



REPORT OF THE PROCEEDINGS,
20TH EAST AFRICAN COMMUNICATIONS
ORGANIZATION (EACO)
CONGRESS & EXHIBITIONS:
24TH - 28TH JUNE 2013 AT KICC,
NAIROBI, KENYA.

TABLE OF CONTENTS

| | | |
|-------|--|----|
| 1.0 | INTRODUCTION | 4 |
| 2.0 | PARTICIPATION | 4 |
| 2.1 | MEMBERS | 4 |
| 2.1.1 | Burundi | 4 |
| 2.1.2 | Kenya | 4 |
| 2.1.3 | Rwanda | 5 |
| 2.1.4 | Tanzania | 5 |
| 2.1.5 | Uganda | 5 |
| 3.0 | OPENING CEREMONY FOR CONGRESS | 6 |
| 3.1 | Welcome Remarks by Director General – CCK..... | 6 |
| 3.2 | Speech by EACO Chairman..... | 6 |
| 3.3 | Speeches by Ministers from Burundi and South Sudan..... | 6 |
| 3.4 | Speech by Cabinet Secretary, Information and Technology. | 7 |
| | Dr. Fred Matiangi. | 7 |
| 3.5 | Speech by Chief Guest, Deputy President of the Republic of Kenya - Hon. William Ruto | 7 |
| 3.6 | Statements/Remarks by Director Generals. | 8 |
| 3.6.1 | Remarks by Amb. Joseph Bangurambona- | 8 |
| 3.6.2 | Remarks by Mr. François Régis GATARAYIHA - RURA..... | 9 |
| 3.6.3 | Remarks by Prof. John S. NKOMA - TCRA | 9 |
| 3.6.4 | Remarks by Mr. Patrick Mwesigwa - UCC | 10 |
| 4.0 | ADOPTION OF THE AGENDA..... | 10 |
| 5.0 | ELECTION OF THE BUREAU..... | 11 |
| 6.0 | REPORT BY THE OUTGOING CHAIRMAN – AMB. ENG. JOSEPH BANGURAMBONA..... | 11 |
| 7.0 | HANDOVER CEREMONY OF THE EACO CHAIR..... | 12 |
| 8.0 | CONSIDERATION OF EACO MEMBERSHIP APPLICATIONS | 12 |
| 9.0 | WORKSHOP | 13 |
| 9.1 | Opening of the Workshop..... | 13 |
| 9.2 | Workshop Sessions and Presentations..... | 13 |
| 10.0 | REPORTS OF ASSEMBLIES AND COMMITTEES | 14 |
| 10.1 | REPORT OF THE LEGAL & CONSTITUTIONAL COMMITTEE..... | 14 |
| 10.2 | REPORT OF THE ASSEMBLY OF REGULATORS..... | 18 |
| 10.3 | REPORT OF THE TELECOMMUNICATIONS OPERATORS ASSEMBLY | 20 |
| 10.4 | REPORT OF THE POSTAL OPERATORS ASSEMBLY | 24 |

| | | |
|------|--|-----|
| 10.5 | REPORT OF THE ASSEMBLY OF BROADCASTERS ASSEMBLY..... | 25 |
| 10.6 | REPORT OF THE JOINT WORKING COMMITTEE (JWC) MEETING..... | 31 |
| 10.7 | HRD AND TRAINING COMMITTEE MEETING..... | 35 |
| | The Report of the <i>HRD & Training Committee Meeting</i> is attached as | 36 |
| | <i>ANNEX XI</i> | 36 |
| 11.0 | AWARD OF CERTIFICATE OF RECOGNITION..... | 36 |
| | VENUE AND DATE FOR THE NEXT EACO CONGRESS & 2 nd EXHIBITIONS | 36 |
| 12.0 | | 36 |
| 13.0 | ADOPTION OF THE JOINT COMMUNIQUE OF THE EACO CONGRESS..... | 37 |
| 14.0 | ANY OTHER BUSINESS..... | 37 |
| 15.0 | CLOSING CEREMONY. | 37 |
| 16.0 | ANNEX TO THE REPORT | 38 |
| | ANNEX I. The list of participants..... | 38 |
| | ANNEX II. Speech by Chairman of EACO..... | 51 |
| | ANNEX III. The Report of the Outgoing Chairman of EACO..... | 56 |
| | ANNEX IV. The highlights of the Workshop. | 84 |
| | ANNEX V. The Report of Legal & Constitutional Committee..... | 117 |
| | ANNEX VI The report of the Assembly of Regulators..... | 135 |
| | ANNEX VII. The report of Telecommunications Operators Assembly..... | 182 |
| | ANNEX VIII. The report of Assembly of Postal Operators. | 191 |
| | ANNEX IX. The Report of Assembly of Broadcasters. | 197 |
| | ANNEX X. The Report of HRDT Committee Meeting. | 211 |
| | ANNEX XI. The Report of the Joint Working Committee Meeting..... | 215 |
| | ANNEX XII. Final Communiqué..... | 219 |

1.0 INTRODUCTION

The 20th EACO Congress meeting was held from 24th to the 28th June 2013 at the Kenyatta International Conference Centre (KICC) in Nairobi, Kenya. The Assemblies of Regulators, Telecommunications, Postal and Broadcasting Operators and the Human Resources Development and Training (HRDT), Meeting of Joint Working Committee and EACO Workshop preceded the Congress at the same venue from 24th to 27th June 2013.

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

2.0 PARTICIPATION

The following EACO Members and Observers attended the Congress:-

2.1 MEMBERS

2.1.1 Burundi

- i. Telecommunications Control Regulatory Agency (ARCT)
- ii. Regie Nationale des Postes (RNP)
- iii. Tele10 Burundi
- iv. ONATEL

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. Airtel Kenya Limited
- vi. Telecommunications Service Providers of Kenya (TESPOK)
- vii. Essar Telecom Kenya
- viii. Kenya Broadcasting Corporation
- ix. Royal Media Services Ltd
- x. African Advanced Level telecommunications Institute (AFRALTI)
- xi. Multimedia University of Kenya (MMU)
- xii. Multichoice Kenya

2.1.3 Rwanda

- i. Rwanda Utilities Regulatory Authority (RURA)
- ii. Tigo Rwanda
- iii. MTN Rwanda
- iv. Rwanda Broadcasting Agency (RBA)

2.1.4 Tanzania

- i. Tanzania Communications Regulatory Authority (TCRA)
- ii. Tanzania Post Corporation (TPC)
- iii. Tanzania Telecommunications Company Limited (TTCL)
- iv. Tanzania Broadcasting Corporation

2.1.5 Uganda

- i. Uganda Communications Commission (UCC)
- ii. Uganda Post Limited (UPL)
- iii. MTN Uganda Limited (MTN)

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

3.0 OPENING CEREMONY FOR CONGRESS

3.1 Welcome Remarks by Director General – CCK

Eng. Francis Wangusi

The Director General of CCK welcomed all the delegates and thanked the Vice President of the Republic of Kenya for accepting to officially open the 20th EACO Congress. He also thanked all the dignitaries who had found time to attend the official opening ceremony and the EACO Members for the confidence they had entrusted in Kenya and CCK in particular by allowing it to organise and host the 20th EACO Congress.

3.2 Speech by EACO Chairman

Amb. Joseph Bangurambona

The EACO Chairman warmly welcomed everyone to the 20th EACO Congress which was being hosted in the beautiful city of Nairobi. He in a special way extended his deep appreciation to the Guest of Honour for finding time to officiate at the function. He thanked the Government of the Republic of Kenya and CCK for their hospitality and all the facilities that they had put at EACO's disposal.

The full Speech by EACO Chairman is attached in **Annex II.**

3.3 Speeches by Ministers from Burundi and South Sudan

The Hon Ministers from Burundi and South Sudan were given opportunities to greet the delegates. In general, all with great appreciations on behalf of their countries thanked the Republic of Kenya for hosting the Congress and congratulated the EACO Members and its fraternity for its effort in making sure that access to communications becomes a reality for the lives of the people in the Region. They wished the delegates fruitful deliberations.

3.4 Speech by Cabinet Secretary, Information and Technology.

Dr. Fred Matiangi.

The Cabinet Secretary welcomed delegates and emphasized the growing and peculiar position of ICTs in the people's lives indicating that Kenya's Vision 2030 and ICT Strategy were all intended to change the lives of the people of Kenya through the use of ICTs. He later invited H.E. Hon William Ruto, the Deputy President of the Republic of Kenya to open the 20th EACO Congress.

3.5 Speech by Chief Guest, Deputy President of the Republic of Kenya - Hon. William Ruto

The Congress was officially opened by the His Excellence the Deputy President of the Republic of Kenya, Hon. William Ruto. He welcomed all delegates to Kenya and thanked Burundi for its excellent chairmanship during the ensuing period. He thanked EACO membership for having chosen to choose Kenya to host the 20th EACO Congress.

He reiterated the commitments of the Republic of Kenya in support of ICTs initiatives in the Region and mentioned that "ICT was an idea whose time had come". He pointed out that his ruling Coalition was pro-digital hence the digital team had won the elections in Kenya". He noted that, ICT for the government of Kenya was a major transformative instrument where services like M'pesa of which 670 Billion Kshs was currently being transmitted annually and exchanging on an ICT platform. He added that Kenya was now focusing on ICTs, e-health, e-education, e-government etc. He emphasized that, the public including the Government were able to do much more in a shorter time through the use of ICTs than before.

He pledged his country's support to EACO as it implements its strategic plans. He advised that for the region to be able to steer a way forward, the following had to be prioritised:

- a) A broadband framework for the region and reduction in the cost of deployment of infrastructure to ensure that consumers got services at lower prices.
- b) A spectrum policy at both national and regional level taking into account all issues of scarcity and demand for this critical national resource.
- c) Increase penetration of mobile telephony which had superseded that of fixed lines and had become the helm of communications to all class and levels of life in the society. This he said therefore required all countries to ensure reduced prices for mobile services.

3.6 Statements/Remarks by Director Generals.

Following the speech by the Chief Guest, and closure of the Opening Ceremony the following statements/remarks were made:

3.6.1 Remarks by Amb. Joseph Bangurambona-

Director General of Agence de Régulation et de Contrôle des Telecommunications (ARCT)

The Director-General of ARCT extended his gratitude to the Government and the people of the Republic of Kenya through the coordination of CCK for the warm welcome and hospitality of the people of Kenya and the successful organisation of the first ever held EACO Congress combined with and Exhibition.

He gave a brief report on the ICT developments and the various communications activities being implemented in Burundi.

3.6.2 Remarks by Mr. François Régis GATARAYIHA - RURA

Director General of Rwanda Utilities Regulatory Authority (RURA)

The Director General of RURA thanked the Government of Kenya through CCK for hosting the 20th Congress and Exhibition in Nairobi for the first time. He saluted the people of Kenya for a warm welcome extended to all the delegates

He gave an overview of the ICTs sector developments in Rwanda including the Institutional and legal framework that had transformed RURA to a converged ICT Regulatory Authority; the status of broadband as well as the progress in digital migration process.

3.6.3 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 Kenya through CCK for a warm welcome and hospitality of the people of Kenya.

He gave an update of the developments in the ICT sector in Tanzania including among others the status of Digital migration process as well as the major ICT projects which were undertaken in Tanzania.

He informed delegates that Tanzania was connected to three submarine cables in Dar as Salaam and that the National ICT Backbone (NICTBB) links were established at the borders with all 8 neighbouring countries. He also noted that, NICTBB was connected and running with Rwanda at Rusumo border and Kasumulo with Malawi.

3.6.4 Remarks by Mr. Patrick Mwesigwa - UCC

Representative to the Executive Director, Uganda Communications Commission (UCC)

In his remarks, Mr Patrick Mwesigwa congratulated CCK for successfully organizing the 20th EACO Congress and for the warm welcome by the people of Kenya.

He thanked the outgoing Chairman of EACO for coordinating the activities of EACO in developing the one year and also congratulated the incoming Chairman of EACO.

He briefed Congress on the developments in the ICT sector in Uganda. He concluded by reaffirming Uganda's continued commitment and support to EACO.

4.0 ADOPTION OF THE AGENDA.

The following agenda was adopted:

1. Adoption of the Agenda
2. Election of the Bureau
3. Report of the Outgoing Chairperson of 19th 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 Broadcasters
 - (iv) Assembly of Postal Operators
 - (v) HRD and Training Committee
 - (vi) Legal and Constitutional Affairs Committee
6. Award of Certificate of Recognition
7. Venue and date for the next EACO Congress& Exhibitions
8. Adoption of the Joint Communique of the EACO Congress
9. Any Other Business

10. Closing Ceremony

5.0 ELECTION OF THE BUREAU

The Congress constituted the bureau as follows:

| | | | |
|----------------------------|---|----------------------|------------------|
| Chairman | : | Eng. Francis Wangusi | CCK |
| 1 st Rapporteur | : | Mr. Deo Bizindavyi | ARCT |
| 2 nd Rapporteur | : | Mr. Clemence Kichao | TCRA |
| 3 rd Rapporteur | : | Mr. Samuel Andati | CCK |
| Designated Liaison Manager | : | Mr. Godliving Kessy | EACO Secretariat |

6.0 REPORT BY THE OUTGOING CHAIRMAN – AMB. ENG. JOSEPH BANGURAMBONA.

The outgoing Chairman thanked the Regulatory Authorities/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 19th EACO Congress during the just ending one year.

He gave a brief summary of the achievement of EACO during his tenure as chairperson.

He briefed Congress about the communication sector landscape and its environment which that had continued to change at global, regional and national levels.

He noted the continued expansion of the ICT sector in the East African region in terms of number of service providers and range of ICT services which he said had contributed immensely to the social and economic development of the five East African countries.

He in a special way recognized the commitment and support of the National Regulatory Authorities namely RURA, ARCT, CCK, UCC and TCRA who had greatly contributed to the implementation of the 18th and 19th EACO Congress

decisions and in particular that had enabled the establishment of a permanent EACO Secretariat headquartered in Kigali Rwanda.

With regard to the international developments, the outgoing Chairman of EACO highlighted the increase in the range of ICT services and applications in the use of e-government, e-commerce, m-banking, e-payment, social media, e-learning and e-health. He highlighted the attendant emerging issues and challenges to the ICT sector.

The full report of the *outgoing Chairman of EACO* is contained in the **Annex III**.

7.0 HANDOVER CEREMONY OF THE EACO CHAIR

The outgoing Chairman **Amb. Eng. Joseph BANGURAMBONA** of Burundi Agence de Regulation et de Controle des Telecommunications (ARCT) handed over the chairmanship to the incoming Chairman **Eng. Francis Wangusi** of Communications Commission of Kenya (CCK).

The incoming Chairman thanked delegates for the confidence they had put in Kenya and undertook to steer the organization to greater heights with the continued support and commitment of all the members.

8.0 CONSIDERATION OF EACO MEMBERSHIP APPLICATIONS

Agreed 1: To admit the following organizations as members of EACO:

| NO | NAME OF APPLICANT | COUNTRY WHERE BASED | NATURE OF BUSINESS | TYPE OF MEMBERSHIP APPLIED |
|-----------|--------------------------|----------------------------|---------------------------|-----------------------------------|
| 1 | AVANTI COMMUNICATIONS | KENYA | SATELLITE COMMUNICATIONS | ASSOCIATE MEMBER |
| 2 | WANANCHI GROUP | KENYA | ISP | SECTOR MEMBER |

| | | | | |
|----|-----------------------------------|----------|----------------------------------|------------------|
| 3 | PAN AFRICA NETWORK GROUP | KENYA | LINCENCED SIGNAL DISTRIBUTOR | SECTOR MEMBER |
| 4 | STAR TIMES MEDIA (K)CO.LTD | KENYA | BROADCASTING OPERATOR | SECTOR MEMBER |
| 5 | KENYA DATA NETWORK (KDN) | KENYA | TELECOM OPERATOR | SECTOR MEMBER |
| 6 | SGS | RWANDA | MANAGEMENT CONSULTANCY | ASSOCIATE MEMBER |
| 7 | A3Q | RWANDA | ICT CONSULTING | ASSOCIATE MEMBER |
| 8 | SMILE COMMUNICATIONS TANZANIA LTD | TANZANIA | TELECOM OPERATOR | SECTOR MEMBER |
| 9 | SG2 | BURUNDI | INTERNATIONAL TRAFFIC MANAGEMENT | ASSOCIATE MEMBER |
| 10 | BURUNDI BACKBONE SYSYTEM –BBS- | BURUNDI | TELECOM OPERATOR | ASSOCIATE MEMBER |

9.0 WORKSHOP

The EACO workshop was held on 27th June 2013, under the theme “Making Broadband Work for Social-Economic Growth in East Africa”.

9.1 Opening of the Workshop

The workshop was chaired by Mr. Muriuki Mureithi from the Internet Society of Kenya

9.2 Workshop Sessions and Presentations.

The following were the sessions and presentations that were made during the workshop:

(i) Global Trends and Developments in Broadband: By Ms. Elizabeth Migwalla; (Senior Director and Head of Government affairs Africa – Qualcomm).

(ii) Impact of Broadband on economic Growth: By Mr Marcellino Tayob (ITU Regional Office – Africa – Addis Ababa)

Mobile Broadband Infrastructure Deployment: Global Policy, Regulatory Experiences and Challenges: By Mr. David Ochanda – Director Marketing, Ericson.

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

10.0 REPORTS OF ASSEMBLIES AND COMMITTEES

10.1 REPORT OF THE LEGAL & CONSTITUTIONAL COMMITTEE

a) Summary of the proposed amendments to the EACO Constitution.

Noted 1: The report of the Committee and proposed amendments to the Constitution below:

- i) Amendments to the definitions section to include terms used in the text of the Constitution, which had not been defined.
- ii) Amendment of Article 4 on membership, to reflect the revised membership categories approved by the 19th EACO Congress; clarify the application procedure for membership and to give timelines for responding to such applications.
- iii) Amendments to Article 8 to outline the powers of the Congress.
- iv) Amendments to Article 9 to outline the composition and functions of the Executive Committee.
- v) Amendments to Article 13 to redesign Task Forces as Working Groups and to make provision for the development of guidelines for the functioning of Committees and Working Groups.
- vi) Amendments to Article 14 to capture the decision already made by Congress that the Headquarters of EACO shall be Kigali.

- vii) Amendments to Article 15 to review the frequency of Congress meetings and provide clarification on the venue and rotation of meetings. This proposal ensued from the reorganisation of EACO Committees and Task forces and the envisaged expansion of their mandates. It was, thus, proposed that the frequency of Congress meetings be reduced to once every two years to allow for adequate time for the Assemblies, Committees and Working Groups to work and give comprehensive output for consideration by the Congress.
- viii) Amendments to Article 19 to make provision for development of Rules to guide dispute resolution.
- ix) Introduction of a new Article 25, providing for English as the official language of EACO.
- x) Amendments to Article 25 (now 26), to allow for amendment of the Constitution pursuant to a decision of the Congress in addition to the right of members to propose amendments. Other changes to the Article provide for adoption of amendments to the Constitution by Consensus, failure to which the matter is subjected to voting, where the threshold is a two thirds majority of members present at the meeting of the Congress.
- xi) Amendments to Article 28 to increase the voting threshold for determination of the Constitution and dissolution of EACO.

Agreed 2: The Congress adopted the Report of the Legal & Constitutional Committee and amendments to the Constitution as was presented.

b) Application for Observer Status at the East African Community (EAC).

Noted 2: Pursuant to the decision of the 19th Congress, the Secretariat, in liaison with the LCAC had in April 2013 prepared and submitted an application for EACO to be admitted as observer to EAC. The said application awaits a decision of the EAC Council of Minister.

- c) EACO Membership Contributions scheme and Working Groups and Committees.

Noted 3:

- (i) The EACO Constitution requires all members to contribute to EACO as prescribed by the Constitution
- (ii) Regulators have greater responsibility for EACO and should contribute pay more than the others, while enjoying superior rights and responsibilities
- (iii) The need to re-categorize EACO membership in line with the ITU and ATU models as follows:
 - a) Members consisting of the National Regulatory Authorities of the EAC member states.
 - b) Sector Members consisting of ICT operators
 - c) Associate Members consisting of associates academic and research institutions.

Agreed 3: Membership of EACO would be comprised of three categories namely:

- (i) **Regulatory** Members
- (ii) **Sector** Members
- (iii) **Associate** Members

Agreed 4: Congress shall be held once every two years instead of annually. Assemblies would however continue to be held annually.

Agreed 5: The Executive Committee shall comprise of nine members as follows:

- i) The five Director Generals or CEOs of the Regulatory Members one of whom shall be the Chairman.
- ii) Chairman of the Assembly of Telecommunication Operators
- iii) Chairman of the Assembly of Broadcasting Operators
- iv) Chairman of the Assembly of Postal Operators
- v) Executive Secretary of EACO

Agreed 6: To maintain the following Committees:

- i) Human Resource Development and Training Committee.
- ii) Legal & Constitutional Affairs Committee

iii) Joint Working Committee.

Agreed 7: To adopt the Executive Committee's recommendations to harmonize and reorganize the former Taskforce groups into the following ten Working Groups which would be open to all members:

- (i) WORKING GROUP 1: Policy and Regulatory Harmonization
- (ii) WORKING GROUP 2: Infrastructure Development, Connectivity and Digital Inclusion.
- (iii) WORKING GROUP 3: ICTs Services & Applications
- (iv) WORKING GROUP 4: Postal Services Development.
- (v) WORKING GROUP 5: IP Networks, Standards, and Cyber security.
- (vi) WORKING GROUP 6: Broadcasting Services Development.
- (vii) WORKING GROUP 7: Resource Planning, Allocations and Management.
- (viii) WORKING GROUP 8: Communications Services Pricing and Industry Analysis.
- (ix) WORKING GROUP 9: Consumer Protection, Awareness and Empowerment.
- (x) WORKING GROUP 10: Environment and e-Waste Management.

Agreed 8: To adopt a new membership contribution scheme below where members would be free to choose a preferred contribution unit/ class as indicated hereunder:

| UNIT CLASS | AMOUNT (1 unit = 1,000) |
|---------------------------------|--------------------------------|
| 100 unit class (for Regulators) | 100,000 |
| 10 unit class | 10,000 |
| 9 unit class | 9,000 |
| 8 unit class | 8,000 |
| 7 unit class | 7,000 |
| 6 unit class | 6,000 |

| | |
|--------------|-------|
| 5 unit class | 5,000 |
| 4 unit class | 4,000 |
| 3 unit class | 3,000 |
| 2 unit class | 2,000 |
| 1 unit class | 1,000 |
| ½ unit class | 500 |

The detail of the report of Legal & Constitutional Committee is attached as **Annex V**.

10.2 REPORT OF THE ASSEMBLY OF REGULATORS

The Congress noted the report of Regulators Assembly.

Agreed 9 : Congress considered the above report and made the following decisions:

a) Tele-Traffic Monitoring

Each Member State should undertake a study to guide the country on the best approach on Tele-Traffic Monitoring as may be deemed appropriate given the complexity of the matter and differences in legal framework.

b) Cyber security

EACO Member States should participate in the development and harmonization of Cyber security laws under the coordination of the EAC Secretariat.

c) E-Waste

To adopt the draft model framework for e-waste management in the region.

d) E-transactions

To encourage Member States to speed up implementation of e-transactions frameworks and put in place necessary policies, laws and regulations while ensuring close collaboration across sectors that may be involved in one way or another with e-transactions

standards; this includes institutions such as the Central Banks, National Bureau of Standards and Information Technology Authorities, among others.

e) Harmonised Converged/Unified Licensing Frameworks

- (i) Member States to adopt the guidelines on harmonised Converged/Unified Licensing Frameworks taking into account their respective policies and laws.
- (ii) Regulators should transform the adopted guidelines on roaming and marketing communications into regulations for implementation.

- (iii) Child Online Protection (COP) issues should be addressed in a harmonized manner in the region

f) Regional Internet Exchange Point (EAIXP)

EACO Secretariat should develop a work plan for the implementation of the EAIXP, including finalization of the project document and operational guidelines.

g) Numbering

- i) Regulators should follow up and ensure all operators implement the harmonized short Codes.
- ii) Regulators should follow up with the operators in their respective countries to ensure that the EACO agreed Network Colour Codes are implemented.
- iii) EACO Secretariat should follow up with the EAC Secretariat the timely implementation of MRCC in Mwanza.

h) EACO Preparation towards WRC15

- i) Member states are encouraged to actively involve stakeholders through a National Preparatory Committee in the development of country positions on the WRC-15 Agenda Items.

ii) Member States should monitor the progress on the development of the National Addressing and Postcode infrastructure in the region.

i) Postal Regulation and Development.

Members States should develop an appropriate mechanism for enabling EACO member countries to acquire and use modern mail quality measurement solutions for postal services.

j) Analogue to Digital Migration in Region, Experience and Challenges.

Since the Analogue Switch Over (ASO) deadline of 31st December 2012 for all EACO member states had lapsed, Member States were urged to ensure that they switch off well before the ITU deadline of 17th June 2015 and have a shorter simulcast period to avoid costs; and continue to share experience on successes and challenges arising from implementation of the digital broadcasting.

k) SIM Registration and Electronic Identity in EACO

Member States should emulate Tanzania and ensure that all SIM cards sold in the market were locked and can only be used upon registration after activation by the network provider.

The report of the Assembly of Regulators is attached as **ANNEX VI** and reports of the various Taskforces are available on EACO Website on www.eaco.int

10.3 REPORT OF THE TELECOMMUNICATIONS OPERATORS ASSEMBLY

The Congress noted the report of the Telecommunications Operators Assembly as below:

a) SIM registration

Kenya, Uganda and Tanzania have all commenced SIM pursuant to the respective Regulators' directive. South Sudan noted that there was a challenge in SIM registration due to absence of Identity cards to all South Sudan citizens.

b) Cyber security

Kenya, Uganda, Rwanda, and Tanzania all reported that a relevant body had been established with the Regulator and operators being involved in the membership of the respective bodies. Burundi and South Sudan are in the process.

c) Regional roaming.

It was noted that roaming charges continued to be high due to some taxes being levied on international incoming traffic in some Member States. It was further noted that tariff price was determined by commercial mutual agreement between operators and that roaming charges were still too high.

d) Migration from IPv4 to IPv6

Kenya, Uganda and Tanzania all indicated that they had commenced or completed the migration while Burundi had not commenced the migration. However, current challenges which hinder the speed of migration were noted to include CAPEX for procurement of equipment, infrastructure that was not readily available to some Member countries and lack of capacity.

e) Spectrum pricing

It was noted that currently spectrum pricing was still prohibitively high and that there was blanket pricing for Spectrum across bands (900MHz, 1800MHz and 2100 MHz bands) which seriously affected operators ability to invest and expand networks.

f) Long Term Evolution (LTE)

The Regulators were tasked to come up with the deadlines for the analogue to digital migration in order to free the bandwidth for LTE and allow allocation to be done as soon as possible.

g) Internet exchange points for East Africa

It was agreed to explore ways to keep as much traffic within the exchange points in the region. Regulators were urged to provide funding for the various exchange points in the Member States.

h) Mobile Number Portability (MNP)

Rwanda, Uganda, Burundi and Tanzania reported that MNP had not been implemented in their countries.

i) Harmonization of emergency short codes through East Africa.

It was noted that the only short codes that had been harmonized were those for provision of emergency services and that there was no mutual agreement on harmonization of commercial short codes by the operators.

j) Cross border network interference

It was noted that colour codes were introduced for implementation amongst operators to minimize cross border interference. However, only Uganda, Kenya and Rwanda have been able to implement this while Burundi and Tanzania are yet to implement.

k) International monitoring and taxation

It was noted that some Member States had implemented taxation on traffic which seemed to have impacted negatively on not only the traffic experienced but also on the revenue generated from such traffic.

I) Vandalism

It was noted that there is need for a specific law targeting vandalism of ICT with more stringent penalties infrastructure and for more stringent penalties to be imposed

Agreed10: To make the following decisions:

a) Regional roaming

Regional roaming should be treated in a different price model because it had been noted to be high.

b) Migration from IPv4 to IPv6

Each Member Country should implement the exercise before shutting down IPv4. Kenya was ready to support and other members.

c) Spectrum Pricing

- i) Charging model should be based on allocated bandwidth and not on TRX rollout. A charge based on TRX rollout implies penalties for spectrum usage.
- ii) Rolling out networks in the 1800MHz and 2100MHz bands require more capital investments to provide same coverage as they would for 900MHz band, hence a downward review of Spectrum fee structure for all the frequency was recommended.

d) Long Term Evolution (LTE)

- i) Regulators should give a clear road map on LTE and the availability and allocation of the spectrum.
- i) The timeline for migration should either be earlier than 2014 but not later than 2015.

e) Internet exchange points for East Africa

There should be a single exchange point for the members in the Region.

f) Harmonization of emergency short codes through East Africa

Commercial short codes should be left to operator's administration as was the case now.

g) Cross border network interference

The next step in monitoring interference should be to carry out of measurements with the regulators in areas of interference especially along the borders.

The report of **Telecommunications Operators Assembly** is attached as **ANNEX VII**

10.4 REPORT OF THE POSTAL OPERATORS ASSEMBLY

The Congress noted the report of the Postal Operators Assembly which covered the following items and recommendations:

Noted 8:

a) Scanning Machines

Scanning machines or detectors had neither been purchased nor installed at the borders however; alternative internal screening systems in offices of exchange such as sniffer dogs had been put in place by member countries.

b) Joint Inspection of Airports and Offices of Exchange

Uganda, Burundi and Rwanda had hosted joint inspections in 2012 and 2013 where Operators and the Regulators were involved.

c) IFS Tests between Burundi and Uganda

Technical hitches still existed during testing as one could not view sent money from Dar Es Salam to a rural office.

Agreed 11: To make the following decisions:

a) Scanning Machines

The purchase and installation of scanning machines should be done by the Regulators due to the high cost of acquisition.

b) IFS Tests between Burundi and Uganda

There is also need for coordinated communication and training on the IFT project.

c) Quality of Service

- (i) There is need to improve parameters of Quality of service processes and develop regional quality of service through QSF.
- (ii) There is need for Member Countries to put in place their own security systems for QoS instead of relying on the airport security system that was not sufficient.

The report of **Assembly of Postal Operators** is attached as **ANNEX VIII**

10.5 REPORT OF THE ASSEMBLY OF BROADCASTERS ASSEMBLY.

The Congress noted the report of the Assembly of Broadcasters which covered the following items and recommendations:

Noted 9

a) Transition from Analogue to Digital Broadcasting

- i) All 5 Member States of EACO had adopted the recommendation to separate Content Service provision and signal distribution services under into different entities. Some countries had already implemented (or are in the process on implementing) this recommendation.
- ii) All EACO Member States had adopted the DVB-T2 MPEG-4 Standard.

iii) Some of the countries that had started with DVB-T had upgraded to DVB-T2 while others were in the process of implementation.

b) Content copyright

There were reported cases of infringement of content copyright by Pay TV operators.

c) Frequency Coordination

- i) Member states had held a series of frequency coordination meetings aimed at reviewing the GE-06 frequency Plan.
- ii) ATU, in collaboration with ITU had organized a frequency coordination meeting for the African region in Nairobi in July 2013.

d) Signal distribution pricing guidelines.

Pricing Methodologies and Principles for determination of DTT fees chargeable to the content providers by the signal distributors together with Guidelines for Broadcast Infrastructure Sharing had already been developed.

e) The Future of Public Service Broadcasting in the Digital Environment

Public Broadcasters had little capacity to generate funds for their public service mandate under the liberalized digital environment due to their unique public service obligation.

f) Implementation/status on EAC deadline of 2012 Digital switch off.

- i) Tanzania was the only country that effected the analogue switch off within the set EACO deadline of 31st Dec 2012
- ii) Member States had adopted a phased switch off strategy. They were currently at different implementation stages and with varying analogue switch off dates but targeting to

achieve the analogue switch off within the global deadline of 17th June 2015.

g) Availability and affordability of set top boxes.

Cost of set top boxes was currently high and unaffordable to most viewers. This was a hindrance to the digital migration process.

h) Content development challenges post DTT.

- i) There was a high demand for local content by the viewers in the region and most of the countries were encouraging airing of the same by setting minimum local content levels in TV broadcasts.
- ii) A number of member countries had a lot of archived content that need to be digitized for preservation and future use.

i) EACO preparatory position on issues of WRC-15 and protection of the digital broadcast spectrum.

- i) Broadcasting services had freed quite a lot of spectrum as Digital Dividend 1 & 2 thus necessitating a re-planning of the spectrum in the remaining Broadcast band (470 – 694MHz) with a view of reviewing GE-06.
- ii) Countries were at different levels of setting up National Preparatory committees in readiness to participate in the WRC-15 conference in Geneva in 2015.

j) Analogue to digital migration technology status and challenges

- i) All Member States had waived duty on set top boxes in order to encourage digital uptake. Tanzania had waived Value-Added Tax (VAT).
- ii) There was risk of proliferation of sub-standard set-top boxes coming up in the market due to different implementation standards.

k) IPTV regulation and impact of social media

To a large extent Multimedia services were internet driven applications thereby challenging traditional broadcasting services due to its flexibility in terms of transport of linear audio and video programming in real time.

Agreed 12: To make the following decisions:

a) Transition from Analogue to Digital Broadcasting

EACO Member countries that were yet to migrate from DVB-T to DVBT2 should fast track the migration and discontinue any further importation of DVB-T receivers.

b) Content copyright

- i) Member States were urged to use anti-piracy technology to protect exclusive broadcast rights.
- ii) Regulators should enforce regulations and license conditions to ensure that both Pay TV and Free to air content have explicit authorisation from Content Service Providers before inclusion of such content in their bouquets.
- iii) Regulators should enforce regulations and license conditions to ensure that Free-to-Air (FTA) channels remain free on the Pay TV platforms.

c) Frequency Coordination

Member states should continue with the frequency coordination meetings ahead of the global ITU deadline.

d) Signal distribution pricing guidelines.

- i) Member States should consider adopting the Pricing methodology and Principles proposed in the guidelines to determine Multiplex Transmission fees charged by signal distributors to CSPs.

- ii) Member countries should consider adopting the guidelines for broadcast infrastructure sharing.

e) The Future of Public Service Broadcasting in the Digital Environment.

- i) Member States to ensure sustainable funding for Public Broadcasters directly from Government or other means in order to ensure that they continue to discharge their unique public broadcasting service mandate.
- ii) Public Service Broadcasters (PSB) should diversify, use to new business models and enhance their points of presence.
- iii) Member States should ensure that the licenses for the signal distributor and/or pay TV providers includes the 'must carry' condition that also ensures that PSB channels remain unconditionally FTA and are transmitted at each transmission site.

f) Implementation/status on EAC deadline of 2012 Digital switch off.

All EACO Member States should develop and enact a regulatory framework on digital migration with firm switch off dates entrenched in the framework.

g) Availability and affordability of set top boxes

- i) Members States were urged to zero rate all taxes on set top boxes and digital terrestrial TV receivers up to the global deadline of 17th June 2015.
- ii) Member States should take measures to ensure that the duty and tax waiver benefits were passed on to the consumers.
- iii) Member States were urged to liberalize the supply of Set Top Boxes and digital TV receivers to attract more suppliers to the industry.

h) Content development challenges post DTT

- i) Member States should establish content development centres and create infrastructure for archived content digitization taking into consideration the special obligation of Public broadcaster.
- ii) Member States should align their regulations to EACO definition of local content.
- iii) Members states should develop incentives and create awareness on Business models and sharing that support Content Providers and independent content creators in generating local content.

i) EACO preparatory position on issues of WRC-15 and protection of the digital broadcast spectrum.

