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A Message from the Prime Minister of Mongolia

It is indeed a privilege for me to address that Information and Communications Technology is a global imperative.

This has become an engine of growth and an important tool to achieve development goals and to significantly improve the lives of Mongolians.

It is precisely for these reasons that the Government of Mongolia has an aggressive realistic approach to ICT sector strategy to develop “E-Mongolia” National Program. While the strategy of the Program focuses on developing ICT into a pillar of the socio-economy, it is also designed to promote strong links between that sector and other economic and social activities with its sub-programs such as “E-Governance”, “E-Education”, “E-Health”, “E-Commerce”, etc.

As an emerging industry, ICT is showing very encouraging signs of success. Implementation of “E-Governance” is one of them and will prove a driving force to eliminate bureaucracy, fight against corruption and provide citizens with proper and rapid information at all levels of decision-making, etc. Increasing investment, both local and foreign, in the sector is another one.

I am fully confident that we have the potential and the capability to realize our ambition of developing “E-Mongolia” which will lead our country to be as one of the leading countries of the region.

I trust that all local and foreign players and partners will continue to collaborate and work together further progress and development of our ICT sector.

***Elbegdorj Tsakhia
Prime Minister***

A Message from the Chairman

Today, we are aimed at close cooperation and increasing involvement and participation of everyone, especially professionals on establishment of an information society in Mongolia and sharing our views on Information and Communications Technology (ICT) development towards positioning the country on the global digital map.

The Parliament of Mongolia and the Government of Mongolia give a high priority and significance to ICT as a main driving tool and catalizator for socio-economic development of Mongolia in 21st century. Thus, it is my great pleasure to inform you that in accordance with the Resolution 207 by the Government of Mongolia, Information and Communications Technology Authority (ICTA) was established on 20th October 2004 with a mission of “creating a knowledge-based information society in Mongolia”.

The Government Action Plan defines practical actions concerning introduction of E-Government into all government institutions at all levels, to modernize and centralize basic network of telecommunications to international broadband, to provide integrated system of information by creating integrated/combined code in the Nationwide/whole country, to establish information integrated network inter-hospitals, to provide computers to homes and schools of the center of population and with the regular source of energy.

As establishing e-Government, to increase involvement of people in the activity of the State with their efforts as well as to bring smart service into existence, to reduce bureaucracy and to improve information adequacy and base/foundation of information society will be laid.

Most countries in the world have determined Information, Communications and Technology sector as the leading direction and put forward an aim to establish “Information society” based on knowledge and policy, program on development for ICT in heading turn have been drawn up and are being implemented by international governments, in exemplary “E-Japan” strategy program, “E-Korea” and “Cyber Korea-21”program, “E-Russia” program and the Government of India will become “Super country of Software industry” by 2008.

With the same this, near the future, the requirement to lay the foundation of establishment towards/for information society in Mongolia has been encountered and “E-Mongolia” program which is to determine policy for information and communication in the very first place and to advance further/future aim and objective, has been already put into effect to be made.

