



وزارة الاتصالات وتقنية المعلومات

Ministry of Telecommunications  
and Information Technology



# Telecommunication Indicators 2021



**Fixed - telephone**

# Fixed Telephony (1)



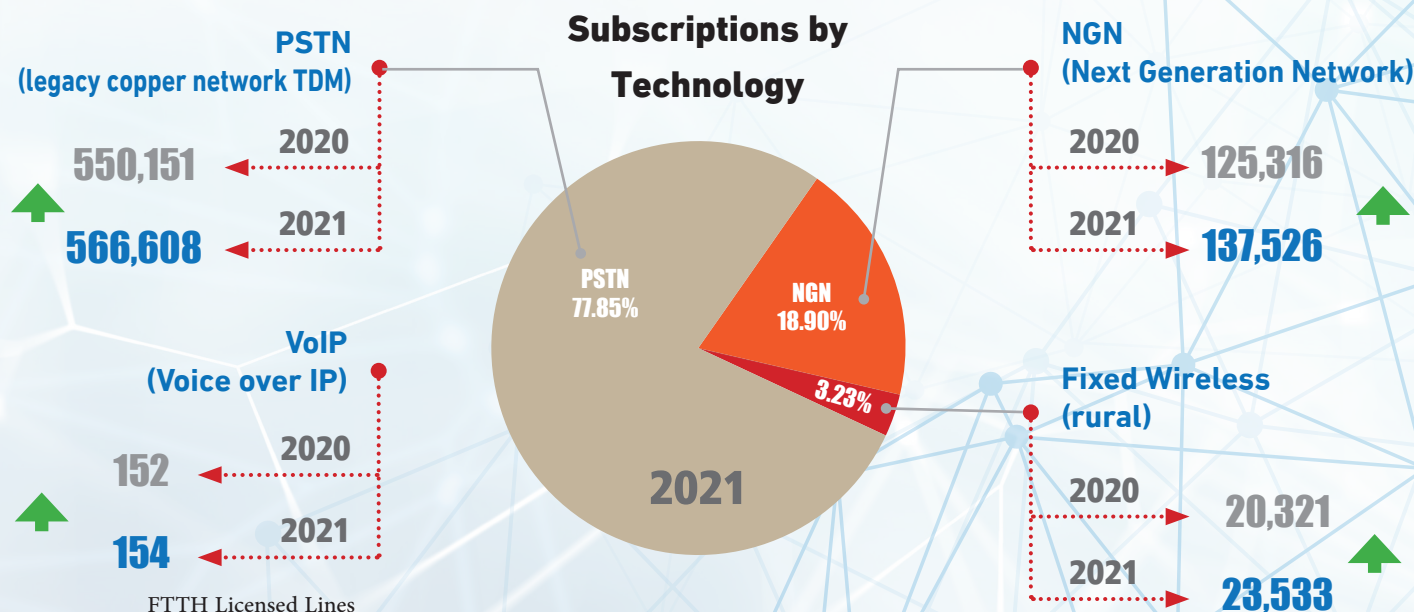
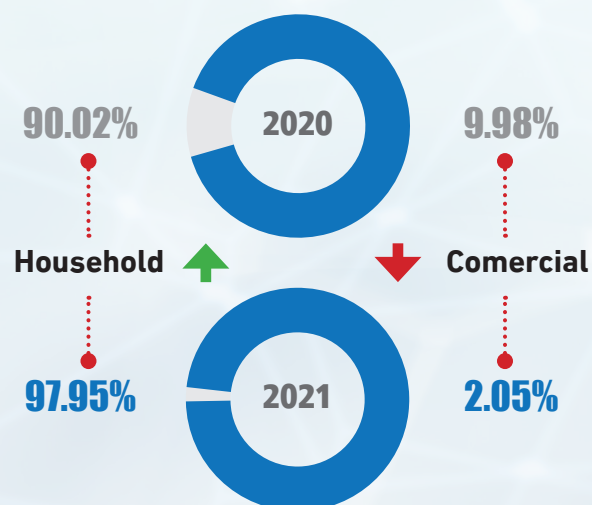
## First: Total Active Fixed Subscriptions (the number and penetration)



Household percentage with a fixed phone has increased slightly. This does not differ too much from the international downward trend in the last years.