- i) White space utilization in the broadcast band to be considered only after the digital migration is completed.
- ii) Consultations to be made before implementation of white space and that broadcasters endeavour to participate in the WRC – 15 related fora.

j) Analogue to digital migration technology status and challenges.

- i) Members states should enforce laws to ensure only type approved set top boxes are made available to consumers.
- ii) There should be greater involvement of broadcasters in creation of public campaign on digital migration.
- iii) Member states urged to provide incentives for manufacturers to invest in local assembly of digital receivers.

k) IPTV regulation and impact of social media.

- i) Member States should adopt Converged Licensing Framework as a flexible regulatory framework for Multimedia Services licensing while also encouraging

voluntary registration of unmanaged Multimedia Services such as Social Media and Blogs.

- ii) Member States should license IPTV and VoD under managed service category as a combination of subscription broadcasting (content) service and application service irrespective of the platform on which it is delivered as provided.

The Report of Assembly of Broadcasters is attached as **ANNEX IX**

10.6 REPORT OF THE JOINT WORKING COMMITTEE (JWC) MEETING

Noted 10: The report of the Joint Working Committee.

a) Proposed Amendment to EACO Constitution

- i. There was need for the amendment be made to the Constitution to correct and improve on Membership definition (Categories), whereby earlier we had only full Members and Associate Members.
- ii. Powers of the Congress, the functions and an amended structure of the Executive Committee were redefined.
- iii. Formal Application to the East Africa Community (EAC) for Observer status was made by the EACO Secretariat in April 2013 and responses are being awaited.
- iv. There has been rationalization of the former 16 Task Force grouping to the new 10 Working Groups with their respective operational structures.
- v. That, from now on Congress will be held once every two years to enable the Working Groups undertake their assignments and to allow preparations of the newly introduced EACO Exhibitions.

b) Regional Roaming Issues/International Monitoring and Taxation.

- i. That, there was a concern from operators with respect to Regional Roaming and additional taxation to the International traffic.
- ii. Operators were of the opinion that the Government could trust the Operators to continue working on gradual initiatives in bringing down the Regional roaming charges as they have been doing all along.
- iii. Operators wished that the traffic within the Region be given preferential treatment to embrace the Regional Integration spirit amidst country decision to install systems for International traffic Monitoring Systems and Taxation.
- iv. Operators considered the Tele-Traffic Monitoring System (TTMS) as an additional taxation in Telecom services.

c) EACO Membership

Operators expressed their concerns that they are called members of EACO and are required to contribute \$10,000 however not participating in decision making process.

d) EAC 2012 Deadline of Analogue Switch over

- i. Except for Tanzania, EACO 2012 deadline for switch off could not be met.
- ii. There are pertinent factors that should be taken into considerations before a member can set up an Analogue switch-off deadline.
- iii. Member will be able to switch off timely provided that, enough public awareness, availability of needed

accessories as well as coverage of Digital Radio signals.

e) Availability and Affordability of Set-top-boxes

- i. Broadcasters have concerns on the prices for the STBs which poses challenge in digital take up.
- ii. Tanzania has implemented zero rated tax on STBs to enhance digital uptake.

f) Challenges of Content Development post DTT

This matter was withdrawn and will be presented to the congress as it was found not to have any controversy.

g) Broadcasting Copyrights.

- i. Broadcasters still has the concern (also reported to 19th Congress), over increased Pay and Free to Air TV station airing Contents from Content providers without any prior arrangements.
- ii. Broadcasters are urging EACO to take it up with the respective Governments to enforce the adherence to regulations by the TV/Signal distributors to enable growth in content provision hence hinder relationship among broadcasting players.

h) Protection of the Broadcast band (470 – 694MHz).

- i. There is possible intrusion in to assigning or allocating part of the digital Dividend, Broadcasting band 470MHz – 694MHz.
- ii. That, allocation of such rest in the jurisdiction of individual member states.

Agreed 13: To make the following decisions:

a) Proposed Amendment to EACO Constitution.

The proposed changes for amendments to EACO Constitution were adopted by Congress as indicated earlier in the report.

b) Regional Roaming Issues/International Monitoring and Taxation.

TTMS levies should not be misconstrued with taxation.

- Tax matters fall under different jurisdictions and cannot be discussed under EACO
- Taxation in this matter will thus be changed to reflect Charges/levies.
- Members are urged to carry out justifying studies and possible benchmarking or emulating with and/or without the region in view to justify their approach in this matter.

d) EAC 2012 Deadline of Analogue Switch over

- Members were urged to consider meeting the identified challenges before setting out a new switch off deadline.
- Member States were also urged to benchmark with other members in view to reduce time and avoid repeating mistakes already encountered by other members.
- Member States were advised not to set their deadlines closer to ITU/global deadline of 2015 so as to have some time to address any post DTT challenges.

e) Availability and Affordability of Set-top-boxes.

EACO to urge respective Member States to benchmark with Tanzania and issue 100% tax exemption on STBs to enhance digital uptake.

f) Broadcasting Copyrights.

Broadcasters urged EACO to take the issues up with the respective Governments to enforce compliance with

regulations by the TV/Signal distributors to enable growth in content provision hence hinder relationship among broadcasting players.

g) Protection of the Broadcast band (470 – 694MHz)

EACO is urged to address this issue locally and voice out protection of this resource collectively to higher levels i.e. through ITU Study groups.

The Report of *The Joint Working Committee Meeting* is attached as **ANNEX X**

10.7 HRD AND TRAINING COMMITTEE MEETING.

Noted 11:

a) Gender Mainstreaming Statistics.

The lack of sufficient data on gender mainstreaming statistics among EACO members.

b) Use of ICTs in the delivery of HR functions.

The benefits of e-learning to Organisations and the need for the use of broadband and ICT tools to enhance job delivery, staff satisfaction and retention.

c) HR Capacity Building.

The challenges of adequate HR capacity to address cyber security and digital migration issue.

Agreed 14: To make the following decisions:

a) Gender Mainstreaming Statistics.

A comprehensive survey shall be conducted by the EACO Secretariat in the next financial year so as to provide statistics on gender mainstream among EACO members.

b) Name and Composition of the HRDT Committee.

- i) Members agreed to change the name of the HRDT Working Committee to HR Committee in order to incorporate all aspects of human resource management.
- ii) EACO Constitution requires to be amended to include Regulators and Operators as members of the HRDT working committee.

c) HR Capacity Building.

- i) Capacity building should be enhanced in cyber security issues.
- ii) There was need to create awareness and build capacity on issues of Green ICT so as to reduce the carbon footprint of ICT organizations in the Region.
- iii) There was need to conduct workshops for both Regulators and Operators on digital migration matters to create awareness and be the change agents.

The Report of the HRD & Training Committee Meeting is attached as **ANNEX XI**

11.0 AWARD OF CERTIFICATE OF RECOGNITION.

In recognition of the support to the achievement of EACO objectives by the different members and institutions, certificates of recognition were awarded to respective members who had honoured their obligations and made contribution to the EACO programmes.

12.0 VENUE AND DATE FOR THE NEXT EACO CONGRESS & 2nd EXHIBITIONS

Noted 12:

The next meeting of the Assemblies will be held in Tanzania in 2014 while

The next meeting of the Congress and the 2nd exhibition will be held in Uganda in 2015.

13.0 ADOPTION OF THE JOINT COMMUNIQUE OF THE EACO CONGRESS.

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

The Congress gave the rapporteurs one month to finalize the report and circulate to members.

14.0 ANY OTHER BUSINESS.

There was no any other business.

15.0 CLOSING CEREMONY.

The meeting was declared officially closed by the Chairman, Mr. Francis Wangusi (DG - CCK).

Signatures

This 28th Day of June 2013

1st Rapporteur

Mr. Deo Bizindavyi (ARCT)

2nd Rapporteur

Mr. Clemence Kichao (TCRA)

3rd Rapporteur

Mr. Samuel Andati (CCK)

Designated Liaison Manager

Mr. Godliving J. Kessy (EACO Secretariat)

Chairman

**Mr. Francis Wangusi
Director General CCK**

16.0 ANNEX TO THE REPORT

ANNEX I. The list of participants.

| No | NAMES | ORGANIZATION | COUNTRY |
|----|---------------------------|---|---------|
| 1 | FEDINAND NGENDABANKA | ONATEL | BURUNDI |
| 2 | HUMUZA GUY-MICHEL | ARTC | BURUNDI |
| 3 | JEANFLORIDE NIYONKURU | ARTC | BURUNDI |
| 4 | KIREZI EDYNE | ARCT | BURUNDI |
| 5 | KWIZERA BIJOUX | ARTC | BURUNDI |
| 6 | NZITONDA PACIFIQUE | ARTC | BURUNDI |
| 7 | MBONIMPA EDWIGE | ARTC | BURUNDI |
| 8 | NIJIMBERE IDA | ARTC | BURUNDI |
| 9 | BAMBASI ALEXANDRE | REGIE | BURUNDI |
| 10 | BIZINDAVYI DEO | ARCT | BURUNDI |
| 11 | HAKIZIMANA CONSTAQUE | ARCT | BURUNDI |
| 12 | KUBIMWANA ALEXIS | ARCT | BURUNDI |
| 13 | MANIRAKIZA GODLIEVE | REGIE NATIONALE DES POSTES BURUNDI | BURUNDI |
| 14 | NIYONKURU JEANINE FLORIDE | ARCT | BURUNDI |
| 15 | SINARINZI ALEXIS | ARCT | BURUNDI |
| 16 | OSCAR BAHIZI | MINISTRY OF THE OFFICE OF THE PRESIDENT | BURUNDI |

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|----|--------------------------|--|-------------------------|
| 17 | Amb. Bangurambona Joseph | ARCT | BURUNDI |
| 18 | MASABO EVARISTE | ARTC | BURUNDI |
| 19 | DAVID FRANK | BBS | BURUNDI |
| 20 | ABIGAIL WERE | PCK | KENYA |
| 21 | ACHIENG' ROBERT | EAC SECRETARIET | KENYA |
| 22 | ASONGA FIONA | TESPOK | KENYA |
| 23 | BARRY MACHARIA | TESPOK | KENYA |
| 24 | BEATRICE BONGA | CCK | KENYA |
| 25 | Bernard Nyakondo | BRILLIANT I LTD | KENYA |
| 26 | BOB COLLYMORE | Safaricom LTD | KENYA |
| 27 | CHRISTINE ODUOGI | MOICT | KENYA |
| 28 | DANIEL KWATURU | | KENYA |
| 29 | DANIEL K. KIPROP | CCK | KENYA |
| 30 | ELIZABETH MWAURA | | KENYA |
| 31 | EMMANUEL TAURUS | Safaricom LTD | KENYA |
| 32 | Eunice Mayaka | PRO MICT | KENYA |
| 33 | EVELYN GITAU | Safaricom LTD | KENYA |
| 34 | DAMARIS MUTIO | TESPOK | KENYA |
| 35 | GICHUKI PETER | | KENYA |
| 36 | HON BEATRICE WARUI | DEPUTY MINISTER- TELECOMMUNOCXAT IONS AND POSTAL SERVICES | KENYA |
| 37 | JACKLINE MBELA | Safaricom LTD | KENYA |
| 38 | Jeremiah Muillu | CTS KENYA | KENYA |
| 39 | JEREMIAH NYANGANYI | TC | KENYA |
| 40 | JOHN MWANGI | | KENYA |
| 41 | JOSEPH KIBWOT | SAFARICOM | KENYA |
| 42 | JOSEPH NYANGARA | AMONEX ENTERPRISE | KENYA |
| 43 | JULIUS MOKAYA | PCK | KENYA |
| 44 | KAMANDE JOSEPH | Safaricom LTD | KENYA |
| 45 | KARIMI RURIA | Safaricom LTD | KENYA |
| 46 | KEVIN BETT | Safaricom LTD | KENYA |
| 47 | KIMEU GERALD | MOIN | KENYA |
| 48 | KWAME STUROYA | KENYA ICT BOARD | KENYA |
| 49 | LEGAMOI DENNIS | AFRALTI | KENYA |
| 50 | LYDIA KAUMA | PCK | KENYA |
| 51 | MACKRINE ABUKAH | Safaricom LTD | KENYA |
| 52 | MANGALI WINNIE | PCK | KENYA |
| 53 | MATEI NDETI | SCAC | KENYA |

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| 54 | MICHAEL MUREITHI | ACCESS KENYA | KENYA |
| 55 | Michele Castegnaro | ALCATEL LUCENT | KENYA |
| 56 | MWANGI MUTURI | SCAC | KENYA |
| 57 | NJAGI ANGUSTA | PCK | KENYA |
| 58 | NJOGU JOSEPH | ACCESS KENYA | KENYA |
| 59 | NZIOKA WAITA | Safaricom LTD | KENYA |
| 60 | OSCAR OMONDI | MINISTRY OF INFORMATION | KENYA |
| 61 | Paul Statham | KENYA DATANETWORKS | KENYA |
| 62 | PERIS MBUGUA | Safaricom LTD | KENYA |
| 63 | PETER NYONGESA | CCK | KENYA |
| 64 | PETERSON GITHINJI | PCK | KENYA |
| 65 | ROSE NGECHU | ESSAR | KENYA |
| 66 | ROSE WANJOHI | ROYAL MEDIA | KENYA |
| 67 | Roy Njuguna | Safaricom LTD | KENYA |
| 68 | RUTH MUMA | PRO MICT | KENYA |
| 69 | RUTH NYOGA | Safaricom LTD | KENYA |
| 70 | STELLA KIPSAITA | CCK | KENYA |
| 71 | STEPHEN CHEGE | | KENYA |
| 72 | SUSAN WANJIKU | JUBILEE INSURANCE | KENYA |
| 73 | TIMOTHY LEMUTER | PCK | KENYA |
| 74 | VALERIE NJERI | Safaricom LTD | KENYA |
| 75 | VINCENT OTIENO | PCK | KENYA |
| 76 | WINFRED BUNDI | PRO MICT | KENYA |
| 77 | NOORANI MOHAMED | AFRALTI | KENYA |
| 78 | ABDALLA YUSRA | MTN BUSINESS | KENYA |
| 79 | ALWALA RACHAEL | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 80 | AMBANI ALFRED | CCK | KENYA |
| 81 | ANDATI SAMUEL | CCK | KENYA |
| 82 | CHEPSIROR ISAAC | COMMUNICATIONS COMMISSION OF KENYA | KENYA |

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| 83 | GICHUKI WANGECHI | AIRTEL NETWORKS KENYA LIMITED | KENYA |
| 84 | GICHUKI NJERU | POSTAL CORPORATION OF KENYA | KENYA |
| 85 | GUFU BANCHALE | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 86 | HAJI MOHAMED | CCK | KENYA |
| 87 | IMBIRA AYUB | KBC | KENYA |
| 88 | KARUNGU PERMINUS | CCK | KENYA |
| 89 | KATUNDU MICHAEL | CCK | KENYA |
| 90 | KAUMA LYDIA | POSTAL CORPORATION OF KENYA | KENYA |
| 91 | KEMEI PATRICIA KERRETTS | CCK | KENYA |
| 92 | KIMEU JONES | CCK | KENYA |
| 93 | KINARA DR. ENOCK OSORO | POSTAL CORPORATION OF KENYA | KENYA |
| 94 | KIPKOECH YANO | TELKOM KENYA | KENYA |
| 95 | KIPSAITA STELLA | CCK | KENYA |
| 96 | KIRUI LISTON | CCK | KENYA |
| 97 | LENJOU CHRISTINE | POSTAL CORPORATION OF KENYA | KENYA |
| 98 | LEWA GRACE | POSTAL CORPORATION OF KENYA | KENYA |
| 99 | MABOREKE EUSTACE | AFRALTI | KENYA |

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| 100 | MAKWANDA JAMES | AFRALTI | KENYA |
| 101 | MAKYOTO BENSON | KBC | KENYA |
| 102 | MOHAMMED OSMAN | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 103 | MOSOTI MAXWELL | CCK | KENYA |
| 104 | MUCHIRI PATRICIA | CCK | KENYA |
| 105 | MUKABI MARY | MULTIMEDIA UNIVERSITY OF KENYA | KENYA |
| 106 | MUKAMI JACKLINE | SAFARICOM | KENYA |
| 107 | MUNGAI ENG.WAINAINA | ROYAL MEDIA SERVICES | KENYA |
| 108 | MUNYOKI VIOLA | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 109 | MURIANKI CAROLINE | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 110 | MURIGU CHRISTOPHER | KBC | KENYA |
| 111 | MURIUKI STEPHEN | POSTAL CORPRATION OF KENYA | KENYA |
| 112 | MUTHUSI MUTUA | CCK | KENYA |
| 113 | MWAKIJELE JONATHAN | AFRALTI | KENYA |
| 114 | MWANIKI JANICE | POSTAL CORPORATION OF KENYA | KENYA |
| 115 | MWAURA ELIZABETH | POSTAL CORPORATION OF KENYA | KENYA |
| 116 | MWAVIRO NGULAMU | KBC | KENYA |

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| 118 | NDWIGAH ELLY | KBC | KENYA |
| 119 | NGUNDI VINCENT | CCK | KENYA |
| 120 | NJAGI CHRISTINE | KBC | KENYA |
| 121 | NJOGU JOSEPH | ACCESS KENYA | KENYA |
| 122 | NJUE SOSPETER | POSTAL CORPORATION OF KENYA | KENYA |
| 123 | NKOIBONI SUSAN | CCK | KENYA |
| 124 | OBAM DANIEL | NATIONAL COMMUNICATIONS SECRETARIAT | KENYA |
| 125 | ODHIAMBO DOROTHY | MULTIMEDIA UNIVERSITY OF KENYA | KENYA |
| 126 | ODONGO CAROL | POSTAL CORPORATION OF KENYA | KENYA |
| 127 | OJUNGA KENNEDY | SAFARICOM | KENYA |
| 128 | OKELLO AGNES | TELKOM KENYA | KENYA |
| 129 | OKOTOH MILLICENT | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 130 | OLIELO EMILY | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 131 | OLWERO TOM | CCK | KENYA |
| 132 | OMBATI SOROPHINA | POSTAL CORPORATION OF KENYA | KENYA |
| 133 | OMO JOHN | CCK | KENYA |

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| 134 | OMONDI AMOS | KBC | KENYA |
| 135 | OMONDI DICK | AIRTEL NETWORKS KENYA LIMITED | KENYA |
| 136 | OMUNGA FRANCISCA | AIRTEL NETWORKS KENYA LIMITED | KENYA |
| 137 | ONYANDO LINET | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 138 | OTIENO SAMWEL | KBC | KENYA |
| 139 | OTIENO EMMA | COMMUNICATIONS COMMISSION OF KENYA | KENYA |
| 140 | SENETE JOHN | POSTAL CORPORATION OF KENYA | KENYA |
| 141 | SHIRAO VINCENT | POSTAL CORPORATION OF KENYA | KENYA |
| 142 | TOWETT JOSEPHINE | AFRALTI | KENYA |
| 143 | WAINDI LUCKY | CCK | KENYA |
| 144 | WALUBENGO JOHN | MULTIMEDIA UNIVERSITY OF KENYA | KENYA |
| 145 | WANGUSI FRANCIS | CCK | KENYA |
| 146 | WATURU DANIEL | CCK | KENYA |
| 147 | LEMPAKA AGNES | PCK | KENYA |
| 148 | MANGANGI JACOB | PCK | KENYA |
| 149 | OTIENO EUNICE | PCK | KENYA |
| 150 | MAINA FAITH | PCK | KENYA |
| 151 | WERE ABIGAIL | PCK | KENYA |

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| 151 | MUILU JEREMIAH | CTS | KENYA |
| 152 | KIHORO SUSAN | PCK | KENYA |
| 153 | ODHIAMBO DOROTHY | MMU | KENYA |
| 154 | ODOYO SAMUEL | MMU | KENYA |
| 155 | DANNY MUCHIRA | CCK | KENYA |
| 156 | BONGA BEATRICE | CCK | KENYA |
| 157 | MOTOGWA PRISCAH | CCK | KENYA |
| 158 | NGAMBI PETER | TELKOM | KENYA |
| 159 | MUTUA PHYLIS | TELKOM | KENYA |
| 160 | NGESA MARTIN | CCK | KENYA |
| 161 | GITHINJI JOHN | TELKOM | KENYA |
| 162 | SOGOMO JOLLY | CCK | KENYA |
| 163 | CHEPTOO TITUS | CCK | KENYA |
| 164 | MIREMBE KASAJJA ZULAIKA | SMILE COMM. SEN. MANAGER LEGAL®ULATOR Y | KENYA |
| 165 | NDEGWA MERCY | SAFARICOM | KENYA |
| 166 | OORO JUMA | CCK | KENYA |
| 167 | RURIA KARIMI | SAFARICOM | KENYA |
| 166 | KIPTUM RONO | CCK | KENYA |
| 167 | OMWENGA BOYANI | MULTICHOICE | KENYA |
| 168 | MUHELIA ALLAN | SAFARICOM | KENYA |
| 169 | NICHOLAS MOIPEI | ENTERTAINMENT | KENYA |
| 170 | CHRISTINE MOIPEI | ENTERTAINMENT | KENYA |
| 171 | MARY MOIPEI | ENTERTAINMENT | KENYA |
| 172 | MAGDALENE MOIPEI | ENTERTAINMENT | KENYA |
| 173 | SERAPHINE MOIPEI | ENTERTAINMENT | KENYA |
| 174 | MARTA MOIPEI | ENTERTAINMENT | KENYA |
| 175 | MUSEMBI LUCAS | CCK | KENYA |
| 176 | NGO'NGO EMMAH | SAFARICOM | KENYA |
| 177 | OWINO JOSEPH | TESPOK | KENYA |
| 178 | MWONE JOSEPH | TESPOK | KENYA |
| 179 | MAUNDU MWENDWA | SAFARICOM | KENYA |

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|-----|-------------------------|-------------------------------------|-------|
| 180 | OSANO WILLIS | SAFARICOM | KENYA |
| 181 | KIRUI KEPHA | TECHNO SERVE | KENYA |
| 182 | WAWERU KEVIN | SAFARICOM | KENYA |
| 183 | KAMAU ALEX | CCK | KENYA |
| 184 | SERAPHINE KAGALI | KDN | KENYA |
| 185 | VICTOR MAINA | CCK | KENYA |
| 186 | SHAHAB MESHKI | KDN | KENYA |
| 187 | CHRISTOPHER WAMBUA | CCK | KENYA |
| 188 | ALWALA RACHEL | CCK | KENYA |
| 189 | BERNARD OITI | CREDIT REFERENCE | KENYA |
| 190 | JOSEPH KAMANDE | SAFARICOM | KENYA |
| 191 | LOIS BOSIRE | MOICT | KENYA |
| 192 | ODONGO CAROLINE | PCK | KENYA |
| 193 | NYAKONDO BERNARD | BRILLIANT I LTD | KENYA |
| 194 | HANS HAERDTLE | KDN | KENYA |
| 195 | AKELLO ROBERT JALLANG'O | MMU | KENYA |
| 196 | ANTONY WAMBUGU | KENIC | KENYA |
| 197 | BEN ODUOR | KDN | KENYA |
| 198 | DR JOHN KIMANI | KENYA NATIONAL SPACE SECRETARIET | KENYA |
| 199 | ELSAPHAN NJORA | THREE SIXTY DEGREES LTD | KENYA |
| 200 | GITHINJI JOHN | TELKOM | KENYA |
| 201 | IMMACULATE KAMAU | THREE SIXTY DEGREES LTD | KENYA |
| 202 | JAMES NDWIGA MUREITHI | CCK | KENYA |
| 203 | LAWRENCE MAGAMBO | PCK | KENYA |
| 204 | LEO BORUTTE | CCK | KENYA |
| 205 | MUTHOKA JOCYLENE | AIRTEL AFRICA | KENYA |
| 206 | MWONE JOSEPH | TESPOK | KENYA |
| 207 | NDEGWA MERCY | SAFARICOM | KENYA |
| 208 | NGAMBI PETER | TELKOM | KENYA |
| 209 | NGESA MARTIN | CCK | KENYA |
| 210 | ANG'ASA ALOYS | CCK | KENYA |
| 211 | WAHOME BERNARD | BROAD BAND | KENYA |
| 212 | KABUSIA FREDRICK | SAFARICOM | KENYA |
| 213 | MUHALIA ALLAN | SAFARICOM | KENYA |

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|-----|--------------------------------|--|--------|
| 214 | TARUS EMMANUEL | SAFARICOM | KENYA |
| 215 | KAMAL SOUMALA | ATU | KENYA |
| 216 | ABEL MUYAKA | MMU | KENYA |
| 217 | CLARE RUTO | MULTICHOICE | KENYA |
| 218 | KEZIAS MWALE | ATU | KENYA |
| 219 | ESTHER NYAGA | TRADE | KENYA |
| 220 | SAMUEL KAIBAIRA | RMS | KENYA |
| 221 | ERICK ODIPO | MTN | KENYA |
| 222 | PATRICK OGANGAH | RADIO AFRICA | KENYA |
| 223 | ANITA HODARI B | RURA | RWANDA |
| 224 | ASIIMWE ARTHUR | ORINFOR | RWANDA |
| 225 | Beata Mukangabo | RURA | RWANDA |
| 226 | CYPRIEN MUNYAKAZI | TIGO RWANDA | RWANDA |
| 227 | Maj. Francois Regis Gatarayiha | RURA | RWANDA |
| 228 | JEAN BAPTISTE MUTABAZI | RURA | RWANDA |
| 229 | Joseph Nyiringabo | RURA | RWANDA |
| 230 | PAUL MUGEMANGANGO | MTN RWANDA | RWANDA |
| 231 | Tumwekwase Frank | TELE co | RWANDA |
| 232 | Yvonne Umutoni | RURA | RWANDA |
| 233 | KABIRU JACQUES | RWANDA UTILITIES REGULATORY AUTHORITY (RURA) | RWANDA |
| 234 | KANYANKORE | RWANDA UTILITIES REGULATORY AUTHORITY (RURA) | RWANDA |
| 235 | NSHIMIYIMANA JEAN PIERRE | RWANDA UTILITIES REGULATORY AUTHORITY (RURA) | RWANDA |
| 236 | TUYISHIME CHRISTIAN | RWANDA UTILITIES REGULATORY AUTHORITY (RURA) | RWANDA |
| 237 | VENERANDE MUKAMURERA | RURA | RWANDA |
| 238 | GONZAGUE MATSIKO | RURA | RWANDA |
| 239 | JEAN NDAYISABA | RURA | RWANDA |
| 240 | MARIE CHANTAL GAKIMA | RURA | RWANDA |

| | | | |
|-----|--------------------|----------------------------|--------------|
| 241 | EUGENIE MUKASEKURU | RURA | RWANDA |
| 242 | NGABO FRANCIS | RURA | RWANDA |
| 243 | UMUTONI YVONNE | RURA | RWANDA |
| 244 | JUSTIN RUGONDIHERE | RURA | RWANDA |
| 245 | ELIJAH BIAZ KUOL | GOVT | S.SUDAN |
| 246 | LUAR LAZARUS | GEMTERCOM | S.SUDAN |
| 247 | MIGWALLA ELIZABETH | QUALCOM | SOUTH AFRICA |
| 248 | BABIKIR MUSTAPHA | | SOUTH SUDAN |
| 250 | IYA KOISSE ALE | | SOUTH SUDAN |
| 251 | Lazarus LUAL BOL | GEMTEL | SOUTH SUDAN |
| 252 | ABANEGO DIOTREFU | TBC | TANZANIA |
| 253 | ABIBU NTAHIGIYE | NIC TANZANIA | TANZANIA |
| 254 | Adin Mgendi | NICTBB | TANZANIA |
| 255 | Andrew Kisaka | TCRA | TANZANIA |
| 256 | CLEMENCE KICHAO | TCRA | TANZANIA |
| 257 | ERASMO A.MBIRINYI | | TANZANIA |
| 258 | Francis Msungu | TCRA | TANZANIA |
| 259 | Habbi Gunze | TCRA | TANZANIA |
| 260 | James Kilaba | | TANZANIA |
| 261 | KISAKA ANDREW | TCRA | TANZANIA |
| 262 | Laurent Ivo | Maxcom Africa | TANZANIA |
| 263 | LILIAN MWANGOKA | TCRA | TANZANIA |
| 264 | MAGUFWA REDEMTUS | TTCLNICTBB | TANZANIA |
| 265 | MASSAI JOHN MAASAI | TCRA | TANZANIA |
| 266 | Mwanahamisi Hamis | Maxcom Africa | TANZANIA |
| 267 | Raynold Mfunganema | TCRA | TANZANIA |
| 268 | Simon Ballhazer | NIC TANZANIA | TANZANIA |
| 269 | VICTOR NKYA | TCRA | TANZANIA |
| 270 | YUSRA ABDALLA | MTN BUSINESS | TANZANIA |
| 271 | YUSUPH MOHAMMED | CIS SPECIALIST TANZANIA | TANZANIA |
| 272 | KAPINGA FORTUNATUS | TANZANIA POST | TANZANIA |
| 273 | LIBENA DENIS | TCRA | TANZANIA |
| 274 | LUFUNGA MASHALA | TANZANIA POST | TANZANIA |
| 275 | MGANGA AUGUSTINO | AMGL | TANZANIA |

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|-----|------------------------|--|----------|
| 276 | MKOBA CECILIA | TCRA | TANZANIA |
| 277 | MSOFE JANET | TANZANIA POST | TANZANIA |
| 278 | MUNGY INNOCENT | TCRA | TANZANIA |
| 279 | ULANGA PETER | UCSAF | TANZANIA |
| 280 | BALLHAZAR SIMON | TZ NIC | TANZANIA |
| 281 | MSUNGU FRANCIS | TCRA | TANZANIA |
| 282 | NZAGI ELIZABETH | TCRA | TANZANIA |
| 283 | MTAVANGU DERRICK | TAYOA | TANZANIA |
| 284 | MRISHO ADAM | TAYOA | TANZANIA |
| 285 | MNEDEME DEOS KHAMISI | TANZANIA POST | TANZANIA |
| 286 | CONNIE FRANCIS | TCRA | TANZANIA |
| 287 | MWAKYANJALA SEMAL | TCRA | TANZANIA |
| 288 | KAFEERO JAMES | UGANDA COMMUNICATIONS COMMISSION | UGANDA |
| 289 | KWESIGA DICKSON | UGANDA COMMUNICATIONS COMMISSION | UGANDA |
| 290 | KYEYUNE HELLEN | UGANDA COMMUNICATIONS COMMISSION | UGANDA |
| 291 | KYOMUHENDO IMMACULATE | UGANDA COMMUNICATIONS COMMISSION | UGANDA |
| 292 | MUHWEZI DORCAS BATWALA | MTN UGANDA | UGANDA |
| 293 | NAKAGWA IRENE | UGANDA COMMUNICATIONS COMMISSION | UGANDA |
| 294 | OTUNNU FRED | UGANDA COMMUNICATIONS COMMISSION | UGANDA |
| 295 | SENGENDO GEOFFREY | UCC | UGANDA |
| 296 | WEGOYE SUSAN | UGANDA COMMUNICATIONS COMMISSION | UGANDA |

| | | | |
|-----|---------------------------|------------------|------------------|
| 297 | AKULIA JOSEPHINE | UCC | UGANDA |
| 298 | MWESIGWA PATRICK | UCC | UGANDA |
| 299 | MUGABI HENRY | UCC | UGANDA |
| 300 | MUKITE REBECCA | UCC | UGANDA |
| 301 | MUSOKE ABDUL | UCC | UGANDA |
| 302 | MUSINGUZI HARUNA | UCC | UGANDA |
| 303 | SEBAGGALA MEDDY | UCC | UGANDA |
| 304 | OKETA KENNETH | UCC | UGANDA |
| 305 | UWERA JESSICA | POSTAL UG. | UGANDA |
| 306 | KYAKUNZIRE AGATHA | POSTA UG | UGANDA |
| 307 | NAKIGULI HELLEN | UCC | UGANDA |
| 308 | KIZITO JOSEPH | UCC | UGANDA |
| 309 | KAFEERO JAMES | UCC | UGANDA |
| 310 | SIMON CROUCH | SSTL(UK) | UK |
| 311 | Hodge SEMAKULA | EACO Secretariat | EACO Secretariat |
| 312 | Caroline Koech | EACO Secretariat | EACO Secretariat |
| 313 | Godliving Kessy | EACO Secretariat | EACO Secretariat |
| 314 | Eliane MUKARUKUNDO | EACO Secretariat | EACO Secretariat |
| 315 | Hermenegilde Ntahomvukiye | EACO Secretariat | EACO Secretariat |
| 316 | Jacques Gahakwa | EACO Secretariat | EACO Secretariat |

ANNEX II. Speech by Chairman of EACO

SPEECH BY CHAIRMAN OF EACO DURING THE OPENING CEREMONY OF THE 20TH EACO CONGRESS 28TH JUNE 2013, NAIROBI, KENYA

Our Guest of Honour- H.E the President of the Republic of Kenya.

Hon. Minister for EAC Affairs.

Hon. Minister for ICT.

Honourable Ministers and Representatives from the other EAC Countries present.

Your Excellencies the Ambassadors & High Commissioners.

Hon. Members of Parliament present

Representative of the Secretary General of ITU- Mr Marcellino Tayob.

Representative of the Secretary General of ATU- Mr. Kezias Mwale.

Representative of the Secretary General of PAPU- Mr. Dickson Rayori

Representative of the Secretary General of East African Community.

Director General of CCK, RURA, TCRA and UCC (who are members of Executive Committee of EACO)

Executive Secretary of EACO

Members of EACO and their Delegations.

All Invited Guests

Ladies and Gentlemen,

I want on behalf of EACO to warmly welcome all of you to the 20th EACO Congress which is being hosted in this beautiful city of Nairobi.

I want in a special way to extend my deep appreciation to our Guest of Honour for finding time to officiate at this function and honoring us with his presence.

Allow me through you your Excellency to also thank the Government of the Republic of Kenya and CCK for your hospitality and all the facilities that have been put to our disposal since our arrival in Nairobi. You have shown us a true African spirit and culture for which we are very grateful.

Our Guest of Honour,

It will be unfair on my part if I did not recognize Kenya's unwavering commitment and support which for the last 13years it has extended to EACO in the realization of its objectives.

I wish at this juncture to recognize the representatives of ITU, ATU, PAPU, EAC and all the other organizations we collaborate with for accepting to participate in our 20th Congress.

Our Guest of Honour,

We have in our midst a delegation from the Government of South Sudan led by Hon. Beatrice Noah Wani - Deputy Minister, Ministry of Telecommunication & Postal services of South Sudan who is attending our Congress as an observer.

In addition to this delegation, a number of other organizations like GVG, Avanti Communications Group, TCI International are also attending this Congress as Observers.

I want to welcome all of you and thank you for agreeing to associate yourselves with EACO.

Our Guest of Honour,

EACO which was formed thirteen years ago under the framework of East African Community, is a unique public and private partnership organization which brings together ICT regulators, operators/ service providers and other stakeholders in the telecommunication, postal and broadcasting sectors in the five EAC countries

The broad objective of EACO is to strengthen and promote cooperation among the five East African Countries in the development and provision of postal, telecommunication and broadcasting services in the East African region. This objective is in line with the objectives of the East African Community especially with regard to the development and provision of communication services in East Africa.

It is clear from the above broad objective that EACO in a way complements the efforts and policy goals of the East African Community which among other things is intended to create one large common market and promote the flow of goods and services and free movement of people.

