



UGANDA  
COMMUNICATIONS  
COMMISSION



**THE REPORT ON PROCEEDINGS OF THE 17<sup>TH</sup> CONGRESS OF  
THE EAST AFRICAN COMMUNICATION ORGANISATIONS (EACO)  
HELD IN KAMPALA, UGANDA ON 7<sup>TH</sup> MAY 2010**

## **1.0 INTRODUCTION**

The 17<sup>th</sup> EACO Congress meeting was held on 7<sup>th</sup> May 2010 at the Commonwealth Resort Hotel Munyonyo in Kampala, Uganda. The workshop on ICT accessibility for persons with disabilities, the meeting of Working Committee for Human Resources Development and Training (HRDT/WC) and the Assemblies of Regulators, Telecommunications Operators, Postal Operators, and Broadcasting Operators, preceded the Congress that took place at the same venue from 3<sup>rd</sup> to 5<sup>th</sup> May 2010.

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

## **2.0 PARTICIPATION OF EACO MEMBERS AND OBSERVERS AT THE CONGRESS**

The following EACO Members and Observers attended the Congress:-

### **2.1 MEMBERS**

#### **2.1.1 UGANDA**

- (i) Uganda Communications Commission (UCC)
- (ii) Posta Uganda Limited (UPL)
- (iii) Uganda Telecom Limited (UTL)
- (iv) MTN Uganda Limited (MTN)
- (v) Warid Telecommunications Limited
- (vi) Zain Uganda
- (vii) Orange Uganda Limited

#### **2.1.2 KENYA**

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

#### **2.1.3 TANZANIA**

- (i) Tanzania Communications Regulatory Authority (TCRA)
- (ii) Tanzania Posts Corporation (TPC)
- (iii) Tanzania Telecommunications Company Limited (TTCL)
- (iv) Vodacom Tanzania Limited,
- (v) Zain Tanzania Limited

- (vi) Agape Associate Tanzania
- (vii) Zanzibar Broadcasting Commission

#### **2.1.4 BURUNDI**

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

#### **2.1.5 RWANDA**

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

### **2.2 OBSERVER ORGANISATIONS**

- (i) Pan African Postal Union (PAPU)
- (ii) Ministry of Information and Communications-Kenya
- (vi) NetTel@AFRICA
- (vii) Victoria Broadcasting Network-Uganda
- (viii) Starafrika Media Co. Ltd-Rwanda
- (ix) National Association of Broadcasters-Uganda
- (x) Broadband Company (TMP) Uganda Limited
- (xi) Action on Disability and Development (ADD)- Uganda
- (xii) Sight Savers international-Uganda
- (xiii) Mental Health Uganda
- (xiv) Kyambogo University Uganda
- (xv) ICT for All-Uganda
- (xvi) Entebbe Women Association-Uganda
- (xvii) Pave Foundation-Uganda
- (xviii) Uganda School for the Deaf
- (xix) Uganda Landmine Survivors Association (ULSA)
- (xx) Bahai Faith- Uganda

- (xxi) Kampala School for Physically handicapped-Uganda
- (xxii) National women MP-Uganda
- (xxiii) LAPD
- (xxiv) Uganda National Association of Deaf (UNAD)
- (xxv) National Union of Women with Disabilities of Uganda (NOWUDU)
- (xxvi) Legal Action for PwDs
- iv) Uganda National Association for the Blind
- v) Sense International (EA) Uganda
- vi) Ne Vision-Uganda
- vii) Women of Uganda Network,
- viii) Reach out Wives of Soldiers-Uganda
- ix) NUDIPU

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

### **3.0 OPENING CEREMONY**

#### **3.1 SPEECH BY THE CHIEF GUEST, HON. AGGREY AWORI, MINISTER OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT), REPUBLIC OF UGANDA, HON. AGGREY AWORI**

The Minister of ICT, Hon. Aggrey Awori, who was the Chief Guest, welcomed the delegates to Uganda on behalf of the Government of the Republic of Uganda.

He informed the Congress that he was delighted to see the big regional gathering converged in Uganda to shape up the communications industry for the East African region. He underscored the importance of the Congress which was to crystallise and consolidate the views on ICT development strategies ahead of the full regional integration of East Africa. He expressed his expectations that EACO would eventually transform all sister states into a regional digital village linked to the global Information Society.

He further said that the region had already benefited from EACO initiatives such as the introduction of the underground sea cable, other regional communications infrastructure and ICT networks, like TEAMS and EASSy projects, which had made communications services cheaper, affordable and accessible to majority of the people. In addition, the reduction of local tariffs and abolition cross-border roaming arrangements

had gone a long way to ensure that people can communicate with each other so easily at pocket-friendly costs.

He called upon stakeholders in the communications industry to support EACO and other initiatives so that they address the communications needs of the people. He assured the continued support of the Government of Uganda to make it easy to implement EACO proposals.

He concluded by expressing his gratitude to the ITU, development partners and stakeholders for the support they had rendered to EACO and the region in general.

He declared the 17<sup>th</sup> Congress of the East Africa Communications Organisation officially opened.

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

### **3.2 STATEMENTS/REMARKS**

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

#### **3.2.1 Remarks by Mr. Patrick Mwesigwa, Acting Executive Director, Uganda Communications Commission (UCC),**

Before he invited the UCC Chairman, the Ag. Executive Director of UCC welcomed all delegates at the EACO Congress and thanked EACO for giving Uganda the opportunity to host the event.

He reminded the Congress that governments, regulatory agencies, industry players, private sector and the international organisations had a role to play in order to take advantage of digital opportunities for national, development and enhance regional integration.

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

#### **3.2.3 Remarks by Eng. Dr. Abel Katahoire, Chairman of Uganda Communications Commission (UCC),**

In his remarks before he invited the Chief Guest to deliver his speech, the Chairman welcomed all delegates at the opening of the 17<sup>th</sup> EACO Congress.

He thanked the Chief Guest, Hon. Aggrey Awori, Minister of ICT for gracing the occasion. He informed him that his presence was a testimony to the increasing importance of EACO to the development of the communications sector in East Africa as well as its role in bringing about regional integration.

He noted that in Uganda and elsewhere in East African Region, wisdom of a market-led, private sector-driven approach to ICT development had been embraced as evidenced by the vibrant communications market. He urged the region to remain committed to constant development, progress and improvement.

The Chairman`s full speech is attached as **Annex IV**.

#### **3.2.4 Remarks by Mrs. Rodah Masaviru, Secretary General of the Pan African Postal Union (PAPU)**

The Secretary General of PAPU thanked Uganda and the organizing committee for extending invitation the Pan African Postal Union (PAPU), this year`s EACO Congress.

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

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

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

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

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

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

### **3.2.5 Remarks by Mrs. Asnath Mpatwa, Representative of ITU Africa Region**

The representative of ITU African Region thanked the Ugandan government through UCC and EACO members for inviting ITU to participate in the 17<sup>th</sup> EACO Congress. She also paid tribute to the concerted efforts by EACO to keep the institution alive and active in this sub-region. She underscored that the outcome of EACO collaboration had indeed been instrumental in the continued growth of the ICT sector in the last few years which had enabled citizens of East Africa to enjoy the fruits of technology advancements and the freedom of communications associated with it.

She further said that during the last two years, ITU's attention had been focused on six key areas including ICT accessibility for persons with disabilities by providing education and training on accessible ICT, raising awareness on the rights of persons with disabilities in accordance with the WSIS and the UN CRPDs and working with industry and member states to develop technical standards for accessibility so that ICT accessibility became a reality.

She emphasized on the need for the region to invest on broadband which will help ICT growth and at the same time help the world in its effort to reduce greenhouse emission which ICT and related activities contribute around 2 to 2.5 percent globally.

She concluded by urging EACO member countries to prepare for WTDC-10 by submitting their inputs that will enable EACO to orientate its focus and activities that are considered a priority and which will have maximum impact in addressing ICT needs in East Africa.

Representative of ITU Africa Region's full speech is attached as **Annex VI**.

### **3.2.6 Remarks by Mr. Reverien Ntagaye, Director General of Telecommunications Control Regulatory Agency (ARCT)**

The Director General of (ARCT) thanked the government of Uganda through Uganda Communications commission for hosting the Congress and different Assemblies.

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

He concluded by affirming Burundi's commitment to supporting EACO initiative on all communication developments in the region

### **3.2.7 Remarks by Mr. Charles Njoroge, Director General of Communications Commission of Kenya (CCK)**

The Director-General of CCK expressed his gratitude to the Government and the people of Uganda through the coordination of Uganda Communications Commission for the successful organisation of the 17<sup>th</sup> EACO Congress.

He underscored the growth and achievement of EACO by giving examples of growth of membership number, involvement of public private partnership and for being the first in the world to achieve one network cross border.

He informed the Congress that Kenya was now host to three fibre optic submarine cables that were connecting the country and, indeed, the entire region to the international space through efficient and more affordable broadband link.

He congratulated EACO for the development in dealing with cyber security issues, SIM Card registration and introduction of EIR as true efforts which intended to ensure the consumers of East Africa were protected.

Regarding the Universal Access, he informed the Congress that Kenya had enacted a legislation that addresses the issue of Universal Access to communication service and that CCK was in a process of putting together a framework that would facilitate rollout of universal access project.



He concluded by urging EACO members to enhance the region's interests in international arena given that there were key ITU and UPU meetings in which they would be need to speak with one voice to influence decisions that take into consideration the interests of the region .

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

### **3.2.8 Remarks by Mr. Jabbi Lamin, Representative of the Director General of Rwanda Utilities Regulatory Agency (RURA)**

The Representative to RURA, Mr. Jabbi Lamin thanked the government of Uganda through Uganda Communications commission for hosting the 17<sup>th</sup> EACO Congress.

He informed the Congress of the developments in the broadcasting and postal sectors in Rwanda.

He concluded by affirming Rwanda's commitment to supporting EACO initiative on all communication developments in the region.

### **3.2.9 Statement by the Director General, Tanzania Communications Regulatory Authority (TCRA), Prof. John S. Nkoma**

The Director General of TCRA Prof. John S. Nkoma thanked the government of Uganda through Uganda Communications commission for hosting a successful Congress.

He observed that the number of EACO members was growing as witnessed in the 16<sup>th</sup> EARPTO Congress in Dar es Salaam where seven new members were admitted and he was informed that the same number would be admitted this year. He said this was a testimony of trust and faith which the public and private communication operators had with EACO.

He informed the Congress that the long time dream of East Africa being connected to Submarine Cable was now a reality after SEACOM Fibre Optic Cable landed in Dar salaam on July 23, 2009 and EASSY Cable on April 7, 2010. He said landing of TEAM's FOC in Mombasa would enhance cheap International calls and fast Internet access in the region, and that in order for this to happen there was a need to have terrestrial cables link within EACO Member countries.

He informed the Congress on the growth of mobile subscription in Tanzania and had recorded around 17 million subscribers as per

March 2010. He noted that the sharp increase of mobile phone users was a general trend in all five member countries. He therefore urged the region to develop common strategies to ensure that the mobile industry brings about the required positive changes in the social economic setting of the region.

He informed the Congress of the developments in the broadcasting and postal sectors that are covered in his detailed report of the outgoing chairperson of EACO.

He concluded by thanking Uganda once again for hosting a successful event.

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

The proposed agenda were adopted with amendments as follows:-

1. Adoption of the Agenda
2. Election of the Bureau
3. Report of the Chairperson of the 2009 EARPTO Congress
4. Consideration of applications for members to join EACO
5. Presentation of the Report of the Workshop held on 6<sup>th</sup> May 2010
6. Reports of the Assemblies of Parties, Task Forces and Working Committees:-
  - (i) Assembly of Postal Operators
  - (ii) Assembly of Telecommunications Operators
  - (iii) Assembly of Regulators
  - (iv) Assembly of Broadcasters
  - (v) Broadcasting Technical Task Force
  - (vi) HRDT/WC
  - (vii) Joint Working Committee (JWC)
7. EACO Relationship with EAC
8. Hosting of International Meetings in the Region (CCPA,

UPU Strategic Conference)

9. Postal Reforms in developing countries: Challenges and Choices.
10. Venue and date for the next EACO Congress
11. Adoption of the Report of the EACO Congress
12. Signing of the EACO Constitution
13. Any Other Business
14. Closing Ceremony

## **5.0 ELECTION OF THE BUREAU**

The Congress nominated Uganda to chair the Congress and the first Rapporteur was Tanzania with the second Rapporteur being Uganda. The proposals were made by Kenya and seconded by Tanzania.

The Bureau therefore constituted of the following:

Mr. Patrick Mwesigwa	Chairperson	Uganda
Mr. Erasmo A. Mbilinyi	1 <sup>st</sup> Rapporteur	Tanzania
Ms. Rebecca Mayanja	2 <sup>nd</sup> Rapporteur	Uganda

## **6.0 HANDOVER CEREMONY OF EACO CHAIR**

The outgoing chairman Prof. John S. Nkoma of TCRA Tanzania presented **a hammer** to the incoming chairman Mr. Patrick Mwesigwa of UCC Uganda as **a symbol of authority** that will ensure all decisions of EACO are followed and implemented.

## **7.0 REPORT OF THE CHAIRPERSON OF THE 2009 EARPTO CONGRESS**

The outgoing chairman of the 16<sup>th</sup> EARPTO Congress, Prof. John S. Nkoma thanked the EACO members for giving Tanzania the opportunity to serve as the chair of the Congress for the last two years. He conveyed Tanzania's gratitude for the cooperation and support and cooperation that they have enjoyed from all the five member countries during their leadership.

He reminded EACO members of the important decision it had made to change the name of the organisation from EARPTO to EACO as a reflection of growth of the communication sector over the past few years.

He informed EACO members of the EARPTO workshop which was held on 28<sup>th</sup> April 2009 in Dar es salaam with three themes: Harmonization of policy, legal and regulatory framework practices in East Africa , emerging consumer issues in the region and status report of WTSA-08 Resolution 76 implementation.

He highlighted the development of communication in the region and participation of the region in ITU meetings as way of ensuring that the region was up to date with the world trend.

On broadcasting, he underscored the need to ensure smooth transition from analogue to digital by giving the Tanzania`s example which had licensed three commercial multiplex operators with one of them being granted a network facility license to distribute signal.

He also informed the delegates on the achievement of Post services whereby ICANN had signed an agreement with UPU on Top Level Domain name, .POST (Dot Post). Other development included e-dimension of post sector, participation of EACO members in the 30<sup>th</sup> anniversary of PAPU and National Addressing and Postcode System ongoing implementation in Tanzania.

He highlighted the new legislation in Tanzania EPOCA which will give mandate for the regulator to establish National CERT`s, Central Equipment Identification Register, SIM Card registration, migration from Analogue to digital broadcasting, National Addressing and Post Code System, Cyber security and Content regulation.

He concluded by encouraging all EACO members to take all ongoing discussion during the Congress as vital in the development of their organisations.

The outgoing chairman`s full report is attached as **Annex VIII**.

## **8.0 CONSIDERATION OF APPLICATIONS FOR MEMBERS TO JOIN EACO**

### **8.1 TANZANIA**

Tanzania Communications Regulatory Authority submitted an application by Zanzibar Broadcasting Commission (ZBC) which regulates broadcasting services in Zanzibar Islands to join EACO. The application was seconded by Kenya.

#### **Agreed 1:**

To admit Zanzibar Broadcasting Commission a member of EACO.

### **8.2 RWANDA**

Rwanda Utilities Regulatory Authority (RURA) submitted applications by Media High Council for Rwanda which regulates contents and New ARTEL which provides Telecommunication services mainly in rural areas to join EACO.

The applications were seconded by Uganda.

**Agreed 2:**

To admit Media High Council for Rwanda and New ARTEL, members of EACO.

**8.3 BURUNDI**

Telecommunications Control Regulatory Agency (ARCT) submitted applications by UCOM Burundi, Tembo Africel (Telecoms operators) and Radio UMUCHO FM (Broadcasting service Operator) to join EACO. The applications were seconded by Rwanda.

**Agreed 3:**

To admit UCOM Burundi, Tembo Africel and Radio UMUCHO FM, members of EACO.

**8.4 UGANDA**

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

**Agreed 4:**

To admit Orange Uganda Limited to join EACO membership.

**9.0 THE WORKSHOP ON ICT ACCESSIBILITY FOR PERSONS WITH DISABILITIES HELD ON 6<sup>TH</sup> MAY 2010**

On 6<sup>th</sup> May 2010, a workshop on ICT Accessibility for Persons with Disabilities was held.

**9.1 OPENING OF THE WORKSHOP**

The workshop was officially opened by Eng. Dr Abel Katahoire, the Chairman of Uganda Communications Commission.

In his opening speech, he welcomed all participants to the workshop. He highlighted the importance of addressing ICT accessibility for people with Disabilities (PwDs) as increased ICT dynamism was leading to greater need for social inclusion to be recognised if sustainable ICT-driven economic growth was to be realised.

He mentioned that according to the World Health Organisation; worldwide over 650 million people live with some sort of disability where 80% of this number lived in third world countries. He therefore said that it was self defeating to talk about the universality of ICT in development while ignoring comprehensive ICT inclusiveness.

He said the United Nations Convention on the Rights of Persons with Disabilities, which was so far the fastest negotiated human rights instrument, was adopted by the UN in Geneva in 2006. The Convention contained specific obligations for member states to ensure access to ICT by PwDs. In light of this, he advised the EACO member to spearhead the fulfilment of these obligations.

He pointed out that the workshop provided EACO members with an opportunity to raise awareness on issues pertinent to PwDs such as e-Accessibility and latest technology issues. However, he stressed that the diversity of ICT accessibility for PwDs required concerted efforts between government and the civil society in general.

He expressed his hope that the outcomes of the workshop would form a basis for EACO interventions to support PwDs to have better quality life, fill gaps of inability due to disability and, more importantly, create equal opportunities for their participation in development through accessing information on education, employment, particularly through the use of ICT like any other citizen.

He therefore declared the workshop open.

The Chairman`s full speech is contained in **Annex IX**.

## **9.2 THE WORKSHOP**

The workshop on ICT Accessibility for Persons with Disabilities was attended by 120 participants from the five East African countries. The participants included Ugandan members of Parliament responsible for PwDs, members of Disabled organizations and schools for disabled children.

The workshop was jointly organized by the ITU and UCC and had following objectives:

- (i) To provide participants with information on basic ICT accessibility including latest technologies and available tools and resources to promote accessible ICT products and services;
- (ii) To share experience on best practices to mainstream ICT accessibility issues;
- (iii) To highlight dispositions within the UN Convention on the Rights of Persons with Disabilities on ICTs and Assistive technologies; and
- (iv) To identify challenges of providing accessible ICT services and products to persons with disabilities, raising awareness on barriers for ICT inclusion and identifying policies and technologies to address the challenges.

Full Report of the Workshop including key issues which emerged from presentations and discussions are attached as **Annex X**.

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

The Chairman of UCC, Eng. Dr Abel Katahoire, thanked ITU for having given Uganda an opportunity to host the workshop on ICT Accessibility for PwDs.

He said the workshop had brought together various stakeholders with a view to exchanging information, discussing the needs of PwDs as far as accessibility to ICT is concerned, discussing strategies of ensuring that all people, including those with disabilities, have access to appropriate, affordable and accessible communications services.

He informed the participants that the recommendations and action plans that had been drawn from the workshop would greatly enrich an all-inclusive communications policy of Uganda and East Africa as a whole.

He concluded by wishing all participants a safe return to their respective homes and then declared the workshop closed.

The Chairman`s full speech is attached as **Annex XI**.

## **10.0 REPORTS OF THE ASSEMBLIES OF PARTIES, TASK FORCES AND WORKING COMMITTEES**

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

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

#### **10.1.1 Status of implementation Review of the 16<sup>th</sup> EACO Report**

**Noted 1:**

- (i) The need to establish contact committees with other stakeholders besides customs and airlines;
- (ii) The need to establish partnerships with telecom companies in order to utilize technology to foster e-commerce.

**10.1.2 Development of ICT in the Postal Sector; achievements, challenges and way forward.**

**Noted 2:**

- (i) Inability to invest in ICT projects;
- (ii) Technology gap;
- (iii) Lack of access to training programs;
- (iv) Limited Government role;

**Agreed 5:**

Engage respective governments in fast tracking the development of e-commerce.

**10.1.3 Status of Postcode Project in Uganda and Tanzania**

**Noted 3:**

- (i) The need to secure political and national acceptance;
- (ii) The need for funding;
- (iii) The need for stakeholders' cooperation and involvement;
- (iv) The need to sensitize the public;
- (v) The challenge of unplanned human settlements;
- (vi) The challenge of limited human resource capacity.

**Agreed 6:**

To engage governments to drive the national addressing system and postcode project.

**10.1.4 Diversification in the Postal Industry**

**Noted 4:**



Mail volumes were declining and hence the need for designated operators to diversify.

**Agreed 7:**

To continue urging governments to support designated operators to address challenges which prohibit speed of diversification in areas of policy, resources and need to fulfil the universal service obligation.

**10.1.5 E-Dimension and African Realities- Focus on the Kenyan Post**

**Noted 5:**

The need to embrace e-commerce and develop structures to support its development in the region.

**Agreed 8:**

To develop a joint regional ICT policy for the postal designated operators.

**10.1.6 Need for quality improvement and customer satisfaction in the postal business; challenges and way forward**

**Noted 6:**

Regional Quality of service performance standards had fallen drastically

**Agreed 9:**

- (i) Develop and put in place quality standards on speed, reliability, security and applications of new technology;
- (ii) Regulators to be requested to share results of their quality performance tests with designated operators.

**10.1.7 Monitoring of quality of mail services by the Automatic Mail Measurement equipment**

**Noted 7:**

Automatic Mail Measurement equipment enhanced quality of service

**Agreed 10:**

- (i) Designated operators were encouraged to acquire the automatic quality of service measurement equipment and build capacity to use it;
- (ii) Regulators and governments were encouraged to facilitate the acquisition of the equipment.

#### **10.1.8 Improvement of mail security, challenges and way forward**

##### **Noted 8:**

Mail insecurity was becoming more sophisticated.

##### **Agreed 11:**

A high level regional postal stakeholders' meeting involving ministers in charge of postal affairs to be organized annually to discuss policies, regulation, postal security , challenges and way forward.

#### **10.1.9 Progress on International Organization for Migration( IOM) – Universal Postal Union (UPU) pilot project**

##### **Noted 9:**

The results of the feasibility study carried out in 2009 by UPU-IOM in Tanzania and Uganda to measure facilitation of accessible and affordable financial services revealed that there were gaps in technical, human and financial resources in the two countries

##### **Agreed 12:**

IOM Tanzania to present final report and recommendations to governments of Uganda and Tanzania in liaison with UPL and TPC.

#### **10.1.10 Report of the Joint Inspection of airports and offices of Exchange**

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

The significance of having joint inspections in the region

##### **Agreed 13:**

Designated Postal Operators of member countries to prioritize security audits and inspections of airports, offices of exchange, border entries and ports in liaison with regulators.

### **10.1.11 Postal Reforms in Developing Countries: challenges and choices**

#### **Noted 11:**

- (i) Increased competition which is unregulated;
- (ii) Significant financial liabilities and obligations;
- (iii) Irregular funding by governments;
- (iv) Difficulties in substantially improving postal productivity due to poor technology

#### **Agreed 14:**

- (i) To review and implement postal policy;
- (ii) To urge Governments to extend financial support to postal operators in order to revamp the postal services;
- (iii) Draw lessons from the past and current reform efforts from the developed world.

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

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

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

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

### **10.2.1 SIM Card Registration & EIR**

#### **(a) SIM Card Registration**

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

The developments of subscriber registration in Kenya and Tanzania.

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

- (i) Subscriber registration process to formally be provided for in appropriate legislation in EACO member states except Tanzania, which already has legislation in place; and

- (ii) The subscriber registration should be implemented by the operators latest by June 2012.

**(b) Electronic Identity Register (EIR)**

**Noted 13:**

The challenges associated with implementation of EIR blacklisting including the high cost of the project which might defeat the purpose for which the EIR system was intended if not implemented throughout East Africa.

**Agreed 16:**

EACO Regulators to deal with the following challenges prior to implementation of EIR:-

- (i) The illegal unblocking and reprogramming of stolen handsets which were exported across EACO borders; and
- (ii) Duplication of IMEIs on multiple handsets in operators' networks.

**10.2.2 Telecoms Fraud & Cyber Security**

**Noted 14:**

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

**Agreed 17:**

- (i) Operators to form and run sectoral CERTS and nominate representatives to sit on the national CERTS;
- (ii) Regulators to act in the ITU/IMPACT initiative to establish national CERTS;
- (iii) Operators to send their recommendations on CERTS to the Regulatory Authorities; and

- (iv) To circulate the benchmarking report on Finland and Hungary to all members of the Assembly of Telecommunication Operators.

### **10.2.3 Excise Duty on Airtime across the EACO Region**

#### **Noted 15:**

The Excise Tax within the EACO member countries ranged between 5% and 12%. The tax rates in some countries were very high with negative consequential impact on usage and growth of ICTs in the region.

#### **Agreed 18:**

EACO Chairman to take up the matter and urge governments to harmonize excise duties across the region, benchmarking with the country with the lowest excise tax rate. A liaison statement should be sent to the EAC signed by the regulators in the region to urge the relevant Ministries of finance to review the excise duty with the aim of reducing and harmonizing the tax in the region.

### **10.2.4 Transition/Migration to IPV6**

#### **Noted 16:**

The status of migration to IPV6 by EACO member countries and development of internet Exchange Points as presented by TESPOK

#### **Agreed 19:**

- (i) All operators to apply to AFRINIC for IPV6 address blocks (which are free) and activate them,
- (ii) To urge Regulators to facilitate the increase in the use of IP communications in the region by adopting the practices of the London and Amsterdam IXPs, which allow an operator to directly connect to exchange points in the respective countries without the need to set up business operations in the country.

### **10.2.5 Number Portability**

#### **Noted 17:**

- (i) A paper by Safaricom Kenya on Number Portability: Regulatory and Commercial Considerations affecting Implementation;
- (ii) The regulatory measures and commercial considerations that Regulators and operators should jointly engage in before Mobile Number Portability (MNP) is introduced in a particular market.

#### **Agreed 20:**

**(a) Where number portability was not yet implemented:-**

- (i) To urge Regulators to consider carrying out a cost-benefit analysis prior to implementation of MNP;
- (ii) To urge Regulators to advise whether proprietary services will be subjected to porting;
- (iii) Regulators to consider a realistic timeframe for implementing portability and routing. It has been reported that developed countries took between 1 – 3 years to design and implement MNP;
- (iv) Regulators to share with operators the projected cost of designing and implementing the MNP system for planning purposes.

**(b) Where number portability was to be implemented:-**

- (i) The regulators and operators to jointly discuss regulations/laws/guidelines to govern the number portability process;
- (ii) Regulators and the operators to jointly agree on the Porting Solution;
- (iii) Regulators and industry to jointly determine the acceptance criteria for choosing third party vendors of common systems (if required);
- (iv) Regulators to establish and chair technical and operational forums of all operators to govern the implementation process;
- (v) The regulators and operators to jointly agree on the treatment of Value Added Services/bundled services (money transfer services, loyalty schemes) in the porting implementation process; and
- (vi) Regulators and operators to jointly agree on the best mechanism to notify customers that a call is being made to a ported number.

**10.2.6 Infrastructure Access and Connectivity to High Capacity Cable System**

**Noted 18:**

- (i) The Report of the EACO Taskforce on Infrastructure Access and Connectivity to the High Capacity Cable Systems in East Africa; and
- (ii) Satellite providers were not included in the Guidelines despite the fact that they offer similar services.

**Agreed 21:**

- (i) There should be no limitation on the availability of capacity as such limitations will negatively affect investment by private entities, who are the majority investors in the cable systems;
- (ii) Regulators to encourage private investment in undersea cables as the existing capacity are finite;
- (iii) Operators to put in place a regional backhaul infrastructure between Mombasa- Nairobi-Kampala-Kigali-Bujumbura and Dar es Salaam as a complete ring for the traffic between the landing points for the fibre in Mombasa and Dar es Salaam;
- (iv) Pricing of backhaul capacity to be left to market forces, provided that the same may be subjected to regulatory intervention when necessary; and
- (v) Satellite operators to be included in the Guideline.

**10.2.6 Harmonization of Short Codes**

**Noted 19:**

- (i) The Report of the EACO Task Force on Numbering;
- (ii) The Lake Victoria Emergency Rescue Services short code 110 being used by MTN Uganda for different services; and
- (iii) MTN Uganda is using short code 110 for other services, so they should be taken into consideration.

**Agreed 22:**

Roaming of short code to be referred to the regulatory committee.

**10.2.7 Consumer Issues**

**Noted 20:**

- (i) A paper on Consumer Issues in EACO member countries,
- (ii) With exception of Kenya, no EACO member state had legislative provisions making operators liable for the access of inappropriate material by subscribers.

**Agreed 23:**

Kenya's regulator to harmonize the legislation with that of EACO member states where an operator is not automatically held liable for transmitting inappropriate content.

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

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

### **10.3 REPORT OF THE ASSEMBLY OF REGULATORS**

#### **10.3.1 Consideration of Previous Assembly Meeting Report and Matters Arising.**

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

**(a) *Designated Short Code for Emergency Rescue Operations in Lake Victoria***

**Noted 21:**

The short code 110 was already reserved for rescue operations in Lake Victoria.

**Agreed 24:**

Emphasis to be put on ensuring that there was provision of signal coverage in the whole Lake Victoria.

**(b) *Regional Interconnection Guidelines Adoption***

**Noted 22:**

Kenya, Tanzania, Uganda and Rwanda adopted and implemented the guidelines. Burundi was yet to adopt and implement them.

**Agreed 25:**

Burundi to adopt and implement the guidelines.

**(c) *Definition of the Terms “Subscriber”***

**Noted 23:**

Kenya, Tanzania, Uganda, Rwanda and Burundi had adopted the definition of the term “Subscriber” in their guidelines which was defined as “*a person who has used service of telecommunications network at least once in the last 90 (ninety) Days*”.

**(d) *Progress of implementation of East African Internet Exchange Point (EAIXP)***

**Noted 24:**



- (i) Simbanet Tanzania Limited had expressed its intention to withdraw from the project due to emergence of Sub-Marine Cable Systems in East Africa which had made its traffic to drop to zero implying that there was no economic interest in the project; and
- (ii) The project objectives were still valid and should be maintained.

**Agreed 26:**

EACO Taskforce on East Africa Internet Exchange Point (EAIXP) to consider alternative ways of implementing the project.

**(e) Reports of Taskforces and Committees**

**1) Enforcement Committee**

**Noted 25:**

- (i) While Tanzania had adopted the guidelines, Uganda and Rwanda were in the process of reviewing them and subsequently adopting them.
- (ii) Kenya had adopted the new guidelines and had incorporated them in its new Regulations.
- (iii) Burundi was yet to adopt the guidelines.

