Arab Republic of Egypt
Ministry of Communications
and Information Technology

ICT Indicators Annual Report

2013–2017

Infrastructure Indicators

ICT Sector's Role in Development

Infrastructure Indicators

▪ Mobile and Fixed Telephone Lines

- Fixed and Mobile Lines Subscriptions
- Fixed Lines and Mobile Penetration

▪ Internet

- Estimated Internet Users and Internet Penetration
- Mobile Internet and USB Modem Subscribers
- International Internet Bandwidth, International Internet Bandwidth per capita
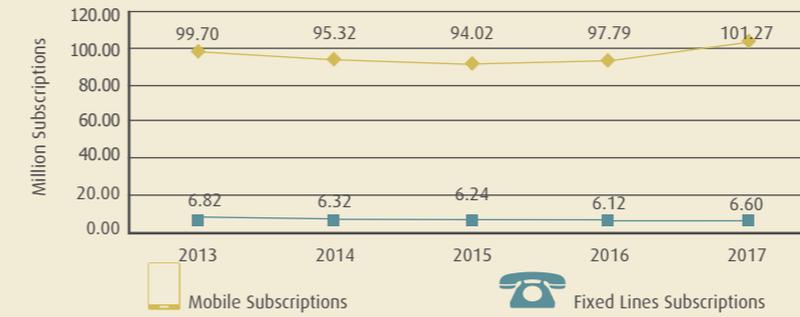
▪ Postal Services

- Post Offices
- Average Number of People Served by Postal Offices
- Number of Pensions Distribution through Postal Offices, Number of Pensions Distribution through Postal Offices to Residential Places
- Number of Instant Postal Financial Transfers

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EGYPT POST

Mobile and Fixed Telephone Lines

Fixed and Mobile Lines Subscriptions

Million Subscriptions

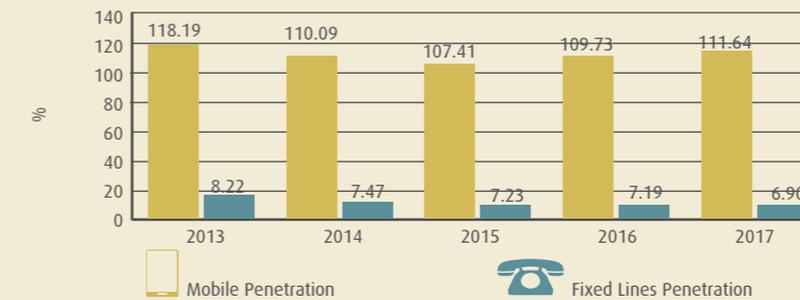|	2013	2014	2015	2016	2017
Mobile Subscriptions	99.70	95.32	94.02	97.79	101.27
Fixed Lines Subscriptions	6.82	6.32	6.24	6.12	6.60

▢ Mobile Subscriptions ☎ Fixed Lines Subscriptions

Source: Ministry of Communications and Information Technology, National Telecom Regulatory Authority, Telecom Egypt

- Change rate of mobile subscriptions 2017 compared to 2016: 3.56%
- Average annual growth rate mobile subscription during (2013-2017):0.96%.

Fixed Lines and Mobile Penetration

%

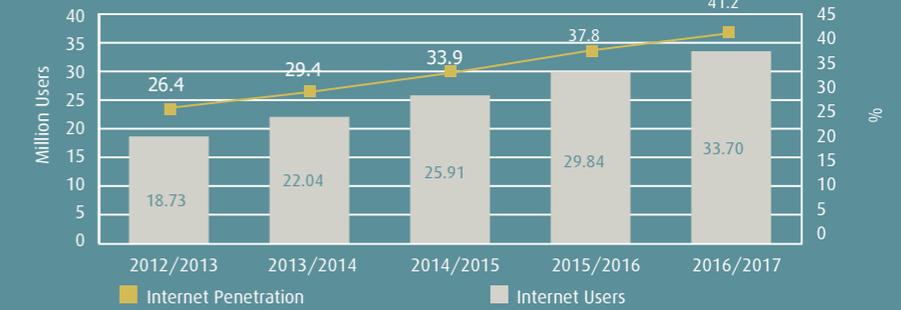|	2013	2014	2015	2016	2017
Mobile Penetration	118.19	110.09	107.41	109.73	111.64
Fixed Lines Penetration	8.22	7.47	7.23	7.19	6.90

