APEC Telecenter Workshop
APEC TEL 30

Sunday, September 19, 2004

09:00 to 17:30

Agenda

9:00 – 9:20 **Welcome Remarks**

Dr. Han-Chieh Chao, Moderator
Professor, National Dong Hwa University
(Chinese Taipei)

Dr. Lang-Chee Chang, Convenor
HRDSG

9:20 – 9:40 **An Introduction to the APEC Telecenter Development Program**

Mr. Yu-Chuan (Michael) Lin, Senior Analyst
Research, Development and Evaluation Commission
(Chinese Taipei)

9:40 – 10:30 **Keynote Address: A Memo to Telecenter Planners**

Dr. Royal D. Colle
International Professor Emeritus
Department of Communication
Cornell University
(United States)

10:30 – 10:50 **Break**

10:50 – 11:10 **Digital Human Rights for all – the Experiences of Telecenter Development in Rural Areas**

Dr. Gwo-Jiunn Huang, Vice President
Institute for Information Industry (III)

(Chinese Taipei)

11:10 – 11:30 **Bringing Technology to the Bush**

Ms. Jan Gessin, Senior Consultant
(Australia)

11:30 – 11:50 **Korea's Effort to Build Telecenter as a Tool to Close the Digital Divide**

Dr. Cheung-Moon Cho, Director
Korea Agency for Digital Opportunity and Promotion (KADO)
(Korea)

11:50 – 12:10 **A Village that Learns – Bridging a Rural Digital Divide in Thailand**

Dr. Thaweesak Koanantakool, Director
National Electronics and Computer Technology Center (NECTEC)
(Thailand)

12:10 – 12:30 **Question and Answer for Morning Sessions**

Moderator and All Speakers

12:30 – 14:00 **Lunch**

14:00 – 14:50 **Keynote Address: Public Telephone and Internet Services in Africa – The Rise of the Telecentre & Cybercafe**

Mr. Mike Jensen
Independent Consultant, South Africa

14:50 – 15:10 **Telecenters: PERU's experience**

Mr. Manuel Muñoz, Technical Analyst
Regulatory Policies and Strategic Planning
Management of OSIPTEL
(Peru)

15:10 – 15:30 **Break**

15:30 – 15:50 **Bridging the Digital Divide in Indonesia through Telecenter**

Ms. Nies Purwati
Indonesian Infocom Society (MASTEL)
and
Mr. Taufik Zamzami
PT. Telkom
(Indonesia)

15:50 – 16:10 **Citizen Expectations in Telecenter Services**

Ms. Janette Toral
(The Philippines)

16:10 – 16:30 **Telecenter implementation experiences in Vietnam**

Mr. Nguyen Thanh Hai
Ministry of Posts and Telecommunications
(Viet Nam)

16:30 – 16:50 **Opening ICT Public Access and Cybercrime Pandora Box in Indonesia**

Dr. Idris F. Sulaiman & Mr. Donny B. Utoyo
AOEMA

16:50 – 17:10 **From Internet-developing Experience to Explore the Fastest and Feasible Wireless Resolution in Rural Areas Internet Deployment**

Mr. Wen-Yuh Chiou, Senior engineer
Mobile Business Group, Chunghwa Telecom
(Chinese Taipei)

17:10 – 17:30 **Question and Answer for Afternoon Sessions**
Moderator and All Speakers

17:30 **Close**

Appendix:

Speakers and Their Presentations

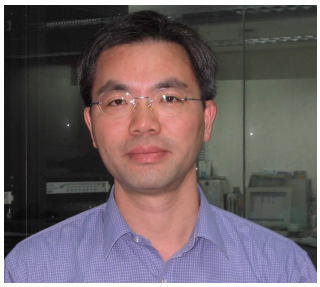
About the Moderator

Dr. Han-Chieh Chao is a Full Professor and Chair of the Department of Electrical Engineering, National Dong Hwa University, Hualien, Taiwan. His research interests include High Speed Networks, Wireless Networks and IPv6 based Networks. He received his MS and Ph.D. degrees in Electrical Engineering from Purdue University in 1989 and 1993 respectively. He has authored or co-authored 3 books and has published about 100 refereed professional research papers. He has completed 28 MSEE thesis students. Dr. Chao has received many research awards, including Purdue University SRC awards, and NSC research awards (National Science Council). He also received many funded research grants from NSC, Ministry of Education (MOE), Industrial Technology of Research Institute, Institute of Information Industry, and FarEasTone Telecommunications Lab. Especially, Dr. Chao has served as Project Primary Investigator for Research, Development and Evaluation Commission to design and implement public KIOSK policy in order to alleviate the digital divide. Dr. Chao has been invited frequently to give talks at national and international conferences and research organizations. Dr. Chao is also serving as an IPv6 Steering Committee member and co-chair of R&D division of the NICI (National Information and Communication Initiative, a ministry level government agency which aims to integrate domestic IT and Telecom projects), Co-chair of the

Technical Area for IPv6 Forum Taiwan, the executive editor of the Journal of Internet Technology and the Editor-in-Chief for International Journal of Internet Protocol Technology and International Journal of Ad Hoc and Ubiquitous Computing. Dr. Chao is an IEEE senior member.

