

**THE REPORT OF PROCEEDINGS**  
**THE 18<sup>TH</sup> CONGRESS**  
**EAST AFRICAN COMMUNICATIONS ORGANISATION (EACO)**  
**23 - 27 MAY 2011, KIGALI, RWANDA**



THE 18TH EACO CONGRESS, 23 - 27 MAY 2011, KIGALI, RWANDA  
THE HEADS AND REGULATORS  
EAST AFRICAN COMMUNICATIONS ORGANISATIONS (EACO)



Maj. Eng. François Régis GATARAYIHA  
Chairman EACO 2011/12,  
Director General – RURA  
Rwanda Utilities Regulatory Agency



Mr. Reverien NTAGAYE  
Director General – ARCT  
Telecommunications Control Regulatory Agency  
(Burundi)



Mr. Charles NJOROGE  
Director General - CCK  
Communications Commission of Kenya



Prof. John S. NKOMA  
Director General - TCRA  
Tanzania Communications Regulatory Authority



Mr Godfrey MUTABAZI  
Executive Director - UCC  
Uganda Communications Commission

The Chief Guest and Guests of Honour with EACO Director Generals  
18th EACO Congress 23-27 May 2012



From Left to right; Honourable Monique MUKARURIZA, Rwanda's Minister of East African Affairs, Honourable Dr. Ignace GATARE, Rwanda's Minister for Information Communications Technologies (ICT), Maj. Eng. François Régis GATARAYIHA, Chairman EACO 2011/12 & Director General – RURA, Rwanda Utilities Regulatory Agency



From Left to right; Mr Godfrey MUTABAZI, Executive Director – UCC, Uganda Communications Commission, Maj. Eng. François Régis GATARAYIHA, Chairman EACO 2011/12 & Director General – RURA, Rwanda Utilities Regulatory Agency, Honourable Monique MUKARURIZA, Rwanda's Minister of East African Affairs, Honourable Dr. Ignace GATARE, Rwanda's Minister for Information Communications Technologies (ICT), Mr. Charles NJORGE, Director General – CCK, Communications Commission of Kenya, Mrs Rodah MASAVIRU, Secretary General, PAPU, Prof. John S. NKOMA, Director General – TCRA, Tanzania Communications Regulatory Authority, Mr. Reverien NTAGAYE, Director General – ARCT, Telecommunications Control Regulatory Agency (Burundi)

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## **1.0 INTRODUCTION**

The 18<sup>th</sup> EACO Congress meeting was held on 27<sup>th</sup> May 2011 at the Kigali Serena Hotel in Kigali, Rwanda. The workshop on national backbones and regional broadband networks and services, the meeting of Working Committee for Human Resources Development and Training (HRDT/WC) and the Assemblies of Regulators, Telecommunications, Postal and Broadcasting Operators, preceded the Congress at the same venue from 23<sup>rd</sup> to 26<sup>th</sup> May 2011.

This report presents the proceedings and the decisions of the Congress after considering the reports of the Assemblies, Joint Working Committee and Workshop.

## **2.0 PARTICIPATION -MEMBERS AND OBSERVERS**

The following EACO Members and Observers attended the Congress:-

### **2.1 MEMBERS**

#### **2.1.1 Burundi**

- i. Telecommunications Control Regulatory Agency (ARCT)
- ii. U-Com Burundi
- iii. Regie Nationale des Postes (RNP)
- iv. Tembo Africel
- v. Radio UMUCO FM
- vi. Tele10 Burundi

#### **2.1.2 Kenya**

- i. Communications Commission of Kenya (CCK)
- ii. Postal Corporation of Kenya (PCK)
- iii. Telkom Kenya Limited (TKL)
- iv. Safaricom Limited
- v. Celtel Kenya Limited
- vi. Telecommunications Service Providers of Kenya (TESPOK)
- vii. Essar Telecom Kenya
- viii. Kenya Broadcasting Corporation

#### **2.1.3 Rwanda**

- i. Rwanda Utilities Regulatory Agency (RURA)
- ii. Rwanda National Post Office
- iii. Rwandatel S.A
- iv. Tigo Rwanda
- v. MTN Rwanda
- vi. New ARTEL

- vii. Media High Council
- viii. Star Africa Media,
- ix. Tele10 Television & Tele10 Radio,
- x. ORINFOR,
- xi. Voice of Hope Rwanda,
- xii. Contact Television & Contact Radio,
- xiii. RDB IT

#### **2.1.4 Tanzania**

- i. Tanzania Communications Regulatory Authority (TCRA)
- ii. Tanzania Post Corporation (TPC)
- iii. Tanzania Telecommunications Company Limited (TTCL)
- iv. Vodacom Tanzania Limited
- v. Zain Tanzania Limited
- vi. Agape Associate Tanzania
- vii. Zanzibar Broadcasting Commission
- viii. Tanzania Broadcasting Corporation
- ix. Tanzania Courier Association
- x. IPP Media Group
- xi. Agape Associates
- xii. Africa Media Group
- xiii. Sibula Radio FM
- xiv. Clouds FM
- xv. Sahara Media Group

#### **2.1.5 Uganda**

- i. Uganda Communications Commission (UCC)
- ii. Uganda Post Limited (UPL)
- iii. Uganda Telecom Limited (UTL)
- iv. MTN Uganda Limited (MTN)
- v. Warid Telecommunications Limited
- vi. Airtel Uganda
- vii. Orange Uganda Limited
- viii. Smile Communications Uganda Limited

### **2.2 OBSERVER ORGANISATIONS**

- (i) Pan African Postal Union (PAPU)
- (ii) Tumba College of Technology
- (iii) ADECOR
- (iv) Public Sector Federation
- (v) Digitech Solus
- (vi) Universite Libre de Kigali
- (vii) RTUC
- (viii) EABW
- (ix) Ministry of Education



- (x) Office of the President
- (xi) ADDCER
- (xii) The New Times
- (xiii) UCR
- (xiv) VOH
- (xv) DIGITECH
- (xvi) RESTORE FM
- (xvii) AG Radio
- (xviii) Radio Maria
- (xix) Victory Radio
- (xx) Ministry of Information
- (xxi) National University of Rwanda
- (xxii) Parliament of Rwanda
- (xxiii) Rwanda Cinema Center

The list of participants and their organisations is contained in **Annex I**.

### **3.0 OPENING CEREMONY**

#### **3.1 WELCOMING REMARKS BY THE Ag. DIRECTOR GENERAL – RURA**

##### **Maj. François Régis GATARAYIHA**

The Ag. Director General of RURA started by welcoming all delegates to the City of Kigali and thanking EACO Members for the confidence entrusted in Rwanda by allowing it to organise and host the 18<sup>th</sup> EACO Congress.

He highlighted the importance of the issue of connectivity to the submarine cable and saluted the joint effort of EACO on regional fibre backbone connectivity, cross boarder frequency coordination and harmonization of legal and regulatory framework.

The full welcoming remarks of the Ag. Director General of RURA is attached in **Annex II**.

#### **3.2 SPEECH BY THE CHIEF GUEST – RWANDA ICT MINISTER**

##### **Hon. Dr. Ignace GATARE**

The Minister in the Office of the President in charge of ICT, Hon. Dr. Ignace Gatare, who was the Chief Guest, welcomed the delegates to Kigali on behalf of the Government of the Republic of Rwanda. The highlights from the speech were as follows:-

- ✚ Emphasis was made on the importance of ICT in the economic development and therefore believed that the Congress would provide recommendations and action plans that would ensure lower and affordable prices, higher service quality and better penetration levels and new levels of consumer choices for ICT services.

- ✚ The migration strategies in terms of Governmental roles, the mandate of the regulators in the whole process and the value chain that was being created for digital broadcasting in East Africa must enable the region to reap the benefits of digital broadcasting.
- ✚ The region was to take note that running parallel broadcasting systems (analogue and digital) was very costly for both operators and the Governments. It was encouraged that clear strategies should be established for the switching of the analogue system without unnecessarily prolonging the simulcast period.
- ✚ The dynamism of the ICT sector and the pace of globalization, which make service development to be a complex issue, required the need to develop long-term strategies, which the industry, consumers, regulators and policy makers should share, and have a common vision of where East Africa was heading to.
- ✚ The need to use EACO platform to share ideas, experiences for passing on necessary skills and knowledge that would help EAC to keep pace with emerging trends in telecom development.
- ✚ As EAC countries complete their national backbones, they need to find ways on how to attain their maximum utilization and recoup the cost within shortest possible period of time.
- ✚ The willingness of the government of Rwanda to host the EACO Secretariat.

The Minister's full speech is attached as **Annex III**.

### **3.3 STATEMENTS/REMARKS**

Prior to the speech by the Chief Guest, the following statements/remarks were made during to the opening of the EACO Congress.

#### **3.2.1 Speech by Mr. Patrick MWESIGWA - UCC**

##### **Representative to Executive Director, Uganda Communications Commission (UCC)**

In his remarks, the outgoing chairman of EACO thanked the host of the 18th EACO Congress for a warm welcome. He presented the report highlighting EACO achievements during Uganda's chairmanship as well as the challenges.

He reiterated the need of harmonizing nation policies and regulatory strategies.

He concluded by reaffirming the confidence Uganda has in Rwanda and he informed the Congress that after consultation, Uganda has

decided to support the candidature of Rwanda for the hosting of EACO Headquarters.

The Executive Director's full statement is attached as **Annex VI**.

### **3.2.2 Remarks by Mr. Reverien NTAGAYE - ARCT**

#### **Director General of Telecommunications Control Regulatory Agency (ARCT)**

The Director General of ARCT thanked the government of Rwanda through RURA for hosting the Congress and different Assemblies.

He emphasized the importance of the Congress in that it provided for interaction and sharing of experiences between EACO members and the key stakeholders, with regard to developing synergies necessary for the integration of our region.

He gave the progress on two main initiatives going on in Burundi on putting in place appropriate Policy, Legal and Regulatory framework and National Backbone Project.

He concluded by affirming Burundi's submission of the candidature of Burundi for the host of next 19<sup>th</sup> EACO Congress.

### **3.2.3 Remarks by Mr. Charles NJOROGE - CCK**

#### **Director General of Communications Commission of Kenya (CCK)**

The Director-General of CCK expressed his gratitude to the Government and the people of Rwanda through the coordination of RURA for the warm welcome and hospitality of the people of Rwanda and the successful organisation of the 18<sup>th</sup> EACO Congress.

He informed the Congress that ICT is the fastest sector in Kenya and that EACO has played an important role in improving the ICT sector in Kenya.

He highlighted the role of the commitment of the Government of Kenya in the achievements registered so far.

He highlighted some key achievements in connection with undersea cables projects, consumers' expectations increase, and the role of Postal Operators in e-commerce and Cyber security legal framework in the region.

The Director General's full statement is attached as **Annex IV**.

### **3.2.4 Remarks by Prof. John S. NKOMA - TCRA**

#### **Director General, Tanzania Communications Regulatory Authority (TCRA)**

The Director General of TCRA Prof. John S. Nkoma thanked the government of Rwanda through RURA for a warm welcome and hospitality of the people of Rwanda.

He continued by stating that he believed in the objectives of EACO and active participation in EACO activities has contributed to a remarkable growth in the ICTs across the region.

He informed the Congress of the growth of ICT Sector in Tanzania and said that the growth is due to the right policy and commitment in place including the ICT Policy 2003, Broadcasting Policy 2003, and Postal Policy 2003. He further informed the Congress about the new regulations incorporating new developments.

He reiterated the needs for landlocked countries to be connected to the submarine cable Submarine cables.

He concluded by pledging to continue to be an active member of EACO.

The Director General's full statement is attached as **Annex V**.

### **3.2.5 Remarks by Mrs. Rodah MASAVIRU - PAPU**

#### **Secretary General of the Pan African Postal Union (PAPU)**

The Secretary General of PAPU thanked the government of Rwanda through RURA for the warm welcome and hospitality of the people of Rwanda. She further commended Rwanda for a successful organization of the 18<sup>th</sup> EACO Congress.

She informed the Congress that PAPU welcomed the opportunity to participate in EACO and that PAPU strongly supports EACO.

She thanked the organizing committee for extending invitation to PAPU to the 2010 EACO Congress.

She reminded the Congress that 2010 was a special year in the calendar of the East African sub-region. In January 2010, the government of the United Republic of Tanzania hosted the 30<sup>th</sup> anniversary of PAPU. In February 2010, Kenya hosted the workshop on implementation of the Nairobi Postal Strategy and in March 2010, the ICANN meeting. In September 2010, the sub-region was scheduled to host the CCPA and the UPU Strategy conferences in Kampala and Nairobi respectively.



She drew the attention of the EACO members to the strategic objectives of PAPU which were geared towards sustainable development of the postal sector in Africa in which EACO and other sub-regional organisations were expected to bring various development initiatives to ensure development of the sector.

She further said in recognition of the key role ICTs play in diversification of postal products and services, PAPU together with ATU and RASCOM were in the process of implementing a pilot e-Post Africa project with the involvement of PAPU member countries that had shown interest.

She concluded by appealing to Rwanda to hasten their membership to PAPU in order to fully participate in the development programmes and enjoy the benefits that go with it.

She reaffirmed PAPU's commitment to supporting EACO initiative on postal development in the region.

PAPU Secretary General's full statement is attached as **Annex VII**.

### **3.2.6 Remarks by Mr. François Régis GATARAYIHA - RURA**

#### **Director General of Rwanda Utilities Regulatory Agency (RURA)**

The Director General of RURA thanked all participants for high attendance and for the confidence entrusted in Rwanda by giving her the mantle and responsibility of organising and hosting EACO's 18th Congress.

He stressed the importance of connectivity to the submarine cable for landlocked countries and that through EACO initiatives, Rwanda benefits from various joint efforts such as regional fibre backbone connectivity, cross border frequency coordination issues, harmonization of policy, legal and regulatory framework.

The Director General's full statement is attached as **Annex VIII**.

### **3.2.7 Remarks by Honourable Monique MUKARULIZA**

#### **Chief Guest and Rwanda's Minister of East African Community Affairs**

The Congress was officially opened by the Minister of East African Community who commended EACO for this important initiative and she thanked EACO members for having chosen Rwanda to host 18<sup>th</sup> EACO Congress and EACO Headquarters.

She stated that the Government of Rwanda is fully committed to support EACO by providing the required facilities for its smooth

establishment. She further promised to advocate for EACO to be an institution of EAC.

She reminded the role of EACO in the achievement of EAC Objectives. She highlighted major EAC initiatives such as EAC Cyber Law Policy Guidelines, adoption of Short Code 110 as an EAC Standard, ICT Protocol for regional infrastructure sharing, and Harmonization of communications policies, Analogue to Digital Migration, Implementation of Geneva Resolutions, Postal Strategy for EAC Region and Quality and reliable service.

**Full remarks of the Guest of Honour are in Annex IX.**

#### **4.0 ADOPTION OF THE AGENDA**

The proposed agenda was adopted with amendments as follows:-

1. Adoption of the Agenda
2. Election of the Bureau
3. Report of the Chairperson of the 2010 17<sup>th</sup> EACO Congress
4. Consideration of applications for members to join EACO
5. Reports of the Assemblies of Parties, Task Forces and Working Committees:-
  - (i) Assembly of Regulators
  - (ii) Assembly of Telecommunications Operators
  - (iii) Assembly of Postal Operators
  - (iv) Assembly of Broadcasters
  - (v) Broadcasting Technical Task Force
  - (vi) HRDT/WC
  - (vii) Joint Working Committee (JWC)
6. EACO Relationship with EAC
7. Venue and date for the next EACO Congress
8. Adoption of the Report of the EACO Congress
9. Any Other Business
10. Closing Ceremony

## 5.0 ELECTION OF THE BUREAU

The Congress nominated Rwanda to chair the Congress and the first Rapporteur was Uganda with the second Rapporteur being Rwanda.

The Bureau was constituted of the following:

Mr. François Régis Gatarayiha	Chairperson	Rwanda
Ms. Rebecca Mayanja	1 <sup>st</sup> Rapporteur	Uganda
Ms. Beata. Mukangabo	2 <sup>nd</sup> Rapporteur	Rwanda

## 6.0 HANDOVER CEREMONY OF THE EACO CHAIR

The outgoing Chairman Mr. Godfrey Mutabazi of Uganda Communications Commission (UCC) presented **a hammer** to the incoming chairman Mr. François Régis GATARAYIHA of Rwanda Utilities Regulatory Agency (RURA) as **a symbol of authority** that will ensure all decisions of EACO are followed and implemented.

The further details of the remarks made by outgoing chairman during the handover occasion are contained in **Annex VI** indicated earlier.

## 7.0 REPORT OF THE EACO-CHAIRMAN 2010/2011

The outgoing Chairman thanked the Regulatory Agencies in the five EAC countries and the various ad-hoc committees for their respective efforts in implementing and following up the decisions of the EACO during the past one year.

He congratulated Kenya and Rwanda which were elected to the ITU Council during its 2010 Plenipotentiary Conference in Mexico. He also congratulated the East African region on the appointment of Mr. Stanley KIBE from Communications Commission of Kenya (CCK) as member of the Radio Regulations Board.

In his remarks, he highlighted the pending issues that should be addressed. He therefore wished the Assembly fruitful deliberations.

## 8.0 CONSIDERATION OF EACO MEMBERSHIP APPLICATIONS

### 8.1 BURUNDI

Telecommunications Control Regulatory Agency (ARCT) submitted an application by Tele10 Burundi to join EACO. The application was seconded by Rwanda.

**Agreed 1:**

To admit Tele10 Burundi as a member of EACO.

**8.2 KENYA**

Communications Commission of Kenya (CCK) submitted an application by Kenya Broadcasting Corporation to join EACO. The application was seconded by Burundi.

**Agreed 2:**

To admit Kenya Broadcasting Corporation as a member of EACO.

**8.3 TANZANIA**

Tanzania Communications Regulatory Authority (TCRA) submitted applications by Tanzania Broadcasting Corporation, Tanzania Courier Association, IPP Media Group, Agape Associates, Africa Media Group, Sibula Radio FM, Clouds FM, Sahara Media Group Ltd, to join EACO. The applications were seconded by Kenya.

**Agreed 3:**

To admit Tanzania Broadcasting Corporation, Tanzania Courier Association, IPP Media Group, Agape Associates, Africa Media Group, Sibula Radio FM, Clouds FM, Sahara Media Group as members of EACO.

**8.4 RWANDA**

Rwanda Utilities Regulatory Authority (RURA) submitted applications by Star Africa Media, Tele10 Television and Tele10 Radio, Orinfor, Voice of Hope Rwanda, Contact Television & Contact Radio, RDB IT, to join EACO.

The applications were seconded by Uganda.

**Agreed 4:**

To admit the Star Africa Media, Tele10 Television and Tele10 Radio, ORINFOR, Voice of Hope Rwanda, Contact Television & Contact Radio, RDB IT as members of EACO.

**8.5 UGANDA**

Uganda Communications Commission (UCC) submitted an application by Smile Communications Uganda Limited to join EACO. The application was seconded by Tanzania.

**Agreed 5:**



To admit Smile Communications Uganda Limited as a member of EACO.

## **9.0 WORKSHOP NATIONAL BACKBONES & BROADBAND**

On 23<sup>rd</sup> May 2011, a workshop on National Backbones and Regional Networks and Services was held.

### **9.1 OPENING OF THE WORKSHOP**

The workshop on national backbones and regional broadband networks and services was chaired by Mr. Patrick MWESIGWA from Uganda Communications Commission.

### **9.2 THE WORKSHOP**

The presentations that were made during the workshop included:-

- (a) “Quality, Diversity and Reliability for the Benefit Of the Consumer” by Prof. David Mellor, Chairman of United Kingdom Telecommunications Academy (UKTA).
- (b) “Engineering and Economic Perspective on National Backbone and Broadband Networks” by Mr. Barry Kingsland, Director of Cable and Wireless.
- (c) “Tanzania’s Experience on the Implementation of the National Fibre Optic Backbone” by Eng. James Kilaba, representative of Director General, TCRA.
- (d) “Taking advantage of the digital dividend in East Africa” by Ms. Elizabeth Migwala of QUALCOM.

The highlights of the workshop are contained in **Annex X**.

### **9.3 CLOSING OF THE WORKSHOP**

In closing of the workshop, the Chairman thanked the presenters for their presentations.

He emphasized on the importance of the Congress in the developing synergies necessary for the socio-economic development of East African Region.

The closing remark of the Chairman is attached as **Annex XI**.

## **10.0 REPORTS– ASSEMBLIES, TASK FORCES & COMMITTEES**

### **10.1 REPORT OF TELECOMMUNICATIONS OPERATORS ASSEMBLY**

The Congress noted the Report of Assembly of Telecommunications Regulators which contained the following recommendations:

#### **10.1.1 SIM Card Registration**

##### **Noted 1:**

- (i) Presentation made by Honest Lugalla of Vodacom on Tanzania's experience on SIM card registration.
- (ii) The status of registration from each country was presented as herein below:
  - (a) Tanzania: SIM registration has been on since 2009 by Administration order issued by the Regulator. The law has been enacted since June 2010 to support the process and guidelines are in the process. 85% - 90% have so far been registered.
  - (b) Kenya: There is no regulation made so far but SIM Registration has been on since 2005. Registration is done voluntarily by operators.
  - (c) Burundi: The registration process is expected to be finalized by the end of 2012. There is no regulation made so far but registration is done voluntarily based on recommendation from the regulatory body.
  - (d) Uganda: SIM Registration is provided for in the Regulations of Interception of Communication Act, 2010. However, regulations on implementation are yet to be provided by the Regulator.
  - (e) Rwanda: SIM Registration is yet to start. The consultation process on how to implement the SIM Registration is undergoing between the Regulator and operators.

##### **Agreed 6:**

- (i) EACO Regulators to deal with the following to facilitate SIM card registration:-
  - a) Have clear regulatory guidelines to support SIM card registration and reasonable time to be provided.
  - b) Communicate to local authorities to ensure that no additional levy is imposed in respect to SIM card registration activities.
  - c) Take up the responsibility of public awareness.

- (ii) All mobile operators in EAC to share data of blacklisted handsets.
- (iii) EACO Country Members to share experience and challenge on SIM Registration.

### **10.1.2 Telecoms Fraud & Cyber Security**

#### **Noted 2:**

- (i) The status of CERTS as submitted by the Task Force on Cyber Security.
- (ii) Kenyan operators collected views on the CERTS through TESPOK for submission to the Kenyan Regulator.
- (iii) The meetings held between TESPOK, the Kenyan Regulator and the Kenyan security agents on issues of Cyber Security.
- (iv) Operators in Uganda and Tanzania had not submitted their views to their respective regulators.
- (v) The Rwandan operators had not received any communication from the Task Force in respect of this.

#### **Agreed 7:**

- (i) Operators to form and run sectorised CERTS and nominate representatives to sit on the national CERTS.
- (ii) Regulators to act in the ITU/IMPACT initiative to establish national CERTS.
- (iii) Operators to send their recommendations on CERTS to the Regulatory Authorities.
- (iv) To circulate the benchmarking report on Finland and Hungary to all members of the Assembly of Telecommunication Operators.

### **10.1.3 Excise Duty on Airtime - Level of Harmonization**

#### **Noted 3:**

During the 17<sup>th</sup> Congress meeting, the following recommendations were tabled at the Congress:

- a) The need for harmonization of excise duties across the Region benchmarking with Rwanda as the country with the lowest excise tax rate.
- b) The respective government of the EAC region to consider suspending exercise tax for a proposed period of 2 years and in that period

examine the effect of penetration of services and stimulation of GDP. This will stimulate increased airtime usage, which will in turn lead to increased Government revenues through increased VAT collection.

**Agreed 8:**

EACO Chairman to take up the matter and urge governments to harmonize excise duties across the region, benchmarking with the country with the lowest excise tax rate.

**10.1.4 Regional Roaming**

**Noted 4:**

- (i) Facts and challenges with the East African Region in relation to regional roaming.

**Agreed 9:**

Operators to take note of the facts and use them in their bilateral/commercial relationship.

**10.1.5 Transition/Migration to IPV6**

**Noted 5:**

- (i) The status of migration from IPv4 to IPv6 by EACO member countries and development of internet Exchange Points as presented by TESPOK.
- (ii) The progress made on migration from IPv4 to IPv6 by EAC member countries.
- (iii) The risks of NOT migrating quickly from IPv4 to IPv6.

**Agreed 10:**

- (i) All operators to apply to AFRINIC for IPV6 address blocks which are free and activate them.
- (ii) All operators to apply for IPV6 address block to the African Network Information Centre (AfrinIC) and activate them.
- (iii) All operators to take IPV6 deployment process seriously so as to prevent closure of their business in the near future.

**10.1.6 Constitution of EACO**

**Noted 6:**



Presentation of The Report of the task force as presented in the 17<sup>th</sup> EACO Congress.

**Agreed 11:**

EACO to apply to EAC for the OBSERVER status at the start while looking for the possibility of integrating as a member organ of the EAC.

**10.1.7 Spectrum Pricing**

**Noted 7:**

Spectrum prices were exorbitantly high in the East African Region.

**Agreed 12:**

- (i) The option of charge based on rollout is punitive.
- (ii) Regulators should consider frequency charges based on bandwidth occupied.

**10.1.8 Broadband Licensing**

**Noted 8:**

Different charges imposed by all regulators in the East African Region on broadband licensing.

**Agreed 13:**

- (i) Concession between operators and regulators is required for deployment of broadband services in rural areas.
- (ii) Regulator to create a framework that will ensure operators can access to landing points of undersea cables for international connectivity.
- (iii) Regulator to promote synergies between different kinds of utilities who can provide telecom infrastructures.

**10.1.9 Internet Exchange Points (IXPs)**

**Noted 9:**

- (i) The importance of IXPs and the need for operators to connect to IXPs.
- (ii) The request to Regulators to allow operators to interconnect at their respective IXP of choice without the requirement for a license as is the case when they interconnect in London.

**Agreed 14:**

- (i) Each operator to the IXPs of their choice in the region using carriers of their choice.
- (ii) To urge Regulators to facilitate the increase in the use of IP communications in the region by adopting the practices of the London and Amsterdam IXPs, which allow an operator to directly connect to exchange points in the respective countries without the need to set up business operations in the country.

#### **10.1.11 Mobile Number Portability (MNP)**

##### **Noted 10:**

- i. The implementation of number portability business rules and guidelines on porting for the mobile networks within the East African Region.
- ii. Key concerns and progress with emphasis on the following:
  - a) Areas of the Business impacted by MNP,
  - b) Post Launch – Porting challenges,
  - c) Regulatory issues, and
  - d) Process/Customer experience issues
- iii. The status of implementation for mobile number portability in the region is as follows:
  - a) Tanzania – The process is yet to be implemented.
  - b) Burundi – MNP is yet to be implemented and conditions required for MNP are yet to be established.
  - c) Rwanda – MNP will be considered for implementation when penetration rate reaches 60%.
  - d) Kenya – MNP is already implemented.
  - e) Uganda – Consultation between Regulator and operators is going to commence.

##### **Agreed 15:**

- (i) Number Portability Taskforce is created to address and advice on the noted concerns above.
- (ii) Regulators will come up with clear guidelines based on the advice of the Taskforce.
- (iii) Operators to be given reasonable time 12 months for implementation of number portability.

#### **10.1.11 Equipment Identification Register (EIR)**

##### **Noted 11:**

Huge supply of mobile phones with multiple IMEIs and no IMEIs in the East African Region.

##### **Agreed 16:**

- i. Regulators should allow for adequate migration time given the fact that a large population use mobile phones with multiple IMEIs and no IMEIs.
- ii. Regulators should provide policy guidelines to ban importation of mobile phones with multiple IMEIs and no IMEIs.

#### **10.1.12 Update on harmonisation of short codes in East Africa**

##### **Noted 12:**

All East African countries have not fully implemented short code harmonisation.

##### **Agreed 17:**

- i. Operators are not opposed to harmonization of emergency services short codes in the region. Consultations between operators and regulators on how best to harmonize should continue in their respective countries.
- ii. Commercial short codes do not need to be harmonized as roaming customers can be notified by the respective operator (international practice).

#### **10.1.13 Vandalism on telecom equipments/infrastructures - EA region**

##### **Noted 13:**

Increase in cases of vandalism and sabotage of telecom infrastructure in the East African Region.

##### **Agreed 18:**

- i. Regulators to lobby with their respective governments to make more stringent penalties.
- ii. Regulators to liaise with relevant authorities to ensure that any infrastructure development takes due cognizance of existing infrastructure.

The report of the Assembly of Telecommunication Operators was adopted by the Congress.

Full report of the Assembly of Telecommunication Operators is attached as Annex **XII**.

## **10.2 REPORT OF THE ASSEMBLY OF POSTAL OPERATORS**

The Congress noted the report of Assembly of Postal Operators which contained the following recommendations:

### **10.2.1 Joint Inspection of Airports and Offices of Exchange**

#### **Noted 14:**

- iii. Some countries have participated in EACO inspections as well as in Quality of Service Task Force;
- iv. Some countries are yet to report on the status of the action matrix using the agreed matrix format.

#### **Agreed 19**

- i. Regulators to be involved in the inspection of offices of exchange, airports, borders and ports of entry;
- ii. All member states to propose the dates for joint inspections.

### **10.2.2 High Level Regional Postal Stakeholders' Meeting**

#### **Noted 15:**

Insufficient level of involvement of policy makers (ministers) in regional postal stakeholder's meetings.

#### **Agreed 20:**

- i. Postal operators to engage ICT Ministers in order to get them more involved in postal matters.
- ii. Regulators to do advocacy for Post operators.

### **10.2.3 International Express Money Orders Project**

#### **Noted 16:**

- i. Different levels of the implementation of the project.
- ii. The need to engage for a regional marketing action in the framework of the project.
- iii. The need of International Financial System (IFS) Brand Name.

- iv. Need for a regular settlement of accounts between member countries.

**Agreed 21:**

- i. All members to expedite the finalization of IFS installation.
- ii. Tanzania to revitalize the IFS Task Force and Member countries to propose their IFS Project Marketing Plan and forward it to the Chairperson of the Regional Committee of the Project by end of June 2011.
- iii. Member countries to create an ESCROW account for the settlements and the Task Force to set up the management modalities of this account.
- iv. Engage the EAC Secretariat to support the Project.

**10.2.4 Quality of Service Improvement**

**Noted 17:**

Targets set by UPU are not always met by member countries.