**Agreed 27:**

Burundi to adopt and implement the guidelines to ensure harmonization within the East African region.

**2) Preparation for WRC-12**

**Noted 26:**

- (i) Representatives from EACO member states were attending some of the ITU-R Study Groups that were undertaking studies on various WRC-12 agenda items; and
- (ii) All five EACO members had revised their National Frequency Allocation Table in accordance to WRC-07 decisions. Burundi was yet to revise its National Frequency Allocation Table.

**3) E-waste Management**

**Noted 27**

- (i) Uganda and Tanzania were in the process of developing a framework that would address the issues of handling e-waste management;
- (ii) Rwanda had made a number of developments to address the issues as follows:-
  - Had set up a dedicated unit to handle e-waste management,
  - Had MOUs with Custom Authority, third parties and importers,
  - Had concluded a survey on e-waste.

**Agreed 28:**

Kenya and Burundi to develop a framework for e-waste management.

**4) *Unified Licensing: The East African Experience***

**Noted 28:**

Uganda, Kenya and Tanzania had unified licensing framework.

**Agreed 29:**

Burundi and Rwanda to introduce unified licensing regime to ensure that their regulatory frameworks provided for service and technology neutrality.

**10.3.2 17<sup>th</sup> EACO Assembly: Paper on e-Banking-The Kenya Experience**

**Noted 29:**

- (i) The emergence of various e-banking services in the East African region; and
- (ii) The challenges associated with e-banking which include; reluctance of some customers to have trust in the services due to cyber security issues, non-response of some people to effectively use the services due to their traditional way of enjoying to be served by human beings as opposed to the machines, ignorance of some people on e-banking services, computer literacy problems, poor and unreliable technology, lack of proper legislations, cultural issues and many more.

**Agreed 30:**

- (i) EACO members to speed up the process of developing legal and regulatory framework for e-banking;

- (ii) Regulatory Authorities to facilitate the integration of the various e-banking services across platforms and across the region;
- (iii) Regulatory authorities to liaise with relevant stakeholders including the respective Central Banks with the view to putting in place regulatory framework for e-banking; and
- (iv) To form a Taskforce led by Kenya that will draw Terms of Reference and prepare a paper seeking funding from EAC, EU, ITU or any other organisation that is ready to fund.

### **10.3.3 Reports of Taskforces and Committees**

#### **(a) Report on Cyber Security**

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

- (i) The report presented by the Taskforce on Cyber Security and congratulated the Taskforce for the good work;
- (ii) The current status of implementation of the Cyber Security Taskforce work plan as per Agreed 32 of the 16<sup>th</sup> EARPTO Congress; and
- (iii) The recommended national CERT set up requirement and willingness of ITU to support their establishment.

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

- (i) Member states to establish national CERTs as detailed under item 6 of the Taskforce report in **Annex XIV**;
- (ii) Member states to pursue ITU support towards the establishment of National CERTs as detailed in item 7 of the Taskforce report;
- (iii) To hold the third meeting of the Cyber Security Taskforce in February 2011 in Rwanda to review the progress of the implementation of the work plan;
- (iv) To establish collaboration frameworks by the national CERTs at regional and international levels;
- (v) To establish and harmonize Cyber Security policies and Cyber laws within the EA region;

- (vi) To implement the EAC Cyber Law framework, when adopted;
- (vii) To emulate the United Nations Commission on International Trade (UNCITRAL) Model Laws;
- (viii) To encourage EACO member states who have not joined the EACO Taskforce to do so in order to benefit from the EACO's initiative in coordination and implementation of National CERTs in the EACO region; and
- (ix) To encourage EACO member states who have not joined ITU/IMPACT initiative to do so in order to benefit from the ITU's assistance.

**(b) Report on Infrastructure Access and Connectivity To High Capacity Cable systems in EA**

**Noted 31:**

- (i) The report was presented by Uganda and the Taskforce were congratulated for the job well done;
- (ii) The proposed *Guidelines for Interstate Connectivity and Access to the High Capacity Systems in the East Africa region* was presented by the Taskforce.

**Agreed 32:**

- (i) To adopt the guidelines; and
- (ii) To share the Guidelines with other Assemblies.

**(c) Report on Infrastructure Sharing**

**Noted 32:**

The Committee on Infrastructure sharing had not completed the assignment due to various reasons including Committee members' involvement in other EACO assignments.

**Agreed 33:**

The Committee to complete this assignment within three months from the time of this Congress.

**(d) Report on Numbering**

**Noted 33:**

- (i) The report by the Numbering Taskforce was presented and were commended for its good work;
- (ii) The Taskforce proposal that each country should only be assigned one color code which can be used along the border;
- (iii) In case a country requests for the second colour code, it should be assigned a code of a country with which it does not share a border or be assigned a code from among the spare ones; and
- (iv) The Maritime Rescue Coordination Centre (**MRCC**) was being set-up in Mwanza (Tanzania) and in the short term the MRCC was to be located at the 4<sup>th</sup> Floor, NSSF Building, Kenyatta Road, in Mwanza. It was noted that all **110** calls was to be routed to the MRCC in the NSSF Building in Mwanza.

**Agreed 34:**

- (i) The following harmonized Network Color Codes be considered and approved by the Congress;

a) Spare	0
b) Spare	1
c) Kenya	2
d) Uganda	3
e) Tanzania	4
f) Burundi	5
g) Rwanda	6
h) Spare	7

- (ii) EACO collaborates with Lake Victoria Basin Commission of the East African Community (EAC) in the process of implementation of short code 110 that will route calls to the Marine Rescue Coordination Centre (MRCC).

**(e) Report on Consumer Issues**

**Noted 34:**

- (i) The report of the Committee on consumer issues was presented by Kenya and the task force was commended for the good work done.
- (ii) Work in progress included;
  - (a) Development of Joint Consumer Education Content,

- (b) Development of guidelines for provision of services to people with special needs,
  - (c) Benchmarking and Sharing knowledge on consumer issues in the region,
  - (d) Development of agenda on consumer interests regionally that need international focus and support,
  - (e) Creating harmony in complaints handling in the region,
  - (f) Quality of Service and Quality of Experience.
- (iii) The development of draft guidelines to ensure the availability of Consumer Care Services to consumers from partner states, which would be circulated for comments; and
  - (iv) The development of draft guidelines on marketing communications, which would be circulated for comments.

**Agreed 35:**

- (i) To urge NRAs/Relevant Authorities to work together to formulate regulatory frameworks and policies/guidelines on roaming within the region with emphasis on;
  - (a) Making it mandatory for operators to provide information on roaming tariffs either by SMS, access through their websites or through both channels.
  - (b) Establishing a framework for dealing with cross-border consumer complaints in the Region.
- (ii) Member countries to ensure that views of consumers were included in the development of policy framework on e-waste management;
- (iii) To modify the ToR of the taskforce as follows:-
  - (a) To merge ToR No. 6 on Regional Benchmarking and ToR number 11 on benchmarking with other regions into one ToR namely "*To Benchmark on Consumer Issues in the region and beyond*".
  - (b) To merge ToR No. 5 with ToR No. 6 into ToR No. 5.

**(f) Report on Postal Regulation**

**Noted 35:**

The report of the Taskforce on Postal Regulation was presented.

**Agreed 36:**

- (i) EACO Member countries to nominate representatives to the Taskforce, whose names should reach Communications Commission of Kenya (CCK) by mid June 2010 so as to start consultations.
- (ii) The Taskforce to hold its first meeting before end of September 2010 at the venue to be agreed upon,
- (iii) The Taskforce to be given the flexibility to expand its TORs as appropriate in fulfilling its mandate.

**10.3.4 Reports on Participation in International Meetings**

**1) International Telecommunication Union (ITU)**

**(a) ITU-T Study Group 17**

**Noted 36:**

- (i) The Report by Uganda on ITU-T Study Group 17 on telecommunication security, identity management, languages and description techniques.
- (ii) The active participation of EACO Members in the Study Group and urged them to keep the spirit.

**(b) ITU-T Study Group 2**

**Noted 37:**

- (i) The report by Tanzania on ITU-T Study Group 2 on numbering;
- (ii) The nomination of Eng. James M. Kilaba as one of the Senior ITU Expert to conduct a workshop on Numbering Planning and Convergence Issues held in Accra, Ghana from 28<sup>th</sup> to 30<sup>th</sup> April 2010; and
- (iii) A workshop on future numbering for implementation WTS-08 Resolution 60 (Johannesburg, 2008) that is being organized by ITU -T SG2 on 8<sup>th</sup> November 2010 in Geneva, Switzerland.

**Agreed 37:**

- (i) EACO Standardization Group to make necessary preparations for effective participation in the workshop that was being

organized by ITU –T SG2 on 8<sup>th</sup> November 2010 in Geneva, Switzerland; and

- (ii) EACO Standardization Group to ensure the web page was loaded with relevant information and materials.

**(c) ITU-T Study Group 13**

**Noted 38:**

- (i) The Report by Uganda on ITU-T Study Group 13 on future networks, NGN, mobility management and fixed mobile convergence.
- (ii) Active participation by all other EACO members except Burundi in the Study Group meetings.

**(d) ITU-R Study Group 1**

**Noted 39:**

The report by Kenya on ITU-R Study Group 1 on spectrum management.

**Agreed 38:**

Member countries to participate and make contributions to ITU SG 1 meetings.

**(e) Telecommunication Development Advisory Group (TDAG)**

**Noted 40:**

- (i) The Report by Tanzania on TDAG which was an advisory body of the ITU-Development sector (BDT);
- (ii) The functions of TDAG which include:-
  - (a) Implementation of reports of the Bureau, Study Groups, working group on Private Sector Issues (WGPS), working Group on Human Resources Development (WGHRD) and proposals from Member States and Sector Members,
  - (b) Reviews and proposed Study Group questions to be discussed by the World Development Conference.
- (iii) Work in progress by TDAG and WTDC.

**Agreed 39:**



- (i) EACO countries both individually and collectively to prepare proposals to the World Telecommunication Development Conference (WTDC) on issues which are crucial to the development of the ICT sector in their respective countries.
- (ii) Member countries to participate and make contributions to TDAG meetings.

**(f) ITU-T Study Group 3**

**Noted 41:**

The report by Kenya on ITU-T Study Group 3 on tariff and accounting principles.

**Agreed 40:**

Member countries to participate and make contributions to ITU SG 3 meetings.

**2) Internet Corporation for Assigned Names and Numbers (ICANN)**

**Noted 42:**

- (i) The report on the Nairobi ICANN Meetings that were held from 7<sup>th</sup> to 12<sup>th</sup> March 2010;
- (ii) Active participation of EACO members in the meeting;
- (iii) The re-delegation process of ccTLDs in Kenya and Tanzania had been completed; and
- (iv) The management of ccTLDs in Uganda, Rwanda and Burundi were being reviewed.

**Agreed 41:**

- (i) EACO member countries with pending ccTLD re-delegation issues to liaise with ICANN in order to resolve their re-delegation issues;
- (ii) EACO member countries to lobby for the cost of the new gTLD application program to come down. Currently one needs at least US\$ 185,000 to operate a gTLD registry;

- (iii) EACO members to create awareness about the new gTLD ICANN program and encourage their constituents to apply for new gTLDs when the new gTLD program was effected;
- (iv) EACO members to follow-up on the developments in the new gTLD area; and
- (v) EACO members to follow-up on ICANN Cyber Security initiatives, especially the DNS-CERT program that ICANN was working on. This will enable the EACO members to take into consideration issues of DNS security while implementing national CERTs in the region.

### **3) The Nairobi Postal Strategy (NPS)**

#### **Noted 43:**

- (i) The presentation by Kenya on NPS, its purpose, status of its implementation within the East Africa region and recommendations and the way forward; and
- (ii) Poor implementation of NPS by EACO Member countries and Africa as a whole.

#### **Agreed 42:**

To urge the relevant stakeholders (Governments, Regulators and Operators) in Member countries to play their respective roles in speeding up the implementation of NPS.

### **10.3.5 Reports on the Regional Preparation of International Meetings**

#### **(a) World Radiocommunication Conference 2012 (WRC-12)**

#### **Noted 44:**

- (i) The Report by Tanzania as a coordinator of EACO Taskforce on WRC -12 preparations;
- (ii) The Taskforce held two meetings in Tanzania and Burundi respectively, and harmonized EAC preliminary view on WRC-12 agenda items;
- (iii) Kenya, Uganda and Tanzania participated and presented EAC harmonized preliminary views to the ITU-ATU African group information meeting held in Geneva from 14<sup>th</sup> to 16<sup>th</sup> September 2009; and

- (iv) The Taskforce agreed on its working programme and proposed recommendations for consideration by EACO Assembly of Regulators.

**Agreed 43:**

- (i) EACO Taskforce to continue with meetings for preparations of WRC-12 after every four to five months on a rotational basis among the EAC Partner States;
- (ii) The EACO Administrations to facilitate their NPC members' participation in the ITU-R Studies which allows close follow-up of WRC-12 agenda related studies information on the outcome;
- (iii) The EACO Administrations to facilitate preparation and participation of their respective NPC members to EACO Taskforce meetings;
- (iv) Member states to identify and submit agenda items to the EAC Partner States in relation to the level of usage of spectrum identified in the WRC-12 agenda items and compilation of the same as agreed at the 2<sup>nd</sup> EACO Task force meeting;
- (v) EACO members to host and facilitate members to participate in joint meetings between SADC and EAC to discuss agenda items that are of common interest; and
- (vi) To develop a harmonized position on digital broadcasting services in the band 470-862MHz.

**(b) *World Telecommunication Development Conference (WTDC) 2010***

**Noted 45:**

- (i) The report by Uganda on African Common Proposals for the World Telecommunication Development Conference (WTDC – 10) due to take place in Hyderabad India from 24 May to 4 June 2010;
- (ii) Uganda had submitted the African Common Proposals to ITU for translation into the six official languages of the ITU;
- (iii) The decision by the African Region to nominate Uganda to coordinate the African Region during the conference and

present the African Common Proposals in the conference on behalf of the African Region.

**Agreed 44:**

- (i) Given the importance of the WTDC-10 and its sideshows, EACO member states were urged to actively and adequately participate in this conference;
- (ii) To support the African Common Proposals at WTDC -10 in Hyderabad, India; and
- (iii) To endorse the African Common Proposals as requested by ATU in its circular letter to all African Administrations.

**c) Plenipotentiary 2010**

**Noted 46:**

- (i) The request for support by Kenya to Mr. Stanley K. Kibe who has been nominated by the Government of Kenya to vie for a position of ITU Radio Regulation Board Member during the Plenipotentiary 2010 .
- (ii) Tanzania, Kenya, Uganda and Rwanda vie for a position in the ITU Council.

**Agreed 45:**

- (i) EACO Member states to support Kenya`s candidature to the position of Radio Regulations Board Member during the Plenipotentiary 2010.
- (ii) To form a committee that will come up with principles to help EACO to be effectively represented in the region during the forthcoming ITU Council elections. The committee to comprise of the following:-

- |    |                     |           |             |
|----|---------------------|-----------|-------------|
| a) | Mr.Charles Njoroge  | -Kenya    | Chairperson |
| b) | Mrs.Elizabeth Nzagi | -Tanzania | Member      |
| c) | Mr.Simon Bugaba     | -Uganda   | Member      |
| d) | Mr.Jabbi Lamin      | -Rwanda   | Member      |

**(d) Conference of Commonwealth Postal Administration (CCPA 2010)**

**Noted 47:**

Invitation by Uganda for CCPA 2010 which will be held in Kampala from 17<sup>th</sup> to 20<sup>th</sup> September 2010.

### **10.3.6 Regulators Experience in Regulating Telecoms and Broadcasting Services in a Converged Technology Environment**

#### **Noted 48:**

- (i) The Report by Uganda, Kenya, Tanzania, Burundi and Rwanda on their experiences in regulating communications in the converged technology environment; and
- (ii) The position by Rwanda and Burundi not to converge their licensing frameworks due to historical factors.

### **10.3.7 Emergency and Disaster Relief Management**

#### **Noted 49:**

- (i) The paper by Tanzania on emergency disaster relief management; and
- (ii) The positive outcomes of the two workshops on Emergency and Disaster Relief Management held in Tanzania and Uganda respectively.

#### **Agreed 46:**

The set up of emergency operations centres

### **10.3.8 Discussion on the ITU-T SG12 & SG5 RG**

#### **Noted 50:**

- (i) The paper by Kenya on its participation in ITU-T Meetings and Implementation of WTSA -08 resolutions;
- (ii) The invitation by Kenya to EACO members to participate in the forthcoming ITU-T SG 12 and SG 5 regional groups meeting for Africa to deliberate on matters of performance, quality of service/Quality of experience, EMF, environment and climate change. The meeting will take place from 26<sup>th</sup> to 31<sup>st</sup> July 2010.

### **10.3.9 SIM Card Registration**

#### **Noted 51:**

- (i) The paper by Tanzania on the status of SIM card registration in Tanzania; and
- (ii) The challenges being faced during the implementation of the exercise of SIM Card registration.

#### **Agreed 47:**

- (i) EACO members to benchmark with Tanzania on the issue of SIM card registration;
- (ii) Operators to finalize implementation of EIR in their networks;
- (iii) Regulators to ensure that the SIM Card registration being carried out by the telecommunication operators is completed by June 2012.

### **10.3.10 Tanzania's Experience on Interconnection Determination Regime**

#### **Noted 52:**

- (i) The paper by Tanzania on its experience on interconnection determination regime; and
- (ii) The challenges Tanzania had faced in implementing seven determinations on interconnection.

#### **Agreed 48:**

Each Member state through the NRAs to build capacity and achieve efficiency of regulation in this area.

### **10.3.12 Consumer Complaints Management**

#### **Noted 53:**

- (i) The paper by Tanzania on consumer complaint management;
- (ii) The challenges Tanzania had been experiencing in handling consumer complaints issues.

**Agreed 49:**

- (i) EACO Member countries to consider putting in place relevant policies and legislations on consumer protection;
- (ii) EACO Member state to consider the use of the “Alternative Dispute Resolution” (ADR) mechanism in handling consumer complaint issues in their respective countries.

**10.3.13 Development of New Addressing and Post Codes System in Tanzania**

**Noted 54:**

- (i) The progress by Tanzania in implementing the New Addressing and Post Code System,
- (ii) The contribution of a New Addressing and Post Code System to the delivery of postal services and improving efficiency of other sectors.

**Agreed 50:**

- (i) Regulators to spearhead the implementation of the project on New Addressing and Post Code System in their respective countries,
- (ii) Regulators to seek support of Government in implementation of the project;
- (iii) Member states to benchmark with other countries which were implementing New Addressing and Post Code System.

**10.3.14 Executive Leadership, Strategies planning and Organization Development in Utilities Workshop for the East and South African Region**

**Noted 55:**

The Public Utility Research Centre (PURC), University of Florida with support from Uganda Communications Commission (UCC) has organized the first Executive Leadership, Strategic Planning and Organization Development Workshop from 20-21<sup>st</sup> July 2010 in Kampala. All EACO members were encouraged to participate.

**10.3.15 Monitoring Tools for Tele-Traffic Monitoring System (TMS)**

**Noted 56:**

- (i) The need to consider the long run management strategy for

regulating teletraffic and the transparent management of incoming international traffic following the liberalization and privatization of respective national telecommunications sector and gateways.

- (ii) The need to take into account a number of obvious challenges including but not limited to our countries' vulnerability to international traffic fraud especially with the use of technologies like VoIP, the deteriorating state of Quality of Service due to traffic congestion

**Agreed 51:**

To form a Taskforce chaired by Rwanda to coordinate this activity and report to the next Assembly of Regulators.

**10.3.16 EACO Papers**

**Noted 57:**

There was no standardized format of EACO papers.

**Agreed 52:**

Kenya to coordinate an exercise to design the EACO logo and standardised EACO paper and report to the next Congress.

**10.3.17 Date And Venue For The Next Meeting**

**Noted 58:**

The next meeting of the Assembly of Regulators would be held in Kigali, Rwanda. The date and the venue would be communicated later on.

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

Full report of the Assembly of Regulators is attached as **Annex XV**.

**10.4 REPORT OF THE ASSEMBLY OF BROADCASTING OPERATORS**

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

**10.4.1 Consideration of the previous Report and matters arising**

**(a) Recruitment of Members**



**Noted 59:**

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

**Agreed 53:**

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

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

**Noted 60:**

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

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

**Agreed 54:**

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

**10.4.2 Country Progress Reports on Migration from Analogue to Digital Broadcasting.**

**Noted 61:**

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

**(a) Uganda**

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

**(b) Tanzania**

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

**(c) Kenya**

- (i) A Multi-Stakeholder Digital Transition Committee to oversee the implementation of digital terrestrial broadcasting in Kenya had been established;
- (ii) The migration was being funded by the government and Kenya Broadcasting Corporation (KBC) who were the broadcast signal distributor ,were implementing the rollout in phases;
- (iii) The pilot phase comprising of MPEG 4 DVB-T multiplex with capacity of 16 programmes was launched in Nairobi in December 2009 and the existing broadcasters were accommodated free of charge;
- (iv) Waiver of taxes on set top boxes was proposed; and
- (v) The current legislation and regulations caters for digital migration and licensing of broadcast signal distributors.

**(d) Rwanda**

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

**(e) Burundi**

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

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

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

**10.5 REPORT OF THE EACO BROADCASTING TECHNICAL TASKFORCE (BTTF) ON DIGITAL TERRESTRIAL TELEVISION BROADCASTING**

The Congress noted the report of the Broadcasting Technical Committee on broadcasting transmission standards. The report contained the following recommendations:

#### **10.5.1 Subscription services licensing**

##### **Note 62:**

There exist different approaches and definitions in licensing of subscription services in EACO member countries.

##### **Agreed 55:**

To harmonise the different approaches and definitions for licensing subscription service. The examples of Kenya and Tanzania were recommended.

#### **10.5.2 Sharing of content**

##### **Noted 63:**

- (i) There was little sharing of content among EACO countries;
- (ii) There was inconsistency in the level of support in the creation and production of local content in the EACO countries; and
- (iii) There was lack of preparedness for the management of digital content sharing.

##### **Agreed 56:**

- (i) To promote sharing of content among EACO countries, by establishing local content centres, where content could easily be accessed; and
- (ii) EACO member states to urge their governments to establish funding mechanism for local content centres, for the smooth growth of creative content industry in the region; and
- (iii) For efficient and beneficial exchange of content between service providers in the region, digital rights management systems to be established.

#### **10.5.3 Frequency Authorizations**

##### **Noted 64:**

- (i) There were different approaches in allocation and assignment of broadcasting frequencies;
- (ii) In some countries frequencies were assigned to facilitate pilot projects without going through the due process of licensing;
- (iii) There was a tendency for bigger companies to buy smaller companies that had been assigned frequencies, with the sole

purpose of getting the frequencies without the prior stipulated licensing obligations.

**Agreed 57:**

- (i) Regulators are encouraged to issue licenses and assign frequencies after detailed evaluation of the applications;
- (ii) Pilot projects outside the licences should be discouraged because they represent a backdoor approach to the acquisition of license; and
- (ii) Regulators are urged to establish clear mechanism for the transfer of licences and frequencies from one company to another upon the acquisition or merger of companies concerned.

**10.5.4 Dispute resolution for service providers who are outside the country**

**Note 65:**

The service providers residing outside the country were difficult to regulate in terms of licensing enforcement conditions.

**Agreed 58:**

Regulators to ensure that, the local agents representing subscription service providers residing outside the country, were brought under the licensing regime, and that they were responsible for disputes related to their service within the country

**10.5.5 Charter for Public Services Broadcasting**

**Note 66:**

Some countries encourage Charters signed by the government and Public Broadcasting Service provider for purpose of encouraging competition.

**Agreed 59:**

The governments to be encouraged to sign such Charters with Public Broadcasting Service providers and the Charter to be monitored and enforced by the regulators.

**10.5.6 Competition issues regarding Public Broadcasting Service Providers and Private ones, and the separation between**

## **Content Services Providers and Network Provision (signal distributors)**

### **Note 67:**

- (i) Public Broadcasting Service Providers were funded in most cases by governments while competing with their counterpart Private Broadcasting Service providers through advertising;
- (ii) There were divergent views and approaches to business model of public broadcasting service providers in the region and more specifically the funding received from the government and advertisements they carry out; and
- (iii) That the current practice shows that in most countries there was no separation between content service provider and signal distributors.

### **Agreed 60:**

- (i) To carry out studies to with respect to broadcasting in the areas of business model, licensing, and universal service obligations; among others; and
- (ii) Regulators to a have a common regulatory approach for separate licensing of content service providers and signal distributors.

## **10.5.7 Renewal of existing licences**

### **Note 68:**

Almost all EACO countries were reviewing their legislations in view to change their licensing regime to shift the mandate of granting of licenses from the governments to the regulators.

### **Agreed 61:**

To have a common approach in the migration from the existing licenses to the new licensing framework by taking a close look into legal implications.

## **10.5.8 Incentive for digital migration**

### **Note 69:**

Most incentives (subsidies for STB, tax exemptions for equipment) were usually given by the governments and regulators to the stakeholders.

### **Agreed 62:**

Service providers and dealers to complement the efforts by government and the regulators, to make services affordable.

**10.5.9 What should be the applicable Quality of Service (QoS) parameters?**

**Noted 70:**

The subject of QoS for digital terrestrial broadcasting was still grey and EACO member countries did not have QoS parameters for Digital Broadcasting.

**Agreed 63:**

EACO members to follow up on the progress being made on development related to QoS, for the purpose of deriving EACO QoS broadcasting standards.

**10.5.10 Transmission infrastructure – quality of service obligation and quality of service parameters**

**Note 71:**

There was a tendency for a dispute to arise as to who was primarily responsible for quality of service obligation.

**Agreed 64:**

- (i) The responsibility for quality of service to reside primarily in the MUX operator; and
- (ii) The Content service providers to abide by the QoS parameters in the production of their content.

**10.5.11 Creation of special task force to deal with consumer issues during and after the migration**

**Note 72:**

- (i) All countries have a task force for digital migration, but not all of them were having a special task force or sub-committees of existing task forces to exclusively deal with or handle consumer issues; and
- (ii) An effective consumer education and awareness campaign was a key to the success of migration to Digital broadcasting.

**Agreed 65:**

Each EACO member country to set up special Taskforce / sub-committee that should champion the cause of consumer awareness campaigns for digital migration.

**10.5.12 Harmonization of Dispute resolution mechanisms where functional convergence of National Regulatory bodies has not taken place**

**Note 73:**

Some countries had two separate bodies of handling the regulation of the broadcasting sector, and therefore turning the decision making process complex.

**Agreed 66:**

Countries with separate regulatory bodies were urged to harmonise their dispute resolution mechanism.

**10.5.13 Balanced Intervention**

**Note 74:**

The regulatory intervention in the course of the digital migration process ought to be in continuum.

**Agreed 67:**

The regulators to encourage and maintain a balanced intervention throughout the transition period of migration process and even beyond the transition period

**10.5.14 Competition Authorities**

**Note 75:**

Some countries had different authorities regulating competition in the broadcasting sector.

**Agreed 68:**

Countries were urged to harmonise the functioning of such different authorities in handling matters of competition in the broadcasting sector.

**10.5.15 Definition of “Content”:**



**Note 76:**

There was a different understanding of the term “Content” resulting into different understanding and hence different regulatory approaches.

**Agreed 69:**

EACO region to have an agreed definition of word “Content” to enable common regulatory approaches.

**10.5.16 Common Standards for Broadcasting services in the region**

**Noted 77:**

- (i) There was need for harmonized Transmission Standards and Minimum Technical Specifications for Terrestrial Digital Broadcasting.
- (ii) The Taskforce had developed Broadcasting Standards – Transmission Standards and Minimum Technical Specifications for Terrestrial Digital Broadcasting.

**Agreed 70:**

EACO members to adopt the standards. The document (*“East African Community Broadcasting Standards – Transmission Standards and Minimum Technical Specification for Terrestrial Digital Broadcasting”*), has been appended as **Annex XVII**

**10.5.17 Other areas explored with regard to the Terms of Reference**

**(a) Licensing Subscription Broadcasting Services:**

**Noted 78:**

- (i) There were different platforms providing subscription broadcasting services namely satellite, cable, Terrestrial (DTT) and broadband;
- (ii) There was a challenge to have a common licensing framework for subscription broadcasting services using different transmission platforms;
- (iii) There was a need for regulators to apportion frequencies for both subscriptions and free to air broadcasting services;
- (iv) There was need to define the obligations of the signal distributor;
- (v) Signal distribution infrastructure could be used for both FTA

and Subscription services delivery;

- (vi) There were difficulties on regulating subscription content originating from outside the country; and
- (vii) In some countries the “Must carry” obligation for current FTA (Free to Air analogue television channels) at no cost during simulcast period added to the operational cost of the signal distributor.

**Agreed 71:**

- (i) There was need for establishing a framework for licensing subscription broadcasting services within EACO;
- (ii) To consider apportioning frequencies for both subscriptions broadcasting services and free to air services for purpose of ensuring fair access for both services;
- (iii) As far as technically possible, regulators were encouraged to license signal distributors with obligation to accommodate both free to air and subscription services/pay TV provider so as to minimize infrastructure duplication and optimize the scarce spectrum resource;
- (iv) Since, signal distribution infrastructure can be used for both FTA and Subscription services delivery; there was a need to take into account regulatory considerations when upgrading subscription service providers to signal distributors; and
- (v) There was a need to separate signal distributors from content service providers.

**(b) Harmonization of Quality of Service (QoS) Parameters in the Digital Platform**

**Noted 79:**

The subject of QoS for digital terrestrial broadcasting was still grey and needed further study.

**Agreed 72:**

Members to follow up on progress in development related to QoS for purposes of deriving harmonized EACO QoS standards.

**(c) Frequency coordination for frequencies to be brought into services**

**Noted 80:**

- (i) Member states were in different stages of implementing the migration from analogue to digital terrestrial broadcasting;
- (ii) For a meaningful coordination scenario there was a need to draw up coordination parameters and criteria;
- (iii) The coordination procedures that were approved by EARPTO congress in 2008;
- (iv) That the need for reviewing existing EARPTO frequency coordination procedures and establishing their adequacy for use in digital broadcasting environment. The review was proposed because they were originally meant to cater for three EAC countries (Tanzania, Uganda and Kenya) prior to inclusion of Rwanda and Burundi;
- (v) Articles 4 and 5 of GE-06 agreement provide detailed procedures for coordination of digital broadcasting frequencies;
- (vi) Some administrations did not file their frequency assignment in the ITU-R MIFR.

**Agreed 73:**

- (i) Members were encouraged to carry out bilateral/multilateral coordination for all applicable frequencies; and
- (ii) Members to consider reviewing the existing EARPTO frequency coordination procedures, with a view of establishing their adequacy for digital broadcasting.

