



# INTRODUCING CRASA

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GSR 19 – REGULATORS ASSOCIATIONS MEETING

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BRIDGET LINZIE (CRASA HEAD ELECTRONIC COMMUNICATIONS)

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## PROFILE IN BRIEF

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|-----------------------|--|
| Association Name      | Communications Regulators' Association of Southern Africa                                      |
| Abbreviation          | CRASA  |
| Host Country          | Botswana   |
| Website               | <a href="http://www.crasa.org">www.crasa.org</a>   |
| Date of Establishment | 1997   |
| Number of Members     | 13   |
| Contact Details       | CRASA House<br>Gaborone International Finance Park<br>Plot 143, Unit 2<br>Gaborone<br>Botswana |

# THE ROLES

## MAIN ROLE: HARMONISATION OF ICT AND POSTAL REGULATORY FRAMEWORKS IN SADC

### ▶ Regulation

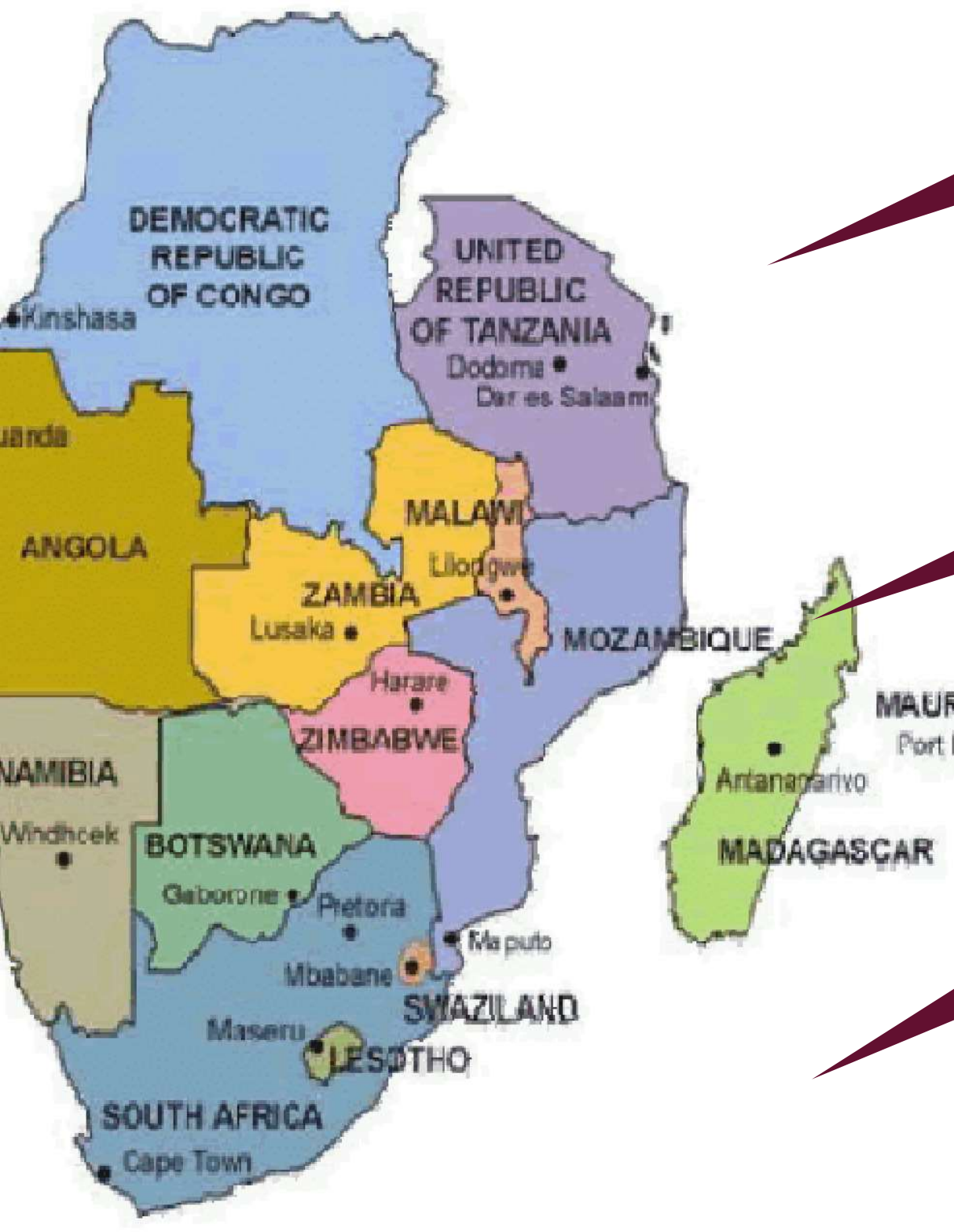
1. Postal Frameworks
2. Spectrum (management /allocation/licensing/pricing)
3. Universal Service (Focus now on broadband)/Infrastructure Sharing
4. Consumer Protection and QoS
5. Pricing Regulation (focus now on roaming services pricing)
6. Interconnection
7. Competition
8. Cyber security
9. Broadcasting