Studies and the experience of many countries have all shown that not only is there a positive correlation between ICTs especially broadband and GDP growth but that ICTs are a catalyst for economic growth.

It is in because of this that today governments, businesses and other organizations are now demanding for fast, affordable and quality communication services in order to improve their effectiveness and efficiency in the delivery of their services.

This phenomenon has driven governments and the private sector to put in place infrastructure and resources to support e-government, e-commerce, e-banking, e-learning, e-health and other ICT enabled services and applications.

I want to commend the Government of Kenya for embracing ICTs and for the various efforts and initiatives that it has put in place to support the provision and use of ICT services by its people.

Our Guest of Honour,

While this digital revolution has created opportunities for all players in the communication sector, it has at the same time posed numerous challenges not only to governments, regulators, operators and service providers but to consumers and a number of other stakeholders in the digital eco-system.

Some of these challenges include those relating to national security, cyber crime, security of national infrastructure, environment and health concerns etc. As stakeholders in the ICT sector, we need to come together not only to discuss strategies on how to ensure affordability, accessibility and availability of quality and secure ICT services but also find solutions to the challenges highlighted above.

Apart from contributing to the ICT regional policy development process, EACO because of its unique structure has created a forum where key actors in the ICT sector can discuss and look for solutions to many of the above issues and challenges through issuance of guidelines, recommendations and the sharing of experiences among the stakeholders.

Our Guest of Honour,

The efforts of EACO would yield better results if they were supported and harmonized with those of the East African community. A collaborative relationship with EAC will not only help EACO to contribute to the region's ICT policy development and implementation process but will help the key players in the ICT sector in the five EAC countries to bring the issues in the ICT sector and possible solutions to the agenda of the East African Community and its various organs.

Your Excellency,

EACO has already applied for observer status to EAC and I am sure when the matter will be presented to the Council of Ministers, it will receive the support of your government and all the other member states.

Our Guest of Honour, Ladies and Gentlemen,

We have in the last four days reviewed and discussed a number of issues which relate to the communication sector in our region. As we start our 20th EACO Congress, I want to appeal to you to continue with this spirit of dialogue but also request you to continue to support and be committed to EACO and the realization of its objectives.

This will be the only way we shall build a strong knowledge society in East Africa and make our region more competitive in today's' global village.

Once again I want to thank you all for coming and wish you fruitful deliberations during Congress.

Thank you for your listening to me.

ANNEX III. The Report of the Outgoing Chairman of EACO.

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20TH EACO CONGRESS
REPORT OF THE EACO
CHAIRMAN
28TH JUNE 2013

Kenyatta International Conference Centre Nairobi, Kenya

Table of Contents

| | | |
|-------------|--|-----------|
| 1.0 | INTRODUCTION | 58 |
| 2.0 | GLOBAL AND REGIONAL DEVELOPMENTS / EVENTS IN THE COMMUNICATION SECTOR..... | 58 |
| 2.1 | Developments and Events in the Telecommunication Sector | 58 |
| 2.1.1 | International Developments/Trends | 58 |
| 2.1.2 | Regional Developments/Trends in the ICT Sector. | 61 |
| 2.2 | Developments /Events in the Postal Sector | 64 |
| 2.3 | Developments/ Events in the Broadcasting Sector | 65 |
| 3.0 | EACO SECRETARIAT | 66 |
| 3.1 | Registration of EACO and Inauguration of EACO Offices..... | 66 |
| 3.2 | Staffing of the Secretariat..... | 67 |
| 3.3 | EACO Organizational Policies and Procedures | 67 |
| 3.4 | EACO Strategic Plan for 2012-2015..... | 68 |
| | Vision of EACO..... | 68 |
| | Mission of EACO | 68 |
| | Strategic Goals and Objectives..... | 68 |
| 3.5 | Business Plan and Budget for 2012/13..... | 69 |
| 3.6 | EACO Financial Report for the Period 1st July 2012 to 15th June 2013..... | 70 |
| 3.7 | EACO Committees and Taskforces..... | 74 |
| 3.7.1 | Coordination of the Work of Committees and Taskforces. | 74 |
| 3.7.2 | Harmonization and Reorganization of Committees and Taskforces..... | 75 |
| 3.8 | Contact /Focal Persons for Members | 77 |
| 3.9 | Visibility of EACO..... | 77 |
| 3.10 | EACO Awareness Programmes | 78 |
| 3.11 | EACO Capacity Building and Networking Opportunities for Members. | 78 |
| 3.12 | EACO Collaboration and Partnerships..... | 81 |
| 4.0 | CONCLUSION | 82 |

1.0 INTRODUCTION

It is now a year since we last held our 19th Congress in Bujumbura, Burundi. Since that time, the landscape of the communication sector and its environment has continued to change at a global, regional and our national levels.

Since 2012, the ICT sector in the East African region continued to expand especially in terms of number of service providers and range of ICT services which no doubt has contributed to the social and economic development of the five East African countries.

The above developments greatly influenced the ICT policy and regulatory environment in the five EAC countries as will be highlighted later in this report and the country reports.

It is worthy noting also that it is coming to a year since EACO established a permanent Secretariat in Kigali, Rwanda which became operational on 1st August 2012. I want to thank all the members who in one way or the other facilitated realization of this goal.

Allow me in a special way to recognize the commitment and support of the National Regulatory Authorities namely RURA, ARCT, CCK, UCC and TCRA which as this report will show, greatly contributed to the implementation of the 18th and 19th Congress decisions on the establishment of a permanent EACO Secretariat.

This report will briefly highlight the key developments and events in the communication sector at a global and regional level and the key activities and programmes in which the Secretariat was involved in during the year 2012/13.

2.0 GLOBAL AND REGIONAL DEVELOPMENTS / EVENTS IN THE COMMUNICATION SECTOR.

2.1 Developments and Events in the Telecommunication Sector.

2.1.1 International Developments/Trends

The telecommunication/ICT sector not only grew but witnessed an increase in the range of ICT services and applications together with growth in

demand for these services. The above development coupled with increased use of e-government, e-commerce, m-banking, e-payment, social media, e-learning and e-health, has resulted into a host of new emerging issues and challenges for all ICT stakeholders.

In order to respond to some of these challenges, the ITU together with the international ICT community organised the following key meetings/events from October 2012 to May 2013 to facilitate multistakeholder dialogue and consensus over those issues:

- a) World Telecommunication Standardization Assembly (WTSA-12) Dubai 20th-29th November 2012 which among other things called on the Telecommunication Standardization Sector (ITU-T) to expand its work on e-health and e-waste.

WTSA-12 also adopted a resolution which invited ITU member States to refrain from taking actions that would stop other member States from accessing public Internet sites and using other Internet resources.

- b) ITU Telecom World 2012 held in Dubai on 14-18th October 2012, brought together industry, government representatives and other stakeholders to engage in a forum where they would network, share knowledge and experience on challenges and opportunities of the ICT sector. The areas discussed included roll out of broadband, cyber security and opportunities created by smart applications in sectors like health and education.
- c) 12th Global Symposium for Regulators (GSR-12) which was held in Colombo, Sri-Lanka 2-4th October 2012, brought together regulators, policy makers, industry representatives and international organizations in a networked society to discuss issues relating to regulation and strategies for the development and provision of broadband services.

The main outcome of this forum was the adoption of a set of best practice guidelines on regulatory approaches to foster access to digital opportunities.

- d) World Conference on International Telecommunications (WCIT-12) held on 3rd -14th December 2012, Dubai, which after protracted negotiations and intensive lobbying resulted into a revision of the International

Telecommunication Regulations (ITRs) which had been adopted in 1988. The new Regulations will enter into force on 1st January 2015.

In addition to the revised Treaty, WCIT-12 adopted the following five new resolutions on:

- (i) Special measures for landlocked developing countries and small island developing states for access to international optic fibre networks.
 - (ii) Globally harmonised national numbers for access to emergency services.
 - (iii) Fostering an enabling environment for the greater growth of the Internet.
 - (iv) Periodic review of the International Telecommunication Regulations, and
 - (v) International telecommunication services traffic terminal and exchange (which called upon Members States to create an enabling environment for the implementation of regional telecommunication traffic exchange points in order to improve quality, connectivity and reduce cost of international interconnections.)
- e) World Summit of the Information Society (WSIS Forum 2013), 13-17TH May 2013, Geneva. The WSIS Forum 2013 which attracted over 1800 stakeholders from 140 countries provided an opportunity for the WSIS stakeholders to discuss the WSIS process and review the implementation of the WSIS outcomes.
- f) World Telecommunication/ICT Policy Forum 2012, 14-16th May 2013, Geneva. This Forum gave opportunity to ITU members from governments, industry, regulators and the civil society to exchange views on key policy issues.

The forum was among other things intended to facilitate debate and build multistakeholder consensus on six issues/opinions below relating to the global ICT policy, regulatory and standardization efforts:

- i) Promoting Internet Exchanges Points (IXPS) as a longterm solution to advance connectivity.
- ii) Fostering an enabling environment for the greater growth and development of broadband connectivity.
- iii) Supporting capacity building for the deployment of IPv6 .
- iv) In support of IPv6 adoption and transition for IPv4.
- v) Supporting multistakeholderism in Internet governance.
- vi) On supporting operationalising of the Enhanced cooperation Process.

The above six opinions were adopted with some amendments.

2.1.2 Regional Developments/Trends in the ICT Sector.

At the regional level, the ICT sector continued to grow and also contribute to the development of the various countries in East Africa. As will be highlighted in the various country reports, there was growth in mobile cellular subscriptions, variety of services and applications and the level of uptake of these services.

Below is a table on some of the regional ICT indicators as at December 2012 which indicate sizeable growth in the telecommunication sector.

REGIONAL ICT SECTOR INDICATORS AS AT DECEMBER 2012

| COUNTRY | MOBILE PENETRATION/TELEDENSITY | NUMBER OF MOBILE SUBSCRIBERS | INTERNET USERS | INTERNET PENETRATION | BROADCASTING | POSTAL Number of postal outlets | BROAD BAND (International Bandwidth) |
|----------|--------------------------------|------------------------------|------------------------|----------------------|----------------------------|---------------------------------|--------------------------------------|
| KENYA | 78% | 30,731,754 | 16,200,000 | 41.1% | 99 radio 16 TV stations | 634 | 906,186 Mbps |
| TANZANIA | 61% | 27,395,650 | 7,519,078 | 17% | 85 Radio 26 TV Stations | 569 | 3459Mbps |
| BURUNDI | 24,6% | 2,247,126 | 1,736,530 (estimation) | 19,6% | 22 radio 5 TV stations | 116 | 513 Mbps |

| | | | | | | | |
|--------|-------|------------|--|----------------|--|-----|----------|
| RWANDA | 53.1% | 5,690,751 | 903,964 | 7% (June 2012) | 15 Radio 3 TV Stations | | 3085Mbps |
| UGANDA | 48.8% | 16,356,387 | 6,200,000 2,692,705 (Active accounts) | 18% | 250 radio stations 60 TV stations | 334 | |

Source: Regulators Reports

The following are some of the issues/areas in which both regulators and operators in the ICT sector were involved in over the period under review:

a) SIM Card Registration

In order to ensure security of national critical infrastructure/networks and consumers, all the five EAC countries in conjunction with the operators embarked on the SIM Card registration process.

Although in some countries this exercise faced some challenges, we can say that its implementation was a major policy achievement in the region.

b) Consumer Protection and Empowerment

As part of their consumer protection and empowerment programmes, all the five EAC countries have in addition to strengthening their regulatory frameworks on consumer protection, focused their efforts on consumer education and combating the importation and use of counterfeit terminal equipment which among other things affects the quality of service.

c) Establishment of National Internet Exchange Point (IXPS) and EAIXP.

In order to ensure access to affordable Internet and broadband services, countries in East Africa continued to build capacity of their National Internet Exchange Points which are operational in all the EAC countries except Burundi where it is in the process of being established.

In the meantime, the Taskforce on the EAIXP Project is finalizing a project document and other guidelines which will facilitate EACO in establishing an EAIXP.

d) Establishment of National CERTS

As part of the national efforts to combat cyber crime and create public trust in the use of ICT services and applications, all the five countries

have put in place legal and regulatory frameworks for the establishment of National Computer Emergency Response Teams (CERTs).

Nearly all of them have in conjunction with ITU/IMPACT procured the necessary equipment and are in the process of operationalising their CERTS.

e) Management and Harmonization of Numbering Resources.

The region continued with the process of implementing and harmonizing the short codes in the region in order to facilitate communication in the region.

f) Quality of Service

As part of the process of protecting consumers and ensuring access to quality services, Regulators in the region set up and harmonized quality of service parameters which are critical in measuring quality of service.

In relation to this, many countries have put in place appropriate Regulations and also enhanced their QoS monitoring and enforcement capacities not only to ensure compliance with the relevant legal and licensing frameworks but to ensure that consumers of ICT services got value for their money.

g) Harmonization of Licensing Framework

In order to respond to today's convergence in technologies, all the five countries in East Africa have undertaken the process of developing unified licensing regimes in order to create a conducive environment that will attract investment in the sector.

h) E-Waste Management

As the use of ICTs is rapidly growing and expanding in our region, the volume of e-waste (WEEE) is also not only growing but posing serious environmental, socio-economic and health related challenges to the region.

Although, countries in the region have put in place some policy and regulatory framework for environmental management and a few initiatives have been started, the region has not done much to address the e-waste challenges.

EACO needs to urgently come up with national and regional guidelines that will help our countries and the region to quickly adopt and put in place sustainable e-waste management systems.

2.2 Developments /Events in the Postal Sector

Because of the changed environment of the postal sector, the context in which it operates has not only changed but has continued to pose challenges to governments and postal operators worldwide. These challenges are caused by factors like:

- The changing consumer and business behaviour.
- Electronic substitution.
- Inadequate postal and supporting infrastructure (especially in developing countries).
- Decline in mail volumes.
- Growth of e-commerce, e-banking, financial services and other e-services and applications which have changed the postal market dynamics.

One of the major postal events since we last met in May 2012 in Bujumbura was the 25th Congress of the Universal Postal Union (UPU) which was held on 24th September to 15th October 2012 in Doha, Qatar.

The major highlights of this Congress were the UPU elections during which EACO's candidate Amb. Bashir Hussein from Kenya was elected as the new Secretary General of UPU for four years while Uganda and Tanzania were elected on the UPU Council of Administration for the 2013-16 cycle. Similarly Kenya was elected as a member of the UPU Postal Operations Council.

I wish to congratulate EACO on these very important achievements which will certainly enhance EACO's visibility in the international postal community.

Another important highlight in the above Congress was the review of the performance of the Nairobi Postal Strategy and adoption of the Doha Postal Strategy 2012-2016 which contains four broad goals namely:

- i) Improve the interoperability in the international postal networks.

- ii) Provide technical knowledge and expertise related to the postal sector.
- iii) Promote innovative products and services
- iv) Foster sustainable development of the postal sector.

On the regional level, Kenya, Uganda and Tanzania were elected as Members of PAPU's Administrative Council during the PAPU Congress which took place in Addis Ababa, Ethiopia in July 2012.

During the period under review most of the postal operators, regulators and governments in the five East African countries focused on the following:

- (i) Development of National Addresses and Postcode systems in the region.

While a National Address and Postcode System was operational in Tanzania and partly in Kenya, the process of establishing and implementing this system is still underway in Uganda, Rwanda and Burundi.

- (ii) Improvement and monitoring quality of service which is still a challenges in many postal administrations.
- (iii) Adoption and embracing of ICTs in the postal service chain.
- (iv) Implementation of the Doha Postal Strategy.

Individual country reports and the report of the relevant Taskforce will provide a status report on these issues.

2.3 Developments/ Events in the Broadcasting Sector

The key issues that have continued to engage players in the broadcasting sector over the last one year were those relating to the use of the scarce radio frequency spectrum especially the implementation of the World Radio Communication Conference (WRC12) Recommendations which revised the Radio Regulations and the international treaty governing the use of the radio frequency spectrum and satellite orbits.

After WRC 12, it was agreed that the digital dividend for the band 694-790 would be studied with a view to assignment of the same for terrestrial mobile services after 2015. This study is being undertaken through ITUs Study Group JTG4-5-7 and Working Party 5D.

You will recall that Mr. Stanley K. Kibe, Director/Frequency Spectrum Management, CCK was sometime back elected as Vice-chairman of the ITU Radio Regulations Board. He continues to represent the region on that Board. I want to thank Mr. Kibe for his contribution and representation of the region.

At the regional level, EACO and the five EAC member countries participated in the 1st African Preparatory meeting for WRC 15 which was organised by the African Telecommunications Union (ATU) in collaboration with the Postal and Telecommunications Regulatory Authority (ARTP) in Dakar, Senegal from 18th to 22nd March 2013.

In relation to the above, EACO in conjunction with ITU and ATU organised a Sub-Regional Frequency Coordination meeting for the five East African countries on 18th -22th February 2013 in Kigali which was intended to facilitate the replanning of the G06 Frequency Plan. A number of recommendations were arrived at in the coordination meeting and are being implemented.

Further to the above, the five EAC countries have in the past one year focused much of their efforts on coordinating and managing the analogue to digital transition in their countries. Although EACO countries had earlier agreed to a switch over date of 31st December 2012, this deadline was not met by all the EAC countries except Tanzania where the analogue TV was switched off on 31st December 2012 starting with Dar Es Salaam, Arusha, Mwanza, Dodoma, Moshi, Mbeya and Tanga. Roll out in the other cities has been phased out.

Details on the status of the analogue to digital migration process transition in the remaining countries will be highlighted in the respective country reports.

3.0 EACO SECRETARIAT

3.1 Registration of EACO and Inauguration of EACO Offices

Following a decision by the 19th Congress to establish a permanent EACO Secretariat, the Headquarter Agreement between the Government of the Republic of Rwanda and EACO was signed on 18th September 2012.

Under this Agreement, EACO was registered in Rwanda as a corporate body and regional organisation with international legal personality.

In order to facilitate the establishment of the Secretariat, the Rwanda Utilities Regulatory Authority (RURA) also signed the Hosting Agreement with EACO

on 1st August 2012 where RURA among other things undertook to provide material and financial support to help in establishing the EACO Secretariat. After the above process, the EACO Secretariat was formally inaugurated on 20th September 2012 in a function which attracted five Ministers (responsible for ICT and Regional Cooperation) from the five EAC countries, EACO Members and other stakeholders.

I wish on behalf of EACO to appreciate and recognize the contribution, support and commitment of the Government of Rwanda and RURA which greatly facilitated the realization of our goal.

3.2 Staffing of the Secretariat

Following completion of a recruitment process, the Executive Committee appointed the following staff for the EACO Secretariat whom I want to introduce to you:

| | Names | Position | Seconding Organization | Date of Reporting |
|----|-------------------------------|---------------------------------------|-------------------------------|------------------------------|
| 1. | Mr. Hodge Semakula | Executive Secretary/CEO | UCC | 1 st August 2012 |
| 2. | Mr. Godliving Kessy | Liaison Manager (Regulatory Assembly) | TCRA | 1 st August 2012 |
| 3. | Mr. Herménégilde Ntahomvukiye | Liaison Manager (HR & Administration) | ARCT | 1 st August 2012 |
| 4. | Ms. Caroline Koech | Liaison Manager (ICTs) | CCK | 17 th Sept 2012 |
| 5. | Mr. Jacques Gahakwa | Accountant | RURA | 1 st Nov 2012 |
| 6. | Ms. Eliane Mukarukundo | Administrative Assistant | RURA | 13 th August 2012 |
| 7. | Mr. Jean Bosco Munyemana | Driver | RURA | 13 th August 2012 |

3.3 EACO Organizational Policies and Procedures

In order to put in place the necessary systems and procedures and facilitate proper functioning of the Secretariat, the Executive Committee on the recommendation of the Human Resources Development Committee, approved the following policies which are operational:

- (i) Human Resources Manual.
- (ii) Financial Rules and Regulations.

3.4 EACO Strategic Plan for 2012-2015

The EACO Strategic Plan workshop which was organized from 29th-31st August 2012 in Kigali and attended by two representatives from each of the Regulators, Chairmen and nominees of the various Assemblies, the HRDT Committee and Legal & Constitutional Affairs Committee, reviewed a draft three year Strategic Plan for 2012-2015 which had been developed by the Secretariat.

The draft Strategic Plan was reviewed by the Executive Committee and subsequently circulated to members for their comments. After this consultative process, a final document was prepared and approved by the Executive Committee.

Below are some of the highlights of the Strategic Plan:

- **Vision of EACO**

“An integrated communications organization that promotes sustainable development of ICTs in East Africa”

- **Mission of EACO**

“To strengthen and promote cooperation among its stakeholders in the development and provision of ICT services in East Africa.

- **Strategic Goals and Objectives**

Four broad Strategic Goals and objectives under each were identified as follows:

a. Strategic Goal One: Harmonize policy and regulatory frameworks in the region.

The Strategic Objectives under this goal are:

- i. Promote harmonization of ICT policies
- ii. Promote harmonization of regulatory frameworks

b. Strategic Goal Two: Promote the development of broadcasting, postal and telecommunication /ICT Services and regulatory matters.

The Strategic Objectives under this goal are:

- i. To promote development and optimal usage of integrated infrastructure in the region
 - ii. Strengthen collaboration of stakeholders.
- c. **Strategic Goal Three:** Devise ways and means of achieving fast, reliable secure, affordable and efficient ICT services.

The Strategic Objective under this goal is to facilitate universal access to fast reliable, secure, affordable and efficient ICT services.

- d. **Strategic Goal Four:** EACO institutional capacity building.

The Strategic Objective under this goal is to develop and enhance efficiency and effectiveness of EACO.

The strategies under each strategic objective, the implementation strategy together with the monitoring and evaluation system are detailed in the attached Strategic Plan.

3.5 Business Plan and Budget for 2012/13

After developing the three year Strategic Plan, the Secretariat developed a Business Plan for 2012/13 in which it identified the key programmes and activities which would be carried out under each Strategic Objective during the period starting from 1st August 2012 to June 2013.

The Business Plan among other things identified seven critical and priority areas to focus on during the first year. These were as follows:

- i) Finalizing the registration process of EACO as a body corporate
- ii) Operationalisation of the EACO Secretariat.
- iii) Enhancing the image and visibility of EACO.
- iv) Building EACO's capacity through partnerships, collaborative arrangements and networks with its stakeholders.
- v) Establishment of an integrated information management system for EACO Secretariat and its stakeholders.

- vi) Enhancing the sustainability of EACO through membership recruitment, fundraising and other strategies.
- vii) Rationalization and coordination of EACO Committees and Taskforces.
- viii) Establishment of appropriate organizational systems, policies and procedures to support the Secretariat's operations and ensure good corporate governance.

Arising out of the above Business plan, the Secretariat developed a budget for 2012/13 which was considered and approved by the Executive Committee.

The Business Plan and Budget for 2012/13 which were approved by the Executive Committee are attached to this report as **Annex 2**.

As this report will show, I am happy to report that there were visible achievements in the above priority areas for which I want to thank the Secretariat.

3.6 EACO Financial Report for the Period 1st July 2012 to 15th June 2013

A summary of the organisation's financial report as at 15th June 2013 is as below:

SUMMARY OF EACO FINANCIAL STATEMENTS AS AT 15th JUNE 2013

REVENUE

I. RURA support

| | RWF | USD |
|--|-------------|---------|
| Support toward Setting up of the Secretariat | 144,945,648 | 226,832 |

II. Membership Contribution:

| | in RWF | in USD |
|------|------------|---------|
| RURA | 63,900,000 | 100,000 |
| TCRA | 63,900,000 | 100,000 |
| UCC | 63,900,000 | 100,000 |

| | | |
|--|--------------------|----------------|
| CCK | 63,900,000 | 100,000 |
| ARCT | 63,871,245 | 99,955 |
| MTN Rwanda | 6,390,000 | 10,000 |
| Warrid UGANDA | 6,380,415 | 9,985 |
| TIGO RWANDA | 6,390,000 | 10,000 |
| SMILE COMMUNICATIONS UGANDA | 6,390,000 | 10,000 |
| ARTEL Rwanda (Installment) | 1,597,500 | 2,500 |
| Multichoice Kenya | 3,166,245 | 4,955 |
| ORINFOR | 3,195,000 | 5,000 |
| National Media Group of Kenya | 3,185,415 | 4,985 |
| Postal Corporation of Kenya | 1,891,440 | 2,960 |
| AFRALTI Kenya | 309,915 | 485 |
| National Postal of Rwanda | 1,917,000 | 3,000 |
| STAR AFRICA MEDIA (Rwanda) | 3,195,000 | 5,000 |
| Multimedia University College of Kenya | 305,442 | 478 |
| | | |
| S/Total | 363,784,617 | 569,303 |

III. Support for secondment:

| | RWF | USD |
|----------------|--------------------|----------------|
| RURA | 84,644,496 | 132,464 |
| UCC | 93,869,100 | 146,900 |
| TCRA | 76,488,300 | 119,700 |
| CCK | 67,428,558 | 105,522 |
| ARTC | 35,301,555 | 55,245 |
| S/Total | 357,732,009 | 559,831 |

Total Revenue as at 15th June 2013 866,462,274 1,355,966

EXPENDITURE

| | in RWF | in USD |
|--------------------------------|------------|--------|
| Acquisition of a Vehicle | 30,816,414 | 48,226 |
| Office furniture and equipment | 38,258,208 | 59,872 |

The table below shows the proposed contributory Unit Scheme:

PROPOSED CONTRIBUTORY UNIT SCHEME

| UNIT CLASS | AMOUNT (1 unit = 1,000) |
|---------------------------------|--------------------------------|
| 10 unit class | 10,000 |
| 9 unit class | 9,000 |
| 8 unit class | 8,000 |
| 7 unit class | 7,000 |
| 6 unit class | 6,000 |
| 5 unit class | 5,000 |
| 4 unit class | 4,000 |
| 3 unit class | 3,000 |
| 2 unit class | 2,000 |
| 1 unit class | 1,000 |
| ½ unit class | 500 |
| 100 unit class (for Regulators) | 100,000 |

During its meeting of 29th May 2013, the Executive Committee among other things analysed the projected revenue and expenditure of the organisation for the next two years and established that the future sustainability of the organisation would be in a balance if it did not receive external budgetary support.

I am glad to report to you that after noting the shared vision and commitment of the Regulatory Authorities in EACO to build the capacity of the organization and ensure its sustainability, the Executive Committee members agreed that in addition to their annual membership contribution of USD 100,000 each, they will maintain their current staff secondment scheme where they will pay the annual salaries of their respective seconded staff to EACO for the next two years.

I want you to join me in thanking members of the Executive Committee and their respective Authorities for their commitment and support to the organization as exhibited in the above decision.

I am certain that with the support of all of you, we shall ensure sustainability of our organization and achievement of the broader objectives for which it was established.

3.7 EACO Committees and Taskforces

3.7.1 Coordination of the Work of Committees and Taskforces.

During the period under review, the Secretariat coordinated meetings of the following EACO Committees and Taskforces:

| S/N | NAME OF EACO COMMITTEES & TASKFORCES | MEETINGS DATE/VENUE |
|-----|---|---|
| 1. | Broadcasting Technical Task Force (BTTF) | 5 th -7 th November 2012, Kigali & 6 th to 9 th May 2013 Bujumbura, Burundi |
| 2. | Regional Internet Exchange Point | 29 th May-1 st June 2013 Dar Es Salaam |
| 3. | QoS Taskforce | 22 – 26 th April 2013 Nairobi, Kenya |
| 5. | Postal Regulations and Development | 28 th -30 th Nov 2012 Kampala, Uganda |
| 6. | Legal and Constitutional Affairs Committee | 29 th -31 st October 2012 & 25 th to 27 th March 2013 Nairobi, Kenya |
| 9. | Network & Tele-Traffic Monitoring Taskforce | 10 th to 12 th June 2013 Kigali, Rwanda |
| 11. | E-waste Management Taskforce | 12 th -14 th Nov 2012 25 th to 27 th March 2013. Bujumbura, Burundi |
| 13. | Human Resources Dev't & Training Committee | 26 th – 28 th Nov 2013 Bujumbura, Burundi |
| 14. | Harmonized Converged/ Unified Licensing Framework Taskforce | 3 rd -5 th Dec 2012, Nairobi- Kenya 8 th -10 th April 2013 Bujumbura, Burundi |
| 15. | Consumer Protection Issues Committee | 3 th -5 th April 2013 Kigali, Rwanda |
| 16. | E-transactions Taskforce | 26 th -28 th Nov 2012 Nairobi, Kenya |
| 17. | Cyber Security Taskforce | 15 th -17 th Nov 2012 Bujumbura, Burundi |
| 18. | Numbering Taskforce | 29 th -31 st October 2012, Kigali, Rwanda |

The reports of these Committees and Taskforces are available on the EACO Website.

3.7.2 Harmonization and Reorganization of Committees and Taskforces.

The Executive Committee on the recommendation of the Secretariat reorganized the Taskforces based on the following observations:

- i) There were instances where under the current structure of Taskforces, elements of a given focus area/issues were allocated to more than one Taskforce which resulted into duplication of efforts.
- ii) Most of the established Taskforces had no specific timeframes within which to complete their work.
- iii) Because of convergence and the changing ICT environment, the difference in ToRs/tasks of some of the Taskforces had become blurred or related with each other.
- iv) Some Taskforces had since their establishment not come up with concrete outcomes.

In order to remedy the above position and in line with a decision of the 19th EACO Congress, the Executive Committee reviewed the structure and nomenclature of Taskforces and made the following recommendations and guidelines:

- (a) The current Committees of Congress namely; the Legal and Constitutional Affairs Committee and Human Resource Committee should be retained as the only two Standing Committees of EACO.
- (b) Following the establishment of the EACO Secretariat and constitution of the Executive Committee, the two Committees above should be reconstituted as Sub-Committees of the Executive Committee.
- (c) The current Taskforces should be redesignated as “Working Groups” and further be reorganized into 10 Working Groups as indicated in Annex 4 attached hereto.

- (d) The ToRs, scope and term of a Working Group shall from time to time be determined by Congress.
- (e) Working Groups shall in line with their ToRs or areas of study come up with specific outcomes.
- (f) Members of each Working Group shall be drawn from all the five EAC member countries.
- (g) The key sector players/stakeholders (members) of EACO shall as much as possible be represented on each Working Group.
- (h) For purposes of coordination, continuity/succession and planning, each Working Group shall have the following office bearers:
- Chairman
 - Vice Chairman
 - Secretary/Rapporteur
- (i) A Working Group may as it deems necessary and for the effective implementation of its work, constitute a Working Party to study or carry out a particular task, project or programme of the Working Group within a specific timeframe.
- (j) The activities of each Working Group shall be coordinated by the responsible Liaison Manager at the Secretariat in consultation with the Chairman and Secretary (Rapporteur) of the Working Group.
- (k) A Chairman and Vice Chairman of a Working Group shall be selected from member countries of the EAC which shall be coordinating/ participating in the relevant study group/working group at a regional or international level and /or countries leading the region in terms of development and implementation of a particular programme, project or policy.

(l) In proposing/selecting the Chairman of a Working Group, Congress shall have due consideration of the candidates' knowledge and competencies in the areas covered by the relevant Working Group.

(m) Given the new structure and in line with the practice of other organizations, EACO should hold Congress once every two years.

The names, scope of work /ToRs of the Working Groups and Sub-Committees and the coordinating country are indicated in Annex 4 to this report.

3.8 Contact /Focal Persons for Members

In order to facilitate a faster flow of information between members and the Secretariat, the Executive Committee reinstated a system where each member would designate a Contact Person/Focal Point who would receive, disseminate information and follow up communication to and from the EACO Secretariat.

The National Regulators have already designated their Contact /Focal Persons.

The other members are requested to submit to the Secretariat the names and contact details of their Contact Persons to facilitate information flow and faster communication between the Secretariat and the members.

3.9 Visibility of EACO

In order to enhance the visibility of the organisation, the Secretariat secured the dot.int (.int) domain and finalised the designing and hosting of the EACO Website which is www.eaco.int

Although the process of building and improving the website is still ongoing, the Secretariat has continued to use it as a medium of communication with members and its other stakeholders. Members are encouraged to visit the EACO website.

In connection with the above, the Secretariat established a Local Area Network (LAN), created staff e-mails addresses and an EACO general

email address (info@eaco.int) which were all intended to facilitate communication between the organization and its external stakeholders.

Another strategy which the Secretariat has used to enhance the visibility of EACO is to establish networks, collaboration arrangements and partnerships with regional and international organizations.

Details of such collaborations are highlighted in section 3.12 of this report.

3.10 EACO Awareness Programmes

One of the priority areas which the Secretariat focused on during the period under review was the creation of awareness about EACO and its role and building of a healthy relationship with its members and stakeholders.

As one of the strategies to implement this programme, the Secretariat organised a half day awareness seminar in Serena Hotel Kigali, on 13th March 2013 which was attended by members of EACO in Rwanda and a number of the other stakeholders some of whom expressed interest in joining EACO. This exercise is going to be rolled out in the rest of the other countries in the coming financial year.

In addition to the above, the Secretariat wrote to a number of international and regional organizations in the ICT sector where it introduced EACO. EACO has since then been recognised by both regional and international organizations such as ITU, UPU, ITSO, CTO, ATU, AU Commission and COMESA not only as a key regional player in the ICT sector but as a point of reference for information and regional positions relating to the ICT sector in East Africa. This has created both an opportunity and a challenge for EACO.

3.11 EACO Capacity Building and Networking Opportunities for Members.

a) EACO/ITSO Conference and Training seminar, 15-19th April 2013, Kampala.

As part of its members' capacity building programme, the Secretariat in partnership with the International Telecommunications Satellite Organization (ITSO) successfully organised the above conference on broadband access for all in East Africa and a training seminar on satellite communication from 15th -19th April 2013 in Kampala.

The objectives of the conference and training were to:

- (a) Build capacity of EACO members and that of the EACO Secretariat.
- (b) Raise awareness of EACO members and its stakeholders on the contribution of broadband to the social and economic development of countries.
- (c) Enhance the image and visibility of EACO.
- (d) Create opportunities for EACO and its members for the establishment of partnerships and networks.
- (e) Create a forum where EACO members and its stakeholders would interact, exchange ideas, benchmark and share experiences on the broadband agenda and other issues.

The conference which was opened by the Minister of ICT for Uganda was attended by the Minister of ICT in Burundi, Mr. Brahima Sanou/ Director BDT-ITU, the Regional Director, ITU Regional Office for Africa, Mr. Andrew Rugege, representatives of Ministers from the five EAC members countries, representatives of the AU Commission, NEPAD, ATU, PAPU, GSMA, AFRINIC, Internet Society, members and delegates from the five EAC countries.

Given the level of participation and debate, I have no doubt that the objectives for which the conference was organised were all achieved.

The Executive Committee approved the Secretariat's proposal to hold future annual events/conferences for the region on different emerging ICT issues in order to build capacity of EACO members and promote multistakeholder dialogue on these issues.

At the end of the conference, a Final Communiqué which summarized the recommendations under the various sessions was adopted by delegates. Both the Final Communiqué and Conference Report are available on EACO's website.

While thanking the Secretariat for organizing this event and all the members who participated in this conference, I want to specially thank UCC for sponsoring the conference and hosting us.

b) EACO ICT Exhibitions.

In order to achieve some of the objectives of EACO, the Executive Committee endorsed the Secretariat's proposal to institutionalize EACO ICT exhibitions which would be organized alongside its Congresses.