**(d) Digital Content Management**

**Noted 81:**

- (i) There was need for the expansion of the scope of broadcasting regulations to cover digital content management;
- (ii) There was a need for having a common format of digital content, to facilitate exchange among EACO member states;
- (iii) In digital environment, the content producer was vulnerable to piracy and unauthorized access;
- (iv) There was need to have common approach/strategies on copyright issues and digital content management among EACO members;
- (v) There was lack of coordination of enforcement between various agencies mandated to regulate digital content; and

- (vi) Some EACO regulators had initiated collaboration with the respective local copyright/intellectual property agencies.

**Agreed 74:**

- (i) To encourage EACO members to work closely with Copyright/Intellectual property agencies in protection of digital content;
- (ii) To encourage EACO members to develop common regulatory strategies and measures to protect rights of content producers;
- (iii) To further study Digital Content Management;
- (iv) To encourage EACO members to incorporate copyright issues in the ICT regulations and content broadcasting services Licenses;
- (v) To encourage EACO members to archive the current analogue content into compatible digital formats that comply with ITU standards to facilitate program exchange;
- (vi) To encourage Regulators to take measures geared at regulating the software component of broadcasting apparatus where applicable.

**10.5.18 Work In Progress**

**Noted 82:**

The following work in progress:-

- (i) Licensing of Subscription Broadcasting Services;
- (ii) Harmonization of Quality of Service (QoS) Parameters in the Digital Platform;
- (iii) Digital Content Management;
- (iv) Setting up a special Taskforce / sub-committee in each country that shall champion the cause of consumer awareness campaigns for digital migration, and deal with consumer issues during and after the migration;
- (v) The definition of “Content”;
- (vi) Harmonisation of the business model, licensing, and universal service obligations of the Public Broadcasting Service provider,
- (vii) Broadcasting frequency coordination and its modalities.

**Agreed 75:**

- (i) EACO to seek the support of the Council of Ministers to expedite and fast track for the review of policy, legislation and regulatory frameworks to accommodate Digital Terrestrial Television Broadcasting,
- (ii) The adoption of the EACO Standards – “Transmission Standards and Minimum Technical Specification for Terrestrial Digital Broadcasting” for use and enforcement in by our countries regulatory administrations,
- (iii) The continuation of the Taskforce, in order to let it accomplish the pending issues and report in the next Congress,
- (iv) To amend the Taskforce Term of Reference that states ‘to perform radio frequency spectrum coordination functions among EACO members’ to state **‘Provide a framework for coordination of broadcasting frequency assignments among EACO members’**.

The report of the EACO Taskforce on Broadcasting Technical Task Force on Harmonisation of Policy, Legal, Licensing and Regulatory Framework was adopted by the Congress.

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

**10.6 REPORT OF THE HUMAN RESOURCES DEVELOPMENT AND TRAINING WORKING COMMITTEE (HRDT/WC)**

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

**10.6.1 Consideration of Previous HRDT/WC Meeting Report and Matters Arising.**

- (a) **Workshop on “Employee Wellness” for Human Resources Professionals for Regulators and Operators**

**Noted 83:**

The “Employee Wellness” Workshop for Human Resources professionals for Regulators and Operators was hosted by Communications Commission of Kenya (CCK) and held from 30<sup>th</sup> to 31<sup>st</sup> in Nairobi, Kenya.

**(b) NetTel@Africa Network**

**Noted 84:**

Tanzania Communications Regulatory Authority (TCRA) continued to make financial contribution to the NetTel@Africa Network.

**(c) Course Programmes on Postal Sector by AFRALTI**

**Noted 85:**

AFRALTI had started to offer courses in Management and Postal Sector Regulation in response to member state requests.

**(d) Participation of Lecturers in ICTs in International fora that deals with ICT issues**

**Noted 86:**

TCRA had implemented the EACO recommendation to support Lecturers of ICTs in training institutions to participate in the international fora such as ITU and CTO, in order to keep abreast with new technological developments.

**Agreed 76:**

- (i) Regulators to honour their obligations in supporting the activities of NetTel@Africa Network commencing 2010/2011 Financial Year;
- (ii) Operators to be encouraged to support Governments’ initiatives in Capacity Building in the respective Member Countries by providing opportunities for industrial training, attachments and scholarships in ICT training programmes; and
- (iii) NetTel@Africa Network in collaboration with Regulators to bring together academia and industry players to review ICT curricula as well as mode of delivery in line with current ICT trends, between September - October 2010 at a workshop to be held in Dar es Salaam, Tanzania.

**(e) Proposed structure and budget for the EACO secretariat.**

**Noted 87:**

- (i) The report by the HRDT/WC on proposed structure and budget for the EACO secretariat;
- (ii) The proposed structure in which the secretariat will be headed by an Executive Secretary and assisted by an Administrative Assistant with an estimated initial annual budget of US dollars 197,000, to be funded by member states on a pro rata basis and observed that:-
  - (a) The proposal had inadequate information on budget details, mechanisms for financing and criteria for selection of the host country;
  - (b) It did not include qualifications such as Law and experience in relevant field of ICT for the position of Executive secretary.
  - (c) The proposal did not show clearly the expenditure and revenue of the secretariat,
  - (d) Functions and responsibilities did not clearly reflect the responsibilities and functions of EACO.

**Agreed 77:**

- (i) The Committee to develop and circulate to EACO members within three months from this Congress; comprehensive and detailed budget for the proposed secretariat, mechanism for financing it and criteria for selecting a host country;
- (ii) EACO member countries to assess the proposals by HRDT/WC on line and submit their comments to the chairperson of EACO who will take the necessary actions that will ensure the secretariat is ready by December 2010;
- (iii) The committee to widen scope of qualifications of the position of Executive Secretary to include Law and experience in relevant field of ICT; and
- (iv) To benchmark the structure, salaries and gratuity with other similar organisations in the region.

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

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

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

The Congress noted the report of the Joint Working Committee.

### **Noted 88:**

- (i) Agenda issues that were discussed and agreed upon as follows:-
  - a) EACO MoU Review;
  - b) Proposed EACO Secretariat and Budget;
  - c) EACO Members states obligations to Net@Africa;
  - d) Excise Duty on Airtime across the EACO Region; and
  - e) Implementation of Number Portability
- (ii) Issues of common interest that were discussed and agreed upon had already been taken by the relevant Assemblies, Working committees and Taskforces in their submission to the Congress and had already been deliberated upon.

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

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

## **11.0 EACO RELATIONSHIP WITH THE EAST AFRICAN COMMUNITY**

### **Noted 89:**

- (i) The presentation by the Taskforce on EACO Constitution on the relationship of EACO with the East African Community; and
- (ii) The pros and cons for EACO becoming an institution of EAC.

### **Agreed 78:**

- (i) To keep EACO as currently constituted;
- (ii) Execute the constitution and pass it into effect;
- (iii) To establish secretariat to enable follow up of the implementation of decisions between Congress meetings;
- (iv) Pend decision on cooperation with EAC until conclusive research is done; and
- (v) Taskforce on EACO constitution to conduct the benchmarking with CRASA and EAC within three months and advise the EACO chairperson on the way forward.



The presentation by the Taskforce on EACO Constitution is attached as **Annex XXI**.

## **12.0 HOSTING OF INTERNATIONAL MEETINGS IN THE REGION (CCPA UPU STRATEGIC CONFERENCE)**

### **Noted 90:**

- (i) The information by Uganda that it will be hosting the 2010 Plenary meeting of the Conference of Commonwealth Postal Administration (CCPA) from 17<sup>th</sup> to 29<sup>th</sup> September 2010 with a purpose for members to prepare for the forthcoming UPU Strategy Conference in Nairobi; and
- (ii) Letters for invitation were sent to all CCPA member administration.

## **13.0 POSTAL REFORMS IN DEVELOPING COUNTRIES: CHALLENGES AND CHOICES**

### **Noted 91:**

- (i) The presentation by Uganda on the urgent need for Postal Reforms in the region due to poor financial status and human capital challenges;
- (ii) The importance of Postal sector in the building of national economies; and
- (iii) The need for governments in EACO region to enact comprehensive Postal Reform Legislations that addresses structural deficiencies including the unfunded obligation of operating in non profitable areas as universal service obligation.

### **Agreed 79:**

- (i) Regulators to urge government to support Postal Reforms by putting in place relevant legislations where such legislations do not exist;
- (ii) Postal Operators to increase the use of ICT tools to fill a gap of declining mail volume;
- (iii) To use Universal Access Fund to support Postal Reforms;
- (iv) Postal Operators to draw lessons from the past and current postal reform effort in the developed world; and
- (v) Postal Operators to lobby for support from UPU and other postal administrations.

The presentation on Postal Reforms in Developing Countries is attached as **Annex XXII**.

## **14.0 REAFFIRMATION OF VENUE AND DATE FOR THE NEXT EACO CONGRESS**

### **Noted 92:**

The offer by Rwanda to host the 18<sup>th</sup> EACO Congress in Rwanda.

### **Agreed 80:**

- (i) To thank Rwanda for the kind offer to host the 18<sup>th</sup> EACO Congress.
- (ii) Rwanda to communicate the date and venue for the 18<sup>th</sup> EACO Congress in due course.

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

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

Following a proposal made by Uganda and seconded Kenya, the Report of the 17<sup>th</sup> EACO Congress Meeting with amendments was adopted.

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

## **16.0 SIGNING OF EACO CONSTITUTION**

### **Noted 93:**

EACO Constitution was ready for signing by the CEO`s of member organisations.

### **Agreed 81:**

To sign the EACO constitution before the closing of the Congress meeting.

## **17.0 ANY OTHER BUSINESS**

### **Noted 94:**

Proposal by Kenya to increase time for Congress to enable members to adopt the report after Rapporteurs have finalised it.

**Agreed 82:**

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

**18.0 CLOSING OF THE 17<sup>TH</sup> EACO CONGRESS MEETING**

The Congress's closing remarks were made by the Acting Executive Director of Uganda Communications Commission, Mr. Patrick Mwesigwa.

He congratulated all EACO Members who participated in the Assemblies of Parties, Working Committees, Taskforces and Congress for making the 17<sup>th</sup> EACO Congress meeting successful.

He observed that the 17<sup>th</sup> EACO Congress had been productive and positive contributions had been made. He therefore commended the participants for their active participation, sustained interest, commitment and good humour that have resulted in this productive Congress.

He said the recommendations and action plans drawn from the Congress had identified the challenges and key issues, best practices and critical success factors, latest trends, solutions and technologies, as well as the policy recommendations and opportunities for the development of the region in communications sector.

He thanked ITU, PAPU and all other stakeholders who had contributed in one way or another to the success of this Congress.

He concluded by wishing all members a safe journey back home; and he officially declared the Congress closed.

The Executive Directors' full speech is attached as **Annex XXIII**.

**The 17<sup>th</sup> EACO Congress Meeting was officially closed at 19.20hrs.**

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Patrick Mwesigwa  
**CHAIRMAN (UGANDA)**

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Erasmus A. Mbilinyi  
**1<sup>st</sup> Rapporteur (Tanzania)**

-----  
Rebecca Mayanja  
**2<sup>nd</sup> Rapporteur (Uganda)**

**Signed on the day of 7th May 2010, by the Chief Executive Officers of  
EACO Member Organisations**

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Mr. Patrick Mwesigwa  
Executive Director  
**UCC**

---

Prof. John S. Mkoma  
Director General  
**TCRA**

---

Mr. Charles Njoroge  
Director General  
**CCK**

---

Mr. Reverien Ntagaye  
Director General  
**ARCT**

---

Mr. Jabbi Lamin  
Rep. Director General  
**RURA**

---

Mr. James Arinaitwe  
Managing Director  
**UPL**

---

**Mr. Ronald Nyakairu**  
Rep. Managing Director  
**UTL**

---

Mr. Thembo Khumalo  
Chief Executive Officer  
**MTN**

---

Mr. Sunil Colaso  
Chief Executive Director  
Warid Telecom

---

Mr. Yesse Oenga  
Managing Director  
**ZAIN UGANDA**

---

Mr. Philippe Luxcey  
Chief Executive Officer  
**ORANGE UGANDA**

---

Major General Ali Mohamed  
Hussein  
Postal Master General  
**PCK**

---

Mr. Mickael Ghossein  
Chief Executive Director  
**TKL**

---

Mr. Micheal Joseph  
Chief Executive Officer  
**SAFARICOM**

---

Mr. Rene Meza  
Managing Director  
**CELTEL KENYA LTD**

---

Mrs. Asonga Fiona  
Chief Executive Officer  
**TESPOK**

---

Mr. Jayat Khosla  
Chief Executive Officer  
**ESSAR TELCOM KENYA**

---

**Mr. Mndeme Deos Khamisi**  
Ag. Postmaster General  
**TPC**

---

Mr. Said Amir Said  
Chief Executive Officer  
**TTCL**

---

Mr. Romeo Kumalo  
Managing Director  
**VODACOM TANZANIA**

---

Mr. Khaled Muhtadi  
Managing Director  
**ZAIN TANZANIA**

---

Mr. Fernandes Vernon  
Managing Director  
**AGAPE ASSOCIATE  
TANZANIA**

---

Mr. Gilbert Baranyizigiye  
Managing Director  
**RNP BURUNDI**

---

Mr. Raymond Laforce  
General Manager  
**U-COM**

---

Mr. Kiremera Francis  
Director General  
**NEW ARTEL**

---

Mr. Issiaka Maiga Hamidou  
Chief Executive Officer  
**RWANDATEL**

---

Mr. Saul Butera  
Chief Executive Officer  
**TIGO RWANDA**

---

Mr. Kabundege Fulgence  
Director of Postal Services  
**RWANDA NATIONAL POST  
OFFICE**

---

Mr. Khaled Mikkawi  
Chief Executive Officer  
**MTN RWANDA**

**17<sup>TH</sup> EAST AFRICA COMMUNICATIONS ORGANIZATIONS CONGRESS LIST  
OF PARTICIPANTS**

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## **ANNEX II**

### **SPEECH BY THE MINISTER FOR ICT, HON. AGGREY S. AWORI, AT THE OPENING OF THE 17<sup>TH</sup> EACO CONGRESS HELD AT THE COMMONWEALTH SPEKE RESORT MUNYONYO ON MAY 7, 2010**

The Chairman of the 16<sup>th</sup> EACO Congress  
The CEOs of communications regulatory authorities in East Africa  
CEOs of licensed postal and telecoms organisations  
Officials from the International Telecommunications Union  
Commissioners and Members of the RCDF Board of UCC  
Members of the Board of the Broadcasting Council  
Distinguished Delegates and Observers  
Ladies and Gentlemen

I would like to welcome you to this 17<sup>th</sup> Congress of the East African Communications Organisations (EACO) held here in Kampala today. Welcome to our beautiful country, Uganda "The Pearl of Africa". We could have no appropriate venue for this event than here in Kampala by the shores of Lake Victoria - the Source of River Nile.

I am greatly delighted to see this big regional gathering converged here to shape up the communications industry for our East African region. We could not ask for a better atmosphere for a healthy debate on regional initiatives in communications development. On my behalf and that of the Government and the people of Uganda, I wish to extend our appreciation to the EACO fraternity for having given us this opportunity to host this important event.

The significance of this Congress, which is timely and essential, cannot be overemphasised. The Congress gives us the opportunity to crystallise and consolidate our views on ICT development strategies ahead of the full regional integration of our respective countries into the East African Community.

As our Governments discuss ways of enhancing cooperation and regional integration, it is initiatives such as EACO that will eventually transform our sister states into a regional digital village linked to the global Information Society. It is imperative, therefore, that we identify priority ICT-areas and related communication initiatives that need to be addressed so as to foster development of communications in our countries at a regional level.

Ladies and Gentlemen, our region has already benefited from EACO initiatives; the introduction of the underground sea cable and other regional communications infrastructure and ICT networks, such as TEAMS and EASSy projects, have made communications services cheaper, affordable and accessible to majority of our people.

In addition, the reduction of local tariffs and abolition cross-border roaming arrangements has gone a long way to ensure that our people can communicate with each other so easily at pocket-friendly costs.

Ladies and Gentlemen, I cannot exhaust the benefits that come with reliable communications services, especially to a gathering of eminent experts like you. Suffice to say this Congress, should focus on the creation of an East African Information Society in a regionalised and globalised world where:

1. Information and decision support systems are used to support decision-making in all the major sectors of our regional economies;
2. Access is available throughout the region – that is regional and intra-border ‘information highways’;
3. A vibrant private sector exhibits strong leadership in growing information-based economies;
4. Regional information resources are accessible globally reflecting content on tourism, trade, education, culture, energy, health, transport and natural resources management; and,
5. Information and knowledge empower all sectors of our East African society.

Ladies and Gentlemen, I would like to call upon stakeholders in the communications industry to support EACO and other initiatives so that they address the communications needs of our people. I would like to assure you of the continued support of the Government of Uganda to make it easy for you to implement your proposals.

The Government of Uganda is a serious actor in communications development in this region, and we plan to remain active. The country has been associated with EACO and other regional and international communications development initiatives for a long time now.

I do not intend to take any more of your time, as I realise that you have a busy schedule before you. Looking over the programme, I see a cream of experts who are keen to share their latest expertise in this area.

I am sure that during the time you are here, both during the formal sessions and in the corridors, you shall share many new ideas that will enable us to address the ICT development challenges and needs for our region.

Ladies and Gentlemen, I would also like to thank the ITU and other development partners and stakeholders for the support they have rendered to EACO and our region in general. We shall always be grateful to you all.

With those remarks, it is now my pleasure and privilege to declare the 17<sup>th</sup> Congress of the East Africa Communications Organisation officially opened. All my very best wishes for a successful Congress.

**FOR GOD AND MY COUNTRY**

## **ANNEX III**

### **WELCOMING REMARKS BY MR PATRICK MWESIGWA, THE ACTING EXECUTIVE DIRECTOR OF UCC, AT THE OPENING OF THE EACO CONGRESS HELD AT THE COMMONWEALTH SPEKE RESORT MUNYONYO, MAY 7, 2010**

Our Guest of Honour  
Distinguished Delegates  
Stakeholders  
The Media  
Ladies and Gentlemen

May I first say what a pleasure it is for Uganda to be hosting this this 17<sup>th</sup> Congress of the East African Communications Organisations (EACO). On behalf of Uganda Communications Commission, it is my pleasure to welcome you all to this Congress. It is indeed an honour for me to address you this morning.

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

I would like to thank EACO for having given us this opportunity to host this important event. As a member of EACO, we pledge to remain active in the development of the communications industry in our region. Through such interactions we have been able to develop our capacity with regard to communications policy issues. It is only befitting, therefore, that we applaud EACO for its contribution to the development of our communications industry.

Ladies and Gentlemen, this meeting is important and unique in that it provides for direct interaction of sharing experiences between us, the key stakeholders, with regard to developing synergies necessary for the integration of our region.

Our Guest of Honour, your acceptance to officiate at this meeting underscores the importance that our governments attaches to the role of Information and communication Technology in facilitating national development and enhancing regional and global integration.

This is a reality for which we all have a shared responsibility. As governments, regulatory agencies, industry players, private sector and the international organisations we each have a role to play in order to transform digital opportunities for national, development and enhance regional integration. This meeting is by all means a step in the right direction to ameliorating the situation.

I hope that we can make the most of this Congress to find the best way forward. Lastly, let me register our appreciation to the various stakeholders who have contributed towards this Congress. It is now my honour to invite the Chairman of UCC to welcome you. I thank you for your attention.

Patrick Mwesigwa  
Ag Executive Director/UCC

## **ANNEX IV**

### **SPEECH BY UCC CHAIRMAN DR ENG. ABEL KATAHOIRE AT THE OPENING OF 17<sup>TH</sup> EACO CONGRESS AT THE COMMONWEALTH SPEKE RESORT, MUNYONYO, KAMPALA ON MAY 7, 2010**

Our Guest of Honour, Hon. Aggrey Awori, the Minister for ICT  
The Outgoing Chairman of EACO, Prof. John Nkoma  
CEOs the regulatory bodies and service providers from the East Africa region  
Commissioner and RCDF Board Members of UCC present  
Distinguished Delegates  
Ladies and Gentlemen

On behalf of the Uganda Communications Commission, I am glad to welcome you at the opening of the 17<sup>th</sup> Congress of the East Africa Communications Organisation (EACO). I am pleased to recognise in the audience, a big number of key stakeholders in the communications sector from all over East Africa. I thank you for finding the time in your busy schedules to attend this Congress.

Our Guest of Honour, I would like to inform you that since Monday this week the Assembly of Parties of this Congress have been going on to discuss pertinent issues that this Congress is going to adopt. I am pleased to note that this event has attracted a number of new entrants, both public and private sector organisations.

Your presence here is testimony to the increasing importance of EACO to the development of the communications sector in East Africa as well as its role in bringing about regional integration. This is important to us, the Uganda Communication Commission and the entire EACO fraternity.

Suffice to say, our communications sector has the potential to boom, and to bring great benefits to our community. People everywhere in Uganda and East Africa in general, not just in the towns and cities, have an equal right to share in the products, benefits and opportunities ICT offers. This is what we should aim at as EACO.

Ladies and Gentlemen, it is gratifying to note that in Uganda and elsewhere in our region we have embraced the wisdom of a market-led, private sector-driven approach to ICT development, which is evident in our vibrant communications market. We should remain committed to constant development, progress and improvement.

This Congress, therefore, presents us with the opportunity to chart a way forward for our region.

With those few words, it's now my honour to invite our Guest of Honour to give his keynote speech.

Thank you for your attention.



## **ANNEX V**

### **REMARKS BY MRS. RODAH MASAVIRU, SECRETARY GENERAL OF THE PAN AFRICAN POSTAL UNION DURING THE OFFICIAL OPENING OF THE 17<sup>TH</sup> EACO CONGRESS AT THE COMMONWEALTH SPEKE RESORT, MUNYONYO, KAMPALA ON MAY 7, 2010**

The Chief Guest, Minister for Information and Communications Technology of the Republic of Uganda, Hon. Aggrey Awori;

The Chairman of the East Africa Communications Organization, EACO;  
Commissioners, Directors General and CEOs of different organizations here present;  
Distinguished guests and delegates;

Ladies and Gentlemen;

It is always a great pleasure for me to have the opportunity to participate in EACO meetings. I wish therefore to thank the host country, Uganda and the organizing committee for extending invitation to me and, by extension to the Pan African Postal Union (PAPU), to participate in these important deliberations that are aimed at developing appropriate infrastructures and improving service delivery to various stakeholders in the communications industry.

As you are aware, 2010 is a special year in the calendar of the Eastern Africa sub-region, which has hosted key events including those of PAPU. In January, we had very successful celebrations to mark the 30<sup>th</sup> anniversary of PAPU hosted by the Government of the United Republic of Tanzania. In February, Kenya hosted the workshop on implementation of the Nairobi Postal Strategy and in March the ICANN meeting, both of which were highly successful. In September, the sub-region is scheduled to host the CCPA and the UPU Strategy conferences in Kampala and Nairobi respectively.

I therefore note with satisfaction the active participation of the sub-region in the above cited meetings and preparations for the others that are yet to take place, all of which are pertinent to the development of the communications sector. The sub-region is definitely sending positive signals to other parts of Africa and the world at large, more so given that it hosts the two key pan-African organizations in the communications sector- ATU and PAPU.

The Chief Guest, Ladies and Gentlemen;

In line with this positive disposition, we at PAPU would like to draw your attention to our Strategic Objectives which are geared towards sustainable development of the Postal Sector in Africa. In this regard, we have set in motion various development initiatives to

ensure rapid development of the sector whose success depends on total support and cooperation from all stakeholders, including sub-regional organizations.

The PAPU General Secretariat is currently coordinating the regional implementation of the UPU Nairobi postal strategy and is expected to make a presentation on the status to the UPU Strategy Conference. We urge you to take all the necessary measures to ensure successful implementation of the strategy.

Another equally important initiative for implementation is the results of the African Union Commission study on harmonization of policies and regulations for sustainable development of the postal sector in Africa. We have already communicated the guidelines for setting up sub-regional steering committees consisting of the key players in the sector, namely; operators, regulators, governments, sub-regional postal organizations and Regional Economic Communities. We are, together with the AU Commission, in the process of organizing an inaugural meeting in Addis Ababa to formally set the process in motion.

In recognition of the key role ICTs play in diversification of postal products and services, PAPU together with ATU and RASCOM are in the process of implementing a pilot e-Post Africa project with the involvement of PAPU member countries that have shown interest, and I'm glad to note some of the members from this region are among these. The project will involve installation of multi-media terminals in postal outlets to facilitate provision of a wide range of ICT based products and services. Our mother organization, the AUC, is also keen to have this project take off with the involvement of the African Development Bank and willing international partners.

PAPU in collaboration with the UPU is in the process of implementing various projects under the Regional Approach framework in which regional quality of service improvement workshops and development strategies in the area of mail circulation and development of electronic money transfer are top on the list of our priorities. Other priority areas we have jointly identified include training and development of human resources, diversification of products and services and postal reform.

The UPU, PAPU and International Organization for Migration (IOM) are collaborating to ensure the development of an efficient and affordable money transfer system for African migrant communities. Already Uganda and Tanzania have undertaken the pilot project for East Africa and there are plans to extend it to Kenya. During the just concluded Postal Operators Council session of the UPU, IOM and the UPU signed an agreement that recognized the key role played by Migrants in the socio-economic development of their countries of origin, and how they can be assisted to transfer the money electronically and affordably using the International Financial System (IFS) of the UPU.

Ladies and Gentlemen; the above examples illustrate some of the development initiatives that PAPU is involved in and whose success depends on the commitment and cooperation of organizations such as EACO.

Before I conclude my remarks, I wish to appeal to Rwanda to hasten her membership to PAPU in order to fully participate in our development programmes and enjoy the benefits that go with this. Following the positive indications from Rwanda during the last EACO Congress, we are confident that they will join PAPU soon.

As you conclude your deliberations during the Congress, PAPU will be happy to be associated with the action plans towards the realization of our common objectives. I wish you success in your endeavours.

I thank you for your attention.

### REMARKS BY MRS. ASENATH MPATWA, REPRESENTATIVE OF ITU AFRICA REGION DURING THE OFFICIAL OPENING OF 17<sup>TH</sup> EACO CONGRESS ON 7<sup>TH</sup> MAY 2010, COMMONWEALTH RESORT HOTEL MUNYONYO - KAMPALA, UGANDA

Honourable Aggrey Awori, Minister of ICTs- Uganda

Eng. Dr. Katahoire, Chairman, UCC

UCC Commissioners

Mr. Patrick Mwesigwa, Ag. Executive Director, UCC

Director Generals of Regulator Agencies, Postal, Broadcasting & Operators in East Africa

Ladies and gentlemen.

On behalf of the Regional Office for Africa and on my own behalf, I wish to thank Uganda government through UCC and EACO members in general for inviting ITU to participate in this historic Assembly of EACO.

I also wish to pay tribute to your concerted efforts in keeping this institution alive and active in this sub-region in order to share experiences and forge common strategies to address any challenges and opportunities in the sector. The outcome of your collaboration has indeed been instrumental in the continued growth of the ICT sector in the last few years which has enabled citizens of East Africa to enjoy the fruits of technology advancements and the freedom of communications associated with it.

Ladies and gentlemen

During the last two years, ITU's attention has been focused on six key areas including ICT accessibility for persons with disability by providing education and training on accessible ICT, raising awareness on the rights of persons with disabilities in accordance with the WSIS and the UN CRPDs and working with industry and member states to develop technical standards for accessibility so that ICT accessibility becomes a reality. Other activities in this area have also included advocacy for development of assistive products and services as well as supporting member states to meet their obligations under the convention through outreach programmes, exchange of best practice and support for development of policy guidelines to mainstream ICT accessibility issues in national policies.

ITU believes that if you build on broadband, the rest of services and applications will follow. We also believe that broadband should be considered as a basic national infrastructure, accessible and affordable as it will fundamentally reshape the world in the 21st century and change the way services are delivered whether it is e-health, e-education, e-commerce or e-government which can have a positive impact on the social and economic development and the Millennium Development Goals. As long as relevant policies and regulation are in place to facilitate the process, the sky could never even be a limiting factor on the possibilities for growth.

Ladies & gentlemen,

It is estimated that ICTs contribute around 2.0 to 2.5 per cent of global greenhouse gas (GHG) emissions. These percentages are likely to grow as ICTs become more widely available. ITU is mainstreaming this major issue into its regular work programme and is engaged in identifying ICT solutions which can help to prevent and avert climate change. This is being addressed through the standardization process to achieve energy efficiency of the ICT equipment on which the digital economy depends.

Disaster management and mitigation by timely dissemination of information before, during, and after disasters is paramount in saving lives and property. Both ITU-D and ITU-R are providing invaluable contribution to disaster management by facilitating prediction, detection, and alerting through the coordinated and effective use of the radio-frequency spectrum and establishment of radio standards and guidelines for use of radiocommunication systems.

Another key area of high priority for the ITU is work related to building confidence and security in the use of information and communication technologies (ICTs). Both phases of WSIS requested ITU to work on measures which would eliminate any threats and insecurities which would negatively impact the development of an information society. A number of activities including on-line child protection are being undertaken in all three sectors in partnership with member states and industry.

On the other hand, connecting the world remains ITU's vision as it continues to mobilize human, financial and technical resources for the implementation of connectivity targets agreed during the World Summit on the Information Society (WSIS) and the Connect Africa Summit held in 2007 in Kigali. As a catalyst, ITU is working with other partners to realize the goals agreed by African leaders and partners in 2007 and each year holds meetings to review commitments made by donors and provides a platform to share information on any on-going infrastructure projects in the continent. This also allows identification of any gaps which may hinder the continent from achieving the Connect Africa goals.

Ladies and gentlemen,

As we prepare for WTDC towards the end this month and PP later in the year, we look to you for inputs to enable us to orientate our focus and activities which you consider a priority and which will have maximum impact in addressing ICT needs in your sub-region. It is my belief that together we will continue to join efforts to close the digital divide. In conclusion, please allow me to express once more ITU's commitment to our shared goal of connecting all inhabitants on this planet including those in rural areas as well as persons with disabilities so that they too can enjoy the benefits of ICTs and participate as equal members of our information society.

Thank you!