### ▶ Standardisation

- A. Numbering (Emergency Numbering)
- B. Type Approval
- C. Digital Broadcasting

### ▶ Capacity building and Research

### ▶ Network facilities



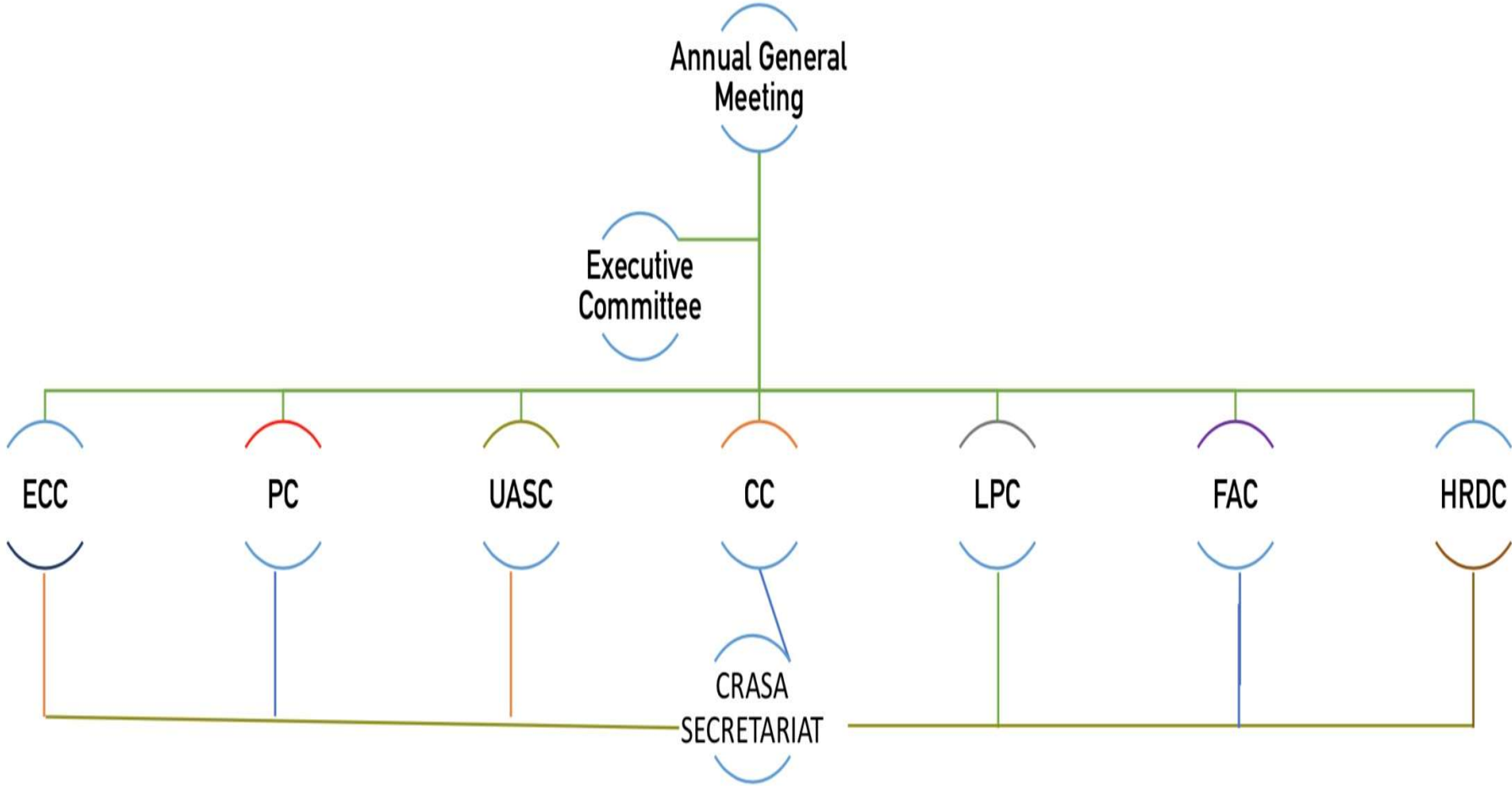
CRASA ESTABLISHED 1997  
THE SADC PROTOCOL ON  
TCM. SUBSIDIARY OF SADC

CRASA FOOTPRINTS CAN BE  
TRACED IN 13 OUT OF 16  
SADC MS

CRASA SITS AT THE  
MINISTERIAL MEETINGS  
PROVIDING ADVICE ON ICT  
AND POSTAL REGULATION

# THE INTERNAL STRUCTURE

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# HOW AGENDAS ARE SET



## Strategic Plan

Sets the Strategic Focus and Projects aiming to achieve the objectives



## Operational Plans

Set Annually by the Committees in reference to Strategic Plan and some activities influenced by ITU/ UPU/ATU/PAPU/SADC Discussions and Directives



## Committees (Teams) Agendas

Committees usually Meets twice a year and agendas are set by the Conveners of the Committees in line with Committee Operational Plans and some agenda items influenced by ITU/ UPU/ATU/PAPU/SADC Discussions and Directives



## AGM Agenda

Specialised Committees submits reports to the Executive Committee who proposes the agenda of the AGM. EXCO submits reports to the AGM. AGM decisions forms the Implementation Matrix for following year.



COLLABORATION/CONSENSUS /CONTRIBUTION

# STRATEGIC PLAN 2018-2023

## Vision

To be a World Class Communications Regulatory Association

### Mission:

Coordinate the harmonisation of communications regulation for socio-economic benefit of SADC

