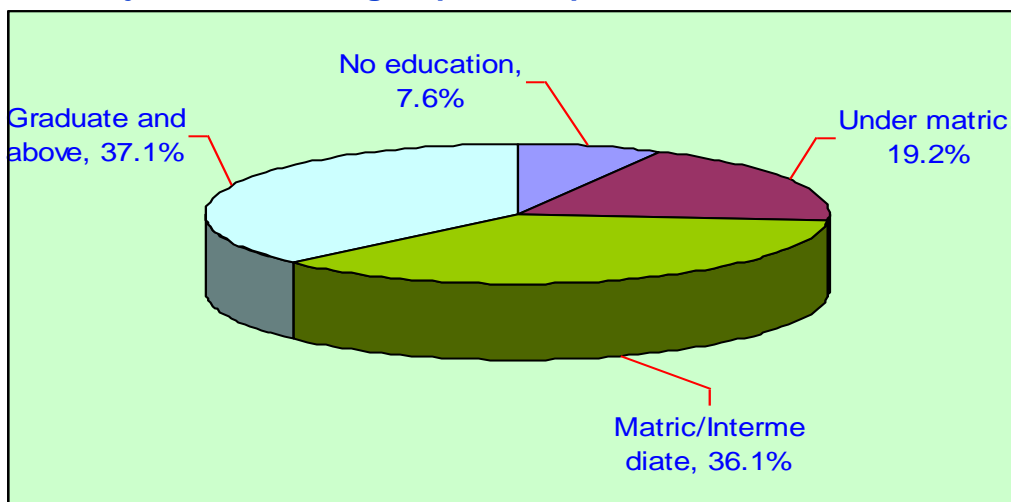


Source: Annex Table 2.2.

2.1.2 Educational Status

Around less than two-fifths (37 percent) of the respondents were graduate and above, while more than one-third (36 percent) had matriculation/intermediate level of education. This shows that almost three quarters of the business / working respondents had more than 10 grade education. One-fifths (19 percent) had below matric education while eight percent respondents reported to have received no education. The educational qualification of the respondents is shown in the following Figure-2.2:

Figure-2.2
Major Educational groups of respondents, Pakistan, 2008

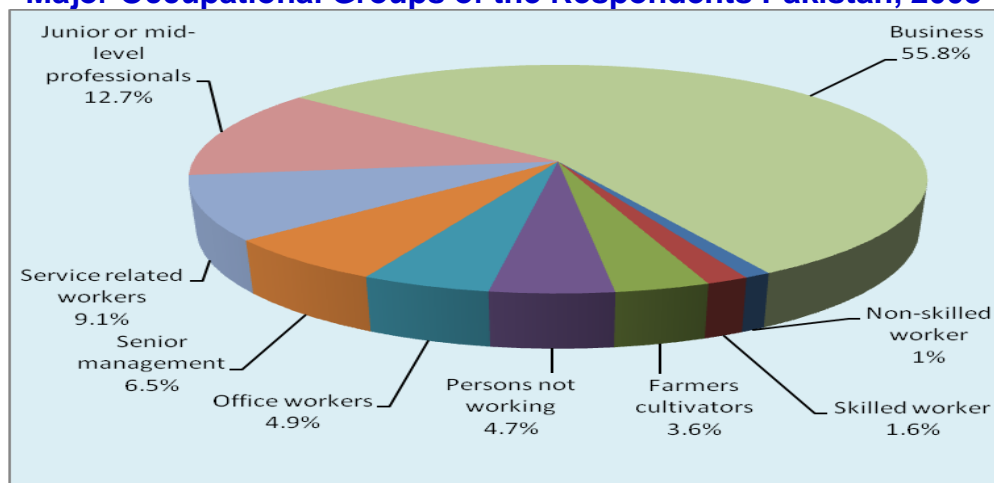


Source-Annex Table 2.3

2.1.3 Occupations

The percentage distribution of respondents by the major occupational group shows that more than half (56 percent) of the respondents were engaged in business. Figure 2.3 gives the detailed information.

Figure 2.3
Major Occupational Groups of the Respondents Pakistan, 2008



Source: Annex Table 2.4

2.2 Main findings

2.2.1 Use of Telecommunication Services

Almost all the respondents (99 percent) used at least one facility, while 95 percent, reported using mobile phone, around three-fifths (57 percent) reported using FLL phone and 18 percent reported using WLL. Half of the respondents (51 percent) used PCO / pay phone in case the phone facility was not available. As is expected that the use of various phones facility is reported more in urban than in rural area. The breakdown of the facilities used is given in the following Table-2.1:

Table-2.1
Facility Used if the Respondent Want to Phone Someone, Pakistan, 2008

(Percent)

Type of Facility	Use
PCO/Pay Phone	50.6
Neighbour	5.7
Relatives/Friends	10.3
Office	16.2
At least one facility use	99.4

Source: Annex Table 2.5 and 2.6

The highest use of PCO/Pay phone is reported in Sindh (78 percent) followed by NWFP (74 percent) and the least in Balochistan (8 percent).

2.2.2 Future desire for phone

Almost half of the respondents (48 percent) wanted to have a Telephone connection in future. The demand for urban and rural area is reported by 44 and 56 percent respectively. However the demand for mobile phone (35 percent) is particularly more in rural area. It means that coverage needs to be extended to rural and far flung area. Relatively higher demand is indicated in AJK (56 percent) as such services have been introduced only recently (Annex Table 2.7). Twenty-nine percent wanted to have mobile phone and another 19 percent wanted to have FLL/WLL in the future. One out of eight respondents (12 percent) mentioned that they do not want any of the gadgets. This shows that the potential demand for telecommunication services will continue to increase in the coming years.

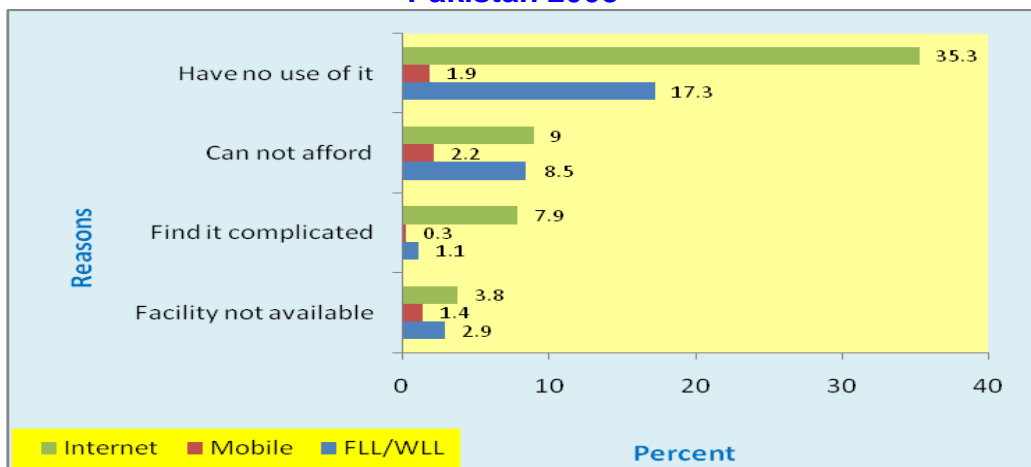
2.2.3 Reasons for not having phone in future

Of respondents who replied that they do not want to have FLL/WLL phone in future, 17 percent reported that they do not have any use of it and 9 percent reported that they cannot afford the facility. Only three percent reported that facility is not available to them. Almost 2 percent of the respondents reported of not having mobile phone in future.

Regarding internet, more than one-third (35 percent) of the respondents reported that they do not have any use of such services, 9 percent said that they can't afford it, while 8 percent reported that it was a complicated technology. Six

percent mobile phone users reported various reasons for not having. Detailed information is given in the following Figure-2.4:

Figure-2.4
Reasons for not having Telecommunication Services in future, Pakistan 2008



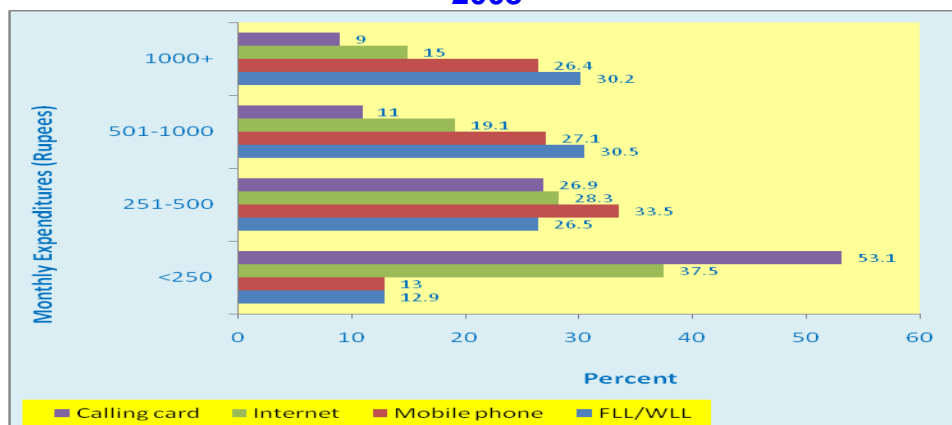
Source: Annex Tables 2.8 to 2.10

In view of the findings, it needs to be stressed that efforts should be directed to those areas where such services are not available particularly in far flung remote areas of the country.

2.2.4 Monthly Expenditure on Telecommunication Services

Two-fifths (40 percent) of the respondents using FLL and WLL, three-fourth of the internet users and almost nine out of 10 calling card users did not report the monthly expenditure for the use of such services. Only 6 percent mobile users did not report the monthly expenditure. For who reported the expenditure of telecommunication services, Figure-2.5 shows the distribution of expenditures by different telecommunication services and gadgets.

Figure- 2.5
Monthly Expenditure on Telecommunication Services/Gadgets, Pakistan, 2008



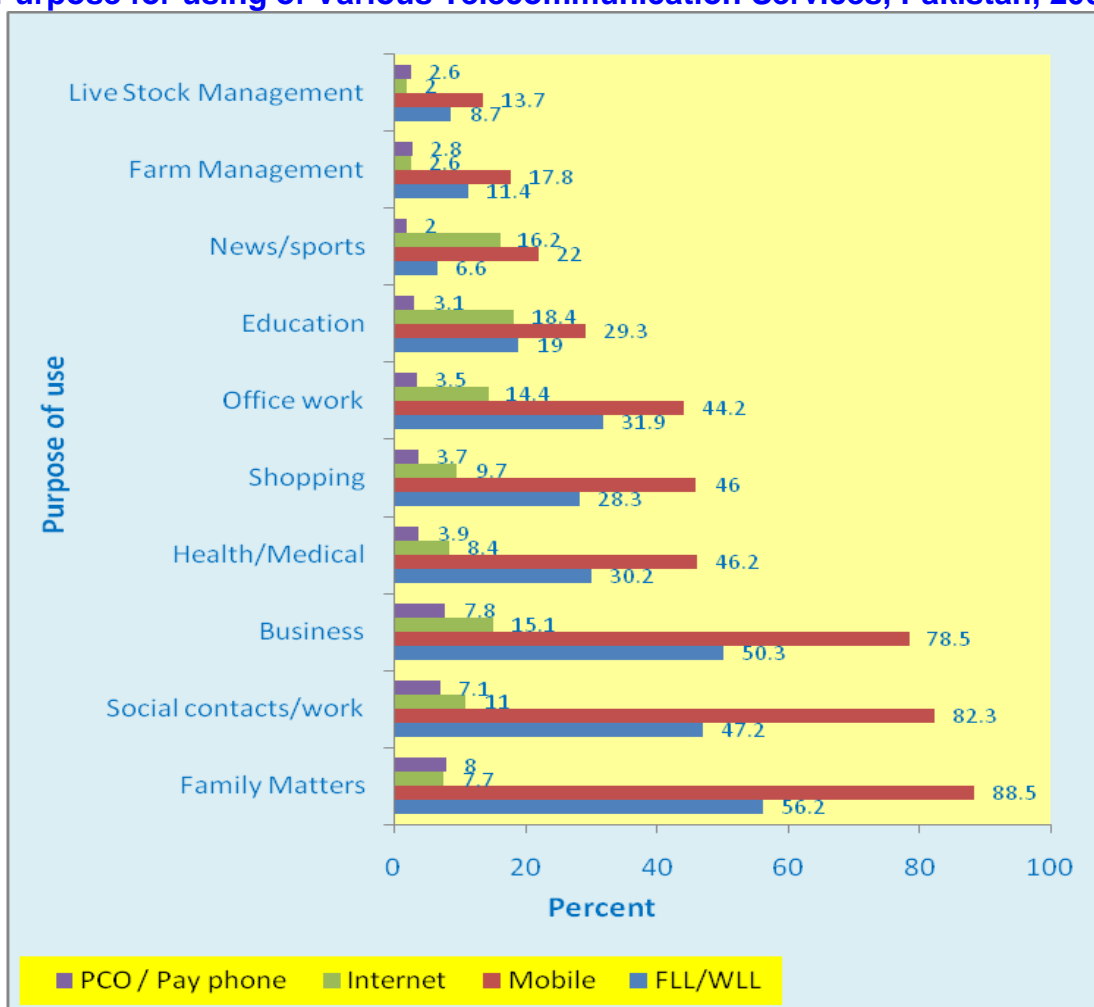
Source: Annex Table 2.11

A very low proportion (13 percent) of FLL / WLL and mobile phone users spend Rs.250 or less per month, whereas internet and calling card users spend a higher proportion Rs. 250 and below per month. Those spending Rs. 1000 and more per month, their portion is the highest among FLL / WLL and mobile users.

2.2.5 Purpose for using Telecommunication Services

The respondents gave various reasons for telecommunication use. The details are given in the following Figure-2.6:

Figure-2.6
Purpose for using of Various Telecommunication Services, Pakistan, 2008



Source: Annex Tables 2.12 to 2.15

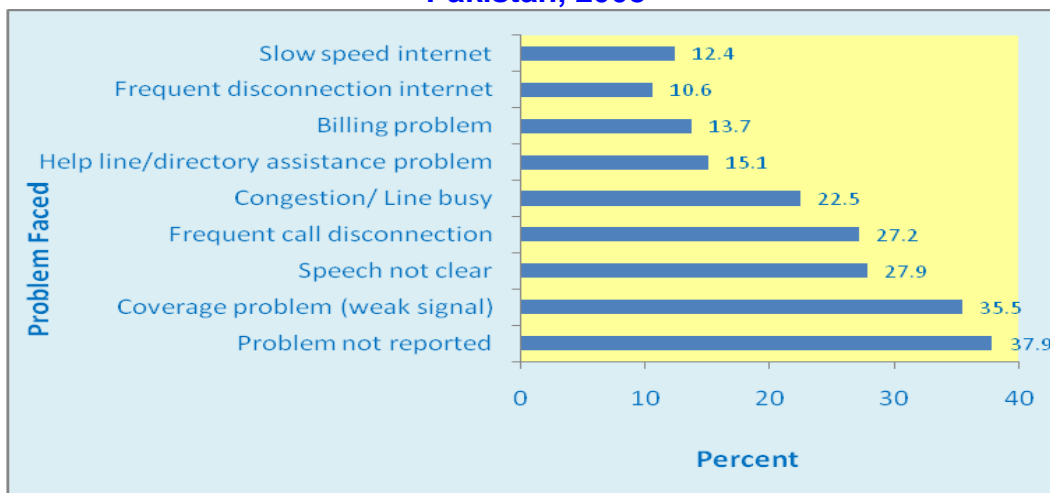
On an average, a respondent reported 2.9 different purposes for making FLL/WLL Calls. The mobile phone users on an average reported more than 4.6 different reasons of making calls. The internet users gave on an average one reason of its use. The majority of the calls were related to family matters; 88 percent in case of mobile phone and 56 percent in case of FLL/WLL. Mobile phone for social contacts/work (82 percent) and for business/trade (79 percent) purposes was also mostly used. The use of FLL/WLL is also common for Business (50

percent) and social contact (47 percent). The use of internet is the highest (18 percent) for education purposes followed by news, sports, business and office work. The PCO is also used mostly for farming matters, business and social contacts.

2.2.6 Problems faced by Telecommunication Users

The respondents on an average gave 2 different problems being faced while using telecommunication services. The detail is given in the following Figure-2.7:

Figure- 2.7
Respondents Problem faced while using Telecommunication Services, Pakistan, 2008



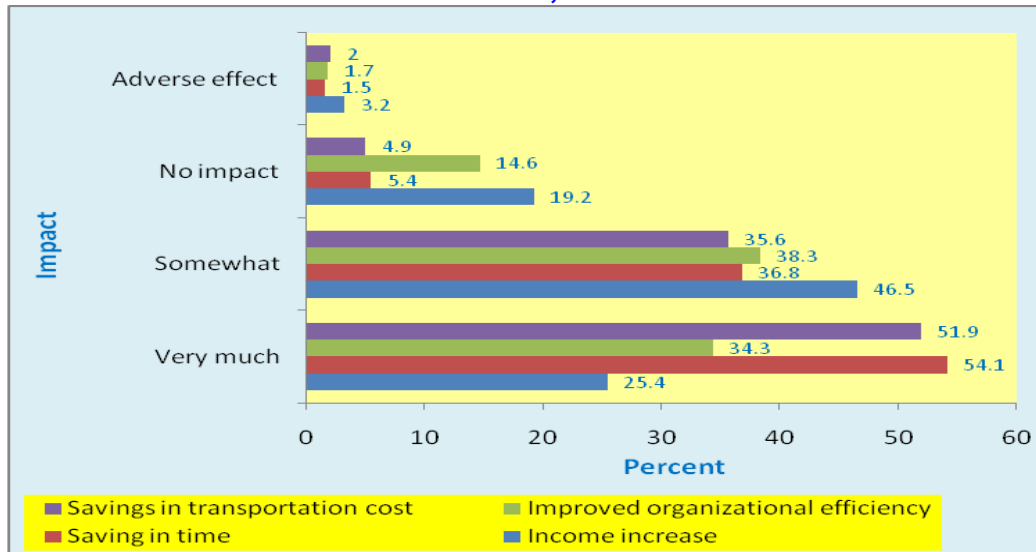
Source: Annex Table 2.16

Almost two-fifths (38 percent) of the respondents faced no problem. The coverage (weak signals) was reported to be the major problem (36 percent) which was the highest (89 percent) in Balochistan and AJK/FANA (51 percent) followed by speech not clear (28 percent), those facing frequent call disconnection were reported at 27 percent. The congestion/line busy was reported at 23 percent in the country. This problem was reported the most (33 percent) in Sindh followed by Balochistan (29 percent) as seen in Annex Table 2.16. Efforts need to be devoted to minimise and reduce such problems to make optional use of such services particularly in remote and far flung areas.

2.3 Telecommunication services impact on various aspects of life

The respondents gave various socio-economic impacts of telecommunication services/ gadgets on their day to day life. These are given in the following Figure-2.8:

Figure- 2.8
Telecommunication Services Impact on Time, Money and Efficiency,
Pakistan, 2008



Source: Annex Table 2.17

The “very much” impact reported by respondents on saving in time (54 percent) saving in transportation cost (52 percent) and improvement in organizational efficiency (34 percent) seems quite commendable. One quarter of the respondents (25 percent) also reported “very much” impact on income increase.

“Some what” effect of little less than half (47 percent) in income increase and more than one third (36-39 percent) impact on time savings, savings in transportation cost and improved organizational efficiency is also worth noting which respondents reported.

Savings in time and savings in transportation cost is reported “very much” in urban than rural area. The “very much” income increase (37 percent) is reported the highest in NWFP followed by Punjab (29 percent). The “very much” savings in time and savings in transportation cost is reported the most (64 percent) and (61 percent) in NWFP respectively followed by Punjab (63 percent) and (60 percent) respectively.

2.3.1 Degree of Dependence on Telecommunication Services

As regards degree of dependence of respondents on telecommunication for business and employment; 46 percent reported that they had “somewhat” dependence (upto 25 percent) while one-third (33 percent) reported “very much” dependence (upto 50 percent) and 8 percent reported total (100 percent) dependence on telecommunication for their work. The total dependence (100 percent) was reported the most (14 percent) in NWFP followed by Sindh (11 percent) “very much” dependence (upto 50 percent). It is reported the most (39

percent) in NWFP followed by Punjab (37 percent). Urban respondents showed more dependence than rural respondents on telecommunication. The details are given in Annex Table 2.18.

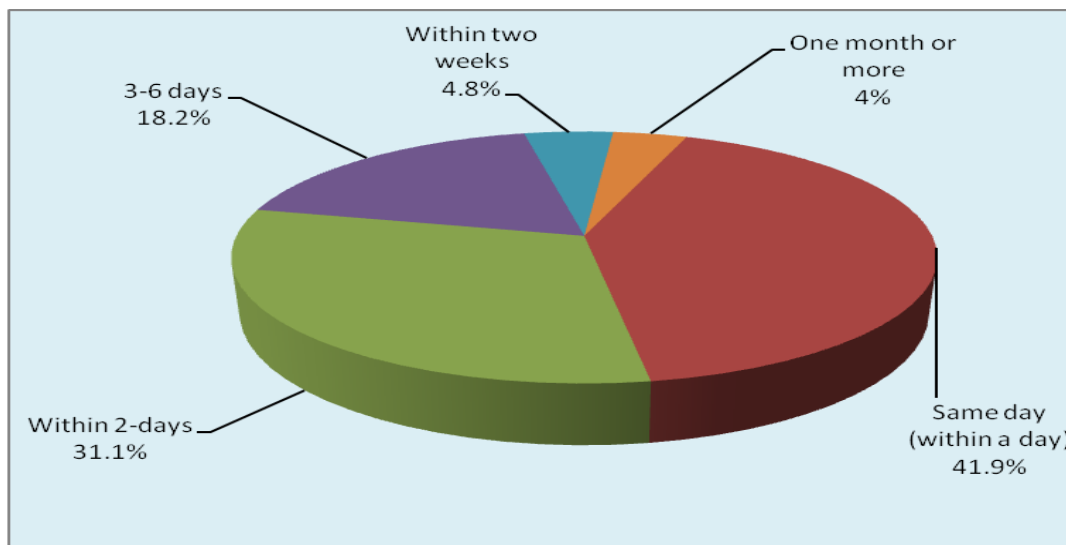
2.3.2 Fixed Land Line/ Wireless Local Loop

The survey had also collected information about FLL / WLL. Analysis of this information is provided below.

2.3.2.1 FLL/WLL Restoration of out of order phones

On an average a phone takes 2.5 days to be restored in the country. It takes 4 days in AJK/FANA, 3 days in Sindh and Balochistan each; the least time (2.1 days) is taken in Punjab. In rural and urban areas it takes 2.7 and 2.3 days respectively to restore a phone. The respondents reported that in case the FLL/WLL goes out of order, two-fifths (42 percent) reported that their phone is restored on the same day. The corresponding proportion is 49 percent in rural and 39 percent in urban area. In Sindh this proportion is the highest (53 percent) followed by Balochistan (46 percent). Slightly less than one-third (31 percent) respondents reported that their phones are restored within 2 days. The corresponding highest proportion (43 percent) is reported in NWFP followed by Punjab (33 percent). The longest time of repair of one month or more is also reported in Sindh (8 percent) followed by Balochistan (5 percent).

Figure-2.9
Restoration of out of order Phones, Pakistan, 2008



Source-Annex Table 2.19

2.3.2.2 Reasons for using WLL

More than half (54 percent) of the respondents gave various reasons for using WLL. The most important (16 percent) factor has been its portability and it was reported the highest (24 percent) in NWFP. In urban areas portability was reported more (18 percent) than rural area (13 percent). It was followed by other reasons such as better quality (10 percent), more economical (7 percent),

reliability, fixed network not available and ease and speed of service implementation (6 percent each). See Annex Table-2.20 for more details.

2.3.2.3 Type of WLL in Use

To a question as what type of WLL is preferred for use. Seven out of ten did not respond to this query, 17 percent reported handset type and 15 percent reported Desktop type (Annex Table 2.21). The highest portion (22 percent) of Desktop was reported in AJK/FANA followed by NWFP (20 percent) whereas Handset type was reported the most (19 percent) in Sindh followed by Punjab (16 percent).

2.3.2.4 Primary use of WLL

Majority of the respondents (70 percent) did not respond on the primary use of WLL. One quarter (24 percent) reported it for making phone calls. The corresponding proportion was 30 percent in NWFP and 29 percent in AJK/FANA. In Balochistan 91 percent did not report use of WLL and 9 percent reported its use for phone call only. Three percent respondents also used it for internet purpose and one percent used it for SMS (Annex Table 2.22).

2.3.3 Mobile Phones

The information collected about mobile phone is discussed as under:

2.3.3.1 Connection of Companies

On an average one respondent has mobile connection of 1.5 companies'. The breakdown of respondents using mobile of various companies is given as under:-

More than half (55 percent) of the mobile users have Mobilink connection. The highest numbers of Mobilink users are in Balochistan (59 percent) Sindh (58 percent) and Punjab (55 percent). The Ufone users largest number is reported in AJK/FANA (56 percent) and of Telenor are reported in Sindh (33 percent). The highest numbers of Warid users are in Punjab (21 percent). Pak China is concentrated in NWFP (10 percent). Mobilink, Ufone and Warid have more clientele in urban than rural area while Telenor has more users in rural area (33 percent) compared to urban areas (27 percent) (Annex Table 2.23).

2.3.3.2 Mobile Connections

On an average one respondent had reported 1.5 mobile connections. More than half (55 percent) had one connection, 29 percent had two connections and 11 percent had 3 connections. The number of respondents having two mobile sets was reported the highest (37 percent) in Balochistan followed by NWFP (34 percent). The number of three set holders was reported the highest (14 percent) in Sindh followed by NWFP (13 percent). One set holders are reported more in rural (59 percent) than urban area (53 percent) while two set holders were higher in urban (30 percent) than rural area (25 percent) as shown in Annex Table-2.24.

2.3.3.3 Mobile Handsets

One respondent on an average reported 1.3 hand sets: Seven out of 10 reported one handset whereas 26 percent reported 2 to 3 handsets. Two and more hand sets were reported highest in Balochistan (33 percent) followed by

Sindh (29 percent) and Punjab (26 percent). Urban respondents reported slightly 2 & more handsets than rural respondents. The corresponding proportion was 27 and 24 percent respectively (Annex Table-2.24).

2.3.3.4 Mobile Number Portability (MNP): Knowledge, Use and Problem

Almost 70 percent respondents were not aware of MNP. Thirty percent reported its awareness. In urban and rural areas the corresponding proportion is 31 percent and 25 percent respectively. This proportion of awareness was higher (46 percent) in AJK/FANA followed by Balochistan (37 percent). Only 9 percent availed MNP services; the highest been in Balochistan (27 percent) and in rural (11 percent) than urban area (9 percent). Almost all the respondents using MNP mentioned no problem with this service (Annex Table 2.25).

Box-2.1

Mobile Number Portability (MNP)

Pakistan is one of the few countries which have implemented Mobile Number Portability (MNP) at an early stage. This was an essential element of fair competition as it allows any subscriber to switch from one operator to another without going through the inconvenience of change in his/her phone number. The knowledge of MNP is reported by 31 percent of respondents in urban areas and 25 percent respondents with a rural background. According to data, nine percent of respondents have availed the service in urban areas while about eleven percent of rural respondents have taken advantage of this service. The respondents who availed this facility are more in rural than in urban area. It appears that the quality of service is not satisfactory in the rural areas which prompt users to change the service provider.

It may also be noted that majority of respondents are not familiar with the MNP. A media campaign is needed to promote the awareness about this service. In future, Number Portability is likely to be introduced between FLL and mobile phone numbers.

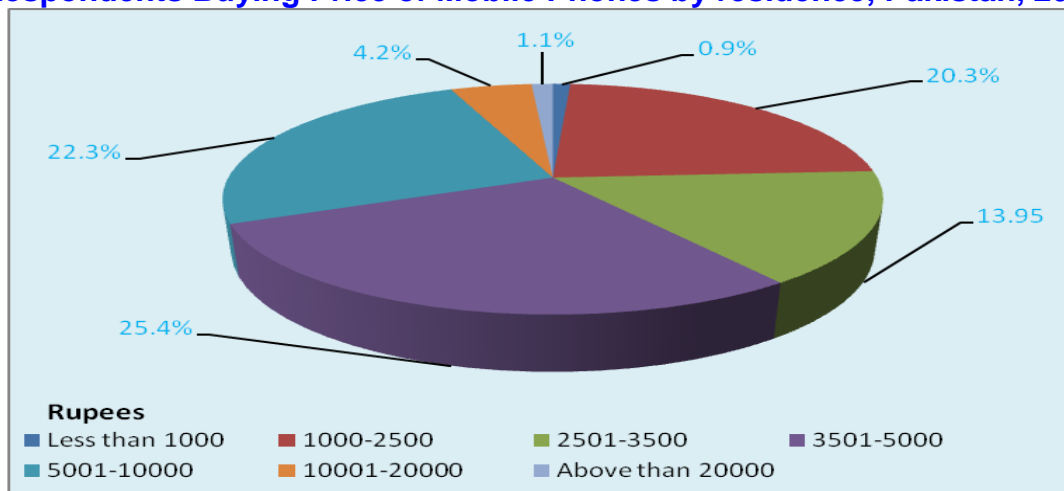
2.3.3.5 Place of Purchase of Handsets

Three-fifths of the respondents (60 percent) bought hand sets from any shop while more than one-third (37 percent) bought from authorized dealers and 3 percent respondents did not report its place of purchase (Annex Table- 2.26).

2.3.3.6 Buying Capacity of Handset

The average price for buying mobile set has been reported at Rs. 4755. In urban areas it was reported at Rs.5079 and in rural areas it was reported at Rs. 3939. The highest average buying price (Rs.5012) is reported in Punjab followed by NWFP (Rs.4773). The buying price reported is given in the following Figure-2.9:

Figure-2.10
Respondents Buying Price of Mobile Phones by residence, Pakistan, 2008



Source: Annex Table-2.26

2.3.3.7 Brand of Handsets

Annex Table 2.27 shows that almost two-thirds of the respondents (64 percent) were using Nokia brand of hand set. In NWFP four-fifths of the mobile users used Nokia brand followed by Sindh (69 percent). In Balochistan the Samsung brand (37 percent) was the most popular followed by Nokia (33 percent).

2.3.3.8 Usage of Handsets other than Calls

On an average mobile phone was used for 3.3 different purposes in addition to making phone calls. Its highest (59 percent) use was for SMS which was more common in urban (63 percent) than in rural area (49 percent). The highest use for SMS was reported in AJK and FANA (71 percent) followed by NWFP (69 percent) and Sindh (66 percent). The detail breakdown is given in Annex Table-2.28.

Table-2.2
Respondents using Mobile Phone other than Calls, Pakistan, 2008

Mobile Phone used other than calls	Number	Percent
None	265	22.5
SMS	694	59.3
MMS	144	12.3
Calendar	524	44.7
Songs	379	32.4
Radio	378	32.3
Alarm	611	52.2
Camera	398	34.0
Internet/GPRS-EDGE	67	5.7
Games/Entertainment	231	19.7
Fax	20	1.7
Computer (PDA)	10	0.9
TV Viewing	13	1.1
Other Valued Added Services	19	1.6

Source: Annex Table 2.28

2.3.3.9 Short Message Service (SMS)

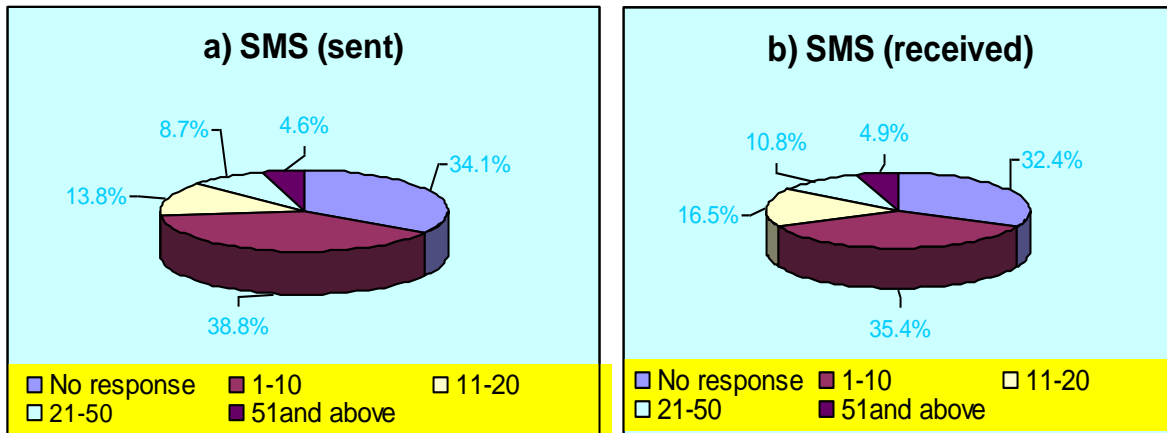
The survey also collected information on SMS which is discussed as under;

2.3.3.9.1 Messages Sent and Received

On an average 12 messages are sent and 14 messages are received daily by the respondents. The number of break down of messages is given as under.

Figure-2.11

Number of Messages Sent / Received per day by respondent, Pakistan, 2008



Source: Annex Table 2.29.

Source: Annex Table 2.2.9

Almost one-third of the respondents don't use SMS. This proportion is very high in rural than in urban area. The highest number of the messages (56 percent) ranging from 1-10 messages per day are sent in AJK and FANA followed by Balochistan (52 percent) and the least are sent in Punjab and NWFP (33 percent each). The highest number of 11-20 messages per day are sent in Sindh (15 percent) followed by Punjab and NWFP (14 percent).

Similarly the highest number of 1-10 messages per day are received in Balochistan (51 percent) followed by AJK and FANA. The highest number (11-20) messages per day are received in NWFP (20 percent) followed by Punjab (17 percent) and Sindh (16 percent).

2.3.3.9.2 Language Preferred for SMS

Annex Table 2.30 indicates that almost half of the respondents (49 percent) preferred to send / receive SMS in English followed by Roman Urdu (32 percent) and Urdu (23 percent). The English language preference was given more in urban (53 percent) than in rural (41 percent) area. The highest preference for English was given in Sindh (56 percent) followed by AJK and FANA (54 percent). The highest Urdu language preference is given in Balochistan (52 percent) and least in Punjab (11 percent). The highest Roman Urdu preference is given by Sindh (39 percent) followed by NWFP (37 percent) and the least in AJK and FANA (22 percent).

2.3.3.9.3 Purpose of SMS

The purpose of sending /receiving SMS was mostly related to personal matters (50 percent) followed by family related affairs (46 percent), social (42 percent), business (34 percent), education (14 percent), News (10 percent) and sports (8 percent).

The highest proportion of SMS for Business matter (51 percent) and personal (64 percent) purposes is given in Sindh. The highest use of SMS for family (66 percent) and social matters (61 percent) is reported in AJK/FANA. The highest use (31 percent) for education is reported in NWFP (Annex Table- 2.31).

2.3.3.10 Internet

The survey also collected information of internet use in the country. The detail is shown as under:

2.3.3.10.1 Type of Internet Connection

Two-fifths of the respondents (42 percent) using internet facility reported various types of internet connections. This varied from Dial-up (21 percent) to DSL/ADSL and Wireless/ Broad band (7 percent each) to cable broad band (5 percent) to 2 percent for mobile (GPRS/EDGE). These proportions were reported more in urban than rural area. The highest Dial-Up (42 percent) was reported in AJK and FANA followed by NWFP (40 percent). The highest (24 percent) DSL/ADSL use is also reported in AJK and FANA (Annex-Table 2.32).

3.10.2 Future Demand for Internet Connection

Those who reported no internet facility; 16 percent of them said that they would like to have it in the future. It was reported the most (32 percent) in Balochistan followed by AJK and FANA (20 percent), NWFP (17 percent) and 14 percent each in Punjab and Sindh (Annex-Table 2.32).

2.3.3.10.3 Reasons for not using Internet

Three-fifths respondents (59 percent) gave various reasons for not using internet. Majority of them (37 percent) said that it is not required. Its highest proportion (53 percent) is reported in Sindh. Eight percent each reported that they can not afford it or it is too complicated, while 5 percent said its services are not available which was reported the highest (17 percent) in AJK and FANA. Reasons of not using internet were reported more in rural than urban areas (Annex Table 2.33).

2.3.3.10.4 Place of Internet use

Almost less than two-third respondents (63 percent) mentioned various places of internet use. It was reported at 23 percent each in office and home. NWFP has reported the highest use at home (35 percent) and at office (34 percent). The use of internet at net café has been reported 11 percent and its highest (29 percent) use is reported in AJK and FANA and the least (5 percent) is reported in Balochistan (Annex-Table 2.34).

2.3.3.10.5 Persons using Internet

Around three-quarters of the respondents reported not using internet. Taking mean of all respondents (1171), the mean value of users is reported 0.7 persons at home and 1.5 persons at office when the mean is calculated for internet users then the mean value of users is reported 2.6 persons at home and 4.0 persons at the office.

Table-2.3
Number of Persons Using Internet, Pakistan, 2008

Persons using Internet	(Percent)	
	At home	At office
Not using	72.5	75.3
1	6.7	5.3
2-3	15.5	7.3
4-5	4.2	4.1
6 and more persons	1.0	8.0
Mean based on all respondents	0.7	1.5
Mean based on users only	2.6	4.0

Source: Annex Table-2.35

2.3.3.10.6 Various Purposes of Internet use

The respondents on an average reported 1.7 different uses of internet. The maximum use of internet was for e-mail (32 percent) followed by office work (21 percent), studies/ education and chatting (17 percent each). The detail is given in the Annex Table-2.36:

2.4 Impact of telecommunication services for various activities

To a question as to how the usage of telecommunication has resulted in the reduction of various activities such as letter writing, face to face meetings and travelling, the respondents replied that the FLL/WLL reduced “very much” their letter writing (36 percent) face to face meeting (22 percent) and travelling (26 percent). The effect of mobile phone in reducing the activities has been very significant. It reduced letter writing “very much” by 56 percent, face to face meeting 39 percent and travelling 44 percent. The use of internet “very much” changed letter writing (20 percent), face to face meeting (13 percent) and travelling (13 percent). The details are given in the following Table-2.4.

Table-2.4
Impact of FLL/WLL, Mobile Phone and Internet for letter writing, meetings and travels, Pakistan, 2008 (Percent)

Impact on	FLL/WLL	Mobile	Internet
Letters writing			
No response	31.6	6.0	56.0
No change	6.1	6.0	10.7
Some what	27.4	33.2	13.2
Very much	34.8	54.8	20.1
Face to Face Meeting			
No response	33.6	6.7	57.7
No change	5.8	5.8	14.2
Some what	38.5	48.4	14.9
Very much	22.0	39.1	13.2

Continued on next page-----				
Travelling				
No response	34.6	6.7	58.8	
No change	6.9	5.6	14.9	
Some what	32.5	43.4	13.9	
Very much	26.0	44.2	12.5	

Source: Annex Tables-2.37 to 2.39

2.5 Telecommunication services effect / impact on various aspects of life

The respondents also reported the effect of various telecommunication Services/gadgets on different aspects of life which is given in the following table. The FLL/WLL users reported that social circle is broadened “some what” (40percent), improved family cohesion (38 percent), improved access to doctor/health (34 percent) and provided help in education (27 percent). However, FLL/WLL broadened social circle “very much” (19 percent) and helped education (12 percent) and family cohesion (25 percent).

Mobile user particularly reported “very much” effect compared to FLL/WLL users in the above mentioned aspects of life which is quite visible in the following Table-2.5.

Table-2.5
Effect of FLL/WLL, Mobile phone and Internet on Different Aspects of Life, Pakistan, 2008
(Percent)

Impact on different aspects of life	FLL/WLL				Mobile				Internet			
	No Response	No Change	Some-what	Very Much	No Response	No Change	Some-what	Very Much	No Response	No Change	Some-what	Very Much
Broaden social circle	31.1	9.6	40.3	19.0	6.3	6.2	47.7	39.8	55.1	19.1	14.9	10.9
Help in family cohesion	31.0	6.0	38.1	24.9	4.7	5.0	48.0	42.3	57.5	23.1	12.3	7.1
Improved access to doctor/health	33.2	14.6	34.0	18.2	10.0	19.2	42.4	28.4	57.7	28.3	9.8	4.2
Help in knowledge/education	37.0	24.2	26.6	12.3	15.5	28.6	36.2	19.7	55.3	12.0	12.5	20.3

Source: Annex Tables 2.40 to 2.42

The no response was reported the highest by internet users (55 percent) followed by FLL/ WLL (31 percent) and mobile users (6 percent).

The respondents were asked about the impact of various telecommunication services in terms of various benefits. On an average almost one-third of FLL/WLL (34 percent) users around one-tenth (10 percent) mobile users and more than half (55 percent) internet users did not respond to this question.

Those who replied and got no impact varied between 18 percent to 21 percent users in case of FLL/WLL from 7 percent to 31 percent for mobile users and 16 percent to 25 percent for internet users. Those who got “some what” impact of these benefits varied from one-third (33 percent) in case of FLL/WLL to more than two-fifth (43 percent) in case of mobile to 13 percent in case of internet.

