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IN THE REPUBLIC OF BELARUS**

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The data book presents official statistics on the activities in the sector of Information and Communication Technologies (ICT), on the ICT use by legal entities and households, and access of households to computers, communications and the Internet, data on ICT infrastructure and activities in the ICT sector.

The publication is intended for government authorities, financial and economic departments of enterprises, scientific organisations, higher education teaching staff, postgraduates and students, and other interested users.

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FOREWORD

The data book is prepared on the basis of data of the state statistical survey carried out through the report form 1-ICT "Questionnaire on the use of information and communication technologies and manufacture of computing equipment, software and provision of related services" which was submitted by for-profit organisations (except small business entities and private (peasant) farms) with the principal economic activity in agriculture, hunting and forestry; fishing and fish farming; mining and quarrying; manufacturing; electricity, gas and water supply; construction; trade; repair of motor vehicles and household and personal goods; hotels and restaurants; transport and communications; financial activities; real estate, renting and business services; community, social and personal services, as well as by small and micro-entities with the principal economic activity in the sector of information and communication technologies (ICT).

There are data on the use of ICT by for-profit organisations and residents of the High Technology Park. Selected statistical indicators describe the ICT use by households.

The book provides data on indicators of information society infrastructure, activities in the ICT sector, such as the number of employees, wages and salaries, fixed capital investment, volume of production, exports and imports of goods and services, financial indicators.

The book provides information on the ICT use in the Republic of Belarus in comparison with other countries.

Statistical indicators are furnished with brief methodological explanations; charts and diagrams are also presented.

The statistical book is prepared by the Division of Transport and Information and Communication Technology Statistics with the involvement of other units of the National Statistical Committee of the Republic of Belarus and is intended for a wide range of users.

Explanation of symbols:

–	not applicable
...	data not available
0,0	negligible magnitude

Ratios are computed on the basis of absolute figures with a smaller unit of measurement than those provided in the tables.

In certain cases insignificant discrepancies between the total and the sum of components are explained by data rounding.

Abbreviations:

thous.	–	thousand
mln	–	million
bn	–	billion
channel-km	–	channel-kilometre

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METHODOLOGICAL NOTES

Information and communication technology (ICT) are information processes and methods of work with information using telecommunication means and computer equipment.

The **ICT sector** comprises organisations with the main economic activity in the production and implementation of information and communication technology, and the provision of related services.

In accordance with the national classification of economic activities OKRB 005-2006 “Kinds of Economic Activity” approved by the resolution of the State Committee for Standardization of the Republic of Belarus No. 65 of 28 December 2006, the ICT sector comprises the following areas according to the principal economic activity:

“**Manufacture, installation and maintenance of equipment**” includes manufacture of office equipment (without installation); installation and adjustment of office equipment; manufacture of electronic computing machinery and other data processing equipment (without installation); installation and adjustment of electronic computing machinery and other data processing equipment; manufacture of insulated wire and cable; manufacture of electronic and radio components; manufacture of television and radio apparatus for industrial use; manufacture of line telephony and line telegraphy; assembly, adjustment, repair and maintenance of transmission apparatus; manufacture of sound or video receiving, recording and reproducing apparatus; manufacture of instruments and appliances for measuring and checking; manufacture of optical instruments and equipment for measuring and checking; repair and maintenance of instruments, appliances and equipment for measuring and checking; assembly of industrial process control equipment; maintenance and repair of office and computing machinery; other computer-related activities;

“**Sale, renting and servicing of equipment**” includes wholesale of radio and television apparatus; wholesale of computers and peripherals; wholesale of office machinery and equipment; wholesale of other electronic components and equipment; renting of office machinery and equipment, including computing machinery; hardware consultancy;

“**Telecommunication services**” includes telecommunications;

“**IT products and services**” includes software publishing; software design and related consultancy; data processing; database activities.

ICT Development Index consists of three sub-indices:

ICT access sub-index captures the development of the telecommunication infrastructure;

ICT use sub-index captures the use of technologies by ICT users;

ICT skills sub-index captures the development of human capital.

Web Services Index is based on the statistical indicators measuring presence or absence of particular electronic services as well as their accessibility. To construct

the index, official websites (portals) of the government and selected ministries (of health, education, labour and social security, finance ministries and other) are analysed.

UN e-Government Readiness Index is constructed as an arithmetic mean of three primary sub-indices: web services sub-index, telecommunication infrastructure sub-index, and human capital sub-index.

Internet is a set of interlinked international data networks based on the TCP/IP stack and using interconnect address space.

Intranet is a distributed corporate computer network based on the Internet technology and designed to ensure the access of staff to the corporate electronic information resources.

Extranet is an extended Intranet comprising selection space with access allowed to external users. For example, external users may be partially provided with the access to corporate data on the status of their orders or stocks.

Local area network is a computer network that links two or more personal computers (PCs), electronic computing machines (which may be of different types) as well as printers, scanners, security and fire alarm systems and other industrial equipment or peripherals located within one or several closely located buildings, not using public communications.

Global information network covers PCs (electronic computing machines) which may be located in any place around the globe and are linked together with dial-up or allocated channels provided by telecommunication operators. The global information network may be either publicly accessible or specialised (corporate or private). When a PC can receive from or send information in electronic form to remote PCs located out of one or several adjacent buildings, it is considered to be connected to the global information network irrespective of the equipment, software, protocols and data exchange regulations used.

Dial-up access is the arrangement of connection between subscriber terminal equipment (terminal) of telecommunication user and the Internet using a dial-up technology (V.32-V.92). The example of dial-up access is the Internet connection setup at a speed up to 56 Kbit per second using subscriber terminal equipment (modem) and a fixed telephone line.

Fixed broadband access to the Internet is a one- or two-way connection of subscriber (user) to data transmission networks at a speed of 256 Kbit per second or higher using a cable modem (DOCSIS technology), xPON, xDSL, Ethernet, Wi-Fi, WiMAX or other technology.

Wireless broadband access is the connection of subscriber to mobile cellular telecommunication networks with a one- or two-way access to data transmission networks at a speed of 256 Kbit per second or higher. The wireless broadband access uses such technology as W-CDMA, HSDPA, CDMA2000 1xEV-DO, CDMA 2000 1xEV-DV, UMTS and other.

Electronic digital signature is a sequence of characters which is a requisite element of electronic document and is intended to confirm its integrity and authenticity.

Electronic document management is an electronic exchange of documents between computer programmes in a standard format.

ICT expenditures are total expenditures, including capital and current expenditures, on the development, acquisition, implementation and use of information and communication technology.

Telecommunications is a type of communication comprising any emission, transmission or reception of characters, signals, voice data, written text, images, sounds or other messages via radio system, wire, optical or other electromagnetic systems.

Data transmission services are telecommunication services of reception, transmission, processing and storage of data.

Continuous access to the Internet services are data transmission services that provide permanent connection between data terminal equipment of telecommunication user and the Internet.

Television programme broadcasting services are services of broadcasting of television programmes to a wide range of geographically distributed telecommunication users.

Mobile cellular telecommunication services are telecommunication services provided to telecommunication users by telecommunication operator via mobile cellular telecommunication network.

Computer services comprise:

design, development, delivery, maintenance, support and documentation of custom software; design, development and implementation of automated systems; design, development and formatting of web pages; processing of data employing the customer's or proprietary software; database-related services, including creation of databases, storage and provision of access to databases; services of web search portals and search engines;

consultancy on software, hardware and equipment of information computer systems, including analyses of user needs and development of the most economical solutions;

maintenance and repair of computers and peripherals.

Mobile cellular telecommunication subscriptions comprise mobile cellular telecommunication subscriptions under related contracts concluded, with the subscriber number or a unique identification code assigned for these purposes.

Fixed telephone lines connected to general use telecommunication network comprise telephone lines connected to the national telecommunication operator's network and telephone lines connected to the technological telecommunication networks linked with the general use telecommunication network.

The total number of fixed telephone lines includes main (individual and shared) and coupled lines installed in organisations and dwellings. Home telephone lines, i.e. telephone lines installed in apartments and dwelling houses are distinguished in total fixed telephone lines.

Gross Domestic Product characterizes the value of goods and services produced in an economy by all economic activities and intended for final consumption, capital formation and net exports.

Gross value added is calculated at the level of economic activities as the value of goods and services produced in the reference period (output) less the value of goods and services fully consumed in the process of production in the same period (intermediate consumption).

Payroll number of employees comprises employees who worked under employment agreements (contracts) and performed permanent, temporary or seasonal work. The number includes both actually working and temporarily away from work for any reason (annual leave, leave initiated by employer, temporary incapacity, other reason). External multiple job holders and civil law contractors are not included.

Average monthly payroll number of employees is calculated by summing up employees on the payroll for each calendar day of the reference month. The sum is then divided by the number of calendar days in that month.

Average annual payroll number of employees is calculated by summing up average monthly numbers of employees for all months of the reference year, with the sum then divided by 12. The average payroll numbers of employees do not include employees on maternity leaves, leaves in connection with the adoption of a child under three months of age, and child-care leaves up to the age 3 years.

Nominal gross average monthly wages and salaries are calculated by dividing the accrued wage fund, including the income tax and compulsory insurance contributions of employees, by the average payroll number of employees taken to compute average wages and salaries, and by the number of months in the period.

Revenues from sales of goods, products, works and services is the receipt of assets recognized as revenues from sales of goods, products, works and services.

Net cost of goods, products, works and services sold comprises costs related to the manufacture of products, performance of works and provision of services referred to the products, goods, works and services sold; sales costs; administrative expenses; and also acquisition cost of goods sold.

Profit, loss (-) from sales of goods, products, works and services is a financial result from sales of goods, products, works and services defined as the difference between the revenues from sales and net cost of goods, products, works and services sold and taxes and duties payable from revenues.

Net profit or net loss is the final financial result from the activities of organisations for the reference period.

Profitability of products, goods, works and services sold is the ratio of profits from sales of products, goods, works and services to the net cost of products, goods, works and services sold. A negative financial result from sales of goods, products, works and services means operating at a loss.

Profitability of sales is calculated as a ratio of profits from sales of goods, products, works and services to the revenues from sales of goods, products, works and services. A negative financial result from sales of goods, products, works and services means operating at a loss.

Loss-making organisation is an organisation that has a net loss over a reference period.

Share of loss-making organisations in total organisations is the ratio of the number of loss-making organisations to the total number of organisations.

Fixed capital investment is total costs invested in the acquisition, reproduction and creation of new fixed assets. Data on fixed capital investment include investment activities of small business entities.

According to the technological structure, fixed capital investment is classified in the following works and costs: building and assembly; assembly of equipment; purchase of machinery, equipment, transport vehicles, tools and implements; other works and costs.

Exports of goods is the shipment of goods from the territory of the Republic of Belarus which subtract from the material stocks of the country.

Imports of goods is the entry of goods in the territory of the Republic of Belarus which add to the material stocks of the country.

Exports of services is the provision of different services by residents of the Republic of Belarus to non-residents.

Imports of services is the reception of different services by residents of the Republic of Belarus from non-residents.

Data on exports and imports of services are compiled in accordance with the methodology of the external trade in services statistics.

Sample household living standards survey is a non-exhaustive state statistical observation of the changes in the level, quality and conditions of life of the population. The survey is carried out on an annual basis in all regions of the country and Minsk city.

Household is a group of persons who share the same housing unit and provide themselves with the essentials for living, fully or partially pooling and spending their funds, or a person living alone and providing him/herself with the essentials for living.

1. MAIN INDICATORS OF ICT SECTOR

1.1. Main socioeconomic indicators of ICT sector

	2009	2010	2011	2012	2013
Number of ICT organisations	3 065	3 411	3 569	3 958	4 803
of which small and micro-entities	2 395	2 714	2 829	3 048	3 704
Share of ICT organisations in total number of for-profit organisations, percent	3.6	3.6	3.6	3.7	3.9
Gross value added of ICT sector (at current prices), bn rubles	2 896.8	5 130.0	8 752.3	17 823.4	20 706.8
Share of gross value added of ICT sector in gross domestic product, percent	2.1	3.1	2.9	3.4	3.3
Share of gross value added of ICT sector in gross value added of the economy, percent	2.5	3.6	3.4	3.8	3.7
Fixed capital investment in ICT sector, bn rubles	1 338.3	1 720.5	2 961.7	3 110.3	3 754.5
Share of fixed capital investment in ICT sector in total fixed capital investment, percent	3.1	3.1	3.0	2.0	1.8
Net profit in ICT sector, bn rubles	1 059.9	1 354.2	1 882.0	3 839.4	5 057.1
Profitability of sales in ICT sector, percent	16.0	13.3	16.9	14.1	13.8
Average annual payroll number of employees in ICT sector, persons	90 998	91 041	92 026	92 649	91 658
of which in small and micro-entities	25 431	26 257	27 272	28 392	30 868
Share of payroll number of employees in ICT sector in payroll number of employees of country's organisations, percent	2.2	2.2	2.2	2.2	2.2
Nominal gross average monthly wages and salaries in ICT sector, thous. rubles	1 289.3	1 671.7	2 895.0	5 458.6	7 534.4
Ratio of nominal gross average monthly wages and salaries in ICT sector to average country wage level, percent	131.9	137.9	152.8	148.8	149.3

1.2. Main socioeconomic indicators of ICT sector by regions and Minsk city in 2013

	Brest	Vitebsk	Gomel	Grodno	Minsk city	Minsk	Mogilev
Number of ICT organisations	279	283	384	231	3 011	375	240
of which small and micro-entities	237	231	315	191	2 243	286	201
Gross value added of ICT sector (at current prices), bn rubles	1 441.8	1 541.9	1 584.2	1 094.9	13 222.1	796.7	1 025.2
Share of gross value added of ICT sector in gross regional product, percent	2.4	2.9	2.2	2.1	8.7	0.9	2.1
Share of gross value added of ICT sector in gross value added of the economy, percent	2.4	2.8	2.1	2.1	8.7	0.9	2.1
Fixed capital investment in ICT sector, bn rubles	250,0	357,5	365,6	211,5	1 918,9	403,0	248,0
Share of fixed capital investment in ICT sector in total fixed capital investment, percent	1.0	1.7	1.1	0.9	4.0	1.0	1.4
Net profit, loss (-) in ICT sector, bn rubles	79.4	-35.7	67.0	54.1	4 674.5	160.2	57.6
Profitability of sales in ICT sector, percent	9.0	5.1	7.5	9.1	15.7	8.3	10.6
Average annual payroll number of employees in ICT sector, persons	7 020	10 026	8 415	4 938	52 011	4 851	4 397
of which in small and micro-entities	1 648	1 781	1 978	1 216	20 864	2 085	1 296
Share of payroll number of employees in ICT sector in payroll number of employees of region's organisations, percent	1.3	2.1	1.4	1.1	5.3	0.8	1.0
Nominal gross average monthly wages and salaries in ICT sector, thous. rubles	5 220.9	4 897.0	5 855.9	5 695.0	9 165.2	5 993.9	5 157.7
Ratio of nominal gross average monthly wages and salaries in ICT sector to the average regional wage level, percent	118.5	109.4	122.0	124.9	143.7	120.9	114.6

1.3. Main economic characteristics of ICT sector

	2009	2010	2011	2012	2013
Payroll number of employees in ICT sector, percent	100	100	100	100	100
of which in:					
Manufacture, installation and maintenance of equipment	38.0	36.4	35.1	33.1	29.1
Sale, renting and servicing of equipment	5.5	4.6	4.1	5.0	5.6
Telecommunication services	37.2	36.6	35.2	32.7	31.4
IT products and services	19.3	22.4	25.6	29.2	33.9
Fixed capital investment in ICT sector at constant prices, percent of previous year	89.6	116.6	113.9	59.3	97.2
of which in:					
Manufacture, installation and maintenance of equipment	43.8	116.5	120.0	87.0	114.3
Sale, renting and servicing of equipment	109.3	42.6	223.1	99.7	87.0
Telecommunication services	98.2	117.6	113.3	53.2	91.3
IT products and services	80.9	117.2	100.9	161.2	134.5
Profitability of sales in ICT sector, percent	16.0	13.3	16.9	14.1	13.8
of which in:					
Manufacture, installation and maintenance of equipment	7.9	6.8	14.7	10.5	7.7
Sale, renting and servicing of equipment	2.1	2.3	8.6	4.6	3.5
Telecommunication services	23.5	19.3	20.0	19.3	19.9
IT products and services	21.1	22.6	22.6	20.8	21.3
Share of loss-making organisations in total ICT sector, percent	23.7	20.1	19.5	18.6	20.4
of which in:					
Manufacture, installation and maintenance of equipment	21.5	17.5	16.2	15.7	18.3
Sale, renting and servicing of equipment	31.1	25.1	24.6	20.4	24.7
Telecommunication services	15.8	13.4	17.7	13.5	10.7
IT products and services	22.0	20.4	19.5	20.9	20.7

2. LABOUR AND COMPENSATION OF LABOUR

2.1. Payroll number of employees and nominal gross average monthly wages and salaries in ICT sector

	Average annual payroll number of employees, persons		Nominal gross average monthly wages and salaries, thous. rubles		Ratio of nominal gross average monthly wages and salaries to average country wage level in 2013, percent
	2012	2013	2012	2013	
Total for ICT sector	92 649	91 658	5 458.6	7 534.4	149.3
Manufacture, installation and maintenance of equipment					
manufacture of office equipment (without installation)	27	1	2 049.4	1 600.0	31.7
installation and adjustment of office equipment	46	77	2 242.0	3 552.4	70.4
manufacture of electronic computing machines and other data processing equipment (without installation)	1 750	1 465	3 837.4	5 378.0	106.6
installation and adjustment of electronic computing machines and other data processing equipment	99	44	3 048.6	3 206.7	63.5
manufacture of insulated wire and cable	4 086	4 419	4 203.2	5 574.7	110.5
manufacture of electronic and radio components	7 412	6 868	3 293.5	4 528.1	89.7
manufacture of television and radio apparatus for industrial use	1 172	170	3 096.1	8 464.4	167.7
manufacture of apparatus for line telephony and telegraphy	2 679	636	3 130.3	5 890.6	116.7
assembly, adjustment, repair and maintenance of transmission apparatus	649	694	6 625.1	8 445.6	167.3
manufacture of sound or video receiving, recording and reproducing apparatus	3 387	2 656	2 489.4	3 384.0	67.1
manufacture of instruments and apparatus for measuring and checking	4 531	4 482	4 220.0	5 713.7	113.2

Continued

	Average annual payroll number of employees, persons		Nominal gross average monthly wages and salaries, thous. rubles		Ratio of nominal gross average monthly wages and salaries to average country wage level in 2013, percent
	2012	2013	2012	2013	
manufacture of optical instruments and equipment for measuring and checking	224	288	6 617.5	7 372.1	146.1
repair and maintenance of instruments, appliances and equipment for measuring and checking	713	721	4 320.7	6 007.3	119.0
assembly of industrial process control equipment	360	296	4 548.5	6 054.5	120.0
maintenance and repair of office and computing machinery	2 711	2 879	2 900.9	4 619.4	91.5
other computer-related activities	803	1 030	3 885.0	5 693.2	112.8
Sale, renting and servicing of equipment					
wholesale of radio and television apparatus	438	489	3 025.7	5 170.5	102.5
wholesale of computers and peripherals	2 141	2 359	3 391.4	4 721.1	93.5
wholesale of office machinery and equipment	891	974	2 887.8	4 923.0	97.5
wholesale of other electronic components and equipment	1 051	1 085	3 220.0	4 788.5	94.9
renting of office machinery and equipment, including computing machinery	37	41	1 622.3	2 233.8	44.3
hardware consultancy	55	196	4 477.5	6 846.1	135.7
Telecommunication services					
telecommunications	30 302	28 750	4 694.2	6 550.8	129.8
IT products and services					
software publishing	248	160	4 822.1	5 275.2	104.5
software design and related consultancy	22 701	26 437	9 581.2	11 746.5	2.3 times
data processing	1 742	1 491	3 807.8	5 623.2	111.4
database activities	2 394	2 950	5 843.8	7 216.7	143.0

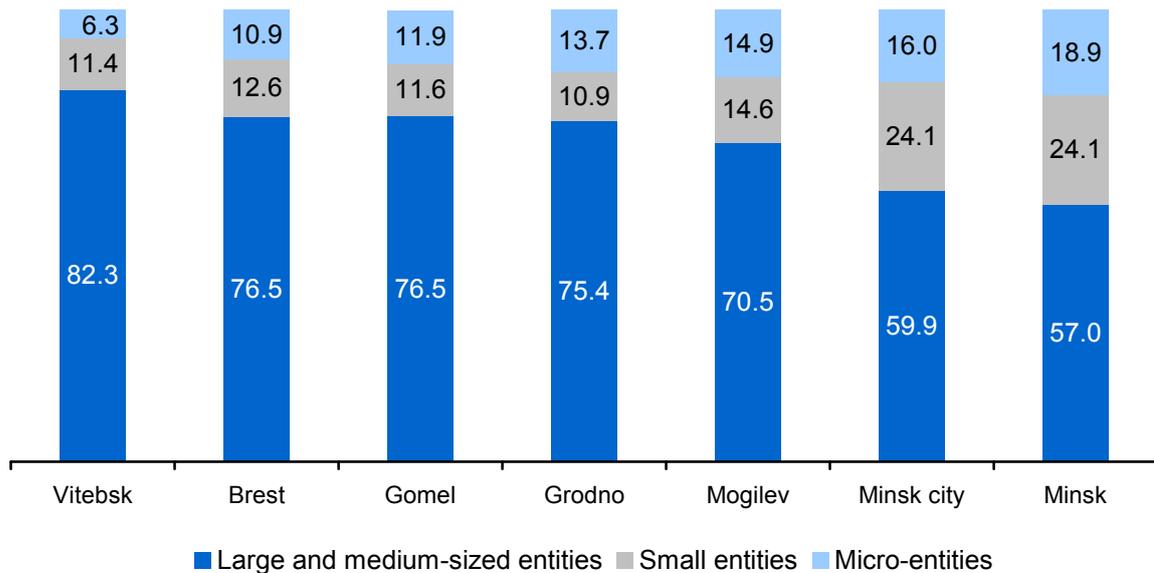
2.2. Average annual payroll number of employees in ICT sector by regions and Minsk city

(persons)

	2012			2013		
	total	of which employed in		total	of which employed in	
		small entities	micro-entities		small entities	micro-entities
Republic of Belarus	92 649	16 107	12 285	91 658	17 902	12 966
Region:						
Brest	7 091	718	664	7 020	883	765
Vitebsk	11 649	1 049	645	10 026	1 145	636
Gomel	8 586	862	1 032	8 415	977	1 001
Grodno	4 969	530	585	4 938	540	676
Minsk city	51 529	11 379	7 989	52 011	12 548	8 316
Minsk	4 577	880	765	4 851	1 168	917
Mogilev	4 248	689	605	4 397	641	655

2.3. Average payroll number of employees in ICT sector by regions and Minsk city in 2013

(percent of total)



3. INVESTMENT

3.1. Fixed capital investment in ICT sector

Year	Fixed capital investment, bn rubles	Percent of total fixed capital investment	Percent of previous year, at constant prices
2009	1 338.3	3.1	89.6
2010	1 720.5	3.1	116.6
2011	2 961.7	3.0	113.9
2012	3 110.3	2.0	59.3
2013	3 754.5	1.8	97.2

3.2. Fixed capital investment in ICT sector by source of funding in 2013

(at actual prices; million rubles)

