



**REPÚBLICA DEMOCRÁTICA DE TIMOR-LESTE**  
**MINISTRY OF INFRASTRUCTURE**  
**SECRETARY STATE FOR TRANSPORT, EQUIPMENT AND COMMUNICATION**  
**National Directorate for Information Communication and Technology**  
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**Objective of National ICT plan:**

- Provide the ICT service for whole government agencies and the society of Timor Leste
- Realizing the potential of Timor Leste to using Information Communication Technology to achieve productivity and efficiency in the public sector

**Proposed solution to achieve Strategy in expanding ICT access**

**3 components as following:**

1. Internet Connectivity  
Providing fast, reliable and cost effective internet connectivity to realize the benefits of collaboration, research and information gathering. The current government internet link is 10 Mbps and is unable to support to future requirements of the Timor Leste public sector.
2. Software License:  
Current software procurement practices are ad-hoc and result in payment of higher unit costs per software license. There is also the danger of being legally non-complain and inability to manage inventory and maintenance.
3. ICT Strategy set-up:  
Build a comprehensive roadmap for future ICT investment to take advance of the adoption of ICT to provide a comprehensive advantage.

**The Major ICT Access Initiative Currently Ongoing in Timor Leste**

## **1. Telecommunication Service by Operator (Timor Telecom)**

Telecommunication services are operated by Timor Telecom as a new company that was created by PTI (Portugal Telecom International), the main winner for International Tender in Telecommunication. With Head Office in Dili, Timor Telecom has the exclusive operation of services pertaining to fixed and mobile telephones, data, leased circuits, transport of diffusion signal and international links of all these services. It also exploits the Internet Service. According to the concession contract signed on July 19, 2002, the exploitation concession of telecommunication operation in Timor-Leste was attributed to Timor Telecom for a 15-year period.

At present, mobile telephone services are already operating in all Districts and the fixed telephone as well.

Currently The Timor Telecom is setting up the 3G networks and will be fully operated soon.

## **2. UNMISSET Network**

UN-mission in Timor Leste. The UN has the own Private Networks and provide the services to all UN staff all over the Timor Leste.

Currently, UN used the Technology VSAT that established in each districts as well.

## **2. Government Network**

In the fiscal year 2008 government Timor Leste has set-up it's own Network called *National Connectivity Project*. The objective of this project is to connect all the government agencies in the same system (Government Integrated Network) at capital and the other 12 districts as well.

Currently 3 districts had been connected and the other 3 districts is on going installation. (System will be up and running soon this month)

National connectivity project is providing: Internet connection, data application, VOIP and Video Conference.

## **The Main Gaps and Problem to Expanding ICT Access**

### **Technical constraints:**

- Power limitation, the the operator and government it's self has to provide a generator in each site. (shared power solution to reduce the maintenance cost between several agencies , example: Government + Operator and UNMISSET)
- Buildings were destroyed
- No local ICT Manufacturer

### **Human Resources**

Human resources are a big challenge for the Government and, At present, there are minimal human resources with the capabilities to exploit ICT issues in Timor-Leste.

The Government is seeking the opportunity to develop the capacity of ARCOM staff, in order to regulate the operators, such as Timor Telecom and the ISPs, in providing services with the adequate quality of service and the best price for their customers.

Another challenge is to educate the people in using ICT facilities.

### **Single Operator In Timor Leste.**

As mentioned above that, there are three Networks available in Timor Leste: UN Network, Timor Telecom Network and Government Private Network.

The Government and UN Network are used for private purpose and providing the services to limited user.

Timor Telecom Network is Commercial network provided the service base on availability of the market.

### **ICT Regulation.**

For the time being there is no ICT policy in placed and Government trying thru the National Directorate for ICT to responsible for prepare the plan on draft base on current real situation in Timor Leste.

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