**Agreed 22:**

Member countries to make sure that targets set by UPU are met.

**10.2.5 Road Transport Project**

**Noted 18:**

A feasibility study on road transport network is being conducted by UPU in the Regional Quality Approach Project of English speaking East African and Indian Ocean countries of which Burundi is not included.

**Agreed 23:**

- i. Member countries to set up a committee to make a follow up on the feasibility study conducted by UPU experts.
- ii. Request UPU and PAPU to include Burundi in the Project.

**10.2.6 ICT Issues in Postal Operations**

**Noted 19:**

- (i) Training in ICTs is a big challenge.
- (ii) Need for all member countries to put sufficient efforts in training of ICT staff.

**Agreed 24:**

- (i) Member countries to put sufficient efforts in training of ICT staff.
- (ii) Member countries are encouraged to automate their networks in order to be able to engage in e-based applications.

#### **10.2.7 Security Issues in Postal / Courier Network**

**Noted 20:**

Some member countries do not have a section responsible for security in their operations.

**Agreed 25:**

- (i) A Security Standards Committee to be formed to control security issues.
- (ii) Member countries that do not have a section dedicated to security are encouraged to set it up as soon as possible.

#### **10.2.8 Regional Postal Cooperation by Using QoS Fund (QSF)**

**Noted 21:**

The need to set up joint regional project to be funded by QSF and to encourage EACO postal member states to have viable project to utilize the fund.

**Agreed 26:**

“Road Transport Network” to be retained as a regional project to be funded by QSF.

#### **10.2.9 Accounts Settlement –EACO Designated Operators**

**Noted 22:**

The use of UPU Clearing system for settlement of accounts (terminal dues) between UPU member countries to become mandatory.

**Agreed 27:**

To encourage all member countries to join the UPU Clearing system as soon as possible.

#### **10.2.10 TRAINPOST Programme -Opportunity for Designated Operators**

**Noted 23:**

The need for capacity building and development in member countries.

**Agreed 28:**



Member countries are encouraged to take advantage of the UPU on-line TRAINPOST Programme for capacity building of their staff and therefore include the programme in their strategic plans.

#### **10.2.11 State of Implementation of Nairobi Postal Strategy (NPS)**

##### **Noted 24:**

Low levels of implementation of the Nairobi Postal Strategy by member countries.

##### **Agreed 29:**

To encourage all member countries to achieve higher standards in the NPS implementation and to send progress implementation reports to PAPU Secretariat by mid-June 2011.

#### **10.2.12 Briefing on the State of Preparation to Doha Postal Strategy**

##### **Noted 25:**

The Doha Postal Strategy preparations are not yet achieved and therefore stakeholders' inputs needed.

##### **Agreed 30:**

All member countries to prepare and hand in their inputs to PAPU Secretariat before 30th of June 2011 for the Round Table to be held in Ethiopia in July 2011.

#### **10.2.13 Progress - New Addressing and Postcode Systems in EAC Region**

##### **Noted 26:**

(i) The status of implementation of Addressing system and Postcode in the East African Region is not at a good level.

(ii) The development of an Addressing system and Postcode is in the interest of many including Governments, Regulators, economic operators and indeed all the citizens of the country.

##### **Agreed 31:**

All member countries should involve and liaise with other stakeholders in order to develop the national Addressing and Postcode systems.

Full report of the Assembly of Postal Operators is attached as **Annex XIII**.

### **10.3 REPORT OF THE ASSEMBLY OF BROADCASTING OPERATORS**

The Congress noted the report of the Assembly of Broadcasting Operators. The report contained the following recommendations:

#### **10.3.1 Consideration of the previous Report and matters arising**

##### **(a) Recruitment of Members**

###### **Noted 27:**

- (i) Little progress was made in terms of recruitment of new members to the Assembly.
- (ii) The 1<sup>st</sup> Assembly of Broadcasting Operators had not been convened due to limited membership.
- (iii) A number of broadcasting operators from Uganda, Rwanda and Tanzania participated as observers.

###### **Agreed 32:**

- (i) Regulators of each EACO member state to put more efforts in encouraging broadcasters to join and participate in the Assembly of Broadcasting Operators.
- (ii) Regulators to make available the EACO constitution to the prospective members.
- (iii) EACO regulators to report the progress of recruitment within three months after the 17<sup>th</sup> EACO Congress and thereafter the chairman in consultation with regulators to convene the Assembly of Broadcasting Operators.

##### **(b) The Report of the Broadcasting Technical Taskforce.**

###### **Noted 28:**

The taskforce was convened and held three meetings in Arusha, Kigali and Bujumbura,

The taskforce had made considerable progress and submitted the report to the Assembly.

###### **Agreed 33:**

The Taskforce to continue with its work in order to accomplish the pending as well as emerging issues and report in the next Congress.

### **10.3.2 Progress Reports –Digital Migration in EAC**

#### **Noted 29:**

EACO Members had made a number of developments on migration from analogue to digital as follows:-

#### **(a) Uganda**

- (i) A draft analogue to digital migration strategy submitted to the Cabinet for approval.
- (ii) Three pilot licenses had been issued of which two were operational.
- (iii) The switch off date was set at Dec 2012.

#### **(b) Tanzania**

- (i) Working Group on Digital Broadcasting within the TCRA to work on digital plan, Set-Top-Boxes (STB) policy, licensing framework of MUX and legal framework for digital broadcasting was formed.
- (ii) Three (3) MUX applications were approved, one National Facilities license was granted and 3 UHF Channels assigned.
- (iii) Public Awareness Campaign plan (Communication Strategy) was in place ready for implementation in 2010/11.
- (iv) The President of the United Republic of Tanzania had assented the new Legislation (EPOCA) and Digital Broadcasting Regulations were in final touch before submission to the Minister for Communications, Science and Technology for ratification.

#### **(c) Kenya**

- (i) A Multi-Stakeholder Digital Transition Committee to oversee the implementation of digital terrestrial broadcasting in Kenya had been established.
- (ii) The migration was being funded by the government and Kenya Broadcasting Corporation (KBC) who were the broadcast signal distributor, were implementing the rollout in phases.
- (iii) The pilot phase comprising of MPEG 4 DVB-T multiplex with capacity of 16 programmes was launched in Nairobi in December 2009 and the existing broadcasters were accommodated free of charge.

- (iv) Waiver of taxes on set top boxes was proposed.
- (v) The current legislation and regulations caters for digital migration and licensing of broadcast signal distributors.

**(d) Rwanda**

- (i) Proposal on the Broadcasting Policy which will serve as a regulatory instrument for terrestrial digital broadcast had been approved by the cabinet.
- (ii) The new draft for both studio permits and signal distributor license was under preparation to enable content services providers to comply with quality of services and standards for studio construction and equipments used for content production.
- (iii) Rwanda was expecting to switch off analogue systems by March, 2011
- (iv) RURA had organized several meetings with broadcasters as part of the Public awareness campaign;
- (v) The arrangement of subsidization of the set top boxes was still under process.
- (vi) RURA was awaiting the ICT survey report to establish statistics of the current analogue television receiving sets and ICT penetration.

**(e) Burundi**

- (i) Migration from analogue to digital broadcasting in Burundi was planned to be over latest by December 2012.
- (ii) The law of electronic communications that would take into account legal and regulatory framework in digital environment and fund mobilization for migration to digital broadcasting was under review.
- (iii) The Government of Burundi had decided to waive duty tax on digital communications equipment including the Set Top Boxes in 2007.

The report of the Assembly of Broadcasting Operators was adopted by the Congress.

Full report of the Assembly of Broadcasting Operators is contained as **Annex XIV**.

#### **10.4 REPORT OF THE EACO BROADCASTING TECHNICAL TASKFORCE**

The Congress noted the report of the **EACO** Broadcasting Technical Taskforce (BTTF) On Digital Terrestrial Television Broadcasting. The report contained the following recommendations.

##### **Noted 30:**

The Congress noted the presentation by the Broadcasting Technical taskforce, the progress made by EACO Broadcasting Technical Task Force (BTTF) and Challenges faced in carry out its work and recommendations and specifically observe the following:-

- (a) Pending Issues from 17<sup>th</sup> EACO Congress.
- (b) Work accomplished by the taskforce.
- (c) Work ongoing by the taskforce.

##### **Agreed 34:**

- (i) Regulators urge their respective governments to sign charters with public service broadcasters that will stream line the activities, improve funding and aid in adopting the new business models.
- (ii) That the frequency coordination framework is adopted.
- (iii) The task force is urged to take into consideration recommendations made in the presentation titled “Taking advantage of the digital dividend in East Africa” made by Ms. Elizabeth Migwala of QUALCOM. As it continues its existence and further considers the following issues:-
  - (a) Digital content and rights management.
  - (b) Definition and modalities of sharing content within the region.
  - (c) Quality of service parameters for broadcasting services in the digital platform.
  - (d) Emerging multimedia services, their regulation and impact on the region.

The report of the EACO Taskforce on Broadcasting Technical Task Force was adopted by the Congress.

Full report of the Taskforce is contained as **Annex XV**.

## **10.5 REPORT OF THE (HRDT/WC)**

The Congress noted the report of the Human Resources Development and Training Working Committee. The report contained the following recommendations.

### **10.5.1 Consideration - HRDT/WC Meeting Report and Matters Arising**

#### **Noted 31:**

- (i) The HRDT/WC recommendations that were adopted during the 17th EACO Congress held in Kampala Uganda were still work in progress.
- (ii) There was need for vigorous follow up on the implementation of planned activities by members of HRDT/WC.
- (iii) Tanzania and Uganda fulfilled their obligations to the Net Tel@Africa. Failure for the rest of East African countries to meet their obligations was due to inadequate information on the benefits of Net Tel@Africa.
- (iv) The trainers in the ICT training institution in the region are not exposed to the latest developments in the industry due to budgetary constraints.

#### **Agreed 35:**

- (i) Kenya, Rwanda and Burundi should fulfil their obligation to the Network. However, Net Tel@Africa should remarket itself among EACO members.
- (ii) EACO regulators to include the trainers of ICT institutions in their training budgets.
- (iii) Operators to continue supporting internship and field attachments to the students from ICT institutions and universities.

### **10.5.2 EACO Secretariat – Structure, Budget & Host Country**

#### **Noted 32:**

- (i) The implementation status of the directive by the 17<sup>th</sup> EACO Congress to develop a comprehensive budget and organization structure for the proposed EACO Secretariat.
- (ii) The implementation status of the directive by the 17<sup>th</sup> EACO Congress to propose the criteria to be followed in selection of the host country for EACO Secretariat.

#### **Agreed 36:**



- (i) To present the structure and budget for the EACO Secretariat to the congress as per Annex 3.
- (ii) With Uganda supporting Rwanda to host EACO Headquarters (Secretariat) resulting in a change of the statutesque, Rwanda is unanimously selected as the host for EACO Secretariat.
- (iii) HRDT/WC should still come up with a criteria and procedure in relation to the host country for EACO Secretariat as per Annex 4.

### **10.5.3 Presentations of Papers**

#### **Noted 33:**

- (i) The presentations by Uganda, Kenya and Rwanda on Workforce Planning Methodology in ICT.
- (ii) The presentation by Rwanda and AFRALTI on Team Building and Team Management in ICT and Retention of Young Urban Professionals in Employment (YUPIE`s) through Coaching and Mentoring.
- (iii) The ICT sector complexity and vibrancy has made it challenging and critical for WFP.
- (iv) WFP leads to reduced labour costs and correct skills mix.
- (v) Coaching/mentoring was noted as a strategy for WFP.
- (vi) With the fast pace of technology, there is a creation of a new generation of Human Resources in both the ICT and the world over.

#### **Agreed 37:**

- (i) Workforce planning is critical to organisational success.
- (ii) Retention strategies need to be put in place for WFP to be effective.
- (iii) Talent management strategies need to be put in place within organisations for effective WFP.
- (iv) Uganda Communications Commission (UCC) to share the work force planning tool with other EACO members.
- (v) HR practitioners to plan for the YUPIEs by ensuring the HR practices take into account their needs.

### **10.5.4 Work Programme for HRDT/WC for the Year 2011-2012.**

#### **Noted 34:**

There are emerging challenges for the HR Capital in organisations in the ICT sector.

#### **Agreed 38:**

- (i) The need for HR practitioners/organisations in the region to hold workshops and share experiences on the following topics:
  - (a) Management under mergers and acquisitions in ICT
  - (b) Talent Management and Leadership Development
- (ii) Tanzania to host a workshop on Management under mergers and acquisitions in ICT in November 2011.
- (iii) Rwanda to host a workshop on Talent Management and Leadership Development in March 2012.

The report of the Human Resources Development and Training Working Committee was adopted by the Congress.

Full report of the committee is contained as **Annex XVI**.

## **10.6 REPORT OF THE JOINT WORKING COMMITTEE**

### **10.6.1 International Telecommunications Satellite Organisation (ITSO)**

#### **Noted 35:**

Presentation on International Telecommunications Satellite Organization (ITSO) by Mr. Patrick Masambu ,Deputy Director General & Director, Technical Affairs of ITSO.

#### **Agreed 39:**

EACO Member Countries to:

- a) Follow up the presentation of the African Common Proposal on ITSO Common Heritage at the ATU WRC-12 Preparatory meeting due to be held in Algeria and subsequently at the WRC-12 in Geneva in February 2012.
- b) Participate in the 35th ITSO Assembly of Parties due to be held in Kampala, Uganda in July 2012.
- c) Participate in the capacity building workshops on satellite Communications being organized by ITSO in Kampala, Uganda as well as in the CTO Forum due to be held in Trinidad in September 2011 and India in November 2011.
- d) Expedite the ratification of the ITSO Agreement amendment.

### **10.6.2 The MoU Taskforce Report - Possible Cooperation with the EAC**

#### **Noted 36:**

- i. Presentation of the Report on MoU and proposed co-operation between EACO and EAC.

- ii. The report covered the outcome of benchmark done in CRASA and EAC Secretariat.

**Agreed 40:**

The EACO chair to follow up the issue of possible cooperation with EAC closely and to call for the meeting with EAC Secretariat.

**10.6.3 Broadcasting Site Sharing At Borders**

**Agreed 41:**

The Regulators put in place regulatory mechanism to manage site sharing at borders.

**10.6.4 Digital Migration**

**Agreed 42:**

- (i) To consider the Phased Analogue Switch off and shortening of Simulcast Period.
- (ii) Issues of content sharing and new media related issues to be included among the Terms of References of the Broadcasting Technical Task Force.
- (iii) The need to develop a harmonized digital broadcasting policy framework.

**10.6.5 Consumer Affairs Committee Report**

**Noted 37:**

Presentation of the Consumer affairs report proposing the adoption of Guidelines on marketing communications and Guidelines on roaming.

**Agreed 43:**

- (i) Circulation of the proposed guidelines to the operators and give them two months to provide their comments before the guidelines are approved.
- (ii) Comments to be compiled by the Chair.
- (iii) Guidelines to be approved in the next EACO Congress.

**10.6.6 One Network Principle and Cross Border Roaming Issues in EAC**

**Noted 38:**

- (i) Presentation made on regional roaming issues.

- (ii) Comments from the operators on the issue of high roaming charges applied in the EAC region and one network principle.
- (iii) The issue of high roaming charges should be looked at by Regulators.

**Agreed 44:**

The Regulators in their respective country to discuss cross border roaming issues with their operators.

**10.6.7 Legal Status of EACO**

**Agreed 45:**

- i. There is a need to decide on the legal status of EACO and to register EACO in EAC as an observer on a temporarily basis before its formal relation with EAC is determined.
- ii. To have EACO registered in its headquarters (the location of the Secretariat)

**10.6.8 EACO Headquarters by HRDT/WC**

**Noted 38:**

- i. Report presented by Human Resource Working Committee on the issue of EACO Headquarters. The report included the proposed structures of EACO Secretariat, job description, qualification, salary structure and criteria for determination of Headquarters.
- ii. Uganda's decision to withdraw their candidature to host EACO Secretariat and support Rwanda to host the Secretariat.

**Agreed 46:**

- i. EACO Secretariat to be hosted in Rwanda.
- ii. Circulate the report to all EACO members to provide their input. The amended report will be presented in the next EACO Congress.

**10.6.9 EACO Logo**

**Noted 39:**

Procurement process was completed and logo will be developed shortly.

**Agreed 47:**

Kenya to circulate the proposed logo for EACO Members' inputs.

#### **10.6.10 Equipment Identification Register (EIR)**

**Noted 40:**

- i. The concerns of operators on issue of multiplied IMEIs that bring challenge of implementing EIR. If not taken into consideration, there is a risk of disconnecting a huge number of subscribers.
- ii. On the side of the regulators, the issue of multiplied IMEIs should not stop EIR implementation. Other means will be used to handle this issue.

**Agreed 48:**

To implement EIR as soon as possible.

#### **10.6.11 Broadband Licensing**

**Noted 41:**

The concession between operators and Regulators is required for deployment of Broadband services in rural areas.

**Agreed 49:**

This issue to be handled by the taskforce in charge of licensing framework harmonization.

#### **10.6.12 Excise Duty**

**Noted 42:**

- i. In addition to reducing the excise duty, there is need to harmonise the excise duty in the East African Region.
- ii. Use the reports of ITU study groups that handle tax related issues for guidance on reducing and harmonising the excise duty in the regions.

**Agreed 50:**

- i. The need to be a strong lobby group so as to influence the Governments on issues related to excise duty.
- ii. The need of a legal approach to finalise our relation with EAC Secretariat
- iii. EACO Members to follow up the ITU study group work on tax related issues.

#### **10.6.13 Spectrum Fees in EAC**

**Noted 43:**

The need to harmonize the approach of how frequencies are being charged within the East African region.

**Agreed 51:**

To revive the Task force that was previously put in place to handle the issue of adoption a common approach to be followed across the region.

**10.6.14 Number Portability****Noted 44:**

The need for Regulators to set a timeframe to be given to operators for the implementation of Mobile Number Portability and grant them adequate time to implement it.

**Agreed 52:**

Regulators to put in place regulations on mobile number portability and to set up a timeframe for the implementation.

**10.6.15 SIM Card Registration****Noted 45:**

The recommendations of Operators Assembly are as follows:

- a) Clear regulatory guidelines to support SIM card registration and reasonable time to be provided.
- b) In the circumstances where there are no electronic National IDs there should not be condition for verification of particulars.
- c) Regulators should take responsibility of public awareness.
- d) Regulators to communicate to local authorities to ensure that no additional levy is imposed in respect of registration activities.

**Agreed 53:**

- i. Each administration to look at the issue related to SIM card registration based on the national laws.
- ii. To initiate discussion with all relevant authorities to facilitate SIM registration.

**10.6.16 Harmonization of Short Codes****Noted 46:**

- (i) Concerns of operators to change the short codes that have been used for a long time would inconvenience their customers.



- (ii) Need to have more consultation with Regulators.

**Agreed 54:**

Harmonization of short code must be implemented by all operators.

**10.6.17 Vandalism on Telecom Infrastructure in EAC**

**Noted 47:**

Operators' concerns on the increase of vandalism and sabotage of telecom infrastructure in the region and the recommendations to the Regulators to:

- a) Lobby with their respective governments to enhance penalties.
- b) Liaise with relevant authorities to ensure that any infrastructure development takes due cognisance of existing infrastructure.

**Agreed 55:**

- i. Initiate wider co-operation with the Government departments for the protection of infrastructure.
- ii. Enhance infrastructure sharing.

**10.6.18 Internet Exchange Point**

**Noted 48:**

The presentation by EACO Taskforce on the update on the progress of implementation of the EAIXP.

**Agreed 56:**

- i. In order to have full participation by all EACO member states, Rwanda and Burundi are to join the EAIXP taskforce by forwarding the names of their respective representatives from both regulators.
- ii. After selection of the representatives from Rwanda and Burundi, EAIXP taskforce will meet in Rwanda as agreed during the 17<sup>th</sup> EACO Congress and deliberate on the way forward of the EAIXP project.

The report of the Joint Working Committee was adopted by the Congress.

Full report of the Joint Working Committee is contained as **Annex XVII**.

**10.7 REPORT OF THE ASSEMBLY OF REGULATORS**

The Congress noted the report of the Assembly of Regulators. The report contained the following recommendations:

#### **10.7.1 National Backbone - Connectivity, Sharing, QoS & Challenges**

##### **Noted 49:**

- i. Some country members have not yet put in place guidelines on infrastructure sharing
- ii. All countries are connected to submarine cable except Burundi which was in the process to sign a contract for the commencement of the construction of the national backbone.
- iii. Challenges in connection with
  - a) High transit costs between countries which account for more than 70% of the total cost of bandwidth.
  - b) Lack of a common approach to regulate wholesale tariffs for leased line or infrastructure between interstate countries.
  - c) Limited redundancy which may lead to “black- out” or disruption of services.
  - d) Cable vandalism.
  - e) There is a need for harmonization of quality of service parameters within the East African region.

##### **Agreed 57:**

- i. The need for a common understanding on what constitutes a national backbone.
- ii. There should be connectivity of all the EACO member states’ national backbones.
- iii. There should be a common in-country access terms for the national backbones.
- iv. The Regulators should play a role in harmonizing implementation of the connectivity of the national backbones.
- v. The open access principle should be reviewed vis-a-vis the independent operations of those national backbones.
- vi. The need to identify the national backbones in each EACO member country given that there are other backbones that have been put in place by operators.
- vii. The need for the East African Internet Exchange Point (EAIXP) taskforce to coordinate its workings with the Committee on infrastructure sharing.
- viii. The need for EACO member states to identify and address the transitional challenges of the adoption of unified licensing framework.

- ix. Utilization of the national backbone for e-government and sale of spare capacity to operators should be taken into consideration by governments of EACO member states.
- x. On the issue of the operator's initiatives, the Committee of infrastructure sharing need to look at the issue of any possible duplicity in terms of infrastructure.
- xi. Work that is done at the EACO level needs to be taken into consideration in the EAC Broadband Infrastructure Network project.
- xii. There is the need to clearly define and determine the transit fee.
- xiii. The task force on infrastructure sharing and access chaired by Tanzania in addition to its TORs should review the transit costs for bandwidth between countries, wholesale tariffs for leased line or infrastructure between interstate countries, redundancy or disruption of services and cable vandalism and report in the next EACO Regulatory meeting.
- xiv. A Quality of Service Taskforce is created with the mandate to review and advice on quality of service parameters across all ICT Services and networks in East Africa. It shall coordinate with other related taskforces including the Consumer Affairs Taskforce in the implementation of its terms of reference.

#### **10.7.2 Regulatory Approaches - Promotions, Branding & Advertisement**

##### **Noted 50:**

There is no common regulatory approach on promotion, branding and advertisement by telecom operators.

##### **Agreed 58:**

To be added on Consumer Working Committee terms of reference.

#### **10.7.3 Country Status - Mobile Number Portability**

##### **Noted 51:**

- (i) Number portability is only implemented in Tanzania and Kenya while other state members are in the consultation process for the introduction of number portability.
- (ii) Offer by **Mediafon** and **Syston** from **Lituania** specialising in number portability implementations to work closely with EACO member states in this area.

##### **Agreed 59:**

- (i) All members to share experience on the ownership and management of infrastructure.
- (ii) Countries members of EACO to carry out a benchmark, consolidate the results and to hold a workshop in Kenya after consultation. The benchmark exercise to be lead by a taskforce

which should be completed by July 2011 and the date and venue of the workshop will be communicated to EACO member states.

#### **10.7.4 Harmonization of Licensing Framework in EAC**

**Noted 52:**

- (i) That the EAC Common and the Common Market Protocol may have impacts on the National Regulatory Strategies especially in view of the licensing regime;
- (ii) Kenya and Tanzania have implemented the Converged/Unified Licensing Framework.
- (iii) Uganda, Burundi and Rwanda are in the process of reviewing the licensing framework to be updated to the new environment.
- (iv) There is a need to have a taskforce on Harmonized Licensing Framework and Common Communication Policy for EAC.

**Agreed 60:**

To form a task force that would prepare a harmonised communication policy and harmonized licensing framework to be chaired by Rwanda.

#### **10.7.5 Status of Electronic Transaction in EAC- Law & Policy**

**Noted 53:**

Based on country experience;

- (i) Burundi and Tanzania have not yet adopted the electronic transaction law. However, they are in process of adopting the e-transaction legislations.
- (ii) Kenya, Rwanda and Uganda have already adopted electronic transaction acts and they are in the process of implementing it. Rwanda is at advanced stage of implementation.

**Agreed 61:**

To harmonize regulatory approaches of electronic transaction within the East African Region.

#### **10.7.6 Green Technologies -ICT and E-Waste Management Issues**

**Noted 54:**

- (i) Green ICT is a new concept and the EACO Member countries have different approaches as far as e-waste management is concerned.
- (ii) In Kenya and Uganda, e-waste management falls under jurisdiction of their respective National Environment Management Authorities. These countries are planning to sign

a Memorandum of Understanding with their respective Environment Management Authorities.

- (iii) In Uganda, the issues relating to environment are not well defined in the laws governing ICTs. The MOU is to be signed between NEMA and UCC to provide technical inputs in development of e-waste management guidelines.
- (iv) In Rwanda, the policy, legal and regulatory frameworks related to e-waste management are in process of being put in place.
- (v) In Tanzania, the hazardous waste regulations 2009 do not separate e-waste from other hazardous wastes.

**Agreed 62:**

To consider e-waste issues as a priority and to set up a task force on the e-waste management. The task force on e-waste management will be chaired by Tanzania and it will be composed by:

Country	Member
Kenya	Daniel KIROYE WATURU
Rwanda	Anita HODARI BATAMURIZA
Tanzania	Erasmus A. MBILINYI
Uganda	Helen SEKASALA
Burundi	Alexis SINARINZI
	Apollinaire BIGIRIMANA

#### **10.7.7 Status on SIM Registration and Electronic Identity Register**

**Noted 55:**

- (i) Tanzania, Kenya and Burundi have started SIM Registration.
- (ii) In Rwanda and Uganda SIM Registration is not yet implemented.
- (iii) It is important to share experience and challenge with regard to SIM Registration Implementation.

**Agreed 63:**

- (i) EACO Country Members to share experience and challenge on SIM Registration.
- (ii) All mobile operators in EAC to share data of blacklisted handsets.

**Noted 56:**

- (i) Tanzania has put in place the Law (EPOCA) to support SIM registration to implement CEIR. Regulations are under preparations for the implementation of CEIR. Some operators

have already implemented EIR in their own networks. They are ready to implement the CEIR once the regulations are published.

- (ii) Need for other EACO Member countries to put in place national CEIR.

**Agreed 64:**

- (i) To request All mobile Operators to install EIR
- (ii) CEIR to be established as soon as possible to be used by EACO Members.

### **10.7.7 Strategies for Preventing Telecom Fraud in EACO Countries**

**Noted 57:**

- (i) Burundi, Kenya, Uganda and Tanzania have not yet put in place strategies for preventing telecom fraud.
- (ii) Uganda is preparing the Terms of Reference for procuring the National and International Traffic Monitoring system to address the issue of fraud in telecom industry.
- (iii) In Rwanda, a process of establishing an International Traffic Termination Control System has started. This is one of the ways of preventing telecom fraud.

**Agreed 65:**

To form a taskforce that will look at the issue of Strategies for Preventing Telecom Fraud in EACO Countries Members.

### **10.7.8 Consumer Affairs Taskforce Report**

**Noted 58:**

- (i) The report of the Committee on Consumer issues was presented with recommendation to adopt the Guidelines on Marketing Communications and the Guidelines on Regional Mobile Roaming.
- (ii) Guidelines on provision of services to persons with disabilities should be considered in the next Regulators meeting.
- (iii) Need for Numbering Committee/Task force to evaluate possibility of having Common customer care number for regional roaming and Common modality for recharging while roaming within region
- (iv) Need for NRAs to consider making it compulsory for operators to provide, to roaming subscribers , information on Applicable tariff rates, Coverage, Customer care contacts, Police and Embassy contacts, Voicemail retrieval, & Restrictions on mobile services



- (v) Need for Capacity Building (Consumer protection) and Accessibility of people with disabilities be given attention/focus by EACO and also be considered for International support and that, each NRA should publish comparative tariff offerings at least quarterly, for easy reference by consumers and other member countries.

**Agreed 66:**

- (i) The report of Consumer Affairs Taskforce is adopted in principle.
- (ii) Each country member of EACO will send the guidelines to their operators for their inputs and comments.
- (iii) The Guidelines will be adopted during the next EACO Congress after incorporation of Operators comments.
- (iv) Task force to take into consideration the recommendations made in the Kampala declaration on Persons with disability from the workshop report.
- (v) Task force should also consider additional recommendation EA roaming presentations.

#### **10.7.9 Cyber Security & Level of Preparedness in EACO Countries**

**Noted 59:**

Country reports on cyber security issues and initiative being undertaken by EACO in coordination and implementation of National CERTs in the EACO region activities.

**Agreed 67:**

- (i) The EACO Cyber security task force to share its report with Rwanda and Burundi.
- (ii) Burundi and Rwanda to nominate member who will represent them in the Cyber Security Task force.
- (iii) To encourage EACO members to implement the recommendations made by Cyber Security Task Force.
- (iv) To encourage EACO country to actively participate in Study Group 17 dealing with cyber security issues.

#### **10.7.10 Regional Internet Exchange Points in EAC**

**Noted 60:**

The presentation by EACO Taskforce on the update on the progress of implementation of the EAIXP.

**Agreed 68:**

- (i) In order to have full participation by all EACO member states, Rwanda and Burundi are to join the EAIXP taskforce by

forwarding the names of their respective representatives.

- (ii) After selection of the representatives from Rwanda and Burundi, EAIXP will meet in Rwanda as agreed during the 17<sup>th</sup> EACO Congress and deliberate on the way forward of the EAIXP project.

#### **10.7.11 Regional Roaming - SIM Card & Definition of Subscribers**

##### **Noted 61:**

In EAC;

- (i) Roaming charges are very high.
- (ii) One network model initially used was very good (Zain Model) and there is a need to know how roaming has evolved in the region.
- (iii) Presentation made by Kenya on regional roaming issues.

##### **Agreed 69:**

- (i) To consider the recommendation of Kenya as follows:
  - (a) To constitute a Task Force or a Working Group within an existing Task Force to examine causes of high tariffs and roaming charges across the borders in EAC member countries.
  - (b) To carry out a comprehensive regulatory impact assessment study on EAC tariffs across the border and home & away roaming.
  - (c) To base the findings of the study, consider implementing regulation of wholesale and retail tariffs and roaming charges in the EAC region.
- (ii) The regional roaming issues to be dealt by Consumer Affairs Taskforce and if necessary widen and include the necessary technical expertise of the existing taskforce and reviewing the above ToRs.
- (iii) To circulate definition of subscription for administration to implement it.