▢ Mobile Penetration ☎ Fixed Lines Penetration

Source: Ministry of Communications and Information Technology, National Telecom Regulatory Authority, Telecom Egypt

- Change rate of mobile penetration 2017 compared to 2016:1.91%
- Average annual growth rate of mobile penetration during (2013 - 2017) :-1.06%.

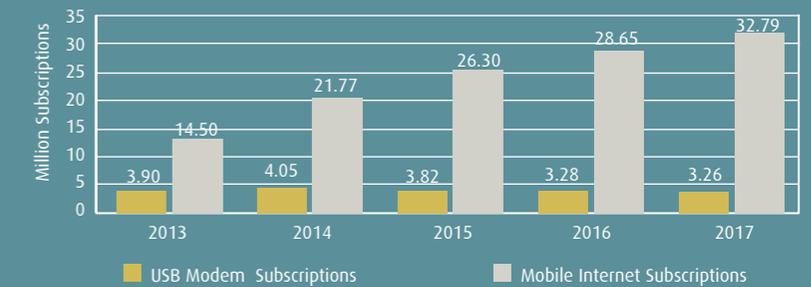## Internet

Estimated Internet Users and Internet penetration

Million Users

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Internet Penetration	26.4	29.4	33.9	37.8	41.2
Internet Users	18.73	22.04	25.91	29.84	33.70

▢ Internet Penetration ▢ Internet Users

Source: According to annual survey conducted by CAPMAS and MCIT for measuring ICT access and use by households and individuals

- Growth rate of estimated Internet users 2016/207 compared to 2015/2016: 12.94%
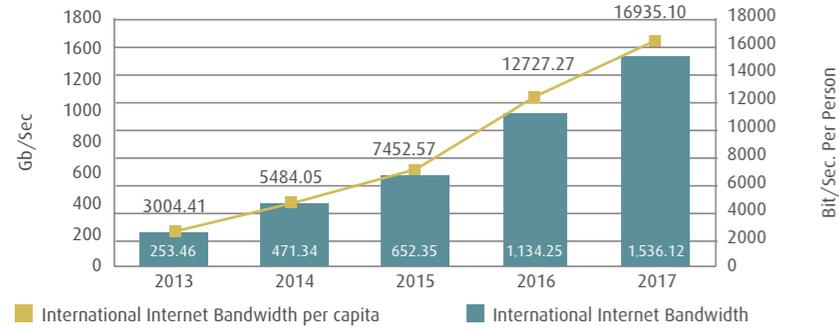- Average annual growth rate of estimated Internet users during (2012/2013–2016/2017): 15.83%

Mobile Internet and USB Modem

Million Subscriptions

	2013	2014	2015	2016	2017
USB Modem Subscriptions	3.90	4.05	3.82	3.28	3.26
Mobile Internet Subscriptions	14.50	21.77	26.30	28.65	32.79

▢ USB Modem Subscriptions ▢ Mobile Internet Subscriptions

Source: Ministry Of Communications and Information Technology, National Telecom Regulatory Authority, Telecom Egypt