1. An Introduction to The APEC Telecenter Development Program

About the Speaker



Mr. Yu-chuan (Michael) Lin works for the Information Management Department in the Research, Development and Evaluation Commission (RDEC). The RDEC is responsible for E-Government initiative in Chinese Taipei. As a Senior Analyst, he is currently in charge of international cooperation on e-government. Since he started to work in RDEC in 1990, he has engaged in variety of e-government projects. Below are some major projects he ever worked with and contributed:

- Planned and promoted the first-phase e-government program (1998-2000).
- Planned and promoted the second-phase e-government program (2001-2004).
- Established a government Internet backbone network-GSN, which started to provide government-wide Internet services since 1997.
- Developed e-government gateway systems, which provide cross-agency information exchange services since 1999.
- Developed electronic official document exchange.
- Built a system to evaluate government web sites annually since 1999.
- To alleviate the digital divide, promoted the establishment of telecenters in rural areas since 1999.
- Promoted e-government clustered services.
- Assessed the status of information systems development and evaluated the major information systems plans of government agencies.

About the Presentation

In support of APEC Economic Leaders' decisions, Chinese Taipei proposed the establishment of an APEC Digital Opportunity Center at the 11th APEC Economic Leaders' meeting in Bangkok in 2003. The leaders welcome Chinese Taipei's proposal

as reflected in the Chair's Summary. The APEC Telecenter Development Project is one of the projects to fulfil the establishment of the APEC Digital Opportunity Center. This project aims to carry on workforce training and physical establishment of telecenters in APEC in order to:

1. Fulfill the goal of an APEC digital society in accordance with the Leaders' commitments and The e-APEC strategy;
2. Create a cooperative mechanism for public and private sector in bridging the digital divide;
3. Act as a major enabler of the New Economy, while harnessing the full potential of the information and communication technology (ICT);
4. Reinforce and enhance human capacity building toward a successful and sustainable model for telecenter development in APEC.

The strategy of this initiative is to bridge the digital divide through the physical establishment of telecenters with a focus on strengthening digital capability of rural area people. In its first phase, the project involves a workshop and a short-term training. In the second phase, the physical establishment of telecenters in APEC developing members will be implemented. There will be a discussion session at the end of first phase. Conclusion of the discussion and comments from member economies on first phase implementation will be the references for the design of second phase.

In order to share relevant experiences and build consensus in the beginning stage of project implementation, Chinese Taipei proposes to arrange a one-day workshop concurrently to the TEL30. Then in December 2004, a short-term training camp will be held in Chinese Taipei.

2. Keynote Address: A Memo to Telecenter Planners

About the Speaker

Dr. Royal D. Colle

In September 2004, Royal Colle began his 39th year as a member of the Cornell faculty. Although officially retired as International Professor Emeritus, he continues to teach, work with graduate students, and participate in a variety of activities internationally.

He earned a PhD degree in Sociology from Cornell.

The following narrative highlights some of his career.

Institution building

Royal Colle has spent a substantial amount of time on "institution building" activities during the last 30 years. He began his work in developing nations in 1969 when he spent a year in India for the Ford Foundation helping establish the Agricultural Communication Center at the G. B. Pant University of Agricultural and Technology in Uttar Pradesh. When the UN's Food and Agriculture Organization and the Government of India designated that University for development as a Centre of Excellence in Agricultural Communication, he was appointed key consultant for the project which lasted from 1985-92. The project set up the first Ph.D. program for agricultural communication in India.

In the early 1980s, Colle resided in Western Samoa while working on the Cornell University and University of Hawaii USAID-funded South Pacific Regional Agricultural Development Project (SPRAD). There he helped establish a regional agricultural information network serving 10 island countries in the Pacific.

In the 1990s, he served as a consultant for the Nanyang Technological University in Singapore in the establishment of a School of Communication Studies. Later he became the first person to hold the Wee Kim Wee Professorship, established to honor Singapore's first president.

At Cornell University, he was one of the architects of a new Master of Professional Studies Program in Communication (1970). While Chair of the Department of Communication (1985-95), the Department added MS and Ph.D. programs in Communication.

Teaching

Colle has been teaching courses in communication and development at Cornell University since 1967. Originally designed for graduate students his "Communication in the Development Nations" course has been double-listed in the Cornell University course catalog since 1999 to accommodate undergraduate students. He has also taught

courses in television production, radio production, communication planning and strategy, and new information technology.

For approximately 10 years he offered a graduate course in Training and Development –Theory and Practice.

