

APEC TELECENTER TRAINING CAMP

Country Report on



COMMUNITY E-CENTER IN PHILIPPINES

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and

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Commission on Information and Communications Technology

TELECOMMUNICATIONS OFFICE

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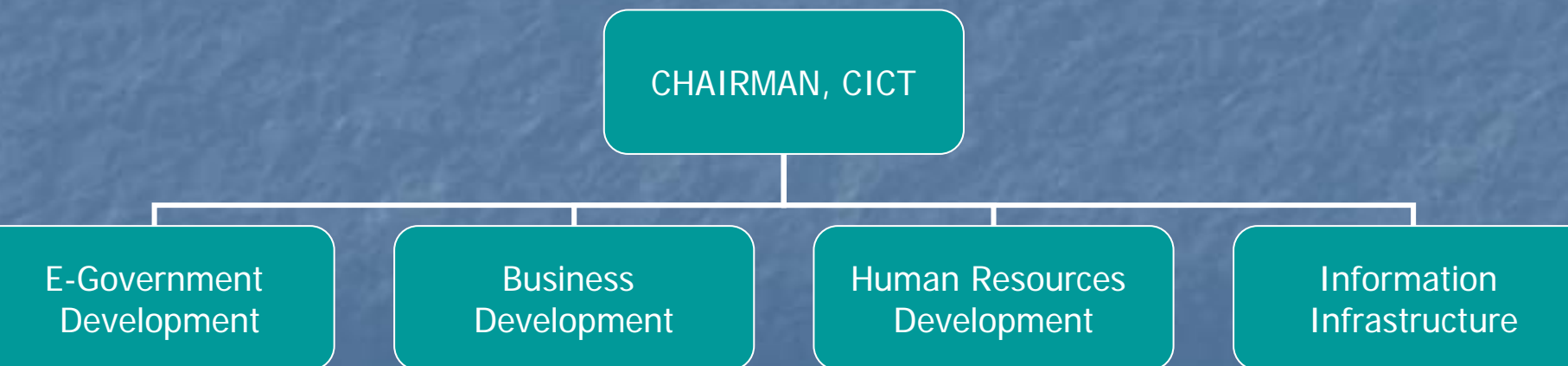
Presentation Outline

- Creation of ICT Body
- ICT Thrust and Policy
- CICT Strategic Direction
- Current State of Telecom Industry
- Development of Community e-Center Program
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- Community e-Center Initiatives
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- Future Plans and Programs



Creation of ICT Body

- The President signed E.O. 269 creating the Commission on Information and Communications Technology (CICT) on January 12, 2004.
- CICT is primarily aimed at ensuring ICT industry's strategic, reliable and cost-effective infrastructure, systems and resources as instruments for nation-building and global competitiveness.
- The National Computer Center (NCC), Telecommunications Office and units in DOTC directly supports communications are transferred to the Commission.
- The National Telecommunications Commission (NTC) and Philippine Postal Corporation (PPC) is attached to the Commission





ICT Thrust and Policy

- Develop applications on the delivery of government services, e-learning for basic education, and e-commerce for small and medium term enterprise;
- Establish community access points by installing community e-centers in all barangays;
- Deploy of broadband networks;
- Continue computer literacy program;
- Create regional ICT hubs.



CICT's Strategic Direction

- Affordable internet access to all barangays and citizens;
- Computer literacy and competency in society;
- Generation of high-value jobs in the community through ICT services;
- Provision of efficient, effective and transparent government services to citizen directly;
- Establishment of a healthy and competitive business environment.



Current State of Telecom Industry

(As of December 2003)

- Cellular Mobile Telephone Service posted a growth of 46% or subscription of 22.5 million
- Fixed lines subscription is 3.3 million
- Telephone density remain at 8.09
- Value Added Services (VAS) providers increased by 16% or current total of 287
- Internet subscribers estimated at 1 million



Development of Community e-Center Program

The government embarks a Community e-Center Program with the following objectives:

- Increase ICT participation in remote communities;
- Prepare the access points for delivery of e-government services to smaller communities;
- Augment the government effort on solving the last-mile problem;
- Provide affordable access to voice and data services to underserved and unserved areas.



What is Community e-Center?

An outlet for providing the general public with affordable access to a variety of services using information and communication technologies (ICT), such as telephone, Internet access, e-mail, fax, telex/telegram, computer training, distance learning, online services and other kinds of services/information relevant to the community.



The outlets will be in strategic areas accessible to the common 'tao', such as the municipio, the post office, the barangay hall, or any similar area where most of the local folks congregate almost daily.