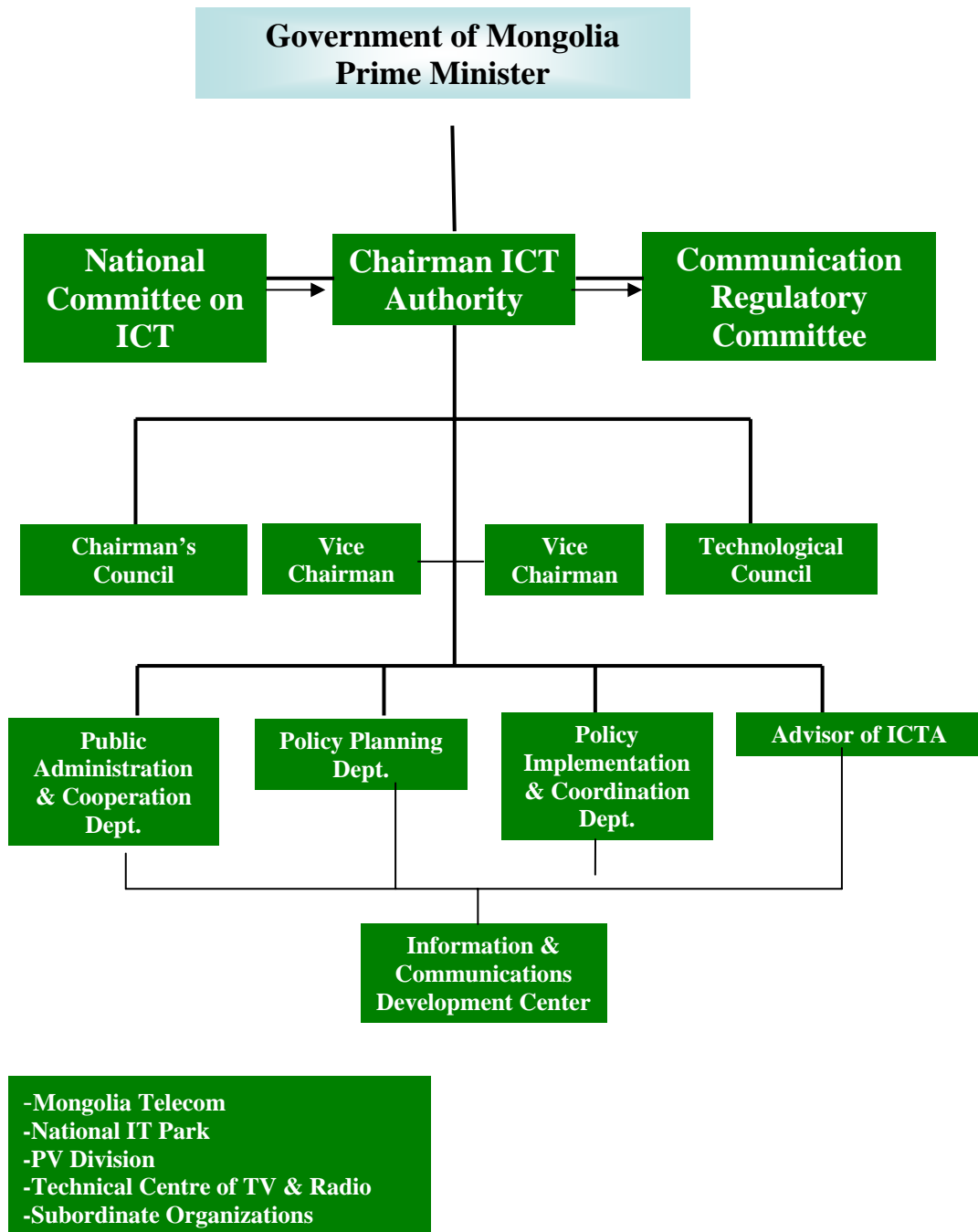
Therefore, we would like to welcome you and share views with you on “E-Mongolia” program, which has reflected the policy to be acted according to the State to establish foundation of Information society, development objectives of techniques and technology, coordination, level of development for Information society of Mongolia in the near future, extension of information application and comprehensive education of information.

Overview of ICTA

In accordance with the Resolution 207 by the Government of Mongolia, former Policy and Coordination Department for Information and Communication Technology (ICT) of the Ministry of Infrastructure (MOI) and the Post and Telecommunications Authority (PTA) – the Implementary Agency of the Government of Mongolia were restructured into new Government Agency “Information and Communications Technology Authority” (ICTA) as from 20th October 2004.

The Authority is responsible for all ICT policies, coordination and implementation under the direct auspices of the Prime Minister of Mongolia and ICT sector has been given a great priority and is regarded as the leading direction of the Government development strategy.

Organizational chart



Vision of ICTA

The mission of the ICT development vision in Mongolia is to develop a knowledge-based society and to improve the quality of people's lives.