#### **10.7.12 Short Code Harmonization & Value Added Services**

##### **Noted 62:**

All countries are in the process of harmonizing the short codes except in Tanzania where harmonization of short codes has been concluded.

##### **Agreed 70:**

Countries that have not fully implemented the EAC harmonised short codes should do so by end of December 2011. NRAs should ensure the coordination of the above.

### **10.7.13 Presentation on Lake Victoria Basin Communication Project**

#### **Noted 63:**

Presentation made by Kenya on utilization of short code 110 for rescue operations in Lake Victoria.

#### **Agreed 71:**

- (i) Members to enter into an MOU with EAC for the implementation of MCSLV Project.
- (ii) EACO members to extend such a project to other waterways in the region with similar risks.
- (iii) EACO members to consider to second technical experts during the initial stages of implementation of the projects.
- (iv) The implementers of the project to be advised to make a formal communication to administrations expressing their requirements.

### **10.7.13 Hyderabad's Plan of Action - Level of Preparedness**

#### **Noted 64:**

There is a need to assess the progress made by all EACO member states in implementing the Hyderabad Action Plan.

#### **Agreed 72:**

Kenya to coordinate the Hyderabad action plan matrix for presentation in the next EACO Regulatory meeting

### **10.7.14 Reports of Activities of ITU Study Groups**

#### **Noted 65:**

The low participation of some EACO Member states at the ITU study group meetings.

#### **Agreed 73:**

To strategize on ensuring that at least one EACO member country participates in the entire important and relevant ITU Study group meeting.

### **10.7.15 ITU-T Study Group 17**

#### **Noted 66:**

- (i) The Report on an overview and work undertaken by ITU-T Study Group (SG)17 by Uganda; ITU-T Study Group 2 on numbering and ITU-T SG12 by Tanzania; ITU-R SG1 and ITU-T SG3 by

Kenya.

- (ii) EACO standardization Group has been adopted and approved by ITU-T SG 2 and a web page has been created and activated as <http://www.itu.int/ITU-T/studygroups/como2/rg2eaco/intex.html>

**Agreed 74:**

Member countries to participate and make contributions to ITU Study Group.

## **10.8 REPORT BY TASKFORCE ON WRC12**

**Noted 67:**

- (i) The status of the preparation of WRC 12.

**Agreed 75:**

- (i) The respective EAC Administrations to continue facilitating preparation and participation of their National Preparatory Committee (NPC) members to EACO Task Force meetings.
- (ii) The respective EAC Administrations to facilitate the implementation of AGREEDs by the previous EACO Task Force meeting on pending issues of the ongoing preparatory work for WRC-12 as decided in the 5<sup>th</sup> EACO Task Force meeting.
- (iii) 'Criteria' that should be applied for selecting a common position on any WRC-12 agenda items for which there is no EACO Common position should on the basis of consensus as determined by the task force.
- (iv) The respective EAC Administrations to continue facilitating hosting of a proposed Joint EAC-SADC meeting and participation to the 2<sup>nd</sup> ATU-African Group preparation meeting schedule in July 2011.

## **10.9 REPORT ON ITSO**

**Noted 68:**

- (i) Brief report made by Uganda on ITSO.
- (ii) Need for active participation by EACO member states in future meeting of ITSO to increase the voice of developing countries.
- (iii) EACO member states to submit their comments on the studies as they are critical to the determination of the future of ITSO.
- (iv) Countries that have not ratified the Amendment to Article Xii(c) of the ITSO Agreement to do so as soon as possible.

#### **10.10.1 Progress on the Implementation of the National Postal Strategy**

##### **Noted 69:**

The presentation by Uganda on the Nairobi Postal Strategy (NPS), its purpose, status of its implementation within the East Africa region, challenges faced in its implementation and recommendations.

##### **Agreed 76:**

To urge the relevant stakeholders (Governments, Regulators and Operators) in Member countries to devise effective ways of overcoming the challenges and speed up the implementation of the National Postal Strategy.

#### **10.10.2 Determination on the Issues of EACO Headquarters**

##### **Noted 70:**

- (i) All country members has support All Administrations did not receive a paper from the Human Resources Development and Training Working Committee (HRDT/WC) Committee that contained comprehensive and detailed budget for the proposed secretariat, mechanism for financing it and criteria for selecting a host country.
- (ii) Uganda's decision to withdraw their candidature to host EACO Secretariat and support Rwanda to host the Secretariat.

##### **Agreed 77:**

- (i) EACO Secretariat to be hosted in Rwanda.
- (ii) Circulate the report to all EACO members to provide their input.

The amended report will be presented in the next EACO Congress.

The report of the Assembly of Regulators was adopted by the Congress.

Full report of the Assembly of Regulators is attached as **XVIII**.

### **11.0 EACO RELATIONSHIP WITH THE EAC**

##### **Noted 71**

EACO and the EAC Secretariat are yet to finalize the nature of the relationship that the two should have for the purposes of complementing each other's role in the ICT Sector.

### **Agreed 78**

The Chairman of EACO is to facilitate the proposed meeting with the EAC Secretariat through the MoU Taskforce for the finalisation of the form of relation that EACO should have with the EAC before the next EACO Congress (19th EACO Congress).

## **12.0 DATE AND VENUE FOR THE NEXT EACO CONGRESS**

### **Noted 72:**

The offer by Burundi to host the 19<sup>th</sup> EACO Congress in Burundi.

### **Agreed 79:**

- (i) To thank Burundi for the kind offer to host the 19<sup>th</sup> EACO Congress.
- (ii) Burundi to communicate the date and venue for the 19<sup>th</sup> EACO Congress in due course.

## **13.0 ADOPTION OF THE REPORT OF EACO CONGRESS**

The Rapporteurs presented their report highlighting the major areas which were either noted, agreed or amended by the EACO Congress members.

Following a proposal made by Uganda and seconded by Kenya, the Report of the 18<sup>th</sup> EACO Congress Meeting as amended was adopted.

The congress however decided to give time for Rapporteurs to finalise the report by incorporating all the amendments and circulate the same to members for comments within two weeks. The Congress further agreed that members would be given up to 30 days to comment upon which the Rapporteurs would be given 30 days to incorporate the comments received before the Chairman of the Congress signs the final report for circulation to other Chief Executive Officers.

## **14.0 ANY OTHER BUSINESS**

### **Agreed 80:**

The host of the 18<sup>th</sup> EACO Congress to ensure that adequate time is given to the Rapporteurs to complete the report with all amendments before the Congress adopts it.

## **15.0 CLOSING CEREMONY**

The Director General of RURA, Mr. François Régis Gatarayiha closed the 18th EACO Congress. In his closing remarks, he;

- Congratulated all EACO Members who participated in the Assemblies of Parties, Working Committees, Taskforces and Congress for making the 18th EACO Congress meeting successful.
- Observed that the 18<sup>th</sup> EACO Congress had been productive and positive contributions had been made.
- Commended the participants for their active participation, sustained interest, commitment and good humour that have resulted in this productive Congress.
- Noted that recommendations and action plans drawn from the Congress had identified the challenges and key issues, best practices and critical success factors, latest trends, solutions and technologies, as well as the policy recommendations and opportunities for the development of the region in the communications sector.
- Thanked ITU, PAPU and all other stakeholders who had contributed in one way or another to the success of this Congress.
- Concluded by wishing all members a safe journey back home;
- Officially declared the 18<sup>th</sup> EACO Congress closed at 16:00 hrs.



## 16.0 SIGNATURE

This                      Day of                      2011

Maj. François Régis GATARAYIHA  
Chairman EACO 2011/2012  
Director General - RURA

-----  
Rebecca MAYANJA  
1<sup>st</sup> Rapporteur (Uganda)

-----  
Beata. MUKANGABO  
2<sup>nd</sup> Rapporteur (Rwanda)

-----  
Director General  
Telecommunications Control Regulatory Agency  
(ARCT) - Burundi

-----  
Director General  
Communications Commission of Kenya (CCK)

-----  
Director General  
Tanzania Communications Regulatory Authority  
(TCRA)

-----  
Director General  
Uganda Communications Commission (UCC)

## SIGNATURES BY MEMBERS PRESENT

-----  
**KAYITARE Celestin**  
 Director General / CEO  
 Rwanda National Post  
 Office

-----  
**Mr. Richard MUGISHA,**  
 The Administrator  
 Rwandatel S.A

-----  
**Cyprien MUNYAKAZI,**  
 Head of Roaming &  
 Interconnection  
 For/Director General /  
 CEO  
 Tigo Rwanda

-----  
**Mr. Khaled MIKKAWI,**  
 Director General / CEO  
 MTN Rwanda

-----  
**Mr. Francis KAREMERA**  
 Director General / CEO  
 New ARTEL

-----  
**Mr. Emmanuel MUGISHA**  
 Director General / CEO  
 Media High Council

-----  
**Dr. Ken XIE**  
 Director General / CEO  
 Star Africa Media,

-----  
**Mr. KABALIRA Kris**  
 Director General / CEO  
 Tele10 Television &  
 Tele10 Radio,

-----  
**Mr. Willy RUKUNDO**  
 Director General / CEO  
 Rwanda Bureau of  
 Information (ORINFOR)

-----  
**Mr. Prince BAHATI**  
 Director General / CEO  
 Voice of Hope Rwanda,

-----  
**Mr. Albert RUDATSIMBURWA**  
 Director General / CEO  
 Contact Television &  
 Contact Radio

-----  
**Mr. Patrick NYIRISHEMA,**  
 Head of ICT  
 For/Director General /  
 CEO - RDB IT

-----  
 Director General / CEO  
 U-Com Burundi

-----  
 Director General / CEO  
 Regie Nationale des Postes  
 (RNP)

-----  
 Director General / CEO  
 Tembo Africel

-----  
 Director General / CEO  
 Radio UMUCO FM

-----  
 Director General / CEO  
 Tele10 Burundi

-----  
**Maj. Gen (Rtd) Ali M. Hussein**  
 Director General / CEO  
 Postal Corporation of  
 Kenya (PCK)

## SIGNATURES BY MEMBERS PRESENT

-----  
**Mikhael Ghossein**  
 Director General / CEO  
 Telkom Kenya Limited  
 (TKL)

-----  
**Bob Collymore**  
 Director General / CEO  
 Safaricom Limited

-----  
**Shivan Bhargavia**  
 Director General / CEO  
 Celtel Kenya Limited

-----  
**Fiona Asonga**  
 Director General / CEO  
 Telecommunications  
 Service Providers of Kenya  
 (TESPOK)

-----  
**Madhur Taneja**  
 Director General / CEO  
 Essar Telecom Kenya

-----  
**Waithaka Waihenya**  
 Director General / CEO  
 Kenya Broadcasting  
 Corporation

-----  
**Bitange Ndemo, PhD, CBS**  
 Ministry of Information  
 and Communications  
 Kenya

-----  
**Eng. John Kariuki**  
 National Communications  
 Secretariat

-----  
**Jane Babsa-Nzibo**  
 Director General / CEO  
 Courier Industry  
 Association of Kenya  
 (CIAK)

-----  
 Director General / CEO  
 Tanzania Post Corporation  
 (TPC)

-----  
 Director General / CEO  
 Tanzania  
 Telecommunications  
 Company Limited (TTCL)

-----  
 Director General / CEO  
 Vodacom Tanzania  
 Limited

-----  
 Director General / CEO  
 Zain Tanzania Limited

-----  
 Director General / CEO  
 Agape Associate Tanzania

-----  
 Director General / CEO  
 Zanzibar Broadcasting  
 Commission

-----  
 Director General / CEO  
 Tanzania Broadcasting  
 Corporation

-----  
 Director General / CEO  
 Tanzania Courier  
 Association

-----  
 Director General / CEO  
 IPP Media Group

## SIGNATURES BY MEMBERS PRESENT

-----  
Director General / CEO  
Agape Associates

-----  
Director General / CEO  
Africa Media Group

-----  
Director General / CEO  
Sibula Radio FM

-----  
Director General / CEO  
Clouds FM

-----  
Director General / CEO  
Sahara Media Group

-----  
Director General / CEO  
Uganda Post Limited (UPL)

-----  
Director General / CEO  
Uganda Telecom Limited  
(UTL)

-----  
Director General / CEO  
MTN Uganda Limited  
(MTN)

-----  
Director General / CEO  
Warid  
Telecommunications  
Limited

-----  
Director General / CEO  
Airtel Uganda

-----  
Director General / CEO  
Orange Uganda Limited

-----  
Director General / CEO  
Smile Communications  
Uganda Limited

## **ANNEXES TO THE REPORT**

### **ANNEX I      18<sup>TH</sup> EACO Congress List of Participants**



*Participants (List) of the 18<sup>th</sup> EACO Congress (23 – 27 May 2012)*

LIST PER COUNTRY				
RWANDA				
No	NAME	INSTITUTION	TITLE	CONTACT
1	Musabyimana Jean Pierre	Tumba College of Technology	Head of Electronics & telecom. Dpt	<a href="mailto:musabyimanajeanpierre@yahoo.fr">musabyimanajeanpierre@yahoo.fr</a>
2	Paul Mugemangango	MTN Rwanda	Senior Manager Legal and Corporate	<a href="mailto:paulm@mtn.co.rw">paulm@mtn.co.rw</a>
3	Andrew Rugege	Mtn Rwanda	General Manager MTN Business	<a href="mailto:andrewru@mtn.co.rw">andrewru@mtn.co.rw</a>
4	Adeodata Murindababi	ADECOR	ICT Manager	<a href="mailto:adeodata@gmail.com">adeodata@gmail.com</a>
5	Penny Burabyo	PSF	ICT Manager	<a href="mailto:peninabd@psf.org.rw">peninabd@psf.org.rw</a>
6	Joy Kabushubi	RURA	Legal officer	<a href="mailto:Joy.kabushubi@rura.gov.rw">Joy.kabushubi@rura.gov.rw</a>
7	Higiرو Gervas	Digitech Solus	Program Manager	<a href="mailto:Bgervas119@yahoo.co.uk">Bgervas119@yahoo.co.uk</a>
8	Twagirimana Cyprien	ULK	Lecturer	<a href="mailto:lhabwa@yahoo.fr">lhabwa@yahoo.fr</a>
9	Innocent Ruzindana	New Artel	Core IP Manager	<a href="mailto:iruzinda@artel.rw">iruzinda@artel.rw</a>
10	Innocent Mutimora	New Artel	Wireless Broadband Manager	<a href="mailto:imutimura@artel.rw">imutimura@artel.rw</a>
11	Cyprien Munyakazi	Tigo Rw	Head of Roaming & Interconnection	<a href="mailto:Cyprien.munyakazi@tigo.co.rw">Cyprien.munyakazi@tigo.co.rw</a>
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## **ANNEX II Welcoming Remarks, Ag. Director General**

REMARKS BY THE Ag. DIRECTOR GENERAL OF  
RURA

Maj. François Régis **GATARAYIHA**



**Honourable Ministers,  
Honourable Senators and Members of Parliament,  
The Heads and Representatives of East Africa's Regulatory  
Institutions,  
The Heads and Representatives of East Africa's Communications,  
Postal and Broadcasting Service Providers,  
Distinguished Guests,  
Ladies and Gentlemen,**

*It is an honour and privilege to address this gathering, and I start it by welcoming you all to the city of Kigali, for this important event which is the East African Communications Organizations (EACO) Workshop and its 18<sup>th</sup> Congress.*

*Today's function would not have been possible without the support and understanding of a number of dedicated and proud citizens of East Africa. My welcoming will be incomplete without specifically mentioning a few of you;*

- i. The Executive Director of UCC,(Uganda) the current Chair of EACO,*
- ii. Le Directeur Général de l' ARCT du Burundi,*
- iii. The Director General of CCK, Kenya*
- iv. And the Director General of TCRA, Tanzania*

*We in Rwanda salute you for the confidence you have in us by transferring the mantle and responsibility of organising and hosting EACO's 18<sup>th</sup> Congress. We say to you all and the operators and others stakeholders of ICTs within your jurisdiction – THANK YOU AND WELCOME TO RWANDA!*

*You have made our EACO journey to today's date very smooth and encouraging. The smiles with which you have received us since 2009 in Dar Es Salaam-Tanzania, have all translated into stronger rewarding bond.*

*You may not notice it at all but EACO has not only given us further exposure but it has enabled us further appreciate the complex approaches to the daily requirements of modern ICT regulation.*

*As it is the case, Rwanda, Uganda and Burundi, as landlocked countries will always see the issue of connectivity to the submarine cables on the coast of East Africa as of paramount importance. Our recent joint efforts as EACO on regional fibre backbone connectivity, cross border frequency coordination*

issues, harmonization of policy, legal and regulatory framework have all created more of that exposure and further appreciation.

Through the same bond in our ICT intercourse for the past two years, it is even clearer to us all now that with a Customs Union and a Common Market, ICTs as a sector is an area that can facilitate the subsequent Monetary Union and ultimate Political Federation. As regulators, we see and find this as an interesting challenge that can be addressed in the EACO way – **harmonisation!**

As we accept the privilege and responsibility of hosting EACO's 18<sup>th</sup> Congress, we recognize the importance of the need for all our stakeholders in Rwanda to understand what EACO stands for. As you can see a clear manifestation of this is reflected through the presence in this gathering of six Honourable Ministers from Rwanda;

1. Honourable Minister in the Office of the President in charge of ICT
2. Honourable Minister of Information
3. Honourable Minister of Defence
4. Honourable Minister of Infrastructure
5. Honourable Minister of Education

For reasons of the same importance that we, in Rwanda attach to EACO, this workshop and the Congress to be held on Friday the 27<sup>th</sup> of May will all be live broadcast (televised) to enable not only the people of Rwanda to see and be part of our important proceedings but for the whole of East Africa to be with us as we forge for new ideas and strategies.

By looking at the topics of the workshop and the expert presenters we are privileged to have from abroad, it is our wish that the topics and issues within the agenda of the Assemblies and Congress are given some good critique.

This is even easily possible as we have in our midst **Professor. David MELLOR**, the Chairman of United Kingdom Telecommunications Academy, **Director Barry KINGSLAND** expert in network engineering and **Elisabeth MAGWALA** from **QUALCOM**. On the 26<sup>th</sup> of May, after the Joint Working Committee, one of our beloved brothers and another person of solid experience would be presenting on “**International Telecommunications Satellite Organisation and its Relevance to EACO**”. This is in the person of **Mr. Patrick MASAMBU** the former Executive Director of UCC and now the Deputy Director General of International Telecommunications Satellite Organisation.

The key topics, the agendas and the aspects of organisation of this Congress are all symbolic of our commitment not to raise to lower levels the standards our other sister regulators have set in organising the past EACO Meetings.

With what we now know about EACO as an organisation, we in Rwanda will ever remain committed to champion the cause of this important organisation. This commitment goes to all levels of EACO endeavours. Please, be rest

*assured that we have here in Rwanda another great home for EACO, a home that will always be conducive for all coming activities of EACO.*

*And now Mr Chairman, allow me to once again say a big welcome to you all to Rwanda and that we will always be at the service of EACO for whatever calling it may require of us.*

*MGENI RASMI,  
WAGENI WAALIKWA,  
MABIBI NA MABWANA,  
NINAYO HESHIMA KUBWA KUWAKALIBISHA HAPA KIGALI RWANDA.*

*POLENI NA SAFARI KUBWA, NAFIKIRI MUMEPATA MAPUMUZI KO MZURI, NA  
SASA MUKO TAYARI KUSHIRIKI KIKAMILIFU KWENYE MUKUTANO HUU.*

***KARIBUNI SANA NA ASANTENI KWA KUJA.  
I thank You For Your Attention.***

### **ANNEX III      Speech by the Honourable Chief Guest**

*SPEECH BY THE MINISTER OF ICT – RWANDA*  
*Hon. Dr. Ignace **GATARE***



*Honourable Ministers,  
Honourable, Senators and Members of Parliament,  
The Heads of East Africa's Regulatory Institutions & the Representatives  
Distinguished Guests,  
Ladies and Gentlemen,*  
It is my great pleasure to welcome you all to Kigali, Rwanda.

May I also use this opportunity to thank the entire EACO Membership for their initiative in convening this meeting in Kigali, Rwanda exactly 24 Months since Rwanda joined this very important sub-regional organization.

If you can take us with you in such a short span that far, Rwanda appreciates your very sublime endeavours and is indeed proud of you all!

A number of organizations and individuals have given their time and talents to make this day possible and I would like to acknowledge them. I am pleased to extend a warm welcome to the heads of delegations and all delegates from the Republic of Burundi, the Republic of Kenya, the Republic of Uganda and the United Republic of Tanzania as well as other guests from various countries all over the World. Let me specifically thank the four heads of the ICT regulatory institutions of Burundi, Kenya, Tanzania and Uganda for the confidence reposed in Rwanda to host the 18th EACO Congress.

I hope that you have started and you will continue to enjoy the beauty of a country of thousand hills and the kindness of its citizens. I must extend my sincere gratitude to organizers of this important event and all participants from within and outside the country. Without you, the event would not happen.

Your importance and role as an active agent of sub-regional integration, in this age of ICTs, would occupy a special place in the books of history. I am most delighted to be associated with this historical event, 18<sup>th</sup> EACO Congress, the first to be held in Rwanda.

**Mr. Chairman**

Permit me to show my profound and sincere appreciation for EACO to be convening annually for and in the name of ICTs and I believe this is a testimony to the quality of leadership your organisation is having. Surely, I thank you on behalf of the entire EAC leadership hope and pray that you will continue to gather the same energy and resources to continue and to maintain such an important regional initiative.

**Distinguished Participants, Ladies and Gentlemen;**

This is a rare opportunity for policy makers in ICTs, Regulators, Operators from Telecoms, Broadcasting, Postal Services, the civil society and the private sector all forming themselves into a well-balancing Forum, that is in continuum, addressing the challenging and conflicting interests of ICTs in a promising region of Africa and at a highly dynamic time.

**Mr Chairman,**

Having gone through your agenda for today, the Assemblies and Congress that would follow for a period of one week, my understanding is that your workshop and other meetings to follow all are aiming at designing and adopting concrete and practical steps, strategies and framework for the burning policy, regulatory and operational issues for all stakeholders of the ICTs. I must say I feel proudly confident that you have indeed prepared yourselves for the current pressing challenges of the Information Communications Technology sector of our larger economy as East Africa.

As you put to series of litmus test the issues within your agenda, our region as East Africa has no other choice for its ICT Sector other than the need to ensure continuous growth and an enhanced and greater competition in a stable market. It's my hope that as you arrive at your recommendations and action plans for the coming year, the further measures for ensuring lower and affordable prices, higher service quality, better penetration levels and new levels of consumer choices for ICT services are given your utmost consideration.

**Distinguished Participants, Ladies and Gentlemen,**

ICTs have since occupied the role of some of the most powerful tools of economic development and integration. Our concern for now as East Africans is how to further encourage more investments, sustain the existing ones and enhance growth. The regulators and operators of our region are equally placed in a unique position to play an active role in this especially through A Congress like this.

**Mr Chairman,**

The regulators and operators in this room today would agree with me that it is rare to have such an organization – regulators and operators combined – a “product” with greater economies of scale and opportunities. Even though it is the ICT sector whose peculiar requirements demand more intrusion in regulation, an organisation like this provides you with an opportunity for the minimisation of prescriptive and intrusive regulation.

### **Distinguished participants,**

This year’s Congress comes at a time when the whole of East Africa is in the process of finalising all preparations, after having achieved the outlining of both policies and some good ICT infrastructure, service delivery, postal reforms as well as and the migration from Analogue to Digital Broadcasting.

Virtually everyone who matters in East Africa’s these new endeavours are in this room right now. Therefore, your current positioning, the ideas reflecting through today’s agenda and your willingness to deliver is all over your very welcoming and encouraging faces. I am sure our ultimate drive would be to achieve the “knowledge backbone, economic transformation and sustainability’.

*Our service sector cannot bring about much admiration without broadband connectivity and penetration throughout East Africa,*

*Our migration strategies in terms of Governmental roles, the mandate of our regulators in the whole process and the value chain that we are creating for digital broadcasting in East Africa must not be exclusionary but complimentary to enable us all reap the benefits of digital broadcasting.*

*As a region we must be prepared to take note that running parallel broadcasting systems (analogue and digital) is very costly for both operators and the Governments. So I am urging you all to come up with clear strategies for the switching of the analogue system without unnecessarily prolonging the simulcast period.*

### **Mr Chairman**

I could also see a certain degree of your organisation’s being both proactive and innovative through some of the agenda items particularly in that of the Regulator’s Assembly. As the third strategic front that we face within our NICI Policies, SERVICE DEVELOPMENT requires innovativeness and, I believe that this very important regional partnership is a key.

The dynamism of the ICT sector and the pace of globalisation, all make service development an even more complex issue, hence the need for you all to develop long-term strategies, which the industry, consumers, regulators and policy makers should share, and have a common vision of where East Africa is heading to.



**Distinguished Participants, Ladies and Gentlemen,**

As no economic activity in any country or region can prevail without use of ICT, this EACO platform where ideas and experiences can be shared is indeed a veritable ground for passing on necessary skills and knowledge that will help us all keep pace with emerging trends in telecom development.

Equally, regional and economic integration are being embraced anywhere in the world, it will be foolhardiness on our part to want to do it all individually, so since we join EACO in 2009, we see you to be very right.

**Mr Chairman,**

Yes there are achievements in East Africa but we still have much more to achieve not individually but as a region. Regional integration and co-operation will always remain serious bargaining strategies in the world economic arena today. The founding fathers of EAC had long since discovered our co-operation and integration at the regional level is a veritable tool for not only for the maintenance of peace and stability but also for the economic well being of our people.

It is a concern to note that by the end of 2010, with about 131 million in population, less than 46% of our people in East Africa have access to mobile telephony (about 60 million mobile subscribers), less than about 11% of our population (under 15 million) are internet subscribers, not users, while less than 0.5% are broadband subscribers, I don't mean users;

**Distinguished Participants, Ladies and Gentlemen,**

Please allow me to dilate on two other critical issues that may equally occupy your focus during the course of the next five days; the concept of national barriers and boundaries and the status of the national backbones we have built or are building in our respective countries.

As globalization and liberalization has greatly eroded the concept of national barriers and boundaries in the global arena and more so our EAC, the strategies and business model that we may wish to adopt for the management of national backbones are bound to face challenges.

I urge you to carefully balance all interests, as usual, to the extent that our sub-regional network infrastructures must start communicating directly at all fronts and not through others.

That we must also capture the spirit of the existing common market for East Africa in the manner and way we connect the networks. Should you come up with effective regulatory measures on this, then it will greatly influence the effectiveness and productivity of our connection to the outside world.

**Mr Chairman**



In Rwanda, we are embracing the third phase of our march in this ICT revolution, that is, **SERVICE DEVELOPMENT**, as indicated earlier. We think that our already built policy, legal and regulatory framework as well as the infrastructure must be thoroughly utilised by service development. We are doing this through the adoption of innovative practice including institutional innovation. We are however aware of the much needed access to the cable on the East African coast.

As you may already know, Rwanda's ICT Policy Mission is "To achieve a middle income status for Rwanda by 2020 and transform its society and economy into an information-rich, knowledge-based society and economy by modernizing its key sectors using information and communication technologies".

**Distinguished Participants, Ladies and Gentlemen,**

As we all complete our national backbones, the first question that may seemingly occupy one's attention is how to attain its maximum utilisation and recoup the cost within a short period of time. This is a challenge, there is a bigger one!

The bigger one is, we must make our collaboration to work in order to enable globalization work even more in East Africa. The quality of transparency and non-discrimination given to our regulatory regimes must prevail.

To pass the test of this challenge, we must decide to live with a sense of universal responsibility, identifying ourselves with the global as well as our local communities. The more we commoditise connectivity as the expense of service provision, then, we may in the long run not get the desired result as East Africa.

Equally, you may need to reconsider our approaches to broad issues of convergence, technology neutrality, open network, Universal Access (empowering the disabled and equipping the needy) and regulatory certitude!

We are East Africans now so we must rise and mobilise our people by investing in them.

**Mr Chairman,**

The day is far gone, the Distinguished Ladies and Gentlemen need some health break.

Let me round up by saying that Rwanda's faith in EACO is unshakeable.

Firstly, this is because we know EACO has set a number of targets and that every member seems to appreciate that EACO is a worthwhile initiative.

Secondly, having just spent a few minutes here in this Workshop opening, it is clear that there is enthusiasm.

It is our responsibility as East Africans to jointly champion our cause within the ICT sector and I know we will not fail because we cannot even afford to fail.

**Mr Chairman**

I am informed that another equally important issue on the agenda of this 18th EACO Congress is a decision on identifying which country should host the EACO Secretariat. The need for a permanent headquarters for EACO is both timely and urgent for the coordination of EACO activities and the follow up on the implementation of resolutions and recommendations of EACO Congress.

Rwanda recognizes that all the five EACO countries are fully capable of and well-resourced to host EACO Headquarters.

*However, should your 18th Congress reach consensus and decide to have EACO Headquarters established (hosted) here in Rwanda, (as we have since been showing the same constant interest) I wish to express Rwanda's readiness to provide all facilities required by the Secretariat to achieve its objectives.*

On this note, Mr Chairman, let me end by declaring your workshop officially open and wish the participants an interesting and fruitful deliberation as well as an enjoyable stay in Rwanda.

*SPEECH BY THE DIRECTOR GENERAL, CCK - KENYA*  
*Mr. Charles J.K. NJOROGE*

**Our Chief Guest****Chairman of the 18<sup>th</sup> EACO Congress****CEOs and representatives of EACO Member Countries****Distinguished delegates and Participants****Invited Observers****Ladies and Gentlemen**

I thank you for the honour of allowing me to greet the distinguished delegates and participants at this eighteenth session of the East African Communications Organizations (EACO) in the beautiful city of Kigali.

May I, on behalf of my delegation, express our profound gratitude to the Government and people of Rwanda for the warm welcome and hospitality extended to us since our arrival. We are also enjoying the splendor of the beautiful landscape around us.

Mr. Chairman, it is clear that Information and Communication Technologies hold the key to our region's development and the progress of our people. EACO continues to play a very key role in integrating our countries' focus in the development of ICTs and making the region a one enlarged market for investors.

