

Information and Communication Technology, (ICT) Index

1st QUARTER 2025

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) INDEX

FIRST QUARTER 2025

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1. Introduction

This publication presents the Information and Communication Technology (ICT) index and Postal & Courier Services index for the period 1st quarter 2025.

The two indices are economic indicators that measure short-term changes in volume of ICT and Postal & Courier services over time, in relation to a given reference period. Construction of the indices is based on administrative data provided by the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ).

The following indicators were used in the construction of the ICT index:

- a) Mobile Internet and Data Services
(Voice Traffic and Active Subscriptions)

- b) Fixed Telephony Services (Voice Traffic and Active Subscriptions)

- c) Mobile Telephony Services (Voice Traffic and Active Subscriptions)

For the Postal and Courier Services index, the following indicators were used:

- a) Postal Services (Domestic Letters)
- b) Courier Services (Domestic Couriers, Incoming and outgoing couriers)

The Laspeyres index formula was used in the compilation of the index, with 1st quarter 2024 as the base period. This release further presents quarter-on-quarter changes in the indices.

2. Mobile Internet and Data Services

2.1 Mobile Internet Data Traffic Index

A total of **114,020,119,899** megabytes of mobile Internet data were used countrywide during the 1st quarter of 2025, compared to **97,193,858,572** megabytes used in the preceding quarter. Resultantly, the Mobile Internet and Data Traffic Index rose by **17.3**

percent, from **166.3** recorded in 4th quarter 2024 to **195.1**. The year-on-year comparison against 1st quarter 2024, reflected a percentage increase of **95.1**. (Figures 1 and 2)

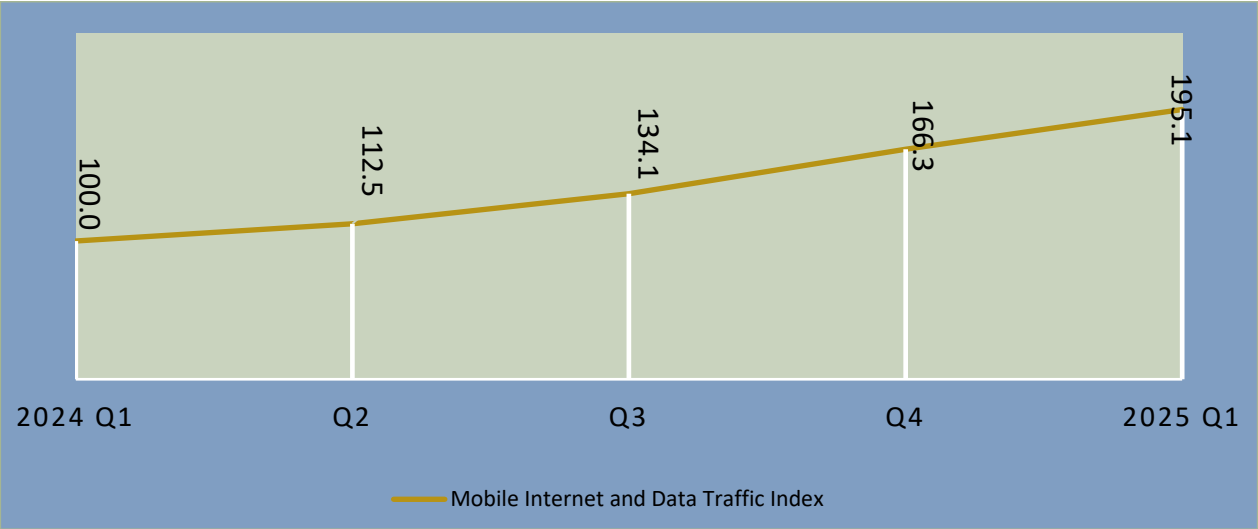


Figure 1: Quarterly Mobile Internet and Data Traffic Index, 1st Quarter 2024– 1st Quarter 2025

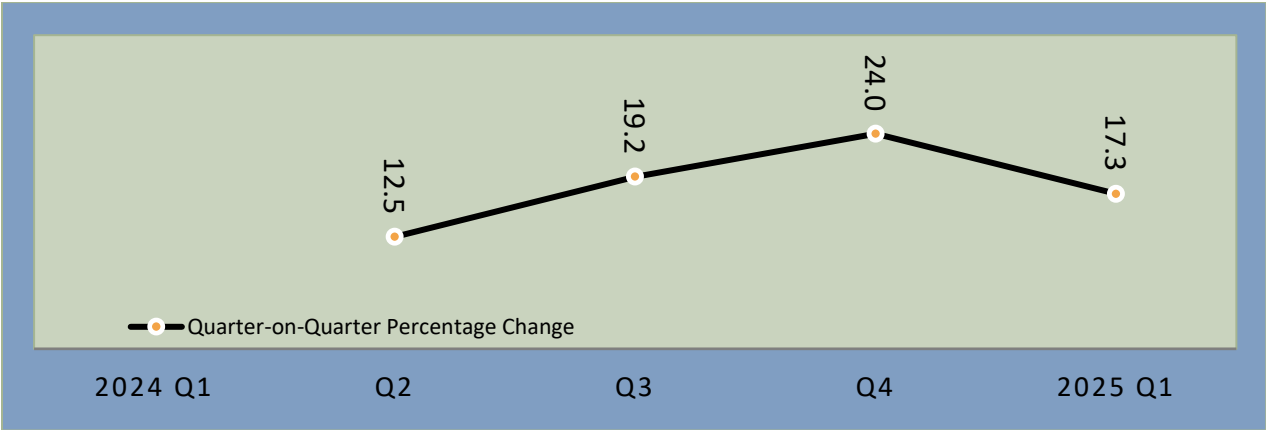


Figure 2: Quarter-on-Quarter Percentage Changes in Mobile Internet and Data Traffic Index, 1st Quarter 2024 – 1st Quarter 2025

2.2 Active Internet & Data Subscriptions Index¹

Active Internet and data subscriptions reached **11,942,857** in 1st quarter 2025, up from **11,889,736** in 4th quarter 2024. Resultantly, the 1st quarter 2025 index rose from **102.9** recorded in 4th quarter 2024 to

103.4. This signified a quarter-on-quarter increase of **0.5** percent. A year-on-year comparison reflects an increase of **3.4** percent in the index, basing on 1st Quarter 2024. (Figures 3 and 4)

