

# Economic and Social Indicators

## Information and Communication Technologies (ICT) Statistics - 2020

### 1. Introduction

This is the fifteenth issue of the Economic and Social Indicators on Information and Communication Technologies (ICT) statistics compiled by Statistics Mauritius. It presents statistics on ICT sector, including ICT infrastructure, access and usage based on information gathered from various administrative sources as well as from surveys conducted by Statistics Mauritius.

Data presented in this report relate to the Republic of Mauritius and, unless otherwise stated, refer to the period 2016 to 2020. The concepts and definitions used are given at Annex.

### 2. ICT infrastructure and access

#### 2.1 Service providers and available infrastructure

##### *Number of service providers*

At the end of 2020, there were two fixed-line telephone service providers, three mobile cellular service providers and eleven internet service providers (Table 1).

##### *Internet Usage*

International Bandwidth Usage includes all international links used by all types of operators, namely fixed, mobile and satellite operators.

In 2020, International Bandwidth Usage was 144,973 Mbit/s (Megabits per second) compared to 101,657 Mbit/s in 2019. The usage per inhabitant moved up from 80,331 bits per second in 2019 to 114,510 bits per second in 2020, that is, an increase of 42.5%.

The volume of internet downloads went up by 60.1% from 444,397 terabytes in 2019 to 711,287 terabytes in 2020. Similarly, during the same period, the volume of internet uploads increased by 50.6% from 49,279 terabytes to 74,232 terabytes.

#### 2.2 Fixed and Mobile cellular subscriptions

The number of fixed telephone lines increased by 4.4% from 458,700 in 2019 to 478,700 in 2020. The number of fixed telephone lines per 100 inhabitants moved up from 36.2 in 2019 to 37.8 in 2020.

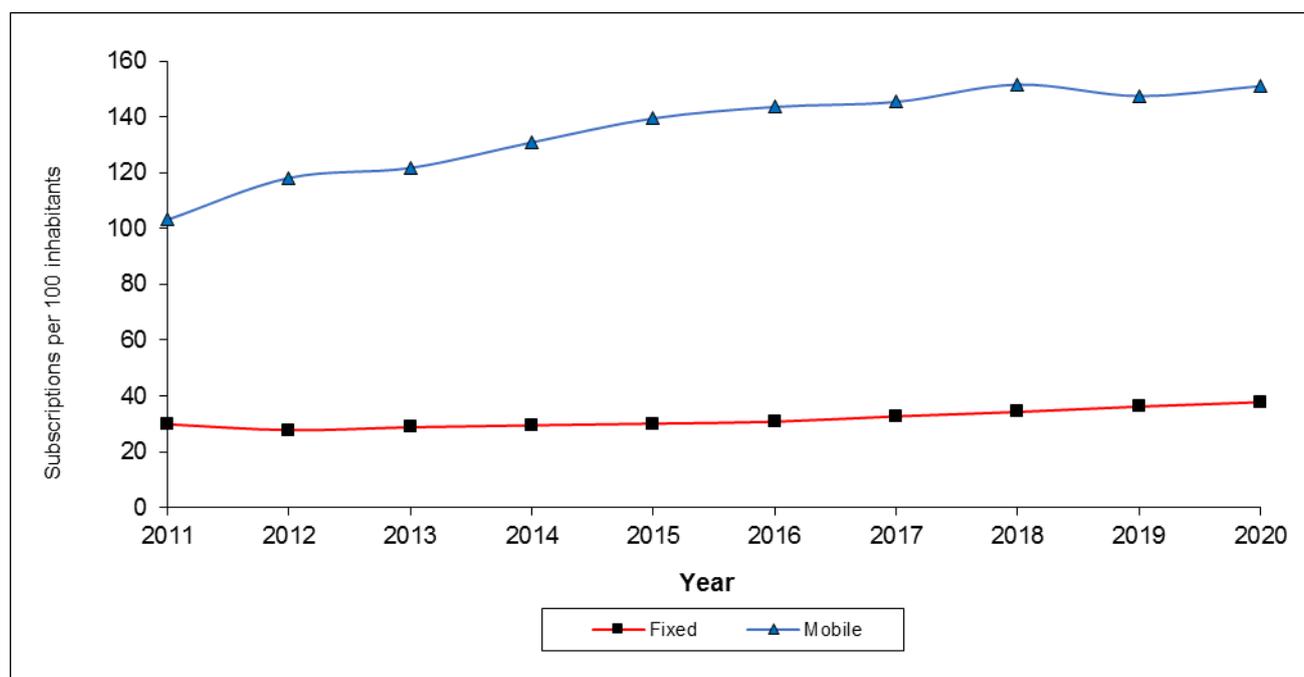
The population covered by mobile cellular telephony comprises the number of inhabitants who live within areas covered by a mobile cellular network, irrespective of whether they subscribe to the service. In 2020, some 99% of the population was covered by mobile cellular telephony, same as in 2019 (Table 1).

