The cost of services does not appear to inhibit companies' operations -- only 11% of banking community respondents refered to it as a restriction to their business (Q6a), and less than 10% of all respondents mentioned cheaper service as critical but unattainable (Q4f) -- primarily because the respondents saw no alternatives.

It is taken for granted that having a presence in Vietnam requires heavy expenditure on such overheads as office space and communications. It is also accepted that the DGPT and Telstra have to recoup their investments from building up the international platform and plow revenue back into the insufficient domestic network. However, telecommunications costs still concern end users: "Telecommunications is my second largest operating cost - me being the largest," comments one of the banking representatives interviewed.

Q6a. Restrictions to Telecommunications operations

| Restrictions Encountered | Percentage of Total Respondents |
|---|---|
| **None** | **12%** |
| Difficulties in Getting Licenses, Approval | 26% |
| Selection/Variety of Equipment | 22% |
| Poor Maintenance and Aftersales Service | 20% |
| Poor Line Transmission Quality | 18% |
| Service Costs | 16% |
| Communications Not Secure/Equipment Bugged | 14% |
| Importing Equipment is too Restrictive | 12% |
| Equipment Costs | 10% |
| Hard to Get Approval for INMARSAT | 6% |
| Inter-P&T Competition for Service Customers | 6% |
| Restrictions on Int'l VAS too Prohibitive | 6% |
| Long Waiting List | 2% |
| Corruption | 2% |

Source: Interecedent Asia