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Report of the Partnership on Measuring Information and Communication Technology for Development

Note by the Secretary-General

In accordance with Economic and Social Council decision 2019/210 and past practices, the Secretary-General has the honour to transmit the report of the Partnership on Measuring Information and Communication Technology for Development. The report presents an overview of the recent work undertaken by the Partnership, including the revision of the methodological manuals of ICT indicators which include new indicators which reflect the latest developments in ICT adoption and use by households and individuals, and recent progress on the use of big data for measuring the information society. The report will also provide an update of the Partnership thematic list of ICT indicators for monitoring progress towards implementation of the 2030 Agenda. The SDG-related thematic list of ICT indicators is now available for use by countries and shared with the IAEG-SDG. The report will further highlight challenges for national statistical offices in producing ICT statistics, including related to capacity building. The Commission is requested to review the progress made on availability of ICT statistics; welcome the revised manuals for the production of ICT statistics; endorse the thematic list of ICT indicators for monitoring progress towards implementation of the 2030 Agenda; and express support for the continued work of the Partnership on Measuring ICT for Development.

* E/CN.3/2020/1.

I. Introduction

1. The Partnership on Measuring Information and Communication Technology (ICT) for Development was launched in 2004 to improve the availability of internationally comparable ICT statistics.[1] Since then, ICT statistics have been a regular item on the agenda of the UN Statistical Commission (UNSC) and the Partnership has reported on progress in its work in 2005, 2007, 2009, 2010, 2012, 2014, 2016 and 2018.[2]

2. The Commission considered the topic of ICT statistics as an item for discussion at its 38th session in 2007, at its 43rd session in 2012, at the 45th session in 2014, at the 47th session in 2016 and at the 49th session in 2018. At its 49th session, the Partnership prepared a report to the Commission highlighting that countries will need to consider ICT indicators beyond the SDG monitoring framework in order to adequately assess the impact of ICTs in their sustainable development. The work of the Partnership's Task Group on ICT for SDGs was outlined in the document, including its objective to develop a thematic list of ICT indicators for the SDGs.

3. The present report provides an overview of work done by the Partnership since its last report to the Statistical Commission in 2018, in particular linked to monitoring progress towards the Sustainable Development Goals.

II. Recent progress in ICT measurement

A. Core list of ICT indicators, definitions and statistical standards

4. One of the main achievements of the Partnership on Measuring ICT for Development has been the establishment of a core list of ICT indicators, which was endorsed by the Commission at its 38th session in 2007 and revisions were presented at the 43rd, 45th and 47th sessions.[3] The core list has served as the basis for the collection of internationally comparable ICT statistics worldwide and covers the following areas: ICT infrastructure and access; access and use of ICT by households and individuals; use of ICT by businesses; the ICT sector; trade in ICT goods and services; ICT in education; e-government; and electronic waste.[4] The main purpose of the list is to help countries that collect (or are planning to collect) ICT statistics to produce high quality and internationally comparable data. In order to achieve this, the indicators have associated statistical standards and metadata.

5. Within the Partnership, ITU is responsible for collecting, harmonizing and disseminating the core ICT access and ICT household indicators and is regularly reviewing the definition of the indicators to ensure that it remains relevant to the fast changing evolution of ICT. The Expert Group on Telecommunication/ICT Indicators (EGTI), which includes more than 1100 members, and the Expert Group on ICT Household Indicators (EGH), which includes more than 800 members, work through online discussion forums and report the outcome of their work to the World Telecommunication/ICT Indicators Symposium (WTIS). The most recent outcomes of the work of the EGTI and EGH were presented in WTIS-19, held in Geneva, Switzerland in December 2019.

6. Both expert groups (EGTI and EGH) met in September 2019 and discussed the revisions of the two methodological materials of the ITU on ICT Indicators. The first one, the *ITU Handbook for the collection of Telecommunication/ICT Indicators* was last revised in 2011 but regularly updated to include new

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[1] As of November 2019, members of the Partnership were the International Telecommunication Union (ITU); the Organisation for Economic Co-operation and Development (OECD); the United Nations Conference on Trade and Development (UNCTAD); the United Nations Educational, Scientific and Cultural Organization's Institute for Statistics (UIS); the United Nations Economic Commission for Latin America and the Caribbean (UNECLAC); the United Nations Economic and Social Commission for Western Asia (UNESCWA); the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP); the United Nations Economic Commission for Africa (UNECA); the UN Department of Economic and Social Affairs (UN-DESA); Eurostat; the United Nation Environment Programme (UNEP) Secretariat of the Basel Convention (SBC) on the Control of Transboundary Movements of Hazardous Wastes and their Disposal, the United Nations University Vice-Rectorate in Europe Sustainable Cycle Programme (UNU-ViE SCYCLE); the World Bank; and the International Labour Organization (ILO).