Between 2019 and 2020,

- the total number of mobile cellular subscriptions went up by 2.5% from 1,866,600 to 1,912,900. Prepaid subscriptions increased by 1.9% from 1,659,600 to 1,691,200 and postpaid subscriptions registered an increase of 7.1% from 207,000 to 221,700; and
- mobidensity (the number of mobile cellular subscriptions per 100 inhabitants) went up by 2.4%, from 147.5 to 151.1 (Table 2).

As shown in Figure 1, over the period 2011 to 2020 both mobidensity and teledensity (fixed telephone lines per 100 inhabitants) follow an upward trend (Table 2).

**Figure 1 – Fixed telephone lines and mobile cellular subscriptions per 100 inhabitants, 2011 – 2020**



### 2.3 Internet subscriptions

Between 2019 and 2020,

- the number of internet subscriptions increased by 10.1% from 1,496,300 to 1,648,000 (Table 2) as a result of increases of 11.4% in the number of mobile internet subscriptions (from 1,189,100 to 1,324,700) and 5.2% in that of fixed internet subscriptions (from 307,200 to 323,300); and
- the number of internet subscriptions per 100 inhabitants went up from 118.2 to 130.2.

### 2.4 Type of Internet access

Broadband internet is defined as internet connectivity at a speed of at least 256 kilobits per second (Kbps), whereas narrowband internet is defined as connectivity of less than 256 Kbps.

In 2020, Broadband Internet subscriptions constituted 95.2% of total internet subscriptions and increased by 10.7% from 1,416,700 in 2019 to 1,568,800 in 2020. On the other hand, Narrowband Internet subscriptions went down by 0.5% from 79,600 to 79,200.

Among the Broadband Internet subscriptions, those based on mobile network rose by 12.3% from 1,109,500 to reach 1,245,600, and those based on fixed (including wireless) network increased by 5.2% from 307,200 to 323,200. Mobile Broadband Internet subscriptions accounted for 79.4% of total Broadband Internet subscriptions.

Narrowband subscriptions based on mobile access network decreased by 0.5% from 79,500 to 79,100 and those based on fixed access network remained the same as in 2019, i.e, 100 (Table 3).

## 2.5 Tariffs

Selected telephone and internet tariffs for the period 2016 to 2020 are shown in Table 4. Data presented are from the main service provider as at end of year.

### 2.5.1 Telephone Charges

Between 2019 and 2020, the telephone tariff,

- from a fixed line remained unchanged; and
- from a mobile cellular prepaid service remained unchanged for calls: (i) on the same network, (ii) to a different network and (iii) to a fixed telephone (Table 4).

The average mobile cellular tariff (for 100 minutes of use during a month), expressed as a percentage of Gross National Income (GNI) per capita, stood at 1.0% in 2020, higher than in 2019 (0.8%).

### 2.5.2 Internet Charges

A new set of tariffs for fibre-based internet connection is presented in this report (Table 4).

The tariff for Fibre To The Home (FTTH) of 10 Mbps with different volume allowances for both residential and business remained unchanged in 2020 compared to 2019.

The internet access tariff (for 20 hours of use during a month) as a percentage of GNI per capita increased from 2.1% in 2019 to 2.5% in 2020. This indicator is computed based on the monthly standard residential offer of 10 Mbps and volume allowance 150 GB.

## 2.6 Communication traffic

### 2.6.1 Local calls

Local calls are mostly done through mobile phones. Out of every 10 local calls in 2020, around 8 were made through mobile phones, same as in 2019 (Table 5).

However, mobile phone calls are generally shorter than those through fixed phones. In 2020, a mobile phone call lasted on average 1.2 minutes against 2.4 minutes for a call through a fixed phone, almost the same as in 2019.

Local calls from mobile phones between 2019 and 2020 decreased by:

- 10.8% in number from 1,514.9 million to 1,350.8 million, and
- 7.6% in volume from 1,717.9 million minutes to 1,587.5 million minutes.

### 2.6.2 International calls

Between 2019 and 2020, the volume of international phone calls for outgoing traffic went down by 15.4% (from 41.0 to 34.7 million minutes). Similarly, incoming traffic fell by 33.7% (from 42.1 to 27.9 million minutes) (Table 5).

### 2.6.3 Short Message Service (SMS)

Between 2019 and 2020,

- the number of messages sent through the Short Message Service (SMS) declined by 31.8% from 728.5 to 497.0 million.

### 3. ICT access and use

Figures in this section are based on the results of the Continuous Multi-Purpose Household Survey (CMPHS) and are updated every two years, the latest update being for year 2020. Due to the outbreak of the COVID-19 pandemic in March 2020, data collection on ICT access and use was discontinued as from April 2020. Hence, the 2020 estimates are based on responses from 2,815 households compared to 5,640 households in 2018 but are reliable based on sampling variability measures.

#### 3.1 ICT access by households

Comparative figures between 2018 and 2020 show that ICT access by households improved as follows (Table 6); the proportion of households with:

- smartphones: 71.3% to 81.4%;
- internet access: 69.7% to 72.6%
- paid TV channels: 38.9% to 42.4%;
- Smart TV: 22.6% to 37.7%.

