

# BULGARIA

# i2010 Annual Report 2007

European Commission  
Information Society and Media



Although data on Bulgaria is incomplete, it is clear that it is at a relatively early stage in the development of the information society. However, there are some strengths and signs that Bulgaria is leapfrogging outdated technologies to catch up with its new partners in the EU.

## Bulgaria Today

The percentage regularly using the internet in Bulgaria is currently the second lowest in Europe. Current growth levels continue to be among the lowest, but prospects are good with the entry of new providers offering broadband through different technologies. Around two thirds of homes with internet access have broadband, a figure close to the EU average. Use of internet services is low, except for online broadcasting, video and telephony services, where levels are closer to EU25 average.

Enterprise use of internet services is in general at the same low levels as households. User ICT skills among employees and employee use of the internet is very low but the number of ICT specialist-level employees is close to the EU average, although there was a slight decrease in 2006.

<b>Broadband</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>EU25</b>	<b>Rank</b>
Total DSL coverage (as % of total population)					87.4	
DSL coverage in rural areas (as % of total population)					65.9	
Broadband penetration (as % of population)					15.7	
DSL penetration (as % of population)					12.8	
Predominant download speed						
Households having broadband (as % of those having access to the internet at home)		38.8		59.4	62.1	19
% of enterprises with broadband access		28.4	32.4	56.5	74.5	25
Number of 3G subscribers per 100 inhabitants					5.0	
Digital Television in households					30.6	
Music: number of single downloads per 100 inhabitants						
<b>Internet Usage</b>						
% population who are regular internet users		13.5		21.8	46.7	28
<b>Take up of internet services (as % of population)</b>						
Sending emails		13.6		19.4	43.8	27
Looking for information about goods and services		8.0		13.5	42.9	28
Internet telephoning or videoconferencing		1.9		7.1	7.1	17
Playing/downloading games and music		8.0		11.7	18.2	24
Listening to the web radio/watching web tv		6.1		10.6	11.8	17
Reading online newspapers/magazines		7.4		11.5	19.0	25
Internet banking		0.6		1.3	22.0	28
<b>Places of access</b>						
% at home		6.6		13.6	42.6	28
% at work		6.3		10.1	23.0	28
% at educational place		2.3		3.0	8.0	29
% at PIAP		7.7		5.8	6.8	13
<b>eGovernment Indicators</b>						
% basic public services for citizens fully available online					36.8	
% basic public services for enterprises fully available online					67.8	
% of population using e-Government services		5.4		8.4	23.8	24
of which for returning filled in forms		2.6		2.4	8.1	23
% of enterprises using e-Government services		37.7	32.4	45.9	63.7	24
of which for returning filled in forms		8.7	10.8	22.9	44.8	25
<b>ICT in schools</b>						
Number of computers connected per 100 pupils					9.9	
% of schools with broadband access					67.0	
% of teachers having used the computer in class during the last 12 months					74.3	
<b>e-Commerce</b>						
E-commerce as % of total turnover of enterprises		3.6		0.1	11.7	23
% enterprises receiving internet orders		2.7	2.9	3.5	13.9	23
% enterprises purchasing on the internet		7.3	7.0	6.3	37.9	25
<b>e-business. % enterprises:</b>						
with integrated internal business processes		6.0		6.4	37.3	26
with integrated external business processes		2.1		2.7	13.5	25
Security: % enterprises using Secure servers		11.3	9.1	9.4	41.0	25
% using digital signatures for authentication		5.2	7.4	20.2	14.3	3
<b>Employment and Skills</b>						
% employees using computers connected to the Internet		8.8	9.1	14.5	36.1	27
% of persons employed with ICT user skills.	11.3	11.7	11.6	11.5	18.5	26
% of persons employed with ICT specialist skills	2.6	2.7	3.1	2.9	3.1	13
<b>Indicators on growth of ICT sector and R&amp;D</b>						
ICT sector share of total GDP					5.5	
ICT sector share of total employment					4.0	
ICT sector growth (constant prices).					3.6	
R&D expenditure in ICT by the business sector, as % of GDP					0.3	
=== as % of total R&D expenditure					25.7	