### Strategic Pillars:

Enabling Regulatory Environment

Trade and Industrialisation

Research and Innovation

Organisational Sustainability

### Strategic Goals:

- Harmonised Regulatory Frameworks

- Increased Broadband Access
- Increased into SADC E-Commerce

- ICT driving Innovation and Development

- Financial Base
- Regulatory Capacity
- Human Capacity
- Common Positions

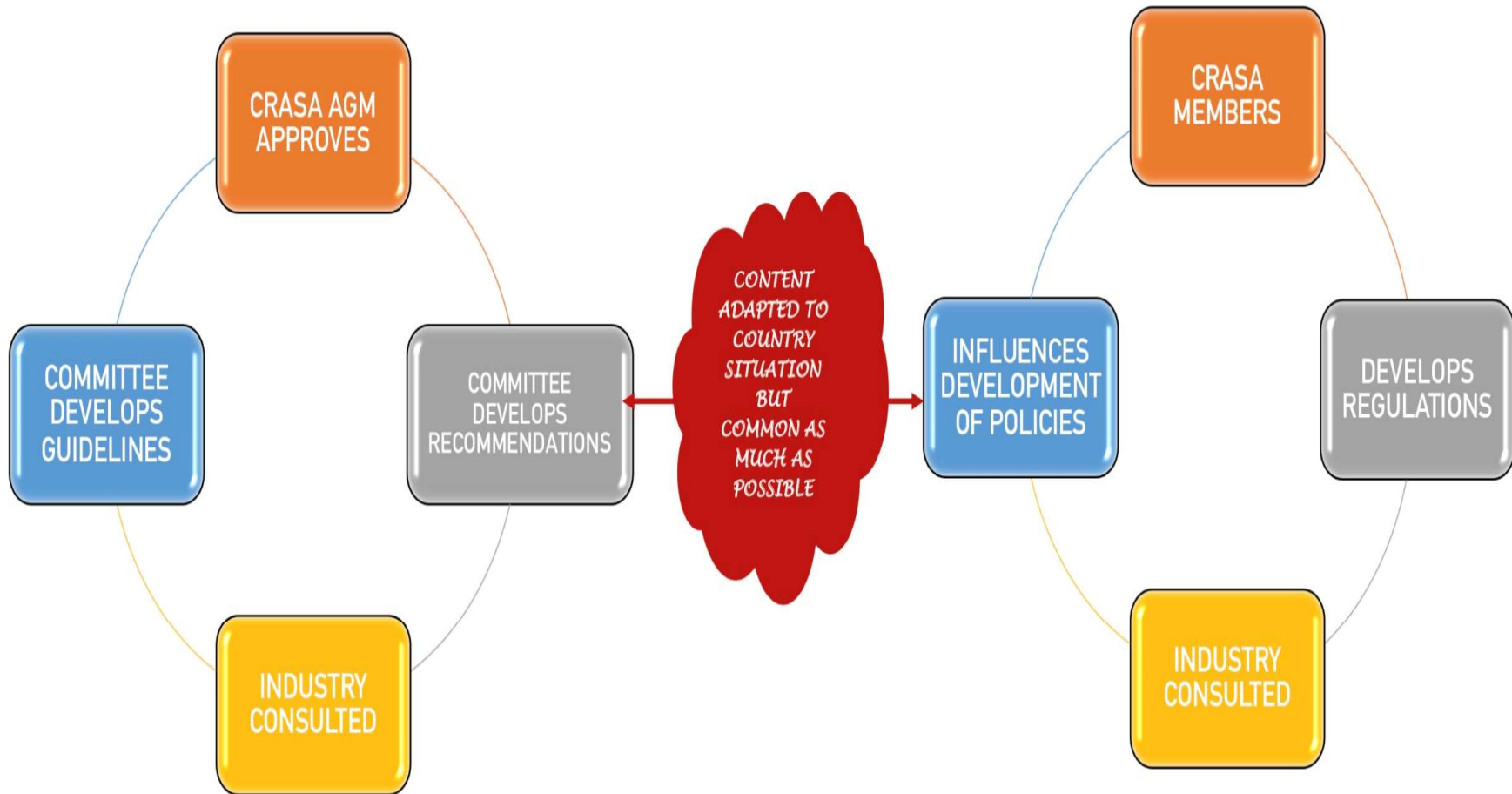
### Corporate Values:

- Unity of Purpose
- Innovation
- Integrity
- Excellence
- Accountability



# HARMONISATION PROCESS

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# EXAMPLE 1: HARMONISATION OF SPECTRUM ALLOCATION AND MANAGEMENT

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CRASA ASSIST SADC IN CONDUCTION OF STUDIES AND SURVEYS TOWARDS DEVELOPMENT OF COMMON POSITIONS TO THE WORLD RADIO COMMUNICATION CONFERENCE AGENDA ITEMS

