REPORT OF THE 22ND EACO REGULATORY ASSEMBLY HELD AT SHERATON KAMAPLA HOTEL, KAMPALA UGANDA FROM 22ND -23RD JUNE 2015

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1.0 INTRODUCTION

The Assembly of Regulators of the East African Communications Organization (EACO) took place from 22nd-23rd June 2015 at Sheraton Kampala Hotel, Kampala, Uganda. The attendance list is attached herewith as **ANNEX 1**.

The Assembly considered reports from various committees and Working Groups based on tasks assigned by the 20th EACO Congress. It also deliberated on many other relevant regional issues in the communications sector.

The Assembly of Regulators noted the achievements of various committees and Working Groups and adopted their recommendations as highlighted in the report.

2.0   OPENING OF THE MEETING

The meeting was officially opened by the outgoing Chairperson, Prof. Prof. John S. Nkoma, Director General of Tanzania Communications Regulatory Authority (TCRA). He commended EACO for its performance and urged members to continue their commitments to support and participate in all EACO's activities for the good of the Region.

3.0   ELECTION OF THE BUREAU

Uganda was elected as Chair of the 22ndEACO Assembly of Regulators in line with the EACO Constitution. The first Rapporteur was appointed from Uganda and the second was from Rwanda.

The Bureau was constituted as follows:

Chairman	Eng. Godfrey Mutabazi	UCC
1st Rapporteur	Ms. Rebecca Mayanja	UCC
2nd Rapporteur	Mr. Jacques K. Kabiru	RURA
Secretariat	Mr. Godliving Kessy	EACO

4.0 ADOPTION OF AGENDA

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

5.0 REMARKS FROM THE OUTGOING CHAIRPERSON

The outgoing Chairperson thanked the Regulatory Agencies of the five EAC countries and the various WGs and 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 Chairperson and the Assembly fruitful deliberations.

The outgoing Chairperson thereafter handed over the chairmanship to Eng. Godfrey Mutabazi, Executive Director of Uganda Communications Commission (UCC)

6.0   REMARKS OF THE INCOMING CHAIRPERSON

Eng. Godfrey Mutabazi , the Executive Director of UCC thanked EACO members for their trust and he emphasized that he will continue with the initiative to harmonize the ICT Policy and Regulatory framework among the EAC Member States .

The Chairperson's full statement is attached as **Annex III**.

7.0 THE REPORT OF THE OUTGOING CHAIRPERSON

On behalf of the outgoing Chairperson, Dr. Reynold Mfungahema (TCRA) presented the 20th Assembly's progress report. Dr. Mfungahema highlighted on some noted achievements during the last one year including but not limited to the following:

(i)   The   harmonization of legal and regulatory framework through the EACO Working Group 1;

(ii)   The One Area Network and Roaming harmonization established in the EAC region;

(iii)   Development of new 2014/15 – 2017/18 Strategic Plan ; and

(iv)   Establishment of   a   Memorandum of Understanding between EAC and EACO.

The full report is herewith attached as **ANNEX IV.**

8.0 CONSIDERATION OF MATRIX ON STATUS OF IMPLEMENTATION OF DECISIONS OF THE LAST ASSEMBLY

Noted 1:
Implementation of the 21th EACO Assembly of regulatory matrix report was prepared from the inputs of some of the members who responded in time to the Secretariat.

Noted 2:
The progress on all matters and issues made during the last one year in implementing the Arusha Assembly's agreed action items.

Agreed 1:

In future, Members should submit their respective inputs to the matrices not later than 2 weeks before the Congress.

Consideration of the Matrices on status of implementation of decisions of the last assembly is herewith attached in **ANNEX V.**

9.0 CONSIDERATION OF THE REPORTS OF WGs AND COMMITTEES

9.1 LEGAL AND CONSTITUTIONAL AFFAIRS COMMITTEE (LCAC)

Noted 3:

During the period under review, LCAC:-
  (i)   Developed draft Rules of Procedures for Congress and Assemblies and Rules of Procedures for Working Groups and Committees;
  (ii)   Reviewed the Guidelines and Working Methods for EACO Working Groups and Committees;
  (iii) Developed draft Procedures for Imposition of Sanctions and Dispute Settlements Procedures;
  (iv)   According to the LCAC ToRs, advised Secretariat on the request for EACO to become a restricted Union of UPU. The matter is before the Post Assembly for further consideration.