## Second: Subscriptions by Subscriber Type and Technology

### Proportion of Household and Commercial Subscriptions





# Fixed Telphony (2)



## First: Domestic and International Traffic

### ► Domestic Traffic

#### fixed to fixed traffic (min)



↓ Although fixed line subscriptions have increased, voice traffic among subscribers has decreased.

#### mobile outgoing fixed telephone traffic (min)



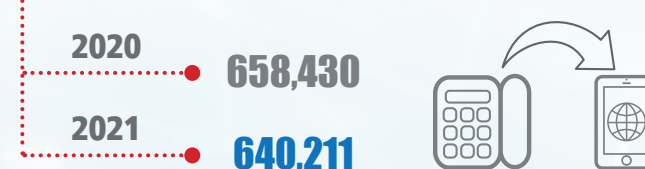
↓ Despite the increase in mobile subscriptions and fixed subscriptions, voice traffic between them decreased by 5% in both directions.

#### mobile incoming fixed telephone traffic (min)



### ► International Traffic

#### international outgoing traffic (min)



↓ Although fixed line subscriptions increased in 2021, their international traffic decreased.

#### international incoming fixed telephone traffic (min)



## Second: Quality of Service

#### Fault Incidences Per 100 Subscriptions



#### Percentage of faults repaired within 48 hours



There has been an improvement in the service of clearing fixed-line faults despite their increase.



**Mobile Cellular Telephone**

# Mobile Cellular Telephone (1)



## Mobile Subscriptions



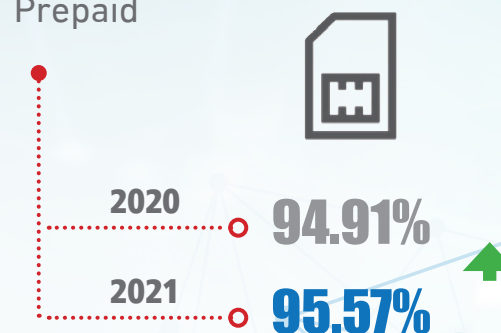
## Mobile Penetration Rate



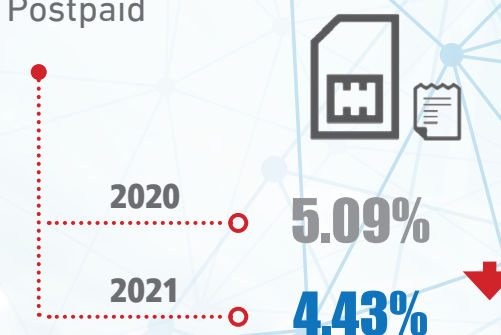
Mobile-phone subscriptions per 100 inhabitants have slightly grown. Nevertheless, they are still low, 20 percentage points below the average of the least developed countries.

## Subscriptions by postpaid/ prepaid

### Prepaid

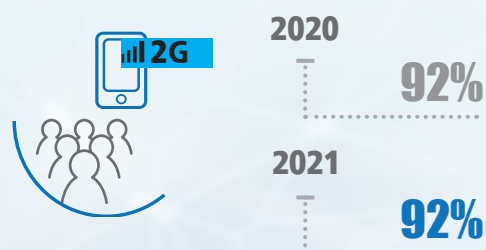


### Postpaid

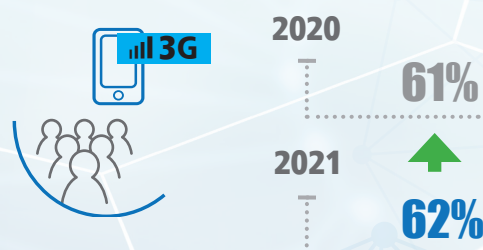


Post-paid subscriptions have fallen.

## Percentage of the population covered by a 2G/3G network



## Percentage of the population covered by at least a 3G mobile network



2G population coverage has not expanded. Likewise, the expansion of 3G has only had a 1% increase.