#### 3.2 ICT access and use by individuals

In 2020, some 91% of persons aged five years and above used a mobile phone, compared to around 88% in 2018 (Table 7).

Data on computer use (Table 9) showed that in 2020:

- 46.8% of persons aged five years and above used computer, compared to 49.6% in 2018;
- younger people, particularly those in the age bracket 12 - 29 years are more likely to be computer users than older ones, same as in 2018.

Data on internet use (Table 9) revealed that in 2020:

- 68.3% persons aged twelve years and above were internet users, compared to 61.1% in 2018;
- 94.2% of young persons in age group 12 - 19 years and 96.1% in age group 20 - 29 years were using internet in 2020, compared to around 91% for both age groups in 2018.

Data on ownership and purpose of use of smartphone (Tables 13 & 14) indicate that in 2020:

- 61.9% of persons aged twelve years and above owned a smartphone, compared to 52.9% in 2018;
- The highest number of smartphone owners was in the age bracket 20 to 29 years, same as in 2018.

Main uses of smartphones in 2020 were:

- Instant messaging (Whatsapp, Viber, Wechat) – (87.1%);
- Visiting social networking sites (81.0%);
- General internet browsing (75.9%);
- Sending/receiving emails (41.9%).

#### 4. ICT usage in business

Based on data collected through the Survey of Employment and Earnings among ‘large establishments’ employing 10 or more persons, the following changes have been observed in ICT usage for years 2019 and 2020 (Table 16).

‘large’ establishments

- having computer stood at 98.8% in 2020, same as in 2019;
- having internet increased from 97.8% in 2019 to 98.6% in 2020;
- having placed orders over the internet increased from 48.8% in 2019 to 51.9% in 2020.

#### 5. Contribution of ICT sector to the economy (see Annex for definition)

##### 5.1 Employment

The number of large establishments (employing 10 or more persons) operating in the ICT sector in 2020 was 121, lower than the figure of 123 in 2019 (Table 17).

However, employment in large establishments increased by 0.4%, i.e. 16,800 (8,735 males and 8,065 females) in 2019 and 16,865 (8,780 males and 8,085 females) in 2020. The share of employment in the ICT sector over total employment for 2020 stood at 5.2%, against 5.0% in 2019.

##### 5.2 Gross Value Added (GVA)

GVA at current basic prices comprises the sum of value added of each firm, government institution and producing households in a given country ( $GVA = \sum \text{Value added}$ ).

The ICT sector comprises manufacturing activities, telecommunications services, wholesale and retail trade, and other activities such as call centres, software development, website development and hosting, multimedia, IT consulting and disaster recovery.

In 2020, value added at current prices generated by the ICT sector was Rs 26,432 million, 4.2% higher in nominal terms than in 2019 (Rs 25,356 million). The contribution of ICT to Gross Value Added (GVA) at current basic prices was 7.0% in 2020, higher than in 2019 (5.8%). The real growth rate (after removing price effects), went up from 4.7% to 4.9% (Table 17).

In 2020, around 53% of value added of the sector was generated by activities of telecommunications, 14% by wholesale and retail trade and 33% by the remaining activities such as manufacturing, call centres, software development and website development.

##### 5.3 External Trade – share of ICT goods and services (see Annex for definition)

Trade in ICT goods between 2019 and 2020 was as follows:

- imports went down by 22.8 % from Rs 11,524 million to Rs 8,892 million;
- exports which includes re-exports, decreased by 35.3% from Rs 1,074 million to Rs 695 million.

Trade in ICT services between 2019 and 2020 was as follows:

- imports increased by 21.7% from Rs 3,830 million to Rs 4,662 million; while
- exports decreased by 1.3% from Rs 4,970 million to Rs 4,907 million.

Between 2019 and 2020, the share of ICT goods and services increased:

- from 5.7% to 6.5% over total imports; and
- from 3.1% to 4.4% over total exports.

## **6. ICT Development Index (IDI)**

The ICT Development Index (IDI) has been devised by the International Telecommunication Union (ITU) to assess the level of digital development of countries. The construction of the IDI is guided by previous ITU composite indices, such as, Digital Access Index (DAI), Digital Opportunity Index (DOI) and the ICT Opportunity Index (ICT-OI).

Latest available figures on IDI for Mauritius date back to year 2016. Mauritius with an index of 5.88 ranked first among African countries and 72nd out of 176 countries worldwide.

The methodology for the computation of a revised version of IDI, based on a set of new indicators taking on board the “Sustainable Development Goals” (SDGs), is still under review. Consensus has not been reached on the new methodology. Hence, the index is not available for the years 2017 onwards.