Role of the Commission in the implementation of CeC Program

- To act as a catalyst and jumpstart the concept by proving its viability and replicability to interested investors from the private and non-government sectors.
- To clear the way for quicker deployment of the CeCs by the private sector by identifying obstacles and issuing the proper policies and directives from concerned agencies.
- To primarily focus on rural areas that are unserved/underserved in terms of voice and data services.
- To assure that the initial rollout stays true to the envisioned program, it is critical that first project be within the jurisdiction and control of the commission.



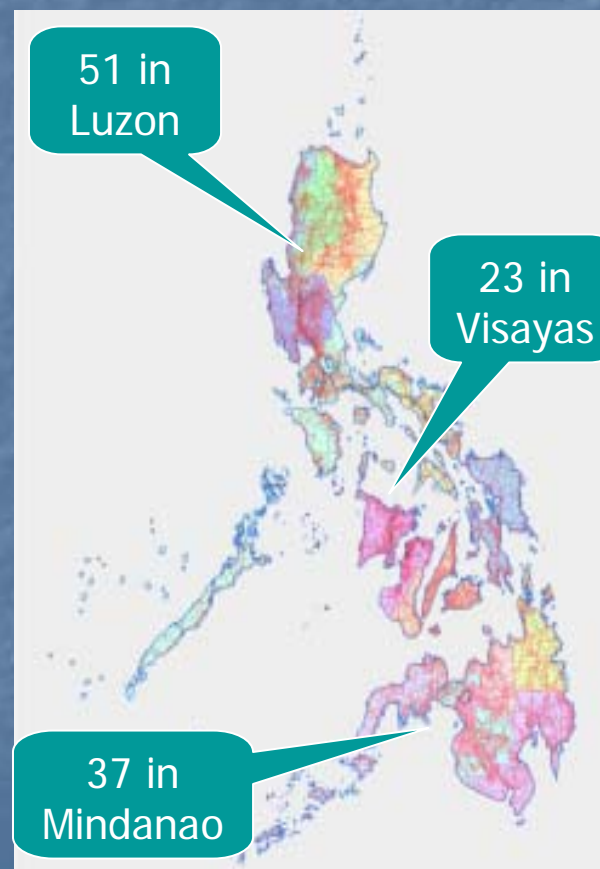
Vision and Object

- To address the digital divide by ensuring that the capability of digital technologies really impact the quality of life of each Filipino, rich or poor by availing of basic ICT services, regardless of distance.
- To encourage all sectors (govt, private, non-govt) to set up sustainable Community e-Centers in every sizeable community (municipality, barangay) in the country.



Coverage Area

The Commission through the Information and Infra Group (IIG) will initially establish Community e-Centers (CeC) in 111 municipalities nationwide, particularly in areas strategically covered by the existing communication network of the government.





Services Offered

MAJOR OFFERINGS

Community-based Services

Agri products price monitoring & trading, Local content development and Local tourism

Special OFW Services

VoIP, e-Mail, Job search and placement, PC to SMS services

Commercial Services

Money remittance services, Payment & collection services, e-Procurement services

(E-GOVT. PORTAL)

e-LGU Services

Barangay clearances, Cedula, Real estate tax payments, Business permits & licenses, Barangay-tanod complaints)

National Govt Services

Online services from Nat'l govt agencies, e.g. birth certificate, loan applications, passport renewal, overseas application tracking

ADDITIONAL OFFERINGS

■ Voice Services

National and International calls

■ Data Services

Internet access, e-Mail accounts, PC rental

■ Business Center Services

Fax, Telex, Telegram, Photocopying, Scanning, Typing, Printing

■ Money Transfer

Remittances via telegraphic transfer

OPTIONAL OFFERINGS

■ Audio-Visual Services

Audio-visual editing, Web site development, Hosting of SME websites

■ Training Services

Computer literacy training, Distance-education, e-Learning modules



Major Stakeholders

- **Filipino citizens in areas who have no access to a phone and means to get information or be informed**
 - Families of OFWs
 - Students with no access to the Internet for research
- **Small and Medium Enterprises (SMEs) who have no access to important information and want to reach other markets beyond their area**
 - Local entrepreneurs (e.g. businessmen, SMEs)
 - Cooperatives
- **Government agencies (local and national) who want to extend their services to more citizens**
 - Local govt (e.g. Governors, Mayors, Congressmen, Barangays)
 - National gov't (e.g. NSO, SSS, GSIS, BIR, DFA, POEA, PhilHealth, Pag-Ibig)
- **Commercial establishments who want to offer their existing products/services to hard-to-reach areas**
 - Financial institutions: (e.g. Remittance Processing, telegraphic transfer)
 - Payment and collection (e.g. Bayad Center)
 - Buying/selling marketplaces (e.g. b2bpricenow.com, e-Procurement)
- **Local resorts, travel agencies and tourists**
- **Non-Government Organizations (NGOs)**
 - handling returning rebels, housewives, poorest of the poor)
- **Hardware and Software vendors**
- **Internet Service Providers (ISPs)**
- **Education and training institutions**
- **Telecommunication companies**
- **Content and Application providers**
 - local, regional, national



