

| Individual use of ICT broken down by Mohafaza |   |  |                 |          |               |         |         |         |          |
|---|---|--|-----------------|----------|---------------|---------|---------|---------|----------|
| No.   | Indicator   | Definitions and Comments   | All individuals | Mohafaza |               |         |         |         |          |
|   |   |  |                 | Beirut   | Mount Lebanon | North   | Bekaa   | South   | Nabatieh |
| All individuals                               |   |  | 2,829,502       | 272,000  | 1,117,364     | 574,846 | 368,721 | 320,079 | 176,492  |
| HH10  | Number of individuals with use of a mobile cellular telephone   | The indicator represents the percentage of individuals who used a mobile phone (as defined above) in the last 12 months. Use of a mobile telephone does not mean that the telephone is owned or paid for by the person but should be reasonably available through work, a friend or family member, etc. It excludes occasional use, for instance, borrowing a mobile phone to make a call.<br>All in-scope individuals are included in the indicator.<br>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old.        | 2,473,141       | 244,149  | 996,471       | 506,173 | 316,002 | 261,320 | 149,025  |
| HH5   | Number of individuals who used a computer                       | The indicator represents the percentage of individuals who used a computer (as defined above) in the last 12 months. Use of a computer does not mean that the computer is owned or paid for by the person but should be available through work, a friend, family member or internet café, etc.<br>All in-scope individuals are included in the indicator.<br>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old.  | 1,704,388       | 193,327  | 704,415       | 297,399 | 206,011 | 192,081 | 111,155  |
| HH7   | Number of individuals who used the Internet                     | The indicator represents the percentage of individuals who used the internet in the last 12 months even for once from any location.<br>The Internet can be accessed by any device that enables Internet access (not only a computer). Devices include mobile phone, PDA, games machine and digital TV. Access can be via a fixed or mobile network.<br>All in-scope individuals are included in the indicator not (not only those who have used a computer).<br>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old. | 1,471,514       | 180,945  | 611,628       | 239,946 | 176,579 | 165,587 | 96,828   |
| HH8   | Number of individuals who used the internet, by location of use |  |                 |          |               |         |         |         |          |
|   | at home   |  | 1,241,529       | 159,557  | 523,722       | 184,247 | 144,652 | 143,643 | 85,709   |
|   | at work   | Where a person's workplace is located at his/her home, then his/her answer is not included in this category but in the category "at home" only.  | 461,029         | 72,958   | 224,327       | 56,683  | 43,895  | 48,185  | 14,982   |
|   | at place of education   | This indicator is for students only. Teachers and others who work at a place of education, would only report 'work'.<br>This indicator does not include places of education used as location for general community Internet use, this use is reported in 'community Internet access facility'.   | 262,013         | 42,822   | 101,583       | 47,623  | 25,052  | 29,931  | 15,001   |
|   | at another person's home  | This indicator represents the percentage of individuals that used the internet in the last 12 months from the home of a friend, relative or neighbor.  | 743,662         | 97,978   | 306,136       | 113,987 | 101,349 | 88,646  | 35,565   |