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**Table 1 - ICT infrastructure as at end of year, 2016 - 2020**

ICT infrastructure	2016	2017	2018	2019	2020
1. Fixed-line telephone service providers (number)	2	2	2	2	2
2. Mobile cellular service providers (number)	3	3	3	3	3
3. Internet service providers (number)	13	13	13	11	11
<i>of which providing service to the public</i>	10	10	10	11	11
4. Percentage of population covered by mobile telephony (%)	99.0	99.0	99.0	99.0	99.0
5. International Internet bandwidth capacity (Megabits per second)					
Incoming	42,500	NA	NA	NA	NA
Outgoing	42,500	NA	NA	NA	NA
6. International Internet bandwidth capacity (bits per second) per inhabitant					
Incoming	33,628	NA	NA	NA	NA
Outgoing	33,628	NA	NA	NA	NA
7. International Bandwidth Usage Mbits/s (Megabits per second)	Napp	43,059	64,977	101,657	144,973
8. International Bandwidth Usage (bits per second) per inhabitant	Napp	34,038	51,350	80,331	114,510
9. Volume of internet usage (Terabytes)					
Downloads	112,325	172,181	276,074	444,397 <sup>1</sup>	711,287
Uploads	15,339	21,541	32,436	49,279 <sup>1</sup>	74,232

<sup>1</sup> Revised

NA : Not available

Napp : Not applicable

Source: Information and Communication Technologies Authority (ICTA)

**Table 2 - ICT access as at end of year, 2016 - 2020**

ICT access	2016 <sup>1</sup>	2017 <sup>1</sup>	2018 <sup>1</sup>	2019 <sup>1</sup>	2020
1. Fixed telephone lines ('000)	389.5	413.1	434.3	458.7	478.7
2. Fixed telephone lines per 100 inhabitants	30.8	32.7	34.3	36.2	37.8
3. Mobile cellular subscriptions ('000)	1,814.0	1,839.5	1,918.0	1,866.6	1,912.9
<i>pre-paid</i>	1,664.6	1,677.8	1,738.4	1,659.6	1,691.2
<i>postpaid</i>	149.4	161.7	179.6	207.0	221.7
4. Mobile cellular subscriptions per 100 inhabitants	143.6	145.4	151.6	147.5	151.1
5. Internet subscriptions ('000)	1,091.4	1,248.0	1,355.6	1,496.3	1,648.0
<i>fixed</i> <sup>2</sup>	215.1	248.4	275.0	307.2	323.3
<i>mobile</i>	876.3	999.6	1,080.6	1,189.1	1,324.7
6. Internet subscriptions per 100 inhabitants	86.3	98.7	107.1	118.2	130.2
<i>fixed</i> <sup>2</sup>	17.0	19.6	21.7	24.3	25.5
<i>mobile</i>	69.3	79.0	85.4	94.0	104.6
7. Broadband Internet <sup>3</sup> subscriptions ('000)	986.3	1,148.9	1,275.5	1,416.7	1,568.8
<i>fixed</i> <sup>2</sup>	212.6	246.0	274.2	307.2	323.2
<i>mobile</i>	773.7	902.9	1,001.3	1,109.5	1,245.6
8. Broadband Internet <sup>2</sup> subscriptions per 100 inhabitants	78.0	90.8	100.8	112.0	123.8
<i>fixed</i> <sup>2</sup>	16.8	19.4	21.7	24.3	25.4
<i>mobile</i>	61.2	71.4	79.1	87.7	98.4

<sup>1</sup> Revised

<sup>2</sup> Includes wireless

<sup>3</sup> Broadband Internet refers to connection to the internet at a speed equal to or greater than 256 kbps, as the sum of capacity in both directions

Note : Figures may not add up to totals due to rounding

Source: Information and Communication Technologies Authority (ICTA)

**Table 3 - Internet subscriptions by type of access as at end of year, 2016 - 2020**

Type of internet subscriptions	Number				
	2016 <sup>1</sup>	2017 <sup>1</sup>	2018 <sup>1</sup>	2019 <sup>1</sup>	2020
<b>TOTAL SUBSCRIPTIONS</b>	<b>1,091,400</b>	<b>1,248,000</b>	<b>1,355,600</b>	<b>1,496,300</b>	<b>1,648,000</b>
<b>Narrowband Internet subscriptions</b>	<b>105,100</b>	<b>99,100</b>	<b>80,100</b>	<b>79,600</b>	<b>79,200</b>
<i>Based on fixed access network</i>	2,500	2,400	700	100	100
<i>Based on mobile access network</i>	102,600	96,700	79,400	79,500	79,100
<b>Broadband<sup>2</sup> Internet subscriptions</b>	<b>986,300</b>	<b>1,148,900</b>	<b>1,275,500</b>	<b>1,416,700</b>	<b>1,568,800</b>
<i>Based on fixed (including wireless) access network</i>	212,600	246,000	274,200	307,200	323,200
<i>Based on Mobile access network</i>	773,700	902,900	1,001,300	1,109,500	1,245,600

<sup>1</sup> Revised

<sup>2</sup> Broadband Internet refers to connection to the internet at a speed equal to or greater than 256 kbps, as the sum of capacity in both directions

Source: Information and Communication Technologies Authority (ICTA)