## **ANNEX VII**

### **SPEECH BY MR. CHARLES NJOROGE, DIRECTOR-GENERAL OF THE COMMUNICATIONS COMMISSION OF KENYA IN THE OCCASION OF THE 17<sup>TH</sup> EAST AFRICAN COMMUNICATIONS ORGANIZATIONS (EACO) CONGRESS IN KAMPALA, UGANDA, 7<sup>TH</sup> MAY 2010**

Our chief Guest this Morning, the Minister for Information and Communications Technologies of the Republic of Uganda, Hon. Aggrey Awori,  
The Chairman of the Uganda Communications Commission, Eng. Dr. Abel Katahoire,  
The Chairman of the 16<sup>th</sup> EACO Congress and Director General of Tanzania Communications Regulatory Authority, Prof. John Nkoma,  
The Executive Director of Uganda Communications Commission, Mr. Patrick Mwesigwa,  
The Director General of ARCT of Burundi, Mr. Ntagaye Reverien  
Representative of the Director General of RURA  
Representative of PAPU Secretary General  
Representative of ITU's Regional Director  
CEOs and Representatives of EACO Member Organizations  
Distinguished Delegates and Participants  
Invited Observers  
Member of the Media  
Ladies and Gentlemen  
Dear Friends

Let me start by sincerely thanking the Government and the People of Uganda through the coordination of Uganda Communications Commission for the successful organization of this Congress. My delegation and I are grateful for the efficient way in which this event has been organized. From the excellent logistical preparations, the facilities provided for the meetings to the warm and generous hospitality accorded to all of us, we are really very grateful and congratulate the preparatory team for raising the standards of EACO meetings to these enviable levels.

I wish to thank all EACO member organizations present for their participation in this year's Congress. Honourable Minister, it is very gratifying to see how this organization has grown in the past decade. Over those years, EACO has achieved substantial success in the harmonization of policies, regulations and, indeed, business practices to achieve a truly seamless communication within the region. Thanks to EACO initiatives the region was the first in the world to achieve a one-network cross-border communication for mobile telephony. Earlier we had succeeded in adopting a calling mechanism for fixed line communication that allowed citizens in the region call across our borders on a long distance tariff instead of an international one.

The other notable success feature of EACO is the involvement of public and private sector participation. This has made the organization an excellent example of successful public-private partnership initiatives. The EACO business model has not only helped achieve tremendous harmony in the region's regulatory platform, but has also opened up smooth working relationships for businesses.

Honourable chief guest, dear participants, the successes that EACO boasts of today have been achieved through goodwill and sacrifice of member organizations. Over the years we have been able to agree and implement decision without any backing of enforceable laws.

Indeed, everything in EACO has been achieved through great vision of realizing that we are one people and one big market in the region. This has helped businesses grow across the region and facilitated greater integration amongst our people. Thanks to these initiatives, ICT investors now treat the region as one market as opposed to individual countries. With a population of about 130 million people, this has made the region more attractive as an enlarged investment destination.

Ladies and gentlemen, in Kenya we continue to witness substantial growth in the ICT sector. Indeed, the Government has recognized the key role played by ICT in national development. Within our country's development strategy, the Vision 2030, ICTs have been identified as key drivers to transforming our nation into a middle economy status. For this reason, the Government and CCK have put in place a conducive environment that would facilitate the growth in this important sector.

Kenya is now host to three fibre optic submarine cables that are connecting the country and, indeed, the entire region to the international space through efficient and more affordable broadband link. Internally, the Government has opened up all regional administrative headquarters by laying down terrestrial fibre network that will facilitate the realization of the benefits of the submarine cables by our citizens. The Government is now working on digital content to facilitate fast and efficient provision of services to people in all parts of the country using these links.

The high speed cables are also expected to bring about more investment in knowledge economy. For example, Kenya is now focusing on Business Processing Outsourcing with a lot of success. We expect this to transform into a multi-billion industry with the available efficient connectivity.

With the rapid developments in ICTs have also come many challenges that we should address as a region. The celebrated high speed availability accessible within our countries has also opened doors to high crime rates within the cyber space.

I am aware in this meeting we have extensively addressed issues relating to cyber security. This is an area that calls for our concerted attention to safeguard users of available ICT services from falling prey to criminals who prowl the cyber space.

Over the years, ECO members have been working on curbing of phone sets theft by encouraging network operators to facilitate registration of all phones connected to their services and sharing the information across the borders. Substantial strides have been

made on this end and we do hope our network operators will help curb this type of crime.

As we address issues of crime perpetuated through ICTs, we in Kenya have realized the need to also register SIM cards so that users of all active telephone lines can be identified. With a mobile phone subscriber base of now close to 20 million, we feel our population is increasingly becoming more vulnerable to various crimes that may be committed using mobile phones. CCK is working closely with service providers to facilitate the registration. SIM registration is a practice that has successfully been used in many other countries, especially in the developed world. I understand TCRA have made very good progress on this and I am also informed UCC are in the process of pushing through relevant legislation to facilitate SIM registration. I urge all of us to share this information so that we can learn from one another's experience on how to go about it. But more important, I wish to call upon all member countries to adopt SIM registration to ensure that the criminals using mobile phones have nowhere to run to in the region. Besides, SIM registration would be a big boost the EIR registration that we have been working on.

Ladies and gentlemen, even as we strive to attain the best communication links in our respective countries, it is important to pay attention to those amongst us who do not have any form connectivity; the unserved and under served. To this end Kenya has enacted a legislation that addresses issues of universal access to communication services. CCK is in the process putting together a framework that would facilitate rollout of universal access projects to ensure access to services by all in Kenya.

Before I conclude my remarks, I wish to urge all of us to use EACO to enhance the region's interests in the international arena. This year we have key ITU and UPU meetings in which we will need to speak with one voice to influence decisions that take into consideration the interests of the region. EACO can greatly influence the decisions of Africa that would in turn be key in influencing global decisions that favour our businesses and our people.

With those few remarks, ladies and gentlemen, I thank you for your attentions.

Asanteni sana.



## **ANNEX VIII**

### **REPORT OF THE OUTGOING CHAIRMAN TO THE 17<sup>TH</sup> SESSION OF THE EACO CONGRESS KAMPALA, UGANDA, 7<sup>TH</sup> MAY 2010**

The Chairman, 17<sup>th</sup> session of the EACO Congress, Eng. Patrick Mwesigwa  
Heads of Delegations,  
Chief Executive Officers,  
Members of EACO,  
Invited Observers,  
Members of the Press,  
Distinguished Guests,  
Ladies and Gentlemen,

#### **INTRODUCTION**

May I wish to begin by thanking the EACO members for the opportunity given to Tanzania to serve as the Chair of the Congress in the last two years. I would like to convey our gratitude for the support and cooperation we have enjoyed from all the five member countries during our leadership.

At the outset, let me remind you of the important decision to change the name of our organization from EARPTO to EACO. This is a reflection of the growth of the communication sector over the past few years. The objectives of the EACO are to harmonize and promote the development of broadcasting, postal and telecommunications services and regulatory matters and devise ways and means to achieve fast, reliable, secure, affordable and efficient 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 postal and telecommunication networks;
- (vi) Research and technological development;
- (vii) Human resource development;
- (viii) Exchange of information;
- (ix) Management of radio frequency resource;
- (x) Standards development;
- (xi) Quality of services;
- (xii) Ensure the provision of universal service in the region;

- (xiii) Promote the development and application of Information Communication Technologies (ICT);
- (xiv) Serve as a consultative organization for settlement of postal and telecommunications matters which are of regional nature, promote the development of technical facilities and their most efficient utilization with a view to improving the efficiency of broadcasting, postal and telecommunications services, increasing their usefulness and making them generally available to the public;
- (xv) Harmonize policies and legislation in the communications sector (i.e. managing competition and licensing requirements in the region); and
- (xvi) Promote the development of local content from the East African Region.

Reflecting on the 16<sup>th</sup> session of the Congress in Dar es Salaam, we can see that we did agree on a number of issues that would have been dealt during the year. Each Assembly and Working Committee has reviewed what has been achieved. I am confident that every member organization will ensure that issues which are still in focus will be accomplished in the coming period.

**Mr. Chairman, Ladies and Gentlemen,**

Allow me to now present the report of the activities of EACO since we took over the Chairmanship.

### **EARPTO WORKSHOP**

The EARPTO Workshop was held on 28<sup>th</sup> April 2009 with three themes:

- Harmonization of policy, legal and regulatory practise in East Africa
- Emerging Consumer issues and experiences in the region.
- Status report WTSA-08 Resolution 76 implementation.

You may recall that the Workshop was sponsored by the East African Community and I would like to seize this opportunity to thank the EAC Secretariat for their full participation to this workshop.

Just to recap on the Workshop; harmonization was defined to mean to work together and not necessarily to have the same laws due to the challenge of existing distinct cultures in EAC for historical reasons, Kenya, Uganda and Tanzania on one hand, Rwanda and Burundi on the other hand. It was commonly taken that a harmonized market will be realized if all stakeholders are well consulted.

On the ICT development it was felt that there is a need for harmonised ICT law which must be constantly reviewed. E.g. landing rights of submarine cable and fibre etc. The challenges of convergence, licensing of new service as well as in spectrum management across borders need to be addressed. Government intervention is needed in making use

of the Universal Access Funds to bridge the digital divide between urban and rural areas.

Participants noted that existence of different economic blocks posed potential challenge to the growth of the EARPTO. EAC Member States are in different regional blocks such as EAC, COMESA, and SADC.

**Mr. Chairman, Ladies and Gentlemen,**

On the other hand, participants expressed the need for an enabling environment for Public-Private Partnerships (PPP) in ICT development, in financing, capacity building, facilitate joint implementation of projects and cost sharing.

The participants expressed the need for adoption of regional ICT policy harmonization framework that would lead to strengthening of EACO structure to have permanent secretariat, the relationship with the EAC council, the annual general meeting of permanent secretaries, working groups and the EAC secretariat.

The Workshop expressed the need for a cyber law to be enacted in all the five countries to protect consumers and make online services user friendly, to develop a binding protocol for communication sector and identify appropriate enforcement mechanism and financial resources for implementation of programmes within member states.

Regarding the resolution 76 addressed replies to the concerns from developing countries with respects to conformity to standards and interoperability between products of different vendors, the ITU asked all the stakeholders to provide information of case studies and to help in individualizing test facilities and capacity building needs in the region.

On the third theme participants noted the challenges to harmonize policies and regulatory frameworks aimed at protection of consumers in the region, management of content in networks for minors, consider limiting children from having terminals with multimedia services, educate children on better use of ICTs, and provide technical solutions to people with disabilities. Regulators were required to improve complaint procedure to be user friendly and simple. Regulations are needed to develop mechanism for electronic waste management and disposal, customer identification/registration of SIM cards, and to empower consumer to make informed choice.

**INCREASE OF EACO MEMBERSHIP:**

**Mr. Chairman, Ladies and Gentlemen,**

You may all recall that the 16<sup>th</sup> session of the Congress agreed to admit Burundi National Post Office, Essar Telecommunication Kenya, Rwanda Utility Regulatory Authority, MTN Rwanda, Rwanda Telecom, Tigo Rwanda, Rwanda National Post Office and Telecommunication Control Regulatory Agency.

It is expected that the new members will provide new impetus to this Union and contribute to the success of the EACO.

**Mr. Chairman, Ladies and Gentlemen,**

**ICT/TELECOMMUNICATIONS SUB SECTOR:**

The successful deployment of SEACOM's Fibre Optic Cable on 23<sup>rd</sup> July 2009 in our region and the coming of other similar projects such as landing of EASSy Fibre Optic Cable on 7<sup>th</sup> of April 2010 and the landing TEAMS's FOC in Mombasa, promises to enhance cheap International calls and fast Internet access in Tanzania and the rest of the East Africa Community.

In addition to sub marine cables, it is important to have terrestrial cables linked to them. Considering that Tanzania is in the strategically positioned with eight neighbours (Kenya, Uganda, Rwanda, Burundi, DRC, Zambia, Malawi and Mozambique), Tanzania is working on National Fiber Optic Cable Network (National Backbone) by Private sector and Government (Tanesco, TTCL, Songas, TAZARA and TRL) that will facilitate connectivity to the district level and to neighboring countries.

The laying of the National Backbone Fibre cable is about to be completed. Dar es Salaam - Rusumo - Kabanga cable has been completed and is now ready to be connected to Rwanda and Burundi. The Cable to Mutukula is expected to be completed in June 2010 and Uganda may be connected from Mutukula as early as July 2010. The laying of cable to Kasumulo (boarder with Malawi) and Tunduma (Zambia) also is expected to be completed before the end of June 2010. The cable is laid within 9 regions (Dar es salaam, Coast, Morogoro, Dodoma, Iringa, Singida, Shinyanga, Bukoba and Mbeya).

**Progress of implementation of East African Internet Exchange Point (EAIXP)**

May I report that due to evolution of Fibre optic cables in the region, SimbaNet (T) Ltd has submitted to the EACO Chair an intention to discontinue its implementation claiming the project has lost its economic importance.

**Mr. Chairman, Ladies and Gentlemen,**

Mobile communications have played a big role in bringing hope and higher living standards to the East African people. We have witnessed our people using their phones to transact their business and disseminate important information for social life and in times of disasters. The mobile phone has been investment in their livelihood, in a better life. It opens up the possibility for new kinds of businesses. It allows farmers, fishermen and merchants to avoid middlemen and earn more money for their labor. Mobile phone is allowing people to overcome environmental difficulties and obstacles, to rise above their social status and conditions, and to empower themselves by themselves.

In Tanzania for example we have recorded around 17 million mobile subscriptions up to March 2010. In year 2000, Tanzania had recorded only 284,109 voice subscription users. The general trend in all the five member countries is that of sharp increase of mobile

phone users. Furthermore today, one can buy a phone in the region for the equivalent of about \$32. This is what some of us might spend in a week drinking beer or contributing to wedding parties.

As this new frontier of mobility expands, it will open up countless opportunities - not just for the mobile industry, but for a wide range of businesses, postal services, content providers, software developers and entrepreneurs. The EACO should develop common strategies to ensure that the industry brings about the required positive changes in the social-economic setting of our region.

**Mr. Chairman, Ladies and Gentlemen,**

### **Participation in ITU-T Meetings**

The 16<sup>th</sup> Congress agreed that there was a need to emulate from other sub regions (e.g. Arab, European Union) by forming EACO standardization group that will among other things Co-ordinate drafting of regional contributions to ITU-T meetings. I am happy to inform the Congress that Tanzania as Vice Chair of the Study Group presented a contribution during ITU-T SG 2 on this development. The EACO Standardization Group was adopted and approved by the ITU-T.

### **ITU Telecom World**

A notable experience was achieved by all EACO members by attending the ITU Telecom World 2010 in Geneva. As EACO we demonstrated the use of ICT's in bridging the digital divide. East African Countries showcased how technology can help our people.

**Mr. Chairman, Ladies and Gentlemen,**

### **BROADCASTING SUB SECTOR:**

#### **Transition to Digital TV Broadcasting and Experiences on Licensing Framework for Broadcasting Services**

During the period under review, Tanzania has approved three Commercial Multiplex Operators and one of them has been granted a Network Facilities License to distribute signal. This means all content services providers will be required to channel their content through the three MUX operators. They will also be required to submit service level agreement from MUX operators before receiving construction permit from TCRA.

Kenya and Tanzania will share their experiences on the transition from analog to digital TV broadcasting and licensing frameworks during this meeting.

**Mr. Chairman, Ladies and Gentlemen,**

### **POSTAL SUB SECTOR:**

Notable developments have been seen in the postal sub sector from reform agenda, computerization, improvement of quality of services and participation to international activities.

### **ICTs and Postal services:**

During the period under review the postal sector has achieved incredible development in the internet arena by the Universal Postal Union (UPU) and the Internet Corporation for Assigned Names and Numbers (ICANN) signing the contract that grants the UPU managing authority over the top-level domain name, .post (dot.post). The UPU is the first United Nations agency to obtain a piece of real-estate space on the Internet for the global industry it represents.

The .post project is an important initiative for developing and providing secure and trusted postal services over the Internet. The Postal services will be expected to explore new frontiers and basically go where no postal services have gone before; the EACO must seize the opportunity and ensure the Post deliver differently.

### **PAPU Extra Ordinary Plenipotentiary Conference**

During the period under review the Pan African Postal Union held an Extra Ordinary Plenipotentiary Conference, Cairo - Egypt on 9<sup>th</sup> June 2009. Although the post of PAPU Deputy Secretary General has not been filled, this was an important conference as it approved and adopted new legal instruments. May I call on all members to ratify the PAPU Convention to enable smooth operation of the Union.

### **E-Dimension in the postal sector**

It is encouraging that Burundi is committed to implementation of resolution C47 of the Bucharest Postal Strategy with regard to financial services within regional framework as well as the objectives of NPS. In January 2010 at Arusha Burundi took advantage of the 30<sup>th</sup> anniversaries of PAPU and signed bilateral agreements with 11 countries of Africa on express money order. Besides computerisation of counter offices the Administration is planning to introduce money transfer using mobile phones among others. I hope Burundi will provide a good leadership in this area so as to enable all of us to benefit from their experience.

### **30<sup>th</sup> Anniversary of the Pan African Postal Union (PAPU)**

I was gratified by the full participation by the EACO members at the 30<sup>th</sup> Anniversary of the Pan African Postal Union which was held at Arusha on 18<sup>th</sup> January 2010. Those who attended you will recall that it was an extraordinary event to remember. As organizers of the event would like to put on record that your participation is what made the even to be successful, thank you. I would also like to take this opportunity to thank Mrs. Rodha Masaviru, PAPU Secretary General for her work well done during the ceremonies. At least it showed to the African Continent that we did not do a mistake to elect her to be the Secretary General of the Union.

### **National addressing and postcodes system**

The 16<sup>th</sup> session of the Congress agreed to ensure implementation of the national addressing and postcodes system in our countries. I am happy to note that Tanzania and Uganda are making good progress to achieve this goal. It is encouraging that although

Kenya has a postcode system, an inter-ministerial task force has been formed to work on development of a comprehensive Addressing system. I strongly agree with the Kenyan direction for it will aim at among other things providing addresses to the unaddressed, a subject being propagated by the Universal Postal Union. May I encourage Burundi and Rwanda to implement this beautiful idea as they have a starting point, i.e. learn from the other three countries.

### **Preparation for the UPU Strategy Conference**

I am happy that EACO Members have taken active participation in the preparations of the UPU Strategy Conference. The PAPU prepared a Workshop took place from 24<sup>th</sup> to 26<sup>th</sup> February 2010 to carry assessment of implementation of the Nairobi Postal Strategy (NPS) and Africa's contribution to the 2010 UPU Strategy Conference. The Workshop came up with proposals from African Region that would be presented to the Strategy Conference to be held in Nairobi from 22<sup>nd</sup>-24<sup>th</sup> September 2010. The Conference will review the NPS and lay foundation for the Doha Postal Strategy, for the 2012-2016 cycle.

The Workshop recommended a number of ideas and to inform those who were not there I will mention few:

- Member States are urged to come up with national address systems so as to assist in delivery of quality service.
- There is need to incorporate Nairobi Postal Strategy objectives in strategic plans of the national players namely; Government, Regulator and operator;
- Kenya was requested to make a presentation on terminal dues at the upcoming EACO meeting in order to sensitise members on the matter;
- Mobile phones were said to be a key tool for transacting financial services and Member States were urged to study possible areas of benefit there-from.

One important recommendation of that Workshop was to ensure that sector ministers are involved so as to have desired impacts in issues we agree. So I strongly recommend to the incoming EACO Chair to organise a forum for EACO Ministers to be informed on our activities.

**Mr. Chairman, Ladies and Gentlemen,**

### **REGULATORY ISSUES:**

#### **Tanzania enacted new communications law (EPOCA)**

A new legislation (EPOCA – Electronic and Postal Communications Act) was passed by Tanzania National Assembly in January 2010 and received Presidential accent in mid April 2010. The new law is meant to set up a legal framework for providing mandate and comprehensive regulations for postal and electronic communication services including:-

- Establishment of National CERT's

- Central Equipment Identification Register (CEIR)
- SIM card registration,
- Migration from Analog to Digital Broadcasting,
- National Addressing and Post Code System and
- Cyber Security.
- Content Regulation

### **Consumer Issues**

The 16<sup>th</sup> Congress agreed that the Consumer Issues Committee continues with its work and report to this meeting. Consumer Committee held its meeting on 12<sup>th</sup> - 14<sup>th</sup> April 2010 in Dar es Salaam, Tanzania. A full report on the entire TOR will be presented at this Congress as an output of the Consumer Committee Meeting.

### **Relationship to be established between EACO and EAC**

Another important item which will continue to be our agenda is the relationship which can be established between EAC and EACO. The Task Force on Memorandum of Understanding was to advise the Congress on the best type of the relationship to be established between the two organisations. The MOU Task Force has been meeting and I trust a report or advice will be discussed by the Congress.

### **Mr. Chairman, Ladies and Gentlemen,**

Our communications industry should be incredibly proud of the role it is playing in contribution of the welfare of our economies. It's a great story, a story of how communication sector has improved, and continues to improve people's lives. However as we reach new heights new challenges emerge and the EACO members should take the discussions in this forum as vital in the development of their institutions. Let me say if you do not innovate, your organisation will be left behind.

On that note I have the honour to present my report as an outgoing Chairman for your consideration and adoption. I sincere hope that the incoming Chairman of the 17<sup>th</sup> EACO will get good support from all of us and may I wish him great success.

I thank you.

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**Prof. John S. Nkoma**  
**DIRECTOR GENERAL, TANZANIA COMMUNICATIONS REGULATORY**  
**AUTHORITY (TCRA)**  
**CHAIRMAN OF THE 16<sup>TH</sup> EARPTO CONGRESS**  
**06 May 2010**



## **ANNEX IX**

### **KEYNOTE ADDRESS BY THE CHAIRMAN OF UGANDA COMMUNICATIONS COMMISSION ENG. DR ABEL KATAHOIRE, AT THE OPENING OF WORKSHOP ON ICT ACCESSIBILITY FOR PEOPLE WITH DISABILITIES HELD AT SPEKE RESORT, MUNYONYO, KAMPALA, ON MAY 6, 2010**

The Hon. Members of Parliament,  
The Members of Delegations from ITU,  
The Members of Delegations from EAC countries,  
The CEOs of the Regulatory Authorities,  
Representatives of Persons with Disabilities,  
The Commissioners of UCC and RCDF Board members,  
Ladies and Gentlemen

On behalf of the Uganda Communications Commission, and on my own behalf, permit me to welcome you all to this workshop regarding accessibility to Information and Communications Technology (ICT) by Persons with Disabilities (PwDs) in the East African region.

Ladies and Gentlemen, the importance of addressing ICT accessibility for PwDs cannot be understated. In East Africa, as is the case elsewhere in the world, we are living in a society in which increased ICT dynamism is leading to greater need for social inclusion to be recognised if sustainable ICT-driven economic growth is to be realised.

According to the World Health Organisation, worldwide over 650 million people live with some sort of disability. Important to note, 80% of this number live in third world countries like our region. It, therefore, becomes self defeating to talk about the universality of ICT in development while ignoring comprehensive ICT inclusiveness.

Ladies and Gentlemen, as you may be aware, the United Nations Convention on the Rights of Persons with Disabilities, which is so far the fastest negotiated human rights instrument, was adopted by the UN in Geneva in 2006. The Convention contains specific obligations for member states to ensure access to ICT by PwDs. The main areas of the Convention's application include facilitation of assistive technologies that is achievable and affordable; support of ICT vendors, and; promotion of research and development for universally designed products and services.

As EACO member countries, it is important that we spearhead the fulfilment of these obligations. In Uganda, the Uganda Communications Commission is keen in ensuring that licensed operators mainstream PwD needs in their operations.

I am glad to note that many of the EACO delegates present here, through your respective regulatory authorities and ministries, are resolute to ensuring people's access to information, and to equip them with ICT knowledge and skills, among others.

Therefore, this workshop, among other fora, provides us with an opportunity to raise awareness on issues pertinent to PwDs such as e-Accessibility and latest technology issues. However, the diversity of ICT accessibility for PwDs requires concerted efforts between government and the civil society in general.

That's why I am glad to note that this workshop is taking place at a time when it is increasingly becoming apparent that mainstreaming of the needs of PwDs is important for the sustainability and implementation of ICT-driven development.

As a region, we need to be aware of needs of PwD when designing new products, ICT tools and facilities. At the same time, we need to acknowledge the strengths and knowledge of people with special needs who are real experts in their areas of inabilities. These needs vary from disability to disability.

Ladies and Gentlemen, we also need to consider language barriers in product development for people with special needs. While access to ICT is a noble aspiration, the content of the technology will determine how effective ICT is. It is, therefore, imperative to avail timely, relevant, up-to-date, and reliable and tailor-made information that is user-friendly.

There is also need to develop incentive regulation that enables operators to support specific aspects of disabilities, for example, equipment, education and employment. I hope this workshop will enable our operators to appreciate the benefits of the providing services that meet the needs of PwDs.

Ladies and Gentlemen, allow me also to applaud the Government of Uganda for ratifying the UN Convention and providing relevant frameworks to address needs of PwDs. The Government of Uganda has demonstrated political will as is evidenced by the enactment of the Disability Act of 2006, and strengthening of the Ministry of Gender, Labour and Social Development.

In addition, the Government has provided for promotion of research into the development and use of new ICT, including the promotion of accessibility for the hearing-impaired persons to communications services.

Ladies and Gentlemen, it is my hope that the outcomes of this workshop will form a basis for EACO interventions to support PwDs to have better quality life, fill gaps of inability due to disability and, more importantly, create equal opportunities for their participation in development through accessing information on education, employment, particularly through the use of ICT like any other citizen.

We need to identify and prioritise the challenges of e-inclusion; raise awareness about the barriers PwDs face; and identify the potential of technology to overcome these barriers. It is only when ICT is used to meet the basic needs of society, including those of PwDs, that the technology becomes inclusive, universal and accessible.

It is now my honour to declare this workshop open. Thank you.

### **HIGHLIGHTS FROM THE WORKSHOP ON ICT ACCESSIBILITY FOR PERSONS WITH DISABILITIES HELD ON MAY 6, 2010 AT SPEKE RESORT, MUNYONYO, KAMPALA, UGANDA**

The workshop was jointly organized by the ITU and UCC and had following objectives:

- To provide participants with information on basic ICT accessibility including latest technologies and available tools and resources to promote accessible ICT products and services
- To share experience on best practices to mainstream ICT accessibility issues
- To highlight dispositions within the UN Convention on the Rights of Persons with Disabilities on ICTs and Assistive technologies
- To identify challenges of providing accessible ICT services and products to persons with disabilities, raising awareness on barriers for ICT inclusion and identifying policies and technologies to address the challenges

The workshop was attended by 120 participants from the five East African countries and included Ugandan members of Parliament responsible for PwDs, members of Disabled organizations and schools for disabled children.

Topics included dispositions on the UN Convention on the Rights of Persons with Disabilities, e-accessibility basics, standards promoting ICT accessibility as well as applications promoting ICT accessibility were covered in seven sessions and an interactive panel on key areas where government can promote ICT accessibility. Special focus was made on existing tools and resources to help policy makers to develop and implement policies on accessible ICTs in particular the ITU/G3ict toolkit.

#### **Key issues which emerged from presentations and discussions**

- Consensus from the WSIS and the UN Convention on the Rights of Persons with disabilities show that ICT accessibility leads to an all inclusive information society which is necessary for social and economic development and poverty eradication.
- The UN Convention on the Rights of Persons with Disabilities adopted by the UNGA in 2006 to promote, protect and enhance rights of PwDs provides a universal framework for protection of rights of PwDs. Disability rights in the Convention under Articles 9, 21, 29-32, (rights related to universally designed goods and products, affordable costs, need for statistics and information gathering) is an obligation for signatories of the Convention which each signatory state should address.

- Addressing ICT accessibility and mainstreaming into national policies and regulations requires engagement and active participation of all stakeholders including persons with disabilities.
- Accessibility is a need and produces great social and economic benefits to all. Technology which enables accessibility exists today however there are challenges of affordability, use of common standards and interfaces to ensure interoperability of technologies and portability of accessibility devices. This is being addressed through use of common standards and adoption of universal design for products and services. If accessibility is not considered during the design stage, retrofit is expensive.
- The World wide Web/Web Accessibility Initiative (W3/WAI) has developed standards, guidelines, and tools to support development of accessible websites. Key components of the web accessibility standard include base format technologies, authoring tools, user agents and web content.
- Standards are useless if not implemented and enforced. Governments are better placed to ensure standards are observed to ensure accessibility of products and services through the public procurement process.
- Applications such as real time captioning, total conversation relay as well as telephony, TV broadcasting, e-government websites, community ICT centres and internet cafés are good platforms for promoting ICT accessibility. Relevant laws and regulations have to be adopted and enforced to support implementation.
- In addition to Joint Coordination Activity on Accessibility & human Factors and the Dynamic Coalition on Accessibility & Disability, ITU-T is setting up a Focus group to increase participation and collaboration in the accessibility standards work. The Focus Group will be open to academia, administrations, research bodies, persons with disabilities & their organizations as well as industry among others. Details will be announced in due course.
- The ITU/G3ict e-Accessibility toolkit is a free on-line resource developed to support policy makers to develop policies on ICT accessibility and provides examples of how to implement ICT accessibility for various services and applications. Use it.
- ICT accessibility can provide equal education and employment opportunities if governments adopt and implement education laws and regulations promoting accessibility to education and availability of accessible ICT materials to PwDs. This should be complemented by targeted outreach, education and ICT training programmes for PwDs and teachers. This should include a requirement to include ICT accessibility issues for the curriculum of engineers and software developers.

## **ANNEX XI**

### **CLOSING REMARKS BY ENG. DR ABEL KATAHOIRE, THE CHAIRMAN OF THE UGANDA COMMUNICATIONS COMMISSION (UCC), AT THE WORKSHOP FOR ICT ACCESSIBILITY FOR PERSONS WITH DISABILITIES AT THE COMMONWEALTH SPEKE RESORT MUNYONYO ON MAY 6, 2010 DURING THE EACO CONGRESS (MAY 3-7)**

The Chairman of 16<sup>th</sup> EACO Congress  
The CEOs of regulatory bodies in East Africa  
EACO delegates  
Representatives from ITU  
Commissioners and RCDF Board Members of UCC  
Distinguished stakeholders  
Ladies and Gentlemen

I feel privileged to be here this afternoon to officiate at the closure of this regional forum on Human Capacity and Development organised by the International Telecommunications Union (ITU) for the Africa region. Much as we are halfway through this Forum, allow me to welcome you to Uganda, which Sir Winston Churchill nicknamed "The Pearl of Africa". I think you will agree with me that Uganda is not only the heart of Africa, but a beautiful country as well, and its people hospitable.

Once again, on behalf of the Government of Uganda, I'd like to thank the International Telecommunications Union (ITU) for having given us this opportunity to host this important event. This event demonstrates the confidence and trust ITU has in Uganda as a country and Africa as a region.

I am pleased to officiate at the closing of this workshop on accessibility to Information and Communications Technology (ICT) for persons with disabilities PwDs). On behalf of Uganda Communications Commission, I wish to thank you all for taking time off your busy schedule to participate in this workshop which is part of this year's 17<sup>th</sup> Congress of the East African Communications Union (EACO).