Colle has guided the graduate work of many students working in the field of international and rural development.

Research and Development

His research activities have been heavily tilted toward investigating and testing the use of information technologies in development programs. With the advent of the audio cassette into the low cost market (1970), he initiated a project in rural upstate New York to test the viability of using audio cassettes to reach low income women and their families. Subsequently the research extended to projects in other rural New York areas as part of the "war on poverty." Different variables were tested in a housing project in Brooklyn, outdoor laundry centers (pilas) in Guatemala, and in a mountaintop community in Honduras. Descriptions of this early work with audio cassettes were published in monographs by The Ford Foundation, FAO and the Asia Media and Information Centre (AMIC).

In more recent years, Colle has been involved in research related to newer information and communication technologies (ICTs), especially telecenters, computer and networks. He was one of the architects of a telecenter project for the Tamil Nadu University of Veterinary and Animal Sciences (India) that received a C$70,000 grant from Canada's International Development Research Center. He also was the key architect of a telecenter project in India − funded by UNESCO − that focused on providing information and communication resources for low income women.

In between these periods, he has undertaken research projects on participation and paraprofessionals in rural development, a USAID program; radio programs on population issues for adolescents in India; and the Division of Community Education, a pioneering effort to operationalize "participation" and use media in development in Puerto Rico.

In 1974, Colle was a member of a team from the Academy for Educational Development that carried out a major research and development project in Guatemala

called the Basic Village Education Project (funded by USAID). He helped design the production facilities for a rural radio station, and served as a consultant on the project's radio programming.

Training

For 15 years, 1980-1995, Colle conducted a short-course training program called Communication Planning and Strategy (CPS) aimed at professionals from developing countries. During that period, more than 200 persons from 60+ nations participated in the Cornell summer workshops. With colleagues, he conducted similar training abroad in Egypt, Ethiopia, and Nigeria.

Since 1995, Colle has designed and directed 3-day communication workshops for the World Health Organization in India, Thailand (2), Bangladesh, China (3), Zimbabwe, and Egypt.

Professional outreach

In addition to publishing an array of chapters in edited books, Colle has present professional papers especially related to information and communication for development at conferences of a variety of professional associations. These range from the American Anthropological Association, the Society for the Study of Social Sciences, and the African Studies Association to the International Communication Association, the International Association for Media and Communication Research, the Internet Society, and the Association for Education in Journalism and Mass Communication. He has organized panels for annual meetings of ICA and the Internet Society.

His papers have appeared in journals devoted to nutrition, health, agriculture, information technology, and communication. He co-edited an issue of The Journal of Development Communication (2001) devoted to telecenters and development. He also co-authored A Training Handbook for Telecenter Staffs (funded by ITU and FAO 2002).

In 2002, Colle was presented a Lifetime Achievement Award in Development Communication by the International Communication Association, one of the principal professional organizations in the Communication discipline.

3. Digital Human Rights for all – The Experiences of Telecenter Development in Rural Areas

About the Speaker

Academic Qualification:

B.Sc. (Civil Eng.)	National Cheng-Kung University, Taiwan
M.Sc. (Civil Eng.)	University of London, UK
DIC (Structural Steel Design)	Imperial College of Science, Technology and Medicine, UK
Ph.D. (EE Eng./Civil Eng.)	University of Wales, UK

Current Position:

Executive Vice President	Institute for Information Industry (III)
Nat'l Policy Advisor to the President	Office of the President
Director	Digital Content Industry Promotion Office (DCIPO), MOEA
Director	National Repository of Cultural Heritage Programme Office (NRCHPO), CCA
Board Director	National Applied Research Laboratories
Board Director	Industrial Technology Research Institute
Board Director	Taiwanese Society of International Law

About the Presentation

The rapid advancement of Information and Communication Technology (ICT) has greatly powered the globalization process, which in turn has accelerated the pace of paradigm shifts towards the post-capitalism society. The three major paradigm shifts for years to come are knowledge-based economy, information-driven society and identity-oriented individualism. ICT, which plays a vital role in driving the efficient and effective exploitation of information and knowledge, decides significantly the competitiveness of individuals, industries and nations in a global context.

However, there are social groups that have been disadvantaged, underpriviledged, marginalized, or even excluded from the building of global and local information societies, the so-called ‘digital divide’ phenomena. The gap between the ‘information haves’ and the ‘information have-nots’, resulted from the ‘digital divide’, is ever increasing when coupled with the divisions between the rich and the poor, in a traditional sense. In that, the ‘digital divide’ is actually several gaps in one. There are technology and social divides, great gaps in e-awareness, e-infrastructure and e-readiness, etc within and beyond the arena. It’s been an ever severer issue preventing us from building an inclusive society in the brave new world of our own making. Mr. Kofi Annan, the UN Secretary General, addressed this issue at the 2003 WSIS by saying ‘Technology has produced the information age. Now it is to all of us to build an information society…’

We have paid dearly for lessons about the industrial revolution, which has liberated mankind in a way, but has also resulted in rich/poor divide, south/north imbalance, left/right struggle and east/west conflict that have caused heavy human cost for last centuries. Facing the information revolution, what we have to do is to grasp the rare opportunity to bridge the digital divide in order to build a just, fairer and inclusive information society for all, along with the efforts exerted by the international communities, such as G8, APEC and UN.