**Table 4 - Selected telephone and Internet tariffs<sup>1</sup> as at end of year, 2016 - 2020**

Rupees

Telephone and internet	2016	2017	2018	2019	2020
<b>1. Fixed telephone</b>					
A three-minute local call (off-peak time)	1.80	1.80	1.80	1.80	1.80
Residential monthly line rental	90.00	90.00	90.00	90.00	90.00
Business monthly line rental	225.00	225.00	225.00	225.00	225.00
<b>2. International Direct Dialling - 3 minutes call from fixed telephone (off-peak) to:</b>					
Reunion Island	20.70	20.70	20.70	20.70	20.70
London/Johannesburg	27.90	27.90	27.90	27.90	27.90
New York	27.90	27.90	27.90	27.90	27.90
China	9.00	9.00	9.00	9.00	9.00
<b>3. Mobile Cellular telephone - 3 minutes local call on prepaid service</b>					
On same network	3.60	3.60	3.60	3.60	3.60
To a different network	10.80	10.80	10.80	10.80	10.80
To a fixed telephone	10.44	10.44	10.44	10.44	10.44
<b>4. Monthly Broadband Internet tariffs - Fibre-based<sup>2</sup></b>					
Entry level offer - Residential	Napp	447 <i>(10Mbps; 15 GB Volume allowance)</i>	447 <i>(10Mbps; 15 GB Volume allowance)</i>	447 <i>(10Mbps; 30 GB Volume allowance)</i>	447 <i>(10Mbps; 30 GB Volume allowance)</i>
Standard offer <sup>3</sup> - Residential	Napp	708 <i>(10Mbps; 75 GB Volume allowance)</i>	708 <i>(10Mbps; 75 GB Volume allowance)</i>	708 <i>(10Mbps; 150 GB Volume allowance)</i>	708 <i>(10Mbps; 150 GB Volume allowance)</i>
Entry level offer - Small and Medium Enterprises	Napp	1,250 <i>(20Mbps; 300 GB Volume allowance)</i>	1,250 <i>(20Mbps; 300 GB Volume allowance)</i>	750 <i>(10Mbps; 150 GB Volume allowance)</i>	750 <i>(10Mbps; 150 GB Volume allowance)</i>
Entry level offer - Business	14,000 <i>(30Mbps/10Mbps; Unlimited)</i>	8,000 <i>(10Mbps/10Mbps; Unlimited)</i>	8,000 <i>(10Mbps/10Mbps; Unlimited)</i>	8,000 <i>(10Mbps/10Mbps; Unlimited)</i>	8,000 <i>(10Mbps/10Mbps; Unlimited)</i>
<b>5. Mobile cellular tariffs for 100 minutes of use during a month<sup>1</sup> as a percentage of GNI per capita (%)</b>	1.0	0.9	0.9	0.8	1.0
<b>6. Internet access tariff for 20 hours of use per month<sup>1</sup> as a percentage of GNI per capita (%) based on FTTH</b>	Napp	2.3	2.2	2.1	2.5

<sup>1</sup> from main service provider

FTTH : Fibre To The Home

Napp : Not applicable

<sup>2</sup> The speed and volume cap applicable for the fibre internet offers are specified in bracket underneath the respective entry level and standard offer as applicable

<sup>3</sup> offer with the largest number of subscribers

**Table 5 - Local and International telephone calls as at end of year, 2016 - 2020**

Million

Telephone calls	2016	2017	2018	2019	2020
<b>1 Local calls:</b>					
Number of calls from fixed telephone	365.1	340.9	319.9	298.1	271.3
Volume of calls from fixed telephone (minutes)	832.1	781.2	721.9	675.3	638.6
Number of calls from mobile cellular telephone	1,473.1	1,418.1	1,505.6	1,514.9	1,350.8
Volume of calls from mobile cellular telephone (minutes)	1,892.5	1,812.9	1,772.1	1,717.9	1,587.5
<b>2 International calls:</b>					
Volume of outgoing calls (minutes)	<b>76.1</b>	<b>65.5</b>	<b>53.0</b>	<b>41.0</b>	<b>34.7</b>
<i>From fixed telephone</i>	<i>18.0</i>	<i>17.6</i>	<i>13.6</i>	<i>9.6</i>	<i>6.0</i>
<i>From mobile cellular telephone</i>	<i>58.1</i>	<i>47.9</i>	<i>39.4</i>	<i>31.4</i>	<i>28.7</i>
Volume of incoming calls (minutes)	<b>83.3</b>	<b>65.8</b>	<b>51.9</b>	<b>42.1</b>	<b>27.9</b>
<i>To fixed telephone</i>	<i>35.5</i>	<i>29.1</i>	<i>21.8</i>	<i>17.9</i>	<i>11.0</i>
<i>To mobile cellular telephone</i>	<i>47.8</i>	<i>36.7</i>	<i>30.1</i>	<i>24.2</i>	<i>16.9</i>
<b>3 Short Message Service (SMS)</b>					
<i>Number of SMS sent</i>	<i>1,000.4</i>	<i>1,010.8</i>	<i>960.0</i>	<i>728.5</i>	<i>497.0</i>

Source: Information and Communication Technologies Authority (ICTA)

