



**ZAMBIA INFORMATION
& COMMUNICATIONS
TECHNOLOGY
AUTHORITY**

Our Ref: ZICTA/DG/I.03/MKCM/ans

31st January, 2014

The Secretary General,
International Telecommunications Union
Place des Nations
CH-1211 Geneva 20
Switzerland.

Attention: Preetam Maloor

Dear Sir/Madam,

**INVITATION FOR MEMBER STATES TO PROVIDE THEIR INPUT ON ACTIONS THAT
HAVE BEEN UNDERTAKEN OR TO BE UNDERTAKEN BY GOVERNMENTS IN RELATION
TO VARIOUS INTERNATIONAL INTERNET- RELATED PUBLIC POLICY ISSUES**

I refer to your letter dated of 22 November 2013 of reference no. CL-13/168.

Find enclosed our responses to annex 1 of resolution 1305 regarding International Internet-related public policy issues.

Yours faithfully

ZAMBIA INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY

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Response to Public Policy Issues of Resolution 1305

1. Multilingualization of the Internet Including Internationalized (multilingual) Domain Names

Response: There is currently no Policy on multilingualization of Domain Names in Zambia.

However, the registry software currently implemented in Zambia is capable of handling IDNs as and when the requirement is deemed necessary.

2. International Internet Connectivity

Response: International internet connectivity has been increased by Liquid Telecom, Zamtel and Fibrecom (ZESCO). This has increased the number of international fibre gateways to the under sea cables on east and west coast of Africa.

3. International public policy issues pertaining to the Internet and the management of Internet resources, including domain names and addresses

Response: Zambia adheres to the IANA/ICANN guidelines for the management of Internet resources.

The regulator (Zambia Information & Communications Technology Authority), on behalf of the Government Republic of Zambia, successfully submitted for re-delegation of the .zm ccTLD from an ISP to the regulator after a consultative process amongst stakeholders.

Zambia is also looking at gradually transitioning from IPv4 to IPv6. The Authority is also looking at improving the operations of the Internet Exchange Point in Zambia –thereby reducing the international-capacity requirements for traffic meant to be 'local'.

4. The security, safety, continuity, sustainability, and robustness of the Internet

Response: Government has enacted the ECT Act No. 21 of 2009 to provide for a safe, secure and effective environment for the consumer, business and the government alike to effectively use the internet.

Zambia is also in the process of implementing DNSSEC to increase the security of the registry infrastructure servicing the zm ccTLD.

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The Regulator is also proactively encouraging managers of critical information infrastructure to obtain ISO27001 certification, while also providing necessary assistance to achieve this goal to the respective CII.

Zambia is looking at implementing Public Key Infrastructure,

5. Combating Cybercrime

Response: The Electronic Communications & Transactions Act No. 21 of 2009 in Part XV makes provision for combating crime by criminalizing such activities as unauthorized access to, interference of or interference with data (Section 99), computer related extortion, fraud and forgery (Section 100), prohibition of pornography (Section 102), hacking, cracking and viruses (section 103) etc.

However, the recent country assessment report conducted by the ITU through the HIPSSA Project reveals that there is still need to strengthen the Act.

The completion of the recommendations from the HIPSSA project will strengthen the legislation of the Country on combating Cybercrime.

The regulator assigned a toll free short code 116 being hosted by Child line Zambia for reporting and protecting children from cyber crime

Zambia, through a partnership with ITU and IMPACT, set up a Computer Incident Response Team (CIRT) to act as the focal point and response centre for cybersecurity related matters. Zambia is now looking at the establishment of sector-specific CIRTs.

The regulator has also focused on building capacity for Law Enforcement Agencies and other Security wings, primarily through training.

The government through the regulator is also building computer forensic labs for Law enforcement agencies, and undertaking to train the beneficiaries in the usage of the associated tools.

6. Dealing effectively with spam

Response: Section 105 of the Electronic Communication & Transaction Act of 2009 does not criminalize spamming per se; it only

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becomes an offence if the unsolicited information is for purposes of “illegal trade or commerce or other activity”.