[2] E/CN.3/2005/23; E/CN.3/2007/5; E/CN.3/2009/19; E/CN.3/2010/28; E/CN.3/2012/12; E/CN.3/2014/8. E/CN.3/2016/13

[3] E/CN.3/2007/5; E/CN.3/2012/12; E/CN.3/2014/8. and E/2016/24-E/CN.3/2016/34

[4] http://www.itu.int/en/ITU-D/Statistics/Documents/coreindicators/Core-List-of-Indicators_March2016.pdf

indicators discussed during the EGTI meetings. The revision of the Handbook in 2019 provided an opportunity to include all the indicators agreed in previous EGTI meetings and the elaboration of the scope, methodology, example and relevance of the indicators. The revised Handbook will be published in the beginning of 2020.[5]

7. Similarly, the EGH meeting held in 2019 discussed the revision of the *ITU Manual for Measuring ICT Access and Use by Households and Individuals*. The Manual was originally published in 2009, with the second edition, in 2014, extending the list of ICT indicators and adding a chapter on the coordination of the national statistical system in the area of ICT statistics. The EGH affirmed the importance of the Manual as a reference document, and approved its structure and the incorporation of the indicators agreed during the meeting. The Manual includes more examples and clarifications, including new and updated country examples, on topics such as survey vehicles, survey design, data collection modes, additional modules/questions, breakdowns, and dissemination formats, amongst others. The revised Handbook will be published in the beginning of 2020.[6]

8. Based on the Handbook and the Manual, ITU assists governments in developing countries in their ICT data collection and dissemination efforts. Support is provided for the production of statistics in the areas of ICT infrastructure, access, and use by household and individuals. Technical workshops are carried out at the national and regional levels to exchange experiences and discuss methodologies, definitions, survey vehicles and other issues related to the collection of ICT statistics.

9. In 2016, the Partnership Task Group on measuring ICT services and ICT-enabled services had proposed four indicators on imports and exports of such services to be added to the core list of indicators.[7] Building on that work in 2017, UNCTAD provided technical assistance for the launch of pilot enterprise surveys on exports of ICT-enabled services, in Costa Rica, India and Thailand. The surveys were implemented by national statistical agencies in collaboration with the private sector. The project allowed national agencies to produce official statistics on exports in ICT-enabled services. A technical note of the main findings was published in June 2018.[8] Other countries have expressed an interest in conducting similar surveys.[9]

10. UNCTAD has also established a new Working Group on Measuring E-Commerce and the Digital Economy, the first meeting of which took place in 3-4 December 2019.10 The Working Group aims to advance cooperation on measuring e-commerce and the digital economy and enhance the availability, quality, comparability, usability and relevance of these statistics with a view to supporting evidence-based policymaking, especially in developing countries. Its first meeting focused on the revision of the UNCTAD Manual for the Production of Statistics on the Information Economy (last revised in 2009), and on measuring domestic and cross-border e-commerce. The Working Group will strengthen the work of the Partnership in terms of the development of indicators and methodology regarding the evolving digital economy.

11. The UNESCO Institute for Statistics (UIS) is responsible for developing and collecting indicators on ICT access and use in education. UIS has led the work of developing the core list of ICT indicators in education, including definitions and preparation of methodological documents, particularly the *Guide to Measuring Information and Communication Technologies (ICT) in Education (UIS 2009)*. UIS has implemented data collections on ICT in education in Latin America and the Caribbean, in five Arab states, in Asia and in Sub-Saharan Africa to gather internationally comparable data. The surveys were developed with the International Working Group on ICT Statistics in Education (WISE), which was established by the