|      |   |   |           |         |         |         |         |         |        |
|------|---|---|-----------|---------|---------|---------|---------|---------|--------|
|      | at community Internet access facility                     | Community Internet Access Facility includes for example, public libraries, public gardens, publicly provided Internet kiosks, non-commercial telecenters, digital community centers, post offices, other government agencies. Access is typically free and is available to the general public.  | 398,408   | 53,330  | 194,584 | 25,620  | 43,580  | 56,588  | 24,707 |
|      | at commercial Internet access facility                    | Commercial internet access facility include for example, Internet or cyber cafés, hotels, airports etc.; access is typically paid (i.e. not free of charge).  | 554,325   | 66,426  | 237,822 | 90,112  | 50,508  | 81,257  | 28,199 |
|      | at any place via a mobile cellular telephone              | This indicator represents the percentage of individuals who used the internet from any location in the past 12 months via a mobile cellular telephone (including handheld devices with mobile phone functionality) e.g. BB services, 3G, Wap or GPRS.   | 620,987   | 67,057  | 246,175 | 109,718 | 74,260  | 87,213  | 36,564 |
|      | at any place via other mobile access devices              | This indicator represents the percentage of individuals who used the internet from any location in the past 12 months via other mobile access devices, e.g. laptop computer or handheld device that uses wireless access (at a WiFi 'hotspot') or laptop connected to a mobile phone network (dongle) or wireless technology such as Mobi, Wigo, Pesco or Wise. | 437,891   | 55,823  | 195,916 | 39,152  | 33,858  | 90,798  | 22,344 |
| HH12 | Number of individuals using the Internet, by frequency    |   |           |         |         |         |         |         |        |
|      | at least once a day                                       | This indicator includes also "Once a working day" for those who only (or most frequently) use the Internet from work.   | 1,015,597 | 126,054 | 427,955 | 156,736 | 129,386 | 123,095 | 52,372 |
|      | at least once a week but not every day                    |   | 346,796   | 44,458  | 139,256 | 66,956  | 32,893  | 33,083  | 30,151 |
|      | less than once a week                                     |   | 102,613   | 9,104   | 42,566  | 14,151  | 13,076  | 9,410   | 14,305 |
|      | Refused   |   | 1,979     | 755     | 0       | 0       | 1,225   | 0       | 0      |
|      | Do not know   |   | 4,528     | 575     | 1,851   | 2,102   | 0       | 0       | 0      |
| HH9  | Number of individuals who used the internet, by activity  |   |           |         |         |         |         |         |        |
|      | Getting information about goods or services               | This indicator includes searching for information about goods and services on the web.  | 759,799   | 114,639 | 294,950 | 154,765 | 68,325  | 93,129  | 33,992 |
|      | Getting information related to health or health services  | Health or health services include information on injury, disease, nutrition and improving health generally.   | 601,814   | 96,430  | 195,018 | 109,521 | 67,256  | 101,252 | 32,337 |
|      | Getting information from general government organizations | Government organizations include central (ministries), state (mohafaza) and local government units (municipality). Information may be obtained via websites or email.   | 247,669   | 30,401  | 75,509  | 48,514  | 53,392  | 25,489  | 14,365 |

|   |  |           |         |         |         |         |         |        |
|---|--|-----------|---------|---------|---------|---------|---------|--------|
| Interacting with general government organizations                                       | Government organizations include central (ministries), state (mohafaza) and local government units (municipality). Interacting with government organizations includes downloading/requesting forms, completing/lodging forms on line, making on-line payments and purchasing from government organizations. It excludes getting information from government organizations. | 114,823   | 14,098  | 40,498  | 27,023  | 20,250  | 10,711  | 2,244  |
| Sending or receiving e-mail   |  | 1,200,946 | 162,572 | 478,418 | 210,058 | 152,440 | 132,110 | 65,348 |
| Telephoning over the Internet/VoIP  | This indicator includes using Skype, iTalk, Live messenger, Google talk, etc. It also includes video calls (via webcam). It doesn't require the use of a computer.   | 976,561   | 118,475 | 394,118 | 143,252 | 143,117 | 119,484 | 58,116 |
| Posting information or instant messaging  | This indicator includes posting messages or other information to chat sites, blogs, newsgroups, online discussion forums, social networks (Facebook, Twitter) and similar; use of instant messaging.   | 1,220,560 | 148,148 | 521,884 | 193,680 | 155,381 | 141,166 | 60,300 |
| Purchasing or ordering goods or services  | This indicator includes purchase orders placed via the Internet whether or not payment was made on line. Orders that were cancelled or not completed are excluded. Includes purchasing of products, such as music, travel and accommodation via the Internet.  | 167,811   | 23,517  | 77,198  | 30,646  | 15,022  | 13,867  | 7,561  |
| Internet banking  | This indicator includes electronic transactions with a bank for payment, transfers, etc. or for looking up account information. Excludes electronic transactions via the Internet for other types of financial services such as share purchases, financial services and insurance.   | 157,897   | 21,447  | 79,422  | 21,339  | 12,262  | 18,510  | 4,917  |
| Education or learning activities  | This indicator includes formal learning activities such as study associated with school or tertiary education courses as well as distance education involving on-line activities. It also includes interacting with schools and universities for courses registrations, interacting with teachers, obtaining grades and submitting homework.                               | 508,645   | 69,759  | 213,139 | 100,902 | 76,965  | 18,160  | 29,719 |
| Playing or downloading video games or computer games                                    | This indicator includes file sharing games and playing games on line, either paid or free of charge (legally or illegally).  | 623,780   | 84,615  | 245,076 | 103,193 | 61,762  | 95,488  | 33,647 |
| Downloading movies, images, music, watching TV or video, or listening to radio or music | This indicator includes file sharing and using web radio or web television, either paid or free of charge. It also includes downloading files from illegal sites or torrents.  | 963,917   | 128,782 | 397,625 | 160,198 | 113,261 | 119,112 | 44,940 |
| Downloading software  | This indicator includes downloading of patches and upgrades, either paid or free of charge. It also includes downloading full softwares legally or illegally.  | 579,783   | 100,780 | 206,251 | 100,661 | 54,563  | 95,178  | 22,349 |
| Reading or downloading on-line newspapers or magazines, electronic books                | This indicator includes accessing news websites, either paid or free of charge. It also includes subscriptions to on-line news services.   | 705,174   | 87,222  | 279,108 | 122,179 | 88,723  | 90,419  | 37,524 |