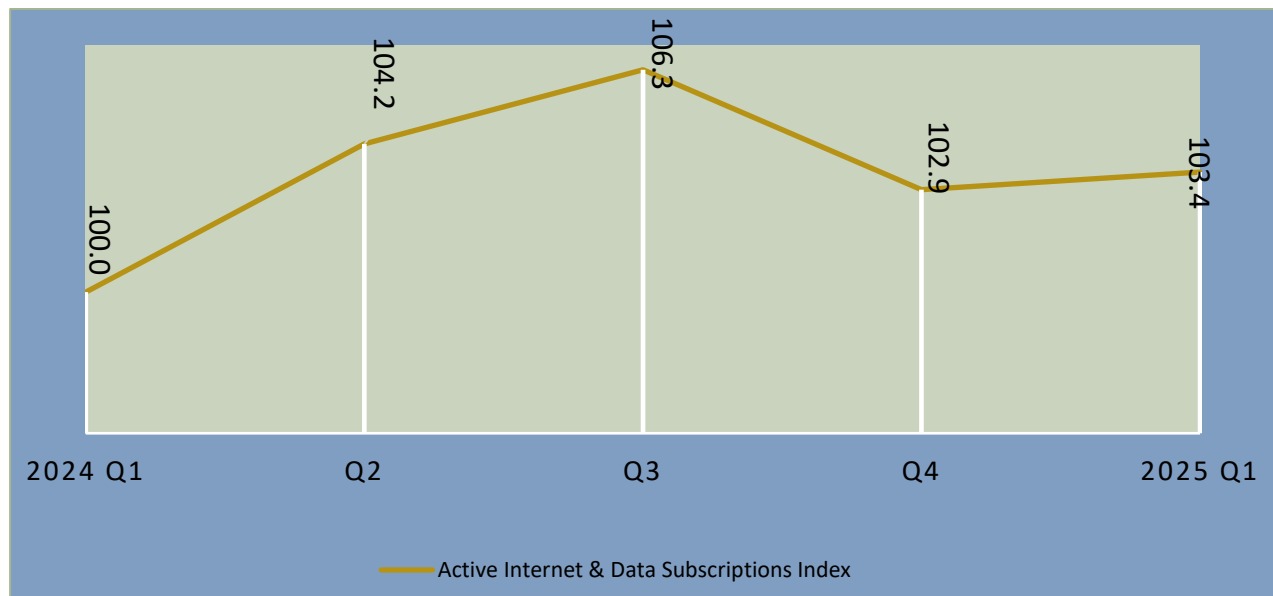


Figure 3: Quarterly Active Internet and Data Subscriptions Index, 1st Quarter 2024 – 1st Quarter 2025

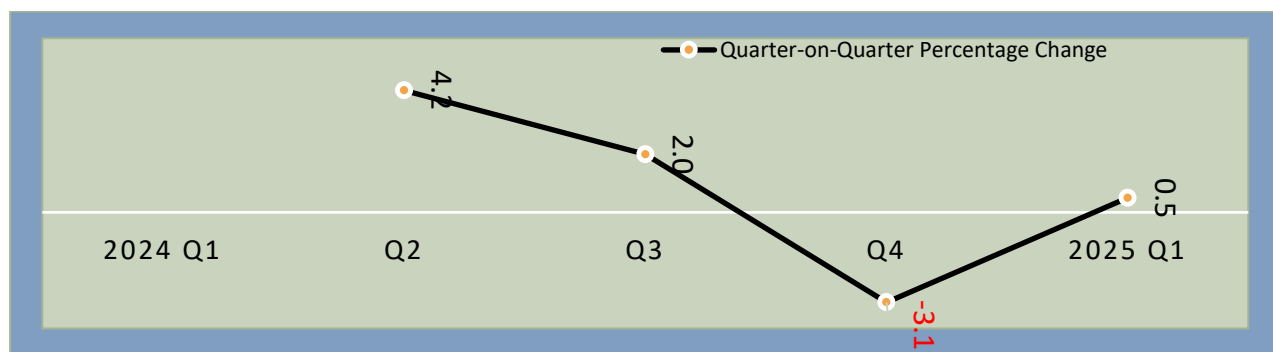


Figure 4: Quarter-on-Quarter Percentage Changes in Active Internet and Data Subscription Index, 1st Quarter 2024 – 1st Quarter 2025

¹ NB: Active Internet & Data Subscriptions figures for 4th Quarter 2024 were revised owing to the revision of Mobile Internet Subscriptions by the data provider.

3. Fixed Telephony Services

3.1 Fixed Voice Traffic (PSTN Traffic) Index

Public Switched Telephone Network (PSTN) traffic recorded a total of **54,640,249** minutes during the 1st quarter of 2025, compared to **58,478,639** minutes in the preceding quarter. This resulted in an index of **81.0** in 1st quarter 2025, a quarter-on-

quarter decrease of **6.6** percent when compared to **86.7** recorded in 4th quarter 2024. A year-on-year comparison shows the index decreasing by **19.0** percent from the 1st quarter 2024. (Figures 5 and 6)

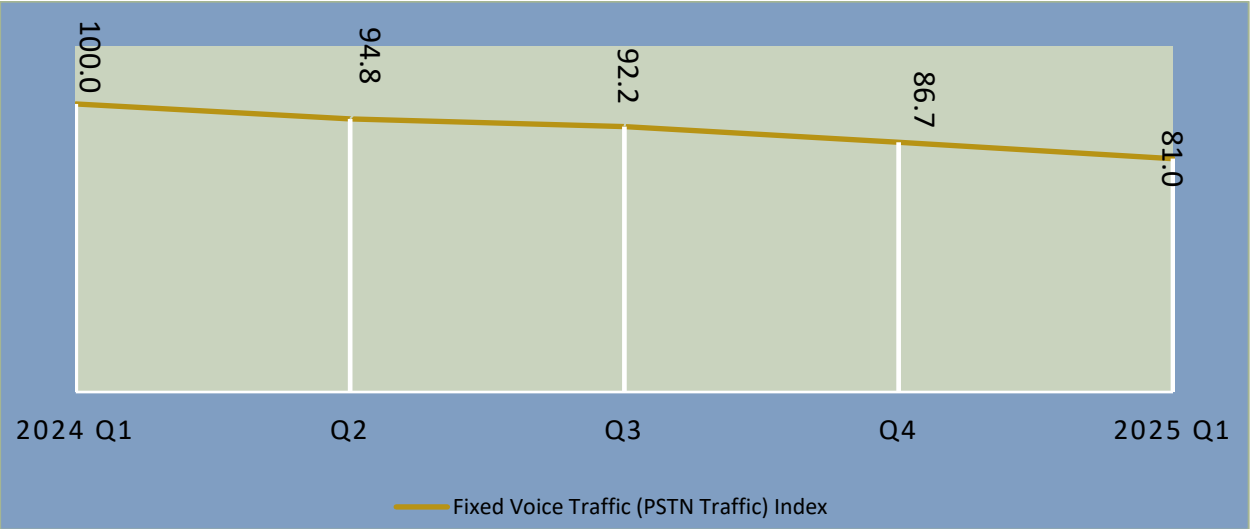


Figure 5: Quarterly Fixed Voice Traffic (PSTN Traffic) Index, 1st Quarter 2024 – 1st Quarter 2025

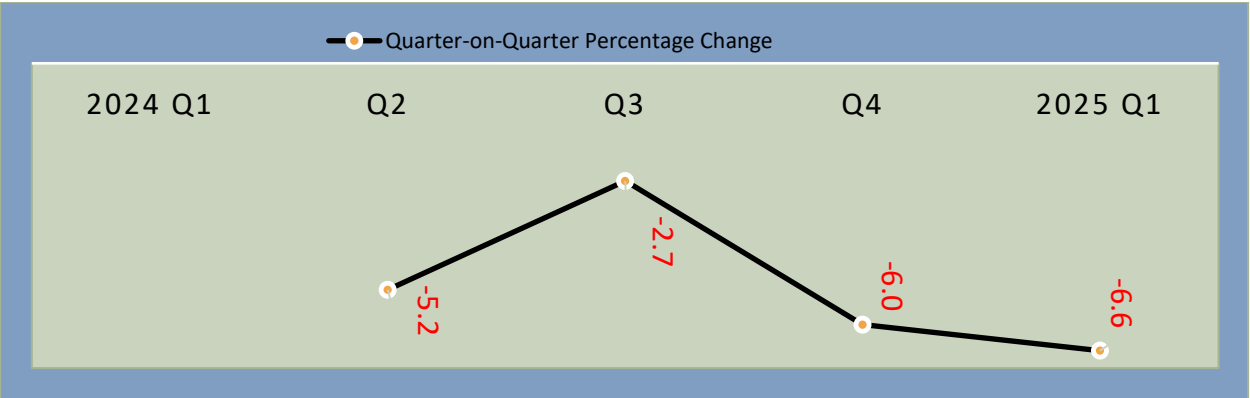


Figure 6: Quarter-on-Quarter Percentage Changes in Fixed Voice Traffic (PSTN Traffic), 1st Quarter 2024– 1st Quarter 2025