[5] https://www.itu.int/en/ITU-D/Statistics/Pages/publications/handbook.aspx.
[6] https://www.itu.int/en/ITU-D/Statistics/Pages/publications/manual.aspx
[7] E/CN.3/2016/13
[8] See https://unctad.org/en/PublicationsLibrary/tn_unctad_ict4d11_en.pdf
[9] In relation to the new household indicators on e-commerce and the work to measure international trade in ICT-enabled services, there has been increased interest by countries in measuring cross-border e-commerce. UNCTAD is collaborating with organizations outside the Partnership on Measuring ICT for Development to find ways to collect this data, including through enterprise surveys (see http://unctad.org/en/PublicationsLibrary/tn_unctad_ict4d06_en.pdf)
[10] See https://unctad.org/en/Pages/MeetingDetails.aspx?meetingid=2259

UIS. The working group provides invaluable insight into the design and implementation of the survey instruments and related methodologies. This work also entails close collaboration with UNESCO's Communication and Information Sector and other strategic institutional partners.

12. UNDESA in 2019 continued to work on the preparation of the 2020 United Nations E-Government Survey. The 2020 Survey will mark the 11th edition, following a consistent methodology first adopted in 2003. The Survey assesses global and regional e-government development through a comparative rating of national government portals relative to one another. The Survey will also continue to assess the e-government development at local levels, a pilot study that started with the 2018 edition will cover more than 80 cities in 2020.

13. ESCWA works together with UNDESA on its e-Government Survey, at the regional level as part of its full-fledged assessment exercise of "Digital Development", or "ICT4D National stock-taking reviews" a 5-clusters approach for national reviews of WSIS Action Lines. Further, ESCWA works on the "Government Electronic and Mobile Services" as an ESCWA measurement and policy tool aiming at advancing e-services and m-services in member countries.

III. ICT statistics to measure progress towards the goals of the 2030 Agenda for Sustainable Development

14. In its report to the Commission in 2018, the Partnership presented its Task Group on ICT for the SDGs which aims to propose a thematic list of ICT indicators that could be used to measure ICT availability and use in sectors relevant to the SDGs that are not covered in the global SDG indicators framework. One of the main objectives of the Task Group is to define a thematic list of ICT indicators that could be collected by countries to assess their level of ICT adoption and use.

15. In 2019, the Task Group, co-lead by ITU and UNDESA concluded its work and finalized the thematic list of ICT indicators. Most of the indicators included in the list are from the Partnership's core list of ICT indicators and are based on established methodologies and definitions. The large majority have been endorsed by the Commission, which also recognized the important role of ICTs for the post 2015 development framework. A number of indicators were selected for the tracking of several targets, reflecting the cross-cutting nature of ICTs. The Task Group further aimed at improving availability of disaggregated data, for the indicators that are included in the thematic list.

16. This thematic list includes 26 ICT indicators, related to 27 SDG Targets belonging to 11 Goals and were discussed and agreed upon through a consultation process involving governments and international organizations. It covers the following areas: ICT infrastructure and access; access and use of ICT by households and individuals; use of ICT by businesses; the ICT sector; trade in ICT goods; ICT in education; e-waste and e-government. A summary of the thematic list is given in Annex I. The full presentation of the list is given on the ITU website.[11] Going forward, the Partnership will disseminate the list widely to countries and is considering a report.

17. After the successful launch of the Global E-waste Statistics Partnership (GESP) in 2017, which aims to build capacity in countries to produce reliable and comparable e-waste statistics and build a global e-waste database, to track developments over time and to inform policy makers and industry, the GESP published the "Global E-waste Monitor 2017", which provides the most comprehensive overview of global e-waste statistics (only 41 countries collect internationally comparable e-waste statistics), including an overview of the magnitude of the e-waste problem in different regions. The report included up-to-date information on the amounts of e-waste generated and recycled, makes predictions until 2021, and provides information on the progress of e-waste legislation. In June 2019, the GESP launched globalewaste.org, a website that visualises e-waste data and statistics for use by policymakers, industry, academia, and the general public. The website also details how countries can be supported through capacity building activities to enhance data collection. Regional capacity building workshops have taken place in East Africa, Latin America, and Arabian States where over 180 people from 40 countries have been trained on e-waste statistics. There was also the publication of the second edition of "E-waste Statistics: Guidelines for classification, reporting and indicators", and the "Global E-waste Monitor 2020" is currently in preparation

[11] See https://www.itu.int/en/ITU-D/Statistics/Documents/intlcoop/partnership/Thematic_ICT_indicators_for_the_SDGs.pdf.

for launch in early 2020. A dedicated SDG sub-indicator on e-waste is also being developed under indicator 12.5.1: National recycling rates, tons of material recycled in partnership with UNU, UNEP and other experts to develop the methodology (currently a Tier III indicator).

