**Economic and Social Indicators**

**Information and Communication Technologies (ICT) Statistics - 2024**

**1. Introduction**

This is the nineteenth issue of the Economic and Social Indicators on Information and Communication Technologies (ICT) statistics compiled by Statistics Mauritius. It presents latest available statistics on ICT sector namely 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 most tables refer to the period 2020 to 2024. The concepts and definitions used are given at Annex.

2. ICT infrastructure

**2.1 Service providers and available infrastructure**

***Number of service providers***

As at the end of 2024, there were two fixed-line telephone service providers, three mobile cellular service providers and eleven operational internet service providers (Table 1).

***Internet Usage***

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

International Bandwidth Usage in 2024 was 354,517 Megabits per second (Mbit/s) compared to 292,549 Mbit/s in 2023. The usage per inhabitant moved up by 21.5% from 234,543 bits per second in 2023 to 284,872 bits per second in 2024.

The volume of internet downloads increased by 35.6% from 815,639 terabytes in 2023 to 1,106,047 terabytes in 2024. During the same period, the volume of internet uploads went up by 34.7% from 77,613 terabytes to 104,509 terabytes.

**2.2 Fixed and Mobile cellular subscriptions**

The number of fixed telephone lines went up by 1.1% from 463,800 in 2023 to 468,800 in 2024. This rise was reflected in the number of fixed telephone lines per 100 inhabitants which rose by 1.3% moving from 37.2 in 2023 to 37.7 in 2024.

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. The percentage of 99% of the population that was covered by mobile cellular telephony in previous years remained constant in 2024 (Tables 1 & 2).

Between 2023 and 2024,

* the total number of mobile cellular subscriptions increased by 4.3% from 2,104,700 to 2,195,100. Prepaid subscriptions accounting for 83.0% of total subscriptions, increased by 3.1% from 1,768,700 to 1,822,700 and postpaid subscriptions went up by 10.8% from 336,000 to 372,400; and
* mobidensity (the number of mobile cellular subscriptions per 100 inhabitants) increased by 4.6%, from 168.7 to 176.4 (Table 2).

As shown in Figure 1, for the period 2015 to 2024 mobidensity climbed steadily up to 2024 while teledensity (fixed telephone lines per 100 inhabitants) was almost constant over these years (Table 2).

Figure 1 – Fixed telephone lines and mobile cellular subscriptions per 100 inhabitants, 2015 – 2024

**2.3 Internet subscriptions**

Between 2023 and 2024,

* the number of internet subscriptions grew by 7.4% from 2,063,000 to 2,216,400 (Table 2) due to the combined effect of increases of 8.1% in mobile internet subscriptions (from 1,720,900 to 1,860,800) and 3.9% in fixed internet subscriptions (from 342,100 to 355,600); and
* the number of internet subscriptions per 100 inhabitants also registered an increase of 7.7% from 165.4 to 178.1.

**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 2024, Broadband Internet subscriptions constituting 99.6% of total internet subscriptions, increased by 7.6% to reach 2,207,900 compared to 2,052,800 in 2023. On the other hand, Narrowband Internet subscriptions dropped by 16.7% from 10,200 in 2023 to 8,500 in 2024 (Table 3). It is to be noted that narrowband internet is based on mobile access network only since 2022.

Broadband Internet subscriptions based on mobile access, comprising 83.9% of total Broadband Internet subscriptions in 2024, grew by 8.3% to reach 1,852,300 over the figure of 1,710,700 in 2023. Those based on fixed (including wireless) network increased by 3.9% from 342,100 in 2023 to 355,600 in 2024.

**2.5 Tariffs**

Selected telephone and internet tariffs for the period 2020 to 2024 are shown in Table 4. Data presented are from the main service provider and are as at end of year.

**2.5.1 Telephone and internet charges**

Between 2023 and 2024, the telephone tariffs for both fixed line and mobile cellular network published in Table 4 remained unchanged.

The price basket for telephone and internet services have been reviewed in line with the indicators used by the International Telecommunications Union (ITU) to compile the new ICT Development Index (IDI).

Hence, the monthly fixed broadband internet access tariff - FTTH (Fibre to the home - **Entry level offer**) with download speed 10 Mbps and volume capacity 60 GB as a percentage of GNI per capita decreased from 1.0% in 2023 to 0.9% in 2024.

Similarly, the mobile data and voice services based on Monthly broadband internet Unlimited 75GB, 140 mins on-net voice and 70 SMS as a percentage of GNI per capita (%) went down from 1.1% in 2023 to 0.7% in 2024.

**2.6 Communication traffic**

**2.6.1 Local calls**

Local calls are mostly done through mobile phones. Out of every 10 local calls in 2024, around 9 were made through mobile phones (Table 5).

However, mobile phone calls are generally shorter than those through fixed phones. In 2024, a mobile phone call lasted on average 1.2 minute against 2.3 minutes for a call through a fixed phone (Table 5).

Local calls from mobile phones between 2023 and 2024 changed as follows:

* decreased by 5.3% in number from 1,123.4 million to 1,063.9 million, and
* increased by 8.9% in volume from 1,160.5 million minutes to 1,263.3 million minutes.

**2.6.2 International calls**

Between 2023 and 2024, the volume of international phone calls for outgoing traffic went down by 23.5% (from 23.4 to 17.9 million minutes). On the other hand, incoming traffic volume increased by 9.9% (from 17.2 to 18.9 million minutes) (Table 5).

**2.6.3 Short Message Service (SMS)**

During the period under review,

* the number of messages sent through the Short Message Service (SMS) showed an increase of 19.8% going up from 251.8 million to 301.9 million.