The “very much” impact on the average for various benefits is reported 17 percent by FLL/WLL, 26 percent by mobile user and 10 percent by internet users. The details of impact of each benefit for these services are given in the following Table-2.6:

Table-2.6
Impact of FLL/WLL; Mobile phone and Internet on different benefits of life,
Pakistan, 2008 (Percent)

Impact of Benefit	FLL/ WLL	Mobile	Internet
Helpful in solving day to day problem			
No response	30.7	3.5	54.6
No impact	8.4	6.9	21.5
Some what	38.4	48.2	14.4
Very much	22.5	41.3	9.5
Help in search of work/ livelihood			
No response	36.0	10.2	56.1
No impact	20.5	20.5	17.9
Some what	29.9	43.4	15.5
Very much	13.7	26.0	10.4
Increase in efficiency at work			
No response	34.3	8.0	55.5
No impact	12.8	15.0	18.5
Some what	34.4	45.4	14.4
Very much	18.4	31.3	11.5
Helpful in finding new customers			
No response	34.3	9.6	56.6
No impact	20.1	23.9	22.5
Some what	30.6	40.0	12.0
Very much	15.0	26.9	9.0
Increase in sales and turnover			
No response	34.3	9.1	57.6
No impact	17.7	21.8	23.0
Some what	32.4	43.4	10.8
Very much	16.6	25.8	8.7
Increase in income			
No response	33.9	7.7	56.4
No impact	19.4	24.3	23.8
Some what	33.8	45.7	12.2
Very much	13.5	22.4	7.6
Helpful in instant market/price information			
No response			

Impact of Benefit		FLL/ WLL	Mobile	Internet
	No impact	34.9	9.1	56.4
	Some what	16.7	22.2	17.9
	Very much	29.9	41.8	13.5
		18.4	28.9	12.2
Providing information on new products				
	No response	35.9	11.1	56.5
	No impact	21.0	25.9	16.4
	Some what	27.5	40.3	12.8
	Very much	18.6	22.7	14.3
Better interaction with utility departments				
	No response	37.7	16.0	58.8
	No impact	16.4	30.6	25.0
	Some what	30.5	39.3	10.2
	Very much	15.5	14.2	6.0
Total Percent		100.0	100.0	100.0
Number		1171	1171	1171

Source: Annex Tables-2.43 to 2.45

Like telecommunication services impact on various aspects of life discussed above, its benefits are further explored in terms of ease in remittances, reduction in time related to business, transaction deals and crop and live stock management. The findings are giving in the Table 2.7. The high number of respondents gave 'no response' to crop and live stock management compared to ease in remittance and transaction deals. On the response related to "no impact" were reported high in case of FLL/WLL and internet. The highest number of respondents reported very much impact was reported by mobile phone users. The findings are given in the following Table-2.7:

Table-2.7
Impact of Telecommunication Services on remittance, transaction deals, crop and live stock management, Pakistan, 2008

(Percent)

Type of Impact	FLL/WLL				Mobile				Internet			
	No Response	No impact	Some-what	Very Much	No Response	No impact	Some-what	Very Much	No Response	No impact	Some-what	Very Much
Ease of Remittances	34.8	23.3	29.9	12.0	9.1	23.7	46.0	21.1	56.3	23.7	12.4	7.6
Reduction in transaction time in business deals	32.9	10.8	39.1	17.3	6.3	10.8	53.1	29.7	56.7	19.2	14.8	9.3
Helpful in crop management	57.6	17.4	17.9	7.0	40.1	22.8	24.9	12.3	71.4	19.0	6.8	2.8
Helpful in live stock management	59.0	19.0	16.7	5.4	43.5	24.9	20.3	11.3	72.2	18.0	7.0	2.7

Source: Annex Tables-2.46 to 2.48

To further support the above findings of telecommunication services impact / effect on various aspects of life; a statistical test (Chi Square test) has been used separately for FLL / WLL, Mobile and Internet to find out their association between various aspects of life. Table shows that FLL / WLL has significant association in all areas of life such as reduction a) in letter writing, b) face to face meetings and c) travelling, helpful in income, finding new customers etc. except increase in efficiency at work, instant price information, providing information on new products.

The mobile phone use association has been found significant in respect of all areas of life. The table 2.8 shows the use of internet significantly associated with reduced travel, increase in efficiency at work, increase in sales and turn over, providing information on new products and live stock management. The value of Chi Square tests and significance are shown in the Table-2.8.

Table-2.8

Significance of Association between use of FLL/WLL, Mobile phone and Internet on various areas of life, Pakistan, 2008									
Variables	FLL			Mobile			Internet		
	Chi-Square Value	Significance	Remarks	Chi-Square Value	Significance	Remarks	Chi-Square Value	Significance	Remarks
Reduction in letter writing	62.112	0	Significant	163.42	0	Significant	1.92	0.166	Not significant
Reduction in face to face meetings	68.375	0	Significant	147.23	0	Significant	0.533	0.465	Not significant
Reduce traveling	69.552	0	Significant	149.32	0	Significant	14.812	0	Significant
Helpful in solving day to day problems	6.621	0.01	Significant	17.943	0	Significant	0.108	0.742	Not significant
Helpful in search of work/livelihood	13.488	0	Significant	25.957	0	Significant	1.805	0.179	Not significant
Increase in efficiency at work	0.619	0.431	Not significant	25.727	0	Significant	11.935	0.001	Significant
Helpful in finding new customers	11.438	0.001	Significant	88.2	0	Significant	2.505	0.113	Not significant
Increase in sales and turnover	7.459	0.006	Significant	83.995	0	Significant	4.719	0.03	Significant
Increase in income	11.962	0.001	Significant	96.26	0	Significant	2.088	0.148	Not significant
Helpful in instant market/price information	1.167	0.28	Not significant	79.753	0	Significant	2.259	0.133	Not significant
Providing information on new	1.705	0.192	Not significant	82.979	0	Significant	9.295	0.002	Significant

products									
Ease of remittances	60.977	0	Significant	201.05	0	Significant	0.159	0.69	Not significant
Reduction in transaction time of deals	5.817	0.016	Significant	58.119	0	Significant	0.057	0.811	Not significant
Helpful in crop management	22.275	0	Significant	89.252	0	Significant	0	0.989	Not significant
Helpful in livestock management	14.723	0	Significant	90.228	0	Significant	3.914	0.048	Significant

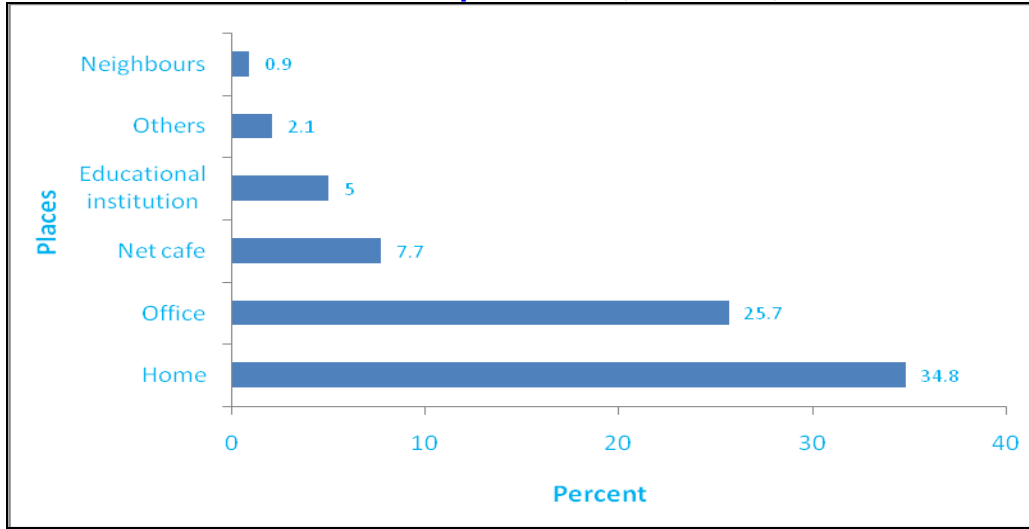
2.6 Computer

The survey also collected information about computer use in the country which is discussed as under:

2.6.1 Place of use

More than one-third respondents (35 percent) use computer at their home. About one-fourth respondents (26 percent) use it at the office. Around one twelfth (8 percent) respondents use it in Net Cafes. While only five percent of respondents use computers in educational institutions. The breakdown of computer use is given in the following Figure-2.12:

Figure-2.12
Place where Computer used, Pakistan, 2008



Source: Annex Table-2.49

2.6.2 Purpose of use

Slightly less than one-third (31 percent) of the respondents have indicated computer use for professional work. About one-fourth of respondents use it for internet and entertainment/sports which is shown in the following Table-2.9:

Table-2.9
Purpose of Computer used by Respondents, Pakistan, 2008

(Percent)

Purpose	Use
Professional work	31.0
Entertainment /sports	22.6
Internet	27.2
Others	2.9

Source: Annex Table-2.50

2.6.3 Reasons of use and Potential Demand

Nearly half of respondents indicated that they don't require the computer whereas only 9 percent respondents have informed that they cannot afford it. However, less than one-third (30 percent) of respondents would like to buy a computer in future as shown in the following Table-2.10:

Table-2.10
Reasons for not using computer, Pakistan, 2008

Reasons	Percent
Not required	48.0
Cannot afford	9.1
Others	2.4
Would like to buy in future	29.5

Source: Annex Table-2.51

2.6.4 Computer Price

The following table reflects purchasing power of the respondents for computer:

Table-2.11
Price at which Respondent would like to buy Computer, Pakistan, 2008

Price in Rupees	Percent
< 5000	6.1
5001- 10000	16.1
10001 – 25000	5.4
25000 +	1.7
Not responded	70.8
Mean price = Rs 3128	Rs.3128

Source: Annex Table-2.52

Around seventy percent respondents did not respond to this question. The mean price for buying a computer was reported at Rs.3128. The highest purchasing price (Rs.4045) is reported in Sindh and the lowest in Balochistan (Rs.2254). The one-sixth of respondents (16 percent) has indicated the price they would like to purchase a computer between Rs. 5001-10000.

2.7 Long Distance International (LDI)

The information on LDI is given as under:

2.7.1 Use of LDI

The following table provides various information about LDI calling cards:

Table-2.12
Long Distance International Calling Cards Practice by Respondents, Pakistan, 2008

LDI Calling Cards	Percent
Using LDI Calling cards	
No	82.5
Yes	17.5
Expenditure on LDI	
Calling Cards per month (Rupees)	
< 300	3.5
301-1000	9.6
1000+	4.4
Use of calling card for Nationwide Dialling	
No	88.9
Yes	11.1
Use of calling card for Overseas calls	
No	87.4
Yes	12.6

Source: Annex Table 2.53

About more than four-fifths (83 percent) of respondents don't use the LDIs calling cards for calling purposes. More than four-fifth (86 percent) respondents have indicated monthly LDI expenditure of below Rs 300. Only one out of ten respondents reported using LDI calling cards for nation wide and overseas calls.

2.7.2 Impact of LDI

To a question on impact assessment of competition in LDI and calling cards on various business matters, the Annex Table 2.54 shows that more than around three-quarters respondents replied no effect on various activities. Around 17 percent experienced "some what" impact while 5-11 percent had observed "very much" impact assessment. The highest "very much" impact has been on increase in family contact (11 percent) at national and international level followed by reduction in business travel (8 percent).

Table-2.13
Respondents reporting Impact Assessment of Competition in LDI Calling Cards (Business), Pakistan, 2008

Impact Assessment	Percent
Increased Business through overseas contact	
No effect	79.8
Some what	15.5
Very much	4.6
Increase Family contacts at national & international level	
No effect	72.0
Some what	16.7
Very much	11.4
Reduction in Business Travel	
No effect	74.9
Some what	16.8
Very much	8.3
Reduction in expenditure on Telecommunication	
No effect	7.3
Some what	17.3
Very much	5.5
Total Percent	100.0
Total Number	1171

Source: Annex Table 2.54

2.8 Value Added Services

The survey also collected information about value added services:

2.8.1 UAN, PRN & Toll Free Number (TFN) Access Services

Around half (51 percent) of the respondents had experienced no impact of Universal Access Number (UAN), Premium Rate Number (PRN) and Toll Free Number (TFN) access services. However, one-third respondents (32 percent) reported that TFN has made good/substantial impact. More than one quarter (27 percent) reported that UAN made good and substantial impact as shown in the following Table-2.14. However, more awareness is required for these services.

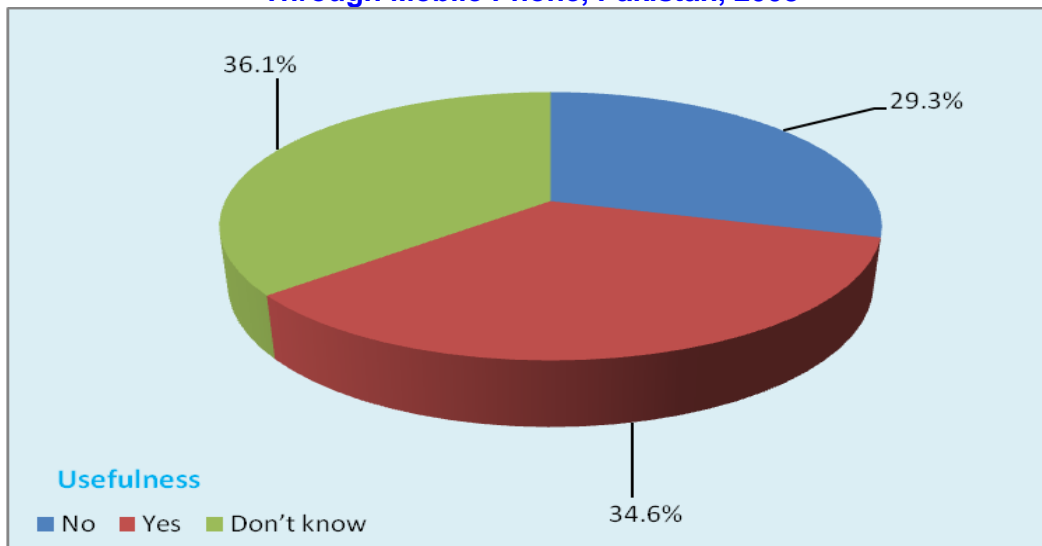
Table-2.14
Impact of Using UAN, PRN and TFN, Pakistan, 2008

Impact	Percent
Universal Access Number (UAN)	
No Impact	50.8
Nominal Impact	22.4
Good Impact	20.0
Substantial impact	6.8
Premium Rate Number (PRN)	
No Impact	54.2
Nominal Impact	28.8
Good Impact	14.8
Substantial impact	2.2
Toll Free Number (TFN)	
No Impact	48.2
Nominal Impact	19.5
Good Impact	22.9
Substantial impact	9.4

Source: Annex Table 2.55

About one third of respondents (35 percent) have reported that the access to UAN, PRN, and Toll Free Numbers through mobile will be useful as shown in the following Figure-2.13. These service numbers need more awareness among telecommunication service users.

Figure-2.13
Usefulness of Access to Service like UAN, PRN & TFN Through Mobile Phone, Pakistan, 2008



Source: Annex Table 2.56

Box-2.2
Impact of UAN, PRN and TFN services on business

Perception about usefulness of premier rate services like UAN, PRN and TFN was also sought in the survey of business enterprise. The perception of respondents on the impact of using these services on businesses was assessed. In case of TFN, 32 percent of respondents reported that it has “good to substantial” degree of impact in business. In case of UAN and PRN, of respondents reported the impact on business as nominal.

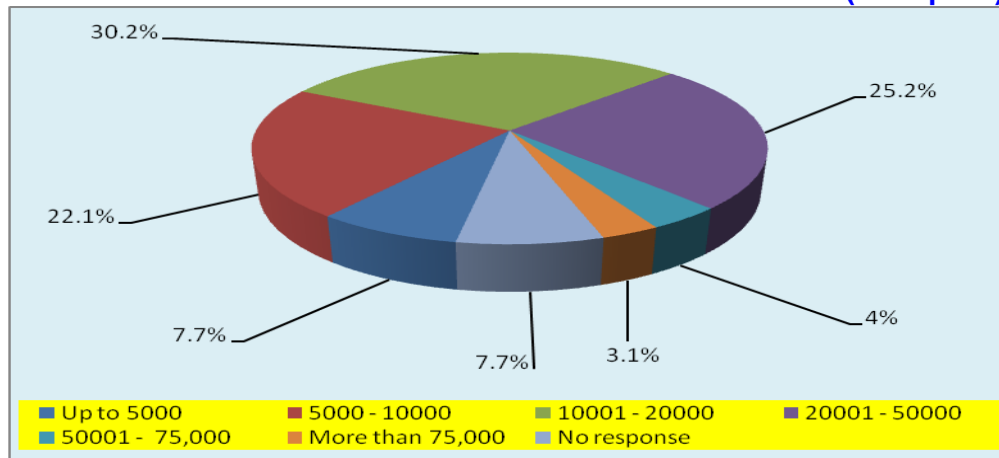
At the moment these services are operated on FLL phone lines only. The usefulness of provision of these services through mobile phone network was also assessed. Thirty five percent of respondents reported this to be a useful proposal while twenty nine percent had thought otherwise. Thirty-six percent of respondents did not respond.

The usefulness of provision of these services through mobile phone network was also enquired. Thirty five percent respondents reported this to be a useful proposal while twenty nine percent thought otherwise rest of respondents did not reply

2.9 Monthly income

The respondents were asked to give their monthly income. The average monthly income reported by respondents is Rs.21,200. The average monthly income is given in the following Figure-2.14:

Figure-2.14
Respondents Reporting Monthly Income, Pakistan, 2008
(in Rupees)



Source - Annex Table-2.57

One out of thirteen respondents did not report their income. Less than one-third (30 percent) of the respondents reported their monthly income up to Rs.10,000 and another 30 percent respondents belonged to income group between Rs.10,001-Rs.20,000. Balochistan has the highest income (Rs.23100). But after excluding extreme cases then the income of respondents reduces to Rs.19,000. Otherwise, Sindh ranks first (Rs.22,300) excluding Balochistan because of outliers then it is followed by Punjab Rs.20,700. There are about 30 respondents who have reported their income of Rs.100,000 and more. These extreme cases are reported more in AJK/FANA and NWFP. These skewed income

distribution to high percentile has resulted in higher average income which has been excluded as to portray realistic income of respondents.

A correlation matrix for observing the relationship between various variable is obtained through statistical package SPSS. Pair wise significant relationship has been found among respondents monthly income, number of mobile connections, number of mobile sets, number of SMS sent and total number of different facilities available to respondents. The correlation is found significant at one percent level. The coefficient of correlation values are given in Table-2.15

Table-2.15
Correlation Matrix with Significance values, Pakistan, 2008

Variable		Respondent's monthly income	Number of mobile connections	Number of mobile sets	Number of SMS messages sent	Total Number of facilities
Respondent's monthly income	Pearson Correlation	1	.132(**)	.173(**)	.087(**)	.111(**)
	Sig. (2-tailed)		0	0	0.003	0
	N	1171	1171	1171	1171	1171
Number of mobile connections	Pearson Correlation	.132(**)	1	.634(**)	.265(**)	.246(**)
	Sig. (2-tailed)	0		0	0	0
	N	1171	1171	1171	1171	1171
Number of mobile sets	Pearson Correlation	.173(**)	.634(**)	1	.108(**)	.236(**)
	Sig. (2-tailed)	0	0		0	0
	N	1171	1171	1171	1171	1171
Number of SMS messages sent	Pearson Correlation	.087(**)	.265(**)	.108(**)	1	.205(**)
	Sig. (2-tailed)	0.003	0	0		0
	N	1171	1171	1171	1171	1171
Total Number of facilities	Pearson Correlation	.111(**)	.246(**)	.236(**)	.205(**)	1
	Sig. (2-tailed)	0	0	0	0	
	N	1171	1171	1171	1171	1171

** Correlation is significant at the 0.01 level (2-tailed).

The statistical analysis is further substantiated by applying econometric model using logistic regression to find out the effect of various independent variables on dependent variables.

It has been observed that future demand for various telecommunication services (such as FLL, WLL, Mobile, Computer and internet) depend on the respondents monthly income. It is worth mentioning the five quintal of income were used to indicate the future demand for these gadgets. Table 2.16 shows that as income increases the potential demand for telecommunication services also

increase progressively according to odds ratios which are greater than one. For rural area almost same trend has been observed

The econometric model (logistic regression) further shows that as respondents monthly income increases their expenditures on various telecommunication services also increase.

Annex Table-2.16
Results of Econometric Model (Logistic Regression) of Telecommunication Services, Pakistan, 2008

Income		B	S.E.	Wald	Df	Sig.	Exp(B)	95.0% C.I.	
								Lower	Upper
FLL									
Step 1(a)	quint2			12.152	4	0.016			
	quint2(1)	0.281	0.362	0.602	1	0.438	1.324	0.652	2.69
	quint2(2)	0.652	0.379	2.954	1	0.086	1.919	0.913	4.033
	quint2(3)	0.394	0.393	1.004	1	0.316	1.483	0.686	3.202
	quint2(4)	1.037	0.344	9.091	1	0.003	2.821	1.437	5.535
	Constant	-2.792	0.286	95.458	1	0	0.061		
WLL									
Step 1(a)	quint2			8.697	4	0.069			
	quint2(1)	0.263	0.376	0.487	1	0.485	1.3	0.622	2.719
	quint2(2)	0.606	0.396	2.336	1	0.126	1.832	0.843	3.983
	quint2(3)	0.323	0.413	0.612	1	0.434	1.382	0.614	3.107
	quint2(4)	0.925	0.361	6.568	1	0.01	2.522	1.243	5.118
	Constant	-2.876	0.297	93.988	1	0	0.056		
MOBILE									
Step 1(a)	quint2			14.517	4	0.006			
	quint2(1)	0.503	0.203	6.109	1	0.013	1.653	1.11	2.463
	quint2(2)	0.507	0.229	4.885	1	0.027	1.659	1.059	2.6
	quint2(3)	-0.032	0.242	0.018	1	0.893	0.968	0.603	1.555
	quint2(4)	0.594	0.215	7.633	1	0.006	1.811	1.188	2.76
	Constant	-1.253	0.16	61.033	1	0	0.286		
COMPUTER									
Step 1(a)	quint2			5.773	4	0.217			
	quint2(1)	0.371	0.201	3.426	1	0.064	1.449	0.978	2.147
	quint2(2)	0.433	0.226	3.684	1	0.055	1.542	0.991	2.4
	quint2(3)	0.112	0.231	0.238	1	0.626	1.119	0.712	1.758
	quint2(4)	0.347	0.214	2.616	1	0.106	1.414	0.929	2.153
	Constant	-1.153	0.156	54.529	1	0	0.316		
INTERNET									
Step 1(a)	quint2			5.415	4	0.247			
	quint2(1)	0.522	0.262	3.969	1	0.046	1.686	1.008	2.818
	quint2(2)	0.361	0.301	1.441	1	0.23	1.434	0.796	2.586
	quint2(3)	0.388	0.295	1.722	1	0.189	1.474	0.826	2.63
	quint2(4)	0.592	0.275	4.635	1	0.031	1.808	1.055	3.1
	Constant	-2.079	0.212	96.091	1	0	0.125		

a Variable(s) entered on step 1: quint2.

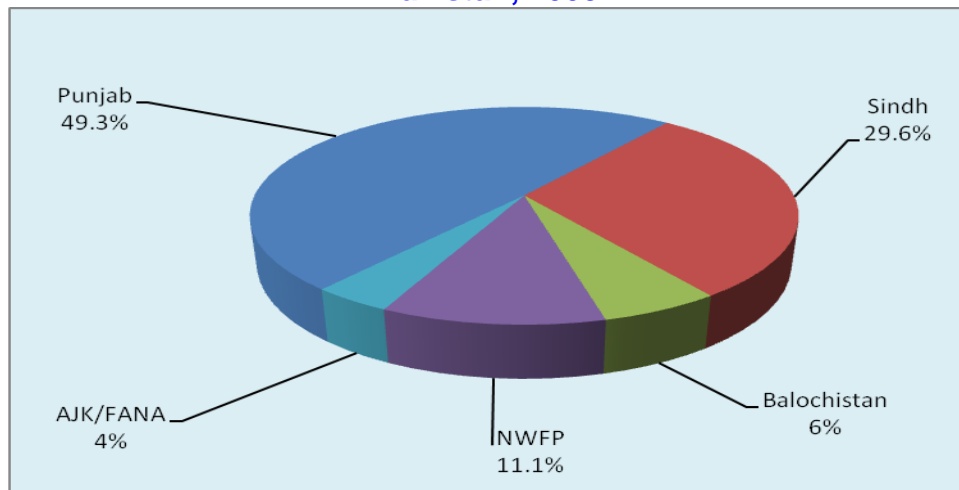
Chapter-3

Targeted Survey (Household)

The targeted survey also covered a household survey of 4000 respondents which was 80 percent of the targeted survey of 5000 respondents. Around 4500 questionnaires were distributed to enumerators with the aim of meeting the target of at least achieving the desired 4000 respondents. An analysis of 4113 completed questionnaires has been carried out, in which TEACH was successful to get information from households.

Thirty eight percent of the households were covered in the rural areas and 62 percent were covered in urban areas and towns. The details of Survey Methodology is given in Chapter-4. The break up of respondents by provinces/regions is given in the following Figure-3.1.

Figure-3.1
Percentage breakup of Household respondents by region,
Pakistan, 2008



Source- Annex Table3.2

3.1 Findings of the survey

3.1.1 Background characteristics of respondents

3.1.1.1 Sex of Respondents

Eighty four percent of household respondents interviewed were males while the remaining 16 percent were females.

3.1.1.2 Age of Household Head

The mean age of household head is reported at 40 years and median age is reported at 35 years. Females mean and median ages are reported at 41 years and at 32 years respectively, while the males mean and median ages are reported

at 40 years and at 35 years respectively. The broad age groups of household heads are given in the following Table-3.1.

Table-3.1
Age Distribution of Household Head by Gender, Pakistan, 2008
(Percent)

Age Groups	Males	Females	Total
Under 20 years	3.3	4.9	3.5
20 – 39 years	56.4	62.6	57.4
40 – 59 years	31.2	18.9	29.2
60 years and above	2.4	0.9	2.2
Ages not reported	6.7	12.8	7.7
Total	100.0	100.0	100.0
Number	3456	657	4113
Mean age	39.8	40.5	39.9
Median age	35.0	32.0	35.0

3.1.1.3 Education of Household Head

One third of the household heads had graduation and higher qualification while less than one-third were matriculates and above.

Forty percent of the females were graduates and above, compared to males who comprised of 32 percent. There were more males who had no formal education (14 percent) than females (12 percent). The details of educational attainment by sex could be seen in the following table and by region is given in Annex Table-3.2:

Table-3.2
Educational qualification of Household Head Respondents by Gender, Pakistan, 2008
(Percent)

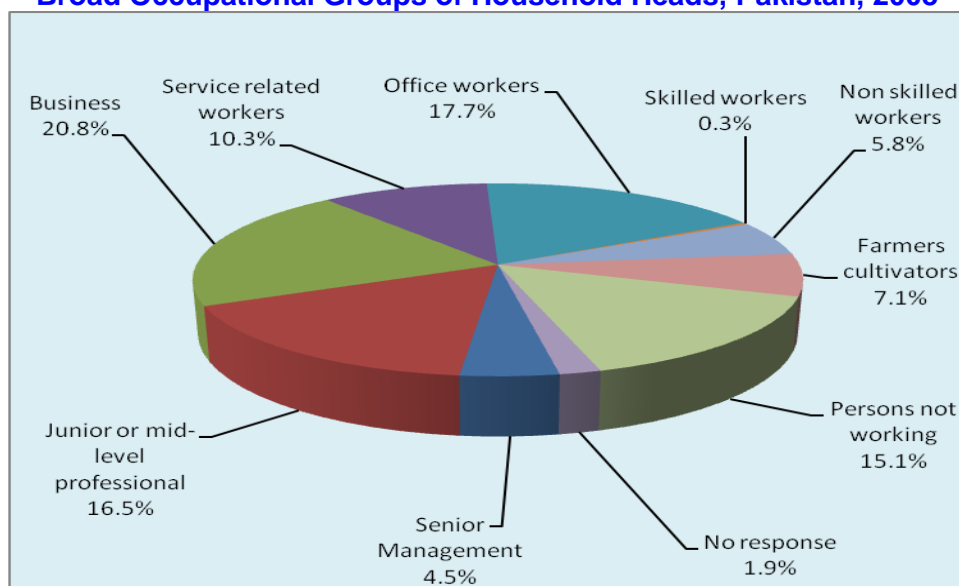
Educational Qualification	Male	Female	Total
No education	14.0	12.5	13.8
Under matric	23.0	16.4	22.0
Matric/intermediate	31.5	31.2	31.4
Graduate & above	31.5	39.9	32.8
Total	100.0	100.0	100.0
Numbers	3456	657	4113

3.1.1.4 Occupation of Household Head

Two-fifths (21 percent) of the household heads reported to be doing business (23 percent males and 8 percent females). One-sixth of the household heads were junior or mid level professionals (15 percent males and 26 percent females). Eighteen percent of the household heads were office workers and 15 percent were reported not working.

The proportion of females unemployed reported four times higher than males. The breakdown of broad occupations is given and details be seen and region is given in Annex Table 3.2 and 3.3

Figure-3.2
Broad Occupational Groups of Household Heads, Pakistan, 2008



Source: Annex Table 3.2 and 3.3

3.1.1.5 Family Size of Household

The mean family size was reported to be 7.6 persons per household. The highest family size was reported (9.6 person) in Balochistan, 7.8 persons in NWFP, 7.7 persons in Sindh and the lowest number of 7.2 family members is reported in Punjab. The household size progressively declined with educational attainment of household head from 8 persons with no education to 7.6 persons with matriculation/intermediate to 7.1 persons with graduate level and above education. The recently National Institute of Population Studies survey gives a household size of 7.2 persons (2008) Annex Tables 3.4 to 3.6

3.2 Findings of the household survey

3.2.1 Use of Phone and its future demand

On the whole all the respondents (96 percents) reported using at least one of the telephone facilities. Ninety two percent of the respondents reported to use mobile phone while 44 percent reported using Fixed Land Line phone (FLL). The use is reported more among females (52 percent) compared to males (43 percent). Only 10 percent were using Wireless Local Loop (WLL) phone, while 4 percent of the respondents have not used any phone (Annex Tables 3.7 and 3.8).

The respondents reported that if they had no phone and wanted to make a phone call to some one what would they do. Of these, four-fifths reported to have used several available facilities. More than half (53 percent) reported to use Public Call Office (PCO), 12 percent used relatives and friend's facilities. 8 percent used neighbours' facilities while nine percent used office facilities (Annex Tables 3.9 and 3.10).

3.2.2 Future demand for Phone

Half (50 percent) of the respondents reported intend to have at least one telecommunication services in future. Of these 39 percent preferred to have mobile, 14 percent preferred FLL and 7 percent desired to have WLL. Almost one in twelve respondents reported not to have a phone in future. The future demand by region and sex is given in Annex Tables 3.11 and 3.12.

3.2.3 Reasons for not having Telecommunication Services

3.2.3.1 FLL/WLL

Almost half of the respondents (48 percent) gave various reasons for not having FLL/WLL. More than one quarter (28 percent) reported that it is of no use to them. Fifteen percent reported that they cannot afford it. The no responses were reported more among females (61 percent) than males (51 percent). Another 5 percent reported such facility is not available, while 2 percent reported they find its use complicated (Annex Table 3.13 and 3.14).

3.2.3.2 Mobile

Only 10 percent respondents gave various reasons for not having mobile phone, such as 5.5 percent reported that they cannot afford (6 percent males versus 3 percent females) and 4 percent reported that they have no use of it (Annex Table 3.15 and 3.16).

3.2.3.3 Internet

Almost three quarters (72 percent) of the respondents gave reason for not having internet. Two-fifths (39 percent) reported that they have no use of it (41 percent males compared to 30 percent females). Fourteen percent cannot afford it while 12 percent find it complicated (Annex Table 3.17 and 3.18).

3.2.4 Purpose for using Telecommunication Services

The respondents were asked to indicate various purposes for using telecommunication facilities. The purpose of use is given in the following Table-3.3:

Table-3.3
Purpose for using FLL/WLL, Mobile, Internet and PCO/Payphone, Pakistan, 2008
(Percent)

Use of FLL/WLL Mobile & Internet	FLL/WLL	Mobile Phone	Internet	PCO/Pay Phone
Business	25.9	54.8	5.7	6.8
Family matter	45.7	83.2	6.0	10.0
Social contact/work	37.9	75.8	8.4	7.7
News/sports	9.2	26.3	15.9	1.8
Education	18.7	35.4	17.6	2.6
Health/Medical	26.3	46.8	5.6	3.3
Shopping	19.3	41.5	4.7	3.4
Office work	23.1	37.6	7.8	2.7
Farm management	10.0	20.8	1.8	3.5
Live stock management	8.4	16.9	1.2	3.6

Source: Annex Tables 3.19 to 3.26

3.2.4.1 FLL/WLL

On an average respondents gave 2.2 various reasons for using FLL/WLL. Of these, the majority of the respondents (46 percent) use it for family matters, (38 percent) for social contacts. One-fourth of them used for health/medical and business purpose each. Females use more than males for family matters, social contact, education and health purposes. (Annex Tables 3.19 and 3.20).

3.2.4.2 Mobile

On an average the mobile users utilize their phones for 4.4 different purposes. The highest percentage use for family matters (83 percent) and social contacts (76 percent). More than half (55 percent) use for business purposes and about another half (47 percent) use for health/medical purposes. More than one-third use for education purposes and one-fifth use it for farm / live stock management. Males use more than females for almost all purposes. (Annex Tables 3.21 and 3.22).

3.2.4.3 Internet

The internet has been reported for less than one purpose. The highest (18 percent) proportion reported its use for education (17 percent males and 23 percent females) and 16 percent for news/sports (15 percent males and 19 percent females) and 8 percent reported its use for social contacts and office work each. (Annex Tables 3.23 and 3.24)

3.2.4.4 PCO/Payphone

The PCO/Pay phone was mostly used for family matters (10 percent) followed by social contact / work (8 percent) and business (7 percent). Its overall use for various purposes was reported more by males than females (Annex Tables 3.25 and 3.26).

3.2.5 Restoration of out of order Telephone line

The respondents reported that it takes on the average 5 days to get the phone restored. The highest time taken is reported in AJK (7.1 days) followed by Sindh and NWFP (6.1 days each), and least time is taken in Punjab (4.2 days).

As expected telephone restoration takes one day more in rural than in urban areas. Slightly less than one quarter (23 percent) reported that their phone is restored within a day and more than one-third (36 percent) reported its restoration within 2 days; 23 percent reported its restoration in 3 to 6 days whereas 10 percent reported it takes one month or more to get their phones restored. Female's respondents reported that their phone restoration takes more time (within two weeks) than males (13 percent females versus 8 percent males). The highest time of restoration of one month or more is reported in Sindh (16 percent). The same duration of restoration is reported 13 percent in rural and 8 percent in urban areas (Annex Tables 3.27 and 3.28).

3.2.6 Place of purchase and price of mobile handset

Around sixty percent respondents reported to purchase mobile handsets from any shop. More than one-third (36 percent) preferred to buy from authorized dealers. More females reported to buy phone from authorized dealers than males (48 percent females versus 34 percent males) and about 5 percent gave no choice about their place of purchase (Annex Tables 3.29 and 3.30).

Females on the average desired to buy more expensive phones than males. The average purchase price was reported Rs.5883 by females compared to Rs.4755 by males. The average purchase price was reported more (Rs.5411) in urban than rural area (Rs.4174). On an average respondents reported to spend Rs 4935/- for buying a mobile set. About one quarter (26 percent) of respondents wanted to buy it within range of Rs 1000 to Rs. 2500. Another less than one quarter (23 percent) wanted to buy it between Rs. 3501 and Rs 5000. One-fifth of the respondents wanted to purchase between the range of Rs 5001 to 10000. Six percent were willing to buy for more than Rs 10000 (Annex Tables 3.31 and 3.32).

Box-3.1 Price of Mobile Handset

The popular purchase price indicated by of respondents for mobile handset lies in the range of Rs 1000 to Rs 2500 per set. As many as twenty-six percent of respondents indicated to be falling in this range. The next price range is Rs 3501 to Rs 5000, which accounted for twenty three percent of respondents. Handsets in the price range Rs 2501 to 3500 and Rs 5000/- to Rs 10,000 are used by twenty percent and nineteen percent of respondents respectively. Only one percent of respondents expressed a willingness to spend more than Rs 20,000 on purchase of a handset. One and half percent of respondents indicated that they would like to buy a handset for about Rs 1000. On the high end only one percent of respondent showed intent to buy a handset costlier than Rs 20,000. Eighty percent of respondent had liked to spend between Rs 1000 and Rs 10,000 for a handset. Only four percent of respondents had expressed intent to purchase handset costing between Rs 10,000 and 20,000. The average cost of a handset works out to be Rs 4935. There is an extremely small market for the high end mobile handsets like blue berry and i-pods. The manufacturer may need to introduce low cost options in the market.

3.2.7 Brand of Mobile Handset

Almost three-fifths (59 percent) of respondents have Nokia brand of mobile phones. Its use was more among males than females and also more in urban than rural area and also the highest in AJK/FANA. It was followed by Samsung (14 percent), Sony Erickson (13 percent), LG (10 percent) and Chinese origin (4 percent) (Annex Tables 3.33 and 3.34).

3.2.8 Family members with Mobile Handset

The respondents reported that on an average two male family members and one female family member had additional mobile phone. About 35 percent of males in the family had one phone and 45 percent males has 2-3 phones and 8 percent males has 4-5 phones and the rest 2.5 percent males had 6 or more phone in the family. About forty five females in the family had reported no mobile phone and 36 percent females in the family had one phone. Another 17 percent reported that female family members had 2-3 mobile phones (Annex Tables 3.35 and 3.36).

3.2.9 Monthly expenditure on Telecommunication Services

The monthly expenditure on various telecommunication services is given in the following table.

Table-3.4
Monthly Expenditure on Telecommunication Services by Household,
Pakistan, 2008 (Percent)

Expenditure (Rupees)	FLL/WLL	Mobile Phone	Internet	Calling Cards
Upto 250	20.4	18.4	53.7	56.6
251 – 500	33.0	35.5	26.2	28.8
501 – 1000	28.0	24.8	15.7	8.2
1000 +	18.6	21.2	4.4	6.4

Source: Annex Table 3.37

One-fifths of the respondents using FLL pay a monthly bill of less than Rs.250 and one third pay between Rs.251 and Rs.500. Females pay more than males in the category of monthly expenditures of Rs.501 and more. The highest proportion (36 percent) of monthly bill is paid by mobile users who spend between Rs.251 to Rs.500 and another one quarter respondents pay monthly bill between Rs. 501 to Rs 1000 while one-fifth of the mobile users pay more than Rs 1000 per month. More than half of internet users (54 percent) pay bill upto Rs 250 per month while one quarter pays Rs 251 to Rs 500. Majority of the calling card users (57 percent) spent up to Rs 250 per month on phone calls while (29 percent) spent Rs. 251 to Rs 500. Six percent spend more than Rs 1000. Females in mobile users, internet and calling card users in the category of up to Rs.250 monthly expenditure pay more than males. Rural FLL users pay more monthly expenditure up to Rs.1000 than urban users. They pay more than urban users up to Rs.500 in case of mobile use. They also spend more up to Rs.250 in case of internet than urban users which is 63 percent in rural and 50 percent in urban area (Annex Tables 3.37 and 3.38).

3.2.10 Use of Phone other than calls

3.2.10.1 FLL

Around 46 percent respondents gave various use of phone other than calls. On an average a respondent used it for 1.5 different purposes. The majority (29 percent) use it for alarm (37 percent females compared to 27 percent males) and 21 percent also use it for time purposes. The breakdown is given as under:

Table-3.5
Use of FLL other than calls by Household, Pakistan, 2008

Use of FLL	Percent	Number
Time	20.8	856
Fax	3.5	146
Alarm	28.5	1172
Internet	14.2	582
Voice Mail	3.0	125

Source: Annex Table 3.39 and 3.40

3.2.10.2 WLL

One-third of WLL respondents (42 percent females and 31 percent males) reported that they do not use their phone for other purposes than making a call. 12 percent use it for SMS/MMS. Its use was more among females than males which is 15 percent and 11 percent respectively. The detail is given in the Annex Table 3.41 and 3.42.

3.2.10.3 Mobile

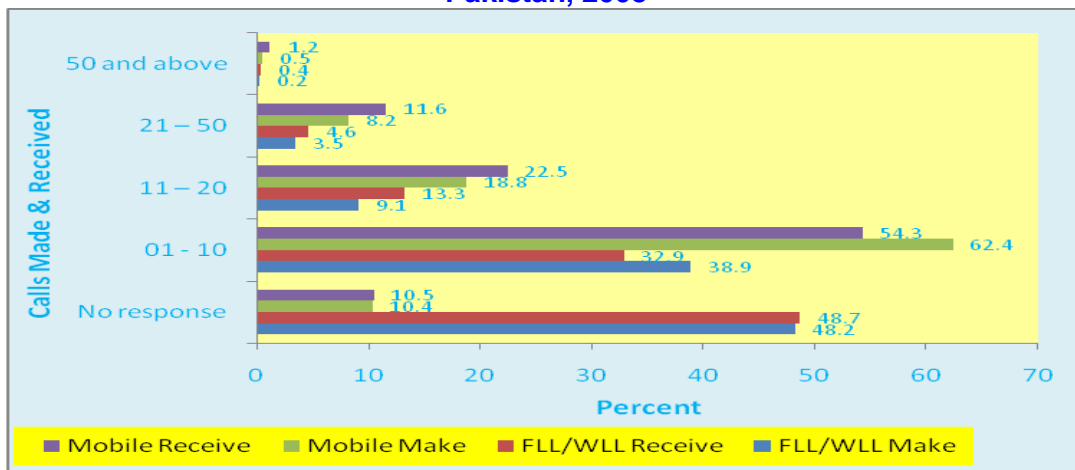
Three quarters of the mobile set users reported that they use their mobile sets for SMS and MMS. Its use was reported more among females than males. About one-third use it for calendar, songs, radio and camera. More than one half (52 percent) use it for alarm. More than one quarter also use it for games and sports. The details could be seen in Annex Tables 3.43 and 3.44.

3.2.11 Number of Calls made/received

On an average one FLL/WLL phone user makes 5.2 calls and receives 6 calls per day. Males and females make 5 and 6 calls respectively and they received 6 and 7 calls respectively. The highest number of calls are made (9.2 calls) and received are in NWFP (9.1 calls). Urban respondents make/receive more calls than rural respondents (Annex Tables 3.45 and 3.46).

Similarly the mobile phone users on an average make 10 calls and receive 12 calls per day. Males make and receive 10 and 11.5 calls respectively Females make and receive 8 and 9 calls respectively. The highest number of calls made/received are in NWFP (12 calls) and AJK (11 calls). They also received highest number of calls 14 and 13 respectively which are 10 and 12. Urban mobile users on an average make/receive 2 calls more than rural mobile users (Annex Table 3.47 and 3.48).