Objectives of ICTA

The main objectives of the Information and Communications Technology Authority of Mongolia are to:

- *Encourage and advise for providing policies of development, a short-term, mid-term and long-term planning and reform for ICT;*
- *Encourage improvement of the legal environment for ICT;*
- *Encourage and advise on making program and project of development for ICT;*
- *Regulate policy implementation on resource and capability for ICT sector;*
- *Provide public administration and Management leadership, management of capital/assets and financing and internal service;*
- *Encourage regulation on human resources and cooperation issues in ICT sector;*
- *Improve monitoring of the implementation of policy and planning of the sector; provide information and establish database for ICT;*
- *Establish a consolidated system of public information;*
- *Eliminate digital divide in the society*

Functions of ICTA

Within the framework of Information Technology, ICTA will:

- *Make policies to introduce a new public service, application, Internet, information infrastructure and policy, planning and strategy for development of IT and implement and coordinate them*

Within the framework of Informatization, ICTA will:

- *Database, coordination of internet domain name, planning computerization policy, implement and coordinate them*

Within the framework of communications, ICTA will:

- *Telecommunication, rural communication, TV&radio, government network, mobile communication and radio waves' allocating policy planning, implement and coordinate them*

Within the framework of coordination of IT programme and project, ICTA will:

- ***To develop IT and Informationalizing policy, programme of implement strategy, to support implementing project, research, implement and coordinate them***

Within the framework of programme of communications and project coordination, ICTA will:

- ***Policy of ICT sector, programme of implement strategy, support for project implement, research and coordinate them***

Within the framework of legal, economic, cost and standardization, ICTA will:

- ***To improve legal environment, coordination of cost, standardization and registering policy planning, implement and coordinate them***

Within the framework of finance and economics, ICTA will:

- ***Activities of finance, economic, stock registration and administration and funding***

Within the framework of cooperation, ICTA will:

- ***To organize and implementing coordination for trainings, workshops and cooperate international organizations, foreign relation and cooperation,***

Within the framework of public administration and public service, internal affairs and monitoring, ICTA will;

- ***Coordinate administration service, media, cooperation and advertise***

ORGANIZATIONS UNDER ICTA



The National Information Technology Park is a non-profit governmental organization. NITP was established in 2002 as a result of the joint effort of the Government of Mongolia and the Government of the Republic of Korea with the aim to:

- ***centralize national IT capacity and create favorable environment for IT business***
- ***provide incubation services for IT start-up companies***
- ***promote IT outsourcing***
- ***attract foreign investment into IT sector***
- ***contribute to the implementation of the Government ICT Policy***

NITP is an active member of APIN (Asia-Pacific Information Network) and NBIA (National Business Incubation Association, USA)



MCS Electronics, one of the leading providers of the computer technology and ICT system integration solutions, has started its business by assembling domestic computer brands and providing organizational network solution. Today, in line with the fast developing IT era, it has diversified its products, offering Internet service, satellite communication, industrial automation, software development, telecommunication and infrastructure development businesses.

MCS Electronics is also an official partner, distributor, integrator and reseller of the world leading IT companies such as DELL, CANON, HP, SIEMENS, CISCO, AVAYA, NEC, INTEL and ASUS, and has captured a commanding share amongst the personal computer and office automations market in Mongolia.



Since 1996 launch, the Mongolia-Japan joint venture MobiCom Corporation has been continually working towards the goal of greatly contributing to the development of the Mongolian infrastructure by introducing new high standard services.

As a company MobiCom is strongly embedded in the Mongolian society, taking its social responsibility very seriously. This has been reflected in the Corporation's various commitments and services, including mobile service provision, and its Internet for development initiative.

With global progress of most up to date technology the Company introduced Wireless Internet services and aiming to set up a Broadband network with a purpose of penetrating the hottest variety of value added services.



Skytel Co.,Ltd is one of the leading telecommunication companies in Mongolia and cellular service operator which offers service to the one third of the market.

Cellular network of Skytel Co., Ltd. uses IS-95B based CDMA, an outstanding technology with number of superior features such as high security, vast capacity, low cost and free from hazardous impacts on health.

Skytel company has made the cellular phone a necessity of everyday communications between people and subsequently, has introduced to our Mongolian customers the CDMA 2000 1x system, which is the most innovative of the world mobile services.