The ICT should be exploited as a ‘social equalizer,’ that enhances the social fairness and social inclusiveness towards a better society, not the way round. It is emphasized that the ‘digital divide’ is not just a technological problem, but also a social one; hence it can only be resolved by grass-root social movements in perspectives of economy, education, society and human rights. The goal of these joint efforts by the domestic and international communities, public and private sectors alike, is to achieve an inclusive e-society of full e-readiness with citizens of advanced network literacy, to realize (digital) human rights for all.

4. Bringing Technology to the Bush

About the Speaker

Jan Gessin

As project director and senior researcher, Jan has managed most of AOEMA’s projects.

Many have become benchmark studies in the world of e-business, including:
EC Best Practice for SMEs in the APEC Region - provides viable strategies for SMEs in the APEC region, including helpful hints on how to actually implement and how to avoid typical problems. The report includes numerous case studies about SMEs successfully conducting their business online.

EC Strategies for Rural SMEs – collaborative research effort with the Philippines and Indonesia to identify success factors from the actual experience of small farmers in the APEC region and the creation of a blueprint for others to consider when developing their own strategy and implementation plans.

E-Government from a User's Perspective – modernizing government should mean that the needs of citizens and businesses come first. It should also involve a genuine partnership between those providing services and those using them. While this sentiment is often articulated in national vision statements and strategic planning documents, it is not always clear how to achieve this goal. This project researched several case studies from developed and developing economies to identify concrete examples of how citizens and businesses can be involved in the process of transforming government into an online service strategy.

SafetyNet – this booklet is a practical guide for beginners as well as experienced Internet users for creating a "safety net" to safeguard against fraud in the online world. Covers 24 topics and answers 4 important questions: How do I secure my computer? How do I protect my personal data? How can I trust online transactions? How do I avoid Internet trouble, traps and scams?

SafetyMail – expressly intended for small business users of e-mail and includes sections on messaging strategies, marketing strategies, threats, guidelines and policy considerations. This resource identifies best practice guidelines for realizing the greatest potential from e-mail and provides advice on how to prevent problems before they happen.

SafetyWireless – (current project) wireless access can make life easier, but users must become aware of the proper settings and necessary safeguards for wireless devices in order to avoid intrusions from unwanted sources.

Website Accessibility – many websites are inaccessible to users with disabilities, but even more alarming is the number of websites that make it difficult for users without

disabilities. Accessibility is about removing all barriers for all users to ensure that no one is disadvantaged in the online environment.

International Paperless Trading - world-first demonstration of international paperless trading, including all commercial and regulatory documentation, involving Australian and New Zealand businesses and governments. (APEC project, 1994)
Jan was educated in the USA at the University of California (Masters Program) and Syracuse University (PhD Program)

About the Presentation

When the Australian telecommunications provider Telstra was privatized some years ago, some of the funds from the sale of Telstra was kept aside for the development of a number of projects to promote the use of Internet and IT in rural Australia.

Australia has some unique issues with regards to telecommunications in rural areas. While the local towns can have very good internet access, farmers living only a short distance outside the towns often have considerable trouble connecting to the internet due to the widespread use of electric fences which play havoc with the telephone lines. In addition, the income and asset base for many rural residents both in the towns and in more remote areas is considerably less than in the metropolitan areas. This means that computer ownership is much less. Due to the shrinking population in many rural areas, government services and banking services have been cut back severely. The rural population is also an aging one.

Less money, less people, older people without resources, means that rural Australia needs help.

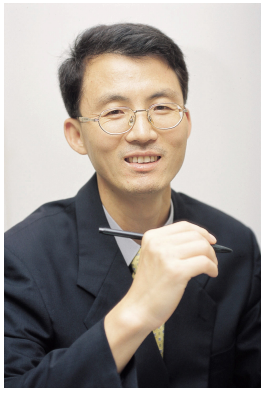
Using some of the money from the sale of Telstra, a number of programs are now in place, including Rural Transaction Centres, Telecentres and Community Enterprise Centres. These have had varying degrees of success depending on the commitment of the people running the centres and the perceived value of such programs by the community of users they are intended to serve.

This presentation will profile representative centres in the rural western part of the state of Victoria, 4 hours outside Melbourne. Included in these profiles will be interviews with centre management and impressions from actual users. Success factors and reasons for the failure of some centres will also be highlighted.