Figure-3.3
Number of Calls Made/Received by Household on FLL/WLL and Mobile phone, Pakistan, 2008



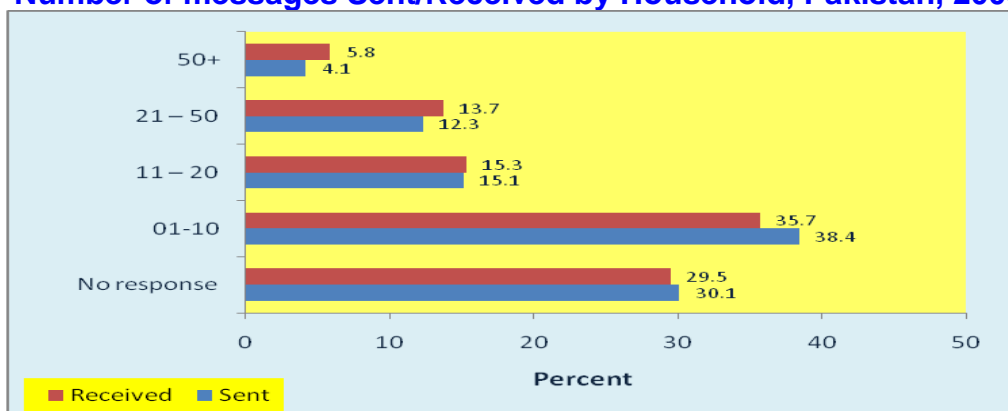
Source: Annex Tables 3.45 to 3.48

3.2.12 SMS

3.2.12.1 Number of SMS Sent/Received

On an average telecommunication user send 14 SMS and receive 16 SMS daily. Females send 19 SMS and received 22 SMS per day compared to males who send and receive 13 and 15 SMS respectively per day. The highest SMS use is in AJK followed by NWFP (Annex Tables 3.49 and 3.50)

Figure-3.4
Number of messages Sent/Received by Household, Pakistan, 2008



Source: Annex Table 3.49 & 3.50

3.2.12.2 Language desired in SMS

More than one-quarter of the telecommunication users send/receive SMS in Urdu and English language [English language is used more by females (37 percent) than males (26 percent)]. Roman Urdu is also used more by females than males. One fifth of the respondents use roman Urdu and one quarter respondents don't use this facility (Annex Tables 3.51 and 3.52).

3.2.12.3 Purpose of SMS

Slightly less than one-third (31 percent) did not give any purpose of sending/receiving SMS. Those who responded, they on an average gave 2.6 different purposes of sending/receiving SMS. More than half of respondents (54 percent) use it for personal purposes, another 41 percent use it for family purposes and 22 percent use it for educational purposes. 18 percent use it for business purposes around 10 percent use it for social / news / sports purposes. Females use it more for personal and education purposes than males (Annex Tables 3.53 and 3.54).

3.2.13 Computer

Almost two-fifths (38 percent) of the respondents reported to have personal computer (PC), (males possessed 64 percent and females 49 percent). Three-fourths (74 percent) respondent do not want to buy computer in the future whereas 26 percent respondents reported their desire to have it in future, the females' desire for having a PC was higher (29 percent) than males (26 percent). The respondent on an average reported to buy PC for Rs.7833. The buying capacity

was reported more in urban (Rs.8590) than rural area (Rs.6465). Females desired to pay more (Rs.8819) than males (Rs.7619) (Annex Table 3.55 and 3.56).

Box-3.2
Affordability of Personal Computer

According to National Institute of Population Studies (NIPS) Survey (2006-07), 8 percent of Households are using computers. In the TEACH Survey (2008) thirty-eight percent of household respondents indicated ownership of personal computer (PC). When asked about the future ownership only twenty six percent had indicated that they would like to own a PC. Affordability of PCs appears to be a serious issue. When asked how much they would like to spend on a PC, the desired expenditure had varied by income. The average price of a PC which comes out to be Rs 10,447/-. Currently, a new PC in the market costs about Rs 50,000/-. Non-branded PCs costs less. Only a second hand PC can be purchased at a price of Rs 10,000/-. The high price of PC is a barrier in the way of spreading the use of PC. To take advantage of PC technology on a larger scale, a strategy needs to be evolved to lower the cost of PCs. A subsidy may be given under a USF project that should help the spread of broadband internet in unattractive remote areas.

3.2.14 Internet

Two-fifths (40 percent) respondents using internet gave various places of its use. On an average one user gave 1.4 different places of use. Of these one quarter (26 percent) used it at home. One-tenth (10 percent) availed the Net Café facility; 8 percent used at offices and 7 percent used at educational institutions. Females reported to use it more than males at home (35 percent females versus 24 percent males) and at offices (11 percent females versus 7 percent males (Annex Table 3.57 and 3.58). Almost one-fourth of the respondents (25 percent) wanted to have computer at home of these 29 percent were females and 24 percent were males (Annex Table 3.59 and 3.60).

Three out of ten (30 percent) respondents reported about type of internet connection they were using. Majority of them (17 percent) reported using dial-up. Twenty two percent females and 17 percent males used Dial-up followed by cable broadband and Wireless/Broadband is used by 5 percent each (Annex Table 3.61 and 3.62).

The respondents reported to use internet on an average for 1.4 purposes. Majority (29 percent) reported its use for e-mail. (33 percent females and 28 percent males). More than one-fifth (22 percent i.e. 9 percent females and 21 percent males) used it for education purpose; 17 percent use it for news/sports/entertainment. Urban respondent make use of it more of e-mail, new/sports/entertainment and education than rural respondents (Annex Table 3.63 and 3.64).

Box-3.3 Internet Use

Twenty-six percent of respondents have indicated the use of internet at home. Another twenty-five percent of respondents would like to have internet at home in future. Those already using internet at home belong to high income strata (thirty-four percent in Rs 10,000 to 50,000 income slab and fifty-six percent in Rs 50001 and higher income slab). The internet ownership at the moment is, therefore, a facility being enjoyed by higher income groups. Those who are keen to have this facility at home in future, fall in middle and higher income brackets. Sixty-three percent of them belong to income groups having income of more than Rs 10,000 per month. There is some demand in the lower income groups as well. Thirty three percent of the household of respondents with an income of upto Rs 10,000/- p.m. have expressed a wish to own internet in future. The recent launch of a scheme by PTCL to allow internet connectivity to all subscribers of FLL is a positive step in popularizing this service. As computer is a necessary gadget for the internet connection, use of computer in 'Net café' and telecentres holds a bright prospect for an expansion of business.

Twelve percent respondent take its help for employment and 11 percent use it for chatting and office work each. For voice communication, business/trade and games its use is reported by 6 percent of the respondents each.

Eighteen percent each of females and children have reported using internet at home. The females respondents said that one-third females and around one-quarter children in their family used internet where as males reported that 14 percent females and 17 percent children used internet in their home. As expected in urban area's females and children use it more (Annex Table 3.65 and 3.66).

3.3 Socio-economic impact of telecommunication services and various benefits

The respondents gave various responses through which the telecommunication services (FLL/WLL, Mobile and Internet) helped / improved their socio, cultural, family economic status, savings, education, health, employment and other matters. The findings about each of the telecommunication services (FLL, WLL, mobile phone and internet) is given in the following table:

Table-3.6
Households Impact of FLL/WLL; Mobile and Internet on various benefits,
Pakistan, 2008 (Percent)

Impact of Benefit	FLL/WLL	Mobile	Internet
Broadening of Social Circle			
No response	39.2	9.6	55.5
No impact	10.5	8.4	18.9
Some what	34.7	52.2	16.8
Very much	15.6	29.8	8.8
Better family cohesion			
No response	38.7	7.5	58.6
No impact	6.7	5.8	21.2
Some what	32.0	51.2	14.5
Very much	22.5	35.5	5.6

Impact of Benefit	FLL/WLL	Mobile	Internet
Improved access to health / medical facility			
No response	42.9	15.8	58.9
No impact	13.4	16.4	22.7
Some what	28.1	44.4	11.3
Very much	15.6	23.1	7.2
Helpful in education			
No response	44.3	20.3	55.6
No impact	17.8	20.9	11.0
Some what	24.8	39.1	11.3
Very much	13.0	19.7	22.1
Helpful in solving day to day problems			
No response	42.5	14.0	58.9
No impact	11.4	10.5	20.8
Some what	28.2	41.7	12.0
Very much	18.0	33.9	8.3
Improved interactions with civic authorities			
No response	44.3	22.6	59.7
No impact	17.9	33.0	29.3
Some what	25.8	30.8	8.3
Very much	12.0	13.6	2.7
Quick help in emergencies			
No response	43.1	12.1	59.7
No impact	11.3	7.9	27.3
Some what	24.3	34.8	8.8
Very much	21.3	45.2	4.2
Increased awareness of employment / work			
No response	44.5	16.2	57.7
No impact	16.3	13.9	17.6
Some what	24.9	39.3	10.8
Very much	14.2	30.7	14.0
Reduced need for travel			
No response	43.8	12.7	59.7
No impact	12.5	9.0	20.4
Some what	27.1	38.8	10.0
Very much	16.6	39.5	9.9
Increased savings			
No response	37.3	6.9	53.7
No impact	34.1	43.3	27.3
Some what	23.3	40.9	11.5
Very much	5.3	8.9	7.5
Increased income			
No response	39.3	10.1	55.9
No impact	36.1	44.5	29.8
Some what	18.7	35.1	9.2
Very much	6.0	10.3	5.1

Source: Annex Tables 3.67 to 3.69

Around more than one-third to more two-fifths (37 percent - 45 percent) of the FLL/WLL users did not give answers to different impact of telecommunication growth. The non-response was minimum for mobile users and it was the highest (55 to 60 percent) for internet users. “No impact” on improvement about various matters is reported lowest compared to “some what” and “very much” impact. The highest proportion of respondents reported “somewhat” improvement / elevation in their life through use of telecommunication service. The highest impact / improvement is reported by mobile users. Almost half (50 percent) of the mobile users, 29 percent of FLL/WLL users and 19 percent internet users reported increase in their savings where as 45 percent mobile users, 25 percent FLL/WLL users and 14 percent internet users reported increase in their income.

3.3.1 Chi-square test applied to various benefits

Chi-square test was applied to the data to observe association between use of telecommunication services and various aspect of life.

The use of FLL / WLL, association was found significant with increased income; increased savings; usefulness for education; quick help in emergency and increased awareness of employment / work. In case of mobile use association was observed significant with increased income, increased savings, improve interaction with civic authorities, easier access to health / medicare and useful for education. It may be noted that association with increased income and increased saving is very significant.

With regard to impact of internet service as being beneficial relationship is significant with the benefits listed above, except for improved family relationship and easier access to health / medicare facility where association is found insignificant.

Table-3.7
Significance of Association between use of FLL/WLL, Mobile phone and Internet on various areas of life, Pakistan, 2008

Variables	FLL			Mobile			Internet		
	Chi-Square Value	Significance	Remarks	Chi-Square Value	Significance	Remarks	Chi-Square Value	Significance	Remarks
Broadening of social relationship	0.428	0.513	Not Significant	5.769	0.016	Not Significant	22.965	0	Significant
Improved family relationship	3.809	0.051	Not Significant	0.139	0.709	Not Significant	2.548	0.11	Not Significant
Easier access to health/medical facility	0.203	0.653	Not Significant	32.285	0	Significant	2.548	0.11	Not Significant
Useful for education	24.081	0	Significant	11.686	0.001	Significant	194.936	0	Significant
Helpful in solving day to day problems	0.063	0.801	Not Significant	0.021	0.885	Not Significant	52.798	0	Significant

Improved interactions with civic authorities	3.217	0.073	Not Significant	212.553	0	Significant	190.676	0	Significant
Quick help in emergencies	11.465	0.001	Significant	6.05	0.014	Not Significant	11.465	0.001	Significant
Increased awareness of employment/work	9.039	0.003	Significant	10.307	0.001	Significant	41.263	0	Significant
Increased savings	152.137	0.003	Significant	1077.332	0	Significant	34.049	0	Significant
Increased income	315.651	0	Significant	1442.146	0	Significant	97.787	0	Significant

3.4 Monthly family income

The mean monthly family income is reported as Rs.19,417 per month. Urban respondents reported 32 percent more income than rural respondent (Rs.21,402 versus 16,266) whereas male respondent reported 20 percent more monthly family income than female respondents (Rs.22,534 versus Rs.18,842). Six percent respondents reported their monthly family income of less than Rs.5,000. Around one-third (31 percent) respondents reported monthly income between Rs. 5001 to Rs.10000, another one-third respondents (32 percent) reported their monthly family income between Rs.10001 to Rs.20000. About one-fourth of respondents (24 percent) reported their income between Rs.20001 to Rs.50000 and 4 percent had their family income in the range of Rs.50001 to 100,000. The analysis has excluded some out liars in reporting family income (Annex Table 3.70 and 3.71).

Box-3.4

Use of Telecommunication Facility by low income groups (Household)

The data collected in household survey were also analyzed in respect of low household income having monthly income of less than Rs. 5000/- per month.

Among the low income households, 44 percent had reported the use of FLL phone as against average of 73 percent of respondents from the entire survey. In this income group, 73 percent had reported use of mobile phone as against overall average of 92 percent. Extent use of any service, response was 77 percent as against average of 96 percent. It shows that people with low incomes use telecommunication facility to a lesser degree.

However data about of respondents planning to have mobile phone in future show that the percentage of response in this group is nearly equal to the average value of response in the Survey. The mean number of calls made and received by this group with FLL phone and Mobile phone is less than half of the mean value of overall survey. Same is the case with number of SMS messages. Data also show that a lower percentage of females and children in low income group use internet at home as compared to the respondents from higher income group. The degree of use of telecommunication is positively related with income

A correlation matrix for observing the relationship between various reliable is also obtained using statistical packages SPSS. Pair wise significant relationship has been found among family's monthly income, family size, number of mobile sets owned by sex, total number of mobile sets, calls made on FLL / WLL and on

mobile and number of SMS sent daily. Table 3.8 shows the coefficient correlation values which are significant at one percent level.

Table-3.8
Correlation Matrix of Various Variables

Variable		Family's monthly income	Family size	Number of mobile sets male owned	Number of mobile sets female owned	Total Number of mobile sets	Make calls on FLL/WLL	Make calls on Mobile	Number of SMS messages sent
Family's monthly income	Pearson Correlation	1	0.009	.138(**)	.153(**)	.180(**)	.246(**)	.166(**)	.200(**)
	Sig. (2-tailed)		0.554	0	0	0	0	0	0
	N	3991	3963	3991	3991	3991	3991	3991	3991
Family size	Pearson Correlation	0.009	1	.312(**)	.062(**)	.253(**)	0.025	.073(**)	0.014
	Sig. (2-tailed)	0.554		0	0	0	0.113	0	0.361
	N	3963	4078	4078	4078	4078	4078	4078	4078
Number of mobile sets male owned	Pearson Correlation	.138(**)	.312(**)	1	.281(**)	.857(**)	.192(**)	.251(**)	.204(**)
	Sig. (2-tailed)	0	0		0	0	0	0	0
	N	3991	4078	4113	4113	4113	4113	4113	4113
Number of mobile sets female owned	Pearson Correlation	.153(**)	.062(**)	.281(**)	1	.735(**)	.218(**)	.188(**)	.199(**)
	Sig. (2-tailed)	0	0	0		0	0	0	0
	N	3991	4078	4113	4113	4113	4113	4113	4113
Total Number of mobile sets	Pearson Correlation	.180(**)	.253(**)	.857(**)	.735(**)	1	.252(**)	.278(**)	.250(**)
	Sig. (2-tailed)	0	0	0	0		0	0	0
	N	3991	4078	4113	4113	4113	4113	4113	4113
Make calls on FLL/WLL	Pearson Correlation	.246(**)	0.025	.192(**)	.218(**)	.252(**)	1	.445(**)	.282(**)
	Sig. (2-tailed)	0	0.113	0	0	0		0	0
	N	3991	4078	4113	4113	4113	4113	4113	4113
Make calls on Mobile	Pearson Correlation	.166(**)	.073(**)	.251(**)	.188(**)	.278(**)	.445(**)	1	.325(**)
	Sig. (2-tailed)	0	0	0	0	0	0		0
	N	3991	4078	4113	4113	4113	4113	4113	4113
Number of SMS messages sent	Pearson Correlation	.200(**)	0.014	.204(**)	.199(**)	.250(**)	.282(**)	.325(**)	1
	Sig. (2-tailed)	0	0.361	0	0	0	0	0	
	N	3991	4078	4113	4113	4113	4113	4113	4113

** Correlation is significant at the 0.01 level (2-tailed).

The econometric model (logistic regression) further shows that as respondent family income increases their demand for various telecommunication services also increases progressively with respect to FLL, WLL and internet. In case of mobile odds value shows that demand is only noted in the high income groups whereas the future demand for computer is reported in low income group. Almost the same trend has been noted in rural area. Table-3.9 shows results of Econometric Model (Logistic Regression) for demand of telecommunication services.

Table-3.9
Results of Econometric Model (Logistic Regression) for Demand of Telecommunication Services, Pakistan, 2008

Income		B	S.E	Wald	DF	Sig.	Exp(B)	95.0% C.I.	
								Lower	Upper
FLL									
Step	quint2			4.821	4	0.306			
1(a)	quint2(1)	0.17	0.142	1.447	1	0.229	1.186	0.898	1.566
	quint2(2)	0.224	0.151	2.198	1	0.138	1.251	0.93	1.682
	quint2(3)	0.238	0.138	2.984	1	0.084	1.269	0.969	1.662
	quint2(4)	0.307	0.153	4.006	1	0.045	1.359	1.006	1.835
	Constant	-1.974	0.104	359.284	1	0	0.139		
WLL									
Step	quint2			14.802	4	0.005			
1(a)	quint2(1)	0.244	0.209	1.363	1	0.243	1.276	0.848	1.92
	quint2(2)	0.374	0.218	2.955	1	0.086	1.454	0.949	2.227
	quint2(3)	0.592	0.194	9.343	1	0.002	1.808	1.237	2.642
	quint2(4)	0.687	0.21	10.674	1	0.001	1.988	1.316	3.001
	Constant	-2.946	0.156	354.474	1	0	0.053		
MOBILE									
Step	quint2			12.509	4	0.014			
1(a)	quint2(1)	-0.009	0.098	0.008	1	0.929	0.991	0.818	1.201
	quint2(2)	-0.151	0.107	1.987	1	0.159	0.86	0.698	1.061
	quint2(3)	-0.191	0.097	3.894	1	0.048	0.826	0.683	0.999

	quint2(4)	0.148	0.108	1.864	1	0.172	1.159	0.938	1.434
	Constant	-0.427	0.07	37.478	1	0	0.653		
COMPUTER									
Step	quint2			17.825	4	0.001			
1(a)	quint2(1)	0.319	0.107	8.936	1	0.003	1.376	1.116	1.695
	quint2(2)	0.117	0.117	0.986	1	0.321	1.124	0.893	1.414
	quint2(3)	-0.072	0.109	0.435	1	0.51	0.931	0.752	1.152
	quint2(4)	-0.041	0.124	0.11	1	0.741	0.96	0.753	1.224
	Constant	-1.094	0.079	193.652	1	0	0.335		
INTERNET									
Step	quint2			60.368	4	0			
1(a)	quint2(1)	0.54	0.122	19.684	1	0	1.716	1.352	2.179
	quint2(2)	0.595	0.129	21.184	1	0	1.813	1.407	2.336
	quint2(3)	0.672	0.118	32.254	1	0	1.958	1.553	2.468
	quint2(4)	0.97	0.128	57.54	1	0	2.639	2.053	3.39
	Constant	-1.674	0.093	320.726	1	0	0.188		

a Variable(s) entered on step 1: quint2.

Table-3.10 shows result of econometric model for expenditure incurred on use of various telecommunication services. It is noted that the expenditure on FLL increases with rise in income quintiles except for income quintile-2

The econometric model (logistic regression) further shows that as family income increases the expenditure on mobile phone use increases. The expenditure on calling cards shows increase only in the high income quintile.

Table-3.10
Results of Econometric Model (Logistic Regression) for Expenditure on telecommunication Services, Pakistan, 2008

Income	B	S.E.	Wald	Df	Sig.	Exp(B)	95.0% C.I.		
							Lower	Upper	
FLL/WLL									
Step 1(a)	quint2		166.855	4	0				
	quint2(1)	-0.323	0.198	2.644	1	0.104	0.724	0.491	1.068
	quint2(2)	0.084	0.191	0.196	1	0.658	1.088	0.749	1.582
	quint2(3)	0.713	0.171	17.345	1	0	2.041	1.459	2.855
	quint2(4)	1.517	0.184	68.097	1	0	4.557	3.179	6.533

	Constant	-0.701	0.152	21.337	1	0	0.496		
MOBILE									
Step 1(a)	quint2			396.129	4	0			
	quint2(1)	0.36	0.119	9.2	1	0.002	1.433	1.136	1.809
	quint2(2)	1.116	0.122	84.208	1	0	3.054	2.406	3.876
	quint2(3)	1.523	0.114	179.797	1	0	4.587	3.672	5.731
	quint2(4)	2.157	0.132	265.73	1	0	8.647	6.672	11.21
	Constant	-1.166	0.091	164.653	1	0	0.312		
INTERNET									
Step 1(a)	quint2			21.383	4	0			
	quint2(1)	-0.02	0.426	0.002	1	0.962	0.98	0.426	2.257
	quint2(2)	-0.334	0.432	0.596	1	0.44	0.716	0.307	1.671
	quint2(3)	-0.101	0.375	0.073	1	0.787	0.904	0.433	1.885
	quint2(4)	0.733	0.362	4.11	1	0.043	2.081	1.025	4.227
	Constant	-1.553	0.332	21.908	1	0	0.212		
CALLING CARDS									
Step 1(a)	quint2			15.371	4	0.004			
	quint2(1)	-0.038	0.581	0.004	1	0.948	0.963	0.308	3.004
	quint2(2)	-0.152	0.63	0.058	1	0.81	0.859	0.25	2.957
	quint2(3)	0.677	0.501	1.826	1	0.177	1.968	0.737	5.257
	quint2(4)	1.272	0.487	6.826	1	0.009	3.568	1.374	9.263
	Constant	-2.398	0.426	31.624	1	0	0.091		

Variable(s) entered on step 1: quintile 2.

In case of rural area almost same trend is observed between family income and expenditure on telecommunication services.

3.5 Problem faced and disadvantages of telecommunication services

Almost three-fifths (57 percent) respondents faced problem while 36 percent faced no problem and 7 percent did not respond. One-third of the respondents (33percent) reported coverage problem (weak signals) and about three-tenths (29.0 percent) reported that speech is not clear, whereas 23 percent reported congestion/line busy problem and 22 percent complained of frequent call disconnection. Internet disconnection problem has been reported by 11 percent respondents and 13 percent reported helpline / directory assistance problem by the respondents. Urban respondents faced more problems than rural respondents. Males reported facing more problem than female respondents Annex Tables 3.72 and 3.73).

3.5.1 Negative Impact

The respondents reported various types of negative impact / disadvantages of phone/internet services. Figure below shows various disadvantages / negative effect of telecommunication services such as dangerous while driving (78 percent to 85 percent) danger of theft / robbery (65 percent in case of mobile) increase in expenses (36 percent) in case of FLL/WLL, 70 percent in case of mobile to 78 percent in case of internet and misuse for anti-social activities 58 percent in case of mobile, 23 percent for FLL/WLL and 12 percent for internet. About one-third of the mobile users (36 percent) reported it wastes time (Annex Table 3.74 to 3.79).

Figure-3.5
Negative Impact of Telecommunication Services, Pakistan, 2008



Source: Annex Tables 3.74 to 3.79

3.6 Suggestions by respondents

Most of the respondents gave suggestions by repeating the problem they have been facing by using telecommunication services. Mostly the respondents reported asking reduction in call rates for mobile and proper explanation of tariff packages announced by mobile companies and for the hidden charges and taxes to be explained to telecommunication users.

Chapter-4

Survey Methodology

Pakistan Telecommunication Authority's TOR for "An Analysis of Socio - economic Impact of Telecommunication Growth and Telecommunication Indicator" required two types of surveys to be conducted in the country. These were:

- i. Non Targeted Survey covering 10,000 respondents.
- ii. Targeted Survey covering 5000 respondents.

4.1 Non-targeted Survey

Keeping in view the Terms of Reference (TOR) of the Project, 10,000 Respondents were required to fill in the one page questionnaire in all the four Provinces, including Islamabad, AJK, FANA and FATA (covering rural and urban areas of the country). Convenient sampling technique was adopted for non-targeted survey considering the different categories of users representing rural and urban areas from different socio economic strata (SES) of the society covering households, business and working personnel. The sample covered the formal and informal sectors, geographic, community and income variation dimensions. The survey covered 70 percent Urban and 30 percent rural respondents.

Keeping in view the TOR of the Project, Questionnaire was prepared by social scientists, statisticians, telecom experts and it was finalized after discussion with PTA experts. The Non-Targeted Questionnaire is designed to check telecommunication awareness and the degree of penetration among the respondents.

In order to get replies from 10,000 respondents it was envisaged that more questionnaires should be distributed to keep allowance of non-response from the respondents or getting incomplete information which might not be useful for analysis. Around 15,000 Non Targeted Questionnaires were distributed, 14,000 in Urdu and 1000 in Sindhi Language for interior Sindh area. The Non Targeted Survey Questionnaires were widely distributed to collect the data. Multiple sources of information were used to collect information. The Non Targeted Questionnaire distributed were filled in by the respondents and collected back on the same day or the next day. The information was collected through students and teachers of schools and colleges, Local bodies/town committee's representatives, Non-Government organizations, retired employees of telecommunication organizations, social workers in Punjab, NWFP, AJK, FANA and FATA. The Non Targeted survey was also conducted by distributing the Questionnaires through enumerators / surveyors. These enumerators / Surveyors collected back the filled in forms on the same day or next day or subsequent days.

A total of 10604 Questionnaires were considered for analysis. The province - wise distribution of survey is given in the following Table-4.1. The data was collected in all the provinces, regions covering districts. The list of districts is placed at Annex-4.1.

Table-4.1
Distribution of Respondents covered in Non-Targeted Survey, Pakistan, 2008
(Percent)

Province	Urban	Rural	Total
Punjab	60.3	47.9	56.0
Sindh	23.6	14.6	20.4
NWFP	8.0	26.9	14.6
Balochistan	6.9	6.9	6.9
AJK/FANA	1.2	3.7	2.1
Total	100	100	100

The pre-testing of Questionnaire for the Non-Targeted Survey was conducted at Islamabad and Karachi. The Non-Targeted Questionnaires were to be filled in by the respondents without help of enumerators / surveyors. The observations during pre-testing were used for fine tuning up of the Questionnaire.

4.2 Targeted Survey

Pakistan Telecommunication Authority (PTA) TOR also required to carry out survey of 5000 respondents targeting households and business working personnel. The requirement was that out of 5000 respondents 80 percent targeted survey should focus on households and 20 percent information should be gathered from business and working persons. Hence business / working personnel survey comprised of 1000 respondents whereas household survey comprised of 4000 respondents.

Two questionnaires one for household and other for business of were designed. These were designed by TEACH experts who were from the field of economics, sociology, statistics and telecommunications. The Targeted Questionnaires were finalized after discussions between PTA and TEACH experts.

For Targeted Survey, occupations / professions are necessary. The major occupations/professions were taken from census report. TEACH experts divided the professions/occupations format with 10 major heads and further divided into sub heads. A detailed list of occupations is placed at Annex-4.2.

The enumerators for the survey were selected from respective areas of survey. The enumerators comprised of both genders. The enumerators spoke the languages of their respective survey areas. They were M.Sc. / M Phil in statistics and related faculties of various universities. Training of the enumerators / surveyors were carried out by TEACH experts at Islamabad and Karachi. The enumerators were informed about the objectives of the project and logic of the

questionnaire by giving proper training in the context of Terms of Reference of the survey.

The Targeted Survey was carried out for 5284 respondents through enumerators with 4000 Questionnaires for household entities and 1000 business entities in 65 districts of the country covering rural and urban residence in all the provinces including Islamabad and AJK / FATA. The urban areas covered the big cities and other urban areas (small cities and towns) (Annex-3). The tentative breakdown of the targeted survey (household & business) is given in the following Table.

Table-4.2
Distribution of Respondents covered in targeted survey by Region,
Pakistan, 2008

(Percent)

Area	Household			Business			Total
	Urban	Rural	Total	Urban	Rural	Total	
Punjab	48.4	50.8	49.3	50.7	54.1	51.7	49.8
Sindh	30.4	28.4	29.6	23.6	24.7	23.9	28.3
NWFP	10.2	12.4	11.1	17.3	11.2	15.5	12.1
Balochistan	6.2	5.6	6.9	5.2	5.9	5.4	5.9
AJK/NA	4.8	2.8	4.0	3.2	4.1	3.5	3.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

A multistage stratified sampling technique used covering respondents from different socio-economic strata (SES) including commercial and corporate sector of the population. In order to minimize errors and ensure quality of response proper supervision was carried out by TEACH staff, supervisors and selected professors of the universities in Balochistan, Punjab and NWFP. Data entry was carried out by experienced key punch operators to minimize the data entry errors.

Copies of Non-targeted and Targeted Questionnaires (Business and Household respondents) is placed at Annex-4.3 to 4.5

Annexes

Respondent's Remarks

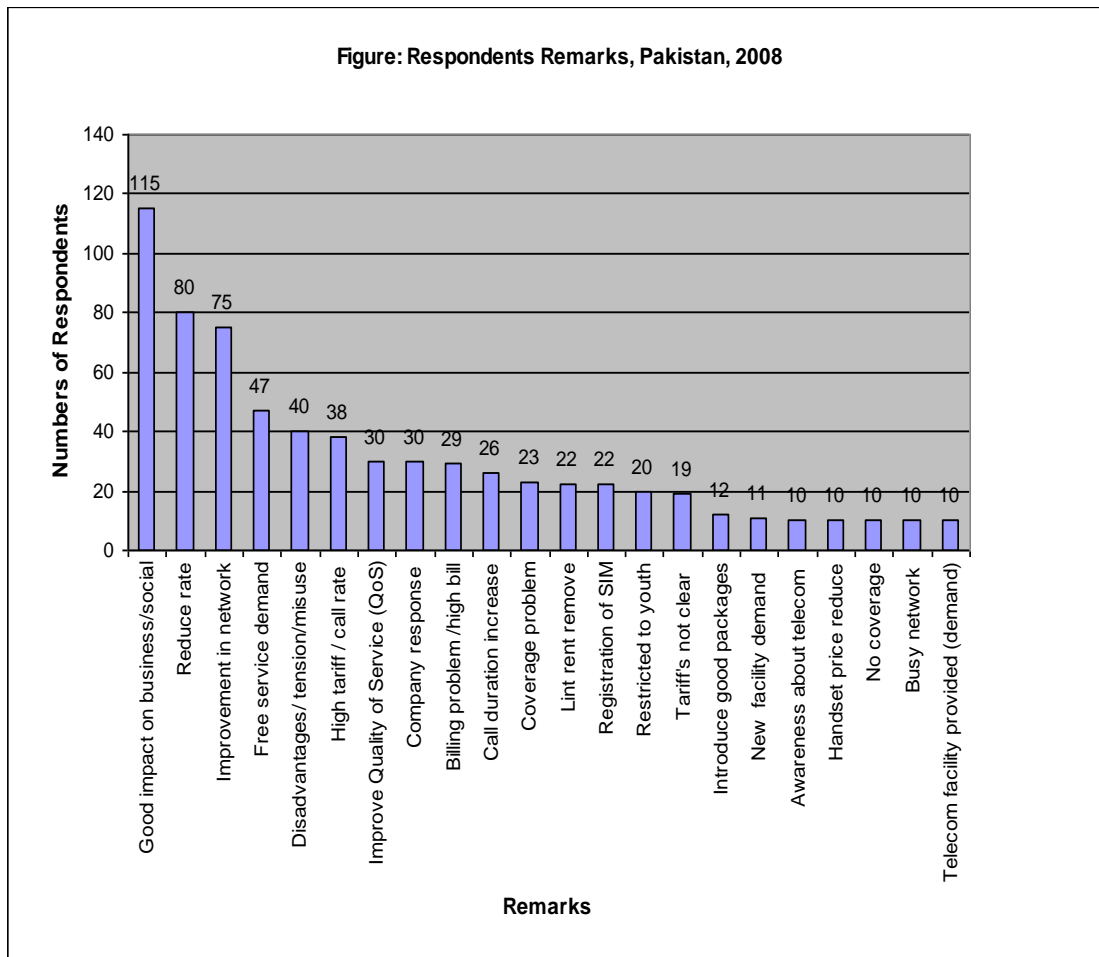
As a part of questionnaire for Household and Business (5000), there was an item for remarks and suggestion. Only about 698 respondents offered remarks. A summary of remarks has been prepared and described as under:-

- i. Many respondents asked for improvement in network-(75).
- ii. Respondents raised coverage problem related to mostly mobile and WLL-(32).
- iii. The respondents complained about high call rates-(38).
- iv. The respondents informed that tariff plan of cellular are not clear-(19).
- v. Demand for FLL local call duration to be increased-(26).
- vi. The respondents asked for FLL line rent reduction or abolition-(22).
- vii. The respondents were not happy with billing problem-(29).
- viii. Demand program for creating awareness about Telecom Service-(10).
- ix. The respondents demand lower price for of Mobile WLL Handsets-(10).
- x. The respondents complained about poor quality of service of telecom service – (30).
- xi. The respondents complained that their demands for FLL in certain areas-(11).
- xii. The respondents want to have free FLL local calls and free SMS and internet access facility-(47).
- xiii. The respondents asked for proper registration of SIM holders for mobile connection-(22).
- xiv. The respondents reported poor response from service Providers Company-(30).
- xv. The respondents state disadvantage of cell phone like creating tension disturbance during work-(40).
- xvi. The respondents suggest that the cell phones should not to be given to youth as it has adverse effects on them-(20).

- xvii. The respondents desired good / cheap packages for mobile for students, teachers and workers—(12).
- xviii. The respondent informed that to avoid busy network, infrastructure be increased(10).
- xix. The respondents informed that telecom service is necessity and it should be provided in all areas at cheaper rates—(10).
- xx. The respondents appreciate beneficial impact of telecom—(115).
- xxi. Some complained about no coverage—(10).
- xxii. Some demanded to reduce call rates—(80).

The remarks are note worthily and reflect acceptance of telecom as part of socio economic system.

The following Figure shows the remarks of respondents:



List of Occupations

10. Senior Professionals

11. Elected Representatives (MNAs, Senators, MPAs, District Nazim)
12. Business, Industrial and Corporate Sector Executives, Bankers, Investors, Stock companies executives.
13. Marketing and Media executives
14. Print, Electronic, Senior Media Personnel
15. Professors
16. Senior Doctors, Specialists
17. Senior Engineers, Architects
18. Senior Lawyers, Solicitors, Advocates of High Court and Supreme Court
19. Senior Accounts Experts (CA & MA)

20. Junior or Mid – Level Professionals

21. Teachers, college & professional college teachers, doctors, engineers, overseers, supervisors, sales/marketing officials
22. Advocates, lawyers, solicitor
23. General health providers (Nurses, Para medics, Hakims, Homeopaths)
24. Accountants, cashiers, auditors, mid level bureaucrat
25. News, Journalist, correspondents, journalist, designer in printing, advertising, media personnel, photographer.
26. Social workers
27. Local body elected representatives/councillor.

30. Business

31. Whole Sale & Retail business (carpenter, electronic, construction material and tile, sanitary, electric, departmental store, publisher, printer etc)
32. Shop keeper (grocery general merchandise, chemist, travel agents, sales officer.
33. Estate agents, property dealers, brokers (Arthies), middle man, contractor.
34. Restaurant and other eatable shop, nan shop, milk shop.
35. Clinic, medical centre & other health related
36. Mechanic, or any other repair shop
37. Small industry or factory owner
38. Vendor/ Hawkers and other related workers
39. Salesman, tailor, cushion & upholstery

40. Service Related Workers

41. Utility workers, builders/repairers (plumbers, electricians, mechanics, carpenters, masons, lineman of gas, electric, phone companies.
42. Taxi and Rickshaw drivers, chauffeurs van & pickup, bus & truck drivers
43. Cook, domestic servants, waiter
44. Security & law and order maintainers
45. Repair workers (bicycles, motorcycles, cars, trucks, AC fridge, electronic & electrical gadgets watch etc)
46. Barber
47. Transporters

50. Office Workers

51. Clerks, cashiers, accounts clerks, billing clerks, Receptionists, Telephone Operator, call centre workers, typist, computer clerk
52. Private company office workers, manager in shops.
53. Government servant
54. Semi Government servant
55. Peon

60. Skilled Worker

70. Non-Skilled worker/ labourer

71. Daily wages earners
72. Constructor workers
73. Helpers / workers employed in shops, small factories / industries workers.
74. Unskilled workers

80. Farmers Cultivators

81. Farmers
82. Farm labourer
83. Cattle grazer, milking man
84. Other agriculture worker
85. Seed related worker
86. Pesticider
87. Dairy farm, cattle raiser
88. Bee keeper, flower grower

90. Persons not working

91. Students
92. House wives
93. Disabled
94. Senior citizens / Retired persons
95. Landlords

Annex-4.2

Districts of various Provinces/Region involved in the survey

S/N	Punjab	Sindh	Balochistan	NWFP	AJK & NA
1	Gujranwala	Dadu	Khuzdar	Abbottabad	Muzafarabad
2	Bahawalpur	Ghotki	Loralai	Bannu	Mirpur
3	Bhakkar	Hyderabad	Quetta	Charsaddah	Rawalakot
4	D.G.Khan	Jacobabad	Sibi	Chitral	Northern Areas
5	Faisalabad	Karachi	Uthal	D.I.Khan	Bhamber
6	Gujrat	Khairpur	Qila Saifullah	Dir	Kotli
7	Islamabad	Larkana	Lasbela	Haripur	Bagh
8	Jhang	Matiari		Kohat	
9	Jhelum	Mirpur Khas		Laki Marwat	
10	Kasur	Shikarpur		Mansehra	
11	Khanewal	Sukkur		Mardan	
12	Khushab	Tando Allah Yar		Peshawar	
13	Lahore	Tando Muhammad Khan		Swabi	
14	Mandi Bahauddin	Thatta		Swat	
15	Mianwali			Hangu	
16	Multan			Karak	
17	Muzaffargarh			Malakand	
18	Narowal			Noshera	
19	Okara			Batgram	
20	Rahim Yar Khan			FATA	
21	Rajanpur			Tank	
22	Rawalpindi				
23	Sahiwal				
24	Sargodha				
25	Sheikhupura				
26	Sialkot				
27	Toba Take Singh				
28	Vehari				
29	Lodhran				
30	Attock				
31	Bahawal Nagar				
32	Layyah				

Total Number of Districts involved is 81 Districts

Questionnaire Non-targeted

Province:		District:		Area: Rural		City		Other	
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- Please, tick appropriate boxes.

Q.1 Do you know about any of the following telecom services / gadgets:

Fixed phone	<input type="checkbox"/>	Wireless Local Loop (WLL)	<input type="checkbox"/>	Mobile	<input type="checkbox"/>
Short Messaging Service (SMS)	<input type="checkbox"/>	Multimedia Messaging Service (MMS)	<input type="checkbox"/>	WiMax / Broadband	<input type="checkbox"/>
Personal Computer (PC)	<input type="checkbox"/>	Internet	<input type="checkbox"/>	Calling Cards	<input type="checkbox"/>
Public Call Office (PCO) / Payphone	<input type="checkbox"/>	Fax	<input type="checkbox"/>	Car tracker	<input type="checkbox"/>

Q.2 Do you use any one or more of these telecom services? Yes No

Fixed phone	<input type="checkbox"/>	WLL	<input type="checkbox"/>	Mobile	<input type="checkbox"/>	SMS	<input type="checkbox"/>	MMS	<input type="checkbox"/>
WiMax/Broadband	<input type="checkbox"/>	PC	<input type="checkbox"/>	Internet	<input type="checkbox"/>	Calling Cards	<input type="checkbox"/>	PCO/Payphone	<input type="checkbox"/>
Fax	<input type="checkbox"/>	Car tracker	<input type="checkbox"/>						

Q.3 Do you own any one or more of these following telecom services? Yes No

Fixed phone	<input type="checkbox"/>	WLL	<input type="checkbox"/>	Mobile	<input type="checkbox"/>	WiMax/Broadband	<input type="checkbox"/>	PC	<input type="checkbox"/>	Internet	<input type="checkbox"/>	Fax	<input type="checkbox"/>
Car tracker	<input type="checkbox"/>												

Q.4 If not, what are the reasons ?

	Facility not available 1	Cannot afford 2	I have no use of it 3	Find it complicated 4
FLL/WLL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q.5 If you don't have a phone and you want to phone someone, which facility do you use?

PCO / Payphone	<input type="checkbox"/>	Neighbours	<input type="checkbox"/>	Relatives/Friends	<input type="checkbox"/>	Office	<input type="checkbox"/>
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Q.6 If you don't have Internet connection, where do you go to use?

At Office	<input type="checkbox"/>	Neighbours	<input type="checkbox"/>	Friend / Relative	<input type="checkbox"/>	Educational Institution	<input type="checkbox"/>	Net Café	<input type="checkbox"/>
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Q.7 Which facilities, out of the following, would you like to own in future?

