

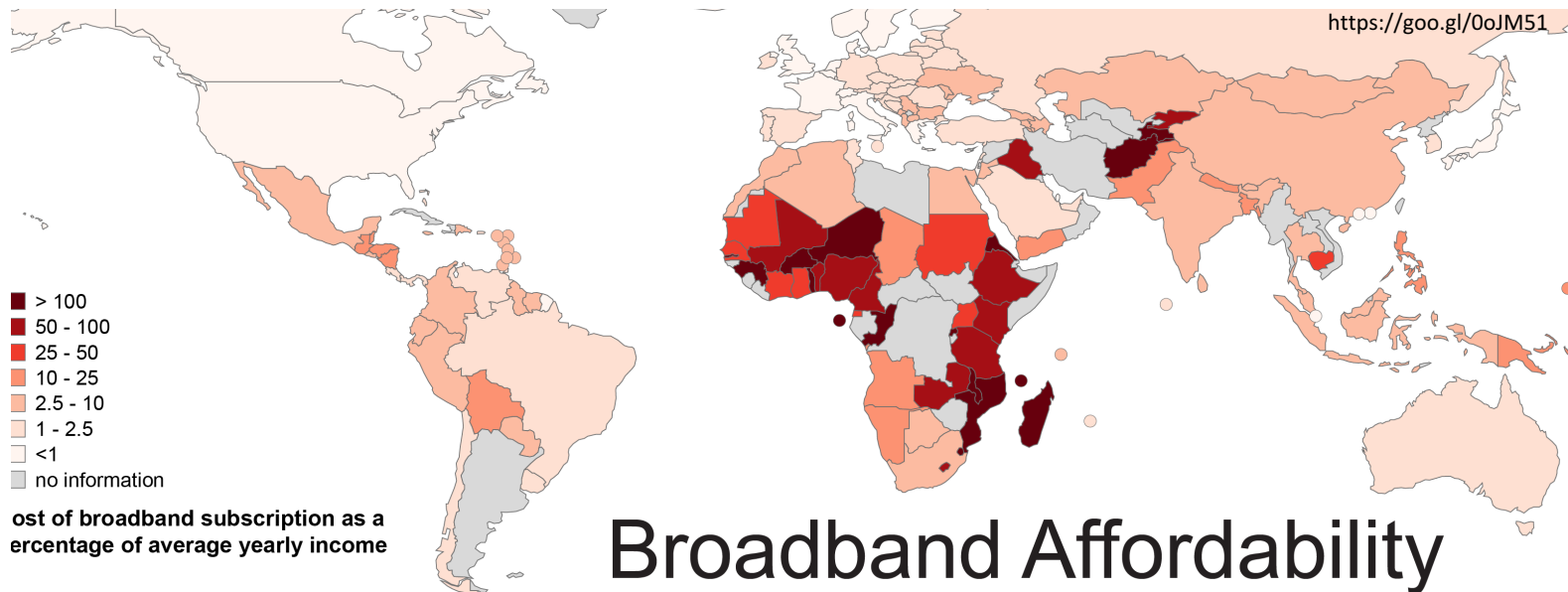


# UNIVERSAL SERVICE/ACCESS PROGRAMS

**SYRACUSE UNIVERSITY**  
School of Information Studies

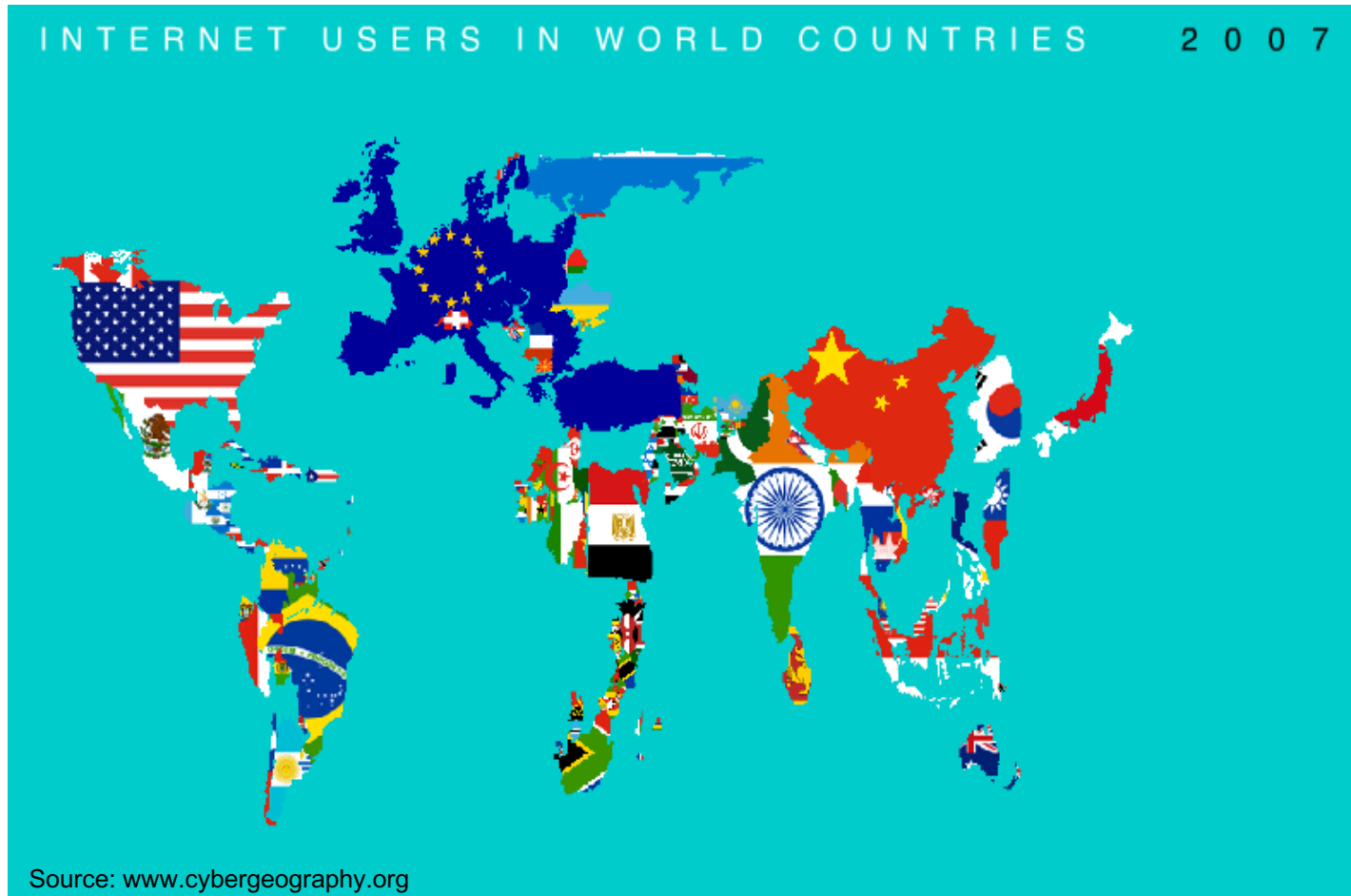
# WHAT IS UNIVERSAL SERVICE/ACCESS?

Current data at: <http://data.worldbank.org/indicator/IT.NET.USER.P2>  
<http://data.worldbank.org/indicator/IT.CEL.SETS.P2>



Universal access: a situation in where every person has a reasonable means of access to a publicly available phone

# DIGITAL DIVIDE



# ELEMENTS OF A UNIVERSAL SERVICE/ACCESS PROGRAM