3.2 Fixed Telephone (PSTN & VoIP) Subscription Index

Active fixed telephone subscriptions increased to **300,748** in 1st quarter 2025 from **298,047** recorded in 4th quarter 2024. This translated to an index of **103.3** in 1st quarter 2025, reflecting a **0.9** percent

quarter-on-quarter increase when compared to **102.4** recorded in 4th quarter 2024. A year-on-year percentage increase of **3.3** was recorded when comparing to 1st quarter 2024. (Figures 7 and 8)

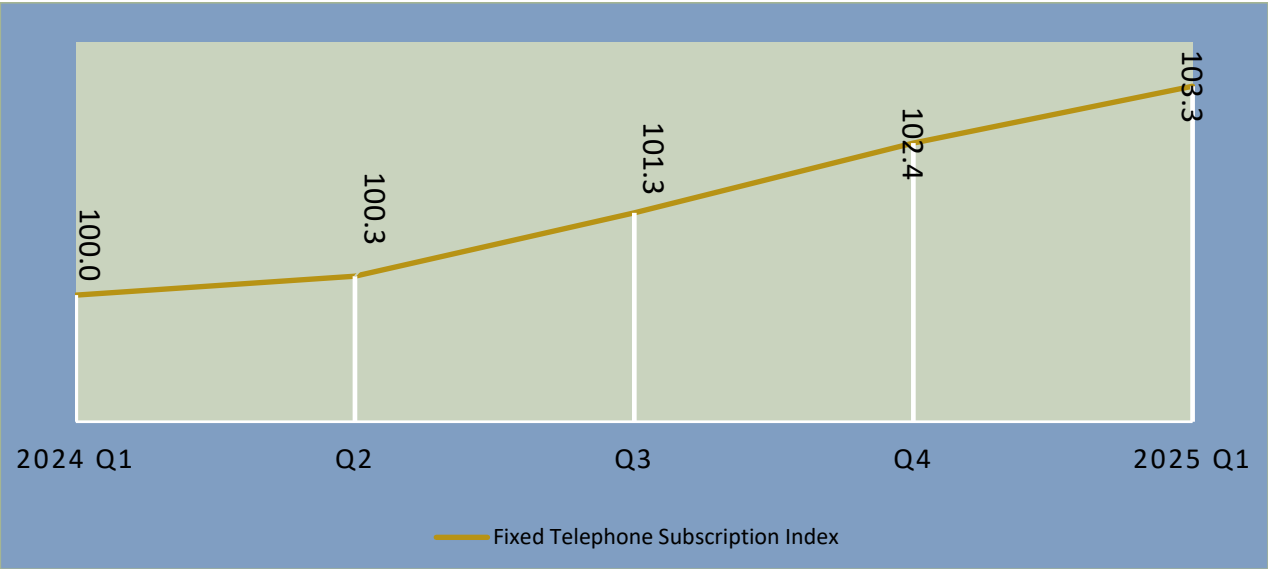


Figure 7: Quarterly Fixed Telephone Subscription Index, 1st Quarter 2024 – 1st Quarter 2025

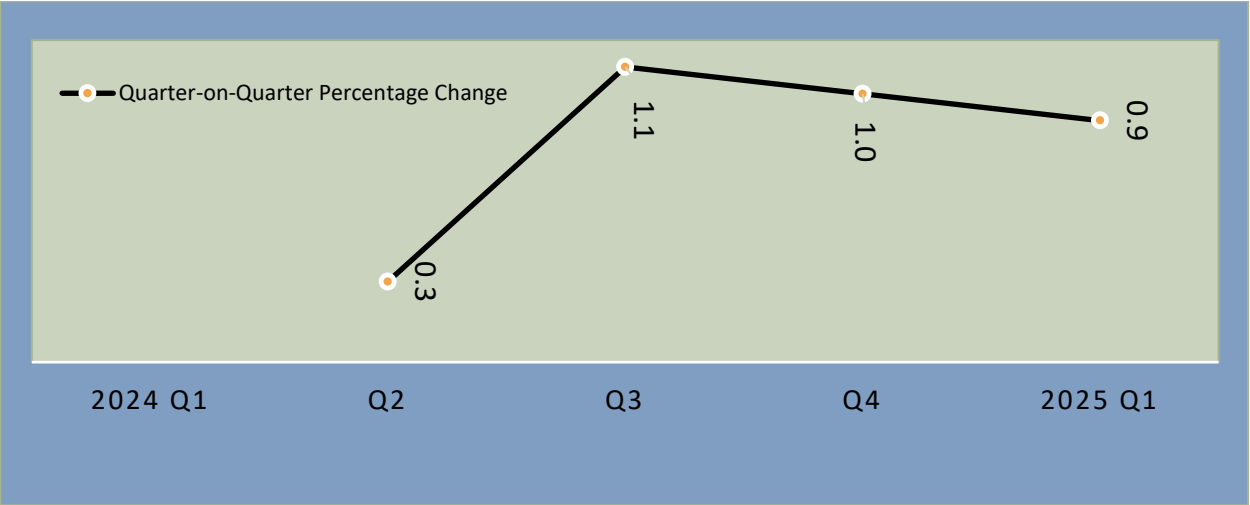


Figure 8: Quarter-on-Quarter Percentage Changes in Fixed Telephone Subscription Index, 1st Quarter 2024 – 1st Quarter 2025

4. Mobile Telephony Services

4.1 Mobile Voice Traffic Index

A total of **4,197,700,549** voice minutes were recorded by mobile network operators countrywide during the 1st quarter of 2025, compared to **3,983,408,164** voice minutes recorded in the preceding quarter. Accordingly, an index of **136.5** was recorded in 1st quarter 2025 compared to **129.5** in 4th

quarter 2024, leading to a quarter-on-quarter percentage increase of **5.4**. The year-on-year comparison reflected a **36.5** percentage increase in the index when compared to 1st quarter 2024. (Figures 9 and 10)