	Fixed capital investment	Of which by source of funding		
		own funds of organisations	budgetary funds	foreign sources
Total investment	3 754 504	2 699 661	119 130	785 886
Manufacture, installation and maintenance of equipment				
Installation and adjustment of office equipment	37	37	–	–
manufacture of insulated wire and cable	139 307	73 834	492	14 787
manufacture of electronic computing machines and other data processing equipment (without installation)	12 334	9 629	–	–
manufacture of electronic and radio components	169 484	47 168	90 256	7 011
manufacture of television and radio apparatus for industrial use	6 085	6 085	–	–
manufacture of apparatus for line telephony and telegraphy	32 138	27 215	–	1 393
assembly, adjustment, repair and maintenance of transmission apparatus	5 223	5 223	–	–
manufacture of sound and video receiving, recording and reproducing apparatus	5 859	4 161	–	–
manufacture of instruments and appliances for measuring and checking	39 780	35 270	–	1 462
manufacture of optical instruments and equipment for measuring and checking	19 701	15 033	605	–

INVESTMENT

Continued

	Fixed capital investment	Of which by source of funding		
		own funds of organisations	budgetary funds	foreign sources
repair and maintenance of instruments, appliances and equipment for measuring and checking	5 092	4 749	–	–
assembly of industrial process control equipment	1 296	844	–	–
maintenance and repair of office and computing machinery	39 114	37 169	–	–
other computer-related activities	20 411	20 411	–	–
Sale, renting and servicing of equipment				
wholesale of radio and television apparatus	763	763	–	–
wholesale of computers and peripherals	15 783	14 402	–	–
wholesale of office machinery and equipment	4 737	4 585	–	–
wholesale of other electronic components and equipment	6 393	3 732	–	–
renting of office machinery and equipment, including computing machinery	19 204	19 204	–	–
hardware consultancy	1 476	1 476	–	–
Telecommunication services				
telecommunications	2 803 925	2 031 044	26 027	736 788
IT products and services				
software publishing	3 778	3 778	–	–
software design and related consultancy	300 659	267 465	1 722	24 445
data processing	98 056	62 657	–	–
database activities	3 869	3 727	28	–

3.3. Fixed capital investment in ICT sector by economic activity

(at actual prices; billion rubles)

	2009	2010	2011	2012	2013
Fixed capital investment used – total	1 338.3	1 720.5	2 961.7	3 110.3	3 754.5
of which by economic activity:					
manufacture, installation and maintenance of equipment	97.3	124.9	226.6	349.2	495.9
sale, renting and servicing of equipment	16.0	7.5	25.3	44.8	48.4
telecommunication services	1 181.8	1 532.2	2 624.7	2 472.9	2 803.9
IT products and services	43.3	55.9	85.2	243.4	406.4
Percentage share of fixed capital investment in ICT sector in total fixed capital investment	3.1	3.1	3.0	2.0	1.8

3.4. Structure of fixed capital investment in ICT sector by economic activity

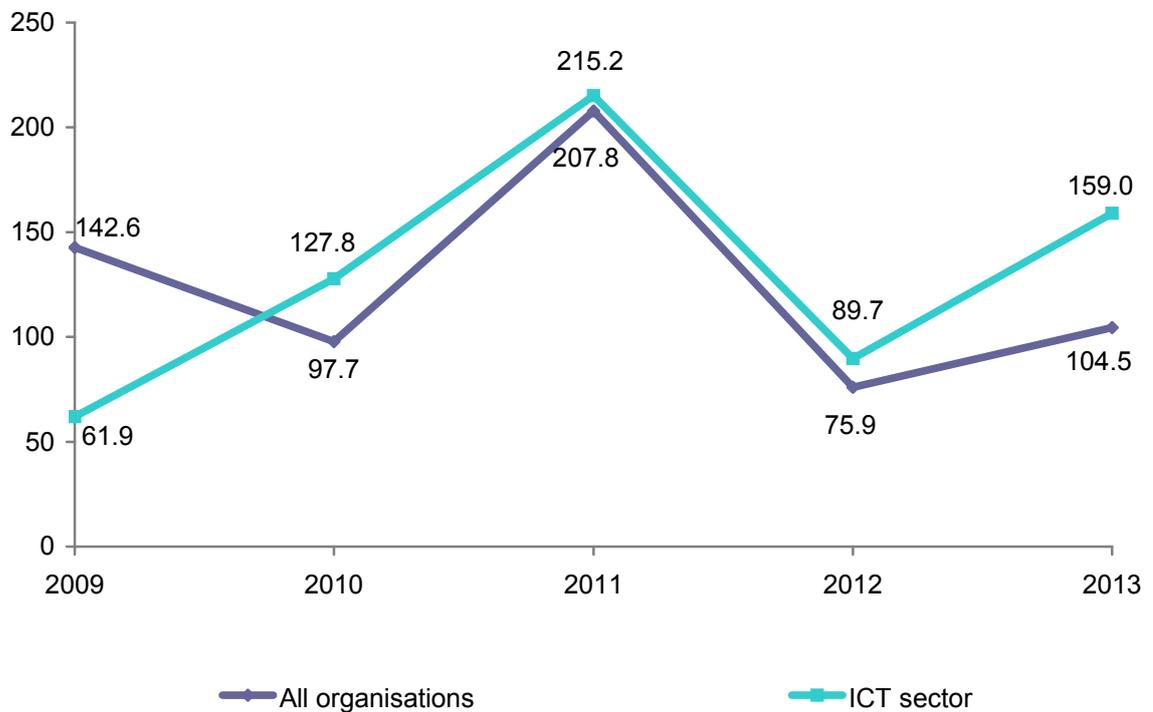
(percent of total)

	2009	2010	2011	2012	2013
Fixed capital investment used – total	100	100	100	100	100
of which by economic activity:					
manufacture, installation and maintenance of equipment	7.3	7.3	7.6	11.2	13.2
sale, renting and servicing of equipment	1.2	0.4	0.9	1.5	1.3
telecommunication services	88.3	89.1	88.6	79.5	74.7
IT products and services	3.2	3.2	2.9	7.8	10.8

3.5. Foreign investment in ICT sector

Year	Foreign investment in ICT sector, USD thousand	Percentage share of foreign investment in ICT sector in total foreign investment
2009	183 609.2	2.0
2010	234 618.9	2.6
2011	505 017.1	2.7
2012	452 897.9	3.2
2013	720 225.4	4.8

3.6. Foreign investment (percent of previous year)



3.7. Foreign investment in ICT sector by economic activity

(thousand U.S. dollars)

	2009	2010	2011	2012	2013
Total for ICT sector	183 609.2	234 618.9	505 017.1	452 897.9	720 225.4
Manufacture, installation and maintenance of equipment					
manufacture of insulated wire and cable	2 587.2	47.2	7 078.2	7 163.5	10 822.2
manufacture of electronic computing machines and other data processing equipment (without installation)	2 004.7	2 073.5	5 583.0	1 478.4	1 317.0
installation and adjustment of electronic computing machines and other data processing equipment	175.9	18.0	-	-	-
manufacture of electronic and radio components	3 736.9	0.9	795.3	6 510.2	1 061.0
manufacture of television and radio apparatus for industrial use	-	-	54.1	115.3	10.0
manufacture of apparatus for line telephony and telegraphy	-	-	3.2	17.8	1 039.8
assembly, adjustment, repair and maintenance of transmission apparatus	877.6	2 221.3	3 618.6	4 635.8	1 896.3
manufacture of sound and video receiving, recording and reproducing apparatus	-	1 253.5	168.2	70.3	219.2
manufacture of instruments and appliances for measuring and checking	216.5	532.6	2 026.9	2 777.3	2 867.0
manufacture of optical instruments and equipment for measuring and checking	-	-	502.9	316.5	11.2

INVESTMENT

	Continued				
	2009	2010	2011	2012	2013
repair and maintenance of instruments, appliances and equipment for measuring and checking	25.0	-	33.3	1.8	252.2
assembly of industrial process control equipment	-	15.0	205.7	79.7	104.9
maintenance and repair of office and computing machinery	573.6	162.1	1 777.6	1 719.2	2 663.2
other computer-related activities	616.1	29.9	543.0	1 817.9	3 268.0
Sale, renting and servicing of equipment					
wholesale of radio and television apparatus	1 530.0	1 478.6	4 113.8	3 812.8	1 474.6
wholesale of computers and peripherals	2 128.9	1 816.9	5 505.7	24 217.8	34 762.1
wholesale of office machinery and equipment	3 882.5	7 216.9	4 023.2	3 098.2	1 888.1
wholesale of other electronic components and equipment	266.7	4 541.9	399.9	1 778.5	2 074.4
renting of office machinery and equipment, including computing machinery	159.9	2.9	-	-	-
hardware consultancy	12.7	176.9	241.0	149.5	1 023.0
Telecommunication services					
telecommunications	153 864.9	202 764.9	407 691.5	303 574.3	547 275.5
IT products and services					
software publishing	132.4	378.7	313.3	105.9	146.1
software design and related consultancy	3 560.1	4 829.4	57 471.9	88 299.7	101 474.9
data processing	1 549.1	208.2	1 733.7	768.3	3 631.6
database activities	5 708.5	4 849.6	1 133.1	389.2	943.1

4. USE OF INFORMATION AND COMMUNICATION TECHNOLOGY IN ICT SECTOR

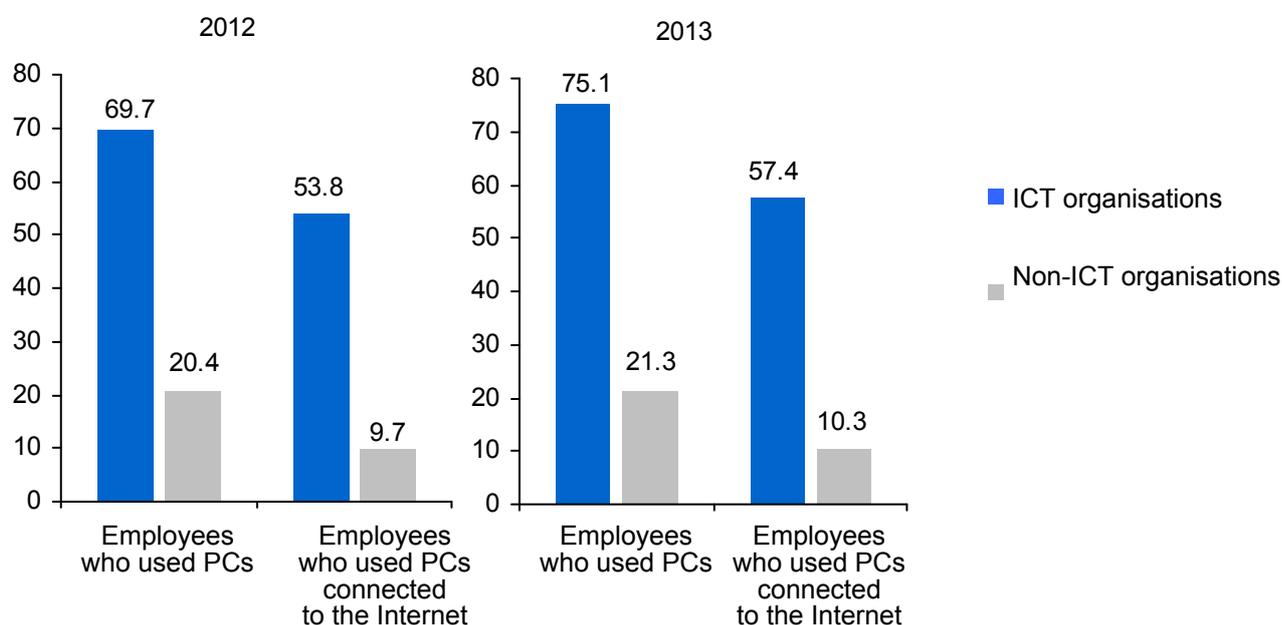
4.1. Organisations by type of Internet access

(percent of total organisations with Internet access)

	2011	2012	2013
ICT organisations			
Use Internet through:			
dial-up access	23.1	23.0	28.8
fixed broadband access	82.0	81.4	84.4
of which:			
subscriber lines	60.4	57.4	57.8
fiber-optic lines	13.2	17.0	18.3
cabling connection	16.9	16.8	23.0
wireless access	17.6	19.2	26.7
of which broadband access	9.2	9.9	13.5
Non-ICT organisations			
Use Internet by means of:			
dial-up access	32.9	30.2	35.1
fixed broadband access	85.0	87.7	88.4
of which:			
subscriber lines	71.4	72.6	71.0
fiber-optic lines	8.6	11.3	15.9
cabling connection	15.5	18.4	22.1
wireless access	17.7	22.7	25.1
of which broadband access	9.6	12.4	14.0

4.2. Employees who used personal computers

(percent of total employees)



4.3. Use of electronic documentation management systems in organisations by regions and Minsk city

(percent of total organisations surveyed)

	ICT organisations		Non-ICT organisations	
	2012	2013	2012	2013
Republic of Belarus	17.2	16.8	14.2	18.3
Region:				
Brest	2.2	4.2	7.8	10.2
Vitebsk	6.3	11.5	14.3	17.4
Gomel	8.2	6.4	10.3	10.9
Grodno	1.8	9.8	5.5	10.4
Minsk city	27.8	23.1	37.2	39.2
Minsk	0.5	3.8	2.6	11.4
Mogilev	-	5.8	7.9	15.9

4.4. Self-manufactured products shipped, works performed and services provided by ICT organisations and production costs

(at actual selling prices; billion rubles)

	2009	2011	2012	2013	2013 % of total
ICT-related self-manufactured products shipped, works performed and services provided without subcontracting	5 266	11 496	22 022	28 516	100
of which:					
hardware	1 170	3 627	6 279	6 523	22.9
software	245	799	1 491	2 118	7.4
consultancy related to acquisition, installation and operation of hardware	6	45	42	130	0.5
software maintenance and consultancy	131	298	646	997	3.5
consultancy on information support and data processing; data origination and entry services	88	192	285	435	1.5
development of automated information systems, systems for scientific research, design and control systems on the basis of databases, system software and applications	272	839	1 649	2 221	7.8
maintenance and repair of office machinery, electronic computing machines, of peripherals and network equipment used with them	93	212	382	565	2.0
electronic information services	40	56	70	170	0.6
telecommunication services	7 302	13 541	47.5
of which telematic and data transmission services	1 660	1 365	1 984	3 101	10.9
training in ICT	3	2	7	5	0.0
other ICT-related services	1 558	4 061	3 868	1 812	6,3
Costs of production of goods (works, services)	5 277	10 898	18 698	25 640	x

4.5. ICT-related goods of non-own production sold by ICT organisations

(at actual selling prices; billion rubles)

	2009	2011	2012	2013	2013 % of total
ICT-related goods of non-own production sold	1 091	1 786	5 610	8 509	100
of which:					
hardware	1 056	1 701	5 400	8 089	95.1
software	35	85	210	420	4.9

4.6. Expenditure on research and development by economic activity

	2011 mln rubles	2012 mln rubles	2013		
			mln rubles	% of total	R&D costs as percentage of total production costs
R&D expenditure – total	68 932	131 079	246 216	100	1.0
of which:					
manufacture of electronic and radio components	41 004	57 006	150 130	61.0	15.5
manufacture of television and radio apparatus for industrial use	1 068	910	1 361	0.6	1.1
manufacture of apparatus for line telephony and telegraphy	5 020	10 856	6 868	2.8	1.9
assembly, adjustment, repair and maintenance of transmission apparatus	137	291	–	–	–
manufacture of sound and video receiving, recording and reproducing apparatus	3 738	6 338	7 848	3.2	1.0
manufacture of instruments and appliances for measuring and checking	2 499	6 979	23 641	9.6	2.8
telecommunications	...	2 755	3 858	1.6	0.0
software publishing	260	520	682	0.3	1.8
software design and related consultancy	7 682	42 215	49 797	20.2	1.0
database activities	656	2 130	–	–	–
maintenance and repair of office machinery and computing equipment	431	39	–	–	–
other computer related activities	4	504	1 011	0,4	0,5

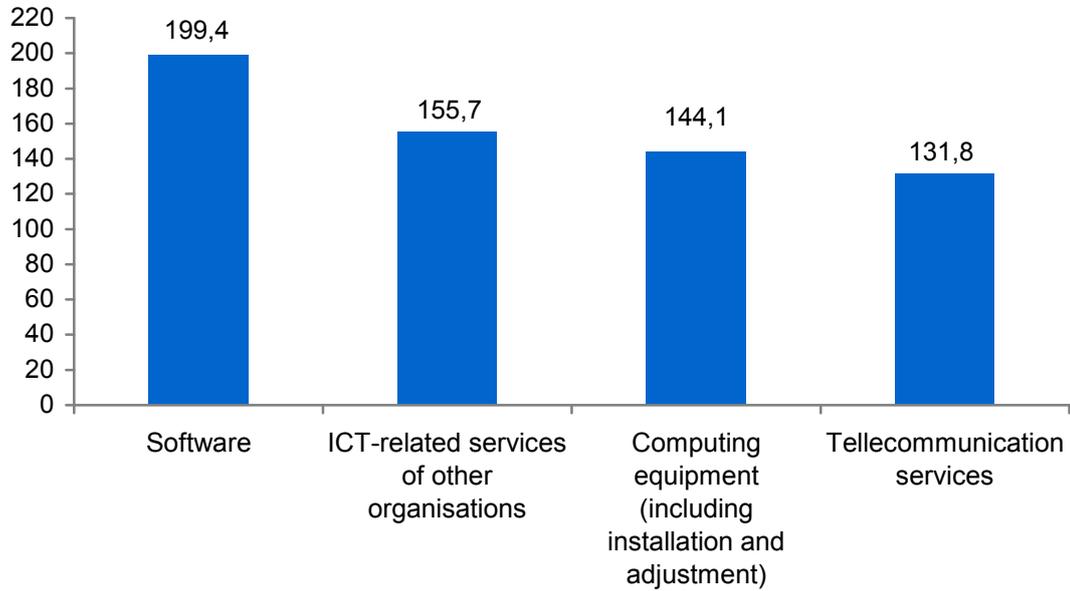
4.7. Expenditure of ICT organisations on information and communication technology

(at actual selling prices; billion rubles)

	2009	2011	2012	2013	2013 % of total
Total	343.0	1 245.7	1 417.3	1 476.5	100
of which on:					
computing equipment (including installation and adjustment)	56.2	519.7	243.1	350.3	23.7
of which produced in the Republic of Belarus	...	274.8	68.6	96.0	6.5
software	18.0	53.2	82.0	163.4	11.1
of which designed in the Republic of Belarus	...	8.6	41.9	18.1	1.2
telecommunication services	84.1	219.1	268.7	354.1	24.0
of which Internet access	33.5	29.6	54.2	82.2	5.6
training of employees related to development and use of ICT	2.1	4.3	7.3	7.2	0.5
ICT-related services of other organisations	41.1	53.2	87.2	135.8	9.2
of which on:					
custom software	20.6	50.8	3.4
of which design in the Republic of Belarus	14.8	40.6	2.8
services of data origination and entry	10.8	18.2	1.2
other expenditures on ICT	141.5	396.1	729.0	465.7	31.5

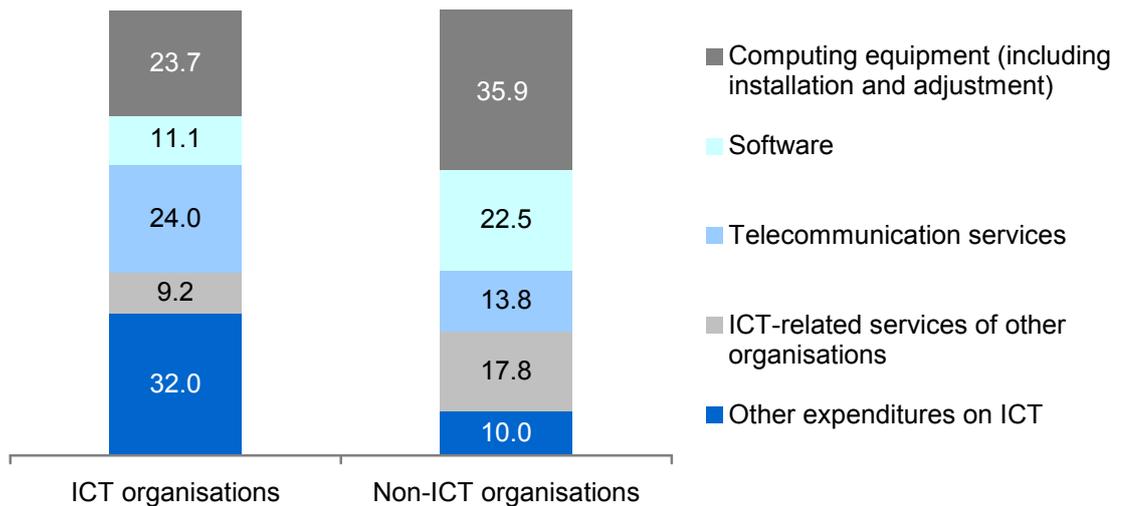
4.8. Expenditure of organisations on information and communication technology in 2013

(percent of previous year)



4.9. Structure of expenditures of organisations on information and communication technology in 2013

(percent of total)



5. PRODUCTION, EXPORT AND IMPORT

5.1. Manufacture of ICT goods

	2011	2012	2013
Portable digital computing machines of a weight of less than 10 kg (laptops, notebooks, organisers, etc.), units	9 927	12 794	2 262
Digital computing machines containing a central processing unit and an input-output unit in one casing, combined or placed in separate blocks, units	76 394	111 850	109 542
Telephone and videophone apparatus, units	84 625	69 288	73 248
Radio receivers, units	6 251	3 977	18 028
Television apparatus, units	403 900	594 432	245 314
Video recording or reproducing apparatus, combined for recording and reproduction, including the apparatus using laser digital disks, units	...	5 226	907

5.2. Output of products (works, services) in ICT sector

(for actually effected economic activity; at actual prices; billion rubles)

	2009	2010	2011	2012	2013
Manufacture of office equipment (without installation)	1.6	5.5	6.5	5.6	12.3
Installation and adjustment of office equipment	1.4	1.2	2.3	5.3	8.7
Manufacture of electronic computing machines and other data processing equipment (without installation)	206.8	323.6	447.8	848.2	1 003.2
Installation and adjustment of electronic computing machines and other data processing equipment	9.7	11.9	14.5	34.2	31.9
Manufacture of insulated wire and cable	428.5	761.4	1 689.8	2 733.7	2 874.4
Manufacture of electronic and radio components	211.7	275.8	493.4	960.0	1 087.7
Manufacture of television and radio apparatus for industrial use	71.9	76.3	87.3	139.9	290.7
Manufacture of apparatus for line telephony and telegraphy	151.8	215.1	179.7	260.2	355.1
Assembly, adjustment, repair and maintenance of transmission apparatus	61.7	92.8	120.8	230.3	270.5

	Continued				
	2009	2010	2011	2012	2013
Manufacture of sound and video receiving, recording and reproducing apparatus	133.9	169.6	509.3	1 473.3	871.7
Manufacture of instruments and appliances for measuring and checking	307.1	396.3	765.4	1 283.2	1 360.0
Manufacture of optical instruments and equipment for measuring and checking	16.9	28.9	44.8	149.0	121.1
Repair and maintenance of instruments, appliances and equipment for measuring and checking	45.2	47.4	80.4	175.9	229.3
Assembly of industrial process control equipment	22.3	38.1	58.9	88.4	97.6
Wholesale of radio and television apparatus	41.9	37.8	93.7	104.8	97.3
Wholesale of computers and peripherals	98.0	123.9	501.5	665.8	571.5
Wholesale of office machinery and equipment	55.2	62.4	133.1	217.6	296.9
Wholesale of other electronic components and equipment	58.0	41.9	237.9	301.9	397.8
Telecommunications	4 379.0	5 000.8	6 650.8	11 018.7	13 681.6
Renting of office machinery and equipment, including computing machinery	5.9	7.8	17.1	18.6	17.7
Hardware consultancy	3.7	2.9	4.6	30.5	14.5
Software publishing	34.1	24.4	58.4	95.3	167.5
Software design and related consultancy	694.6	976.2	2 072.7	4 920.9	6 708.3
Data processing	69.6	86.4	145.8	205.3	292.1
Database activities	99.8	128.6	204.5	432.8	664.2
Maintenance and repair of office machinery and computing equipment	101.6	136.8	217.3	478.6	723.1
Other computer related activities	34.8	47.2	490.4	143.1	209.5