- Growth rate of mobile Internet users in 2017 compared to 2016: 14.45%.
- change rate of USB modem subscribers in 2017 compared to 2016: -0.52%
- The number of ADSL subscribers in 2017: 5.2 million subscriptions
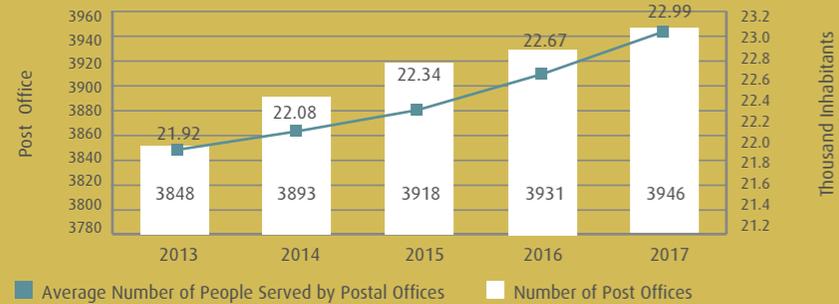
International Internet Bandwidth

Legend: International Internet Bandwidth per capita | International Internet Bandwidth

- Growth rate of international Internet bandwidth 2017 compared to 2016: 35.4%
- Average annual growth rate of international Internet bandwidth during (2013-2017): 50.38%
- Growth rate of international Internet bandwidth per capita 2017 compared to 2016: 33.1%
- Average annual growth rate of international Internet bandwidth per capita during (2013 - 2017): 47.65%
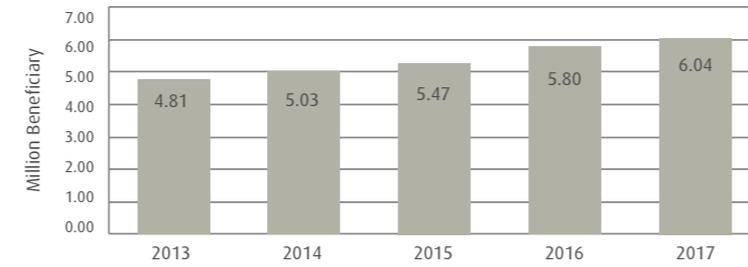
Postal Services
Number of Post Offices

Legend: Average Number of People Served by Postal Offices | Number of Post Offices

- Growth rate of number of post offices 2017 compared to 2016: 0.38%
- Average annual growth rate of number of post offices during (2013- 2017): 0.72%
- Growth rate of average number of people served by postal offices in 2017 compared to 2016: 1.39%
- Average annual growth rate of average number of people served by postal offices during (2013- 2017):1.12%
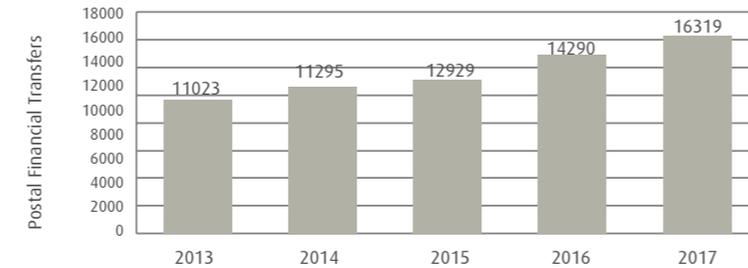
Number of Pensions Distributed through Postal Offices

- Growth rate of number of pension's distribution through postal offices in 2017 compared to 2016: 4.14%
- Average annual growth rate of number of pensions distribution through postal offices during (2013 - 2017): 4.95%

Number of Instant Postal Financial Transfers

- Growth rate of number of instant postal financial transfers 2017 compared to 2016: 14.20%
- Average annual growth rate of instant postal financial transfers during (2013 – 2017) 11.25%

ICT Sector's Role In Development Annual Report

First: Household and Individuals
- Infrastructure for the use of communications and information technology in Egyptian House Holds
- Households Internet access at home by mode of access
- ICT usage by household's individuals
- Internet activities undertaken by individuals
- Percentage of individuals (Internet users) participating in e-commerce