# Mobile Cellular Telephone (2)



## Average Annual Voice Traffic per Subscriber

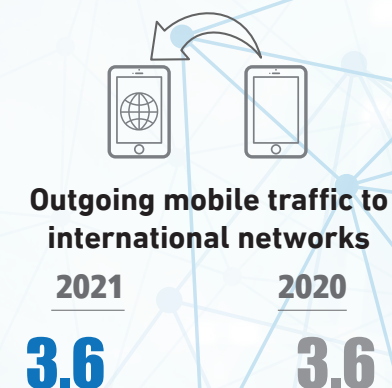
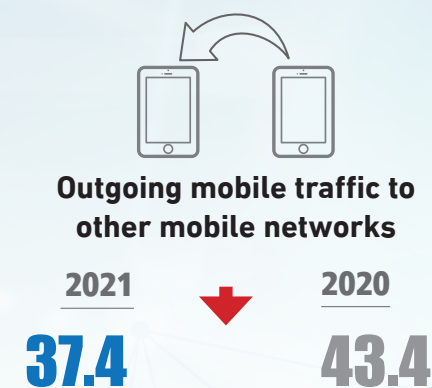
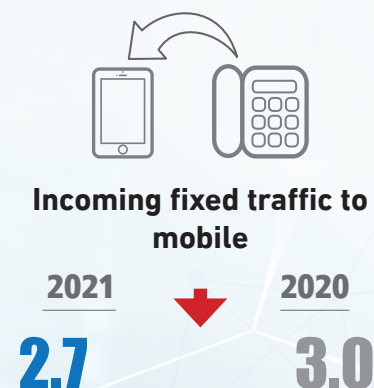
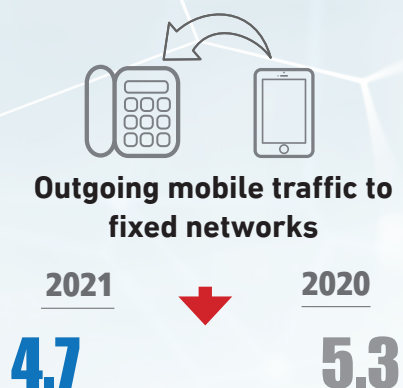
To same mobile networks



While the average domestic traffic of each mobile subscriber (excluding traffic with the same mobile network) has decreased, outgoing international traffic remained the same.

## SMS Traffic

SMS sent to domestic/international destinations





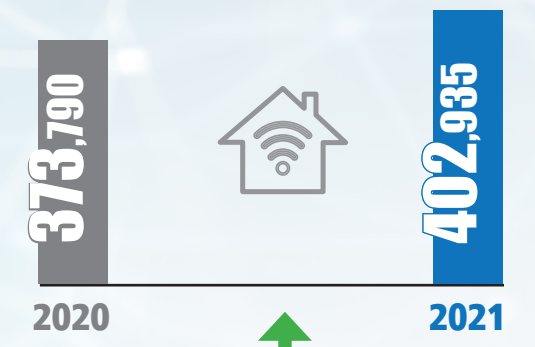
**The Internet**



# The Internet (1)



## First: Totals and Percentages



Fixed-broadband Subscriptions



Mobile-broadband Subscriptions

Fixed broadband subscriptions per 100 inhabitants have increased marginally. On the other hand, Mobile broadband uptake has increased noticeably: 4.6 percentage units.



Population Penetration of Fixed-broadband



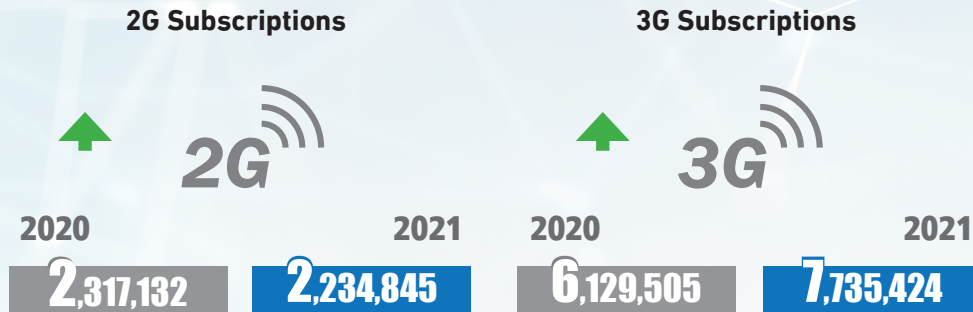
Population Penetration of Mobile-broadband