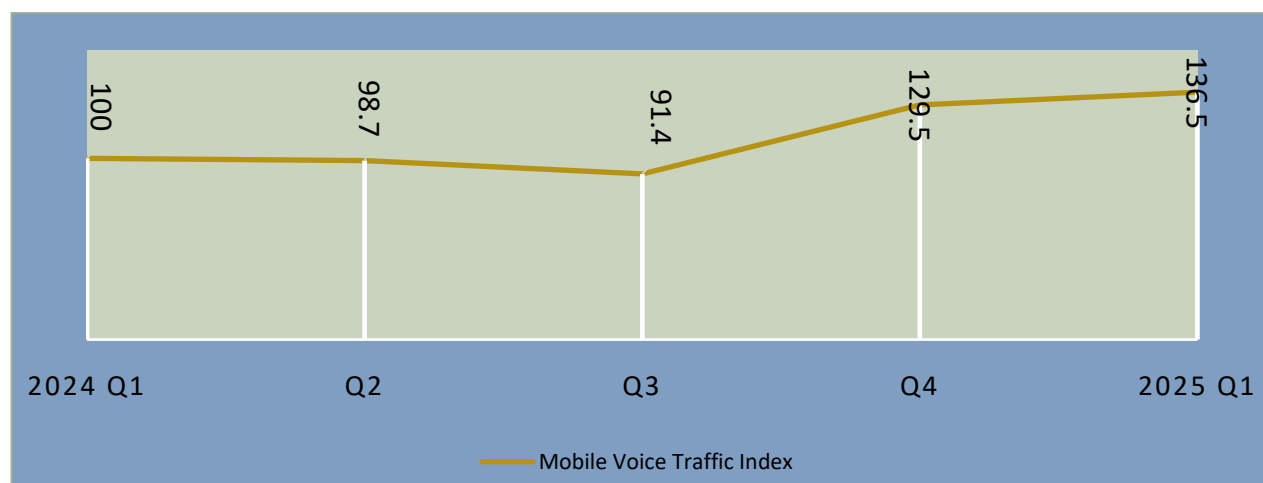


Figure 9: Quarterly Mobile Voice Traffic Index, 1st Quarter 2024 – 1st Quarter 2025

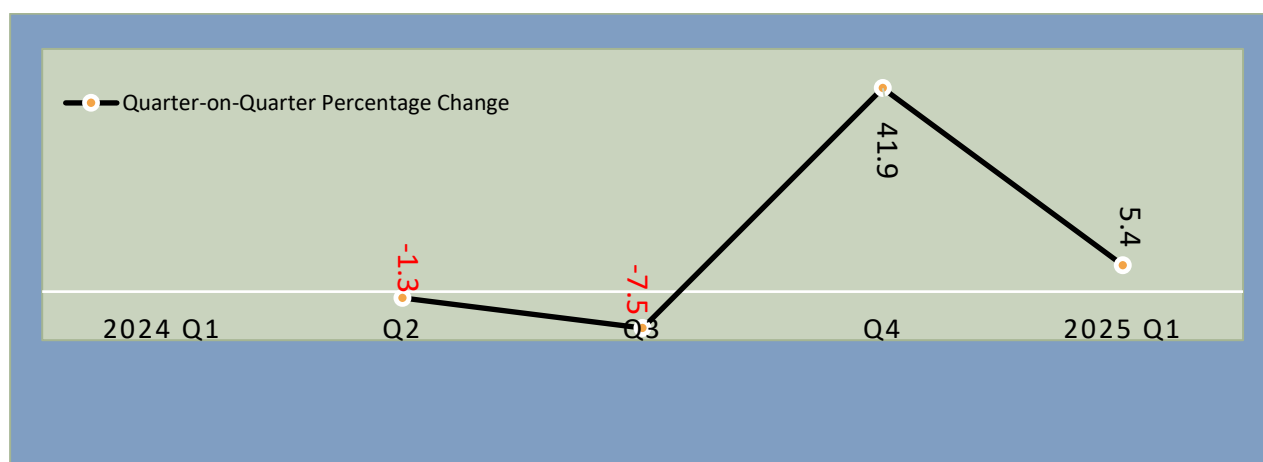


Figure 10: Quarter-on-Quarter Percentage Changes in Mobile Voice Traffic Index, 1st Quarter 2024 – 1st Quarter 2025

4.2 Active Mobile Subscription Index

Active mobile subscriptions reached **15,893,626** in 1st quarter 2025, up from **15,677,094** in 4th quarter 2024. As a result, an index of **107.8** was recorded during the quarter under review. This reflected a year-on-year percentage increase of **7.8** when

compared to 1st quarter 2024. The quarter-on-quarter comparison showed a **1.4** percent increase in the index, in comparison to **106.4** recorded in 4th quarter 2024. (Figures 11 and 12)

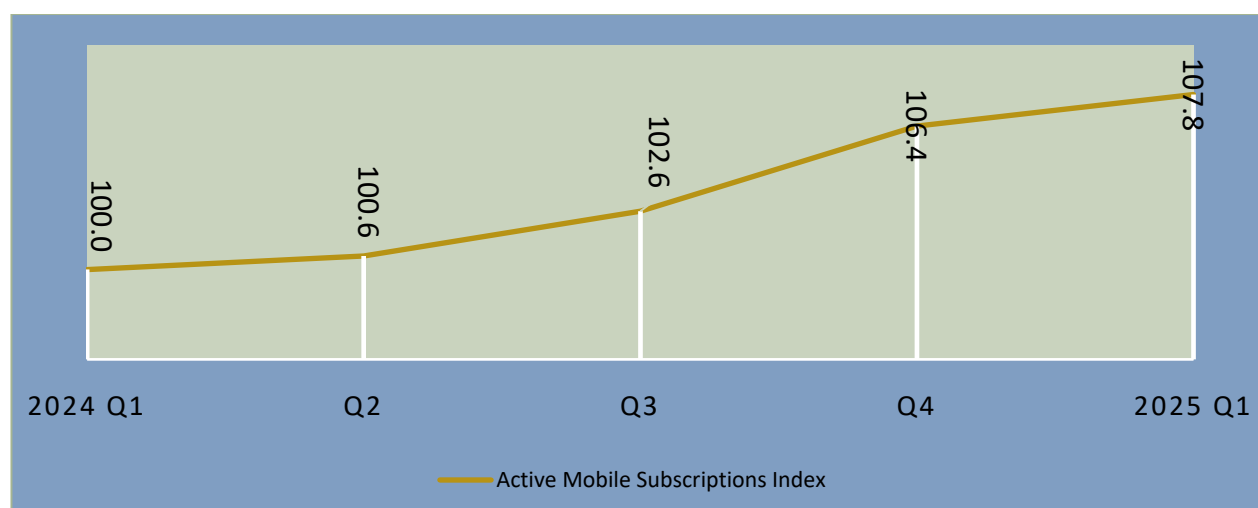


Figure 11: Quarterly Active Mobile Subscription Index, 1st Quarter 2024 – 1st Quarter 2025

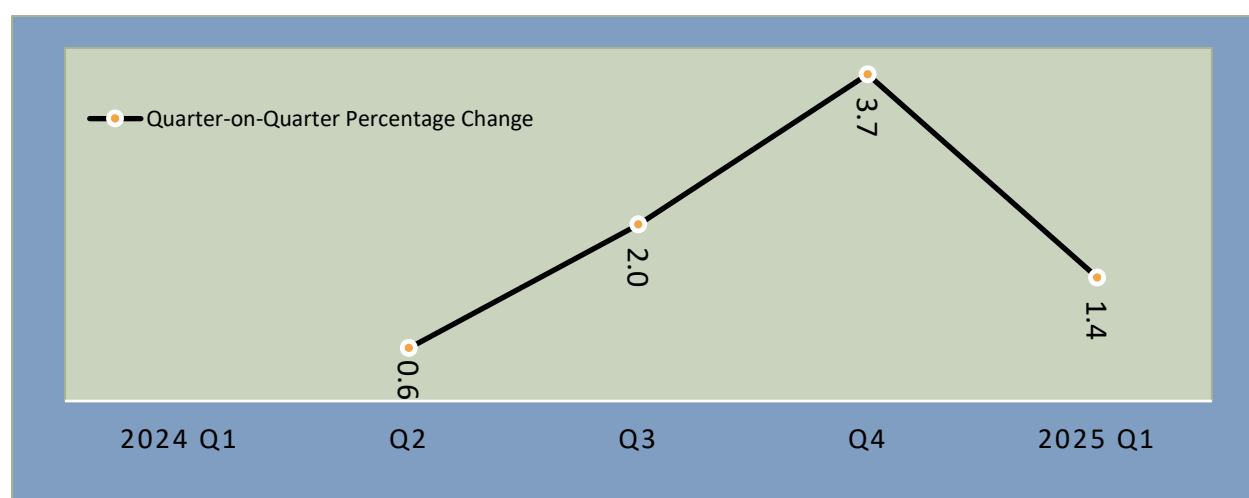


Figure 12: Quarter-on-Quarter Percentage Changes in Active Mobile Subscription Index, 1st Quarter 2024-1st Quarter 2025

