

Zambia Profile (Latest data available: 2018)

Various statistics (Latest data available: 2018)

Fixed-telephone subscriptions per 100 inhabitants	0.6
Mobile-cellular subscriptions per 100 inhabitants	87.8
Fixed (wired)-broadband subscriptions per 100 inhabitants	0.1
Mobile-broadband subscriptions per 100 inhabitants	55.8
Households with a computer (%)	8.8
Households with Internet access at home (%)	16.6
Individuals using the Internet (%)	27.8

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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Regulatory Authority (Latest data available: 2018)

Name of the telecom/ICT regulator	Zambia Information and Communications Technology Authority
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
Legal document creating the regulator	the repealed Telecommunications Act Chapter 469 of 1994 under the name Communications Authority of Zambia (CAZ) but was renamed as ZICTA by the Information and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.
Year separate regulator created	1994
Regulator also regulates other utilities	
Regulator autonomous in decision making	Yes
Who is responsible for approving the budget of the Regulator? [2009]	The Board of Regulators of the Communications Authority
Sources of regulator's budget and % financed from each source	<ul style="list-style-type: none"> • Government appropriation, percentage: 62, • Regulatory fees, percentage: 38,
Reporting requirements of the regulator	<ul style="list-style-type: none"> • Annual report to the public • Report to Board of ICT regulator • Report to Government • Annual report to Sector Ministry

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	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 monitoring2015	R
Entity in charge of universal service/access	R
Quality of service standards setting2015	R
Entity in charge of enforcement of quality of service obligations	R
Broadcasting (sound transmission)	O
Entity in charge of broadcasting content	O
Entity in charge of Information Technology	R
Entity in charge of Internet content2015	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

Level of Competition (Latest data available: 2018)

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

M: Monopoly

P: Partial competition (year when competition was introduced)

C: Full competition (year when competition was introduced)

N: N/A

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
Internet services included in Universal service/access definition	<ul style="list-style-type: none"> • Dial-up Internet access 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
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Operators under universal access/service obligation	• All operators
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Operators/service providers required to offer below-cost prices	No
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Financing of Universal Service activities and/or Universal Service Funds (Latest data available: 2018)

Means of financing operator(s) universal access/service obligations	• Universal service funds
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Operational Universal Service Fund	Yes
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If Yes, when? [2009]	2010
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Operators/ service providers required to contribute to USF	• All operators
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Means of calculating USF contribution amounts	• Percentage of total gross revenues (turnover) Percentage:;
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USF financed by other sources	No
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USF budget financing by source (in percentage)

Regulator administrating USF	No
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If No, name the entity responsible [2009]	The law regarding the administering and management of the Universal Service Fund is yet to be established.
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Other financing mechanisms for the provision of Universal service	No
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If Yes, please explain [2009]	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.
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