5. Korea's Effort to Build Telecenter as a Tool to Close the Digital Divide

About the Speaker

Dr. Cheung Moon Cho



Dr. Cho is Director of Division of International Cooperation & Planning of Korean Agency for Digital Opportunity and Promotion, in charge of international cooperation for helping informatization of developing nations and KOIL (Korea IT learning program) which offers training opportunity to IT related government officials and other experts He got a Ph. D. from University of Maryland in majoring Sociology. After completing school, he has taught social science related subjects in University and before taking the current position, has been a Senior Researcher in the Department of IT Policy Development at National Computerization Agency from 1999 to 2002.

His major research work includes Current State of the Digital Divide and Policies for Closing the Digital Divide(2000), Study on the Use of Online Information among the Information Poor and the Ways to Promote their Use of Online Information(2000), Study on the Ways to Promote the Participation of Private Sector in Closing the Digital Divide(2001), Survey on the Informatization of the elderly, people with disabilities, and low income people of lower than 50(2002), "E-Learning, Is it tool for social inclusion(2004), and etc.

About the Presentation

The telecenter provides public access to information and communication services and technologies that are expected to contribute to development. However, the form of telecenter can be different depending on a various needs and environment of each economy. In Korea, the telecenter evolved from one form to another in response to changes in technology, infrastructure and circumstances. As part of its general thrust on promoting the growth of Information Technology sector in Korea, and on providing rural access to ICTs, to narrow the digital divide, the Korean central government and some local governments have made a great effort to establish

regional ICT access centers. Along with this initiative, various policies and programs such as building high-speed information infrastructure for both public and private sector have commenced in order to facilitate universal access to ICT. Now Korea is one of the top 4 economies in ICT infrastructure with highest broadband penetration in the world. So, the concept and approach for the telecenter have been changed and the focus is moving on the specific areas. Constraints and progresses found in implementing telecenter in Korea will be presented and shared with other economies. Also future policy direction for the telecenter will be discussed and reviewed with participants and lessons learned from Korea's experiences in deploying the telecenters will be introduced.

6. A Village that Learns – Bridging a Rural Digital Divide in Thailand

About the Speaker

Thaweesak Koanantakool is the Director of National Electronics and Computer Technology Center (NECTEC) to lead the national body of Thailand for R&D programs in IT. He received his Bachelor and Ph.D. degrees in Electrical Engineering from Imperial College of Science and Technology, London University, UK in 1975 and 1980 respectively.

In 1981, Thaweesak joined Prince of Songkla University to teach Electrical Engineering. Later, in 1983, he joined Thammasat University as the Associate Director of the Information Processing Institute for Education and Development teaching MIS.

Since 1994, he became a Deputy Director of NECTEC with a mission to lead the Network/Software Technology laboratories. The Network lab pioneered the Internet in Thailand by developing the largest academic and research network known as ThaiSarn. In 1995, he co-founded the first Internet service provider, Internet Thailand Company Limited - the largest ISP in Thailand.

During 1996-1997, Thaweesak led SchoolNet Thailand Program and the Information Superhighway testbed project at NECTEC. SchoolNet is the backbone of the school informatization program which provides free Internet access across the Kingdom of Thailand since 1997.

Thaweesak was appointed as the Director of NECTEC in July 1998 for a four-year term and was re-appointed in October 2002 until present. He also served as the Executive Secretary of the country's IT planning body, the National Information Technology Committee taking the major role in completion of the National ICT Master Plan (2002-2006). Since 2003, he became the executive secretary of the Electronic Transaction Commission of Thailand.

He was bestowed the royal decorations twice by His Majesty the King. Recently, in May 2004, he received *The Knight Companion of the Most Illustrious Order of Chula Chom Klao.*

Thaweesak published more than 12 books and 150 papers and articles (in Thai and English).

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Personal Webpage: http://www.nectec.or.th/users/htk/
Publications: http://www.nectec.or.th/users/htk/publish/

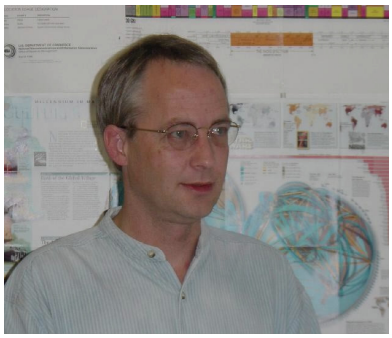
About the Presentation

This paper describes a brief introduction of telecenter projects in Thailand. It presents an in-depth case study of a village called Ban Samkha, in the north of Thailand where we went beyond just a telecenter concept. "A village that learns" is a comprehensive experiment in facilitating the village with a learning-by-doing environment. Appropriate technology tools have been designed and used for enabling the people to gather their information and interactively return them with practical use of the information. Schoolchildren in the village act as the change agent in the community. Examples are given in the applications such as simple household accounting system, check-dam planning GIS, knowledge repository for local herbs and biodiversity, community radio and village-wide audio-cast system, and the advanced Rural Wireless Broadband Access system.