5. Overall Traffic and Subscription Indices

5.1. Overall Traffic Index

The overall traffic index for 1st quarter 2025 was **147.2** compared to **135.7** in 4th quarter 2024, depicting a quarter-on-quarter increase of **8.5** percent. Year-on-year

comparison showed the index increasing by **47.2** percent from 1st quarter 2024. (Figures 13 and 14)

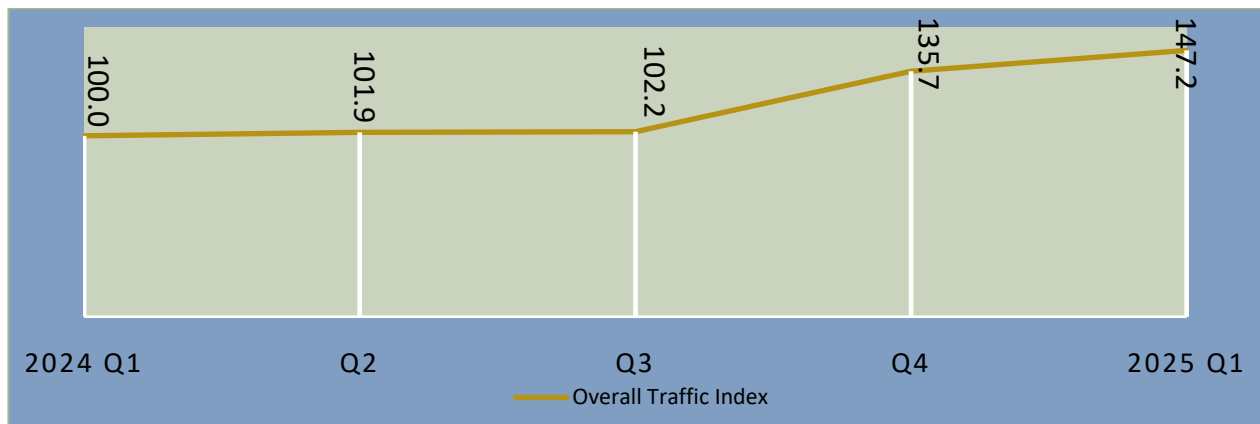


Figure 13: Quarterly Overall Traffic Index, 1st Quarter 2024 – 1st Quarter 2025

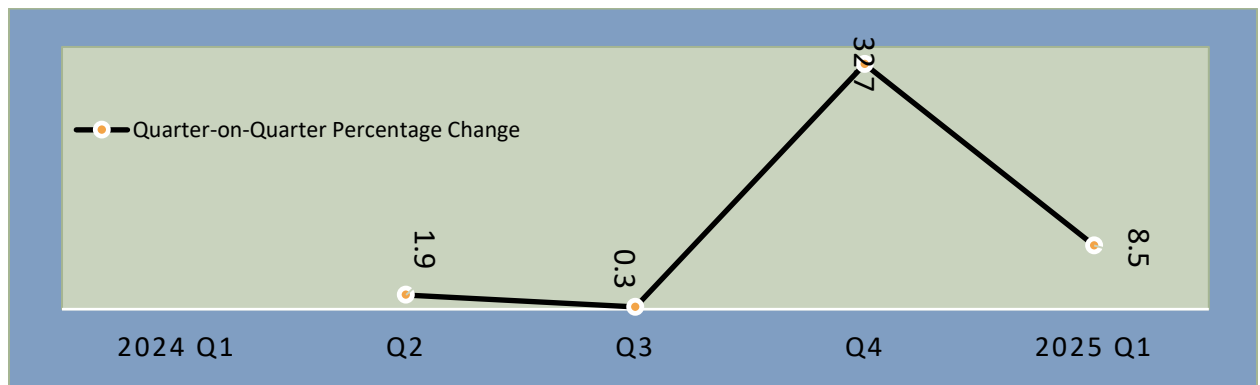


Figure 14: Quarter-on-Quarter Percentage Changes in Overall Traffic Index, 1st Quarter 2024 – 1st Quarter 2025

5.2. Overall Subscription Index

The overall subscription index for 1st quarter 2025 was **106.4**, compared to **105.2** in 4th quarter 2024, reflecting a quarter-on-quarter increase of **1.1** percent. This resulted

in a year-on-year percentage increase of **6.4** when compared to 1st quarter 2024. (Figure 15 and 16)

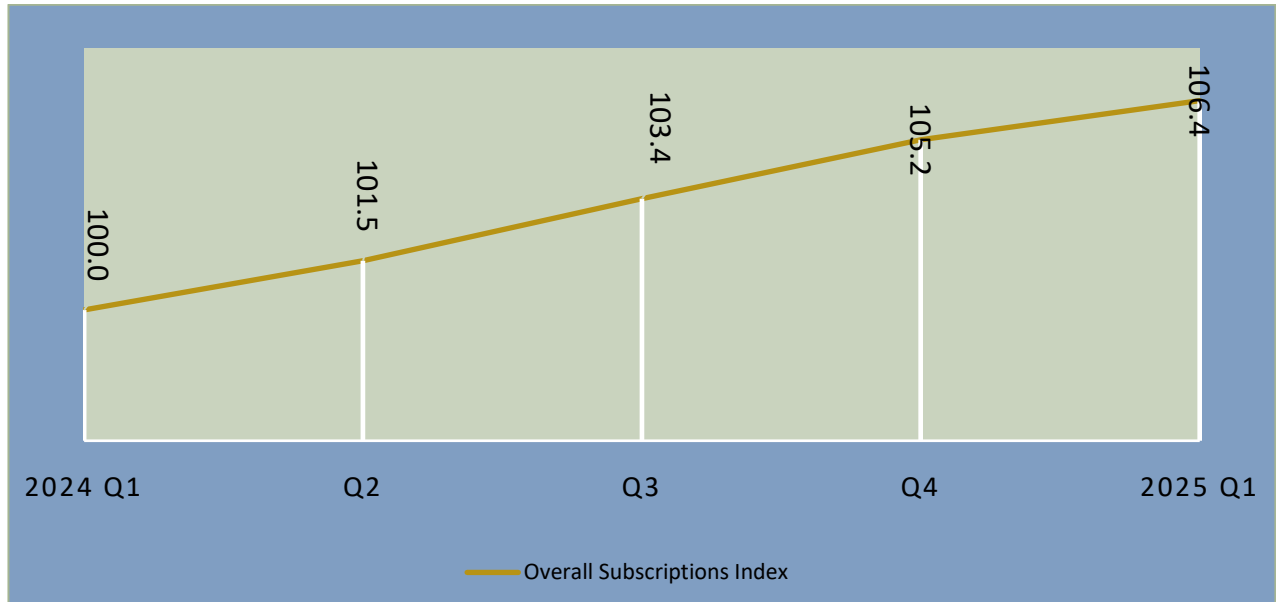


Figure 15: Quarterly Overall Subscription Index, 1st Quarter 2024 – 1st Quarter 2025