I am delighted to report that the communications sector in Kenya has witnessed dramatic improvements since the last Congress held in Kampala. Indeed, ICT is the fastest growing sector in our economy now, benefiting from increased investment, enhanced competition, improved regulatory oversight, guided by progressive policies and greater public participation.

EACO has been very instrumental and subsequently the catalyst of some of the initiatives that have over the years helped us to achieve harmonized policies, regulations and business practices in East Africa. The result has evidently borne the seamless communication we experience today across our various countries' borders.

Thanks to EACO our people within the East African Community member countries now enjoy almost similar services across the region. As we continue to share experiences and harmonize our markets, we will no doubt continue attracting more players as they chase the potential presented by the combined 130 million people residing in the region.

The government of Kenya has made it a priority to ensure the policies in place encourage synergies between both public and private sectors. This is what has resulted into significant consolidation of Kenya's ICT infrastructure initiatives.

Kenya's ICT agenda and policies put a strong emphasis on integration of ICT infrastructure and certainly, regional interconnection. This is the reason why we have maintained the quest to be linked to the world of business and information society, through tapping into the high capacity bandwidth that comes with undersea cables.

The introduction of the undersea cables through SEACOM, TEAMS and EASSy projects have not only bolstered the much-needed high capacity bandwidth but equally made communication services more affordable and accessible to the people in Kenya.

Mr. Chairman, it is not surprising therefore that the consumer expectations are continuously growing. The government and the regulator on our part are also striving to keep up with the pace. Last year, CCK issued two additional 3G licenses to cater for increasing demand for broadband connectivity. The Commission further reduced the fees for the license to attract even more players and encourage innovation of products.

I wish to also note here that the SIM Card registration exercise in Kenya began last year and following the public campaign undertaken to sensitize consumers on its need, Kenya has achieved a success rate of 77.1%. It was critical for members of the public to understand that the registration was a safeguard measure against acts that threaten security and wellbeing of people perpetrated through the use of the mobile phone. We are now working to ensure the requirement is entrenched in the legislative instruments since the registration was merely on voluntary basis.

We have also moved a step further to initiate mobile number portability to enhance customer choice. The implementation of this service began on 1<sup>st</sup> April this year and we believe that despite the challenges at the initial stages, the quality of mobile services will continue to improve as operators fight to retain and also attract subscribers to their networks.

On another note, the government also inaugurated the Broadcasting Content Advisory Council (BCAC) in June 2010 to promote professionalism, integrity and ethics in the broadcasting sector. As you may be aware, CCK is now a converged regulator and is mandated under the new legal framework, to regulate the broadcasting sector. Following the extension of our mandate last year, the Commission has developed the requisite regulatory tools including the licensing framework, programming code, complaint handling procedure, among others. As we make progress in this area, I would wish to urge that we put together collective efforts to promote African values and culture in this context.

The broadcasting subsector provides us with this opportunity and we would therefore not be compelled to rely on foreign content when we have what we

can call our own. East Africa is a region that is endowed with rich cultural values and magnificent locations, which we can use to promote local productions not only for local but also export market. I don't see why we cannot join the league of Nigeria, India and the Caribbean film industries.

Ladies and gentlemen, it is our conviction that content is the next frontier in broadcasting and as a region we must take the earliest opportunity to grow this area. In the same vein, Kenya recently tendered for broadcast signal distribution licences. We believe that apart from the many benefits that come along with the migration from analogue to digital television broadcasting, it is essential to ensure that competition and swift rollout of infrastructure is achieved

In our continuous review of the market to thrive and even the playing field for various operators, CCK last year reviewed the telecommunication interconnection rates after a network cost study that informed the new rates. The costs of calling by subscribers have been declining since the determination for fixed and mobile networks was issued last year. Alongside this has been an increased volume in calling that has ensured increased business for operators.

Mr. Chairman, I wish to also note here that we have equally directed attention to postal and courier services considering the potential of this sub sector in the e-commerce arena. As the postal and courier operators take advantage of the technological developments, we saw it fit that we undertake public consultations to modify the licences in order to align them to the regulations that were released early last year. In addition, the Commission is planning to put out a consumer campaign that will help the public better understand this sector and in the end get better services.

While there has been considerable reduction of postal mail exchange on one hand, there is also renewed confidence in the postal sector as a critical force in the information society. It is incumbent upon all players to ensure the postal/courier sector remains relevant by adapting to the changing environment and taking advantage of new and emerging market opportunities as is happening in many other parts of the world.

Kenya now boasts over 24 million mobile subscribers with a tele-density of 64%. The internet subscriptions have equally increased to over 4.5 million, with the highest access mode being the mobile phone. Having heard from our colleagues in the region, this is a growth phenomenon that is not unique to Kenya. And with this in mind, we must be sensitive to the fact that as we develop, we are becoming more and more vulnerable to new technological threats including cyber crime, among others.

Nevertheless, we continue to forge new initiatives designed to make cyberspace a safer, more secure place to be for consumers, businesses, and – most crucially – children and the youth.

The most recent development on our part has been the establishment of the Kenya Computer Incidence Response Team (KE-CIRT) whose coordination

point is based at the Communications Commission of Kenya. This Unit is mandated to coordinate computer security incident responses at the National level. It is certainly an area that calls for concerted efforts, regionally and globally to safeguard users of ICT services from falling prey to criminals in the cyber space. Kenya shall continue to also actively participate in the development of a cybersecurity legal framework in East Africa to ensure that we reap benefits as we take up technology use.

As I conclude, I wish to emphasize that our task as operators and regulators is to ensure that we create value by having satisfied consumers. Quality of service, innovations and pricing are the key elements that will get us there.

Lastly, allow me Chairman, to convey my gratitude to the People of Rwanda, the land of a thousand hills, for the wonderful facilities that have been put at our disposal and the successful organization of this Congress.

Asanteni sana.

Thank you all for your kind attention.

## **ANNEX V**

## **Statement by the Director General - TCRA**

*SPEECH BY THE DIRECTOR GENERAL, TCRA - TANZANIA*  
*Prof. J.S. **NKOMA***



The Chairman, 18th session of the EACO Congress,  
Heads of Delegations,  
Chief Executive Officers,  
Members of EACO,  
Invited Observers,  
Members of the Press,  
Distinguished Guests,  
Ladies and Gentlemen,

The Tanzania Communications Regulatory Authority (TCRA), as a member of EACO, is glad to be participating in the 18th Congress and Assemblies here in Kigali, Rwanda. We strongly believe in the objectives of EACO and shall continue to be active members.

We have witnessed remarkable growth of ICTs in Tanzania and our East African region in general. The devices such as the mobile phone, Radio, television, the Computer and the Internet are now ubiquitous. We have witnessed the exponential growth of the telecommunications subscriber base from 300,237 in the year 2000 to over 20 Million subscribers today. There are about 5 million internet users in Tanzania, most of who are young. There are over 50 Postal/Courier Services providers compared to 13 in the year 2000. We have 60 Radio Stations and 27 Television Stations currently operating compared to 14 and 10 Stations in the year 2000 respectively.

Mr. Chairman, Ladies and Gentlemen,

The growth of the communications sector is not accidental. It can be attributed to the existence of a healthy institutional framework between the Ministry, the Regulator, Service providers and Consumers, as well as well articulated communications policies, legislations, regulations and the converged licensing framework. In this regard, for policies there are the National ICT Policy of 2003, National Information and Broadcasting Policy of 2003, The National Postal Policy of 2003 and the National Telecommunication Policy of 1997. And for legislations we have the TCRA Act of 2003 the Universal Communications Act of 2006 and the Electronic and Postal Communications Act of 2010, popularly referred to as EPOCA. For



regulations, there are the 2005 Communications Regulations, which are soon to be replaced by the 2011 Communications Regulations which are at an advanced stage.

In 2005 TCRA introduced the Converged Licensing Framework consisting of four licenses: Network Facilities, Network Services, Application Services and Content Services, in four market segments: International, National, and Regional and District. These licenses are technology neutral and service neutral.

Mr. Chairman, Ladies and Gentlemen,

We have had several issues of interest which are worth mentioning, and I believe we shall share our experiences during the Assemblies and Congress:

**First**, interconnections are currently guided by determination No. 2 of 2007, which set a glide path over a five year period: 2008 to 2012, with capped rates every 1st January. **Secondly**, we have noted consumers becoming more informed and involved with consumer complaints increasing. **Thirdly**, we had an interesting experience of SIM card registration which began on 1st July 2009, and is now mandatory under the EPOCA legislation. About 90% of subscribers are registered. **Fourthly**, spectrum management has continued to be a challenge in view of strong competition and coexistence of several technologies such as GSM, UMTS, CDMA, Wimax and others.

**Fifthly**, the Government is constructing a terrestrial National Optical Fibre Backbone which will link us with our neighbors: Kenya, Uganda, Rwanda, Burundi, Zambia, Malawi and Mozambique, noting that we have two submarine cables landing points in Dar Es Salaam, SEACOM and EASSY.

**Sixth**, the Analogue to Digital Broadcasting migration is progressing well, with three MUX operators already licensed and granted Network Facility Licenses, and the standard chosen is DVBT, and an upgrade DVBT2. **Seven**, the postcode project is on course, having opted for a five digit numerical system, with Tanzania mainland having been divided in six zones, and Zanzibar. **Eight**, the new communications regulations will address new developments such as number portability, Central equipment Identification Register (CEIR), Computer Emergency Response Team (CERT), Infrastructure sharing and collocation.

**Nine**, our current five year strategic plan (2005/6 to 2010/11) is due to end this June, and our Board has already approved the next five year strategic plan (2011/12 to 2015/16). **Ten**, we have recently celebrated the World Telecommunication and Information Society Day (WTISD) on 17th May 2011, with the theme "Better Life in Rural Communities with ICTs", as decided by the ITU Council. This theme couldn't be more relevant today in our East African region, and more so for EACO. We need to be conscious of the digital divide between the urban and rural areas, and adopt strategies to overcome this divide. ICTs will open the door to myriad solutions that contribute to social and economic development in our rural areas.

Mr. Chairman, Ladies and Gentlemen,  
Let me conclude by confirming TCRA's strong commitment to the objectives of EACO and we are ready to share our experiences as well as learning from our sister organizations.

Thank you.

## **ANNEX VI      *Remarks by Executive Director, UCC***

REMARKS BY EXECUTIVE DIRECTOR, UCC –UGANDA  
Eng. Godfrey **MUTABAZI**



Our Guest of Honour  
Our host  
Distinguished Delegates  
Ladies and Gentlemen

May I first say that it is a great pleasure for me, in my personal capacity, and on behalf of the Uganda delegation to once again meet you, our dear brothers and sisters, at this 18<sup>th</sup> Congress of the East African Communications Organisation (EACO) here in Kigali, Rwanda. I do indeed bring you warm greetings from Uganda.

Our hosts – Rwanda Utilities Regulatory Agency (RURA) – and the Government of Rwanda, have done a commendable job to make us feel at home and our stay in Kigali shall be a memorable one. I wish to especially welcome you all who have come from all over East Africa to attend this Congress. It is, indeed, an honour for me to address you this morning.

As the regulatory agency charged with the oversight responsibility of communications sector in Uganda, we are indeed glad to be associated with this important event. I am also pleased to recognise in the audience, a good number of other regulators and industry players in the East African region with whom, we have had the opportunity to share ideas on a number of important communications issues.

This is, indeed, a unique Congress, as it is the second meeting of EACO as a result of the important decision that was taken by the last EARPTO Congress at Dar es Salaam in 2009, which decided to adopt the new name for our organisation, in recognition of the newest members of the organisation; the broadcasters.

As you are aware, Uganda has been at the helm of EACO for the last one year. As you will see in my handover report, we have done a lot to implement the resolutions passed during the Kampala Congress last July.

Suffice to say, we during our term of office, we have made significant inroads to the realisation of the much-cherished regional integration through ICT-led in and socio-economic development. I ought to point out that whatever achievements we have made has been a group effort by us all as EACO.

However, a lot more needs to be done to realise all the objectives of EACO as set out in our constitution. We need, for instance, to harmonise our national policies into a regional one to ensure uniform socio-economic development of our region. Of course, there are still a number challenges, such as how best to harness the dynamically changing Information and Communication Technology (ICT) for the benefit of our region.

As we hand over the mantle to Rwanda, we pledge to remain active in the development of the communications industry in our region. It is only befitting to say that heading EACO is a challenging but satisfying responsibility. But we are confident that under your able stewardship, EACO shall be guided to further realisation of our noble objectives.

Therefore, we all have a shared responsibility. As governments, regulatory agencies, industry players, private sector and the international organisations we each have a role to play in order to take advantage of digital opportunities for national, development and enhance regional integration.

As a tribute to this 18<sup>th</sup> EACO Congress, allow me to say that this event is important and unique in that it provides for direct interaction of sharing experiences between us, the key stakeholders, with regard to developing synergies necessary for the integration of our region.

I hope that we can make the most of this Congress to find the best way forward. Lastly, let me register our sincere appreciation to the Government of Rwanda, our hosts – RURA – and all stakeholders who have contributed towards the successful hosting of this Congress.

It is now my honour and pleasure to handover the instruments of power to the Director General of RURA. I thank you for your attention.

**Mr Godfrey Mutabazi**  
**Executive Director**  
**Uganda Communications Commission**

## **ANNEX VII      Remarks by Secretary General of (PAPU)**

REMARKS BY SECRETARY GENERAL PAPU  
Mrs. Rodah **MASAVIRU**



*The Guest of honour, Minister of ICTs of Rwanda;  
The honourable Minister of Defence;  
Members of Parliament and Senators here present;  
Presenters and invited guests;  
Distinguished delegates;  
Ladies and Gentlemen:*

Thank you, Master of Ceremonies, for giving me this opportunity to speak on behalf of PAPU, the Pan African Postal Union whose headquarters is located in the beautiful city of Arusha, in the United Republic of Tanzania.

I am here to represent the PAPU Secretary General, Mrs. Rodah Masaviru who would have loved to be with you here this morning but was unable due to other pressing official engagements today in Arusha and later in Dar es salaam where she has been invited to participate in the Africa Day celebrations, organized by the African Diplomatic Community in that city to mark the 50<sup>th</sup> anniversary of independence of many members states of the African Union. She will join us later in the week.

Guest of honour, ladies and gentlemen;

I wish to sincerely thank the Director General of RURA for his kind invitation to PAPU. A few years back, it was unforeseeable to include postal issues in a forum like this, featuring technical subjects like broadband connectivity, convergence of technology and digital dividends. This is possible today because the postal sector is increasingly embracing ICTs to modernize its network and enhance service delivery.

PAPU is very proud to be associated with EACO, not only as our host sub-regional organization but also as a very forward looking organization in development of ICTs to fast track trade and commerce and improve the socio-economic status of the sub-region.

As I mentioned earlier on, the postal sector is increasingly embracing ICTs in efforts to modernize the global network and meet the needs of customers.

This has been recognized at the level of African CIT ministers where a number of declarations and recommendations have been made to support postal services in Africa. I wish to mention just a few in the interest of time.

In their meeting in August 2010 in Abuja, Nigeria, the CIT ministers made a declaration to promote the implementation of the e-post Africa project as part of the national e-strategies taking into account coordination at the regional level.

They also encouraged Regional Economic Communities to strengthen their capacity through the provision of postal experts for the optimum implementation of the Action Plan for the development of the postal sector in Africa. Similar declarations have been made by the ministers in Cairo and Arusha.

We at PAPU are committed to the timely and effective implementation of the ministerial declarations and we count on your support to make this happen.

I thank you for your attention.

## **ANNEX VIII      Remarks by Ag. Director General of RURA**

REMARKS BY Ag. DIRECTOR GENERAL RURA – RWANDA  
Maj. François Régis **GATARAYIHA**



*Honourable Ministers,  
Honourable Senators and Members of Parliament,  
The Heads of East Africa's Regulatory Institution & the Representatives  
Distinguished Guests,  
Ladies and Gentlemen,*

*May I start by thanking you all for both the commitment registered and the active participation shown during the past four days. My sincere thanks go to the Director Generals of the sister regulatory institutions of East Africa and our very committed operators in the fields of broadcasting, telecommunications and postal services, for without you all this Congress would not have been possible.*

*Mr. Chairman, we have registered not less than a hundred delegates that have travelled from their respective countries by crossing thousands of kilometres just in the name of and with the interest of adding value to the ideas of EACO. Going by the records of EACO, this Congress stands out to be another highly attended one. Every year, EACO keeps extending its plate of wisdom.*

*This signifies the relevance attached to EACO and the continuous commitment of its members. I say to you all ASANTE SANA!*

*Honourable Chief Guest, in the past four days, we have been addressing some key and fundamental issues of the communications sector of East Africa. These are mainly in terms of policy review, regulatory harmonisation, operators' operational efficiency and the general optimisation of the resources, networks and services within East Africa's Communications Sector.*

*Mr. Chairman,*

*More specifically, this year's Congress has addressed both our regional and international commitments in the communications sector. To list a few, I am happily inclined to highlight the issues of*



*Policy review of the licensing frameworks, National backbone Regional connectivity issues, Infrastructure sharing, preparations for digital migration, digital dividend, promotions, branding and advertisement by operators, Mobile number portability, East African Internet Exchange Points ,electronic transactions in EAC, Green technologies in ICT and E-waste management , cyber security, Regional roaming issues, Transition/Migration from IPv4 to IPv6 in EAC, New Addressing and Postcode systems in the East African Region and tax issues within the Communications sector*

*As part of our international commitment, we have equally looked at issues of our level of preparedness and implementation of the Hyderabad Plan of Action', commitments at the various ITU Study Groups, our preparations for the World Radio Conference 2012, the region's commitment to the International Telecommunications Satellite Organisation and our progress on implementation of the Nairobi Postal Strategy.*

*With our expanding commitments and the special taskforces created, it is our hope and expectation that all committed would be delivered without delay.*

*Honourable Minister, in the course of today's session, we intend to validate by approving some key regulatory policy and operational strategies that are to be implemented in the course of the next 12 months. This falls within the fine-tuning required as we prepare ourselves for the challenges of ICTs in this century.*

**Honourable Minister,**

*I would err without mentioning a significant development that occurred in the course of the Joint Working Session( of the Regulators and all operators) during which the entire EACO membership gave Rwanda the opportunity and challenge of HOSTING THE EACO HEADQUARTERS!*

*I take this opportunity to once again thank EACO for such a decision. It is important I acknowledge that this decision would not have timely and easily come without the great decision of Uganda in supporting Rwanda's offer to host the Headquarters. Equally, the acceptance of such a support by all regulators has given us more space to see it as a great opportunity and the trust you have in us as a nation.*

**Ladies and Gentlemen,** may I share something with you.

*This is to do with the confidence of the Rabbit as espoused in that **Somali proverb which I quote below:***

- ✓ *Rabbit, Rabbit where are you going?*
- ✓ *I am going to kill the elephant*
- ✓ *Rabbit, Rabbit are you sure you can do this?*
- ✓ *I will try I will try I will try.*

*All I want to say is that Rwanda will certainly do all it takes within the resources we have to make sure that this giant East African elephant - EACO-lives to its expectations!*

***Mr Chairman,***

*May I at this stage welcome our honourable guest, Honourable Minister of East African Affairs to make a speech. Please join hands with me in welcoming our honourable guest!*

## **ANNEX IX**

## **Remarks by Hon. Minister EAC Affairs**

REMARKS BY HON. MINISTER OF EAST AFRICAN  
AFFAIRS – RWANDA  
Hon. Monique MUKARURIZA - Congress, 23rd May  
2011



*Honorable Minister,  
Heads of Delegations from EAC Sister Countries  
Distinguished Guests,  
All protocols observed,  
Ladies and Gentlemen,*

It is my great pleasure to officiate the opening ceremony of the 18<sup>th</sup> EACO Congress today. I hope you enjoyed your stay in Rwanda and I hope that Rwanda has left within you the hunger to visit again.

From the onset, I would like to sincerely commend all Delegations from the EAC Partner States for having chosen Rwanda to host EACO Headquarters. Therefore, it's my greatest pleasure to announce to this Congress that Rwanda will provide all facilities required by the EACO Secretariat to achieve its mandate and objectives. I know that EACO is aspiring to become one of EAC Institutions so as to speed the development of the ICT sector regionally. In this context, the Government of Rwanda is committed to advocate for EACO in this cause.

I would like to thank the Republic of Uganda for the achievements that EACO registered during her Chairmanship for the past one year. May I also thank EACO Members for having chosen Rwanda not only to host the 18<sup>th</sup> EACO Congress but also to chair EACO activities for the coming one year; so far a lot has been achieved and I'm convinced that all of us together much more will be achieved in fostering ICT Services in the East African Community region and beyond.

To make the 18<sup>th</sup> EACO congress a reality many have given their time, talent and resources. I would like to thank all of you who have contributed in one way or another to make this happen. Sincere thanks to all delegates from EAC Partner States who actively participated in this Congress and gave their contribution. It's my humble request to EACO members together with EACO stakeholders to implement, within proposed timeframe, fruitful deliberations you had during this congress.

***Distinguished Guests  
Ladies and Gentlemen***

I am glad that all EAC Partner States are also Members of EACO and our main Vision is to have a Prosperous, Secure and Politically United East African Community. The EAC aims at widening and deepening co-operation among the Partner States in, among others, political, economic, social, Infrastructure, ICT and Communications fields for their mutual benefit. The EAC Partner States agreed on four Stages of integration: the Customs Union, the Common Market, a Monetary Union, and ultimately a Political Federation.

We strongly believes that ICT and all other means of Communication combined and embedded together is the main key area of Co-operation to speed up not only the integration but also the economic development of East Africans. Having said this, it's very clear that the EACO's role is paramount in this process.

***Distinguished Guests  
Ladies and Gentlemen***

The 7<sup>th</sup> EAC Sectoral Council of Ministers of Transport, Communication and Meteorology Directed Partner States to develop and implement policies and regulations that facilitate the rollout of broadband infrastructure; and in particular policies and regulations on the leasing of dark fibre and conducive licensing regime. Existing national ICT policies and regulations (e.g. harmonized licensing regime) facilitate the development of broadband infrastructure, as evidenced by the successful rollout of National Broadband Networks.

To attain secure maximum utilization of National Broadband Networks and recover the cost within shortest possible period of time, EAC Secretariat was directed to develop EAC Cyberlaws Framework (guideline). The EAC Cyberlaw Reform programme began in 2006. The aim is to establish an enabling legal and regulatory environment for the development and deployment of e-government and e-commerce services. Since the reform began, The EAC Secretariat, in collaboration with the United Nations Conference on Trade and Development (UNCTAD) and EAC Partner States, has developed one Framework for cyberlaws which has been adopted and is being implemented in all EAC Partner States.

This Framework contains guidelines for the enactment and implementation of laws, regulations and policies on Electronic Transactions, Electronic Signatures and Authentication, Cybercrime, Consumer Protection, Data Protection and Privacy.

A second Framework is currently under development and it will cover Intellectual Property Rights, Competition, e-Taxation and Information Security. These frameworks are available in the EAC Secretariat and respective Partner States; it's my pleasure to advise EACO to make use of these important guidelines.

***Distinguished Guests  
Ladies and Gentlemen***

The East African Community strongly supports the development of Communication Sub-Sector in the Region. It is in this regard that the Council of Ministers approved the distress code 110 for emergency rescue services on Lake Victoria and the same has been gazetted as an EAC standard.

The EAC Council of Ministers, also, directed the EAC Secretariat to expedite the development of the draft Protocol for cooperation in the Communications sub-sector. The draft Protocol for cooperation in the Communications sub-sector will be combined with the draft Protocol for ICT Networks into a consolidated draft protocol for the sector. The protocol will address, among others, issues discussed during this Congress, like, National Backbone Regional Connectivity, Infrastructure sharing, e-Payment, etc. I am so glad that most of these issues and more were extensively shared in this congress and I would like to invite the EACO to bring its support to the establishment of this Protocol.

Indeed, as you all know ICT is not a business of one single state or one single economic block. It's in this regard the EAC Council of Ministers Directed the EAC Secretariat to coordinate the development of harmonized positions for EAC Partner States when participating in International ICT Forums. The EAC Secretariat plans to hold regular meetings of Heads of Communications Regulatory Authorities in an effort to coordinate the development of harmonized positions; interestingly these Heads of Regulatory Authorities they are among main founders and drivers of EACO; You understand how EAC and EACO relate.

***Distinguished Guests  
Ladies and Gentlemen***

Analog-to-Digital TV Broadcast Transition is the planned global migration from analog broadcasting to digital broadcasting. According to the Geneva 2006 Agreement, the deadline for the transition is 15<sup>th</sup> June 2015. Though the implementation is in progress in all EAC Partner States and I was informed that during this 18<sup>th</sup> EACO Congress, you have changed the deadline for Digital TV Migration for its members to be 2012 and you should be proud of this new development.

For EAC Postal Services development, the 8<sup>th</sup> Sectoral Council of Ministers responsible of Transport, Communication and Meteorology held this month, directed the EAC Secretariat to mobilize resources for a consultancy to develop the EAC Postal Development Strategy. The proposed Strategy, as elucidated in draft Terms of Reference for the consultancy, will cover Baseline survey; Developing policy, legal & regulatory Frameworks for the sub-sector; Economic efficiency and sustainability of postal markets; Postal infrastructure Universal Postal Service. It's very important to stress that the

use of ICT in Postal service has revolutionized Postal Services. With imitations of successes elsewhere in the world we too can make it.

***Distinguished Guests  
Ladies and Gentlemen***

I would like to congratulate EACO Founders for having begun such strong Organization that brings together all key players in the Communication Sector, Telecom Operators, Broadcast Operators, Postal Operators and ICT Service Providers cannot deliver the required quality of service to the community without ICT Regulators; far it is even impossible without trained and knowledgeable human resource. Congratulations EACO for having brought all these together.

***Distinguished Guests  
Ladies and Gentlemen***

As expressed by Professor David P. Mellor, Chairman United Kingdom Telecommunications Academy, during the 1st session of the 1st day of this event; allow me to conclude by emphasizing also on the fact that Quality and reliable service with diversified options to our people by offering to them service value for their money is what we owe to them; especially service liability on at least the rate more than 99 %.

With these remarks, I would like to thank you all for your valuable contributions and now declare the 18<sup>th</sup> EACO Congress open.

***Thank you for your attention  
Asanteni sana!***



## ***ANNEX X Highlights from the Workshop***

### ***WORKSHOP ON NATIONAL BACKBONES, REGIONAL BROADBAND NETWORKS AND SERVICES***



*Prof. David P MELLOR  
(OBE)- Chairman UKTA*



*Mr Barry KINGSLAND –  
Cable & Wireless*



*Ms. Elizabeth MIGWALLA  
– Qualcomm*

***Presenters - Congress, 23rd May 2011 – Serena Hotel, Kigali RWANDA***

#### ***I. PRESENTATION ON NATIONAL BACKBONES AND REGIONAL BROADBAND NETWORKS AND SERVICES THE “QUALITY, AND BENEFIT OF THE CONSUMER”***



The areas covered by the Professor's presentation slides are as under;

#### **Consumer**

\*Remember. Without a Consumer you do not have a business\*

#### **Quality**

- i. Committed availability e.g. 99.9995%
- ii. Consistent quality



- iii. No break service
- iv. Consistent International speed
- v. Contractual obligations by providers

### **Challenges to Quality**

- i. Power stability
- ii. Cable theft
- iii. Rain
- iv. Lack of planning for cable routes
- v. Demand on resources

### **What is Quality**

- i. Provision of consistent service irrespective of external forces
- ii. Do not blame others for your failure to provide
- iii. Remember the consumer only complains when the service fails to meet his/her quality expectations.
- iv. The Oxford Dictionary defines quality as degree of excellence

### **Diversity**

- i. What is the Internet?
- ii. Where do the answers to your questions come from?
- iii. Why do LDCs suffer outages most?
- iv. What is the main difference between Uganda, Burundi and Rwanda when compared to Kenya and Tanzania?
- v. How should the EAC behave?
- vi. EASSy, SEACOM, and WACS and do these help EAC gain access to the world?
- vii. Who does EAC blame when a cable theft occurs in Kenya?
- viii. How does SEACOM reach the Serena, Kigali?
- ix. What diversity is provided by the High Tension Power Networks within EAC?
- x. Oxford Dictionary states “diversity” as differing kinds i.e. being different and this is key to EAC.

### **Liability**

- i. In law this is subjection to a legal obligation
- ii. If a consumer signs a contract with an ISP for global Internet access at 2mbps then the obligation is on that ISP to provide that service at an agreed quality level for circa 99.985% of the time. The contract price is mutually agreed between a specific ISP and a specific consumer.
- iii. What are the penalties in EAC for failure?

### **Consumer**

- i. The consumer is a generic definition of the USER who in the monopoly days accepted what the Government provided.

- ii. The service in landlocked countries was generally worse than those having coastal waters
- iii. International access was generally by satellite at considerable expense because the landlocked country had no choice of supply.

### **Consumer as a Shareholder**

- i. In the commercial world the consumer may well be a shareholder of the ISP and therefore he/she will define his/her expectations of performance through investment.
- ii. The EAC is not LAND locked only Rwanda, Burundi and Uganda lack coastal waters.
- iii. The ocean 12 miles off the coast of Mombasa is not protected by Kenyan law but international law.

### **Quality, Diversity, Liability Enforcement**

- i. What does the EAC legislation say about quality?
- ii. What does the EAC legislation say about diversity?
- iii. What does the EAC legislation say about liability?
- iv. What do the Regulators plan to do to protect the CONSUMER regarding these issues?