Fixed phone	<input type="checkbox"/>	WLL	<input type="checkbox"/>	Mobile	<input type="checkbox"/>	WiMax/Broadband	<input type="checkbox"/>	PC	<input type="checkbox"/>	Internet	<input type="checkbox"/>	Fax	<input type="checkbox"/>
Car tracker	<input type="checkbox"/>	Other	<input type="checkbox"/>										

Q.8 Do you find that Fixed Phone / WLL / Mobile / Internet is beneficial for

	Fixed Phone/WLL		Mobile		Internet	
	Yes	No	Yes	No	Yes	No
Society / Culture	1	0	1	0	1	0
General interaction	1	0	1	0	1	0
Business/Trade	1	0	1	0	1	0
Employment / Work	1	0	1	0	1	0
Farm Management	1	0	1	0	1	0
Savings	1	0	1	0	1	0
Family Cohesion	1	0	1	0	1	0
Health / Medical	1	0	1	0	1	0
Education	1	0	1	0	1	0
News / Sports Updates	1	0	1	0	1	0

Name & Address (optional) :

Questionnaire Targeted (Business)

A. <u>General</u>									
		Day	Month	Year					
Q.1 Date:				0	8				
Q.2 Province:	Punjab	Sindh	NWFP	Balochistan	Islamabad	AJK			
	1	2	3	4	5	6			
Q.3 District (name)									
Q.4 Area:	Rural	1	Major Urban (big city)	2	Other Urban (small city/town)	3			
Q.5 Address of Respondent:									
B. <u>Respondent's Information</u>									
Q.1 Respondent's Sex		Male	Female						
		1	2						
Q.2 Respondent's Age			years						
Q.3 Respondent's Educational Qualification									
	a. No education	0	b. Under matric	1	c. Matric / Intermediate	2	d. Graduate & above	3	
Q.4 Respondent's occupation / profession / business	<i>(Specify)</i>								
Q.5 Type of phone / phones in use?									
	None	0	Fixed Land Line (FLL)	1	Wireless Local Loop (WLL)	2	Mobile	3	
Q.6 If you don't have a connection and you want to phone someone, which facility do you use?									
	PCO/Payphone	1	Neighbours	2	Relatives/Friends	3	Office	4	
Q.7 If you don't have a connection, are you planning to have one									
	No	0	FLL	1	WLL	2	Mobile	3	
Q.8 If not, what is the reason of not having it?									
		Facility not available	Cannot afford	I have no use of it	Find it complicated				
		1	2	3	4				
FLL/WLL		11	21	31	41				
Mobile		12	22	32	42				
Internet		13	23	33	43				

Q.9 How much money do you spend on telecom use per month?

	Fixed Line / WLL	Mobile Phone	Internet	Calling Cards
Upto Rs.250	11	21	31	41
Rs.251-Rs.500	12	22	32	42
Rs.501-Rs.1000	13	23	33	43
More than Rs.1000	14	24	34	44

Q.10 In general, for what purpose do you use telecom services?

	Usage	FLL / WLL	Mobile Phone	Internet	PCO / Payphone
a.	Business	10	20	30	40
b.	Family matters	11	21	31	41
c.	Social contact / work	12	22	32	42
d.	News / Sports	13	23	33	43
e.	Education	14	24	34	44
f.	Health / Medical	15	25	35	45
g.	Shopping	16	26	36	46
h.	Office / Work	17	27	37	47
i.	Farm Management	18	28	38	48
j.	Live Stock Management	19	29	39	49

Q.11 Do you face any problem while using telecom facility such as:

a. None	00	b. Slow Speed-Internet	01
c. Frequent Disconnect-Internet	02	d. Congestion/Line Busy	03
e. Frequent Call Disconnection	04	f. Speech Not Clear	05
g. Coverage problem (weak signals)	06	h. Helpline / Directory Assistance Problem	07
i. Billing problem	08	j. Other (specify)	09

C. <u>Socioeconomic Impact of Telecom Growth</u>											
Q.12 Impact on time and money											
			No impact	Somewhat	Very much	Adverse effect					
a.	Impact on income increase		11	21	31	41					
b.	Saving in time		12	22	32	42					
c.	Improved organizational efficiency		13	23	33	43					
d.	Savings in transportation cost		14	24	34	44					
Q.13 Indicate degree of dependence of your organization / work / job on telecom.											
a.	none	0	b.	somewhat (upto 25%)	1	c.	very much (upto 50%)	2	d.	total (100%)	3
D. <u>Fixed Land Line / Wireless Local Loop (FLL / WLL)</u>											
Q.14 If phone is out of order, how much time company takes to restore? No. of days											
Q.15 Reason of using WLL											
a.	fixed network not available	01	b.	portability	02	c.	better quality	03			
d.	more economical	04	e.	reliability	05	f.	ease and speed of service implementation	06			
g.	other (specify)				07						
Q.16 Which type of WLL phone set you use / prefer											
					a.	desktop type	1	b.	handset type	2	
Q.17 What is primary use of your WLL phone											
a.	making phone calls	1	b.	SMS	2	c.	Internet	3	d.	Other	4
E. <u>Mobile</u>											
Q.18 Which mobile company's connection do you have?											
	Mobilink	Ufone	Telenor	Warid	Pak China Mobile (Zong)	Insta					
	1	2	3	4	5	6					
Q.19 How many mobile connections do you have?											
a.	one	1	b.	two	2	c.	three	3	d.	other (specify)	4

Q.20 How many mobile handsets do you have?																			
a. one	1	b. two	2	c. three	3	d. other (specify)	4												
Q.21 Are you aware of Mobile Number Portability (MNP)?																			
Yes	1	No	0																
Q.22 If yes, have you availed this service?																			
Yes	1	No	0																
Q.23 If yes, have you any problem regarding this service, please specify																			
Q.24 Where do you buy your mobile handset from?																			
a. Authorised dealer	1	b. Any shop	2																
Q.25 If you want to buy a mobile phone, at what price would you like to buy? Rs.																			
<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																			
Q.26 Which brand of mobile phone you are using?																			
Nokia	Sony Ericson	Motorolla	Samsung	Blackberry	LG	Chinese origin	Siemens	Other (specify)											
1	2	3	4	5	6	7	8												
Q.27 Indicate usage of your mobile phone other than making phone calls?																			
a. None	00	b. SMS	01	c. MMS	02	d. Calender	03												
e. Songs	04	f. Radio	05	g. Alarm	06	h. Camera	07												
i. Internet - GPRS/EDGE	08	j. Game / Entertainment	09	k. Fax	10	l. Computer (PDA)	11												
m. TV viewing	12	n. Other value added services							13										
Q.28 How many SMS messages you send / receive in a day?																			
Number of SMS messages sent						Number of SMS messages received													
Q.29 In which, language you prefer to send / receive SMS messages?																			
English	1	Urdu	2	Roman Urdu	3	Other (specify)	4												
Q.30 For what purpose do you send/receive SMS messages?																			
a. Business	1	b. Personal	2	c. Family	3	d. Social (Friends)	4												
e. Education	5	f. News	6	g. Sports	7	h. Other (specify)	8												

F. Internet											
Q.31 If you have Internet facility, which type of Internet connection you are using?											
Dialup	1		DSL / ADSL	2		Wireless / Broadband	3		Mobile (GPRS/EDGE)	4	
Cable Broadband	5										
Q.32 If 'no', would you like to have it?											
Yes	1		No	0							
Q.33 The reason of not using Internet facility?											
a. not required	1		b. service not available	2		c. cannot afford	3		d. too complicated	4	
e. other (specify)									5		
Q.34 If you use Internet, from which place do you use?											
	Office	Home	Neighbours	Friend / Relative	Educational Institution	Net Café					
	1	2	3	4	5	6					
Q.35 How many persons, make use of one Internet connection in your											
a. home				b. office							
Q.36 For what purpose do you use Internet service?											
a. E-mail	01		b. Voice communication	02		c. News / Sports/Entertainment	03				
d. Employment help	04		e. Office work	05		f. Business/trade	06				
g. Travel booking	07		h. Studies/Education	08		i. Watching movies	09				
j. Chatting	10		k. Banking	11		l. Health/Medical	12				
m. Online Shopping	13		n. Games	14		o. Other (specify)	15				
Q.37 Do you think that usage of FLL / WLL / Mobile / Internet caused reduction in your											
	FLL / WLL		1	Mobile			2	Internet			3
	No change	Somewhat	Very much	No change	Somewhat	Very much	No change	Somewhat	Very much		
a. Letters	11	21	31	11	21	31	11	21	31		
b. Face to face meetings	12	22	32	12	22	32	12	22	32		
c. Travelling	13	23	33	13	23	33	13	23	33		

Please assess effect of Fixed phone / WLL / Mobile / Internet use on following aspects of life										
		FLL / WLL			Mobile			Internet		
		1			2			3		
		No change	Somewhat	Very much	No change	Somewhat	Very much	No change	Somewhat	Very much
Q.38	Has it broadend your social circle?	11	21	31	11	21	31	11	21	31
Q.39	Has it helped in family cohesion?	12	22	32	12	22	32	12	22	32
Q.40	Has it improved access to doctor / health facility?	13	23	33	13	23	33	13	23	33
Q.41	Has it helped in knowledge / education?	14	24	34	14	24	34	14	24	34
Q.42a To what extent phone (FLL / WLL / Mobile) and Internet has made an impact in terms of the following benefit:										
		FLL / WLL			Mobile			Internet		
		1			2			3		
		No Impact	Somewhat	Very mucil	No Impact	Somewhat	Very mucil	No Impact	Somewhat	Very mucil
a.	Helpful in solving day to day problems.	11	21	31	11	21	31	11	21	31
b.	Help in search of work / livelihood.	12	22	32	12	22	32	12	22	32
c.	Increase in efficiency at work.	13	23	33	13	23	33	13	23	33
d.	Helpful in finding new customer.	14	24	34	14	24	34	14	24	34
e.	Increase in sales and turnover.	15	25	35	15	25	35	15	25	35
f.	Increase in income.	16	26	36	16	26	36	16	26	36
g.	Helpful in instant market/price information.	17	27	37	17	27	37	17	27	37
h.	Providing information on new products.	18	28	38	18	28	38	18	28	38
i.	Better interaction with utility departments (gas, water, electricity etc.) public service departments and the Government.	19	29	39	19	29	39	19	29	39

Q.42b To what extent phone (FLL / WLL / Mobile) and Internet has made an impact in terms of the following benefit:

	FLL / WLL			Mobile			Internet		
	No Impact	Somewhat	Very much	No Impact	Somewhat	Very much	No Impact	Somewhat	Very much
a. Ease of remittances.	11	21	31	11	21	31	11	21	31
b. Reduction in transaction time of deals.	12	22	32	12	22	32	12	22	32
c. Helpful in crop management.	13	23	33	13	23	33	13	23	33
d. Helpful in livestock management.	14	24	34	14	24	34	14	24	34

G. Computer

Q.43 Where do you use Computer?

a. home	1	b. office	2	c. neighbours	3	d. net café	4
e. educational institution	5	f. any other (please specify)					6

Q.44 For what purpose do you use Computer?

a. professional work	1	b. entertainment / sports	2	c. Internet	3
d. any other (specify)					4

Q.45 If you don't use a computer - what is the reason?

a. not required	1	b. cannot afford	2	c. any other (specify)	3
-----------------	---	------------------	---	------------------------	---

Q.46 In future, would you like to buy a Computer? Yes 1 No 0

Q.47 If yes, at what price? Rs.

H. Long Distance International (LDI)

Q.48 Do you use LDI Calling Cards? Yes 1 No 0

Q.49 What is your expenditure on LDI Calling Cards per month? Rs.

Q.50 What do you use LDI Calling Cards for

a. nation wide calls	1	b. overseas calls	2
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Q.51 Give impact assessment of competition in LDI and Calling Cards regarding									
						No effect	Somewhat	Very much	
a.	Increased business through overseas contact					0	1	2	
b.	Increased family contact at national and International level					0	1	2	
c.	Reduction in business travel					0	1	2	
d.	Reduction in expenditure on telecom					0	1	2	
I. Value Added Services									
Q.52 Indicate beneficial impact of using Universal Access Number (UAN), Premium Rate Number and Toll Free Access Service on business									
						Nominal Impact	Good Impact	Substantial Impact	
a.	UAN (111-xxx-yyy)					11	21	31	
b.	Premium Rate Number (0900-xxx-yyy)					12	22	32	
c.	Toll Free Number (0800-xxx-yyy)					13	23	33	
Q.53 Do you think access to above services through mobile will be useful for you?									
						No	0	Yes	1
								Don't know	2
Q.54 Respondent's monthly income: Rs. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									
- If you have any suggestions, please tell frankly									
<hr/>									
<hr/>									
Time taken on Interview <input type="text"/> <input type="text"/> hrs. <input type="text"/> <input type="text"/> mins.									
Interviewer's remarks, if any: <hr/>									
<hr/>									
Signature: <input type="text"/> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									

Interview ended at:			hrs.			mins.
Name of Interviewer:						
Checked by Supervisor:						
Supervisor's comments, if any:						
Data entered by (Name):						
Data entry checked by:						

Questionnaire Targeted (Household)

A. General												
		Day		Month		Year						
Q.1	Date:					0	8					
Q.2	Province:	Punjab	Sindh	NWFP	Balochistan	Islamabad	AJK					
		1	2	3	4	5	6					
Q.3	District (name)											
Q.4	Area:	Rural	1	Major Urban (big city)	2	Other Urban (small city/town)	3					
Q.5	Address of Respondent:											
B. Background Information of Respondent/Household Head												
Q.1	Respondent's Sex	Male		Female								
		1	2									
Q.2	Age of Household Head			years								
Q.3	Educational Qualification of Household Head											
	a. No education	0	b. Under matric	1	c. Matric / Intermediate	2	d. Graduate & above	3				
Q.4	What is the occupation / profession of Household Head? (Specify)											
Q.5	What is your family size (Household Size)?											
Q.6	Which type of phone are you using?											
	None	0	Fixed Land Line (FLL)	1	Wireless Local Loop (WLL)	2	Mobile	3				
Q.7	If you don't have a phone and you want to phone someone, which facility do you use?											
	PCO/Payphone	1	Neighbours	2	Relatives/Friends	3	Office	4				
Q.8	If you have no phone, which one would you like to have?											
	None	0	FLL	1	WLL	2	Mobile	3				
Q.9	If not, what is the reason of not having it?											
		Facility not available		Cannot afford		I have no use of it		Find it complicated				
		1		2		3		4				
	FLL/WLL		11		21		31		41			
	Mobile		12		22		32		42			
	Internet		13		23		33		43			

Q.10 For what purpose do you use following telecom services ?

	Usage	FLL / WLL	Mobile Phone	Internet	PCO / Payphone
a.	Business	10	20	30	40
b.	Family matters	11	21	31	41
c.	Social contact / work	12	22	32	42
d.	News / Sports	13	23	33	43
e.	Education	14	24	34	44
f.	Health / Medical	15	25	35	45
g.	Shopping	16	26	36	46
h.	Office / Work	17	27	37	47
i.	Farm Management	18	28	38	48
j.	Live Stock Management	19	29	39	49

Q.11 If phone is out of order, how much time company takes to restore? No. of days

Q.12 If you want to buy a handset from where would you buy?

a. Authorised dealer 1 b. Any shop 2

Q.13 If you want to buy a mobile handset, at what price would you like to buy? Rs.

Q.14 Which brand of mobile handset are you using?

Nokia	Sony Ericson	Motorolla	Samsung	Blackberry	LG	Chinese origin	Siemens	Other (specify)
1	2	3	4	5	6	7	8	

Q.15 How many members of your family have mobile handset?

Male Numbers Female

C. General Information									
Q.16 How much money do you spend on telecom use per month?									
	Fixed Line / WLL	Mobile Phone	Internet	Calling Card					
Upto Rs.250	11	21	31	41					
Rs.251-Rs.500	12	22	32	42					
Rs.501-Rs.1000	13	23	33	43					
More than Rs.1000	14	24	34	44					
Q.17 For what purpose do you use your fixed phone connection other than making phone calls?									
a. Time	01	b. Fax	02	c. Alarm	03	d. Internet	04	e. Voice mail	05
Q.18 For what purpose do you use your WLL handset other than making phone calls?									
a. None	00	b. SMS	01	c. MMS	02	d. Calculator	03		
e. Calender	04	f. Songs	05	g. Radio	06	h. Alarm	07		
i. Camera	08	j. Internet	09	k. Game / Entertainment	10	l. Fax	11		
m. Other value added services							12		
Q.19 For what purpose do you use mobile handset other than making phone calls?									
a. None	00	b. SMS	01	c. MMS	02	d. Calender	03		
e. Songs	04	f. Radio	05	g. Alarm	06	h. Camera	07		
i. Internet - GPRS/EDGE	08	j. Game / Entertainment	09	k. Fax	10	l. Computer (PDA)	11		
m. TV viewing	12	n. Other value added services					13		
Q.20 On the average, how many calls do you or your family members make/receive in a day?									
a. FLL / WLL:	Make	<input type="text"/>	<input type="text"/>	<input type="text"/>	Receive	<input type="text"/>	<input type="text"/>	<input type="text"/>	
b. Mobile:	Make	<input type="text"/>	<input type="text"/>	<input type="text"/>	Receive	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Q.21 How many SMS messages do you or your family send / receive in a day?									
Number of SMS messages sent	<input type="text"/>	<input type="text"/>	<input type="text"/>	Number of SMS messages received	<input type="text"/>	<input type="text"/>	<input type="text"/>		

Q.22 In which language do you prefer to send/receive SMS messages?												
Urdu	1	English	2	Roman Urdu	3	Other (specify)						4
Q.23 For what purpose do you send/receive SMS messages?												
a. Business	01	b. Family	02	c. Social	03	d. News / Sports						04
e. Education	05	f. Health / Medical	06	g. Shopping	07	h. Office / Work						08
i. Farming matters	09	j. Live Stock Matters	10	k. Downloading tunes / songs.....							11	
l. Other											12	
D. Internet												
Q.24 Do you have PC (personal computer)?				Yes	1	No						0
Q.25 If not, would you like to get one?				Yes	1	No						0
Q.26 If yes, how much are you willing to pay for PC? Rs.												
Q.27 If you or your family members use Internet, from which place do you use?												
Home	Neighbours	Friend / Relative	Office	Educational Institution	Net Café	Other						
1	2	3	4	5	6	7						
Q.28 If you do not have Internet at home, would you like to have one?				Yes	1	No						0
Q.29 If you have Internet facility, which type of Internet connection are you using?												
Dialup	1	DSL / ADSL	2	Wireless / Broadband	3	Mobile (GPRS/EDGE)						4
Cable Broadband												5
Q.30 Indicate purpose of Internet use?												
a. E-mail	01	b. Voice communication	02	c. News / Sports/Entertainment								03
d. Employment help	04	e. Office work	05	f. Business/trade								06
g. Travel booking	07	h. Studies/Education	08	i. Watching movies								09
j. Chatting	10	k. Banking	11	l. Health/Medical								12
m. Online Shopping	13	n. Games	14	o. Other (specify)								15

Q.31	Do the females in your house use Internet?	Yes	1	No	0
Q.32	Do the children in your house use Internet?	Yes	1	No	0

E. Socioeconomic Impact of Telecom Growth

Q.33a Please, assess impact of Phone (FLL/WLL/Mobile) and Internet as beneficial for the following aspects of life.

	FLL / WLL			Mobile			Internet		
	No	Somewhat	Very much	No	Somewhat	Very much	No	Somewhat	Very much
a. Broadening of social circle	11	21	31	11	21	31	11	21	31
b. Better family cohesion	12	22	32	12	22	32	12	22	32
c. Improved access to health / medical facility	13	23	33	13	23	33	13	23	33
d. Helpful in education	14	24	34	14	24	34	14	24	34
e. Helpful in solving day to day problems	15	25	35	15	25	35	15	25	35
f. Improved interactions with civic authorities (gas, electric, water etc.) including e-government	16	26	36	16	26	36	16	26	36
g. Quick help in emergencies	17	27	37	17	27	37	17	27	37
h. Increased awareness of employment / work opportunities	18	28	38	18	28	38	18	28	38
i. Reduced need for travel	19	29	39	19	29	39	19	29	39

Q.33b Please, assess impact of Phone (FLL/WLL/Mobile) and Internet as beneficial for the following aspects of life.

	FLL / WLL			Mobile			Internet		
	No	Somewhat	Very much	No	Somewhat	Very much	No	Somewhat	Very much
a. Increased savings	11	21	31	11	21	31	11	21	31
b. Increased income	12	22	32	12	22	32	12	22	32

Q.34 May I know your monthly family income. Rs.

Q.35 Do you face any problem while using telecom facility such as:

a. None	00	b. Slow Speed-Internet	01
c. Frequent Disconnect-Internet	02	d. Congestion/Line Busy	03
e. Frequent Call Disconnection	04	f. Speech Not Clear	05
g. Coverage problem (weak signals)	06	h. Helpline / Directory Assistance Problem	07
i. Billing problem	08	j. Other (specify)	09

Disadvantages

Q.36 Do you think that phone (Fixed / WLL / Mobile) and Internet

	FLL / WLL ¹		Mobile ²		Internet ³	
	Yes	No	Yes	No	Yes	No
a. Creates tension?	11	10	11	10	11	10
b. Causes disturbance in work?	21	20	21	20	21	20
c. Wastes time?	31	30	31	30	31	30
d. Increases expenses?	41	40	41	40	41	40
e. Is misused for antisocial activity?	51	50	51	50	51	50
f. Is dangerous while driving?	61	60	61	60	61	60
g. Is a target for theft / robbery?	71	70	71	70	71	70
h. Any Other (specify)	81		81		81	

- If you have any suggestions, please tell frankly

Time taken on Interview	<input type="text"/>	<input type="text"/>	hrs.	<input type="text"/>	<input type="text"/>	mins.
Interviewer's remarks, if any:	<hr/>					
	<hr/>					
Signature:	<hr/>				Date:	<input type="text"/>
Interview ended at:	<input type="text"/>	<input type="text"/>	hrs.	<input type="text"/>	<input type="text"/>	mins.
Name of Interviewer:	<hr/>					
Checked by Supervisor:	<hr/>					
Supervisor's comments, if any:	<hr/>					
Data entered by (Name):	<hr/>					
Data entry checked by:	<hr/>					

Annex Tables

Volume-I

Annex Table - 5.1

Purpose for using FLL/WLL services by Income level, Pakistan, 2008

(Percent)

Purpose	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total	
					Percent	Number
Business	18.5	29.2	60	67.1	50.3	589
Family matters	22.8	34.1	66	76.5	56.2	658
Social contact / work	15.2	28.4	57.7	56.5	47.7	558
News / sports	1.1	4.2	8.6	2.4	6.6	77
Education	7.6	10.2	24.4	11.8	19	222
Health / medical	15.2	19.7	34.8	40	30.2	354
Shopping	8.7	13.6	35.2	35.3	28.3	331
Office work	12	13.6	39.7	43.5	31.9	374
Farm management	9.8	9.8	11.6	16.5	11.4	134
Live Stock management	9.8	8.3	8.1	14.1	8.7	102

Annex Table - 5.2

Purpose for using Mobile Phone by Income level, Pakistan, 2008

(Percent)

Purpose	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total	
					Percent	Number
Business	62	78	81.5	71.8	78.5	919
Family matters	84.8	93.9	89	70.6	88.5	1036
Social contact/work	71.7	84.8	84.4	68.2	82.3	964
News / sports	18.5	23.9	22.5	16.5	22	258
Education	26.1	29.2	31.4	15.3	29.3	343
Health / medical	41.3	49.2	46.6	38.8	46.2	541

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Shopping	23.9	44.3	50.5	36.5	46	539
Office work	29.3	34.5	48.6	52.9	44.2	518
Farm management	19.6	22	16.2	16.5	17.8	208
Live Stock management	15.2	18.6	11.4	16.5	13.7	160

Annex Table - 5.3
Purpose for using Internet Service by Income level, Pakistan, 2008

(Percent)

Purpose	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total	
					Percent	Number
Business	5.4	7.2	16.8	35.3	15.1	177
Family matters	1.1	4.2	9.6	9.4	7.7	90
Social contact/work	4.3	4.5	14.1	11.8	11	129
News/sports	10.9	8.7	18.8	23.5	16.2	190
Education	10.9	10.2	21.1	29.4	18.4	216
Health / medical	4.3	5.7	8.6	18.8	8.4	98
Shopping	6.5	4.2	10.7	22.4	9.7	114
Office work	5.4	6.8	16.6	29.4	14.4	169
Farm management	2.2	0.8	3	5.9	2.6	31
Live Stock management	2.2	1.1	1.8	5.9	2	23

Annex Table - 5.4
Purpose for using PCO/Payphone by Income level, Pakistan, 2008

(Percent)

Purpose	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total	
					Percent	Number
Business	14.1	9.8	6.4	5.9	7.8	91
Family matters	16.3	12.5	5.8	4.7	8	94
Social contact/work	14.1	11.4	4.9	4.7	7.1	83

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New/sports	6.5	4.5	0.7	-	2	23
Education	7.6	5.3	2.1	-	3.1	36
Health/ medical	9.8	6.4	2.6	1.2	3.9	46
Shopping	8.7	5.7	2.7	-	3.7	43
Office work	8.7	5.3	2.5	1.2	3.5	41
Farm management	8.7	6.8	1	-	2.8	33
Live Stock management	7.6	6.1	1	-	2.6	30

Annex Table - 5.5
Usage of FLL/WLL caused reduction in Letter writing, Meetings and Travel by Income level, Pakistan, 2008

(Percent)

Impact of FLL/WLL on		Up to Rs.5000	Rs.5001-10000	Rs.10001+	Not Responded	Total
Letters writing						
No change		5.4	5.3	6.2	9.4	6.1
Somewhat		18.5	18.9	32.9	16.5	27.4
Very much		25	26.5	37	52.9	34.8
Not response		51.1	49.2	24	21.2	31.6
Face to face meetings						
No change		5.4	5.3	6	5.9	5.8
Somewhat		27.2	31.8	42.9	34.1	38.5
Very much		14.1	13.3	24.8	34.1	22
Not responded		53.3	49.6	26.3	25.9	33.6
Travelling						
No change		9.8	4.5	7.1	9.4	6.9
Somewhat		21.7	26.1	36.2	32.9	32.5
Very much		17.4	19.7	28.6	31.8	26
Not responded		51.1	49.6	28.1	25.9	34.6
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table - 5.6
Usage of Mobile Phone caused reduction in Letter writing, Meetings and Travel by Income level, Pakistan, 2008

(Percent)

Impact of Mobile on		Up to Rs.5000	Rs.5001-10000	Rs.10001+	Not Responded	Total
Letters writing						
No change		9.8	6.4	5.3	5.9	6

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Somewhat		28.3	31.8	35.9	20	33.2
Very much		55.4	56.4	53.2	63.5	54.8
Not responded		6.5	5.3	5.6	10.6	6
Face to face meetings						
No change		15.2	5.7	4.8	4.7	5.8
Somewhat		33.7	48.1	51.8	36.5	48.4
Very much		41.3	40.5	38.1	41.2	39.1
Not responded		9.8	5.7	5.3	17.6	6.7
Travelling						
No change		12	4.2	5.5	4.7	5.6
Somewhat		29.3	43.2	46.2	35.3	43.4
Very much		52.2	48.5	42.2	40	44.2
Not responded		6.5	4.2	6.2	20	6.7
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table - 5.7
Usage of Internet caused reduction in Letter writing, Meetings and Travel by Income level,
Pakistan, 2008

(Percent)

Internet		Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total
Letters writing						
No change		8.7	11	10.3	15.3	10.7
Somewhat		5.4	10.2	15.6	10.6	13.2
Very much		13	11.7	21.6	40	20.1
Not responded		72.8	67	52.5	34.1	56
Face to face meetings						
No change		8.7	15.2	13.4	23.5	14.2
Somewhat		10.9	10.2	17.4	12.9	14.9
Very much		7.6	6.4	14.9	24.7	13.2
No response		72.8	68.2	54.2	38.8	57.7
Travelling						
No change		14.1	12.9	14.8	22.4	14.9
Somewhat		6.5	12.5	15.3	14.1	13.9
Very much		6.5	6.1	14.2	23.5	12.5
Not responded		72.8	68.6	55.6	40	58.8
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table - 5.8
Impact of Telecommunication Growth on income increase, improved efficiency and Savings in transportation cost by Income level, Pakistan, 2008

(Percent)

Impact on	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total
Income increase					
No impact	50	23.5	13.4	22.4	19.2
Somewhat	26.1	50.4	50	27.1	46.5
Very much	16.3	18.9	27.5	37.6	25.4
Adverse effect	3.3	3	3.3	2.4	3.2
Not respond	4.3	4.2	5.8	10.6	5.6
Saving in time					
No impact	12	6.1	4.5	3.5	5.4
Somewhat	38	39.8	36.3	30.6	36.8
Very much	45.7	51.9	55.5	57.6	54.1
Adverse effect	1.1	0.8	1.8	1.2	1.5
Not respond	3.3	1.5	1.9	7.1	2.3
Improved organizational efficiency					
No impact	21.7	20.1	11.9	12.9	14.6
Somewhat	29.3	35.6	41.5	28.2	38.3
Very much	30.4	31.1	34.8	44.7	34.3
Adverse effect	2.2	1.9	1.6	1.2	1.7
Not respond	16.3	11.4	10.1	12.9	11.1
Savings in transportation cost					
No impact	10.9	5.3	4.2	2.4	4.9
Somewhat	32.6	39	35.2	31.8	35.6
Very much	46.7	50.4	52.9	54.1	51.9
Adverse effect	1.1	0.8	2.6	2.4	2
Not respond	8.7	4.5	5.1	9.4	5.6
Total	Percent	100	100	100	100
	Number	92	264	730	85

Annex Table - 5.9
Impact of FLL/WLL on different Benefits of Life by Income level, Pakistan, 2008

(Percent)

FLL/WLL Impact	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total
Helpful in solving day to day problems					
No response	52.2	49.2	23	15.3	30.7
No impact	6.5	9.1	7.8	12.9	8.4
Somewhat	28.3	25.8	43.7	43.5	38.4
Very much	13	15.9	25.5	28.2	22.5
Help in search of work / livelihood					
No response	55.4	51.9	28.8	27.1	36
No impact	21.7	18.6	19.2	36.5	20.5
Somewhat	14.1	17.8	37.1	22.4	29.9
Very much	8.7	11.7	14.9	14.1	13.7
Increase in efficiency at work					
No response	57.6	51.5	26.4	23.5	34.3
No impact	12	15.2	11.2	20	12.8
Somewhat	26.1	21.6	40.5	30.6	34.4
Very much	4.3	11.7	21.5	25.9	18.4
Helpful in finding new customer					
No response	53.3	52.7	27	20	34.3
No impact	25	19.7	18.8	27.1	20.1
Somewhat	15.2	18.9	37.5	23.5	30.6
Very much	6.5	8.7	16.7	29.4	15
Increase in sales and turnover					
No response	55.4	53	26.4	21.2	34.3
No impact	18.5	20.5	15.6	25.9	17.7
Somewhat	16.3	18.6	39.5	31.8	32.4
Very much	9.8	8	18.5	21.2	15.6
Increase in income					
No response	55.4	53.4	25.3	23.5	33.9
No impact	21.7	21.6	17.3	28.2	19.4
Somewhat	17.4	18.9	41	28.2	33.2
Very much	5.4	6.1	16.4	20	13.5
Helpful in instant market/ price information					
No response	55.4	53	26.7	27.1	34.9
No impact	21.7	18.9	14.5	23.5	16.7
Somewhat	13	17.8	36.8	25.9	29.9

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Very much		9.8	10.2	21.9	23.5	18.4
Providing information on new products						
No response		56.5	54.2	27.9	24.7	35.9
No impact		23.9	18.6	21.1	24.7	21
Somewhat		14.1	17.4	32.9	27.1	27.5
Very much		5.4	9.8	18.1	23.5	15.6
Better interaction with utility departments						
No response		58.7	54.2	29.9	30.6	37.7
No impact		16.3	15.5	16.7	16.5	16.4
Somewhat		18.5	19.3	36.8	23.5	30.5
Very much		6.5	11	16.6	29.4	15.5
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table - 5.10
Impact of Mobile Phone on different Benefits of Life by Income level, Pakistan, 2008
(Percent)

Mobile Impact	Up to Rs.5000	Rs.5001-10000	Rs.10001+	Not Responded	Total
Helpful in solving day to day problems					
No response	4.3	1.5	3	12.9	3.5
No impact	10.9	6.4	6.2	10.6	6.9
Somewhat	50	53	47.7	36.5	48.2
Very much	34.8	39	43.2	40	41.3
Help in search of work / livelihood					
No response	9.8	7.6	10	20	10.2
No impact	26.1	17.4	19.6	31.8	20.5
Somewhat	35.9	45.8	44.9	30.6	43.4
Very much	28.3	29.2	25.5	17.6	26
Increase in efficiency at work					
No response	8.7	5.3	7.7	20	8.1
No impact	20.7	20.5	12.2	18.8	15.2
Somewhat	42.4	42.4	48.1	35.3	45.4
Very much	28.3	31.8	32.1	25.9	31.3
Helpful in finding new customer					
No response	9.8	6.4	9.3	21.2	9.6
No impact	41.3	29.2	20.3	20	23.9
Somewhat	26.1	37.5	43.8	29.4	40

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Very much		22.8	26.9	26.6	29.4	26.6
Increase in sales and turnover						
No response		9.8	8.3	7.8	21.2	9.1
No impact		34.8	27.7	17.8	23.5	21.8
Somewhat		33.7	38.6	48.5	24.7	43.4
Very much		21.7	25.4	25.9	30.6	25.8
Increase in income						
No response		10.9	5.3	6.6	21.2	7.7
No impact		45.7	30.3	19.2	25.9	24.3
Somewhat		26.1	43.9	50.4	31.8	45.7
Very much		17.4	20.5	23.8	21.2	22.4
Helpful in instant market / price information						
No response		10.9	9.1	7.1	23.5	9.1
No impact		30.4	29.2	18.8	21.2	22.2
Somewhat		40.2	36.4	46.2	23.5	41.8
Very much		18.5	25.4	27.9	31.8	26.9
Providing information on new products						
No response		12	11	9.5	24.7	11.1
No impact		33.7	29.9	23.4	25.9	25.9
Somewhat		35.9	37.5	43.6	25.9	40.3
Very much		18.5	21.6	23.6	23.5	22.7
Better interaction with utility departments						
No response		16.3	13.3	14.5	36.5	16
No impact		30.4	34.1	30.5	20	30.6
Somewhat		33.7	33	43	32.9	39.3
Very much		19.6	19.7	11.9	10.6	14.2
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table - 5.11
Impact of Internet Service on different Benefits of Life by Income level, Pakistan, 2008
(Percent)

Internet Service Impact	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total
Helpful in solving day to day problems					
No response	68.5	67.4	49.7	41.2	54.6
No impact	17.4	17	22.6	30.6	21.5
Somewhat	12	9.8	16.2	16.5	14.4
Very much	2.2	5.7	11.5	11.8	9.5
Help in search of work / livelihood					
No response	68.5	68.9	51.5	42.4	56.1
No impact	7.6	12.9	21	18.8	17.9
Somewhat	17.4	11.7	15.6	24.7	15.5
Very much	6.5	6.4	11.9	14.1	10.4
Increase in efficiency at work					
No response	68.5	68.9	51.2	36.5	55.5
No impact	13	14.8	20.8	16.5	18.5
Somewhat	14.1	9.5	15.1	24.7	14.4
Very much	4.3	6.8	12.9	22.4	11.5
Helpful in finding new customer					
No response	69.6	69.3	52.6	37.6	56.6
No impact	15.2	16.3	25.6	22.4	22.5
Somewhat	12	9.1	12.5	16.5	12
Very much	3.3	5.3	9.3	23.5	9
Increase in sales and turnover					
No response	69.6	70.1	53.3	42.4	57.6
No impact	18.5	17	25.8	22.4	23
Somewhat	7.6	8.3	11.1	18.8	10.8
Very much	4.3	4.5	9.9	16.5	8.7
Increase in income					
No response	69.6	69.3	51.8	41.2	56.4
No impact	18.5	20.1	26	22.4	23.8
Somewhat	8.7	7.6	13.6	18.8	12.2
Very much	3.3	3	8.6	17.6	7.6
Helpful in instant market / price information					
No response	69.6	68.9	51.5	44.7	56.4
No impact	10.9	13.6	21	12.9	17.9
Somewhat	10.9	10.6	14.1	20	13.5
Very much	8.7	6.8	13.4	22.4	12.2
Providing information on new products					
No response	70.7	70.1	52.1	37.6	56.5

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No impact		9.8	13.6	18.5	14.1	16.4
Somewhat		10.9	11	12.2	25.9	12.8
Very much		8.7	5.3	17.3	22.4	14.3
Better interaction with utility departments						
No response		70.7	70.1	54.2	49.4	58.8
No impact		14.1	15.2	29.7	27.1	25
Somewhat		7.6	10.6	9.5	18.8	10.2
Very much		7.6	4.2	6.6	4.7	6
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table - 5.12
FLL/WLL made Impact on different Benefits of Life by Income level, Pakistan, 2008

(Percent)

Impact of FLL/ WLL		Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total
Ease of remittances						
No response		54.3	50.4	27.9	23.5	34.8
No impact		18.5	17.4	25.5	28.2	23.3
Somewhat		18.5	24.2	34	24.7	29.9
Very much		8.7	8	12.6	23.5	12
Reduction in transaction time of deals						
No response		56.5	49.6	25.3	20	32.9
No impact		14.1	10.6	10.3	11.8	10.8
Somewhat		21.7	26.9	45.3	42.4	39.1
Very much		7.6	12.9	19	25.9	17.3
Helpful in crop management						
No response		63	63.3	54.1	64.7	57.6
No impact		21.7	15.2	17.1	22.4	17.4
Somewhat		9.8	12.9	21.9	8.2	17.9
Very much		5.4	8.7	6.8	4.7	7
Helpful in livestock management						
No response		63	62.9	56.3	65.9	59
No impact		20.7	18.6	18.6	21.2	19
Somewhat		13	12.1	19.3	11.8	16.7
Very much		3.3	6.4	5.8	1.2	5.4
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table - 5.13
Mobile Phone made Impact on different Benefits of Life by Income level, Pakistan, 2008
(Percent)

Impact of Mobile		Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total
Ease of remittances						
No response		10.9	7.6	8.5	17.6	9.1
No impact		28.3	20.5	24	27.1	23.7
Somewhat		30.4	48.9	48.9	29.4	46
Very much		30.4	23.1	18.6	25.9	21.1
Reduction in transaction time of deals						
No response		7.6	4.2	5.8	16.5	6.3
No impact		14.1	12.1	10.4	7.1	10.8
Somewhat		48.9	51.9	55.1	44.7	53.1
Very much		29.3	31.8	28.8	31.8	29.7
Helpful in crop management						
No response		27.2	32.6	42.1	60	40.1
No impact		31.5	25	21.4	18.8	22.8
Somewhat		27.2	24.2	25.9	15.3	24.9
Very much		14.1	18.2	10.7	5.9	12.3
Helpful in livestock management						
No response		31.5	33.3	46.4	62.4	43.5
No impact		31.5	28.4	23.4	20	24.9
Somewhat		22.8	20.8	20.7	12.9	20.3
Very much		14.1	17.4	9.5	4.7	11.3
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table - 5.14
Internet made Impact on different Benefits of Life by Income level, Pakistan, 2008
(Percent)

Impact of Internet	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	No Response	Total
Ease of remittances					
No response	69.6	67.4	52.6	38.8	56.3
No impact	14.1	20.5	25.6	28.2	23.7
Somewhat	14.1	8	13.3	16.5	12.4
Very much	2.2	4.2	8.5	16.5	7.6
Reduction in transaction time of deals					
No response	69.6	68.2	53.3	36.5	56.7
No impact	9.8	14.8	22.2	17.6	19.2
Somewhat	16.3	11	15.1	22.4	14.8
Very much	4.3	6.1	9.5	23.5	9.3
Helpful in crop management					
No response	72.8	73.9	70.4	70.6	71.4
No impact	17.4	16.3	19.7	22.4	19
Somewhat	4.3	6.4	7.4	5.9	6.8
Very much	5.4	3.4	2.5	1.2	2.8
Helpful in livestock management					
No response	72.8	74.2	71.5	71.8	72.2
No impact	16.3	17	18.4	20	18
Somewhat	6.5	5.3	7.7	7.1	7
Very much	4.3	3.4	2.5	1.2	2.7
Total	Percent	100	100	100	100
	Number	92	264	730	85
					1171

Annex Table - 5.15
Respondents reporting Impact Assessment of Competition in LDI and Calling Cards by Income level, Pakistan, 2008
(Percent)

Impact assessment	Up to Rs.5000	Rs.5001- 10000	Rs.10001+	Not Responded	Total
Increased business through overseas contact					
No effect	87	84.5	79	64.7	79.8
Somewhat	10.9	13.3	16	23.5	15.5
Very much	2.2	2.3	4.9	11.8	4.6
Increased family contact at national and International level					
No effect	81.5	79.2	69.2	63.5	72
Somewhat	9.8	13.3	17.8	24.7	16.7
Very much	8.7	7.6	13	11.8	11.4

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Reduction in business travel						
No effect		82.6	83	72.1	65.9	74.9
Somewhat		10.9	11.4	18.8	23.5	16.8
Very much		6.5	5.7	9.2	10.6	8.3
Reduction in expenditure on telecom						
No effect		85.9	84.5	74.4	70.6	77.3
Somewhat		9.8	12.1	19.5	22.4	17.3
Very much		4.3	3.4	6.2	7.1	5.5
Total	Percent	100	100	100	100	100
	Number	92	264	730	85	1171

Annex Table 7.1
Direct Employment Projections, Telecommunication Sector, Pakistan, 2008/09 – 2017/18

Service / Year	FLL	WLL	Mobile Phone	Internet Broad-band	LDI	Pay Phones	VTS	Call Centers	Net Café	Tele Centers	Direct Employment Grand Total
2008-09	38300	1683	20577	12920	11387	249259	1100	1500	3000	1000	340726
2009-10	35000	1683	23826	15050	11400	261571	1300	1600	3100	1500	356030
2010-11	34000	1683	25342	17200	11400	273733	1560	1700	3300	2000	371918
2011-12	33000	1683	26426	19700	11400	286193	1800	1800	3600	2500	388102
2012-13	32000	1700	27076	22100	11400	298505	2160	1900	4000	3250	404091
2013-14	31000	1700	27764	24250	11400	310817	2590	2000	4500	4250	420271
2014-15	30000	1700	28388	26450	11400	321329	3110	2100	5100	5500	435077
2015-16	29000	1700	29012	28550	11400	347692	3730	2200	5800	7000	466084
2016-17	28000	1700	29571	30820	11400	347754	4476	2300	6600	8750	471371
2017-18	27000	1700	30000	33050	11400	360000	4900	2400	7500	10750	488700

Source: TEACH Research

Annex Table 7.2
Indirect Employment Projection Telecommunication sector, Pakistan, 2008/09 – 2017/18