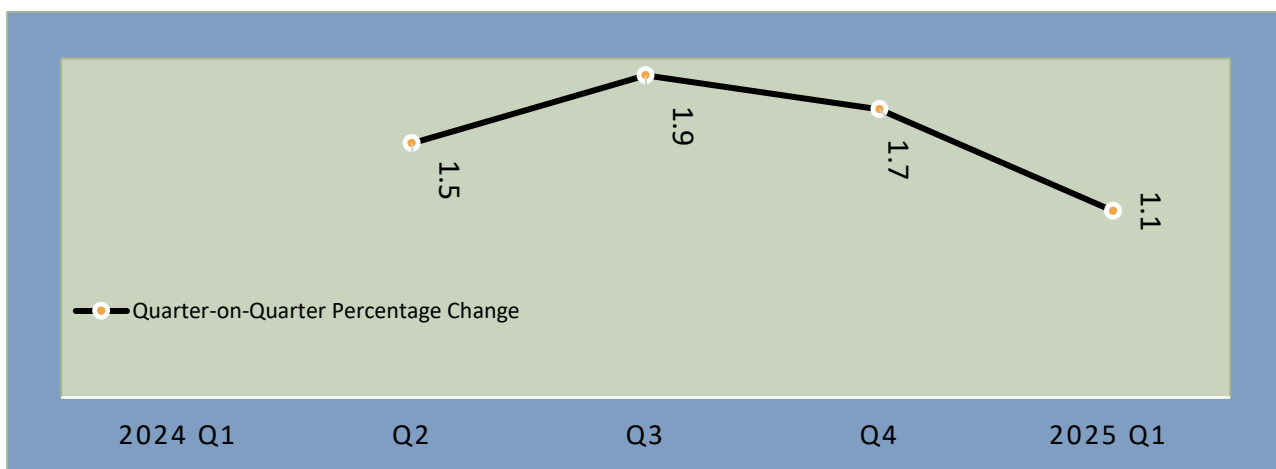


Figure 16: Quarter-on-Quarter Percentage Changes in Overall Subscription Index, 1st Quarter 2024 – 1st Quarter 2025

6. Information and Communication Technology Index

The Information and Communication Technology index went up by **5.3** percent to **126.8** in 1st quarter 2025, from **120.4** recorded in 4th quarter 2024. This reflected

a **26.8** percent year-on-year increase in the index when compared to 1st quarter 2024. (Figures 17 and 18)

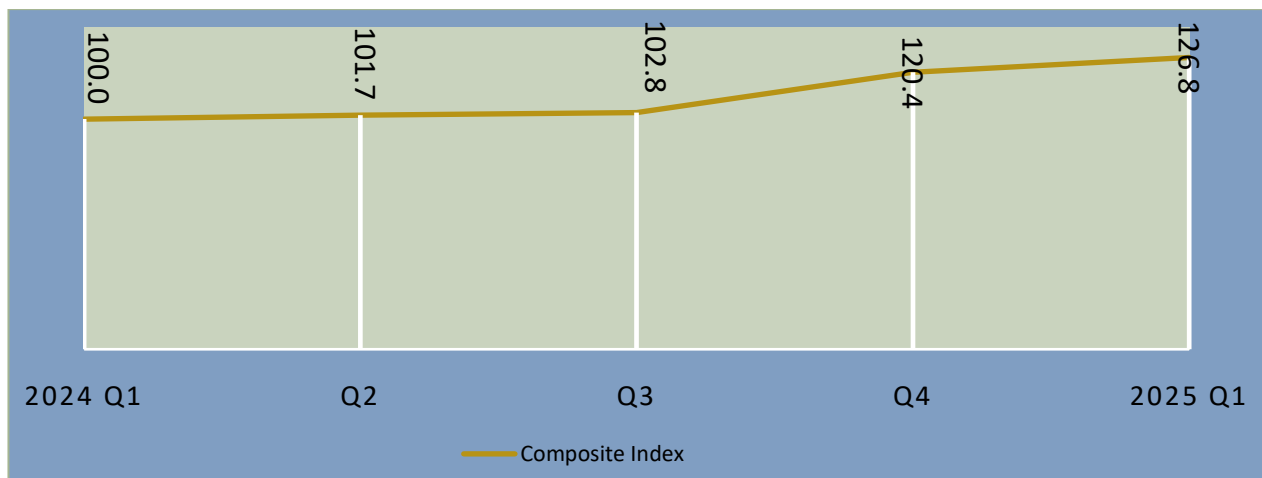


Figure 17: Quarterly Composite Index, 1st Quarter 2024 – 1st Quarter 2025

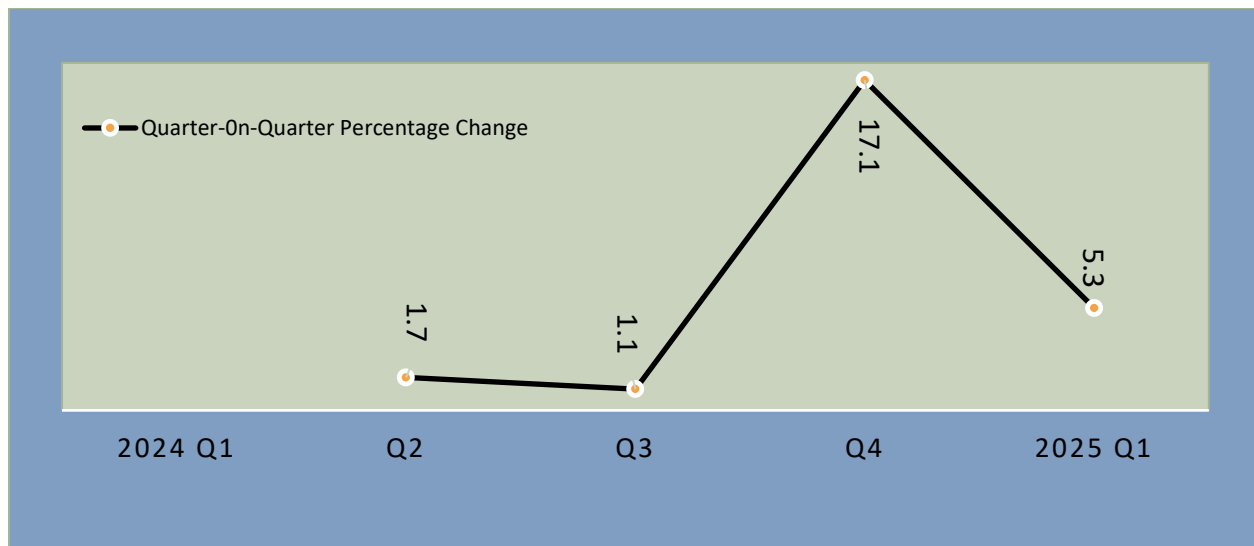


Figure 18: Quarter-on-Quarter Percentage Changes in Composite Index, 1st Quarter 2024 – 1st Quarter 2025

7. Postal Services Index

A total of **138,318** domestic postal letters were recorded during the 1st quarter of 2025, compared to **125,921** recorded in the preceding quarter. As a result, postal services recorded an index of **99.7** compared

to **90.8** in 4th quarter 2024 amounting to a **9.8** percent quarter-on-quarter increase. The year-on-year comparison showed the index decreasing by **0.3** percent from 1st quarter 2024. (Figures 19 and 20)