7. Keynote Address: Public Telephone and Internet Services in Africa – The Rise of The Telecentre & Cybercafe

About the Speaker

Mr. Mike Jensen is a South African independent consultant with experience in over



35 countries in Africa assisting with the establishment of information and communications systems over the last 18 years. He provides advice to international development agencies, the private sector, NGOs and governments in the formulation, management and evaluation of their Internet and telecommunication projects. Often acting as a resource person and public speaker on their behalf at international meetings, he focusses on policy and technology developments in thin-route projects, community access, fibre, wireless and satellite connectivity.

Mr. Jensen is currently one of the Canadian government's IDRC Acacia/Connectivity Africa Programmes' two Knowledge Analysts. He is also a member of the International Advisory Board for the Netherland's IICD, a board member of the South African Internet service provider for NGOs - SangoNet - and was a member of the African Conference of Ministers' High Level Working Group which developed the African Information Society Initiative (AISI) in 1996.

About the Presentation

There is now increasing awareness of the potential for public access facilities in low-income and rural areas to provide a broad range of low-cost communication and information services, ranging from phone calls and email to multimedia distance learning and e-commerce. These centres exploit the convergence of technologies to provide cost effective services where most people cannot afford their own PC, phone line or Internet connection.

Often called Telecentres, the idea has been widely adopted in the United States, Canada and Australia, but in those countries the main focus is on the more advanced services such as Internet access and video conferencing rather than on basic communication services. In Africa and other developing regions they are used primarily for basic access to phone and fax, as well as for other value-added services such as Internet access. Telecentres may be dedicated facilities or provided through the addition of phone lines and IT equipment to existing organisations such as storefront shops, libraries, community centres, police stations and clinics.

This presentation will explore the current status and experience of Telecentre and

public access facilities in Africa, looking at technologies and policy issues across the continent.

Related Links

http://www.idrc.ca/acacia
http://www.connectivityafrica.org
http://www3.sn.apc.org/africa

8. Telecenters: PERU's experience

About the Speaker

Mr. Manuel Muñoz graduated in Electronic Engineering at Catholic University of Peru with post-graduate studies in Telecommunications at the Peruvian National University of Engineering. He has taken several training courses in telecom networks, transmission systems, networks planning, operation and management of telecom networks in USA, Japan, Costa Rica and Peru.

Technical Analyst of Regulatory Policies and Strategic Planning Management of OSIPTEL, regulatory agency of telecommunications in Peru. Part of the Advisory Commission of the National Frequencies Allocation Plan of Peru. He is in charge, among other activities, to evaluate interconnection agreements, regulatory policies and cost models to establish interconnection rates among telecom operators. He has been speaker in several local telecom conferences.

About the Presentation

Peru first experience in rural development projects, including telecenters, begins with the creation of the Fund for Investment in Telecommunications (FITEL) to promote telecommunication services in rural areas.

FITEL is managed by OSIPTEL, the Peruvian regulatory authority. FITEL's main activities include: the selection of rural towns, operators' selection, allocation of economical resources, supervision of the projects approved, training and promotion programs within the communities, among others.

In this presentation you will learn about FITEL's projects, what steps are required in order to present a proposal, issues regarding financing, what projects were developed in the latest years, universal access in Peru, current rural operators working in our country, main results, etc..

9. Bridging the Digital Divide in Indonesia through Telecenter.

About the Speaker

Ms. Nies Purwati

She works for the Indonesian Infocom Society (MASTEL) since 1998. She became the Secretary General since year 2000.

MASTEL has been promoted the needs to develop telecenter across Indonesia since 1999, and pioneering the development of pilot project since year 2000. She recently involved as the steering committee of Community Access Point (CAP) Workshop in the Ministry of Communication and Information, in order to develop the national collaborative effort to develop and socialize the telecenter in Indonesia. She participated in the ITU, APT Workshop, WSIS Regional Preparatory Conference and other national and international forum.

MASTEL activities among others are:

- Provide input to the government, parliament and other stakeholders regarding the Indonesian Blue Print on Infocom Policy, draft of Telecommunication Bill, Broadcasting Bill, Cyberlaw, and other policy and regulatory issues.
- Provide information for MASTEL members regarding latest development of policy, regulation and technical issues.
- Provide input to the independent regulatory commission for competition and telecommunication regarding recent issues in the industry

Mr. Taufik Zamzami

- December 1998 – now as employee of PT TELKOM RESEARCH AND DEVELOPMENT CENTER / TELKOM RisTI