The Mongolia Telecom Company was established basic on the Ministry of Telecommunication in 1992 and was changed into the Shareholding Company with the Korean investment under the Laws stated in August, 1995 .

The company has 4 technical, technological and service centers in the capital city, 23 telecom branches and over 300 service centers in charge of operations and services in other provinces and cities.

Mongolia Telecom has established a daughter company named 'MICOM' with its 100 per cent investment for running public Internet service under a license. In addition to the basic services such as Internet, electronic mail, web design services and Internet service through leased line, it also provides the system integration services for different organizations.

MT has a license to provide the following telecommunication services throughout the country:

- *International telephone service*
- *Long distance and local telephone services*
- *Facsimile service*
- *Leased circuits*
- *Telegraph service (Domestic and International)*
- *TV & Radio broadcasting service*
- *Public card payphones*
- *Internet service*
- *Prepaid phone and Prepaid card service*
- *Wireless local loop system's service*



The National ICT Council has organized several workshops, seminars and other activities in ICT field. One of this is the workshop to formulate a Draft ICT Plan of Action for Mongolia over the period of 2000 to 2003. In the year 1999 the National ICT Council in cooperation with UNDP Mongolia, APDIP and Mongolian Foundation for Open society (Soros foundation) started the development of the MIDAS (Mongolia Information Development Application Scheme) project. The National ICT Council was initially selected to be the implementing agency.

The MIDAS project is aimed at:

- *supporting the government in the creation of an intellectually geared society and in the development of information and communications technology (ICT) in Mongolia;*

- **facilitating the selection of subprojects for grant services in order to support the implementation of ICT Vision 2010 - the 'blueprint' for ICT development in Mongolia;**

There are 17 subprojects that were selected from 76 applicants to the grant competition from both rural and urban areas.

In order to broaden the Council's activities and to have a legal status, the MIDAS Council members registered the MIDAS project as an NGO named "MIDAS" or Mongolian Information Development Association.



The Internet business in Mongolia is rapidly penetrating into and growing in different industries among Individuals, Government organizations and economic organizations. There are tremendous future prospective counting millions and billions behind the Internet and related businesses in the future. This is why, this competition can't be considered as the competition for keeping its situation but the competition for survival in the future.

Network

MICOM, company has the International Internet gateway in Ulaanbaatar city and is connected through 5.0 MB bandwidth with Loral Cyberstar (USA) satellite.

Services

Mincom, company offers the Dial up, E-mail, High Speed Internet services, information, FTP, World IP, System Integration services and provides with domain names with "com", "net" and "org" extensions. Also offers the Web page design and location services.



Who is MISPA ?

- **MISPA stands for Mongolian Internet Service Providers Alliance**
- **Founded in February 2005**
- **Initiated by local ISPs**
- **Direct support by ICTA**

Mission

- **Create a single voice presenting the concerns of the ISP industry**
- **Support One gateway policy**
- **Increase number of subscribers**
- **Bridge digital divide**
- **Support local content**
- **Set quality standard**

- *Provide affordable internet access*
- *Seek to provide for the general welfare of the members*

Our members

- *Bodicom*
- *ErdemNet*
- *InComNet*
- *MagicNet*
- *MiCom*
- *MobiNet*
- *MCS Com*
- *RailCom*
- *Sky C&C*

Activities

- *Organize and coordinate ISPs through optimal business & engineering solutions to implement a common, unified Gateway*
- *Develop and recommend Internet development policy to the relevant Government organizations*
- *Represent local internet business community at international level*
- *Carry out research and study works towards new internet technology and its applications*
- *Organize training, seminar and discussions on internet technology*
- *Educate public on internet technology and applications*
- *Collaborate with relevant institutions on any issues related to internet development*

CURRENT STATUS AND ACTIVITIES of ICTA

Legal environment

ICT Sector legislation:

1. *Communication Law /1996, 2001 year/*
2. *Radio Wave Law /1999/*

Other related laws:

1. *Civil Code of Mongolia /1995, 2002/*
2. *Unfair competition Law /2000/*
3. *Law of Company /1999/*
4. *Technology Transfer Law /1998/*
5. *Science and Technology Law /1998/*
6. *Under preparation of ICT laws*

