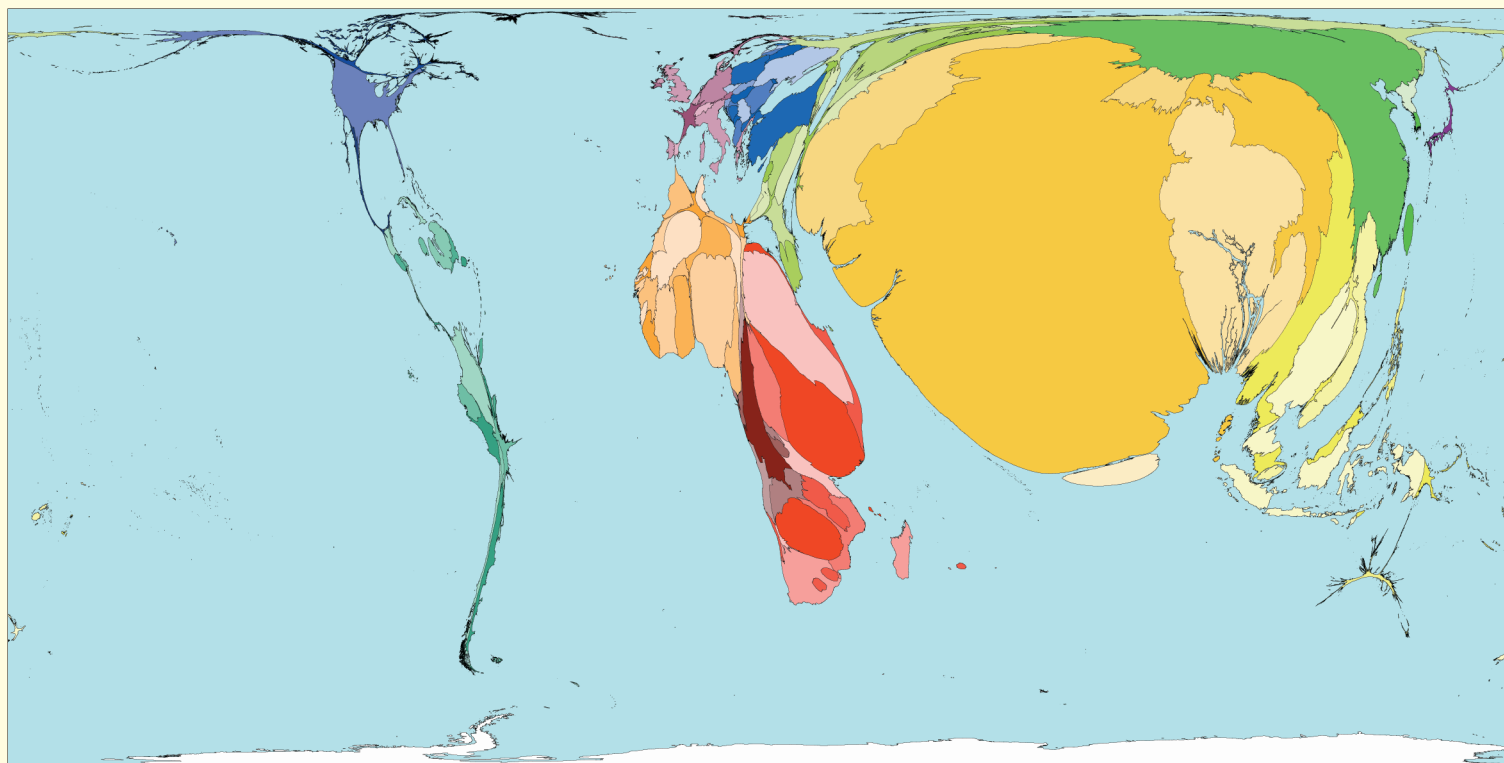


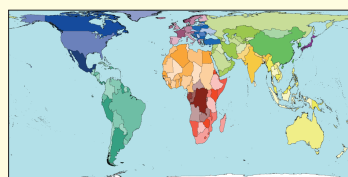
Telephone Faults



Telephone faults are problems with the telephone line which prevent communication. This map shows where people are most likely to find telephone faults. Some telephone lines serve an entire village, a fault on the line affects many more people than if the line is for one household.

Telephone faults have a different distribution to telephone lines: Southern Asia has 19% of all telephone lines, but 58% of all telephone faults. People with worse access to telephones often also have a less reliable service. It is also likely that the length of time taken to correct faults is similarly distributed, but data on this is not easily obtained.

Territory size shows the proportion of all people worldwide who find faults in the mainline telephone service.



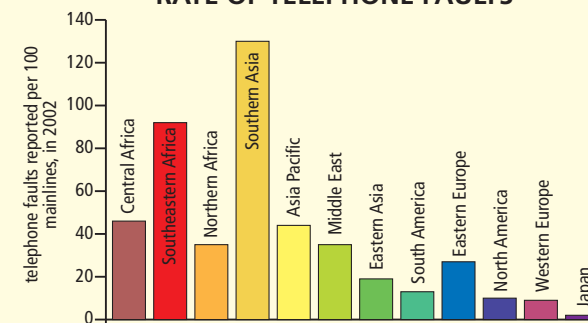
Land area

MOST AND LEAST TELEPHONE FAULTS

Rank	Territory	Value	Rank	Territory	Value
1	Tonga	761	191	Oman	1.84
2	Zimbabwe	223	192	Brazil	1.70
3	Kenya	221	193	Japan	1.70
4	Bangladesh	208	194	Spain	1.50
5	Mali	178	195	Republic of Korea	1.45
6	Myanmar	169	196	Hong Kong (China)	1.30
7	Swaziland	160	197	Egypt	1.00
8	Liberia	144	198	Gabon	0.50
9	Bhutan	130	198	Netherlands	0.50
10	India	126	200	United Arab Emirates	0.31

telephone faults per 100 mainlines in 2002

RATE OF TELEPHONE FAULTS



Technical notes

- Data are from the World Bank's 2005 World Development Indicators.
- A telephone mainline is one fixed telephone landline going to a house; it is not the number of telephones using that line.
- See website for further information.

“When your neighbours’ phones are out, who do you go to?” Rosie Palmer, 2007