

Zimbabwe Profile (2018)

Various statistics (Latest data available: 2018)

Fixed-telephone subscriptions per 100 inhabitants	1.86199
Mobile-cellular subscriptions per 100 inhabitants	89.4049
Fixed (wired)-broadband subscriptions per 100 inhabitants	1.40632
Mobile-broadband subscriptions per 100 inhabitants	52.2909
Households with a computer (%)	13.88
Households with Internet access at home (%)	23.9899
Individuals using the Internet (%)	27.0555

Regulatory Authority (Latest data available: 2016)

Please provide the name of the Head of the Regulatory Authority	Dr. Machengete
Please provide the exact title of the Head of the Regulatory Authority.	Director General
Name of the telecom/ICT regulator	Postal and Telecommunications Regulatory Authority of Zimbabwe

Policy Maker (Latest data available: 2016)

Please provide the name and contact details of the main Policy-Maker in charge of telecommunications/ICTs	Ministry of ICT, Postal and Courier services
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Level of Competition (Latest data available: 2014)

Cable modem		
Cable Television2010	N	
Data	C*	
Domestic fixed long distance	C*	
Fixed Satellite Services (FSS)	C*	
Fixed Wireless Broadband	C*	
GMPCS (FSS/MSS)1999	C	
IMT (3G, 4G, etc.)	C*	
International Gateways	P*	P: 2001
International Fixed Long Distance	P*	P: 2001
Internet Services	C*	
Leased Lines	C*	
Wireless Local Loop	C*	
Local Fixed Line Services	C*	
Mobile	P*	P: 2001
Mobile Satellite Services (MSS)2010	P	
Paging		
VSAT	C*	
DSL	C*	

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: 2016)

Regulator autonomous in decision making	No
Who is responsible for approving the budget of the Regulator? [2010]	Sector Ministry
Legal document creating the regulator	Postal and Telecommunications Act of 2000
Sources of regulator's budget and % financed from each source	<ul style="list-style-type: none"> • Award/auction of mobile licence, percentage: 76, • Award/auction of other licence, percentage: 4, • Licence fees, percentage: 7, • Government appropriation, percentage: 0, • Numbering fees, percentage: 2, • Spectrum fees, percentage: 11, • Regulated telecom operators • Regulated telecom operators percentage: 5, percentage of operator revenue (turnover): 5,
Regulator also regulates other utilities	• Yes If Yes, specify utilities regulated: Posts,
Reporting requirements of the regulator	<ul style="list-style-type: none"> • Report to Board of ICT regulator • Annual report to Sector Ministry
Year separate regulator created	2000

Structure Regulator (Latest data available: 2016)

Please provide the name of the Head of the Regulatory Authority	Dr. Machengete
Please provide the exact title of the Head of the Regulatory Authority.	Director General
Regulator is a collegial body	Yes
If Yes, please provide the total number of members/commissioners (including the Head). [2013]	5
Is the Head of the Commission also responsible for day-to-day administrative matters?	No
What is the normal period of appointment for the members and the Head of the Regulatory Authority? [2011]	3 years
Please provide the total number of staff in the Regulatory Authority.	75

Regulatory Functions (Latest data available: 2016)

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	R	
Entity in charge of radio frequency allocation and assignment	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 ²⁰¹⁴	R	
Entity in charge of universal service/access	S R	
Quality of service standards setting ²⁰¹⁴	R	
Entity in charge of enforcement of quality of service obligations	R	
Broadcasting (sound transmission)	O	M: Broadcasting Authority of Zimbabwe
Entity in charge of broadcasting content	O	M: Broadcasting Authority of Zimbabwe
Entity in charge of Information Technology	S R	
Entity in charge of Internet content ²⁰¹⁴	O	

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: 2016)

Definition of universal service/access exists	Yes
Universal access/service policy adopted	Yes
Voice services included in Universal service/access definition	• Voice telephony services
Internet services included in Universal service/access definition	• Dial-up Internet access as part of universal service definition
Other services included in Universal service/access definition	• Emergency 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: 2016)

Means of financing operator(s) universal access/service obligations	• Universal service funds
Other financing mechanisms for the provision of Universal service	No
If Yes, please explain	
Operational Universal Service Fund	Yes
If Yes, when? [2009]	2001
Operators/ service providers required to contribute to USF	• All operators
Means of calculating USF contribution amounts	• Percentage of total gross revenues (turnover) Percentage: 2%,
USF financed by other sources	Yes
USF budget financing by source (in percentage)	• Other • Other percentage:, please specify: Excess funds that arise from the Regulatory's annual expenses is channelled toward Universal service Funds,
Regulator administrating USF	Yes
If No, name the entity responsible	

Interconnection issues (Latest data available: 2018)

Interconnection charging principle adopted	• Symmetric
If asymmetric charging, how it was decided?	Determined on the basis of the unit cost of terminating a call on each operator's network.

Approach used to regulate interconnection prices (Latest data available: 2014)

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 • Implementation

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