5.3. Commodity exports of ICT sector

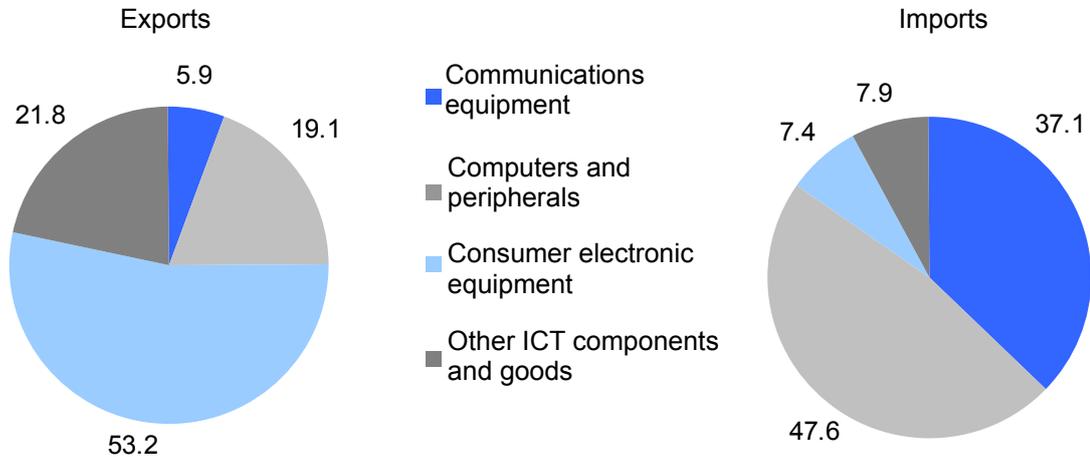
	2009	2010	2011	2012	2013
Total – USD million	104.4	158.5	176.4	81.8	148.4
of which:					
communications equipment	3.0	5.2	10.8	10.7	8.8
computers and peripherals	16.0	30.3	13.5	16.4	28.4
consumer electronic equipment	16.7	31.0	62.7	19.2	78.9
other ICT components and goods	68.8	92.0	89.3	35.5	32.3
Percentage share of ICT goods in total commodity exports	0.5	0.6	0.4	0.2	0.4

5.4. Commodity imports of ICT sector

	2009	2010	2011	2012	2013
Total – USD million	530.3	845.5	759.2	773.3	1 173.8
of which:					
communications equipment	164.5	293.7	230.3	245.8	436.2
computers and peripherals	207.2	279.4	232.9	365.6	558.3
consumer electronic equipment	82.2	159.9	150.9	67.4	86.6
other ICT components and goods	76.4	112.5	145.1	94.5	92.7
Percentage share of ICT goods in total commodity imports	1.9	2.4	1.7	1.8	2.7

5.5. Structure of commodity exports and imports of ICT sector in 2013

(percent of total)



5.6. Commodity exports of ICT sector by selected countries

(thousand U.S. dollars)

	2009	2010	2011	2012	2013
Communications equipment	2 953.2	5 178.3	10 815.9	10 730.7	8 834.2
China	279.5	139.1	1.9	1.1	49.8
Kazakhstan	44.0	138.0	63.0	147.1	–
Latvia	1.3	11.0	8.0	4.1	166.6
Lithuania	29.8	34.5	73.5	4 928.7	4 764.7
Netherlands	134.6	175.6	81.1	100.0	54.7
Russia	2 296.4	3 334.6	7 903.2	4 618.3	1 864.4
Ukraine	16.0	54.0	10.3	5.5	638.5
Computers and peripherals	15 957.2	30 292.1	13 539.1	16 422.9	28 377.3
Georgia	16.5	217.2	65.9	116.6	599.0
Netherlands	241.6	412.1	333.7	62.0	170.6
Russia	7 659.7	11 058.6	10 777.6	14 133.0	23 981.8
Venezuela, Bolivarian Republic of	7 276.2	17 494.4	–	20.9	1.7
Consumer electronic equipment	16 710.3	30 975.2	62 726.9	19 172.6	78 885.0
Kazakhstan	2.7	5.0	407.9	191.8	292.7
Lithuania	28.9	59.5	40.4	319.2	1 007.5
Russia	15 958.7	30 025.6	61 201.3	17 536.6	76 710.9
Ukraine	396.0	429.0	270.3	5.6	20.5
Other ICT components and goods	68 768.8	92 009.8	89 294.8	35 451.2	32 348.1
China	10 072.8	11 067.3	6 464.6	609.8	556.7
Hong Kong	3 923.0	6 612.0	8 641.0	561.9	698.1
Japan	1 278.5	833.9	703.5	758.9	748.3
Korea, Republic of	5 684.4	7 202.2	5 402.7	710.5	434.0
Russia	37 070.2	56 237.3	56 818.6	26 267.9	26 153.6
United Kingdom	976.9	594.7	859.2	1 070.7	906.1

**5.7. Commodity imports of ICT sector
by selected countries**

(thousand U.S. dollars)

	2009	2010	2011	2012	2013
Communications equipment	164 467.8	293 682.4	230 336.6	245 777.9	436 201.8
China	86 432.5	155 729.5	128 395.9	96 860.0	196 941.3
Germany	10 781.7	8 624.8	6 178.6	3 793.3	6 229.7
Hungary	8 791.9	10 753.9	8 742.5	2 047.2	782.1
Israel	782.2	1 857.8	879.9	1 455.0	1 710.4
Korea, Republic of	5 553.1	9 761.6	5 068.4	1 247.3	446.9
Malaysia	3 898.5	5 939.1	2 992.9	3 124.4	8 220.5
Romania	4 838.3	13 112.6	5 741.9	74.5	95.2
Russia	10 155.1	13 061.3	9 790.4	102 786.7	123 030.4
Thailand	451.5	1 222.2	765.6	871.5	766.9
Sweden	11 898.4	11 109.7	7 470.3	3 125.2	5 545.1
Switzerland	1 423.9	3 949.8	2 401.4	365.4	694.0
Ukraine	373.6	724.4	4 016.2	1 055.7	322.3
United States	2 428.1	6 792.3	5 293.2	9 864.1	8 506.0
Computers and peripherals	207 227.5	279 400.2	232 886.2	365 592.1	558 289.9
China	109 421.5	158 947.7	135 671.7	169 879.0	259 013.2
Czech Republic	7 104.9	11 766.2	17 765.2	29 862.1	42 293.8
Germany	11 206.9	11 446.9	7 027.2	10 061.7	8 716.8
Ireland	4 417.7	3 877.9	3 301.1	1 310.3	3 669.7
Malaysia	14 320.0	12 533.6	6 980.7	7 451.2	16 049.7
Mexico	951.6	1 543.9	1 111.5	826.3	1 016.5
Russia	8 445.3	12 145.6	13 192.5	72 639.7	72 555.1
Taiwan (China)	6 763.5	11 464.5	8 396.0	10 141.1	11 729.4
United Kingdom	5 825.4	7 421.2	1 867.1	1 270.7	1 455.1
United States	7 535.0	7 378.6	4 802.6	8 396.4	19 904.3
Consumer electronic equipment	82 160.1	159 938.3	150 866.9	67 448.1	86 593.7
China	37 105.7	63 433.5	57 698.5	23 100.1	25 718.8
Czech Republic	2 442.4	4 641.2	4 233.3	337.3	311.3
Germany	4 051.7	2 640.8	3 626.0	2 403.0	4 369.7
Hungary	2 532.0	2 570.1	710.4	219.5	160.7
Indonesia	930.2	2 386.1	824.0	492.0	676.6

	Continued				
	2009	2010	2011	2012	2013
Japan	3 528.4	5 174.3	3 614.5	1 890.9	2 977.0
Korea, Republic of	3 245.3	3 784.3	3 274.9	2 002.8	1 102.3
Malaysia	1 576.7	6 578.9	3 326.7	1 082.0	447.7
Poland	3 275.7	5 449.0	6 426.3	305.4	1 005.3
Russia	13 364.6	45 097.4	56 226.2	26 270.6	31 959.4
Other ICT components and goods	76 410.9	112 527.9	145 078.8	94 465.3	92 727.8
China	15 524.0	30 335.9	45 856.8	19 605.0	14 045.6
Germany	2 714.9	3 247.9	3 660.8	1 717.1	3 095.0
Korea, Republic of	2 067.6	1 749.8	2 109.4	445.4	555.9
Malaysia	3 889.4	6 621.0	3 747.1	879.4	1 549.9
Poland	1 723.2	1 034.4	20 846.5	856.1	1 087.5
Russia	33 438.4	36 981.9	43 336.7	53 515.1	50 900.5
Taiwan (China)	2 628.9	3 267.5	4 848.6	739.5	613.2
Ukraine	1 743.0	5 686.8	1 278.7	8 108.9	9 751.8
United States	2 447.1	2 744.3	5 597.8	1 480.2	2 150.7

5.8. Services exports of ICT sector

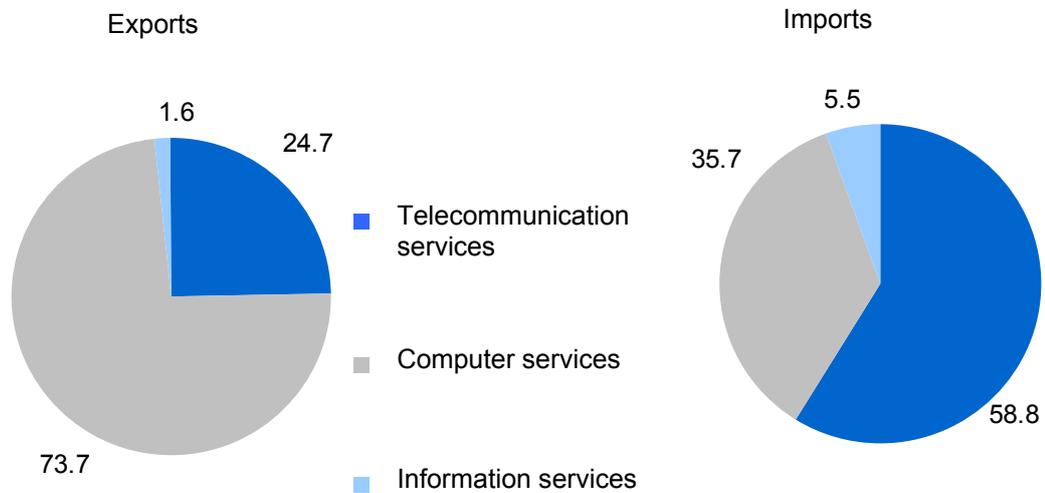
	2009	2010	2011	2012	2013
Total, USD million	307.5	388.7	456.4	592.2	740.8
of which:					
telecommunication services	148.4	167.2	177.3	182.3	183.2
computer services	155.9	217.0	272.7	402.1	545.5
information services	3.2	4.5	6.4	7.8	12.1
Percentage share of ICT sector in total exports of services	9.3	8.9	9.0	10.6	11.2

5.9. Services imports of ICT sector

	2009	2010	2011	2012	2013
Total, mln USD	118.7	138.7	180.2	206.4	194.1
of which:					
telecommunication services	76.6	88.1	127.8	143.5	114.1
computer services	37.5	43.2	46.2	54.3	69.3
information services	4.6	7.4	6.2	8.6	10.7
Percentage share of ICT sector in total imports of services	7.1	5.7	6.3	6.1	4.9

5.10. Services exports and imports of ICT sector in 2013

(percent of total)



**5.11. Services exports of ICT sector
by selected countries**

(thousand U.S. dollars)

	2009	2010	2011	2012	2013
Telecommunication services	148 370.7	167 166.8	177 305.5	182 305.3	183 193.1
Austria	3 195.5	4 256.8	1 647.3	1 500.4	1 559.6
Belgium	800.3	924.6	1 875.4	2 088.3	1 749.3
Canada	1 597.7	2 905.8	1 746.2	1 054.3	2 958.9
Cyprus	204.0	150.6	1 184.1	974.8	1 127.4
Czech Republic	1 394.9	2 191.7	1 438.3	1 110.7	1 420.4
Georgia	224.3	606.3	1 622.3	244.6	280.4
Germany	4 917.9	5 811.9	5 650.4	5 674.8	8 748.0
Israel	1 767.1	1 190.9	1 438.3	989.8	508.9
Italy	3 898.7	4 452.2	2 633.3	3 229.4	3 924.1
Latvia	1 635.6	1 483.9	944.7	1 024.6	1 020.7
Lithuania	3 529.5	5 223.7	2 289.8	2 601.3	2 683.3
Netherlands	2 603.0	1 909.7	2 025.2	3 545.0	4 869.1
Poland	6 847.5	9 329.7	3 933.8	6 248.4	4 038.3
Russia	83 932.0	96 504.2	119 210.3	121 422.1	108 380.4
Spain	191.0	538.0	4 035.7	4 807.7	4 588.5
Sweden	2 583.1	3 461.8	2 601.1	2 279.9	2 572.6
Ukraine	10 548.8	8 622.8	8 064.6	7 006.9	10 075.5
United Kingdom	1 212.6	835.0	3 619.6	3 559.9	2 837.7
United States	8 717.8	8 984.3	3 805.0	5 481.3	9 816.1
Computer services	155 895.9	217 017.7	272 710.7	402 143.2	545 459.7
Cyprus	13 187.3	14 724.5	16 898.8	50 412.3	93 438.6
Czech Republic	3 682.7	5 109.3	8 066.3	8 551.8	11 904.0
Denmark	488.5	1 136.0	3 168.2	5 374.3	4 215.0
Finland	591.8	907.2	2 293.6	4 870.0	10 321.9
France	2 033.5	1 911.2	3 349.4	3 971.1	3 675.3
Germany	16 703.3	19 327.4	23 718.5	27 713.6	32 856.7
Israel	87.2	1 567.0	2 114.2	2 546.9	5 181.5
Kazakhstan	2 944.2	2 904.0	2 185.6	2 934.9	3 526.0
Latvia	1 348.7	1 204.4	2 554.4	2 278.5	5 607.6
Luxembourg	1 119.1	508.2	2 187.1	3 679.9	3 745.8
Netherlands	2 331.1	3 443.5	3 831.3	3 492.2	4 889.6
Poland	1 221.4	1 802.7	2 388.7	3 345.5	4 419.0
Russia	32 249.1	41 249.1	44 374.2	65 706.8	92 987.0
Sweden	1 375.9	1 288.0	1 926.0	1 781.9	2 583.6
Switzerland	1 142.2	1 902.2	2 506.3	3 640.3	3 947.4

	2009	2010	2011	2012	2013
United Kingdom	9 160.7	19 346.2	22 027.6	25 781.5	32 615.7
United States	53 777.9	83 257.0	110 371.1	163 690.9	201 510.5
Information services	3 247.3	4 489.4	6 392.3	7 775.8	12 075.7
Austria	120.9	110.3	175.0	200.7	227.1
Belgium	-	-	-	-	590.8
Cyprus	10.2	109.2	18.1	26.8	124.6
Finland	14.9	250.0	131.9	-	590.8
Germany	150.0	218.5	281.9	432.6	356.3
Latvia	40.1	36.4	32.2	81.7	140.6
Lithuania	69.8	104.4	164.9	555.3	728.2
Poland	158.9	97.2	165.7	383.1	1 246.2
Russia	1 682.0	2 424.4	3 851.6	4 460.9	5 358.1
Switzerland	68.8	113.8	190.8	174.1	181.0
Ukraine	54.5	16.2	38.2	105.1	362.7
United States	321.1	355.4	392.9	363.5	207.3
Virgin Islands, British	71.7	57.5	365.1	426.6	3.8

5.12. Services imports of ICT sector by selected countries

(thousand U.S. dollars)

	2009	2010	2011	2012	2013
Telecommunication services	76 584.8	88 103.9	127 833.2	143 517.2	114 061.5
Austria	1 448.7	1 161.8	1 566.5	1 130.6	1 195.5
Belgium	1 716.5	1 440.4	1 491.8	1 608.3	3 159.1
Bulgaria	586.4	608.0	623.6	1 452.2	865.4
Canada	152.5	177.8	1 626.1	1 558.9	382.8
Czech Republic	682.7	667.5	661.9	1 058.6	983.8
Egypt	953.4	874.6	574.2	734.4	654.3
Estonia	787.1	1 813.6	2 848.9	2 022.4	2 126.3
France	1 247.6	1 456.1	1 360.3	2 005.3	1 783.7
Germany	3 052.6	2 938.4	3 125.7	4 635.9	5 131.8
Israel	362.4	429.2	1 298.7	1 518.9	773.0
Italy	1 989.1	1 598.6	2 201.5	2 771.2	1 771.4
Latvia	869.1	1 233.1	1 239.8	1 218.7	948.7
Lithuania	3 326.8	3 292.8	3 322.9	3 403.0	3 287.1
Netherlands	704.6	564.1	560.5	2 026.8	1 099.7
Poland	3 996.6	4 249.1	6 284.0	8 407.8	6 040.9
Russia	30 613.9	42 684.8	74 028.0	63 759.9	41 148.1
Spain	316.6	381.6	3 273.3	5 606.3	6 199.5
Switzerland	743.2	1 029.9	736.0	1 219.2	1 976.8

PRODUCTION, EXPORT AND IMPORT

	2009	2010	2011	2012	Continued 2013
Turkey	1 547.8	883.5	952.9	1 289.9	1 398.4
Ukraine	11 529.0	10 251.3	9 848.5	21 329.3	12 927.0
United Kingdom	2 758.0	3 133.1	2 970.8	4 065.1	5 470.3
United States	1 634.7	1 587.9	1 669.6	2 221.1	5 309.2
Computer services	37 456.2	43 236.4	46 217.7	54 276.2	69288.2
Austria	9 166.5	3 258.5	2 555.7	2 944.2	4 259.9
Cyprus	643.8	388.7	219.2	459.9	937.9
Czech Republic	2 313.3	3 825.3	3 736.6	1 434.7	5 773.6
Estonia	141.4	607.8	1 314.6	1 387.8	1 942.1
Israel	2 205.7	1 789.8	1 634.8	1 763.3	945.9
Latvia	591.0	1 163.6	1 120.3	1 076.7	906.2
Netherlands	901.9	1 944.2	1 431.7	2 351.1	2 744.5
Norway	-	-	2 088.1	1 789.3	1 401.6
Poland	1 346.0	1 021.5	876.1	1 538.7	2 564.8
Russia	11 810.4	12 904.7	15 953.0	19 889.5	23 106.7
Spain	904.6	1 489.1	1 602.4	1 869.8	3 209.7
Sweden	461.6	1 048.5	2 575.9	3 394.1	2 823.9
Ukraine	278.1	1 446.6	1 325.4	2 641.6	2 639.6
United Kingdom	1 182.3	2 867.4	2 328.8	2 941.9	3 265.5
United States	1 834.9	2 059.3	2 277.8	2 498.7	4 465.0
Information services	4 604.9	7 390.4	6 200.0	8 581.4	10 742.8
Austria	12.1	29.3	3.3	921.7	309.9
France	-	-	-	25.2	1 015.4
Germany	145.0	99.3	122.9	134.6	110.5
Latvia	34.9	66.9	58.8	47.6	199.6
Lithuania	244.1	405.1	302.7	350.5	395.3
Netherlands	-	-	-	220.2	103.8
Russia	1 106.5	1 599.4	1 441.9	1 989.3	3 551.5
Switzerland	277.7	240.9	91.3	71.4	172.7
Ukraine	96.5	111.8	42.5	157.6	449.4
United Kingdom	1 896.9	3 852.0	3 481.3	3 782.9	3 218.4
United States	420.3	596.8	491.5	536.1	845.6

5.13. Electronic commerce

	2010	2011	2012	2013
Commodity (product) e-commerce of wholesale organisations, mln rubles	66 953	188 836	907 882	713 848
Retail turnover of sales organisations via online shops, mln rubles	231 592	884 617	1 988 395	3 107 701
Number of online shops	1 198	1 253	1 744	1 988
Percentage share				
of commodity (product) e-commerce in wholesale turnover	0.1	0.1	0.3	0.2
of retail turnover of online shops in retail turnover of sales organisations	0.8	1.0	1.3	1.5

5.14. Sale of information and communication equipment by wholesale organisations

	2012			2013		
	total, bn rubles	of which		total, bn rubles	of which	
		domestically produced goods	% of total sales		domestically produced goods	% of total sales
Radio, television and video apparatus	1 104.2	150.3	13.6	1 531.6	186.5	12.2
Computers, peripherals and software	2 961.9	235.6	8.0	4 667.3	308.5	6.6
Office printing and computing (calculators) machinery, copying equipment	578.9	3.9	0.7	349.0	5.9	1.7
Other electronic equipment and components thereof	1 855.5	227.0	12.2	2 069.6	130.1	6.3

6. FINANCE

6.1. Main financial indicators of ICT sector

	2009	2010	2011	2012	2013
Revenues from sales of products, goods, works and services, bn rubles	9 871.6	12 977.4	19 690.1	36 734.8	48 698.7
Taxes and duties payable from revenues from sales of products, goods, works and services, bn rubles	1 007.5 ¹⁾	1 388.0	1 748.6	3 208.5	5 968.6
Net cost of goods, products, works and services sold, bn rubles	6 688.1 ²⁾	9 858.9	14 606.5	28 353.5	35 993.2
Profit, loss (-) from sales of products, goods, works and services, bn rubles	1 581.5	1 730.5	3 335.0	5 172.8	6 736.8
Profit, loss (-) before tax, bn rubles	1 595.6 ²⁾	1 871.5	2 492.0	4 608.4	5 986.0
Net profit, net loss (-), bn rubles	1 059.9	1 354.2	1 882.0	3 839.4	5 057.1
Number of loss-making organisations, entities	626	579	591	618	719
Share of loss-making organisations in total organisations, percent	23.7	20.1	19.5	18.6	20.4
Total net loss of loss-making organisations, bn rubles	225.3	265.9	1 210.6	690.9	1 191.5
Profitability of goods, products, works and services sold, percent	23.6	17.6	22.8	18.2	18.7
Profitability of sales, percent	16.0	13.3	16.9	14.1	13.8

¹⁾ Excluding other taxes and duties payable from the revenues from sales of products, goods, works and services of micro-entities.

²⁾ Excluding micro-entities.

