

Eswatini Profile (2018)

Various statistics (Latest data available: 2017)

Fixed-telephone subscriptions per 100 inhabitants	3.64508
Mobile-cellular subscriptions per 100 inhabitants	93.5273
Fixed (wired)-broadband subscriptions per 100 inhabitants	0.711234
Mobile-broadband subscriptions per 100 inhabitants	15.9139
Households with a computer (%)	21.4
Households with Internet access at home (%)	27
Individuals using the Internet (%)	47

Regulatory Authority (Latest data available: 2018)

Please provide the name of the Head of the Regulatory Authority	Mr Mvilawemphi Dlamini
Please provide the exact title of the Head of the Regulatory Authority.	Chief Executive Officer
Name of the telecom/ICT regulator	Swaziland Communications Commission

Policy Maker (Latest data available: 2018)

Please provide the name and contact details of the main Policy-Maker in charge of telecommunications/ICTs	Principal Secretary
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Level of Competition (Latest data available: 2018)

Cable modem	N
Cable Television	N
Data2012	M
Domestic fixed long distance	M
Fixed Satellite Services (FSS)	M
Fixed Wireless Broadband	C*
GMPCS (FSS/MSS)2002	C
IMT (3G, 4G, etc.)	C*
International Gateways	M
International Fixed Long Distance	M
Internet Services	C*
Leased Lines	M
Wireless Local Loop	C*
Local Fixed Line Services	C*
Mobile	C*
Mobile Satellite Services (MSS)	N
Paging1998	C
VSAT	M
DSL	M

M: Monopoly
P: Partial competition (year when competition was introduced)
C: Full competition (year when competition was introduced)
N: N/A

Institutional Details (Latest data available: 2018)

Regulator autonomous in decision making	Yes
Who is responsible for approving the budget of the Regulator?	
Legal document creating the regulator	Swaziland Communications Commission Act, 2013
Sources of regulator's budget and % financed from each source	<ul style="list-style-type: none"> • Licence fees, percentage: 85%, • Spectrum fees, percentage: 14%, • Financial income, percentage: 1%,
Regulator also regulates other utilities	
Reporting requirements of the regulator	<ul style="list-style-type: none"> • Annual report to the public • Report to Board of ICT regulator • Annual report to Sector Ministry • Report to other Ministry
Year separate regulator created	2013

Structure Regulator (Latest data available: 2018)

Please provide the name of the Head of the Regulatory Authority	Mr Mvilawemphi Dlamini
Please provide the exact title of the Head of the Regulatory Authority.	Chief Executive Officer
Regulator is a collegial body	No
If Yes, please provide the total number of members/commissioners (including the Head).	
Is the Head of the Commission also responsible for day-to-day administrative matters?	
What is the normal period of appointment for the members and the Head of the Regulatory Authority?	
Please provide the total number of staff in the Regulatory Authority.	30

Regulatory Functions (Latest data available: 2018)

Entity in charge of licensing	R
Entity in charge of interconnection rates	R
Entity in charge of price regulation	R
Entity in charge of technical standards setting	O R
Entity in charge of radio frequency allocation and assignment	S R
Spectrum Monitoring and Enforcement	R
Entity in charge of numbering	R
Entity in charge of type approval	R
Entity in charge of service quality monitoring	R
Entity in charge of universal service/access	R
Quality of service standards setting	R Op
Entity in charge of enforcement of quality of service obligations	R
Broadcasting (sound transmission)	R
Entity in charge of broadcasting content	R
Entity in charge of Information Technology	S
Entity in charge of Internet content ²⁰¹²	N

S: Sector Ministry
 O: Other Ministry or Government body
 R: Regulatory Authority
 Op: Operator
 N: Not regulated
 M: If more than one entity or another body is involved in this function, please explain

Universal Service - services covered and operator obligations (Latest data available: 2018)

Definition of universal service/access exists	Yes
Universal access/service policy adopted	Yes
Voice services included in Universal service/access definition	<ul style="list-style-type: none"> • Voice telephony services • Fixed line private residential service as part of universal service definition • Fixed line public payphone service as part of universal service definition • Individual mobile cellular service as part of universal service definition • Public mobile payphone service as part of universal service definition
Internet services included in Universal service/access definition	<ul style="list-style-type: none"> • Dial-up Internet access as part of universal service definition • Broadband as part of universal service definition
Other services included in Universal service/access definition	<ul style="list-style-type: none"> • Telecentres as part of universal service definition • Schools ;, • Health centres ;, • Emergency services as part of universal service definition • Services for impaired/ elderly • Women and girls • Directory services as part of universal service definition
Operators under universal access/service obligation	• All operators
Operators/service providers required to offer below-cost prices	No

Financing of Universal Service activities and/or Universal Service Funds (Latest data available: 2018)

Means of financing operator(s) universal access/service obligations	<ul style="list-style-type: none"> • Universal service funds • Pay or play
Other financing mechanisms for the provision of Universal service	No
If Yes, please explain	
Operational Universal Service Fund	Yes
If Yes, when?	
Operators/ service providers required to contribute to USF	• All operators
Means of calculating USF contribution amounts	• Percentage of net revenues Percentage: 0.5%,
USF financed by other sources	No
USF budget financing by source (in percentage)	
Regulator administrating USF	Yes
If No, name the entity responsible	

Interconnection issues (Latest data available: 2018)

Interconnection charging principle adopted	• Asymmetric
If asymmetric charging, how it was decided?	Number of subscribers

Approach used to regulate interconnection prices (Latest data available: 2011)

Approach used to regulate fixed termination rates LRIC

Approach used to regulate mobile termination rates LRIC

LRIC: LRIC cost model
FDC: FDC cost model
B: Benchmarking
O: Other
N: None

NGN (Latest data available: 2018)

Stage of introduction of NGN system by operators • Completed

Cost model used (or planned) to calculate costs/tariffs of NGN Services • LRIC model

NGN - Regulation of IP networks (Latest data available: 2018)

Regulations that govern the use of IP networks for Data Services No

Regulations that govern the use of IP networks for Voice Services No

USO: Regulatory arrangements subject to universal service obligations
I: Regulatory interconnection arrangements with networks using switching circuits
B: Banning of services based on IP
No: No regulatory arrangements defined at present
O: Other