The objectives of these exhibitions include the following:

- a) Raise EACO members' awareness and capacity building.
- b) Enhance the image and visibility of EACO.
- c) Create opportunities for establishment of partnerships and networks by EACO and its members.
- d) Create a forum where EACO members and its stakeholders would interact, exchange ideas, benchmarking, share experiences on the various issues relating to the ICT sector and their operations.
- e) Create an opportunity where EACO members and its stakeholders would showcase their products, solutions, applications, services. Programmes and policies and in the end facilitate the learning process of EACO members.

I want to thank CCK which offered to organise the first ever EACO exhibition in so short a time and all those members who managed to exhibit.

In order to facilitate and guide future exhibitions, an Adhoc EACO Exhibitions Committee chaired by CCK was set up to among other things develop the concept further by working out details relating to structure, scope, participation criteria and other guidelines which will guide future organisers and exhibitors of these exhibitions.

I am certain that with your support and participation, EACO's ICT exhibitions are going to attract many more regional and international exhibitors which is going to help us achieve some of our objectives.

3.12 EACO Collaboration and Partnerships

In order to achieve some of the objectives of EACO, the Secretariat has since its inauguration in 2012, established and built networks, partnerships and collaborations with a number of organizations. These collaborative relationships are at different levels as indicated in the table below:

List of Organizations Collaborating/Partnering with EACO.

| Organization | Status of Relationship |
|--|---|
| ITU | EACO was admitted as a Sector Member of ITU-T on 13/12/012 and actively participates in major ITU events and meetings. |
| UPU | EACO was granted observer status by UPU in its last Congress. EACO is considering applying to UPU for a Restricted Union Status. |
| ITSO | EACO and ITSO signed a Partnership Agreement for capacity building on 29 th October 2012 at Kigali. |
| AU Commission | AU Commission agreed to collaborate with EACO. EACO has been appointed as a member of the AU Commission's Steering Committee of the African Internet Exchange System (AXIS) Project and AU Coordination Committee with Regional Economic Communities (RECS) in Africa. |
| ATU | ATU has agreed to collaborate and work with EACO. Both Organizations attend each other's meetings and events and have agreed to organize joint-events in future. |
| Southern African Telecommunication Association (SATA) | SATA has agreed to collaborate with EACO. A draft MoU has been prepared and is pending signature. |
| CTO | CTO signed an MoU with EACO on 12 th February 2013 and EACO is planning a joint event with CTO next financial year. |
| AfriNIC | AfriNIC agreed to collaborate with EACO and participated in the Kampala ICT Conference. |
| Internet Society | Internet Society agreed to collaborate with EACO and participated in the Kampala ICT Conference. The two organizations are due to sign an MoU for capacity building. |

| | |
|------|---|
| GSMA | GSMA agreed to collaborate with EACO and participated in the Kampala ICT Conference. |
| EAC | As a result of a series of EACO's communications to EAC, the Secretary General of EAC responded and not only agreed that there were a lot of commonalities in the objectives and programmes of EACO and EAC but acknowledged that cooperation arrangements between the two organizations would be considered. On the advice of the Secretary General, the Secretariat formally submitted EACO's application for the observer status with EAC. A decision by the EAC Council of Ministers is being awaited. |

I want to thank the Secretariat for what it has been able to achieve in the last one year. As stakeholders in the ICT sector, we planted a seed, which has germinated. We have to continuously support and nurture the plant which will help it to grow and bear fruits in future.

4.0 CONCLUSION

As was highlighted above, the environment in which we operate is changing. This phenomenon has posed new challenges not only to policy makers but also to regulators, operators, service providers and other players in the communication sector.

EACO as a regional organization is not spared out of these challenges which range from the institutional to sectoral challenges.

Some of these challenges which the organisation faces relate to the following:

- a) Institutional capacity building and sustainability of the organization
- b) Broadband infrastructure deficit in the region.
- c) Gaps in programmes for ensuring accessibility, availability and affordability of ICT services in the region.
- d) Poor regional interconnectivity.
- e) High regional roaming charges.
- f) Optimal utilization of resources.

- g) High cost of Internet and broadband services which affect the level of usage/ uptake of the Internet.
- h) Development and uptake of e-services and applications.
- i) Harmonization of policy and regulatory frameworks in the region.
- j) Establishment of collaboration arrangement with EAC which will help EACO to mainstream its decisions into the EAC framework.
- k) Improving the postal infrastructure and delivery of postal services in the region.
- l) Lack of adequate local content which impacts on the demand for ICT services and efforts to build an inclusive knowledge society.
- m) Increasing e-waste volumes and inadequate environmentally sound management systems at national and regional level.
- n) Managing the analogue to digital transition and its related issues.

I have no doubt that given our shared vision and unique organization which facilitates a multistakeholder dialogue and approach, EACO shall with our support overcome these challenges.

In conclusion, I want to say that as actors in the ICT sector, it is important for all of us to come together and think of new strategies that will help us reshape the communication sector and take advantage of the opportunities created by this digital era.

This is the only way we shall build an all inclusive knowledge society and contribute to the development of our East African region.

I request Congress to adopt this report.

**CHAIRMAN
EACO**



**EAST AFRICAN EXPERIENCE ON BROADBAND
DEPLOYMENT – REGULATORY PERSPECTIVES,
THE CASE OF TANZANIA**

**John S. Nkoma
Director General
Tanzania Communications Regulatory Authority
(TCRA)**



CONTENTS



-
- 1. Introduction: What is Broadband?**
 - 2. Policies, Legislations, Regulations and Converged Licensing Framework to promote broadband**
 - 3. Strategies for deploying broadband**
 - 3.1 Terrestrial Fibre**
 - 3.2 Submarine Optical Fibre Cables**
 - 3.3 Mobile wireless broadband**
 - 3.4 Satellite broadband**
 - 3.5 Digital Dividend and Broadband**
 - 4. Conclusions**
-



1. INTRODUCTION: What is Broadband?



- The term Broadband refers to the wide bandwidth characteristics of a transmission medium and its ability to transport multiple signals and traffic types simultaneously.
- ICT broadband technologies have a direct positive on GDP growth; Broadband technologies change the way we live;
- 10% increase in ICT broadband technology penetration, can boost GDP of a country by an average of 1.3%;
- Create employments to young university graduates through IT industry and export



BROADBAND DEVICES





2.1 POLICIES: UNDER REVIEW

- **National Telecommunications Policy, 1997**
 - **National ICT Policy, 2003**
 - **National Postal Policy, 2003**
 - **National Information and Broadcasting Policy, 2003**
 - **Tanzania Development Vision 2025.**
-




2.2 Communication Sector Legislations



- **Tanzania Communications Regulatory Authority Act No. 12/2003;**
 - **Universal Communications Service Access Fund Act, 2006**
 - **Electronic and Postal Communications Act, 2010 (EPOCA) (After repeal of Tanzania Communications Act No.18/1993 Tanzania Broadcasting Services Act No.6/1993)**
-

2.3 COMMUNICATIONS SECTOR REGULATIONS, 2011

- 
- 
- The Electronic and Postal Communications (Quality of Service) Regulations, 2011
 - The Electronic and Postal Communications (Central Equipment Identification Regulations, 2011
 - The Electronic and Postal Communications (Digital and Other Broadcasting Networks) Regulations, 2011
 - The Electronic and Postal Communications (Computer Emergency Response Team) Regulations,
 - The Electronic and Postal Communications (Competition) Regulations, 2011
 - The Electronic and Postal Communications (Tariff) Regulations, 2011
 - The Electronic and Postal Communications (Mobile Number Portability) Regulations, 2011
 - The Electronic and Postal Communications (Postal) Regulations, 2011
 - The Electronic and Postal Communications (Radio Communications Frequency Spectrum) Regulations, 2011
 - The Electronic and Postal Communications (Interconnection) Regulations, 2011
 - The Electronic and Postal Communications (Accounting Separation) Regulations, 2011
 - The Electronic and Postal Communications (Consumer Protection) Regulations, 2011
 - The Electronic and Postal Communications (Electronic Communication Numbering and Addressing) Regulations, 2011
 - The Electronic and Postal Communications (Access, Co-Location and Infrastructure Sharing) Regulations, 2011
 - The Electronic and Postal Communications (Licensing) Regulations, 2011
 - The Electronic and Postal Communications (Electronic Communications Technical Standards) Regulations, 2012 (To be published)
 - The Electronic and Postal Communications (Contents) Regulations, 2012 (To be signed)



2.4 The Converged Licensing Framework (CLF)



- The CLF was introduced on 23rd February 2005. It consists of four licenses:
 - Network Facility License (NFL)
 - Network Services License (NSL)
 - Application Services License (ASL)
 - Content Services License (CSL)
- The Converged licensing framework is **Technology Neutral** and **Service Neutral**.
- Market segments: International, National, Regional, District



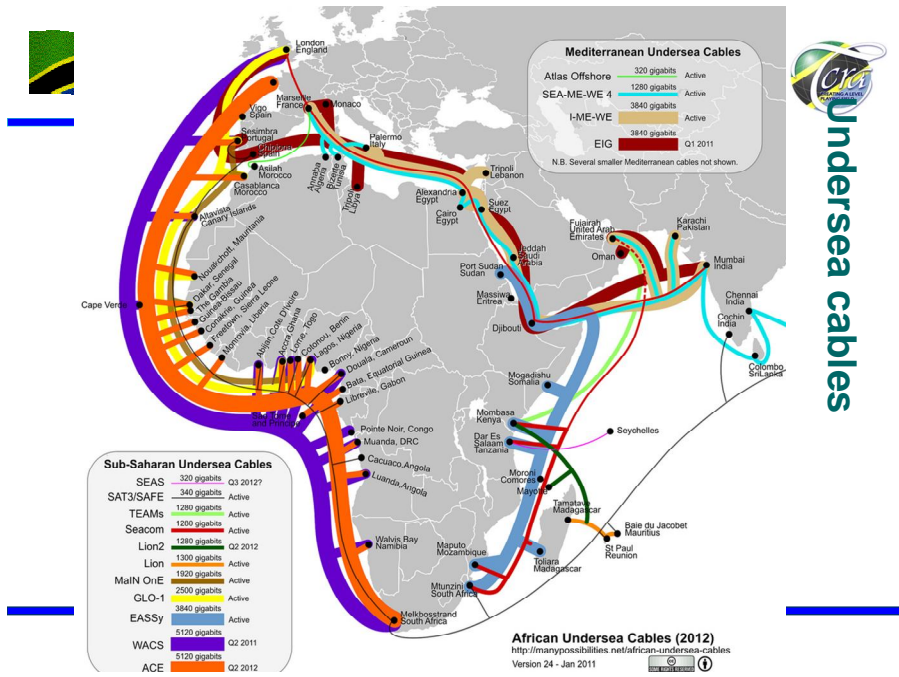
3. STRATEGIES FOR DEPLOYING BROADBAND



3.1 SUBMARINE OPTICAL FIBRE CABLES

Three Submarine Cables have landed in Dar es Salaam

- SEACOM
- EASSY
- SEAS





3.2 TERRESTRIAL OPTICAL FIBRE CABLE



The terrestrial optical fibre network in Tanzania is known as the NATIONAL ICT BROADBAND BACKBONE (NICTBB). Its services include the following:

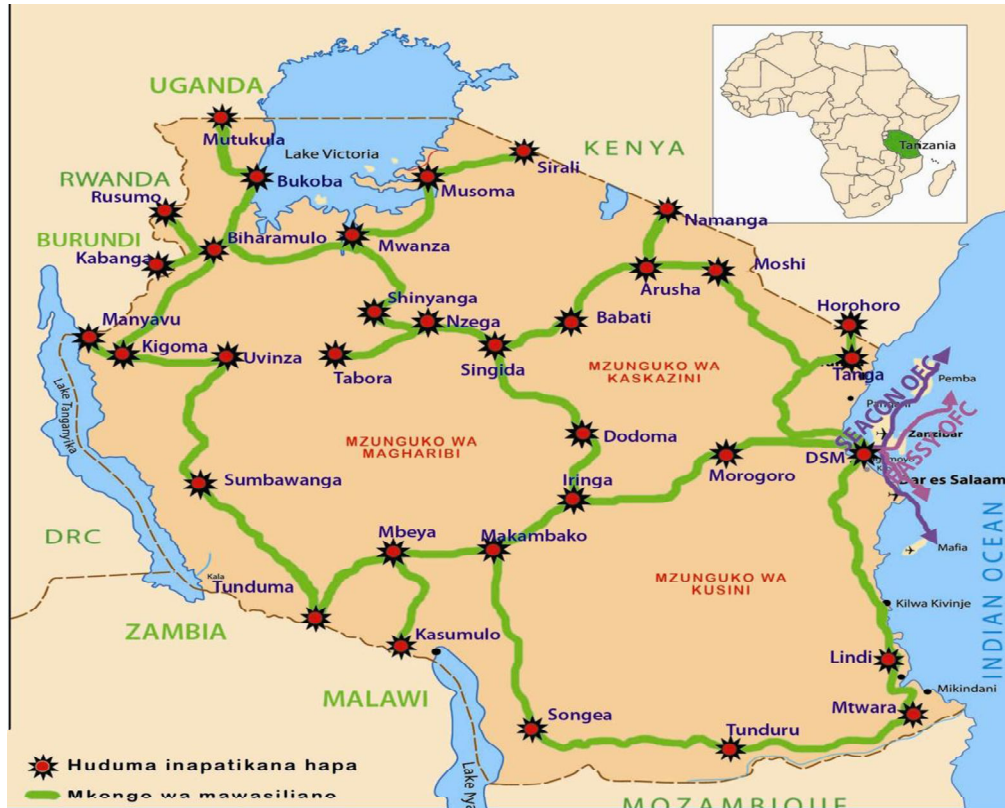
- STM 1 (155Mbps)
- STM 4 (620Mbps)
- STM 16 (2.5Gbps)
- STM 64 (10Gbps)
- Fast Ethernet (100Mbps)
- Gigabit Ethernet (1000Mbps)



NICTBB OBJECTIVES



- Increase the usage of ICT for equitable and sustainable socio-economic and cultural development of Tanzania.
- Establish Point of Presences (PoPs) in all country's administrative districts.
- Facilitate the implementation of e-government initiative.
- Provide access landlocked neighboring countries to international under-sea submarine cables via Dar es Salaam landing station for high speed broadband connectivity;
- Provide equal access of the backbone network to all licensed operators for the sake of creating an open and healthy competitive environment in delivery of ICT services.

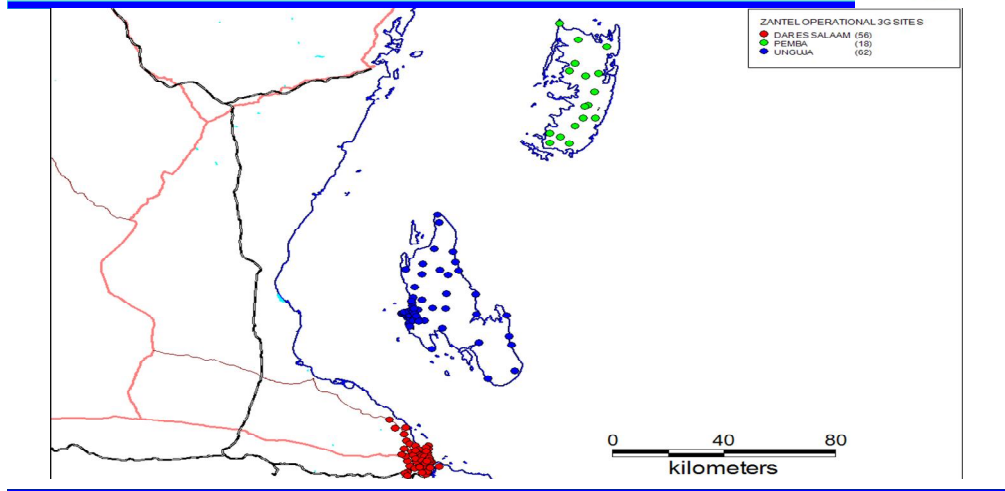


3.3 MOBILE WIRELESS BROADBAND IN DAR ES SALAAM

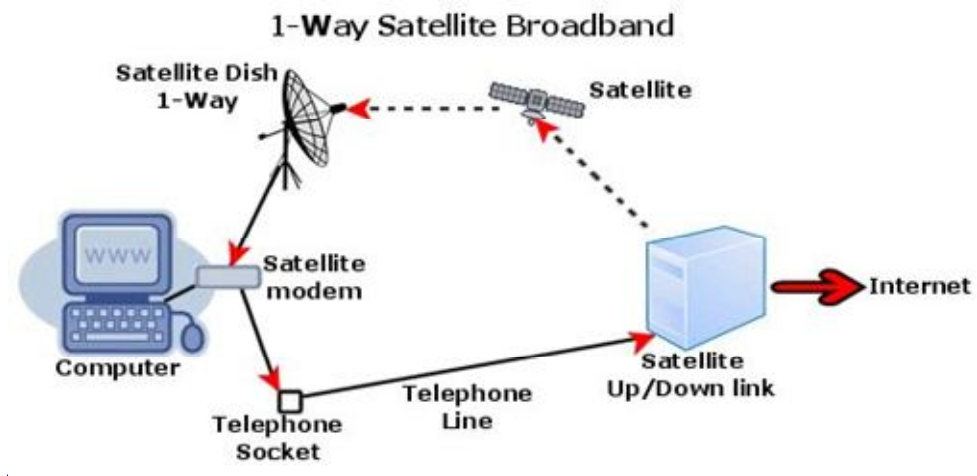




3G coverage details in Zanzibar by June 2013



3.4 SATELLITE BROADBAND





3.5 DIGITAL DIVIDEND AND BROADBAND



- As we undergo the Analogue to Digital Broadcasting Migration, there will be Digital Dividend which will be allocated to promote Broadband services.
- Tanzania has implemented a phased analogue switch off, with Dar es Salaam on 31st December 2012, Dodoma and Tanga on 31st January 2013, Mwanza on 28th February 2013, Arusha and Moshi on 31st March 2013 and Mbeya on 30th April 2013. Phase 2 will follow up.



ICT BROADBAND AND MILLENNIUM DEVELOPMENT GOALS



Harnessing the potential of ICT broadband networks in meeting deadlines (2015) of the 8 UN-MDGs namely:

- Eradicating extreme poverty and hunger;
- Achieving Universal Primary Education (UPE);
- Promoting gender equality and empowering women;
- Reducing child mortality rates;
- Improving maternal health;
- Combating HIV/AIDS, malaria, and other diseases;
- Ensuring environmental sustainability;
- Developing a global partnership for development..

All 8 MDGs require ICT broadband networks.



CONCLUSION



-
- ICT broadband infrastructure to support the e-applications such as e-government, e-commerce, e-learning, e-health, e-agriculture etc.
 - Great potential for Software and ICT related applications development e.g.DTBi
 - 6 landlocked neighbouring countries have been connected by the NICTBB and access the under-sea submarine cable for the international connectivity.
 - All licensed mobile network operators have migrated their core networks from Backbone Microwave Systems (BMS) to NICTBB;
 - Public universities (UDOM and UDSM) and other schools have been connected by NICTBB and enjoy high speed broadband Internet services.
-



END



THANK YOU FOR YOUR KIND
ATTENTION

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jsnkoma@tcra.go.tz

East African Experience on Broadband Deployment-Regulators Perspectives

Francis Wangusi
Director General CCK

EACO Workshop , Nairobi 27th June 2013



Content

- 1** **Broadband and Internet Statistics**
- 2** **Benefits of Broadband**
- 3** **Success Factors Broadband**
- 4** **Accelerating Broadband**

2

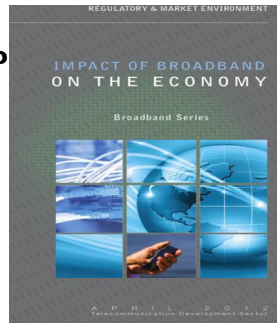


Benefits of broadband

Increase in **10%**
Broadband penetration
= **2.5%** growth of **GDP**

21% of GDP growth in
Last 5yrs of mature
countries

2.1%
Created for 1
job lost



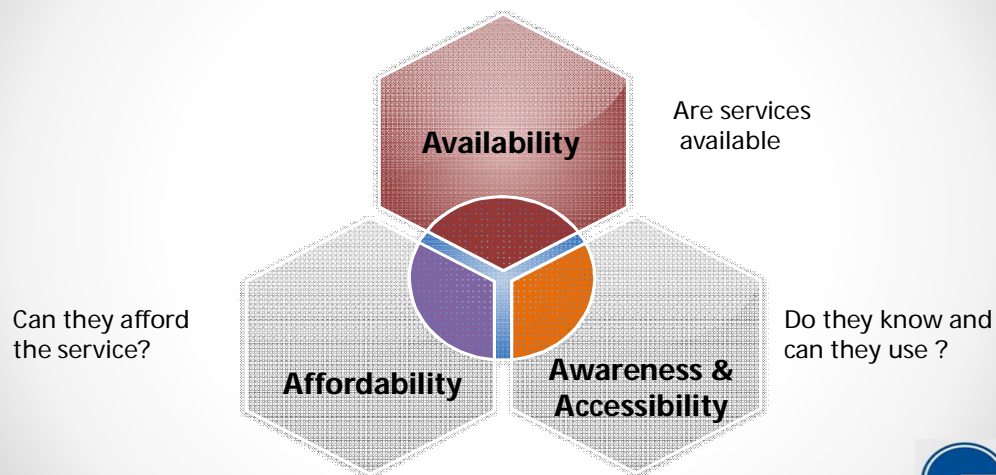
10%
Increase in
Productivity for
Small and medium
businesses

3

Source: Mackinsey Global Institute : Internet Matters 2011 , world bank and ITU



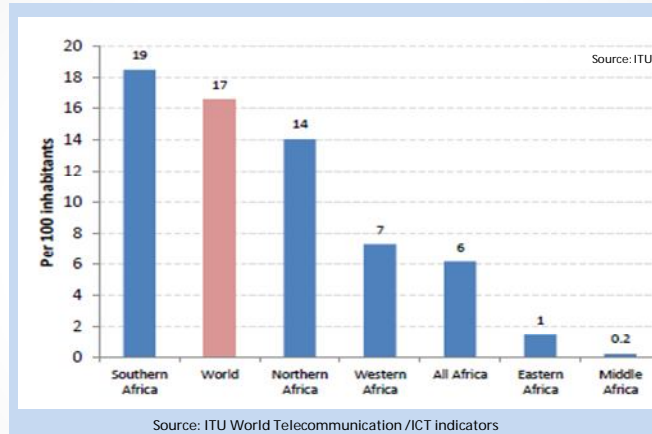
Success Factors for Broadband



4



Availability: Africa Broadband Penetration



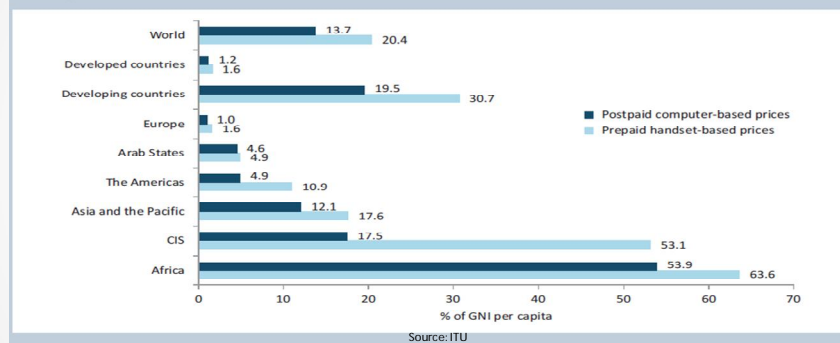
Broadband Penetration in Eastern Africa = 2.4% of African Penetration

5



Affordability

Chart 3.17: Mobile-broadband prices as a percentage of GNI per capita, 2011, by region and by level of development

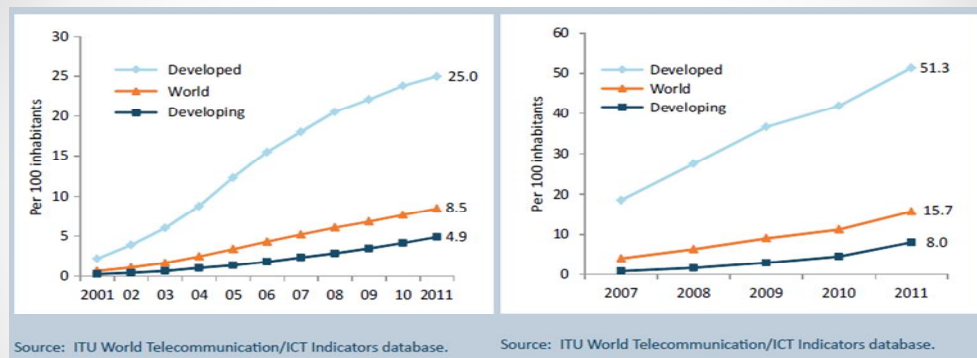


Cost of mobile Broadband highest in Africa

6



Broadband growth Trend



Broadband Penetration is increasing and the highest rate is in developing countries

7



Accelerating Broadband

Universal Service Fund

- Strategic investment for increasing broadband penetration
- Ensure transparency and consultation in fund management
- Competitive bidding and technology neutrality
- Invest in demand side strategies including capacity building
- Regular review and reporting of fund activities

8



Accelerating Broadband

Broadband Strategies

- Comprehensive national plans are essential
- Shared national vision
- Define Broadband
- Assess and evaluate all facets of broadband including Infrastructure & Connectivity, Content & Applications, Capacity Building and Legal & Policy framework
- Determine funding requirements

9



Accelerating Broadband

Adopt Enabling Policy and Regulations

- Avail spectrum for wireless broadband
- Promote competition
- Increase affordability: Review the broadband value chain and eliminate bottlenecks
- Implement infrastructure sharing and open access

10



Accelerating Broadband

Adopt Enabling Policy and Regulations

- Designate ICT as critical infrastructure
- Accelerate infrastructure roll out and adoption of new technologies
- Adopt technology neutrality
- Promote regional connectivity

11



Thank you!

12



REPUBLIC OF BURUNDI BBS Network Presentation



June, 2013
EACO Congress - Nairobi



Confidential

Contents



- **History – Background**
- **Concession/License**
- **Shareholding & Stakeholders**
- **Network Rollout**
- **Bujumbura Metro**
- **International Capacity**
- **Milestones**

Confidential

History

- Under the auspices of the World Bank's Regional Communications Infrastructure Project (RCIP II) for broadband in the EA region, the government of Burundi and the WB have collaborated to develop a govt-sponsored private-sector national fiber optic backbone project
- The result is Burundi Backbone System Company (BBS)

Confidential

History – contd.

- BBS is a JV between local telcos and IT companies created to own & manage the asset
- To further facilitate the venture, a PPP was signed between BBS and the government's arm for telecom/IT/e-govt
- The PPP provides for a \$10.5 million grant
- Objectives of the JV/PPP structure were:
 - Economies of scale
 - Neutrality, open access model
 - Private sector buy-in
 - Maximum reach for the network

Concession/License

- **PPP and Concession Agreements signed May 2010**
- **BBS was granted a 20-year concession and country-wide rights of way to install and operate Burundi's national backbone**
- **The concession includes exclusivity until mid-2014**
 - Exception is that existing operators may install infrastructure for their own use
 - Furthermore, metro networks are open to competition
- **The concession also obligates BBS to operate as an international gateway (virtual landing point) and Internet Exchange Point (IXP) as well**

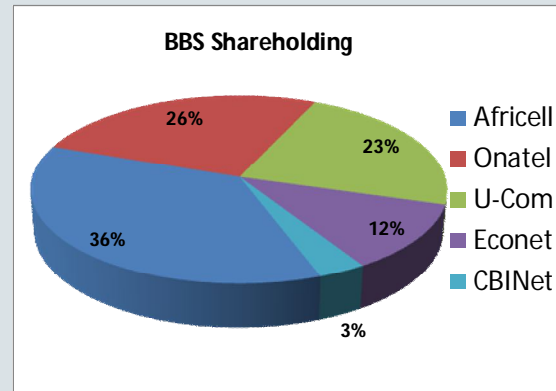
Confidential

Concession/License – contd.

- **In addition to the point-to-point long-haul national backbone, BBS is installing metro access networks in Bujumbura and each of the provincial capitals**
- **As a part of the agreements, the mobile operator/shareholders of BBS have been granted 3G licenses + frequency to drive demand**
- **Given high barriers to entry and given that its shareholders control more than 85% of all Burundi's communications and data traffic, BBS is a natural monopoly – but transparent and effectively self-regulating**

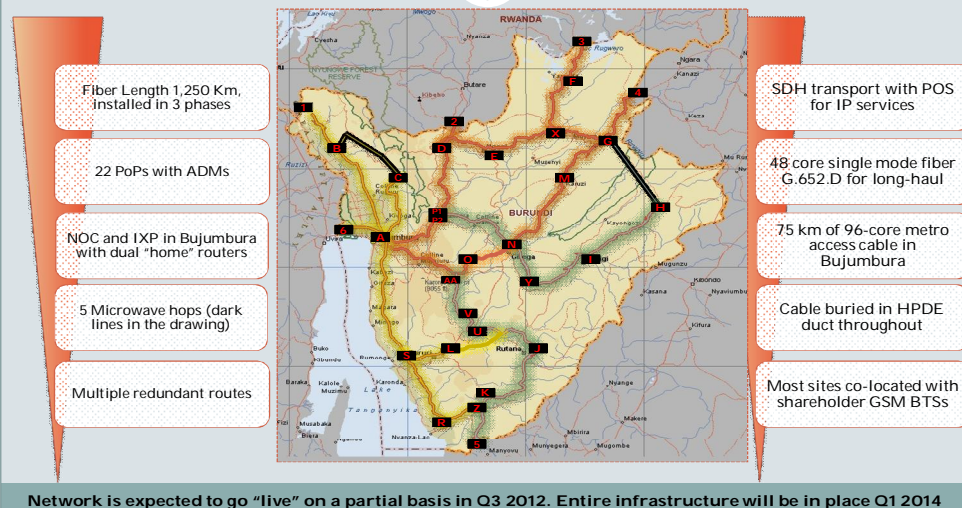
Shareholding

- Share capital is entirely held by local operators
- ONATEL represents Government interest
- Share capital is open to other licensed telcos and ISPs in Burundi
- Expressions of interest have been received from parties in Burundi and the region



Confidential

Network Roll-out

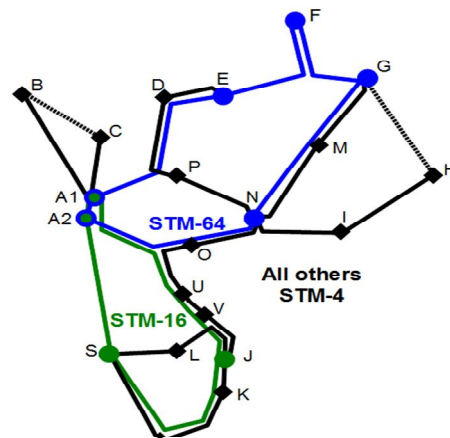


Network rollout

- Contract:
 - Turnkey contract with ZTE, \$17.7 million for the equipment, installation and materials
 - Exclusively local labor used in the civil works
 - The lowest per km price for fiber installations in the region
- Network length (civil works): **Total: 1 250 km**
 - Phase 1: 99% complete – Completion 07/2013
 - Phase 2: 30% complete – Completion 12/2013
 - Phase 3: to start 09/2013 – Completion 03/2014
- PoPs and TCs:
 - 2 BB pops in Bujumbura for redundancy – with data center
 - 5 customer pops in Bujumbura (at shareholder tech. centers)
 - 19 Pops outside Bujumbura (co-located in shareholder sites)
 - Other customer PoPs to be connected as a function of demand

Redundant STM-x Rings

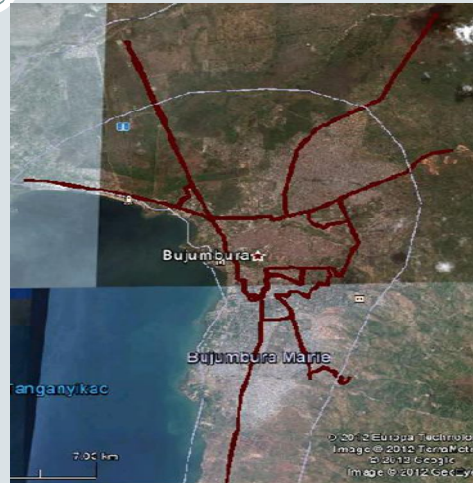
- The network is made up of redundant rings
 - STM-64 (10 Gbps) ring from Bujumbura toward the north and principal towns of the east
 - STM-16 ring for the main towns in the south
 - All other towns are served by STM-4 rings
 - Primary hand-off for international traffic to Tanzania and Rwanda is from the STM-64 ring
 - IP/MPLS connection between the two routers in Bujumbura



Confidential

Bujumbura Metro Network

- BBS has a metropolitan network in Bujumbura
- Two hubs to be connected for redundancy
- Network reaches target sites for the government "Com-Gov" IP network
- Layout will give access to a large number of companies and institutions
- A number of spare ducts extending beyond city limits will facilitate future expansion



Confidential

International Connectivity

- The BBS network will interconnect 6 border points (3 to Rwanda, 2 to Tanzania, 1 to Congo DRC) - redundant
- BBS is negotiating arrangements with regional and neighboring country operators to access the submarine cables landing at Dar es Salaam and Mombasa
- As a consequence of its geography and smaller market, Burundi will have higher costs than its coastal neighbors
- Nonetheless – Burundi's market will grow and as traffic volumes increase, the cost per Mb will decline significantly

Confidential

Milestones

- Turn-key supply and installation contract signed with ZTE
- Rights of Way for the entire network already obtained
- Detailed route survey by teams made up of experts from ZTE, BBS, and SETIC has been completed for the entire network
- Import duty exemptions and investment tax credit already obtained
- Over 50 containers of equipment and cable already in country
- Ground breaking took place in April 2012
- Installation of 650+ km of cable completed
- Bujumbura metro and 1st hub construction completed
- First phase of the network is currently being commissioned and tested – to be launched at the end of July 2013
- Financing agreement For \$13.5 million signed with PTA Bank

Confidential

Merci

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EAST AFRICAN COMMUNICATION (EACO) WORKSHOP



Nairobi, Kenya 27/06/2013

*IMPACT OF BROADBAND ON
ECONOMIC GROWTH*

Marcelino TAYOB
Senior Adviser
ITU/REGIONAL OFFICE FOR AFRICA



AGENDA

- INTRODUCTION
- DEFINING BROADBAND
- IMPACT IN ECONOMIC GROWTH
- CONCLUSION



2

DEFINING BROADBAND

- BROADBAND IS THE TECHNOLOGY THAT ALLOWS HIGH SPEED DATA TRANSFER
- BROADBAND INCLUDES THE COMMUNICATIONS INFRASTRUTURE AND THE APPLICATIONS AND SERVICES THAT USES IT.
- THEREFORE IF A GOOD QUALITY INFRASTRUTURE IS VITAL FOR ECONOMIC GROWTH IN ANY NATION ANYWHERE IN THE WORLD, SO IS THE BROADBAND



3

“In the 21st century, affordable broadband access to the Internet is becoming as vital to social and economic development as networks like transport, water and power”



- Dr Hamadoun Touré, ITU Secretary-General



4

BROADBAND INFRASTRUCTURE

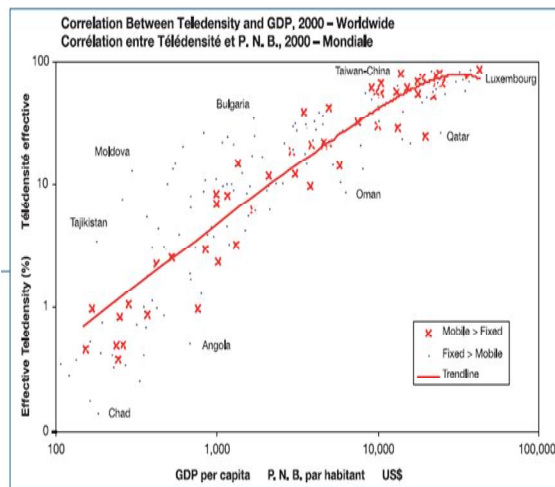
- ICT/ Telecommunications Development in general do not happen in isolation, it's part of larger socio economic development.
- Effective functionality of the Broadband requires other functional infrastructures e.g. electricity
- Unlike Narrow Band, Services supported by Broadband results from the convergence of services that were previously transported in different infrastructure



5



JIPPS CURVE-FIRST DONE IN 1963



- The studies on the impact of communications in economy is not new.
- The correlation between GDP/capita and teledensity is still valid.

source : ITU/T. Kelly

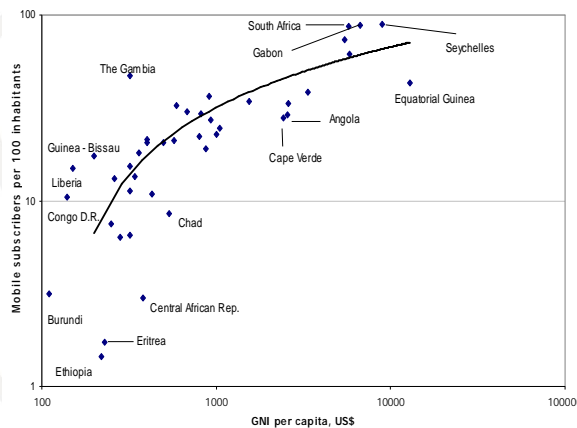


7

Helping the world communicate



Correlation for Africa Mobile



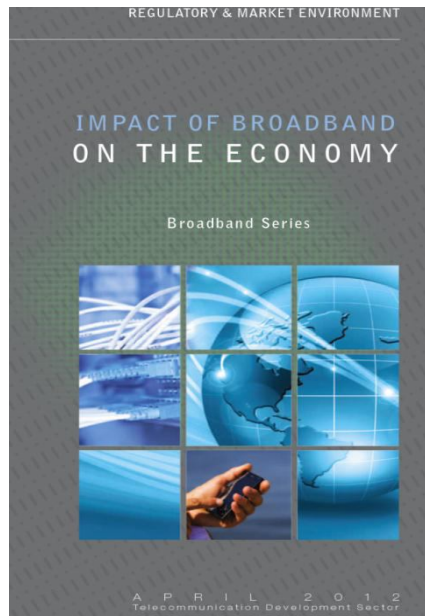
- COUNTRIES WITH SINGLE MOBILE OPERATOR HAVE LOWER PENETRATION RATE
- WEALTH AND AVAILABILITY OF INFRASTRUCTURE CRITICAL FACTOR

International Telecommunication Union - June 2013

8



- **ICTs are empowering the lives of Africans** and are driving entrepreneurship, innovation and economic growth
- **Its not about the phone or the computer.** Its about the applications and the information they deliver



- There are number of studies on the BB impact on the economic growth.
- Studies on the matter from ITU and WB indicates that an increase in broadband penetration of 10% yields 2.5% increase in GDP growth.

