



**REPORT OF THE**

**26<sup>TH</sup> EACO REGULATORY ASSEMBLY**

**HELD AT THE BANK OF TANZANIA TRAINING INSTITUTE, MWANZA,**  
**TANZANIA**

**3<sup>RD</sup>– 4<sup>TH</sup> JULY, 2019**

## 1.0 INTRODUCTION

The 26<sup>th</sup> Assembly of Regulators of the East African Communications Organization (EACO) took place on 3<sup>rd</sup> to 4<sup>th</sup> July, 2019 at the Bank of Tanzania Training Institute, Mwanza, Tanzania. The attendance lists attached herewith as **ANNEX 1**.

The Assembly considered reports from the Committees and the Working Groups namely:- Legal and Human Resource and Development Committee and Finance Audit and Risk Management Committee and the seven (7) Working Groups (WG1 – WG7). The Assembly also deliberated on several other relevant regional issues in the Communications Sector.

The Assembly of Regulators noted implementation of Terms of reference (ToRs), challenges and recommendations presented by the Committees and Groups and adopted their recommendations as highlighted in this report.

## 2.0 OPENING OF THE MEETING

The meeting was officially opened by the Chairman of the Regulators Assembly Mr. John W. Daffa, Director of Licensing and Enforcement, Tanzania Communications Regulatory Authority (TCRA).

## 3.0 ELECTION OF THE BUREAU

The Bureau was formed as follows:

Chairman	Mr. John W. Daffa	TCRA
1 <sup>st</sup> Rapporteur	Mr. Haruni H. B.	TCRA
2 <sup>nd</sup> Rapporteur	Mr. Ndayahundwa Leonidas	ARCT
Secretariat	Ms. Norah Sitati	EACO

## 4.0 ADOPTION OF AGENDA

The Agenda for the 25<sup>th</sup> Assembly of Regulators was adopted and it is attached herewith as **ANNEX II**.



ANNEX II\_Agenda  
and Programme\_25th

## **5.0 REMARKS FROM THE CHAIRMAN**

The Chairperson, Mr. Francis Wangusi, represented by Mr. Ndaró Matano started by appreciating the honor of being a member of EACO and currently the Chairman of the EACO Regulatory Assembly for two years consecutively. He thanked the Tanzania Communications Regulatory Authority (TCRA) for their excellent welcome, the EACO Secretariat and all EACO Working Groups & Committees, which through their joint effort and commitment tried to achieve their tasks.

He mentioned that, in 2018, the Executive Committee of EACO considered and approved a Five Years Strategic Plan for 2018-2023 which guided the Action Plans and programs of the Secretariat and the organization in general and, in which National Regulatory Authorities are invited to participate.

The Chairman enumerated some of the achievements by EACO during his tenure including;

- One Network Area (ONA) for the EAC region currently being implemented by the Partner States of the Northern corridor;
- Coordination of WRC-19 harmonized positions for the EAC region;
- Cross border frequency coordination for Mobile and Broadcasting Services;
- Establishment of Strategic Relationship with the East African Community (EAC) – EACO application to be a semi-autonomous institution of the EAC;
- Regional ICT projects including;- Harmonized E-waste Management, Databank, CubeSat, and Development of Policy and Regulatory Frameworks and Guidelines for the region

**TheChairperson’s fullstatement is attached here asANNEX III.**



ANNEX III\_OPENING  
REMARKS BY THE 24th

## **6.0 MATTERS ARISING FROM THE CHAIRMAN'S COMMUNICATIONS**

There were no matters that were raised by the meeting.

## **7.0 CONSIDERATION OF PROGRESS REPORTS BY THE WORKING GROUPS AND COMMITTEES**

## **7.1. WG1: ICTs POLICY AND REGULATORY FRAMEWORKS HARMONIZATION**

### **Note 1:**

7.1.1 The following were noted from the presentation made by WG1:-

- (i) The proposed Terms of reference (ToRs) of the WG1;
- (ii) The Work Plan for the period July 2018 – June 2019;

7.1.2 Challenges faced by the WG:

- (i) Absence and inconsistent participation of WG members. Designated members of the WG never attend all meetings to ensure continuity and execution of the work of the WG
- (ii) Lack of participation at online meetings considering that the WG has one physical meeting annually
- (iii) Lack of leadership for the WG and absence of key members of the WG at meetings for example the Chair of the WG. The WG 01 Chair has not attended any meeting for these 2 years of the 3<sup>rd</sup> cycle of WGs
- (iv) Country status reports have not been provided on time as indicated in the matrix for implementation of the Work plan that was last reviewed in September 2018
- (v) Absence of participation of operators in the Communications Sector in WG meetings which would not only advance the agenda of WGs but also ensure a harmonized approach to development of policy in the Communications sector

7.1.3 The report was adopted by the Assembly

The report of WG1 is here with attached as **ANNEXIV**.