Salient Features

- Offer affordable telephone calls to OFWs using IP Telephony;
- Prepare the access points for online government services;
- Jumpstart the implementation of CeCs by proving viability and sustainability of CeCs to interested participants from the private sector;
- Upgrade the services offered by the government in rural area utilizing the existing telecommunications facilities.



Project Benefits

| BENEFITS | DESCRIPTION |
|------------------------------------|--|
| 1. Universal Access | <ul style="list-style-type: none">▪ Provide internet access, voice over IP and other ICT services to a single access facility. |
| 2. Decrease Digital Divide | <ul style="list-style-type: none">▪ Provide voice and data services in areas not adequately served by the private operators.▪ Augment the government effort on solving the last-mile problem. |
| 3. Contribution to good governance | <ul style="list-style-type: none">▪ Prepare the access point for delivery of e-government services (national and local) to communities that do not have access at all. |
| 3. Reduced cost of implementation | <ul style="list-style-type: none">▪ Enhancement of public service delivery with the utilization of the existing backbone network various government agencies. |



Project Investment

| COMPONENT | FUNDING | SOURCE |
|---|-----------------|-------------------|
| 1. Personal Computers and other business center equipment | PhP 46 Million | E-Government Fund |
| 2. Interface and IT networking equipment | PhP 33 Million | -do- |
| 3. Civil works for e-Center outlet | PhP 10 Million | -do- |
| 4. Community preparation and advocacy | PhP 6.5 Million | -do- |



Time Frame

- Phase 1: February 2005
 - 10 Key Cities/Municipalities
- Phase 2: August 2005
 - 51 Municipalities
- Phase 3: June 2006
 - 50 Municipalities



Project Sustainability

- Option 1: Joint Venture Partnership with Private Sector
 - ✓ Assure transfer of technology
 - Government might become too dependent on the private sector for the O & M.
- Option 2: Joint Venture Partnership with Local Government Unit
- Option 3: Government will operate with income retention scheme (10%)
 - ✓ Assure continuity of business operation
 - Income might be used for other purpose



Community e-Center Initiatives (1)

| PROJECT | LOCATION | STATUS |
|--------------------------------------|--|--|
| 1. Multipurpose Community Telecenter | <ul style="list-style-type: none">▪ Agusan del Norte (2 barangay)▪ Lanao del Norte (2 barangay) | <ul style="list-style-type: none">▪ Operational▪ Operational |
| 2. E-Barangay Project | <ul style="list-style-type: none">▪ Cebu (8 barangays)▪ Negros Occidental (Escalante) | <ul style="list-style-type: none">▪ Operational▪ Operational |
| 3. TELOF Community e-Center Project | <ul style="list-style-type: none">▪ Bohol (2 municipalities)▪ Bukidnon (2 municipalities)▪ Nationwide (111 municipalities) | <ul style="list-style-type: none">▪ Operational▪ Operational▪ On-going |



Community e-Center Initiatives (2)

| PROJECT | LOCATION | STATUS |
|--|--|---|
| 4. NCC Community e-Center | <ul style="list-style-type: none">▪ Maguidanao (1 municipality)▪ Nationwide (99 municipalities) | <ul style="list-style-type: none">▪ Operational▪ On-going |
| 5. Other related initiatives <ul style="list-style-type: none">❖ PREGINET❖ Telepono sa Barangay❖ E-LGU❖ PC's for Public Schools | <ul style="list-style-type: none">▪ SCU's and selected NGA's▪ 5 Provinces▪ 250 municipalities▪ Batangas (Laiya High School) | <ul style="list-style-type: none">▪ Operational▪ Operational▪ Operational |



Future Plans and Programs

- Establishment of Community e-Centers in 7 provinces covered by Telepono sa Barangay Project.
- Provision of personal computers and internet connectivity in all public elementary and high schools (May 2010)
- Internet connectivity in all cities and 1st, 2nd, 3rd class municipalities by 2007 and all municipalities by 2010.



On-going Tests and Studies

- Workshop for the Development of Broadband Deployment Plan and Strategy for the next six (6) years. (Jan. 24-25, 2005 – Manila)
- Experimental installation of Wireless Broadband Network for Rural Area Application. (Jan. 17 – March 2005 – Manila)



Thank you