**Table 6: Availability of ICT to households, 2018 and 2020**

Households with:	Proportion (%) of Households	
	2018	2020
Fixed telephone	70.5	70.4
Cellular mobile telephone	94.7	95.1
Smartphone	71.3	81.4
Television set	97.7	98.4
More than one television set	15.4	17.1
Paid TV channels <sup>1</sup>	38.9	42.4
Smart Tv	22.6	37.7
Computer/tablet	51.2	48.7
Internet access	69.7	72.6

<sup>1</sup> Channels, other than those from the Mauritius Broadcasting Corporation (MBC)

Source: Continuous Multi Purpose Household Survey (CMPHS)

**Table 7: Proportion (%) of persons aged 5 years and above using a mobile cellular phone by age-group, 2018 and 2020**

age-group (years)	Proportion (%) of persons	
	2018	2020
5 - 11	62.4	70.0
12 - 19	94.2	95.7
20 - 29	99.2	99.2
30 - 39	98.6	99.0
40 - 49	96.3	98.0
50 - 59	92.3	93.6
>=60	69.5	76.2
5 years & above	88.1	90.7
12 years & above	90.8	92.7

**Table 8: Proportion (%) of persons aged 5 years and above who can use computer by age-group, 2018 and 2020**

age-group (years)	Proportion (%) of persons	
	2018	2020
5 - 11	70.8	68.6
12 - 19	95.2	94.9
20 - 29	90.5	89.2
30 - 39	72.1	73.0
40 - 49	53.8	51.5
50 - 59	36.6	33.2
>=60	20.3	17.8
5 years & above	60.2	57.7
12 years & above	59.1	56.6

Source: Continuous Multi Purpose Household Survey (CMPHS)

**Table 9: Proportion (%) of persons using computer and internet by age-group, 2018 and 2020**

age-group (years)	Proportion (%) of persons using			
	computer		internet	
	2018	2020	2018	2020
5 - 11	68.7	67.5	51.0	61.9
12 - 19	86.3	85.1	90.7	94.3
20 - 29	73.0	70.3	90.9	96.1
30 - 39	54.8	57.1	78.3	89.1
40 - 49	41.2	38.4	58.7	71.5
50 - 59	28.0	24.1	40.7	51.1
>=60	14.9	12.0	20.6	26.2
5 years & above	49.6	46.8	60.1	67.7
12 years & above	47.6	44.8	61.1	68.3

Source: Continuous Multi Purpose Household Survey (CMPHS)

**Table 10: Proportion (%) of persons aged 12 years and above using computer by place of use<sup>1</sup>, 2018 and 2020**

Place of use of computer	Proportion (%) of persons	
	2018	2020
At home	76.3	76.1
School/Educational institution	26.2	28.0
Workplace	37.2	44.7
Cybercafé/Other commercial facility	2.0	2.3
Free public access facility	5.0	6.0
Another person's place	6.8	4.7

<sup>1</sup>Persons may report more than one answer

Source: Continuous Multi Purpose Household Survey (CMPHS)

**Table 11: Proportion (%) of persons aged 12 years and above using internet by place of use<sup>1</sup>, 2018 and 2020**

Place of use of internet	Proportion (%) of persons	
	2018	2020
At home	88.8	92.9
School/Educational institution	17.2	13.7
Workplace	28.6	30.7
Cybercafé/Other commercial facility	2.4	2.7
Free public access facility	14.2	17.0
Another person's place	8.4	7.4

<sup>1</sup> Persons may report more than one answer

Source: Continuous Multi Purpose Household Survey (CMPHS)

**Table 12: Proportion (%) of persons aged 12 years and above using internet by purpose of use<sup>1</sup>, 2018 and 2020**

Purpose of use of internet	Proportion (%) of persons	
	2018	2020
Email	47.3	46.5
Make transactions with government: on-line	13.9	17.0
Search for information: Government	21.4	23.5
Search for information: Other	76.4	65.7
Education purposes	20.8	14.6
Reading newspapers or magazines, books	41.5	43.1
Telephoning	48.2	67.4
On-line banking	12.1	16.7
On-line shopping	12.3	15.5
Entertainment	81.0	81.2
Downloading software	22.4	20.9
Social networking (Facebook, Twitter, chat etc.)	78.4	85.0

<sup>1</sup> Persons may report more than one answer

Source: Continuous Multi Purpose Household Survey (CMPHS)

**Table 13: Proportion (%) of persons aged 12 years and above who own a smartphone, 2018 and 2020**

age-group (Years)	Proportion (%) of persons who own a smartphone	
	2018	2020
12 - 19	64.2	70.5
20 - 29	83.1	87.8
30 - 39	72.5	82.2
40 - 49	53.7	69.2
50 - 59	35.2	48.7
>=60	17.8	25.4
<b>12 years and above</b>	<b>52.9</b>	<b>61.9</b>

**Table 14 : Proportion (%) of persons aged 12 years and above who own a smartphone by purpose of use<sup>1</sup>, 2018 and 2020**

Purpose of use of smartphone	Proportion (%) of persons	
	2018	2020
Sending / receiving emails	42.2	41.9
Visiting social networking sites	80.6	81.0
General internet browsing	77.6	75.9
Instant messaging (Whatsapp, Viber, Wechat)	82.7	87.1
On-line banking	11.5	15.6
On-line shopping	11.0	14.1
Other	12.0	7.1