Business Opportunities

For concrete ICT-investment prospect proposals see <http://www.investmongolia.com/technology.htm>. In addition the following identified business ideas should be of interest:

- *Third mobile license is about to be announced. (Bid based).*

- **SW outsourcing. Partnership with local SW companies. Several capable and highly competitive SW development companies have an unexploited potential of subcontracting on international SW development projects. Several companies are passively looking for international projects but are lacking efforts, marketing skills and travelling budgets to establish appropriate international business connections. Such concepts will not be capital intensive, and should be of great interest to international SW houses currently intensely looking for cost cuts.**
- **Exploit the fact that Mongolia has much brain-force at low cost!**
- **RailCom fibre spanning the country with huge potentials of international IRU-based transit capacity sales and also international capacity for domestic market. (Indefeasible Right of Use).**
- **Establish telecom access infrastructure on CATV coaxial cables.**
- **Electronically typing of hardcopy books and documents.**
- **Telehouses.**
- **WEB and WAP services.**

Information and Technologies

Internet and Data-communication Platforms

- **There are no dedicated public WAN networks available like n*64 Kbs TDM, ATM, Frame Relay or others. Dedicated WAN services are produced as leased line networks.**
- **ISPs produces VPN (Virtual private Network) solutions on their TCP/IP platforms. Mainly network based IPsec tunnelling.**
- **There are some internal dedicated datacom networks like the satellite based X.25 network for the civil aviation authorities, the X.25 network for the meteorological authorities, and a LAN based Governmental Intranet infrastructure. There is also a dedicated data-communication platform for International Airline Telecommunications Society - SITA providing airline ticketing and ordering services to travel agencies.**
- **Upstream international Internet peering: Currently all international peering is based on Satellite capacity bundled with remote Internet ports. The total international peering capacity is 10.5 Mbps downstream and 5 Mbps upstream. The highest individual capacity is the Micom 3 Mbs link. All international peering is private. RailCom has currently a 2 Mbs (E1) fibre based peering arrangement with Russia under test. [MIDAS, 2002].**
- **Public peering: 6 ISPs are connected to the Mongolian Interexchange Point - MIX. The MIX exchanges appr. 4,5 terabyte per day. [Infocon, 2002].**
- **ISP Network platforms: Frame Relay and leased line backbone is currently utilised as transport level for the IP networks. Typical NNI capacity is E1 (Network Node Interface). ATM backbone or back to back arrangements are not utilised. Few or none of the backbone routers are running MPLS (Multi Protocol Label Switching).**

There are 151 registered Internet hosts. [ITU-T, 2001].

Communications

Key facts for Infrastructure and Transmission networks in Mongolia:

- *There are more than 2300 km of digital radio-relay lines.*
- *30 000 km of air-lines, twisted pair cables, connecting aimag centres and soum centres.*
- *RailCom has a 12 pair fibre-optical culvert embedded cable of 1405 Km, spanning the country from the northern border with the Russian Federation to the southern border with the People's Republic of China. The fibre is currently heavily under-utilised and solely equipped with 155 Mbps STM-1 Terminal Multiplexor systems. The cable is currently interconnected to Russia on the E1 level.*
- *Mobicom has established a 155 Mbps STM-1 within Ulaanbaatar city.*
- *Mobicom is establishing a 34 Mbps (E3) PDH radiolink to the western Aimags.*
- *There are satellite earth stations connecting to the Intelsat and Intersputnik satellites.*
- *VSAT technology has been installed in Zavkhan, Khubsugul, Arkhangai Uvs, Gobi-Altai, Khovd, Bayan-Ulgii, Dornod, Bayankhongor, Arkhangai, Umnu-Gobi and Dundgobi aimags.*
- *The Government has established a new 1 549 Km long fibre-optical cable to eastern aimags and some other places. (See picture.1) This fibre will be operated by Mongolian Telecom.*
- *Skytel has 120 Km of fibre cable rings within Ulaanbaatar city equipped with PDH and SDH termination equipment.*
- *There are several digitised access network solutions established like ADSL, HDSL, WLL and WLAN.*