WG 1 Report.docx

### **Agreed1:**

#### **The Assembly recommends:**

- (i) Each country must officially designate a permanent member of the WG to ensure continuity of participation. Each country must ensure consistence in the participation of the designated member of the WG;
- (ii) In event that the leadership of a Committee or Working Group is not active should be changed immediately to avoid derailing the activities of the Committee/WG.

## **7.2.WG2: ICT INFRASTRUCTURE DEVELOPMENT, CONNECTIVITY, SHARING AND DIGITAL INCLUSION.**

### **Noted2:**

7.2.1 The following issues were noted from the presentation made by WG2

Action plan:

- (i) Implementation of the planned activities including meetings that were held during the period under review;

7.2.2 Challenges faced by the WG:-

- (i) Consistent and regular Participation by members.
- (ii) Minimal participation from Private sector
- (iii) Un-reliable connectivity during online meetings.
- (iv) Data availability issues ( no data base for the region)

7.2.3 The Assembly adopted Report of WG2

The presentation is herewith attached as **ANNEX V**.



### **Agreed2:**

#### **The Assembly recommends:**

- (i) EACO should fast track the database project.
- (ii) Respective country RAs should take responsibility in fast tracking EACO deliverables with the working group members.

## **7.3 WG3: ICT APPLICATIONS, CONSUMER PROTECTION ISSUES AND CYBER SECURITY**

### **Noted3:**

7.3.1 The following was noted from the presentation by WG3:

- (i) Guidelines on Consumer Protection in Mobile Financial Services – The draft guidelines are in its second draft and a stable draft will be ready by September 2019.
- (ii) EACO Policy Framework on Child Online Safety – The draft was improved to the second draft. A stable draft will be developed by September 2019.

7.3.2 Challenges faced by WG3 were:

- (i) Low participation by member countries.
- (ii) Unavailability of experts from members for both physical and online meetings.

7.3.3 The report of WG3 was adopted by the Assembly

The presentation is herewith attached as **ANNEX VI**.



EACO WG 3  
Report.docx

**Agreed3:**

**The Assembly recommends:**

- (i) Member countries to dedicate and facilitate its officers to the Working Groups for consistency and continuity.
- (ii) Collaborate with Higher Learning Institutions in the region on new strategies of training such as introducing the Continuous Professional Development (CPD) where points and certificates are awarded to participants at each completed training.
- (iii) Explore the possibility of introducing new model of learning such as blended learning (face to face and online).
- (iv) The Working Groups/Committees to have achievable TORs for the period of reporting.

#### **7.4.WG4: POSTAL AND COURIER SERVICES DEVELOPMENT & REGULATIONS**

**Noted5:**

7.4.1 The Roundtable discussion for the CEOs of Postal Operators was organised under the theme “Strategy for positioning and transforming the Postal Sector” as pre-event for the Assemblies.

The summary of the roundtable was as follows:-

- (i) Postal corporations must embrace innovation in their products and business processes in order for them to take advantage of the emerging technologies such as Big Data, Artificial Intelligence Cloud Computing, Machine Learning amongst others, to grow revenues and revenue streams.
- (ii) There is need for member states to develop and implement relevant

- legislation to create and enabling environment for growth of postal sector.
- (iii) Postal corporations must embrace partnerships and collaborative approach for them to scale and cover new markets, for example by use of franchising model.
  - (iv) Postal sector personnel need to be trained in emerging technologies to ensure that the sector is always ready for to be part of the digital economy.

#### 7.4.2 Challenges faced by the WG:-

- (i) Postal organizations do not publicise, market and brand their activities to create more awareness to their customers;
- (i) Postal corporations do not embrace business models that focus on inclusion of the unreached customers.