Second: Government & Public Sector
- Infrastructure in government & public sector
- Government and public-sector enterprises connected to the Internet by mode of access
- Activities undertaken by government & public-sector enterprises using computers
- Activities undertaken by government & public-sector enterprises using the internet
- ICT impact on government & public sector
- E-Government Services provided by government and public-sector enterprises

Third: Health Sector
- ICT Infrastructure in health sector hospitals
- Hospitals connected to the Internet by mode of access
- Activities undertaken by hospitals using computers
- Activities undertaken by hospitals using the Internet
- ICT impact on health sector
- Infrastructure for the use of ICT for physicians

First: Household and Individuals

Infrastructure for the use of communications and information technology in Egyptian House Hold-

percentage of total households

Mobile	98.2
Fixed Line	27.4
Computers	63.5
Internet Access	51.9
Internet Access at Home	49.2

Source: "Survey of ICT Usage in Households and Individuals", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

Households Internet Access at Home by Type of Access Mode

percentage of total households   Multible Answer

Fixed Broadband	46.20%
Mobile Broadband	31.43%

Source: "Survey of ICT Usage in Households and Individuals", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

ICT Usage by Household's Individuals

percentage of total individuals, 6 years old and older   Multible Answer

using cell phone	90.7%
using internet	44.3%
useing computer	50.0%

Source: "Survey of ICT Usage in Households and Individuals", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

Internet Activities Undertaken by Individual

percentage of total individuals, 6 years old and older   Multible Answer

To obtain information about government agencies through the site	20.8%
Obtain information on goods and services	23.8%
Obtain information on health and health services	32.2%
Communicate with others through social networks such as twitter- Facebook	75.8%
Send information and messages via e-mail	79.0%

Source: "Survey of ICT Usage in Households and Individuals", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

Percentage of Individuals Participating in e-Commerce

percentage of total individuals, 6 years old and older using the Internet
% of individuals using internet

Purchasing or ordering goods or services	4.2
Getting information about goods or services	23.8

*Source: "Survey of ICT Usage in Households and Individuals", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

Second: Government & Public Sector

Infrastructure in Government & Public Sector

Percentage of Total Entities

Fixed Phones	99.8
Computer	99.9
Using Internet	95.3
Mobile	20.3

*Source: "survey of ICT usage in government & public-sector enterprises", conducted by by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

Government & Public-Sector Enterprises Connected to the Internet by Mode of Access

Percentage of Total Entities
Multible Answer

Fixed Broadband	94.6
Wireless Broadband	16.5

*Source: "survey of ICT usage in government & public-sector enterprises", conducted by by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

Computers Activities Undertaken by Government & Public-Sector Entities

Percentage of Total Entities

Buisness administration and following up projects and plans	77.8
The development and automation of the buisness	87.8
Management of financial and administrative buisness	90.1
Office buisness	97

*Source: "survey of ICT usage in government & public-sector enterprises", conducted by by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

Internet Activities Undertaken by Government & Public Sector Enterprises

percentage of total entities
Multible Answer

Buying goods and services	8.1
Internet banking	30.4
Technical and financial offers publication	23.6
Downloading software and application	54.8
Research & devlopment and getting information	61.6
Media Publication	67.1
Data and File Exchange	71.9
Sending and Receiving e-Mail	87.8

*Source: "survey of ICT usage in government & public-sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

ICT usage Impact on Government & Public-Sector

percentage of total entities
Multible Answer

Increase levels of efficiency of services provided to the gouverment public	92
simplification of work procedures	93
Save time and financial resources	94

*Source: "survey of ICT usage in government & public-sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

e-Government Services Provided by Government and Public-Sector Enterprises
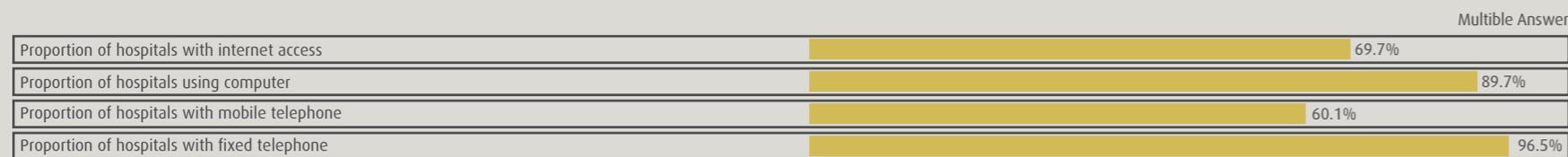
percentage of total entities
Multible Answer