<sup>1</sup> Persons may report more than one answer

**Table 15 - ICT usage in education, 2016 - 2020**

Educational level	2016	2017	2018	2019	2020
<b>1. Primary education</b>					
(i) Primary schools having Internet access for students (%)	38.0	35.0	27.0	40.0	67.0
(ii) Students per computer in primary schools (Number)	22	22	16	14	13
<b>2. Secondary education</b>					
(i) Secondary schools having Internet access for students for study purposes (%) <sup>1</sup>	95.0	94.0	100.0	100.0	100.0
(ii) Students per computer in secondary schools (Number) <sup>1</sup>	18	17	16	15	13
(iii) Students examined in ICT at School Certificate level <sup>2</sup>					
Number	6,028	6,103	5,930	6,280	Napp
Percentage	39.0	39.8	38.6	40.7	Napp
(iv) Students examined in ICT at Higher School Certificate level <sup>2</sup>					
Number	973	966	1,054	1,095	Napp
Percentage	10.5	10.2	11.2	12.2	Napp
<b>3. Tertiary education</b> <sup>3</sup>					
Students enrolled in ICT or an ICT-dominated field at tertiary level					
Number	3,866	3,697	3,438	4,289	NA
Percentage	8.0	7.7	7.3	8.6	NA

<sup>1</sup> Figures for secondary level include both Academic and Pre-Vocational

<sup>2</sup> Examinations were not held in 2020 due to the outbreak of the Covid-19 Pandemic

<sup>3</sup> Includes also distance education and institutions abroad

NA: Not available

Source: Annual Survey in Primary and Secondary Schools in March, Mauritius Examination Syndicate (MES) and Higher Education Commission (formerly Tertiary Education Commission-TEC)

**Table 16 - ICT usage in business <sup>1</sup> by industrial sector <sup>2</sup>, 2019 and 2020 (according to NSIC Rev. 2 based on ISIC Rev. 4 of 2007)**

Use of ICT	% of establishments 2019				% of establishments 2020			
	Primary sector	Secondary sector	Tertiary sector	All	Primary sector	Secondary sector	Tertiary sector	All
1. Computer	84.7	99.8	99.6	98.8	83.0	99.7	99.8	98.8
2. Website	31.3	45.7	66.8	59.5	35.1	45.5	67.6	60.4
3. Internet/Email	81.3	99.2	98.6	97.8	82.1	99.2	99.6	98.6
4. Intranet	27.2	32.1	46.0	41.5	29.2	33.2	47.1	42.7
5. Receiving orders over the Internet	25.4	54.7	48.8	49.0	23.6	53.8	52.5	51.2
6. Placing orders over the Internet	26.5	51.9	49.4	48.8	24.6	54.4	53.2	51.9

<sup>1</sup> Covers establishments employing 10 or more persons, and excludes Government Ministries & Departments, Municipalities and District Councils

<sup>2</sup> Comprises (i) the primary sector: 'Agriculture, hunting, forestry & fishing' and 'Mining & quarrying',  
(ii) the secondary sector: 'Manufacturing', 'Electricity, Gas & water supply' and 'Construction'  
(iii) the Tertiary sector: Trade, hotels & restaurants, transport and all the other service industries

Source: Survey of Employment and Earnings in large establishments, March 2019 and 2020

**Table 17 - Establishments, employment and value added in the ICT sector, 2016 - 2020**

	2016	2017	2018	2019 <sup>1</sup>	2020
1. Establishments <sup>2</sup> in ICT sector (number)	122	126	122	123	121
2. Employment <sup>2</sup> in the ICT sector (number)	15,211	15,761	16,157	16,800	16,865
<i>Male</i>	7,985 <sup>1</sup>	8,383	8,544	8,735	8,780
<i>Female</i>	7,226 <sup>1</sup>	7,378	7,613	8,065	8,085
3. Employment in the ICT sector as a % of total employment	4.9	5.1	5.0	5.0	5.2
4. Value added in the ICT sector (Rs Million)	21,970	22,894	24,248	25,356	26,432
5. Value added in the ICT sector as a % of GVA (Gross Value Added at current basic prices)	5.7	5.7	5.7	5.8	7.0
6. Growth rate in the ICT sector (%)	5.4	4.4	5.3	4.7	4.9
7. Imports of ICT goods and services (Rs Million)	14,952	13,173	16,053	15,354	13,554
<i>goods (c.i.f)</i>	12,327	9,650	11,708	11,524	8,892
<i>services</i> <sup>3</sup>	2,625	3,523	4,345	3,830	4,662
8. Exports of ICT goods and services (Rs Million)	9,692	5,639	6,039	6,040	5,602
<i>goods (f.o.b)</i>	4,243	1,254	1,617	1,074	695
<i>services</i> <sup>3</sup>	5,449	4,385	4,422	4,970	4,907
9. Imports of ICT goods and services as a % of total imports	6.4	5.2	6.2	5.7	6.5
10. Exports of ICT goods and services as a % of total exports	5.0	2.9	3.1	3.1	4.4