Noted 4:

Documents (i) and (ii) are submitted to 21st Congress for approval while document (iii) has not been finalized because EXCOM deferred the approval of same for a period of two years effective from 26th September 2014.

Agreed 2:

The Assembly recommends for the Congress approval:
  (i)   Draft Rules of Procedures for Congress and Assemblies and Rules of Procedures for Working Groups and Committees; and
  (ii)   Revised Guidelines and Working Methods for EACO Working Groups and Committees.

Documents (i) and (ii) are attached in **ANNEX VI**.

9.2 HUMAN RESOURCES COMMITTEE

Noted 5:

> The HRC reviewed the Terms of Reference of the former Human Resource Development & Training Committee to guide it in its first cycle of operation. These include:-
>
> (i)   Training needs Plan for EACO Members;
>
> (ii)   HR Manual and Financial Rules & Regulations;
>
> (iii)   HR participation in developing of the Strategic Plan of EACO;
>
> (iv)   The developed Performance Appraisal System of EACO staff;

Agreed 3:

The Assembly recommends for the Congress approval:

> (i)   Harmonized human resource development framework in the region;
>
> (ii)   HR Manual and Financial Rules & Regulations ;
>
> (iii)   Performance Appraisal system of EACO; and
>
> (iv)   Convention of a Forum for sharing best practices among the HR professionals.

The HR Committee Report is attached in **Annex VII.**

9.3 WG1-POLICY AND REGULATORY HARMONIZATION

Noted 6:

The working group assessed the existing ICT Policy and Regulatory frameworks from EAC Member countries and developed the following draft Regional frameworks:

> i)   ICT Policy framework ;
>
> ii)   Legal and Regulatory framework ; and
>
> iii)   EAC implementation, monitoring and Evaluation framework.

The model ICT Policy and Regulatory frameworks   are herewith attached as **ANNEX VIII.**

Agreed 4:

The Assembly recommends for the Congress approval:

 (i) The above mentioned frameworks;

 (ii) To share the report to the EAC secretariat for further consideration by the EAC TCM protocol.

9.4 WG2: INFRASTRUCTURE DEVELOPMENT, CONNECTIVITY AND DIGITAL INCLUSION

Noted 7:

(i) WG2 met 4 times undertaking analysis and studies on infrastructure development in the EAC Region, available capacities and coverage.

(ii) Model guidelines on Infrastructure sharing and co-location ;

(iii) That there is connectivity amongst all the 5 EAC partner states

(iv) Model guidelines on Rights of way within EAC partner states.

Agreed 5:

The Assembly recommends for the Congress approval:

(i) To improve the model guidelines on Infrastructure sharing and co-location;

(ii) To finalize the WG02 the map showing all the 5 backbones put together in the final report ;

(iii) Adoption of the reports on infrastructure development, connectivity and digital inclusion herewith attached as **ANNEX IX.**

9.5   WG03 – ICT SERVICES TRANSACTIONS AND E-APPLICATIONS

Noted 8:

The following was noted from the report of the ICT Services Transactions and E-applications WG:

(i) The need to put in place a model regional policy and regulatory framework for e-transaction;

(ii) That the frequent change of representations from the EACO members hampers achievement of the Group's mandate.

Agreed 6:

The Assembly recommends for the Congress approval:

(i) Model regional policy and regulatory frameworks for e-transaction

(ii) Working with EAC secretariat with a view to review and provide input to the EAC draft E –Transactions Bill;

(iii) The working group collaborating with the ITU Focus Group on Digital Financial Services;

(iv)   The Working Group to develop an implementation action plan for the recommendations contained in the report;

(v)   Adoption of the report of the WG03 herewith attached as **ANNEX X.**

9.6   WG4 - POSTAL SERVICES   DEVELOPMENT AND REGULATIONS

Noted 9:

The following was noted from the report of the Postal Services   Development and Regulations:

(i)   The need to put in place EACO Postal Payments and E-service policies and regulations;

(ii)   The need to put in place EACO Quality of Service guidelines for postal products;

(iii)   The need to enforce EACO Postal Security;

(iv)   To monitor EACO Courier, Customs and Carriers services;

Agreed 7:

The Assembly recommends for the Congress approval:
(i)   Report of EACO postal security ;

(ii)   Report of EACO postal quality of Service working Party ;

(iii)   Report of the Courier, Customs & Carriers;