#### 7.4.3 The report of WG4 was adopted the Assembly

**WG4** report is attached herewith as **ANNEX VII**.



EACO WG4 JULY  
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### **Agreed 4**

#### **The Assembly recommends:**

- (i) Regulators to review the processes of measuring Quality of Service and procure quality measurement systems;
- (ii) Members invest in National Addressing and Postcodes to enable Postal Operators and couriers to deliver last mile service efficiently and effectively;
- (iii) Review the scope of Universal Postal Service benchmark with other regions such SADC, WAPCO and SAPOA;
- (iv) Member countries to put in place E-commerce Policy and Legislation so as to boost postal business; and
- (v) Operators, Regulators and Policy makers requested to collaborate in implementing the Postal Transformation agenda.

### **7.5. WG5: BROADCASTING DEVELOPMENT, SPECTRUM MANAGEMENT & MEDIA SERVICES REGULATIONS**

#### **Noted6:**

7.5.1 The following were noted from the presentation by WG5:-

- (i) Conducted a study on sustainability of FTA television broadcasting services;
- (ii) Developed Public Consultation Document (PCD) on strategies of introducing digital sound broadcasting in EACO member states;
- (iii) updated the harmonised QoS parameters for Digital Terrestrial TV broadcasting;
- (iv) Developed Public Consultation Document on deployment of Conditional Access Module (CAM) and a road map for migrating to interoperable digital television receivers.
- (v) Proposed project concept paper for establishing a regional Cubesat (s) that will be used for the benefit of the region and provide guidance on the way forward.
- (vi) Conducted cross border frequency coordination exercise within EACO Member States
- (vii) Developed harmonised EACO position for WRC-19 agenda items

#### 7.5.2 Challenges faced by the WG5:-

- (i) Poor participation to WG05 meetings especially by broadcasters and Telecom Operators
- (ii) Consistency in participation of WG5 members

#### 7.5.3 The report of WG5 was adopted the Assembly.



WG5\_BROADCASTING DEVELOPMENT, SPI

The WG5 report is attached herewith as **ANNEX VIII**.

#### **Agreed5:**

#### **The Assembly recommends:**

- (i) To continue with the cross border frequency coordination exercise for EACO Member States that have not yet completed the exercise
- (ii) Circulation of the following documents to Member States for implementation
  - Updated QoS parameters for Digital Terrestrial TV (DTT)
  - Harmonised guidelines for the use of Earth Station in Motion (ESIM) within the region
  - Regulatory framework for “MUST CARRY” channels and the licensing of



- subscription services on all platforms
- (iii) To allow WG5 to continue working on the proposed activities for the next cycle;
  - (iv) Each administration/Regulators to establish a meeting room with online facilities.

## **7.6. WG6: COMMUNICATIONS NUMBERING PLANS, IP ADDRESSING, SERVICE PRICING & INDUSTRY ANALYSIS**

### **Noted8:**

7.6.1 The following were noted from the presentation made by the Working Group 6:

- (i) Developed draft guidelines for allocation of Network Colour Codes (NCC);
- (ii) Allocated Network Colour Code 7 to South Sudan;
- (iii) All EACO Members states verified implementation of NCC at the border areas.
- (iv) Developed draft guidelines for deployment of domain name system security (DNSSEC)
- (v) Developed draft guidelines on cost oriented model for pricing of telecommunication services

### **7.6.2 Challenges**

- (i) Limited inconsistent participation from the National Regulatory Authorities
- (ii) Limited participation from the operators
- (iii) Limited expertise in certain fields/areas

### **7.6.3 The report of WG6 was adopted by the Assembly**

WG6report is attached herewith as **ANNEX IX**.



REPORT-OF-WORKI  
NG-GROUP-EACO-06

### **Agreed6:**

**The Assembly recommends:**

- (i) Revise WG6 ToRs to take into account the developments in the sectors and the new areas identified that are relevant to the mandate of WG6;
- (ii) Explore methods of increasing participation by both NRAs and operators; Member states to share the unified access model for WHOIS information with ccTLDs/Registries by November 2019.
- (iii) Member states should ensure full implementation of harmonized short codes
- (iv) Member states should continue to identify and implement solutions that will minimize forced roaming at border points

## **7.7. WG7:e-WASTE& COUNTERFEIT GADGETSMANAGEMENT**

### **Noted9:**

#### **7.7.1 The following were noted in the presentation by WG7:**

- (i) EACO has trained WG 7 members and stakeholders on Green ICT and E-waste management;
- (ii) The next training on E-waste Statistics is planned in Kampala, Uganda in September/October 2019 (to be conducted by United Nations University and ITU);
- (iii) The E-Waste Strategy is currently at different stages of implementation by various countries. South Sudan is in the process of formalizing their National Steering Committee. Regional Steering Committee is strengthening the framework for monitoring and evaluating its implementation;
- (iv) Successful awareness workshops held in Nairobi, Kenya in March 2015, Kampala, Uganda July 2017, Kigali, Rwanda in May 2018, Bujumbura, Burundi March 2019. The next awareness workshops are planned for March 2020, in Tanzania and 2021 in South Sudan.