<sup>1</sup> revised<sup>2</sup> Large establishments, that is employing 10 or more persons<sup>3</sup> Source: Bank of Mauritius

## Concepts and definitions

<b>Concepts</b>	<b>Definitions</b>								
1. <b>ICT Sector</b>	<p>The definition of the ICT sector is according to the recommendations of the Global Partnership on Measuring ICT for Development of the United Nations.</p> <p>The ICT sector consists of manufacturing and services industries whose products capture, transmit or display data and information electronically.</p> <p>It includes related activities of “Manufacturing”, “Wholesale and retail trade”, “Communications”, “Business services (such as call centres, software development, website development and hosting, multimedia and IT consulting and disaster recovery)”.</p> <p>Industrial classifications used is according to the National Standard Industrial Classification (NSIC), Revision 2 based on the UN International Standard Industrial Classification (ISIC) of all economic activities, Rev. 4 of 2007.</p>								
2. <b>ICT goods and Services</b>	<p><b>ICT Goods</b> comprise telecommunications equipment, computer and related equipments, electronic components, audio and video equipments and other ICT goods based on latest version of WTO Harmonised System (HS) codes (HS 2017).</p> <p><b>ICT services</b> includes communications services (telecommunications, business network services, teleconferencing, support services, and postal services) and computer and information services (database, data processing, software design and development, maintenance and repair, and news agency services).</p>								
3. <b>ICT Development Index</b>	<p>IDI is computed using the methodology of the International Telecommunication Union (ITU). It is based on 11 variables organised in three categories, as follows:</p> <table border="0" style="margin-left: 20px;"> <thead> <tr> <th style="text-align: left;"><b>Category</b></th> <th style="text-align: left;"><b>Variables</b></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">ICT Access</td> <td>                     Fixed telephone lines per 100 inhabitants                      Mobile cellular telephone subscriptions per 100 inhabitants                      International Internet bandwidth (bits/s) per Internet user                      Proportion of households with a computer                      Proportion of households with Internet access at home                 </td> </tr> <tr> <td style="vertical-align: top;">ICT Use</td> <td>                     Internet users per 100 inhabitants                      Fixed broadband internet                      Mobile broadband subscribers per 100 inhabitants                 </td> </tr> <tr> <td style="vertical-align: top;">ICT Skills</td> <td>                     Mean years of schooling                      Secondary gross enrolment ratio                      Tertiary gross enrolment ratio                 </td> </tr> </tbody> </table>	<b>Category</b>	<b>Variables</b>	ICT Access	Fixed telephone lines per 100 inhabitants Mobile cellular telephone subscriptions per 100 inhabitants International Internet bandwidth (bits/s) per Internet user Proportion of households with a computer Proportion of households with Internet access at home	ICT Use	Internet users per 100 inhabitants Fixed broadband internet Mobile broadband subscribers per 100 inhabitants	ICT Skills	Mean years of schooling Secondary gross enrolment ratio Tertiary gross enrolment ratio
<b>Category</b>	<b>Variables</b>								
ICT Access	Fixed telephone lines per 100 inhabitants Mobile cellular telephone subscriptions per 100 inhabitants International Internet bandwidth (bits/s) per Internet user Proportion of households with a computer Proportion of households with Internet access at home								
ICT Use	Internet users per 100 inhabitants Fixed broadband internet Mobile broadband subscribers per 100 inhabitants								
ICT Skills	Mean years of schooling Secondary gross enrolment ratio Tertiary gross enrolment ratio								

Each variable is converted to a variable index with a value between zero and one by dividing it by the reference value or “goal post” (provided by ITU). The category index is an average of the weighted variable indices multiplied by 10. The IDI is a weighted average of the category indices.

The value of the IDI varies from 0 to 10, with the value 10 indicating highest ICT development and 0 the lowest ICT development.

4. **Teledensity**                      Number of fixed telephone lines per 100 inhabitants
5. **Mobidensity**                      Number of mobile cellular phones per 100 inhabitants
6. **Narrowband**                      Connection to the internet at speed less than 256 kilobits per second, as the sum of capacity in both directions
7. **Broadband**                      Connection to the internet at speed equal to or greater than 256 kilobits per second, as the sum of capacity in both directions
8. **Peak time domestic call**                      6.30 hours to 20.30 hours
9. **Peak time international call**                      Monday to Friday – 6.00 hours to 22.00 hours  
Saturday – 6.00 hours to 12.00 hours
10. **International Internet bandwidth**                      The amount of information (megabits) that could be transmitted to or from the country per second
11. **Mobile cellular tariff for 100 minutes of use**                      refers to 100 minutes of use (average of 100 minutes of use on same network, 100 minutes of use on a different network and 100 minutes of use to a fixed telephone) on a prepaid package
12. **Internet access tariff for 20 hours of use**                      computed from the monthly broadband internet access tariff - FTTH (Fibre to the home) with download speed 10 Mbps and volume capacity 150 GB