

# Zambia Profile (2018)

## Various statistics (Latest data available: 2018)

Fixed-telephone subscriptions per 100 inhabitants	0.578871
Mobile-cellular subscriptions per 100 inhabitants	89.157
Fixed (wired)-broadband subscriptions per 100 inhabitants	0.249918
Mobile-broadband subscriptions per 100 inhabitants	56.6268
Households with a computer (%)	8.09999
Households with Internet access at home (%)	17.7
Individuals using the Internet (%)	14.3

## Regulatory Authority (Latest data available: 2018)

Please provide the name of the Head of the Regulatory Authority	Patrick Mutimushi
Please provide the exact title of the Head of the Regulatory Authority.	Director General
Name of the telecom/ICT regulator	Zambia Information and Communications Technology Authority

## Policy Maker (Latest data available: 2018)

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

Cable modem	N	
Cable Television	N	
Data2011	C	
Domestic fixed long distance	M	
Fixed Satellite Services (FSS)	N	
Fixed Wireless Broadband	C*	
GMPCS (FSS/MSS)2009	C*	
IMT (3G, 4G, etc.)	P*	P: 1994
International Gateways	C*	
International Fixed Long Distance	M	
Internet Services	C*	
Leased Lines	C*	
Wireless Local Loop	M	
Local Fixed Line Services	M	
Mobile	P*	P: 1994
Mobile Satellite Services (MSS)	N	
Paging2005	P	
VSAT	C*	
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)

<b>Regulator autonomous in decision making</b>	Yes
<b>Who is responsible for approving the budget of the Regulator? [2009]</b>	The Board of Regulators of the Communications Authority
<b>Legal document creating the regulator</b>	the repealed Telecommunications Act Chapter 469 of 1994 under the name Communications Authority of Zambia (CAZ) but was renamed as ZICTA by the Information and Communications Technology (ICT) Act No 15 of 2009.
<b>Sources of regulator's budget and % financed from each source</b>	<ul style="list-style-type: none"> <li>• Government appropriation, percentage: 62,</li> <li>• Regulatory fees, percentage: 38,</li> </ul>
<b>Regulator also regulates other utilities</b>	
<b>Reporting requirements of the regulator</b>	<ul style="list-style-type: none"> <li>• Annual report to the public</li> <li>• Report to Board of ICT regulator</li> <li>• Report to Government</li> <li>• Annual report to Sector Ministry</li> </ul>
<b>Year separate regulator created</b>	1994

### Structure Regulator (Latest data available: 2018)

<b>Please provide the name of the Head of the Regulatory Authority</b>	Patrick Mutimushi
<b>Please provide the exact title of the Head of the Regulatory Authority.</b>	Director General
<b>Regulator is a collegial body</b>	Yes
<b>If Yes, please provide the total number of members/commissioners (including the Head). [2009]</b>	7
<b>Is the Head of the Commission also responsible for day-to-day administrative matters?</b>	No
<b>What is the normal period of appointment for the members and the Head of the Regulatory Authority? [2009]</b>	Three (3) years
<b>Please provide the total number of staff in the Regulatory Authority.</b>	132

### Regulatory Functions (Latest data available: 2018)

<b>Entity in charge of licensing</b>	R
<b>Entity in charge of interconnection rates</b>	R
<b>Entity in charge of price regulation</b>	R
<b>Entity in charge of technical standards setting</b>	R
<b>Entity in charge of radio frequency allocation and assignment</b>	R
<b>Spectrum Monitoring and Enforcement</b>	R
<b>Entity in charge of numbering</b>	R
<b>Entity in charge of type approval</b>	R
<b>Entity in charge of service quality monitoring<sup>2015</sup></b>	R
<b>Entity in charge of universal service/access</b>	R
<b>Quality of service standards setting<sup>2015</sup></b>	R
<b>Entity in charge of enforcement of quality of service obligations</b>	R
<b>Broadcasting (sound transmission)</b>	O
<b>Entity in charge of broadcasting content</b>	O
<b>Entity in charge of Information Technology</b>	R
<b>Entity in charge of Internet content<sup>2015</sup></b>	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)

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

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

<b>Means of financing operator(s) universal access/service obligations</b>	<ul style="list-style-type: none"> <li>• Universal service funds</li> </ul>
<b>Other financing mechanisms for the provision of Universal service</b>	No
<b>If Yes, please explain [2009]</b>	The Authority finances universal access programs from its own budget. So far it has started the the following programs: telecentres, points of presence for internet and GSM towers in un-served and under-served areas. Part of the operating fees from all service providers is set aside for universal service activities. The Authority allocates 2% of the 5% annual gross revenue (excluding VAT) from licensing to the Universal Service Fund The process is a purely administrative arrangement.
<b>Operational Universal Service Fund</b>	Yes
<b>If Yes, when? [2009]</b>	2010
<b>Operators/ service providers required to contribute to USF</b>	<ul style="list-style-type: none"> <li>• All operators</li> </ul>
<b>Means of calculating USF contribution amounts</b>	<ul style="list-style-type: none"> <li>• Percentage of total gross revenues (turnover) Percentage:;</li> </ul>
<b>USF financed by other sources</b>	No
<b>USF budget financing by source (in percentage)</b>	
<b>Regulator administrating USF</b>	No
<b>If No, name the entity responsible [2009]</b>	The law regarding the administering and management of the Universal Service Fund is yet to be established.

### Interconnection issues (Latest data available: 2018)

<b>Interconnection charging principle adopted</b>	<ul style="list-style-type: none"> <li>• Symmetric</li> </ul>
<b>If asymmetric charging, how it was decided?</b>	The whole network dimension including CAPEX, OPEX, Subscriber base and the rate of return

## 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**      • Planning

**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**      USO I

**Regulations that govern the use of IP networks for Voice Services**      USO I

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