Cellular

- *The digital mobile networks are based on CDMA (Carrier Division Multiple Access) and GSM- 900 and 1 800 platforms (Global System Mobile).*
- *There is also an analogue AMPS based network. However this platform is about to be converted to CDMA technology.*
- *WLL based telephony is available.*
- *Mobicom cellular network: Total capacity: 100 000 channels. Number of exchanges: 2 (GSM). 1 (WLL). Number of basestations: appr. 70.*
- *Skytel network: Number of exchanges: 2. Number of base-stations: 37.*

PSTN

- *The Mongolia Telecom total capacity is 143 857 lines of which 132 200 are in use.*
- *In addition RailCom has a total of 12 000 lines. This PBX network consists of appr. 18 exchanges from Siemens.*
- *There are totally 342 branch exchanges of which 272 are analogue low-capacity exchanges in rural locations.*
- *210 branch exchanges are connected by means of radio links.*
- *There are two domestic transit exchanges.*
- *There are in total 4 international GW exchanges. Mongolia Telecom has a total international capacity of 180 channels.*
- *There are direct link interconnects with appr. 150 countries through satellite networks.*
- *93 % percent of the PSTN platform is digitised.*
- *100 percent of the international telephone lines are digitised.*

Vision of “E-Mongolia” National programme

To establish the information society and the foundation of the knowledge based society in Mongolia by enhancing extensive application of ICT in all society sectors

By 2012 Mongolia becomes one of the top ten ICT developed countries in Asia

Objectives:

- *Establishment of legal environment for ICT development*
- *Creation of broadband backbone network throughout Mongolia*
- *Connection to the international backbone gateway*
- *Abolishment of monopoly in ICT sector to enhance the competitiveness and public access*
- *Establishment of the government institutional memory by creating government centralized database and information system*
- *Establishment of the new management structure based on ICT*
- *Creation of the new economic environment and enhancement of the competitiveness utilizing e-commerce*
- *Development of the knowledge based industry penetrating ICT*

- **Implementation of the result-oriented, citizen-centered social policy, utilizing ICT**
- **Development of the human resource development at all level**
- **Improvement of the public ICT literacy by bridging digital divide**
- **Establishment of the information security system**
- **Utilization of ICT as a tool for improving quality of life**
- **Reach to PC per 1000 population by implementing “Universal Computerization” program**

E-government

Goal:

To build up the Citizen-Centered, the Result-Oriented, Market-Based Government by utilizing ICT in the government sector, including central and local administrative units.

Objectives:

- **Back office development, which includes record keeping, inventory, human resource management, finance and accounting and budgetary works.**
- **Front office development: to provide 70% of services through an online form by 2012 which will enable transparent and quality public service for citizens and business organizations (G4C, G4B)**
- **Utilize ICT as a tool to create more democratic government by providing fast, open, reliable government service, abolishing bureaucracy and bribery, encouraging citizens to be involved in the state and local policy making process**

Actions:

- 1) **Clarification of the ICT policy plan, implementation, regulation, monitoring and structure provided by the government**
- 2) **Public sector reform**
- 3) **Development of the public sector workforce**
- 4) **Creation of the centralized government database**
- 5) **Improvement of the public services**
- 6) **Development of the democratic government**

E-commerce

Goal:

Establish a new economy, by enhancing the competitiveness of Mongolian entrepreneurs, increasing the exchange of products and service, using e-commerce as a tool for business ventures without time and distance limitation.