6.2. Financial indicators of ICT sector by economic activity in 2013

	Revenues from sales of products, goods, works and services, mln rubles	Net cost of products, goods, works and services sold, mln rubles	Profit, loss (-) from sales of products, goods, works and services, mln rubles	Profitability of products, goods, works and services sold, percent	Profitability of sales, percent
Total for ICT sector	48 698 671	35 993 245	6 736 819	18.7	13.8
Manufacture, installation and maintenance of equipment					
manufacture of office equipment (without installation)	77	63	1	1.6	1.3
installation and adjustment of office equipment	13 155	10 027	1 117	11.1	8.5
manufacture of electronic computing machines and other data processing equipment (without installation)	1 967 029	1 562 469	77 736	5.0	4.0
installation and adjustment of electronic computing machines and other data processing equipment	9 574	6 653	1 294	19.4	13.5
manufacture of insulated wire and cable	3 245 403	2 854 952	149 796	5.2	4.6
manufacture of electronic and radio components	1 221 282	1 013 216	185 144	18.3	15.2
manufacture of television and radio apparatus for industrial use	170 147	130 650	13 555	10.4	8.0
manufacture of apparatus for line telephony and telegraphy	600 490	447 897	56 584	12.6	9.4
assembly, adjustment, repair and maintenance of transmission apparatus	435 315	312 390	52 916	16.9	12.2
manufacture of sound and video receiving, recording and reproducing apparatus	1 182 556	1 168 806	-48 587	-4.2	-4.1

Continued

	Revenues from sales of products, goods, works and services, mln rubles	Net cost of products, goods, works and services sold, mln rubles	Profit, loss (-) from sales of products, goods, works and services, mln rubles	Profitability of products, goods, works and services sold, percent	Profitability of sales, percent
manufacture of instruments and appliances for measuring and checking	1 493 417	1 089 901	226 601	20.8	15.2
manufacture of optical instruments and equipment for measuring and checking	124 277	81 476	32 128	39.4	25.9
repair and maintenance of instruments, appliances and equipment for measuring and checking	229 242	164 961	29 636	18.0	12.9
assembly of industrial process control equipment	115 008	82 996	12 465	15.0	10.8
maintenance and repair of office and computing machinery	919 073	676 743	105 824	15.6	11.5
other computer-related activities	345 345	257 032	38 265	14.9	11.1
Sale, renting and servicing of equipment					
wholesale of radio and television apparatus	1 145 602	941 093	19 328	2.1	1.7
wholesale of computers and peripherals	5 804 063	4 709 146	157 073	3.3	2.7
wholesale of office machinery and equipment	1 332 297	1 030 759	81 330	7.9	6.1
wholesale of other electronic components and equipment	1 478 907	1 169 613	75 570	6.5	5.1
renting of office machinery and equipment, including computing machinery	5 608	4 641	561	12.1	10.0
hardware consultancy	41 421	26 503	9 314	35.1	22.5

Continued

	Revenues from sales of products, goods, works and services, mln rubles	Net cost of products, goods, works and services sold, mln rubles	Profit, loss (-) from sales of products, goods, works and services, mln rubles	Profitability of products, goods, works and services sold, percent	Profitability of sales, percent
Telecommunication services					
telecommunications	17 944 767	11 723 931	3 569 131	30.4	19.9
IT products and services					
software publishing	148 306	113 887	12 621	11.1	8.5
software design and related consultancy	7 491 145	5 591 337	1 645 186	29.4	22.0
data processing	550 037	347 765	120 227	34.6	21.9
database activities	685 128	474 338	112 003	23.6	16.3

6.3. Financial and business performance in ICT sector in 2013

	Profitable organisations		Loss-making organisations	
	percentage share of profitable organisations in total organisations	total net profit, mln rubles	percentage share of loss-making organisations in total organisations	total net loss, mln rubles
Total for ICT sector	79,6	6 248 596	20.4	1 191 480
Manufacture, installation and maintenance of equipment				
manufacture of office equipment (without installation)	100	1	–	–
installation and adjustment of office equipment	91.7	990	8.3	2
manufacture of electronic computing machines and other data processing equipment (without installation)	77.9	44 513	22.1	3 542
installation and adjustment of electronic computing machinery and other data processing equipment	81.8	1 045	18.2	52
manufacture of insulated wire and cable	88.0	96 374	12.0	10 165
manufacture of electronic and radio components	76.2	42 351	23.8	887
manufacture of television and radio apparatus for industrial use	87.5	6 005	12.5	970
manufacture of apparatus for line telephony and telegraphy	84.6	65 192	15.4	1 335
assembly, adjustment, repair and maintenance of transmission apparatus	83.1	37 115	16.9	15 590

Continued

	Profitable organisations		Loss-making organisations	
	percentage share of profitable organisations in total organisations	total net profit, mln rubles	percentage share of loss-making organisations in total organisations	total net loss, mln rubles
manufacture of sound and video receiving, recording and reproducing apparatus	66.7	24 588	33.3	190 904
manufacture of instruments and appliances for measuring and checking	88.8	180 850	11.2	2 142
manufacture of optical instruments and equipment for measuring and checking	75.0	26 981	25.0	407
repair and maintenance of instruments, appliances and equipment for measuring and checking	84.3	20 965	15.7	1 083
assembly of industrial process control equipment	90.0	11 853	10.0	160
maintenance and repair of office and computing machinery	82.1	68 944	17.9	3 634
other computer-related machinery	73.3	31 863	26.7	4 924
Sale, renting and servicing of equipment				
wholesale of radio and television apparatus	62.3	29 154	37.7	18 168
wholesale of computers and peripherals	72.2	82 758	27.8	15 091
wholesale of office machinery and equipment	80.1	46 347	19.9	4 949
wholesale of other electronic components and equipment	78.9	51 091	21.1	2 936
renting of office machinery and equipment, including computing machinery	85.7	544	14.3	29
hardware consultancy	95.5	4 261	4.5	9
Telecommunication services				
telecommunications	89.3	3 719 369	10.7	866 590
IT products and services				
software publishing	82.6	10 062	17.4	249
software design and related consultancy	79.7	1 450 785	20.3	44 725
data processing	76.2	95 250	23.8	1 063
database activities	77.7	99 345	22.3	1 874

6.4. Revenues from sales of products, goods, works and services per payroll employee

(million rubles)

	2011	2012	2013
Total for ICT sector	228.3	420.6	563.5
of which:			
manufacture, installation and maintenance of equipment	215.8	400.2	486.6
manufacture of office equipment (without installation)	176.7	271.2	77.0
installation and adjustment of office equipment	111.6	175.1	180.2
manufacture of electronic computing machines and other data processing equipment (without installation)	648.2	1 154.0	1 425.1
installation and adjustment of electronic computing machinery and other data processing equipment	115.1	217.4	242.9
manufacture of insulated wire and cable	482.1	702.8	767.6
manufacture of electronic and radio components	84.3	165.9	188.9
manufacture of television and radio apparatus for industrial use	80.5	220.5	1 056.8
manufacture of apparatus for line telephony and telegraphy	122.8	282.2	1 007.5
assembly, adjustment, repair and maintenance of transmission apparatus	248.6	595.4	672.7
manufacture of sound and video receiving, recording and reproducing apparatus	205.7	554.5	468.4
manufacture of instruments and appliances for measuring and checking	184.6	308.3	371.4
manufacture of optical instruments and equipment for measuring and checking	230.2	372.0	443.8
repair and maintenance of instruments, appliances and equipment for measuring and checking	159.8	344.1	399.5
assembly of industrial process control equipment	200.8	435.9	409.2
maintenance and repair of office and computing machinery	159.1	238.5	340.8

	Continued		
	2011	2012	2013
other computer-related machinery	154.8	304.5	407.9
sale, renting and servicing of equipment	815.2	1 556.9	2 044.2
wholesale of radio and television apparatus	1 217.7	1 469.1	2 611.6
wholesale of computers and peripherals	915.9	2 101.4	2 655.6
wholesale of office machinery and equipment	560.4	1 048.1	1 470.5
wholesale of other electronic components and equipment	782.7	1 040.1	1 401.4
renting of office machinery and equipment, including computing machinery	60.4	78.9	138.9
hardware consultancy	155.0	335.2	225.9
telecommunication services	243.7	436.6	640.4
telecommunications	243.7	436.6	640.4
IT products and services	128.5	228.7	309.2
software publishing	379.5	636.9	1 033.2
software design and related consultancy	127.2	225.7	302.1
data processing	127.7	231.4	428.9
database activities	112.5	211.3	276.8

6.5. Ratio of growth rate of revenues from sales of products, goods, works and services per payroll employee to growth rate of nominal gross wages and salaries

(index)

	2012	2013
Total for ICT sector	0.977	0.970
Manufacture, installation and maintenance of equipment		
manufacture of office equipment (without installation)	1.152	0.364
installation and adjustment of office equipment	0.967	0.646
manufacture of electronic computing machines and other data processing equipment (without installation)	0.857	0.882
installation and adjustment of electronic computing machinery and other data processing equipment	0.840	1.044
manufacture of insulated wire and cable	0.827	0.823
manufacture of electronic and radio components	0.963	0.829
manufacture of television and radio apparatus for industrial use	1.222	1.753
manufacture of apparatus for line telephony and telegraphy	1.268	1.897
assembly, adjustment, repair and maintenance of transmission apparatus	1.353	0.887
manufacture of sound and video receiving, recording and reproducing apparatus	1.354	0.622
manufacture of instruments and appliances for measuring and checking	0.881	0.893
manufacture of optical instruments and equipment for measuring and checking	0.961	1.061
repair and maintenance of instruments, appliances and equipment for measuring and checking	0.956	0.851
assembly of industrial process control equipment	1.112	0.705
maintenance and repair of office and computing machinery	0.898	0.892
other computer-related machinery	0.984	0.955

	Continued	
	2012	2013
Sale, renting and servicing of equipment		
wholesale of radio and television apparatus	0.674	1.028
wholesale of computers and peripherals	1.190	0.909
wholesale of office machinery and equipment	1.042	0.827
wholesale of other electronic components and equipment	0.753	0.907
renting of office machinery and equipment, including computing machinery	0.981	1.258
hardware consultancy	1.254	0.442
Telecommunication services		
telecommunications	1.000	1.049
IT products and services		
software publishing	0.683	1.552
software design and related consultancy	1.002	1.098
data processing	1.032	1.235
database activities	1.002	1.026

6.6. Status of accounts in ICT sector

(at 1 January; at actual prices; billion rubles)

	2010	2011	2012	2013	2014
Receivable	1 149.0	1 503.6	2 797.4	4 940.3	7 375.4
of which overdue	115.9	119.7	194.4	271.2	510.3
Percentage share of overdue receivable in total receivable	10.1	8.0	6.9	5.5	6.9
Foreign receivable	189.1	306.5	989.0	1 721.3	1 880.1
of which overdue	34.9	31.2	70.6	40.1	58.1
Payable	1 709.2	2 267.0	5 260.8	7 213.7	8 891.9
of which:					
on taxes, duties, social insurance and social security ¹⁾	128.4	178.0	297.7	410.5	829.4
on fuels and energy ¹⁾	5.9	10.5	13.3	40.0	76.5
Overdue payable	84.0	79.7	223.3	392.2	340.9
of which:					
on taxes, duties, social insurance and social security ¹⁾	6.7	7.3	4.4	2.2	1.2
on fuels and energy ¹⁾	2.8	3.9	0.9	0.5	1.5
Percentage share of overdue payable in total payable	4.9	3.5	4.2	5.4	3.8
Foreign payable	778.5	1 018.9	3 252.0	3 441.5	3 694.0
of which overdue	32.2	28.0	164.7	293.4	204.3
Debts under credits and loans	1 333.0 ¹⁾	1 652.8 ¹⁾	5 566.8 ¹⁾	6 457.4 ¹⁾	8 444.3
of which overdue	18.5 ¹⁾	2.7 ¹⁾	3.4 ¹⁾	4.3 ¹⁾	19.7

¹⁾ Excluding micro-entities and small entities without departmental affiliation.

7. MAIN INDICATORS OF HIGH TECHNOLOGY PARK RESIDENTS

7.1. Main indicators of High Tech Park residents

	2009	2010	2011	2012	2013
Number of resident organisations	78	92	102	113	128
as percent of ICT organisations	2.5	2.7	2.9	2.9	2.7
Fixed capital investment used, mln rubles	6 864	16 082	38 152	112 499	240 822
as percent of fixed capital investment in ICT sector	0.5	0.9	1.3	3.6	6.4
Average annual payroll number of employees	6 222	8 412	10 481	12 976	16 006
as percent of payroll number of employees in ICT sector	6.8	9.2	11.4	14.0	17.5
Nominal gross average monthly wages and salaries, thous. rubles	3 001.5	3 567.8	7 747.1	13 268.9	15 466.5
ratio to nominal gross average monthly wages and salaries in ICT sector	2.3 times	2.1 times	2.7 times	2.4 times	2.1 times
ratio of nominal gross average monthly wages and salaries to average national wage level	3.1 times	2.9 times	4.1 times	3.6 times	3.1 times

7.2. High Tech Park residents by legal organisational form

(end of year)

	Number of resident organisations				
	2009	2010	2011	2012	2013
Total	78	92	102	113	128
of which by legal organisational form:					
joint-stock companies	8	9	8	8	9
limited liability companies	44	53	63	74	87
superadded liability companies	3	3	3	3	4
unitary enterprises	23	27	28	28	28

**7.3. High Tech Park residents by type
of Internet connection and maximum data transmission rate**
(beginning of year; percent of total resident organisations with Internet access)

	2012	2013	2014
Type of Internet connection			
dial-up access	11.9	15.9	18.0
fixed broadband access	96.0	97.3	97.7
wireless access	21.8	21.2	24.2
Maximum data transmission rate via Internet			
up to 2 Mb/s	13.9	8.0	6.2
2 Mb/s to 10 Mb/s	39.6	35.4	35.2
10 Mb/s and over	46.5	56.6	58.6

7.4. Expenditures of High Tech Park residents on ICT
(million rubles)

	2009	2011	2012	2013
Expenditure on ICT	79 329	348 100	602 021	518 857
of which on:				
computing machinery (including installation and adjustment)	5 088	90 723	66 467	98 143
of which manufactured in Belarus	...	3 017	15 647	18 980
software	2 949	1 745	2 443	8 801
of which designed in Belarus	...	530	672	1 463
telecommunication services	3 720	4 516	6 407	10 408
of which Internet access	2 723	2 682	3 826	5 628
training of employees in the development and use of ICT	110	1 280	2 129	1 940
ICT-related services of other organisations (except communications and training)	2 380	7 754	15 962	25 012
of which on:				
custom software	3 965	7 116
of which designed in Belarus	3 960	6 996
data origination and entry	170	2
other expenditures on ICT	65 082	242 082	508 613	374 553

7.5. Structure of expenditures of High Tech Park residents on ICT

(percent of expenditures of ICT organisations)

	2009	2011	2012	2013
Expenditure on ICT	23.1	27.9	42.5	35.1
of which on:				
computing machinery (including installation and adjustment)	9.0	17.5	27.3	28.0
of which manufactured in Belarus	...	1.1	22.8	19.8
software	16.4	3.3	3.0	5.4
of which designed in Belarus	...	6.2	1.6	8.1
telecommunication services	4.4	2.1	2.4	2.9
of which Internet access	8.1	9.1	7.1	6.8
training of employees in the development and use of ICT	5.1	30.1	29.3	26.8
ICT-related services of other organisations (except communications and training)	5.8	14.6	18.3	18.4
of which on:				
custom software	19.2	14.0
of which designed in Belarus	26.8	17.2
data origination and entry	1.6	0.01
other expenditures on ICT	46.0	61.1	69.8	80.4

7.6. Self-manufactured products shipped, works performed and services provided by High Tech Park residents

(at actual selling prices; million rubles)

	2009	2011	2012	2013
ICT-related self-manufactured products shipped, works performed and services provided without subcontracting	394 418	1 406 207	3 085 924	4 630 124
of which:				
hardware	225	–	1 325	–
software	144 338	567 564	1 159 399	1 567 529
consultancy on hardware acquisition, installation and operation	–	9 942	35 064	16 807
software maintenance and related consultancy	41 363	81 672	230 938	375 736

	2009	2011	2012	Continued 2013
consultancy on information support and data processing; data origination and data entry services	1 622	32 370	78 172	126 697
development of automated information systems, systems for scientific research, design and control systems on the basis of databases, system software and applications	193 454	695 207	1 413 473	1 763 837
other ICT-related services	13 128	19 452	162 221	779 520

7.7. Self-manufactured products shipped, works performed and services provided by High Tech Park residents

(percent of output shipped by ICT organisations)

	2009	2011	2012	2013
ICT-related self-manufactured products shipped, works performed and services provided without subcontracting	7.5	12.2	14.0	16.2
of which:				
hardware	0.0	–	0.0	–
software	59.0	71.1	77.7	74.0
consultancy on hardware acquisition, installation and operation	–	21.9	84.4	12.9
software maintenance and related consultancy	31.6	27.4	35.8	37.7
consultancy on information support and data processing; data origination and data entry services	1.9	16.9	27.4	29.1
development of automated information systems, systems for scientific research, design and control systems on the basis of databases, system software and applications	71.0	82.8	85.7	79.4
other ICT-related services	0.8	0.5	4.2	4.8

7.8. Sales of ICT-related goods of non-own production by High Tech Park residents

(million rubles)

	2009	2011	2012	2013
ICT-related goods of non-own production sold	267	613	2 811	2 997
of which:				
hardware	26	–	2 807	2 997
software	241	613	4	–

7.9. Main financial indicators of High Tech Park residents

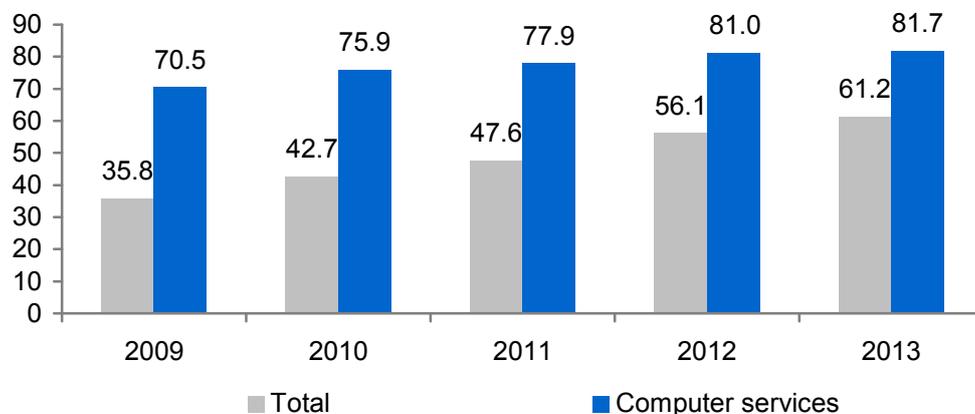
	2009	2010	2011	2012	2013
Revenues from sales of products, goods, works and services, mln rubles	417 695	609 960	1 399 268	3 111 508	4 718 670
Ratio of growth rate of revenue from sales of products, goods, works and services per average payroll employee to growth rate of nominal gross wages and salaries, index	1.038	1.057
Taxes and duties payable from revenues from sales of products, goods, works and services, mln rubles	730 ¹⁾	993	998	946	4 219
Net cost of products, goods, works and services sold, mln rubles	285 629 ²⁾	405 351	1 001 615	2 333 715	3 480 503
Profit, loss (-) from sales of products, goods, works and services, mln rubles	130 764	203 616	396 655	776 847	1 233 948
Profit, loss (-) before tax, mln rubles	107 474	160 483	644 668	723 984	1 034 394
Net profit, net loss (-), mln rubles	102 894	153 224	636 041	715 842	1 028 548
Number of loss-making organisations	8	9	4	14	8
Percentage share of loss-making organisations in total organisations	8.7	9.3	4.0	12.4	6.1
Net loss of loss-making organisations, mln rubles	415	1 438	239	5 181	5 653
Profitability of products, goods, works and services sold, percent	45.8	50.2	39.6	33.3	35.5
Profitability of sales, percent	31.3	33.4	28.3	25.0	26.2

¹⁾ Excluding other taxes and duties payable from the revenues from sales of products, goods, works, and services of micro-entities.

²⁾ Excluding micro-entities.

7.10. Services exports of High Tech Park residents

(percent of total services exports of ICT sector)



7.11. Services exports of High Tech Park residents by selected countries

(thousand U.S. dollars)

	2009	2010	2011	2012	2013
Total	110 106.9	166 130.3	217 185.3	332 376.6	453 208.9
of which:					
computer services	109 888.2	164 700.8	212 276.8	325 822.8	445 876.2
Australia	200.7	245.2	202.7	356.7	308.2
Azerbaijan	231.8	472.1	583.4	1 178.1	1 495.3
Belgium	109.2	373.2	666.8	762.8	1 050.2
Bermudas	1 253.8	902.6	1 346.2	1 576.9	779.7
Canada	431.7	112.7	355.2	488.0	1 779.2
Cyprus	2 047.6	6 852.4	7 989.1	43 845.9	86 812.5
Czech Republic	3 297.8	5 046.5	6 759.6	6 774.0	10 206.5
China	847.4	1 343.4	1 103.2	467.7	3.9
Denmark	363.8	1 008.5	2 889.0	5 249.7	4 057.8
Estonia	369.2	44.0	100.4	79.8	340.2
Germany	13 923.7	16 016.0	19 203.0	23 092.3	27 429.6
Finland	575.5	902.7	2 285.8	4 686.8	9 881.0
France	1 669.8	1 553.9	2 905.1	3 402.6	3 241.8
Israel	70.7	1 546.1	2 105.4	2 544.9	5 123.1
Ireland	413.2	550.5	1 336.6	851.6	550.0
Kazakhstan	1 755.5	786.3	957.3	1 817.8	83.4
Latvia	201.7	801.8	1 397.4	554.2	1 222.8

MAIN INDICATORS OF HIGH TECHNOLOGY PARK RESIDENTS

	Continued				
	2009	2010	2011	2012	2013
Lithuania	114.8	282.9	323.0	451.0	659.0
Luxembourg	528.9	147.5	1 874.3	3 076.9	3 515.3
Montenegro	318.0	107.4	36.6	67.0	69.8
Netherlands	1 664.7	1 843.6	3 075.6	2 445.2	4 031.1
Poland	-	1 760.9	2 342.6	3 291.4	4 177.1
Russia	23 529.7	26 721.4	28 019.0	40 770.5	63 315.7
Seychelles	235.0	368.0	837.6	86.3	12.2
Singapore	1 846.6	1 758.7	1 810.0	1 822.4	2.3
Switzerland	302.1	492.6	1 014.1	1 654.6	2 222.3
Sweden	1 153.1	803.8	1 633.4	1 560.6	2 490.3
Ukraine	91.3	602.8	853.3	848.1	385.3
United Kingdom	5 774.0	15 489.7	18 279.5	21 341.7	26 058.8
United States	45 261.7	74 386.2	98 583.3	146 242.8	178 482.1

8. DEVELOPMENT OF ICT INFRASTRUCTURE

8.1. Key indicators of ICT infrastructure and access thereto

(end of year)

	2009	2010	2011	2012	2013
Home fixed telephone lines connected to public telecommunication network per 100 inhabitants	35	36	37	38	39
Mobile cellular telecommunication subscriptions per 100 inhabitants	102	109	113	113	117
Percentage of population using mobile cellular telecommunication services	99,4	99,7	99,7	99,7	99,9
Bandwidth capacity of external Internet access channels, Gb/s	23	67	200	350	480
Subscriptions to fixed (anytime) broadband Internet access per 100 inhabitants	11	18	22	27	29
Mobile cellular telecommunication subscriptions with use of data transmission network with broadband Internet access per 100 inhabitants	12	21	29	33	39

8.2. Indicators of data transmission network

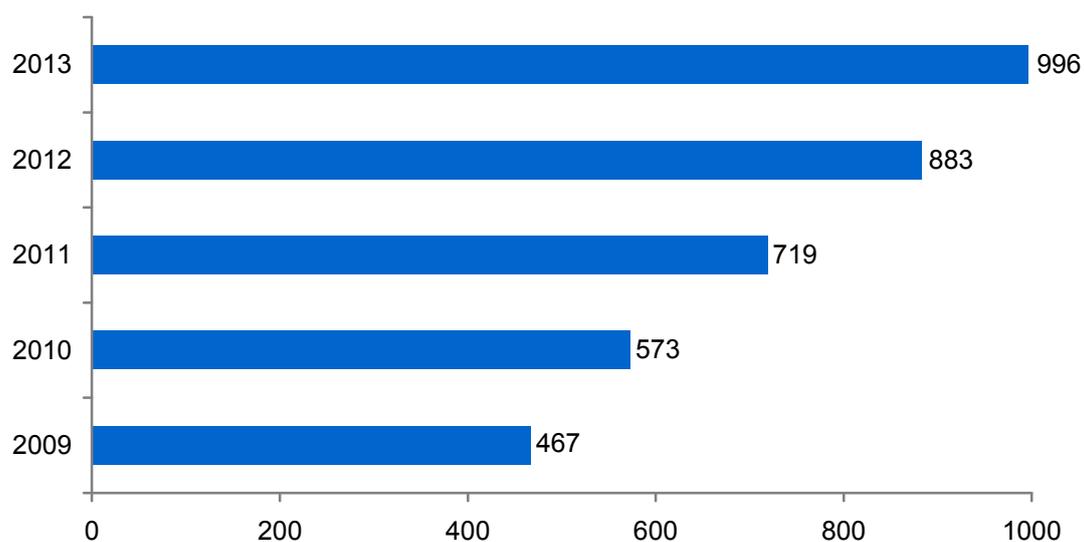
(end of year)