Nonetheless, the regulator is encouraging the usage of SPAM filters at Internet Service Providers, Government Ministries, and Critical Information Infrastructure.

The regulator also sets out to increase awareness within the country regarding the unproductiveness of SPAM, while acknowledging the increasing complexity of SPAM detection.

7. Issues pertaining to the use and misuse of the Internet

Response: The government through the regulator has embarked on establishing ICT clubs schools. So far 100 ICT school clubs have been established across the country. The objective of the ICT Clubs is to educate pupils on online risks and vulnerabilities.

The regulator has been conducting Child Online Protection (COP) quizzes on the National Television and social media platforms. The quiz questions are based on Child Online Protection and cyber security issues.

The regulator has produced COP materials in form of brochures, booklets, radio and TV adverts. The COP material has focused on the following: sexting, identity theft, digital reputation, identity theft and parental advice. The objective is to protect children from illicit and harmful content. The adverts are running on National Television and Radio stations

The regulator has partnered with the National Television Broadcaster in the production and airing of national debate. The debate focuses on ICT related topics as well as Child Online Protection, use and misuse of the Internet. In this year’s programme, secondary schools from neighbouring countries like; Zimbabwe, Botswana, Namibia and South Africa have been invited to participate.

The regulator conducted a research on illicit and harmful content. The results of the research are yet to be finalized. The regulator will develop a comprehensive national COP strategy based on evidence from research carried out.

The Regulator will soon embark on a nation-wide awareness campaign focused on training the teachers; so that they can effectively be ambassadors of “Safe Internet Usage”.

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8. Availability, affordability, reliability, and quality of service, especially in the developing world

Response: The Government through the Regulator (ZICTA) has put in place Quality of Service Guidelines which provide for minimum standards of quality of service as well as the set parameters/ targets that service providers must meet. The Guidelines were revised in June 2013 to streamline enforcement procedures.

The pervasive nature of mobile internet has drastically reduced the cost of Internet in Zambia, while improving the availability, reliability, and quality of service. However, much improvement is expected from the service providers of both traditional Internet Services and the Value added service providers.

9. Contributing to capacity building for Internet governance in developing countries

Response: Zambia fully participates in regional, continental, and international meetings that focus on capacity building for Internet governance.

Zambia is a member of the African Top Level Domain (AfTLD), which looks at both technical and administrative issues surrounding Internet governance.

The Regulator is considering the establishment of a Zambian Internet governance forum with a view of developing a well-structured platform that looks at Internet Governance.

10. Developmental aspects of the Internet

Response: Zambia also focuses on the development of capacity in aspects of the Internet, such as the implementation of automated Registry infrastructure, WHOIS services, and DNSSEC.

The Regulator also hosted the first African Internet Summit in 2013; which brought together acclaimed industry experts through the technical training conducted by the Africa Network Operating Group (AfNOG) – which has consistently focused on the capacity building for Network Operators in Africa.

The Regulator is also looking at strengthening the operations of the Internet Exchange Point in Zambia, through infrastructure development and training. This may include the establishment of IXPs in selected towns of Zambia. In this vein, the government plans

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to foster interconnection of IXPs with neighbouring countries to ensure that “regional traffic remains in the region”.

11. Respect for privacy and the protection of personal information and data

Response: The right to privacy of person and property, including personal information is enshrined in the Zambian Republican Constitution (Article 17). Further, the ECT Act No. 21 of 2009 protects personal data by prohibiting unauthorized disclosure without following due process (Sections 41, 42, 80 to 84)

A Data Protection Act is also in the process of being drafted, which will address in detail, the privacy and protection of personal information and data.

12. Protecting children and young people from abuse and exploitation

Response: Criminal law in Zambia generally protects children from any form of abuse (Penal Code, Chapter 87). Further, Zambia is a signatory to the United Nations Convention on the Rights of the Child. The Government has enacted the ECT Act No 21 of 2009 which has enhanced a safe, secure and effective environment for the consumer, business and the the government itself of effectively use the internet.

The regulator also conducts regular awareness programs targeted at the young primarily conveying the importance of taking responsibility for their actions in cyberspace, and teaching them ‘good’ practices while not restricting them from enjoying the benefits thereof.