Indirect Employment	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
FLL	5,340	5,640	5,925	6,210	6,495	6,780	7,015	7,200	7435	7,670
WLL	8678	9444	10210	10770	11320	11790	12248	12706	13164	13520
Mobile	371,237	410,443	443,243	474,500	504,085	533,251	561,708	589,255	616,703	640,428
LDI	540	550	570	600	620	630	660	670	690	710

Source: TEACH Research

Annex Table 7.3
Induced Employment Projections in Telecommunication Sector, Pakistan, 2008/09 – 2017/18

Service/Year	FLL	WLL	Mobile Phone	Internet / Broad-band	LDI	Induced Employment Total
2008-09	69824	16578	626902	20672	19083	753059
2009-10	65024	17803	694830	24080	19120	820858
2010-11	63880	19029	749736	27520	19152	879317
2011-12	62736	19925	801482	31520	19200	934862
2012-13	61592	20832	849858	35360	19232	986874
2013-14	60448	21584	897624	38800	19251	1037707
2014-15	59224	22317	944154	42320	19296	1087310
2015-16	57920	23050	989227	45680	19312	1135189
2016-17	56696	23782	1034038	48352	19344	1182213
2017-18	55472	24352	1072685	51280	19376	1223165

Source: TEACH Research

Annex Table 7.4
Employment Projections in Fixed Local Loop (FLL), Pakistan, 2008/09 -2017/18

Service/Year	Direct Employment	Indirect Employment				Total Indirect	Total Direct+ Indirect	Induced = B*1.6	Grand Total =(B+C)
	FLL operators	Vendors	Contract Companies	Security Guards	Outside Plant Contractor				
2008-09	38,300	140	450	4,000	750	5,340	43,640	69,824	113,464
2009-10	35,000	140	450	4,250	800	5,640	40,640	65,024	105,664
2010-11	34,000	140	460	4,500	825	5,925	39,925	63880	103,805
2011-12	33,000	140	470	4,750	850	6,210	39,210	62,736	101,946
2012-13	32,000	140	480	5,000	875	6,495	38,495	61592	100,087
2013-14	31,000	140	490	5,250	900	6,780	37,780	60,448	98,228
2014-15	30,000	140	500	5,450	925	7,015	37,015	59,224	96,239
2015-16	29,000	140	510	5,600	950	7,200	36,200	57,920	93,490
2016-17	28,000	140	520	5,800	975	7,435	35,435	56,696	92131
2017-18	27,000	140	530	6000	1,000	7,670	34670	55,472	90142

Source: TEACH Research

Annex Table 7.5
Projections in Wireless Local Loop (WLL), Pakistan, 2008/09 -2017/18

Service /Year	Direct Employees	Indirect Employees					Direct	Indirect	Total Direct + Indirect	Induced = B*1.6	Grand Total (B + C)
	WLL operators	Vendors	Security Cell Sites (2470)	Tower Installation and service companies	WLL Outlets	Tower Designers					
2008-09	1,683	600	5,558	500	2,000	20	1,683	8678	10,361	16578	26,939
2009-10	1,683	600	6,174	650	2,000	20	1,683	9444	11,127	17803	28,930
2010-11	1,683	600	6,790	800	2,000	20	1,683	10210	11,893	19029	30,922
2011-12	1,683	600	7,200	950	2,000	20	1,683	10770	12,453	19925	32,378
2012-13	1,700	600	7,600	1100	2,000	20	1,700	11320	13,020	20832	33,852
2013-14	1,700	600	7,920	1250	2,000	20	1,700	11790	13,490	21584	35,074
2014-15	1,700	600	8,228	1400	2,000	20	1,700	12248	13,948	22317	36,265
2015-16	1,700	600	8,536	1550	2,000	20	1,700	12706	14,406	23050	37,456
2016-17	1,700	600	8,844	1700	2,000	20	1,700	13164	14,864	23782	38,646
2017-18	1,700	600	9,050	1850	2,000	20	1,700	13520	15,220	24352	39,572

Source: TEACH Research

Annex Table 7.6
Employment Projections in Mobile phone, Pakistan, 2008/09-2017/18

Mobile	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Direct Employment										
CMOs	20577	23826	25342	26426	27076	27764	28388	29012	29571	30000
Indirect Employment										
Vendors of Equipments	7,500	8,000	8,500	9,000	9,500	10,000	10,500	11,000	11,500	12,000
Tower Designers	220	230	240	250	260	270	280	290	300	300
Tower Manufacturers	600	650	700	750	800	850	900	950	1000	1050
Tower Installation Companies	7500	8000	8500	9000	9300	9500	9600	9700	9800	9850
Subcontractor	1300	1400	1500	1600	1650	1700	1750	1800	1850	1900
Franchise holders	18263	21447	22491	23450	24199	24815	25368	25921	26425	27300
Cellular Shops	260000	285000	310000	335000	360000	385000	410000	435000	460000	480000
Free lance card sellers	26090	30210	32130	33500	34570	35450	36240	37030	37750	39000
Tower Security	48864	54546	58182	60910	62726	64546	65910	66364	66818	67728
Service Companies	400	440	460	480	500	520	540	560	600	620
Consulting Companies	500	520	540	560	580	600	620	640	660	680
Total Indirect	371237	410443	443243	474500	504085	533251	561708	589255	616703	640428
Total Direct + Indirect	391814	434269	468585	500926	531161	561015	590096	618267	646274	670428
Induced =B*1.6	626902	694830	749736	801482	849858	897624	944154	989227	1034038	1072685
Grand Total=(B+C)	1018716	1129099	1218321	1302408	1381019	1458639	1534250	1607494	1680312	1743113

Source: TEACH Research

Annex Table - 7.7
Employment Projections in Internet and Broadband, Pakistan, 2008/09-2017/18

Service/Year	Direct Employment		Total Direct	Induced (A*1.6)	Grand Total (A+B)
	ISP / Internet	Broadband			
2008-2009	7,920	5,000	12,920	20,672	33,592
2009-2010	8,450	6,600	15,050	24,080	39,130
2010-2011	8,850	8,350	17,200	27,520	44,720
2011-2012	9,750	9,950	19,700	31,520	51,220
2012-2013	10,500	11,600	22,100	35,360	57,460
2013-2014	11,000	13,250	24,250	38,800	63,050
2014-2015	11,550	14,900	26,450	42,320	68,770
2015-2016	12,000	16,550	28,550	45,680	74,230
2016-2017	12,600	18,220	30,820	49,312	80,132
2017-2018	13,050	20,000	33,050	52,880	85,930

Source: TEACH Research

Annex Table - 7.8
Employment Projections in Long Distance and International (LDI), Pakistan, 2008/09-2017/18

Service/Year	Direct Employment	Indirect Employment				Total Indirect	Total Direct + Indirect	Induced = B*1.6	Grand Total (B+C)
	Direct LDI Companies	Vendor for equipment	Outsource Contractors	Service Companies	Consulting Companies				
2008-2009	11,387	250	200	60	30	540	11927	19083	31010
2009-2010	11,400	260	200	60	30	550	11950	19120	31070
2010-2011	11,400	270	200	60	40	570	11970	19152	31122
2011-2012	11,400	280	210	60	50	600	12000	19200	31170
2012-2013	11,400	280	220	60	60	620	12020	19232	31252
2013-2014	11,400	280	220	60	70	630	12030	19251	31281
2014-2015	11,400	290	230	60	80	660	12060	19296	31356
2015-2016	11,400	290	240	60	80	670	12070	19312	31382
2016-2017	11,400	290	250	60	90	690	12090	19344	31434
2017-2018	11,400	290	260	60	100	710	12110	19376	31486

Source: TEACH Research

Annex Table 7.9
Yearly Employment Projections in Payphones, Pakistan, 2008/09 -2017/18

Service/Year	Direct Employment	Total Direct	Grand Total
	Pay phone		
2008-09	249259	249259	249259
2009-10	261571	261571	261571
2010-11	273733	273733	273733
2011-12	286193	286193	286193
2012-13	298505	298505	298505
2013-14	310817	310817	310817
2014-15	321329	321329	321329
2015-16	347692	347692	347692
2016-17	347754	347754	347754
2017-18	360000	360000	360000

Source: TEACH Research

Annex Table 7.10
Employment Projections in Vehicle Tracking System, Pakistan, 2008/09 -2017/18

VTS	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Direct Employment										
VTS	1,100	1,300	1,560	1,800	2,160	2,590	3,110	3,730	4,476	4,900
Total Direct	1,100	1,300	1,560	1,800	2,160	2,590	3,110	3,730	4,476	4,900
Grand Total	1,100	1,300	1,560	1,800	2,160	2,590	3,110	3,730	4,476	4,900

Source: TEACH Research

Annex Table 7.11
Employment Projections, Call Centres Pakistan, 2008/09 -2017/18

Call Centers	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Direct Employment										
Call Centers	1,500	1,600	1,700	1,800	1,900	2,000	2,100	2,200	2,300	2,400
Total Direct	1,500	1,600	1,700	1,800	1,900	2,000	2,100	2,200	2,300	2,400
Grand Total	1,500	1,600	1,700	1,800	1,900	2,000	2,100	2,200	2,300	2,400

Source: TEACH Research

Annex Table 7.12
Employment Projections, Net Cafes, Pakistan, 2008/09 -2017/18

Net cafes	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Direct Employment										
Net Cafes	3,000	3,100	3,300	3,600	4,000	4,500	5,100	5,800	6,600	7,500
Total Direct	3,000	3,100	3,300	3,600	4,000	4,500	5,100	5,800	6,600	7,500
Grand Total A	3,000	3,100	3,300	3,600	4,000	4,500	5,100	5,800	6,600	7,500

Source: TEACH Research

Annex Table 7.13
Employment Projections, Tele Centres, Pakistan, 2008/09 -2017/18

Tele centre	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Direct Employment										
Tele center	1,000	1,500	2,000	2,500	3,250	4,250	5,500	7,000	8,750	10,750
Total Direct	1000	1500	2000	2500	3250	4250	5500	7000	8750	10750
Grand Total	1000	1500	2000	2500	3250	4250	5500	7000	8750	10750

Source: TEACH Research

Annex Table 7.14
Employment Projections in Telecommunication Sector, Pakistan, 2008/09 – 2017/18

Service / Year	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
FLL	113464	105664	103805	101946	100087	98228	96239	93490	92131	90142
WLL	26939	28930	30922	32378	33852	35074	36265	37456	38646	39572
Mobile	1018716	1129099	1218321	1302408	1381019	1458639	1534250	1607494	1680312	1743113
Internet / Broadband	33592	39130	44720	51220	57460	63050	68770	74230	80132	85930
LDI	31010	31070	31122	31170	31252	31281	31356	31382	31434	31486
Pay Phones	249259	261571	273733	286193	298505	310817	321329	347692	347754	360000
VTS	1100	1300	1560	1800	2160	2590	3110	3730	4476	4900

Call Centers	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400
Net Café	3000	3100	3300	3600	4000	4500	5100	5800	6600	7500
Tele Centers	1000	1500	2000	2,500	3,250	4,250	5,500	7,000	8,750	10750
Employment Grand Total	1479580	1602965	1711183	1815014	1913485	2010429	2104018	2210474	2292536	2375793

Source: TEACH Research

Volume-II

Annex Table-1.1
Number of respondents by Residence and Region, Pakistan, 2008

(Percent)

Region	Urban	Rural	Total
Punjab	60.3	47.9	56.0
Sindh	23.6	14.6	20.4
Balochistan	6.9	6.9	6.9
NWFP	8.0	26.9	14.6
AJK / FANA	1.2	3.7	2.1
Total	100	100	100

Annex Table - 1.2
Age Distribution of Respondents by Residence and Region, Pakistan, 2008

(Percent)

Background characteristics	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total
Gender								
Males	72	76	85.1	91.5	76.1	73.7	82.3	76.7
Females	28	24	14.9	8.5	23.9	26.3	17.7	23.3
Age group (Year)								
< 20	14.7	7.7	14.9	9.4	15.6	13.9	10.1	12.5
20 - 39	57.6	66	62	50.4	48.6	58.3	58.4	58.3
40 - 59	18.8	19.5	11.6	27.5	12.8	19.5	19.8	19.6
60 +	8.9	6.8	11.5	12.7	22.9	8.4	11.7	9.5
Age group								
< 20	14.7	7.7	14.9	9.4	15.6	13.9	10.1	12.5
20 - 24	17.9	18.5	22.3	9.9	15.6	17.7	16	17.1
25 - 29	16.7	16.6	17.1	13.2	16.5	16.3	16	16.2
30 - 34	12.6	17.8	14.2	13.9	12.8	13.8	14.4	14
35 - 39	10.4	13.1	8.3	13.4	3.7	10.6	12	11.1
40 - 44	8.6	9.9	7	13.7	5.5	9.2	10	9.5
45 - 49	5.6	4.9	3.8	7.1	4.6	5.8	5	5.5
50 - 54	3	2.7	0.4	4.6	2.3	2.9	3	3
55 - 59	1.7	1.9	0.4	2	0.5	1.6	1.7	1.6
60 - 64	0.8	1.2	0.4	1.3	-	0.9	1	0.9

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65 - 69	0.4	0.6		0.2	-	0.5	0.3	0.4
70 +	7.7	5	11.1	11.2	22.9	7.1	10.4	8.2
Age group								
< 20	14.7	7.7	14.9	9.4	15.6	13.9	10.1	12.5
20 - 29	34.5	35.1	39.4	23.1	32.1	33.9	32	33.3
30 - 39	23	30.9	22.6	27.3	16.5	24.4	26.4	25.1
40 - 49	14.2	14.9	10.8	20.8	10.1	14.9	15.1	15
50 - 59	4.6	4.6	0.8	6.6	2.8	4.5	4.8	4.6
60 +	8.9	6.8	11.5	12.7	22.9	8.4	11.7	9.5
Total								
Percent	100	100	100	100	100	65.1	34.9	100
Number	5937	2168	731	1550	218	6906	3698	10604
Age of respondent								
Mean	35.5	34.7	35.7	40.8	44.6	35.2	38.4	36.3
Median	30	30.5	28	35	31	30	32	30

Annex Table - 1.3
Age Distribution of Respondents by Sex, Pakistan, 2008

(Percent)

Age groups (Year)	Males		Females		Total	
	Percent	Number	Percent	Number	Percent	Number
Age group						
< 20	67.6	899	32.4	431	100	1330
20 - 39	74	4580	26	1607	100	6187
40 - 59	88.7	1843	11.3	234	100	2077
60 +	79.9	807	20.1	203	100	1010
Age group						
< 20	67.6	899	32.4	431	100	1330
20 - 24	64.4	1168	35.6	646	100	1814
25 - 29	75	1285	25	429	100	1714
30 - 34	78	1159	22	326	100	1485
35 - 39	82.5	968	17.5	206	100	1174
40 - 44	88.8	891	11.2	112	100	1003
45 - 49	86.7	507	13.3	78	100	585
50 - 54	91.1	287	8.9	28	100	315
55 - 59	90.8	158	9.2	16	100	174
60 - 64	83.2	79	16.8	16	100	95
65 - 69	83.3	35	16.7	7	100	42
70 +	79.4	693	20.6	180	100	873
Age group						
< 20	11.1		17.4		12.5	
20 - 29	30.1		43.4		33.3	
30 - 39	26.2		21.5		25.1	
40 - 49	17.2		7.7		15.0	

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50 – 59	5.5	1.8	4.6
60 +	9.9	8.2	9.5
Total	100	100	100
Mean age	37.6	32.2	36.3
Median age	32	26	30

Annex Table - 1.4
Knowledge about Telecommunication Services / Gadgets by Residence and Region, Pakistan, 2008
(Percent)

Type of Telecom Services / Gadgets	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
FLL	86.6	82.1	89.7	89.4	80.7	86.6	85.3	86.2	9137
WLL	48.1	40.4	59.8	48.1	21.6	48.7	43.1	46.8	4960
Mobile phone	87.9	93.1	91.1	87.8	89	90.1	87.6	89.2	9461
SMS	58	69.7	56.6	65	49.5	64.1	55.7	61.2	6485
MMS	27.5	36.5	18.6	28.4	11	33.3	19.7	28.5	3026
WiMax/Broadband	12.3	12.4	5.6	11.9	6.9	14.8	6	11.7	1241
PC	40.2	44.6	45.8	49.9	45.4	47.6	34.6	43	4562
Internet	57	71.8	68.3	52.8	61	65.2	51.1	60.3	6389
Calling cards	51.5	37.4	42.1	59.2	28.9	51.2	44	48.7	5160
PCO/ Payphone	67.4	71.7	75	62	36.7	68.3	65.7	67.4	7145
Fax	29.3	22.7	28	35.2	24.3	32.3	21.8	28.6	3036
Car tracker	14.8	14.6	5.5	6.7	7.3	16.2	6.5	12.8	1357

Annex Table - 1.5
Knowledge about Telecommunication Services / Gadgets by Sex, Pakistan, 2008
 (Percent)

Type of Telecom services / Gadgets	Male	Female	Total	
			Percent	Number
FLL	86.4	85.5	86.2	9137
WLL	49.1	39.0	46.8	4960
Mobile	89.4	88.5	89.2	9461
SMS	60.8	62.2	61.2	6485
MMS	28.1	29.9	28.5	3026
WiMax /Broadband	12.2	10.0	11.7	1241
PC	42.9	43.4	43	4562
Internet	61.1	57.5	60.3	6389
Calling Cards	49.7	45.2	48.7	5160
PCO/ Payphone	69.4	60.7	67.4	7145
Fax	30.2	23.4	28.6	3036
Car tracker	13.6	10.1	12.8	1357

Annex Table - 1.6
Use of Telecommunication Services/Gadgets, by Residence and Region, Pakistan, 2008
 (Percent)

Type of Telecom services / Gadgets	Punjab	Sindh	Balochistan	NWFP	AJK/FANA	Urban	Rural	Total	
								Percent	Number
FLL	74.3	67.2	72	78.1	66.5	75.4	68.8	73.1	7750
WLL	31.2	18.1	28.6	18.6	9.2	28	22.3	26.1	2763
Mobile	80.7	88.7	81.7	71	80.7	84	75.3	81	8588
SMS	43.9	56.1	39.9	44	23.9	50.4	37	45.7	4848
MMS	19.4	25.1	10.3	17.1	10.1	23.2	12.2	19.4	2056
WiMax/ Broadband	4.2	3.4	2.3	5.2	3.2	5.1	1.9	4	425
PC	21.3	29.9	25.3	26.9	24.3	27.5	18	24.2	2566
Internet	49.1	61.8	60.3	37.2	45.4	56.1	40.5	50.6	5368
Calling cards	32.5	19	18.3	28.6	12.8	29.9	23.9	27.8	2947
PCO/ Payphones	60.7	61.8	61.3	31.9	25.2	59.2	50.1	56	5942
Fax	13.3	10.2	8.2	11.5	12.4	14.6	7.4	12.1	1278

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Car tracker	6.5	4.1	1.8	2.7	3.7	6.4	2.7	5.1	539
At least one service	97.8	99	98.4	97.4	96.8	98	97.9	98	10393

Annex Table - 1.7
Use of Telecommunication Services/Gadgets, by Sex, Pakistan, 2008

(Percent)

Type of Telecom services / Gadgets	Males	Females	Total	
			Percent	Number
FLL	72.3	75.6	73.1	7750
WLL	27.1	22.6	26.1	2763
Mobile	80.7	81.9	81	8588
SMS	45.3	47.1	45.7	4848
MMS	18.4	22.5	19.4	2056
WiMax/ Broadband	4.1	3.8	4	425
PC	23.9	25.1	24.2	2566
Internet	50.9	49.8	50.6	5368
Calling cards	28.0	27.2	27.8	2947
PCO/ Payphones	57.3	51.8	56	5942
Fax	13.2	8.3	12.1	1278
Car tracker	5.2	4.6	5.1	539
At least one service	98.1	97.6	98	10393

Annex Table - 1.8
Telecommunication Services/Gadgets Owned by Respondents by Residence and Region, Pakistan, 2008

(Percent)

Type of Telecom services / Gadgets	Punjab	Sindh	Baloch-istan	NWFP	AJK/ FANA	Urban	Rural	Total	
								Percent	Number
FLL	60.1	46.4	49.9	68.8	43.1	59.8	53.4	57.6	6103
WLL	20.4	12.4	17.1	13.5	9.6	18.7	14.6	17.3	1833
Mobile	74.8	82.6	71.4	65.6	81.7	78.4	68.6	75	7949
WiMax / Broadband	2.5	1.2	1.8	4.4	3.2	3	1.5	2.5	263
PC	16.4	23.7	20.4	24.7	20.2	22.3	14	19.4	2062
Internet	22.8	22.5	18.2	25.4	18.3	26.9	14.8	22.7	2404
Fax	7.3	5.6	2.5	3.8	3.2	7.6	2.9	6	637
Car tracker	4.8	3	1.2	1	1.4	4.8	1.2	3.6	377
At least one own service	93.5	95	90.4	94.1	95.4	94.8	91.7	93.7	9936

Annex Table - 1.9
Telecommunication Services/Gadgets Owned by Respondents, by Sex, Pakistan, 2008
 (Percent)

Telecom services / gadgets	Males	Females	Total	
			Percent	Number
FLL	57.8	57.8	57.6	6103
WLL	18.1	14.7	17.3	1833
Mobile	74.7	76	75	7949
WiMax / Broadband	2.5	2.5	2.5	263
PC	19.5	19.3	19.4	2062
Internet	22.9	21.8	22.7	2404
Fax	6.4	4.7	6	637
Car tracker	3.6	3.5	3.6	377
At least one service own	93.4	94.8	93.7	9936

Annex Table - 1.10
Reasons for not having FLL / WLL by Residence and Region, Pakistan, 2008
 (Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
Facility not available	8.9	10.8	10	5.1	16.1	9.1	8.7	8.9	949
Cannot afford	15	23.8	17	9.3	19.3	15.3	17.9	16.2	1719
Have no use of it	2.7	4.2	1.8	2.1	2.8	3.2	2.3	2.9	305
Find it complicated	4	4.7	1.8	2	4.1	4	3.1	3.7	389

Annex Table - 1.11
Reasons for not having FLL/WLL by Sex, Pakistan, 2008
 (Percent)

Reasons	Males	Females	Total	
			Percent	Number
Facility not available	8.7	9.9	8.9	949
Cannot afford	16.6	14.9	16.2	1719
Have no use of it	2.6	3.8	2.9	305
Find it complicated	3.5	4.1	3.7	389

Annex Table – 1.12
Reasons for not having Mobile phone by Residence and Region, Pakistan, 2008

(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
Facility not available	4.1	6.4	2.5	15.3	2.8	4.2	9.5	6.1	644
Cannot afford	9.1	6.6	11.1	5.2	3.2	7.2	9.5	8	850
Have no use of it	3.8	2.3	4.4	2.9	2.8	3.3	3.6	3.4	361
Find it complicated	2.8	2.3	1.5	1.4	2.3	2.6	1.9	2.4	251

Annex Table - 1.13
Reasons for not having Mobile Phone by Sex, Pakistan, 2008

(Percent)

Reasons	Males	Females	Total	
			Percent	Number
Facility not available	6.8	3.8	6.1	644
Cannot afford	8.3	6.9	8	850
Have no use of it	3.2	4.1	3.4	361
Find it complicated	2.4	2.3	2.4	251

Annex Table - 1.14
Reasons for not having Internet by Residence and Region, Pakistan, 2008

(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
Facility not available	12.1	12.9	11.2	12.2	14.2	10.1	16.2	12.3	1300
Cannot afford	20.4	20.6	21.2	22.6	15.1	17.5	26.6	20.7	2194
Have no use of it	14	16.1	11.5	17	7.8	12.5	18.5	14.6	1546
Find it complicated	10	8.1	4.2	7.5	8.7	9	8.5	8.8	936

Annex Table - 1.15
Reasons for not having Internet by Sex, Pakistan, 2008

(Percent)

Reasons	Males	Females	Total	
			Percent	Number
Facility not available	12.2	12.6	12.3	1300
Cannot afford	22.0	16.4	20.7	2194
Have no use of it	14.9	13.4	14.6	1546
Find it complicated	8.7	9.4	8.8	936

Annex Table - 1.16
Place where Phone Facility used by Residence and Region, Pakistan, 2008

(Percent)

Place of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
PCO / Payphone	56.4	58.7	60.1	42.6	48.6	55.6	53.7	54.9	5826
Neighbours	11.6	11.9	7.7	8.6	17.4	11.8	9.7	11	1171
Relatives / friends	15.3	19.1	9.3	9.9	14.2	15.7	13.2	14.8	1574
Office	6.5	10.1	2.6	5.7	4.6	8.5	3.8	6.8	724
Phone facility	74.3	67.2	72	78.1	66.5	75.4	68.8	73.1	7750

Annex Table - 1.17
Place where Phone Facility used by Sex, Pakistan, 2008

(Percent)

Place	Males	Females	Total	
			Percent	Number
PCO / Payphone	54.9	55	54.9	5826
Neighbours	10.6	12.4	11	1171
Relatives / friends	14.6	15.6	14.8	1574
Office	7.6	4.2	6.8	724
Phone facility	72.3	75.6	73.1	7750

Annex Table - 1.18
Place where Internet Facility used by Residence and Region, Pakistan, 2008

(Percent)

Place of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
At office	12.3	11.1	7.4	6.3	6.4	13.4	5.7	10.7	1134
Neighbours	5.3	6	4.8	5.3	2.8	5.5	4.9	5.3	565
Friend / relative	11.7	12.3	6.6	11.8	15.6	11.9	11	11.6	1227
Educational institutions	10.9	16.8	15.7	7	4.6	13	9.4	11.8	1247
Net cafe	32	36.3	36.1	26.4	24.8	34.6	27.6	32.2	3413
Internet facility	49.1	61.8	60.3	37.2	45.4	56.1	40.5	50.6	5368

Annex Table - 1.19
Place where Internet Facility used by Sex, Pakistan, 2008

(Percent)

Place of use	Males	Females	Total	
			Percent	Number
At office	10.7	10.7	10.7	1134
Neighbours	5.1	6	5.3	565
Friends / relatives	10.6	14.7	11.6	1227
Educational institutions	10	17.5	11.8	1247
Net cafe	34.9	23.2	32.2	3413
Internet facility	50.9	49.8	50.6	5368

Annex Table - 1.20
Facilities would like to be owned in Future by Residence and Region, Pakistan, 2008

(Percent)

Facilities owned in future	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
FLL	21.6	20.5	31.9	31.2	37.6	20	31.1	23.8	2529
WLL	14.5	15.7	20.8	23.1	8.7	14	20.6	16.3	1728
Mobile phone	34.2	44.2	38	51.8	19.7	35.1	45.8	38.8	4114
WiMax / Broadband	15.7	11	6	25	5	16.8	12.4	15.2	1616

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PC	18.6	28	23.8	29.4	13.8	21.5	23.9	22.4	2370
Internet	28.3	36.5	33.7	34.8	23.4	32.5	28.8	31.2	3306
Fax	11.9	21.8	11.4	12.7	13.8	14.7	12.7	14	1489
Car tracker	8.2	9.1	5.6	5.3	10.1	9.6	4.6	7.8	832
Other	2.2	1.5	2.1	3.3	4.1	2.4	2	2.2	236

Annex Table - 1.21
Facility would like to owned in Future by Sex, Pakistan, 2008

(Percent)

Facilities owned in future	Males	Females	Total	
			Percent	Number
FLL	24.7	21	23.8	2529
WLL	17.2	13.3	16.3	1728
Mobile	39.2	37.6	38.8	4114
WiMax / Broadband	15.7	13.7	15.2	1616
PC	22.5	21.9	22.4	2370
Internet	31.5	30.2	31.2	3306
Fax	13.7	15	14	1489
Car tracker	8.4	6.1	7.8	832
Other	2.2	2.3	2.2	236

Annex Table - 1.22
Benefits of FLL / WLL by Residence and Region, Pakistan, 2008

(Percent)

Types of Benefits	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
Social / Cultural	66.1	41.9	53.2	64.1	65.1	60.2	59.6	60	6361
General interaction	77.4	50.4	64.8	78.1	72	71.1	70.8	71	7527
Business / Trade	68.4	37.1	52	63.3	61	59.4	61.1	60	6361
Employment/work	62	33.8	43.9	61.8	54.1	54.2	55.8	54.8	5808
Farm management	48.6	20.9	27.2	48.6	45.9	38.5	46.8	41.4	4390
Savings	50.5	28.6	34.6	42.5	37.2	44.7	41.3	43.5	4612
Family cohesion	64.9	39.7	55.7	69	63.8	60.5	58.1	59.7	6327
Health / Medical	56.3	28	41	64	58.3	48.6	54.4	50.6	5368
Education	53.6	24.8	28.5	52.6	55	45.1	47.2	45.9	4862
News/sports updates	48.4	19	21.1	35.5	48.2	38.4	38.9	38.6	4094

Annex Table - 1.23
Benefits of FLL / WLL by Sex, Pakistan, 2008

(Percent)

Benefits	Males	Females	Total	
			Percent	Number
Social / cultural	59.9	60.3	60	6361
General interaction	70.1	73.9	71	7527
Business / trade	60.9	57	60	6361
Employment / work	54.9	54.4	54.8	5808
Farm management	41.9	39.7	41.4	4390
Savings	43.7	42.9	43.5	4612
Family cohesion	58.6	63	59.7	6327
Health / medical	50.6	50.8	50.6	5368
Education	45.6	46.7	45.9	4862
News / sports updates	38.6	38.7	38.6	4094

Annex Table - 1.24
Benefits of Mobile Phone by Residence and Region, Pakistan, 2008

(Percent)

Types of Benefits	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
Social / Cultural	69.4	64.4	58.1	49.8	66.1	65.9	62.4	64.7	6857
General interaction	83.8	75.2	77.7	65.7	81.2	80.6	75.9	78.9	8371
Business / Trade	73.7	58.6	58	54.5	68.8	66.8	66.4	66.6	7065
Employment / work	67.7	53.1	49.1	50.2	64.2	61.9	58.8	60.8	6449
Farm management	53.3	42	26.7	35.5	53.2	45.5	48.4	46.5	4935
Savings	53.2	37.8	28.5	35.2	42.2	45.5	45.4	45.5	4823
Family cohesion	67.7	61.2	56.2	54.6	61	64.9	61.1	63.6	6739
Health / Medical	61.1	44.4	46	52	57.3	54.8	56	55.2	5858
Education	59.3	31.6	36.7	43.4	57.8	50.9	47.7	49.7	5275
News / sports	59.4	23.7	29.5	39.1	65.1	47.5	46.6	47.2	5002

Annex Table - 1.25
Benefits of Mobile Phone by Sex, Pakistan, 2008

(Percent)

Benefits	Males	Females	Total	
			Percent	Number
Social / culture	64.3	66	64.7	6857
General interaction	78.3	80.9	78.9	8371
Business / trade	66.9	65.6	66.6	7065
Employment / work	60.4	62.1	60.8	6449
Farm management	46.7	45.9	46.5	4935
Savings	46.9	40.8	45.5	4823
Family cohesion	62.8	66.1	63.6	6739
Health / medical	54.8	56.6	55.2	5858
Education	49.3	51.1	49.7	5275
News / sports updates	47.3	46.6	47.2	5002

Annex Table - 1.26
Benefits of Internet by Residence and Region , Pakistan, 2008

(Percent)

Types of Benefits	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Urban	Rural	Total	
								Percent	Number
Social / Cultural	45.9	30.7	26.3	33.2	58.3	43.4	33.1	39.8	4221
General interaction	49.9	33.3	33.7	37	61.9	48.1	35.6	43.7	4639
Business / Trade	49.9	30.5	27.8	33.2	56	46.4	34	42.1	4463
Employment / work	47.8	29.8	32.7	36.3	54.1	46.6	32.2	41.5	4405
Farm management	33.5	17.1	20	24.5	47.2	30.1	24.6	28.2	2989
Savings	34.9	21.7	24.5	28.8	48.2	33.6	25.7	30.9	3272
Family cohesion	36.6	24.2	20.4	30.3	48.6	35.1	27	32.3	3423
Health / Medical	41.3	27.2	29	33	47.2	40.3	29.3	36.5	3867
Education	56.2	36.7	51.6	42.7	56.9	56.1	38.5	50	5297
News / sports	54.6	36.7	49.5	38.1	58.7	53.7	38.1	48.2	5116

Annex Table - 1.27
Benefits of Internet by Sex, Pakistan, 2008

(Percent)

Benefits	Males	Females	Total	
			Percent	Number
Social / culture	38.8	43.2	39.8	4221
General interaction	42.7	47.2	43.7	4639
Business / trade	41.8	43.1	42.1	4463
Employment / work	41.4	42	41.5	4405
Farm management	27.5	30.6	28.2	2989
Savings	30.8	31	30.9	3272
Family cohesion	31.2	35.8	32.3	3423
Health / medical	35.7	38.9	36.5	3867
Education	49.3	52.2	50	5297
News / sports updates	48	49	48.2	5116

Annex Table -2.1
Age group of Respondents by Region, Pakistan, 2008

(Percent)

Age Group (Years)	Punjab	Sindh	Baloch- istan	NWFP	AJK / FANA	Total
< 20	0.5	1.4	-	-	-	0.6
20 – 39	62.5	60.7	66.7	51.1	68.3	60.7
40 – 59	29.4	31.1	33.3	40.7	29.3	31.8
60+	7.4	6.8		8.2	2.4	6.8
No response	0.2	-	-	-	-	0.1
Total	100	100	100	100	100	100
Percent Number	605	280	63	182	41	1171

Annex Table - 2.2
Age group of Respondents by Sex, Pakistan, 2008

(Percent)

Age group (Years)	Males	Females	Total
Age group			
< 20	0.5	1.6	0.6
20 - 39	59.8	77.4	60.7
40 - 59	32.7	14.5	31.8
60 +	6.9	6.5	6.8
No response	0.1	-	0.1
Age group			
< 20	0.5	1.6	0.6
20 – 24	6.4	22.6	7.3
25 – 29	15.7	27.4	16.3
30 – 34	18	12.9	17.8
35 – 39	19.7	14.5	19.4
40 – 44	14.3	3.2	13.7
45 – 49	10.4	9.7	10.3
50 – 54	5.4	1.6	5.2
55 – 59	2.6	-	2.5
60 – 64	2.2	1.6	2.1
65 – 69	0.2	-	0.2
70 +	4.5	4.8	4.5
No response	0.1	-	0.1
Age group			
< 20	0.5	1.6	0.6
20 – 29	22.1	50	23.6
30 – 39	37.7	27.4	37.1
40 – 49	24.7	12.9	24.1
50 – 59	8	1.6	7.7
60 – 69	2.3	1.6	2.3
70 +	4.5	4.8	4.5
No response	0.1	-	0.1
Total	100	100	100
Percent Number	1109	62	1171
Mean	39.4	34.5	39.1
Median	36	29	36

Annex Table - 2.3
Major Educational Groups of Respondents by Region, Pakistan, 2008
(Percent)

Education		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Total
No education		4.8	8.2	17.5	12.6	7.3	7.6
Under Matric		19.8	17.5	34.9	12.6	26.8	19.2
Matric / Intermediate		37.7	38.9	25.4	33.5	22	36.1
Graduate and above		37.7	35.4	22.2	41.2	43.9	37.1
Total	Percent Number	100	100	100	100	100	100
		605	280	63	182	41	1171

Annex Table - 2.4
Major Occupational Groups of Respondents by Region, Pakistan, 2008
(Percent)

Occupational Groups	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Total
Senior management	8.1	3.2	1.6	8.2	4.9	6.5
Junior or mid - level professionals	14.7	8.2	6.3	13.7	19.5	12.7
Business	48.8	68.2	69.8	54.9	56.1	55.8
Service related workers	9.1	9.6	12.7	6.6	9.8	9.1
Office workers	7.4	0.4	-	4.9	4.9	4.9
Skilled worker	2.6	0.7	-	0.5	-	1.6
Non-skilled worker	0.7	1.4	-	2.2	-	1
Farmers cultivators	2.1	5.7	7.9	3.8	2.4	3.6
Persons not working	6.4	1.8	1.6	4.9	2.4	4.7
No reported		0.7	-	-	-	0.2

Annex Table - 2.5
Use of Telecommunication Facility by Residence and Region, Pakistan, 2008

(Percent)

Type	Punjab	Sindh	Balochistan	NWFP	AJK/FANA	Rural	Urban	Total	
								Percent	Number
No use	0.7	1.1				0.3	0.7	0.6	7
Fixed Land Line (FLL)	56.4	43.2	61.9	75.8	58.5	47.9	60.2	56.6	663
Wireless Local Loop (WLL)	17	17.9	9.5	24.2	7.3	13.8	19.1	17.6	206
Mobile	95.7	90.7	96.8	98.4	100	92.6	96.1	95.1	1114
At-least one facility	99.3	98.9	100	100	100	99.7	99.3	99.4	1164

Annex Table - 2.6
Facility used if the respondent wants to phone someone by Residence and Region, Pakistan, 2008

(Percent)

Type	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
PCO / Payphone	35	77.9	7.9	73.6	56.1	51.5	50.2	50.6	592
Neighbours	5.6	4.3	1.6	9.3	7.3	8.2	4.7	5.7	67
Relatives / Friends	13.1	8.2	-	6.6	17.1	7.9	11.3	10.3	121
Office	23	8.9	-	11.5	12.2	13.2	17.4	16.2	190
At least one facility	99.3	98.9	100	100	100	99.7	99.3	99.4	1164

Annex Table - 2.7
Planning to have telecommunication services, if presently no connection available, by Residence and Region, Pakistan, 2008

(Percent)

Type	Punjab	Sindh	Balochistan	NWFP	AJK/FANA	Rural	Urban	Total	
								Percent	Number
No	8.9	26.4	-	4.9	4.9	14.1	11	11.9	139
FLL	7.3	7.1	-	25.8	14.6	12.1	9.1	10	117
WLL	7.1	11.1	-	14.3	7.3	9.1	8.7	8.8	103
Mobile	19.3	41.8	7.9	41.8	56.1	35	26.4	28.9	338
At-least one facility	99.3	98.9	100	100	100	99.7	99.3	99.4	1164

Annex Table - 2.8
Reasons for not having FLL/WLL in Future by Residence and Region, Pakistan, 2008
(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Facility not available	3.3	1.8	1.6	1.1	14.6	6.5	2.8	2.9	34
Cannot afford	6.6	13.2	9.5	9.3	-	12.1	11.6	8.5	100
Have no use of it	16.9	24.6	14.3	12.6	-	20	38.8	17.3	203
Find it complicated	0.2	0.7	-	5.5	-	0.3	2.8	1.1	13

Annex Table - 2.9
Reasons for not having Mobile in Future by Residence and Region, Pakistan, 2008
(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Facility not available	0.8	3.2	-	0.5	2.4	3.5	1.8	1.4	16
Cannot afford	2.6	2.5	1.6	1.1	-	3.8	3	2.2	26
Have no use of it	0.8	3.9	1.6	2.7	-	3.5	2.6	1.9	22
Find it complicated	0.5	0.4	-	-	-	0.9	0.1	0.3	4

Annex Table - 2.10
Reasons for not having Internet in Future by Residence and Region, Pakistan, 2008
(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Facility not available	3.6	3.2	6.3	3.3	9.8	8.2	6.1	3.8	45
Cannot afford	7.4	7.5	11.1	17.6	-	10.6	11.7	9	105
Have no use of it	34.2	42.5	36.5	33.5	7.3	42.6	80	35.3	413
Find it complicated	6.4	6.4	4.8	17.6	-	11.5	17.5	7.9	92

Annex Table - 2.11

Monthly Expenditure on Telecommunication Services by Residence and Region, Pakistan, 2008
(Percent)

Expenditure		Punjab	Sindh	Balochistan	NWFP	AJK/FANA	Rural	Urban	Total
FLL/WLL	Upto Rs. 250	6.7	21	33.3	12.9	28	14.2	12.5	12.9
	251 - 500	20.8	39.9	55.6	18.6	36	36.1	23.4	26.5
	501 - 1000	32.2	31.9	8.3	32.9	16	29	30.9	30.5
	1000 +	40.3	7.2	2.8	35.7	20	20.7	33.2	30.2
Mobile phone	Upto Rs. 250	8.6	22.8	21.1	11.2	14.6	18.2	10.9	13
	251 - 500	27.3	35.4	50.9	41.6	51.2	38.4	31.6	33.5
	501 - 1000	28.5	28	26.3	24.2	14.6	22.6	28.9	27.1
	1000 +	35.6	13.8	1.8	23	19.5	20.8	28.6	26.4
Internet	Upto Rs. 250	36.8	60.5	50	25.9	27.3	50.8	34.2	37.5
	251 - 500	20.1	27.9	50	35.8	54.5	20.3	30.3	28.3
	501 - 1000	19.4	9.3		27.2	18.2	16.9	19.7	19.1
	1000 +	23.6	2.3		11.1		11.9	15.8	15
Calling card	Upto Rs. 250	41.7	88.2	25	55.6	100	68.8	48.7	53.1
	251 - 500	36.7	11.8	25	22.2		15.6	30.1	26.9
	501 - 1000	15			11.1		12.5	10.6	11
	1000 +	6.7		50	11.1		3.1	10.6	9
Total	Percent	100	100	100	100	100	22.1	77.9	100
	Number	60	17	4	63	1	32	113	145

Annex Table - 2.12
Respondents Reporting Purpose for using FLL/WLL by Residence and Region , Pakistan, 2008
(Percent)

Purpose	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	50.2	46.8	31.7	66.5	31.7	39.4	54.8	50.3	589
Family matters	55.5	46.8	65.1	73.6	39	48.2	59.4	56.2	658
Social contact / work	48.9	38.2	41.3	66.5	19.5	40.3	50.7	47.7	558
News/sports	5.8	8.6	-	9.9	-	6.2	6.7	6.6	77
Education	17.4	13.6	3.2	41.8	2.4	17.6	19.5	19	222
Health / medical	26.4	20.4	11.1	70.3	4.9	27.6	31.3	30.2	354
Shopping	19.3	25.7	25.4	67.6	7.3	20.6	31.4	28.3	331
Office work	37.5	18.6	17.5	41.8	19.5	19.7	36.9	31.9	374
Farm management	9.8	6.4	9.5	28	-	15.3	9.9	11.4	134
Live Stock management	8.1	4.6	4.8	18.7	7.3	12.1	7.3	8.7	102