Ladies and Gentlemen, allow me also to thank the International Telecommunications Union (ITU) for having organised this event. As the regulatory agency charged with the oversight responsibility of communications sector in Uganda, the Uganda Communications Commission (UCC) is, indeed, glad to be associated with this important event.

This workshop has brought together various stakeholders with a view to exchanging information, discussing the needs of PwDs as far as accessibility to ICT is concerned, discussing strategies of ensuring that all our people, including those with disabilities, have access to appropriate, affordable and accessible communications services. This is in line with the mission, vision and values of UCC, and those of our sister regulatory bodies in East Africa, whose mandate is to regulate the communications industry with a view to ensuring sustainable development in Uganda and the region as a whole.

Ladies and Gentlemen, I have noted with appreciation that the conclusions of this workshop give an overview of the priorities identified by the participants. Accordingly, therefore, I would like to commend the participants for their active participation, sustained interest, commitment and good humour that have resulted in a very productive workshop.

You will agree with me that the recommendations and action plans drawn from this workshop have identified the challenges and key issues, best practices and critical success factors, latest trends, solutions and technologies, as well as the policy recommendations and opportunities for mainstreaming accessibility to ICT for PwDs in our communications procedures, strategies and policies. Therefore, the views we have gathered here today will greatly enrich an all-inclusive communications policy of Uganda and East Africa as a whole.

As a way forward, we need to join hands to create synergies and momentum to spur ICT accessibility for persons with disabilities for personal, national and regional development. On behalf of UCC, I would like to assure you of our commitment to ensuring that the ICT needs and concerns of PwDs receive the due attention they deserve.

Lastly, I wish to, once again, thank you all for sparing your time to attend this workshop. I hope the time has been sufficient to enable constructive engagements. Our doors are, however, still open for more constructive contributions from you that time may not have allowed us to receive.

I wish you all safe return to your respective homes. At this juncture, I now take the honour to officially declare this workshop closed. I thank you.

**Dr Abel Katahoire**  
**Chairman/UCC**

### **REPORT OF THE 17<sup>TH</sup> EAST AFRICAN COMMUNICATIONS ORGANISATION (EACO) POSTAL ASSEMBLY AT COMMONWEALTH SPEKE MUNYONYO RESORT IN KAMPALA, UGANDA FROM 3<sup>RD</sup> – 7<sup>TH</sup> MAY 2010**

#### **Executive summary**

The 17th Assembly of Designated Postal Operators in the East African Region was held on 3<sup>rd</sup> to 5<sup>th</sup> May 2010. It was opened by the Ag C.E.O of Tanzania Posts Corporation. The report highlights areas of concern to the regulators, governments and other stakeholders.

#### **1.0 Attendance**

The meeting was attended by members from Pan African Postal Union (PAPU), Corporation of Kenya (PCK), Uganda Post Limited (UPL), Tanzania Posts Corporation (TPC), Uganda Communications Commission (UCC,) Tanzania Communications Regulatory Authority (TCRA), Regie Nationale des Postes (RNP) Burundi, National Post Office of Rwanda and Communications Commission of Kenya (CCK).

#### **2.0 Election of the Bureau**

The following were elected to the office:

Chairman: Uganda,

1<sup>st</sup> Rapporteur: Uganda,

2<sup>nd</sup> Rapporteur: Burundi.

Members agreed to initiate the office of the Vice Chairperson of the postal assembly and the meeting unanimously elected Kenya as a vice chairperson for the 17<sup>th</sup> EACO postal assembly.

#### **3.0 Adoption of the Agenda**

The agenda was adopted with amendments.

#### **4.0 Review of the 16<sup>th</sup> EACO Report**

The outgoing Chairman presented a report on the status of Implementation of the Report of 16<sup>th</sup> EARPTO Postal Operators Assembly.

The Designated Operators of Uganda, Kenya and Tanzania presented the status of the implementation of the recommendations from the 16<sup>th</sup> Assembly held in Tanzania.

The operators recognized the need to;

- Establish contact committees with other stakeholders besides customs and airlines.



- Establish partnerships with telecom companies in order to utilize technology to foster e-commerce.

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

### **1. Development of ICT in the Postal Sector; achievements, challenges and way forward.**

#### **Noted**

- Inability to invest in ICT projects
- Technology gap
- Lack of access to training programs
- Limited Government role.

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

- Engage respective governments in fast tracking the development of e-commerce.

### **2. Status of Postcode project in Uganda and Tanzania**

#### **Noted**

- The need to secure political and national acceptance
- The need for funding.
- The need for stakeholders' cooperation and involvement
- The need to sensitize the public.
- The challenge of unplanned human settlements
- The challenge of limited human resource capacity

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

- To engage governments to drive the national address system and postcode project.

### **3. Diversification in the Postal Industry**

#### **Noted**

- That mail volumes are declining and hence the need for designated operators to diversify.

#### **Agreed/way forward**

- To continue persuading governments to support designated operators address challenges which prohibit speed of diversification in areas of policy, resources and need to fulfil the universal service obligation.

#### **4. E-Dimension and African Realities- Focus on the Kenyan Post**

##### **Noted**

- The need to embrace e-commerce and develop structures to support its development in the region.

##### **Agreed/way forward**

- Develop a joint regional ICT policy for the postal designated operators.

#### **5. Need for quality improvement and customer satisfaction in the postal business; challenges and way forward**

##### **Noted**

- Regional Quality of service performance standards have fallen drastically

##### **Agreed/way forward**

- Develop and put in place quality standards on speed, reliability, security and applications of new technology.
- Regulators requested to share results of their quality performance tests with designated operators.

#### **6. Monitoring of quality of mail services by the Automatic Mail Measurement equipment**

##### **Noted**

- Automatic Mail Measurement equipment enhances quality of service

##### **Agreed/way forward**

- Designated operators are encouraged to acquire the automatic quality of service measurement equipment and build capacity to use it.
- Regulators and governments are encouraged to facilitate the acquisition of the equipment.

#### **7. Improvement of mail security, challenges and way forward**

##### **Noted**

- That mail insecurity is becoming more sophisticated.

##### **Agreed/way forward**

- A high level regional postal stakeholders' meeting involving ministers in charge of postal affairs to be organized annually to discuss policies, regulation, postal security , challenges and way forward.

## **8. Progress on International Organization for Migration( IOM) – Universal Postal Union (UPU) pilot project**

### **Noted**

- The results of the feasibility study carried out in 2009 by UPU-IOM in Tanzania and Uganda to ensure facilitation of accessible and affordable financial services revealed that there are gaps in technical, human and financial resources in the two countries

### **Agreed**

- IOM Tanzania requested to present final report and recommendation to governments of Uganda and Tanzania in liaison with UPL and TPC.

## **9. Report of the Joint Inspection of airports and offices of Exchange**

### **Noted**

- The significance of having joint inspections in the region

### **Agreed/way forward**

- Designated Postal Operators of ember countries to prioritize security audits and inspections of airports, offices of exchange, border entries and ports in liaison with regulators.

## **10. Postal Reforms in Developing Countries: challenges and choices**

### **Noted**

- Increased competition which is unregulated
- Significant financial liabilities and obligations
- Uncertain funding by governments
- Difficulties in substantially improving postal productivity due to poor technology

### **Agreed/way forward**

- Need for review and implementation of the postal policy
- Need for government support when postal operators are soliciting for funding
- Draw lessons from the past and current reform efforts from the developed world

**Conclusion**

The Assembly of Designated Postal Operators requests that the concerns, challenges and recommendations of this report be duly addressed by the EACO 17<sup>th</sup> Congress for the improvement of Postal Services in the EACO region.

.....  
James Arinaitwe (Mr)  
**MANAGING DIRECTOR (UPL) UGANDA**

.....  
Deos Khamis Mndeme(Mr)  
**AG. P M G (TPC) TANZANIA  
KENYA**

.....  
Major General (Rtd) Ali M. Hussein  
**POST MASTER GENERAL (PCK)**

.....  
Baranyizigiye Gilbert (Mr)  
**DIRECTOR (RNP) BURUNDI**

.....  
Celestin Kayitare (Mr)  
**DIRECTOR GENERAL (NPS) RWANDA**

**REPORT OF THE ASSEMBLY OF TELECOMMUNICATIONS OPERATORS (ATO)  
OF THE 17<sup>TH</sup> EACO CONGRESS HELD AT COMMONWEALTH SPEKE  
MUNYONYO RESORT IN KAMPALA, UGANDA FROM 3<sup>RD</sup> – 7<sup>TH</sup> MAY 2010**

**1. INTRODUCTION**

The Assembly of Telecommunications Operators (ATO) of the 17<sup>th</sup> EACO Congress met at the Commonwealth Speke Munyonyo Resort in Kampala, Uganda from 3<sup>rd</sup> to 5<sup>th</sup> May 2010. The following operators were represented:

**Kenya**

Safaricom  
ZAIN  
Essar  
Telkom Kenya  
TESPOK

**Tanzania**

Vodacom Tanzania Limited  
Tanzania Telecommunications Company Limited (TTCL)

**Uganda**

Warid Telecom  
MTN  
Uganda Telecoms Limited  
Celtel Uganda Limited

**Rwanda**

RwandaTel  
New Rtel  
TIGO Rwanda

**Burundi**

UCOM

**2. OPENING OF THE MEETING**

The ATO meeting was opened by the Vodacom Tanzania representative Mr. Honest Lugalla.

**3. ELECTION OF THE BUREAU**

As stipulated in the EACO MoU, the meeting would be chaired by an operator from the host country and assisted by two rapporteurs from other countries. Warid Uganda was elected chair and represented by Annette Segendo. The elected rapporteurs were Celtel Kenya Limited represented by Njomo Kamau as the First Rapporteur and TIGO Rwanda represented by Cyprien Munyakazi.

#### **4. ADOPTION OF THE AGENDA**

The proposed agenda was adopted with amendments:

1. Election of the Bureau
2. Report of the 2009 Assembly and Matters Arising
3. SIM Registration and EIR
4. Telecoms fraud and Cyber Security
5. Excise Duty on Airtime across the EAC
6. Number Portability
7. Transition/Migration to IPv6
8. Infrastructure Sharing
9. Harmonization of Short Codes
10. Consumer Issues in the region

#### **5. REPORT OF THE 2009 ASSEMBLY AND MATTERS ARISING**

The Report of Telecom Operators Assembly 2009 was given by Honest Lugalla of Vodacom Tanzania on behalf of the outgoing Chairperson Josephine Makanza.

#### **6. SIM REGISTRATION & EIR**

##### 6.1 Subscriber Registration

The Assembly discussed the developments in subscriber registration in Kenya and Tanzania and made the following recommendations:

- That subscriber registration process be formally captured in appropriate legislation in EAC member states except Tanzania, which already has legislation in place.
- That a realistic period for the subscriber registration exercise be implemented by the regulators but in any event not less than 24 months.

##### 6.2 Electronic Identity Register (EIR)

Telkom Kenya presented a paper on the challenges of implementing EIR blacklisting. The operators discussed the paper and made the following recommendations:

- That, prior to the implementation of EIRs by the operators, the EAC regulators first deal with the challenges of:
  - (i) the illegal unblocking and reprogramming of stolen handsets which are exported across EACO borders; and
  - (ii) duplicate IMEIs on multiple handsets in operators' networks. All East African countries are experiencing a large number of handsets with non-unique IMEIs which if blacklisted would remove a large number of innocent subscribers on their networks.
- That the EAC operators observed that the implementation of EIR is at a high cost. If is not implemented in all EAC member countries it would

defeat the purpose for which the EIR system is intended and the high investment made by the operators would be lost.

## **7. TELECOMS FRAUD & CYBER SECURITY**

TESPOK presented the 2<sup>nd</sup> Report of Cyber Security Task Force to the Assembly. It was noted Kenyan operators collected views on the CERTS through TESPOK for submission to the Kenyan Regulator. There have also been meetings between TESPOK, the Kenyan Regulator and the Kenyan security agents on issues of cyber security. There have been no recommendations made by operators in Uganda and Tanzania to their respective regulators. The Rwandan operators had not received any communication on the Task Force. The operators made the following recommendations:

- That there is a need for operators to form and run sectoral CERTS and nominate representatives to sit on the national CERTS.
- That Regulators are to act in the ITU/IMPACT initiative to establish national CERTS.
- That operators send their recommendations to Regulatory Authorities.
- That the benchmarking report on Finland and Hungary be circulated to the ATO.

## **8. EXCISE DUTY ON AIRTIME ACROSS THE EAC**

The Assembly observed that within the EAC member countries the Excise Tax ranges between 5% and 12%. Following discussions, the Assembly made the following recommendations:

- That there was need for harmonization of excise duties across the region benchmarking with the country with the lowest Excise Tax rate.
- That the respective Governments of the EAC member countries consider suspending excise tax for a proposed period of 2 years<sup>1</sup> and in that period examine the effect of penetration of services and stimulation of GDP. This will stimulate increased airtime usage which will in turn lead to an increase in the Government revenues through increased VAT collection.
- That, in the absence of the recommendation above, the Governments pursue a phased approach of reduction of Excise Tax over the same period of time. This would lead to a growth in revenues for Governments from VAT collection as a result of higher airtime usage.

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

TESPOK presented a paper to the Assembly on the progress made on migration to IPV6 by EAC member countries and on the Internet Exchange points. After discussions, the Assembly made the following recommendations:

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<sup>1</sup> Operators can provide simulations on the expected growth rates arising from the suspension of the excise rates. The operators believe that the 2 years is adequate time to assess the impact.

- That all operators apply to AFRINIC for IPV6 address blocks (which are free) and activate them.
- That Regulators facilitate the increase in the use of IP communications in the region by adopting the practices of the London and Amsterdam IXPs, which allow an operator to directly connect to exchange points in the respective countries without the need to set up business operations in the country.<sup>2</sup>

## **10. NUMBER PORTABILITY**

Safaricom presented a paper to the Assembly on Number Portability: Regulatory and Commercial Considerations affecting Implementation. The paper touched on the regulatory measures and commercial considerations that regulators and operators should jointly engage in before Number Portability (MNP) is introduced in a particular market. After discussions, the Assembly made the following recommendations:

- Where number portability has not been introduced:
  - (i) The regulator should consider carrying out a cost versus benefit analysis prior to implementation of MNP.
  - (ii) Regulators should identify whether proprietary services will be subjected to porting.
  - (iii) Reasonable time period: Regulators should consider a realistic timeframe for implementing portability and routing. It has been reported that developed countries took between 1 – 3 years to design and implement MNP.
  - (iv) Regulators should share with operators the projected cost of designing and implementing the MNP system for planning purposes.
- Where number portability is to be implemented. In this case:
  - (i) The regulator and operators should jointly discuss regulations/laws/guidelines to govern the number portability process.
  - (ii) Regulators and the operators should jointly agree on the Porting Solution.
  - (iii) Regulator and industry should jointly determine the acceptance criteria for choosing third party vendors of common systems (if required)
  - (iv) Regulator should establish and chair technical and operational forums of all operators to govern the implementation process.
- The regulators and operators should jointly agree on the treatment of Value Added Services/bundled services (money transfer services, loyalty schemes) in the porting implementation process.

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<sup>2</sup> This would reduce costs and delays in routing of IP traffic and free international transmission capacity and allow the operator to collect data on how much traffic is being transmitted within the region and to respective countries.



- **Tariff Transparency:** Regulators and operators should jointly agree on the best mechanism to notify customers that a call is being made to a ported number.

## **11. INFRASTRUCTURE SHARING**

The Assembly reviewed the Report of the EACO Task Force on Infrastructure Access and Connectivity to the High Capacity Cable Systems in East Africa. It was noted that satellite providers were not included in the Guidelines despite the fact that they offer similar services. After discussions, the Assembly made the following observations for consideration by Congress prior to adoption of the Report:

- That no limitation be placed on the availability of capacity as such limitations will negatively affect investment by private entities, who are the majority investors in the cable systems as there is little input from Governments.
- That Regulators encourage private investment in undersea cables as the existing capacity is finite.
- That operators put in place a regional backhaul infrastructure between Mombasa Nairobi, Kampala, Kigali, Bujumbura and Dar-es-Salaam as a complete ring for the traffic between the landing points for the fibre in Mombasa and Dar-es-Salaam.
- That pricing of backhaul capacity be left to market forces and basic commercial principles to allow private entities to recover their investments in the cable.

## **12. HARMONIZATION OF SHORT CODES**

The Assembly reviewed the Report of the EACO Task Force on Numbering. The Assembly discussed the Lake Victoria Emergency Rescue Services short code 110 and noted that it is being used by MTN Uganda for different services, the migration from which remains a challenge for MTN. After discussions, the Assembly made the following recommendation:

- For the Roaming short code, it was agreed that this matter be left to the national regulators and operators to agree on the way forward.

## **13. CONSUMER ISSUES**

Safaricom presented a paper on Consumer Issues to the Assembly. It was noted that no other EACO member state had legislative provisions making operators liable for the access of inappropriate material by subscribers except Kenya. After discussion, the Assembly made the following recommendation:

- It is recommended that Kenya's regulator considers harmonizing the legislation in Kenya with that of EAC member states where an operator is not automatically held liable for transmitting inappropriate content.

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Annette K. Sengendo  
Warid Uganda  
Chairperson  
17<sup>TH</sup> EACO Assembly of Telecommunications Operators

---

Njomo Kamau  
Celtel Kenya Limited  
Rapporteur 1

---

Cyprien Munyakazi  
TIGO Rwanda  
Rapporteur 2

May 3<sup>rd</sup> – 7<sup>th</sup> 2010

**PROGRESS REPORT OF THE 2<sup>ND</sup> CYBERSECURITY TASKFORCE  
MEETING HELD FROM 30<sup>TH</sup> APRIL – 1<sup>ST</sup> MAY 2010 AT UCC, KAMPALA,  
UGANDA**

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**1. PRESENT**

1. Mr. Ambrose Serunjogi (UCC) – Uganda
2. Mr. John Daffa (TCRA) – Tanzania
3. Ms. Connie Francis (TCRA) – Tanzania
4. Mr. Michael Katundu (CCK) – Kenya
5. Ms. Fiona Asonga (TESPOK) – Kenya

**2. OPENING OF THE MEETING**

The meeting took place from 30<sup>th</sup> April to 1<sup>st</sup> May 2010 under the chairmanship of Mr. Michael Katundu who welcomed the participants from Kenya, Uganda and Tanzania.

**3. ADOPTION OF THE AGENDA**

1. Opening of the meeting
2. Adoption of the Agenda
3. Election of the Bureau
4. Review the progress of implementation of the Taskforce work plan
5. Recommended national CERTs setup requirements
6. ITU support towards establishment of national CERTs
7. Recommendations

**4. ELECTION OF THE BUREAU**

The meeting was informed that Kenya was mandated by the Extra-Ordinary Congress to chair the Taskforce. The meeting elected Ms. Connie Francis from TCRA to be the 1<sup>st</sup> Rapporteur and Mr. Ambrose Serunjogi from UCC as the 2<sup>nd</sup> Rapporteur.

## 5. REVIEW THE PROGRESS OF IMPLEMENTATION OF THE TASKFORCE WORKPLAN

The following is the current status of the implementation of the Cybersecurity taskforce work plan as per the Agreed 32 of the 16<sup>th</sup> EARPTO congress:

NO.	ACTIVITY DESCRIPTION	TIMELINE	CURRENT STATUS
1	Benchmark with established Computer Emergency Response Teams (CERTs) on policy, legal and technical requirements for implementation and running of a CERT in at least two countries, one in Africa and another in Europe	July – October 2009	<ul style="list-style-type: none"> <li>Benchmark was conducted in Finland and Hungary</li> </ul>
2	Establishment of National CERTs in each of the East Africa countries as follows:		
	<ul style="list-style-type: none"> <li>Establish national CERTs</li> <li>First meeting of the identified national CERTs stakeholders and constituents</li> </ul>	November 2009 – January 2010	<ul style="list-style-type: none"> <li>Each of the country has identified its constituents and stakeholders</li> <li>EACO Cybersecurity workshop held in Nairobi from 5<sup>th</sup> to 9<sup>th</sup> March 2010</li> <li>ITU/International Multilateral Partnership Against Cyber Threats (IMPACT) workshop on national CERTs establishment held in Kampala from 26<sup>th</sup> to 29<sup>th</sup> April 2010</li> </ul>
	<ul style="list-style-type: none"> <li>Second meeting of the Cybersecurity Taskforce</li> </ul>	February 2010 (Uganda to host)	<ul style="list-style-type: none"> <li>The second meeting was held from 30<sup>th</sup> April to 1<sup>st</sup> May 2010 in Kampala</li> </ul>

<b>NO.</b>	<b>ACTIVITY DESCRIPTION</b>	<b>TIMELINE</b>	<b>CURRENT STATUS</b>
	<ul style="list-style-type: none"> <li>• Submission of the request for technical assistance from ITU and EACO in the following areas:               <ul style="list-style-type: none"> <li>i) Capacity building</li> <li>ii) Manage the tendering process</li> </ul> </li> </ul>	March 2010	<ul style="list-style-type: none"> <li>• Kenya, Tanzania and Uganda have joined the ITU/IMPACT initiative in the establishment of national CERTs</li> <li>• ITU/IMPACT conducted CERT establishment training held in Malaysia from 26<sup>th</sup> to 31<sup>st</sup> July 2009</li> <li>• ITU/IMPACT workshop on national CERTs establishment held in Kampala from 26<sup>th</sup> to 29<sup>th</sup> April 2010</li> </ul>
	<ul style="list-style-type: none"> <li>• Capacity building on the identified national coordination CERT teams/stakeholders</li> </ul>	June 2010	<ul style="list-style-type: none"> <li>• ITU/IMPACT conducted CERT establishment training held in Malaysia from 26<sup>th</sup> to 31<sup>st</sup> July 2009</li> <li>• Internet Corporation for Assigned Names and Numbers (ICANN) and Forum for Incident Response and Security Team ( FIRST) EACO Cybersecurity workshop held in Nairobi from 5<sup>th</sup> to 8<sup>th</sup> March 2010</li> <li>• SYMANTEC EACO Cybersecurity workshop held in Nairobi on 9<sup>th</sup> March 2010</li> </ul>

NO.	ACTIVITY DESCRIPTION	TIMELINE	CURRENT STATUS
	<ul style="list-style-type: none"> <li data-bbox="279 418 1045 540">• Put in place a tender document for supply of equipment, establishment of the CERT and training.</li> <li data-bbox="279 540 1045 630">• Tendering process, evaluation and award.</li> <li data-bbox="279 630 1045 716">• CERT Projects implementation</li> </ul>	<p data-bbox="1071 418 1407 459">August 2010</p> <p data-bbox="1071 540 1407 630">August - November 2010</p> <p data-bbox="1071 630 1407 716">January 2011 onwards</p>	<ul style="list-style-type: none"> <li data-bbox="1428 240 2028 410">• ITU/IMPACT workshop on national CERTs establishment held in Kampala from 26<sup>th</sup> to 29<sup>th</sup> April 2010</li> </ul>
3	Establish Regional coordination East Africa CERT Team (EA-CERT) team	February - March 2011	

## **6. RECOMMENDED NATIONAL CERT SETUP REQUIREMENTS**

ITU/IMPACT national CERTs establishment requirements:

- Premises
- Hardware equipment  
Estimated cost: US\$ 19,300
- Software/ applications/ customization/ training/ implementation / 1 year support  
Estimated cost: US\$ 100,000
- Human resources  
Minimum of three (3) CERT staff

The detailed national CERT setup requirements is in *Annex II*

## **7. ITU SUPPORT TOWARDS ESTABLISHMENT OF NATIONAL CERTS**

ITU's proposed support in the establishment of national CERTs is as follows:

- Funding 30% of the total cost of Software/ applications/ customization/ training/ implementation / 1 year support
- Make available the project team with dedicated human resources to properly follow-up all the implementation phases.
- Facilitate member states access to the Global Response Centre (GRC) of IMPACT and related training
- Facilitate member states access to Electronically Secure Collaboration Application Platform for Experts (ESCAPE) and related training
- Conduct on-site member states pre-assessment exercise, aimed at collecting the requirements, providing initial training and elaborating a work plan for implementation
- Facilitate tailored training to improve the skill set necessary to properly operate a CERT

## **8. RECOMMENDATIONS**

After deliberation by the Taskforce the Taskforce invites the Assembly of Regulators to consider and approve the following recommendations:

- i. Member states establish national CERTs as detailed under item 6;
- ii. Member states should pursue ITU support towards the establishment of National CERTs as detailed in item 7;
- iii. The holding of the third meeting of the Cybersecurity Taskforce in February 2011 in Rwanda to review the progress of the implementation of the work plan;
- iv. The establishment of collaboration frameworks by the national CERTs at the regional and international levels;
- v. The establishment and harmonization of Cybersecurity policies and Cyber laws within the EA region;
- vi. Implementation of the EAC Cyberlaw framework, when adopted;
- vii. The emulation of the United Nations Commission on International Trade (UNCITRAL) Model Laws;
- viii. The need to encourage *EACO member states* who have not joined the EACO Taskforce to do so in order to benefit from the EACO's initiative to coordinate implementation of National CERTs in the EACO region;
- ix. The need to encourage *EACO member states* who have not joined ITU/IMPACT initiative to do so in order to benefit from the ITU's assistance;



**TERMS OF REFERENCE (TOR) of the Cybersecurity Taskforce:**

- i. Facilitate the establishment of National Computer Emergency Response Teams (CERTs) to facilitate internet-wide response to Cybersecurity events and conduct research targeted at improving the security of existing systems. The detailed functions of the CERTs include:
  - To monitor current global Cybersecurity events, and reacting to them;
  - Maintaining situation awareness of Cybersecurity threats and informing of incidents;
  - Giving recommendations, advice and guidelines for improvement of Cybersecurity;
  - Disseminate information on how to manage Cybersecurity incidents;
  - Helping solve Cybersecurity problems;
  - Cooperating with equipment, networks (ISPs, Telecom Operators, etc) and software suppliers;
  - To cooperate with the Police and other relevant law enforcement authorities on issues pertaining to investigation of cybercrimes;
  - Coordinating Cybersecurity cooperation;
  - Monitoring and analysing international Cybersecurity threats and other developments related to them;
  - Maintaining international contacts between authorities in CERT activities;
  - Gathering metrics that will form the basis of regular reports.
- ii. Coordinate response to Cybersecurity incidents at the regional level;
- iii. Establish regional and international partnerships with other national entities involved with the management of Cybersecurity incidents;
- iv. Provide regional Cybersecurity Incident reports annually to EARPTO;
- v. Develop a Vision & Mission of the Cybersecurity Taskforce.

After deliberations the Taskforce proposed the following Vision and Mission:

- **Vision**  
Building confidence and security in the use of cyberspace in the East Africa (EA) region
- **Mission**  
Enhance security of the cyberspace in the East Africa (EA) region through collaboration amongst all the stakeholders

## RECOMMENDED NATIONAL CERT SETUP REQUIREMENTS

The ITU/IMPACT conducted pre-assessment activities and training in a workshop held in Kampala from 26<sup>th</sup> to 29<sup>th</sup> April 2010. The workshop was attended by Uganda, Tanzania and Kenya, and was aimed at facilitating the deployment of national CERT.

The 4 days workshop was meant to provide initial training on the main aspects related to the implementation and operation of national CERT, as well as to conduct a thorough readiness assessment in the concerned countries so as to be able to develop a sustainable work plan for further implementation.

In order to implement national CERTs, the following are the recommended setup requirements:

- Premises are identified
- Hardware equipment is procured
- Human resources are identified
- Budget is secured for the CERT implementation

### 1. Minimum Technical Requirements for Hardware

Type	Quantity	Cost Estimation per unit (USD)	Total
<b>Back-end Server</b> - 2U rack height, Intel Processor 2.0GHz, 8GB of RAM, 500GB of HDD (RAID 1), Network Interface Card No operating system cost, since it would be LINUX installation	3	3,900	11,700
<b>Firewall</b> – (e.g. Cisco ASA 5505-UL-BUN-K9)	2	1,100	2,200
<b>Router</b> - (e.g. Cisco 2811)	1	2,200	2,200
<b>Switch</b> – (e.g. Cisco WS-C2960-24TT-L)	2	1,600	3,200
			19,300

**Note:**

*No specific vendor is preferential. Cisco devices are the one currently used and the estimations has been done on this vendor. Models with similar functionalities*

### 2. Human Resource Requirements

A national CERT will require at minimum 1 Manager and 2 Analysts to be fully functional. Listed below are the typical/ generic job descriptions of these personnel:

i. CERT Manager

<b>Position:</b>	CERT Manager
<b>Supervisor:</b>	General Manager
<b>Qualifications &amp; Experience:</b>	<p>Bachelor's Degree or Master Degree in Computer Science / ICT / Engineering – Electronics, Telecommunications, Computer / any relevant area.</p> <p>Professional certification in any related field such as CISSP / GCIA / GCFA / CEH is an added advantage.</p> <p>Possess at least 5 (five) years of working experience in relevant field.</p>
<b>Personal Qualities:</b>	<p>Good managerial and interpersonal skills.</p> <p>Self-starter and has high sense of urgency in making deliverables and capable of protecting confidentiality of information.</p> <p>Able to prioritize tasks and manage time efficiently.</p> <p>Good personality with ability to work as a team player.</p> <p>Stress durable.</p> <p>Strong analytical skills.</p> <p>Willing to travel on short notice.</p>
<b>Technical Competence:</b>	<p>Possess high degree of interest in ICT security related areas.</p> <p>Sound knowledge on computer hardware.</p> <p>Knowledge of at least 2 operating systems (UNIX and Windows).</p> <p>Knowledge of Internet applications.</p> <p>Knowledge of security risks, threats and vulnerabilities.</p> <p>Knowledge of risk assessments.</p> <p>Knowledge on cryptographic technologies.</p>
<b>Areas of Responsibility &amp; Accountability:</b>	<p>Reports to the General Manager of the CERT.</p> <p>Oversees, supervises and supports the entire workforce under the CERT.</p> <p>Ensures service level commitments.</p> <p>To plan for the business continuity and disaster recovery of the operations.</p> <p>To advice the General Manager on manpower planning and resource allocation.</p> <p>To coordinate with other department heads / stakeholders on technical matters.</p> <p>To produce periodic or ad-hoc reports of high quality on the operations of the CERT.</p> <p>To develop, implement and maintain processes, procedures and guidelines to improve and increase the effectiveness of the operations</p>

	<p>of the CERT.</p> <p>To conduct knowledge sharing sessions among other technical personnel on lessons learnt or new findings.</p> <p>To be aware, comply with and ensure compliance with all CERT's policies, procedures and guidelines.</p>
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ii. Analyst

<b>Position:</b>	Analyst
<b>Supervisor:</b>	CERT Manager
<b>Qualifications &amp; Experience:</b>	<p>Bachelor's degree in Computer Science / ICT / Engineering – Electronics, Telecommunications, Computer / any relevant area.</p> <p>Professional certification in any related field such as GCIA / GCFA / CEH is an added advantage.</p> <p>Possess at least 1 (one) year of working experience in relevant field.</p>
<b>Personal Qualities:</b>	<p>Good interpersonal skills.</p> <p>Self-starter and has high sense of urgency in making deliverables and capable of protecting confidentiality of information.</p> <p>Able to prioritize tasks and manage time efficiently.</p> <p>Good personality with ability to work as a team player.</p> <p>Stress durable.</p> <p>Strong analytical skills.</p> <p>Willing to travel on short notice.</p>
<b>Technical Competence:</b>	<p>Possess high degree of interest in ICT security related areas.</p> <p>Sound knowledge on computer hardware.</p> <p>Knowledge of at least 2 operating systems (UNIX and Windows).</p> <p>Knowledge of Internet applications.</p> <p>Knowledge of security risks, threats and vulnerabilities.</p> <p>Knowledge of risk assessments.</p> <p>Knowledge on cryptographic technologies.</p>
<b>Areas of Responsibility &amp; Accountability:</b>	<p>Reports to the CERT Manager.</p> <p>To plan, execute, assess and monitor all tasks assigned under the CERT.</p> <p>To man the CERT helpdesk and raise tickets for all confirmed probable incidents.</p> <p>To conduct risk assessment and security analysis on the reported incidents.</p> <p>To respond and provide support to the CERT constituents.</p>

	<p>To produce periodic or ad-hoc reports of high quality for every incidents, security threats and vulnerabilities.</p> <p>To develop training modules and technical documentations.</p> <p>To conduct knowledge sharing sessions among other technical personnel on lessons learnt or new findings.</p> <p>To be aware and comply with all CERT's policies, procedures and guidelines.</p>
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### 3. Software requirements:

Description	Amount (USD)
Assessment, Analysis and Recommendation - Project Start Preparation	6,800
Customisation of Training Materials + Training Activity	13,600
Customisation and Development of Processes	30,600
CERT Software Customization	20,400
Installation of CERT Software tools	6,800
Operations and Implementation assessment	6,800
Post implementation phone and e-mail Support (12 months)	15,000
Inclusive of assessment, awareness, planning, design, implementation and support reporting, server hardening, travel and lodging + other misc expenses	
<b>Approximate Total Costs</b>	<b>100,000</b>

### 4. ITU support in the establishment of national CERTs

ITU's proposed support in the establishment of national CERTs is as follows:

- Funding 30% of the total cost of Software/ applications/ customization/ training/ implementation / 1 year support
- Make available the project team with dedicated human resources to properly follow-up all the implementation phases.
- Facilitate member states access to the Global Response Centre (GRC) of IMPACT and related training
- Facilitate member states access to ESCAPE (collaboration platform for Cybersecurity experts) and related training
- Conduct on-site member states pre-assessment exercise, aimed at collecting the requirements, providing initial training and elaborating a work plan for implementation
- Facilitate tailored training to improve the skill set necessary to properly operate a CERT

**GLOSSARY**

**a) A National CERT**

It's a trusted point of contact for a given country at which national stakeholders, regional community as well as international counterparts and network managers can use to report incidents affecting or originating from the country. It needs to be a neutral and independent entity whose task is to operate for the benefit of its own country's citizens, industry and public administration in information security and critical network infrastructure matters. It assumes the ownership of the security incident it coordinates.

