

1.4 Survey Results Summary

Frustrating, But Not Incapacitating

While it is difficult to get services, they do exist, and are continuously getting better. Most respondents did not feel that infrastructure improvements would have a huge impact on the way they did business. The primary reasons for this are twofold: most foreign ventures in both the banking and mineral extraction sectors are in the early stages of business development (although many are on the cusp of massive upscaling) and simply do not require sophisticated connections, and the dramatic improvements in infrastructure over the last year.

While most respondents had complaints on service quality - from waiting lists to service installation and maintenance delays, to rampant speculation that fax terminals are bugged and the exorbitant costs of IDD service - the majority of respondents regarded these issues as nuisances, surmountable by cash and patience.

Q6b: If there were better alternatives to the current telecommunications environment, what effect would it have on your business?

	Percentage of Total Respondents
Great Impact	29%
Slight Impact	60%
None	11%

Source: Intercedent Asia