- 1999 – 2000 : involve in Commerce Site www.RisTIShop.com Project Development Team
- 1999 – 2000 : Significantly involve in Balimoon Island Project Development Team
- 1999 - 2000 : Significantly involve in Online Patent and Copyright Registration Project Development Team.
- 2000 – 2001 : Project Manager in Balimoon Island Project.
- 2000 – 2001 : Project Manager in web-based Multimedia Application (MamiriNet Project) Development Team.
- 2000 – 2002 : Trainer of WEB MASTER course (in cooperation with WWW Institute)
- 2002 : Significantly involve in Electronic Government Kab. Tanjung Balai Karimun Project Development Team
- 2002 : Significantly involve in Integrated Electronic Government Kab. Sidoarjo Project Development Team.
- 2003-2004 : Project Manager in web-based Payment Point Online System PT PLN Bandung.
- 2004 : Significantly involve in web-based TELKOM Speak by Click (IP to VoIP) Project Development Team.
- 2004 – Now : Project Manager in Monitoring Performance Application for Telkom RisTI, Development Team

About the Presentation

Since the multi dimension crisis hit Indonesia in 1998, the infocom infrastructure development has been stagnant and Indonesian teledensity never been exceeding 3,4% and economic development has been at the lowest point until recently the teledensity has reached 3,8% and the economic starts to be more stable.

Telecenter seemed to be an alternative to empower Indonesian people to come out of the crisis, especially people living in the rural area where the infocom facilities are minimal. As we understand that information plays an important role in the competitive era, thus it is very important to provide information not only for the people in the big cities who can easily have access to information but also to people in the rural area who have difficulties in accessing information. Therefore telecenter serves as the bridge for the information gap in the rural area. Telecenter serves as a shared facility to access digitized information and non-digitized information.

Indonesia has several initiatives to build telecenters. Government, private sector and NGO build different model of telecenters for the past 2 years. Each model operates individually and have local touch according to each situation. There's not one single model can be replicated easily on different situation. There are also obstacles and challenges when developing the telecenter. There are direct result and indirect result of developing a telecenter in an area. Question of infrastructure, affordability and sustainability are always arise when developing telecenter.

The presentation will shared the experience of collaborative effort of MASTEL and RisTI TELKOM in developing Telecenter and the future planning to develop the web based information for Telecenter.

10. Citizen Expectations in Telecenter Services

About the Speaker

Janette Toral is the site owner of DigitalFilipino.com (http://www.digitalfilipino.com). She is into research, writing articles, publish books and reports related to e-commerce, outsourcing, wireless, and Internet developments in the Philippines and international. She has written two e-commerce books, 10 research reports, and editor-in-chief of the documentary, "Philippine Internet Review: 10 Years of Internet History" (http://www.internetreview.ph). She also conducts training on e-commerce, software process improvement, and services exporting. She has delivered e-commerce training workshops to women SMEs on a regional level such as the recent APEC E-Biz Training for Women SMEs (2004) and Women's Electronic Network Training (2003).

She is the proponent of the Philippine Schools Cyberfair (http://www.cyberfair.ph) that started in 2001. The annual competition encourages K12 institutions to encourage its students to come up with websites that tells stories about their community. Her effort was recognized as she was named as an Ambassador Awardee by the Global Schoolhouse in 2002

She founded the Philippine Internet Commerce Society (http://www.pics.org.ph) in 1997 and was its president till March 2002. As PICS president, she was heavily

involved in lobbying and participated in the technical working group for the passage of the Philippines' Y2K Law and E-Commerce Law, and in developing its implementing rules and regulations.

At present, she's still active in disseminating e-commerce knowledge and skills locally and internationally.

About the Presentation

There are many telecenter initiatives today. However, not all of them are successful in their respective communities due to several reasons.

This presentation will present a survey study done in the Philippines and nearby countries by the speaker finding out citizen perception of value and disappointments in telecenter services today. The presentation will also look into citizen's expectations with telecenters that needs to be met in order to successful. What offerings do citizens want and are willing to pay for it?

Several telecenters will also be cited as case studies highlighting their unique offerings that made citizens responsive to them. Models in sustainability adopted shall also be mentioned.

11. Telecenter implementation experiences in Vietnam

About the Speaker

Mr. Nguyen Thanh Hai works for Ministry of Posts and Telecommunications at Science - Technology department (MPT). Before jointing MPT in 2002, he had been working at International Co-operation Division, Vietnam Posts and Telecommunications Corporation .
He graduated from University of Technology. He will complete post-graduate studies in telecommunications in Post and Telecommunications Institute of Technology in Vietnam.

Among other activities, he involves in many projects relating to telecenter development program in Vietnam, such as establishment of Universal Service Fund and E-Government program.

About the Presentation

Vietnam is agriculture economy and has the structure of production-service mainly based on the development of agriculture in rural areas. 75% of population are living in rural areas and there is a big gap in living standard between urban and rural areas. By the end of 2003, the telephone density in urban areas is about 25 percent meanwhile in rural areas the same figure is only about 3.5 percent. The Government of Vietnam has declared the Program of hunger eradication and poverty alleviation by creating equal development of the economy in all fields and all geographical areas. In response to this program, telecommunications industry has been actively involved and introduced various types of supplying telecommunications services, which are served as basis for socio-economic development in rural areas.