## **II. NATIONAL BACKBONES AND REGIONAL BROADBAND NETWORKS AND SERVICES FROM AN ENGINEERING AND ECONOMIC PERSPECTIVE**



### **C&W WORLDWIDE AGENDA**

- Introduction + Cable & Wireless
- Bandwidth Demand & Capacity Drivers
- Market Forces – Driving Consolidation
- Leveraging Utility Assets – Overhead Networks
- Operating Network Environment
- Simplification in Optical / IP Solutions – Getting to a Competitive Cost Base

Providing a Practical Insight to Networks & Challenges

Facilitating Collaboration is Key to Effective Cost Base

2

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## C&W WORLDWIDE INTRODUCTION

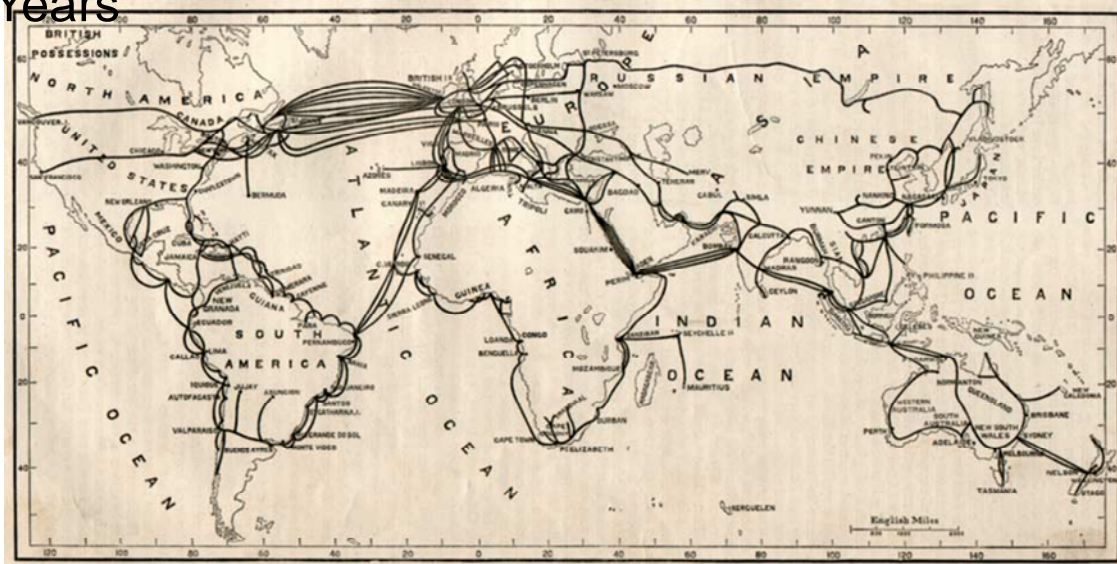


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## C&W WORLDWIDE ENABLING COMMUNICATIONS FOR OVER 100 Years



GLOBAL SUBMARINE TELEGRAPH CABLES 1895  
Eastern Telegraphy Company

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## C&W WORLDWIDE MISSION CRITICAL COMMUNICATIONS INTEGRATOR



### 2nd LARGEST NETWORK IN THE UK

- Ubiquitous UK access through combination of direct fibre, digital microwave, radio, leased circuits
- £100m investment in Next Generation Network (NGN)
- 1000 Unbundled exchanges across the UK
- High capacity IP core full MPLS Multi-Service Platform (MSP)
- 270 Interconnects with BT
- 20,500km core backhaul network
- 205,000 sq feet of hosting space



### AND ONE OF THE LARGEST GLOBALLY

- 67 Submarine cable systems across the globe
- Connectivity to 153 countries
- N+2 capability on key routes
- 128 Points of Presence in 35 countries
- Network Operations Centres in UK, Hong Kong and India

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## C&W WORLDWIDE UTILITIES AT OUR HEART



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# C&W WORLDWIDE BANDWIDTH DEMAND & CAPACITY DRIVERS



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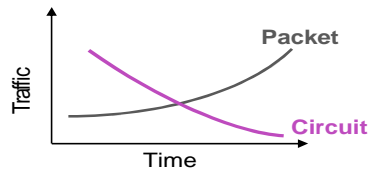
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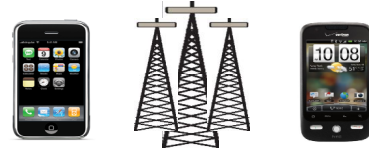
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## C&W WORLDWIDE MARKET FORCES

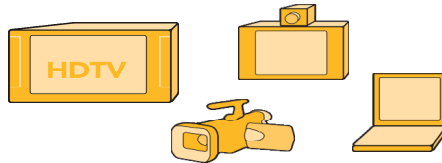
The majority of traffic is now packet



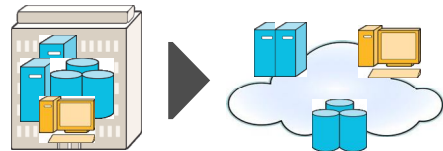
The proliferation of mobile broadband



Video, video and more video



Enterprise IT shift to the cloud

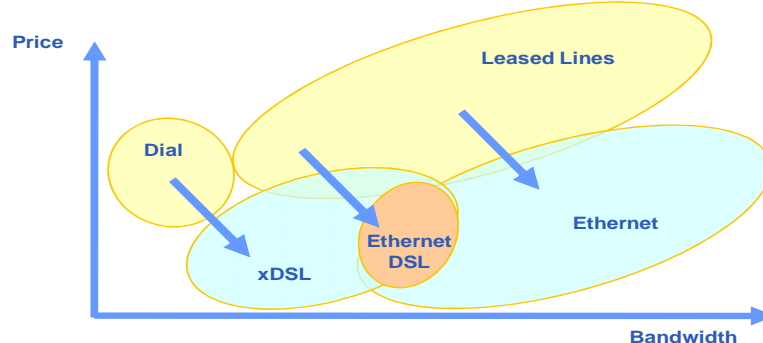


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## C&W WORLDWIDE CHANGING SERVICE DYNAMICS & COST PRESSURES



The price point and advancement of technologies is resulting in existing dial and leased line connections migrating to packet based service technologies.

2000 – 2MB Circuit...£18k    2010 - 2MB circuit   £ < 2k  
2005 – 10G Ethernet .£48K    2010 –10G Ethernet £19k

Investment costs for access – drive regulation to enable competitive environment

10

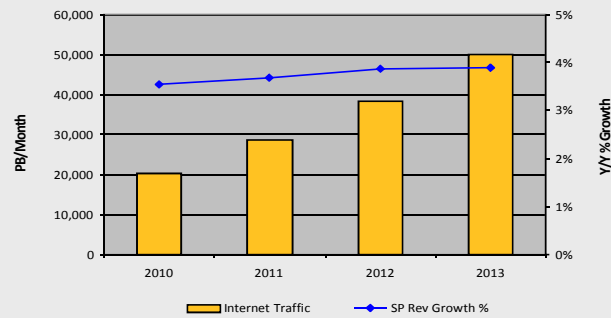
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## C&W WORLDWIDE DECLINING PROFITABILITY IN NETWORKS?

Traffic growth  
is accelerating  
while  
revenue growth  
is slowing...



...because value is shifting from the service provider to the application provider



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## C&W WORLDWIDE LEVERAGING ASSETS – OVERHEAD NETWORKS

Power line fibre systems - installed in  
challenging environments across the globe  
with outstanding results

Arctic	Sweden, Finland, Canada
Tropical	Colombia, Vietnam, Venezuela
Desert	Oman, UAE, Pakistan
Coastal	Iceland, New Zealand, Ireland
Mountains	Switzerland, Chile, Norway
High Winds	Hong Kong, Taiwan, Florida
Urban Pollution	Los Angeles, Kuala Lumpur, China

1991 - National Grid/Energis builds first  
National Network



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## C&W WORLDWIDE LEVERAGING ASSETS – OVERHEAD NETWORKS

First installation	1982	Kent, UK
Oldest SkyWrap in operation	1987	Cheshire, UK
Largest SkyWrap network	5000km	RTE, France
Longest span	1708m	Alps Maritimes, France
Steepest gradient	29%	Reunion Island (291m in 996m span)
Tallest towers	221m	Suez Canal crossing, Egypt
Highest installation	4600m	Andes, Peru
Hottest installation temperature	52°C	Multan, Pakistan
Coldest installation temperature	-22°C	Trondheim, Norway
Highest service temperature	>50°C	Oman
Lowest service temperature	-55°C	Manitoba, Canada

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## C&W WORLDWIDE SKY WRAP INSTALLATIONS



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## C&W WORLDWIDE SELECT THE RIGHT OPTION

Choosing the Right Optical Fibre Solution is Essential

Effective evaluation is essential



**OPGW** - Optical Path Groundwire

**Wrap** - Phase or Earth Wrap

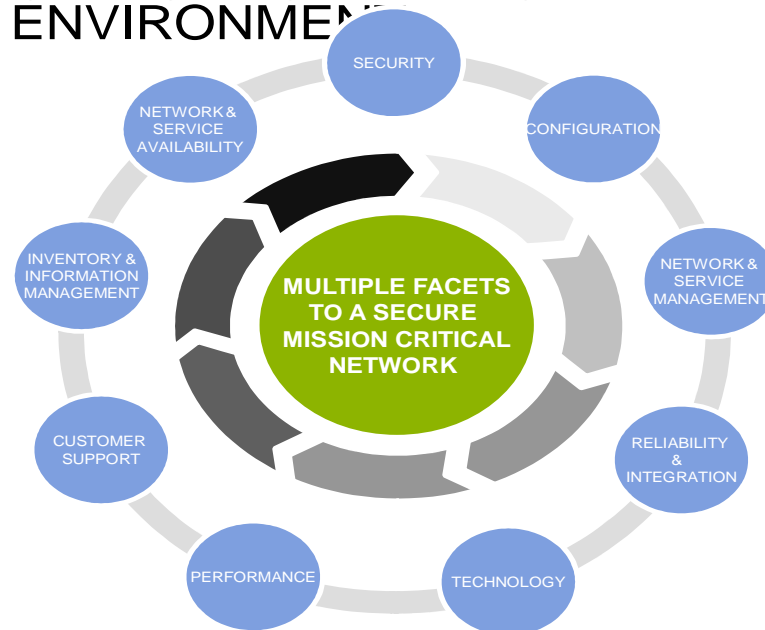
**ADSS** - All Dielectric Self Supporting

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## C&W WORLDWIDE CRITICAL OPERATIONAL NETWORK ENVIRONMENT



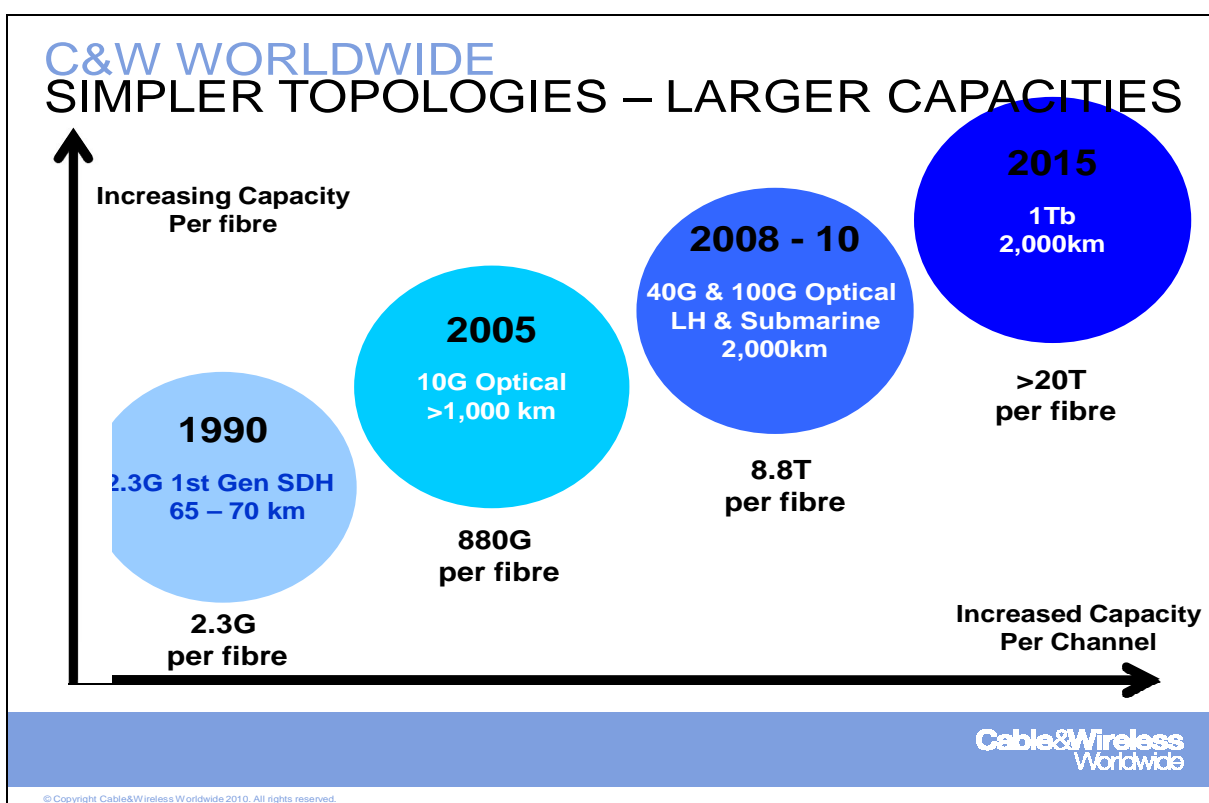
### Regulation & Standards Must:

- Drive consistency of approach
- Establish common performance criteria
- Enable Build, Repair & Design Standards
- Remove ambiguity
- Particular when working across teams/boundaries

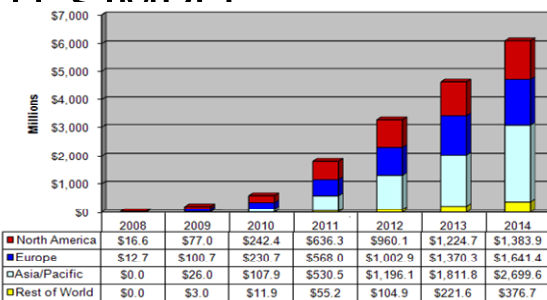
16

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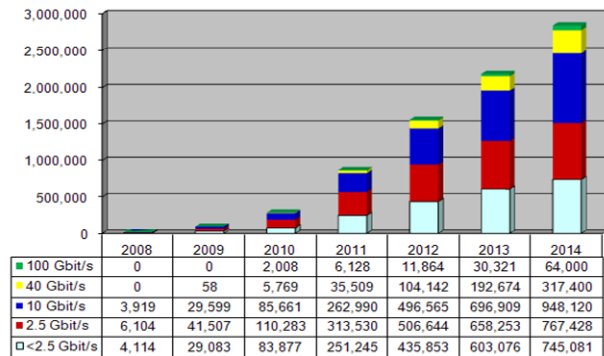


## C&W WORLDWIDE PACKET OPTICAL – MEETING NEEDS – MAKING IT SIMPLE



Source: Heavy Reading Packet Optical Market Tracker 12/09

Worldwide Packet-Optical Transport System Revenue by Region (2008-2014)



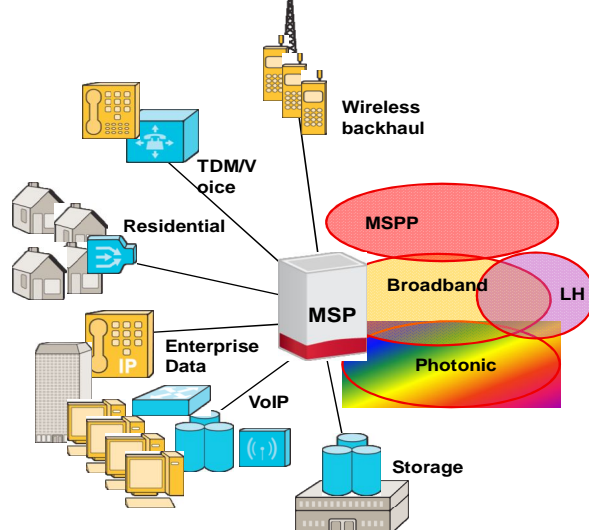
Source: Heavy Reading Packet Optical Market Tracker 12/09

Worldwide Packet-Optical Transport System Port Shipments by Port Speed (2008-2014)

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## C&W WORLDWIDE THE MULTI SERVICE PLATFORM - AGGREGATION



### Needs

- Remove networks service specific architectures
- Improve transport costs
- Enable new services
- Deliver operational simplicity
- Provide deterministic performance and resilience

### How

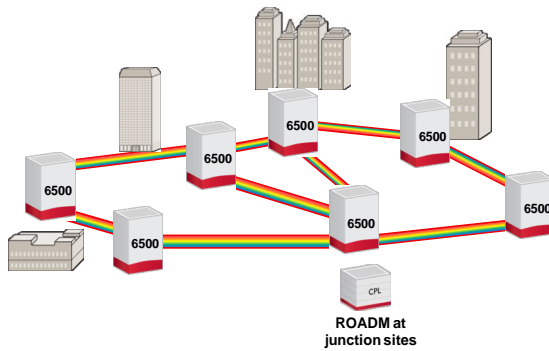
- Single converged, packet based multiservice network
- Agree working interfaces
- Revenue generating emerging services

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## C&W WORLDWIDE THE MULTI SERVICE PLATFORM – REGIONAL DWDM



### Needs

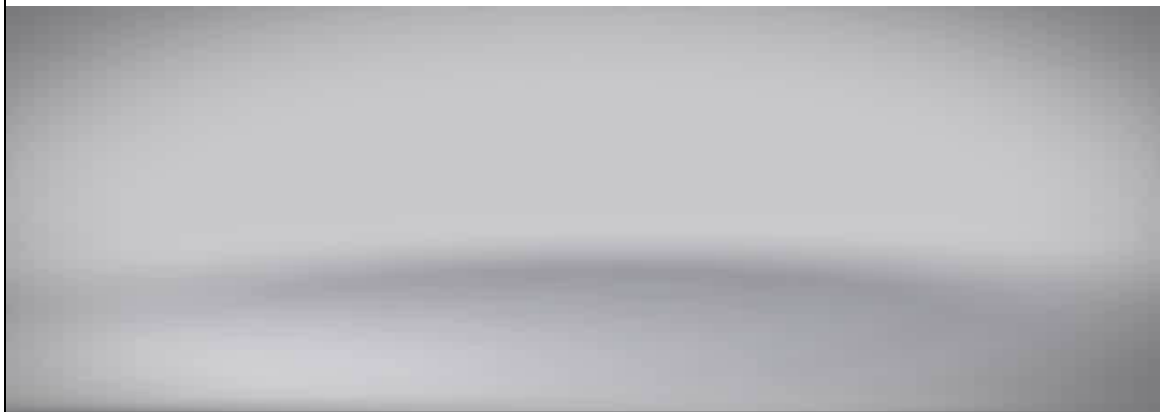
- Enable long term growth
- Move away from fully protected SDH and mesh protected networks
- Enable Capex & Opex reduction
- Remove complex compensation devices
- Automation from edge to core

### How

- Technology enabled growth without network re-engineering
- ROADM
- Colourless optics
- Connection orientated ethernet

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## C&W WORLDWIDE SUMMARY

- RELENTING DEMAND
- PACKET TECHNOLOGIES WILL DOMINATE FUTURE
- LEVERAGE EXISTING ASSET – KEY OPPORTUNITY
- KEEP IT SIMPLE - INTEROPERABILITY
- NEW TECHNOLOGY - OPPORTUNITY TO MAKE STEP CHANGE

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### **III. PRESENTATION ON TAKING ADVANTAGE OF THE DIGITAL DIVIDENT IN EAST AFRICA**



**QUALCOMM** 

**Taking Advantage of the Digital Divident in East Africa**  
Elizabeth Migwalla  
Senior Director Government Affairs  
Africa

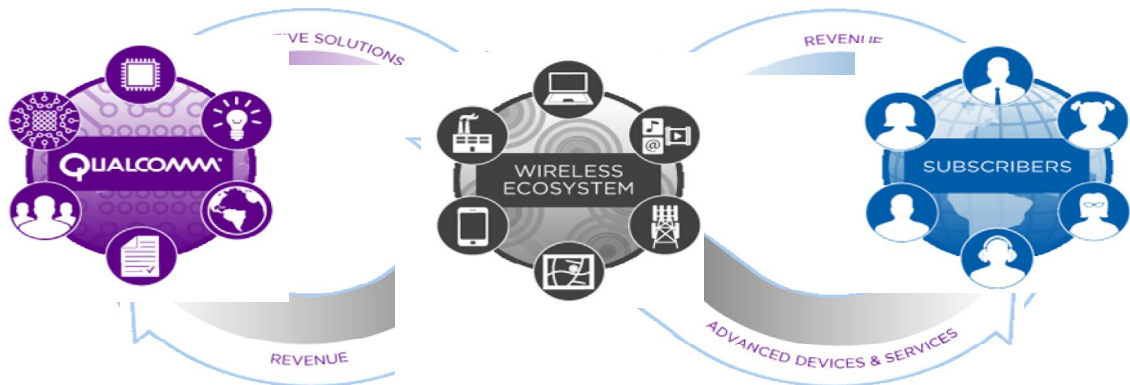
18<sup>th</sup> EACO Congress, 23<sup>rd</sup> May 2011, Kigali

## **Outline**

- Introduction
- Determining the Actual Digital Dividend
- Efficient Dividend Spectrum Use
- Regional and Global Opportunities
- Recommendations/Conclusions

## Qualcomm's Unique Business Model

A TECHNOLOGY ENABLER FOR THE ENTIRE MOBILE VALUE CHAIN



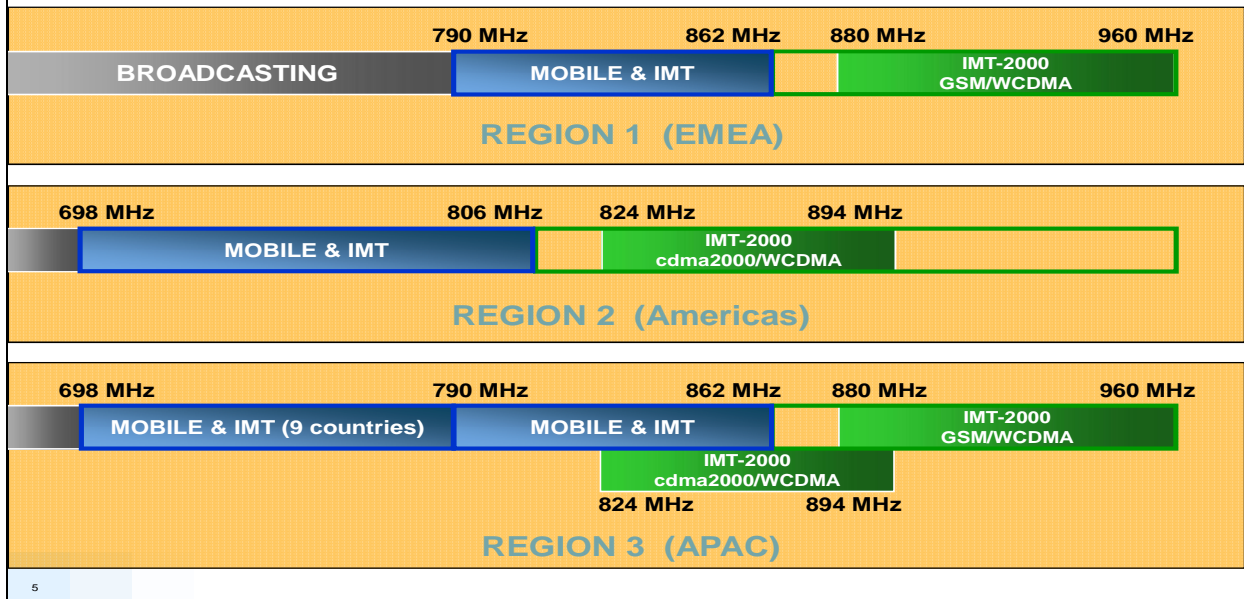
3

## Determining The Actual Dividend

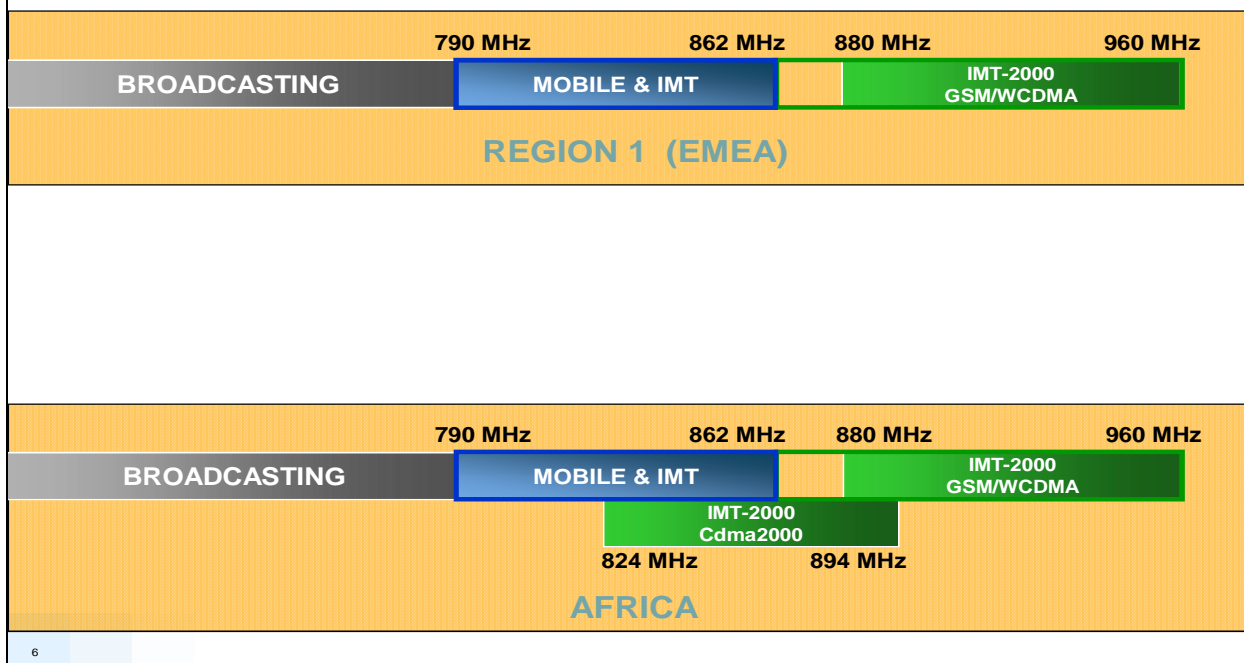
- **Digital Dividend Defined**
  - Spectrum arising from digital switchover
  - Spectrum made available over and above spectrum required to accommodate existing analogue TV services in digital form
    - VHF( Band III: 174-230MHz)
    - UHF (Bands IV and V: 470-862 MHz)
  - Focus is on UHF
    - Note: existing non- broadcasting services
- **Understanding the available spectrum after switchover:**
  - Estimation of broadcasting needs/utilization

4

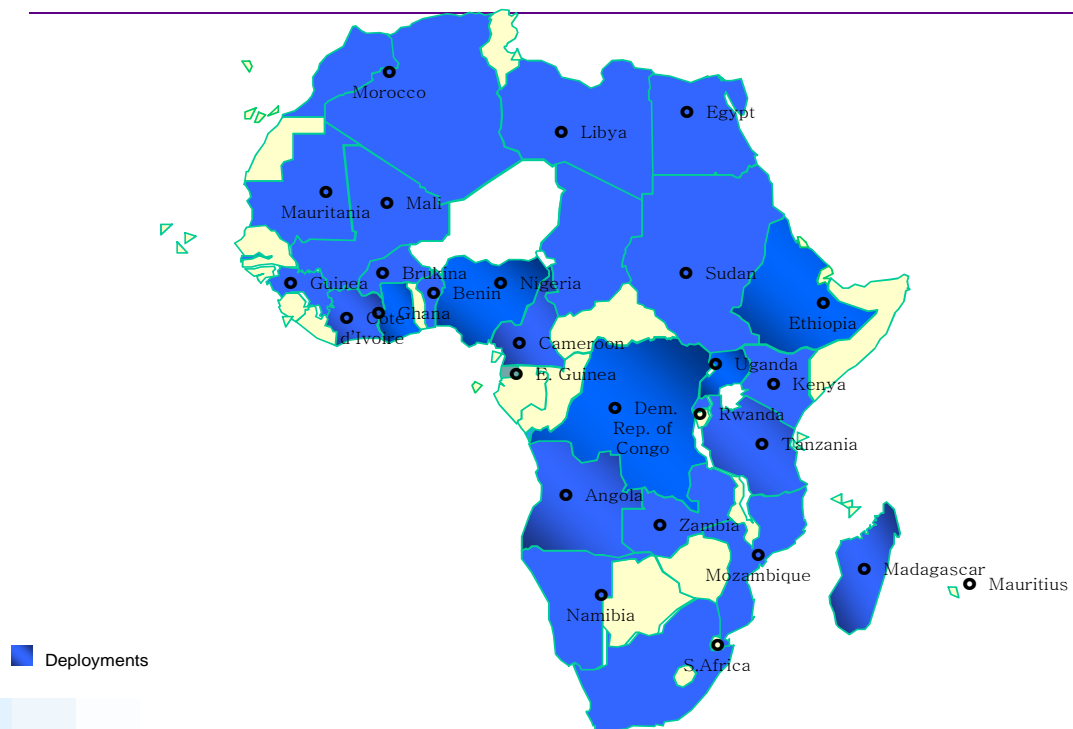
## The band 698-960 MHz



## The band 698-960 MHz



## 850 MHz Current Deployments



## CEPT Channeling Arrangement

791-796	796-801	801-806	806-811	811-816	816-821	821 - 832	832-837	837-842	842-847	847-852	852-857	857-862
Downlink						Duplex gap	Uplink					
30 MHz (6 blocks of 5 MHz)						11 MHz	30 MHz (6 blocks of 5 MHz)					

## APT Channeling Arrangements

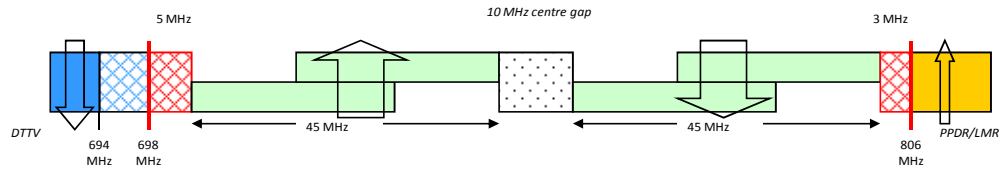
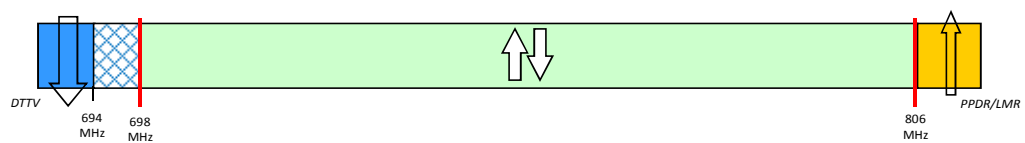