Providing Information about Electronic Governmental Services	25.7%
Users Can Download Government Forms/Applications online	19.0%
Receiving Forms/Applications from Users Electronically	11.3%
Collecting Government Service Fees Electronically from Users	4.7%

*Source: "survey of ICT usage in government & public-sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018

Third: Health Sector

ICT Infrastructure in Private Sector Hospitals

Multible Answer

Proportion of hospitals with internet access	69.7%
Proportion of hospitals using computer	89.7%
Proportion of hospitals with mobile telephone	60.1%
Proportion of hospitals with fixed telephone	96.5%

Source: " survey of ICT usage in health sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018.
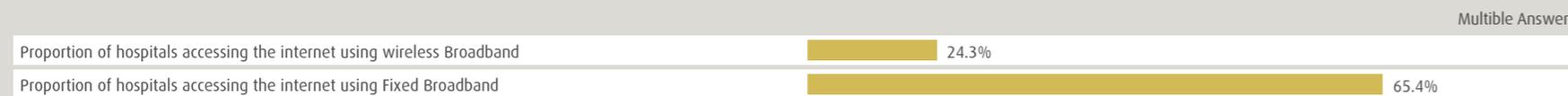
Hospitals Connected to the Internet by Mode of Access

Multible Answer

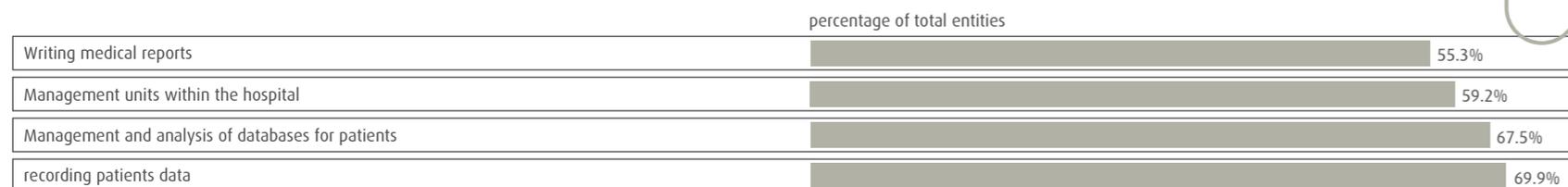|	
Proportion of hospitals accessing the internet using wireless Broadband	24.3%
Proportion of hospitals accessing the internet using Fixed Broadband	65.4%

Source: " survey of ICT usage in health sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018.

Computer Activities Undertaken by Hospitals Employees

percentage of total entities

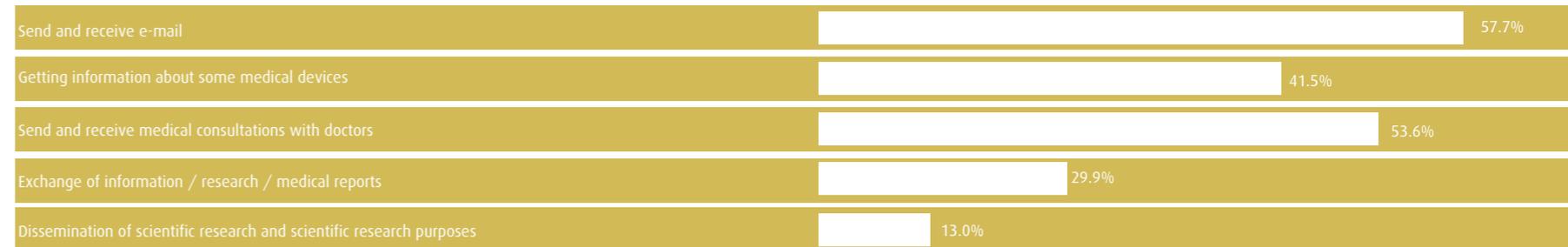|	
Writing medical reports	55.3%
Management units within the hospital	59.2%
Management and analysis of databases for patients	67.5%
recording patients data	69.9%