**Individual use of ICT broken down by Mohafaza (Proportion %)**

| No.             | Indicator   | Definitions and Comments   | All individuals | Mohafaza (Percentages %) |               |        |        |        |          |
|-----------------|---|--|-----------------|--------------------------|---------------|--------|--------|--------|----------|
|                 |   |  |                 | Beirut                   | Mount Lebanon | North  | Bekaa  | South  | Nabatieh |
| All individuals |   |  | 100.0%          | 100.0%                   | 100.0%        | 100.0% | 100.0% | 100.0% | 100.0%   |
| HH10            | Number of individuals with use of a mobile cellular telephone     | The indicator represents the percentage of individuals who used a mobile phone (as defined above) in the last 12 months. Use of a mobile telephone does not mean that the telephone is owned or paid for by the person but should be reasonably available through work, a friend or family member, etc. It excludes occasional use, for instance, borrowing a mobile phone to make a call.<br>All in-scope individuals are included in the indicator.<br>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old.        | 87.4%           | 89.8%                    | 89.2%         | 88.1%  | 85.7%  | 81.6%  | 84.4%    |
| HH5             | Number of individuals who used a computer                         | The indicator represents the percentage of individuals who used a computer (as defined above) in the last 12 months. Use of a computer does not mean that the computer is owned or paid for by the person but should be available through work, a friend, family member or internet café, etc.<br>All in-scope individuals are included in the indicator.<br>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old.  | 60.2%           | 71.1%                    | 63.0%         | 51.7%  | 55.9%  | 60.0%  | 63.0%    |
| HH7             | Number of individuals who used the Internet                       | The indicator represents the percentage of individuals who used the internet in the last 12 months even for once from any location.<br>The Internet can be accessed by any device that enables Internet access (not only a computer). Devices include mobile phone, PDA, games machine and digital TV. Access can be via a fixed or mobile network.<br>All in-scope individuals are included in the indicator not (not only those who have used a computer).<br>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old. | 52.0%           | 66.5%                    | 54.7%         | 41.7%  | 47.9%  | 51.7%  | 54.9%    |
| HH8             | Number of individuals who used the internet, by location of use * |  |                 |                          |               |        |        |        |          |
|                 | at home   |  | 84.4%           | 88.2%                    | 85.6%         | 76.8%  | 81.9%  | 86.7%  | 88.5%    |
|                 | at work   | Where a person's workplace is located at his/her home, then his/her answer is not included in this category but in the category "at home" only.  | 31.3%           | 40.3%                    | 36.7%         | 23.6%  | 24.9%  | 29.1%  | 15.5%    |
|                 | at place of education   | This indicator is for students only. Teachers and others who work at a place of education, would only report 'work'.<br>This indicator does not include places of education used as location for general community Internet use, this use is reported in 'community Internet access facility'.   | 17.8%           | 23.7%                    | 16.6%         | 19.8%  | 14.2%  | 18.1%  | 15.5%    |
|                 | at another person's home  | This indicator represents the percentage of individuals that used the internet in the last 12 months from the home of a friend, relative or neighbor.  | 50.5%           | 54.1%                    | 50.1%         | 47.5%  | 57.4%  | 53.5%  | 36.7%    |