Figure 1: Harmonised FDD Arrangement of 698-806 MHz band



9

## USA Band Plan

698		704		710		716		722		728		734		740		746		752		758		764		770		776		782		788		794		800		806	
A		B		C		D		E		A		B		C		C		A		D		Public Safety		B		C		A		D		Public Safety		B			
CH. 52		CH. 53		CH. 54		CH. 55		CH. 56		CH. 57		CH. 58		CH. 59		CH. 60		CH. 61		CH. 62		CH. 63		CH. 64		CH. 65		CH. 66		CH. 67		CH. 68		CH. 69			

10

## Africa Band Plan and Channeling Arrangement

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11

## Determining Future Use of Dividend

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- Understanding possible future use of dividend
  - Based on social , economic, technical and market considerations
- Evidence based process to decide on services to accommodate in the DD:
  - DTV
  - BWA and MBB ( IMT; IMT Advanced)
  - Mobile TV
  - etc

12



## The Biggest Platform in the History of Mankind

>5 BILLION WIRELESS SUBSCRIPTIONS WORLDWIDE

>1B

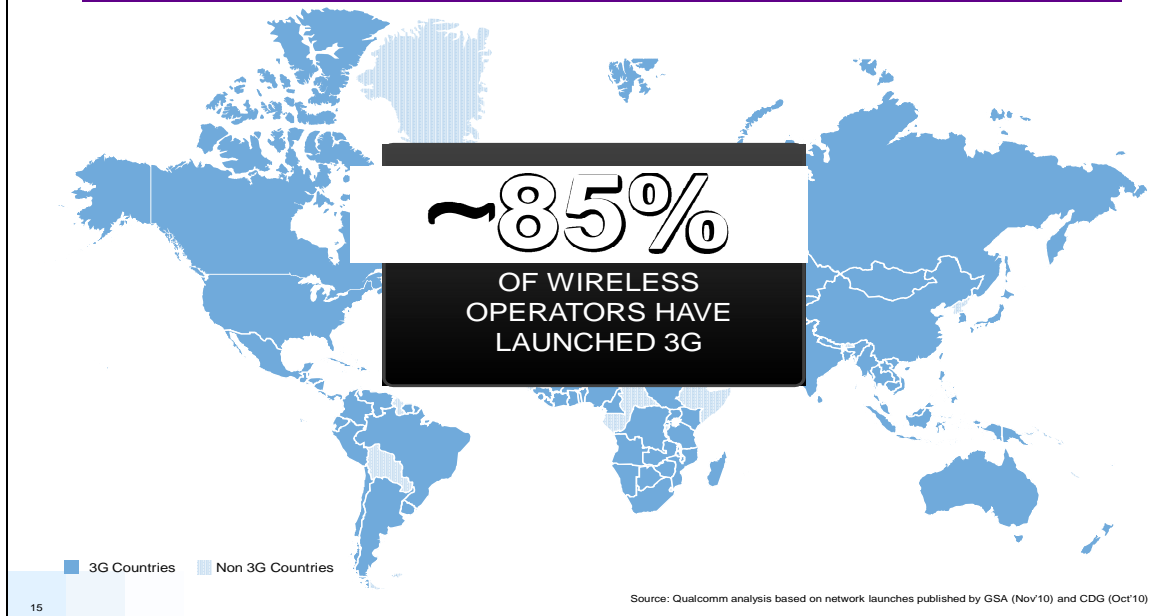
3G SUBSCRIPTIONS  
NOW

~2.7B

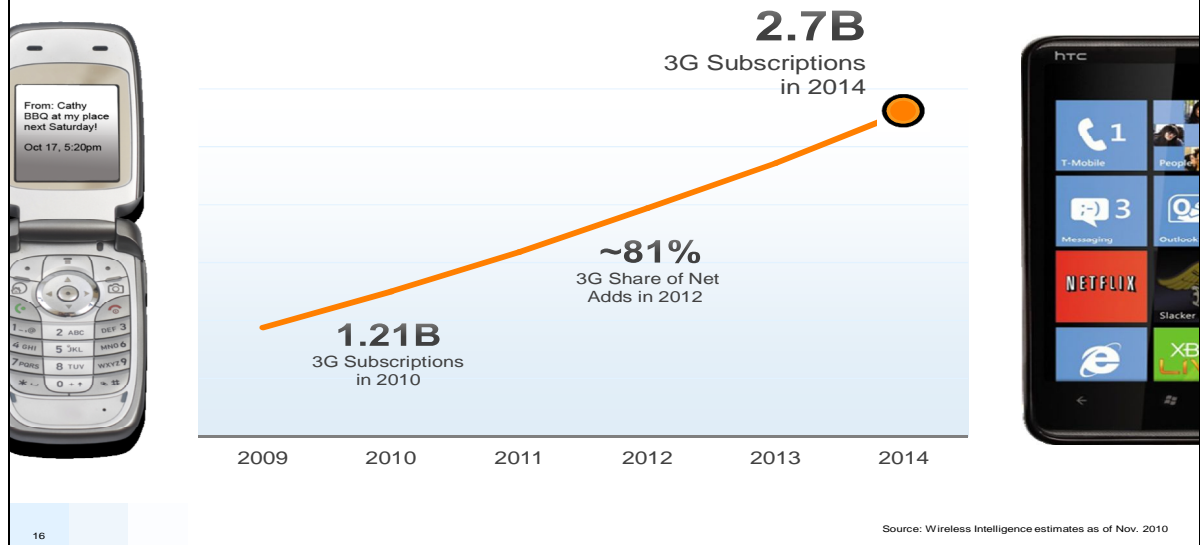
3G SUBSCRIPTIONS  
BY 2014



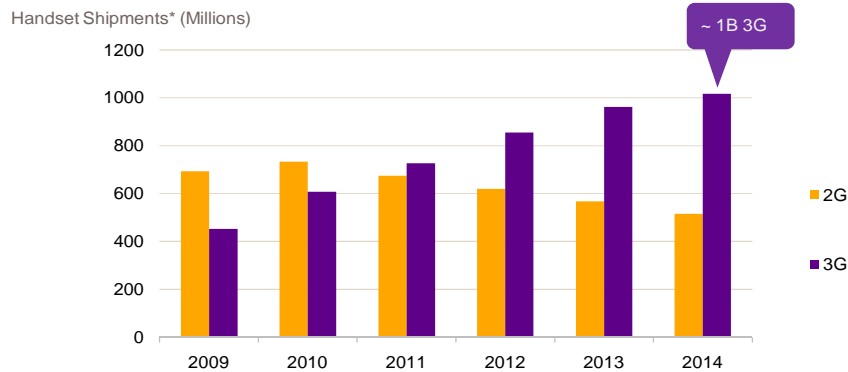
## 3G Expanding Globally



## 2G to 3G Migration



## Accelerated Handset Growth



3G handset shipments estimated to grow more than 65% from 2010 to 2014 versus 30% decline in 2G handset shipments during the same period

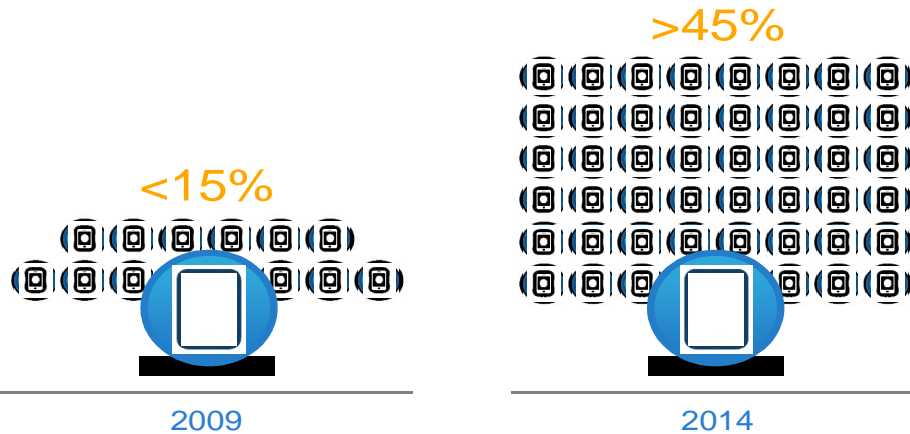
Note: 3G includes CDMA2000, WCDMA and TD-SCDMA; does not include gray market shipments

Sources: Average of Strategy Analytics (Dec-10), IDC (Dec-10), ABI Research (Dec-10), Informa Telecoms and Media (Dec-10) and Yankee Group (Jan-11)

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## Smartphones: Expanding to the Masses

~ 2.5 BILLION SMARTPHONES FORECAST TO BE SHIPPED



SMARTPHONE SHIPMENTS AS % OF HANDSETS

18

Qualcomm Graphic based on Gartner data, Source: Gartner Inc. Forecast: Mobile Devices forecast update, 3Q10 Update, Carolina Milanesi et al, September 15, 2010

## Expanding Device Categories

THE INTERNET GOES MOBILE IN MANY FORMS



**NON-HANDESET MOBILE BROADBAND DEVICE SHIPMENTS  
EXPECTED TO GROW AT 25–40% CAGR FROM 2009–2014**

19

Non-handset devices include E-readers, Media Tablets, Data devices and M2M modules  
Source: CAGR is based on forecasts from ABI Research (Sep/Oct'10) and Gartner (Oct'10)

## Trends Driving Data Growth



**3G subscriber growth**

**Application stores**

**Broadband connectivity**

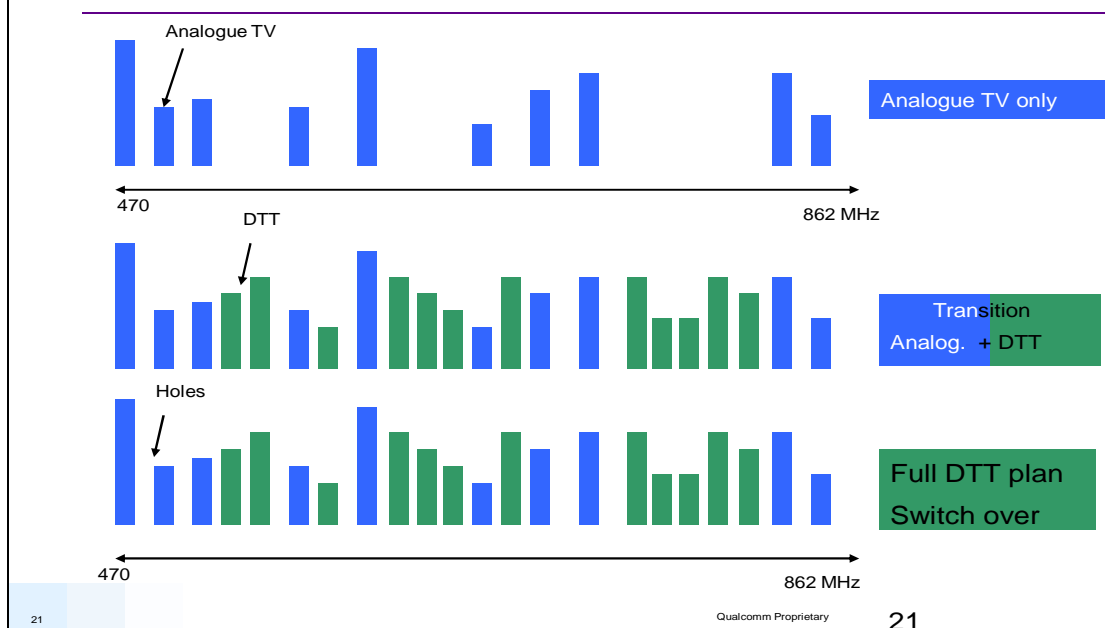
**Flexible data plans**

**Shift to cloud computing**

**By 2014, Monthly Worldwide Mobile Data  
Traffic Expected to Exceed 2008 Total**

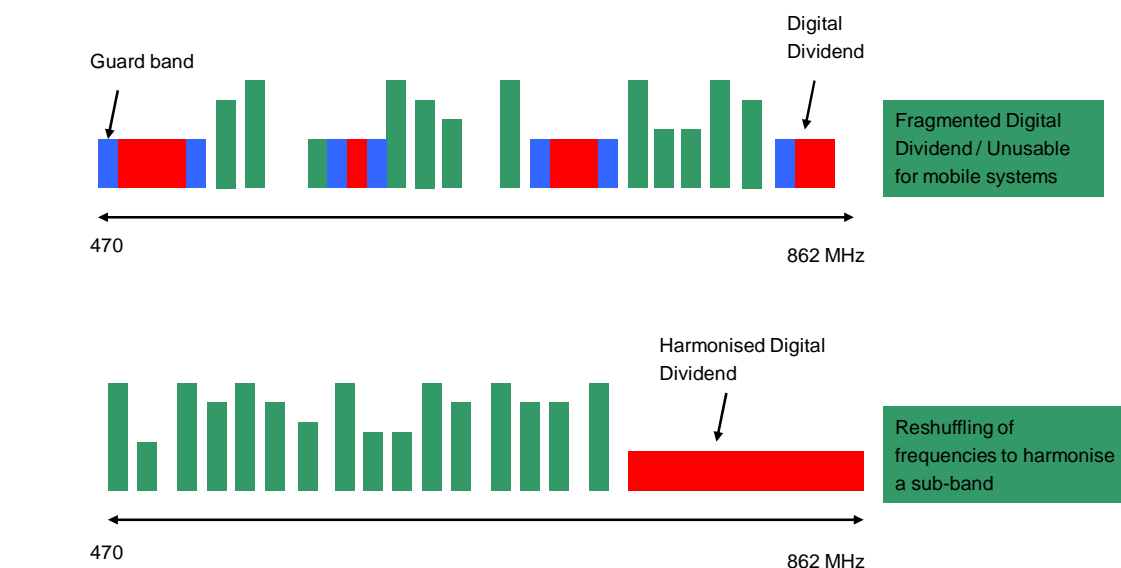
Source: ABI Research, Sept '09

## Efficient Use of The UHF Digital Dividend: Fragmentation Risk



21

## Harmonisation is a prerequisite for efficient spectrum use



22

## Regional and Global Opportunities



- **Harmonization of the Digital Dividend in the Region is critical**
- **EACO opportunity to take leadership and cooperate with other subregions**
  - Recommendation from CRASA Spectrum Workshop
    - Project Plan for refarming, rationalization, reallocation of DD
- **ATU opportunity to drive continental harmonization**
  - Strength in numbers: 53 Countries; approx 1BN population
- **WRC 12/WRC16 opportunity to align national/regional spectrum needs with global allocations**
  - WRC-16 Agenda Item for additional Mobile/IMT spectrum



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## Recommendations

- Determine the DD for East Africa
- Determine/Agree on the Future Use of the DD
- Develop a Frequency Plan that accommodates the services efficiently
- Engage in regional discussions (EAC/Africa)
- Use the WRC-12/WRC-16 Process to achieve national /regional goals

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[www.qualcomm.com/blog](http://www.qualcomm.com/blog)

## ***ANNEX XI      Closing Remarks of the Workshop***

### *CLOSING REMARKS OF THE WORKSHOP Mr Patrick MWESIGWA - Congress, 23<sup>rd</sup> May 2011*

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Distinguished Delegates

Ladies and Gentlemen

I am pleased to officiate at the closing of this session of the 18<sup>th</sup> Congress of the East African Communications Organisation (EACO), which has brought us together with a view of exchanging information, discussing challenges and charting a pragmatic way forward on the development of ICT in the East African region. I wish, therefore, to thank you all for taking time off your busy schedule to participate at this session.

As it has been evident from the deliberations of this session, the challenges and threats are great but so are the opportunities and strengths embedded in EACO. You will also agree with me that our commitment to realising the objectives of the EACO Constitution is strong.

From the proceedings of the workshop, it is clear that RCDF has not been the only facilitator of ICT promotion and penetration in our region. I can only say that this Congress is important and unique in that it provides for direct interaction of sharing experiences between us, the key stakeholders, with regard to developing synergies necessary for the socio-economic development of our region.

Lastly, I wish once again to thank you for sparing your time to attend this workshop and hope the time has been sufficient to enable continued interactions as we strive to further penetration of ICT to harness both personal and national development.

At this juncture, I now take the honour to officially declare this session closed and to wish you a good afternoon and successful deliberations in the next sessions.

I thank you for your kind attention.

**Patrick Mwesigwa**

## **ANNEX XII      Report -Telecom Operators' Assembly**

### **TELECOMMUNICATIONS OPERATORS' ASSEMBLY** *EACO Congress, 23<sup>rd</sup> – 27<sup>th</sup> May 2011* *Serena Hotel – Kigali Rwanda*

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#### **1. SIM CARD REGISTRATION**

##### **1.1      Subscriber Registration**

Experience of Tanzania was presented by Honest Lugalla of Vodacom Tanzania and shared by Members of the Assembly. The status of registration from each country was presented as herein below:

- (i) Tanzania: The law has been enacted and guidelines are in the process. 85% - 90% have so far been registered
- (ii) Kenya: There is no regulation made so far but registration is done voluntarily by operators
- (iii) Burundi: There is no regulation made so far but registration is done voluntarily based on recommendation from the regulatory body.
- (iv) Uganda: There is an act of Parliament; however, regulations on implementation are yet to be provided by the Regulator.
- (v) Rwanda: There are consultations going on between the Regulator and operators, and regulation is now mandatory subject to thorough guidelines to be issued

The Assembly gave the following recommendations:

- (i) Clear regulatory guidelines to support simcard registration and reasonable time to be provided.
- (ii) In the circumstances where there are no electronic National IDs there should not be condition for verification of particulars
- (iii) Regulators should take responsibility of public awareness.
- (iv) Regulators to communicate to local authorities to ensure that no additional levy is imposed in respect of registration activities.

#### **2. Excise Duty on airtime across EAC – the Level of harmonization**

During the 17<sup>th</sup> Congress meeting, the following recommendations were tabled at the congress:



- That there was need for harmonization of exercise duties across the region benchmarking with the country with the lowest Exercise Tax rate.
- That respective government of the EAC region considers suspending exercise tax for a proposed period of 2 years and in that period examine the effect of penetration of services and stimulation of GDP. This will stimulate increased airtime usage, which will in turn lead to increased Government revenues through increased VAT collection.

#### **Agreed:**

The Assembly recommends to Regulators to engage the government through their tax authorities to harmonize and reduce the tax.

### **3. Regional Roaming**

The Assembly discussed the facts and challenges within the region and advised operators to take note of the facts and use them in their bilateral/commercial relationship.

### **4. TRANSITION/MIGRATION TO IPV6**

The Assembly discussed the progress made on migration to IPV6 by EAC member countries and noted the risks of NOT migrating soon. After discussions, the Assembly made the following recommendations:

- All operators to apply for IPV6 address block to the African Information Center (AFRINIC) and activate them.
- Take IPV6 deployment process seriously, otherwise plan to close business in a short time to come.

### **5. CONSTITUTION OF EACO**

The Report of the Task Force as presented in the 17<sup>th</sup> meeting was presented and discussed. The Assembly recommended EACO to apply to the EAC for the OBSERVER status at the start while looking for the possibility of integrating as a member to the EAC.

### **6. Spectrum pricing**

After assessing the spectrum pricing structure in the region and noted some of the prices being exorbitantly high the Assembly made the following recommendations to Regulators:

- The option of charge based on rollout is punitive.
- Frequency charges based on bandwidth occupied.

### **7. Broadband Licensing**

After assessing different charges imposed by different regulators on broadband licensing in the region the following recommendation were made by the Assembly;

- Concession between operators and Regulators is required for deployment of Broadband services in rural areas.
- Regulator to create a framework that will ensure operators can access to landing points of undersea cables for international connectivity.
- Regulator to promote synergies between different kinds of utilities who can provide telecom infrastructures.

#### **8. Internet Exchange Points (IXPs)**

The Assembly discussed the importance of IXPs and the need for operators to connect. There is a request to the regulators to allow operators to interconnect at the respective IXP of choice without the requirement for a license as is the case when they interconnect in London. It was resolved that each operator should connect to the IXPs of their choice in the region using carriers of their choice.

#### **9. Mobile Number Portability**

The telecom Assembly discussed implementation of number portability business rules and guidelines on Porting for the mobile networks within the region. Key concerns and progress was discussed with emphasis on the following:

- Areas of the Business impacted by MNP
- Post Launch – Porting challenges
- Regulatory issues
- Process/Customer experience issues

The status of implementation for the MNP in the region is as follows:

- Tanzania – The process is yet to be implemented
- Burundi – MNP is yet to be implemented and conditions required for MNP are yet to be established based on the little penetration level .
- Rwanda – will be considered for implementation when penetration rate reaches 60%.
- Kenya – already implemented
- Uganda – Consultation between Regulator and operators is about to start.

The Assembly made the following recommendation:

- Regulators to consult with operators and agree on clear guidelines.
- Provision of reasonable time for implementation of at least 12 months

#### **10. EQUIPMENT IDENTIFICATION REGISTER (EIR)**

The Assembly noted a huge supply of phones with Multiple IMEIs and no IMEI in EA region, which the operators cannot object. It was therefore recommended that through Regulators, the governments of

EA region have to make a policy decision cognizance of the fact that quite a large population uses these phones and hence adequate migration time and policy guidelines to ban importation of such handsets.

## **11. Update on harmonization of short codes in EA**

The Assembly discussed and shared experience of EAC with respect to implementation of the recommended short codes. Noted that:

- Tanzania –Not fully implemented
- Kenya – Not fully implemented.
- Uganda - Not fully implemented
- Rwanda – Not fully implemented
- Burundi – Not fully implemented

Considering the challenges of changing short codes proposed (which are in use for years), and the likely challenges on harmonization on short codes suggested, the Assembly recommends the following:

- Operators are not opposed to harmonization of emergency services short codes in the region. Consultations between operators and regulators on how best to harmonize should continue in their respective countries.
- Commercial short codes do not need to be harmonized as roaming customers can be notified by the respective operator (international practice)

## **12. AOB**

### **12.1 Vandalism on telecom equipments/infrastructures in the EA region**

The Assembly noted the increase in cases of vandalism and sabotage of telecom infrastructure in the region and wishes to recommend:

- Regulators to lobby with their respective governments to enhance penalties.
- Regulators to liaise with relevant authorities to ensure that any infrastructure development takes due cognizance of existing infrastructure.

## **ANNEX XIII      Report –Postal Operators’ Assembly**

### *POSTAL OPERATORS’ ASSEMBLY EACO Congress, 23<sup>rd</sup> – 27<sup>th</sup> May 2011 Serena Hotel – Kigali Rwanda*

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#### **Executive summary**

The 18<sup>th</sup> Assembly of Designated Postal Operators in the East African Region was held from 24<sup>th</sup> to 26<sup>th</sup> May 2011. It was opened by the Managing Director of Posta Uganda, the outgoing Chairman of the Assembly

This report highlights areas that require the attention of the regulators, governments and other stakeholders.

#### **1.            Attendance**

The meeting was attended by members from National Post of Burundi, Postal Corporation of Kenya (PCK), National Post Office of Rwanda (NPO) Tanzania Posts Corporation (TPC), Posta Uganda, Burundi Telecommunication Control Regulatory Agency (ARCT), Rwanda Utilities Regulatory Agency (RURA), Tanzania Communications Regulatory Authority (TCRA), Uganda Communications Commission (UCC) Communications Commission of Kenya (CCK) and the Pan African Postal Union (PAPU).

#### **2.            Election of the Bureau**

The following were elected into office:

Chairman                : Rwanda,  
1<sup>st</sup> Rapporteur        : Rwanda,  
2<sup>nd</sup> Rapporteur        : Tanzania.

#### **3.            Adoption of the Agenda**

The agenda was adopted with a few amendments.  
Amended agenda attached in **Annex I**.

#### **4.            Review of the 17<sup>th</sup> EACO Report**

The outgoing Chairman presented a report on the status of implementation of the Report of the 17<sup>th</sup> Postal Operators Assembly. Report attached in **Annex II**.

The Designated Operators of Burundi, Kenya, Rwanda, Tanzania and Uganda, presented the status of the implementation of the recommendations from the 17<sup>th</sup> Assembly held in Uganda as indicated below:

##### **4.1    Status of the 17<sup>th</sup> EACO action matrix**

The Designated Operators of Burundi, Kenya, Rwanda, Tanzania and Uganda presented the status of the implementation of the action matrix in their respective operations.

The following issues were extensively discussed:

#### **4.1.1 Joint Inspection of Airports and Offices of Exchange**

**Agreed:**

- (i) Regulators to be involved in the inspection of offices of exchange, airports, borders and ports of entry;
- (ii) Rwanda encouraged to participate in EACO inspections as well as in Quality of Service Task Force;
- (iii) Burundi encouraged reporting on the status of the action matrix using the agreed matrix format.
- (iv) Tanzania proposed inspection to be carried out in June 2011 (exact date to be communicated soon, other member states to propose their dates for joint inspections.

#### **4.1.2 High level regional postal stakeholders' meeting involving ministers**

**Agreed:**

- (i) Postal Operators to engage ICT Ministers in order to get them more involved in postal matters.
- (ii) Regulators to do advocacy for Post Operators.

The Assembly then went into sessions where presentations and discussions were conducted. The following is a summary of what was noted and agreed upon as a way forward for the Designated Postal Operators.

### **5. INTERNATIONAL EXPRESS MONEY ORDERS PROJECT.**

**Noted**

- (iii) Different levels of the implementation of the project;
  - The need to engage for a regional marketing action in the framework of the project;
- (iv) The need of International Financial System (IFS) Brand Name;
- (v) Need for a regular settlement of accounts between member countries.

**Agreed/Way forward**

- (i) Burundi to finalize the IFS installation by end of June 2011;
- (ii) Tanzania to revitalize the IFS Task Force by end of June 2011;
- (iii) Each member country to propose the intermediate working brand name by end of June 2011;
- (iv) Member countries are urged to propose their IFS Project Marketing Plan and forward it to the Chairperson of the Regional Committee of the Project by end of June 2011;

- (v) Member countries are urged to create an ESCROW account for the settlements. The Task Force will set up the management modalities of this account;
- (vi) Engage the EAC Secretariat to support the Project.

## **6. QUALITY OF SERVICE IMPROVEMENT**

### **Noted**

- Targets set by UPU are not always met by member countries.

### **Agreed/Way forward**

- Member countries to make sure that targets set by UPU are met.

## **7. ROAD TRANSPORT PROJECT**

### **Noted**

- Need to exchange cross boarder mails between member countries;
- Insufficient resources to fund the project by individual member country ;
- A feasibility study on Road Transport network is being conducted by UPU in the Regional Quality Approach Project of English speaking East African and Indian Ocean countries of which Burundi is not included.

### **Agreed/Way forward**

- (i) Member countries to set up a committee to make a follow up on the feasibility study conducted by UPU Experts;
- (ii) Request UPU and PAPU to include Burundi in the Project.

## **8. ICT ISSUES IN POSTAL OPERATIONS**

### **Noted**

- (iii) Training in ICTs is a big challenge;
- (iv) Need for all member countries to put sufficient efforts in training and training of trainers.

### **Agreed/Way forward**

- Continuous capacity building between member countries and learning from each other should be encouraged;
- Member countries to put sufficient efforts in training of ICT staff;
- Member countries are encouraged to automate their networks in order to be able to engage in e-based applications.

## **9. SECURITY ISSUES IN POSTAL / COURIER NETWORK**

### **Noted**

- Security is for speed and quality;

- Need of a Security Standards Committee to control security issues;
- Some member countries do not have a section responsible of security in their operations.

#### **Agreed/Way forward**

- A Security Standards Committee to be formed to control security issues.
- Member countries that do not have a section dedicated to security are encouraged to set it up as soon as possible.

### **10. REGIONAL POSTAL COOPERATION BY USING QUALITY OF SERVICE FUND (QSF)**

#### **Noted**

- (i) Need to set up joint regional project to be funded by QSF;
- (ii) Need to encourage EACO postal member states to have viable projects to utilize the fund.

#### **Agreed/Way forward**

- A regional project that can be funded by QSF to be developed. “Road Transport Network” is retained as a regional project.

### **11. ACCOUNTS SETTLEMENT BETWEEN DESIGNATED OPERATORS OF EACO (Terminal Dues)**

#### **Noted**

- Using UPU\*Clearing system for settlement of accounts between UPU member countries is soon going to become mandatory.

#### **Agreed/Way forward**

- Member countries are encouraged to join the UPU\*Clearing system as soon as possible.

### **12. TRAINPOST PROGRAMME: AN OPPORTUNITY FOR DESIGNATED OPERATORS**

#### **Noted**

- Need for capacity building development in member countries.

#### **Agreed/Way forward**

- Member countries are encouraged to take advantage of the UPU on-line TRAINPOST Programme for capacity building of their staff and include TRAINPOST in their strategic plans.



**13. STATE OF IMPLEMENTATION OF NAIROBI POSTAL STRATEGY (NPS)**

**Noted**

- Low levels of implementation of the Nairobi Postal Strategy by member countries.

**Agreed/Way forward**

- Member countries are strongly encouraged to achieve higher standards in the NPS implementation;
- Member countries are encouraged to send progress implementation reports to PAPU Secretariat by mid-June.

**14- BRIEFING ON THE STATE OF PREPARATION TO DOHA POSTAL STRATEGY**

**Noted**

- The Doha Postal Strategy preparations are not yet achieved and stakeholders' inputs needed.

**Agreed/Way forward**

- (iii) Member countries are strongly encouraged to prepare and hand in their inputs to PAPU Secretariat before 30<sup>th</sup> of June 2011 for the Round Table to be held in Ethiopia in July 2011.

**15. PROGRESS ON THE IMPLEMENTATION OF THE NEW ADDRESSING AND POSTCODE SYSTEMS IN THE EAST AFRICAN REGION**

**Noted**

- (iv) The status of implementation of Addressing system and Postcode in the East African Region is not at a good level.
- (v) The development of an Addressing system and Postcode is in the interest of many including Governments, Regulators, economic operators and indeed all the citizens of the country.

**Agreed/Way forward**

- (vi) Member countries are encouraged to involve and liaise with other stakeholders in order to develop the national Addressing and Postcode systems.

**CONCLUSION**

The Assembly of Designated Postal Operators requests that the above concerns, challenges and recommendations in this report be considered and

approved by the 18<sup>th</sup> EACO Congress for the improvement of Postal Services in the EACO region.