BROADBAND ECONOMIC IMPACT

Manifests in four types of effects:

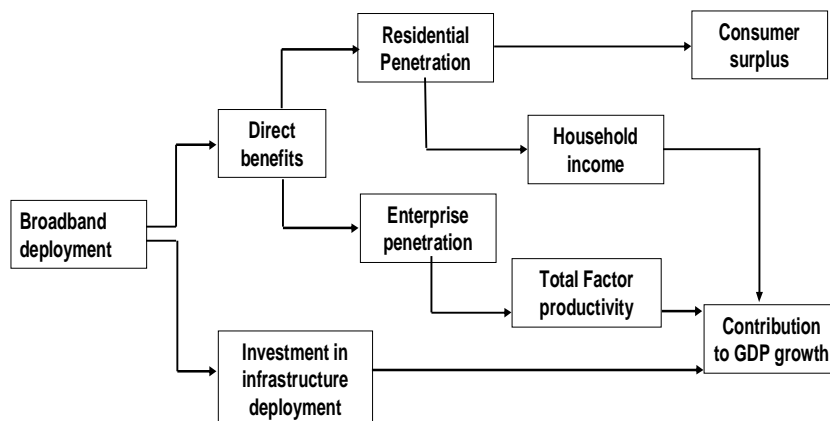
- 1st result from construction of the networks: creates jobs and act in the economy as multipliers.
- 2nd results from the “spill-over” externalities, which impact both enterprises and consumers.
- 3rd The adoption of broadband within firms leads to a multifactor productivity gain, which in turn contributes to growth of GDP.
- 4th residential adoption drives an increase in household real income as a function of a multiplier.



Committed to connecting the world

11

BROADBAND ECONOMIC IMPACT



Committed to connecting the world

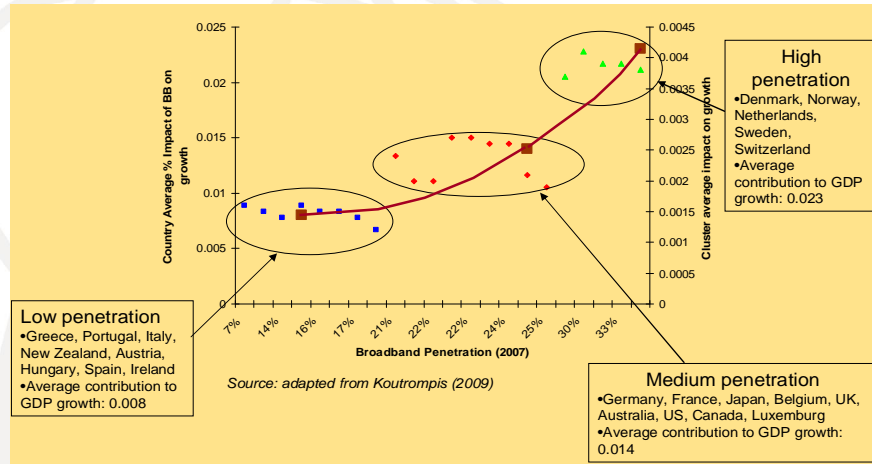
12

Table 1.1 Broadband's impact on economic growth: examples of research

| Country Focus | Report Title | Institution | Key Findings |
|---------------|---|---|---|
| Germany | The Impact of Broadband on Jobs and the German Economy (2010) | Columbia Business School, Telecom Advisory Services LLC, Polynomics AG | An investment of EUR 36 billion will return EUR 22.3 billion to the economy during network construction, as well as externalities of EUR 137.5 billion |
| Thailand | Broadband Thailand 2015 (2010) | Center for Ethics of Science and Technology, Digital Divide Institute, Thailand | In 2010 the Thai broadband penetration rate was only 3.4% of households and about 12% of individuals, but it is forecast that broadband will contribute 0.9% to Thailand's GDP growth rate. |
| Japan | Investment in Broadband Infrastructure: Impacts on Economic Development and Network Neutrality (2009) | Kyushu University, Japan | If the Japanese economy grows and the potential of ubiquitous networks is fully utilized, the real GDP growth rate will be about 1.0 to 1.1 points higher than otherwise |
| China | Broadband in China: Accelerate Development to Serve the Public (2009) | Value Partners | The development of China's dial-up and broadband Internet together may contribute a combined 2.5% to GDP growth for each 10% rise in penetration. |

| | | | |
|------------------------------|---|---------------------------------------|---|
| Global | What Role should Governments Play in Broadband Development? (2009) | The World Bank/InfoDev | Broadband is a key driver of economic growth, providing a boost of 1.38 percentage points in GDP growth in developing countries, for every 10-percentage-point rise in penetration. |
| Latin America, Caribbean | The Impact of Taxation on the Development of the Mobile Broadband Sector (2009) | Telecom Advisory Services LLC | In 24 Latin American and Caribbean countries (controlling for educational level and development starting point), a 1% rise in broadband penetration yields a 0.017 point rise in GDP growth. Broadband growth between 2007 and 2008 (prorated average of 37%) contributed between USD 6.7 billion and USD 14.3 billion, including direct and indirect effects, and preservation of an economic growth rate. |
| 15 OECD nations, 14 European | Economic Impact of Broadband: An Empirical Study (2009) | LeCG Ltd., for Nokia Siemens Networks | One more broadband line per 100 people in these "medium or high ICT" countries raises productivity by 0.1%. |
| Republic of Korea | Broadband as a platform for economic, social and cultural development: Lessons from Asia (2008) | The World Bank/InfoDev USA | The contribution of telecom services and broadband to GDP more than doubled between 1995 and 2005: the decade of broadband's expansion in the Republic of Korea |

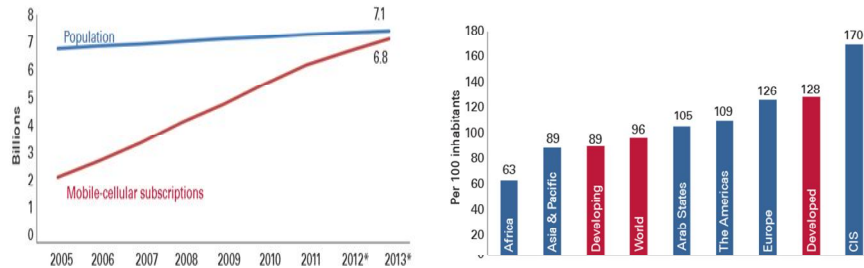
OECD: Percentage of impact of broadband on GDP growth



International Telecommunication Union – June 2013

15

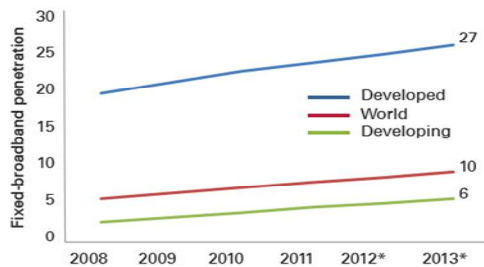
WHAT'S HAPPENING IN THE SECTOR



- 2013, there are almost as many mobile-cellular subscriptions as people in the world, with more than half in the Asia-Pacific region (3.5 billion out of 6.8 billion total subscriptions).
- Penetration Global 96% , Developed 128% Developing 89%

Source: ITU ICT Facts and figures

FIXED BB PENETRATION



- Developing countries have low penetrations rate, below the world average.
- The growth of fixed line almost stagnant in many countries.
- Cable TV, ADSL, FTTH if available it's only in the larger cities



17

Helping the world communicate



CONCLUSION

- The evidence is fairly conclusive about the contribution of broadband to GDP growth
- Broadband has been found to have an impact on the productivity at the firm level. Evidence generated both at the micro-economic and macro-economic level appears to confirm this effect.
- Broadband does contribute to employment growth, both as a result of network construction programmes and following spill-over impacts on the rest of the economy.
- Broadband has a positive effect in consumer surplus in terms of benefits to the end user that is not captured in the GDP statistics. These include efficient access to information, savings in transportation and benefits in health and entertainment.

18

THANK YOU



19

REPORT OF THE EACO LEGAL AND CONSTITUTIONAL AFFAIRS COMMITTEE TO THE 20TH EACO CONGRESS

1.0 Introduction

The 19th EACO Congress assigned several tasks to the Legal and Constitutional Affairs Committee (LCAC). To perform these assignments, the LCAC held a total of three (3) meetings: between 16th and 18th July 2012; 29th and 31st October 2012; and 25th and 27th March 2013.

Members of the LCAC that participated at the meetings are listed in **Annex 1** to the report.

This report provides details on the work done by the LCAC during the period; proposals for the Committee's assignments for the next financial year; and recommendations to the 20th EACO Congress.

2.0 Drafting and review of documents for establishment of the EACO Secretariat:

The LCAC met together with the Human Resource Development and Training Committee between 16th and 18th July 2012 and drafted the following documents to facilitate the operations of the Secretariat. The said documents have since been signed and taken effect.

- a) The EACO Headquarters Hosting Agreement with the Government of Rwanda, which provides for privileges and immunities for EACO's assets; staff and their dependants; and representatives attending meetings of EACO. Amongst others, it provides for inviolability of the Headquarters; provision of public services and utilities to the Headquarters; exemption from taxes and duties to EACO and its staff;
- b) The Contract of Secondment between EACO and each of its Regulatory members, stipulating the terms of secondment of staff to EACO;
- c) The Contracts of Employment between EACO and its new staff, covering the terms of engagement; and
- d) Letters of appointment for EACO's staff.

3.0 Proposed Amendments to the EACO Constitution

This exercise was undertaken pursuant to the decision of the 19th EACO Congress that the LCAC develops relevant proposals to amend the Constitution and presents the same for consideration and approval by the 20th EACO Congress. In drafting the proposals, the LCAC considered, amongst others, the decisions of the 19th EACO Congress and requests received subsequently from members and the Secretariat.

3.1 *Summary of proposed amendments*

- a) Amendments to the definitions section to include terms used in the text of the Constitution, which had not been defined.
- b) Amendment of Article 4 on membership, to reflect the revised membership categories approved by the 19th EACO Congress; clarify the application procedure for membership and to give timelines for responding to such applications.
- c) Amendments to Article 8 to outline the powers of the Congress.
- d) Amendments to Article 9 to outline the composition and functions of the Executive Committee.
- e) Amendments to Article 13 to redesignate Task Forces as Working Groups and to make provision for the development of guidelines for the functioning of Committees and Working Groups.
- f) Amendments to Article 14 to capture the decision already made by Congress that the Headquarters of EACO shall be Kigali.
- g) Amendments to article 15 to review the frequency of Congress meetings and provide clarification on the venue and rotation of meetings. This proposal ensued from the reorganisation of EACO Committees and Task forces and the envisaged expansion of their mandates. It is, thus, proposed that the frequency of Congress meetings be reduced to once every two years to allow for adequate time for the Assemblies, Committees and Working Groups to work and give comprehensive output for consideration by the Congress.
- h) Amendments to article 19 to make provision for development of Rules to guide dispute resolution.
- i) Introduction of a new Article 25, providing for English as the official language of EACO.
- j) Amendments to Article 25 (now 26), to allow for amendment of the Constitution pursuant to a decision of the Congress in addition to the right of members to propose amendments. Other changes to the Article provide for adoption of amendments to the Constitution by Consensus, failure to which the matter is subjected to voting, where the threshold is a two thirds majority of members present at the meeting of the Congress.
- k) Amendments to Article 28 to increase the voting threshold for determination of the Constitution and dissolution of EACO.
- l) Various editorial changes.

Attached hereto as **Annex 2** is the text of the EACO Constitution with the proposed changes tracked.

3.2 *Procedure for adoption of proposed amendments*

Article 25 of the Constitution requires circulation of proposed amendments to the Constitution by the Chairperson of the Congress **at least three months prior** to the date of the next Congress and the approval of such proposals by **two-thirds majority**. In view of the fact that the proposed timelines could not be met due to

reasons beyond control, the Committee through the Chairperson of the Congress seeks the indulgence of members for late transmission done in May 2013.

The Committee also notes that Congress has never voted on an issue and hence recommends that the 20th Congress adopts the amendments by consensus.

4.0 Application for Observer Status at the East African Community (EAC)

Pursuant to the decision of the 19th Congress, the Secretariat, in liaison with the LCAC in April 2013 prepared and submitted an application for EACO to be admitted as observer to the EAC meetings. The said application awaits a decision of the EAC Council of Minister.

5.0 Proposed agenda for the next financial year

| ACTIVITY | DATES |
|---|------------------------------|
| Cleaning and circulation of the revised Constitution | August 2013 |
| Preparation of Terms of Reference for LCAC | August 2013 |
| Rules to be developed/amended: (a) Rules of Procedure (b) Procedure for Settlement of Disputes (c) Procedure for imposition of Sanctions (d) Guidelines for functioning of Committees and Working Groups (e) Guidelines for voting in EACO | December 2013 to May 2014 |

6.0 Recommendations

The Congress is invited to consider and:

- a) Adopt the proposed amendments to the Constitution by Consensus.
- b) Note the status of EACO's application for observer status at the EAC; and
- c) Adopt the foregoing report of the Legal and Constitutional Affairs Committee.

Lucky W. Kulecho

Chairperson Legal and Constitutional Affairs Committee

CONSTITUTION OF THE EAST AFRICAN COMMUNICATIONS ORGANISATIONS (EACO)

PREAMBLE

PURSUANT to the Treaty establishing the East African Community (the Community) dated 30th November 1999 signed by the Heads of States and Governments of the Republic of Kenya, the United Republic of Tanzania and the Republic of Uganda and subsequently acceded to by Republic of Burundi and Republic of Rwanda;

IN RECOGNITION of the Community's resolve to strengthen its economic, social, cultural, political, technological and other ties for fast balanced and sustainable development;

AND WHEREAS the Community has established a Sectoral Committee to coordinate the development of amongst others the communications sectors of the Member States;

CONSIDERING the existing regulatory, postal and telecommunications cooperation among members under the East African Regulatory Postal and Telecommunications Organization (EARPTO) established by a Memorandum of Understanding (MoU) signed in 2005;

CONVINCED that in order to strengthen EARPTO it is necessary to determine the EARPTO MoU and establish the East African Communications Organisation (EACO), the signatories hereby agree to determine the said MoU and resolve to adopt this Constitution.

Table of Contents

Article1: Definitions

In the Constitution unless the context otherwise requires:

Assembly Means any of the following Assemblies: Assembly of Broadcasting Operators, Assembly of Postal Operators, Assembly of Regulators or Assembly of Telecommunications Operators;

| | |
|------------------------------|---|
| Associate Member | means any institution or organization other than a regulatory or sector member which has interest in the advancement and promotion of the objectives of EACO; |
| Broadcasting Operator | Means any organization licensed by a Regulator of a Member State to operate and/or provide broadcasting networks and/or services; |
| Chairperson | Means the Chairperson of the different organs of EACO and includes any temporary Chairperson of the organ; |
| EACO | Means the East African Communications Organisation; |
| EACO Congress | Means the highest organ of the East African Communications Organisation; |
| EARPTO | Means the East African Regulatory Postal and Telecommunications Organization; |
| Member | Means a Regulatory, Sector or Associate member of EACO; |
| ICT | Means Information and Communication Technologies; |
| Member State | Means a Member State of the East African Community; |
| Organization | Means institutions that regulate or operate or provide training in broadcasting, postal or telecommunications/ Information and Communication Technologies (ICT) services; |
| Postal Operator | Means any organization licensed by a Regulator of a Member State to provide postal and/or courier services; |
| Regulatory Member | Means a Regulator from the Member States of the East African Community |
| Sector Member | Means any Broadcasting, Postal and Telecommunications/ ICT Operator duly licensed by the Regulator; in the Member States of the East African Community; |
| Regulator | Means an organisation designated by a Member State to regulate Broadcasting, |

Postal and/or Telecommunications/ ICT networks and services;

Telecommunications Operator

Means any organization licensed by a Regulator of a Member State to operate and/or provide telecommunications/ICT networks and/or services.

Article 2: Establishment of East African Communications Organization

- (i) There is hereby established an organization known as the East African Communications Organization whose responsibility shall be to strengthen and promote cooperation in the development and provision of postal, telecommunications and broadcasting services in the East African Community;
- (ii) EACO shall be duly registered in accordance with the law of the host country of its headquarters. Provided that the operations of EACO shall be governed by this Constitution;
- (iii) EACO shall have legal personality with the capacity to amongst others enter into contracts, acquire, own and/or dispose of movable or immovable property and sue or be sued in its name.

Article 3: Objectives of EACO

The objectives of the EACO shall be to harmonise ICT policy and regulatory frameworks in the region; promote the development of broadcasting, postal and telecommunications/ICT services and regulatory matters; and devise ways and means to achieve fast, reliable, secure, affordable and efficient communications services within the Community, with particular focus on:

- (i) Network development and regional inter-connectivity;
- (ii) Harmonization of tariff structures and settlement of accounts;
- (iii) Policy advise on issues relating to the communications sector;
- (iv) Regional projects and programmes;
- (v) The security of broadcasting, postal and telecommunication/ ICT networks;
- (vi) Research and technological development;
- (vii) Human resource development;
- (viii) Exchange of information;
- (ix) Management of radio frequency resource;
- (x) Standards development and promotion of ethical practices;
- (xi) Quality of services;
- (xii) Ensuring the provision of universal service in the region;
- (xiii) Promoting the development and application of Information Communication Technologies ;
- (xiv) Serving as a consultative organization for settlement of matters which are of regional nature, promote the development of technical facilities and their most efficient utilization;
- (xv) Harmonizing policies and legislation in the communications sector;
- (xvi) Promoting the development and sharing of local content from the East African Region; and
- (xvii) Any other objective as may be determined by the Congress from time to time.

Article 4: Membership

(i) Membership Categories

Membership of EACO shall be composed of three (3) categories namely:

- (a) Regulatory Member
- (b) Sector Member and
- (c) Associate Member

(ii) Application for Membership

Any organization wishing to join EACO after the coming into force of this Constitution shall apply in writing and submit a letter of accession in accordance with Article 22 of the Constitution.

Provided that:

- (a) A new applicant shall submit its application to the Regulator of its respective Member State, which shall submit the same to the Congress for consideration;
- (b) If a new Member State joins the East African Community, its Regulator, shall make a written application for membership to the Executive Secretary communicating its intention to join EACO;
- (c) The Executive Secretary shall, in the case of item (b) above, confirm to the Chairperson of EACO Congress, membership of the new state in the East African Community. The Chairperson shall submit the application for membership for consideration by the subsequent Congress meeting and
- (d) The decision of the Congress on membership applications shall be communicated to the Applicants in writing within thirty (30) days of the decision.

Article 5: Observer Status

Observer status may be granted by EACO Congress to any institution or organization with a mandate relevant to the objectives of EACO and which has expressed interest in attending EACO meetings.

Article 6: Rights and Obligations of Members

- (i) Members shall have the right to attend and participate in meetings and activities of the EACO.

- (ii) Members shall be obliged to pay their membership fees to EACO in a timely manner.
- (iii) Members shall promote the image and interests of EACO in regional and international ICT meetings and fora.

Article 7: Organs of the EACO

The organs of the EACO shall be:

- (a) EACO Congress;
- (b) Executive Committee;
- (c) Assemblies; and
- (d) EACO Secretariat.

Article 8: EACO Congress

- (a) There is hereby established an EACO Congress which shall comprise of all EACO members. The Chairperson of the Congress shall be elected by EACO members from amongst Chief Executive Officers of the Regulatory Members and the election shall have due regard to the principle of rotation.
- (b) The Congress shall be the highest decision making organ of EACO and shall;
 - (i) consider and approve the broad policies of EACO;
 - (ii) consider and approve the Strategic Plan of EACO;
 - (iii) consider the reports from various organs of EACO and make appropriate decisions;
 - (iv) consider and adopt the Auditor's report;
 - (v) approve the membership fee structure;
 - (vi) appoint committees, working groups or other persons to advise the Congress or to perform such specific tasks as the Congress may consider necessary; and
 - (vii) approve amendments to the Constitution.

Article 9: Executive Committee

- (a) There is hereby established an Executive Committee which shall comprise the following members;
 - (i) the Chief Executive Officers of the Regulatory Members;
 - (ii) the respective Chairpersons of the Assemblies of Postal, Telecommunications and Broadcasting Operators; and
 - (iii) the Executive Secretary.

- (b) The Chairperson of the Congress shall Chair the Executive Committee.
- (c) The Executive Committee shall be the supervising authority for the EACO Secretariat and shall be responsible for –
- (i) the direction of the affairs of the Organization in between meetings of the Congress;
 - (ii) examining and approving the EACO budget;
 - (iii) considering the annual report and Strategic Plan before submission to Congress;
 - (iv) staff recruitment;
 - (v) approving the organisational structure of the Secretariat
- (d) Subject to this Constitution, the Executive Committee may regulate its own procedure.

Article 10: Assemblies

(i) Assembly of Regulators

- (a) There is hereby established an Assembly of Regulators, which shall comprise of the Regulatory Members.
- (b) The Chairperson of the Assembly of Regulators shall be elected from amongst members of the Assembly and the election shall have due regard to the principle of rotation.
- (c) The Assembly of Regulators shall deliberate on regional regulatory issues.

(ii) Assembly of Postal Operators

- (a) There is hereby established an Assembly of Postal Operators, which shall comprise of a Members who are postal operators. The Chairperson of the Assembly of Postal Operators shall be elected from amongst members of the Assembly and the election shall have due regard to the principle of rotation.
- (b) The Assembly of Postal Operators shall deliberate on postal issues, which are of a regional nature.

(iii) Assembly of Telecommunications Operators

- (a) There is hereby established an Assembly of Telecommunications Operators, which shall comprise of Members who are telecommunications operators. The Chairperson of the Assembly of Telecommunications Operators shall be elected from amongst members of the Assembly and the election shall have due regard to the principle of rotation.
- (b) The Assembly of Telecommunications Operators shall deliberate on telecommunications issues which are of a regional nature.

(iv) Assembly of Broadcasting Operators

- (a) There is hereby established an Assembly of Broadcasting Operators, which shall comprise of Members who are broadcasting operators.
- (b) The Chairperson of the Assembly of Broadcasting Operators shall be elected from amongst members of the Assembly and the election shall have due regard to the principle of rotation.
- (c) The Assembly of Broadcasting Operators shall deliberate on broadcasting issues which are of a regional nature.

Any member of EACO may attend meetings of any Assembly and make contributions to the deliberations of such Assembly.

Article 11: EACO Secretariat

- (i) There shall be an EACO Secretariat headed by an Executive Secretary;
- (ii) The EACO Secretariat shall have such other staff in accordance with the organizational structure approved by the Congress;
- (iii) The EACO Secretariat shall be located at the Headquarters of EACO;
- (iv) The EACO Secretariat shall be responsible for:
 - (a) conducting and executing EACO business operations on a day-to-day basis;
 - (b) the development and implementation of the strategic plan and management of all EACO programmes and projects;
 - (c) convening, in consultation with the Chairpersons of the relevant organs, the meetings of various organs/committees, taking and maintaining records of those meetings;
 - (d) development of necessary information and position papers to be discussed by the various EACO institutions;
 - (e) providing strategic and technical facilitation as well administrative and logistical support to the meetings of all EACO organs;
 - (f) establishing an information data base and documentation for the ICT industry and disseminating such information to the membership as may be necessary;
 - (g) carrying out of the general and financial administration of EACO including

preparation and implementation of operational and financial plans and budgets, keeping proper books of accounts and ensuring annual auditing of those accounts;

- (h) mobilising funds, from development partners and other sources, for the implementation of EACO programs and activities;
 - (i) representing and promoting EACO regionally and internationally;
 - (j) maintaining and safekeeping of all official documents, records and assets; and
 - (k) such other activities as the Congress may from time to time determine.
- (v) The expenses of the EACO Secretariat shall be borne by members.

Article 12: Executive Secretary

- (i) There shall be an Executive Secretary who shall be appointed by the Executive Committee based on a competitive recruitment procedure.
- (ii) The Executive Secretary shall be the Chief Executive Officer of EACO and shall be responsible for the day-to-day management of EACO business.
- (iii) The Executive Secretary shall be a citizen of a Member State of the East African Community and shall serve for a fixed term of four years.
- (iv) The appointment of the Executive Secretary shall have due regard to the principle of rotation.
- (v) There shall be developed, for approval of the Congress, policies for the implementation of this Article.
- (vi) The EACO Secretary may be removed from office before the end of a term of service by the Executive Committee for the following reasons:
 - (a) mental infirmity;
 - (b) incompetence;
 - (c) gross negligence;
 - (d) misuse of EACO funds or property; and
 - (e) conduct likely to bring EACO into disrepute;
- (vi) In the event of death or removal of an Executive Secretary before the end of a term, the Executive Committee shall ensure that a new Executive Secretary is appointed within three (3) months, based on the principle of rotation.

Article 13: Committee(s) and Working Groups

There is hereby established the following standing committees of EACO;

- (i) Joint Working Committee;
- (ii) Human Resources Committee; and
- (ii) Legal and Constitutional Affairs Committee.

The Congress may establish such other committees or working groups with specific terms of reference for the purposes of meeting EACO's objectives. Such committees or working groups shall report to the respective EACO organs. There shall be developed guidelines for the functioning of Committees and Working Groups which shall be approved by Congress.

Article 14: Headquarters Seat

The Headquarters of EACO shall be Kigali, Rwanda. The host country of the EACO headquarter shall endeavour to create a conducive working environment for the conduct of EACO activities.

Article 15: Meetings

(i) Meetings of the Congress

- (a) Ordinary meetings of the Congress shall be held once every two years in a Member State on a rotational basis.
- (b) The Congress may convene an extra-ordinary meeting at the request of one or more members and subject to the agreement of two thirds of the members.

(ii) Meetings of the Assemblies

- (a) Ordinary meetings of all the Assemblies shall be held annually at the same time and venue in a Member State on a rotational basis.
- (b) The Assemblies may convene an extra-ordinary meeting at the request of one or more members of the respective Assembly and subject to agreement of the majority of the members thereof.

(iii) Venue of Meetings of Congress and Assemblies

- (a) The meetings of the Congress and the Assemblies shall be held in the same venue and the latter shall immediately precede the former.
- (b) In order to ensure effective rotation of meetings, a country shall not host meetings of Congress or Assemblies for two consecutive terms; provided that where circumstances warrant the hosting of Congress or Assemblies for two consecutive terms in a given country, the Chairperson may request the convening of a meeting in that particular country.

(iv) Financing of Meetings

The cost of attending EACO meetings shall be borne by individual members, provided that the costs of convening meetings shall be borne by members of the host country.

Article 16: Rules of Procedure

Congress shall make Rules of Procedure under this Constitution, to govern the conduct and proceedings of meetings of all organs of EACO.

Article 17: Finance and Budget

- (i) The finances of EACO shall comprise:
 - (a) Annual subscriptions from the Members which shall be made in accordance with a membership fee structure approved by the Congress;
 - (b) Gifts, donations, grants and project funds;;
 - (c) Self-generated income and investments; and
 - (d) Any other funds availed to EACO, and approved by Congress, for the furtherance of EACO's objectives.
- (ii) Each EACO Member shall remit their contributions to the Secretariat in the manner and during the time frame prescribed by the Congress.
- (iii) The financial year of EACO shall be determined by the Congress.
- (iv) The Secretariat shall before every meeting of the Congress prepare a budget, with estimates of revenue and expenditure, for the succeeding financial year.
- (v) The Secretariat shall receive the contributions of Members , any gift, donations, grants and funds and manage the use of such resources in accordance with the budget;
- (vi) The Congress shall appoint reputable Auditors, to audit EACO's books of account in accordance with the laws of the host country of the headquarters. The Auditors shall be entitled to serve for a maximum of two consecutive terms of two years each.
- (vii) The Secretariat shall prepare statements of annual accounts for approval by the Executive Committee before submission for audit and presentation to the Congress for adoption.

Article 18: Exhibitions and Symposia

Organizations may be allowed to conduct exhibitions during the EACO meetings under the general direction of the chairperson of the Congress.

Article 19: Settlement of Disputes

- (a) Any dispute arising from the interpretation or application of this Constitution which cannot be settled amicably shall be referred to the Congress for determination. The decision of the Congress shall be final.
- (b) There shall be developed, for approval of the Congress, procedures for the implementation of this Article.

Article 20: Relationship between the EACO and other International Bodies

EACO may, with approval of the Congress, collaborate and/ or enter into agreement with other regional and international bodies with similar objectives and interests.

Article 21: Entry into force

This Constitution shall enter into force after its approval by the Congress and upon being signed by at least two-thirds of the Members.

17.0 Article 22: Accession to the Constitution

After the coming into force of this Constitution, any applicant admitted into membership or member who has not signed this Constitution shall submit to EACO a letter of accession to the Constitution indicating full acceptance of the obligations provided in the Constitution.

Article 23: Sanctions

- (i) The Congress may impose sanctions on any Member who:
 - (a) Defaults in the payment of its annual contribution for more than one financial year;
 - (b) Acts contrary to any of the provisions of this Constitution.
- (ii) Such sanctions shall include a warning, reprimand, levying of interest on delayed payments, withdrawal of voting rights, suspension from or termination of membership, where applicable.
- (iii) Where a Member is under sanction, their financial obligations to EACO shall continue to accrue, provided that in the case of termination of membership, such obligations shall be payable only up to the financial year in which the membership is terminated.
- (iv) There shall be developed, for approval of the Congress, procedures for the implementation of this Article.

Article 24: Withdrawal

- (i) Any Member intending to withdraw from EACO shall give six month's written notice to the Congress Chairperson. Upon receipt of the notice, the Chairperson shall inform Congress accordingly.
- (ii) During the period of notice of intention to withdraw from membership, the Member shall comply with the provision of the Constitution and shall continue to be bound by the same.

- (iii) Upon the expiry of the period of notice, the Member shall, unless the notice is withdrawn, cease to be a member..
- (iv) A Member who has withdrawn its membership shall not be entitled to a claim on any property of EACO.
- (v) The obligations assumed by a member under this Constitution shall to the extent necessary survive the termination of membership of that member.

Article 25: Language of EACO

The official language of EACO shall be English.

Article 26: Amendments

- (i) Any Member may propose amendment(s) to this Constitution by submitting a written proposal to the Executive Secretary at least four (4) months prior to the date of the next Congress.
- (ii) The Congress may, on its own motion, initiate amendment of this Constitution.
- (iii) Proposed amendments shall be circulated by the Executive Secretary to all members for their consideration, at least three (3) months prior to date of the next Congress.
- (iv) The Congress may approve amendments by consensus.
- (v) In the event there is no consensus, the Congress shall approve such amendments by a two thirds majority of members present at the meeting of Congress.

2.2 Article 27: Depository of the Constitution

The Constitution shall be deposited in its original form with the Executive Secretary.

The Executive Secretary shall transmit certified copies of the Constitution to the members.

Article 28: Determination of the Constitution and Dissolution of EACO

- (i) This Constitution shall be determined by an agreement of two-thirds of the Members.
- (ii) Upon determination of this Constitution, its provisions and the provisions of any separate contracts or agreements made in that respect shall continue to govern the outstanding obligations or projects as if this Constitution had not been determined .
- (iii) A resolution of the Congress to dissolve EACO shall determine the terms and conditions of dealing with the liabilities and the disposal of any EACO Assets; provided that such assets shall not be disposed off to the private benefit of any persons.

Article 29: Transitional Provisions

- (i) The current EARPTO members shall be deemed to be the founder members of EACO.
- (ii) The EARPTO MOU shall continue to be in force until this Constitution comes into force, whereupon the said MoU shall be repealed.
- (iii) Notwithstanding the repeal of the EARPTO MOU, all decisions made, and contracts entered into by the various Organs of EARPTO under the MOU shall continue to be in force and binding as if the same were made pursuant to the provisions of this Constitution.

SIGNED AT _____ **THIS** _____ **DAY OF** _____ **2010**
in originals, all in the English Language and all of them being equally authentic.