Post, Telecom and Cultural Points for communes (PTCPs) have been set up since year 1998 across Vietnam as a result of this program.

Purposes of setting up PTCPs:

- Develop rural telecommunications infrastructure .
- Provide basic post and telecom services, socio-cultural information, specialty information, etc to people in rural areas aiming at improving their knowledge and life quality.
- Explore and integrate to local resources to facilitate socio-economical development in rural areas and reduce gap between urban and rural areas.

Model of PTCPs

- Locating in the center of the commune with the space of 60 to 100 square maters that can be served for up to 20 people at the same time.
- Having 01 telephone line and instruments together with the basic services such as mail, package services.
- Having one shelf of books in many fields such as agriculture, forest farming and fishing, education, health care, etc.
- Having some kinds of daily and weekly newspapers such as People, Rural Today and Posts and Telecommunications.

PTCP is equivalent to Micro-telecenter (tele-shop) according to ITU categorization.

Basic services provided at PTCPs:

- Accepting, delivering and distributing postal matters and parcels (weighing no more than 5 kg).

- Telephone (PSTN, VoIP)
- Facsimile
- Directory services
- Magazine, newspaper

Some extra services

- EMS
- Money transfer
- Office stationary sale
- Pre-paid card sale
- Internet access
- e-Post

Future Plan

- Develop telecenter model through following roadmap:
  - Micro-Telecenter
  - Mini-Telecenter
  - Standard Telecenter
  - Multipurpose Community Telecenter
  - ICT Cooperatives
- Diversify post and telecom services as well as other services such as computer services, rail, air tickets sale, ... to create more revenue sources. The purpose is that each PTCP should cover its costs itself and come to earn profit.
- PTCP will be the chain of e-Government program.
- Sources for PTCP development:
  - + Universal Service Fund: is currently under establishment process.
  - + Local resources: contribution of businesses, organizations, etc.

Based on development roadmap of PTCPs, we have launched Multipurpose Community Telecenter Pilot Project in Vietnam.

Goal, purpose of the project

- To develop and test models for provision of access to modern information and communication services for the use by the general public, organizations and enterprises in the rural area, at affordable costs.
- Successful models developed through the project could then be replicated at the large scale in Vietnam.

Services provided by MCT

- Public information services: post, telecom, government and community information services.
- Business support center: support for SMEs, local authorities.
- Educational services: distance and local multimedia based education.

- Tele-medicine services: access to health information and facilities for exchange of medical reports, etc.

Application Teams had been set up

- Tele-medicine Application: MoPH
- Culture and Education Application: MoCI, MoET
- Small and Medium Enterprise Application: MoSTE
- Agriculture and Rural Development Application:MoARD

Major products of the Applications Teams including papers, books, audio and videotapes and CD-ROM materials were developed by these teams. The material and documents were transferred to MCT and used for providing information and services at MCT.

Achievements

04 MCTs were set up in 03 provinces and introduced various types of services. This model could be replicated for more PTCPs in Vietnam.

12. Opening ICT Public Access and Cybercrime Pandora Box in Indonesia

About the Speaker

Dr. Idris F. Sulaiman
Mr. Donny B. Utoyo

13. From Internet-developing Experience to Explore the Fastest and Feasible Wireless Resolution in Rural Areas Internet Deployment

About the Speaker

Mr. Wen-Yuh Chiou is currently senior engineer of Engineering Department of Mobile Business Group, Chunghwa Telecom Co., Ltd., which is a state-run and leading mobile operator in the market of Chinese Taipei.

In 1971 he joined Chunghwa Telecom LDM as technical assistant. After the reshuffle of the DGT on July 1, 1996, he was appointed as senior engineer in charge of ATM

Broadband Planning, Mobile value-added Services in Chunghwa Telecom Mobile Business Group under Chunghwa Telecom Co., Ltd. Before that he was involved in NII Plan which played an important drive in early years of Internet development from network to application parts. To date he is devoted in WiFi/3G dual band integration in line with M-Taiwan Project.
Mr. Chiou also received his MBA degree from National Chiao-Tung University in 2000. His major interests are in the areas of wireless communications, mobile terminal devices and mobile service network. He was awarded The Ten Outstanding Employees of Chunghwa Telecom.

About the Presentation

The Internet is playing a larger role in day to day life than ever expected and will continue to dominate the communications arena as we move into the new millennium. Based on CHT's successful Internet experience via wired and wireless, we will explore how to use different wireless solutions ,such as Digital Microwave, FSO, WiFi, WiMAX, and Satellites to analysis its cost, characteristic,（applied terrain）to help developing countries to deploy internet in rural areas.