Objective:

- **E-commerce will be one of the major factor for international trade**
- **70 % of soums, 100% of province centers and capital city shall participate in e-commerce by 2012**
- **B2B market shall improve by 10 times B2C market by 20 times**

Actions:

- 1) *Establishment of the basic environment of e-commerce*
- 2) *Creation of the database and information management system for e-commerce*
- 3) *Participation in international e-commerce*
- 4) *Development of the payment and security system*
- 5) *Development of the human resources*
- 6) *Development of the supportive infrastructure and its components*

E-Industry

Goal:

Strengthen the Mongolian industrial sector in support of an information society via the development and linking of IT networks in production and management by 2012

Objectives:

- *Establishment of a competitive ability in the international market promoting domestic ICT industry*
- *Penetration of ICT in all industrial sectors, including infrastructure*
- *Enhancement of domestic Software industry to develop e-industry*
- *Prepare 5000 Software engineers and researchers (half of them will possess international engineering)*

Actions:

- 1) *Support of industrial development through the application of IT*
- 2) *Support utilization of ICT in industry and infrastructure*
- 3) *Promotion of the development of software, telecommunication, and electronics*
- 4) *Development of the ICT human resource in industry*
- 5) *Support of information technology applications in the development of SMEs*

E-education

Goal:

*Develop human resource at all level for development of an information society
Education obtained in Mongolia to be acknowledged around the world*

Objectives:

- *Achievement of an average international ICT literacy level by 2012 (80% of all capable people)*
- *70 % of soums, 100% of province centers, cities will attend in distance learning system by 2012*
- *Creation of the model e-schools (50 % of schools will have e-school capability by 2012)*
- *Development of R&D*

Actions:

- 1) *Development of the mechanism for the management of information technology policy and the administration of effective education*
- 2) *Development of an equitable information infrastructure for education*
- 3) *Development of the human resource*
- 4) *Development of the public ICT literacy*

E-Citizen

Goal:

To provide safe, convenient, worry free life environment for the citizens by actively utilizing ICT in all social sector.

Objectives:

- *Development of an information infrastructure for e-citizen*
- *Bridge the digital divide in society in the information age, while promoting equal access in a simple expedited way*

Action:

- 1) *Provide public with multi-application smart-ID card to solve addressing, registration issues and create new social service environment*
- 2) *Development of the enabling environment for e-citizen sub program*
- 3) *Bridge digital divide*
- 4) *Public ICT education*

E-Health

Goal:

To harmonize health sector and transform into Patient centered, inexpensive, reliable, worry free service anywhere and anytime

Objective:

- *Establishment of the integrated electronic database system of medical records*
- *Applying for ICT as tool to improve public health education*
- *Utilization of the distance treatment, diagnostic, monitoring as a new tool in rural areas*

Action:

- 1) *Establish Electronic Patient history database*
- 2) *Public health information and training/ education*
- 3) *Use of technology in health sector*

Implementing Projects under the E-Mongolia

- *“Low cost PC”*
- *“E-Governance”*

Memberships of the International Organizations



International Telecommunications Union



Asia-Pacific Telecommunity



Intelsat



Interspuntnik

Donors and Funding Schemes

The following main donors are and have been involved in ICT programmes and initiatives in Mongolia:

- **United Nations Development Programme -UNDP.** *Is the main non-commercial contributor to ICT development.*
- **Mongolian Foundation for Open Society -MFOS (Soros foundation).** *Is a Non Governmental Organisation funded by the private donor: George Soros. The main initiatives are in Internet projects, support in policy making and ICT introduction in public bodies.*
- **Asian Development Bank (ADB).** *The main initiative is focused on the educational sector development, and ICT equipment has been given to this sector. By end 1999, ADB had approved 21 loans, amounting to 428 mill USD.*
- **German Technical Assistance (GTZ).** *One of the ICT projects implemented in the Ministry of Justice and Jurisprudence was the development of the database of laws and regulations.*
- **International Development Research Centre of Canada (IDRC).** *Has been involved in Internet activities i.e. the Distant education and ICT policy research.*
- **Indian Government.** *Main involvement in the support of ICT in the education sector.*
- **Government of Korea.** *IT park, Telecommunication projects.*
- **Korean International Cooperation Agency- KOICA**
- **World Bank.** *Is one of the main donors and is involved in several ICT projects such as Mongolian Development Gateway*
- **United Nations Economic and Social Commission for Asian Pacific.**
- **Japan International Cooperation Agency - JICA.** *Telecommunication projects and Sakura project for the rural school computerization.*
- **The Government of Japan.** *Telecommunication projects*
- **International Telecommunication Union ITU.**
- **USAID.** *Open government web site.*