IN WITNESS WHEREOF the undersigned, being duly authorised by respective members of EACO, have appended their signatures hereto:

| | Member | Full Names and title of Representative | Date | Signature |
|----|--|--|------|-----------|
| 1. | Uganda Communications Commission | | | |
| 2. | Tanzania Communications Regulatory Authority | | | |
| 3. | Communications Commission of Kenya | | | |
| 4. | Rwanda Utilities Regulatory Agency | | | |
| 5. | Telecommunications Control Regulatory Agency | | | |
| 6. | Uganda Post Limited | | | |
| 7. | Uganda Telecom Limited | | | |
| 8. | MTN Uganda Limited | | | |
| 9. | Warid Telecom Limited | | | |

| | | | | | |
|-----|---|----------|--|--|--|
| 10. | Celtel Limited | Uganda | | | |
| 11. | Burundi Administration | Postal | | | |
| 12. | Rwanda Post Office | National | | | |
| 13. | MTN Rwanda | | | | |
| 14. | Rwanda Telecom | | | | |
| 15. | Tigo Rwanda | | | | |
| 16. | Postal Corporation of Kenya | | | | |
| 17. | Telkom Limited | Kenya | | | |
| 18. | Safaricom Limited | | | | |
| 19. | Celtel Kenya Limited | | | | |
| 20. | Essar Kenya Limited | Telecom | | | |
| 21. | Tanzania Corporation | Posts | | | |
| 22. | Tanzania Telecommunications Company Limited | | | | |
| 23. | Celtel Limited | Tanzania | | | |
| 24. | Vodacom Limited | Tanzania | | | |
| 25. | MIC Limited | Tanzania | | | |
| 26. | Zanzibar Company Limited | Telecom | | | |

ANNEX VI The report of the Assembly of Regulators.

REPORT OF THE ASSEMBLY OF REGULATORS, OF THE 20th EACO CONGRESS HELD AT KENYATTA INTERNATIONAL CONFERENCE, NAIROBI , KENYA FROM 24TH –28TH JUNE 2013

18.0 INTRODUCTION

The Assembly of Regulators of the East African Communications Organization (EACO) took place from 24th to 28th June 2013 at Kenya International Conference Centre(KICC), Nairobi, Kenya.

The Assembly considered report from various committees and taskforces based on tasked assigned by the 19th EACO Congress. It also deliberated on many other relevant regional issues in the communications sector. The meeting consequently made a number of recommendations for consideration by the 20th EACO Congress.

19.0 ATTENDANCE

The attendance of the Assembly of Regulators meeting was drawn from EACO Member states, namely; Burundi, Kenya, Rwanda, Tanzania and Uganda. South Sudan attended as an observer. The list of participants is attached in **ANNEX I**

20.0 OPENING OF THE MEETING

The meeting was opened by the outgoing EACO Chairman, Amb. Joseph Bangurambona from Burundi. He presented the report of the previous Assembly of Regulators that he chaired and presided over the election of the Bureau.

21.0 ELECTION OF THE BUREAU

Kenya was appointed to chair the Regulators Assembly. The first Rapporteur was Kenya and the second was from Tanzania.

The Bureau was constituted as follows:

| | | |
|----------------------------|---------------------|------|
| Chairman | Mr. Michael Katundu | CCK |
| 1 st Rapporteur | Mr. Richard Tonui | CCK |
| 2 nd Rapporteur | Mr Clemence Kichao | TCRA |

22.0 ADOPTION OF AGENDA

The Assembly adopted the Agenda attached as **ANNEX II**.

23.0 REPORT OF THE OUTGOING CHAIRPERSON

Among others, the outgoing chairman of EACO highlighted some key issues, events and programs that had taken place in the Communications sector both at regional as well as at global levels and of which involved in one way or the other the EACO Secretariat during the year 2012/13.

6.1 At International Level the Chairman indicated that:

- There had been increased use of e-services in the sector including e-governance, e-commerce, m-banking, e-payment, social media, e-learning, etc of which also has resulted into emergence of new issues as well as new challenges
- He pointed out the effort levelled against such challenges as enhanced through various approaches by the International community including ITU, ATU, etc as they organized several International for a to facilitate a multi-stakeholder dialogue and consensus
- He mentioned the forums to include World Telecommunication Standardization Assembly (WTSA – 12), ITU Telecom World 2012, 12th Global Symposium for Regulators (GSR – 12), World Summit on Information Society (WSIS Forum 2013), 13th – 17th May 2013 and World Telecommunication/ICT Policy Forum 2013.

6.2 At Regional Level:

- The Outgoing Chairman briefed on the continued growth in the sector which in turn has contributed immensely to the socio-economic development in the EACO region. This included mobile subscriptions, other communication services, applications and level of ICTs service uptake in general.
- He informed the Assembly that, all the task force groups held their meetings as directed by the EACO Congress and RURA hosted 5 task forces meetings, CCK hosted 5, Tanzania hosted 2 and UCC hosted 3.
- In terms of Programs, the Outgoing Chairman indicated that,
 - SIM card registration as a major Policy concern to all EACO Members, has been implemented and is going on throughout the region
 - Consumer Protection and Empowerment has been implemented in the region through strengthening their regulatory frameworks on consumer protection, focusing on consumer education and combating counterfeit terminal equipment.
 - A task Force on IXPs is finalizing a project to facilitate EACO's establishment of the Regional IXP i.e. EAIXP.
 - In combating Cybercrime and creation of consumer trust, National Computer Emergence Response Teams (CERTs) have been established in the member states through putting in place necessary legal and Regulatory frameworks.

6.3 Progress in the Postal sector

The Outgoing Chairman told the assembly that, there has been a drastic change of landscape in Postal sector globally hence causing much concerns to both Governments as well as the postal service operators. He informed the Assembly

that such challenges are however caused by several factors including but not limited to

- Changing consumer and business behaviour
- Electronic substitution
- Inadequate postal and supporting infrastructures
- Decline in mail volumes and
- Growth in e-commerce, e-banking, financial services and other e-services and applications that have changed the postal market dynamics.

He further, congratulated EACO fraternity for the important achievements made through the 25th Congress of the Universal Postal Union (UPU) held between 24th September to 15th October 2013 whereby Ambassador Bashir Hussein from Kenya was elected as the new Secretary General of UPU for four years; while Uganda and Tanzania were elected to the UPU Council of Administration and Kenya also as member of the UPU Postal operation council for the 2013 – 16 circle.

He also noted on the on-going effort by both Postal operators as well as Governments in the:

- Development of Postcode and the National Addressing Systems in the Region
- Improvement and monitoring quality of Quality of Service
- Implementation of Nairobi-cum-Doha Postal Strategies

6.4 Developments in the Broadcasting Sector

The Outgoing Chairperson highlighted three major developments made in the Broadcasting sector including:

- The study being undertaken through ITU –T Study Group JTG4-5-7 AND Working Party 5D with respect to the digital dividend for the band 694 – 790MHz.
- The first African preparatory meeting for WRC 15 organized by African Telecommunications Union held in Senegal during 18th -22nd March 2013
- Implementation of the Analog to Digital transition by the member states of which he mentioned that while others have set new switchover deadlines, Tanzania was able to start switch-over by 31st December 2012.

6.5 Establishment of the EACO Secretariat

The outgoing Chairman finally spoke on the progress, performance and Strategic plan for the established EACO Secretariat stationed in Kigali Rwanda since its inception back in September 2012.

He took the delegates to various areas of the Secretariat from its current Structure, staff capacity, the Strategic Plan Objectives as well as the Actual and Provisioned Budgets for noting.

The Outgoing Chairman concluded by emphasizing that “the environment in which we operate is drastically changing. This phenomenon poses challenges to not only Policy makers but also to Regulators as well as Operators in the sector. Therefore a united front is a necessary tool not only to face these challenges but also to pioneer the sector to the next level”.

24.0 MATTERS ARISING FROM THE REPORT OF THE OUTGOING CHAIRMAN

Noted :

- (i) Uganda thanked ARCT Chairmanship of EACO for a great report and the work done by the task forces.
- (ii) Kenya appreciated ARCT chairmanship in the last Congress period and dedication.
- (iii) Through the representative of the Head of Tanzanian delegation, Tanzania commended the outgoing chairman of EACO. He reiterated the importance of continued commitment of members especially in the area of our contribution.

The outgoing Chairman thanked the Regulatory Agencies of the five EAC countries and the various task forces and ad hoc committees for their respective efforts in implementing and following up the decisions of the EACO during the past one-year. He thus wished the incoming Chairman and Assembly fruitful deliberations.

Agreed:

That, matters arising from the outgoing Chairman should be discussed alongside the country reports on the implementation status of the 19th EACO Congress reports as appropriate.

25.0 CONSIDERATION OF THE REPORT OF THE TASK FORCES AND COMMITTEES

8.1 TELE-TRAFFIC MONITORING

Noted:

The report of the Tele-traffic monitoring taskforce as follows:

- (i) That, the mandate of the Task Force group on Tele-Traffic was among others “to look into the issue of Telecommunications fraud in EACO country members and thereby identifying/exploring known strategies /best practices to address the same;
- (ii) That there are different approaches that can be used to monitor Tele-traffic to contain fraud, including establishing a centralized gateway, or installing an international traffic control monitoring system;
- (iii) That the International Traffic Control Monitoring system is the current best practice to address this problem;
- (iv) That all member states are at different stages of looking into possibility of addressing this problem;

- (v) That Rwanda and Burundi have implemented the system;
- (vi) Tanzania has consulted stakeholders and signed the contract with a consulting firm to implement the same once regulation are finalized;
- (vii) Uganda has completed preparations of ToRs and is currently outsourcing a Consultant for the same;
- (viii) That the task force recommends for a deeper study by each member state in its local situation and environment to guide them on the best way forward;

Agreed:

- (i) To adopt the report of the Tele-traffic monitoring Taskforce;
- (ii) That the task force undertakes a further study on this issue;
- (iii) Encourage each member state to undertake a study in their local situation and environment to guide them on the best way forward;
- (iv) Encourage member states to benchmark within and outside the region.

8.2 REPORT OF THE CYBERSECURITY TASK FORCE

Noted:

The report of the Cybersecurity Task Force as follows:

- (i) That the EACO Member States are in different stages in the implementation of National Computer Emergency Response Teams (CERTs);
- (ii) That there is need for the National CERTs in the EACO Member states to continue collaborating with each other in the cybersecurity management;

- (iii) That there is need for continuous capacity building and awareness creation, sharing experiences and liaising in Cybersecurity management, including issuing of Cybersecurity advisories, warnings and alerts;

Agreed:

- (i) To adopt the report of the Cybersecurity Taskforce;
- (ii) To encourage EACO countries to actively participate in the ITU-T Study Group 17 dealing with cyber security issues;
- (iii) Member states should continue to implement recommendations made by the Cybersecurity Taskforce and adopted by the Congress towards establishment of National CERTs;
- (iv) The established National CERTs should collaborate with other National CERTs at the regional and international levels;
- (v) EACO Member States should participate in the development and harmonization of Cybersecurity laws under the coordination of the EAC Secretariat;
- (vi) EACO Member States should ratify the existing regional and international legal instruments on Cybersecurity, where applicable;
- (vii) To encourage the Cybersecurity Taskforce members who have not benchmarked with other established National CERTs, to consider doing so;
- (viii) Regulators to encourage participation of operators in the Cybersecurity Taskforce.

8.3 REPORT OF E-WASTE TASK FORCE

Noted:

The report of the E-Waste Taskforce as follows:

- (i) The e-waste task force met on 12th to 14th November 2012 and 25th to 27th March 2013 in Nairobi and Bujumbura respectively;
- (ii) Findings from analysis and mapping of the current status of policy and legal frameworks, ICT Regulator initiatives, other stakeholder initiatives and challenges in EAC Members States;
- (iii) Need for Regulators to collaborate with relevant authorities dealing with Environmental issues;
- (iv) Proposed model framework for e-waste management. The proposed model framework is attached as **ANNEX III**.

Agreed

- (i) To adopt the report of the E-Waste Taskforce;
- (ii) To adopt the revised ToRs of the E-Waste taskforce as follows:
 - a) To study and identify the drawbacks in the existing policies, laws, regulations and guidelines related to management of e-waste in the region;
 - b) To propose appropriate and achievable remedies of the identified gaps in e-waste management; and
 - c) To recommend a harmonized model framework, policy, regulations and guidelines for the region.
- (iii) To adopt the draft model framework for e-waste management in the region;

- (iv) To consider future work beyond E-waste management such as ICT roles in achieving environmental sustainability towards a green economy in the region;
- (v) The Regulators to continue collaborating with all relevant organizations dealing with E-waste management.

8.4 REPORT OF E-TRANSACTIONS TASK FORCE

Noted :

The report of the E-Transactions Taskforce as follows:

- (i) The E-transactions taskforce met in Nairobi, Kenya between the 26th and 28th of November 2012;
- (ii) The key role of ICTs in enabling financial inclusion including the use of mobile-banking (M-Banking);
- (iii) The need to review the impact of taxation on electronic services in light of the key role of ICT in meeting socio-economic needs of EAC citizens;
- (iv) The need to address risks emanating from the provision of e-banking services including financial, operational, solvency, fraud and security, among others.

Agreed

- (i) To adopt the report of the E-Transactions Taskforce;
- (ii) To encourage all the member states to share experiences on the development of e-transactions and challenges faced in the development process;

- (iii) To encourage member states to speed up implementation of e-transactions frameworks and put in place necessary policies, laws and regulations;
- (iv) The Congress to task the EACO Secretariat to follow up implementation of item (iii) above through networking with development partners including but not limited to the East African Community (EAC), the European Union (EU), the African Telecommunications Union (ATU), the East African Development Bank (EADB), the African Development Bank (ADB), the International Telecommunication Union (ITU) and the World Bank;
- (v) Congress to encourage member states to ensure close collaboration across sectors that may be involved in one way or another with e-transactions standards; this includes institutions such as the Central Banks, National Bureau of Standards and Information Technology Authorities, among others.

8.5 REPORT OF HARMONIZED CONVERGED/UNIFIED LICENSING FRAMEWORK TASKFORCE

Noted:

The report of Harmonized Converged/Unified Licensing framework taskforce as follows:

- (i) The presentation of the task force on harmonisation of converged/unified licensing framework;
- (ii) That the legal frameworks on converged/unified licensing frameworks in the EAC member states are at different stages;
- (iii) That none of the member states was exclusively licensing broadband;
- (iv) That indeed broadband technologies and services fit well in the CLF/ULF due to inherent service and technology neutrality;

- (v) The recommended guidelines on harmonised Converged/Unified Licensing Frameworks.

Agreed

- (i) To adopt the report of the Harmonized Converged/Unified Licensing framework taskforce;
- (ii) To consider carrying out a study on broadband services and related issues;
- (iii) That in order to have a harmonized licensing framework in the region, the following minimum requirements are recommended for implementation:

| | Recommendation | Rationale | Responsibility/ Actor(s) |
|----|---|---|-----------------------------------|
| 1. | Establishment of an enabling and desirable legal and regulatory framework that takes into account convergence | - Legal backing that puts into place converged/unified licensing framework | i. Government ii. NRAs |
| 2. | Determining the licence categories and their description within the converged/unified framework | - To establish market/ investments certainty - To promote competition - To offer flexibility in technologies, services and markets | NRAs |
| 3. | Timeframe for migration | - To provide an acceptable timeframe for existing licensees to migrate to converged/unified licensing framework - To ensure smooth transition to the converged/unified licensing | i. NRAs ii. Existing Licensees |

| | Recommendation | Rationale | Responsibility/ Actor(s) |
|----|--|--|---|
| | | framework | |
| 4. | Provide regulatory incentives for migration | - To encourage existing licensees to migrate | NRAs |
| 5. | Reviewing the framework within three (3) years time in tandem with sector developments | - To accommodate the technological advancement in the sector and also license terms and conditions | i. Government ii. NRAs iii. Operators |

(iv) Member states to adopt the guidelines on harmonised Converged/Unified Licensing Frameworks taking into account their respective policies and laws, attached as **ANNEX IV**.

8.6 THE REPORT OF CONSUMER PROTECTION TASK FORCE

Noted

The report of the Consumer Protection Task force as follows:

a) Implementation of Roaming Guidelines;

- (i) That the guidelines on Roaming were adopted during the 19th EACO Congress held in Bujumbura;
- (ii) Member states are expected to facilitate implementation of the guidelines on Roaming; and
- (iii) That roaming tariffs in the region remain relatively high.

Agreed:

- (i) To send a liaison statement to the EACO Tariff Taskforce to revisit this matter, with a view to incorporating the competition angle;
- (ii) That Regulators transform the adopted guidelines on roaming and marketing communications into regulations for implementation.

b) Guidelines on Persons With Disabilities (PWDs) and Cross border Customer Care Provision

The committee discussed and reviewed the draft documents of the two sets of guidelines on People with Disabilities (PWD) and Cross-border Customer Care respectively.

Agreed

- (i) To improve the guidelines on PWDs further; and
- (ii) To forward the draft guidelines for stakeholder comments.

c) Consumer Education

Member states had carried out consumer education on various projects in the region, including:

- (i) SIM card Registration;
- (ii) Digital Migration; and
- (iii) Counterfeits Elimination.

Agreed

- (i) That Burundi considers adopting the harmonized complaint handling mechanism developed by the Taskforce;
- (ii) To send a liaison statement to the E-waste Task force in light of consumer protection issues relating to environment, health and safety;
- (iii) The Task force to address Child Online Protection (COP) issues in a harmonized manner.

d) Consumer issues in regard to mobile financial services

There is complexity in the nature of mobile financial services regulatory environment.

Agreed

That research be carried out in the following areas related to Mobile Financial Services provision:

- (i) Online fraud;
- (ii) Service outage;
- (iii) Interoperability;
- (iv) Complexity in regulatory environment where services are governed by several statutes;
- (v) Disclosure and transparency; and
- (vi) Data protection and privacy issues.

e) Capacity building for consumer protection

Concerns with regards to the challenge of prerequisite of skills and competencies to address consumer issues in the region.

Agreed

There is need to build capacity in the region on consumer issues.

f) Comparative Tariffs Information

- (i) The importance of tariffs comparison to enable better consumer choice;
- (ii) That these tariffs change frequently especially with regard to promotion.

Agreed

That Regulators' websites should have direct links to Operator's tariffs sites.

g) Consumer Issues for consideration and greater collaboration at international level;

Agreed

The following topics to be advocated for at International fora as critical consumer issues in the region:

- (i) Child on line protection (CoP);
- (ii) Quality of Experience (QoE).

h)) Benchmarking Activities

- (i) During the year 2012/2013 the following benchmarking Activities were done:
 - Kenya benchmarked with Tanzania on digital Migration;
 - Uganda and Rwanda benchmarked with Kenya on Counterfeits Elimination management;
 - Uganda benchmarked with the Philippines on Mobile Financial Services; and
 - Burundi benchmarked with Kenya and Tanzania on digital migration.
- (ii) That experiences from the benchmarking exercises were shared amongst the member states during the Taskforce meetings.

8.7 REPORT OF QoS TASK FORCE

The report of the QoS Taskforce was noted as follows:

- (i) The EACO quality of service (QoS) taskforce meeting was held on the 22nd to 26th April 2013 in Nairobi-Kenya;
- (ii) That different EACO member states have different QoS targets and monitoring mechanisms;

- (iii) The ICT networks, ICT services, QoS & QoE parameters, targets and QoS monitoring tools that have been identified by the different member states;
- (iv) That parameters, targets and computations have only been harmonised for mobile networks but have been identified (not harmonized) for other networks.

Agreed

- (i) Adopted the report of the QoS Taskforce;
- (ii) The need to develop a model industry SLA by QoS/QoE the Taskforce, as an enforcement tool in the region;
- (iii) To consider non-technical mechanisms such as customer service surveys as part of QoS/QoE monitoring and measurements;
- (iv) To incorporate operators and other stakeholders to contribute to the QoS/QoE taskforce work;
- (v) The Taskforce to develop a comprehensive guidelines on QoS/QoE for member states;
- (vi) Member states are requested to sponsor QoS/QoE Taskforce members for benchmarking with other regional and international bodies to build their capacity in handling QoS/QoE matters. They are in particular encouraged to sponsor taskforce members to attend ITU-T SG 12, and Regional Group for Africa meetings/workshops on QoS/QoE;
- (vii) EACO member states are requested to maintain consistency in their representation in the Taskforce meetings for effective contributions to the work of the taskforce;

- (viii) EACO member states are requested to ensure that they are represented and participate in the QoS/QoE task force meetings.

8.8 REPORT OF REGIONAL INTERNET EXCHANGE POINT (EAIXP) TASK FORCE

Noted:

The report of the Regional Internet Exchange Point (EAIXP) Taskforce was noted as follows:

- (i) The members of the EAIXP task force met in Bujumbura, Burundi and in Dar es Salaam, Tanzania to progress the work as agreed by the 19th EACO Congress;
- (ii) The current status of the implementation of IXPs and existing interconnection fiber links in the respective member states;
- (iii) That for effective connectivity of IXPs, the required bandwidth and latency is only feasible from fiber links;
- (iv) The concept and project proposal document for the regional EAIXP developed by the Taskforce;
- (v) The draft EAIXP Operational Guidelines developed by the Taskforce;
- (vi) The need to develop content to attract traffic for the regional EAIXP project.

Agreed:

- (i) To adopt the report of the EAIXP Taskforce;
- (ii) There is need for the EACO Secretariat to finalize the project proposal document on regional EAIXP;

- (iii) To adopt the draft EAIXP Operational Guidelines as work in progress;
- (iv) EACO Secretariat should develop a workplan for the implementation of the EAIXP, including finalization of the project document and operational guidelines.

8.9 REPORT OF LEGAL AND CONSTITUTION COMMITTEE

Noted:

The report of the Legal and Constitution Committee.

Agreed

The report of the Legal and Constitution Committee to be presented to the Joint Working Committee (JWC) for consensus building.

8.10 REPORT OF THE NUMBERING TASK FORCE

Noted

The report of the Numbering Taskforce was noted as follows:

- (i) The Numbering Task Force met in Kigali from 29th to 31st October 2012 to review, discuss and deliberate on 19th EACO Congress related to Numbering Management issues and Mobile Number Portability;
- (ii) That in some countries the harmonized short code were implemented for national use instead of the anticipated services for roaming customers within the region;
- (iii) That Signal Spillovers was being experienced at Malaba and Busia at the Kenya-Uganda Border and Isebania and Namanga, at the Kenya-Tanzania border;

- (iv) That not all countries have implemented Regional Access Codes;
- (v) Burundi is yet to apply for Regional Access Code 003;
- (vi) The Maritime Regional Coordination Centre (MRCC) in Mwanza is yet to be established;
- (vii) Automated system is not needed for the harmonized short codes;
- (viii) The number of participants in ITU activities or other forums related to numbering is one or two among the EACO Country members, and the consistency in the participation is still a challenge. And both fellowship and budget are used.

Agreed:

- (i) To adopt the report of the Numbering Taskforce;
- (ii) Regulators to follow up and ensure all operators implement harmonized short Codes;
- (iii) Operators should always give information on harmonized short codes to all roaming customers through welcome messages as they switch on their mobile phones;
- (iv) Regulators to follow up with operators in their respective countries to ensure the EACO agreed Network Colour Codes are implemented;
- (v) Regulators to follow up (through testing) and ensure that all Regional Access Codes (004 for Rwanda, 005 for Kenya, 006 for Uganda and 007 for Tanzania) are implemented;
- (vi) EACO secretariat to follow up with Burundi for the formal application for regional access code 003;

- (vii) EACO secretariat to follow up with the EAC Secretariat for the timely implementation of MRCC in Mwanza;
- (viii) There should be a minimum of 2 people participating in ITU-T Study Groups, other regional and Africa group forums relevant to Numbering issues including setting aside adequate budgets and where applicable to take advantage of fellowship;
- (ix) Also regulators should consider consistency in the participation in study groups in order to build capacity.

8.11 REPORT ON EACO PREPARATION TOWARDS WRC15

Noted

The report on the EACO preparation towards WRC-15 was noted as follows:

- (i) The WRC-15 will discuss issues which include Mobile and Amateur issues; Science Services; Aeronautical, Maritime & Radiolocation issues; Satellite services; Satellite Regulatory issues and General issues.
- (ii) Report on the preparation for the WRC-15 as presented by Rwanda;
- (iii) Key Agenda items of interest to the region as follows:
 - a) **Agenda Item 1.1:** to consider additional spectrum allocations to the mobile service on a primary basis and identification of additional frequency bands for International Mobile Telecommunications (IMT) and related regulatory provisions, to facilitate the development of terrestrial mobile broadband applications;
 - b) **Agenda Item 1.2:** to examine the results of ITU-R studies, in accordance with Resolution 232 (WRC-12), on the use of the frequency band 694-790 MHz by the mobile, except aeronautical mobile, service in Region 1 and take the appropriate measures

- c) **Agenda Item 1.3:** to review and revise Resolution 646(Rev.WRC-12) for broadband public protection and disaster relief (PPDR).

Agreed

- (i) To adopt the EACO preparatory report towards the WRC-15;
- (ii) Member states are encouraged to actively involve stakeholders through a National preparatory committee in the development of country position towards WRC Agenda Items;
- (iii) National Regulatory Authorities should be active in the Works of the ITU Study Groups;
- (iv) Countries that have not amended their National Frequency Allocation Table according to the WRC-12 Final Acts should do so.

8.12 REPORT OF THE EACO POSTAL REGULATION AND DEVELOPMENT TASK FORCE

Noted

The report of the EACO postal regulation and development task force was noted as follows:

- (i) The task force held a meeting from the 28th – 30th November 2012 in Kampala, Uganda;
- (ii) The Taskforce developed revised ToRs, among others.

Agreed

- (i) To adopt the revised ToR of the task force as follows:

- a) Promote implementation of Postal Strategies as enunciated by the UPU;

- b) Advise Governments on necessary review of policies and strategies aimed at re-positioning the postal sector in the region as a major player in the Supply Chain;
 - c) Develop and harmonise postal sector plans in the areas of growth, quality of service improvement, enhancement of Postal Security, information sharing and setting of common targets;
 - d) Promote the usage of appropriate technology to be applied in postal sector , including Postal Automation;
 - e) Monitor the progress and advise on the development of the National Addressing and Postcode infrastructure in the region
 - f) Develop an appropriate mechanism for enabling EACO member countries to acquire and use modern mail quality measurement solutions for postal services;
 - g) Develop strategies for enhanced active participation of EACO members in the programmes of UPU, PAPU and other international organizations;
 - h) Conduct joint EACO Postal regulators inspections of; airports, Offices of Exchange, and border points for security and QoS purposes.
- (ii) To urge all Regulatory bodies in the member states to acquire RFID mail quality measurement systems for Regional QoS monitoring and analysis;
 - (iii) To urge Regulatory bodies in member countries put in place appropriate mechanisms for cooperation in minimizing illegal/unlicensed cross-border postal service operations within the East African region;
 - (iv) To urge regulatory bodies in the member countries to continuously examine causes of the decline in quality of service as revealed in the UPU Regional Quality of Service reports;
 - (v) To urge Burundi to join the UPU Regional Quality of Service initiatives and also share QoS measurement results with the other EACO members;
 - (vi) To urge all EACO member states continue identifying and committing appropriate resources towards the development and implementation of

National Postcodes and Addressing Systems in the region, considering their important roles in national development.

9 ADOPTION OF INTERNET PROTOCOL VERSION 6 (IPV6) IN THE REGION

Noted

The status of adoption of the IPv6 in the region as follows:

a) Kenya

- (i) Kenya formed a National IPv6 Steering committee whose members are drawn from the Telecommunications Service Providers of Kenya (TESPOK), Ministry of Information and Communications Technology (MICT), Communications Commission of Kenya (CCK), Kenya Network Information Centre (KENIC), among others;
- (ii) The functions of the IPv6 Steering committee include:
 - Development of Policy and Strategy on adoption of IPv6;
 - Capacity building and awareness creation, among others.
- (iii) Intends to carry out a study to establish the uptake of the IPv6 in the country to assist in coming up with modalities of increasing the uptake of IPv6.

b) Rwanda

- (i) The Regulatory Authority has carried out a survey with all local ISPs and operators to assess their state of readiness to offer IPv6 services to the public in Rwanda. Out of the 7 ISPs surveyed, 6 replies were received;
- (ii) The Regulatory Authority also held an awareness meeting with major ICT stakeholders on 9th August 2012 and shared the findings of the survey and discussed the way forward to overcome identified issues;
- (iii) Some of the findings were, inter alia, that only one ISP had requested IPv6 blocks from the AFRINIC and there was no single customer that had requested IPV6 addresses to ISPs.

c) Tanzania

Tanzania is in the process of conducting baseline survey to establish the status of the IPv6 uptake in the country.

d) Burundi

- (i) The Regulator of Burundi is yet to develop a roadmap for adoption of the IPv6;
- (ii) Operators have contacted the suppliers to ensure that the devices they are acquiring comply with the IPv6;
- (iii) Operators to contact Afrinic for IP addresses and free training.

e) Uganda

Under the leadership of the Ministry of ICT, Uganda has initiated development of IPv6 migration strategy.

Agreed

- (i) EACO member countries should collaborate on the adoption of IPv6 in the region as follows:
 - a. Capacity building and awareness creation on the adoption of IPv6;
 - b. Encourage operators in the EACO member states to apply for IPv6 address blocks from the African Network Information Centre (AfrinIC).
- (ii) Member states should conduct baseline study/survey in order to inform efforts needed to ensure successful adoption of IPv6 in the region;
- (iii) In order, to facilitate the adoption of IPv6, it is necessary that the regulatory authorities, public agencies and the government provides an initial form of catalyst by creating awareness and providing education about IPv6 through Workshops and seminars.

10 PROGRESS REPORT ON ANALOGUE TO DIGITAL MIGRATION IN REGION, EXPERIENCE AND CHALLENGES

Noted

The progress reports from the member states on Analogue to Digital migration as follows:

a) Kenya:

(i) Experiences:

- The Government established a Multi stakeholder Task Force to provide a framework for digital migration. The members of the Taskforce are drawn from the Ministry of Information and Communications Technology (MICT), Communications Commission of Kenya (CCK), National Communications Secretariat (NCS), Media Owners Association (MOA), Media Council of Kenya (MCK), Kenya Broadcasting Corporation (KBC), Association of Practitioners in Advertising, among others;
- The task force finalized its work in Sept. 2007 and published the report on the CCK website;
- Adopted a phased analogue switch-off involving establishment of Digital Transition Committee to manage the migration process;
- Licensed two (2) Broadcast Signal Distributor (Multiplex Operators) to provide signal distribution services;
- Simulcast period of three years from 2009 to 2012;
- Government to provide incentives and fund migration;
- Adopted DVB-T2 technology for digital TV transmission;
- Government exempted all taxes on Set Top Boxes (STBs);
- The Regulator (CCK) is financing the consumer awareness campaign programmes including radio/TV/print productions.

(ii) Challenges

- Delays in network rollout due to other Government funding priorities;
- Reduced DTT spectrum - WRC 2007/2012 decisions. Upper limit of TV Broadcast spectrum reduced from 862 MHz (ch. 69) 790 MHz (ch.59) in 2007, 694 MHz (ch.48) in 2012 thus constraining spectrum to support DTT (especially during simulcast). This created challenges in re-planning and finding alternative frequencies to replace those already assigned and limits the number of broadcast signal distributors;
- Affordability and availability of set top boxes;
- Change of DTT standard (DVB-T to DVB-T2);
- Lack of appropriate content;
- Existing analogue TV infrastructure;
- Proprietary pay TV STBs. Pay TV providers STBs proprietary curb content piracy. And their highly subsidized STBs are attractive to consumers– but majority consumers unable to sustain monthly subscription fees;
- Adherence to analogue switch-off deadlines
- Environmental challenges, including electronic waste (obsolete STBs, TVs, broadcast equipment) and increased emissions from Multiple transmitters during prolonged simulcast;
- Lack of power/electricity supply;
- Competition issues
- Inadequate Consumer awareness;
- Unending Litigation: Many court cases related to broadcasting indirectly slowing down the migration process as a result firm analogue switch-off date not yet set;

(b) Rwanda:

(i) Experiences

- Currently, the digital TV Broadcasting Network of ORINFOR, the public broadcaster, is up and running with an estimated coverage of 95% of the entire country;

- Regulations governing digital terrestrial television have been established and technical specifications for STBs have been published to allow importers and vendors of equipment to avail them on the market;
- RURA Board approved signal distributor license for the public broadcaster (ORINFOR) on 28th February 2013;
- Five TV broadcasters (TV10, Super TV, Lemigo TV, Light TV and Nation media group Rwanda) have already received authorization to build their own TV studio;
- TV10 has already commissioned its studio and is now included in ORINFOR bouquet;
- Dual illumination (transition period where Public Broadcasting Network will be broadcasting both analogue and digital signal to allow consumers with and without STBs to continue receiving TV channels) commenced on 1st March 2013;
- Awareness campaign to inform consumers on benefits of digital TV system; sensitizing potential vendors on the business opportunity in availing STBs and integrated digital TV. This started with distribution of 800 STBs already acquired by ORINFOR during the official launch on 21st March 2013 in Gisagara district.

(ii) Challenges

- The availability of Set Top Boxes (STBs) on the Rwandan market to adapt existing analogue TV in order to receive digital TV or integrated digital TV tuners for consumers who would like to buy a new digital TV;
- Setting up switchover (switch off analogue TV) date of analogue TV to avoid unnecessary cost for Public broadcaster in running two networks in parallel. The switchover date will depend on availability of STBs on Rwandan market;
- Availability of local content remains an issue due to limited financial resources for content production; inappropriate training opportunities for content creators; lack of access to advanced technology (production units, digital cameras, digital studios).

(c) Burundi

(i) Experiences

- Burundi conducted technical studies on Standards for compression and distribution of digital signal, STBs parameters, sites required for country coverage, frequency plan and the budget. A study on legal and regulatory framework(licensing, number of MUX and responsibilities of regulatory bodies (ARCT) and CNC was also conducted. These studies lead to the adoption of DVB-T2/MPEG4 standards as well as legal and regulatory framework including the role of regulatory bodies;
- The approval of the national roadmap for migration as well as adoption of the communication strategy;
- Analogue Switch off to be implemented phase by phase depending on the level of STBS and digital receivers penetration;
- The total Analogue broadcasting Switch off is planned for 31st December 2014
- The public campaign is being conducted countrywide for sensitization.

(ii) Challenges

- Development of sufficient contents to utilize the capacity of digital broadcasting;
- Digital broadcasting network not rolled countrywide.

(d) Uganda

(i) Experiences

- Digital Migration policy in place with two licensing segments; Signal distribution and Content development;
- Standards for transmission and head end adopted at regional level;
- Coordination with neighbouring countries was finalized and a DTT frequency plan based on GE06 developed. Continued coordination for

additional proposed sites within the earmarked regions is handled on case by case basis;

- The 1st Digital dividend has been allocated for broadband services;
- Minimum STB specifications for FTA reception developed;
- The Signal distributor and content provider application documents, license templates and associated terms and conditions have been developed;
- Phased migration to digital broadcasting, DTT greater Kampala project is progressing, the equipment delivered to the site and civil works completed. This project is expected to cover region approximately an area of 60KM radius, system will be scalable to 96 programmes with initial capacity of 24 programmes, testing and Commissioning scheduled by end of July 2013;
- A comprehensive public awareness plan and strategy has been put in place.

(ii) Challenges

- The Pilot and incumbent operators that do not qualify as signal distributors;
- Funding for the distributor to roll out in the whole country;
- Provision of STBs by the time the Greater Kampala is switched on;
- The existing pilot project STBs to be able to receive the FTA signals;
- Readiness of the public to switch to digital.