	2009	2010	2011	2012	2013
Subscribers of all types of data transmission – total, thousand	4 790.9	6 012.7	7 528.3	9 218.3	10 320.3
of which:					
without Internet access	354.1	580.5	723.5	857.8	887.2
with Internet access	4 436.8	5 432.2	6 804.8	8 360.5	9 433.1
individuals	3 985.1	4 808.8	6 062.2	7 469.3	8 407.0
dial-up access	495.4	348.7	143.0	88.2	54.9
fixed (anytime) access	1 047.7	1 600.7	2 020.0	2 435.4	2 688.3
wireless access	2 440.6	2 858.0	3 898.7	4 945.5	5 663.6
other access	1.4	1.4	0.5	0.2	0.2

	Continued				
	2009	2010	2011	2012	2013
legal entities	451.7	623.4	742.6	891.2	1 026.1
dial-up access	36.5	29.5	20.8	14.9	9.7
fixed (anytime) access	44.6	65.2	78.8	96.2	116.8
wireless access	365.7	523.6	639.1	777.5	897.4
other access	4.9	5.1	3.9	2.6	2.2
Bandwidth of exterior Internet access channels, Gbps	23	67	200	350	480
Public Internet access centres, units	1 468	1 625	1 626	1 583	1 468

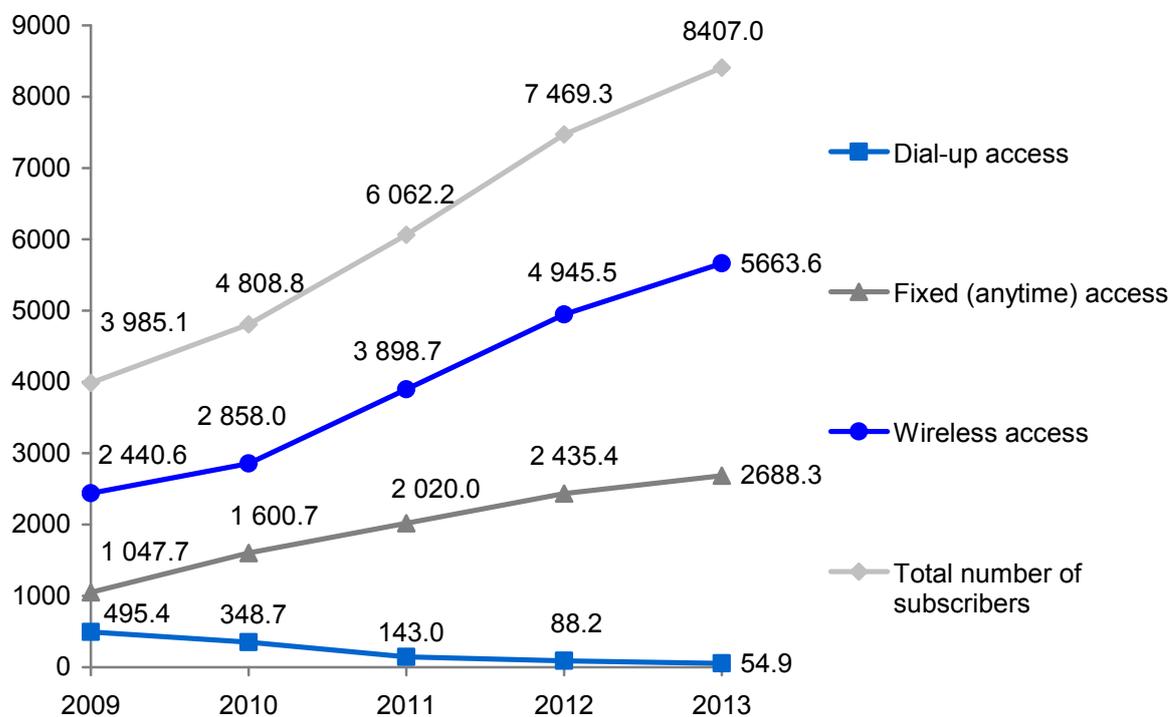
8.3. Internet subscribers per 1 000 population

(legal and natural persons; end of year; units)



8.4. Number of Internet subscribers (individuals)

(end of year; thousand)



8.5. Access of individuals to the Internet

(end of year; per 1 000 population; units)

	2011	2012	2013
Internet subscribers	640	789	888
Subscribers of fixed broadband Internet	213	257	282
Subscribers of wireless broadband Internet	169	297	403

8.6. Development of cable television

(end of year)

	2009	2010	2011	2012	2013
Cable television systems – total, units	269	296	524	523	497
of which broadcasting television programmes in digital format	–	71	90	96	128
Cable television subscribers – total, thousand	1 722	1 756	1 895	1 919	1 871
of which digital format subscribers	–	54	66	126	150
Localities with cable television available, units	120	248	259	261	268

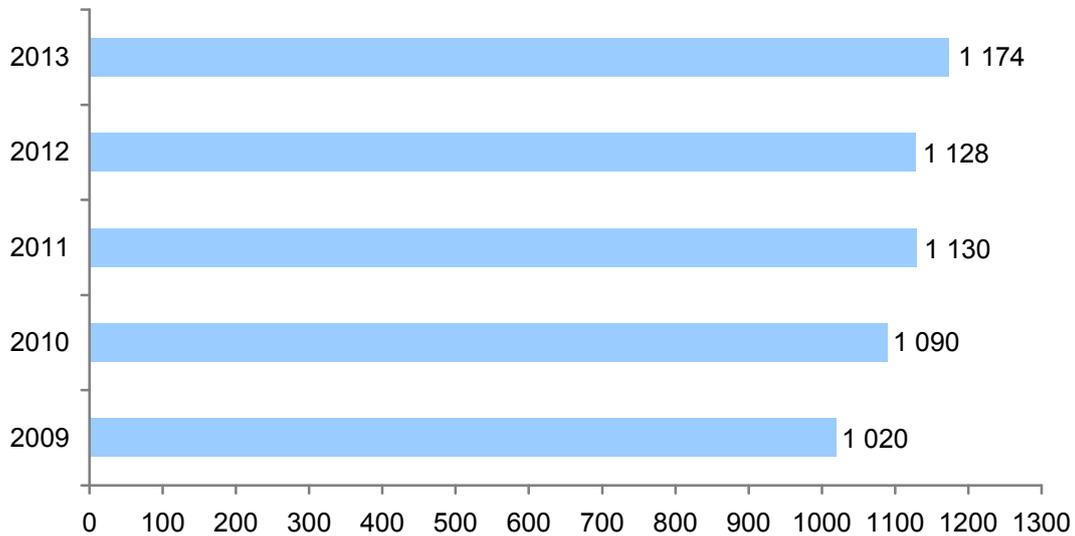
8.7. Main indicators of mobile cellular telecommunications

(end of year)

	2009	2010	2011	2012	2013
Number of mobile cellular telecommunication subscriptions, thousand	9 686.3	10 332.9	10 694.9	10 676.5	11 114.4
of which:					
GSM	9 661.9	10 318.4	10 685.2	10 668.3	11 109.7
IMT-MC-450	24.4	14.5	9.7	8.2	4.7
Population coverage with mobile cellular telecommunication services, percent	99.4	99.7	99.7	99.7	99.9
Territorial coverage with mobile cellular telecommunication services, percent	97.2	97.8	98.1	98.2	98.4

8.8. Mobile cellular telecommunication subscriptions per 1 000 population

(end of year; units)



8.9. Main indicators of public long-distance telephone communications

(end of year)

	2009	2010	2011	2012	2013
Long-distance and international telephone connections, mln	894.4	882.4	806.3	731.1	657.7
Length of long-distance telephone channels, mln channel-km	537.8	558.3	3 126.6	7 487.8	11 500.5
Capacity of automatic trunk exchanges, ports	179 256	188 824	190 853	197 997	198 060
Public pay telephones with long-distance service, units	13 819	12 981	9 925	9 846	5 044

8.10. Main indicators of urban and rural telephone network

(end of year)

	2009	2010	2011	2012	2013
Fixed telephone lines connected to public telecommunication network—total, thous.	4 121.7	4 245.3	4 203.0	4 283.1	4 359.9
of which:					
urban network	3 209.2	3 282.0	3 223.8	3 300.1	3 369.7
rural network	912.5	963.3	979.2	983.0	990.2
Out of total, home fixed telephone lines, thous.	3 312.3	3 438.8	3 519.9	3 587.1	3 649.5
of which:					
urban network	2 518.4	2 594.5	2 655.0	2 719.4	2 773.5
rural network	793.9	844.3	864.9	867.7	876.0
Home fixed telephone lines connected to public telecommunication network per 1 000 population, units	349	363	372	379	385

8.11. Tariff indices of selected communication services

(percent of previous year)

	2009	2010	2011	2012	2013
For legal entities and individual entrepreneurs					
Communication services	104.0	99.9	110.3	147.3	120.8
of which:					
local telephone service within urban telephone network	104.0	102.4	119.3	174.3	111.6
long-distance and international telephone service	100.7	100.2	109.7	157.8	122.8
data transmission services (Internet connection)	98.0	77.6	100.0	108.4	112.2
mobile cellular telecommunications	106.7	100.4	108.5	155.7	123.3
broadcasting of sound programmes	115.3	106.1	147.9	184.4	131.3
broadcasting of television programmes	116.0	106.1	144.4	171.1	116.4

	2009	2010	2011	2012	Continued 2013
	For individuals				
Communication services	106.0	102.8	109.0	150.8	151.3
of which:					
local telephone service within urban telephone network	104.7	109.0	114.9	155.6	134.9
long-distance and international telephone service	100.5	100.5	110.5	160.0	154.3
data transmission services (Internet connection)	100.0	100.0	100.0	100.0	137.9
mobile cellular telecommunications	107.2	102.0	107.0	156.7	152.4
broadcasting of sound programmes	105.8	127.5	119.6	129.4	134.8
broadcasting of television programmes	106.7	104.1	119.4	154.7	139.8

8.12. Average tariffs of communication services for legal entities

(rubles)

	Average tariff for December			
	2010	2011	2012	2013
Access to local telephone network using subscriber's terminal equipment (main telephone line)	60 420	60 420	60 420	60 420
Long-distance connection to fixed telecommunication network subscribers, for each full or part minute of connection	178	214	279	299
Three-minute connection within the same mobile cellular telecommunication network	56.5	79.7	119.5	144
Data transmission services:				
anytime access to the Internet:	54 000	54 000	25 379	34 433
for 1 Mb/s of anytime Internet access according to tariff plan for day-and-night access (excluding traffic)	-	-	39 600	43 583
for 1 Mbyte of traffic via anytime Internet access according to tariff plan taking into account prepaid traffic	-	-	9.9	11.4
dial-up password-free Internet access, per minute of access	17.00	17.00	17.00	17.00

8.13. Average tariffs of communication services for individuals (rubles)

	Average tariff for December			
	2010	2011	2012	2013
Access to local telephone network using subscriber's terminal equipment (main telephone line)	60 420	60 420	60 420	60 417
Long-distance connection to fixed telecommunication network subscribers, for each full or part minute of connection				
within the region	22.00	28.00	46.00	50.58
within the country	43.90	53.00	46.00	50.58
Three-minute connection within the same mobile cellular telecommunication network	174.33	224.68	339.20	377.08
Data transmission services:				
anytime access to the Internet:	54 000	54 000	-	-
for 1 Mb/s of anytime Internet access according to tariff plan for day-and-night access (excluding traffic)	-	-	39 600	43 583
for 1 Mbyte of traffic via anytime Internet access according to tariff plan taking into account prepaid traffic	-	-	20.41	23.56
dial-up password-free Internet access, per minute of access	13.00	13.00	13.00	13.00

9. ICT USE IN ORGANISATIONS

9.1. Employees who used personal computers (electronic computing machines) in 2013

	Employees who used personal computers (electronic computing machines)		Of which employees who used personal computers connected to the Internet	
	total, persons	% of payroll number of employees	total, persons	% of employees who used personal computers (electronic computing machines)
Republic of Belarus	538 050	32.9	296 320	55.1
Region:				
Brest	47 072	22.9	25 054	53.2
Vitebsk	38 810	20.8	20 823	53.7
Gomel	56 447	23.8	27 731	49.1
Grodno	32 839	18.0	16 952	51.6
Minsk city	277 390	70.5	157 910	56.9
Minsk	49 343	20.2	29 593	60.0
Mogilev	36 149	19.3	18 257	50.5

9.2. Use of ICT in organisations

(beginning of year; percent of total organisations surveyed)

	2012	2013	2014
Organisations that used:			
local area network	73.7	76.4	78.6
Internet	94.6	96.8	97.5
Intranet	18.1	18.4	21.5
Extranet	5.9	5.3	7.0
Organisations that had website	50.2	51.2	57.0

9.3. ICT use in organisations by economic activity

(percent of total organisations surveyed)

	Organisations that used						Had website		
	local area network			Internet			2011	2012	2013
	2011	2012	2013	2011	2012	2013			
Total	73,7	76,4	78,6	94,6	96,8	97,5	50,2	51,2	57,0
of which:									
agriculture, hunting and forestry	51,8	60,7	65,0	93,5	97,8	98,2	14,2	19,9	24,9
fishing and fish farming	66,7	50,0	60,0	100	100	100	33,3	50,0	60,0
mining and quarrying	85,7	81,0	85,7	100	100	100	61,9	61,9	85,7
manufacturing	86,3	88,7	87,8	97,6	98,7	98,8	76,8	77,8	80,2
electricity, gas and water supply	94,1	95,9	97,0	100	100	100	42,9	52,4	57,9
construction	82,1	86,6	88,3	99,3	99,7	99,7	36,5	40,2	44,2
trade, repair of motor vehicles and household and personal goods	74,6	75,9	75,8	92,7	95,1	96,3	50,5	48,4	55,7
hotels and restaurants	89,4	90,1	93,9	97,6	98,9	100	62,4	62,6	64,6
transport and communications	71,9	73,5	74,9	91,5	95,6	96,5	47,4	49,6	53,7
financial activities	97,6	97,5	97,8	100	100	100	97,6	97,5	95,7
real estate, renting and business services	70,6	70,1	75,5	91,4	94,2	96,0	56,1	52,9	60,4
community, social and personal services	85,1	90,7	93,3	100	99,2	99,3	58,2	66,9	67,2

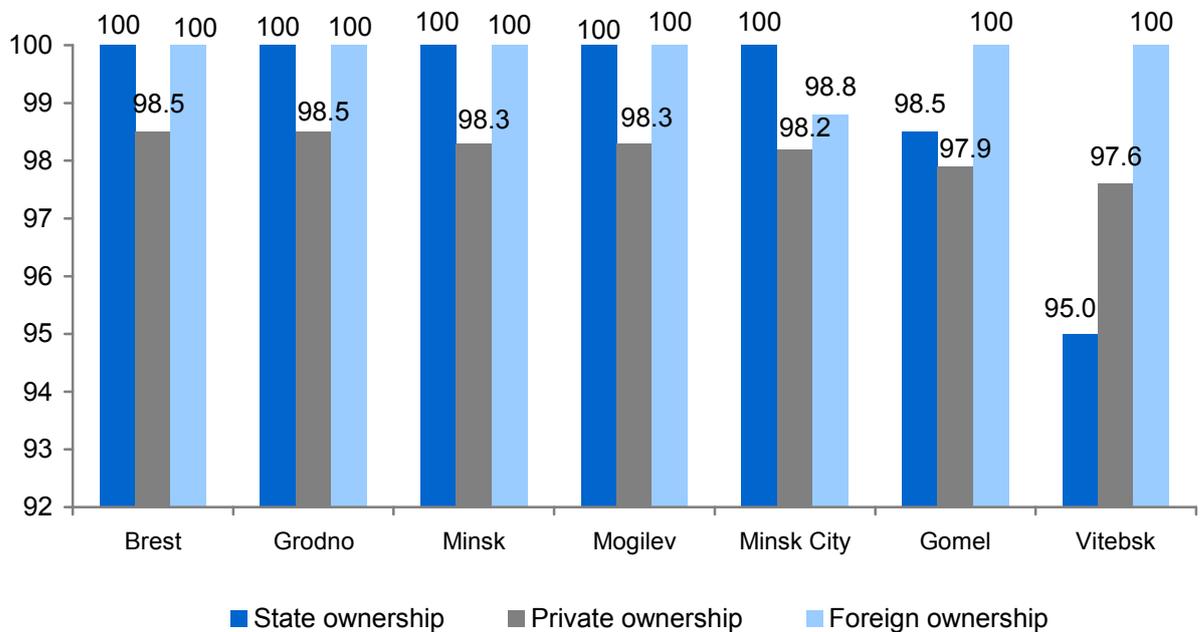
9.4. Organisations that used personal computers by ownership type, by regions and Minsk city in 2013

(entities)

	Republic of Belarus	Of which by region:						
		Brest	Vitebsk	Gomel	Grodno	Minsk city	Minsk	Mogilev
Total organisations	7 922	849	749	873	641	3 017	1 010	783
of which:								
state ownership	1 309	140	200	201	158	278	150	182
private ownership	6 250	687	534	653	473	2 481	834	588
foreign ownership	363	22	15	19	10	258	26	13

9.5. Organisations that used Internet by ownership type, by regions and Minsk city in 2013

(percent of total organisations of corresponding ownership)

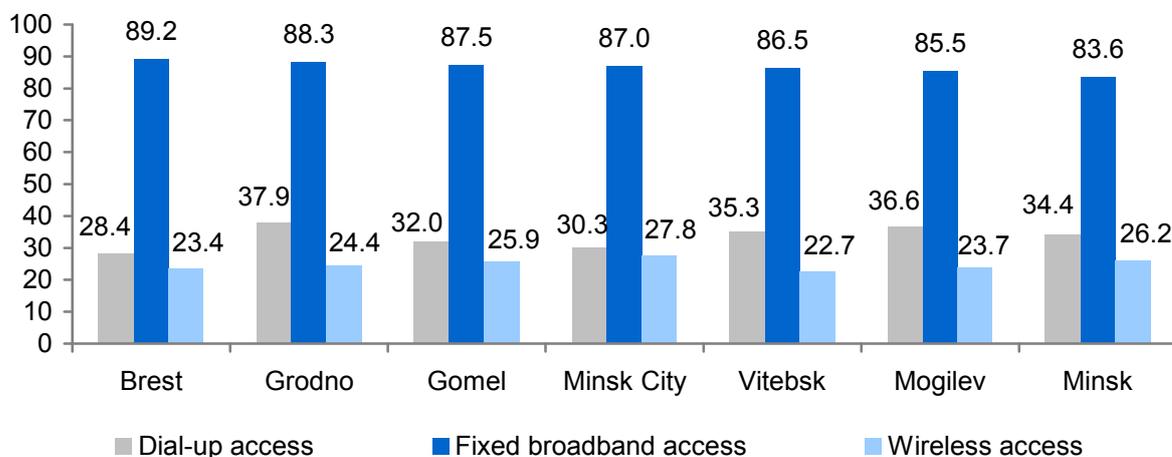


9.6. Organisations that used Internet, local area network and electronic mail by ownership type, by regions and Minsk city in 2013

	Republic of Belarus	Of which by region:						
		Brest	Vitebsk	Gomel	Grodno	Minsk city	Minsk	Mogilev
Internet, entities								
Total	7 793	839	726	856	634	2 969	996	773
of which:								
state ownership	1 296	140	190	198	158	278	150	182
private ownership	6 137	677	521	639	466	2 436	820	578
foreign ownership	360	22	15	19	10	255	26	13
Percent of total organisations that used personal computers								
Total	98.4	98.8	96.9	98.1	98.9	98.4	98.6	98.7
of which:								
state ownership	99.0	100	95.0	98.5	100	100	100	100
private ownership	98.2	98.5	97.6	97.9	98.5	98.2	98.3	98.3
foreign ownership	99.2	100	100	100	100	98.8	100	100
LAN, entities								
Total	6 281	681	556	650	535	2 430	799	630
of which:								
state ownership	1 096	120	149	138	138	266	127	158
private ownership	4 864	539	394	496	388	1 941	646	460
foreign ownership	321	22	13	16	9	223	26	12
Percent of total organisations that used personal computers								
Total	79.3	80.2	74.2	74.5	83.5	80.5	79.1	80.5
of which:								
state ownership	83.7	85.7	74.5	68.7	87.3	95.7	84.7	86.8
private ownership	77.8	78.5	73.8	76.0	82.0	78.2	77.5	78.2
foreign ownership	88.4	100	86.7	84.2	90.0	86.4	100	92.3
E- mail, entities								
Total	7 707	832	711	833	628	2 964	987	752
of which:								
state ownership	1 280	140	191	187	158	278	147	179
private ownership	6 069	670	505	627	460	2 433	814	560
foreign ownership	358	22	15	19	10	253	26	13
Percent of total organisations that used personal computers								
Total	97.3	98.0	94.9	95.4	98.0	98.2	97.7	96.0
of which:								
state ownership	97.8	100	95.5	93.0	100	100	98.0	98.4
private ownership	97.1	97.5	94.6	96.0	97.3	98.1	97.6	95.2
foreign ownership	98.6	100	100	100	100	98.1	100	100

9.7. Organisations by type of Internet connection in 2013

(percent of total organisations with Internet access)



9.8. Organisations by type of Internet connection and data transmission rate by regions and Minsk city in 2013

	Number of organisations							
	by type of Internet connection				by data transmission rate			
	dial-up access	fixed broadband access	wireless access	of which broadband access	up to 256 Kbps	256 Kbps to 2 Mbps	2 to 10 Mbps	10 Mbps and higher
Entities								
Republic of Belarus	2 533	6 761	2 008	1 075	1 284	2 444	2 931	1 134
Region:								
Brest	238	748	196	111	175	285	303	76
Vitebsk	256	628	165	94	153	246	243	84
Gomel	274	749	222	117	158	324	290	84
Grodno	240	560	155	93	103	215	226	90
Minsk city	899	2 582	826	437	273	765	1 337	594
Minsk	343	833	261	130	230	322	317	127
Mogilev	283	661	183	93	192	287	215	79
Percent of total organisations with Internet access								
Republic of Belarus	32,5	86,8	25,8	13,8	16,5	31,4	37,6	14,5
Region:								
Brest	28,4	89,2	23,4	13,2	20,8	34,0	36,1	9,1
Vitebsk	35,3	86,5	22,7	12,9	21,1	33,9	33,4	11,6
Gomel	32,0	87,5	25,9	13,7	18,5	37,8	33,9	9,8
Grodno	37,9	88,3	24,4	14,7	16,2	33,9	35,7	14,2
Minsk city	30,3	87,0	27,8	14,7	9,2	25,8	45,0	20,0
Minsk	34,4	83,6	26,2	13,1	23,1	32,3	31,8	12,8
Mogilev	36,6	85,5	23,7	12,0	24,9	37,1	27,8	10,2