Annex Table - 2.13
Respondents Reporting Purpose for using Mobile Phone by Residence and Region, Pakistan, 2008
 (Percent)

Purpose	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	77.5	81.8	90.5	76.9	58.5	74.7	80	78.5	919
Family matters	89.8	87.5	79.4	87.9	92.7	89.1	88.2	88.5	1036
Social contact / work	87.9	75.4	77.8	79.7	65.9	81.8	82.6	82.3	964
News/sports	16.7	17.5		56.6	12.2	15.9	24.5	22	258
Education	27.3	22.9	9.5	57.1	9.8	24.7	31.2	29.3	343
Health/medical	42.8	40	39.7	78.6	4.9	44.1	47.1	46.2	541
Shopping	38.8	42.9	71.4	73.6	12.2	45.3	46.3	46	539
Office work	53.9	28.2	41.3	41.8	26.8	35	48	44.2	518
Farm management	15	11.1	14.3	40.7	7.3	26.2	14.3	17.8	208
Live Stock management	11.7	8.6	7.9	31.9	4.9	20.3	11	13.7	160

Annex Table - 2.14
Respondents Reporting Purpose for using Internet Service by Residence and Region, Pakistan, 2008
 (Percent)

Purpose	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	16.9	7.9	4.8	26.9	2.4	8.8	17.7	15.1	177
Family matters	4.6	8.2	1.6	20.3	2.4	5.6	8.5	7.7	90
Social contact/work	10.9	8.9	-	20.9	-	6.5	12.9	11	129
News/sports	15	10.4	4.8	32.4	19.5	12.9	17.6	16.2	190
Education	19.2	11.1	7.9	31.9	14.6	14.4	20.1	18.4	216
Health/medical	8.3	6.8	1.6	14.8	2.4	4.7	9.9	8.4	98

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Shopping	8.4	6.8	1.6	23.6		5.9	11.3	9.7	114
Office work	16.7	7.9	4.8	19.8	17.1	7.9	17.1	14.4	169
Farm management	1.8	2.1	-	7.7	-	0.9	3.4	2.6	31
Live Stock management	2	3.6	-	-	2.4	0.9	2.4	2	23

Annex Table - 2.15
Purpose for using PCO/Payphone by Residence and Region, Pakistan, 2008

(Percent)

Purpose	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	6.8	1.1	-	24.7	4.9	7.1	8.1	7.8	91
Family matters	5	0.7	-	29.7	19.5	6.8	8.5	8	94
Social contact/work	5.1	-	-	24.7	17.1	7.4	7	7.1	83
News/sports	0.2	-	-	12.1	-	0.3	2.6	2	23
Education	0.8	-	-	17	-	0.6	4.1	3.1	36
Health / medical	1.8	-	-	18.7	2.4	3.2	4.2	3.9	46
Shopping	2	0.4	1.6	15.9	-	2.4	4.2	3.7	43
Office work	3.1	-	1.6	11.5	-	2.1	4.1	3.5	41
Farm management	0.7	-	-	15.4	2.4	1.2	3.5	2.8	33
Live Stock management	1	-	-	13.2	-	1.5	3	2.6	30

Annex Table - 2.16
Problem Faced while using Telecom Services by Residence and Region, Pakistan, 2008

(Percent)

Problems faced	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Problem not reported	47.9	29.6	-	34.6	19.5	41.2	36.6	37.9	444
Slow Speed - internet	10.2	7.5	12.7	22	34.1	9.1	13.7	12.4	145
Frequent Disconnect - Internet	8.9	10	11.1	14.3	22	8.2	11.6	10.6	124

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Congestion/Line busy	18.7	33.2	28.6	17	19.5	16.2	25	22.5	263
Frequent Call Disconnection	22	36.1	61.9	15.9	39	22.9	28.9	27.2	318
Coverage problem (weak signals)	31.4	37.9	88.9	23.6	51.2	35	35.7	35.5	416
Helpline / Directory Assistance Problem	12.4	13.9	46	18.7	-	11.8	16.5	15.1	177
Billing problem	8.8	17.1	14.3	24.7	12.2	12.6	14.1	13.7	160
Others	1.7	1.8	1.6	6	-	1.2	2.8	2.3	27

Annex Table - 2.17
Telecom Services Impact on Time, Money efficiency by Residence and Region, Pakistan, 2008
(Percent)

Impact on	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Income increase								
No impact	19.8	16.4	14.3	16.5	48.8	19.1	19.3	19.2
Somewhat	43.8	55	68.3	40.7	22	44.4	47.4	46.5
Very much	43.8	13.2	14.3	36.8	22	23.5	26.2	25.4
Adverse effect	43.8	3.2	-	2.2	4.9	4.1	2.8	3.2
Not respond	43.8	12.1	3.2	3.8	2.4	8.8	4.3	5.6
Saving in time								
No impact	43.8	8.2	3.2	6		5.9	5.2	5.4
Somewhat	43.8	46.8	79.4	24.7	58.5	38.2	36.2	36.8
Very much	43.8	40.7	15.9	63.7	36.6	50.9	55.4	54.1
Adverse effect	43.8	1.1	-	2.2	-	2.1	1.2	1.5
Not respond	43.8	3.2	1.6	3.3	4.9	2.9	2	2.3
Improved organizational efficiency								
No impact	43.8	15	6.3	9.9	24.4	16.8	13.7	14.6
Somewhat	43.8	37.1	71.4	31.9	51.2	37.9	38.4	38.3
Very much	43.8	18.2	17.5	40.7	17.1	27.9	36.9	34.3
Adverse effect	43.8	1.1	-	6	2.4	2.1	1.6	1.7
Not respond	43.8	28.6	4.8	11.5	4.9	15.3	9.4	11.1
Savings in transportation cost								
No impact	43.8	5.4	4.8	2.7	4.9	5.3	4.7	4.9
Somewhat	43.8	40	77.8	30.2	39	39.4	34.1	35.6

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Very much	43.8	36.8	15.9	61	48.8	44.4	55	51.9
Adverse effect	43.8	3.9	-	3.3	-	2.9	1.7	2
Not respond	43.8	13.9	1.6	2.7	7.3	7.9	4.6	5.6

Annex Table - 2.18
Degree of Dependence on Telecom Services by Residence and Region , Pakistan, 2008
(Percent)

Degree of dependence	Punjab	Sindh	Balochistan	NWFP	AJK/FANA	Rural	Urban	Total	
None	12.6	13.2	3.2	17.6	19.5	14.1	12.9	13.2	
Somewhat (upto 25%)	45.3	50.4	71.4	29.1	56.1	48.5	44.6	45.8	
Very much (upto 50%)	36.9	25	25.4	39	24.4	32.4	33.7	33.3	
Total (100%)	5.3	11.4		14.3		5	8.8	7.7	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.19
Restoration of Out of Order Phones, by Residence and Region, Pakistan, 2008
(Percent)

Restoration Time	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
Same day (within a day)	43	53.2	46	22.5	29.3	48.5	39.2	41.9	
Within 2-days	33.4	23.2	25.4	43.4	4.9	26.5	33	31.1	
3-6 days	16.9	12.5	19	26.9	36.6	13.8	20	18.2	
Within two weeks	4	3.2	4.8	4.9	26.8	6.5	4.1	4.8	
One month or more	2.8	7.9	4.8	2.2	2.4	4.7	3.7	4	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171
Mean	2.1	2.9	2.9	2.5	4	2.7	2.3	2.5	

Annex Table - 2.20
Reason for using WLL by Residence and Region, Pakistan, 2008
(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Fixed network not available	6.1	7.1	4.8	6	2.4	8.8	5.1	6.1	72
Portability	14.5	17.1	6.3	23.6	14.6	12.6	17.6	16.1	189

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Better quality	9.1	11.1	1.6	15.4	9.8	7.9	11.1	10.2	119
More economical	8.1	4.6		8.8	12.2	6.8	7.2	7.1	83
Reliability	6	5.7	1.6	7.1	17.1	6.2	6.3	6.2	73
Ease and speed of service implementation	5.1	7.5	-	9.3	-	3.8	6.7	5.9	69
Others	3.5	2.5		2.2		2.6	2.8	2.7	32

Annex Table - 2.21
Type of WLL phone use/prefer by Residence and Region, Pakistan, 2008

(Percent)

Type of WLL	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Not responded	68.8	69.6	90.5	64.8	68.3	70.9	69	69.5
Desktop type	15.2	11.1	1.6	20.3	22	14.4	14.6	14.5
Handset type	16	19.3	7.9	14.8	9.8	14.7	16.5	16
Total	Percent 100	100	100	100	100	29	71	100
	Number 605	280	63	182	41	340	831	1171

Annex Table - 2.22
Primary use of WLL phone by Residence and Region, Pakistan, 2008

(Percent)

Primary use of WLL	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Making phone calls	23.8	23.9	9.5	29.7	29.3	23.8	24.3	24.2
SMS	1.5	0.7	-	-	4.9	0.9	1.2	1.1
Others	2.1	-	-	1.1	2.4	2.4	1	1.4
No response	68.8	73.2	90.5	65.9	61	70.3	70.3	70.3
Total	Percent 100	100	100	100	100	29	71	100
	Number 605	280	63	182	41	340	831	1171

Annex Table - 2.23
Connection of Mobile Phone Companies by Residence and Region , Pakistan, 2008

(Percent)

Connection	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Mobilink	57	57.9	58.7	50	29.3	52.9	56.2	55.3	647

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Ufone	35.5	32.9	52.4	51.1	56.1	32.6	41.5	38.9	456
Telenor	23.6	33.2	27	34.6	53.7	33.2	27.1	28.9	338
Warid	20.7	21.4	11.1	15.9	7.3	16.5	20.2	19.1	224
Pak China (Zong)	5.3	3.6	-	9.9	-	3.5	5.8	5.1	60
Instaphone	1	0.4	-	1.1	2.4	0.3	1.1	0.9	10

Annex Table - 2.24
Number of Mobile Phone Connections and Handset by Residence and Region, Pakistan, 2008

(Percent)

Number of connection / sets	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
Number of mobile connections									
Not responded	1.8	1.8	1.6	2.2	2.4	2.1	1.8	1.9	
One	56.9	55.4	52.4	47.3	56.1	58.8	53.1	54.7	
Two	27.8	25.4	36.5	34.1	31.7	25.3	30.2	28.8	
Three	9.8	14.3	9.5	13.2	9.8	11.8	11.2	11.4	
Others	3.8	3.2	-	3.3	-	2.1	3.7	3.2	
Number of mobile sets									
Not responded	3	1.8	1.6	2.2	2.4	2.4	2.5	2.5	
One	68.9	68.9	65.1	76.9	73.2	72.6	69.1	70.1	
Two	21.7	26.1	33.3	18.7	24.4	21.2	23.7	23	
Three	4.5	3.2	-	1.1	-	2.9	3.4	3.2	
Others	2	-	-	1.1	-	0.9	1.3	1.2	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.25
Mobile Number Portability (MNP): Knowledge, use and problem by Residence and Region, Pakistan, 2008

(Percent)

Knowledge / Use / Problem	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Aware of Mobile Number Portability (MNP)								
No	72.9	71.4	63.5	67.6	53.7	74.7	68.8	70.5
Yes	27.1	28.6	36.5	32.4	46.3	25.3	31.2	29.5
Availed service of MNP								
No	93.1	91.8	73	89	85.4	89.4	91.3	90.8
Yes	6.9	8.2	27	11	14.6	10.6	8.7	9.2

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Any problem regarding MNP									
No		99.8	100	100	99.5	100	100	99.8	99.8
Yes		0.2	-	-	0.5	-	-	0.2	0.2
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.26
Place of Purchase and Buying Capacity of Mobile Handset by Respondents, by Residence and Region, Pakistan, 2008

(Percent)

Place of Purchase / Buying Price of Mobile Phone		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Buy mobile handset from									
Any shop		60.8	62.1	73	48.4	63.4	62.4	59	59.9
No Response		4.1	1.8	1.6	2.7	2.4	3.8	2.9	3.2
Price would like to spend on mobile									
< 1000		1.7	-	-		2.4	0.9	1	0.9
1000-2500		22.3	22.1	1.6	18.1	17.1	26.8	17.7	20.3
2501-3500		13.6	16.4	7.9	13.2	14.6	17.1	12.6	13.9
3501-5000		25.3	25	49.2	17.6	26.8	22.9	26.4	25.4
5001-10000		24.3	20.7	25.4	17.6	19.5	13.2	26	22.3
10001-20000		5.8	2.9	-	2.7	2.4	3.5	4.5	4.2
20001+		0.8	0.7	-	3.3		0.9	1.2	1.1
No Response		6.3	12.1	15.9	27.5	17.1	14.7	10.7	11.9
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171
Mean Price would like to spend to buy a mobile phone		5012.1	4377.3	4444.4	4773.1	3939	3962.8	5079.2	4755

Annex Table - 2.27
Brand of Mobile Handset used by Residence and Region, Pakistan, 2008

(Percent)

Brands	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Nokia	61.8	68.6	33.3	79.1	53.7	63.8	64.5	64.3	753
Sony Erickson	17.9	15.4	25.4	9.3	19.5	15.9	16.6	16.4	192
Motorola	9.3	12.9	6.3	7.1	17.1	8.8	10.3	9.9	116
Samsung	11.7	15.7	36.5	19.2	19.5	15.6	15.4	15.5	181
Blackberry	2	0.4	-	0.5	-	0.3	1.6	1.2	14

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LG	8.3	7.9	28.6	3.8	-	7.6	8.5	8.3	97
Chinese origin	2.6	2.1	-	3.8	7.3	2.9	2.6	2.7	32
Siemens	1.2	-	-	0.5	-	0.9	0.6	0.7	8
Others	0.5	0.7	1.6	-	-	0.3	0.6	0.5	6

Annex Table - 2.28
Use of Mobile Phone other than Calls by Residence and Region, Pakistan, 2008
(Percent)

Brand	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
None	26	20.7	36.5	11	17.1	32.9	18.4	22.6	265
SMS	53.4	65.7	52.4	68.7	70.7	49.4	63.3	59.3	694
MMS	10.7	12.1	4.8	21.4	7.3	7.4	14.3	12.3	144
Calendar	42	48.2	17.5	60.4	34.1	37.9	47.5	44.7	524
Songs	27.3	36.4	30.2	44.5	29.3	29.1	33.7	32.4	379
Radio	26.3	40.7	19	46.7	19.5	29.7	33.3	32.3	378
Alarm	45.3	58.9	36.5	71.4	46.3	44.4	55.4	52.2	611
Camera	31.9	30	28.6	50	29.3	26.2	37.2	34	398
Internet - GPRS / EDGE	6.3	3.6	-	8.8	7.3	2.4	7.1	5.7	67
Game / Entertainment	13.6	22.5	17.5	37.4	17.1	16.5	21.1	19.7	231
Fax	0.5	4.6	-	2.2	-	0.9	2	1.7	20
Computer (PDA)	0.8	1.1	-	1.1	-	0.6	1	0.9	10
TV viewing	1.2	2.1	-	-	-	1.2	1.1	1.1	13
Other value added services	2.3	0.4	-	2.2	-	0.9	1.9	1.6	19

Annex Table - 2.29
Number of Messages sent/received by Residence and Region, Pakistan, 2008

(Percent)

Number of Messages	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Sent								
0	42	23.2	44.4	25.3	14.6	43.5	30.2	34.1
1 - 10	33.4	48.2	52.4	33.5	56.1	36.5	39.7	38.8
11 - 20	14.2	15.4	3.2	14.3	12.2	10	15.4	13.8
21 - 50	6.9	5	-	22	14.6	6.8	9.5	8.7
51+	3.5	8.2	-	4.9	2.4	3.2	5.2	4.6
Received								
0	38.3	23.9	44.4	25.3	14.6	42.4	28.3	32.4
1 - 10	30.9	42.9	50.8	31.3	46.3	35.3	35.5	35.4
11 - 20	16.9	15.7	4.8	20.3	17.1	11.8	18.4	16.5
21 - 50	9.4	10.7	-	17.6	19.5	7.1	12.4	10.8
51+	4.5	6.8	-	5.5	2.4	3.5	5.4	4.9
Total								
Percent	100	100	100	100	100	29	71	100
Number	605	280	63	182	41	340	831	1171
Mean number of SMS sent	9.9	15	4.2	16.9	12	8.8	13.3	12
Mean number of SMS Received	13.2	16.8	4	16.6	14.2	9.5	16	14.1

Annex Table - 2.30
Language preferred to send/receive SMS by Residence and Region, Pakistan, 2008

(Percent)

Language preference	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
English	45.6	56.4	46	50	53.7	41.2	52.5	49.2	576
Urdu	10.6	32.9	52.4	36.3	43.9	18.8	25.2	23.3	273
Roman Urdu	30.7	39.3		37.4	22	23.5	35.3	31.9	373
Others	1	5.7	7.9	0.5		3.8	1.8	2.4	28

Annex Table - 2.31
Purpose of sending / receiving SMS by Residence and Region, Pakistan, 2008

(Percent)

Purpose	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	27.1	50.7	30.2	33.5	19.5	25.3	37.1	33.6	394
Personal	40.5	63.9	47.6	61.5	46.3	41.2	53.5	50	585
Family	36.2	61.1	50.8	50.5	65.9	34.4	51	46.2	541
Social	38.3	45.7	30.2	46.2	61	35	44.4	41.7	488
Education	10.4	11.8	4.8	30.8	17.1	10.6	15.2	13.8	162
News	8.4	12.9	1.6	13.2	7.3	6.5	11.2	9.8	115
Sports	6.1	9.6	3.2	15.9	4.9	6.5	9	8.3	97
Others	2	3.2	-	-	-	3.5	1.1	1.8	21

Annex Table - 2.32
Respondents using type of Internet connection by Residence and Region, Pakistan, 2008

(Percent)

Type	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Dial-up	18.3	13.2	14.3	39.6	41.5	18.8	21.9	21	246
DSL/ADSL	7.9	3.9		6.6	24.4	5	7.7	6.9	81
Wireless / Broadband	7.3	5.7	1.6	10.4	2.4	3.8	8.2	6.9	81
Mobile (GPRS / EDGE)	3.6	1.1	-	0.5	-	0.6	2.9	2.2	26
Cable Broadband	4	5.7	-	11	2.4	2.9	6.1	5.2	61
Would like to have Internet connection	14	14.3	31.7	16.5	19.5	16.8	15.2	15.6	183

Annex Table - 2.33
Respondent's reason for not using Internet by Residence and Region, Pakistan, 2008
(Percent)

Reason	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Not required	32.1	52.5	33.3	30.2	29.3	43.8	33.7	36.6	429
Service not available	3.1	5.7	3.2	8.2	17.1	9.1	3.4	5	59
Cannot afford	5.1	4.3	4.8	25.3	7.3	7.6	8.3	8.1	95
Too complicated	5.1	8.2	6.3	20.3	4.9	11.2	7.1	8.3	97
Others	1.5	0.4	-	0.5	-	1.8	0.6	0.9	11

Annex Table - 2.34
Place where Respondents use Internet by Residence and Region, Pakistan, 2008
(Percent)

Place	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Office	24.1	16.1	7.9	34.1	31.7	16.5	25.9	23.1	271
Home	22.1	16.1	12.7	34.6	31.7	15	25.5	22.5	263
Neighbours	0.7	0.4	-	1.1	2.4	0.6	0.7	0.7	8
Friend / Relative	2.3	2.9	-	4.9	4.9	3.2	2.6	2.8	33
Educational institutions	4	0.4	-	7.7	4.9	2.6	3.9	3.5	41
Net Cafe	8.6	7.1	4.8	20.3	29.3	10.6	10.6	10.6	124

Annex Table - 2.35
Number of persons using Internet by Residence and Region, Pakistan, 2008

(Percent)

Frequency of using Internet	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
In Home									
Not responded	70.1	83.9	87.3	59.3	65.9	81.5	68.8	72.5	
1	7.8	3.2	1.6	8.8	14.6	5	7.5	6.7	
2 - 3	16	9.3	9.5	25.8	14.6	10.3	17.7	15.5	
4 - 5	4.5	2.9	1.6	6	4.9	2.6	4.8	4.2	
6+	1.7	0.7	-	-		0.6	1.2	1	
In Office									
Not responded	71.9	87.1	92.1	63.7	70.7	83.8	71.8	75.3	
1	4.6	3.9	4.8	11		2.6	6.4	5.3	
2 - 3	7.4	5.4	1.6	9.3	17.1	5.9	7.8	7.3	
4-5	4.8	1.8	1.6	4.9	9.8	2.1	4.9	4.1	
6+	11.2	1.8	-	11	2.4	5.6	9	8	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171
Mean at home	0.8	0.4	0.3	1	0.7	0.4	0.8	0.7	
Mean at office	1.9	0.4	0.1	2.7	1	0.8	1.8	1.5	

Annex Table - 2.36
Purpose of using Internet facility by Respondents, by Residence and Region, Pakistan, 2008

Purpose of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
E-mail	29.6	24.3	19	50	61	25.3	34.8	32	375
Voice communication	7.8	7.5		15.9	9.8	5.3	10	8.6	101
News / Sports / Entertainment	15.4	11.1	7.9	20.9	34.1	14.4	15.9	15.5	181
Employment help	8.4	6.8	3.2	17	2.4	7.6	9.4	8.9	104
Office work	21.8	12.9	14.3	30.2	24.4	16.5	22.4	20.7	242
Business / trade	13.6	13.6	9.5	31.3	14.6	10.9	18.3	16.1	189
Travel booking	3.5	6.1	1.6	12.6	2.4	4.7	5.7	5.4	63
Studies / Education	17.4	11.1	7.9	28	22	13.5	18.7	17.2	201

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Watching movies	4.5	6.4	7.9	11.5	9.8	5.9	6.6	6.4	75
Chatting	16.7	12.5	7.9	26.9	22	14.7	17.9	17	199
Banking	5	7.1	4.8	14.3	2.4	3.2	8.3	6.8	80
Health / Medical	4.6	5	3.2	11	2.4	4.4	6	5.6	65
Online shopping	2.5	6.8	3.2	18.7		4.1	6.7	6	70
Games	3.8	7.1	6.3	10.4	9.8	5	6.4	6	70
Others	1.2	2.5		1.1	2.4	1.5	1.4	1.5	17

Annex Table - 2.37
Impact of FLL / WLL on Letter writing, Meetings & Travel by Residence and Region, Pakistan, 2008
(Percent)

Impact of FLL / WLL on	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
Letters writing									
No change	7.1	1.4	4.8	4.9	31.7	5.9	6.3	6.1	
Somewhat	26.9	27.1	22.2	29.1	36.6	27.1	27.6	27.4	
Very much	35	30.4	36.5	46.2	9.8	30.6	36.6	34.8	
Not responded	30.9	41.1	36.5	19.8	22	36.5	29.6	31.6	
Face to face meetings									
No change	7.8	1.8	1.6	4.9	14.6	6.5	5.5	5.8	
Somewhat	38.3	35	55.6	35.7	51.2	36.5	39.4	38.5	
Very much	22	18.2	6.3	36.3	9.8	19.1	23.2	22	
Not responded	31.9	45	36.5	23.1	24.4	37.9	31.9	33.6	
Travelling									
No change	8.8	2.9	1.6	5.5	22	7.1	6.9	6.9	
Somewhat	32.4	30	61.9	26.4	34.1	31.5	33	32.5	
Very much	27.3	20.4		39.6	24.4	22.6	27.3	26	
Not responded	31.6	46.8	36.5	28.6	19.5	38.8	32.9	34.6	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.38
Impact of Mobile on Letter writing, Meetings and Travel by Residence and Region, Pakistan, 2008
 (Percent)

Mobile	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
Letters writing									
No change	6.4	3.6	3.2	6	19.5	7.4	5.4	6	
Somewhat	26.6	42.9	39.7	36.8	39	34.7	32.6	33.2	
Very much	62.6	43.6	50.8	52.7	31.7	50	56.8	54.8	
Not responded	4.3	10	6.3	4.4	9.8	7.9	5.2	6	
Face to face meetings									
No change	8.4	2.1		4.9	4.9	7.4	5.2	5.8	
Somewhat	46.6	55.4	84.1	30.8	51.2	50.3	47.7	48.4	
Very much	41.2	28.6	9.5	58.8	39	34.1	41.2	39.1	
Not responded	3.8	13.9	6.3	5.5	4.9	8.2	6	6.7	
Travelling									
No change	7.3	2.5	4.8	4.4	9.8	6.8	5.2	5.6	
Somewhat	36.7	58.6	85.7	28	41.5	45.6	42.5	43.4	
Very much	51.2	29.3	1.6	59.3	41.5	39.7	46.1	44.2	
Not responded	4.8	9.6	7.9	8.2	7.3	7.9	6.3	6.7	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.39
Impact of Internet on Letter writing, Meetings and Travel by Residence and Region, Pakistan, 2008)

Internet	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
Letters writing									
No change	11.2	9.6	3.2	8.2	31.7	10.9	10.6	10.7	
Somewhat	13.2	12.1	4.8	15.9	22	13.5	13.1	13.2	
Very much	21.7	15.4	1.6	30.2	12.2	17.4	21.2	20.1	
Not responded	53.9	62.9	90.5	45.6	34.1	58.2	55.1	56	
Face to face meetings									
No change	18.2	9.6	-	7.7	36.6	15	13.8	14.2	
Somewhat	14.9	13.9	6.3	18.1	22	14.1	15.3	14.9	
Very much	11.9	9.3	1.6	29.1	4.9	10.6	14.2	13.2	
No response	55	67.1	92.1	45.1	36.6	60.3	56.7	57.7	
Travelling									
No change	18.2	10.7	-	9.9	39	14.7	14.9	14.9	
Somewhat	14.9	15	3.2	9.9	26.8	14.7	13.6	13.9	
Very much	12.1	6.1		29.7	4.9	9.1	13.8	12.5	
Not responded	54.9	68.2	96.8	50.5	29.3	61.5	57.6	58.8	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.40
Effect of FLL/WLL on different Aspect of Life by Residence and Region, Pakistan, 2008
(Percent)

FLL / WLL	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
Broadened social circle									
Not responded	28.3	40.7	50.8	21.4	19.5	35.6	29.2	31.1	
No change	11.2	6.1	11.1	3.3	36.6	10.6	9.3	9.6	
Somewhat	46.4	38.6	36.5	23.6	41.5	38.5	41	40.3	
Very much	14	14.6	1.6	51.6	2.4	15.3	20.5	19	
Helped in family cohesion									
Not responded	28.3	43.2	39.7	22	14.6	35.3	29.2	31	
No change	6.6	4.6	6.3	2.7	19.5	7.9	5.2	6	
Somewhat	39.7	37.1	49.2	26.4	56.1	37.4	38.4	38.1	
Very much	25.5	15	4.8	48.9	9.8	19.4	27.2	24.9	
Improved access to doctor / health facility									
Not responded	28.9	47.9	55.6	21.4	14.6	37.6	31.4	33.2	
No change	16.7	12.1	9.5	5.5	48.8	13.8	14.9	14.6	
Somewhat	38	32.5	30.2	25.3	29.3	31.8	34.9	34	
Very much	16.4	7.5	4.8	47.8	7.3	16.8	18.8	18.2	
Helped in knowledge/ education									
Not responded	30.2	45.7	68.3	35.7	34.1	37.9	36.6	37	
No change	27.3	24.6	11.1	10.4	56.1	25.9	23.5	24.2	
Somewhat	31.2	21.4	19	25.3	9.8	25.3	27.1	26.6	
Very much	11.2	8.2	1.6	28.6		10.9	12.9	12.3	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.41
Effect of Mobile on different Aspect of Life by Residence and Region, Pakistan, 2008
(Percent)

Mobile	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Broadened social circle								
Not responded	3.6	11.8	3.2	6.6	12.2	10.6	4.6	6.3
No change	6	6.4	4.8	3.8	22	5.6	6.5	6.2
Somewhat	44.5	59.3	79.4	32.4	34.1	49.4	46.9	47.7
Very much	46	22.5	12.7	57.1	31.7	34.4	42	39.8
Helped in family cohesion								
Not responded	3.1	7.5	7.9	4.9	2.4	6.8	3.9	4.7
No change	7.1	1.8	3.2	4.4	2.4	4.4	5.3	5

Somewhat		40	62.9	76.2	36.8	70.7	49.7	47.3	48
Very much		49.8	27.9	12.7	53.8	24.4	39.1	43.6	42.3
Improved access to doctor / health facility									
Not responded		4	22.9	17.5	9.3	2.4	11.8	9.3	10
No change		23.5	16.8	7.9	7.7	41.5	21.2	18.4	19.2
Somewhat		40	49.6	66.7	31.3	39	42.1	42.5	42.4
Very much		32.6	10.7	7.9	51.6	17.1	25	29.8	28.4
Helped in knowledge / education									
Not responded		5.8	24.6	46	20.3	26.8	14.7	15.8	15.5
No change		32.6	28.9	11.1	17	46.3	31.8	27.3	28.6
Somewhat		40.2	39.3	38.1	21.4	19.5	38.8	35.1	36.2
Very much		21.5	7.1	4.8	41.2	7.3	14.7	21.8	19.7
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.42
Effect of Internet on different Aspect of Life by Residence and Region, Pakistan, 2008
 (Percent)

Internet	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Broadened social circle								
No response	50.9	63.2	90.5	50.5	26.8	58.8	53.5	55.1
No change	24.3	16.8	-	6.6	43.9	20.6	18.5	19.1
Somewhat	15.4	12.9	9.5	17	19.5	12.1	16	14.9
Very much	9.4	7.1		25.8	9.8	8.5	11.9	10.9
Helped in family cohesion								
No response	52.7	66.4	96.8	51.1	34.1	60.6	56.2	57.5
No change	29.6	16.4	-	15.4	43.9	24.7	22.5	23.1
Somewhat	13.1	11.4	3.2	13.2	17.1	9.4	13.5	12.3
Very much	4.6	5.7		20.3	4.9	5.3	7.8	7.1
Improved access to doctor/health facility								
No response	52.6	68.9	95.2	51.1	29.3	60.3	56.7	57.7
No change	36	19.3	1.6	18.7	58.5	27.4	28.6	28.3
Somewhat	9.6	8.9	3.2	14.8	7.3	8.2	10.5	9.8
Very much	1.8	2.9		15.4	4.9	4.1	4.2	4.2
Helped in knowledge/education								
No response	51.2	63.6	93.7	47.8	31.7	57.9	54.2	55.3

No change		15	11.4	-	4.4	22	12.6	11.7	12
Somewhat		13.6	13.6	1.6	10.4	14.6	13.2	12.2	12.5
Very much		20.2	11.4	4.8	37.4	31.7	16.2	22	20.3
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.43
Impact of FLL/WLL on different Benefits of Life by Residence and Region, Pakistan, 2008

(Percent)

FLL / WLL	Impact	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
	Helpful in solving day to day problems								
No response		27.8	38.6	63.5	20.9	12.2	32.6	29.8	30.7
No impact		8.6	8.9	1.6	1.1	43.9	8.5	8.3	8.4
Somewhat		41.8	36.8	31.7	31.3	41.5	40.6	37.5	38.4
Very much		21.8	15.7	3.2	46.7	2.4	18.2	24.3	22.5
	Help in search of work / livelihood								
No response		30.7	47.9	68.3	28	17.1	38.8	34.8	36
No impact		27.6	12.9	3.2	6	58.5	21.5	20.1	20.5
Somewhat		30.2	29.3	23.8	35.2	14.6	27.9	30.7	29.9
Very much		11.4	10	4.8	30.8	9.8	11.8	14.4	13.7
	Increase in efficiency at work								
No response		29.3	44.3	65.1	28.6	19.5	36.8	33.3	34.3
No impact		17	7.9	3.2	3.8	39	12.1	13.1	12.8
Somewhat		35.5	37.9	25.4	27.5	39	35	34.2	34.4
Very much		18.2	10	6.3	40.1	2.4	16.2	19.4	18.4
	Helpful in finding new customer								
No response		29.1	45.4	68.3	25.8	22	35.9	33.7	34.3
No impact		24.6	14.6	3.2	8.2	68.3	19.4	20.3	20.1
Somewhat		33.2	31.8	22.2	28	7.3	32.6	29.7	30.6
Very much		13.1	8.2	6.3	37.9	2.4	12.1	16.2	15
	Increase in sales and turnover								
No response		29.8	43.2	68.3	26.4	24.4	36.2	33.6	34.3
No impact		24.1	10.4	1.6	9.3	34.1	16.8	18.1	17.7
Somewhat		35.4	35.4	22.2	21.4	31.7	34.1	31.6	32.4
Very much		10.7	11.1	7.9	42.9	9.8	12.9	16.7	15.6
	Increase in income								

No response	29.8	41.8	68.3	25.8	24.4	34.7	33.6	33.9	
No impact	24.3	11.1	3.2	17.6	36.6	17.6	20.1	19.4	
Somewhat	35.7	36.8	17.5	25.8	29.3	37.6	31.4	33.2	
Very much	10.2	10.4	11.1	30.8	9.8	10	14.9	13.5	
Helpful in instant market / price information									
No response	30.1	45	68.3	24.7	31.7	36.5	34.3	34.9	
No impact	24.6	7.9	3.2	3.8	39	17.9	16.2	16.7	
Somewhat	30.4	31.8	25.4	27.5	26.8	30	29.8	29.9	
Very much	14.9	15.4	3.2	44	2.4	15.6	19.6	18.4	
Providing information on new products									
No response	30.4	47.9	66.7	25.3	34.1	37.6	35.1	35.9	
No impact	29.4	12.1	4.8	6.6	46.3	19.7	21.5	21	
Somewhat	27.8	31.1	22.2	24.7	19.5	30	26.5	27.5	
Very much	12.4	8.9	6.3	43.4		12.6	16.8	15.6	
Better interaction with utility departments									
No response	30.6	48.6	79.4	26.4	53.7	38.2	37.4	37.7	
No impact	22	13.6	1.6	7.1	17.1	16.2	16.5	16.4	
Somewhat	35.7	29.3	17.5	20.9	24.4	33.2	29.4	30.5	
Very much	11.7	8.6	1.6	45.6	4.9	12.4	16.7	15.5	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.44
Impact of Mobile Phone on different Benefits of Life by Residence and Region, Pakistan, 2008
(Percent)

Mobile Impact	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Helpful in solving day to day problems								
No response	2.6	2.9	3.2	7.1	4.9	3.5	3.5	3.5
No impact	6.1	7.1	9.5	2.2	34.1	5	7.7	6.9
Somewhat	46	51.4	74.6	45.1	34.1	49.1	47.9	48.2
Very much	45.3	38.6	12.7	45.6	26.8	42.4	40.9	41.3
Help in search of work/livelihood								
No response	4.8	18.2	17.5	13.7	7.3	10.3	10.1	10.2
No impact	26.1	13.9	7.9	10.4	46.3	19.1	21.1	20.5
Somewhat	40	48.2	60.3	42.3	39	45.9	42.4	43.4
Very much	29.1	19.6	14.3	33.5	7.3	24.7	26.5	26

Increase in efficiency at work									
No response		3.1	16.1	12.7	11.5	4.9	8.5	7.9	8.1
No impact		17.9	11.1	4.8	9.9	43.9	15.6	15	15.2
Somewhat		43	51.1	74.6	37.9	31.7	43.2	46.3	45.4
Very much		36	21.8	7.9	40.7	19.5	32.6	30.7	31.3
Helpful in finding new customer									
No response		4.3	17.9	15.9	12.6	7.3	9.7	9.5	9.6
No impact		28.3	20.7	7.9	11.5	61	25	23.5	23.9
Somewhat		37.5	45.4	63.5	35.2	24.4	41.2	39.5	40
Very much		29.9	16.1	12.7	40.7	7.3	24.1	27.6	26.6
Increase in sales and turnover									
No response		4.5	15.4	12.7	13.2	9.8	7.9	9.5	9.1
No impact		27.8	16.1	7.9	11.5	39	23.8	20.9	21.8
Somewhat		42	47.9	66.7	36.3	29.3	43.5	43.3	43.4
Very much		25.8	20.7	12.7	39	22	24.7	26.2	25.8
Increase in income									
No response		4.5	11.4	11.1	11.5	7.3	7.4	7.8	7.7
No impact		27.1	21.1	14.3	18.7	43.9	23.5	24.5	24.3
Somewhat		45.8	48.2	58.7	40.7	29.3	47.9	44.8	45.7
Very much		22.6	19.3	15.9	29.1	19.5	21.2	22.9	22.4
Helpful in instant market/price information									
No response		4.8	16.1	11.1	9.9	17.1	7.6	9.6	9.1
No impact		28.3	17.5	9.5	8.8	43.9	20.9	22.7	22.2
Somewhat		41.7	41.4	71.4	34.6	34.1	46.8	39.8	41.8
Very much		25.3	25	7.9	46.7	4.9	24.7	27.8	26.9
Providing information on new products									
No response		5.5	20.4	17.5	11.5	19.5	10	11.6	11.1
No impact		34.2	22.5	6.3	6	43.9	25.6	26	25.9
Somewhat		38.2	42.1	66.7	37.4	31.7	44.7	38.5	40.3
Very much		22.1	15	9.5	45.1	4.9	19.7	23.9	22.7
Better interaction with utility departments									
No response		7.1	26.8	39.7	15.4	39	14.7	16.5	16
No impact		35.7	33.2	9.5	17.6	26.8	32.6	29.7	30.6
Somewhat		42.8	32.1	49.2	38.5	24.4	39.7	39.1	39.3
Very much		14.4	7.9	1.6	28.6	9.8	12.9	14.7	14.2
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.45
Impact of Internet on different Benefits of Life by Residence and Region , Pakistan, 2008
(Percent)

Internet Impact	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Helpful in solving day to day problems								
No response	50.4	60	90.5	52.7	31.7	55.6	54.2	54.6
No impact	28.3	16.8	-	9.3	41.5	23.2	20.8	21.5
Somewhat	13.4	16.1	7.9	16.5	19.5	13.5	14.8	14.4
Very much	7.9	7.1	1.6	21.4	7.3	7.6	10.2	9.5
Help in search of work / livelihood								
No response	51.2	63.9	93.7	51.6	36.6	57.4	55.6	56.1
No impact	23.6	16.1	-	7.1	22	20.9	16.7	17.9
Somewhat	15.5	12.9	3.2	19.8	34.1	15.3	15.6	15.5
Very much	9.6	7.1	3.2	21.4	7.3	6.5	12	10.4
Increase in efficiency at work								
No response	51.1	62.9	95.2	51.1	29.3	57.1	54.9	55.5
No impact	23.5	17.1	-	8.2	29.3	20.3	17.8	18.5
Somewhat	15.9	12.5	3.2	12.6	31.7	14.1	14.6	14.4
Very much	9.6	7.5	1.6	28	9.8	8.5	12.8	11.5
Helpful in finding new customer								
No response	52.1	62.9	98.4	52.7	34.1	56.8	56.6	56.6
No impact	29.1	18.9	-	7.1	51.2	23.8	21.9	22.5
Somewhat	12.2	11.8	-	15.9	9.8	13.2	11.4	12
Very much	6.6	6.4	1.6	24.2	4.9	6.2	10.1	9
Increase in sales and turnover								
No response	52.6	63.9	96.8	54.9	39	58.8	57	57.6
No impact	29.8	18.6	-	8.8	51.2	22.4	23.2	23
Somewhat	11.6	10.7	1.6	12.1	7.3	12.4	10.1	10.8
Very much	6.1	6.8	1.6	24.2	2.4	6.5	9.6	8.7
Increase in income								
No response	51.9	62.9	98.4	52.2	31.7	56.8	56.2	56.4
No impact	31.1	19.3	-	9.3	48.8	25	23.3	23.8
Somewhat	12.2	11.4	1.6	15.9	17.1	14.1	11.4	12.2
Very much	4.8	6.4	-	22.5	2.4	4.1	9	7.6
Helpful in instant market/price information								
No response	52.4	62.5	93.7	51.1	39	57.4	56	56.4
No impact	24.5	16.1	-	4.4	22	18.5	17.7	17.9
Somewhat	15.2	11.8	4.8	11	24.4	13.2	13.6	13.5
Very much	7.9	9.6	1.6	33.5	14.6	10.9	12.8	12.2

Providing information on new products									
No response		52.6	62.9	96.8	50	39	57.9	56	56.5
No impact		23	12.9	-	5.5	17.1	17.1	16.1	16.4
Somewhat		13.7	12.9	1.6	9.3	31.7	12.1	13.1	12.8
Very much		10.7	11.4	1.6	35.2	12.2	12.9	14.8	14.3
Better interaction with utility departments									
No response		52.9	66.4	98.4	52.7	58.5	58.8	58.7	58.8
No impact		32.2	19.3	-	19.2	22	25.9	24.7	25
Somewhat		11.1	11.1	-	8.8	14.6	10.6	10.1	10.2
Very much		3.8	3.2	1.6	19.2	4.9	4.7	6.5	6
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.46
FLL/WLL made Impact on different Benefits of Life by Residence and Region, Pakistan, 2008
(Percent)

Impact of FLL/WLL	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Ease of remittances								
No response	31.2	45	65.1	24.7	14.6	37.1	33.8	34.8
No impact	29.8	15.4	7.9	13.2	51.2	25.9	22.3	23.3
Somewhat	31.2	29.6	23.8	26.9	34.1	26.2	31.4	29.9
Very much	7.8	10	3.2	35.2		10.9	12.5	12
Reduction in transaction time of deals								
No response	30.6	40	63.5	23.1	14.6	35	32	32.9
No impact	13.9	7.1	3.2	1.6	41.5	12.1	10.2	10.8
Somewhat	44.6	35	28.6	30.8	39	36.2	40.3	39.1
Very much	10.9	17.9	4.8	44.5	4.9	16.8	17.4	17.3
Helpful in crop management								
No response	56.2	60.4	81	54.4	39	52.6	59.7	57.6
No impact	21.7	17.9	1.6	5.5	29.3	14.1	18.8	17.4
Somewhat	18.5	16.4	15.9	17	26.8	24.4	15.3	17.9
Very much	3.6	5.4	1.6	23.1	4.9	8.8	6.3	7
Helpful in livestock management								
No response	57.5	60	85.7	58.8	34.1	51.5	62.1	59
No impact	22.1	20	6.3	7.7	34.1	17.1	19.7	19

