

theme of this report is Information Infrastructures and covers the following topics: the information society; information industry convergence; visions of the information superhighway; corporate strategies; building information infrastructures; from voice to multimedia; regulation in a multimedia world; and information infrastructures - hype or reality? Included in the report is an extensive compilation of world telecommunication indicators. A multimedia version of this report, intended as a complement not a replacement for the report, is available on the World Wide Web at <http://www.itu.ch/WTDR95/>.

**Implementing Reforms in the Telecommunications Sector: Lessons from Experience** edited by Björn Wellenius and Peter A. Stern (The World Bank, Washington, 1994), pp. xii + 757, US \$59.95, ISBN 0-8213-2606-6.

This is a major report from the World Bank discussing lessons from telecommunications reform from around the world. Some 40 chapters are included providing extensive case study reports from numerous countries, including Australia and New Zealand. Apart from a documentation of recent country experience, other issues discussed include privatization, regulation and strategic issues of implementation.

**Information Technology and National Trade Facilitation: Making the Most of Global Trade** by Robert Schware and Paul Kimberley (The World Bank, Washington, DC, 1995) pp. xv + 42, US \$7.95, ISBN 0-8213-3533-2.

This report represents World Bank Technical Paper Number 316. Technical Papers are published to communicate the results of the Bank's work to the development community with the least possible delay. The theme of this report is that trade, banking and telecommunications are being deregulated around the world. In order to make the process of change smoother, this report examines costs, benefits and best practices in applying information technology to trade facilitation. A companion volume, *Information Technology and National Trade Facilitation: Guide to Best Practice* has also been published as a practical aid for governments to understand the tasks, costs and time involved in setting up and implementing national trade facilitation initiatives. This companion volume is World Bank Technical Paper Number 317.

**Universal Access to E-Mail: Feasibility and Societal Implications** by Robert H Anderson, Tora K Bikson, Sally Ann Law and Bridger M. Mitchell (RAND, Santa Monica, CA, 1995) pp. xxviii + 267, US \$15.00, ISBN 0-8330-2331-4.

The work for this study was carried out under the auspices of RAND's Center for Information Revolution Analysis. This report addresses the question, among others, of what would be the personal and societal benefits resulting from 'universal access to electronic mail'? The report covers technology trends, technical considerations, economic issues, the social benefits of on-line communities, and international implications for global democratization.