(iv)   To recommend the purchase of mail scanning machines for the offices of exchange, entry and exit points in Member Countries;

The mentioned reports are herewith attached as **ANNEX XI.**

9.7   WG05 – IP NETWORKS, STANDARDS & CYBER SECURITY

Noted 10:

The following were noted from report of the IP Networks, Standards and Cyber Security:

(i)   WG05 held four meetings (two in Kigali, one in Arusha and one in Nairobi respectively) during the period 2013 to 2015. Two of the meetings were held back to back with the EAIX Steering Committee meetings;

(ii)   The implementation of the EAIX project plan is ongoing. The formulated EAIX steering committee shall oversee the technical implementation for the project;

(iii)   The need for member states to expedite on the implementation of their respective National Cyber Security frameworks.

Agreed 8:

The Assembly recommends for the Congress approval:

(i)   There is an established EAIX Steering Committee which will oversee the operations of the EAIX and will continue reporting on the same;

(ii)   In order to encourage efficient IP network interconnection and peering within the East African region, the EAIX project will work to create an enabling environment for regional interconnection and National IXPs through the development and implementation of effective regional policy.

(iii)   There is need for capacity building and awareness creation for both national IXPs and EAIX;

(iv)   Member states should continue with the upgrades of their National CERTs while Burundi finalizes the implementation of their National CERT;

(v)   Cross border carriers are required through the licensing framework to keep traffic exchanged within the East African region local to the region;

(vi)   That the national CIRTs/CERTs should continue building partnerships at the national, regional and international levels in cyber security management as well as continue building capacity and awareness creation on cyber security;

(vii)   EACO Secretariat to liaise with the Regulatory Authorities and stakeholders on sponsoring EAIX Steering Committee members to participate in regional and international benchmarks for capacity building;

(viii)   The working group continues with the implementation of the EAIX and cyber security action plans;

(ix)   Adoption of WG05 report herewith attached as **ANNEX XII**.

9.8 WG6 BROADCASTING SERVICES DEVELOPMENT

Noted 11:

The following were noted from the report of the Broadcasting services development:

(i)   The EACO WG06 on Broadcasting Services Development and Regulations held 6 meetings (5 meetings in Kigali, Rwanda and one meeting in Kampala, Uganda).

(ii)   WG6 developed four reports and one consultative paper that address Quality of Service and Consumer issues in the EAC region. They include:-

i) Report on the harmonized quality of service parameters for terrestrial digital broadcasting.

ii) Report on the performance statistics for the broadcasting industry in EACO member states.

iii) Report on the harmonized technical standards for digital broadcasting.

iv) Consultative document on the strategy for local content development in East Africa.

Agreed 9:

The Assembly recommends for the Congress approval:

(i) In order to mitigate the challenges in implementing digital migration, the EACO Member states should :-

i) Engage stakeholders and enhance consumer awareness campaigns on transition from analogue to digital TV broadcasting.

ii) Ensure adequate legal frameworks addressing digital migration issues are in place.

iv) Consider subsidization of the public signal distributor to complete the digital migration and achieve universal service.

v) Review license conditions for signal distributions in order to include provision of universal service obligation

vi) Consider zero rating of the Set Top Boxes.

(ii) Completion of the following activities in the next two year cycle:-

i) To study and redefine the role of Public Service Broadcaster (PSB) in the digital era;

ii) To identify sources of finances for public service broadcaster ;

iii) To review sustainability of Public Service Broadcasters;

iv) Revise the licensing framework for Public Service broadcasters;

v) To develop guidelines for non-terrestrial digital broadcasting services;

vi) To formulate regulatory framework for "MUST CARRY" channels and the licensing of subscription services on all platforms; and

vii) To review report on the emerging multimedia services and formulate a harmonized regulatory framework.

(iii) Adoption of WG06 report herewith attached as **ANNEX XIII**;

9.9 WG7 – TELECOM NUMBERING AND INTERNET RESOURCE PLANNING, ALLOCATIONS AND GOVERNANCE

Noted 12:

The following were noted from the report of the Telecom Numbering and Internet Resource Planning, Allocations and Governance:

(i)   That, four meetings were held during the two year period (2013-2015) and has made progress and has had many deliberations on key issues as described in its Terms of reference (TORs).

(ii)   The Baseline draft document on planning, allocation, usage and management of numbering and strategies for their optimal usage submitted for discussions.