|      |  |   |       |       |       |       |       |       |       |
|------|--|---|-------|-------|-------|-------|-------|-------|-------|
|      | at community Internet access facility                      | Community Internet Access Facility includes for example, public libraries, public gardens, publicly provided Internet kiosks, non-commercial telecenters, digital community centers, post offices, other government agencies. Access is typically free and is available to the general public.  | 27.1% | 29.5% | 31.8% | 10.7% | 24.7% | 34.2% | 25.5% |
|      | at commercial Internet access facility                     | Commercial internet access facility include for example, Internet or cyber cafés, hotels, airports etc.; access is typically paid (i.e. not free of charge).  | 37.7% | 36.7% | 38.9% | 37.6% | 28.6% | 49.1% | 29.1% |
|      | at any place via a mobile cellular telephone               | This indicator represents the percentage of individuals who used the internet from any location in the past 12 months via a mobile cellular telephone (including handheld devices with mobile phone functionality) e.g. BB services, 3G, Wap or GPRS.   | 42.2% | 37.1% | 40.2% | 45.7% | 42.1% | 52.7% | 37.8% |
|      | at any place via other mobile access devices               | This indicator represents the percentage of individuals who used the internet from any location in the past 12 months via other mobile access devices, e.g. laptop computer or handheld device that uses wireless access (at a WiFi 'hotspot') or laptop connected to a mobile phone network (dongle) or wireless technology such as Mobi, Wigo, Pesco or Wise. | 29.8% | 30.9% | 32.0% | 16.3% | 19.2% | 54.8% | 23.1% |
| HH12 | Number of individuals using the Internet, by frequency *   |   |       |       |       |       |       |       |       |
|      | at least once a day  | This indicator includes also "Once a working day" for those who only (or most frequently) use the Internet from work.   | 69.0% | 69.7% | 70.0% | 65.3% | 73.3% | 74.3% | 54.1% |
|      | at least once a week but not every day                     |   | 23.6% | 24.6% | 22.8% | 27.9% | 18.6% | 20.0% | 31.1% |
|      | less than once a week                                      |   | 7.0%  | 5.0%  | 7.0%  | 5.9%  | 7.4%  | 5.7%  | 14.8% |
|      | Refused  |   | 0.1%  | 0.4%  | 0.0%  | 0.0%  | 0.7%  | 0.0%  | 0.0%  |
|      | Do not know  |   | 0.3%  | 0.3%  | 0.3%  | 0.9%  | 0.0%  | 0.0%  | 0.0%  |
| HH9  | Number of individuals who used the internet, by activity * |   |       |       |       |       |       |       |       |
|      | Getting information about goods or services                | This indicator includes searching for information about goods and services on the web.  | 51.6% | 63.4% | 48.2% | 64.5% | 38.7% | 56.2% | 35.1% |
|      | Getting information related to health or health services   | Health or health services include information on injury, disease, nutrition and improving health generally.   | 40.9% | 53.3% | 31.9% | 45.6% | 38.1% | 61.1% | 33.4% |
|      | Getting information from general government organizations  | Government organizations include central (ministries), state (mohafaza) and local government units (municipality). Information may be obtained via websites or email.   | 16.8% | 16.8% | 12.3% | 20.2% | 30.2% | 15.4% | 14.8% |