# The Internet ( 2 )



## Second: Subscriptions by speed / technology

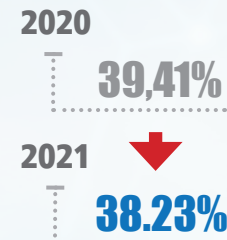
### Mobile Subscriptions by Technology



During 2021, there were more than one million and a half new mobile broadband subscriptions (3G).

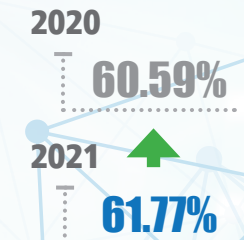
### ADSL (Fixed) Subscriptions by Speed

The percentage of ADSL subscriptions that are less than 2Mb/s



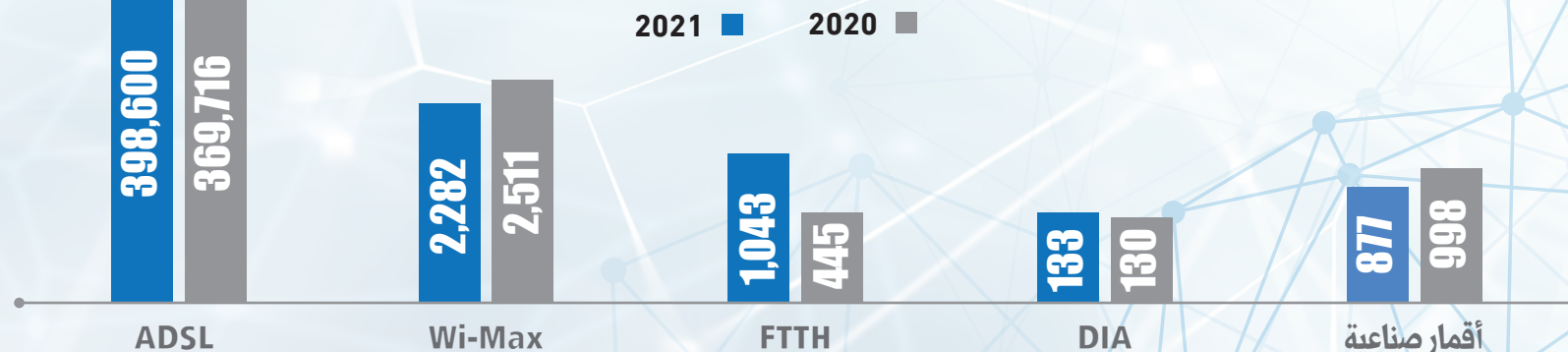
Three fourths of the new subscriptions in 2021 are 2Mb/s or more, and they account for 62% of ADSL subscriptions.

The percentage of ADSL subscriptions that between 2Mb/s and 8Mb/s



### Fixed-broadband Subscriptions by Technology

ADSL accounts for the majority of fixed broadband subscriptions whereas fiber has the highest subscription growing rate.