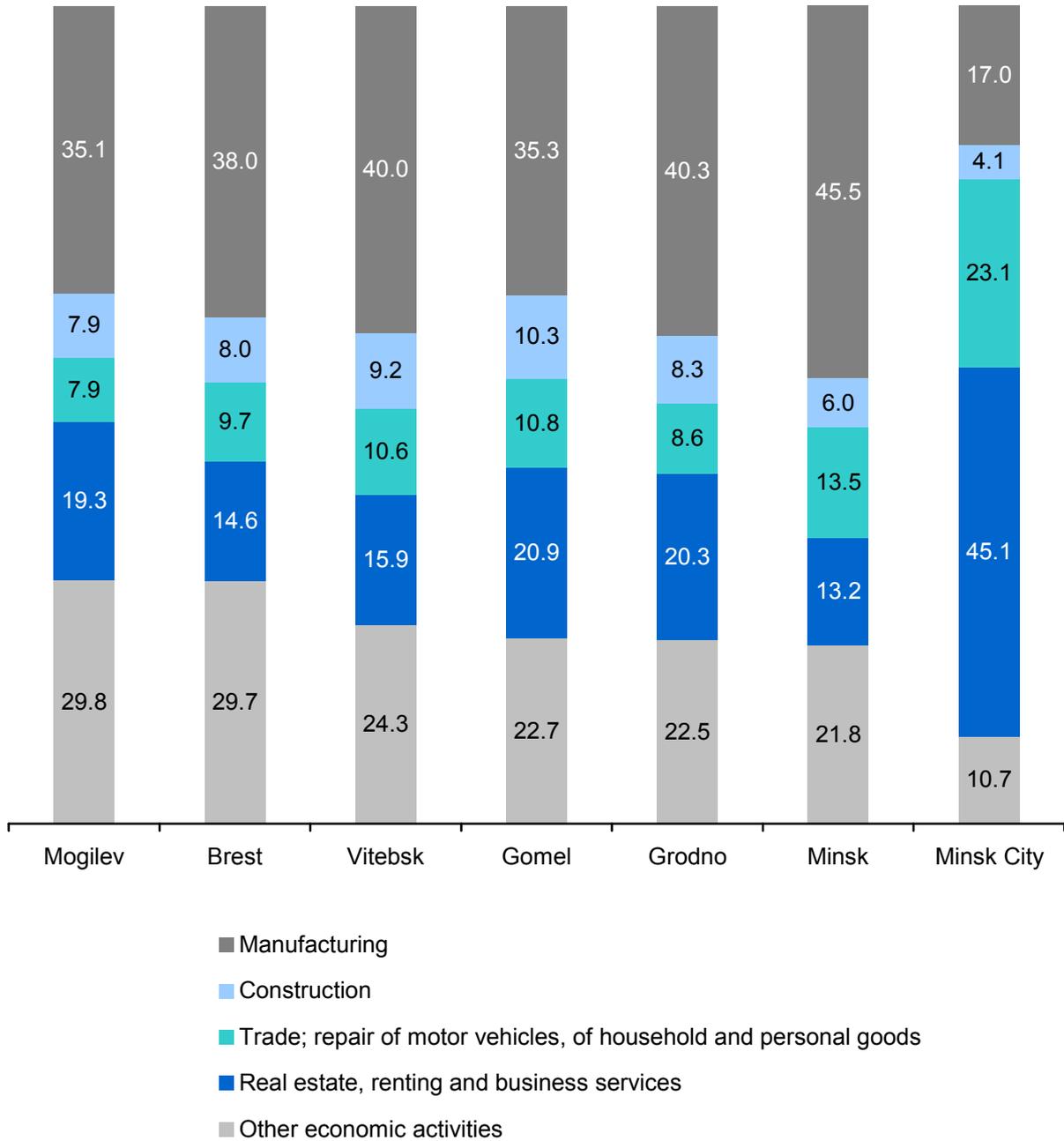
9.9. Organisations with website by economic activity, by regions and Minsk city in 2013

(entities)

	Republic of Belarus	Of which by region:						
		Brest	Vitebsk	Gomel	Grodno	Minsk city	Minsk	Mogilev
Total organisations	4 556	474	359	436	325	2 092	517	353
of which:								
agriculture, hunting and forestry	306	63	41	41	39	11	65	46
fishing and fish farming	6	2	–	1	–	–	3	–
mining and quarrying	18	5	2	3	2	1	4	1
manufacturing	1 323	180	144	154	131	355	235	124
electricity, gas and water supply	95	22	10	15	13	7	10	18
construction	287	38	33	45	27	85	31	28
trade; repair of motor vehicles, of household and personal goods	740	46	38	47	28	483	70	28
hotels and restaurants	64	9	8	7	1	31	3	5
финансовая деятельность	216	32	14	23	14	94	22	17
transport and communications	44	–	–	–	–	43	1	–
real estate, renting and business services	1 363	69	57	91	66	944	68	68
community, social and personal services	90	8	12	9	4	38	5	14

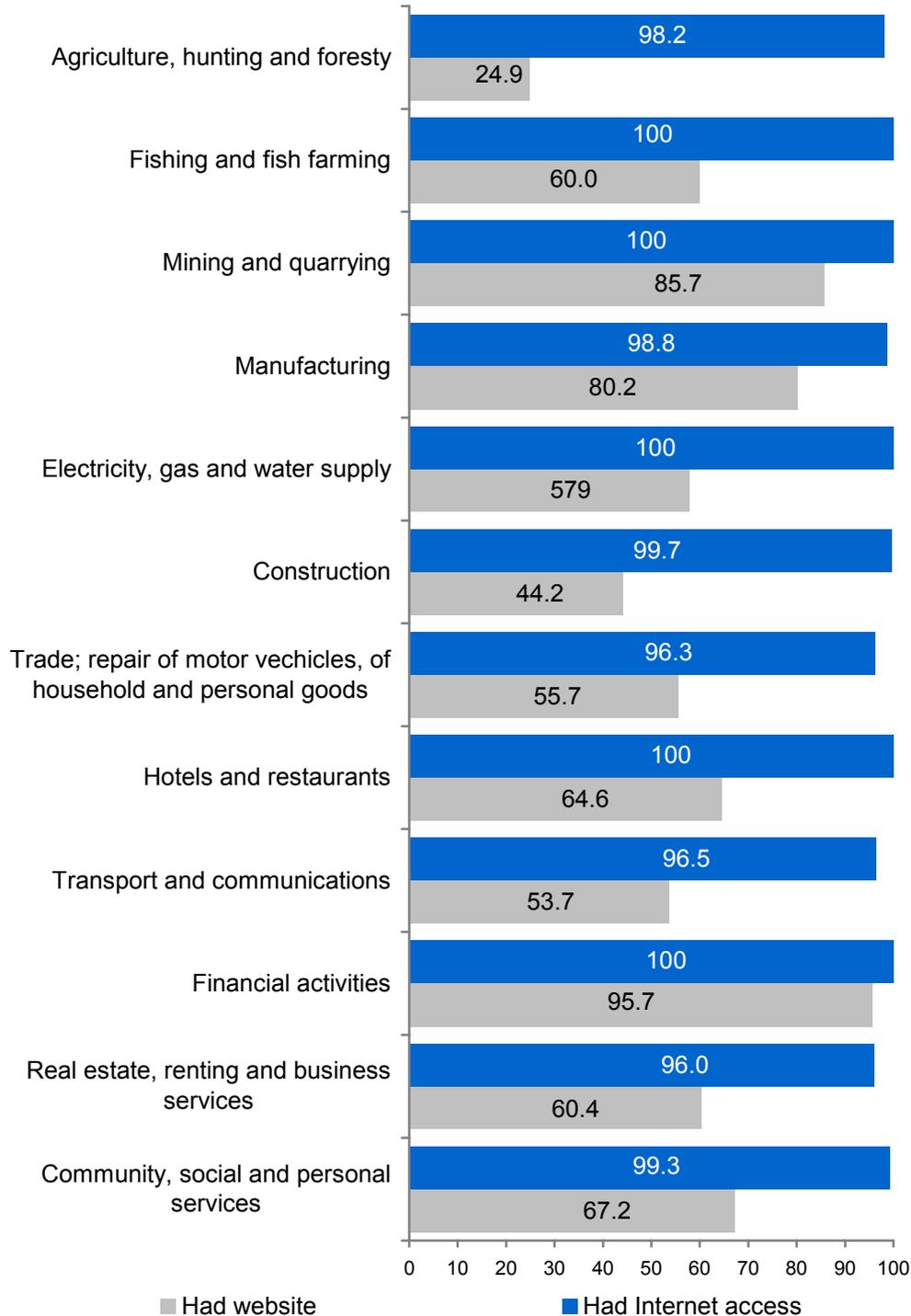
9.10. Organisations with website by economic activity, by regions and Minsk city in 2013

(percent of total organisations with website)



9.11. Organisations that used Internet access and had website by economic activity in 2013

(percent of total organisations surveyed)

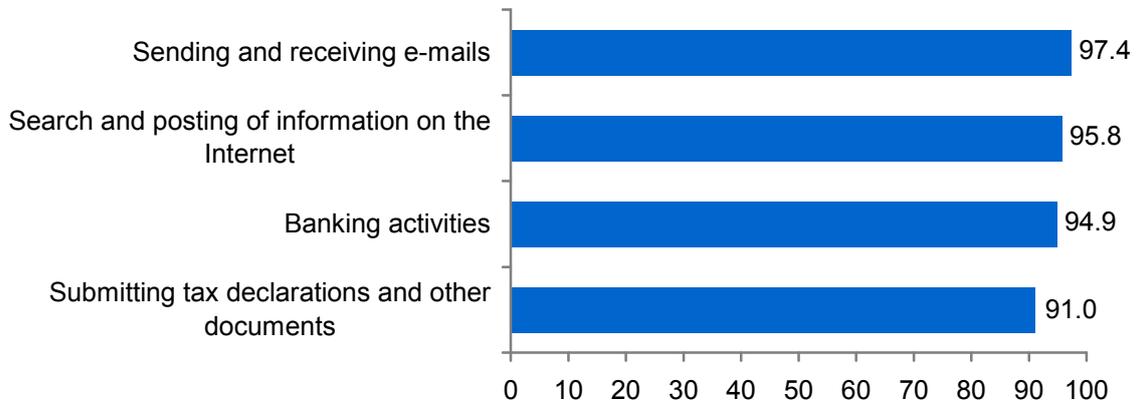


9.12. Organisations by purpose of Internet use

	Number of organisations		Percentage share of organisations by purpose of Internet use in total organisations with Internet access	
	2012	2013	2012	2013
Purpose of Internet use:				
search and posting of information on the Internet	6 603	7 463	93.9	95.8
sending and receiving e-mails	6 750	7 593	96.0	97.4
recruitment and training of personnel	3 036	3 678	43.2	47.2
use of IP-telephony (Internet telephony), audio- and videoconferencing	1 355	1 812	19.3	23.3
paid subscription to electronic databases and electronic libraries	2 548	3 061	36.2	39.3
banking activities	6 330	7 399	90.0	94.9
reception of other information services	5 272	6 286	75.0	80.7
provision of information services	1 519	2 007	21.6	25.8
placement of orders for required goods (works, services)	3 215	4 176	45.7	53.6
reception of orders for goods (works, services) produced	2 495	3 187	35.5	40.9
receiving information on the activities of state bodies (organisations)	4 827	5 993	68.7	76.9
receiving blank forms from state bodies (organisations)	5 865	7 011	83.4	90.0
submitting customs documents	1 786	2 317	25.4	29.7
receiving state information services from state bodies (organisations) in electronic form	4 210	5 247	59.9	67.3
submitting tax declarations and other documents	5 917	7 094	84.2	91.0
submitting state statistical reports, departmental reports	4 748	6 278	67.5	80.6
electronic registration (re-registration) of business entities	851	1 446	12.1	18.6
participation in electronic auctions for public purchase of goods (works, services)	2 165	3 068	30.8	39.4

9.13. Organisations by purpose of Internet use in 2013

(percent of total organisations with Internet access)



9.14. Organisations by purpose of Internet use by regions and Minsk city in 2013

(percent of total organisations with Internet access)

Purpose of Internet use:	Republic of Belarus	Of which by region						
		Brest	Vitebsk	Gomel	Grodno	Minsk city	Minsk	Mogilev
search and posting of information on the Internet	95.8	96.2	93.0	94.5	97.0	97.3	94.2	94.3
sending and receiving e-mails	97.4	97.6	96.4	96.0	98.9	98.1	97.6	95.9
recruitment and training of personnel	47.2	39.3	32.5	35.7	39.3	64.7	39.6	31.2
use of IP-telephony (Internet-telephony), audio- and videoconferencing	23.3	21.6	18.6	19.4	21.5	30.6	17.7	14.1
paid subscription to electronic databases and electronic libraries	39.3	37.9	38.0	41.5	45.1	40.5	35.4	35.2
banking activities	94.9	96.3	97.0	94.5	97.2	93.0	96.3	96.1
reception of other information services	80.7	80.7	76.0	76.8	84.9	83.5	78.4	78.0
provision of information services	25.8	23.8	20.0	19.5	23.3	33.8	19.0	20.1

Continued

	Republic of Belarus	Of which by region						
		Brest	Vitebsk	Gomel	Grodno	Minsk city	Minsk	Mogilev
placement of orders for required goods (works, services)	53.6	52.3	51.0	51.2	57.1	56.2	52.5	48.4
reception of orders for goods (works, services) produced	40.9	38.9	35.3	37.4	41.3	45.9	39.7	34.3
receiving information on the activities of state bodies (organisations)	76.9	75.1	67.9	71.6	79.5	83.5	72.6	71.3
receiving blank forms from state bodies (organisations)	90.0	90.9	89.3	88.8	93.7	90.1	89.4	88.2
receiving state information services from state bodies (organisations) in electronic form	67.3	66.0	62.1	63.2	72.7	69.9	66.2	65.6
submitting customs documents	29.7	26.9	28.2	27.0	28.9	32.1	33.2	24.4
submitting tax declarations and other documents	91.0	92.6	92.1	90.5	93.5	89.4	91.5	92.4
submitting state statistical reports, departmental reports	80.6	82.7	83.5	79.0	86.0	76.6	83.4	84.2
electronic registration (re-registration) of business entities	18.6	15.6	18.7	14.7	23.3	18.0	21.0	21.0
participation in electronic auctions for public purchase of goods (works, services)	39.4	45.3	43.0	48.4	54.1	29.1	39.6	46.8

9.15. Organisations by results of Internet use

	Number of organisations		Percentage share of organisations by results of Internet use in total organisations with Internet access	
	2012	2013	2012	2013
Results of the Internet use:				
reduced costs of production and sale of goods (works, services)	4 086	5 167	58.1	66.3
improved quality of goods (works, services)	3 635	4 558	51.7	58.5
expanded range of goods (works, services)	3 129	3 970	44.5	50.9
new suppliers engaged	4 231	5 213	60.2	66.9
reduced staff	1 569	2 152	22.3	27.6
improved work conditions	5 909	6 859	84.1	88.0
improved image of organisation	5 591	6 499	79.5	83.4

9.16. Documentation management in central offices of government authorities and other state organisations

	2009	2010	2011	2012	2013
Percentage share of documents received in electronic format in total incoming documents	30.4	39.3	42.5	44.6	42.3
Percentage share of documents sent in electronic format in total outgoing documents	20.3	26.9	30.6	33.6	31.4

9.17. Government authorities by type of Internet connection in 2013

	Percentage share in total government authorities with Internet access by type of connection					
	dial-up access	total	fixed broadband access			wireless access
			of which using			
			subscriber lines	fiber-optic lines	cabling connection	
Republic of Belarus – total	22.4	100	53.4	53.4	27.6	10.3
of which:						
government legislative authorities	–	100	–	100	–	–
government executive authorities	24.5	100	56.6	50.9	30.2	11.3
government authorities and organisations subordinated and/ or accountable to the President of the Republic of Belarus	11.1	100	44.4	77.8	33.3	22.2
government authorities and other organisations subordinated to the Council of Ministers of the Republic of Belarus	29.7	100	62.2	40.5	32.4	8.1
local executive authorities	14.3	100	42.9	71.4	14.3	14.3
government judicial authorities	–	100	33.3	66.7	–	–

9.18. Expenditures of organisations on information and communication technology

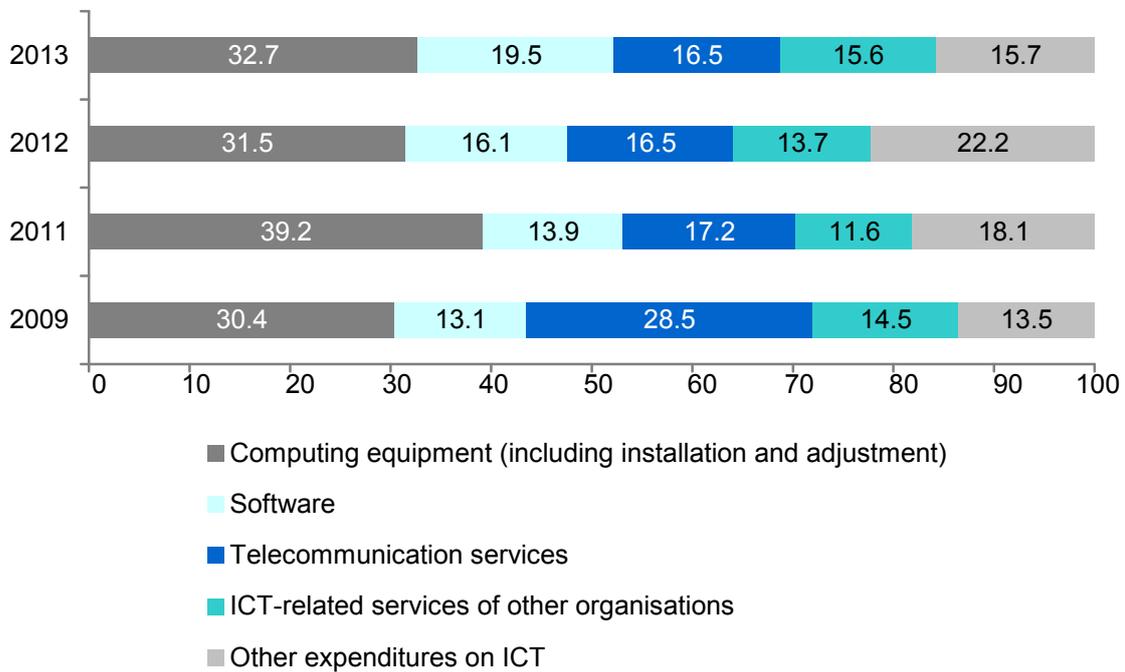
(billion rubles)

	2009	2011	2012	2013	2013 % of total
Total	1 452.9	2 650.3	4 074.5	5 660.6	100
of which on:					
computing equipment (including installation and adjustment)	441.8	1 039.5	1 284.3	1 854.0	32.7
of which produced in Belarus	...	400.3	313.4	506.5	8.9
software	189.8	367.2	656.4	1 105.2	19.5
of which designed in Belarus	...	115.9	299.1	356.8	6.3

	2009	2011	2012	2013	Continued 2013 % of total
telecommunication services	414.0	455.9	671.6	933.1	16.5
of which Internet access	87.3	55.5	95.5	144.8	2.6
training of employees related to development and use of ICT	7.3	9.8	18.7	21.4	0.4
ICT-related services of other organisations	211.2	308.4	559.0	881.7	15.6
of which on:					
custom software	129.9	344.6	6.1
of which designed in Belarus	96.6	260.7	4.6
data origination and entry	24.5	41.3	0.7
other expenditures on ICT	188.8	469.5	884.5	865.2	15.3

9.19. Structure of expenditures of organisations on information and communication technology

(percent of total)



10. USE OF ICT BY HOUSEHOLDS

10.1. Main indicators of household access to information and communication technology

(data of sample household living standards survey; percent of total households)

	2010	2011	2012	2013
Households that had:				
colour television apparatus	98.5	98.6	98.8	98.3
fixed telephone ¹⁾	90.6	92.7	92.6	94.1
mobile telephone	84.1	86.3	89.4	92.3
personal computer	40.8	46.4	51.7	54.9
Internet access from home computer ¹⁾	24.9	31.2	40.3	51.9

10.2. Access of households to the Internet from home computer

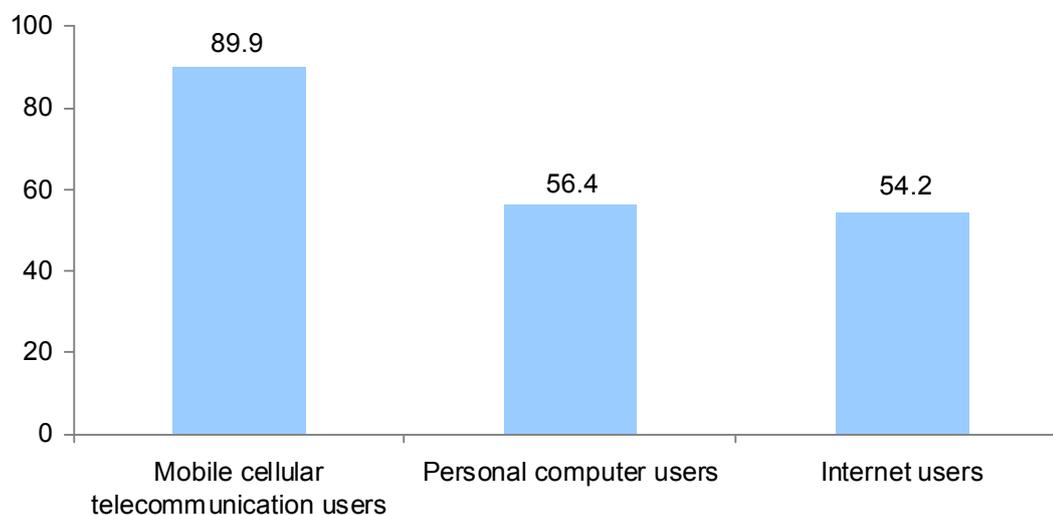
(data of sample household living standards survey; percent of total households of corresponding group)

	2010 ¹⁾	2011 ¹⁾	2012 ¹⁾	2014
All households	24.9	31.2	40.3	51.9
of which by residence:				
urban	30.6	38.1	47.5	59.5
rural	9.8	13.1	21.4	31.8
Households by region:				
Brest	20.1	27.5	34.7	52.0
Vitebsk	18.5	23.2	36.2	49.5
Gomel	16.7	25.2	35.6	45.8
Grodno	21.3	26.2	36.1	52.8
Mins city	45.1	51.4	61.9	64.2
Minsk	23.6	29.5	34.7	45.9
Mogilev	21.2	28.1	35.0	49.5

¹⁾ For 2010-2012. – beginning of year.