(e) Tanzania

(i) Experience

- Back in 2005 when the process of analogue to digital migration started, Tanzania Communications Regulatory Authority (TCRA) issued Public Consultation Document (PCD) on Switchover (Migration) from Analogue to Digital Broadcasting in Tanzania The result of the consultation

proposed introduction of the Multiplex operators in the terrestrial digital broadcasting value chain;

- Three Companies were awarded the Multiplex licence in 2010 to make sure that there is availability of digital signals countrywide;
- Digital Broadcasting Regulations in place (Digital and other Broadcasting network, 2011);
- Established standard for set-top boxes;
- Government provided 100% tax exemption on set-top boxes digital decoders;
- Consumer awareness campaigns conducted countrywide.

(ii) Post Analogue Switch-off Challenges

- Most of customers lack the knowledge of Decoders/Antenna/ Television Connectivity;
- Interoperability of Set Top Boxes;
- Lack of knowledge on Migration;
- Lack of attractive content in Digital Platform;
- Some of Content Service Providers (CSPs) unable to migrate to digital due to technical and administrative issues;
- Unwillingness of CSPs to pay the Transmission fees to the Multiplex operators;
- Lack of enough Local and Premium Content under Terrestrial Digital Platform;
- Regional based Content Service providers faced challenges for uptake
- Poor support services/customer care including paying for calling the call centers when customer asking for support services;
- Arrangement and harmonization of the local TV channel list among the MUX operators;
- Weak signal reception in some points within a defined service area;
- Exploitation of the optic fiber in digital broadcasting networks v/s satellite for distribution networks;
- Licensing of Multiple Channels;

- Licensing of the subscription services including the issues of whether to licence a channel or a aggregator and the relation between the independent producers of subscription content and subscription service licensee;
- Separation of jurisdiction of Signal distributors and Content Service Providers;
- Requirements of having SLA between Signal distributors and CSPs;

Agreed

- (i) EACO member states to continue with extensive public awareness campaigns on digital migration;
- (ii) EACO member states to use the opportunity of digital broadcasting to put in place strategies for development of local content;
- (iii) Facilitate 100% tax exemption for the digital set-top boxes in order to expedite digital broadcasting take-up;
- (iv) Member states to continue to share experience on successes and challenges arising from implementation of the digital broadcasting;
- (v) Since the Analogue Switch Over (ASO) deadline of 31st December 2012 for all EACO member states lapsed, member states are urged to ensure that they switch off well before the ITU deadline of 17th June, 2015 and have a shorter simulcast period to avoid costs;
- (vi) Governments continue to support digital networks roll out and encourage PPP strategy.

11 POSTCODE, NEW ADDRESSING SYSTEMS AND STANDARDS IN THE REGION

Noted

- (i) The report of the EACO postal regulation and development task force on new addressing systems and standards in the region;
- (ii) That member countries are in different levels in development of Addressing system;

- (iii) That Address standards are part and parcel of a modern Addressing System;
- (iv) National Addressing standards are developed to:
 - a) Define the structure, contents and presentation of an address;
 - b) Define number of lines in the address, their order of appearance and set number of characters per line;
 - c) Define standard abbreviations to be used when the maximum number of characters per line exceeds;
 - d) Set the rules to be applied for writing addresses eg inclusion and exclusion of some signs, mark, and spaces in the address;
 - e) Describe various elements that may appear in an address and formalize the rules for transcribing the address for postal purposes.

Agreed

To urge EACO member states to benchmark with Uganda and Tanzania in developing Addressing Standards within their respective jurisdictions.

12 IMPLEMENTATION STATUS OF DOHA POSTAL STRATEGY

Noted

- (i) The report of the EACO postal regulation and development task force on implementation status of Doha Postal Strategy (DPS);
- (ii) That the DPS has several programmes focused on the following four (4) Strategic goals:
 - a) To improve interoperability of the international postal networks;
 - b) To provide technical knowledge and expertise related to the postal sector;
 - c) To promote innovative postal products and services; and
 - d) To foster sustainable development of the postal sector.
- (iii) The Doha Congress recognized the status of implementation of the Nairobi Postal Strategy (NPS) where each UPU member country was expected to, among others:

- a) Implement the necessary postal sector reforms to facilitate effective governance, which is a prerequisite for postal sector development;
 - b) Include postal services among the priority areas in the national development plans; and
 - c) Invest in appropriate ICT infrastructure and software to support the development and delivery of e-postal products like Track & Trace and Electronic Money Transfer.
- (iv) Some important projects are on-going in the EACO region within the NPS framework as follows:
- a) Development of National Postal Addressing Systems;
 - b) Improvement of Interstate Money Order services; and
 - c) Setting up an International Remittances System jointly supported by both the UPU and International Office on Migrations (IOM).

Agreed

- (i) Urge EACO member states to assess the level of implementation of the Nairobi Postal Strategy and ensure that the necessary actions are taken to complete the on-going projects;
- (ii) Urge EACO member states to examine the Doha Postal Strategy with the view of identifying the necessary activities to be undertaken by the various stakeholders: at the Government, Regulatory and operator levels, and have them incorporated in the respective National Development Plan as well as Strategic Plans of the relevant institutions for implementation.

13 BROADBAND STRATEGY AND SPECTRUM RESOURCES

Noted

- (i) Report presented by Kenya on National Broadband Strategy which is based on the following principles:
 - a) Open Access;
 - b) Technology Neutrality;
 - c) Research and Innovation;
 - d) Equity;

- e) Coordination and Collaboration;
- f) Sustainable Interventions;
- g) Competitive Choice of Technologies;
- h) Policy Responsiveness;
- i) Market-based Investment; and
- j) Promotion of a National Value System that Catalyzes Vision 2030 and Safeguards Kenya's Cultural Heritage.

(ii) Commended the progress so far made by Kenya in development of the Strategy.

Agreed

EACO Member states to benchmark with Kenya while developing their respective broadband strategies.

14 STATUS ON SIM REGISTRATION AND ELECTRONIC IDENTITY IN EACO

Noted

Status of SIM registration and Electronic Identity in the respective member states as follows:

a) Burundi

- (i) **September 2011**: Government directed ARCT to proceed with SIM card registration;
- (ii) **November 2011**: The process of SIM Card registration started, with the concerned subscribers from the five GSM operators registering;
- (iii) The operators registered subscribers using their National Identification Card or their passports;
- (iv) **March 2012**: The first evaluation was done by Regulator based on a form which operators have to file; the registration was at 35%;
- (v) **December 2012**: The second evaluation of status of the SIM card registration involved the DG of the Regulator meeting all the CEOs of the five GSM operators. In that meeting, operators invoked the following:

- a) High Cost of the operation;
 - b) No sensitization of the people; and
 - c) Some people don't have National Identification Card.
- (vi) Arising from the above meeting with the CEOs of operators, a Taskforce was put in place in February 2013 and submitted their report in March 2013, which proposed the following:
- a) To allow other forms of identification to be used in registration;
 - b) To improve the sensitization of the people on the need to register their SIMs;
 - c) Deadline of registration to be in December 2013.
- (vii) The level of registration was 60% in February 2013.

b) Kenya

- (i) Kenya has put in place laws and regulation that govern SIM registration;
- (ii) By March 2013, 94% of the subscribers had been registered.

c) Rwanda

- (i) The SIM Card registration was launched on 4th February 2013. The process of the registration was designed to be paperless and validated against the National Identity Agency database;
- (ii) By end of May 2013, 72% of all active SIM cards were registered;
- (iii) The registration is planned to be completed by 31st July 2013 for all existing subscribers.

d) Tanzania-to provide brief

- (i) SIM registration is monitored under the Electronic, Postal and Communications Act (EPOCA) 2010;
- (ii) SIM registration was 93% by the 31st March 2013;
- (iii) Effective 1st June 2013, all SIM cards sold in the market are locked and can only be used upon registration whereby they are activated by the network;

- (iv) All unregistered SIM (7%) will be deactivated and removed from the network effective from the 10th July 2013.

e) Uganda

- (i) Currently Uganda is at 91% in SIM registration. The registration was due to end on 1st March 2013. It was found necessary to extend the registration process due to challenges that had been experienced especially in the rural and remote areas. Registration was thus extended for a further 3 months and an additional 3 months was allowed for validation of the data. The registration has now been closed and the operators are carrying out data validation;
- (ii) The main challenge that was faced was the fact that Uganda does not have a national identity card yet.

Agreed

- (i) Member states to fast track SIM card registrations;
- (ii) Member states should emulate Tanzania and ensure that all SIM cards sold in the market are locked and can only be used upon registration whereby they are activated by the network provider;
- (iii) All unregistered SIM cards should be deactivated and removed from the networks.

15 MOBILE NUMBER PORTABILITY (MNP)

Noted

a) Kenya

The presentation by Kenya was noted as follows:

(i) Things to consider when implementing MNP:

- Legal Framework
- Consultation process with all concerned

- The prescribed Technical Solution with Automated Porting process
- Simplicity (Keep It Short & Simple (KISS)) with Validation;
- Recipient Operator based, One stop Shop is convenient to customers;
- Charging End Users by recipient operator
- Short execution time frames and maximum Period for Porting;
- Consumer Education
- Not allowing “Win-back” (The Donor Operator initiates contact with a subscriber who has either requested number portability, or who has already ported their number(s)).
- Providing a reasonable “Cooling Off” period (The function that enables a Subscriber to return to the Donor Operator in the case that the Recipient Operator’s service fails to meet the Subscriber’s expectations, this shall be a period of not more 14 calendar days;)
- Independent network not used as a framework for debt collection;
- The Decision to License a CRDB provider;
- Tariff transparency by off – net require audible tone;
- NP Provided during all business hours;
- No reject/delay for Commercial/Legal claims;
- Cutover period on receipt of cutover request.

(ii) Things to avoid when implementing MNP:

- Manual, complicated, time-consuming processes for end-users need to be avoided
- Need to balance convenience with security to keep rejection rate at minimum
- Reducing time to port generally increases the adoption of porting
- Avoiding using the MNP platform for other issues like debt collection

b) Rwanda

The presentation by Rwanda was noted as follows:

- (i) Rwanda decided to conduct a Cost Benefit Analysis on Mobile Number Portability (MNP) to assess whether it is really worth to implement MNP at this time, and to assess also its impact on business operations of existing

operators, on competition within the cellular market, on consumer choices and on the overall economic activity;

- (ii) The outcome of the study will determine whether MNP will be implemented or other regulatory tool are to be used to enhance and stimulate competition within the mobile cellular market.

Agreed

- (i) The Regulator must be clear on the methodology to follow;
- (ii) Must invest on consumer education;
- (iii) Ensure that portability is available conveniently and universally;
- (iv) The system should be Kept Short and Simple.

16 REPORT ON THE WORLD CONFERENCE ON INTERNATIONAL TELECOMMUNICATIONS (WCIT- 12)

Noted:

- (i) Tanzania, Uganda, Rwanda and Burundi have signed the Final Acts;
- (ii) Kenya has not signed the Final Acts and is still consulting stakeholders with a view to acceding to the Treaty;
- (iii) That a Joint ATU-ITU Seminar on the outcomes of the WTSA-12 and WCIT-12 will take place from 10th to 12th July 2013 at the International Convention Center in Durban, South Africa;

Agreed

- (i) Urge member states who have not signed the Final Acts to accede to the Treaty;
- (ii) Urge member states who signed the Final Acts to ratify the Treaty
- (iii) Member states are encouraged to attend the Joint ATU-ITU Seminar on the outcomes of the WTSA-12 and WCIT-12 will take place from 10th to 12th July 2013 at the International Convention Center in Durban, South Africa.

17 CHARGES TO ACCESS MULTIPLEX OPERATOR (MUX) SERVICES

Noted

- (i) Tanzania determined Cost Based Digital terrestrial Television Transmission Fees Charged by Multiplex Operators to Content Service Providers;
- (ii) The need to adopt cost based approaches in determination of charges by multiplex operators to content service providers in the digital broadcasting environment;
- (iii) Stakeholders consultation is of utmost importance after establishing the cost based charges in order to attain the smooth digital migration;
- (iv) It is difficult for operators to successfully negotiate the charges commercially, hence the need for Regulators to intervene through proper regulations.

Agreed :

There is need for member states to benchmark and share experience on the approaches and methodology to establish cost based DTT charges among member States.

18 RECOMMENDATION OF THE EACO ICT CONFERENCE ON “BROADBAND FOR ALL IN EAST AFRICA”

Noted

The presentation by the EACO Secretariat on the EACO ICT Conference on “**Broadband for all in East Africa**” held from the 15th to 19th April 2013 in Kampala, Uganda.

Agreed

To adopt the recommendations of the EACO ICT Conference for implementation.

Guidelines On Harmonised Converged/Unified Licensing Frameworks

1.0 Scope

These Guidelines are expected to cover the following:

- 1.1 Procedure in which National Regulatory Authority (NRA) is required to issue licences under the Converged Licensing Framework (CLF)/UNIFIED LICENSING FRAMEWORKS (ULF)
- 1.2 Procedure in which operators in East Africa can migrate into the CLF/ULF.

2.0 Objectives of these Guidelines

- 2.1 To guide NRAs migrate into CLF/ULF;
- 2.2 To harmonize license categories under CLF/ULF; and
- 2.3 To enhance technology and service neutrality.

3.0. Licence Categories

NRAs are encouraged to issue licences under the following categories:

1. **Network Facilities:** A licence for ownership, construction, management, maintenance and making available electronic information infrastructure for providing basic connectivity and bandwidth to support applications (Passive network).
2. **Network Services:** A licence for the operation of the network to enable connectivity of a public network facility using any preferred technology (Active network)
3. **Applications Services:** Licence for provision or re-sale of electronic communication services such as voice, data, internet, messaging services, financial services (mobile banking services), gaming (including lotteries) services and other value added services to end users using network services.
4. **Content Services:**
 - Licence for provision of broadcast services such as TV and radio
 - Licence for provision of multimedia services.

4.0 Terms and Conditions for licences under CLF/ULF should include the following:

1. Scope of the licence

Reference to the law in respective jurisdictions, authorising grant of licence with specific reference to the type of services to be provided and roll out plan.

2. Duration and renewal

The minimum number of years in which a licensee is authorised to provide services is five (5) years.

Application for renewal of licences with a five (5) years duration shall be made six (6) months prior to expiry while those with more than five (5) years duration, shall be required to submit their renewal application one (1) year prior to expiry.

3. Shareholding

Licensee's shareholding structure to be provided as an Appendix to licence. Licensee to comply with any ownership requirements in the respective jurisdictions.

4. Payment of regulatory fees

Payment of application fees, initial licence fees, annual operating licence fees, and any other regulatory fees to be made as required by respective jurisdictions.

5. Provision of Services

Provision of services to be provided in accordance with the requirements of the relevant law and applicable recommendations of the ITU taking into cognisance regional and international standards.

6. Modification of licence

Terms and conditions of the licence to be modified in accordance with the law of the respective jurisdiction including among others:

- Provision of any new ICT laws which are relevant to the licence; and
- Any change regarding shareholding structure and/or roll out plan.

7. Non discriminatory interconnection

Interconnection agreements where applicable shall be made without discrimination on any basis.

8. Suspension/Revocation for breach of conditions

Where there is material breach of licence conditions, suspension or cancellation of licence shall be imposed.

9. Type approval in conformity with regulatory standards

Licensee to comply with type approval requirements where applicable.

10. Quality of Service

Licensee to comply with quality of services requirements.

11. Accounting Requirements

Licensee to comply with requirements on:

- (i) Maintaining financial records in accordance with global accounting best practices and standards; and
- (ii) Submitting to the authority annual reports and audited financial statements.

12. Universal service obligations

Licensee to comply with universal service obligations as provided in respective jurisdictions.

13. Dispute resolution

Licensee to comply with dispute resolution mechanisms in respective jurisdictions.

14. Transfer of licence

Licensee shall transfer licence subject to approval by the respective NRA.

15. Compliance with the law

Licensee shall comply with provisions of all applicable laws in their respective jurisdictions.

16. Requirement to submit any information to the NRAs

The licensee is required to maintain such information that will enable the NRA to carry out its functions in such manner and at such times as the NRA may request.

The NRA may direct the licensee to submit periodic reports, statistics and other data as well as any other additional information with a view to supervise and enforce effectively the terms of the licence.

17. Compliance with regional, international conventions and regulations

Licensee shall comply with provisions of regional, international conventions and regulations addressing telecommunications/ICT issues.

18. Privacy and Confidentiality of customer information

The Licensee shall not disclose any information about any of its customers to any third party except to the extent that such information is required:-

- (i) for the purposes of debt collection by the Licensee from the customer concerned;
- (ii) for statistical or research purpose provided the information is in such a way that it does not link to a particular customer;
- (iii) by the Licensee's auditors for the purpose of auditing the Licensee's accounts;
- (iv) by the Licensee's attorney(s) in connection with any potential, threatened or actual litigation between the Licensee and the customer concerned;
- (v) by the NRA for the purpose of performing its functions under the law;
- (vi) by an order of the court in respect of legal proceedings between the customer and another party pending in court.

19. Human Resource Development (Capacity building)

Licensee shall submit to the NRA Human Resource Development outlining strategies towards empowerment of its local staff.

20. Submission of roll out plans

Licensee shall submit to NRA roll out plan(s) indicating the type of service/facility, plan/timeframe and area to be provided. The roll out plan shall be attached as an Appendix to the licence and may be modified to accommodate new services and technology.

21. Performance Bond/ Bank Guarantee

In cases of network facilities, network services and content services by subscription, a licence applicant shall submit to the NRA a performance bond/ bank guarantee from a bank registered in the respective country for a period to be determined by the NRA.

22. Spectrum assignment if applicable

Licensee shall comply with conditions of frequency assignment as provided in the frequency user licence granted by the NRA.

23. Safety and Environment obligations – Public Safety

Licensee to comply with safety and environment obligations in respective jurisdictions.

24. Force Majeure

The Licensee seeking to rely on force majeure as an exemption shall demonstrate to the NRA that it took all reasonable steps to minimize the impact of the force majeure on the performance of its obligations and where any Licensed Systems were damaged by such force majeure, that it took reasonable steps to repair or rebuild such systems once the force majeure had ceased or been eliminated.

25. Pre-Notification Of Joint Ventures

The Licensee shall notify the NRA before taking effect of any the agreements or arrangements on joint venture and give particulars of the same.

26. Prohibition Of Cross-Subsidy

The Licensee shall not subsidize or cross-subsidise, or permit itself to be subsidised or cross-subsidised or give or receive undue preference to or from, as the case may be, any of its associated businesses or persons as concerns the provision of the Licensed Systems and/or any other licences granted to the Licensee by the NRA.

The Licensee shall maintain necessary records to evidence resource transfers between its associated businesses or persons. The NRA may at its discretion direct the licensee to submit this or other information related to the licensed businesses to satisfy the NRA that no cross-subsidy is taking place.

27. Prohibition Of Undue Discrimination

The Licensee shall not (whether in respect of the rates or other terms and conditions applied or otherwise) show undue preference to, or exercise undue discrimination against, particular persons or persons of any class or description in respect to the provision of the licensed services.

28. Fair Trading

The Licensee shall not engage in any activities, whether by act or omission, which have, or are intended to or likely to have, the effect of unfairly preventing, restricting or distorting competition in the respective jurisdiction.

29. Inspection

The Licensee shall permit the NRA to inspect its premises, facilities, files, records and other data to enable it to exercise its functions under its applicable law(s).

30. Requirement To Publish The Charges, Terms And Conditions Of Offering Licensed Services

The licensee shall file to the NRA a copy of the Charges, Terms and Conditions for licensed services at least 30 days before launch of the said service(s). Once approved, this information should be published and provided to any person who reasonably requests.

31. Provision Of Customer Care Services

The Licensee shall establish and maintain efficient customer care services to assist any person to whom it provides licensed services to answer questions regarding products, services, and any other reasonable related questions.

5.0. Obligations of NRAs in CLF/ULF

In introducing CLF/ULF to their jurisdictions, NRAs shall:

- (i) Carry out consultative meetings with stakeholders on the licensing frameworks;
- (ii) Grant timeframe of at least 12 months for migrating into CLF/ULF; and
- (iii) Provide incentive regulations in terms of exemption of application fees or any other measures to encourage existing licensees to migrate into the CLF/ULF.

6.0. Review of Guidelines

These Guidelines may be revised by EACO from time to time as may be deemed necessary.

Issued this2013

ANNEX VII. The report of Telecommunications Operators Assembly.

20TH EACO CONGRESS/ REPORT OF THE TELCOM OPERATORS ASSEMBLY

1.0 Introduction

The meeting was called to order at 11:45 am with the election of the bureau for the assembly as follows;

Chairperson – Kenya (represented by Telkom Kenya Limited)

Secretaries – Kenya (represented by Airtel Networks Kenya Limited) and Tanzania (represented by Tanzania Telecommunication Company

Limited) Burundi proposed the adoption of the Agenda as indicated and was seconded by Tanzania

2.0 Summary of Decisions

a) Report of the outgoing Chairman

The outgoing Chairman presented his report to the Assembly which was discussed and the following feedback received, please see annexure 1 of the said report.

- 1. SIM registration – Kenya, Uganda and Tanzania have all commenced SIM pursuant to the respective Regulators' directive. In Burundi although SIM registration has been ordered by the regulator and is half achieved, priority is being given to penetration which is still low. In Rwanda SIM registration is progressing well with the deadline 31st July, 2013. So far 80% registration has been attained. South Sudan noted that there was a challenge in SIM registration due to non-issuance of Identity cards to all Southern Sudan citizens.*

2. *Cyber security – Each member state was to give an update on the establishment of a National Fraud and Cyber Security body. Kenya, Uganda, Rwanda, and Tanzania all reported the relevant body had been established with the Regulator and operators being involved in the membership of the respective bodies. Burundi reported the set-up has not been completed while Southern Sudan does not have a regulatory body yet to spearhead the setting up of the security body.*
3. *Regional roaming – It was observed by the Assembly that regional roaming rates are determined through commercial agreements between operators. Currently rates are determined through commercial agreements between operators. Kenyan operators had submitted their views to the Regulator on the matter and are still awaiting a response. It was noted that roaming charges continue to be high due to some taxes being levied on international incoming traffic in some member states.*

Challenges:

- ✓ *Tariff price is determined by commercial mutual agreement between operators.*
- ✓ *Roaming charges are still too high.*

Discussed and agreed that Regional roaming should be treated in a different price model because it has been noted to be high. However the assembly also agreed to forward back to EACO Congress recommendation submitted at 19th Meeting.

4. *Migration from IPv4 to IPv6 – Operators were requested to state the challenges that they are facing in the migration. Kenya Internet Exchange Point informed the members that it was ready to assist in the migration.*

Kenya noted that there was a report that was to be prepared on the status of each country's preparedness and circulated to all. This has not been done. Kenya, Uganda and Tanzania all indicated that they have commenced or completed the migration while Burundi had not commenced the migration.

Challenges which hinder the speed of migration:

- ✓ CAPEX for procurement of Equipment.
- ✓ Infrastructures are not readily in place to some country members.
- ✓ Lack of capacity building.

Agreed that each member country should implement the exercise before shutting down IPv4 and Kenya is ready to support.

5. Spectrum pricing – the Assembly noted that currently spectrum pricing still remains prohibitively high. Some jurisdictions charge spectrum according to the bandwidth allocated and also according to TRX rolled out. This additional charging on TRX rolled out is in Kenya only making spectrum pricing in Kenya more expensive than in other member states. Tanzania noted that there was also the mode of auctioning that determined spectrum pricing. A review of spectrum pricing in Kenya was done commencing 1st July, 2012 reviewing the spectrum fees downwards which is a positive move for all operators. **It was proposed that the recommendations as stated in the Chairman's report be retained.**

Long Term Evolution (LTE) – Tanzania has achieved the analogue to digital migration. In Uganda the migration has not been achieved. In Kenya there are ongoing discussions between the Government, the Regulator and operators however it is not clear how allocation shall be done. It was agreed the Regulators should give a clear road map and the

availability and allocation of the spectrum.

The Regulators were tasked to come up with the deadlines for the analogue to digital migration so as to make the bandwidth for LTE available and allocation to be done as soon as possible.

It was proposed that all national Regulators should publish guidelines on how all operators shall have access to the resource. It was further agreed that the timeline for migration should be either earlier than 2014 but not later than 2015.

6. *Internet exchange points for East Africa –Kenya informed the Assembly that there was a meeting in Tanzania for all IXP operators where the main agenda was to explore ways to keep as much traffic within the exchange points in the region. There was also a proposal to Regulators to provide funding for the various exchange points. The Assembly proposed that there should be a single exchange point for the members in the Region. Burundi noted that they were not connected to broadband cables as yet but this should be resolved by July 2013.*

7. *Mobile Number Portability (MNP) – Rwanda, Uganda, Burundi and Tanzania indicated that MNP has not been implemented in their countries. Kenya is the only member that has MNP available as a service for its subscribers.*

8. *Harmonization of emergency short codes through East Africa – Operators reported that the only short codes that have been harmonized are those for provision of emergency services. It was recommended that commercial short codes should be left to operator's administration as is the case now.*

Challenges:-

✓ *No mutual agreement on harmonization of commercial short codes.*

- ✓ *Discussed and agreed to recommend to the body that commercial short codes should be left to Operators as is the case treated now. **However the assembly also agreed to forward back to EACO Congress recommendation submitted at 19th Meeting.***

9. *Vandalism – In Uganda penalties have been put in place in the revised Uganda Communications Act however there is need for a specific law targeting infrastructure and for more stringent penalties to be imposed. In Kenya the relevant legislation has been amended with infrastructure vandalism being specifically indicated and high penalties imposed for the crime. In Burundi and Tanzania, the issue has been noted by the respective Regulator and Government and penalties being imposed on persons convicted of vandalizing cables. Rwanda informed the Assembly there were very few cases of vandalism being experienced.*

Other matters discussed by the Assembly before the adoption of the Chairman's report were; Representation in the decision-making body of EACO – The Assembly noted that the fees paid for membership should afford the Operators an opportunity to be represented in the decision- making body of EACO. It was proposed the MNOs be given the status of observers in each member state especially because many issues relating to operators were discussed in the forum. Burundi proposed that there should not be a minimum or maximum amount of membership fees placed on operators. Instead the more you pay the more rights you have to participate on the decision making.

- *Membership fees to EACO – The Assembly noted that the Membership fee for operators of USD 10,000 was quite high as per the*

current Constitution. It was suggested that there is need to disclose the report of budget for the Secretariat, how it is utilized and proposals made accordingly. It was proposed that in order for operators to justify the fee, there should be some decision making rights attached to it.

- *Cross border network interference – To solve the issue of cross border interference, colour codes were introduced for implementation amongst operators to minimize the interference. It was noted that Uganda, Kenya and Rwanda the colour codes have been implemented. Burundi and Tanzania have not implemented the colour codes. **It was proposed that the next step was the carrying out of measurements with the Regulators in areas of***

contention especially along the borders. The Assembly unanimously agreed that all issues agreed as indicated in the Chairman's report should be enforced diligently by Regulators where operators are not implementing the resolutions.

The report was thereafter adopted by the Assembly.

b) Satellite Communications and its Broadband niche

Status

It has been noted that Burundi is still employing this Technology while awaiting completion of FOC in July, 2013. The rest have been using as a redundant links.

Challenges:

- ✓ *A tremendous increase of operation and maintenance costs (OPEX) since it is an old technology.*

Discussed and agreed that each member country is currently deploying Fibre Optical Cable (FOC), which has proved as having many features

like Bandwidth, QoS and even the network can support self healing.

c) Regional operator's access to the submarine cables landing points.

Status

The status quo remains as at last year. No operator has indicated any challenges to access the sub-marine cables landing points.

d) International monitoring and taxation

Status

Some member states have implemented taxation on traffic which has impacted negatively on not only the traffic experienced but also on the revenue generated from such traffic. Currently due to the tax, regional rates are much higher than rates for countries outside the region.

Challenges

- ✓ *The reduction in inbound and outbound international traffic*
- ✓ *Increased illegal traffic termination*
- ✓ *Poor QOS*
- ✓ *Overall negative economic effect*

It was recommended that any member state that has not implemented the tax on traffic should not do so and where it has been implemented there should be preferential treatment for regional traffic.

e) Traffic routing and the EAIXP

Status

Not yet implemented in the region. The EACO secretariat informed the Assembly that a Taskforce has been established to work on the guidelines.

Challenges

- ✓ CAPEX for procurement of Equipment.
- ✓ Infrastructure is not readily in place in some country members.
- ✓ Lack of capacity building.

f) Converged licensing framework, operator's perspective

Status

This has already been implemented in all member countries.

g) Quality of service and sub-standard gadgets infiltration

Status

Operators noted that their QOS was being affected by cross border network interference. This interference is to be resolved by the implementation of the colour codes.

In Kenya the Regulator has published guidelines on the switching off of counterfeit handsets which is currently being done by all operators. Uganda is currently sourcing for a common vendor to operate the database that will be used to verify handsets. Rwanda has not embarked on switching off counterfeit handsets however there are guidelines for importing handsets.

h) Lightning: An electromagnetic compatibility (EMC) problem disrupting the working of broadband networks

Presentation made by Professor Akello from Multimedia University – Kenya. The presentation shall form Annex 1 of the report.

3.0 Conclusion

- ✓ *It is proposed that the following issues be closed*
 - I. *Harmonization of emergency short codes within EAC – only emergency short codes should be harmonized.*
 - II. *Mobile Number Portability – discussions should be re-opened when there is an update from member states that have not implemented it.*
 - III. *SIM registration – member states should be allowed to give updates as and when the need arises.*

- ✓ *It is proposed the further discussion should be had on;*
 - I. *Taxation of inbound international traffic- an analytical study should be done in countries where the tax has been imposed and presented to all members.*
 - II. *Spectrum pricing – National Regulators should consider the further reduction of the costs associated with acquiring spectrum.*

4.0 Decision Expected/Request

Congress is requested to approve and adopt the above decisions/recommendations.

Mr/

Ms.....

Chairperson

REPORT OF THE 20TH EACO POSTAL ASSEMBLY HELD IN NAIROBI, KENYA ON 24TH – 26TH JUNE 2013

3.0 INTRODUCTION

The 20th Postal Assembly in the East African Region was held from 24th to 28th June 2013. It was opened by the CEO of the host country, Dr. Enock O. Kinara, Postmaster General Postal Corporation of Kenya.

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

1.1 Attendance

The meeting was attended by members from Postal Corporation of Kenya (PCK), National Post of Burundi, Tanzania Posts Corporation (TPC), Posta Uganda, Rwanda Utilities Regulatory Agency (RURA), Tanzania Communications Regulatory Authority (TCRA), Communications Commission of Kenya (CCK) and AFRALTI.

1.2 Election of The Bureau

The following were elected on the bureau:

Chairman: Kenya

1st Rapporteur: Tanzania.

2nd Rapporteur: Kenya.

1.3 Adoption of The Agenda

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

The outgoing Chairman presented a report on the status of implementation of the Report of the 19th Postal Operators Assembly. (*Report attached in **Annex II***)

4.0 MATTERS ARISING FROM THE 19TH EACO MEETING

2.1 Status Implementation of the 19th EACO Action Matrix

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

The following issues were extensively discussed:

2.1.1 Active participation in Meetings

It was noted that Rwanda was represented in the assembly by the regulator.

2.1.2 Scanning Machines

Members reported that scanning machines or detectors had neither been purchased nor installed at the borders. However, alternative internal screening systems in offices of exchange such as sniffer dogs have been put in place by member countries.

The assembly recommended that;

- a) The purchase and installation of scanning machines should be done by the regulators due to the high cost of acquisition.

2.1.4 Joint Inspection of Airports and Offices of Exchange

- b) Uganda, Burundi and Rwanda hosted joint inspections in 2012 and 2013 and the regulators were involved.

2.1.5 IFS Tests between Burundi and Uganda

It was reported that technical hitches still exist during testing as one could not view sent money from Dar es Salam to a rural office.

The Committee discussed the above item and made the following recommendations:

- a) There is need for a contact person in the five member countries.
- b) There is also need for coordinated communication, training on the project.

2.1.6 Quality of Service

The assembly discussed the above item and made the following recommendations:

- a) There is need to improve Quality of service processes.
- b) Member countries should put in place their own security systems instead of relying on the airport security which is not sufficient.
- c) Regional quality of service through QSF should be developed.

2.2 PRESENTATIONS BY MEMBER COUNTRIES

The Assembly held presentations and discussions were conducted. The following is a summary of what was noted and agreed upon as a way forward for the Postal Assembly.

2.2.1 Presentation on Courier Opportunities and Challenges – Tanzania and Kenya Experience

The presentation was noted and members observed that for business survival, there is need to offer quality service and meet customer expectations.

Kenya also shared that focus should be on leverage on technological advancement to enhance speed and efficiency in service delivery, marketing and branding, visibility of domestic consignments (Track and Trace), Public Private Partnerships and improving logistics.

2.2.2 Presentation on Hype on Home Deliveries – AFRALTI

The presentation was noted, and focus was based on developing policies to govern and regulate new areas, contribution from all stakeholders for numbering, infrastructure development, improved security, having the will to venture in to such areas, and taking the first step to implement innovative products.

The Assembly discussed the above items (2.2.1 & 2.2.2) and made the following recommendations for consideration by member countries:

- a) Align and formulate policies for the industry.
- b) Amend the Act to regulate illegal operators by imposing heavy penalties. This is currently in practice and CCK reported having taken over 100 offenders to court.
- c) There is need to have a level playing field on the charges and weights of the courier items.
- d) The governments should be lobbied to invest in infrastructure and develop the National Addressing System as a driver for courier business.
- e) The Track & Trace system and data capture should be improved.
- f) Security should be observed on the items being handled in the home delivery front.
- g) Operators should train and use the developed curriculum already existing at AFRALTI. They should also use internal resources to formulate a training mechanism borrowing from the Burundi Model.
- h) The Universal Service Fund to cater for the needy operators based on their approved proposals. It should also be used for capacity building.
- i) Encourage collaborations with competitors and other Public-Private Partners to improve efficiency in service provision.

2.2.3 Presentation on The National Addressing System Standards For EACO Region – Tanzania and Kenya Experience

The presentations were noted. Member countries (Rwanda, Burundi and Uganda) also shared the status of implementation of the National Addressing System.

The assembly discussed the above item and made the following recommendations:

- a) Governments should drive sourcing of funding the NAS projects.
- b) Stakeholders to educate the public to appreciate the need for a National Addressing System.

- c) UPU to assist the member countries with technical expertise in implementing the National Addressing System project.
- d) National Addressing System to be made a top priority project in the region since the infrastructure will support growth of postal and courier business.

2.2.4 Training and Development For Post & Courier – Kenya Experience

The presentation was noted. Kenya shared with members its experience in the Training and Development for Posts. Member countries shared their experiences as well. The assembly discussed the above item and made the following recommendations:

- a) There is need to emulate the Kenyan training model (in-house training).
- b) Members to take advantage of the UPU Trainpost programme.

2.2.5 Presentation on The Postal Courier Curriculum - CCK

The presentation was noted. It was suggested that members undertake actions towards development of postal training programs in their countries.

The assembly discussed the above item and recommended that;

- a) Members to take advantage of the Postal-Courier curriculum developed by AFRALTI.

2.2.6 Financial Inclusion – Kenya Experience

The presentation was noted. Kenya shared with members its experience in the provision of Financial Services to the unbanked populace.