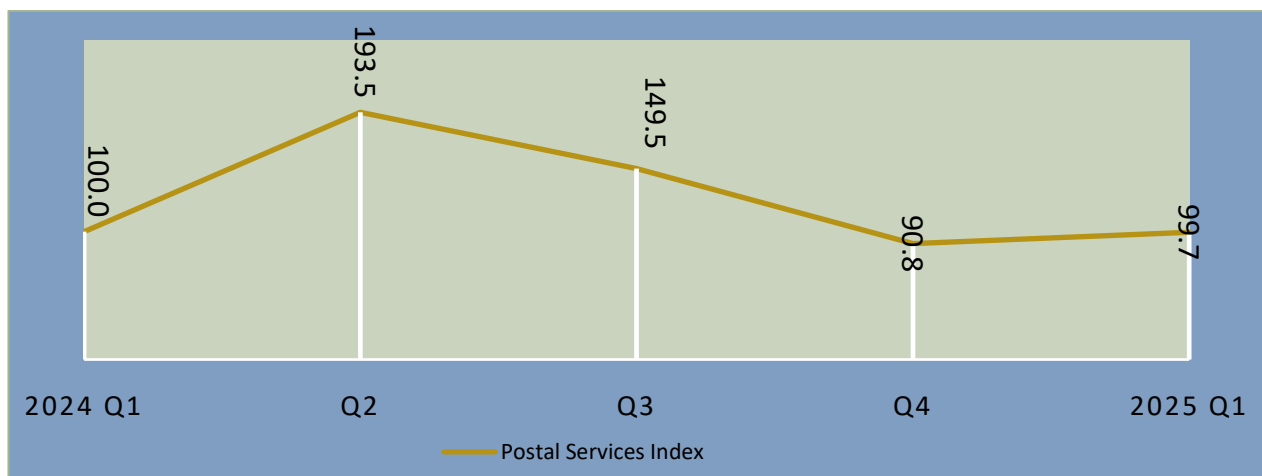


Figure 19: Quarterly Postal Services Index, 1st Quarter 2024 – 1st Quarter 2025

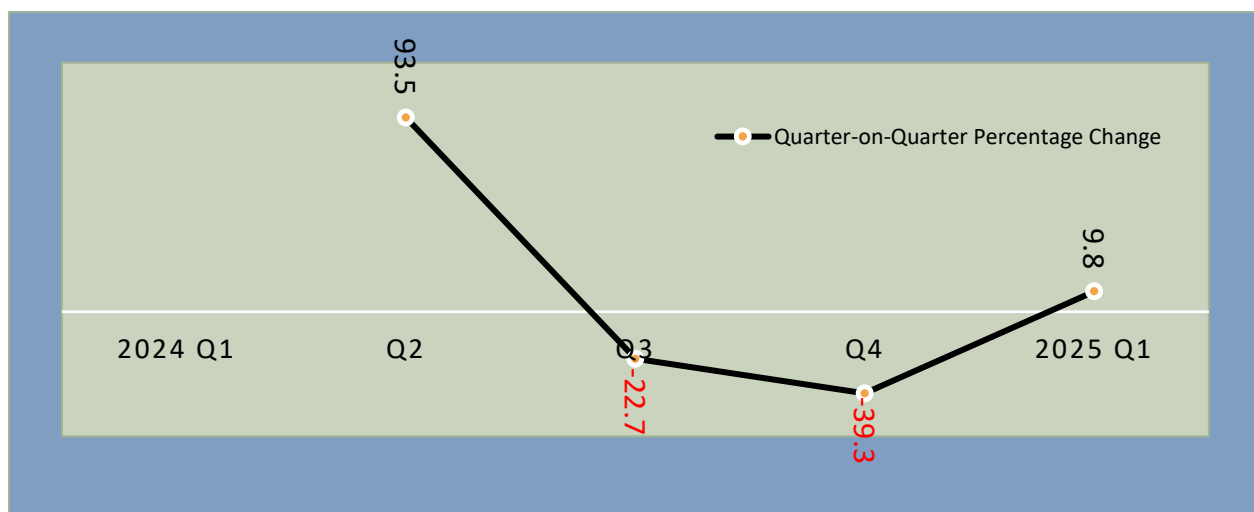


Figure 20: Quarter-on-Quarter Percentage Changes in Postal Services Index, 1st Quarter 2024 – 1st Quarter 2025

8. Courier Services Index

A total of **159,120** couriers were recorded during the 1st quarter of 2025, compared to **137,393** in the preceding quarter. Resultantly, the courier services index dropped by **13.7** percent to **108.9** when

compared to **126.2** recorded in 4th quarter 2024. This resulted in a year-on-year percentage increase of **8.9** when compared to 1st quarter 2024. (Figures 21 and 22)