IV. Big data for ICT statistics

18. The growth of ICTs has resulted in a rapid increase of new (including big) data sources, in particular from the ICT industry. ITU is looking into innovative ways to utilize big data as a new data source and to overcome important data gaps. Discussions were done in various ITU World Telecommunication/ICT Indicators Symposium (WTIS) held from 2013 to 2017, and in the work of the EGH. In addition, ITU plays an active role in the Global Working Group (GWG) on Big Data for Official Statistics through its task teams on methodologies, skills and capacity building, and experiences on how mobile phone, satellite and social media could be used for official statistics. ITU is currently leading the GWG task team on the use of mobile phone data for official statistics.

19. As a key contribution of ITU to exploring new data sources for official statistics, the ITU launched in June 2016 a pilot project on using 'Big Data for Measuring the Information Society'. The project included pilot studies in six countries (Colombia, Georgia, Kenya, Philippines, Sweden and the United Arab Emirates) that aims to explore how big data from the ICT industry, particularly from telecommunication operators, can produce new or complement existing indicators to measure the information society. A document, which includes big data ICT indicators and methodologies, was produced as an outcome of this project. The experiences learned by the pilot countries as well as the methodology document can be used as a reference by countries who are interested in implementing similar activities. The output documents are now available online.[12] The ITU is planning to expand its work on big data by implementing in countries that showed interest in using big data for measuring the information society.

20. ECLAC is leading a data laboratory that seeks to boost innovation in the use of alternative data sources and their combination with official statistics for the measurement of the digital economy. In this framework ECLAC opted for the use of public data available on the web that were captured through web crawling and web scraping techniques, in addition to the use of APIs (Application Programming Interfaces). Topics analysed include online labour market and digital skills, prices of technological goods, crowdfunding, e-commerce, cryptocurrency trends and social network analysis reviewing content about the Sustainable Development Goals (SDGs).

V. Conclusions

21. The need for more and better official ICT statistics to help measure progress in the 2030 Agenda has been widely recognized. Countries will need to consider ICT indicators beyond the SDG monitoring framework in order to adequately assess the impact of ICTs in their sustainable development. The Partnership's thematic list of ICT indicators for the SDGs will provide guidance to countries in this regard.

22. The measurement of the evolving digital economy in particular is an aspect of ICT statistics that has received increased attention from individual Partners as part of their mandate, and this work in turn contributes to knowledge sharing within the Partnership, such as the UNCTAD Digital Economy Report 2019,[13] the theme of the ITU WTIS 2019, and the OECD Measuring the Digital Transformation: A Roadmap for the Future (2019).[14] New data needs for the digital economy will require that countries strengthen national coordination and include all stakeholders in order to improve the data quality and availability to inform policy.

23. The Partnership will continue to review and update its list of ICT indicators, cooperate in developing new indicators, related methodology, and contribute to the statistical development of countries by offering capacity-building assistance.

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[12] https://www.itu.int/en/ITU-D/Statistics/Pages/bigdata/default.aspx.

[13] Chapter III is devoted to "Measuring Value in the Digital Economy", see https://unctad.org/en/PublicationsLibrary/der2019_en.pdf

[14] https://www.oecd.org/going-digital/measuring-the-digital-transformation-9789264311992-en.htm

24. The Partnership recognizes the potential of big data produced by the evolving digital economy, in particular by technologies such as the Internet of Things, cloud computing, and artificial intelligence. At the same time, issues of data access and sharing, data protection, privacy and security will have to be addressed, and national statistical systems will need to develop protocols to be able to leverage these new data sources.

25. Once again, the Partnership calls upon development partners to consider expanding their support for technical assistance on ICT statistics, in particular to train national statisticians and other producers and users of official ICT statistics, and to finance the data collection, analysis and dissemination.