National CERTs in general are more approachable by all stakeholders (public, private sector and other users).

**b) A stakeholder:**

This is an individual or group with an interest in the success of the National CERT and its mission. Stakeholders can be those who will report to the CERT, receive help from the CERT, provide funding and sponsorship to the CERT, or interface with the CERT through information sharing or the coordination of incident and vulnerability handling activities.

**c) A constituency:**

These are the people or organizations serviced or supported by the CERT.

**REPORT OF THE ASSEMBLY OF REGULATORS, OF THE 17<sup>TH</sup> EACO CONGRESS HELD AT COMMONWEALTH SPEKE MUNYONYO RESORT IN KAMPALA, UGANDA FROM 3<sup>RD</sup> – 7<sup>TH</sup> MAY 2010**

**1.0 INTRODUCTION**

The 2010 Assembly of Regulators of the East Africa Communications Organization (EACO) took place from 3<sup>rd</sup> to 5<sup>th</sup> May 2010 at Commonwealth Resort Hotel Munyonyo, Kampala, Uganda.

The Assembly reviewed the implementation status of various **Agreeds** of the 16<sup>th</sup> 2009 EARPTO Congress and the Assembly of Regulators meetings that took place at the Kunduchi Beach Hotel in Dar es Salaam, Tanzania in May 2009. 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 17<sup>th</sup> EACO Congress Uganda.

**2.0 ATTENDANCE**

The attendance of the Assembly of Regulators meeting were drawn from EACO Members, namely Burundi, Kenya, Rwanda, Tanzania and Uganda.

**3.0 OPENING OF THE MEETING**

The meeting was opened by the outgoing Chairperson, Dr. Raynold C. Mfungahema from Tanzania. He presented the report of the outgoing Chairperson and presided over the election of the Bureau.

**4.0 REPORT OF THE OUTGOING CHAIRPERSON**

The outgoing Chairman in his remarks thanked the members for the cooperation that was accorded to him during the past one year. He further highlighted the implementation status of the recommendations of the 16<sup>th</sup> EARPTO Assembly as indicated in **Section 7.0** of this report.

**5.0 ELECTION OF THE BUREAU**

Uganda was appointed chair the Assembly and the first Rapporteur was Tanzania with the second Rapporteur being Uganda. The proposals were made by Kenya and seconded by Tanzania.

The Bureau was constituted as follows:

1. Chairperson -Mr. Hodge Semakula -UCC
2. 1<sup>st</sup> Rapporteur -Mr. Erasmo Mbilinyi -TCRA
3. 2<sup>nd</sup> Rapporteur - Ms. Rebecca Mayanja -UCC

## **6.0 ADOPTION OF THE AGENDA**

The Assembly adopted the Agenda attached as **Annex II**

## **7.0 CONSIDERATION OF PREVIOUS ASSEMBLY MEETING REPORT AND MATTERS ARISING.**

The Assembly considered the previous Assembly Report as follows:

### **7.1 16<sup>th</sup> EARPTO Congress**

#### **7.1.1 *Designated Short Code for Emergency Rescue Operations in Lake Victoria***

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

The short code 110 was already reserved for rescue operations in Lake Victoria;

##### **Agreed 1:**

Emphasis on ensuring that there was provision of signal coverage in the whole Lake Victoria.

#### **7.1.2 *Regional Interconnection Guidelines Adoption***

##### **Noted 2:**

Kenya, Tanzania, Uganda and Rwanda adopted and implemented the guidelines. Burundi was yet to adopt and implement them.

##### **Agreed 2:**

Burundi to adopt and implement the guidelines.



### **7.1.3 Definition of the Terms “Subscriber”**

#### **Noted 3:**

Kenya, Tanzania, Uganda, Rwanda and Burundi had adopted the definition of the term “Subscriber” in their guidelines which was defined as “*a person who has used service of telecommunications network at least once in the last 90 (ninety) Days*”

### **7.1.4 Progress of implementation of East African Internet Exchange Point (EAIXP)**

#### **Noted 4:**

(i) Simbanet Tanzania Limited had expressed its intention to withdraw from the project due to emergence of Sub-Marine Cable Systems in East Africa which had made its traffic to drop to zero implying that there was no economic interest in the project.

(ii) The project objectives were still valid and should be maintained.

#### **Agreed 3:**

EACO Taskforce on East Africa Internet Exchange Point (EAIXP) to consider alternative ways of implementing the project.

## **7.2 Reports of Taskforces and Committees**

### **7.2.1 Enforcement Committee**

#### **Noted 5:**

i) While Tanzania had adopted the guidelines, Uganda and Rwanda were in the process of reviewing them and subsequently adopting them.

ii) Kenya had adopted the new guidelines and had incorporated them in its new Regulations.

iii) Burundi was yet to adopt the guidelines.

#### **Agreed 4:**

Burundi to adopt and implement the guidelines to ensure harmonization within the East African region.

### **7.2.2 Preparation for WRC-12**

#### **Noted 6:**

- (i) Representative from EACO member states were attending some of the ITU-R Study Groups that were undertaking studies on various WRC-12 agenda items.
- (ii) Kenya, Uganda, Tanzania and Rwanda had revised their National Frequency Allocation Table in accordance to WRC-07 decisions. Burundi was yet to revise its National Frequency Allocation Table.

#### **Agreed 5:**

Burundi to revise its National Frequency Allocation Table.

### **7.2.3 E-waste Management**

#### **Noted 7**

- i) Uganda and Tanzania were in the process of developing a framework that would address the issues of handling e-waste management.
- ii) Rwanda had made a number of developments to address the issues as follows:-
  - Had set up a dedicated unit to handle e-waste management,
  - Had MOUs with Custom Authority, middlemen and importers,
  - Had concluded a survey on e-waste.

#### **Agreed 6:**

Kenya and Burundi to develop a framework for e-waste management.

### **6.2.4 Unified Licensing: The East African Experience**

#### **Noted 8:**

Uganda, Kenya and Tanzania had unified licensing framework.

#### **Agreed 7:**

Burundi and Rwanda to introduce unified licensing regime to ensure that their regulatory frameworks provided for service and technology neutrality.

## **8.0 PAPER ON E-BANKING-THE KENYA EXPERIENCE**

### **Noted 9:**

- (i) The emergence of various e-banking services in the East African region.
- (ii) The challenges associated with e-banking which include; reluctance of some customers to have trust in the services due to cyber security issues, non-response of some people to effectively use the services due to their traditional way of enjoying to be served by human beings as opposed to the machines, ignorance of some people on e-banking services, computer literacy problems, poor and unreliable technology, lack of proper legislations, cultural issues and many more.

### **Agreed 8:**

- (i) EACO members to speed up the process of developing legal and regulatory framework for e-banking.
- (ii) Regulatory Authorities to facilitate the integration of the various e-banking services across platforms and across the region.
- (iii) Regulatory authorities to liaise with relevant stakeholders including the respective Central banks with the view putting in a place regulatory framework for e-banking.
- (iv) To form a Taskforce led by Kenya and carry out a study on e-banking activities in East Africa region under the following Terms of Reference:
  - (a) Make recommendations on harmonization of specifications of electronic payment (e-payment) systems and interface in the region.
  - (b) Take stock of services, applications and platforms in the e-banking within the region.
  - (c) Make recommendations on the best way of regulating the e-banking services.
  - (d) Report to the next Regulator's Assembly.

## **9.0 REPORTS OF TASK FORCES AND COMMITTEES**

## 9.1 REPORT ON CYBER SECURITY

### **Noted 10:**

- (i) The report presented by the Taskforce on Cyber Security and congratulated the Taskforce for the good work.
- (ii) The current status of implementation of the Cyber Security Taskforce work plan as per Agreed 32 of the 16<sup>th</sup> EARPTO Congress attached as in **Annex III**.
- (iii) The recommended national CERT set up requirement and willingness of ITU to support their establishment.

### **Agreed 9:**

- (i) Member states to establish national CERTs as detailed under item 6 of the Taskforce report in **Annex III**;
- (ii) Member states to pursue ITU support towards the establishment of National CERTs as detailed in item 7 of the Taskforce report;
- (iii) To hold the third meeting of the Cyber Security Taskforce in February 2011 in Rwanda to review the progress of the implementation of the work plan;
- (iv) To establish collaboration frameworks by the national CERTs at regional and international levels;
- (v) To establish and harmonize Cyber Security policies and Cyber laws within the EA region;
- (vi) To implement the EAC Cyber Law framework, when adopted;
- (vii) To emulate the United Nations Commission on International Trade (UNCITRAL) Model Laws;
- (viii) To encourage *EACO* member states who have not joined the *EACO* Taskforce to do so in order to benefit from the *EACO*'s initiative in coordination and implementation of National CERTs in the *EACO* region;
- (ix) To encourage *EACO* member states who have not joined ITU/IMPACT initiative to do so in order to benefit from the ITU's assistance;

## **9.2 INFRASTRUCTURE ACCESS AND CONNECTIVITY TO HIGH CAPACITY CABLE SYSTEMS IN EAST AFRICA**

### **Noted 11:**

- (i) The report as presented by Uganda and congratulated the Taskforce for the job well done.
- (ii) The proposed *Guidelines for Interstate Connectivity and Access to the High Capacity Systems in the East Africa region* as presented by the Taskforce.

### **Agreed10:**

- (i) To adopt the guidelines.
- (ii) To share the Guidelines with other Assemblies.

## **9.3 INFRASTRUCTURE SHARING**

### **Noted 12:**

The Committee on Infrastructure sharing had not completed the assignment due to various reasons including Committee members' involvement in other EACO assignments.

### **Agreed 11:**

The Committee to complete this assignment within three months from the time of this Congress.

## **9.4 Numbering**

### **Noted 13:**

- (i) The report by the Numbering Taskforce and commended for its good work.
- (ii) The Taskforce proposal that each country should only be assigned one color code which can then be used along the border.
- (iii) In case a country requests for the second colour code, then it could be assigned a code of a country with which it does not share a border or be assigned a code from among the spare ones.
- (iv) The Maritime Rescue Coordination Centre (**MRCC**) was being set-up in Mwanza (Tanzania) and in the short term the MRCC will be

located at the 4<sup>th</sup> Floor, NSSF Building, Kenyatta Road, in Mwanza. It should be noted that all **110** calls will be routed to the MRCC in the NSSF Building in Mwanza.

**Agreed12:**

- (i) That the following harmonized Network Color Codes be considered and approved by the Congress;

a. Spare	0
b. Spare	1
c. Kenya	2
d. Uganda	3
e. Tanzania	4
f. Burundi	5
g. Rwanda	6
h. Spare	7

- (ii) EACO collaborates with Lake Victoria Basin Commission of the East African Community (EAC) in the process of implementation of Marine Rescue Coordination Centre (MRCC).

## **9.5 Consumer Issues**

**Noted14:**

- (i) The report of the Committee on consumer issues and commended for its work.
- (ii) Work in progress included;
- (a) Development of Joint Consumer Education Content,
  - (b) Development of guidelines for provision of services to people with special needs,
  - (c) Benchmarking and Sharing knowledge on consumer issues in the region,
  - (d) Development of agenda on consumer interests regionally that need international focus and support,
  - (e) Creating harmony in complaints handling in the region,
  - (f) Quality of Service and Quality of Experience.
- (iii) The development of draft Guidelines to ensure the availability of Consumer Care Services to consumers from partner states, which

will be circulated for comments.

- (iv) The development of draft Guidelines on marketing communications, which will be circulated for comments.

**Agreed 13:**

- (i) To urge NRAs/Relevant Authorities to work together to formulate regulatory frameworks and policies/guidelines on roaming within the region with emphasis on;
  - a) Making it mandatory for operators to provide information on roaming tariffs either by SMS, access through their websites or through both channels.
  - b) Establishing a framework for dealing with cross-border consumer complaints in the Region.
- (ii) Member countries to ensure that views of consumers were included in the development of policy framework on e-waste management.
- (iii) To modify the ToR of the taskforce as follows:-
  - a) To merge ToR No. 6 on Regional Benchmarking and ToR number 11 on benchmarking with other regions into one ToR namely "*To Benchmark on Consumer Issues in the region and beyond*"
  - b) To merge ToR No. 5 with ToR No. 6 into ToR No. 5

## **9.6 POSTAL REGULATION**

**Noted15:**

Report of the Taskforce on Postal Regulation.

**Agreed14:**

- (i) EACO Member countries to nominate representatives to the Taskforce, whose names should reach Communications Commission of Kenya (CCK) by mid June 2010 so as to start consultations.
- (ii) The Taskforce to hold its first meeting before end of September 2010 at the venue to be agreed upon,
- (iii) The Taskforce to be given the flexibility to expand its TORs as appropriate in fulfilling its mandate.

## **10.0 REPORTS ON PARTICIPATION IN INTERNATIONAL MEETINGS**

### **10.1. INTERNATIONAL TELECOMMUNICATION UNION (ITU)**

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

##### **Noted 16:**

- (i) The Report by Uganda on ITU-T Study Group 17 on telecommunication security, identity management, languages and description techniques,
- (ii) The active participation of EACO Members in the Study Group and urged them to keep the spirit.

#### **10.1.2 ITU-T Study Group 2**

##### **Noted17:**

- (i) The report by Tanzania on ITU-T Study Group 2 on numbering,
- (ii) The nomination of Eng. James M. Kilaba as one of the Senior ITU Expert to conduct a workshop on Numbering Planning and Convergence Issues held in Accra, Ghana from 28<sup>th</sup> to 30<sup>th</sup> April 2010.
- (iii) A workshop on future numbering for implementation WTSA-08 Resolution 60 (Johannesburg,2008) that is being organized by ITU -T SG2 on 8<sup>th</sup> November 2010 in Geneva, Switzerland.
- (iv) EACO standardization Group has been adopted and approved by ITU-T SG 2 and a web page has been created and activated as  
<http://www.itu.int/ITU-T/studygroups/como2/rg2eaco/index.html>

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

- (i) EACO Standardization Group to make necessary preparations for effective participation in the workshop that was being organized by ITU -T SG2 on 8<sup>th</sup> November 2010 in Geneva, Switzerland,
- (ii) EACO Standardization Group to ensure the web page was



loaded with relevant information and materials.

### **10.1.3 ITU-T Study Group 13**

#### **Noted 18:**

- (i) The Report by Uganda on ITU-T Study Group 13 on future networks, NGN, mobility management and fixed mobile convergence.
- (ii) Active participation by all other EACO members except Burundi in the Study Group meetings.

### **10.1.4 ITU-R Study Group 1**

#### **Noted 19:**

The report by Kenya on ITU-R Study Group 1 on spectrum management.

#### **Agreed 16:**

Member countries to participate and make contributions to ITU SG 1 meetings.

### **10.1.5 Telecommunication Development Advisory Group(TDAG)**

#### **Noted 20:**

- (i) The Report by Tanzania on TDAG which was an advisory body of the ITU-Development sector (BDT).
- (ii) The functions of TDAG which include:-
  - (a) Implementation of reports of the Bureau, study groups, working group on Private Sector Issues (WGPS), working Group on Human Resources Development (WGHRD) and proposals from Member States and Sector Members.
  - (b) Reviews and proposes study group questions to be discussed by the World Development Conference.
- (iii) Work in progress by TDAG and WTDC

#### **Agreed 17:**

- (i) EACO countries both individually and collectively to

prepare proposals to the World Telecommunication Development Conference (WTDC) on issues which are crucial to the development of the ICT sector in their respective countries.

- (ii) Member countries to participate and make contributions to TDAG meetings.

### **10.1.6 ITU-T Study Group 3**

#### **Noted 21:**

The report by Kenya on ITU-T Study Group 3 on tariff and accounting principles.

#### **Agreed 18:**

Member countries to participate and make contributions to ITU SG 3 meetings.

## **10.2 INTERNET CORPORATION FOR ASSIGNED NAMES AND NUMBERS (ICANN)**

#### **Noted 22:**

- (i) The report on the Nairobi ICANN Meetings held on 7<sup>th</sup> to 12<sup>th</sup> March 2010.
- (ii) Active participation of EACO members in the meeting.
- (iii) The re-delegation process of ccTLDs in Kenya and Tanzania had been completed.
- (iv) The management of ccTLDs in Uganda, Rwanda and Burundi were being reviewed.

#### **Agreed 19:**

- (i) EACO member countries with pending ccTLD re-delegation issues to liaise with ICANN in order to resolve their re-delegation issues.
- (ii) EACO member countries to lobby for the cost of the new gTLD applicants program to come down. Currently one needs at least US\$ 185,000 to operate a gTLD registry.

- (iii) EACO members to create awareness about the new gTLD ICANN program and encourage their constituents to apply for new gTLDs when the new gTLD program was effected.
- (iv) EACO members to follow-up on the developments in the new gTLD area.
- (v) EACO members to follow-up on ICANN cyber Security initiatives, especially the DNS-CERT program that ICANN was working on. This will enable the EACO members to take into consideration issues of DNS security while implementing national CERTs in the region.

### **10.3 THE NAIROBI POSTAL STRATEGY (NPS)**

#### **Noted 23:**

- (i) The presentation by Kenya on NPS, its purpose, status of its implementation within the East Africa region and recommendations and the way forward.
- (ii) Poor implementation of NPS by EACO Member countries and Africa as a whole.

#### **Agreed 20:**

To urge the relevant stakeholders (Governments, Regulators and Operators) in Member countries to play their respective roles in speeding up the implementation of NPS.

### **11.0 REPORTS ON THE REGIONAL PREPARATION OF INTERNATIONAL MEETINGS**

#### **11.1 WORLD RADIOCOMMUNICATION CONFERENCE 2012 (WRC-12)**

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

- (i) Presentation by Tanzania as a coordinator of EACO Taskforce on WRC -12 preparations.
- (ii) The Taskforce held two meetings in Tanzania and Burundi respectively, and harmonized EAC preliminary view on WRC-12 agenda items.
- (iii) Kenya, Uganda and Tanzania participated and presented EAC

harmonized preliminary views to the ITU-ATU African group information meeting held in Geneva from 14<sup>th</sup> to 16<sup>th</sup> September 2009.

- (iv) The Taskforce agreed on its working programme and proposed recommendations for consideration by EACO Assembly of Regulators.

**Agreed 21:**

- (i) EACO Taskforce to continue with meetings for preparations of WRC-12 after every four to five months on a rotational basis among the EAC Partner States.
- (ii) The EACO Administrations to facilitate their NPC members' participation in the ITU-R Studies which allows close follow-up of WRC-12 agenda related studies information on the outcome.
- (iii) The EACO Administrations to facilitate preparation and participation of their respective NPC members to EACO Task Force meetings.
- (iv) Member states to identify and submit agenda items to the EAC Partner States in relation to the level of usage of spectrum identified in the WRC-12 agenda items and compilation of the same as agreed at the 2<sup>nd</sup> EACO Task force meeting.
- (v) EACO members to host and facilitate members to participate in joint meetings between SADC and EAC to discuss agenda items that are of common interest.
- (vi) To develop a harmonized position on digital broadcasting services in the band 470-862MHz.

**11.2 WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE (WTDC) 2010**

**Noted 25:**

- (i) The report by Uganda on African Common Proposals for the World Telecommunication Development Conference (WTDC – 10) due to take place in Hyderabad India from 24 May to 4 June 2010.
- (ii) Uganda had submitted the African Common Proposals to ITU for translation into the six official languages of the ITU.

- (iii) The decision by the African Region to nominate Uganda to coordinate the African Region during the conference and present the African Common Proposals in the conference on behalf of the African Region.

**Agreed 22:**

- (i) Given the importance of the WTDC-10 and its sideshows, EACO member states are urged to actively and adequately participate in this conference.
- (ii) To support the African Common Proposals WTDC -10 in Hyderabad, India.
- (iii) To endorse the African Common Proposals as requested by ATU in its circular letter to all African Administrations

**11.3 PLENIPOTENTIARY 2010**

**Noted 26:**

- (i) The request for support by Kenya to Mr. Stanley K. Kibe who has been nominated by the Government of Kenya to vie for a position of ITU Radio Regulation Board Member during the Plenipotentiary 2010 .
- (ii) Tanzania, Kenya, Uganda and Rwanda vie for a position in the ITU Council.

**Agreed 23:**

EACO Member states to support Kenya`s candidature to the position of Radio Regulations Board Member during the Plenipotentiary 2010.

**11.4 CONFERENCE OF COMMONWEALTH POSTAL ADMINISTRATION (CCPA 2010)**

**Noted 27:**

Invitation by Uganda for CCPA 2010 which will be held in Kampala from 17<sup>th</sup> to 20<sup>th</sup> September 2010.

## **12.0 REGULATORS EXPERIENCE IN REGULATING TELECOMS AND BROADCASTING SERVICES IN A CONVERGED TECHNOLOGY ENVIRONMENT**

### **Noted 28:**

- (i) The Presentations by Uganda, Kenya, Tanzania, Burundi and Rwanda on their experiences in regulating communications in the converged technology environment.
- (ii) The position by Rwanda and Burundi not to converge their licensing framework due to historical factors.

## **13.0 EMERGENCY AND DISASTER RELIEF MANAGEMENT**

### **Noted 29:**

- (i) The report by Tanzania on emergency disaster relief management.
- (ii) The positive outcomes of the two workshops on Emergency and Disaster Relief Management held in Tanzania and Uganda respectively.

## **14.0 DISCUSSION ON THE ITU-T SG12 &SG5 RG**

### **Noted 30:**

- (i) The report by Kenya on its participation in ITU-T Meetings and Implementation of WTSA -08 resolutions.
- (ii) The invitation by Kenya to EACO members to participate in the forthcoming ITU-T SG 12 and SG 5 regional groups meeting for Africa to deliberate on matters of performance, quality of service/Quality of experience, EMF, environment and climate change. The meeting will take place from 26<sup>th</sup> to 31<sup>st</sup> July 2010.

## **15.0 SIM CARD REGISTRATION**

### **Noted 31:**

- (i) The paper by Tanzania on the status of SIM card registration in Tanzania.
- (ii) The challenges being faced during the implementation of the exercise of SIM Card registration.

### **Agreed 24:**

- (i) EACO member to benchmark with Tanzania on the issue of SIM card registration.
- (ii) Operators to finalize implementation of EIR in their networks.

## **16.0 TANZANIA`S EXPERIENCE ON INTERCONNECTION DETERMINATION REGIME**

### **Noted 32:**

- (i) The paper by Tanzania on its experience on interconnection determination regime.
- (ii) The challenges Tanzania had faced in implementing seven determinations on interconnection.

### **Agreed 25:**

Each Member state through the NRAs to build capacity and achieve efficiency in regulation in this area.

## **17.0 CONSUMER COMPLAINTS MANAGEMENT**

### **Noted 33:**

- (i) The paper by Tanzania on consumer complaint management.
- (ii) The challenges Tanzania has been experiencing in handling consumer complaints issues.

### **Agreed 26:**

- (i) EACO Member countries to consider putting in place relevant policies and legislations on consumer protection,
- (ii) EACO Member state to consider the use of Alternative Dispute Resolution (ADR) mechanism in handling consumer complaint issues in their respective countries.

## **18.0 DEVELOPMENT OF NEW ADDRESSING AND POST CODES SYSTEM IN TANZANIA**

### **Noted 34:**

- (i) The progress by Tanzania in implementing the New Addressing and Post Code System,
- (ii) The contribution of a New Addressing and Post Code System to the delivery of postal services and improving efficiency of other sectors.

### **Agreed 27:**

- (i) Regulators to take more interest and spearhead the Project on New Addressing and Post Code System,
- (ii) Regulators to seek support of Government in implementation of the project;
- (iii) Member states to benchmark with other countries which were implementing New Addressing and Post Code System.

## **19.0 ADOPTION OF THE REPORT**

The Rapporteurs presented their draft report which was reviewed and corrected. Following a proposal by Rwanda and seconded by Burundi, the Report of the Assembly of Regulators was adopted.

## **20.0 AOB**

### **20.1 EXECUTIVE LEADERSHIP, STRATEGIES PLANNING AND ORGANIZATION DEVELOPMENT IN UTILITIES WORKSHOP FOR THE EAST AND SOUTH AFRICAN REGION**

#### **Noted 35:**

The Public Utility Research Centre (PURC), University of Florida with support from Uganda Communications Commission (UCC) has organized the first Executive Leadership, Strategic Planning and Organization Development Workshop from 22-23<sup>rd</sup>, July 2010 in Kampala. All EACO members were encouraged to participate.

### **20.2 MONITORING TOOLS FOR TELE-TRAFFIC MONITORING SYSTEM (TMS)**

#### **Noted 36:**

- (i) The need to consider the long run management strategy for regulating traffic and the transparent management of incoming international traffic following the liberalization and privatization of our respective national telecommunications sector and gateways.
- (ii) Also the need to take into account a number of obvious challenges including but not limited our countries' vulnerability to international traffic fraud especially with the use of technologies like VoIP, the deteriorating state of Quality of Service due to traffic congestion

#### **Agreed 28**



To form a Taskforce chaired by Rwanda to coordinate this activity and report to the next Assembly of Regulators.

### **20.3 EACO PAPERS**

#### **Noted 37:**

There is no standardized format of EACO papers.

#### **Agreed 29:**

There was need to develop a standardized format of EACO papers.

### **21.0 DATE AND VENUE FOR THE NEXT MEETING**

The next meeting of the Assembly of Regulators will be held Kigali, Rwanda. The dates and the venue to be communicated later on.

### **22.0 VOTE OF THANKS**

Kenya moved a vote of thanks to the Chairperson of the Assembly of Regulators for the way he handled and managed the meeting. He also thanked the Rapporteurs for their good work that enabled the Assembly to transact and complete its agenda. The Chairperson similarly thanked member for their participation and resourceful contributions. He appealed to the relevant Taskforce Committees to regularly meet and not wait for the next Congress.

### **23.0 CLOSING OF THE MEETING**

The meeting was closed at 13.40hrs.

---

Hodge Semakula  
**CHAIRMAN**

---

Erasmo A.Mbilinyi  
**1<sup>ST</sup> RAPPORTEUR**

---

Rebecca Mayanja  
**2<sup>ND</sup> RAPPORTEUR**

This day of 6<sup>th</sup> May 2010

**REPORT OF THE ASSEMBLY OF BROADCASTERS, OF THE 17<sup>TH</sup> EACO CONGRESS HELD AT COMMONWEALTH SPEKE MUNYONYO RESORT IN KAMPALA, UGANDA FROM 3<sup>RD</sup> – 7<sup>TH</sup> MAY 2010**

**1.0 INTRODUCTION**

The 2010 Assembly of Broadcasters of EACO was held in Kampala at Speke Resort Munyonyo from 3<sup>rd</sup> -5<sup>th</sup> May 2010 and was attended by participants from the five member states, the composition of which was Regulators and Broadcaster operators. The list of participants is attached as Annex I

**2.0 OPENING REMARKS**

The meeting was opened by the outgoing Chairman, Mr. N. Habbi Gunze

**3.0 AGENDA**

The meeting agenda was presented and adopted as presented in annex II

**4.0 ELECTION OF THE BUREAU**

In accordance with the Rules of Procedures of the EACO constitution, the Assembly elected the following members to the Bureau;

1. Mr. Kagwa Meddy, Chairperson
2. Mr. N. Habbi Gunze, Vice Chairperson
3. Mr. Charles Thomas, 1<sup>st</sup> Rapporteur
4. Mr. Geoffrey Sengendo, 2<sup>nd</sup> Rapporteur

**5.0 CONSIDERATION OF THE 2009 BROADCASTING WORKING COMMITTEE REPORT HELD BETWEEN 25<sup>th</sup> -29<sup>th</sup> MAY 2009 AT KUNDUCHI BEACH HOTEL, DAR ES SALAAM AND MATTER ARISING.**

The report was presented and matters arising were discussed.