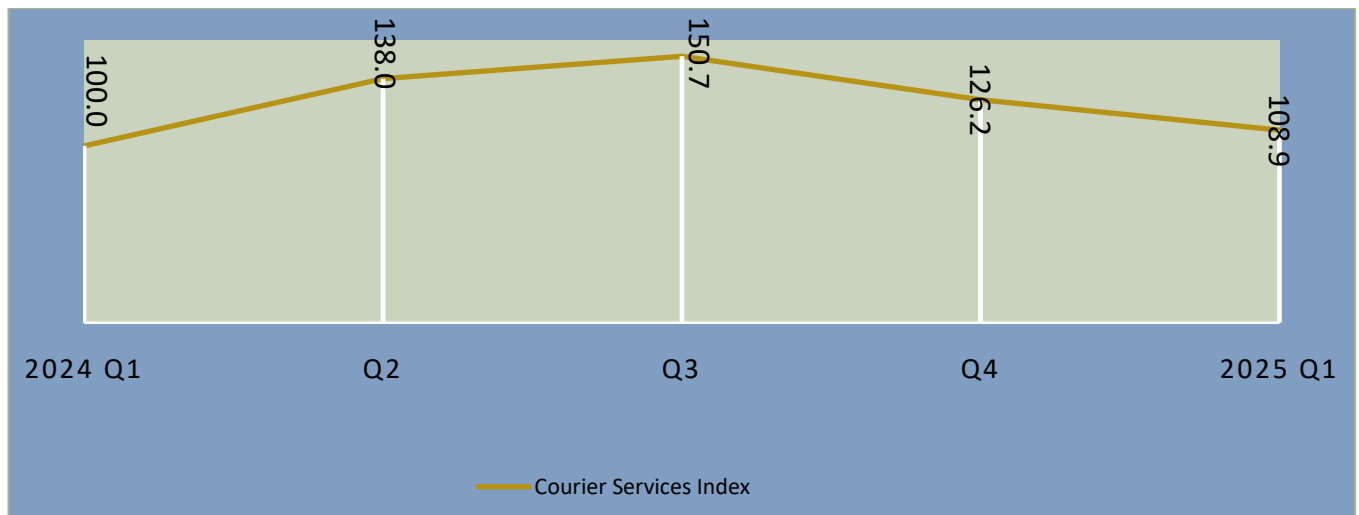


Figure 21: Quarterly Courier Services Index, 1st Quarter 2024 – 1st Quarter 2025

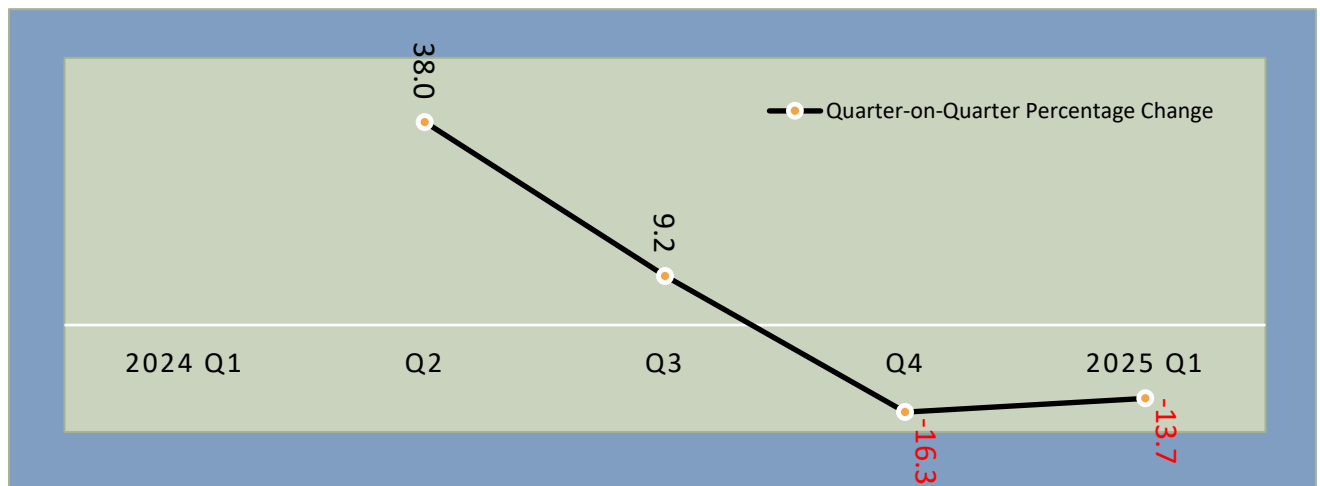


Figure 22: Quarter-on-Quarter Percentage Changes in Courier Services Index, 1st Quarter 2024 – 1st Quarter 2025

9. Composite Postal and Courier Services Index

The composite postal and courier services index for 1st quarter 2025 was **106.7** compared to **117.6** recorded in 4th quarter 2024, depicting a quarter-on-quarter

decrease of **9.3** percent. This resulted in a year-on-year percentage increase of **6.7** when compared to 1st quarter 2024. (Figures 23 and 24)

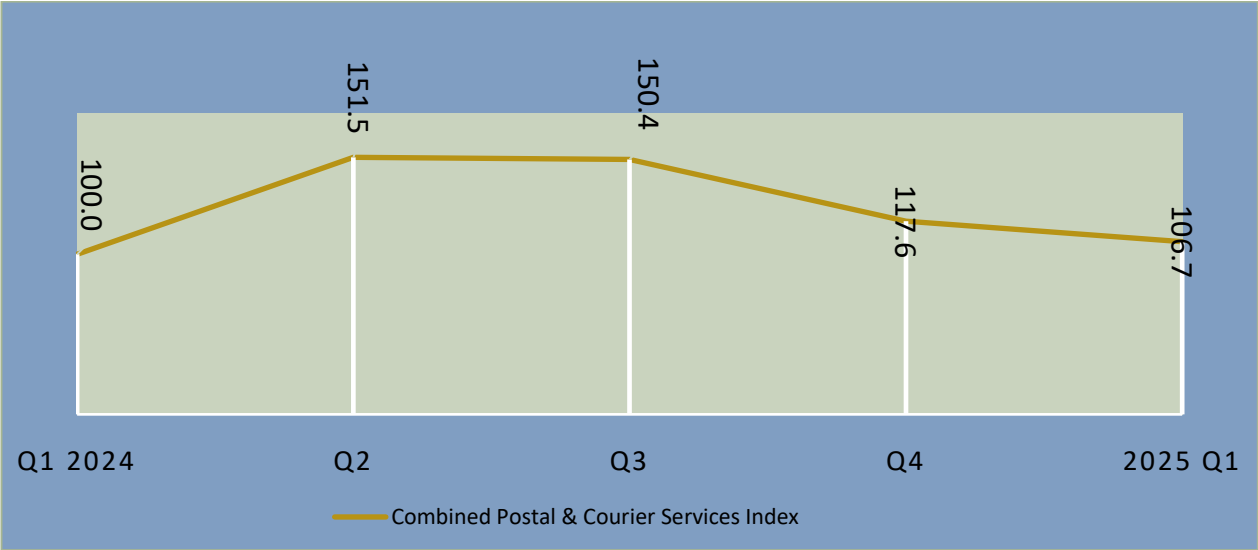


Figure 23: Quarterly Combined Postal and Courier Services Index, 1st Quarter 2024 – 1st Quarter 2025

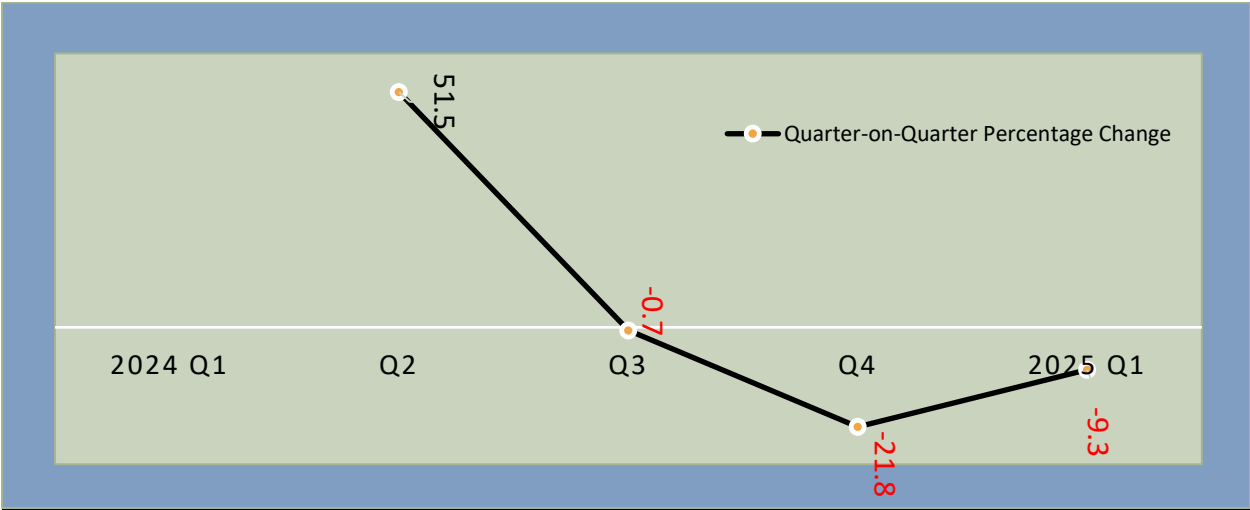


Figure 24: Quarter-on-Quarter Percentage Changes in Combined Postal and courier Services Index, 1st Quarter 2024 – 1st Quarter 2025

10. Appendix

Appendix 1: ICT Index indicators and weights		
Indicators	Weights (sub-indices)	Weights (Indicators)
Mobile internet and data services sub-Index	25.2	
Fixed telephony services sub-Index	7.4	
Mobile telephony services sub-Index	67.4	
Traffic Index		50.0
Subscription Index		50.0
Information Communication Technology Index		100.0

Appendix 2: Postal and Courier Services Index indicators and weights	
Indicators	Weights
Postal Services	24.3
Courier Services	75.7
Combined Postal and Courier Services Index	100.0