|   |  |       |       |       |       |       |       |       |
|---|--|-------|-------|-------|-------|-------|-------|-------|
| Interacting with general government organizations                                       | Government organizations include central (ministries), state (mohafaza) and local government units (municipality). Interacting with government organizations includes downloading/requesting forms, completing/lodging forms on line, making on-line payments and purchasing from government organizations. It excludes getting information from government organizations. | 7.8%  | 7.8%  | 6.6%  | 11.3% | 11.5% | 6.5%  | 2.3%  |
| Sending or receiving e-mail   |  | 81.6% | 89.8% | 78.2% | 87.5% | 86.3% | 79.8% | 67.5% |
| Telephoning over the Internet/VoIP  | This indicator includes using Skype, iTalk, Live messenger, Google talk, etc. It also includes video calls (via webcam). It doesn't require the use of a computer.   | 66.4% | 65.5% | 64.4% | 59.7% | 81.0% | 72.2% | 60.0% |
| Posting information or instant messaging  | This indicator includes posting messages or other information to chat sites, blogs, newsgroups, online discussion forums, social networks (Facebook, Twitter) and similar; use of instant messaging.   | 82.9% | 81.9% | 85.3% | 80.7% | 88.0% | 85.3% | 62.3% |
| Purchasing or ordering goods or services  | This indicator includes purchase orders placed via the Internet whether or not payment was made on line. Orders that were cancelled or not completed are excluded. Includes purchasing of products, such as music, travel and accommodation via the Internet.  | 11.4% | 13.0% | 12.6% | 12.8% | 8.5%  | 8.4%  | 7.8%  |
| Internet banking  | This indicator includes electronic transactions with a bank for payment, transfers, etc. or for looking up account information. Excludes electronic transactions via the Internet for other types of financial services such as share purchases, financial services and insurance.   | 10.7% | 11.9% | 13.0% | 8.9%  | 6.9%  | 11.2% | 5.1%  |
| Education or learning activities  | This indicator includes formal learning activities such as study associated with school or tertiary education courses as well as distance education involving on-line activities. It also includes interacting with schools and universities for courses registrations, interacting with teachers, obtaining grades and submitting homework.                               | 34.6% | 38.6% | 34.8% | 42.1% | 43.6% | 11.0% | 30.7% |
| Playing or downloading video games or computer games                                    | This indicator includes file sharing games and playing games on line, either paid or free of charge (legally or illegally).  | 42.4% | 46.8% | 40.1% | 43.0% | 35.0% | 57.7% | 34.7% |
| Downloading movies, images, music, watching TV or video, or listening to radio or music | This indicator includes file sharing and using web radio or web television, either paid or free of charge. It also includes downloading files from illegal sites or torrents.  | 65.5% | 71.2% | 65.0% | 66.8% | 64.1% | 71.9% | 46.4% |
| Downloading software  | This indicator includes downloading of patches and upgrades, either paid or free of charge. It also includes downloading full softwares legally or illegally.  | 39.4% | 55.7% | 33.7% | 42.0% | 30.9% | 57.5% | 23.1% |
| Reading or downloading on-line newspapers or magazines, electronic books                | This indicator includes accessing news websites, either paid or free of charge. It also includes subscriptions to on-line news services.   | 47.9% | 48.2% | 45.6% | 50.9% | 50.2% | 54.6% | 38.8% |

\* As percentage of individuals who used the internet

| ICT Corporate use per Mouhafaza  |                |           |               |                 |
|--|----------------|-----------|---------------|-----------------|
| Indicator  | All businesses | Mouhafaza |               |                 |
|  |                | Beirut    | Mount Lebanon | Other Mohafazas |
| Total number of businesses   | 4,438          | 1,133     | 2,027         | 1,278           |
| Total number of employees  | 153,359        | 36,049    | 83,382        | 33,927          |
| B1 - Proportion of businesses using computers  | 4,411          | 1,133     | 2,027         | 1,251           |
| B2 - Proportion of persons employed routinely using computers                            | 59,140         | 18,794    | 29,951        | 10,395          |
| B3 - Proportion of businesses using the Internet   | 4,307          | 1,133     | 2,016         | 1,157           |
| B4 - Proportion of persons employed routinely using the Internet                         | 41,542         | 13,685    | 22,612        | 5,246           |
| B5 - Proportion of businesses with a web presence  | 3,296          | 900       | 1,647         | 750             |
| B6 - Proportion of businesses with an intranet   | 1,867          | 423       | 953           | 491             |
| B7 - Proportion of businesses receiving orders over the Internet                         | 2,003          | 592       | 1,080         | 330             |
| B8 - Proportion of businesses placing orders over the Internet                           | 2,286          | 672       | 1,184         | 430             |
| B9 - Proportion of businesses using the Internet by type of access                       |                |           |               |                 |
| - Narrowband   | 445            | 154       | 151           | 141             |
| - Fixed broadband  | 4,054          | 1,121     | 1,929         | 1,004           |
| - Mobile broadband   | 372            | 90        | 217           | 64              |
| B10 - Proportion of businesses with a local area network (LAN)                           | 3,411          | 904       | 1,574         | 933             |
| B11 - Proportion of businesses with an extranet  | 586            | 241       | 256           | 89              |
| B12 - Proportion of businesses using the Internet by type of activity                    |                |           |               |                 |
| - Sending or receiving e-mail  | 4,267          | 1,126     | 2,012         | 1,129           |
| - Telephoning over the Internet/VoIP   | 1,928          | 489       | 848           | 591             |
| - Getting information about goods or services  | 3,753          | 1,023     | 1,785         | 945             |
| - Getting information from general government organizations                              | 2,188          | 662       | 1,015         | 511             |
| - Interacting with general government organizations                                      | 628            | 93        | 301           | 233             |
| - Internet banking   | 2,428          | 724       | 1,294         | 410             |
| - Accessing other financial services   | 188            | 64        | 74            | 49              |
| - Providing customer services  | 2,606          | 805       | 1,351         | 450             |
| - Delivering products online   | 1,634          | 552       | 818           | 264             |
| B13 - Proportion of businesses using the Internet for "Internal or external recruitment" | 1,395          | 310       | 794           | 291             |
| B14 - Proportion of businesses using the Internet for "Staff training"                   | 629            | 165       | 408           | 56              |