10.3. Access of population to ICT in 2013

(data of sample household living standards survey;
percent of total population aged 6 and over)



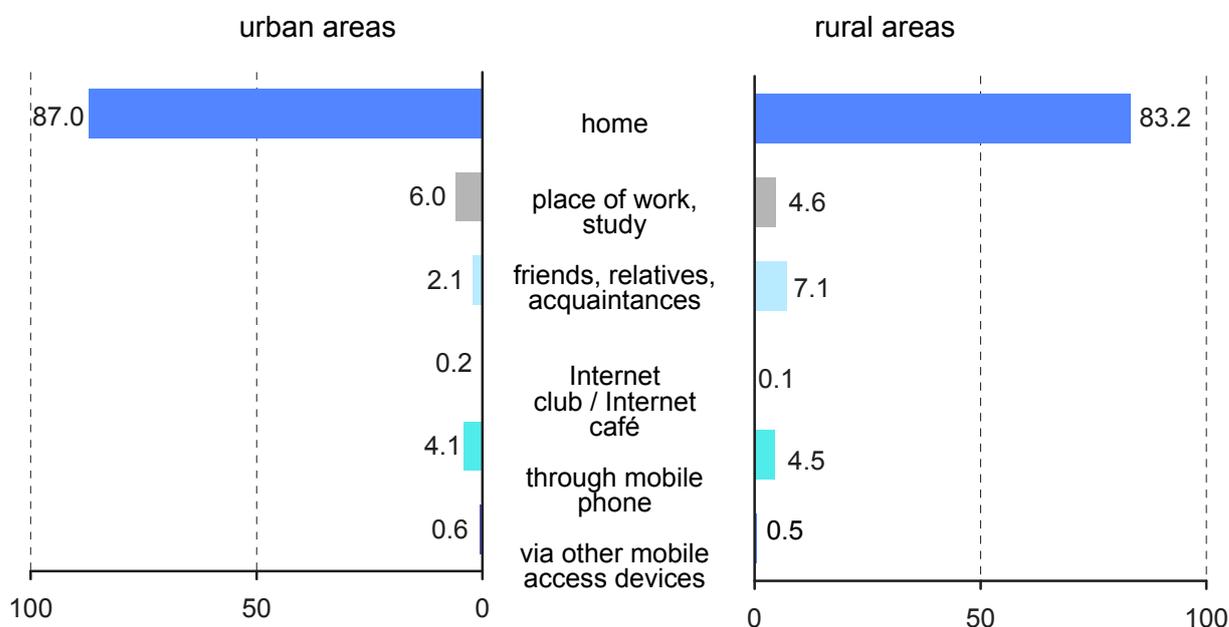
10.4. Access of population to the Internet in 2013

(data of sample household living standards survey;
percent of total population of corresponding group)

	Total	Of which by place of Internet access					
		via personal computer or other stationary equipment				anywhere	
		home	place of work/ study	friends', relatives', acquaintances'	Internet club / Internet café	through mobile phone	via other mobile access devices
Population 6 years old and over – total	54.2	86.3	5.8	3.0	0.1	4.2	0.6
of which:							
by age group							
6-15	76.9	90.2	0.2	3.7	0.4	4.7	0.8
16-24	96.4	87.4	1.7	3.2	0.3	6.5	0.9
25-54	67.4	85.7	7.8	1.8	0.1	4.0	0.6
55-64	26.5	82.8	8.7	7.0	0.0	1.4	0.1
65 and over	6.1	80.0	5.0	14.4	0.0	0.6	0.0
by education:							
higher	73.5	81.6	13.1	1.9	0.1	3.0	0.3
secondary specialised	50.8	87.4	5.8	3.4	0.0	2.5	0.9
vocational technical	44.4	88.5	1.8	3.7	0.0	5.6	0.4
secondary	42.2	86.6	2.6	2.9	0.3	7.3	0.3
general basic	57.4	89.6	0.4	3.8	0.3	5.1	0.8

10.5. Access of population¹⁾ to the Internet by residence in 2013

(data of sample household living standards survey; percent of total population of corresponding group)



10.6. Access of population¹⁾ to the Internet by regions and Minsk city in 2013

(data of sample household living standards survey; percent of total households of corresponding group)

	Total	Of which by place of Internet access					
		via personal computer and other stationary equipment				anywhere	
		home	place of work/ study	friends', relatives', acquaintances'	Internet club / Internet café	through mobile phone	via other mobile access devices
Republic of Belarus	54.2	86.3	5.8	3.0	0.1	4.2	0.6
Region:							
Brest	53.5	88.6	4.5	2.2	0.1	4.2	0.4
Vitebsk	52.2	88.8	4.8	4.5	0.1	1.6	0.2
Gomel	49.9	85.0	6.5	3.5	0.1	4.1	0.8
Grodno я	56.8	91.6	5.6	2.4	0.0	0.4	0.0
Minsk city	63.1	80.8	8.2	2.3	0.4	6.7	1.6
Minsk	49.8	86.9	5.7	3.6	0.1	3.7	0.0
Mogilev	51.5	86.2	2.9	3.4	0.1	6.8	0.6

¹⁾ 6 years old and over.

10.7. Access of population¹⁾ to the Internet by educational attainment, by regions and Minsk city in 2013

(data of sample household living standards survey; beginning of year; percent of total population of corresponding group)

	Education				
	general basic, no education	secondary	vocational technical	secondary specialised	higher
Republic of Belarus	57.4	42.2	44.4	50.8	73.5
Region:					
Brest	60.5	40.7	47.7	50.8	69.2
Vitebsk	51.4	37.2	42.9	53.6	74.3
Gomel	54.8	41.7	42.1	44.5	68.5
Grodno	56.6	39.4	52.6	54.1	80.4
Minsk city	65.3	55.4	55.1	55.2	74.3
Minsk	57.9	35.2	35.7	49.2	69.8
Mogilev	54.2	41.8	35.4	47.6	79.0

¹⁾ 6 years old and over.

10.8. Internet users by frequency of access in 2013

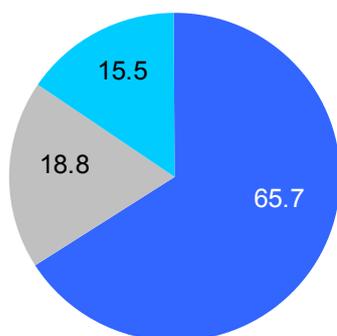
(data of sample household living standards survey; percent of total)

	Total	Of which by frequency of access		
		daily	at least once a week	occasionally
Total population using the Internet	100	64.3	19.0	16.7
of which:				
by age group:				
6-15	100	69.2	18.4	12.4
16-24	100	86.2	10.2	3.6
25-54	100	61.4	19.8	18.8
55-64	100	41.4	27.9	30.7
65 and over	100	39.0	27.9	33.1
by education:				
higher	100	66.9	19.6	13.5
secondary specialised	100	57.6	19.5	22.9
vocational technical	100	56.0	23.3	20.7
secondary	100	66.5	16.6	16.9
general basic, no education	100	72.6	16.8	10.6

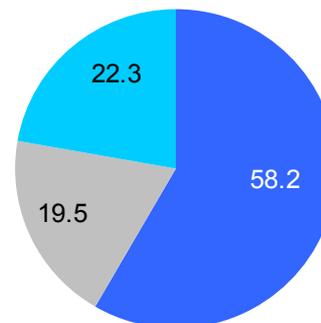
10.9. Internet users¹⁾ by frequency of access by residence in 2013

(data of sample household living standards survey;
percent of total)

Urban areas



Rural areas



10.10. Internet users¹⁾ by frequency of access by regions and Minsk city in 2013

(data of sample household living standards survey;
percent of total)

	Total Internet users	Of which by frequency of access		
		daily	at least once a week	occasionally
Republic of Belarus	100	64.3	19.0	16.7
Region:				
Brest	100	68.4	14.7	16.9
Vitebsk	100	60.6	20.5	18.9
Gomel	100	62.4	19.0	18.6
Grodno	100	61.2	22.2	16.6
Minsk city	100	70.4	19.6	10.0
Minsk	100	62.7	17.2	20.1
Mogilev	100	58.7	20.3	21.0

¹⁾ 6 years old and over.

10.11. Age structure of Internet users¹⁾ by regions and Minsk city in 2013

(data of sample household living standards survey;
percent of total)

	Total	Of which by age group				
		6-15	16-24	25-54	55-64	65 and over
Republic of Belarus	100	15.0	15.7	58.6	9.0	1.7
Region:						
Brest	100	18.2	15.5	57.8	7.1	1.4
Vitebsk	100	12.9	13.2	59.4	13.0	1.5
Gomel	100	17.5	14.9	56.1	10.5	1.0
Grodno	100	14.2	15.4	60.7	7.6	2.1
Minsk city	100	10.5	18.8	61.4	7.4	1.9
Minsk	100	16.9	16.7	57.1	7.7	1.6
Mogilev	100	17.4	12.8	56.3	10.9	2.6

¹⁾ 6 years old and over.

10.12. Internet users by main purpose of access in 2013(data of sample household living standards survey;
percent)

	Share of users using the Internet for							
	receiving information	viewing and downloading films, listening and downloading music etc.	social networking	sending and receiving emails, negotiation	computer games	purchase of goods, obtainment of services	Educational purposes	financial transactions
Total population	88.7	74.2	71.7	49.2	48.1	28.5	24.6	12.7
of which :								
by age group:								
6–15	69.0	78.6	64.1	22.4	85.4	3.7	66.2	0.8
16–24	95.3	91.3	92.2	59.7	63.2	36.0	56.9	10.8
25–54	92.4	73.4	71.3	52.5	39.2	34.6	8.5	16.9
55–64	89.9	48.8	55.6	50.9	20.5	22.0	3.5	10.6
65 and over	73.9	31.4	42.7	68.4	13.8	8.4	3.7	7.0
by education:								
higher	96.5	68.2	71.6	65.2	30.1	42.2	8.6	24.2
secondary specialised	90.7	71.4	69.4	50.4	37.6	30.1	11.0	12.8
vocational technical	90.0	74.6	71.1	41.0	47.8	25.2	10.3	6.2
secondary	89.9	79.4	78.3	52.4	53.4	32.6	30.5	11.9
general basic, no education	75.0	81.6	70.5	29.6	80.3	8.5	65.3	2.2
by residence:								
urban	91.3	74.5	73.8	53.4	46.2	30.6	24.4	14.3
rural	77.5	72.9	62.6	30.7	56.1	19.5	25.7	5.9

10.13. Internet users by main purpose of access in 2013 by regions and Minsk city

(data of sample household living standards survey;
percent)

	Share of users using the Internet for							
	receiving information	viewing and downloading films, listening and downloading music etc.	social networking	sending and receiving emails, negotiation	computer games	purchase of goods, obtainment of services	Educational purposes	financial transactions
Republic of Belarus	88.7	74.2	71.7	49.2	48.1	28.5	24.6	12.7
Region:								
Brest	88.4	75.5	71.7	37.4	51.0	13.3	23.1	6.7
Vitebsk	89.5	76.1	72.2	57.0	52.3	22.5	22.9	17.6
Gomel	86.4	76.5	77.8	46.2	54.7	20.1	27.6	12.2
Grodno	85.0	74.1	71.2	48.5	44.5	22.3	25.3	9.1
Minsk city	94.3	73.0	71.1	56.4	37.0	54.1	21.7	20.5
Minsk	87.7	75.6	69.9	43.4	52.8	26.8	26.1	7.2
Mogilev	85.5	68.2	67.3	52.8	51.0	23.6	28.1	10.8

10.14. Satisfaction of population with cellular service quality in 2013

(data of sample household living standards survey; percent of total)

	Total	Of which by level of satisfaction with cellular service quality				
		completely satisfied	rather satisfied	neither yes, nor no	rather dissatisfied	completely dissatisfied
Total population aged 16 and over who use cellular service	100	66.9	27.3	3.2	2.1	0.5
by residence:						
urban	100	64.3	29.7	3.5	2.0	0.5
rural	100	75.4	19.5	2.2	2.6	0.3
by region:						
Brest	100	69.7	23.3	2.8	3.0	1.2
Vitebsk	100	65.7	28.0	4.0	2.3	0.0
Gomel	100	74.8	19.7	3.4	1.3	0.8
Grodno	100	62.0	33.0	2.2	2.7	0.1
Minsk city	100	63.9	30.8	3.6	1.4	0.3
Minsk	100	65.1	29.2	2.8	2.8	0.1
Mogilev	100	67.4	27.3	3.4	1.4	0.5

10.15. Satisfaction of population with Internet service quality in 2013

(data of sample household living standards survey; percent of total)

	Total	Of which by level of satisfaction with Internet service quality				
		completely satisfied	rather satisfied	neither yes, nor no	rather dissatisfied	completely dissatisfied
Total population aged 16 and over who used Internet	100	45.2	40.0	7.9	6.0	0.9
by residence:						
urban	100	44.0	40.5	8.4	6.1	1.0
rural	100	51.0	37.8	5.4	5.5	0.3
by region:						
Brest	100	57.8	29.8	5.3	5.8	1.3
Vitebsk	100	33.9	42.5	13.4	9.0	1.2
Gomel	100	53.0	37.2	4.4	4.8	0.6
Grodno	100	39.5	48.4	7.8	3.9	0.4
Minsk city	100	47.4	40.1	7.3	4.0	1.2
Minsk	100	40.1	43.1	7.1	9.3	0.4
Mogilev	100	41.0	40.4	11.2	6.8	0.6

10.16. Household expenditure on communication services by regions and Minsk city

(data of sample household living standards survey; percent of total consumer expenditure)

	2012	2013
Republic of Belarus	3.1	3.8
Region:		
Brest	3.3	4.0
Vitebsk	3.4	3.9
Gomel	3.3	4.0
Grodno	3.0	3.7
Minsk city	3.0	3.5
Minsk	3.0	3.6
Mogilev	3.2	3.9

11. TRAINING OF ICT SPECIALISTS

11.1. Main indicators of ICT use in education

	2010	2011	2012	2013
Number of computer classrooms per 100 institutions of:				
general secondary education	130	135	137	141
vocational-technical education	224	220	192	184
secondary specialised education	–	251	257	259
Number of personal computers used in the process of education per 100 students in day-time institutions of				
general secondary education	5	6	6	6
vocational-technical education	6	7	8	9
secondary specialised education	9	10
higher education	13	15
Share of personal computers with Internet access in total number of personal computers used in the process of education in institutions of secondary specialised and higher education, percent	68,0	89,7

11.2. Training of specialists with secondary specialised education in “Engineering and technology”

(persons)

	2012			2013		
	intake	total enrollment ¹⁾	new graduates	intake	total enrollment ¹⁾	new graduates
Total for “Engineering and technology”	15 225	49 996	13 781	14 069	45 779	14 742
of which by area of study (group of specialties):						
appliances	247	784	151	196	710	226
radioelectronic equipment	355	1 193	336	366	1 195	307
computer equipment	2 153	6 802	2 141	2 145	6 627	1 994
radio-, micro- and nanoelectronic equipment	139	386	85	115	367	96
telecommunications	625	2 409	726	588	2 053	779
automation of industrial processes, production and control	578	2 084	550	519	1 781	672

11.3. Training of ICT specialists with higher education in “Engineering and technology”

(persons)

	2012			2013		
	intake	total enrollment ¹⁾	new graduates	intake	total enrollment ¹⁾	new graduates
Total for “Engineering and technology”	18 322	83 186	12 692	13 424	77 724	13 061
of which by area of study (group of specialties):						
radioelectronics	500	2 527	393	351	2 237	489
appliances	539	2 571	337	361	2 356	312
radioelectronic equipment	621	2 878	408	594	2 741	540
computer equipment	3 000	11 007	1 397	2 633	11 017	1 545
radio-, micro- and nanoelectronic equipment	172	601	90	143	586	91
telecommunications	559	2 441	409	487	2 346	451
automation of industrial processes, production and control	1 721	8 147	1 232	1 253	7 541	1 304
intelligent systems	48	221	28	34	209	37
ergonomics in information systems	61	311	26	135	395	40

¹⁾ Beginning of academic year.

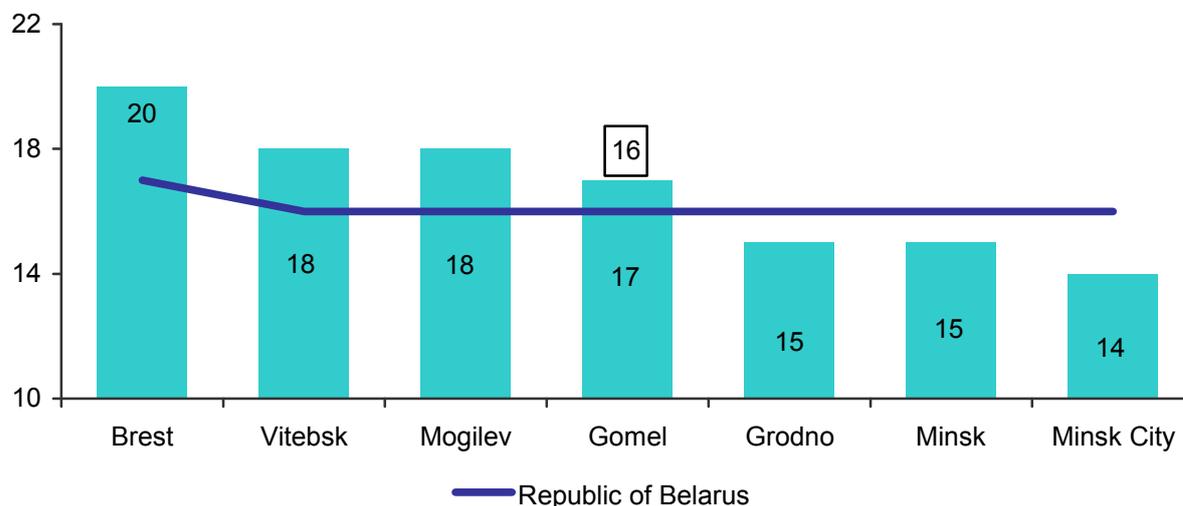
11.4. ICT use in day-time institutions of general secondary education

(institutions under the Ministry of Education of the Republic of Belarus
(except special education institutions); beginning of academic year)

	2010/11	2011/12	2012-2013	2013/2014
Total				
Number of institutions with:				
computer classrooms	3 261	3 188	3 059	2 981
percent of total institutions	98.8	98.7	97.5	98.9
Internet access	2 884	2 933	2 983	2 955
percent of total institutions	87.4	90.8	95.1	98.0
Number of personal computers used in the process of education	46 046	49 598	53 039	55 505
per institution	14	15	17	18
per 1000 students	50	55	59	61
Students per personal computer	20	18	17	16
Number of teachers prepared to use computer technology	88 259	92 479	87 187	86 499
percent of total teachers	72.5	77.0	76.9	78.0
Urban				
Number of institutions with:				
computer classrooms	1 179	1 178	1 173	1 186
percent of total institutions	97.7	97.9	97.8	99.0
Internet access	1 082	1 109	1 146	1 176
percent of total institutions	89.6	92.3	95.6	98.2
Number of personal computers used in the process of education	29 086	32 199	35 500	37 638
per institution	24	27	30	31
per 1000 students	41	46	51	53
Students per personal computer	24	22	20	19
Number of teachers prepared to use computer technology	55 986	58 645	56 343	56 904
percent of total teachers	72.3	76.3	76.5	78.0
Rural				
Number of institutions with:				
computer classrooms	2 082	2 010	1 886	1 795
percent of total institutions	99.4	99.1	97.3	98.8
Internet access	1 802	1 823	1 837	1 779
percent of total institutions	86.1	89.9	94.8	98.0
Number of personal computers used in the process of education	16 960	17 399	17 539	17 867
per institution	8	9	9	10
per 1000 students	78	85	89	94
Students per personal computer	13	12	11	11
Number of teachers prepared to use computer technology	32 273	33 834	30 844	29 595
percent of total teachers	72.9	78.5	77.5	78.1

11.5. Students per personal computer in day-time institutions of general secondary education by regions and Minsk city

(institutions under the Ministry of Education of the Republic of Belarus (except special education institutions); beginning of academic year 2013/14; persons)



11.6. ICT use in institutions of vocational-technical education

(beginning of academic year)

	2010/11	2011/12	2012/13	2013/14
Number of computer classrooms	512	504	434	403
per 100 institutions	224	220	192	184
Number of personal computers used in the process of education	6 351	6 462	6 631	6 819
Number of students per personal computer used in the process of education	17	15	12	11
Number of personal computers used in the process of education:				
per institution	28	28	29	31
per 1000 students	60	66	84	94

**11.7. ICT use in institutions
of secondary specialised education**

(beginning of academic year)

	2012/13	2013/14
Number of computer classrooms	579	598
per 100 institutions	257	259
Number of personal computers used in the process of education	9 190	10 096
of which with Internet access	4 557	4 670
Number of personal computers with Internet access as percent of total computers used in the process of education	49.6	46.3
Number of personal computers used in the process of education:		
per institution	41	44
per 1000 students	85	101
Number of students per personal computer used in the process of education	12	10

**11.8. ICT use in institutions
of higher education**

(beginning of academic year)

	2012/13	2013/14
Number of personal computers used in the process of education	26 855	29 416
of which with Internet access	19 945	22 261
Number of personal computers with Internet access as percent of total computers used in the process of education	74.3	75.7
Number of personal computers used in the process of education:		
per institution	497	545
per 1000 students	128	148
Number of students per personal computer used in the process of education	8	7

11.9. ICT use in institutions of vocational-technical education by regions and Minsk city

(beginning of academic year 2013/14)

	Number of computer classrooms	Number of personal computers used in the process of education		Number of personal computers used in the process of education		Students per personal computer, persons
		total	of which with Internet access	per institution	per 1 000 students	
Republic of Belarus	403	6 819	2 551	31	94	11
Region:						
Brest	70	1 265	619	40	114	9
Vitebsk	45	549	100	16	55	18
Gomel	52	885	203	22	68	15
Grodno	48	880	322	30	106	9
Minsk city	64	1 359	554	52	112	9
Minsk	47	808	266	40	96	10
Mogilev	77	1 073	487	28	112	9

11.10. ICT use in institutions of secondary specialised education by regions and Minsk city

(beginning of academic year 2013/14)

	Number of computer classrooms	Number of personal computers used in the process of education		Number of personal computers used in the process of education		Students per personal computer, persons
		total	of which with Internet access	per institution	per 1 000 students	
Republic of Belarus	598	10 096	4 670	44	101	10
Region:						
Brest	58	922	404	30	72	14
Vitebsk	103	1 517	712	46	113	9
Gomel	80	1 299	647	43	89	11
Grodno	68	1 104	687	39	95	10
Minsk city	168	2 771	1 417	62	106	9
Minsk	59	1 213	401	45	118	8
Mogilev	62	1 270	402	34	112	9

**11.11. ICT use in institutions
of higher education by regions and Minsk city**

(beginning of academic year 2013/14)

	Number of personal computers used in the process of education		Number of personal computers used in the process of education		Students per personal computer, persons
	total	of which with Internet access	per institution	per 1 000 students	
Republic of Belarus	29 416	22 261	545	148	7
Region:					
Brest	1 602	1 570	401	101	10
Vitebsk	2 907	1 746	581	140	7
Gomel	2 488	1 600	355	110	9
Grodno	1 509	1 222	503	98	10
Minsk city	18 641	14 526	621	172	6
Minsk	2 269	1 597	454	150	7

¹⁾ Including data on branches located in Minsk region.