Source: " survey of ICT usage in health sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018.

Internet Activities Undertaken by Hospitals Employees

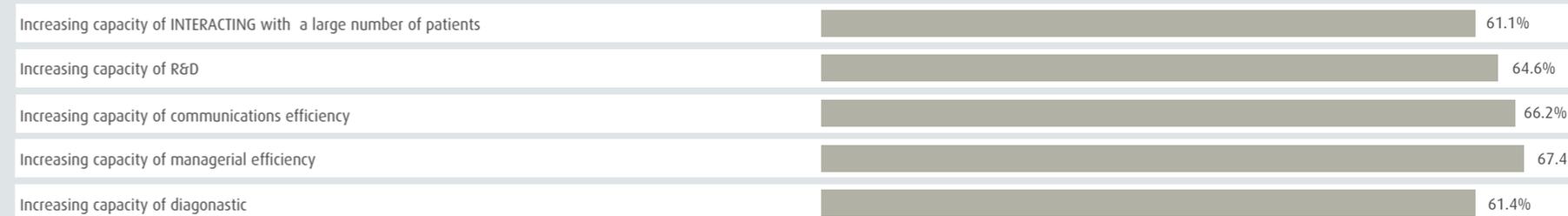|	
Send and receive e-mail	57.7%
Getting information about some medical devices	41.5%
Send and receive medical consultations with doctors	53.6%
Exchange of information / research / medical reports	29.9%
Dissemination of scientific research and scientific research purposes	13.0%

Source: " survey of ICT usage in health sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018.

ICT Impact on Health Sector

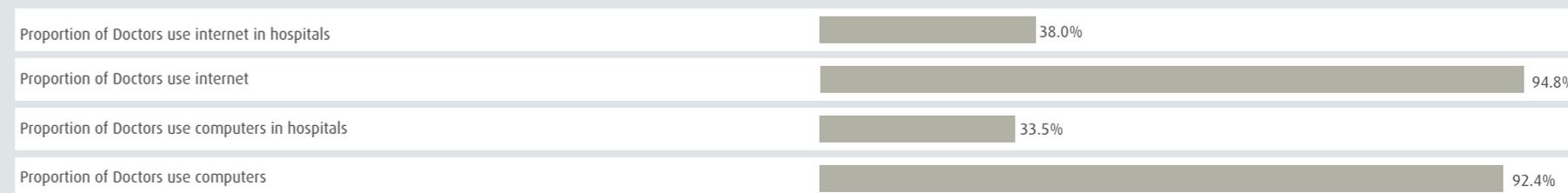|	
Increasing capacity of INTERACTING with a large number of patients	61.1%
Increasing capacity of R&D	64.6%
Increasing capacity of communications efficiency	66.2%
Increasing capacity of managerial efficiency	67.4%
Increasing capacity of diagonastic	61.4%

Source: " survey of ICT usage in health sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018.

Infrastructure for Use of ICT for Physicians

Proportion of Doctors use internet in hospitals	38.0%
Proportion of Doctors use internet	94.8%
Proportion of Doctors use computers in hospitals	33.5%
Proportion of Doctors use computers	92.4%

Source: " survey of ICT usage in health sector enterprises", conducted by the Ministry of Communications and Information Technology (MCIT) in cooperation with the Central Agency for Public Mobilization and Statistics (CAPMAS), 2017-2018.