Somewhat		16.9	15.7	7.9	17.6	29.3	23.8	13.7	16.7
Very much		3.5	4.3	-	15.9	2.4	7.6	4.5	5.4
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.47
Mobile phone made Impact on different Benefits of Life by Residence and Region, Pakistan, 2008
(Percent)

Impact of Mobile Phone		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Ease of remittances									
No response		5.6	18.2	6.3	7.7	9.8	11.5	8.2	9.1
No impact		30.4	19.3	12.7	8.8	39	23.8	23.7	23.7
Somewhat		44.3	53.6	71.4	34.6	31.7	47.9	45.2	46
Very much		19.7	8.9	9.5	48.9	19.5	16.8	22.9	21.1
Reduction in transaction time of deals									
No response		5	7.9	6.3	8.8	4.9	7.4	5.9	6.3
No impact		14	7.1	1.6	3.3	36.6	10.9	10.8	10.8
Somewhat		54.2	58.2	79.4	37.4	31.7	52.1	53.5	53.1
Very much		26.8	26.8	12.7	50.5	26.8	29.7	29.7	29.7
Helpful in crop management									
No response		36.7	41.1	65.1	40.7	41.5	32.4	43.2	40.1
No impact		27.1	28.6	-	6.6	26.8	18.8	24.4	22.8
Somewhat		24.3	24.3	28.6	25.3	29.3	33.8	21.2	24.9
Very much		11.9	6.1	6.3	27.5	2.4	15	11.2	12.3
Helpful in livestock management									
No response		39	44.3	81	46.7	31.7	36.2	46.5	43.5
No impact		30.2	30.7	1.6	6	26.8	22.6	25.9	24.9
Somewhat		20.3	20.4	15.9	20.3	26.8	27.6	17.3	20.3
Very much		10.4	4.6	1.6	26.9	14.6	13.5	10.3	11.3
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.48
Internet made Impact on different Benefits of Life by Residence and Region, Pakistan, 2008
(Percent)

Impact of Internet	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
Ease of remittances									
No response	53.2	63.6	95.2	48.9	24.4	58.2	55.5	56.3	
No impact	30.9	17.9	-	9.9	56.1	25.9	22.9	23.7	
Somewhat	11.2	12.5	4.8	17.6	17.1	10.9	13	12.4	
Very much	4.6	6.1	-	23.6	2.4	5	8.7	7.6	
Reduction in transaction time of deals									
No response	53.7	63.2	93.7	51.1	24.4	58.8	55.8	56.7	
No impact	24.5	16.1	-	6.6	48.8	20	18.9	19.2	
Somewhat	16	12.9	6.3	15.4	19.5	14.1	15	14.8	
Very much	5.8	7.9	-	26.9	7.3	7.1	10.2	9.3	
Helpful in crop management									
No response	69.8	72.5	98.4	71.4	46.3	67.4	73	71.4	
No impact	21.5	17.9	-	15.4	34.1	22.1	17.7	19	
Somewhat	7.1	7.1	1.6	4.9	17.1	7.4	6.6	6.8	
Very much	1.7	2.5	-	8.2	2.4	3.2	2.6	2.8	
Helpful in livestock management									
No response	70.4	73.2	100	74.7	39	67.6	74.1	72.2	
No impact	19.3	17.5	-	15.9	39	20.9	16.8	18	
Somewhat	7.6	7.9	-	3.8	17.1	8.2	6.5	7	
Very much	2.6	1.4	-	5.5	4.9	3.2	2.5	2.7	
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.49
Place where Computer used by Respondents, by Residence and Region, Pakistan, 2008
(Percent)

Place	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Home	36.9	24.3	11.1	48.9	48.8	26.5	38.1	34.8	407
Office	29.1	13.6	9.5	37.4	31.7	16.5	29.5	25.7	301
Neighbours	0.7	0.4		2.7		0.3	1.1	0.9	10
Net cafe	6.1	2.9	3.2	17.6	26.8	7.4	7.8	7.7	90
Educational institution	5.8	-	-	8.8	17.1	4.4	5.2	5	58
Others	3	1.8	-	-	4.9	2.6	1.9	2.1	25

Annex Table - 2.50

Purpose of using Computer by Residence and Region, Pakistan, 2008

(Percent)

Purpose of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Professional work	32.6	25	15.9	39	36.6	23.8	33.9	31	363
Entertainment / sports	22.6	15.7	4.8	34.6	43.9	18.8	24.2	22.6	265
Internet	26.8	17.5	12.7	44.5	43.9	19.1	30.4	27.2	318
Others	3.6	2.9	-	2.2	-	3.8	2.5	2.9	34

Annex Table - 2.51

Reason for not using Computer by Residence and Region, Pakistan, 2008

(Percent)

Reason for not use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Not required	51.6	57.1	54	24.2	29.3	59.1	43.4	48	562
Cannot afford	6.8	6.1	17.5	15.9	22	10.6	8.5	9.1	107
Others	3.3	2.9	-	-	-	2.1	2.5	2.4	28
Would like to buy computer in future	22.5	38.6	27	35.7	46.3	30.3	29.1	29.5	345

Annex Table - 2.52

Price would like to buy Computer by Residence and Region, Pakistan, 2008

(Percent)

Price		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
< 5000		4.8	4.3	4.8	12.1	12.2	7.1	5.7	6.1
5000 - 10000		11.4	23.6	22.2	14.3	31.7	15.9	16.1	16.1
10001 - 25000		4.8	8.2	1.6	4.9	2.4	4.7	5.7	5.4
25001+		1.5	1.4	-	3.8	-	1.2	1.9	1.7
Not responded		77.5	62.5	71.4	64.8	53.7	71.2	70.6	70.8
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171
Mean Price		2641.5	4044.6	2254	3646.7	3097.6	2710.3	3299.4	3128.4

Annex Table - 2.53

Long Distance International (LDI) Calls Practices by Residence and Region, Pakistan, 2008

(Percent)

LDI Calls		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Use LDI calling cards									
No		84.8	82.5	92.1	72	80.5	82.4	82.6	82.5
Yes		15.2	17.5	7.9	28	19.5	17.6	17.4	17.5
Expenditure on LDI calling cards per month									
< 300		37.6	88.9	90.5	73.1	85.4	87.4	85.1	3.5
300 - 1000		8.6	10	7.9	14.3	9.8	10.3	9.6	9.6
1001 +		3.8	1.1	1.6	12.6	4.9	2.4	5.3	4.4
Nation-wide calls									
No		91.4	83.6	98.4	84.6	92.7	87.4	89.5	88.9
Yes		8.6	16.4	1.6	15.4	7.3	12.6	10.5	11.1
Overseas calls									
No		88.4	92.9	92.1	75.3	82.9	88.5	87	87.4
Yes		11.6	7.1	7.9	24.7	17.1	11.5	13	12.6
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.54

Impact Assessment of Competition in LDI and Calling Cards by Residence and Region, Pakistan, 2008

(Percent)

Impact assessment		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Increased business through overseas contact									
No effect		79.5	81.1	100	68.7	95.1	80.6	79.5	79.8
Somewhat		15.9	17.1	-	20.3	2.4	15.6	15.5	15.5
Very much		4.6	1.8	-	11	2.4	3.8	4.9	4.6
Increased family contact at national and International level									
No effect		70.1	73.6	100	65.9	73.2	71.2	72.3	72
Somewhat		16.4	21.8	-	17	9.8	18.8	15.8	16.7
Very much		13.6	4.6	-	17	17.1	10	11.9	11.4
Reduction in business travel									
No effect		75.5	72.1	100	66.5	82.9	74.4	75.1	74.9
Somewhat		17.2	23.6	-	12.6	9.8	16.8	16.8	16.8
Very much		7.3	4.3	-	20.9	7.3	8.8	8.1	8.3
Reduction in expenditure									

on telecom									
No effect		76.5	80.7	100	65.9	80.5	75.6	78	77.3
Somewhat		17	16.8	-	24.2	19.5	20.3	16	17.3
Very much		6.4	2.5	-	9.9		4.1	6	5.5
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.55
Impact of using UAN, PRN and TFN by Residence and Region, Pakistan, 2008

(Percent)

Impact		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Universal Access Number (UAN)									
Not responded		48.6	54.3	100	40.7	29.3	52.4	50.2	50.8
Nominal impact		23.6	32.9	-	8.8	26.8	25.3	21.2	22.4
Good impact		26	11.1	-	15.9	41.5	17.9	20.8	20
Substantial impact		1.8	1.8	-	34.6	2.4	4.4	7.8	6.8
Premium Rate Number (PRN)									
Not responded		49.8	55.7	100	57.7	24.4	55.6	53.7	54.2
Nominal impact		32.6	35	-	13.2	43.9	32.1	27.4	28.8
Good impact		16.2	9.3	-	21.4	24.4	11.8	16	14.8
Substantial impact		1.5		-	7.7	7.3	0.6	2.9	2.2
Toll Free Number (TFN)									
Not responded		47.9	46.4	100	39.6	24.4	48.8	48	48.2
Nominal impact		19	32.1	-	8.2	19.5	23.8	17.7	19.5
Good impact		29.9	16.4	-	13.2	41.5	18.8	24.5	22.9
Substantial impact		3.1	5	-	39	14.6	8.5	9.7	9.4
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.56
Usefulness of Access to Services like UAN, PRN and TFN through Mobile phone by Residence and Region, Pakistan, 2008

(Percent)

Usefulness		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
No		37.7	23.6	12.7	18.1	19.5	30.6	28.8	29.3
Yes		30.2	33.2	61.9	36.8	56.1	34.1	34.8	34.6
Don't know		32.1	43.2	25.4	45.1	24.4	35.3	36.5	36.1
Total	Percent	100	100	100	100	100	29	71	100
	Number	605	280	63	182	41	340	831	1171

Annex Table - 2.57
Monthly Income of Businessman / working person by Residence and Region, Pakistan, 2008
(Percent)

Income in Rs.	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Upto 5000	9.8	4.5	3.2	5.6	12.8	7.5	7.8	7.7
5001 - 10000	21.8	23.2	20.6	19.7	30.8	29.8	18.8	22.1
10001 - 20000	25.5	36.7	52.4	28.2	25.6	31.9	29.4	30.1
20001 - 50000	28.3	24.7	14.3	23.2	7.7	19	27.9	25.2
50001 - 75000	3.9	4.5	3.2	4.2	2.6	3.3	4.3	4
75001 +	2.4	3.4	6.3	4.2	2.6	2.4	3.4	3.1
Not responded	8.3	3	-	14.8	17.9	6	8.4	7.7
Total								
Percent	100	100	100	100	100	30.1	69.9	100
Number	591	267	63	142	39	332	770	1102
Mean Income	20716.4	22324	23095.2	22010.6	14359	18771.1	22223.9	21183.7

Annex Table - 3.1
Educational Qualification of Household by Region, Pakistan, 2008

(Percent)

Educational qualification	Punjab	Sindh	Balochistan	NWFP	AJK/ FANA	Total
No education	13	17.4	20.6	6.6	5.5	13.8
Under matric	23.9	22.2	17	18.4	13.3	22
Matric/ Intermediate	33.4	27.8	28.3	38.2	20	31.4
Graduate and above	29.6	32.6	34	36.8	61.2	32.8

Annex Table - 3.2
Major Occupational Groups of Household Head by Gender, Pakistan, 2008

(Percent)

Major Occupational Group	Gender		Total
	Males	Females	
Senior management	4.4	5.2	4.5
Junior or mid-level professionals	14.8	25.7	16.5
Business	23.2	7.9	20.8
Service related workers	11.6	3.2	10.3
Office workers	19	11.3	17.7
Skilled worker	0.3	0.2	0.3
Non-skilled worker	6.5	2.3	5.8
Farmers cultivators	8.2	1.4	7.1
Persons not working	10.5	39.7	15.1
No response	1.7	3.2	1.9

Annex Table - 3.3
Major Occupational Groups of Head of Household by Region, Pakistan, 2008

(Percent)

Major Occupational Groups	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Total
Senior management	3.6	7.1	4.9	1.5	4.8	4.5
Junior or mid-level professionals	14.1	20.4	17.4	14.5	21.8	16.5
Business	21.6	18.4	23.9	23.2	17	20.8
Service related workers	9.2	12.6	9.7	10.3	6.1	10.3
Office workers	15.9	15.4	22.7	29.4	18.8	17.7
Skilled worker	0.3	0.2		0.4		0.3
Non-skilled worker	6.3	6.7	6.1	2.6	1.8	5.8
Farmers cultivators	9.5	6.2	5.3	1.3	2.4	7.1
Persons not working	16.6	12.6	10.1	15.6	21.8	15.1
No response	2.9	0.5		1.1	5.5	1.9

Annex Table 3.4
Family Size of Household head by Region, Pakistan, 2008

(Percent)

Background characteristics	Punjab	Sindh	Balochistan	NWFP	AJK/ FANA	Total
Family size < 3	2.5	2.3	0.4	2.5	3.6	2.4
03 – 06	39.5	34.2	19.9	34.5	30.9	35.9
07 – 10	48.1	49.8	45.1	47.1	57	48.7
11+	9.9	13.7	34.6	15.9	8.5	13.1
Total	100	100	100	100	100	100
Mean family size	7.2	7.7	9.6	7.8	7.3	7.6

Annex Table - 3.5
Family Size of Household head by Sex, Pakistan, 2008

(Percent)

Family size	Male	Female	Total
< 3	2.2	3.4	2.4
03-06	33.1	50.2	35.9
07-10	50.6	38.6	48.7
11+	14.1	7.8	13.1
Total Percent	100	100	100
Number	3423	655	4078
Mean Family size	7.7	6.7	7.6

Annex Table - 3.6
Educational Qualification of Household Family by Region, Pakistan, 2008

(Percent)

Background characteristics	Punjab	Sindh	Balochistan	NWFP	AJK/ FANA	Total
Educational qualification No education	7.8	8.4	9.7	6.6	7.6	8.1
Under matric	7.8	7.8	10.5	7.5	8.1	7.9
Matric/ Intermediate	7.2	7.7	10	8.5	7	7.6
Graduate and above	29.6	32.6	34	36.8	61.2	32.8
Mean	7.2	7.7	9.6	7.8	7.3	7.6

Annex Table -3.7
Types of Phones used by Households, by Residence and Region, Pakistan, 2008

(Percent)

Types of Phones used	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Fixed Land Line (FLL)	44	36.9	44.9	67.8	32.1	35.3	49.5	44.1	1813
Wireless Local Loop (WLL)	10	9.3	15.4	15.4	3.6	8.3	11.7	10.4	429
Mobile	90.7	92.7	95.5	92.3	93.9	89.6	93.3	91.9	3779
At-least one facility use	95.6	95.2	99.6	97.8	97	94.2	97.1	95.9	3948
None	3.7	3.7	0.4	1.8	1.8	5.1	2	3.2	131
No response	0.8	1.1	-	0.4	1.2	0.8	0.9	0.8	34

Annex Table - 3.8
Types of Phones used by Households by Sex, Pakistan, 2008

(Percent)

Type	Males	Females	Total	
			Percent	Number
Fixed Land Line (FLL)	42.6	52.1	44.1	1813
Wireless Local Loop (WLL)	10.8	8.7	10.4	429
Mobile	92.2	90.4	91.9	3779
At-least one facility use	95.7	97.3	96	3948
None	3.4	2	3.2	131
No response	0.8	0.8	0.8	34

Annex Table - 3.9
Types of facility used for Phone if Households want to phone someone by Residence and Region, Pakistan, 2008

(Percent)

Type of facility used	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
PCO / Payphone	41.7	74.4	23.5	63.4	43.6	54.4	51.8	52.8	2171
Neighbours	8.5	7.3	4	12.5	8.5	9.1	7.8	8.3	343
Relatives/ friends	13	13.3	1.6	11.4	7.9	15.3	10	12	494
Office	9.7	10.1	1.2	9.4		6.7	10.2	8.9	365
At least one facility	59.4	88.3	26.3	76.3	56.4	69.2	66.8	67.7	2786
No response	40.6	11.7	73.7	23.7	43.6	30.8	33.2	32.3	1327

Annex Table - 3.10
Types of facility used for Phone if want to phone someone, by Households, by Sex, Pakistan, 2008

(Percent)

Type	Males	Females	Total	
			Percent	Number
PCO/ Payphone	53.5	49	52.8	2171
Neighbours	7.1	14.6	8.3	343
Relatives/friends	12.1	11.7	12	494
Office	9.1	7.8	8.9	365
At-least one facility	67.4	69.4	67.7	2786
No response	32.6	30.6	32.3	1327

Annex Table - 3.11
Households planning to have phones, by Residence and Region, Pakistan, 2008

(Percent)

Type	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
FLL	12.5	16.1	7.7	23	7.9	12.2	15.6	14.3	587
WLL	4.7	9.6	4	15.1	1.8	6.9	7.3	7.2	295
Mobile	34.6	50.5	16.2	32.9	46.1	36	40	38.5	1583
At least one facility	42.8	64	20.2	55.9	55.8	48.2	50.6	49.7	2044
None	7.1	12.6	1.6	8.6	0.6	9.8	7.4	8.3	342
No response	50.1	23.3	78.1	35.5	43.6	42.1	41.9	42	1727

Annex Table - 3.12
Households planning to have phones, by Sex, Pakistan, 2008

(Percent)

Type	Males	Females	Total	
			Percent	Number
FLL	14	15.5	14.3	587
WLL	7.1	7.8	7.2	295
Mobile	38.5	38.4	38.5	1583
At-least one facility	49.6	50.2	49.7	2044
None	8.6	7	8.3	342
No response	41.8	42.8	42	1727

Annex Table - 3.13
Household's reasons for not having FLL/WLL by Residence and Region, Pakistan, 2008

(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Major Urban	Other Urban	Total	
									Percent	Number
Facility not available	4.8	5.3	2	6.8	13.9	9.4	2.6	9.1	5.4	222
Cannot afford	15.6	15.7	16.6	13.8	11.5	18.1	13.7	12.7	15.3	631
Have no use of it	29.3	37.1	19	5.5	10.3	29.4	25.7	43.6	27.6	1135
Find it complicated	2.6	1	0.4	0.9	1.2	2.1	1.6		1.7	71
No response	51.1	42.5	62.3	75.7	64.2	45.2	57.8	38.2	52.5	2158

Annex Table - 3.14
Household's reasons for not having FLL / WLL by Sex, Pakistan, 2008

(Percent)

Reasons	Males	Females	Total	
			Percent	Number
Facility not available	5.5	4.7	5.4	222
Cannot afford	16.1	11.4	15.3	631
Have no use of it	28.6	22.4	27.6	1135
Find it complicated	1.5	2.9	1.7	71
No response	50.9	60.9	52.5	2158

Annex Table - 3.15
Household's reasons for not having Mobile Phone by Residence and Region, Pakistan, 2008

(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Major Urban	Other Urban	Total	
									Percent	Number
Facility not available	0.5	0.1	0.4	2.9	0.6	1.1	0.3	0.9	0.6	26
Cannot afford	6.9	4.2	2	5.7	3	7.1	4.4	7.3	5.5	226
Have no use of it	4.9	3	1.2	2.4	3	3.9	3.5	5.5	3.7	154
Find it complicated	1	-	0.4	1.5	-	1	0.5	0.9	0.7	28
No response	87	93.2	96	91.4	93.3	88.1	91.6	86.4	90.1	3707

Annex Table - 3.16
Household's reasons for not having Mobile phone by Sex, Pakistan, 2008

(Percent)

Reasons	Males	Females	Total	
			Percent	Number
Facility not available	0.7	0.5	0.6	26
Cannot afford	5.9	3.5	5.5	226
Have no use of it	3.6	4.4	3.7	154
Find it complicated	0.7	0.8	0.7	28
No response	89.9	91.3	90.1	3707

Annex Table - 3.17
Household's reasons for not having Internet by Residence and Region, Pakistan, 2008
(Percent)

Reasons	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Major Urban	Other Urban	Total	
									Percent	Number
Facility not available	7.4	3.6	10.9	10.3	9.1	11.1	3.7	16.4	6.9	284
Cannot afford	11.7	14.6	13	23.2	6.7	16.3	12	15.5	13.7	565
Have no use of it	43.9	43.4	32.4	22.1	6.7	43.8	35.8	46.4	39.1	1610
Find it complicated	12.8	13.7	2.8	14.3	4.2	15	10.6	10.9	12.3	505
No response	35.6	28	44.1	48.9	73.9	28.1	43.2	22.7	36.9	1517

Annex Table - 3.18
Household's reasons for not having Internet by Sex, Pakistan, 2008
(Percent)

Reasons	Males	Females	Total	
			Percent	Number
Facility not available	7.1	5.9	6.9	284
Cannot afford	14.1	11.9	13.7	565
Have no use of it	40.9	29.8	39.1	1610
Find it complicated	12.8	9.6	12.3	505
No response	34.8	47.6	36.9	1517

Annex Table - 3.19
Purpose for using FLL / WLL by Residence and Region, Pakistan, 2008
(Percent)

Purpose of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	24.9	22.1	24.3	44.7	17.6	23.5	27.5	25.9	1067
Family matters	44.6	38.8	48.6	69.3	40	37.2	50.9	45.7	1878
Social contact / work	37.4	32.5	40.9	57.5	24.8	32.3	41.4	37.9	1558
News / sports	8.1	11.2	2	14	5.5	7.9	10	9.2	378
Education	17.6	19	7.3	33.3	5.5	14.1	21.5	18.7	768
Health / medical	20.3	23.9	29.6	61	17.6	21.3	29.4	26.3	1083
Shopping	15.9	15.4	17	45.8	19.4	17.4	20.4	19.3	792
Office work	20.9	19.9	25.5	41.2	21.2	16.3	27.3	23.1	951
Farm management	8.5	6	6.1	28.3	13.9	11.9	8.9	10	413
Live Stock management	7.4	4	4.5	24.3	15.2	10.3	7.2	8.4	345

Annex Table - 3.20
Purpose for using FLL / WLL by Sex, Pakistan, 2008

(Percent)

Purpose of use	Males	Females	Total	
			Percent	Number
Business	27.1	19.6	25.9	1067
Family matters	44.1	53.7	45.7	1878
Social contact / work	37.3	40.9	37.9	1558
News / sports	9.1	9.4	9.2	378
Education	17.8	23.1	18.7	768
Health / medical	26	28	26.3	1083
Shopping	19.6	17.2	19.3	792
Office work	23.2	22.7	23.1	951
Farm management	10.2	9	10	413
Live Stock management	8.4	8.2	8.4	345

Annex Table - 3.21
Purpose for using Mobile phone by Residence and Region, Pakistan, 2008

(Percent)

Purpose of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	56.2	53.4	57.1	54.4	46.7	54.3	55.1	54.8	2255
Family matters	80.9	89.2	85.4	85.3	57.6	82.5	83.5	83.2	3420
Social contact / work	77.6	75.6	78.5	71.3	63.6	75.2	76.1	75.8	3117
News / sports	23.4	28	4.9	47.1	24.2	25.5	26.9	26.3	1083
Education	33.3	35.6	23.5	51.8	30.9	31.3	37.9	35.4	1455
Health / medical	41.6	47.8	49	69.3	38.8	44.6	48.2	46.8	1926
Shopping	38.9	40.6	42.5	54.4	43	42	41.2	41.5	1708
Office work	35	40.1	46.2	41	27.9	29.6	42.5	37.6	1545
Farm management	20.5	19.7	11.7	29.6	20.6	27.8	16.4	20.8	854
Live Stock management	18.5	11.7	8.5	26.5	20.6	24.7	12.1	16.9	694

Annex Table - 3.22
Purpose for using Mobile phone by Sex, Pakistan, 2008

(Percent)

Purpose of use	Males	Females	Total	
			Percent	Number
Business	57.7	39.7	54.8	2255
Family matters	84.5	76	83.2	3420

Social contact/work	78.2	63.3	75.8	3117
News / sports	27.7	19.3	26.3	1083
Education	35.3	35.6	35.4	1455
Health / medical	47.7	42.2	46.8	1926
Shopping	44.3	27.1	41.5	1708
Office work	38	35.2	37.6	1545
Farm management	22.5	11.6	20.8	854
Live Stock management	18.2	9.7	16.9	694

Annex Table - 3.23
Purpose for using Internet Services by Residence and Region, Pakistan, 2008

(Percent)

Purpose of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	5.1	4.8	0.4	13.4	6.1	3.4	7.1	5.7	234
Family matters	4.4	8	-	12.1	3.6	3.5	7.6	6	248
Social contact / work	8.4	8	2	14.5	4.2	5.5	10.2	8.4	346
News / sports	16.2	7.5	15.8	30.5	35.2	11.4	18.7	15.9	656
Education	18.3	7.9	18.2	32.2	40.6	12.5	20.8	17.6	725
Health / medical	6	3	3.2	11.2	7.9	4.3	6.4	5.6	230
Shopping	4.6	2.4	3.6	11.4	5.5	2.7	5.9	4.7	192
Office work	7.6	4.8	6.5	16.2	10.9	4.3	10	7.8	321
Farm management	2.3	0.8	0.4	1.5	6.7	1.1	2.2	1.8	75
Live Stock management	1.4	0.4	0.4	2	3	1.1	1.3	1.2	49

Annex Table - 3.24
Purpose for using Internet services by Sex, Pakistan, 2008

(Percent)

Purpose of use	Males	Females	Total	
			Percent	Number
Business	5.8	5.2	5.7	234
Family matters	5.9	6.5	6	248
Social contact / work	8.4	8.7	8.4	346
News / sports	15.3	19.2	15.9	656
Education	16.6	22.8	17.6	725
Health / medical	5.1	8.2	5.6	230
Shopping	4.5	5.5	4.7	192
Office work	7.6	8.7	7.8	321
Farm management	1.4	3.8	1.8	75
Live Stock management	1	2	.2	49

Annex Table - 3.25
Purpose for using PCO / Payphone by Residence and Region, Pakistan, 2008

(Percent)

Purpose of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	7.2	2.1	5.3	20.4	1.8	9	5.5	6.8	281
Family matters	11.3	5.3	6.1	21.3	3	13.3	7.9	10	411
Social contact / work	9.7	3	4	14.5	3.6	10.5	5.9	7.7	315
News / sports	1.8	0.2	0.4	8.1		1.8	1.9	1.8	76
Education	2.6	0.4	0.8	10.1	0.6	3	2.3	2.6	106
Health / medical	2.8	0.6	2	13.6	3	3.7	3	3.3	136
Shopping	3	0.6	1.6	14.9	0.6	4.3	2.9	3.4	141
Office work	3	0.2	-	9.9		3	2.4	2.7	109
Farm management	3.7	1.5	-	10.3	2.4	5.3	2.3	3.5	143
Live Stock management	4	0.8	-	11.4	2.4	5.3	2.5	3.6	147

Annex Table - 3.26
Purpose for using PCO / Payphone by Sex, Pakistan, 2008

(Percent)

Purpose of use	Males	Females	Total	
			Percent	Number
Business	7.7	2.4	6.8	281
Family matters	10.6	6.7	10	411
Social contact / work	8.1	5.2	7.7	315
News / sports	2	0.9	1.8	76
Education	2.6	2.3	2.6	106
Health / medical	3.5	2.1	3.3	136
Shopping	3.8	1.7	3.4	141
Office work	2.8	2	2.7	109
Farm management	3.7	2.3	3.5	143
Live Stock management	3.9	2	3.6	147

Annex Table - 3.27
Household reporting Time Taken by Company to Restore Phone, by Residence and Region, Pakistan, 2008

(Percent)

Restoration Time	Punjab	Sindh	Balochistan	NWFP	AJK/ FANA	Rural	Urban	Total
Same day (within a day)	24.3	27.5	28.4	5.8	27.7	25.9	21.9	23.4
Within 2 - days	35.7	30.9	27.3	38.1	36.5	31.4	35.9	34.2
3 - 6 days	23.9	18.1	23.3	37.3	13.1	21.2	24.7	23.4
Within two weeks	9.1	7.7	11.9	9.7	13.9	8.1	9.7	9.1
One month or more	7	15.7	9.1	9.1	8.8	13.4	7.8	9.8
Total								
Percent	100	100	100	100	100	36.4	63.6	100
Number	1545	832	176	362	137	1111	1941	3052
Mean	4.2	6.1	4.3	6.1	7.1	5.8	4.7	5.1

Annex Table - 3.28
Household reporting Time Taken by Company to Restore Phone, by Sex, Pakistan, 2008

(Percent)

Restoration Time	Males	Females	Total
Same day (within a day)	24.5	17.6	23.4
Within 2-days	34.2	34.6	34.2
3-6 days	23.1	24.8	23.4
Within two weeks	8.3	13.1	9.1
One month or more	9.8	10	9.8
Total			
Percent	100	100	100
Number	2540	512	3052
Mean	4.9	5.8	5.1

Annex Table - 3.29
Place of Purchase of Mobile Phone by Residence and Region, Pakistan, 2008

(Percent)

Place of Purchase	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Authorised dealer	39.7	25.4	26.7	48.2	58.8	31.3	39.6	36.4	1497
Any shop	57.2	67.8	72.1	50.9	36.4	64	57	59.7	2455
From both	0.1	0.5	0.4	3.5		0.7	0.6	0.6	26
No response	3.3	7.3	1.6	4.4	4.8	5.4	4	4.5	187

Annex Table - 3.30
Households intended Place of Purchase of Mobile Phone by Sex, Pakistan, 2008

(Percent)

Place of Purchase	Males	Females	Total	
			Percent	Number
Authorised dealer	34.2	47.9	36.4	1497
Any shop	62	47.6	59.7	2455
From both	0.7	0.2	0.6	26
No response	4.5	4.6	4.5	187

Annex Table - 3.31
Household intended price to buy Mobile Phone by Residence and Region, Pakistan, 2008
(Percent)

Price would like to spend on mobile (in Rupees)	Punjab	Sindh	Balochistan	NWFP	AJK/FANA	Rural	Urban	Total
< 1000	1.8	1.6	0.4	0.4	2.4	2.7	0.8	1.5
1000-2500	23.7	34.1	23.9	18.9	26.1	31.5	23.1	26.3
2501-3500	19.4	17.9	16.2	16.2	21.2	19.3	18	18.5
3501-5000	25	17.5	35.6	25	18.2	21.8	23.9	23.1
5001-10000	20.6	17.8	21.1	20.2	22.4	17	21.6	19.8
10001-20000	4.2	6	0.4	2.4	4.8	2.3	5.6	4.3
20001+	1.1	1.2	1.2	0.7	1.2	0.6	1.5	1.1
No response	4.2	3.9	1.2	16.2	3.6	5	5.5	5.3
Total								
Percent	100	100	100	100	100	38.3	61.7	100
Number	2027	1218	247	456	165	1574	2539	4113
Mean	5065.8	4751.9	4693.9	4931.9	5067	4174.3	5411.8	4935.4

Annex Table - 3.32
Households intended Price to Buy Mobile Phone by Sex, Pakistan, 2008
(Percent)

Price would like to spend on mobile (in Rs.)	Males	Females	Total
< 1000	1.6	0.9	1.5
1000-2500	28.1	17	26.3
2501-3500	18.9	16.1	18.5
3501-5000	22.4	26.9	23.1
5001-10000	18.5	26.5	19.8
10001-20000	4	5.9	4.3
20001+	1.1	1.4	1.1
No response	5.3	5.2	5.3
Total			
Percent	100	100	100
Number	3456	657	4113
Mean	4755.5	5883.4	4935.4

Annex Table - 3.33
Brand of Mobile used by Households by Residence and Region, Pakistan, 2008
(Percent)

Brand of Mobile Phone used	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Nokia	55.9	58.7	61.5	66.7	69.1	56.4	60.3	58.8	2418
Sony Erickson	13.2	13.8	14.2	11.6	9.7	11.9	13.9	13.1	540
Motorola	10.2	9.9	5.3	8.3	7.3	8.9	9.9	9.5	391
Samsung	12.3	15.7	19.4	12.9	9.7	13	14.1	13.7	564
Blackberry	2.2	1.6	-	1.1	0.6	1.3	1.9	1.7	70
LG	8.5	10.3	20.2	10.5	3	9.2	10.1	9.7	401
Chinese origin	3.7	2.9	2	10.7	1.2	3.6	4.3	4	166
Siemens	1.9	1.1	-	1.1	1.2	1.5	1.3	1.4	58
Others	0.3	0.2	-	0.4		0.3	0.3	0.3	12
At least one set	94.4	95.3	96.8	96.9	95.8	93.6	96.1	95.2	3914
No response	5.7	4.8	3.2	3.1	4.2	6.6	3.9	5	204

Annex Table - 3.34
Brand of Mobile Phone used by Households by Sex, Pakistan, 2008

(Percent)

Brand of Mobile Phone used	Males	Females	Total	
			Percent	Number
Nokia	59.2	56.6	58.8	2418
Sony Erickson	13	13.7	13.1	540
Motorola	9.5	9.4	9.5	391
Samsung	13.2	16.6	13.7	564
Blackberry	1.7	1.8	1.7	70
LG	9.7	9.9	9.7	401
Chinese origin	4.2	3	4	166
Siemens	1.4	1.7	1.4	58
Others	0.3	0.2	0.3	12
At-least one set	95.4	94.1	95.2	3914
No response	4.8	5.9	5	204

Annex Table - 3.35
Family Member having Mobile Phone, by Residence and Region, Pakistan, 2008,

(Percent)

Family members having Mobile phones	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Males								
No	12.4	5.7	5.7	7.7	6.1	10.8	8.3	9.3
1	32.8	47.8	27.1	23	20.6	38	33.6	35.3
2-3	46.2	39.6	50.2	45.4	56.4	42.5	46.2	44.8
4-5	6.9	5.3	15.4	15.6	13.3	6.8	9	8.1
6+	1.7	1.6	1.6	8.3	3.6	1.9	2.8	2.5
Females								
No	45.4	39.6	58.7	53.7	33.9	54.8	38.8	45
1	36.3	41.4	29.6	23.5	31.5	34.2	36.7	35.8
2-3	16.3	16.6	11.3	18.6	31.5	9.8	21.4	17
4-5	1.1	1.9	0.4	2.6	3	0.9	1.9	1.5
6+	0.8	0.6		1.5		0.2	1.1	0.8
Total								
Percent	100	100	100	100	100	38.3	61.7	100
Number	2027	1218	247	456	165	1574	2539	4113
Mean Males member	1.8	1.7	2.2	2.7	2.4	1.8	2	1.9
Mean Females member	0.8	0.9	0.6	0.9	1.2	0.6	1	0.9

Annex Table - 3.36
Family Member having Mobile Phone by Sex, Pakistan, 2008

(Percent)

Family members having Mobile phones		Males	Females	Total
Males				
No response		9.4	8.7	9.3
1		35.2	35.8	35.3
2-3		44.4	46.9	44.8
4-5		8.3	7.5	8.1
6+		2.7	1.2	2.5
Females				
No response		49.5	21.2	45
1		34.3	43.8	35.8
2-3		14.2	31.7	17
4-5		1.4	2.3	1.5
6+		0.7	1.1	0.8
Total	Percent	100	100	100
	Number	3456	657	4113
Mean Males member		2	1.9	1.9
Mean Females member		0.8	1.3	0.9

Annex Table - 3.37
Monthly Household Expenditure on Telecom Services by Residence and Region, Pakistan, 2008

(Percent)

Monthly expenditure	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Fixed line/WLL								
Upto Rs. 250	17.4	23.5	36.4	19.8	16.7	21.9	19.7	20.4
251 – 500	30.3	40.7	42.1	28.2	26.9	36.3	31.5	33
501 – 1000	30	24.7	12.4	33.1	24.4	31.1	26.6	28
1000 +	22.3	11.1	9.1	18.9	32.1	10.6	22.2	18.6
Mobile phone								
Upto Rs. 250	17.1	20.2	9	26.8	13.3	21.4	16.7	18.4
251 – 500	35.5	37.2	42.1	26.3	38.5	40.2	32.7	35.5
501 – 1000	24.7	23.5	33.9	24.1	23.7	23.2	25.9	24.8
1000 +	22.7	19.1	15	22.8	24.4	15.2	24.8	21.2
Internet								
Upto Rs. 250	57	42	70	45.5	60	62.6	49.9	53.7
251 – 500	21.5	33	26	35.2	25	23.9	27.2	26.2
501 – 1000	17.1	20.5	4	14.5	7.5	11.7	17.4	15.7
1000 +	4.4	4.5		4.8	7.5	1.7	5.5	4.4
Calling card								
Upto Rs. 250	65.8	46.7	41.2	51.6	32.3	62.1	53.4	56.6
251 – 500	20.8	35.6	52.9	35.9	35.5	26	30.4	28.8
501 – 1000	8.7	6.7		7	16.1	8.3	8.1	8.2
1000 +	4.8	11.1	5.9	5.5	16.1	3.6	8.1	6.4
Total	Percent	100	100	100	100	37.4	62.6	100
	Number	231	45	17	128	31	169	452

Annex Table - 3.38
Monthly Household Expenditure on Telecom Services by Sex, Pakistan, 2008

(Percent)

Monthly expenditure		Males	Females	Total
Fixed line / WLL				
Upto Rs. 250		21.2	16.9	20.4
251 – 500		34.3	27.4	33
501 – 1000		27.9	28.2	28
1000 +		16.6	27.4	18.6
Mobile phone				
Upto Rs. 250		18.1	20.3	18.4
251 – 500		35.5	35.4	35.5
501 – 1000		25.5	21.5	24.8
1000 +		20.9	22.8	21.2
Internet				
Upto Rs. 250		52.5	59	53.7
251 - 500		27.7	19.4	26.2
501 - 1000		15.3	18	15.7
1000 +		4.6	3.6	4.4
Calling card				
Upto Rs. 250		55.8	61.1	56.6
251 - 500		30	22.2	28.8
501 - 1000		7.9	9.7	8.2
1000 +		6.3	6.9	6.4
Total	Percent	100	100	100
	Number	380	72	452

Annex Table - 3.39
Use of FLL other than Calls by Residence and Region, Pakistan, 2008

(Percent)

Other use of FLL	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Time	27.6	7.4	15	24.8	33.9	19.3	21.7	20.8	856
Fax	3.5	3	3.2	5	4.8	2.7	4.1	3.5	146
Alarm	32.7	14.3	27.1	36.6	61.2	27.6	29.1	28.5	1172
Internet	15.2	6.7	11.3	29.6	18.2	10.9	16.2	14.2	582
Voice mail	1.9	3	3.6	5.9	7.9	2.9	3.1	3	125
No response	44.2	79.2	60.7	42.5	19.4	57.2	52.6	54.4	2236

Annex Table - 3.40
Use of FLL other than Calls by Sex, Pakistan, 2008

(Percent)

Other use of FLL	Males	Females	Total	
			Percent	Number
Time	20.3	23.4	20.8	856
Fax	3.8	2.4	3.5	146
Alarm	26.9	36.8	28.5	1172
Internet	13.8	16	14.2	582
Voice mail	3	3.2	3	125
No response	55.7	47.5	54.4	2236

Annex Table - 3.41
Households use of WLL other than Calls by Residence and Region, Pakistan, 2008

(Percent)

Other use of WLL	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
None	37.4	22.3	42.1	31.4	50.3	30.2	34.8	33.1	1360
SMS	9.1	7.1	6.5	8.8	24.2	5.6	11	8.9	368
MMS	2.7	2.4	1.2	2.2	4.8	1.2	3.4	2.6	105
Calculator	4.9	4.8	3.2	3.7	16.4	3.2	6.3	5.1	210
Calendar	3.9	4.7	3.6	3.5	10.3	2.7	5.4	4.4	179
Songs	2.8	4.6	2.4	3.1	10.9	2.3	4.5	3.7	151
Radio	3.9	4.7	0.8	2.6	9.7	2.7	4.9	4	166
Alarm	7.4	6	4	4.2	18.2	4.8	8.2	6.9	283
Camera	1.8	1.7	1.2	1.3	9.1	0.9	2.6	2	81
Internet	3.1	3.4	6.5	4.6	6.1	3.1	4	3.7	151
Game/Entertainment	3.4	3.2	0.8	1.3	11.5	2.3	3.9	3.3	134
Fax	0.6	0.9	0.8	0.4	1.8	0.4	0.9	0.8	31
Other value added services	1.8	0.6	1.6	0.2		1.6	0.9	1.2	49
No response	44.5	66.4	47	56.1	12.7	56.7	47.7	51.2	2104

Annex Table - 3.42
Households Use of WLL other than Calls by Sex, Pakistan, 2008

(Percent)

Other use of WLL	Males	Females	Total	
			Percent	Number
None	31.4	41.7	33.1	1360
SMS	8.5	11.4	8.9	368
MMS	2.4	3.2	2.6	105
Calculator	4.7	7.2	5.1	210
Calendar	4.2	5.2	4.4	179
Songs	3.3	5.8	3.7	151
Radio	3.7	5.8	4	166
Alarm	6.5	8.8	6.9	283
Camera	1.7	3.5	2	81
Internet	3.8	3	3.7	151

Game / Entertainment	3.2	3.8	3.3	134
Fax	0.8	0.8	0.8	31
Other value added services	1.2	1.1	1.2	49
No response	53.3	39.9	51.2	2104

Annex Table - 3.43
Households Use of Mobile Phone other than Calls by Residence and Region, Pakistan, 2008
(Percent)

Other use of Mobile Phone	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
None	19.2	11.4	23.9	9.2	9.7	17.9	14.3	15.7	645
SMS	53.5	64.8	64.4	78.7	76.4	53.4	66	61.2	2518
MMS	10.2	11.8	8.5	26.5	17.6	9.3	14.8	12.7	522
Calendar	32.8	38.2	27.1	46.9	35.8	31.9	38.1	35.7	1470
Songs	25	40	23.5	40.6	39.4	27.6	34.1	31.7	1302
Radio	27.1	45.2	24.7	48	37	31.6	37.1	35	1440
Alarm	47.1	56.5	47.8	64.9	53.3	47.9	54.8	52.2	2145
Camera	25.3	31.6	25.1	48	35.2	24.5	33.6	30.1	1237
Internet-GPRS / EDGE	5.6	6.1	3.2	10.5	11.5	3.8	8	6.4	262
Game / Entertainment	22.6	28.9	32.8	37.1	38.8	22.7	30.2	27.3	1124
Fax	1.5	4.4	0.4	3.1	1.2	1.9	2.8	2.4	100
Computer (PDA)	1.5	1.8		1.8	2.4	1.2	1.8	1.6	64
TV viewing	1.1	0.2	0.8	0.2	2.4	1.1	0.6	0.8	32
Other value added services	1.4	0.2	1.6	0.7	10.9	1.7	1.2	1.4	56
No response	0.3	0.1	0.4	-	-	0.4	0.1	0.2	9