12. INTERNATIONAL COMPARISONS

12.1. ICT development index ¹⁾

	2012		2011		2010	
	Rating	Index	Rating	Index	Rating	Index
Korea, Republic of	1	8.57	1	8.56	1	8.40
Sweden	2	8.45	2	8.34	2	8.23
Iceland	3	8.36	4	8.12	3	8.06
Denmark	4	8.35	3	8.18	4	7.97
Finland	5	8.24	5	8.04	5	7.87
Norway	6	8.13	6	7.97	11	7.60
Netherlands	7	8.00	7	7.85	9	7.61
United Kingdom	8	7.98	11	7.63	10	7.60
Luxembourg	9	7.93	9	7.76	7	7.78
Hong Kong, China	10	7.92	10	7.66	6	7.79
Australia	11	7.90	15	7.54	14	7.36
Japan	12	7.82	8	7.77	13	7.42
Switzerland	13	7.78	12	7.62	8	7.67
Macao, China	14	7.65	13	7.57	21	6.84
Singapore	15	7.65	14	7.55	19	7.08
New Zealand	16	7.64	18	7.31	12	7.43
United States	17	7.53	16	7.35	17	7.09
France	18	7.53	19	7.26	18	7.09
Germany	19	7.46	17	7.33	15	7.27
Canada	20	7.38	20	7.14	26	6.69
Austria	21	7.36	21	7.10	16	7.17
Estonia	22	7.28	25	6.74	33	6.16
Ireland	23	7.25	22	7.10	23	6.78
Malta	24	7.25	24	6.85	31	5.68
Belgium	25	7.16	23	6.85	22	6.83

Continued

	2012		2011		2010	
	Rating	Index	Rating	Index	Rating	Index
Israel	26	7.11	26	6.70	23	6.20
Spain	27	6.89	27	6.65	25	6.18
Slovenia	28	6.76	24	6.60	24	6.19
Barbados	29	6.65	36	6.01	41	5.83
Italy	30	6.57	29	6.43	28	6.57
Qatar	31	6.54	30	6.41	44	5.60
Greece	32	6.45	33	6.21	30	6.28
United Arab Emirates	33	6.41	45	5.68	32	6.19
Czech Republic	34	6.40	31	6.30	37	5.97
Latvia	35	6.36	37	6.00	40	5.90
Portugal	36	6.32	35	6.07	27	6.64
Poland	37	6.31	32	6.22	38	5.95
Croatia	38	6.31	34	6.14	31	6.21
Bahrain	39	6.30	42	5.79	45	5.57
Russia	40	6.19	38	5.94	49	4.42
Belarus	41	6.11	46	5.57	52	5.01
Hungary	42	6.10	39	5.91	34	6.04
Slovakia	43	6.05	40	5.85	39	5.94
Lithuania	44	5.88	41	5.79	35	6.04
Cyprus	45	5.86	43	5.71	36	5.98
Bulgaria	46	5.83	47	5.50	49	5.19
Uruguay	47	5.76	50	5.38	54	4.93
Kazakhstan	48	5.74	49	5.41	68	4.02
Antigua and Barbuda	49	5.74	44	5.70	42	5.63
Saudi Arabia	50	5.69	48	5.46	46	5.42
Chile	51	5.46	52	5.08	55	5.01
Argentina	53	5.36	53	5.06	56	5.00
Oman	54	5.36	58	4.80	53	5.10
Romania	55	5.35	54	5.05	52	5.13

Continued

	2012		2011		2010	
	Rating	Index	Rating	Index	Rating	Index
Serbia	56	5.34	51	5.38	48	5.40
Macedonian	57	5.19	55	4.93	54	5.05
Brunei Darussalam	58	5.06	56	4.93	57	4.95
Malaysia	59	5.04	57	4.81	58	4.82
Azerbaijan	61	5.01	60	4.62	68	4.39
Moldova, Republic of	65	4.74	67	4.46	62	4.55
Ukraine	68	4.64	69	4.38	67	4.40
Georgia	71	4.59	73	4.24	73	4.20
Uzbekistan	104	3.12	104	3.02	102	3.05

¹⁾ Data of the International Telecommunication Union (ITU).

12.2. Web-services index ¹⁾

	2006	2008	2010
Korea, Republic of	0.8227	1.0000	1.0000
United States	0.9532	0.9365	1.0000
United Kingdom	0.6923	0.7746	0.9739
Netherlands	0.7893	0.6794	0.9608
Canada	0.7659	0.8825	0.8889
Finland	0.6321	0.4794	0.8824
France	0.8294	0.6825	0.8758
Australia	0.7525	0.7651	0.8627
Japan	0.7425	0.6730	0.8627
Denmark	1.0000	0.6730	0.8562
Norway	0.9465	0.7365	0.8562
Sweden	0.9833	0.5270	0.8431

	Continued		
	2006	2008	2010
Estonia	0.7124	0.5016	0.8235
Kazakhstan	0.3211	0.5270	0.7843
New Zealand	0.6421	0.6381	0.7843
Spain	0.6990	0.7651	0.7582
Germany	0.5753	0.5492	0.7516
Austria	0.6656	0.4762	0.7451
Lithuania	0.6087	0.4825	0.6993
Luxembourg	0.6087	0.3810	0.6993
Hungary	0.6171	0.5048	0.6863
Switzerland	0.5585	0.4444	0.6732
Slovenia	0.5017	0.4000	0.6667
Russia	0.3344	0.3302	0.6601
Portugal	0.5987	0.3873	0.6536
Belgium	0.5385	0.6254	0.6471
Croatia	0.4314	0.4222	0.6405
Malta	0.7258	0.4698	0.6144
Georgia	0.3545	0.2476	0.6013
Latvia	0.4482	0.4159	0.5882
Greece	0.4147	0.3556	0.5752
Italy	0.5117	0.2889	0.5752
Cyprus	0.4783	0.3714	0.5621
Czech Republic	0.6455	0.4540	0.5425
Iceland	0.4615	0.3968	0.5425
Ireland	0.6756	0.4984	0.5359
Poland	0.5385	0.3873	0.5359
Moldova, Republic of	0.3110	0.2952	0.5163
Romania	0.4147	0.4159	0.5163
Slovakia	0.4749	0.3460	0.5033
Uzbekistan	0.2742	0.3778	0.4967
Bulgaria	0.4849	0.4095	0.4902
Turkey	0.4214	0.3460	0.4641
Kyrgyzstan	0.2977	0.3175	0.4248
Ukraine	0.5351	0.3460	0.4248
Belarus	0.3278	0.3016	0.4118
Azerbaijan	0.3946	0.3238	0.3660
Armenia	0.2709	0.1746	0.3268
Tajikistan	0.0368	0.0889	0.2418

¹⁾ UN data.

12.3. e-Government readiness index in 2012¹⁾

	Rating	Index
Korea, Republic of	1	0.9283
Netherlands	2	0.9125
United Kingdom	3	0.8960
Denmark	4	0.8889
United States	5	0.8687
France	6	0.8635
Sweden	7	0.8599
Norway	8	0.8593
Finland	9	0.8505
Singapore	10	0.8474
Canada	11	0.8430
Australia	12	0.8390
New Zealand	13	0.8381
Liechtenstein	14	0.8264
Switzerland	15	0.8134
Israel	16	0.8100
Germany	17	0.8079
Japan	18	0.8019
Luxembourg	19	0.8014
Estonia	20	0.7987
Austria	21	0.7840
Iceland	22	0.7835
Spain	23	0.7770
Belgium	24	0.7718
Slovenia	25	0.7492
Monaco	26	0.7468
Russia	27	0.7345

Continued

	Rating	Index
United Arab Emirates	28	0.7344
Lithuania	29	0.7333
Croatia	30	0.7328
Hungary	31	0.7201
Italy	32	0.7190
Portugal	33	0.7165
Ireland	34	0.7149
Malta	35	0.7131
Bahrain	36	0.6946
Greece	37	0.6872
Kazakhstan	38	0.6844
Chile	39	0.6769
Malaysia	40	0.6703
Saudi Arabia	41	0.6658
Latvia	42	0.6604
Colombia	43	0.6572
Barbados	44	0.6566
Cyprus	45	0.6508
Czech Republic	46	0.6491
Poland	47	0.6441
Qatar	48	0.6405
Antigua and Barbuda	49	0.6345
Uruguay	50	0.6315
Serbia	51	0.6312
San Marino	52	0.6305
Slovakia	53	0.6292
Brunei Darussalam	54	0.6250
Mexico	55	0.6240

Continued

	Rating	Index
Argentina	56	0.6228
Montenegro	57	0.6218
Andorra	58	0.6172
Brazil	59	0.6167
Bulgaria	60	0.6132
Belarus	61	0.6090
Romania	62	0.6060
Kuwait	63	0.5960
Oman	64	0.5944
Bahamas	65	0.5793
Ukraine	68	0.5653
Moldova, Republic of	69	0.5626
Georgia	72	0.5563
Uzbekistan	91	0.5099
Armenia	94	0.4997
Azerbaijan	96	0.4984
Kyrgyzstan	99	0.4879
Tajikistan	121	0.4069
Turkmenistan	125	0.3813

¹⁾ UN data.

12.4. Internet users per 100 population¹⁾

	2009	2010	2011	2012
Australia	74.3	76.0	79.5	82.4
Austria	73.5	75.2	79.8	81.0
Azerbaijan	27.4	46.0	50.0	54.2
Belarus	27.4	31.8	39.6	46.9
Belgium	70.0	75.0	78.0	82.0
Bulgaria	45.0	46.2	51.0	55.2
Canada	80.3	80.3	83.0	86.8
China	28.9	34.3	38.3	42.3
Croatia	50.6	56.6	59.6	63.0
Cuba	14.3	15.9	23.2	25.6
Cyprus	49.8	53.0	57.7	61.0
Czech Republic	64.4	68.8	73.0	75.0
Denmark	86.8	88.7	90.0	93.0
Egypt	25.7	31.4	39.8	44.1
Estonia	72.5	74.1	76.5	79.0
Finland	82.5	86.9	89.4	91.0
France	71.6	80.1	79.6	83.0
Georgia	20.1	26.9	36.6	45.5
Germany	79.0	82.0	83.0	84.0
Greece	42.4	44.4	53.0	56.0
Hungary	62.0	65.0	70.0	72.0
Iceland	93.0	93.4	95.0	96.0
India	5.1	7.5	10.1	12.6
Ireland	67.4	69.9	76.8	79.0
Italy	48.8	53.7	56.8	58.0
Japan	78.0	78.2	79.1	79.1
Kazakhstan	18.2	31.6	50.6	53.3
Kyrgyzstan	17.0	18.4	20.0	21.7
Latvia	66.8	68.4	71.7	74.0
Lithuania	59.8	62.1	65.1	68.0
Luxembourg	87.3	90.6	90.9	92.0
Malta	58.9	63.0	69.2	70.0
Mexico	26.3	31.1	35.0	38.4
Moldova, Republic of	27.5	32.3	38.0	43.4
Netherlands	89.6	90.7	92.3	93.0
New Zealand	79.7	83.0	86.0	89.5

	2009	2010	2011	Continued 2012
Norway	92.1	93.4	94.0	95.0
Panama	39.1	40.1	42.7	45.2
Poland	59.0	62.3	64.9	65.0
Portugal	48.3	53.3	57.8	64.0
Romania	36.6	39.9	44.0	50.0
Russia	29.0	43.0	49.0	53.3
Slovakia	70.0	75.7	74.4	80.0
Slovenia	64.0	70.0	69.0	70.0
Spain	62.4	65.8	67.6	72.0
Sweden	91.0	90.0	94.0	94.0
Switzerland	81.3	83.9	85.2	85.2
Tajikistan	10.1	11.6	13.0	14.5
Turkey	36.4	39.8	43.1	45.1
Turkmenistan	2.0	3.0	5.0	7.2
Ukraine	17.9	23.3	28.7	33.7
United States	71.0	74.0	77.9	81.0
Uzbekistan	17.1	20.0	30.2	36.5

¹⁾ Data of the International Telecommunication Union (ITU).

12.5. Cellular communication subscriptions¹⁾

(end of year; thousand)

	2010	2011	2012	2013
Armenia	3 865.4	3 211.2	3 322.8	3 346.3
Australia	22 500.0	23 789.0	24 338.0	24 940.0
Austria	12 241.0	13 022.6	13 588.0	13 272.0
Azerbaijan	9 100.1	10 120.1	10 125.2	10 130.1
Belarus	10 332.9	10 694.9	10 676.5	11 114.4
Belgium	12 154.0	12 495.9	12 313.4	12 315.2
Bulgaria	10 199.9	10 475.1	10 780.7	10 486.8
Canada	25 825.4	27 387.2	27 888.0	27 581.7
Cyprus	1 034.1	1 090.9	1 110.9	1 086.1
Czech Republic	12 934.1	13 167.7	13 521.9	14 047.0
Denmark	6 420.8	7 173.2	7 292.8	7 162.8
Estonia	1 652.8	1 863.1	2 070.5	2 055.2
Finland	8 390.0	8 940.0	9 320.0	9 318.0

INTERNATIONAL COMPARISONS

	Continued			
	2010	2011	2012	2013
France	57 785.0	59 816.0	62 260.0	63 324.0
Georgia	3 978.2	4 430.3	4 698.6	4 993.1
Germany	104 560.0	90 900.0	92 400.0	98 470.0
Greece	12 292.7	12 128.0	13 360.3	12 999.8
Hungary	12 011.8	11 689.9	11 579.4	11 590.3
Iceland	341.1	344.1	352.1	356.3
Ireland	4 701.5	4 906.4	4 905.9	4 754.7
Italy	93 666.1	96 040.9	97 227.9	96 903.5
Japan	123 287.1	129 868.4	138 362.8	146 454.9
Kazakhstan	19 402.6	25 240.8	30 235.4	29 675.6
Kyrgyzstan	1 034.1	1 090.9	1 110.9	1 086.1
Latvia	5 275.5	6 277.1	6 797.9	6 737.5
Lithuania	2 306.1	2 309.0	2 310.0	2 800.0
Luxembourg	4 891.0	4 938.0	4 997.3	4 566.0
Malta	727.0	765.0	761.3	788.4
Moldova, Republic of	455.6	521.7	532.2	556.7
Netherlands	2 550.6	3 217.3	3 584.3	3 696.8
Norway	19 179.0	19 829.3	19 717.0	19 060.3
Poland	46 952.1	50 160.2	54 086.2	57 332.0
Portugal	12 210.4	12 334.6	12 084.8	11 991.0
Romania	24 360.0	23 420.0	22 840.0	22 910.0
Russia	237 689.2	203 751.0	208 065.1	218 300.4
Slovakia	5 925.0	5 983.1	6 094.5	6 208.4
Slovenia	2 122.0	2 168.5	2 241.2	2 283.6
Spain	51 389.4	52 590.5	50 665.1	50 167.4
Sweden	10 992.4	11 454.3	11 848.4	11 906.0
Tajikistan	5 940.8	6 324.0	6 528.0	7 537.1
Turkey	61 769.6	65 321.7	67 680.5	69 661.1
Turkmenistan	3 197.6	5 300.0	5 900.0	6 125.3
Ukraine	53 928.8	55 576.5	59 343.7	62 458.8
United Kingdom	76 729.8	77 162.3	78 329.4	78 143.7
United States	285 118.0	297 268.0	304 881.0	305 743.0
Uzbekistan	20 952.0	25 441.8	20 274.1	21 500.0

1) Data of the International Telecommunication Union (ITU).

12.6. Cellular communication subscriptions per 100 population¹⁾

(end of year; units)

	2010	2011	2012	2013
Armenia	130.4	108.3	111.9	112.4
Australia	100.4	104.6	105.6	106.8
Austria	145.7	154.4	160.5	156.2
Azerbaijan	100.1	110.0	108.8	107.6
Belarus	109.0	113.0	112.8	117.4
Belgium	111.1	113.5	111.3	110.9
Bulgaria	138.0	142.9	148.1	145.2
Canada	75.7	79.4	80.1	78.4
Cyprus	93.7	97.7	98.4	95.2
Czech Republic	122.6	124.1	126.9	131.3
Denmark	115.7	128.7	130.3	127.5
Estonia	127.3	143.9	160.4	159.7
Finland	156.3	165.9	172.3	171.7
France	91.4	94.1	97.4	98.5
Georgia	90.7	101.3	107.8	115.0
Germany	106.5	109.7	111.6	119.0
Greece	110.7	109.1	120.1	116.8
Hungary	119.9	116.9	116.1	116.4
Iceland	107.2	106.8	108.1	108.1
Ireland	105.2	108.5	107.2	102.8
Italy	154.8	158.2	159.7	158.9
Japan	96.8	102.0	108.7	115.2
Kazakhstan	121.9	156.8	185.8	180.5
Kyrgyzstan	98.9	116.2	124.2	121.5
Latvia	110.3	111.4	112.1	136.6
Lithuania	159.4	162.2	165.1	151.3
Luxembourg	143.1	148.2	145.4	148.6
Malta	107.3	122.4	124.4	129.8
Moldova, Republic of	71.4	90.8	102.0	106.0
Netherlands	115.4	119.0	118.0	113.7
Norway	114.5	115.8	116.7	116.5
Poland	122.9	131.3	141.6	150.0
Portugal	115.3	116.4	114.0	113.0
Romania	111.4	107.4	105.0	105.6
Russia	165.5	142.1	145.3	152.8
Slovakia	109.1	110.0	111.9	113.9

	2010	2011	2012	Continued 2013
Slovenia	103.3	105.2	108.4	110.2
Spain	111.3	113.1	108.4	106.9
Sweden	117.2	121.2	124.6	124.4
Tajikistan	77.9	80.9	81.5	91.8
Turkey	85.6	89.4	91.5	93.0
Turkmenistan	63.4	103.8	114.1	116.9
Ukraine	117.1	121.3	130.3	138.1
United Kingdom	123.6	123.6	124.8	123.8
United States	91.3	94.4	96.0	95.5
Uzbekistan	75.5	90.4	71.0	74.3

¹⁾ Data of the International Telecommunication Union (ITU).

12.7. Fixed telephone lines¹⁾

(end of year; thousand)

	2010	2011	2012	2013
Armenia	592.3	586.9	583.7	578.4
Australia	10 625.0	10 573.0	10 471.0	10 350.0
Austria	3 398.0	3 388.0	3 380.0	3 349.0
Azerbaijan	1 506.6	1 683.9	1 724.0	1 757.9
Belarus	4 138.6 ²⁾	4 093.0 ²⁾	4 173.3 ²⁾	4 248.5 ²⁾
Belgium	4 639.8	4 634.3	4 634.9	4 587.7
Bulgaria	2 164.3	2 272.8	2 132.9	1 942.4
Canada	18 394.0	18 202.0	17 647.0	17 499.0
Croatia	1 865.7	1 760.9	1 633.5	1 576.9
Cyprus	413.2	405.0	373.2	349.1
Czech Republic	2 367.4	2 203.9	2 117.4	1 997.0
Denmark	2 613.8	2 481.5	2 299.3	2 104.2
Estonia	482.2	471.9	448.2	426.5
Finland	1 250.0	1 080.0	889.5	752.2
France	40 622.0	40 370.0	39 674.0	39 079.0
Georgia	1 111.9	1 340.5	1 275.9	1 201.2
Germany	52 900.0	51 400.0	50 100.0	48 700.0
Greece	5 898.1	5 745.0	5 461.2	5 332.5

INTERNATIONAL COMPARISONS

	Continued			
	2010	2011	2012	2013
Hungary	2 977.2	2 933.3	2 960.6	2 978.0
Iceland	193.6	191.1	180.0	168.0
Ireland	2 078.0	2 046.6	2 007.7	2 034.5
Italy	22 536.4	22 105.5	21 655.7	20 926.5
Japan	65 618.7	64 838.0	64 273.1	64 061.7
Kazakhstan	4 057.6	4 265.8	4 361.4	4 384.4
Kyrgyzstan	489.1	502.0	488.9	461.3
Latvia	532.1	516.3	501.0	480.0
Lithuania	753.4	711.9	675.4	624.8
Luxembourg	272.4	279.1	266.7	267.6
Malta	247.6	232.2	229.7	231.3
Moldova, Republic of	1 161.1	1 180.0	1 205.8	1 221.5
Netherlands	7 232.0	7 133.0	7 182.0	7 125.5
Norway	1 647.4	1 522.2	1 396.0	1 321.3
Poland	7 667.1	6 852.6	5 950.9	5 299.0
Portugal	4 486.2	4 542.6	4 558.1	4 529.8
Romania	4 500.0	4 680.0	4 650.0	4 740.0
Russia	44 915.8	44 151.5	42 168.4	40 661.4
Slovakia	1 098.8	1 056.0	974.8	967.1
Slovenia	910.8	878.2	830.2	792.0
Spain	20 181.4	19 889.0	19 574.6	19 105.3
Sweden	4 734.5	4 482.2	4 169.1	3 886.9
Switzerland	4 907.8	4 898.8	4 722.0	4 676.9
Tajikistan	367.7	380.0	393.0	425.0
Turkey	16 201.5	15 210.8	13 859.7	13 551.7
Turkmenistan	520.0	547.0	575.0	602.0
Ukraine	12 941.3	12 680.9	12 182.1	11 831.0
Uzbekistan	1 892.2	1 927.7	1 980.0	2 000.0

1) Data of the International Telecommunication Union (ITU).

2) Number of main telephone lines and payphones.

12.8. Fixed telephone lines per 100 population ¹⁾

(end of year; units)

	2010	2011	2012	2013
Armenia	20.0	19.8	19.7	19.4
Australia	47.4	46.5	45.4	44.3
Austria	40.4	40.2	39.9	39.4
Azerbaijan	16.8	18.3	18.5	18.7
Belarus	43.7	43.2	44.1	44.9
Belgium	42.4	42.1	41.9	41.3
Bulgaria	29.3	31.0	29.3	26.9
Canada	53.9	52.8	50.7	49.7
Croatia	43.0	40.7	37.9	36.8
Cyprus	37.4	36.3	33.1	30.6
Czech Republic	22.4	20.8	19.9	18.7
Denmark	47.1	44.5	41.1	37.5
Estonia	37.1	36.5	34.7	33.1
Finland	23.3	20.0	16.5	13.9
France	64.2	63.5	62.1	60.8
Georgia	25.3	30.7	29.3	27.7
Germany	63.7	62.0	60.5	58.9
Greece	53.1	51.7	49.1	47.9
Hungary	29.7	29.3	29.7	29.9
Iceland	60.9	59.3	55.2	51.0
Ireland	46.5	45.3	43.9	44.0
Italy	37.2	36.4	35.6	34.3
Japan	51.5	50.9	50.5	50.4
Kazakhstan	25.5	26.5	26.8	26.7
Kyrgyzstan	9.2	9.3	8.9	8.3
Latvia	25.5	24.9	24.3	23.4
Lithuania	24.6	23.4	22.3	20.7
Luxembourg	53.6	54.1	50.9	50.5
Malta	58.3	54.5	53.7	53.9
Moldova, Republic of	32.5	33.3	34.3	35.0
Netherlands	43.5	42.8	43.0	42.5
Norway	33.7	30.8	28.0	26.2
Poland	20.1	17.9	15.6	13.9
Portugal	42.4	42.9	43.0	42.7
Romania	20.6	21.5	21.4	21.8
Russia	31.3	30.8	29.5	28.5

	2010	2011	2012	Continued 2013
Slovakia	20,2	19,4	17,9	17,7
Slovenia	44,3	42,6	40,2	38,2
Spain	43,7	42,8	41,9	40,7
Sweden	50,5	47,7	43,8	40,6
Switzerland	62,7	61,9	59,0	57,9
Tajikistan	4,8	4,9	4,9	5,2
Turkey	22,5	20,8	18,7	18,1
Turkmenistan	10,3	10,7	11,1	11,5
Ukraine	28,1	27,7	26,8	26,2
Uzbekistan	6,8	6,9	6,9	6,9

¹⁾ Data of the International Telecommunication Union (ITU).

12.9. Main indicators of ICT use by households and individuals in 2011¹⁾

(percent)

	Share of households with	
	personal computer	Internet access from home computer
Australia	82,6	78,9
Austria	78,1	75,4
Belarus	46,4	40,3
Belgium	78,9	76,5
Bulgaria	46,8	45,0
Czech Republic	69,9	66,6
Croatia	...	61,4
Cyprus	63,9	57,4
Denmark	90,4	90,1
Egypt	36,4	30,5
Estonia	71,4	70,8
Finland	85,1	84,2
France	78,2	75,9
Germany	86,9	83,2
Greece	57,2	50,2

Continued

	Share of households with	
	personal computer	Internet access from home computer
Hungary	69,6	65,2
Iceland	94,7	92,6
Ireland	80,6	78,1
Italy	66,2	61,6
Korea, Republic of	81,9	97,2
Latvia	64,3	63,6
Lithuania	61,8	61,8
Luxembourg	91,7	90,6
Malta	76,4	75,3
Mexico	30,0	23,3
Netherlands	94,2	93,6
Norway	91,0	92,2
Poland	71,3	66,6
Portugal	63,7	58,0
Romania	51,2	47,4
Russia	57,1	46,0
Slovakia	75,4	70,8
Slovenia	74,4	72,6
Spain	71,5	63,9
Sweden	91,6	90,6
Turkey	48,5	42,9
Uited Kingdom	84,6	85,1

¹⁾ Data of the International Telecommunication Union (ITU).