Member countries also shared their status in the implementation of financial inclusion. They also shared their experience about using the IFS platform to further improve financial inclusion by reaching the unbanked sectors of the economy.

The assembly made the following recommendations:

- a) IFS should have universal branding for proper recognition.
- b) Market and promote use of the IFS platform among the member countries.
- c) Automation of outlets is required.
- d) The region to take full advantage of financial inclusion opportunities as IFS system is practical and viable since it has recorded excellent business in the CIS countries and French speaking countries in Africa.

2.2.7 Drivers and Trends in Postal and Courier Innovations

The presentation was noted. Kenya shared its status on a financial solution that will drive e-commerce in the postal network.

Member countries appreciated that the financial solution is able to link postal operators in the region through integration with IFS solution.

2.2.8 Quality of Service Projects

Members noted the status of implementation of IBIS, Global Monitoring System and Pay for Performance in the region.

The assembly recommended that;

- a) Members take advantage of the new quality monitoring system developed by UPU (GMS Light).
- b) There is need to take advantage of the UPU organized workshops to build capacity by hosting a workshop in the region on GMS.
- c) Joint inspections to continue and Kenya to host the next inspection.
- d) Quality of Service task force meetings to continue and to involve regulators.

2.2.9 Account Settlement Between Designated Operators

Presentation from Kenya was noted. Members recommended the following;

- a) Members to join UPU clearing system for account settlement by emulating Uganda.

2.2.10 Regional QSF Projects

Members discussed the need to have a regional QSF project guided by the Regional Development Plan developed by PAPU.

It was recommended that;

- a) Members should consult Chief Executive Officers and come up with proposals within the next one month.

2.2.11 Road Transport Project

Members received an update from Uganda, Burundi and Kenya. After the discussions it was clear from the preliminary report that the project was not viable due to low mail volumes in the region.

It was recommended that;

- a) Members explore on bilateral basis how to exchange cross-border mails.
- b) Project be dropped from the matrix.

2.2.12 Implementation of The Doha Postal Strategy

Background

Lessons learnt from the NPS implementation were as follows;

- a) Need to involve all stakeholders in its implementation i.e. Governments, Regulators and Operators.
- b) Need to build on the existing strengths.
- c) Assessment of the impact of the Postal Strategies is not easy to measure at the country or regional level.

Kenya presented the briefing to the members on the DOHA Postal Strategy outcomes.

Below is a summary of the major outcomes;

- a) The EACO member countries in Group 4 & 5 are expected to migrate to the new target system in the next cycle.
- b) UPU will conduct studies on impacts of the countries movement to the target system, issues of using domestic tariffs to pay terminal dues and Items per Kilogram (IPK) between countries.
- c) The minimum amounts of the QSF fund raised from 12,000 to 20,000 USD and the fund continue up to the year 2020.

Members recommended that the region needs to prepare adequately for the next cycle of negotiations and the secretariat coordinates the EACO position.

2.2.13 Marketing and Branding of IEMO

Members discussed the matter and agreed to aggressively market the product in the region.

The branding is being handled by the UPU and members will adopt the brand.

3. CONCLUSION

The Assembly of Postal Operators requests that the above concerns and recommendations in this report be considered and approved by the 20th EACO Congress for the improvement of Postal Services in the EACO region.

Dr. ENOCK KINARA
Chairperson
ASSEMBLY OF POSTAL OPERATORS

ANNEX IX. The Report of Assembly of Broadcasters.

REPORT OF THE ASSEMBLY OF BROADCASTERS TO THE 20TH EACO CONGRESS

**KENYATTA INTERNATIONAL CONFERENCE CENTER,
NAIROBI FROM 24TH – 26TH JUNE 2013**

Contents

| | |
|---|----|
| 1.0. INTRODUCTION | 3 |
| 2.0. OPENING REMARKS | 3 |
| 3.0. ELECTION OF THE BUREAU | 3 |
| 4.0. ADOPTION OF THE AGENDA | 3 |
| 5.0. REPORT OF THE OUTGOING CHAIRMAN | 4 |
| 6.0. REPORT OF THE CHAIRMAN OF THE BROADCASTING TECHNICAL TASKFORCE (BTTF) | 7 |
| 7.0. IMPLEMENTATION/STATUS ON EAC DEADLINE OF 2012 DIGITAL SWITCH – COUNTRY REPORTS | 8 |
| 8.0. AVAILABILITY AND AFFORDABILITY OF SET TOP BOXES | 9 |
| 9.0. CHALLENGES OF CONTENT DEVELOPMENT POST DTT | 11 |
| 10.0. EACO PREPARATORY POSITION ON ISSUES OF WRC-15 AND PROTECTION OF THE DIGITAL BROADCAST SPECTRUM | 12 |
| 11.0. ANALOGUE TO DIGITAL MIGRATION TECHNOLOGY STATUS AND CHALLENGES | 13 |
| 12.0. IPTV REGULATION AND IMPACT OF SOCIAL MEDIA | 14 |
| 13.0. ADOPTION OF THE REPORT TO THE CONGRESS | 15 |
| 14.0. AOB | 15 |

1.0. INTRODUCTION

The 2013 Assembly of Broadcasters of EACO was held at Kenyatta International Conference Centre, from 24th – 26th June, 2013.

It was attended by participants from the five member states. The list of participants is attached as **Annex I**.

2.0. OPENING REMARKS

The meeting was opened by the outgoing Chairman, Mr. Deo BIZINDAVYI from Burundi, who also oversaw the election of the bureau.

3.0. ELECTION OF THE BUREAU

In accordance with the Rules and Procedures of the EACO constitution, the Assembly elected the following members to the Bureau:

- | | | |
|-------------------------------------|---|----------------------------|
| 1. Eng. Wainaina Mungai (Kenya) | - | Chairperson |
| 2. Mr. Elly Ndwigah (Kenya) | - | 1 st Rapporteur |
| 3. Eng. Diotrefu Abenego (Tanzania) | - | 2 nd Rapporteur |

Following the election of the bureau the outgoing chairperson handed over of Chair to the new chairperson Eng. Wainaina Mungai of Royal Media Services (Kenya).

4.0. ADOPTION OF THE AGENDA

The agenda of the assembly was presented to the members and 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 chairman
5. Report of the Broadcasting Technical Taskforce (BTTF)
6. Matters arising from report of OC and BTTF
7. EAC's Policy and Regulations readiness for digital Broadcasting
8. EAC Digital Migration Education/Public Awareness
9. Implementation/Status on EAC deadline of 2012 Digital switch
10. Availability and Affordability of Set top Boxes
11. Challenges of content development post DTT
12. EACO preparatory position on issues of WRC-15/ protection of Digital Broadcasting Band (470-694MHz)
13. Analogue to Digital Migration – Technology Status and challenges
14. Impact of Social Media
15. IPTV Regulations
16. Preparation of the Report
17. Consideration and Adoption of the Report for the Congress
18. AOB
19. Closing of the meeting.

5.0. REPORT OF THE OUTGOING CHAIRMAN

Membership Recruitment

Noted 1

There was some improvement in the membership recruitment with all public broadcasters from the five countries registering as members of EACO. Registration of the private and associated

broadcasters has been very minimal.

Agreed 1

EACO members should put more efforts in encouraging private broadcasters to join EACO and actively participate in the Assembly of Broadcasting Operators.

Transition from Analogue to Digital Broadcasting

Noted 2

All 5 member states of EACO have adopted the recommendation to separate Content Service provision and signal distribution services into different entities. Some countries have already implemented (or are in the process on implementing) this recommendation.

Noted 3

All EACO member states have adopted the DVB-T2 MPEG-4 standard. Some of the countries that had started with DVB-T have already upgraded to DVB-T2 while others are in the process of implementation.

Agreed 2

EACO Member countries that are yet to migrate from DVB-T to DVB-T2 should fast track the migration and discontinue any further importation of DVB-T receivers.

Content copyright

Noted 4

There were reported cases of infringement of content copyright by Pay TV operators

Agreed 3

Member states urged to use anti-piracy technology to protect exclusive broadcast rights.

Agreed 4

Regulators should enforce regulations and license conditions to ensure that both Pay TV and Free to air content have explicit authorisation from Content Service Providers before inclusion of such content in their bouquets

Agreed 5

Regulators should enforce regulations and license conditions to ensure that Free-to-Air (FTA) channels remain free on the Pay TV platforms.

6.2.Frequency Coordination

Noted 5

Member states have held a series of frequency coordination meetings aimed at reviewing the GE-06 frequency Plan.

Noted 6

ATU, in collaboration with ITU have organized a frequency coordination meeting for the African region in Nairobi in July 2013.

Agreed 6

Member states to continue with the frequency coordination meetings ahead of the global ITU deadline.

6.0. REPORT OF THE CHAIRMAN OF THE BROADCASTING TECHNICAL TASKFORCE (BTTF)

Signal distribution pricing guidelines.

Noted 7

Pricing Methodologies and Principles for determination of DTT fees chargeable to the content providers by the signal distributors have already been developed.

Noted 8

The Guidelines for Broadcast Infrastructure Sharing have been developed.

Agreed 7

Member states are urged to adopt the Pricing methodology and Principles proposed in the guidelines to determine Multiplex transmission fees charged by signal distributors to CSPs.

Agreed 8

Member countries are urged to adopt the guidelines for broadcast infrastructure sharing.

The Future of Public Service Broadcasting in the Digital Environment

Noted 9

Public Broadcasters will have little capacity to generate funds for their public service mandate under the liberalized digital environment due to their unique public service obligation.

Agreed 9

Member States should ensure sustainable funding for Public Broadcasters directly from Government or other means in order to ensure that they continue to discharge their unique public broadcasting service mandate.

Agreed 10

Public Service Broadcasters (PSB) should diversify to new business models and enhance their points of presence by putting their content on other delivery platforms such as new media/internet feeds to cater for the growing number of young population who mainly access broadcasting using internet or mobile phones.

Agreed 11

Member States should ensure that the licenses for the signal distributor and/or pay TV providers includes the 'must carry' condition that also ensures that PSB channels remain unconditionally FTA and are transmitted at each transmission site.

7.0. IMPLEMENTATION/STATUS ON EAC DEADLINE OF 2012 DIGITAL SWITCH – COUNTRY REPORTS

Noted 10

Of all the member states, Tanzania is the only country that effected the analogue switch off within the set EACO deadline of 31st Dec.

2012. Other countries were not able to meet the switch-off deadline due to various challenges.

Noted 11

Member States have adopted a phased switch off strategy. They are currently at different implementation stages and with varying analogue switch off dates but targeting to achieve the analogue switch off within the global deadline of 17th June 2015.

Noted 12

Member States have undertaken public awareness campaigns with varying levels of success. Contributing factors include uncertainty on switch off deadlines and low participation of key stakeholders in the awareness campaigns.

Agreed 12

All EACO Governments should develop and enact a regulatory framework on digital migration with firm switch off dates entrenched in the framework.

Agreed 13

Awareness campaigns should include and involve all stakeholders and government leaders.

8.0. AVAILABILITY AND AFFORDABILITY OF SET TOP

BOXES Affordability and Availability.

Noted 13.

Cost of set top boxes is currently high and unaffordable to most viewers. This is a hindrance to digital migration.

Agreed 14

Members States are urged to zero rate all taxes on set top boxes and digital terrestrial TV receivers up to the global deadline of 17th June 2015.

Agreed 15

Member States should take measures to ensure that the duty and Tax waiver benefit are passed on to the consumers.

Agreed 16

Member States are urged to liberalize the supply of Set Top Boxes and digital TV receivers to attract many suppliers to the industry.

Inter-operability of STB's

Noted 14

The benefits of using a universal set top box brings about convenience to the consumers

Noted 15

Efforts to introduce a universal set top box will require the use of common interface which makes the STBs more expensive and therefore hinders fast uptake.

Agreed 17

Member States should ensure that all terrestrial set top boxes in the market (including the Pay TV Boxes) are capable of receiving the Free-to-air content.

9.0. CHALLENGES OF CONTENT DEVELOPMENT POST DTT

Noted 16

There is a high demand for local content by the viewers in the region and most of the countries are encouraging airing of the same by setting minimum local content levels in TV broadcasts.

Noted 17

A number of member countries have a lot of archived content that need to be digitized for preservation and future use.

Agreed 18

Member States should be encouraged to establish content development centres and create infrastructure for archived content digitization taking into consideration the special obligation of Public broadcaster.

Agreed 19

Member States are urged to align their regulations in line with EACO definition of local content.

Agreed 20

Member States should enhance regional local content development and sharing.

Agreed 21

Member states should develop incentives and create awareness on business models that support Content Providers and independent content creators in generating local content.

10.0. EACO PREPARATORY POSITION ON ISSUES OF WRC-15 AND PROTECTION OF THE DIGITAL BROADCAST SPECTRUM

Noted 18

Broadcasting services have ceded quite a lot of spectrum as Digital Dividend 1 & 2 thus necessitating a re-planning of the spectrum in the remaining Broadcast band (470 – 694MHz) with a view of reviewing GE-06.

Noted 19

Re-planning coordination meetings for the region are already on-going. 1st meeting was held in Kigali, Rwanda in March 2013, and next is scheduled to be held in Tanzania in September 2013.

Noted 20

Countries are at different levels of setting up National Preparatory committees in readiness to participate in the WRC-15 conference in Geneva in 2015.

Noted 21

Introduction of White Space in the broadcast spectrum poses a danger of interferences if not properly regulated and planned.

Agreed 22

All member states are encouraged to involve all stakeholders in the National Preparatory Committees.

Agreed 23

White space utilization in the broadcast band should only be considered after the digital migration is completed.

Agreed 24

Broadcasters should be consulted before implementation of white space systems.

Agreed 25

Broadcasters are encouraged to participate in the forums related to WRC – 15

11.0. ANALOGUE TO DIGITAL MIGRATION TECHNOLOGY STATUS AND CHALLENGES

Noted 22

All member states have already waived duty on set top boxes in order to encourage digital uptake. Tanzania has waived Value- Added Tax (VAT).

Noted 23

There is risk of proliferation of sub-standard set-top boxes coming up in the market due to different implementation standards.

Agreed 26

Members states should enforce laws to ensure only type approved set top boxes are made available to consumers.

Agreed 27

There should be greater involvement of broadcasters in creation of public campaign on digital migration.

Agreed 28

Member states are urged to provide incentives for

manufacturers to invest in local assembly of digital receivers.

12.0. IPTV REGULATION AND IMPACT OF SOCIAL MEDIA

Multimedia Service Licensing

Noted 24

To a large extent Multimedia services are internet driven applications.

Noted 25

Multimedia Services are challenging traditional broadcasting services as we know it today due to its flexibility in terms of transport of linear audio and video programming in real time.

Agreed 29

Member states are urged to adopt Converged Licensing Framework as a flexible regulatory framework for Multimedia Services licensing.

Agreed 30

Member states should license IPTV and VoD under managed service category as a combination of **subscription broadcasting (content) service** and **application service** irrespective of the platform on which it is delivered as provided.

Agreed 31

The EACO member states should explore the opportunity for Broadcasters in Multimedia services in a converged environment and adopt new business models.

Agreed 32

Member states should encourage voluntary registration of unmanaged Multimedia Services such as Social Media and Blogs.

Noted 26

There is a risk of viewers being exposed to unsuitable TV content on channels that broadcasts real-time from other regions due to time zone differences.

13.0. ADOPTION OF THE REPORT TO THE CONGRESS

The report of the Assembly was adopted for presentation to the 20th EACO Congress.

14.0. AOB

Membership to the Assembly of Broadcasters

Noted 27

The Assembly has noted that one Public Broadcaster and most private Broadcasters are yet to join EACO as members.

Agreed 33

EACO secretariat is urged to put every effort to recruit Broadcasters into EACO and encourage active participation in the EACO meetings and activities.

There being no other business, the assembly closed the meeting on 26th June 2013 at 1430Hrs.

| | | |
|------------------------|---------------------------------|---------------------------------|
| WAINAINA MUNGAI | ELLY NDWIGAH | DIOTREFU ABENEGO |
| CHAIRMAN | 1st RAPORTEUR | 2nd RAPORTEUR |

ANNEX 1

LIST OF ATTENDANTS

| | NAME | COUNTRY | ORGANIZATION | EMAIL |
|----|--------------------------|----------------|-----------------------|--------------------------------|
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| 26 | CHRISTOPHER | KENYA | KBC | chrisnjoka@gmail.com |

ANNEX X. The Report of HRDT Committee Meeting.

REPORT OF THE 19th MEETING OF THE HUMAN RESOURCES DEVELOPMENT AND TRAINING WORKING COMMITTEE (HRDT/WC) AT THE 20TH EACO CONGRESS HELD IN NAIROBI-KENYA, 24TH- 28TH JUNE 2013

1.0 INTRODUCTION

The 19th meeting of the Human Resources Development and Training Working Committee was held during the 20th Congress of EACO at KENYATTA INTERNATIONAL CONFERENCE CENTRE/NAIROBI-KENYA from 24th to 28th June 2013.

2.0 ATTENDANCE

Delegates from Burundi, Kenya, Rwanda, Tanzania and Uganda attended the meeting.

3.0 OPENING OF THE MEETING

The outgoing Chairperson Mr. Evariste MASABO of BURUNDI welcomed the delegates to the 19th meeting of Human Resources Working committee and thanked KENYA for hosting this Congress. He encouraged all members to actively participate and raise issues that are pertinent to our Countries/Organisations.

4.0 ELECTION OF THE BUREAU

Kenya was elected as the chair while Burundi and Tanzania were elected as 1st and 2nd Rapporteurs respectively. The countries then nominated the following:

4.1 Mr. Juma KANDIE :Chairman Kenya

4.2 Mrs Jeannine Floride NIYONKURU:1st Rapporteur Burundi

4.3 Mr. Francis A.J. MSUNGU : 2nd Rapporteur Tanzania

Mr Rotich KIPNGETICH chaired the meeting on behalf of Mr. Juma KANDIE.

5.0 ADOPTION OF THE AGENDA

The proposed agenda was adopted with amendments as follows:-

1. Opening of the meeting;
2. Introduction of delegates;
3. Election of the bureau;
4. Adoption of the agenda;
5. Report of the outgoing chairperson;
6. Report of the working committee;
7. Presentations;
 - i. Leveraging ICT for HR services and Knowledge Management,

- ii. The role of Broadband in Education and Training
- iii. Harnessing Talent for the emerging ICT sector, cyber security, Green ICT and Digital Migration

- 8. Amendment of article 13 (ii) of EACO Constitution;
- 9. Preparation of the Report;
- 10. Consideration and Adoption of the Report;
- 11. AOB;
- 12. Closing of the meeting.

6.0 REPORT OF THE OUTGOING CHAIRPERSON

The outgoing chairperson presented the 2012 report of the HRDT/WC as per the attached Annex I

7.0 REPORT OF THE WORKING COMMITTEE

Noted 1:

Most of the HRDT/WC recommendations that were adopted during the 19th EACO Congress held in Bujumbura, Burundi have been implemented. The report is attached as Annex II.

8.0 MATTERS ARISING FROM THE REPORT OF THE WORKING COMMITTEE

Noted 2: Gender Mainstreaming Statistics

The lack of sufficient data on gender mainstreaming statistics among EACO members

Agreed 1:

A comprehensive survey shall be conducted by the EACO Secretariat in the next financial year so as to provide statistics on gender mainstream among EACO members.

Noted 3:

Mentoring and Coaching

It was noted that UCC did not host the workshop on mentoring and coaching as agreed.

Agreed 2:

The workshop be held from 5th to 9th August 2013 and all members to be invited.

Noted 4:

Establishment of quality management systems based on ISO 9001: 2008 international standards

It was reported that Kenya has implemented ISO 9001:2008 standard while UCC, RURA and TCRA are in the advanced stage of implementation.

Noted 5: Amendments to the EACO Constitution

It was noted that Article 13(ii) of the EACO Constitution only recognizes training institutions as members of the HRDT Committee.

The Committee recommended that consideration be made to amend the composition of the Committee in the Constitution of EACO to include Regulators and Operators.

It was also noted that the current tenure of the Chairperson for the HRDT Committee is one (1) year and therefore not adequate to realize results. It was therefore proposed that the tenure of the Chairmanship be revised to three (3) years in line with the EACO Strategic plan.

Agreed 3: Name and Composition of the HRDT Committee

Members agreed to change the name of the HRDT Working Committee to HR Committee in order to incorporate all aspects of human resource management.

It was further agreed that the EACO Constitution requires to be amended to include Regulators and Operators as members of the HRDT working committee.

9.0 PRESENTATIONS

Noted 6:

The members noted the presentations made on the following topics (attached as Annex III):-

- i. The presentation by AFRALTI and CCK on 'Leveraging ICT for HR services and Knowledge Management '

Noted 7:

Some organisations in the EACO fraternity have embraced ICT in delivery of the HR functions.

Agreed 4:

That HR professionals of the EACO members should integrate the use of ICT to deliver HR functions.

- ii. The presentation by Multimedia University (MMU) on 'The role of Broadband in Education and Training'

Noted 8:

- The benefits of e-learning to Organisations and the need for the use of broadband and ICT tools to enhance job delivery, staff satisfaction and retention.
 - An invitation to all members by AFRALTI to a tuition free e-learning workshop in October 2013.
 - That MMU conducts courses on Postal and Courier, Telecom Engineering and Wireless Broadband Management.
- iii. The presentation by AFRALTI on 'Harnessing Talent for the emerging ICT sector: Cyber security, Green ICT and Digital Migration'

Noted 9:

- The challenges of adequate HR capacity to address cyber security.
- The impact of ICT usage on the environment was also noted.
- The need to develop adequate HR capacity to address digital migration.
- That AFRALTI conducts courses on Cybersecurity

Agreed 5:

It was agreed that capacity needs to be enhanced on cyber security.

Agreed 6:

It was agreed that there is need to create awareness and build capacity on issues of Green ICT so as to reduce the carbon footprint of ICT organizations in the Region.

Agreed 7:

It was agreed that there is need to conduct workshops for both Regulators and Operators on digital migration matters to create awareness and be the change agents.

10.0 Amendment of Article 13 (ii) of EACO Constitution

Noted 10:

The composition of the HRDT Committee in the EACO constitution precludes Regulators and Operators thus rendering their participation unconstitutional.

Agreed 8:

The amendment of the composition of the Committee in the Constitution of EACO to include Regulators and Operators.

Agreed 9:

Change the name of the HRDT Working Committee to HR Committee to incorporate all aspects of human resource management.

Noted 11:

The current tenure of the Chairperson for the HRDT Committee is one (1) year and therefore not adequate to realize results.

Agreed 10:

That the tenure of the Chairmanship be revised to three (3) years in line with the Strategic plan.

ANNEX XI. The Report of the Joint Working Committee Meeting.

2.3 REPORT OF THE JOINT WORKING COMMITTEE (JWC) MEETING

The Joint Working Committee (JWC), met on the 26th June 2013 under the Chairmanship of Mr Michael Katundu (Chairman – Regulatory Assembly – KE) assisted with the Rapporteurship of the Secretariat and Regulatory Assembly.

1.0 Opening of the Meeting

The Chairman opened the meeting by briefly stating the essence of the Joint Working Committee (JWC), as basically of building of consensus on matters that are critical and cross cutting and hence worthy noting by other Assemblies before consideration by the Congress.

2.0 Adoption of Agenda

The meeting received agenda from Chairpersons of the Assemblies and two Committees whereby fourteen Agenda items were presented as follows:

- a) Opening of the Meeting
- b) Adoption of the Agenda
- c) Election of Bureau
- d) Proposed Amendments to the EACO Constitution
- e) Regional Roaming Issues
- f) International Monitoring and charges
- g) EACO Membership
- h) EAC 2012 Deadline of Analogue Switch off
- i) Availability and Affordability of Set-top-boxes
- j) Challenges of Content Development post DTT
- k) Broadcasting Copyrights
- l) Protection of the Broadcast band (470 – 694MHz)
- m) Multimedia Services and Opportunity for Broadcasters
- n) Pricing Methodology and Principles for determination of Signal Distribution Fees

3.0 Deliberations

3.1 Proposed Amendment to EACO Constitution

Noted:

- There was need for an amendment to be made to the Constitution to correct and improve on Membership definition (Categories), whereby earlier we had only full Members and Associate Members.
- Powers of the Congress, Functions and an amended structure of the Executive Committee were redefined
- Formal Application to the East Africa Community (EAC) was done by the EACO Secretariat in April 2013 for Observer Status and responses are being awaited;
- There has been rationalization of the former 16 Task Force grouping to the new 10 Working Groups with their respective operational structures;
- That, from now on Congress will be held once every two years to enable the Working Groups undertake their assignments and to allow preparations of the newly introduced EACO Exhibitions;

Agreed:

The proposed changes for amendments to EACO Constitution were agreed upon by JWC as were presented by the Chairperson of Legal and Constitutional Affairs Committee, with a few amendments.

3.2 Regional Roaming Issues

3.3 International Monitoring and Taxation

Noted:

- That, there was a concern from operators with respect to Regional Roaming and additional taxation to the International traffic.
- Operators are of the opinion that the Government could trust the Operators to continue working on gradual initiatives in bringing down the Regional roaming charges as they have been doing all along.
- Operators wish that in member states where international incoming traffic surcharge has been implemented the traffic within the Region be given preferential treatment to embrace the Regional Integration spirit amidst country decision to install systems for International traffic Monitoring Systems and Taxation.
- Operators consider the levying of a surcharge on international incoming traffic as an additional taxation in Telecom services.

Agreed:

- That, TTMS levies should not be misconstrued with taxation
- Tax matters fall under different Jurisdictions and cannot be discussed under EACO
- Taxation in this matter will thus be changed to reflect Charges/levies
Member states are urged to carry out studies and possible benchmarking or emulating with and/or without the region to enable them make informed decisions on the best way forward on this issue.

3.4 EACO Membership

Noted:

- Operators expressed their concerns that they are called members of EACO and are required to contribute \$10,000 however not participating in decision making process

Agreed:

- That, the changes proposed for amendment to the Constitution had already taken care to include in the composition of the Executive Committee the three Chairpersons of the Sector assemblies
- That, activities (ToRs) earlier earmarked for the Task Force Groups will upon establishment of the Working Groups fall under respective areas of the Working Group (currently awaiting approval of the Congress).

3.5 EAC 2012 Deadline of Analogue Switch over

Noted:

- Except for Tanzania, EACO 2012 deadline for switch off could not be met
- There are pertinent factors that should be taken into considerations before a member state can set up an Analogue switch-off deadline
- Member states will be able to switch off timely provided that, enough public awareness, availability of needed accessories as well as coverage of Digital Radio signals.

Agreed:

- Members are urged to consider addressing the identified challenges before setting out a new switch off deadline
- Member states are also urged to benchmark with other members in view to reduce time and avoid repeating mistakes already encountered by other members
- Member States are advised not to set their deadlines closer to ITU/global deadline of 2015 so as to have some time to address any post DTT challenges

3.6 Availability and Affordability of Set-top-boxes

Noted:

- Broadcasters have concerns on the prices for the STBs which poses challenge in digital take up
- Tanzania has implemented zero rated tax on STBs to enhance digital uptake.

Agreed:

- That EACO to urge respective member states to benchmark with Tanzania and issue 100% tax exemption on STBs to enhance digital uptake

3.7 Challenges of Content Development post DTT

- This matter was withdrawn and will be presented to the congress as it

was found to have consensus.

3.8 Broadcasting Copyrights

Noted:

- Broadcasters still have the concern (also reported to 19th Congress), over increased Pay and Free to Air (FTA) TV station airing Contents from Content providers without any prior arrangements

Agreed

- To urge EACO member states to take it up with their respective Governments to enforce the adherence to regulations by the TV/Signal distributors to enable growth in content provision hence to avoid hindering positive relationship among broadcasting players

3.9 Protection of the Broadcast band (470 – 694MHz)

Noted:

- There is possible intrusion in the assigning or allocating part of the digital Dividend, which is the Broadcasting band 470MHz – 694MHz.
- That, allocation of such rests in the jurisdiction of each individual member state.

Agreed:

- EACO is urged to address this issue locally and voice out protection of this resource collectively to higher levels i.e. through ITU Study groups

3.10 Multimedia Services and Opportunity for Broadcasters

3.11 Pricing Methodology and Principles for determination of Signal Distribution Fees

- These agenda items were withdrawn from the JWC as they were regarded to have achieved consensus. The same proceeds as broadcasting issues for the Congress.

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Godliving J. Kessy

Liaison Manager, Regulatory Assembly

Recorder, 26th June 2013.

ANNEX XII. Final Communiqué

JOINT COMMUNIQUE OF THE 20TH EACO CONGRESS HELD ON 28TH JUNE 2013 AT KICC, NAIROBI KENYA

The 20th EACO Congress and Exhibition was held in Nairobi, Kenya from 24th – 28th June 2013. This was the first Congress that included exhibition that attracted exhibitors from EAC region and beyond. The theme of the Congress was “Making Broadband Work for Social-economic Growth in Africa.” The Congress was preceded by the 4 Assemblies of Regulators, Telecom, Broadcasting, Postal Operators and Committee Meetings of HRDT and LCA Committees held on 24th-25th June 2013; Joint Working Committee and Workshop held on 26th and 27th June 2013, respectively.

1.0 Speech by the Guest of Honour, Deputy President, Republic of Kenya, H.E Hon. William Samoei Ruto

The Congress was held at Kenyatta International Conference Centre (KICC). The Congress was officiated by the Deputy President (DP) of the Republic of Kenya, H.E Hon. William Samoei Ruto. In his opening remarks, the DP indicated the Government of Kenya commitment and support to adoption of ICTs in socio-economic development of the EAC Region and transformation of lives of the EAC society. However, he emphasised the following 5 key issues that needs to be addressed in the uptake of the ICTs in the region.

- Harbour a clear broadband framework, as this has positive correlation with GDP Growth (World Bank).

- To put in place a clear Spectrum Policy both and the National and Regional Levels in order to harness the benefits of the Digital Dividend
- Competitive Tariffs within the Region (On-net, Off-net, Regional Tariffs).
- Enhance the rollout of the ICT services in un-served and under-served areas.
- Promote and enhance development and access to content (such as digitization of school curriculum and digital library in order to leverage the cost of education).

H.E the Deputy President opened the Congress and wished the Congress fruitful deliberations and officially opened the Congress.

2.0 Remarks by Outgoing Chairman of 19TH EACO Congress

The Chairman opened the meeting by briefly thanking EACO Executive Committee and Members at large for the support given to him during his tenure to ably accomplish EACO objectives and agrees of the 19th EACO Congress.

3.0 Election of the Bureau

Tanzania proposed Kenya to be next chair for the 20th EACO Congress. The proposal was seconded by Uganda and Rwanda. Kenya and Tanzania were elected as 1st and 2nd Rapporteur, respectively. The EACO Secretariat was tasked by the Congress to support the Bureau.

Following the election of the Bureau, the outgoing chairman handed over instruments of power to the incoming chairman, Mr. Francis Wangusi, Director-General of Communications Commission of Kenya to chair the 20th EACO Congress.

4.0 Adoption of Agenda

The Congress adopted the following agenda:

1. Opening of the Meeting
2. Adoption of the Agenda

3. Election of the Bureau
4. Statement from the Secretary-General, PAPU
5. Statement from the Director-General, UPU
6. Statement from the Secretary-General, ITU
7. Report of the Chairperson of the 19th EACO Congress
8. Consideration of the Applications for Membership to EACO
9. Report of the Assemblies:
 - (a). Assembly of the Regulators
 - (b). Assembly of the Telecom Operators
 - (c). Assembly of the Broadcasters
 - (d). Assembly of the Postal Operators
 - (e). Human Resources Development and Training (HRDT) Committee
 - (f). Legal and Constitutional Affairs (LCA) Committee
10. Award of the Certificates of Recognition
11. Venue and Date of the Next (21st)EACO Congress
12. Adoption of the Final Communique of the 20th EACO Congress
13. Any Other Business
14. Closing Ceremony

5.0 Statements from Secretary General - PAPU, Director General – UPU and Secretary General – ITU

The Secretary General - PAPU, Director General – UPU and the Secretary General – ITU gave individual statements which encouraged regional harmonization of policies and regulatory frameworks. They also emphasised the role of ICTs particularly in social-economic development particularly in developing and less developed countries. They also expressed their commitments in associating and partnering with EACO in development of ICT infrastructure and services diversification in view to facilitate socio-economic development in EAC.

6.0 Deliberations of the Congress

6.1 Report of the Chairperson of the 19th EACO Congress

The outgoing chairman presented the report that covered progress and challenges following the implementation of the agreements in 19th EACO Congress held in Bujumbura, Burundi in May 2012. He outlined key achievements which included establishment and funding of the EACO Secretariat in Kigali, Rwanda. Other achievements included development of a 3-Year EACO Strategic Plan and successful coordination of the EACO 16 Task Force Groups and 3 Committees; and implementation of the activities thereof.

6.2 Consideration of the Applications for Membership to EACO

The Congress considered a total of 10 applications for membership to the EACO as Sector (6) and Associate (4). All the 10 applications from Burundi (2), Kenya (5), Rwanda (2) and Tanzania (1) were approved by the Congress.

6.3 Report of the Assemblies:

The following reports were presented and adopted as follows:

- **Regulators Assembly Report:** The report was presented and adopted after amendments on regional roaming issues and the short codes harmonization.
- **Assembly of the Telecom Operators Report:** The report of the assembly was presented and amendments on short harmonization and tele-traffic monitoring issues discussed and the report was approved by the Congress.
- **Assembly of the Broadcasters Report:** The report of the assembly was presented and discussed. Several issues on funding of public broadcasters and licensing of IPTV

and VoD (agreed 9 and 30) were clarified and corrected and the report finally adopted.

- **Assembly of Postal Assembly Report:** The report was presented and adopted by the Congress with minor amendments from Rwanda (RURA is no longer an agency rather is a full Authority).
- **Human Resources Development and Training (HRDT) Committee Report:** The report was presented and adopted by the Congress. The Congress reminded the Committee and rest of the EACO Assemblies and Committees on the need to harmonized standard reporting format as provided by the EACO Secretariat. Other repetitive issues in the report (agreed 3 and 9) were also amended.
- **Legal and Constitutional Affairs (LCA) Committee Report:** The report was adopted as presented to the Regulatory Assembly and the Joint Working Committee through which consensus was reached upon all amendments to the EACO Constitution.

6.0 Award of the Certificates of Recognition

Upon recognition various members of EACO were awarded certificates and rewards of recognition on their exemplary commitment and contribution towards the activities of EACO.

7.0 Venue and Date of the Next (21st) EACO Congress

The next EACO Assembly will be hosted by Tanzania in 2014 while the 21st EACO Congress and Exhibition will be held in Uganda in 2015. The exact dates will be communicated in due course by the host countries.

8.0 Any Other Business

All the Member States present expressed their sincere appreciation and applause to Kenya and the Government on its clear commitment to develop and enhance adoption of ICTs in EAC. The Heads of Delegations from Burundi, Rwanda, Tanzania and Uganda thanked Kenya for their hospitality and the standards with which the 21st EACO Congress and Exhibition were organized.

9.0 Adoption of Final Communiqué of the 20th EACO Congress

The final communiqué was adopted by the Congress.

.....
Mr Francis Wangusi
CHAIRMAN

.....
Mr. Clemens Kichao
1st RAPPORTEUR

.....
Mr Samwel Andati
2nd RAPPORTEUR

.....
Mr. Godliving Kessy
EACO SECRETARIAT