26. The Commission is invited to:

- **Review the progress made on availability of ICT statistics;**
- **Welcome the revised manuals for the production of ICT statistics;**
- **Endorse the thematic list of ICT indicators for monitoring progress towards implementation of the 2030 Agenda;**
- **Express support for the continued work of the Partnership on Measuring ICT for Development.**

Annex I – A thematic list of ICT indicators for the SDGs

1. Background

Information and communication technologies (ICTs) are recognized as a key development enabler. The important role that ICTs play in achieving the SDGs has also been stressed by the ICT community, including the World Summit on the Information Society (WSIS), the Commission on Science and Technology for Development (CSTD) and the UN Group on the Information Society (UNGIS).

The 2030 Agenda for Sustainable Development recognizes that "the spread of information and communications technology and global interconnectedness has great potential to accelerate human progress, to bridge the digital divide and to develop knowledge societies". Several SDG targets refer to ICTs and technology, highlighting the need to include specific ICT indicators in the monitoring framework.

The Partnership on Measuring ICT for Development[15] has taken a lead role in increasing awareness about the importance of ICT for development and in international ICT monitoring. The Partnership has made a concerted effort to highlight the role that ICTs will play in achieving the SDGS and prepared a joint proposal of ICT indicators to help track the Sustainable Development Goals and targets. In March 2017, at its 48th Session, the UN Statistical Commission (UNSC) adopted the global indicators framework for the SDGs and targets developed by Inter-Agency and Expert Group on SDG Indicators (IAEG-SDGs). The framework includes 232 indicators. However, only 7 of those are ICT indicators, covering 6 targets under Goals 4, 5, 9, and 17.

It is imperative that all areas where ICTs will play a role are measured and monitored. To better reflect the role of ICT in achieving the SDGs, the Partnership on Measuring ICT for Development has developed a thematic list of ICT indicators that can be used to measure ICT availability and use in sectors relevant to the SDGs that are not covered in the global SDG indicators framework. The thematic list is presented in this document.

The proposed indicators, which have been discussed and agreed upon through a consultation process involving governments and international organizations, cover the following areas: ICT infrastructure and access; access and use of ICT by households and individuals; use of ICT by businesses; the ICT sector; trade in ICT goods; ICT in education; e-waste and e-government. The list includes 26 ICT indicators, related to 27 SDG Targets belonging to 11 Goals. The Partnership will present the thematic list in its report to the Statistical Commission in March 2020. Going forward, the Partnership will disseminate the list widely to countries and is considering a report.

2. Criteria

Simple criteria[16] have been applied to decide on the selection and inclusion of an indicator in the thematic list as follows. Each indicator:

- should address a **single** issue.
- should have sufficiently **reliable** measurement data.
- should be based on **internationally agreed methodologies.**

[15] The Partnership on Measuring ICT for Development is an international, multi-stakeholder initiative that was launched in 2004 to improve the availability and quality of ICT data and indicators, particularly in developing countries.

[16] Criteria inspired by the work of UNESCO Internet Universality Indicators work, see here: https://en.unesco.org/news/your-further-inputs-needed-help-unesco-finalize-draft-internet-universality-indicators.

- should be **quantitative** where possible.
- should be independently **verifiable** where possible.
- should permit **disaggregation** by relevant characteristics of the population under consideration wherever possible. For individuals, this includes (but is not limited to) gender, age group, location (urban/rural), socio-economic status, individual income and educational level. For households this includes income level and location (urban/rural). For enterprises this includes industry and size.
- should be collectable within **reasonable cost** in terms of time and money, in the majority of the countries.
- should preferably be **collected already by an international agency.**

3. Breakdowns

Sustainable Development Goal indicators should be disaggregated, where relevant, by income, sex, age, race, ethnicity, migratory status, disability and geographic location, or other characteristics, in accordance with the Fundamental Principles of Official Statistics (General Assembly resolution 68/261).[17].

In accordance with this general principle, the following minimum breakdowns are proposed for the thematic indicators.

- For indicators about **individuals**, possible breakdowns are: Sex, Age, Rural/urban, Level of education, Labour force status, Occupation.
- For indicators about **households**, possible breakdowns are: Income, Rural/urban, Household composition, Household size.
- For indicators about **businesses**, possible breakdowns are: Size, Geographical location.
- For indicators about **education**, possible breakdowns are: Sex, ISCED classification.
- For indicators about **technology**, possible breakdowns are: Technology specifications (fixed/mobile, 3G/LTE/4G), Rural/urban, Speed.
- For indicators about **e-waste**, possible breakdown is by type of e-waste.