## EXAMPLE 2: HARMONISATION IN DEPLOYMENT OF UNIVERSAL BROADBAND

### OVER ARCHING DIRECTIVE: SADC UNIVERSAL BROADBAND ROADMAP



## ELECTRONIC COMMUNICATIONS PROJECTS UNDERWAY

| Project Name   | Brief Description  | Cooperating Partner |
|--|--|---------------------|
| SADC Spectrum Model Policy                               | <ul style="list-style-type: none"> <li>• Cover aspects:               <ol style="list-style-type: none"> <li>i. technology and service neutrality</li> <li>ii. contractual elements of refarming</li> <li>iii. service incentivising for universal service obligations</li> <li>iv. spectrum pricing methodologies</li> <li>v. Spectrum sharing</li> </ol> </li> </ul>   | SPIDER              |
| Review of Framework on Spectrum Allocation for Broadband | <ul style="list-style-type: none"> <li>• Review the SADC Broadband Spectrum Plan to align to developments</li> <li>• develop an annex on SADC 5G Spectrum Roadmap to guide allocation of 5G spectrum in SADC</li> </ul>  | SPIDER              |
| Assessment of the Interconnection Pricing                | <ul style="list-style-type: none"> <li>• focus on international interconnection in the bid to respond to the ICT Ministers observation that the International terminations rates was one of the major barriers and resulting in high interconnection rates across the region.</li> <li>• assess the international interconnection Pricing in SADC.</li> <li>• allow CRASA to advise the region on how to address the impact of international termination rates on voice, SMS and IP services rates.</li> </ul> | None                |
|  |  |                     |

## ELECTRONIC COMMUNICATIONS PROJECTS UNDERWAY

| Project Name                                  | Brief Description   | Cooperating Partner |
|---|---|---------------------|
| Benchmarking Report on Broadband Pricing      | <ul style="list-style-type: none"> <li>• General perception that pricing for broadband is not affordable to many of SADC Citizens</li> <li>• Project to assess the impact of high prices on adoption of broadband services to achievement of the broadband targets set by SADC</li> <li>• Project entails collection of broadband pricing and penetration data in order to develop a benchmarking report on Broadband Pricing against Penetration.</li> </ul> | None                |
| Review of SADC Numbering Guidelines           | <ul style="list-style-type: none"> <li>• The project will review the SADC Numbering Guidelines to:               <ol style="list-style-type: none"> <li>i. align to technological changes (the pace at which these technological change takes place and the scope of the technological advances and scientific development)</li> <li>ii. Align to impact by emergence and popularity of services, such as IoT applications</li> </ol> </li> </ul>             | None                |
| Review of Guidelines on Type Approval in SADC | <ul style="list-style-type: none"> <li>• review the SADC Type Approval Guidelines to:</li> <li>• Harmonise regulations and technical standards used in SADC (to mitigate adverse effect making it difficult for manufacturers (suppliers) to import their products to wider market i.e. SADC region. Consequently, the technical standards and regulations in their diversity, could in effect become an unintended technical barrier to trade.)</li> </ul>   | None                |

## ELECTRONIC COMMUNICATIONS PROJECTS UNDERWAY

| Project Name   | Brief Description   | Cooperating Partner |
|--|---|---------------------|
| Implementation of SADC Roaming Project Phase 3             | <ul style="list-style-type: none"><li>• Finalisation of SADC Roaming Cost Model to allow for cost-based pricing for roaming prices</li><li>• Validation of the Model in June 2019</li><li>• Implementation after Ministerial approval likely in September 2019</li></ul>  | None                |
| Annual Report on Broadband Connectivity and Access in SADC | <ul style="list-style-type: none"><li>• provide the insight into the extent of broadband connectivity, access and affordability in the Region</li><li>• provide the status of implementation in regards to broadband connectivity, usage and acquisition of digital skills against the SADC Broadband Targets.</li></ul>  | None                |
| Review of ICT Universal Service and Access Guidelines      | <ul style="list-style-type: none"><li>• Determine the status and progress of member countries against the 2011 Guidelines</li><li>• Review of 2011 Guidelines to ensure alignment with technological change and alignment with SADC standards for broadband Internet with the view to achieve best practise</li><li>• To ensure that the SADC region achieves its targets for UAS</li></ul> | SPIDER              |

