

The internet has revolutionised communication, allowing the general public to spread messages to the world with the click of a button and by ensuring that business deals can be completed in minutes by facilitating the easy transfer of documents. At present, the internet is so ubiquitous that life crawls to a standstill without it. Essential services such as customs procedures and port operations are severely hindered while the general public is left without entertainment, access to money or online services. The recent internet blackout shows how it has impacted our lives.

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My daughter lives abroad and I usually communicate with her through video calls. But I can't do it now due to the blackout.

Nibedita Paul  
A homemaker  
in Dhaka

## “

We have our own logistic support by which we can perform all our activities, from production to delivery across the country, with the help of the internet. But if there is no internet, the whole system collapses.

RN Paul  
Managing director of  
RFL Group



## Ride-sharing services

Online purchase and delivery

## Facebook-based small businesses

Food delivery and  
cloud kitchen

## Online news consumption



Digital communication, including email, WhatsApp and Messenger

Social communication/  
networking

All kinds of ticketing,  
including air, rail and  
metro rail tickets



## Tourism and hotel booking

## Bill payment

Online education,  
information  
gathering/study



Hospital services  
managedbysoftware

Online multimedia  
and streaming  
services

## Online games

Online payments of utility bills

## Mobile top-up

Talk-timeandmobile  
data purchase

# BUSINESS LIFE

Customs assessment  
of import and export  
goods and clearance  
at ports

Software-based business management

Local and international business communication  
(Placement of orders, delivery and others)

LC opening and settlement

## Stockmarkettrading

## Freelancing



## Online news presentation

## Data collection and verification

Business process outsourcing



## Visa processing

Digitaladvertisements



Enterprise  
resource planning-  
based business  
management