.....  
**Celestin KAYITARE**  
CHAIRMAN (RWANDA)

.....  
**Balthazar TWAGILIMANA**  
1<sup>st</sup> RAPPORTEUR (RWANDA)

.....  
**Mashala LUFUNGA**  
2<sup>nd</sup> RAPPORTEUR (TANZANIA)

## **ANNEX XIV      Report –Assembly of Broadcasters**

### *ASSEMBLY OF BROADCASTERS EACO Congress, 23<sup>rd</sup> – 27<sup>th</sup> May 2011 Serena Hotel – Kigali Rwanda*

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#### **1.0 INTRODUCTION**

The 2011 Assembly of Broadcasters of EACO was held in Kigali at Serena Hotel from 24<sup>th</sup> to 26<sup>th</sup> May 2011 and was attended by participants from the five member states composed of Regulators and Broadcasting operators. The list of participants is attached as **Annex I**.

#### **2.0 OPENING REMARKS**

The meeting was opened by the outgoing Chairman, Mr. Meddy Kaggwa of Uganda Communications Commission, and after the adoption of the agenda, the outgoing Chairman presented his report. The report is attached as **Annex II**.

#### **3.0 ELECTION OF THE BUREAU**

In accordance with the Rules of Procedures of the EACO constitution, the Assembly elected the following members to the Bureau:

- Mr. Francis NGABO (Rwanda), Chairperson
- Mrs. Dativa KABASINGA (Rwanda), 1<sup>st</sup> Rapporteur
- Eng. Oscar A. MWANJESA (Tanzania), 2<sup>nd</sup> Rapporteur

The election of the bureau was followed up with the handing over of Chair by the outgoing chairperson to the new chairperson Mr. Francis Ngabo of Rwanda Utilities Regulatory Agency.

#### **4.0 AGENDA**

The agenda of the assembly was presented and adopted as per attached **Annex III**.

#### **5.0 MATTERS ARISING FROM THE REPORT OF THE OUTGOING CHAIRMAN**

##### **5.1 Recruitment of Broadcasting Operators to the EACO**

Rwanda has extended invitations to all broadcasters to participate in the 18<sup>th</sup> Congress, and hopefully most of them will file their joining applications.

Kenya has held several consultation meetings with broadcasters, in this regard and so far KBC has already submitted their application.

Burundi on the other hand, has consulted broadcasters on the relevance of joining EACO, and is soon to submit one application.

Tanzania has conducted two consultation meetings with broadcasters, one specifically dwelling on this area and in this regard, 7 new applications will be submitted during this meeting.

Uganda has held two meetings with the National Association of Broadcasters in this respect and had confirmed the attendance to the Congress and therefore give an update.

**Noted:**

All member countries are in different levels of processes in encouraging/inviting broadcasters to participate in the EACO meetings.

**Agreed:**

Member state should continue in the process of inviting broadcaster to participate in the EACO meeting.

## **5.2 Content sharing**

**Noted:**

All member countries do not have adequate regulatory frameworks to address content sharing issues.

**Agreed 1:**

Content sharing should be based on mutually agreed business arrangement among operators.

**Agreed 2:**

The Assembly proposed Terms of Reference (TOR) to guide the BTTF on considering content sharing issues, and thereafter the regulators are urged to develop guidelines and codes of practice conducive for content sharing. The proposed Terms of Reference are attached as **Annex IV**

## **5.3 New media services regulation**

**Noted 1:**

New media offers a broad spectrum of services, markets and technologies that impact our region.

**Noted 2:**

Concerns were raised on how to regulate new media services.

**Noted 3:**

New media services offer opportunities from which broadcasters can utilize/benefit.

**Agreed:**

The BTTF should conduct further studies on the impact of these services in our region, how to regulate, and how broadcasters can utilize/benefit from these services; and report to the next Congress.

#### **5.4 Progress on Implementation of Charters for Public Service Broadcasters**

**Noted 1:**

In some countries, progress has been made in respect of execution of charters between government and public service broadcasters.

**Agreed 1:**

Governments are urged to expedite the processes of execution of the charters.

**Agreed 2:**

Charters should address the public service obligations as well as commercial obligations.

#### **6.0 EAC Policy and Regulations Readiness for Digital Broadcasting**

All member states presented country positions on this agenda item as contained in attached **Annex V**

**Noted:**

Countries are at different levels of developing policy and regulatory frame work for implementation digital migration.

**Agreed:**

Governments are urged to expedite the processes for digital migration.

#### **7.0 EACO Digital Migration Education / Public Awareness – the current strategies and level of preparedness**

**Noted:**

All member countries have communications strategies and are at different levels of implementation.

**Noted**

All member countries have experienced some challenges on communicating with consumers the definition of digital broadcasting and the associated advantages using local languages

**Noted**

A number of questions from consumers have been asked for the view of understanding the concept of migration from analogue to digital broadcasting;

**Agreed 1:**

All Member Countries are urged to continue with the Public awareness campaign before and after switch off date of analogue broadcasting systems

**Agreed 2:**

All Member Countries are urged to consult language experts and use simplified methodology of communication to enable consumers to understand and appreciate the need to migrate from analogue to digital broadcasting

**Agreed 3:**

All Member countries are urged to share frequent asked questions on digital migration.

**8.0 EAC Deadline of 2012 Digital Switch On readiness and past 12 months experience****Noted:**

Countries are at different levels of rolling out the terrestrial digital broadcasting networks while some have not yet started.

**Noted**

It is very costing to run parallel networks (analogue and digital) during the transition (simulcast) period and need to be shortened

**Noted**

Some of the countries have adopted DVB- T2 as a standard for digital broadcasting while other countries have adopted DVB-T1.

**Noted**

Implementation of digital broadcasting without appropriate licensing framework and regulations creates inconveniences to the network service providers, regulators, and consumers.

**Noted**

There is need for a harmonised framework for infrastructure sharing.

**Agreed:**

Member countries are urged to develop adequate regulatory frameworks and share experiences/challenges in the migration process.

## **8.0 ADOPTION OF THE REPORT TO THE CONGRESS**

The report of the Assembly was adopted for presentation to the 18<sup>th</sup> EACO Congress.

## **9.0 AOB**

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**NGABO Francis**  
**CHAIRMAN**

-----  
**KABASINGA Dativa**  
**1<sup>st</sup> RAPORTEUR**

-----  
**MWANJESA Oscar**  
**2<sup>nd</sup> RAPORTEUR**



## **ANNEX XV      Report –Broadcasting Technical Taskforce**

### **BROADCASTING TECHNICAL TASKFORCE**

*EACO Congress, 23<sup>rd</sup> – 27<sup>th</sup> May 2011*

*Serena Hotel – Kigali Rwanda*

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## **REPORT OF THE OUTGOING CHAIRMAN OF THE ASSEMBLY OF BROADCASTERS**

### **INTRODUCTION**

I would wish to begin by thanking the EACO members for the opportunity given to Uganda to serve as the Chair of the Assembly of Broadcasters for the last year. I would like to convey our gratitude for the support and cooperation we have enjoyed from all the five member countries during our leadership. Much work has been accomplished with the guidance from the other member states. The 17th EACO Assembly of Broadcasters and the EACO Broadcasting task force report agreed on a number of issues. Below is an action matrix of the agreed that were reported to the congress

#### **1. Recruitment of Broadcasters as EACO members:**

- Regulators of each EACO member state to put more efforts in encouraging broadcasters to join and participate in the Assembly of Broadcasting Operators;
- Regulators to make available the EACO constitution to the prospective members; and
- EACO regulators to report the progress of recruitment within three months after the 17th EACO Congress and thereafter the chairman in consultation with regulators to convene the Assembly of Broadcasting Operators.

#### **2. EACO Broadcasting Technical Taskforce:**

- The Taskforce to continue with its work in order to accomplish the pending as well as emerging issues and report in the next Congress

#### **3. Sharing of Content:**

- To promote sharing of content among EACO countries, by establishing local content centres, where content could easily be accessed;
- EACO member states to urge their governments to establish funding mechanism for local content centres, for the smooth growth of creative content industry in the region;
- For efficient and beneficial exchange of content between service providers in the region, digital rights management systems to be established

#### **4. Frequency Authorisations:**

- Regulators are encouraged to issue licenses and assign frequencies

after detailed evaluation of the applications;

- Pilot projects outside the licences should be discouraged because they represent a backdoor approach to the acquisition of license; and
- Regulators are urged to establish clear mechanism for the transfer of licences and frequencies from one company to another upon the acquisition or merger of companies concerned.

**5. Dispute Resolution for service providers outside the country:**

- Regulators to ensure that, the local agents representing subscription service providers residing outside the country, were brought under the licensing regime, and that they were responsible for disputes related to their service within the country

**6. Charter for Public services Broadcasting:**

- The governments to be encouraged to sign such Charters with Public Broadcasting Service providers and the Charter to be monitored and enforced by the regulators.

**7. Competition issues between public and private broadcasters, content providers and signal distributors:**

- To carry out studies to with respect to broadcasting in the areas of business model, licensing, and universal service obligations; among others; and
- Regulators to have a common regulatory approach for separate licensing of content service providers and signal distributors.

**8. Incentive for Digital Migration:**

- Service providers and dealers to complement the efforts by government and the regulators, to make services affordable.

**9. Consumer issues during and after migration:**

- Each EACO member country to set up special Taskforce / sub-committee that should champion the cause of consumer awareness campaigns for digital migration.

**10. Definition of Content**

- EACO region to have an agreed definition of word “Content” to enable common regulatory approaches.

**11. Licensing Subscription for Broadcasting Services**

- There was need for establishing a framework for licensing subscription broadcasting services within EACO

**12. Harmonisation of Quality of Service parameters in the digital Platform**

- Members to follow up on progress in development related to QoS for purposes of deriving harmonized EACO QoS standards

**13. Frequency coordination**

- Members were encouraged to carry out bilateral/multilateral coordination for all applicable frequencies;

#### **14. Digital content management**

- To encourage EACO members to work closely with Copyright/Intellectual property agencies in protection of digital content;
- To encourage EACO members to develop common regulatory strategies and measures to protect rights of content producers;
- To further study Digital Content Management

The EACO Broadcasting technical taskforce was mandated to accomplish the pending work and report any emerging issues to the 18th EACO congress. As such the BTTF held its 6th meeting in Arusha from 2nd to 5th may. The aim of the meeting was to address some pending issues as pointed out on the 17th Congress of the East African Communications Organizations (EACO) together with addressing challenges facing the migration in member countries.

The BTTF had some on-going work which was not completed by the time the 17<sup>th</sup> EACO Congress was held. These include the following:-

##### **5.1 Licensing of Subscription Broadcasting Services;**

###### **Note 1:**

There exists different platform for subscription broadcasting services; namely cable, terrestrial, satellite and broadband.

###### **Note 2:**

There also exist subscription management services; these are agents for managing satellite subscription services originating outside the country.

###### **Note 3:**

There exists different licensing framework for subscription broadcasting services.

###### **Agreed**

To have two level of licensing; one for subscription broadcasting services licence and the subscription management services licence/authorization where applicable

##### **5.2 Harmonization of Quality of Service (QoS) Parameters in the Digital Platform;**

###### **Note 1:**

Work on harmonization of Quality of Services parameters is still on going

###### **Agreed 1**

Progress report to be provided in the 18<sup>th</sup> EACO

### **5.3 Digital Content Management**

#### **Note 1:**

Need for Digital Content management systems which look at the whole content life cycle that include creation, management, production and distribution.

#### **Agreed 1:**

Members are urged to review existing copy rights laws to take into account digital content and rights management.

### **5.4 Setting up a special Taskforce / sub-committee in each country that shall champion the cause of consumer awareness campaigns for digital migration, and deal with consumer issues during and after the migration;**

#### **Note 1:**

Communication strategies have been developed and some countries have gone ahead to begin consumer awareness campaign

#### **Agreed 1:**

Members agreed to share experiences on consumer awareness campaign

### **5.5 The definition of “Content”;**

#### **Note 1:**

There is need to define content especially local content in the perspective of EACO countries

#### **Agreed 1:**

**Content:** Agreeable definition of content is programming transmitted by sound, video, still picture and multimedia graphics

**Local Content:** Content developed, produced and originating from EACO countries states and meets the local content criteria in the country of the origin

#### **Note 2:**

There is need to encourage broadcasters to share the local content in East Africa

#### **Agreed 2:**

Encourage broadcasters to share the content in East Africa

### **5.6 Harmonization of the business model, licensing, and universal service obligations of the Public Broadcasting Service provider,**

#### **Note 1:**

Political challenges:

Public Services Broadcasters are facing political challenges which affect their programming and funding.

**Agreed 1:**

The Public Services Broadcasters are urged to streamline their operation to create a commercially and efficient competitive entity.

**Note 2:**

There is competition for advertising revenue between the Public Broadcasters and Private Broadcasters where as Public Broadcasters get additional funding from the government.

**Agreed 2:**

Members are urged to promote the mix source of funding model and Government encourages regular funding to the PSBs.

**Note 3:**

Public broadcasters are facing technological challenges such as:

- a. Keeping up with technologies changes.
- b. The advent of digital technology requires Public Services Broadcasters to spend sums of money to deploy or replace broadcasting networks. This is more challenging to PSBs because of the need to fulfill universal service obligations.

**Agreed 3:**

- a. Separation of PSB into two companies one for content provision and another for signal distribution;
- b. Governments are urged to fund the roll out of the public signal distributors;
- c. Universal access service funds may be used to roll out signal distribution networks to underserved areas.

**5.7 Broadcasting frequency coordination and its modalities.**

**Note 1:**

- a. Frequency coordination was carried out for digital television;
- b. Draft frequency coordination framework was developed (**Annex IV**).

**Agreed 1:**

Present the coordination framework to the Assembly of Broadcasters for consideration and approval by the EACO Congress

**Emerging multimedia services and corresponding licensing framework**

**Note 1:**

The emerging of multimedia services which are slowly impacting on the masses.

**Agreed 1:**

The members are urged to continue studies on the emerging multimedia services with view of benchmarking best practices.

**Note 2:**

The current regulatory framework does not provide for effective regulation of these services.

**Agreed 2:**

The Members are urged to continue reviewing the existing regulatory framework with view of looking into the possibility of providing for regulation of the emerging multimedia services.

**Note 3:**

The use of multimedia services and applications in our part of the world are on the increase and there is no clear regulatory approach or strategy to cater for possible challenges and risks these pose to proper regulation of the entire ICT sector.

**Agreed 3:**

Member countries are urged to voluntarily register multimedia service providers with view of knowing what kind of service they provide and to what audiences.

## **ANNEX XVI      Report –HRDT-WC**

### *THE HUMAN RESOURCES DEVELOPMENT AND TRAINING WORKING COMMITTEE (HRDT/ WC) EACO Congress, 23<sup>rd</sup> – 27<sup>th</sup> May 2011 Serena Hotel – Kigali Rwanda*

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#### **1.0    INTRODUCTION**

The 16<sup>th</sup> meeting of the Human Resources Development and Training Working Committee was held during the 18<sup>th</sup> Congress of EACO at SERENA Hotel / KIGALI Rwanda from 24<sup>th</sup> to 26<sup>th</sup> May 2011.

#### **2.0    ATTENDANCE**

Delegates from Uganda, Kenya, Tanzania, Burundi and Rwanda attended the meeting as per the Attendance List in Annex I.

#### **3.0    OPENING OF THE MEETING**

The outgoing Chairperson Ms. Mary Mukiibi of Uganda welcomed the delegates to the 16<sup>th</sup> meeting of Human Resources Working committee and thanked Rwanda for hosting this conference. She encouraged all members to actively participate and raise issues that are pertinent to our organisations.

#### **4.0    ELECTION OF THE BUREAU**

The following were elected Chair and Rapporteurs;

- |      |                        |                            |        |
|------|------------------------|----------------------------|--------|
| 4.1  | -Mr. Charles Semapondo | Chairman                   | Rwanda |
| 4.2- | Ms Harriet Adongo      | 1 <sup>st</sup> Rapporteur | Uganda |
| 4.3- | Mr. Simplicie Rwaka    | 2 <sup>nd</sup> Rapporteur | Rwanda |

#### **5.0    ADOPTION OF THE AGENDA**

The proposed agenda was adopted with amendments as follows:-

1. Opening of the meeting;
2. Election of the Bureau;
3. Adoption of the agenda;
4. Report of the outgoing chairperson;
5. Report of the 2010 HRDT/WC and Matters arising;
6. Proposition of Structure and Budget for the EACO Secretariat, and criteria for selection of host country for the head quarters of the secretariat;
7. Presentations of Papers:
  - a. The Workforce Planning Methodology in ICT;
  - b. The Team Building and Team Management in ICT;
  - c. Retention of YUPPIE's through Coaching and Mentoring;
8. Work programme for HRDT/WC for the year 2011-2012
9. Adoption of HRDT/WC report to 18<sup>th</sup> EACO Congress



10. Closing of the meeting.

## **6.0 REPORT OF THE OUTGOING CHAIRPERSON**

The outgoing chairperson presented the 2010 report of the HRDT/WC as per the attached Annex 2

## **7.0 MATTERS ARISING FROM THE REPORT OF HRDT/WC 2010**

### **Noted 1:**

The HRDT/WC recommendations that were adopted during the 17th EACO Congress held in Kampala Uganda were still work in progress.

### **Noted 2:**

There was need for vigorous follow up on the implementation of planned activities by members of HRDT/WC.

### **Noted 3:**

Tanzania and Uganda fulfilled their obligations to the Net Tel@Africa. Some member countries did not have adequate information on the benefits of Net Tel@Africa.

### **Agreed 1:**

Kenya, Rwanda and Burundi should fulfil their obligation to the Network. Net Tel@Africa should remarket itself among EACO members.

### **Noted 4:**

Communication sector is dynamic / Fast changing.  
The trainers in the ICT training institution in the region are not exposed to the latest developments in the industry due to budgetary constraints.

### **Agreed 2:**

EACO regulators to include the trainers of ICT institutions in their training budgets.

### **Noted 5:**

Operators are providing internship and field attachments to the students from ICT institutions and universities.

**Agreed 3:**

Operators to continue supporting internship and field attachments to the students from ICT institutions and universities

**7.0 - PROPOSED STRUCTURE AND BUDGET FOR THE EACO SECRETARIAT, AND CRITERIA FOR SELECTION OF HOST COUNTRY FOR THE HEAD QUARTERS OF THE SECRETARIAT.****Noted 6:**

The implementation status of the directive by the 17<sup>th</sup> EACO Congress to develop a comprehensive budget and organization structure for the proposed EACO Secretariat.

The implementation status of the directive by the 17<sup>th</sup> EACO Congress to propose the criteria to be followed in selection of the host country for EACO Secretariat.

**Agreed 4:**

To present the structure and budget for the EACO Secretariat to the congress as per annex 3

To present the criteria and procedure for selection of the host country for EACO Secretariat as per annex 4

**8.0-PRESENTATIONS OF PAPERS****Noted 7:**

- The presentations by Uganda, Kenya and Rwanda on Workforce Planning Methodology in ICT
- The presentation by Rwanda and AFRALTI on Team Building and Team Management in ICT and Retention of Young Urban Professionals in Employment (YUPIE`s) through Coaching and Mentoring.
- The ICT sector complexity and vibrancy has made it challenging and critical for WFP ;
- WFP leads to reduced labour costs and correct skills mix
- Coaching/mentoring was noted as a strategy for WFP.
- With the fast pace of technology, there is a creation of a new generation of Human Resources in both the ICT and the world over.

**Agreed 5:**

- (vi) Workforce planning is critical to organisational success.
- (vii) Retention strategies need to be put in place for WFP to be effective

- (viii) Talent management strategies need to be put in place within organisations for effective WFP.
- (ix) Uganda Communications Commission (UCC) to share the work force planning tool with other EACO members
- (x) HR practitioners to plan for the YUPIEs , by ensuring the HR practices take into account their needs.

## **9.0-WORK PROGRAMME FOR HRDT/WC FOR THE YEAR 2011-2012.**

### **Noted 8:**

There are emerging challenges for the HR Capital in organisations in the ICT sector.

### **Agreed 6:**

- The need for HR practitioners/organisations in the region to hold workshops and share experiences on the following topics:
  - i) Management under mergers and acquisitions in ICT
  - ii) Talent Management and Leadership Development
- Tanzania to host a workshop on Management under mergers and acquisitions in ICT in November 2011
- Rwanda to host a workshop on Talent Management and Leadership Development in March 2012.

## **10-ADOPTION OF HRDT/WC REPORT TO 18<sup>TH</sup> EACO CONGRESS**

### **Noted 9:**

The report of HRDT/WC was adopted.

## **11-CLOSING OF THE MEETING**

The Chairman of the HRDT/WC, Mr. Semapondo Charles closed the meeting at 12.00 Hrs on 26<sup>th</sup> May 2011.

In his closing remarks:

- He thanked all committee members for their effective participation and deliberations.
- He noted that recommendations and action plan drawn had identified the challenges, key issues and best practices to be applied by HR practitioners
- He urged the members to be more active in the implementation of the agreed action plan and work as a team.
- He concluded by wishing all members a safe journey back home.

## **ANNEX XVII    Report –Joint Working Committee - JWC**

### *THE JOINT WORKING COMMITTEE – JWC EACO Congress, 23<sup>rd</sup> – 27<sup>th</sup> May 2011 Serena Hotel – Kigali Rwanda*

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#### **AGENDA**

1. Opening of the Meeting
2. Report by the Taskforce on MoU and possible Cooperation with the EAC
3. Broadcasting Site Sharing at Borders
4. Digital Migration
5. Consumer affairs committee report
6. One Network Principle and Cross Border Roaming Issues in EAC
7. Legal Status of EACO
8. EACO Headquarters by HRWC
9. EACO Logo
10. Equipment Identification Register (EIR)
11. Broadband Licensing
12. Excise duty
13. Spectrum Fees in EAC
14. Number Portability
15. SIM Card registration
16. Harmonization of short codes
17. Vandalism on telecom infrastructure in EAC
18. Internet Exchange Point
19. Closing of the meeting

#### **PROCEEDINGS**

##### **1.0 OPENING OF THE MEETING**

The Chairman opened the meeting and welcomed all participants to the Joint Working Committee Session.

He started the meeting by recognizing the presence of Mr. Patrick Masambu, the former DG of UCC and the current Deputy CEO of ITSO who was invited to make a presentation on ITSO and its relevance to EACO. After welcoming him, he invited him to make the representation.

## **2.0 PRESENTATION ON INTERNATIONAL TELECOMMUNICATIONS SATELLITE ORGANIZATION : KEY ISSUES FOR EACO**

After thanking the assembly, Mr. Masambu has gone through his presentation.

The presentation highlighted the background of ITSO, its Genesis, Mission, governance, the role in Protection of Common Heritage, Notifying administration, etc.

The emphasis was put on the ITSO's activities and challenges. The main challenge being the lack of required ratification of amendment of ITSO Agreement, Mr Masambu has appealed to the countries that are yet to ratify amendment of ITSO Agreement to expedite the process of ratification.

In his Conclusion, he equally advised the participant to actively participate in ITSO's activities, to be involved in attendance and participation in decision making of ITSO, to take part in Study Groups, to advise governments, and enhancement of Capacity Building in Satellite related issues.

## **3.0 REPORT BY THE TASKFORCE ON MOU AND POSSIBLE COOPERATION WITH THE EAC**

### **Noted:**

The Report on MoU and Proposed co-operation between EACO and EAC was presented. The report covers the outcome of benchmark done on other similar organizations and the visit carried out in CRASA and EAC Secretariat.

### **Agreed:**

The EACO chair to follow up this issue closely and to call for the meeting with EAC Secretariat.

## **4.0 BROADCASTING SITE SHARING AT BORDERS**

### **Noted:**

The Broadcasters Technical Task Force recommended the Regulators Assembly to put in place regulatory mechanism to manage site sharing at border.

### **Agreed:**

With the recommendation as presented.

## **5.0 DIGITAL MIGRATION**

**Noted:**

(iv) The Broadcasters Assembly recommended considering the Phased Analogue Switch off, Shortening of Simulcast Period, Expediting Policy and regulation, and to include issues of content sharing and New Media related issues among the Terms of References of the Broadcasting Technical Task Force.

(v) The need to develop a digital broadcasting model policy.

**Agreed:**

With recommendations as presented.

## **6.0 CONSUMER AFFAIRS COMMITTEE REPORT**

**Noted:**

Brief presentation of some recommendations of Consumer affairs report proposing the adoption of Guidelines on Marketing communications and Guidelines on Roaming.

**Agreed:**

To circulate the draft guidelines and to give one month to operators to provide their inputs and comments before the guidelines are approved. Comments will be compiled by the Chair and the guidelines will be approved during the next EACO Congress.

## **7.0 ONE NETWORK PRINCIPLE AND CROSS BORDER ROAMING ISSUES IN EAC**

**Noted:**

(iv) Kenya has made a presentation on regional roaming issues. The operators were requested to comment on the issue of high roaming charges applied in the EAC region.

(v) Operators seem not to agree with the report saying that the figures presented are exaggerated. According to them, they are there to make money not to give charity.

(vi) The Regulators have the responsibility to look at this issue of high roaming charges since communication should not be the barrier to the regional integration and development.

**Agreed:**

The Regulators in their respective countries are to discuss this issue with their operators.

## **8.0 LEGAL STATUS OF EACO**

### **Noted:**

There is a need to decide on the legal status of EACO among two options presented during the last Congress and to register EACO in EAC as an observer on a temporarily basis.

### **Agreed:**

As recommended.

## **9.0 EACO HEADQUARTERS BY HRWC**

### **Noted:**

- (i) The report presented by Human Resource Working Committee on the issue of EACO Headquarters. The report includes the proposed structures of EACO Secretariat, job description, qualification, salary structure and criteria for determination of Headquarters.
- (ii) There is a need to fine-tune the report before it is implemented.
- (iii) That it is important to remind what happened during the previous EACO Congress and the task assigned to HRWC and the circumstances in which the decision was arrived at. That there is a need to know the current position of all members so as to decide on the way forward of the HRWC Report.
- (iv) Uganda informed the Joint Working Committee that after consultation Uganda has decided to withdraw her candidature and to support Rwanda's expression of interest to host EACO HQ.

### **Agreed:**

- (i) To host Headquarters of EACO in Rwanda.
- (ii) To commend the report made by HRWC and to circulate the report for all members to provide their inputs.

## **10.0 EACO LOGO**

### **Noted:**

Kenya has put in place mechanism for designing EACO Logo. The procurement process was completed and the logo will be developed shortly.



**Agreed:**

To circulate the proposed logo for EACO Members' inputs.

**11.0 EQUIPMENT IDENTIFICATION REGISTER (EIR)**

**Noted:**

- (i) The concerns of operators issue of multiplied IMEIs that bring challenge of implementing EIR. There is a risk of disconnecting a huge number of subscribers if this issue is not considered.
- (ii) There are different ways of handling this issue. Therefore multiplication of IMEIs should not stop EIR Implementation.

**Agreed:**

- (i) To implement EIR as soon as possible.
- (ii) It is important to implement SIM Registration. To be phased and clearly understood how it is going to be implemented.

**12.0 BROADBAND LICENSING**

**Noted:**

The concession between operators and Regulators is required for deployment of Broadband services in rural areas.

**Agreed:**

This issue to be handled by the formed taskforce in charge of Licensing framework harmonization.

**13.0 EXCISE DUTY**

**Noted:**

- (i) Need to harmonise the excise duty and to reduce it.
- (ii) Excise duty falls within the zone of direct taxes and there is an ITU study going on, and this may be use as the basis.

**Agreed:**

- (i) We must be a strong lobby group to influence the Government
- (ii) We need a legal way of finalising our relation with EAC Secretariat
- (iii) Members to follow the ITU study group work on Excise Duty

## **14.0 SPECTRUM FEES IN EAC**

### **Noted:**

The need to harmonize the way frequencies are being charged within the region.

### **Agreed:**

To revive the Task force that was put in place previously and to adopt common approach to be followed across the region.

## **15.0 NUMBER PORTABILITY**

### **Noted:**

Request for the regulators to set a timeframe to be given to operators for the implementation of Mobile Number Portability and to give them enough time to implement it.

### **Agreed:**

All regulators to put in place regulations on number portability and to set up a timeframe for the implementation.

## **16.0 SIM CARD REGISTRATION**

### **Noted:**

The recommendation of Operators Assembly as follows:

- (a) Clear regulatory guidelines to support SIM card registration and reasonable time to be provided.
- (b) In the circumstances where there are no electronic National IDs there should not be condition for verification of particulars.
- (c) Regulators should take responsibility of public awareness.
- (d) Regulators to communicate to local authorities to ensure that no additional levy is imposed in respect of registration activities.

### **Agreed:**

- i) Each administration should look at the issue based on the national laws.
- ii) To initiate discussion with all relevant authorities.

## **17.0 HARMONIZATION OF SHORT CODES**

### **Noted:**

- (iii) Concerns of operators to change the short codes that have been used for so long and that the change of short code would be inconvenient to their customers.
- (iv) Need to have more consultations with Regulators.

### **Agreed:**

Harmonization of short code must be implemented by all operators. More dialogue towards harmonized short codes is welcomed.

## **18.0 VANDALISM ON TELECOM INFRASTRUCTURE IN EAC**

### **Noted:**

- (i) Operators concerns on the increase of vandalism and sabotage of telecom infrastructure in the region and the recommendation to the Regulators to:
  - (a) to lobby with their respective governments to enhance penalties.
  - (b) to liaise with relevant authorities to ensure that any infrastructure development takes due cognizance of existing infrastructure.
- (ii) Educate people to protect infrastructure
- (iii) Sometimes, operators themselves destroy infrastructure of their competitors.

### **Agreed:**

- (i) We must protect infrastructure and investment.
- (ii) To initiate wider co-operation with the Government departments for the protection of infrastructure.
- (iii) Enhance infrastructure sharing.

## **19.0 INTERNET EXCHANGE POINT**

### **Noted:**

Presentation made by Kenya Internet Exchange Point representative.

Support from regulators.

**Agreed:**

- (i) As recommended.
- (ii) To include members from operators in the task force on Regional Internet Exchange Point. The ToRs of the taskforce to be the basis of the work to be done.

**20.0 CLOSING OF THE MEETING**

The meeting was closed by the Chair of Regulators Assembly, by thanking all members for their active participation in general, and for the confidence put in Rwanda by deciding to host the EACO Headquarters in Rwanda.