Annex Table - 3.44
Households use of Mobile Phone other than Calls by Sex, Pakistan, 2008
(Percent)

Other use of Mobile Phone	Males	Females	Total	
			Percent	Number
None	15.7	15.4	15.7	645
SMS	60.2	66.5	61.2	2518
MMS	12.7	12.6	12.7	522
Calendar	36.5	31.8	35.7	1470
Songs	31.3	33.3	31.7	1302
Radio	34.6	37.3	35	1440
Alarm	52.2	51.8	52.2	2145
Camera	30.1	30.1	30.1	1237
Internet - GPRS / EDGE	6.3	6.7	6.4	262
Game / Entertainment	27.3	27.2	27.3	1124
Fax	2.2	3.5	2.4	100

Computer (PDA)	1.5	1.7	1.6	64
TV viewing	0.8	0.8	0.8	32
Other value added services	1.2	2	1.4	56
No response	0.2	0.5	0.2	9

Annex Table - 3.45
Number of Calls Made / Received on FLL / WLL by Residence and Region, Pakistan, 2008

(Percent)

Number of Calls	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
Made									
No response	48.9	57	50.2	21.1	47.3	59	41.6	48.2	
1 - 10	37.1	33.6	42.5	60.3	36.4	32.8	42.7	38.9	
11 - 20	10.3	6.4	4.9	13.4	9.7	6.2	10.9	9.1	
21 - 50	3.5	3	2.4	4.6	6.7	1.9	4.5	3.5	
51+	0.2	0.1		0.7		0.1	0.3	0.2	
Received									
No response	49.6	57.1	49.8	21.5	50.3	59.1	42.3	48.7	
1 - 10	31.5	28.7	37.2	51.1	26.1	28.4	35.8	32.9	
11 - 20	14	9.7	11.3	20.6	15.2	9.4	15.8	13.3	
21 - 50	4.6	4.4	1.6	5.9	7.9	3	5.7	4.6	
51+	0.4	0.2	-	0.9	0.6	0.1	0.5	0.4	
Total	Percent	100	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	165	1574	2539	4113
Mean calls Made		5.3	3.9	4.3	8.1	6.6	3.6	6.1	5.2
Mean calls received		6.1	4.7	4.6	9.1	7.9	4.3	7.1	6

Annex Table - 3.46
Number of Calls Made / Received on FLL / WLL by Sex, Pakistan, 2008

(Percent)

Number of Calls	Males	Females	Total
Made			
No response	50.4	36.5	48.2
1-10	37	48.9	38.9
11-20	8.8	11.1	9.1
21-50	3.5	3.3	3.5
51+	0.2	0.2	0.2
Received			
No response	50.7	38.2	48.7
1-10	31.5	40.8	32.9
11-20	12.8	16.1	13.3
21-50	4.7	4.3	4.6
51+	0.3	0.6	0.4
Total	Percent	100	100
	Number	3456	657
Mean calls Made	5	5.9	5.2
Mean calls received	5.8	7	6

Annex Table - 3.47
Number of Calls Made / Received on Mobile Phone by Residence and Region, Pakistan, 2008
 (Percent)

Number of Calls	Punjab	Sindh	Balochistan	NWFP	AJK/ FANA	Rural	Urban	Total	
Made									
No response	10	7.2	5.3	21.3	15.8	11.9	9.4	10.4	
1-10	64.2	64	64	48.9	55.8	63.4	61.3	62.1	
11-20	16.7	20.1	24.3	21.3	19.4	18.9	18.7	18.8	
21-50	8.5	8.2	6.5	7.9	8.5	5.5	9.9	8.2	
51+	0.6	0.4		0.7	0.6	0.3	0.7	0.5	
Received									
No response	10.3	7.1	5.3	21.5	14.5	11.9	9.5	10.5	
1-10	54.9	57.5	61.5	41.9	46.7	54.5	54.1	54.3	
11-20	21.4	23.1	23.9	23.5	26.7	23.3	22	22.5	
21-50	12.1	11.6	8.1	11.8	10.9	9.6	12.9	11.6	
51+	1.3	0.8	1.2	1.3	1.2	0.7	1.5	1.2	
Total	Percent	100	100	100	100	38.3	61.7	100	
	Number	2027	1218	247	456	165	1574	4113	
Mean calls Made		9.7	9.2	9.9	10.1	10.1	8.6	10.3	9.6
Mean calls received		11.8	11	10.9	11.7	12	10.5	12.1	11.5

Annex Table - 3.48
Number of Calls Made / Received on Mobile phone by Sex, Pakistan, 2008
 (Percent)

Number of Calls	Males	Females	Total	
Made				
No response	9.8	13.1	10.4	
1-10	61.8	63.8	62.1	
11-20	19.1	17.2	18.8	
21-50	8.7	5.6	8.2	
51+	0.5	0.3	0.5	
Received				
No response	9.8	14.2	10.5	
1-10	53.6	57.7	54.3	
11-20	23	19.8	22.5	
21-50	12.4	7.8	11.6	
51+	1.3	0.6	1.2	
Total	Percent	100	100	
	Number	3456	657	4113
Mean calls Made		9.9	8.3	9.6
Mean calls received		11.9	9.4	11.5

Annex Table - 3.49
Number of Messages (SMS) Sent / Received by Residence and Region, Pakistan, 2008
(Percent)

Number of messages by family	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Sent								
No response	35.9	25.7	30.8	18	24.2	36.5	26.2	30.1
1-10	32.3	49.7	47.8	32.9	28.5	37.7	38.6	38.3
11-20	14.7	13.5	15.8	21.9	13.9	15.5	14.9	15.1
21-50	12.8	8.2	4	23.2	19.4	8.5	14.7	12.3
51+	4.4	3	1.6	3.9	13.9	1.8	5.6	4.1
Received								
No response	34.7	25.1	30.8	18.4	25.5	35.6	25.7	29.5
1-10	30.3	47	46.2	29.6	21.2	35.7	35.8	35.8
11-20	14.3	13.4	16.6	23.9	16.4	15.6	15.1	15.3
21-50	14	11.4	4	22.4	17.6	10.9	15.5	13.7
51+	6.7	3.1	2.4	5.7	19.4	2.3	7.9	5.8
Total	100	100	100	100	100	38.3	61.7	100
Percent								
Number	2027	1218	247	456	165	1574	2539	4113
Mean number of SMS sent	14.4	10.3	9.4	19	26.5	9.6	16.6	13.9
Mean number of SMS Received	17	11.9	9.7	20	31.8	10.8	19.2	16

Annex Table - 3.50
Number of Messages (SMS) Sent / Received by Sex, Pakistan, 2008
(Percent)

Number of messages by family	Males	Females	Total
Sent			
No response	31.7	21.8	30.1
1-10	37.5	42.2	38.3
11-20	15.2	14.6	15.1
21-50	12	14.3	12.3
51+	3.6	7.2	4.1
Received			
No response	31	21.3	29.5
1-10	35	39.7	35.8
11-20	15.2	15.8	15.3
21-50	13.7	13.7	13.7
51+	5.1	9.4	5.8
Total	100	100	100
Percent			
Number	3456	657	4113
Mean number of SMS sent	13	19	13.9
Mean number of SMS Received	14.8	22.2	16

Annex Table - 3.51
Language used for SMS by Residence and Region, Pakistan, 2008

(Percent)

Language used	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Urdu	20.9	28.6	53	33.3	23	27.4	26	26.6
English	26.7	25.1	17.8	37.1	47.9	20.6	32.1	27.7
Roman Urdu	21.3	22.2	1.2	12.7	15.8	19.6	18.9	19.2
Others	1.6	1.7	1.6	1.3		2.1	1.2	1.6
No response	29.5	22.4	26.3	15.6	13.3	30.3	21.7	25
Total	Percent	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	165	1574	2539

Annex Table - 3.52
Language used for SMS by Sex, Pakistan, 2008

(Percent)

Language used	Males	Females	Total
Urdu	27.5	21.9	26.6
English	25.9	37.1	27.7
Roman Urdu	18.2	24.4	19.2
Others	1.5	1.7	1.6
No response	26.9	14.9	25
Total	Percent	100	100
	Number	3456	657

Annex Table - 3.53
Purpose of sending / receiving SMS by Residence and Region, Pakistan, 2008

(Percent)

Purpose of SMS	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Business	14	20.2	21.9	31.4	8.5	243	497	18	740
Personal	45.4	65.2	61.5	64.5	43.6	762	1471	54.3	2233
Family	37.5	45.7	42.1	45.6	26.1	576	1096	40.7	1672
Social	8	10.4	7.3	20.8	13.9	124	301	10.3	425
Education	18.4	19	18.2	37.9	44.8	275	621	21.8	896
News	4.1	9.4	8.1	18	12.1	89	231	7.8	320
Sports	4	10.5	4.9	24.3	7.9	126	220	8.4	346
Others	9.4	16.3	27.5	25	2.4	153	421	14	574
No response	37.7	27.3	30	16.2	24.2	594	692	31.3	1286

Annex Table - 3.54
Purpose of sending / receiving SMS by Sex, Pakistan, 2008

(Percent)

Purpose of SMS	Males	Females	Total	
			Percent	Number
Business	19.5	9.9	18	740
Personal	53.3	59.5	54.3	2233
Family	41.4	36.8	40.7	1672
Social	10.6	8.7	10.3	425
Education	20.8	27.1	21.8	896
News	7.1	11.4	7.8	320
Sports	8.9	5.9	8.4	346
Others	14.6	10.8	14	574
No response	32.6	24	31.3	1286

Annex Table - 3.55
Ownership of Computer, Intention to have in future and Purchase price of Computer by Residence and Region, Pakistan, 2008

(Percent)

Responses about Computer	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Have personal computer								
No	61	70.4	63.2	48.5	40	73.5	54.4	61.7
Yes	39	29.6	36.8	51.5	60	26.5	45.6	38.3
Would like to have PC								
No	75.7	75.5	67.2	68	58.2	74.4	73.1	73.6
Yes	24.3	24.5	32.8	32	41.8	25.6	26.9	26.4
Want to pay for computer								
< Rs.5000	5.4	4.7	4	9.6	2.4	7.3	4.3	5.5
Rs.5000-10000	11.9	14.1	18.2	16.4	21.8	13.4	14.1	13.8
Rs.10001-25000	4.5	4.9	2	2.4	11.5	2.5	5.8	4.5
Rs.25001+	0.6	0.2		0.2	2.4	0.3	0.6	0.5
Total								
Percent	100	100	100	100	100	38.3	61.7	100
Number	2027	1218	247	456	165	1574	2539	4113
Mean Price	7944.9	7150.8	8639.5	6780.1	11443.6	6465.1	8590.3	7832.8

Annex Table - 3.56
Ownership of Computer, Intention to have in future and Purchase price of Computer by Sex, Pakistan, 2008

(Percent)

Responses about Computer	Males	Females	Total
Have personal computer			
No	64.1	48.7	61.7
Yes	35.9	51.3	38.3
Would like to have PC			

No		74.1	70.8	73.6
Yes		25.9	29.2	26.4
Want to buy computer in future				
< Rs.5000		5.4	5.6	5.5
Rs.5000-10000		13.6	14.9	13.8
Rs.10001-25000		4.3	5.8	4.5
Rs.25001+		0.4	1.1	0.5
Total	Percent	100	100	100
	Number	3456	657	4113
Mean Price		7618.6	8818.9	7832.8

Annex Table - 3.57
Place of use of Internet by Residence and Region, Pakistan, 2008

(Percent)

Place of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Home	26.1	17.2	27.5	39.5	41.8	246	809	25.7	1055
Neighbours	1.1	0.7	0.8	0.2	0.6	9	27	0.9	36
Friend/relative	2.3	3.2	0.8	1.5	3	26	73	2.4	99
Office	8.2	7.2	10.9	11.4	2.4	75	263	8.2	338
Educational institutions	9.7	3.9	4.9	8.8	6.1	84	222	7.4	306
Net Cafe	9.5	6.8	6.1	16.2	33.9	134	286	10.2	420
Other	1	0.6	0.4	0.4	2.4	13	21	0.8	34
No response	58.6	74	58.7	46.3	26.7	1120	1369	60.5	2489

Annex Table - 3.58
Place of use of Internet by Sex, Pakistan, 2008

(Percent)

Place of use	Males	Females	Total	
			Percent	Number
Home	23.8	35.3	25.7	1055
Neighbours	0.7	1.8	0.9	36
Friend/relative	2.5	2	2.4	99
Office	8.2	8.4	8.2	338

Educational institutions	6.7	11.1	7.4	306
Net Cafe	10.4	9.1	10.2	420
Other	0.8	1.1	0.8	34
No response	62.8	48.2	60.5	2489

Annex Table - 3.59
Desire to have Internet at Home by Residence and Region, Pakistan, 2008

(Percent)

Like to have internet		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
No		76.3	81.4	71.3	67.1	50.9	78.6	73.5	75.4
Yes		23.7	18.6	28.7	32.9	49.1	21.4	26.5	24.6
Total	Percent	100	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	165	1574	2539	4113

Annex Table - 3.60
Desire to have Internet at Home by Sex, Pakistan, 2008

(Percent)

Like to have internet		Males	Females	Total
No		76.3	70.8	75.4
Yes		23.7	29.2	24.6
Total	Percent	100	100	100
	Number	3456	657	4113

Annex Table - 3.61
Type of Internet connection by Residence and Region, Pakistan, 2008

(Percent)

Type of connection	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Dial-up	18.7	7.1	23.9	32.9	22.4	198	514	17.3	712
DSL / ADSL	6.1	2.1	2.4	5.5	6.1	48	143	4.6	191
Wireless / Broadband	4.5	4.3	8.9	8.3	7.9	57	160	5.3	217
Mobile (GPRS / EDGE)	3	1.6	0.8	2.9	9.7	30	82	2.7	112
Cable Broadband	4.8	6.7	1.6	5.9	7.3	37	186	5.4	223
No response	67.2	80.5	64.8	57.7	50.3	1242	1606	69.2	2848

Annex Table - 3.62
Type of Internet connection by Sex, Pakistan, 2008

(Percent)

Type of connection	Males	Females	Total	
			Percent	Number
Dial-up	16.5	21.6	17.3	712
DSL / ADSL	4.5	5.5	4.6	191
Wireless / Broadband	5.2	5.5	5.3	217
Mobile (GPRS / EDGE)	2.6	3.2	2.7	112
Cable Broadband	4.9	7.9	5.4	223
No response	70.9	60.3	69.2	2848

Annex Table - 3.63
Purpose of Internet use by Residence and Region, Pakistan, 2008

(Percent)

Purpose of use	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
E-mail	28.1	19.3	34.4	47.4	41.2	20.3	33.6	28.5	1174
Voice communication	6.5	3.4	3.6	13.8	10.9	4.6	7.5	6.4	263
News/Sports/ Entertainment	16	11.1	18.6	30.7	23	13	18.9	16.6	684
Employment help	11.7	9.4	11.3	23.5	12.1	9.8	13.9	12.4	508
Office work	9.2	8.9	24.7	15.1	7.3	6.9	13	10.6	438
Business/ trade	4.9	5.7	7.3	14	3.6	4.2	7.6	6.3	258
Travel booking	3.7	2.6	4.5	5.3	4.2	2.7	4.2	3.6	150
Studies / Education	22.8	12.2	25.5	32.9	50.3	16.9	25.2	22	906
Watching movies	6.3	4.4	2	12.9	6.7	4.4	7.4	6.2	257
Chatting	9.5	9.4	12.1	16.9	13.9	8	12.3	10.6	438
Banking	2.3	3	0.8	3.7	3.6	1.8	3.2	2.6	108
Health/ Medical	2.9	3	5.3	6.1	5.5	2.4	4.3	3.5	145
Online shopping	1.5	2	3.2	5	3	1	3	2.2	91
Games	5.5	5.3	7.7	9.4	13.9	4.1	7.8	6.4	262
Others	2.5	0.5	2	0.9	3.6	2.1	1.5	1.8	72
No response	0.1		2		0.6	0.2	0.2	0.2	9

Annex Table - 3.64
Purpose of Internet use by Sex, Pakistan, 2008

(Percent)

Purpose	Males	Females	Total	
			Percent	Number
E-mail	27.7	33.2	28.5	1174
Voice communication	6.6	5.3	6.4	263
News / Sports/ Entertainment	16.6	17	16.6	684
Employment help	12.3	12.6	12.4	508

Office work	11.1	8.4	10.6	438
Business / trade	6.6	4.6	6.3	258
Travel booking	3.5	4.3	3.6	150
Studies / Education	20.7	28.8	22	906
Watching movies	6	7.6	6.2	257
Chatting	11	8.8	10.6	438
Banking	2.5	3	2.6	108
Health / Medical	3.4	4.1	3.5	145
Online shopping	2.3	1.5	2.2	91
Games	6.2	7.5	6.4	262
Others	1.6	2.4	1.8	72
No response	0.3		0.2	9

Annex Table - 3.65
Females and Children using Internet by Residence and Region, Pakistan, 2008

(Percent)

Use of Internet	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Females use Internet								
No	79.4	86.1	90.7	84.4	75.2	90.9	77.3	82.5
Yes	20.6	13.9	9.3	15.6	24.8	9.1	22.7	17.5
Children use Internet								
No	80.1	85.7	86.2	79.2	73.3	87.8	78	81.8
Yes	19.9	14.3	13.8	20.8	26.7	12.2	22	18.2
Total								
Percent	100	100	100	100	100	38.3	61.7	100
Number	2027	1218	247	456	165	1574	2539	4113

Annex Table - 3.66
Females and Children using Internet by Sex, Pakistan, 2008

(Percent)

Use of Internet		Males	Females	Total
Females use Internet				
No		85.7	65.6	82.5
Yes		14.3	34.4	17.5
Children use Internet				
No		82.7	76.9	81.8
Yes		17.3	23.1	18.2
Total	Percent	100	100	100
	Number	3456	657	4113

Annex Table - 3.67
Impact of FLL / WLL by Residence and Region, Pakistan, 2008

(Percent)

Extent of Impact	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Broadening of social circle								
No	16.3	4	4.5	6.4	6.7	8.6	11.6	10.5
Somewhat	34.7	34.3	32.4	34.6	41.2	32.5	36.1	34.7
Very much	13.5	11.1	12.6	34.9	25.5	13.8	16.7	15.6
No response	35.5	50.6	50.6	24.1	26.7	45	35.6	39.2
Better family cohesion								
No	10.2	3.5	2.8	2.2	6.7	7.2	6.5	6.7
Somewhat	31.6	33.7	31.6	28.1	35.8	28.5	34.2	32
Very much	22.2	13.7	17.4	47.6	30.3	18.4	25.1	22.5
No response	36.1	49	48.2	22.1	27.3	45.9	34.3	38.7
Improved access o health / medical facility								
No	20	7.2	2.8	5.5	16.4	12.6	13.9	13.4
Somewhat	27.8	30.6	21.9	27.6	23.6	25.3	29.8	28.1
Very much	14.1	7.1	14.2	41.4	27.3	13.3	17	15.6
No response	38.1	55	61.1	25.4	32.7	48.7	39.3	42.9
Helpful in education								
No	22.9	11.6	7.3	14.7	26.1	16.9	18.4	17.8
Somewhat	24.7	25.4	13.4	29.8	26.1	22.7	26.1	24.8
Very much	14.1	6.3	3.2	28.7	20	10	14.8	13
No response	38.3	56.7	76.1	26.8	27.9	50.3	40.6	44.3

Helpful in solving day to day problems									
No		15.5	7.1	6.5	6.1	14.5	9.9	12.3	11.4
Somewhat		29.7	25.5	19	33.6	27.9	25.5	29.8	28.2
Very much		17.1	14	9.7	33.8	26.1	14.7	20	18
No response		37.6	53.4	64.8	26.5	31.5	49.8	37.9	42.5
Improved interactions with civic authorities									
No		22.6	14.9	4.5	13.8	13.3	16.5	18.8	17.9
Somewhat		26.4	23.4	23.1	30.3	27.3	24.7	26.5	25.8
Very much		13.4	3.9	10.9	23.7	23.6	8.9	13.9	12
No response		37.5	57.7	61.5	32.2	35.8	49.9	40.8	44.3
Quick help in emergencies									
No		15.3	7.4	2.4	7.7	13.9	11.2	11.4	11.3
Somewhat		25.5	23.6	20.2	25.7	18.2	23	25.2	24.3
Very much		21.1	14.7	18.2	37.1	32.7	17	23.9	21.3
No response		38.1	54.3	59.1	29.6	35.2	48.9	39.5	43.1
Increased awareness of employment / work *									
No		23.8	7	4.5	11.8	23.6	15.9	16.6	16.3
Somewhat		25	25.5	18.2	25.9	26.1	21.2	27.2	24.9
Very much		12.4	11.9	6.9	32.7	14.5	11.8	15.8	14.2
No response		38.8	55.6	70.4	29.6	35.8	51.1	40.4	44.5
Reduced need for travel									
No		16.4	4.2	4	16.4	27.9	11.3	13.3	12.5
Somewhat		28.8	27.3	25.5	23.9	15.8	24.9	28.4	27.1
Very much		16.9	13.8	6.1	26.8	21.2	14.6	17.8	16.6
No response		37.9	54.7	64.4	32.9	35.2	49.2	40.4	43.8
Increased savings									
No		36.2	25	29.1	47.8	46.1	32.7	35.1	34.1
Somewhat		21.6	24.6	21.5	27.6	24.2	19.9	25.3	23.3
Very much		6.4	4.5	2	4.8	2.4	4.6	5.7	5.3
No response		35.8	45.8	47.4	19.7	27.3	42.8	34	37.3
Increased income									
No		41	23.3	32.4	43.9	52.7	32.7	38.1	36.1
Somewhat		16.5	21.1	14.6	26.1	14.5	16.7	20	18.7
Very much		6.4	4.5	3.6	9.6	4.8	5	6.5	6
No response		36.1	51.1	49.4	20.4	27.9	45.6	35.4	39.3
Total	Percent	100	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	165	1574	2539	4113

* Refer at Serial Nos. in Table Nos. 5.64 to 5.69

Annex Table - 3.68
Impact of Mobile Phone by Residence and Region, Pakistan, 2008

(Percent)

Extent of various Impacts	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Broadening of social circle								
No	11.8	3.5	5.3	5.9	14.5	7.2	9.1	8.4
Somewhat	49.8	62	68.4	34	34.5	54.4	50.8	52.2
Very much	31.5	21.7	17.4	48.2	37.6	28	31	29.8
No response	7	12.8	8.9	11.8	13.3	10.4	9.1	9.6
Better family cohesion								
No	7.6	3.1	3.2	2.4	16.4	4.6	6.5	5.8
Somewhat	48.7	60.9	64.4	34.2	36.4	52.5	50.3	51.2
Very much	35.6	29.8	25.1	56.1	33.9	33.4	36.7	35.5
No response	8	6.2	7.3	7.2	13.3	9.4	6.4	7.5
Improved access o health/medical facility								
No	22.1	11.7	6.1	9.2	15.8	15.3	17	16.4
Somewhat	43.9	53	47.8	30.5	27.3	44.7	44.7	44.7
Very much	23.6	11.9	15	48.2	43.6	21.8	24	23.1
No response	10.5	23.4	31.2	12.1	13.3	18.2	14.3	15.8
Helpful in education								
No	26.2	15.8	8.9	17.3	21.2	21.2	20.7	20.9
Somewhat	38.7	45.6	36	30	26.7	38.1	39.8	39.1
Very much	21.5	9.9	6.1	37.9	40	17.5	21.1	19.7
No response	13.7	28.7	49	14.7	12.1	23.3	18.4	20.3
Helpful in solving day to day problems								
No	12.4	8.6	7.3	6.4	17	9.3	11.2	10.5
Somewhat	41.5	46.1	49	32	26.7	41.9	41.6	41.7
Very much	34.7	29.2	17	48.2	43	32	35.1	33.9
No response	11.3	16	26.7	13.4	13.3	16.8	12.2	14
Improved interactions with civic authorities								
No	39.9	29.1	13.4	25.9	26.7	31.1	34.3	33
Somewhat	30.1	33.2	21.1	32.5	32.1	30.6	31	30.8
Very much	14.7	7.8	9.3	23	23	12.7	14.1	13.6
No response	15.3	29.9	56.3	18.6	18.2	25.7	20.6	22.6
Quick help in emergencies								
No	8.3	8	2.4	7.7	10.3	6.7	8.7	7.9

Somewhat		30.9	42.1	53.8	26.1	24.2	34.2	35.2	34.8
Very much		48.7	37.5	31.2	54.6	53.9	44.8	45.5	45.2
No response		12	12.3	12.6	11.6	11.5	14.4	10.6	12.1
Increased awareness of employment/ work									
No		17.8	11.2	6.9	8.1	11.5	13.2	14.3	13.9
Somewhat		40	42.5	45.3	28.3	29.1	38.3	39.9	39.3
Very much		30	27.5	19.4	43.9	41.8	28.6	31.9	30.7
No response		12.2	18.7	28.3	19.7	17.6	19.9	13.9	16.2
Reduced need for travel									
No		10.7	6.9	8.9	5.7	12.7	7.9	9.7	9
Somewhat		32	52.3	62.3	25.2	25.5	42.4	36.6	38.8
Very much		47.7	27	11.7	48	49.1	36.2	41.5	39.5
No response		9.6	13.8	17	21.1	12.7	13.5	12.2	12.7
Increased savings									
No		38.1	41.1	56.7	57	64.8	45.4	41.9	43.3
Somewhat		43.5	47.9	33.6	23.2	17.6	40	41.6	40.9
Very much		11.7	4.7	3.2	12.1	6.1	7.2	10	8.9
No response		6.7	6.3	6.5	7.7	11.5	7.4	6.5	6.9
Increased income									
No		42.9	43.3	53	45.4	58.8	44.9	44.3	44.5
Somewhat		35.6	40.2	32.4	26.3	19.4	34.1	35.7	35.1
Very much		12.7	3.8	7.3	18.9	8.5	9.2	10.9	10.3
No response		8.8	12.7	7.3	9.4	13.3	11.8	9.1	10.1
Total	Percent	100	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	165	1574	2539	4113

Annex Table - 3.69
Impact of Internet Service by Residence and Region, Pakistan, 2008

(Percent)

Extent of Impact	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Broadening of social circle								
No	25.6	11	6.9	12.5	31.5	18.6	19.1	18.9
Somewhat	16.8	17.2	7.7	18.4	24.2	13.2	19.1	16.8
Very much	8	6.7	3.2	19.1	12.7	7.6	9.5	8.8
No response	49.6	65	82.2	50	31.5	60.5	52.3	55.5
Better family cohesion								
No	28.7	11.7	6.9	14.7	40	19.7	22.2	21.2
Somewhat	14.8	15	3.6	16.9	17.6	12.6	15.7	14.5

Very much	4	6.2	0.8	14	4.8	4.5	6.3	5.6
No response	52.6	67.1	88.7	54.4	37.6	63.2	55.8	58.6
Improved access to health / medical facility								
No	31	13.8	4	16.2	31.5	20.3	24.1	22.7
Somewhat	10.7	12.1	3.2	15.4	12.7	10.6	11.7	11.3
Very much	6	6.3	4	12.5	17.6	5.5	8.2	7.2
No response	52.3	67.8	88.7	55.9	38.2	63.5	56	58.9
Helpful in education								
No	13.9	9.9	2	3.5	16.4	10.1	11.5	11
Somewhat	11	12.2	9.7	11.8	10.3	11.5	11.2	11.3
Very much	24.6	11.7	11.3	37.1	43.6	18.4	24.5	22.1
No response	50.6	66.1	76.9	47.6	29.7	60	52.8	55.6
Helpful in solving day to day problems								
No	28.2	12.8	4	15.8	28.5	19.4	21.7	20.8
Somewhat	11.3	11.9	6.1	17.5	15.8	10.9	12.8	12
Very much	7.6	7	4.9	12.9	18.2	6.2	9.5	8.3
No response	52.9	68.3	85	53.7	37.6	63.5	56	58.9
Improved interactions with civic authorities								
No	36.9	18.5	8.1	33.3	36.4	26.2	31.2	29.3
Somewhat	8.2	9.4	0.4	7.9	13.3	9	7.8	8.3
Very much	1.9	3.4		3.1	10.3	1.7	3.3	2.7
No response	53	68.6	91.5	55.7	40	63	57.7	59.7
Quick help in emergencies								
No	36	16.5	6.5	23.2	42.4	25	28.7	27.3
Somewhat	7.9	9.7	3.2	12.9	10.3	7.5	9.6	8.8
Very much	3.5	3.9	0.4	8.1	8.5	3.4	4.6	4.2
No response	52.6	69.9	89.9	55.7	38.8	64.1	57	59.7
Increased awareness of employment / work								
No	26.1	10.7	3.2	5	19.4	16	18.5	17.6
Somewhat	10.6	11.5	6.9	11.6	11.5	10.8	10.8	10.8
Very much	10.8	11.7	7.3	32	30.9	11.4	15.6	14
No response	52.6	66.2	82.6	51.3	38.2	61.8	55.2	57.7
Reduced need for travel								
No	27.7	11.7	6.5	13.6	35.8	17.7	22.1	20.4
Somewhat	10.6	10.7	2.4	9.2	10.3	9	10.6	10
Very much	8.8	8	2.4	20.8	17	9	10.4	9.9
No response	52.9	69.6	88.7	56.4	37	64.3	56.9	59.7

Increased savings									
No		31.2	20.9	13	28.5	44.8	27.8	27	27.3
Somewhat		13.5	8.2	6.5	11.2	20	10.2	12.3	11.5
Very much		7.4	6.9	3.6	12.1	6.7	5.6	8.7	7.5
No response		48	64	76.9	48.2	28.5	56.4	52	53.7
Increased income									
No		37	19	15	26.1	52.1	27.4	31.3	29.8
Somewhat		9.8	7.5	4.9	12.9	12.1	8.4	9.7	9.2
Very much		4.2	5.3	0.8	10.3	7.3	4.3	5.6	5.1
No response		49	68.2	79.4	50.7	28.5	59.9	53.4	55.9
Total	Percent	100	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	165	1574	2539	4113

Annex Table - 3.70
Household Monthly Family Income by Residence and Region, Pakistan, 2008

(Percent)

Family Income		Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Upto Rs.5000		6.7	6.7	4.1	5.3	5.7	8.1	5.3	6.3
Rs.5001 – Rs.10000		32.4	26.7	40.4	35.1	13.3	36.8	26.9	30.8
Rs.10001 – Rs.20000		28.7	36.8	44.5	28.3	25.9	31.6	32.1	31.9
Rs.20001-Rs.50000		23.3	25.4	10.2	24.3	33.5	18.6	26.8	23.6
Rs.50001 – Rs.75000		2.8	1.9	0.4	0.9	5.1	0.6	3.4	2.3
Rs.75001 – Rs.100000		1.9	1.2		3.1	1.3	1	2.1	1.7
No response		4.1	1.4	0.4	3.1	15.2	3.3	3.5	3.4
Total	Percent	100	100	100	100	100	38.5	61.5	100
	Number	2003	1199	245	453	158	1564	2494	4058
Mean Income		19804.8	18840.8	14277.5	20226.2	25412.6	16265.7	21402.1	19417.2

Annex Table - 3.71
Household Monthly Family Income by Sex, Pakistan, 2008

(Percent)

Family Income		Males	Females	Total
Upto Rs.5000		6.3	6.7	6.3
Rs.5001 – Rs.10000		32.3	22.8	30.8
Rs.10001 – Rs.20000		32.7	27.4	31.9
Rs.20001-Rs.50000		21.9	32.6	23.6
Rs.50001 – Rs.75000		2.1	3.3	2.3
Rs.75001 – Rs.100000		1.7	1.7	1.7
No response		3	5.6	3.4
Total	Percent	100	100	100
	Number	3413	645	4058
Mean Income		18842.2	22534.3	19417.2

Annex Table – 3.72
Problems faced while using Telecom Services by Residence and Region, Pakistan, 2008
(Percent)

Problems	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total	
								Percent	Number
Slow Speed-internet	13.2	8.7	26.3	19.3	27.9	9.7	16.5	13.9	572
Frequent Disconnect-Internet	9.9	7.4	29.1	14.9	21.2	7.8	13.5	11.3	466
Congestion/ Line busy	15.3	30.3	50.2	23.5	29.1	20.8	24.9	23.3	959
Frequent Call Disconnection	17.5	20.4	65.2	28.1	15.8	20	23.7	22.3	918
Speech Not Clear	24.9	24.5	79.8	35.7	18.8	28.9	29.1	29	1193
Coverage problem (weal signals)	29.2	27.2	73.7	40.4	28.5	33.7	31.7	32.5	1335
Helpline / Directory Assistance Problem	10.1	9.4	44.5	23.7	7.9	13.9	13.1	13.4	551
Billing problem	7.3	7.1	13.8	24.6	11.5	8.7	10.3	9.7	399
Others	1	1.1	1.2	1.5	1.2	0.6	1.5	1.1	46
Faced any problem	53.3	49.8	96	67.5	65.5	53.2	59.2	56.9	2340
None	42	36.9	2.8	29.8	31.5	38.2	35.2	36.3	1495
No response	4.7	13.4	1.2	2.6	3	8.6	5.6	6.8	278

Annex Table - 3.73
Problems faced while using Telecom Services by Sex, Pakistan, 2008

(Percent)

Problems	Males	Females	Total	
			Percent	Number
Slow Speed – internet	13.6	15.4	13.9	572
Frequent Disconnect – Internet	10.5	15.7	11.3	466
Congestion / Line busy	23.6	21.8	23.3	959
Frequent Call Disconnection	22.9	19	22.3	918
Speech Not Clear	29.3	27.4	29	1193
Coverage problem (weal signals)	32.6	32	32.5	1335
Helpline / Directory Assistance Problem	14.4	8.2	13.4	551
Billing problem	9.5	10.5	9.7	399
Others	1.1	1.1	1.1	46
Faced any problem	56.3	60.1	56.9	2340
None	36.7	34.7	36.3	1495
No response	7.1	5.2	6.8	278

Annex Table - 3.74
Negative Impact of FLL/WLL by Residence and Region, Pakistan, 2008

(Percent)

Type of Negative Impact	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Creates tension								
No	91.9	93.8	96	84.2	83	93.7	90.1	91.5
Yes	8.1	6.2	4	15.8	17	6.3	9.9	8.5
Causes disturbance in work								
No	86.7	90.5	96.4	83.8	78.2	91.1	85.7	87.7
Yes	13.3	9.5	3.6	16.2	21.8	8.9	14.3	12.3
Wastes time								

No		87.9	83.3	94.7	81.8	73.9	89.2	83.5	85.7
Yes		12.1	16.7	5.3	18.2	26.1	10.8	16.5	14.3
Increase expenses									
No		65.8	64.2	77.3	51.5	53.9	69	60.9	64
Yes		34.2	35.8	22.7	48.5	46.1	31	39.1	36
Misused for antisocial activity									
No		81.3	72.9	83	62.7	78.8	77.2	76.5	76.8
Yes		18.7	27.1	17	37.3	21.2	22.8	23.5	23.2
Dangerous while driving									
No		82.2	72.1	87.4	59	77	80.1	74.7	76.8
Yes		17.8	27.9	12.6	41	23	19.9	25.3	23.2
Target for theft - robbery									
No		84.8	77.3	88.3	75.9	86.7	85	79.9	81.9
Yes		15.2	22.7	11.7	24.1	13.3	15	20.1	18.1
Others									
No		97.9	94.9	99.2	97.6	98.2	97.7	96.7	97.1
Yes		2.1	5.1	0.8	2.4	1.8	2.3	3.3	2.9
Total	Percent	100	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	165	1574	2539	4113

Annex Table - 3.75
Negative Impact of FLL / WLL by Sex, Pakistan, 2008

(Percent)

Type of Negative Impact		Males	Females	Total
Creates tension				
No		92	88.7	91.5
Yes		8	11.3	8.5
Causes disturbance in work				
No		89.3	79.5	87.7
Yes		10.7	20.5	12.3
Wastes time				
No		87	78.8	85.7
Yes		13	21.2	14.3
Increase expenses				

No		65.7	54.6	64
Yes		34.3	45.4	36
Misused for antisocial activity				
No		77	75.6	76.8
Yes		23	24.4	23.2
Dangerous while driving				
No		77.2	74.3	76.8
Yes		22.8	25.7	23.2
Target for theft-robbery				
No		82.1	80.4	81.9
Yes		17.9	19.6	18.1
Others				
No		97.5	94.7	97.1
Yes		2.5	5.3	2.9
Total	Percent	100	100	100
	Number	3456	657	4113

Annex Table - 3.76
Negative Impact of Mobile Phone by Residence and Region, Pakistan, 2008

(Percent)

Type of Negative Impact	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Creates tension								
No	74.7	80.6	71.3	74.3	49.1	78	73.5	75.2
Yes	25.3	19.4	28.7	25.7	50.9	22	26.5	24.8
Causes disturbance in work								
No	62.8	73.5	52.2	76.1	40	68.7	64.2	65.9
Yes	37.2	26.5	47.8	23.9	60	31.3	35.8	34.1
Wastes time								
No	66.7	66.8	42.1	65.8	28.5	67.3	61.3	63.6
Yes	33.3	33.2	57.9	34.2	71.5	32.7	38.7	36.4
Increase expenses								
No	33.9	24.2	18.6	31.8	23	29.2	29.6	29.5
Yes	66.1	75.8	81.4	68.2	77	70.8	70.4	70.5
Misused for antisocial activity								
No	42.8	37.1	55.9	43	40	42.8	41.2	41.8
Yes	57.2	62.9	44.1	57	60	57.2	58.8	58.2

Dangerous while driving									
No		21.1	19.5	30.8	36	20.6	25.2	21.3	22.8
Yes		78.9	80.5	69.2	64	79.4	74.8	78.7	77.2
Target for theft/robbery									
No		34.3	30.9	42.1	42.5	44.8	40.1	32	35.1
Yes		65.7	69.1	57.9	57.5	55.2	59.9	68	64.9
Others									
No		95.3	90	98	96.3	96.4	94.3	93.9	94
Yes		4.7	10	2	3.7	3.6	5.7	6.1	6
Total	Percent	100	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	165	1574	2539	4113

Annex Table - 3.77
Negative Impact of Mobile Phone by Sex, Pakistan, 2008

(Percent)

Type of Negative Impact		Males	Females	Total
Creates tension				
No		76.3	69.4	75.2
Yes		23.7	30.6	24.8
Causes disturbance in work				
No		67.2	59.1	65.9
Yes		32.8	40.9	34.1
Wastes time				
No		64.8	57.2	63.6
Yes		35.2	42.8	36.4
Increase expenses				
No		28.5	34.6	29.5
Yes		71.5	65.4	70.5
Misused for antisocial activity				
No		41.2	44.9	41.8
Yes		58.8	55.1	58.2
Dangerous while driving				
No		21	32.4	22.8
Yes		79	67.6	77.2
Target for theft/robbery				
No		34.7	37.1	35.1
Yes		65.3	62.9	64.9

	Others			
No		94.6	90.9	94
Yes		5.4	9.1	6
Total	Percent	100	100	100
	Number	3456	657	4113

Annex Table - 3.78
Negative Impact of Internet by Residence and Region, Pakistan, 2008

(Percent)

Type of Negative Impact	Punjab	Sindh	Balochistan	NWFP	AJK / FANA	Rural	Urban	Total
Creates tension								
No	93.6	94.1	96.8	87.7	83.6	94.5	91.9	92.9
Yes	6.4	5.9	3.2	12.3	16.4	5.5	8.1	7.1
Causes disturbance in work								
No	88.9	92.9	96	83.6	79.4	91.5	88.3	89.5
Yes	11.1	7.1	4	16.4	20.6	8.5	11.7	10.5
Wastes time								
No	76.3	86.1	89.1	77	59.4	81.6	78	79.4
Yes	23.7	13.9	10.9	23	40.6	18.4	22	20.6
Increase expenses								
No	76.9	80.6	92.7	75.9	60.6	80.6	76.6	78.2
Yes	23.1	19.4	7.3	24.1	39.4	19.4	23.4	21.8
Misused for antisocial activity								
No	82.6	86.9	90.7	75.2	65.5	85.1	81.4	82.8
Yes	17.4	13.1	9.3	24.8	34.5	14.9	18.6	17.2
Dangerous while driving								
No	85.3	86.6	95.5	72.6	77	86.7	83.3	84.6
Yes	14.7	13.4	4.5	27.4	23	13.3	16.7	15.4
Target for theft / robbery								
No	91.1	90.1	95.5	78.5	83	90.9	88.5	89.4
Yes	8.9	9.9	4.5	21.5	17	9.1	11.5	10.6
Others								
No	98.6	96.5	100	98.2	97	98.9	97.4	97.9
Yes	1.4	3.5		1.8	3	1.1	2.6	2.1
Total	Percent	100	100	100	100	38.3	61.7	100
	Number	2027	1218	247	456	1574	2539	4113

Annex Table - 3.79
Negative Impact of Internet by Sex, Pakistan, 2008

(Percent)

Type of Negative Impact		Males	Females	Total
Creates tension				
No		93	92.4	92.9
Yes		7	7.6	7.1
Causes disturbance in work				
No		90.4	84.9	89.5
Yes		9.6	15.1	10.5
Wastes time				
No		80.3	74.4	79.4
Yes		19.7	25.6	20.6
Increase expenses				
No		79.1	73.5	78.2
Yes		20.9	26.5	21.8
Misused for antisocial activity				
No		83.3	80.2	82.8
Yes		16.7	19.8	17.2
Dangerous while driving				
No		84.5	84.6	84.6
Yes		15.5	15.4	15.4
Target for theft/robbery				
No		89.5	88.9	89.4
Yes		10.5	11.1	10.6
Others				
No		98.3	95.9	97.9
Yes		1.7	4.1	2.1
Total	Percent	100	100	100
	Number	3456	657	4113

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