**5.1 RECRUITMENT OF MEMBERS**

**Noted 1:**

Little progress has been made in terms of recruitment of new members to the Assembly.

**Noted 2:**

The 1<sup>st</sup> Assembly of broadcasting operators has not been convened due to limited membership.

**Noted 3:**

A number of broadcasting operators from Uganda, Rwanda and Tanzania participated as observers.

**Agreed 1:**

Regulators of each EACO member state to put more efforts in encouraging broadcasters to join and participate in assembly of broadcasting operators.

**Agreed 2:**

Regulators to make available the EACO constitution to prospective members.

**Agreed 3:**

EACO regulators to report the progress of recruitment within three months after the 17<sup>th</sup> EACO Congress and thereafter the chairman in consultation with regulators will convene the assembly of broadcasting operators

**6.0 CONSIDERATION OF THE REPORT OF THE BROADCASTING TECHNICAL TASK FORCE.**

**Noted 1:**

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

**Noted 2:**

The taskforce has made considerable progress and submitted the report to the assembly.

**Noted 3:**

The taskforce still has some pending issues to accomplish.

**Agreed 1:**

To adopt the report of the Taskforce.

**Agreed 2:**

The Chairman of the Taskforce to submit the report to the 17<sup>th</sup> EACO congress for **NOTING** and **APPROVAL** of its recommendations.

**Agreed 3:**

The continuation of the Taskforce, in order to let it accomplish the pending issues as well as emerging issues and report in the next Congress.

**7.0 COUNTRY REPORTS ON PROGRESS ON MIGRATION FROM ANALOGUE TO DIGITAL BROADCASTING.**

**Noted 1:**

## **Uganda Progress**

Uganda formulated a draft analog to digital migration strategy that is pending approval by cabinet.

Three pilot licenses have been issued of which two are operational.

The switch off date is set at Dec 2012.

### **Noted 2:**

#### **Tanzania progress**

**2008:** the TCRA formed a Work Group on Digital Broadcasting within the Authority to work on digital plan, Set-Top-Boxes (STB) policy, licensing framework of MUX and legal framework for digital broadcasting.

**September, 2009:** Three (3) MUX applications were approved.

On 24<sup>th</sup> March, 2010: one license was granted as National Facilities license and assigned 3 UHF Channels

**2009/2010 and 2010/2011:** Public Awareness Campaign planned (Communication Strategy in place)

**2010:** The President of the United Republic of Tanzania has asserted the new Legislation (EPOCA) and Digital Broadcasting Regulations are in final touch before submission to the Minister for Communications, Science and Technology for ratification.

### **Noted 3:**

#### **Kenya Progress**

Status of implementation of digital broadcasting in Kenya was noted. A multi-stakeholder Digital Transition Committee has been established to oversee the implementation of digital terrestrial broadcasting in Kenya. The migration is being funded by the government and Kenya Broadcasting Corporation (KBC) who are the broadcast signal distributor are implementing the rollout in phases. The pilot phase comprising of MPEG 4 DVB-T multiplex with capacity of 16 programmes was launched in Nairobi in December 2009 and existing broadcasters are accommodated free of charge. Waiver of taxes on set top boxes has been proposed. The current legislation and regulations caters for digital migration and licensing of broadcast signal distributors.

### **Noted 4:**

#### **Rwanda progress**

Proposal on the Broadcasting Policy which will serve as a regulatory instrument for terrestrial digital broadcast has been submitted to the Minister for further approval by the cabinet

The new draft for both studio permits and signal distributor license is under preparation to enable content services providers to comply with quality of services and standards for studio construction and equipments used for content production.

Rwanda is expecting to switch off analogue systems by March, 2011

RURA has organized several meetings with broadcasters as part of the Public awareness campaign

The arrangement of subsidization of the Set Top Box is still under process. RURA is awaiting the ICT survey report to establish statistics of the current analogue television receiving sets and ICT penetration

**Noted 5:**

**Burundi progress**

Migration from analogue to digital broadcasting in Burundi is planned to be over by latest December 2012.

The law of electronic communications is now under review. It will take into account legal and regulatory framework in digital environment; the fund mobilization for migration to digital broadcasting.

In 2007; the Government of Burundi has decided to waiver duty tax on digital communications equipments including the Set Top Boxes.

**8.0 ADOPTION OF THE REPORT TO THE CONGRESS**

The report of the assembly was adopted for presentation to the 17<sup>th</sup> EACO congress.

**9.0 AOB**

There was no any other business. The chairman closed the meeting

Mr. Kagwa Meddy  
**CHAIRMAN**

Mr. Charles Thomas  
**RAPPOURTER**

## ANNEX XVII



UGANDA  
COMMUNICATIONS  
COMMISSION



# **“EACO BROADCASTING STANDARDS – TRANSMISSION STANDARDS AND MINIMUM TECHNICAL SPECIFICATION FOR TERRESTRIAL DIGITAL BROADCAST”**

2<sup>ND</sup> SEPTEMBER, 2009, KIGALI – RWANDA

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## 1. INTRODUCTION

### 1.1 Background

The East African Administrations have planned to implement the Digital Switch over by latest December 2012. In taking positive strides towards the successful migration from analogue to digital terrestrial broadcasting, it is recognized that the need for harmonization of the broadcast transmission standard and the setup box minimum specifications is paramount. This document therefore spells out the recommended parameters associated with the broadcast transmission standard and the minimum basic features and technical specifications of the setup box. In developing the broadcast standard, the need for compliance of the transmission standard with the GEO6 plan was a key consideration whilst for the development of the technical specifications of the set up box, the need for a low cost solution taking into account our economic situation was key. It must be noted, that DTT transmissions in East Africa shall use MPEG-4 and cognizant of the need for low cost, conditional access features for the setup box have not been considered. Further noting the low penetration of grid power in East Africa, it is recommended that the Set up box works with a DC external AC adaptor. In terms of the spectrum requirements, 174-230 MHz and 470-806 MHz have been considered. This is cognizant of the fact that all EAC administrations carried out their GEO6 Planning within that range and are following the results that are analyzing the introduction of mobile services within the 806-862 range.

### 1.2 Definitions and abbreviations

API	Application Programming Interface
AFD	Format Descriptor
ATM	Asynchronous Transfer Mode
AV	Audio Video
BER	Bit Error Ratio
C/N	Carrier to Noise ratio
CA	Conditional Access
CAT	Conditional Access Table
CI	Common Interface
CRC	Cyclic Redundancy Check
CVBS	Composite Video Baseband Signal
COFDM	Coded Orthogonal Frequency Division Multiplex
DTT	Digital Terrestrial Television
DVB	Digital Video Broadcasting
DVB-T	DVB-Terrestrial
EAC	East African Community
EPG	Electronic Programme Guide
FFT	Fast Fourier Transform
IDTV	Integrated Digital TV

IEC	International Electrotechnical Commission
IP	Internet Protocol
IRD	Integrated Receiver STB
ISO	International Organisation for Standardisation
JTC	Joint Technical Committee
LCN	Logical Channel Number
MAC	Medium Access Control
MFN	Multi Frequency Network
MHEG	Multimedia and Hypermedia information coding Experts Group
MPEG	Moving Pictures Expert Group
NIT	Network Information Table
NVOD	Near Video On Demand
OSD	On Screen Display
PAL	Phase Alternating Line
PID	Packet IDentifier
PMT	Program Map Table
PR	Protection Ratio
PSI	Program Specific Information
QAM	Quadrature Amplitude Modulation 10
QEF	Quasi Error Free
QPSK	Quaternary Phase Shift Keying
OSD	On-screen display
RAM	Random Access Memory
RF	Radio Frequency
RMS	Root Mean Square
RST	Running Status Table
SDT	Service Description Table
SDTV	Standard Definition Television
SFN	Single Frequency Network
SI	Service Information
S/PDIF	Sony/Philips Digital Interface
STB	Set-top box
SW	Software
TDT	Time and Date Table
TOT	Time Offset Table
TPS	Transmission Parameter Signalling
TS	Transport Stream
TV	Television
UHF	Ultra-High Frequency
USB	Universal Serial Bus
VCR	Video Cassette Recorder
VHF	Very-High Frequency

## 2. TRANSMISSION STANDARDS FOR DIGITAL TERRESTRIAL TELEVISION

DVB-T is the adopted transmission standard for digital terrestrial television in the region. This adopted standard fully complies with technical specifications described in ETSI EN 300744. However, member states shall be free to adopt enhancements of this standard. Some of the key parameters to be complied with are highlighted below:

### 2.1 Transmission parameters applicable for DTT

- a) Fast Fourier Transform (FFT) length**, which specifies the number of carriers (2k and 8k);
- b) Carrier modulation** (QPSK; 16-QAM; 64-QAM);
- c) Code rate of inner error protection** (1/2, 2/3, 3/4, 5/6, 7/8);
- d) Guard interval length** (1/4, 1/8, 1/16, 1/32);

#### **e) Video Compression Standard**

The EA member states shall adopt the use of MPEG-4 for efficient usage of spectrum. The member states that are currently using MPEG-2 are encouraged to upgrade to MPEG-4. (Revise H.264 by ITU)

#### **f) Channel bandwidth**

The EA member states shall continue to use the channel bandwidth based on GE06 frequency plan.

#### **g) Upper limit of band V**

EA member states shall plan for terrestrial digital television services in band V within the frequency range of 470 MHz to 806 MHz. However, member states are encouraged not to license broadcasting services in the frequency range of 790 MHz to 806 MHz until the ITU studies on compatibility between broadcasting and other services are concluded.

#### **h) Use of band III**

Due to the constraints currently faced in FM band, member states are encouraged to reserve band III (174 MHz to 230 MHz) for Digital Sound Broadcasting only.

#### **i) DVB-T Network Topology**

EA member states shall use the DVB-T network topology specified in the GE06 plan that is SFN, MFN, or Hybrid.

## **j) Signal Transmission techniques**

EA member states shall use OFDM and COFDM techniques for terrestrial digital television services.

### **3. MINIMUM TECHNICAL SPECIFICATIONS FOR SET TOP BOXES**

#### **3.1 The STB Basic features:**

- i. Auto and manual search modes
- ii. MPEG-4/ H.264 compliant
- iii. Signal Quality Level indicator
- iv. Parental Lock
- v. Aspect ratio 4:3 and 16:9
- vi. S/PDI
- vii. RS232 port for software upgrade or V.24
- viii. Electronic Program Guide
- ix. Full function standard IR remote control, using AAA size battery.
- x. Operating temperature 0 – 45°C
- xi. Languages: English, French, Swahili
- xii. PAL I/B/G auto conversion
- xiii. Maximum (up to) 800 channels receivable and storable
- xiv. Favorite channel list editing
- xv. Warranty: 1 year. Epidemic failure and repair facility has to be considered
- xvi. Owner's Manual.

#### **3.2 The STB technical specifications**

##### **i) Tuner:**

- 1) Guard interval: 1 / 4, 1 / 8, 1 / 16, 1 / 32

- 2) FEC modes rates: 1 / 2, 2 / 3, 3 / 4, 5 / 6, 7 / 8
- 3) Input connector: IEC 169 - 2 female
- 4) Frequency range: 174 -230 MHz, 470 - 806MHz
- 5) Demodulator: COFDM 2k / 8k carrier
- 6) Channel bandwidth: 7, 8 MHz

**ii) MPEG TS A / V decoder:**

- 1) Video resolution: 725 x 576, 720 x 480
- 2) Audio decoding: MPEG / MusiCam layer I and II
- 3) Audio mode: single / dual mono / stereo / joint stereo
- 4) Input bit rate: 4.98 - 31.67Mbps for 8 MHz channel
- 5) Transport stream: MPEG - 2 ISO / IEC 13818 MPEG - 2 (MPEG-4/ITU –T H.264 AVC)
- 6) Video format: 4:3, 16:9 letter box

**iii) A / V and data input / output:**

- 1) Audio: 1 coaxial S / PDIF output
- 2) Mono and Stereo audio output
- 3) Data port: 1 RS232, 9 pin D - Sub type

**iv) System resources:**

- 1) Flash memory: 16 MB
- 2) SDRAM: 8MB

**v) Power Supply:**

- 1) Input voltage: 220 V AC,  $\pm 10\%$ , 50Hz
- 2) Power consumption: max. 15W
- 3) External AC adaptor for 12V DC.
- 4) Over and under voltage protection
- 5) Overheating protection

**vi) DTT tuner/Demodulator**

Modulation constellation: QPSK, 16-QAM, 64-QAM  
Outer Coding Rc:  $\frac{1}{2}$ ,  $\frac{2}{3}$ ,  $\frac{3}{4}$ ,  $\frac{5}{6}$ ,  $\frac{7}{8}$   
Guard Interval  $\Delta/T_u$ :  $\frac{1}{4}$ ,  $\frac{1}{8}$ ,  $\frac{1}{16}$ ,  $\frac{1}{32}$   
Transmission mode: 8k, 2k

**vii) Frequency bands**

-VHF Band III (174 - 230MHz)

- UHF Band IV (470-606 MHz)
- UHF Band V (606-806 MHz)

### **viii) Automatic tuning and manual tuning**

The STB shall be capable of performing automatic tuning over the whole frequency range supported. The STB shall display a given service only once in the service list. It is recommended that the complete search function should take no more than 5 minutes. In addition to automatic tuning, the STB shall be capable of manual tuning where the channel id is entered by the viewer.

### **ix) SFN and MFN**

The STB shall be capable to support SFN and MFN network operations, using any allowable combination of modulation and transmission parameters.

### **x) Noise Figure and return loss**

The STB front end shall exhibit a maximum noise figure of 7 db across the operational frequency range. Input return loss measured at the antenna input Shall be 6dbmin (75ohms) across the operational frequency range. (check GE06)

### **xi) Maximum Frequency Offset**

The STB shall be able to receive signals with an offset of up to 125 kHz from the nominal centre frequency.

### **xii) C/N Performance**

The performance requirements used in this section refer to the QEF definition provided in EN 300 744 rev R1.4.1, where Quasi Error Free (QEF) means less than one uncorrected error event per hour. This requirement corresponds to BER = 10<sup>-11</sup> at the input of the MPEG demultiplexer.

### **xiii) Minimum STB Input Signal Levels**

The STB shall provide QEF reception in both UHF Bands IV and V, for the minimum signal levels (P<sub>min</sub>) derived as follows:  $P_{min} \text{ (dBm)} = -105.2 \text{ dBm} + \text{NF (7 dB)} + \text{C/N (dB)}$ .

### **xiv) Maximum STB Input Signal Levels**

The STB shall provide QEF reception for DVB-T signals up to an input level of -35dBm maximum; in the presence of an analogue TV signal input level of -20dBm maximum (defined as the rms value of the vision carrier at peaks of the modulated envelope). This maximum DVB-T signal input level is valid for the following combination of modes:

8k, 64-QAM, R=2/3,  $\Delta/T_u=1/8$   
8k, 64-QAM, R=2/3,  $\Delta/T_u=1/4$   
8k, 64-QAM, R=3/4,  $\Delta/T_u=1/4$

#### **xv) C/(N+I) Performance in SFNs**

The receiver shall allow a reception of the DVB-T signal in an environment with echoes according to EN 300744.

#### **xvi) Response to Changes in Modulation**

The STB shall recover automatically from changes in modulation parameters, continuing to output an error-free transport stream after recovery. Recovery shall take no more than one second for any one change.

#### **xvii) Dynamic PMT (Program Map Table)**

The receiver shall be able to handle dynamic changes in the Program Map Table (PMT).

The receiver shall handle dynamic PMT changes in correct manner and also certain additional restrictions shall be observed:

Dynamic changes in the PMT shall not produce any disturbances in the Audio/Video output.

In case switching of elementary audio and/or video streams is triggered, the maximum switching time (measured from PMT update to clear picture) shall be 3 seconds. The maximum switching time shall be met regardless if the elementary streams are scrambled or not.

It is recommended, that the video on the output should freeze (freeze frame), until the new video stream can be decoded and displayed.

#### **xviii) Bypass Support**

The path from RF Input to RF Output shall allow RF bypass independently of the operational or stand-by status of the STB, so that connected equipment (e.g. TV set) can continue to operate even if the STB is in stand-by. The RF bypass gain shall be in the range -1db to +3db over the frequency range 174 to 862 MHz.

#### **xix) Service acquisition time**

The STB shall implement all reasonable measures to reduce the time taken for changing channels. Where services are not encrypted the maximum time to acquire a service shall be:

Typically 500ms, and a maximum of 750ms, where the required service is carried in the same Transport Stream as the Current service, and typically 750ms and a maximum of 1000ms, where the required service is in a different Transport Stream.



## **xx) Interfaces and connectors**

### **- Input/output connector**

The receiver shall have at least one tuner input connector in accordance with IEC 60169-2, part 2 [2] and shall allow the connection to external antenna with connector type: IEC 60 169-2 male. The input impedance shall be 75 Ohm female connector.

RF IN- female

RF OUT -male

Equipment shall include female RCA (phono jack) connectors for stereo left and right audio (white and red) and a female RCA connector for composite video (yellow). Output shall produce video with ITU-R BT.500-11 quality scale of Grade 4 or higher.

All input/output cables shall be included

The receiver shall have a coaxial or optical S/PDIF interface for digital audio to provide PCM signal according to IEC 60958 [20] or non-linear PCM coded audio stream according to IEC 61937 [21].

### **- Mechanical interfaces**

The STB shall contain LEDs to indicate the operation status as follows:

- Green color: normal operation
- flashing green: system boot in progress
- flashing red: software download in progress

Controls to be provided on the front panel: Menu, P+, P-, V+, V-

The STB shall have a USB 2.0 port.

Standby functionality (sleep mode)

## **xxi) Middleware**

Embedded - no royalty, open software technology, and DVB compliant

### **xxii) Service information**

The receiver shall have system software for interpretation and handling of the active service information and control of the local hardware/software according to EN 300 468 [10] and ETSI TR 101 211 [11].

The receiver shall be able to process the PSI/SI tables for both, the 'Actual' and the 'Other' transport stream.

The following tables are a mandatory set of tables the receiver shall be able to process:

NIT, CAT, PAT, PMT, SDT, EIT, TDT, TOT

The receiver shall offer basic functionality of EPG in order to present following:

- EIT actual (present/following/ 7 days scheduled)
- EIT other (present/following/ 7 days scheduled)

### **xxiii) Safety**

#### **- Electrical safety**

The receiver shall comply with the safety requirements as [defined in MS IEC 60950-1. The supplier shall submit full type test report of MS IEC 60950 -1 or equivalent international standards. (Req)]

#### **- Electromagnetic Compatibility**

The receiver shall comply with the EMC emissions requirements as [defined in the MS CISPR 13 or equivalent international standards. The requirements shall cover radiated and conducted emission. (Req)]

### **xxiv) The STB Energy Standards**

The equipment shall use no more than two watts of electricity in the “Sleep” state. The equipment shall provide the capability to automatically switch from the ON state to the SLEEP state after a period of time without user input. The default period of inactivity before the equipment automatically switches to the Sleep state shall be four hours. Eligible equipment may allow the current program to complete before switching to the Sleep state. The default energy related settings shall not be altered during the initial user set-up process and shall persist unless the user chooses at a later date to manually: (a) disable the “automatic switching to Sleep state” capability, or (b) adjust the default time period from 4 hours to some other value.

### **xxv) Owner’s Manual**

An owner’s manual in English, French and Swahili languages, shall include information regarding the remote control codes used to permit the consumer to program a universal remote control. The owner’s manual will include information regarding the availability of the main audio channel and other associated audio channels on the RF and left/right audio outputs.

### **REFERENCES**

- ETSI EN 300 744 V1.5.1 (2004-11): Digital Video Broadcasting (DVB); Framing structure, channel coding and modulation for digital terrestrial television*
- ETSI TR 101 190 V1.2.1 (2004-11): Digital Video Broadcasting (DVB); Implementation guidelines for DVB terrestrial services; Transmission aspects.*
- IEC 60169-2: Radio-frequency connectors*
- EN 50221: Common Interface for Conditional Access and other Digital Video Broadcasting STB Applications*
- ISO/IEC 14496-10:/ ITU-T Rec H.264: Information technology — coding of audio-visual objects —Part 10: Advanced Video Coding*
- ETSI TS 101 154 v1.8.1: Digital Video Broadcasting (DVB); Implementation guidelines for the use of MPEG-2 Systems, Video and Audio in satellite, cable and terrestrial broadcasting applications*
- EN 300 468 V1.7.1: Digital Broadcasting Systems for television, sound and data services; Specification for service information (SI) in Digital Video Broadcasting (DVB) Systems*
- *ETSI TR 101 211 V1.7.1: Guidelines on Implementation and Usage of Service Information (SI)*

- *ISO/IEC 13818-1: Information technology - Generic coding of moving pictures and associated audio information Systems*
- *EN 50049-1: Domestic and similar electronic equipment interconnection requirements; Peritelevision connector*
- *EN 50157-2-1: Domestic and similar equipment interconnection requirements: AV link-Part 2-1: Signal quality matching and automatic selection of source devices*
- *ETS 300 231: Television systems; Specification of the domestic video Programme Delivery Control system (PDC)*
- *ITU-T V.92: Enhancements to Recommendation V.90*
- *ETSI TS 102 006 V1.3.1: Digital Video Broadcasting (DVB); Specification for System Software Update in DVB Systems*
- *ETSI ES 202 130 V1.1.1: Human Factors (HF); User Interfaces; Character repertoires, ordering rules and assignments to the 12-key telephone keypad*
- *ETSI EN 300 472 V1.3.1: Conveying ITU-R System B Teletext in DVB bitstreams*
- *ETSI EN 301 775 V1.2.1: Conveying VBI data bitstreams*
- *ISO/IEC 13818-2: Information technology - Generic coding of moving pictures and associated audio information - Part 2: Video*
- *ITU-R BT.653-3: Teletext systems*
- *EN 50221: Common Interface Specification for Conditional Access and other Digital Video Broadcasting Decoder Applications*
- *IEC 62216-1: Digital terrestrial television receivers for the DVB-T system – Part 1: Baseline receiver specification*
- *EN 300 743 V1.2.1: Digital Video Broadcasting (DVB) subtitling systems*
- *Minimum Set top box specifications for digital terrestrial television **SOUTH AFRICA***
- *Indian Digital set top box - specifications*

## ANNEX VIII



UGANDA  
COMMUNICATIONS  
COMMISSION



# CONSOLIDATED REPORT OF THE OF THE EACO BROADCASTING TECHNICAL TASK FORCE (BTTF) ON DIGITAL TERRESTIAL TELEVISION BROADCASTING

7<sup>TH</sup> MAY, 2010, KAMPALA - UGANDA

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## **1.0 INTRODUCTION**

The 16<sup>th</sup> Congress of the East Africa Regulatory, Posts and Telecommunications Organisations (EARPTO) held on 25<sup>th</sup> to 29<sup>th</sup> May, 2009 in Dar es salaam, Tanzania, unanimously endorsed the implementation of recommendations agreed upon by the Broadcasting Working Committee.

Among the salient recommendations was the formation of an EACO Broadcasting Technical Task Force (BTTF) to oversee the harmonization of the digital broadcasting policies, the preparation of common standards for broadcasting services in the region, the identification of the appropriate approaches in the region that will harness benefits from digitization and emerging services, recommend to EACO member states on the best migration practices and provide for a framework for radio frequency spectrum coordination functions among member states.

It is thus that an EACO Technical Task Force on Digital Terrestrial Television Broadcasting (BTTF) was constituted, to spearhead and oversee these efforts.

## **2.0 TERMS OF REFERENCE OF THE EACO TECHNICAL TASK FORCE ON DIGITAL TERRESTRIAL TELEVISION BROADCASTING (BTTF)**

The Terms of Reference (ToRs) of this Digital Terrestrial Television Broadcasting (BTTF) taskforce are as follows:-

- Harmonization of digital broadcasting policies (legal and regulatory) preparation of common standards for broadcasting services in the region
- Identification of the appropriate approaches in the region that will harness benefits arising from digitization and emerging services
- Recommend to EACO member states on the best migration practices and;

- Perform radio frequency spectrum coordination functions among member states.

### **3.0 THE MEETINGS**

The work of the taskforce was coordinated and carried out through a series of four meetings held in Arusha - Tanzania (15 – 17 June, 2009), Kigali –Rwanda (31 August – 2 September, 2009), Bujumbura – Burundi, (8 – 10 March, 2010) and Kampala – Uganda (30<sup>th</sup> April, 2010). The reports of these meetings appear here as Annexes I, II and III.

#### **3.1 The Arusha - Tanzania (15 – 17 June, 2009) meeting**

The work of the meeting was conducted via two Working Groups (WG – I) and (WG – II).

Working Group I addressed all issues pertaining to Digital Broadcasting Policies, Legal and Regulatory, Cost and Tariff structures, Consumer issues, Dispute resolution and Content issues; whereas Working Group II was charged with addressing the technical areas of Spectrum Coordination and Broadcasting standards.

The Arusha report is attached as annex IIIA

#### **3.2 The Kigali – Rwanda (31 August – 2 September, 2009) meeting**

The work of the meeting was based on issues arising from proceedings of the Arusha meeting, and had the critical goal of drawing up an implementable harmonised Policy, Legal, Licencing and Regulatory Framework. The same exhaustively deliberated on all emergent issues, and unanimously agreed on the way forward towards a harmonised EACO Digital Terrestrial Television Platform.

Notable in this meeting was the fact that, it managed to derive harmonised Transmission Standards and Minimum Technical Specification for Terrestrial Digital Broadcasting Set-Top-Boxes

documented as, “**East African Community Broadcasting Standards – Transmission Standards and Minimum Technical Specification for Terrestrial Digital Broadcast**”. The Kigali reports is attached as Annex IIIB

### **3.3 The Bujumbura – Burundi, (8 – 10 March, 2010) meeting**

In this meeting the proceedings were conducted through country presentations on selected pertinent areas of the migration process to Digital Terrestrial Television Broadcasting.

The ARCT (Telecommunication Regulatory Agency of Burundi) was given an opportunity to make a presentation to sensitize its stakeholders on the migration from analogue to digital terrestrial broadcasting, Rwanda on Licensing of the Subscription Broadcasting Services, Kenya on Harmonization of Quality of Service parameters in the digital platform, Uganda on Frequency Coordination for frequencies to be brought into services and lastly, Tanzania on Digital Content Management.

The full Report of the meeting is attached as Annex IIIC

## **4.0 A SUMMARY OF THE PROGRESS MADE BY THE TASKFORCE**

The progress report on the work so far done by the Task Force, as originally required by the Terms of Reference drawn at the 16th EARPTO Congress, is summarised in the following schedule of **critical issues raised and discussed**, as well as the **agreed and recommended way forward**, towards a harmonised EACO Digital Terrestrial Television Broadcasting framework.

### **4.1 Harmonisation of Policy, Legal, Licensing and Regulatory Framework**

1. Subscription services licensing

**Note:**



There exist different approaches and definitions in licencing of subscription services in EACO countries

**Agreed:**

There is a need to harmonise the different approaches and definitions for licencing subscription service. The examples of Kenya and Tanzania are recommended.

2. Sharing of content

**Note 1:**

There is little sharing of content among EACO countries

**Agreed 1:**

Sharing of content should be encouraged among EACO countries, by establishing focal content centers, where content can easily be accessed.

**Note 2:**

There is inconsistency in the level of support in the creation and production of local content in the EACO countries

**Agreed 2:**

There is need for governments to establish funding mechanism for focal content centers, for the smooth growth of creative content industry in the region.

**Note 3:**

There is lack of preparedness for the management of digital content sharing

**Agreed 3:**

For efficient and beneficial exchange of content between service providers in the region, digital rights management systems need to be established.

3. Frequency Authorizations

**Noted 1:**

There are different approaches in allocation and assignment of broadcasting frequencies.

In some countries they assign frequencies to facilitate pilot projects without going through the due process of licencing.

**Agreed 1:**

Regulators are encouraged to issue licenses and assign frequencies after detailed evaluation of the applications.

Pilot projects outside the licences should be discouraged because they represent a backdoor approach to the acquisition of license.

**Note 2:**

There is a tendency for bigger companies to buy smaller companies that have been assigned frequencies, with the sole purpose of getting the frequencies without the prior stipulated licensing obligations.

**Agreed 2:**

Regulators are urged to establish clear mechanism for the transfer of licences and frequencies from one company to another upon the acquisition or merger of companies concerned.

4. Dispute resolution for services providers who are outside the country

**Note:**

The service providers residing outside of the country are difficult to regulate in terms of licensing enforcing conditions.

**Agreed:**

Regulators should ensure that, the local agents representing subscription service providers residing outside of the country, are brought under the licensing regime, and that they are responsible for disputes related to their service within the country

5. Charter for public services broadcasting

**Note:**

Some countries encourage Charters signed by the government and public broadcasting service provider for purpose of encouraging competition.

**Agreed:**

The governments are encouraged to sign such Charters with public broadcasting service providers and the Charter should be monitored and enforced by the regulators.

6. Competition issues regarding public broadcasting service providers and private ones, and the separation between Content Services Providers and Network Provision (signal distributors)

**Note 1:**

Public broadcasting service providers are funded, in most cases, by the government while competing with private broadcasting service providers through advertising.

**Note 2:**

There are divergent views and approaches to business model of public broadcasting service providers in the region and more specifically the funding received from the government and advertisements they carry out.

**Agreed 1:**

There is a need for studies to be carried out with respect to broadcasting in the following areas: business model, licensing, and universal service obligations; among others.

**Note 3:**

That the current practices shows that in most countries the is no separation between content service provider and signal distributors

**Agreed 2:**

There is need for regulators to have a common regulatory approach for separate licensing of content service providers and signal distributors

7. Renewal of existing licences

**Note:**

Almost all EACO countries are reviewing their legislation which is changing the licensing regime, the mandate of granting licenses shifting from the government to the regulator.

**Agreed:**

There should be a common approach in the migration of the existing licensees to the new licensing framework by providing for adequate legal implications.

8. Incentive for digital migration

**Note:**

Most incentives (subsidies for STB, tax exemptions for equipment) are usually given by the government and regulators to the stakeholders.

**Agreed:**

Service providers and dealers should complement the efforts by government and the regulators, to make services affordable.

9. What should be the applicable Quality of Service (QoS) parameters

**Noted:**

That, the subject of QoS for digital terrestrial broadcasting is still grey and further that; EACO countries do not have QoS parameters for Digital Broadcasting.

**Agreed:**

That all Members should follow up on the progress being made on development related to QoS, for the purpose of deriving EACO QoS broadcasting standards.

10. Transmission infrastructure –quality of service obligation and quality of service parameters

**Note:**

There is a tendency for a dispute to arise as to who is primarily responsible for quality of service obligation.

**Agreed:**

The Responsibility for quality of service should primarily reside in the MUX operator. The Content service providers should abide by the QoS parameters in the production of their content.