## **ANNEX XVIII Report –Assembly of Regulators**

### *THE ASSEMBLY OF REGULATORS EACO Congress, 23<sup>rd</sup> – 27<sup>th</sup> May 2011 Serena Hotel – Kigali Rwanda*

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#### **1.0 INTRODUCTION**

The 2010 Assembly of Regulators of the East Africa Communications Organization (EACO) took place from 24<sup>th</sup> to 26<sup>th</sup> May 2011 at Kigali Serena Hotel, Kigali, Rwanda.

The Assembly reviewed the implementation status of the **Agreed** given in the 17th EACO Congress Report for the Assembly of Regulators. It also deliberated on many other relevant regional issues in the communications sector. The meeting subsequently made a number of recommendations for consideration by the 18<sup>th</sup> EACO Congress.

#### **2.0 ATTENDANCE**

The attendance of the Assembly of Regulators meeting were drawn from EACO Members, namely Burundi, Kenya, Rwanda, Tanzania and Uganda.

#### **3.0 OPENING OF THE MEETING**

The meeting was opened by Mr. Patrick Mwesigwa from Uganda, representing the Chairman of EACO. He presented the report of the previous Assembly of Regulators and presided over the election of the Bureau.

#### **4.0 ELECTION OF THE BUREAU**

Rwanda was appointed the chair of the Assembly. The first Rapporteur was Uganda, the second and third Rapporteur were from Rwanda and Burundi respectively.

The Bureau was constituted as follows:

- |                               |                                 |       |
|-------------------------------|---------------------------------|-------|
| 1. Chairman                   | - Mr. François Régis Gatarayiha | -RURA |
| 2. 1 <sup>st</sup> Rapporteur | - Ms. Rebecca Mayanja           | -UCC  |
| 3. 2 <sup>nd</sup> Rapporteur | -Ms. Beata. Mukangabo           | -RURA |
| 4. 3 <sup>rd</sup> Rapporteur | - Mr. Ntahomvukiye Hermenegiloe | -ARCT |

## **5.0 REPORT OF THE OUTGOING CHAIRPERSON**

The outgoing Chairman thanked the Regulatory Agencies in the five EAC countries and the various ad hoc committees for their respective efforts in implementing and following up the decisions of the EACO during the past one year.

He congratulated Kenya and Rwanda which were elected to the ITU Council during its 2010 Plenipotentiary Conference in Mexico. He also congratulated the East African region on the appointment of Mr. Stanley Kibe from Communications Commission of Kenya (CCK) as member of the Radio Regulations Board.

In his remarks, he highlighted the pending issues that should be addressed. He therefore wished the Assembly fruitful deliberations.

## **6.0 ADOPTION OF THE AGENDA**

The Assembly adopted the Agenda attached.

## **7.0 CONSIDERATION OF THE 17<sup>TH</sup> EACO ACTION MATRIX REPORT DERIVED FROM PREVIOUS ASSEMBLY MEETING REPORT AND MATTERS ARISING.**

The Assembly considered and adopted the 17<sup>th</sup> EACO Action matrix report.

## **8.0 NATIONAL BACKBONE REGIONAL CONNECTIVITY ISSUES, INFRASTRUCTURE SHARING, CHALLENGES AND WAY-FORWARD**

Experiences of each East African Country on national backbone regional connectivity issues, infrastructure sharing, challenges and way-forward are noted below.

**Noted:**

### **(i) Infrastructure sharing and Access**

#### **1. Burundi**

Burundi is in the process of introducing the concept of infrastructure sharing in the legislative amendment.

#### **2. Uganda**

Through a wide industry consultative process, Uganda has developed guidelines for infrastructure sharing and access. The guidelines will take effect by August 2011.

### **3. Kenya, Rwanda and Tanzania**

These countries have in place guidelines on infrastructure sharing and access.

#### **(ii) Regional connectivity**

##### **1. Burundi**

- Participation of the private and the public sector through a consortium called Burundi Backbone System (BBS) to construct the national backbone.
- Burundi is in the process of signing a contract with a company to commence construction of the national backbone. Phase 1 is hoped to be completed in 6months time.

##### **2. Rwanda**

Fibre cable Terminal point/Point-of-Presence at the Rwanda-Tanzania border has been linked to one of the submarine cables landing points in Dar es Salaam.

##### **3. Kenya**

There are three submarine cable landing points at the Kenyan coast: EASSy, TEAMS, SEACOM.

##### **4. Tanzania**

- There are two submarine cable landing points in Dar es Salaam, SEACOM and EASSy.
- The Government is constructing a terrestrial National Optical Fibre Backbone which will link Tanzania with their neighbors: Kenya, Uganda, Rwanda, Burundi, Zambia, Malawi and Mozambique.

##### **5. Uganda**

- Uganda still remains connected to one access point to the undersea cable at Malaba in Kenya. The second phase of the national backbone project is underway, with connectivity planned at KATUNA (Rwanda and Uganda boarder) and MUTUKULA (Tanzania Uganda boarder) soon.



- The private sector (Uganda telecom) has fiber connected from Katuna and Mbarara enabling connectivity between Uganda and Rwanda.

### **(iii) Challenges**

- High transit costs between countries which account for more than 70% of the total cost of bandwidth.
- Lack of a common approach to regulate wholesale tariffs for leased line or infrastructure between interstate countries as well as requirements for QoS among others.
- Limited redundancy which may lead to “black- out” or disruption of services.
- Cable vandalism.

### **Agreed:**

- (i) The need for a common understanding on what constitutes a national backbone;
- (ii) There should be connectivity of all the EACO member states’ national backbones;
- (iii) There should be a common in-country access terms for the national backbones;
- (iv) The Regulators should play a role in harmonizing implementation of the connectivity of the national backbones;
- (v) The open access principle should be reviewed vis-a-vis the independent operations of those national backbones;
- (vi) The need to identify the national backbones in each EACO member country given that there are other backbones that have been put in place by operators;
- (vii) The need for the East African Internet Exchange Point (EAIXP) taskforce to coordinate its workings with the Committee on infrastructure sharing;
- (viii) The need for EACO member states to identify and address the transitional challenges of the adoption of unified licensing framework;
- (ix) Utilization of the national backbone for e-government and sale of spare capacity to operators should be taken into consideration by governments of EACO member states;

- (x) On the issue of the operator's initiatives, the Committee of infrastructure sharing need to look at the issue of any possible duplicity in terms of infrastructure;
- (xi) Work that is done at the EACO level needs to be taken into consideration in the EAC Broadband Infrastructure Network project;
- (xii) There is the need to clearly define and determine the transit fee;
- (xiii) There is the need for harmonization of quality of service parameters within the East African region;
- (xiv) The task force on infrastructure sharing and access chaired by Tanzania in addition to its TORs should review the transit costs for bandwidth between countries, wholesale tariffs for leased line or infrastructure between interstate countries, redundancy or disruption of services and cable vandalism and report in the next EACO Regulatory meeting;
- (xv) To have a Quality of Service Taskforce with the mandate to review and advice on quality of service parameters across all ICT Services and networks in East Africa. It is to coordinate with other related taskforces including the Consumer Affairs Taskforce in the implementation of its terms of reference.

## **9.0 REGIONAL REGULATORY APPROACHES ON PROMOTIONS, BRANDING AND ADVERTISEMENT BY TELECOM OPERATORS**

### **Noted:**

- (i) Presentation by Rwanda entitled "Experience sharing on regulatory responses to market structure failure prevailing on the liberalized telecom market".
- (ii) Presentation of Kenya's experience Consumer Complaints
- (iii) Development of a paper by the Consumer Committee that provides guidelines on how to tackle challenges that are faced by the consumers in the area of advertisements, branding and promotions.
- (iv) In Burundi,
  - a) New entries of operators into the market created price wars.
  - b) Guidelines of the Consumer Protection Taskforce are yet to be adopted;
  - c) Burundi has incorporated issues related to consumer protection to the new law that is yet to be adopted by the Parliament.
- (v) In Tanzania, legislations are in place to handle consumer issues such as unwanted messages and fraudulent messages.
- (vi) In Uganda,
  - a) A new guideline has been developed for retail tariff in general and specific requirements have been incorporated for promotion tariffs.

- b) An industry working group is going to be created to define a code of practice for advertising in Uganda. This is in recognition of a lack of a specific institution within Uganda that handles advertising standards. The working group shall constitute Members from the various media houses, consumer bodies, operators, UCC among others. The working group shall commence work in the 1<sup>st</sup> week of June 2011.

**Agreed:**

The above discussions should be reviewed and considered together with the Report from the consumer working committee.

## **10.0 MOBILE NUMBER PORTABILITY-STATUS IN EACH COUNTRY (REGULATORS' POSITION)**

**Noted**

- (i) Burundi is in process of introducing number portability through legislative amendment.
- (ii) Uganda is exploring the possibility of introduction of number portability. A consultative paper will be produced and issues under consideration will include among others objectives of Number Portability, Cost of implementation, who funds implementation etc.
- (iii) In Tanzania, the decision to introduce number portability was taken and the preparation of regulations for the implementation of number portability is undergoing. The regulations are expected to be approved by July 2011.
- (iv) Kenya has implemented number portability and the licenses issued to telecom operators include issues related to Number Portability;
- (v) In Rwanda, the discussions to introduce number portability started in 2009. RURA has prepared a consultation paper. Based on the feedback from the 3 operators it was decided that more time need to be given to operators to roll out their networks in the whole country. It was also requested to link Mobile Number Portability with SIM Cards Registration (See PPP). Regulators position is that MNP will be implemented after Penetration rate 60%;
- (vi) Offer by Mediafon and Syston from Lithuania specialising in number portability implementations to work closely with EACO member states in this area.

**Agreed:**

- (iii) All members to share experience on the ownership and management of infrastructure;
- (iv) Country members of EACO, through a Taskforce, needs to carry out a benchmark on key achievements and constraints in this

area, consolidate the results and to hold a workshop in Kenya after consultation. The benchmark exercise should be completed by July 2011 and the date and venue of the workshop will be communicated to EACO member states with the involvement of a Number Portability Taskforce.

#### **11.0 HARMONIZATION OF LICENSING FRAMEWORK IN EAC VIS-A-VIS THE COMMON MARKET EFFECTS AND IMPACT OF THE COMMON MARKET PROTOCOL ON THE NATIONAL REGULATORY STRATEGIES- COUNTRIES EXPERIENCE**

**Noted:**

- (v) Kenya and Tanzania have implemented the Converged/Unified Licensing Framework.
- (vi) Uganda is in the process of reviewing the licensing framework to be updated to the new environment. This is in cognizant of the merger between telecommunications and broadcasting regulatory institutions;
- (vii) Burundi is in process of revising the telecom law, and the new bill takes into account the need of having the converged licensing framework.
- (viii) In Rwanda, the ICT Bill currently in the Parliament provides for converged licensing framework which will be issued on technology neutral basis. The licensing framework complies with Common Market Protocol as it does not provide for any restriction with regards to doing business in Rwanda;
- (ix) There is a need to have a taskforce on Harmonized Licensing Framework and Common Communication Policy for EAC;

**Agreed:**

To form a task force that would prepare a harmonised communication policy and harmonized licensing framework to be chaired by Rwanda.

#### **12.0 STATUS OF ELECTRONIC TRANSACTION IN EAC- LAW AND POLICY- COUNTRY EXPERIENCE**

**Noted:**

- (iii) Burundi and Tanzania have not yet adopted the electronic transaction law. However, they are in process of adopting the e-transaction legislations.
- (iv) Kenya, Rwanda and Uganda have already adopted electronic transaction acts and they are in the process of implementing it. Rwanda is at advanced stage of implementation.

**Agreed:**

To harmonize regulatory approaches of electronic transaction within the East African Region.

**13.0 GREEN TECHNOLOGIES IN THE ICT AND E-WASTE MANAGEMENT ISSUES**

**Noted:**

- (vi) Presentation by Kenya, Rwanda and Tanzania on e-waste management;
- (vii) Green ICT is a new concept and the EACO Member countries have different approaches as far as e-waste management is concerned;
- (viii) In Kenya and Uganda, e-waste management falls under jurisdiction of their respective National Environment Management Authorities. These countries are planning to sign a Memorandum of Understanding with their respective Environment Management Authorities.
- (ix) In Uganda, the issues relating to environment are not well defined in the laws governing ICTs. The MOU is to be signed between NEMA and UCC to provide technical inputs in development of e-waste management guidelines.
- (x) In Rwanda, the policy, legal and regulatory frameworks related to e-waste management are in process of being put in place.
- (xi) In Tanzania, the hazardous waste regulations 2009 do not separate e-waste from other hazardous wastes.

**Agreed:**

To consider e-waste issues as a priority and to set up a task force on the e-waste management. The task force on e-waste management will be chaired by Tanzania and it will be composed by:

<b>Country</b>	<b>Member</b>
Kenya	Daniel KIROYE WATURU
Rwanda	Anita HODARI BATAMURIZA
Tanzania	Erasmus A. MBILINYI
Uganda	Helen SEKASALA

Burundi is yet to provide a representative for the task force.

#### **14.0 STATUS ON SIM REGISTRATION AND ELECTRONIC IDENTITY REGISTER IN EACO COUNTRIES (REGULATORS' APPROACH)**

##### **Noted:**

- (iv) In Tanzania, SIM registration has been on since 2009 by Administration order issued by the Regulator. A comprehensive report was presented during the 17<sup>th</sup> EACO Congress. Up to March 2011, more than 80% subscribers have been registered. The law is in place since June 2010 to support the process.
- (v) In Kenya SIM Registration has been on since 2005. The reason for SIM Registration was due to the increase of criminality such as kidnap, criminal activities using mobile, SMS, terrorism activities, drug traffic, money and others.
- (vi) Burundi has started SIM Registration in 2010 due to a high level of criminality using mobile telephone. Operators were given 6 months to register all SIMs. The registration process is expected to be finalized by the end of 2012. SIM Registration is not welcomed by new entrants in the market because according to them, it reduces the speed of gaining many subscribers.
- (vii) In Rwanda, SIM Registration is yet to start. The consultation process on how to implement the SIM Registration is undergoing. It is proposed to use National ID database and for the children below 16 years, SIM cards registered in the name of their parent or guardian.
- (viii) In Uganda SIM Card registration is not yet implemented. However, SIM Registration is provided for in the Regulations of Interception of Communication Act, 2010. Currently, a task team was established to develop guidelines for SIM Card registration and to steer the implementation of the project. The consultation process is expected to be concluded in two months so as to enable the SIM card registration to commence.
- (ix) It is important to share experience and challenge with regard to SIM Registration Implementation.

##### **Agreed:**

- (iii) EACO Country Members to share experience and challenge on SIM Registration.
- (iv) All mobile operators in EAC to share data of blacklisted handsets

**Noted:**

- (iii) Tanzania has put in place the Law (EPOCA) to support SIM registration to implement CEIR. Regulations are under preparations for the implementation of CEIR. Some operators have already implemented EIR in their own networks. They are ready to implement the CEIR once the regulations are published.
- (iv) Need for other EACO Member countries to put in place national CEIR.

**Agreed:**

- (iii) To request All mobile Operators to install EIR
- (iv) CEIR to be established as soon as possible to be used by EACO Members.

## **15.0 STRATEGIES FOR PREVENTING TELECOM FRAUD IN EACO COUNTRIES**

**Noted:**

- (iv) Burundi, Kenya, Uganda and Tanzania have not yet put in place strategies for preventing telecom fraud.
- (v) Uganda is preparing the Terms of Reference for procuring the National and International Traffic Monitoring system to address the issue of fraud in telecom industry.
- (vi) In Rwanda, a process of establishing an International Traffic Termination Control System has started. This is one of the ways of preventing telecom fraud.

## **16.0 CONSUMER AFFAIRS TASKFORCE REPORT**

**Noted:**

- (i) The report of the Committee on consumer issues was presented by Kenya and the task force was commended for the good work done.
- (ii) The Committee on consumer issues recommended the Assembly to adopt the following :
  - (a) Guidelines on Marketing Communications
  - (b) Guidelines on Regional Mobile Roaming
- (vi) Guidelines on provision of services to persons with disabilities should be considered in the next Regulators meeting.



- (vii) Numbering committee/Task force to evaluate possibility of having Common customer care number for regional roaming and Common modality for recharging while roaming within region
- (viii) NRAs to consider making it compulsory for operators to provide, to roaming subscribers , information on Applicable tariff rates, Coverage, Customer care contacts, Police and Embassy contacts, Voicemail retrieval, & Restrictions on mobile services
- (ix) Capacity Building (Consumer protection) and Accessibility of people with disabilities be given attention/focus by EACO and also be considered for International support and that, each NRA should publish comparative tariff offerings at least quarterly, for easy reference by consumers and other member countries.

**Noted:**

Perusal of the guidelines by all EACO member states.

**Agreed:**

- (vi) The report of Consumer Affairs Taskforce is adopted in principle.
- (vii) Each country member of EACO will send the guidelines to their operators for their inputs and comments.
- (viii) The Guidelines will be adopted during the next EACO Congress after incorporation of Operators comments.

**Agreed:**

Task force to take into consideration the recommendations made in the Kampala declaration on Persons with disability from the workshop report.

Take force should also consider additional recommendation EA roaming presentations.

## **17.0 ISSUES OF CYBER SECURITY AND THE LEVEL OF PREPAREDNESS IN EACO COUNTRIES**

**Noted:**

- (i) In Burundi, Cyber security issues are addressed in Information society bill to be approved soon and in Penal Law. The national CERT is not yet in place. The request of support from ITU was made by Burundi.
- (ii) Kenya has briefed the assembly on Cyber security taskforce activities and has encouraged EACO member states that have not joined the EACO Taskforce to do so in order to benefit from the EACO's initiative in coordination and implementation of National CERTs in the EACO region.

- (iii) In Kenya, CCK is mandated to develop a national cyber security management framework and CCK has already established the KE-CIRT based on the ITU country assessment report. Delivery of equipment and services being finalized.
- (iv) In Rwanda, there are various legal provisions addressing some aspects of Cyber security in Rwanda. However these legal provisions do not fully address the required coordinated approach to effectively deal with legal challenges of the potential cybercrime which Rwanda faces. E-transaction law as well as the ICT Bill in Parliament has addressed the cyber security issues in details.
- (v) Many initiatives are being undertaken by Rwanda such as formulation of national cyber security policy, finalisation of cyber security projects including CERT and PKI, Children online protection, establishment of National cyber Security Research center, National Security Operation Center, PKI: for Advanced Secure communications and e-transactions, National cyber security public awareness etc.
- (vi) In Tanzania, the law implementing CIRT is in place, and Regulations are being prepared together with required guidelines for effective implementation of CIRT.
- (vii) In Uganda, three cyber security laws are already in place. A National Information Security Working Group has been set up with the responsibility to establish National Information Security Strategy and national CIRTs. UCC intends to start basic operations of UCIRT by the 1<sup>st</sup> August 2011.

**Agreed:**

- (v) The EACO Cyber security task force to share its report with Rwanda and Burundi.
- (vi) Burundi and Rwanda to nominate member who will represent them in the Cyber Security Task force.
- (vii) To encourage EACO members to implement the recommendations made by Cyber Security Task Force
- (viii) To encourage EACO country to actively participate in Study Group 17 dealing with cyber security issues.

## **17.0 REGIONAL INTERNET EXCHANGE POINTS IN EAC**

### **Noted :**

The presentation by EACO Taskforce on the update on the progress of implementation of the EAIXP.

### **Agreed :**

- (i) In order to have full participation by all EACO member states, Rwanda and Burundi are to join the EAIXP taskforce by forwarding the names of their respective representatives.
- (ii) After selection of the representatives from Rwanda and Burundi, EAIXP will meet in Rwanda as agreed during the 17<sup>th</sup> EACO Congress and deliberate on the way forward of the EAIXP project.

## **19.0 REGIONAL ROAMING ISSUES-SIM CARD AND DEFINITION OF SUBSCRIBERS IN EAC**

### **Noted:**

- (iv) One network model initially used was very good (Zain Model). There is a need to know how roaming has evolved in the region.
- (v) Roaming charges are very high.
- (vi) Kenya has made a comprehensive presentation on regional roaming issues and the assembly commended the good work done by Kenya. The issues highlighted are:
  - (a) High mobile tariff and regional roaming charges across the border of EAC Member States is an issue of concern,
  - (b) European Case Study on Regulation of Regional tariffs and charges in EU,
  - (c) Retail tariffs across EAC Member Countries charged by MNOS IN KENYA,
  - (d) Retail Roaming Charges across EAC Member Countries charged by MNOS IN KENYA, and
  - (e) Possible drivers of high tariffs and roaming charges in EAC.
- (vii) Definition of subscribers was already done during the last EACO Congress.

### **Agreed:**

- (iv) To consider the recommendation of Kenya as follows:
  - (d) To constitute a Task Force or a Working Group within an existing Task Force to examine causes of high tariffs and

roaming charges across the borders in EAC member countries.

- (e) To carry out a comprehensive regulatory impact assessment study on EAC tariffs across the border and home & away roaming.
- (f) To base the findings of the study, consider implementing regulation of wholesale and retail tariffs and roaming charges in the EAC region.
- (v) The regional roaming issues to be dealt by Consumer Affairs Taskforce and if necessary widen and include the necessary technical expertise of the existing taskforce and reviewing the above ToRs.
- (vi) To discuss the Regional Roaming issue in the joint working committee of Regulators and Operators.
- (vii) To circulate definition of subscription for administration to implement it.

## **20.0 UPDATE ON HARMONIZATION OF SHORT CODES AND THE TREATMENT OF VALUE ADDED SERVICES THAT USES CODES IN EAC**

### **Noted:**

- (i) In Burundi short codes are slowly implemented.
- (ii) Need of implementation the recommendation by all countries members and need to define the time for the implementation of agreed short code.
- (iii) In Uganda, operators have implemented short codes. Few operators have not yet implemented but they have been advised to do so.
- (iv) In Tanzania, harmonization of short codes has been concluded.
- (v) In Rwanda short code harmonisation is partially done. One has not yet implemented has been advised to do so.
- (vi) In Kenya, all short codes are implemented by 2 operators entirely, one operator has raised the concern to implement one part of short code and they had requested additional time to implement the short code.

**Agreed:**

Countries that have not fully implemented the EAC harmonised short codes should do so by end of December 2011. NRAs should ensure the coordination of the above.

**21.0 PRESENTATION OF THE EA LAKE VICTORIA BASIN COMMUNICATION PROJECT**

**Noted:**

Presentation made by Kenya on utilization of short code 110 for rescue operations in L.Victoria.

**Agreed:**

- (v) Members to enter into an MOU with EAC for the implementation of MCSLV Project.
- (vi) EACO members to extend such a project to other waterways in the region with similar risks.
- (vii) EACO members to consider to second technical experts during the initial stages of implementation of the projects.
- (viii) The implementers of the project to be advised to make a formal communication to administrations expressing their requirements.

**22.0 COUNTRIES' LEVEL OF PREPAREDNESS AND IMPLEMENTATION OF THE HYDERABAD'S PLAN OF ACTION**

**Noted:**

- (i) Report by Kenya on the outcome of WTDC-10 and its Relevance to EACO Member States
- (ii) Progress made by all EACO member states in implementing the Hyderabad Action Plan.

**Agreed:**

Kenya to coordinate the Hyderabad action plan matrix for presentation in the next EACO Regulatory meeting

## **23.0 REPORTS OF ACTIVITIES OF ITU STUDY GROUPS**

### **Noted**

The low participation of some EACO Member states at the ITU study group meetings.

### **Agreed**

To strategize on ensuring that at least one EACO member country participates in the entire important and relevant ITU Study group meeting.

## **22.1 ITU-T Study Group 17**

### **Noted:**

- (i) The Report by Uganda on an overview and work undertaken by ITU-T Study Group (SG)17;
- (ii) Invitation by Uganda to attend the ITU-T SG-17 interim meeting of Question 2 (Security architecture and framework) to be held in Kampala, Uganda from 25-26 July 2011.

### **Agreed:**

Member countries to participate and make contributions to ITU-T SG 17 meetings

## **22.2 ITU-T Study Group 2**

### **Noted:**

- (i) Tanzania is the Vice chairman of ITU-T SG-2 and a report on ITU-T Study Group 2 on numbering was presented by them;
- (ii) The need for the active participation of EACO Members in the ITU-T Study Group 2;
- (iii) EACO standardization Group has been adopted and approved by ITU-T SG 2 and a web page has been created and activated as <http://www.itu.int/ITU-T/studygroups/como2/rg2eaco/index.html>

### **Agreed:**

Member countries to participate and make contributions to ITU-T SG 2 meetings.

### **22.3 ITU-T Study Group 12**

**Noted:**

- (i) Tanzania is the vice-chairman of ITU-T SG12;
- (ii) Invitation to attend a meeting by Regional Group of SG12 on QoS for the Africa Region (SG12 RG-AFR) in Gaborone, Botswana from 28-29 July 2011.
- (iii) Invitation to attend the 28<sup>th</sup> ITU-T SG12 Quality of Service Development Group (QSDG) meeting in Kampala, Uganda from 3-7 October 2011.

**Agreed :**

Member countries to participate and make contributions to ITU-T SG 12 meetings

### **22.4 ITU-R Study Group 1**

**Noted:**

Kenya is the vice-chairman of ITU-R SG1.

**Agreed:**

Member countries to participate and make contributions to ITU-R SG 1 meetings

### **22.5 ITU-T Study Group 3**

**Noted :**

- (i) Kenya is the vice-chairman of ITU-T SG3.

**Agreed:**

Member countries to participate and make contributions to ITU SG 3 meetings

## **23.0 REPORT BY TASKFORCE ON WRC12**

**Noted:**

- (ii) Since the 17<sup>th</sup> EACO Congress, three meetings were held at: Kigali (27<sup>th</sup> – 29<sup>th</sup> September, 2010) ; Arusha (8<sup>th</sup> – 14<sup>th</sup> November, 2010), and Kigali (19<sup>th</sup> -20<sup>th</sup> May, 2011);
- (iii) EACO administrations facilitated the participation of EACO Task Force members in regional and international coordination meetings



in the preparation for the conference (WRC-12). The meetings included:-

- ITU-ATU Information meeting on WRC-12 held in Geneva, 24-25 November 2010;
- 1<sup>st</sup> ATU-African Group Coordination Meeting held in Abuja, 1-3 February 2011; and
- 2<sup>nd</sup> Session of CPM11-2 that was held in Geneva, 14-25 February 2011.

(iv) Harmonization of EACO common positions were achieved on a number of the agenda items with exception of a few which needed further consideration by respective administrations.

(v) The Taskforce is to hold its 6<sup>th</sup> meeting in order to finalize harmonized EACO common positions before the 2<sup>nd</sup> African Telecommunications Union (ATU) - African group preparatory meeting scheduled to be held in Algiers, Algeria in July 2011.

**Agreed:**

(v) The respective EAC Administrations to continue facilitating preparation and participation of their National Preparatory Committee (NPC) members to EACO Task Force meetings;

(vi) The respective EAC Administrations to facilitate the implementation of AGREEDs by the previous EACO Task Force meeting on pending issues of the ongoing preparatory work for WRC-12 as decided in the 5<sup>th</sup> EACO Task Force meeting;

(vii) 'Criteria' that should be applied for selecting a common position on any WRC-12 agenda items for which there is no EACO Common position should on the basis of consensus as determined by the task force.

(viii) The respective EAC Administrations to continue facilitating hosting of a proposed Joint EAC-SADC meeting and participation to the 2<sup>nd</sup> ATU-African Group preparation meeting schedule in July 2011.

## **24.0 REPORT BY THE BROADCASTING TECHNICAL FORCE**

**Noted:**

- (i) The EACO Broadcasting Technical Task Force (BTTF) held its 6<sup>th</sup> meeting from the 2<sup>nd</sup> to 5<sup>th</sup> May, 2011 in Arusha, Tanzania. The aim of the meeting was to address some of the pending issues as pointed out on the 17<sup>th</sup> Congress of the East African Communications Organizations (EACO) and addressing the challenges facing the migration to digital broadcasting in member countries;

- (ii) Work items accomplished by the task force and work items that are still in progress; and
- (iii) Challenges faced in carry out its work and recommendations.

**Agreed:**

- (i) Regulators urge their respective governments to sign charters with public service broadcasters that will stream line the activities, improve funding and aid in adopting the new business models; and
- (ii) That the frequency coordination framework is adopted
- (iii) Take into consideration recommendations made in the presentation made by Ms. Elizabeth Migwala of QUALCOM. The Presentation was titled “Taking advantage of the digital dividend in East Africa”.

## **25.0 REPORT OF ITSO**

**Noted:**

- (v) Brief report made by Uganda on ITSO
- (vi) Need for active participation by EACO member states in future meeting of ITSO to increase the voice of developing countries.
- (vii) EACO member states to submit their comments on the studies as they are critical to the determination of the future of ITSO;
- (viii) Countries that have not ratified the Amendment to Article Xii(c) (ii) of the ITSO Agreement to do so as soon as possible.

## **26.0 PROGRESS ON THE IMPLEMENTATION OF THE NATIONAL POSTAL STRATEGY**

**Noted :**

The presentation by Uganda on the Nairobi Postal Strategy (NPS), its purpose, status of its implementation within the East Africa region, challenges faced in its implementation and recommendations.

**Agreed:**

To urge the relevant stakeholders (Governments, Regulators and Operators) in Member countries to devise effective ways of overcoming the challenges and speed up the implementation of the National Postal Strategy.

## **27.0 REPORT OF THE 2010 TELECOM ASSEMBLY AND ISSUES PERTAINING TO THE EAC COUNTRIES**

### **Noted:**

There are no issues under this item.

## **28.0 DETERMINATION ON THE ISSUES OF EACO HEADQUARTERS**

### **Noted:**

- (i) All Administrations did not receive a paper from the Human Resources Development and Training Working Committee (HRDT/WC) Committee that contained comprehensive and detailed budget for the proposed secretariat, mechanism for financing it and criteria for selecting a host country.

### **Agreed**

To await the deliberations of the report by the HD&TW Committee during the joint working session.

François Régis Gatarayiha  
**CHAIRMAN (RWANDA)**

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Rebecca Mayanja  
**1<sup>st</sup> Rapporteur (Uganda)**

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Béata Mukangabo  
**2<sup>nd</sup> Rapporteur (Rwanda)**

**ANNEX XIX      *Photos for Keeping Memories of the 18th EACO Congress***