**3. ICT access and use**

3.1 ICT access and use by households

Comparative figures between 2020 and 2024 show that ICT access by households improved as follows (Table 6); the proportion of households with:

* smartphones: 81.4% to 88.6%;
* internet access: 72.6% to 85.8%
* paid TV channels: 42.4% to 46.2%;
* Smart TV: 37.7% to 70.2%.

3.2 ICT access and use by individuals

In 2024, some 93% of persons aged five years and above used a mobile phone, compared to around 91% in 2020 (Table 7).

Data on computer use (Table 9) showed that in 2024:

* 47.5% of persons aged five years and above used computer, compared to 46.8% in 2020;
* younger people, particularly those in the age bracket 12 - 29 years are more likely to be computer users than older ones, same as in 2020.

Data on internet use (Table 9) revealed that in 2024:

* 83.2% persons aged twelve years and above were internet users, compared to 68.3% in 2020;
* 97.5% of young people aged 12 to 19 and 98.6% of those aged 20 to 29 were using the internet, compared to 94.3% and 96.1%, respectively, in 2020.

4. ICT usage in education sector

Statistics on ICT usage in education for primary and secondary levels are compiled by the statistics unit of the Ministry of Education from the annual survey in schools together with data from other sources. Data on ICT usage in tertiary education is obtained from the Higher Education Commission (Table 15).

4.1 Primary Education

* 92% of schools had internet access for students for study purposes in 2024, compared to 83% in 2023.
* The ratio of students per computer was 12 for 2024 compared to 13 in 2023.

4.2 Secondary Education

* 100% of schools had internet access for students for study purposes in 2024.
* The ratio of students per computer was 9 for both 2023 and 2024.
* The percentage of students examined in ICT at School Certificate level was 41.4% in 2024 against 40.0% in 2023.
* The percentage of students examined in ICT at Higher School Certificate Principal level was 17.1% in 2024 compared to 15.0% in 2023.

4.3 Tertiary Education

* The percentage of students who enrolled in ICT or an ICT-related field at tertiary level was estimated at 9.1% in 2024 against 9.0% in 2023.

5. 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 have been observed in ICT usage for years 2023 and 2024 (Table 16).

‘Large’ establishments

* having computer stood at 99.3% in 2024, same as in 2023;
* having internet was 99.2% in 2024 as opposed to 99.3% in 2023;
* having placed orders over the internet increased from 56.4% in 2023 to 56.6% in 2024.

**6.** **Contribution of ICT sector to the economy** (see Annex for definition)

**6.1 Employment**

The number of large establishments (employing 10 or more persons) operating in the ICT sector in 2024 was 106, lower than the figure of 107 in 2023 (Table 17).

Employment in large establishments of the ICT sector decreased by 2.3%, from 18,330 (9,225 males and 9,105 females) in 2023 to 17,900 (8,935 males and 8,965 females) in 2024. The share of employment in the ICT sector over total employment was 5.9% in 2024, compared to 6.0% in 2023.

**6.2 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 = ∑ Value added).

The ICT sector comprises 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 2024, value added at current prices generated by the ICT sector was Rs 33,900 million, 6.3% higher in nominal terms than in 2023 (Rs 31,884 million). The contribution of ICT to Gross Value Added (GVA) at current basic prices was 5.6% in 2024, lower than in 2023 (5.8%). The real growth rate (after removing price effects), went up from 3.6% in 2023 to 4.0% in 2024 (Table 17).

In 2024, “Computer programming, consultancy and related activities” outpaced the other subgroups, generating around 42% of value added of the sector. The share of “Telecommunications” was around 22% followed by activities of call centres (18%), wholesale/retail trade (14%) and the remaining 4% comprised mainly “Information service activities”.

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

Trade in ICT goods and services from 2023 to 2024 progressed as follows:

* Imports by 8.0% from Rs 23,355 million to Rs 25,212 million; and
* Exports, including re-exports, by 3.7% from Rs 8,631 million to Rs 8,954 million.

Trade in ICT goods between 2023 and 2024 increased as follows:

* imports by 2.5 % from Rs 14,515 million to Rs 14,883 million;
* exports which include re-exports, by 8.5% from Rs 937 million to Rs 1,017 million.

Trade in ICT services between 2023 and 2024 increased as follows:

* imports by 16.8% from Rs 8,840 million to Rs 10,329 million;
* exports by 3.2% from Rs 7,694 million to Rs 7,937 million.

Between 2023 and 2024, the share of ICT goods and services was as follows:

* from 6.4% to 6.2% over total imports of goods and services; and
* 2.8% over total exports of goods and services for both years.

7. 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 publication of the IDI by ITU was discontinued in 2018 with the aim of reviewing the methodology to compile the index taking on board new ICT indicators. Owing to issues of data availability and quality, the presentation of the IDI thus resumes after a gap of six years. The structure of the index is based on two main components or pillars taking into account the two dimensions of connectivity, that is, it should be *universal* and *meaningful.*  The *universal* *connectivity* pillar includes three indicators on households and individuals. The *meaningful connectivity* pillaron the other hand comprises seven indicators on infrastructure, availability and device.

The IDI scores are computed by taking the simple average of the *meaningful* and *universal* connectivity scores. The scores of the overall IDI and the two pillars range from 0 to 100. An IDI score of 100 corresponds to a situation where an economy or group has reached the “goalpost” (target) value on every component indicator. Alternately, a score of zero corresponds to the hypothetical situation of an economy without Internet, with no mobile broadband coverage, no mobile broadband subscriptions, zero data traffic, etc.

Latest figures published by ITU on IDI relating to year 2023 indicate that the top performing countries were from the high-income group. In 2023, Finland was ranked first out of 164 countries worldwide with an IDI score of 98.7 while the IDI Score for Mauritius was 86.3 (Table 18 and 19). It is to be noted that the IDI score for Mauritius in 2023 was among the highest for African countries.

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