11. Creation of special task force to deal with consumer issues during and after the migration

**Note:**

All countries have a task force for digital migration, but not all of them are having a special task force or subcommittee of existing task forces to exclusively deal with or handle consumer issues

An effective consumer education and awareness campaign is key to the success of migration to Digital broadcasting.

**Agreed 1:**

Each EACO country is urged to set up special task force / subcommittee that should champion the cause of consumer awareness campaigns for digital migration.

12. Harmonization of Dispute resolution mechanisms where functional convergence of National Regulatory bodies has not taken place

**Note:**

Some countries have two separate bodies handling the regulation of the broadcasting sector, and therefore turning the decision making process complex

**Agreed:**

Countries with separate regulatory bodies are urged to harmonise their dispute resolution mechanism.

13. Balanced Intervention

**Note:**

The regulatory intervention in the course of the digital migration process ought to be in continuum.

**Agreed:**

The regulators should encourage and maintain a balanced intervention throughout the transition period of migration process and even beyond the transition period

14. Competition authorities

**Note:**

Some countries have different authorities regulating competition in the broadcasting sector.

**Agreed:**

Countries are urged to harmonise the functioning of such different authorities in handling matters of competition in the broadcasting sector.

15. Definition of “Content”:

**Note:**

There is need ms to be a different understanding of what the term “Content” means, resulting in different regulatory approaches.

**Agreed:**

There is a need for an agreed definition of “Content” and its regulation.

## **4.2 Common Standards for Broadcasting services in the region**

**Noted 1:**

There is need for harmonized Transmission Standards and Minimum Technical Specifications for Terrestrial Digital Broadcasting.

**Noted 2:**

The Taskforce has developed Broadcasting Standards – Transmission Standards and Minimum Technical Specifications for Terrestrial Digital Broadcasting.

**Agreed:**

The EACO members adopt the standards.

The document (“**East African Community Broadcasting Standards – Transmission Standards and Minimum Technical Specification for Terrestrial Digital Broadcasting**”), is appearing as Annex IIID of this report.

## **4.3 Other areas explored with regard to the Terms of Reference**

### **4.3.1 Licensing Subscription Broadcasting Services:**

It has been **NOTED** that;

1. There are different platforms providing subscription broadcasting services namely satellite, cable, Terrestrial (DTT) and broadband.
2. There is a challenge to have a common licensing framework for subscription broadcasting services using different transmission platforms.
3. There is a need for regulators to apportion frequencies for both subscriptions and free to air broadcasting services.

4. There is need to define the obligations of the signal distributor
5. Signal distribution infrastructure can be used for both FTA and Subscription services delivery.
6. There are difficulties on regulating subscription content originating from outside the country.
7. In some countries the “Must carry” obligation for current FTA (free to air analogue television channels) at no cost during simulcast period adds to the operational cost of the signal distributor.

And thus **AGREED** on the following:-

1. There is need for establishing a framework for licensing subscription broadcasting services within EACO.
2. To consider apportioning frequencies for both subscriptions broadcasting services and free to air services for purpose of ensuring fair access for both services.
3. As far as technically possible regulators are encouraged to license signal distributors with obligation to accommodate both free to air and subscription services/pay TV provider so as to minimize infrastructure duplication and optimize the scarce spectrum resource.
4. Since, signal distribution infrastructure can be used for both FTA and Subscription services delivery, there is need to take into account regulatory considerations when upgrading subscription service providers to signal distributors.
5. There is need to separate signal distributors from content service providers.

#### **4.3.2 Harmonization of Quality of Service (QoS) Parameters in the Digital Platform**

**Noted:**

The subject of QoS for digital terrestrial broadcasting is still grey and needs further study.

**Agreed:**

Members should follow up on progress in development related to QoS for purposes of deriving harmonized EACO QoS standards.



### **4.3.3 Frequency coordination for frequencies to be brought into services**

It has been **NOTED** that;

1. Member states are in different stages of implementing the migration from analogue to digital terrestrial broadcasting.
2. For a meaningful coordination scenario there is a need for to draw up coordination parameters and criteria.
3. There are coordination procedures that were approved by EARPTO congress in 2008.
4. That there is need for reviewing existing EARPTO frequency coordination procedures and establishing their adequacy for use in digital broadcasting environment. The review is proposed because they were originally meant to cater for three EAC countries (Tanzania, Uganda and Kenya) prior to inclusion of Rwanda and Burundi.
5. Articles 4 and 5 of GE-06 agreement provide detailed procedures for coordination of digital broadcasting frequencies.
6. Some administrations do not file their frequency assignment in the ITU-R MIFR

It has thus been **AGREED** that;

1. Members are encouraged to carry out bilateral/multilateral coordination for all applicable frequencies.
2. Members should consider reviewing the existing EARPTO frequency coordination procedures, with a view of establishing their adequacy for digital broadcasting.

### **4.3.4 Digital Content Management**

It has been **NOTED** that;

1. There is need for the expansion of the scope of broadcasting regulations to cover digital content management
2. There is need for having a common format of digital content, to

facilitate exchange among EACO member states

3. In digital environment, the content producer is vulnerable to piracy and unauthorized access
4. There is need to have common approach/strategies on copyright issues and digital content management among EACO members.
5. There is lack of coordination of enforcement between various agencies mandated to regulate digital content.
6. Some EACO regulators have initiated collaboration with the respective local copyright/intellectual property agencies.

It has been **AGREED** that;

1. EACO members are encouraged to work closely with Copyright/Intellectual property agencies in protection of digital content.
2. EACO members are encouraged to develop common regulatory strategies and measures to protect rights of content producers.
3. Digital Content Management is a new grey area which needs to be studied further.
4. EACO members are encouraged to incorporate copyright issues in the ICT regulations and content broadcasting services Licenses.
5. EACO members are encouraged to archive the current analogue content into compatible digital formats that comply with ITU standards to facilitate program exchange; and
6. Regulators are encouraged to take measures geared at regulating the software component of broadcasting apparatus where applicable.

## **5.0 PENDING ISSUES**

The following are pending issues and areas which the Task force shall have to address in its future work:-

### **5.1 Licensing of Subscription Broadcasting Services.**

- 5.2 Harmonization of Quality of Service (QoS) Parameters in the Digital Platform.
- 5.3 Digital Content Management.
- 5.4 Setting up a special task force / subcommittee in each country that shall champion the cause of consumer awareness campaigns for digital migration, and deal with consumer issues during and after the migration.
- 5.5 The definition of “Content”.
- 5.6 Harmonisation of the business model, licensing, and universal service obligations of the Public Broadcasting Service provider.
- 5.7 Broadcasting frequency coordination and its modalities.

## **6.0 RECOMMENDATIONS**

The Congress is invited to **NOTE** the work done by the Task force, **CONSIDER** and **APPROVE** the following recommendations:-

- 6.1 The implementation of the **AGREEDS** of the meetings.
- 6.2 EACO seeks the support of the Council of Ministers to expedite and fast track the review of policy, legislation and regulatory frameworks to accommodate Digital Terrestrial Television Broadcasting.
- 6.3 The adoption of the East African Community Broadcasting Standards – “Transmission Standards and Minimum Technical Specification for Terrestrial Digital Broadcasting” for use and enforcement in by our countries regulatory administrations.
- 6.4 The continuation of the Taskforce, in order to let it accomplish the pending issues and report in the next Congress.
- 6.5 Amend the Taskforce Term of Reference that states ‘to perform radio frequency spectrum coordination functions among EACO members’ to state **‘Provide a framework for coordination of broadcasting frequency assignments among EACO members’**.

Habbi Gunze  
**CHAIRMAN**

Eng. Oscar Albert Mwanjesa  
**RAPPOTEUR**

**REPORT OF HRDT /WC TO THE CONGRESS OF 17<sup>TH</sup> ANNUAL MEETING  
OF EAST AFRICAN COMMUNICATIONS ORGANISATION  
3<sup>RD</sup> – 7<sup>TH</sup> MAY 2010**

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**1.0 INTRODUCTION**

The 15<sup>th</sup> meeting of the Human Resources Development and Training Working Committee (HRDT/WC) was held during the 17<sup>th</sup> Meeting of the East African Communications Organization at Commonwealth Resort, Munyonyo in Kampala from 3<sup>rd</sup> to 7<sup>th</sup> May 2010.

**2.0 ATTENDANCE**

The meeting was attended by delegates from Uganda, Kenya and Tanzania as per Annex I.

**3.0 ELECTION OF CHAIRPERSON AND RAPORTEURS**

The meeting elected the following as Chairperson and rapporteurs;

- |     |                       |        |   |                      |
|-----|-----------------------|--------|---|----------------------|
| 3.1 | Mr. C.M.D. Mutalya    | Uganda | - | Chairman             |
| 3.2 | Mr. Julius Kalui      | Kenya  | - | Rapporteur           |
| 3.3 | Ms. Barbara Kabanyoro | Uganda | - | Assistant Rapporteur |

**4.0 PERFORMANCE REVIEW**

**4.1 Achievements**

The following activities approved by the 16<sup>th</sup> Meeting of the East Africa Communications Organisations (EACO) were implemented:-

- 4.1.1 The “Employee Wellness” Workshop for Human Resources professionals for Regulators and Operators was hosted by Communications Commission of Kenya (CCK) on 30<sup>th</sup> – 31<sup>st</sup> in Nairobi, Kenya.
- 4.1.2 Tanzania Communications Regulatory Authority (TCRA) continues to make financial contribution to the NetTel@Africa Network.
- 4.1.3 In response to Member States needs, AFRALTI now offers courses in Management and Postal Sector Regulation.

4.1.4 TCRA has implemented the EACO recommendation to support Lecturers of ICTs to participate in the international fora such as ITU, CTO, in order to keep abreast with new technological developments.

## 5.0 RECOMMENDATIONS

The Committee prays for leave to submit the following recommendations to the Congress for consideration and approval:-

- 5.1 Regulators are urged to honour their obligations in supporting the activities of NetTel@Africa Network commencing 2010/2011 Financial Year.
- 5.2 Operators are encouraged to support Governments' initiatives in Capacity Building in the respective Member Countries by providing opportunities for industrial training, attachments and scholarships in ICT training programmes.
- 5.3 Efforts be made by NetTel@Africa Network in collaboration with Regulators to bring together academia and industry players to review ICT curricula as well as mode of delivery in line with current ICT trends, between September - October 2010 at a workshop to be held in Dar es Salaam, Tanzania.
- 5.4 The establishment of the EACO Secretariat in a country to be decided upon by the Congress, headed by an Executive Secretary and assisted by an Administrative Assistant with an estimated initial annual budget of US dollars 197,000, which is proposed by member states on a pro rata basis.

### ACTION PLAN

S/N	ACTIVITY	RESPONSIBLE ORGANISATION	TIME FRAME
1.	Regulators to honour their obligations in supporting the activities of NetTel@Africa Network	Regulators and NetTel@Africa Network	Financial Year 2010/2011
2.	Operators to support Government's ICT related capacity building initiatives	Operators	Continuous
3.	Workshop on "Review of ICT Curricula" to be facilitated by NetTel@Africa Network and regulators.	NetTel@Africa Network and Regulators	September/ October 2010
4.	Operationalisation of EACO Secretariat and Budget	Regulators	Financial Year 2010/ 2011

**REPORT OF THE JOINT WORKING COMMITTEE (JWC) MEETING MAY 5<sup>TH</sup>,  
2010 AT MUNYONYO**

**AGENDA**

1. Opening of the meeting
2. EACO MoU Reviews
3. Proposed EACO Secretariat and Budget
4. EACO Members states obligations to Net@Africa
5. Proposed Agenda for the 17<sup>th</sup> EACO Congress
6. Excise Duty on Airtime across the EAC
7. Implementation of number portability
8. AOB
9. Closing of the meeting

***Agenda 1: Opening of the meeting***

The Chairman opened the meeting.

***Agenda 2: EACO MoU Reviews***

**Noted:**

The report presented.

**Agreed:**

With the recommendations as presented.

***Agenda 3: Proposed EACO Secretariat and Budget***

**Noted:**

The report presented.

**Agreed:**

To recommend to the HRD Committee to:

- Widen the qualification of the Executive Secretary to include qualification in Law and experience in the relevant field (ICT),
- Benchmark on salary and gratuity from other organizations in the region,
- Review the structure to reflect responsibilities and functions of EACO,
- Review the revenue and expenditure of the Secretariat,
- Review the budget for office space taking into account suitability of office space.

#### ***Agenda 4: EACO Members states obligations to Net@Africa***

**Noted:**

- The report presented,
- Only TCRA is meeting its obligations to Net@Africa.

**Agreed:**

- To urge other NRAs to meet their obligations to Net@Africa,
- Net@Africa to circulate presentations about their programs,
- To urge NRAs to consider Net@Africa programs.

#### ***Agenda 5: Proposed Agenda for the 17<sup>th</sup> EACO Congress***

**Noted:**

The draft agenda.

**Agreed:**

- To change the title of Agenda 7,
- To add report of JWC as Agenda 7(vii),
- To move Agenda 9 to 7(v).

#### ***Agenda 6: Excise Duty on Airtime across the EAC***

**Noted:**

The report presented.

**Agreed:**

To recommend to the Telecom Operators Assembly to:

- Modify the report to reflect current data and come up with concrete proposals,
- Modify the report to reflect actual impact of removing or reducing excise duty on airtime,
- Justify an alternative source of revenue to the Government,
- Call for harmonisation of excise duty in all EACO member countries,
- Benchmark with Rwanda (impact of reduction) and Burundi (impact of zero excise duty),
- Provide forecast on phased approach and overall impact,
- Note that NRAs are in support of this drive for review of excise duty on airtime but require a more complete proposal from operators.

#### ***Agenda7: Implementation of number portability***

**Noted:**

The report presented.

**Agreed:**

To recommend to the Telecom Operators Assembly to:

- Carry out joint studies and come up with a comprehensive report on the costs involved in the implementation of number portability,
- Urge Governments and NRAs to develop clear legislation on number portability,
- Show the readiness and willingness to implement number portability.
- Recognise NRAs cooperation with the operators on number portability.

**Agenda8: AOB**

**Noted:**

- ITU-T Study Group 12 and 5-Regional Group Africa meeting to be held in Nairobi, Kenya from 26<sup>th</sup> to 30<sup>th</sup> July, 2010.
- CCPA meeting to be held in Kampala, Uganda from 17<sup>th</sup> to 20<sup>th</sup> September, 2010.
- UPU Strategic Plan meeting to be held in Nairobi, Kenya from 22<sup>nd</sup> to 24<sup>th</sup> September, 2010.

**Agreed:**

To urge members to participate in the meetings, which are taking place in the region.

**Agenda9: Closing of the meeting**

The Chairman closed the meeting.

.....  
 Simon Bugaba  
 Chairperson  
 17<sup>th</sup> EACO Joint Working Committee

.....  
 John Daffa

Rapporteur 1

.....  
 Susan Nakanwagi

Rapporteur 2



**REPORT ON THE TASK FORCE ON THE EACO CONSTITUTION**

**REPORT OF THE TASK FORCE  
ON THE EACO  
CONSTITUTION**

Presentation made to the EACO Congress

May 7, 2010

**Background**

- ▶ Congress at its 16<sup>th</sup> sitting in Dar, held on 29<sup>th</sup> May 2010, approved the EACO Constitution with amendments
- ▶ Congress also noted a presentation on EACO's options in co-operating with the EAC and instructed the TF to look into and advise on the best mode of cooperation between the two entities.

May 7, 2010

## Background

- ▶ Congress at its 16<sup>th</sup> sitting in Dar, held on 29<sup>th</sup> May 2010, approved the EACO Constitution with amendments
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May 7, 2010

2

## Back to basics

- ▶ About EAC
- ▶ Objectives of EAC:
  - Widening and deepening co-operation among partner States in, among others, political, economic and social fields for their mutual benefit.
- ▶ Structure

May 7, 2010

3

## Commonalities between EAC and EACO?

- ▶ Objectives of EAC on communications coincide with those of EACO
- ▶ See Articles 5, Chapter fifteen on co-operation in infrastructure and services:
  - Common transport and communications policies (A.89)
  - Postal services (A.98)
  - Telecommunications (A.99)
- ▶ Need for co-operation to avoid duplication of efforts and inconsistent decisions

May 7, 2010

4

## What entry point for EACO

- ▶ Observer status?
  - Article 3 (5): granted to foreign countries; inter-governmental organizations and civil society organizations
- ▶ Institution?
- ▶ Other?

May 7, 2010

5

## The EAC institutions

- ▶ **Article 9** Treaty
- ▶ by the Summit
- ▶ to implement different areas of co-operation
- ▶ Currently 5 institutions
- ▶ All constituted by protocols more
- ▶ Funded by budget of EAC, except for self accounting institutions e.g. CASSOA

May 7, 2010

6

## Should EACO become an institution of EAC?

- |                                      |  |
|--------------------------------------|--|
| ▶ Decision's attain the force of law | ▶ Compromise of independence of EACO                                       |
| ▶ Enjoy budgetary provision?         | ▶ Fall under supervision of Council of Ministers...Political interference? |
| ▶ Increased visibility?              | ▶ Rigid framework/Bureaucracy  |
|                                      | ▶ Restructuring of composition   |

Pros

Cons

May 7, 2010

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## What happens elsewhere?

### UN and its Specialised Agencies

UN Charter empowers Organs of the UN to establish various specialized agencies through *special agreements to be approved by the General Assembly*.

Specialized agencies help UN organs to fulfill their duties

*FAO, LAEA, ILO, ICAO, IMF, UNESCO, WIPO, ITU, WFP*

May 7, 2010

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## Elsewhere?

### SADC and CRASA

- ▶ CRASA set up in 1997 within the framework of SADC Protocol on Transport, Communications and Meteorology
- ▶ *Consultative status* within SADC
- ▶ Provides a platform where issues are debated and agreed upon on how SADC can integrate the development processes of its ICT policies and regulations
- ▶ Makes recommendations to SADC

May 7, 2010

9

## Elsewhere

### ECOWAS and WATRA

- ▶ WATRA not amongst the specialized agencies of ECOWAS
- ▶ Established by Constitution
- ▶ Evidence of efforts to have a formal relationship with ECOWAS
- ▶ WATRA implements the decisions of ECOWAS on ICT (ECOWAS has a technical unit on ICT)

## Which way EACO?

- ▶ Consider the pros and cons
- ▶ Note need for further research

## Recommendations

- ▶ Keep EACO as currently constituted
- ▶ Execute the Constitution and pass into effect
- ▶ Establish a Secretariat to enable follow up the implementation of decisions between Congress meetings
- ▶ Pend decision on cooperation with EAC until conclusive research done

May 7, 2010

12

## Recommendations

- ▶ Task Force to conduct the following benchmarks within the next three (3) months and advise the EACO chair on the way forward:
  - 1. Benchmark with CRASA which has a fairly independent yet influential relationship with SADC
  - 2. Meet with EAC Secretariat in Arusha, Tanzania to discuss:
    - Possibility of attaining observer status
    - Process of becoming an institution of EAC
    - Differences between self accounting and funded institutions
    - Any other mode of co-operation

May 7, 2010

13

# CONCLUSION



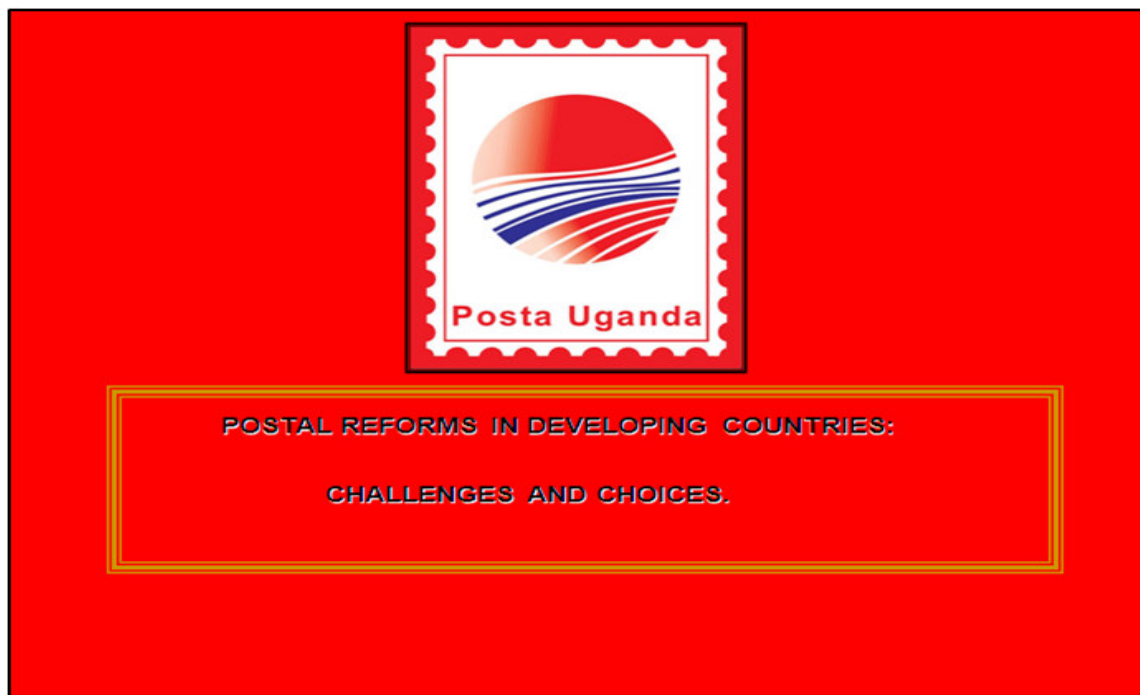
*A journey of many miles begins with a step  
Absanteni*

May 7, 2010

14



**PRESENTATION ON POSTAL REFORMS IN DEVELOPING COUNTRIES:  
CHALLENGES AND CHOICES**



 **Assembly of Postal Operators - 17th EACO meeting.**

A paper presented at the assembly of Postal Operators - 17th  
EACO meeting  
3rd-7th May 2010 in Kampala, Uganda.

By: NAZARIOUS RUKANYANGIRA  
Manager, Research & Business Development  
POSTA UGANDA

**Posta Uganda**



## Synopsis.

- Definitions of reforms.
- Backdrop.
- Key reasons for postal reforms.
- Frequent errors in postal reforms.
- Need for governments or regulators support.
- Governments or regulators interventions.
- Examples of support to postal reforms.
- Postal reforms and development.
- Way Forward.
- Important quotations.

Posta Uganda



## DEFINITIONS OF REFORM.

- Reform means beneficial change, or sometimes, more specifically, reversion to a pure original state.
- To change for the better.
- To improve by alteration, correction of error, or removal of defects; put into a better form or condition.

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## BACKDROP:

- Rendering mail/courier services is as old as mankind.
- Animals and birds have been used to render this service.
- Traditional manner (Mailists).
- Modern postal services for Uganda case began in 1895
- British administrator George Wilson requested the only owner of a type writer in the country, the Reverend Ernest Miller of the Church Missionary Society to produce stamps for postal services and for payment of postal dues.
- On 14/03/1895 Rev. Miller produced the first Stamps on his type writer and these stamps came to use on 20/03/1895.
- That marked the beginning of Modern Postal Services.
- 1901 postal services raised to status of postal administration when it became a member of UPU as a British protectorate

Posta Uganda



## KEY REASONS FOR POSTAL REFORMS:

Comprehensive postal reform is urgently needed due to.

- Postal financial viability is at risk- because of its business model which relies on mail volume growth to cover the costs of its expanding network- This is not aligned to the 21st century realities.
- Human capital challenges threaten the services ability to remain self supporting while providing affordable, high quality and universal postal service.
- Declining mail volumes.

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## ... key reasons continued

- Increased competition from private delivery companies.
- Significant financial liabilities and Obligations.
- Uncertain funding for emergency preparedness.
- Challenges to achieving sufficient Cost-Cutting.
- Renewed difficulties in substantially improving postal productivity.

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## FREQUENT ERRORS IN POSTAL REFORMS.

- Launch of reform processes without discussion between the players directly involved.
- Initiation of postal reforms without endorsement and commitment of government authorities.
- Partial view of postal reform abstracted from national and international- socio economic context.
- Considering reform merely as a legal or regulatory aspect.

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## ... frequent errors continued.

- Making one legal reform without considering the development of the universal postal service operator.
- Launch of reform of the Universal postal service without considering the postal sector in general.
- Consider that, due to lack of proper funding resources, reform should be carried out haphazardly or not at all.

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## NEED FOR GOVERNMENTS AND / OR REGULATOR SUPPORT FOR POSTAL REFORMS.

- Postal sector reform comprises integrated actions designed to organize an important sector of the national economy so as to ensure a healthy balance between competition and provision of universal service.
- Postal reform also covers the modernization of public posts, their independence and customer focused policies.
- Successful reform depends on outside resources and on government willingness to make it a national priority.

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## ... need for support continued.

- ÜPÜ and World Bank studies have shown that regulatory reforms and targeted investments benefiting the public postal operator lead to improved financial and operational performance and contribute to national economic growth.
- Therefore the postal sector's role in building national economies further demonstrates that postal reform is a good investment for all economic players above all the government.

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## GOVERNMENT AND / OR REGULATOR INTERVENTION IN POSTAL REFORMS.

- Postal service is taking actions within its existing authority to incremental progress towards transformation but these issues cannot resolve the fundamental issues associated with the services current business model.

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## ... intervention continued.

- To avoid a risk of a significant tax payer bail out or dramatic increases in postal rates the governments should enact a comprehensive postal reform legislation that addresses:

-The services key structural and system deficiencies including the unfunded obligation of operating in non profitable areas as a universal service obligation, clarify the services role with regard to competition as well as human capital reforms.

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## EXAMPLES OF SUPPORT TO POSTAL REFORMS:

- Although there is no set model for postal reform there are many good examples of Governments, Posts and Multilateral investors working together to develop postal services.
- A case in point is President B. Obama of United States of America fiscal 2011 budget proposal submitted to the congress which states "The administration will work with the postal service, its employee unions, the congress and other stakeholders to make sure the postal service **remains** a pillar of the American Economy and a vital public resource through the current crisis and future overhaul"

Posta Uganda





## POSTAL REFORM AND DEVELOPMENT:

- **Diversification** – because of increased varied presence of private operators offering the same services- need to go for insurance, sale of telecom products, money transfer, banking etc.
- **ICT Development** – Postal services should not shy a way from embracing information and communication technology since it plays a major role in shifting the market and customer needs.
- **Human Capital Development** – restructuring that is placing the right people in the right places and continuously train and motivate them.
- **Strategic Alliances/ partnerships** – cooperation with other investors to enhance the product lines such as insurance companies, IT firms, Banks, Telecom companies etc.

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## ... postal reform & Dev't continued:

- **Quality of Service** – No development of the postal market can take place without improving the quality of service e.g. speed, accuracy, safety of mail.
- **Automation** - Need to upgrade all postal services to retain our customers, define own market presence and remain competitive.
- **Research** - conduct studies, surveys, to support new products and existing ones as well as enable management make sound decisions.
- **Improvement of Image** - Renovate post office buildings and change corporate identity.

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## ... postal reform & Dev't continued:

- **Business Growth**- new products and services, business cultural change i.e attitudes, systems and process review as well as commercial adverts to make customers aware of our products portfolio.
- **Sound Financial Management**- Cost- cutting, prompt payment to customers and service providers.
- **Legal and regulatory reform**- Regulators mandate to enforce quality of service standards and regulating postal tariffs among others- Governments oversee function. In the case of Uganda UCC and Ministry of ICT respectively.

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## WAY FORWARD:

- Governments support should be guaranteed.
- Draw lessons from the past and current postal reform efforts in the developed world.
- Involve all stakeholders in planning for reforms.
- Lobby support from U.P.U and other postal administrations.
- Regional cooperation- since we have similar challenges

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## IMPORTANT QUOTATIONS:

- It is better to have enough ideas for some of them to be wrong, than to be always right by having no ideas at all. *Edward De Bono.*
  - Success will never be a big step in Future, success is a small step taken now. *Jonathan martensson*
  - If everyone is moving forward together, then success takes care of itself. *Henry Ford.*
  - "The only place where your dream becomes impossible is in your own thinking." *Robert H Schaller*
- Lastly:*
- Go-getters do not hold useful organizational information on their chest like a playing card, for the reason that it will eventually expire with them when they ultimately leave the organisation. *Nazarious Muhimbo wa Pukanyangira.*

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## FINALLY

Thank you for listening to me, I look forward for an opportunity to share with you more.  
I now welcome optimistic contribution.

Posta Uganda



**CLOSING REMARKS BY MR PATRICK MWESIGWA, THE ACTING EXECUTIVE DIRECTOR OF UCC, AT THE CLOSURE OF THE EACO CONGRESS HELD AT THE COMMONWEALTH SPEKE RESORT MUNYONYO, MAY 3-7, 2010**

The Chairman of 16<sup>th</sup> EACO Congress  
The CEOs of regulatory bodies in East Africa  
The Adviser, ITU Africa Region  
Commissioners and Board Members of various organisations present  
Distinguished delegates  
Ladies and Gentlemen

Good evening everyone. I would like to congratulate you all on a tremendously successful 17<sup>th</sup> Congress of the East African Communications Organisations (EACO) that we are concluding today.

First, from the cool environment of Munyonyo and Kampala to the organisation of this workshop, you will agree with me that Uganda is not only the Heart of Africa, but also a beautiful country with hospitable people.

From my personal observation, this Congress has been productive and your contribution positive. I would like to commend the participants for their active participation, sustained interest, commitment and good humour that have resulted in this productive Congress.

Generally, the lessons we have drawn from this Congress are broad and varied. I wish to point out that throughout the five days we have spent here, we have realised how important the tripartite role of the Government, the regulator and the private sector is in the development of the communications sector in our region.

Furthermore, it is evident that as a region, we require not only vision and a passion to implement our communication strategies and policies, but also to continue being pro-actively creative. It's imperative, therefore, that we continue taking the lead in the support, development and growth of ICT in our respective countries and the region as a whole.

You will agree with me that the recommendations and action plans drawn from this Congress have identified the challenges and key issues, best practices and critical success factors, latest trends, solutions and technologies, as well as the policy recommendations and opportunities for the development of our national and regional communications sector.

Therefore, the views we have gathered here today will greatly enrich an all-inclusive communications policy of our respective countries and East Africa as a whole.

As CEO of my country's ICT regulatory body and the incoming chairperson of EACO, I would like to assure you of our commitment to ensuring that the communications needs and concerns of our region shall receive utmost attention.

Ladies and Gentlemen, allow me to thank ITU, PAPU and all other stakeholders who have contributed in one way or another to the success of this Congress. We shall always remain grateful to you.

Lastly, I would like to thank you all for sparing your time to attend this Congress. I hope the time has been sufficient to enable constructive engagement. I wish you all a safe journey back home. It's now my honour to officially declare this Congress closed. I thank you.

**Mr Patrick Mwesigwa**  
**Ag Executive Director**