#### **7.7.2 The WG7 also indicated some challenges it is facing including: -**

- (i) Inadequate and inconsistent representation of service providers/operators in WG7 meetings.
- (ii) Inadequate funding

#### **7.7.3 The report of WG7 was adopted.**

The WG7 report is attached herewith as **ANNEX X**.



**Agreed7:**

**The Assembly recommends:**

- (i) Approve the revised ToR on Counterfeit Gadgets Management
- (ii) Approve the Working Group name change to **E-waste Management and Green ICTs**
- (iii) EACO members are requested to continue supporting the implementation of E-Waste Strategy and active participation in ITU activities.

**7.8 FINANCE, AUDIT AND RISK MANAGEMENT COMMITTEE**

**Noted 10:**

7.8.1 The following were noted in the presentation by Finance Audit and Risk Management Committee (FARMC):-

- (i) Performed oversight of EACO Strategy regarding the delivering the Strategic Plan and focusing on value drivers;
- (ii) Performed oversight internal controls particularly on Policies to enhance accountability;
- (iii) Performed oversight financial earnings & expenditure to ensure sustainability of the organisation;
- (iv) Oversight of financial reporting;
- (v) The unqualified opinion External Audit Report and Management Letter for the year 2017/18.

7.8.2 The FARMC also indicated some challenges it is facing including:-

- (i) Funding position is largely dependent on Regulators;
- (ii) Delay in settlements of member contributions;
- (iii) Reduced income from capacity building programs, interest income and exhibitions during Assemblies and Congress

7.8.3 The FARMC was noted by the Assembly.

**7.9 LEGAL AND HUMAN RESOURCES AND DEVELOPMENT COMMITTEE (LHRC)**

**Noted 11:**

7.9.1 The following were noted from the presentation made by the LHRC Committee:

- (i) Recruitment of 3 Liaison Managers;
- (ii) The Constitution was circulated and signed by members from five (5) member states namely; Burundi, Kenya, Rwanda, South Sudan and Uganda. The Constitution is currently in Tanzania awaiting signature.
- (iii) A proposal to Transport, Communications and Meteorology (TCM) of EAC to have EACO considered as a communications institution of EAC is still in progress.
- (iv) The HR Manual was reviewed as per EXCOM directive and the matrix highlighting the proposed amendments and justifications will be presented to the EXCOM for consideration.
- (v) Capacity building for members: Four capacity building programs were planned for the year 2018/2019; however, only two programs were conducted successfully and the other two were not conducted due to inadequate number of participants.

7.9.2 Challenges faced by LHRC

- (i) Low participation in Meetings and incompatibility of HR and Legal due to different mandate. This has been addressed by sending a proposal to unmerge the Committees
- (ii) A lot of time spent in recruitment exercise and review of HR Manual affected the time to implement other planned activities in the ToR;
- (iii) Low participation in training mainly due Policy Issues on travelling abroad within member states

7.9.3 The Assembly adopted the LHRC Report

The LHRC report is attached herewith as **ANNEX XI**.



LHRC Report to  
Assemblies July 2017

**Agreed 9:**

**The Assembly recommends:**

- (i) The NRAs to build a case and continue to urge the respective governments on the need to participate in EACO training programs which are not only relevant but also practical to the sector;
- (ii) EXCOM to reconsider the decision to merge the Legal and HR Committees in line with EACO Constitution and for efficiency purposes.
- (iii) The need for future automation of recruitment process.

**8.0SUBMISSION OF REGULATORY ASSEMBLY REPORT**

This report is hereby submitted to the Congress for consideration and approval.

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**Mr. John W Daffa**

CHAIRMAN, 26<sup>th</sup>EACO Regulators Assembly

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**Mr. Haruni H. B. Lemanya**

First Rapporteur

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**Mr. Ndayahundwa Leonidas**

Second Rapporteur

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**Ms. Norah Sitati**

Liaison Manager, HRA