(iii)   Rwanda has carried out the baseline survey on the status of readiness of ISPs of migration to IPv6 and recommendations thereon have been formulated.

(iv)   The progress of implementation of the harmonized short codes in the East African Region.

(v)   That, while Kenya has drafted the national ICT sector policy that capturing the IPv6 migration, Tanzania has Regulations and guidelines in place that governs the numbering, routing and addressing resources management in the country.

(vi)   EACO Secretariat engaged the ccTLD registries and Internet Associations and are being invited to WG 7 meetings

(vii)   Various efforts at different stages by the member states on national registries with respect to ccTLD domain registration and pricing issues.

Agreed 10:

The Assembly recommends for the Congress approval:

(i)   Consistent participation by all parties in the WG07 meetings in order to carry out studies and prepare contribution(s) so as to implement agreed positions as well as to share ideas and best practices with other institutions like AFRINIC on policy issues and determine future requirements towards IPv6 implementation.

(ii)   The EACO Member States that do not have procedures and guidelines should consider developing them for the proper management and administrations of the Telecom Numbering Resources.

(iii)   EACO Member States to continuously update the procedures and guidelines on proper management and administrations of the Telecom Numbering Resources as per ITU –T recommendations.

(iv) EACO Member States to promote awareness campaign and continuously monitor numbering misuses, the use of own national ccTLDs and regularly inform respective authorities on any inappropriate conduct.

(v) EACO Member States to implement harmonized short codes, color codes and the use numbering resources e.g. MRCC, M-health, Mobile financial services, terror alerts services, identification of counterfeit products, access to ambulance services etc according to international recommendations.

(vi) EACO Member States to carry out studies in order to determine the current and future requirements and projection of IPv6

(vii) To develop the regional migration policy to IPv6 for EACO Member States.

(viii) EACO Member countries to participate in the regional and international IP associations' such as ICANN and AFRINIC and ensure that all EACO representatives to these institutions attend all relevant fora.

(ix) Consistence in participation ITU-T SG 2 meetings by at least two persons with one expert on Telecom Numbering Resources and another on Internet Resources management

(x) To adopt the report of the Telecom Numbering and Internet resource planning, allocations and governance herewith attached as **ANNEX XXIV**;

9.10 WG08 COMMUNICATIONS SERVICES PRICING AND INDUSTRY ANALYSIS

Noted 13:

The following were noted from the report of the Communications services pricing and industry analysis:

(i) The Group undertook studies and analysed communications market in order to address Regional concerns and other factors which impede smooth flow of communication within the region in the area of telecommunication, broadcasting and postal services;

(ii) Issues analysed were based on connectivity, mobile roaming, services pricing, competition, emerging technologies, market exclusivity and telecommunications traffic monitoring;

(iii) There can be other factors necessary to be considered other than pricing that determines the proper costing of regional broadband services;

(iv) Participating of EACO through WG8 in the creation of the ONE- NETWORK-AREA (ONA) in East Africa in collaboration with EAC Secretariat;

(v)   That, there is an impact of the Emerging Over the Top Technology (OTT) services and promotional products developments in networks and technology which enables internet protocol to handle both data and voice packets including WhatsApp, Viber, Facebook, twitter etc.

(vi) That , there are potential benefits to all member states who have installed the Telecommunication Traffic Monitoring system (TTMS) which includes among others;

      i)   The capability of measuring quality of service (QoS),

      ii)   Ability in establishing telecommunication traffic volume for both local and international,

      iii)   Ability in determining revenue & billing information.

(vii)   That, Tanzania TTMS have addition functions to accommodate the following;

      i)   Tracking and detecting bypass/fraud telecom traffic,

      ii)   Hosting the Central Equipment Identification Register,

      iii)   Monitoring the Mobile Money transactions.

(viii)   The concept paper on harmonized spectrum pricing framework developed by WG8 with its respective questionnaire aiming at collecting data and information from member states on spectrum management policies and principles of allocation;

(ix)   The objective of WG8 to develop costing and pricing models for basic postal services leading to harmonization of various Policies, Legal and Regulatory frameworks currently being applied in the EAC Region.

Agreed 11:

(i)   To adopt the the report of WG8 herewith attached as **ANNEX XV**;

(ii)   Before setting broadband prices, there is a need first to explore the implementation of ex-ante regulations to address regulatory problem facing the sector;

(iii)   OTTs and Telecom operators should engage and establish commercially viable partnerships.