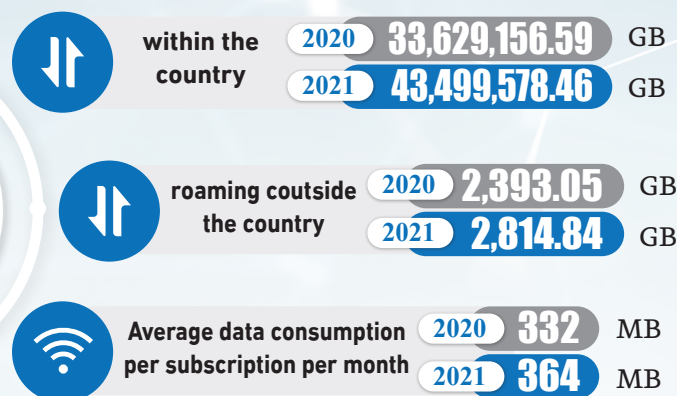


# The Internet ( 3 )



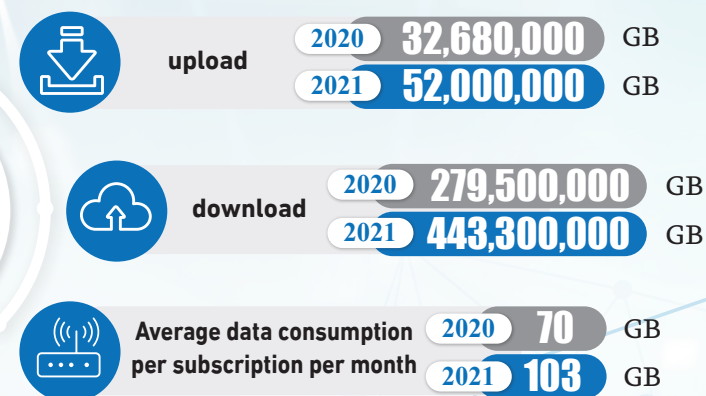
## First: Data Traffic

### Mobile data traffic



▲ Average data consumption per Mobile subscription increased by 10% in 2021.

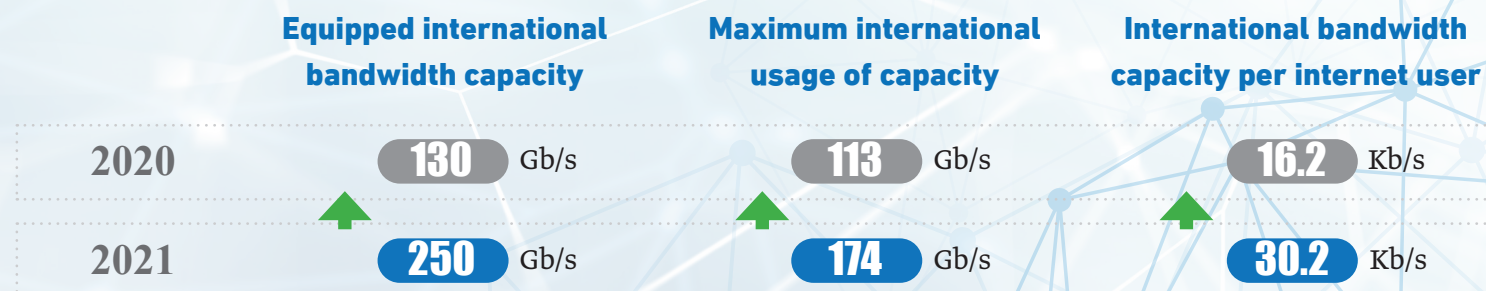
### Fixed network data traffic



▲ Average data consumption per fixed subscription increased considerably by 50% in 2021.

## International Bandwidth

The international bandwidth capacity doubled in 2021 and the bandwidth per internet user correspondingly increased.

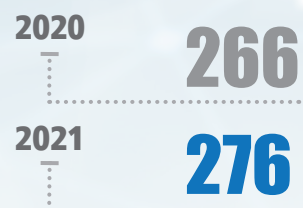




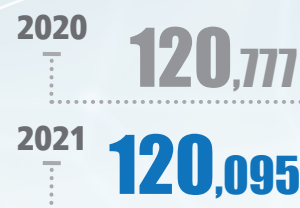
# Postal Services



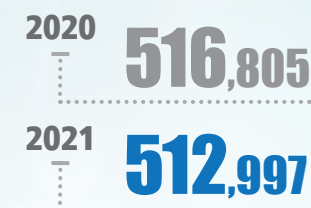
## Number of beneficiaries of salary payments



## Average number of inhabitants served by a post office



## Number of post offices



2020  
2021

Number  
of paid  
remittances

## Domestic Remittances

Number of  
remittances

2020  
2021



## Number of IVR users



## Number of ATM users