4. Thematic list of ICT indicators for the SDGs

PI	Detailed PI	Collected by	Related SDG Targets	Methodology (see reference section at the end)
PI01	Proportion of individuals using the Internet	ICT surveys (NSO) – ITU	1.4, 2.3, 4.5, 5.b, 8.5, 9.c, 12.8, 16.10, 17.8	ITU-Households
PI02	Proportion of households with Internet access	ICT surveys (NSO) – ITU	1.4, 9.1	ITU-Households
PI03	Proportion of individuals owning a mobile phone	ICT surveys (NSO) – ITU	1.4, 2.3, 2.c, 3.8, 5.b, 8.5 ,8.10, 10.c, 16.10	ITU-Households
PI04	Population covered by a mobile broadband network	Telecom regulators – ITU	1.4, 2.3, 2.a, 2.c, 8.1, 8.2, 9.1, 9.a, 9.c	ITU-ICT
PI05	Internet broadband subscriptions per 100 inhabitants	Telecom regulators – ITU	9.c, 17.6	ITU-ICT

[17] https://sustainabledevelopment.un.org/content/documents/11803Official-List-of-Proposed-SDG-Indicators.pdf.

PI	Detailed PI	Collected by	Related SDG Targets	Methodology (see reference section at the end)
PI06	Countries having adopted a national e-health record	WHO	3.8	WHO
PI07	Enrolment in basic computer skills and/ or computing courses in secondary education	Education ministries – UIS	4.5	UIS-EDU
PI08	Proportion of graduates in ICT-related fields at post-secondary levels (ISCED 5-8)	Education ministries – UIS	4.5	UIS-EDU
PI09	Individuals with ICT skills, by type of skill	ITU	4.4, 8.2	ITU-Households
PI10	Percentage of youth/adults who have achieved at least a minimum level of proficiency in digital literacy skills.	UIS	4.4	UIS
PI11	Learner-to-computer ratio (ISCED 1-3)	Education ministries – UIS	4.a	UIS-EDU
PI12	Proportion of educational institutions with computers for pedagogical purposes (ISCED 1- 3)	Education ministries – UIS	4.a	UIS-EDU
PI13	Proportion of educational institutions with Internet for pedagogical purposes (ISCED 1-3)	Education ministries – UIS	4.a	UIS-EDU
PI14	Internet traffic (in exabytes)	Telecom regulators – ITU	8.2	ITU-ICT
PI15	Proportion of individuals using the Internet for the following activities: - Internet banking	ICT surveys (NSO) – ITU	1.4, 8.1, 8.3, 8.10, 10.c	ITU-Households
PI16	Businesses using the Internet for Internet banking; for accessing other financial services	UNCTAD	8.3	UNCTAD
PI17	Educational institutions (schools) with Internet (ISCED 1-3)	Education ministries – ITU, UIS	9.1Balance of payments trade statistics (NSOs)	UIS-EDU/ ITU-Households
PI18	ICT prices as a % of GNI p.c.	Telecom regulators – ITU	9.1, 9.c	ITU-ICT
PI19	International Internet bandwidth (bps) per	Telecom regulators – ITU	9.5, 9.a	ITU-ICT

PI	Detailed PI	Collected by	Related SDG Targets	Methodology (see reference section at the end)
	Internet user			
PI20	Businesses using the Internet	UNCTAD	17.8	UNCTAD
PI21	UN E-participation index	UNDESA	16.6, 16.7, 16.10	UNDESA-EPI
PI22	Proportion of e-waste treated environmentally sound	OECD, UNSD/UNEP, UNU	12.4, 12.5	EWASTE
PI23	Proportion of businesses receiving orders over the Internet	UNCTAD	17.8	UNCTAD
PI24	Proportion of businesses placing orders over the Internet	UNCTAD	17.8	UNCTAD
PI25	Business use of broadband subscriptions	UNCTAD	8.2	UNCTAD
PI26	International trade in digitally-deliverable services as a percentage of total services trade (%)	Balance of payments trade statistics (NSOs)	8.2	UNCTAD-ICT