(iv)   Governments should put in place measures to address security challenges that will result from use of OTTs and registration of OTTs subscribers through unique IP addresses;

(v)   EAC countries which are yet to implement Telecommunication Traffic Monitoring system (TTMS) should benchmark with countries which already

implemented TTMS to ensure that all the benefits of this system are harnessed;

(vi)   An in-depth study should be carried out to establish the status of spectrum pricing methodologies used in the region and recommend the best framework for the region;

(vii)   The adoption of harmonized signal distribution pricing framework. Member states that are yet to develop their signal distribution pricing framework are advised to benchmark with others in developing the same;

(viii)   An in-depth study should be carried out to establish the status of regulation of the pricing of basic postal services and recommend the best methodology for the region;

(ix)   The EACO Secretariat should own and manage the databank of key ICT indicators in EAC region;

(x)   EACO Secretariat should design both short and long online questionnaires;

(xi)   EACO Contact persons should be nominated by each member state regulatory authority to facilitate the filling of the quarterly and annual questionnaires;

(xii)   EACO Secretariat should be responsible for quarterly and annual publication of key ICT indicators in EAC region;

(xiii)   EACO member states should standardize their data collection frameworks in line with the EACO framework.

9.11 **WG9 - QUALITY OF SERVICE AND CONSUMER AFFAIRS**

Noted 14:

The following were noted from the report of Quality of Service and Consumer:

(i)   Four meetings were held during the period 2013-2015.

(ii)   WG9 developed six guidelines and one framework document that will address Quality of Service and Consumer issues in the EAC Region. They include:-

    i)   EACO Guidelines for Consumer Education

    ii)   EACO Guidelines on Consumer Complaints Handling

    iii)   EACO Consumer Rights and Obligations

    iv)   EACO Guidelines of Quality of Service for Voice Service in Mobile and Fixed Networks.

    v)   EACO Guidelines of Quality of Service of Data Services in Mobile Networks

vi) EACO Guidelines of Non-Technical Quality of Service Parameters for supporting ICT Services aspects

vii) Framework for combating the importation, supply and use of counterfeit / substandard terminals in the EACO member states

(iii) Challenges that affected the WG9 progress included lack of consistency in representation of member states in WG9 meetings and lack of participation of the private sector players.

Agreed 12:

The Assembly to recommend for the Congress approval:

(i)   Six guidelines and one framework document that addresses Quality of Service and Consumer issues in the EAC Region;

(ii)   WG9 should include in its scope of work, Quality of Service for broadcasting services and work in liaison with WG 6;

(iii)   EACO Member states to encourage participation of the telecom operators in the meetings of the Working Group especially in the area of Quality of Service;

(iv)   EACO secretariat should encourage NRAs to facilitate and coordinate with private sector players on the implementation of developed documents;

(v)   EACO secretariat should send a communication to all EACO members on the need for active participation and contribution in working group meetings; and further encourages members to send adequate representation for both Quality of Service and Consumer issues;

(vi)   Adoption of the report of the Quality of Service and Consumer affairs herewith as **ANNEX XVII.**

9.12   WG10   ENVIRONMENT & E-WASTE

The following were noted from the report of the Environment & E-Waste:

Noted 15:

(i)   The Working Group held 5 physical meetings in the two years cycle: 25 – 27 Nov 2013, 5 – 7 March 2014, 16 – 17 June 2014, Nov 2014 and April 2015.

(ii) Reviewed the terms of reference to be applicable in the next two year cycle.

(iii) EACO Country status of e-waste and its management with respect to statistics, quantities/volumes, initiatives, policies and regulations;

(iv) Dissemination of EACO model framework of e-waste management;

(v) Formulation of the Action plan for the two year cycle;

(vi) EACO held a successful workshop on Sustainable e-waste management in the East African region from 18th to 20th March 2015, in Nairobi, Kenya. This was followed by another workshop from 20th to 22nd April, 2015 in Kigali, Rwanda which formulated the action plan on e-waste management;

(vii) Reviewed the Best International Practices on Green ICTs;

(viii) Capacity building is to be done through attending regional and international fora on Green ICTs or benchmarking on countries success stories and best practices such as ITU-T Green Standard Week;

(ix) Benchmarking with e-stakeholders was carried out.