| Indicator   | All businesses | Mouhafaza (Proportion %) |               |                 |
|---|----------------|--------------------------|---------------|-----------------|
|   |                | Beirut                   | Mount Lebanon | Other Mohafazas |
| Total number of businesses  | 100            | 25.5                     | 45.7          | 11.8            |
| Total number of employees   | 100            | 23.5                     | 54.4          | 7.6             |
| B1 - Proportion of businesses using computers                         | 99.4           | 100                      | 100           | 97.9            |
| B2 - Proportion of persons employed routinely using computers *       | 38.6           | 52.1                     | 35.9          | 30.6            |
| B3 - Proportion of businesses using the Internet                      | 97             | 100                      | 99.5          | 90.6            |
| B4 - Proportion of persons employed routinely using the Internet *    | 27.1           | 38.0                     | 27.1          | 15.5            |
| B5 - Proportion of businesses with a web presence                     | 76.5           | 79.4                     | 81.7          | 64.8            |
| B6 - Proportion of businesses with an intranet                        | 42.1           | 37.3                     | 47            | 39.2            |
| B7 - Proportion of businesses receiving orders over the Internet **   | 46.5           | 52.3                     | 53.6          | 28.5            |
| B8 - Proportion of businesses placing orders over the Internet **     | 53.1           | 40.6                     | 41            | 37.1            |
| B9 - Proportion of businesses using the Internet by type of access ** |                |                          |               |                 |

|  |      |      |      |      |
|--|------|------|------|------|
| - Narrowband   | 10.3 | 13.6 | 7.5  | 12.1 |
| - Fixed broadband  | 94.1 | 98.9 | 95.7 | 86.7 |
| - Mobile broadband   | 8.6  | 8    | 10.8 | 5.5  |
| B10 - Proportion of businesses with a local area network (LAN)                           | 76.9 | 79.8 | 77.6 | 74.6 |
| B11 - Proportion of businesses with an extranet  | 13.2 | 21.3 | 12.6 | 7.1  |
| B12 - Proportion of businesses using the Internet by type of activity **                 |      |      |      |      |
| - Sending or receiving e-mail  | 99.1 | 99.4 | 99.8 | 97.5 |
| - Telephoning over the Internet/VoIP   | 44.8 | 43.2 | 42.1 | 51   |
| - Getting information about goods or services  | 87.1 | 90.3 | 88.5 | 81.7 |
| - Getting information from general government organizations                              | 50.8 | 58.4 | 50.4 | 44.1 |
| - Interacting with general government organizations                                      | 14.6 | 8.2  | 14.9 | 20.2 |
| - Internet banking   | 56.4 | 63.9 | 64.2 | 35.4 |
| - Accessing other financial services   | 4.4  | 5.6  | 3.7  | 4.3  |
| - Providing customer services  | 60.5 | 71   | 67   | 38.9 |
| - Delivering products online   | 37.9 | 48.7 | 40.6 | 22.8 |
| B13 - Proportion of businesses using the Internet for "Internal or external recruitment" | 32.4 | 27.3 | 39.4 | 25.1 |
| B14 - Proportion of businesses using the Internet for "Staff training"                   | 14.6 | 14.6 | 20.2 | 4.8  |

\* as proportion of total number of employees of businesses

\*\* as proportion of businesses that use the internet