## ELECTRONIC COMMUNICATIONS PROJECTS UNDERWAY

| Project Name  | Brief Description  | Cooperating Partner |
|---|--|---------------------|
| Extend the Broadband Access Gap Analysis Guidelines                   | <ul style="list-style-type: none"><li>• SADC had agreed to a Roadmap in Universal Broadband in 2016 and one of the activities to be undertake at national level is Broadband Gap Analysis.</li><li>• establishing the gaps which exists in terms of infrastructure deployment; usage; and investment and funding for broadband</li><li>• In 2019, UASC with assistance of the GSM Association developed the Guidelines on How to Conduct Mobile Broadband Gap Analysis is to assist SADC Member States to conduct accurate and reliable mobile broadband gap analysis in their respective countries.</li><li>• 2019/20 project is to extend the guidelines to include all technologies</li></ul> | GSMA                |
| Internet of Things (IoT) and impact on Consumer Protection Regulation | <ul style="list-style-type: none"><li>• study the emergence of IoTs and their impact on consumer protection including:<ul style="list-style-type: none"><li>i. impact of data mining by service providers</li><li>ii. lack of transparency</li><li>iii. lock in to products and systems</li><li>iv. intellectual property arguments and digital content rights</li></ul></li></ul>   | SPIDER              |

## ELECTRONIC COMMUNICATIONS PROJECTS UNDERWAY

| Project Name  | Brief Description   | Cooperating Partner |
|---|---|---------------------|
| Recommendation on Consumer Protection Related to EMF Health and Accessibility | <ul style="list-style-type: none"><li>• Recommendation to look into:</li><li>• The concern by Government on impact of radiocommunications technologies to public health</li><li>• ensuring inclusion and accessibility of electronic and assess the extent that SADC Member States were regulating or providing policy directions towards EMF and Health as well as accessibility</li></ul>   | SPIDER              |
| Capacity Building: Impact of OTTs on the Electronic Regulation                | <ul style="list-style-type: none"><li>• Workshop will look into:</li><li>• the influx of new digital technologies that have negatively impacted on traditional broadcasters. These include OTT, IPTV and internet radio.</li><li>• understand these new trends and developments in the broadcasting Industry.</li><li>• Discuss whether SADC MS will need to review of broadcasting regulations to accommodate the new digital technologies would enhance growth of the broadcasting industry in the region.</li><li>• Workshop outcome to lead into formulation of a position paper to ensure that looks into reforms in the broadcasting regulations needed to align to digitisation and convergence.</li></ul> | SPIDER              |



## ELECTRONIC COMMUNICATIONS PROJECTS UNDERWAY

| Project Name                                     | Brief Description  | Cooperating Partner |
|--|--|---------------------|
| Workshop on Conformity Assessment and Procedures | <p>With dynamic proliferation of newer technologies and devices, there is need for CRASA to revive its discussion on conformance assessment and testing of electronic communications equipment. CRASA had done a study on Standards and Type Approval in 2006 as well as development Guidelines on Type Approval of ICT Equipment. There was a phased approach on a strategy to achieve in harmonisations of standards used in conformity and interoperability in SADC which was recommended and not implemented. Workshop seek to address the challenges being met by regulators in the region in the absence of a common Conformance Assessment and Procedures which may be through mutual recognition agreements amongst CRASA members.</p> | None                |
| Project Management for Universal Service         | <p>Project management skills are critical to lead project teams and projects effectively. Adherence Project Management processes and procedures are crucial to the successful implementation of Universal Access Service Projects. Project Management is the application of knowledge, skills, tools and techniques to project activities to meet project requirements. Project management is accomplished through the use of the processes such as initiating, planning, executing, monitoring and evaluation and closing. Effective project management requires that the project Management team acquire the following three dimensions of project management Competencies</p>   | SPIDER              |
| EMF & Health & Accessibility Workshop 2019       | <p>Upon noting the update in EMF RF exposure limits, CRASA will convene a workshop regarding the issue. The workshop will also look into other consumer issues, including provision of accessible devices to people with special needs as well as discuss issues on counterfeit devices and impact on consumer protection regulation.</p>  | SPIDER              |



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