Agreed 13:

The Assembly recommends for the Congress approval:

(i) The revised Terms of Reference (ToRs) are presented to the Congress for approval;

(ii) Approval of the Action Plan and presentation of the plan for Congress endorsement for further action in the next cycle;

(iii) Adoption of the e-waste management action plan and the establishment of the Steering Committees;

(iv) EACO member states to ensure consistent representation in the working groups;

(v) Adopt the report of the Environment & E-Waste, including the revised TORs and action plans herewith attached as **ANNEX XVIII**.

9.13 WG11 SPECTRUM MANAGEMENT

Noted 16:

The following were noted from the report of the Spectrum Management:-

(i) WG 11 has held five meetings of which three meetings were dedicated to prepare EACO on WRC-15 preparation;

(ii) The Group considered contributions from member states on spectrum policy and thereby developed the structure for spectrum policy with identification of areas for harmonization;

(iii) Regarding the issues pertaining to protection of satellites orbital slots and efficient use of associated frequency spectrum, it was noted that the current situation of satellite orbital slots allocated due to EACO countries is critical due to the lack of proper coordination;

(iv) The Group's analysis on the allocation, usage and management of radio frequency spectrum resource in the region and recommended strategies for its optimal usage for the provision of communications services;

(v) The recommended mechanism for radio frequency coordination within the EACO Member States in view to eliminate cross-border harmful interferences;

(vi) WG11 will have joint meeting with SADC to harmonize positions on WRC-15 agenda items in July 2015;

(vii) The progress on data collection with regard to digital dividend.

Agreed 14:

The Assembly recommends for the Congress approval:

(i) Approval of the following documents that were prepared and submitted by the Group: including :

   i) Guidelines on short range devices

   ii) Information document on satellite issues

   iii) Questionnaire on optimal usage of Digital dividend 1 & 2

   iv) Questionnaire on spectrum licensing and planning for digital dividend

   v) The structure for spectrum policy and identified areas for harmonization

   vi) The document on Global flight tracking for submission to the 4th WRC-15 African Preparatory meeting

(ii) Granting WG11 to further work on the following remaining areas including :-
   i) A spectrum policy to be considered as reference to EACO member countries;
   ii) A report on protection of satellite orbital slots;

   iii) A recommendation on the optimal usage of the digital dividend band;

   iv) A cross - border frequency coordination framework;

   v) EACO harmonized positions on WRC-15 agenda Items.

   (iv) EACO Administrations should have dedicated staff on satellite regulatory issues.

(v) Adoption of the report of the Spectrum Management, herewith attached as **ANNEX XIX.**

10.0 ASSEMBLY PRESENTATIONS

10.1 REPORT ON ITU STUDY GROUP 17 –SECURITY

A report on ITU Study Group 17 was presented in the Assembly.

Among other things agreed, the last meeting of Study Group 17 agreed to establish a Study Group 17 African Group whose terms of reference are included in the **ANNEX XX.**

10.2 WRC-15 AGENDA ITEM 10 BY AVANTI

A presentation was given on WRC-15 future Agenda Item 10 to consider identification to IMT/5G in the frequency band(s) above 31 GHz.
It was indicated that IMT/5G studies should continue to study bands in order to avoid the C-band JTG scenario that has been in existence for over 10 years and to provide a balance between research and trials for IMT/5G ensuring sustainable protection for existing and planned services whether Fixed Services (FS) or Fixed Satellite Services (FSS) in East Africa.

The presentation and an input document that provides background information on this WRC-15 future Agenda Item 10 is herewith attached as **ANNEX XXI.**

10.3 MULTIMEDIA PRESENTATION

Mr. John Walubengo, a lecturer at the Multimedia University of Kenya (formerly KCCT) presented a paper titled "A Dynamic Regulatory Tool for the Telecommunication Sector". The presentation showed how Telecommunications/ICT regulators could use a System Dynamics tool to examine the long-term impact of their policies revolving around pricing broadband internet. Specifically, the long-term impact that Internet price variations had on network capacity and other regulatory indicators such as the Internet Penetration, Network Performance (Quality of Service, QoS) and Operational Incomes.

The model holistically puts together several long-term regulatory perspectives that have previously been studied in isolation. This provides the regulator with a deeper understanding of the dynamic interplay between the isolated and often conflicting telecommunication policies.

The presentation is herewith attached as **ANNEX XXII.**