

REPORT OF THE 26TH ASSEMBLY OF TELECOM OPERATORS

1. Introduction

The Telecom Operators Assembly was held from 1st to 5th July 2019 in Mwanza, Tanzania. The Assembly was opened by Chairperson, Ms. Karimi Ruria from Kenya who welcomed members present at the 26th Assembly.

The meeting was attended by representatives from Kenya, Rwanda, South Sudan, Uganda and Tanzania. The attendance is attached as **Annex 0**

2. Election of the Bureau

The Assembly discussed the above item and elected the bureau as follows:

- (i) Eng. Enocent Msasi- Chairperson;
- (ii) Eng. Albert Richard (Tanzania)- 1st Rapporteur; and
- (iii) Mr. Thomas Bwaley (Kenya) - 2nd Rapporteur.

3. Adoption of the Agenda and Programme

The Assembly adopted the agenda attached as **Annex 1**.

4. Report of the Outgoing Chairperson

The Assembly received and noted the report of the Outgoing Chairperson which is attached as **Annex 2**. The Report was discussed and adopted as presented with the following key issues arising;

- a) Cross border frequency coordination issue were noted and discussed which resulted into elimination or reduction of forced roaming problem with exception of few border areas;
- b) Preparation for the WRC-2019 were noted and discussed. It was noted that several meetings were held with the main objectives to deliberate on the WRC -19 Agenda to establish a common EACO preliminary positions;
- c) EACO through the work of the E-waste Working Group and EACO E-Waste Management Steering Committee have developed EACO E-Waste policy and EACO e-Waste Strategy;
- d) Following the decision by the EACO Executive Committee, the Secretariat reviewed the WGs and Committees and developed the rationalized Working Groups which

combine the groups that are similar in nature and that have overlapping duties. The reports of the meetings are available on the EACO website www.eaco.int;

- e) It was noted that EACO Cube-Sat Project team has developed a project concept paper that explains the technology of Cube-Sat and requirements for designing assembly, test and launching EACO Cube-sat(s). The concept paper details aspects such as: scope, outcome, timeframe, cost, source of funds and stakeholders;
- f) It was discussed and noted that Tender process for the procurement of the consultant to implement the databank was completed on 3rd May 2019. The consultant name is Knowledge Capital. The contract between Knowledge Capital and EACO was signed on 7th June 2019. The implementation is expected to take six months; and
- g) Low participation and support of members to EACO activities and Assemblies was noted and discussed. Strategies to address the same were proposed.

5. Presentation on Universal Acceptance and IDNS for Universal Access and Inclusion

Universal Acceptance (UA) helps create a more inclusive Internet as it ensures that all domain names and email addresses can be used by all Internet-enabled applications, devices and systems. The ICANN presentation highlighted the very low UA compliance in the region and strongly urged all EACO members to take steps to updates their respective systems to be UA ready. Organizations or individuals that would like to learn more about Universal Acceptance can find more information at www.uasg.tech

Presentation is attached as **Annex 8**.

6. Presentation On IP Addressing, IPV6 Transition And IP Numbering Policy

It was discussed and noted that AFRINIC has run out of ipv4 address space and therefore it is imperative that operators rollout migration from ipv4 to ipv6. Operators should review readiness of IPV6 and share with AFRINIC any challenges they face towards IPV6 preparedness.

7. Presentation of the Reports of the Working Groups

The various Working Groups presented their detailed reports which are attached to this Report. The key highlights of the presentations are summarized below;

7.1. WG5: BROADCASTING DEVELOPMENT, SPECTRUM MANAGEMENT AND MEDIA SERVICES REGULATION

Spectrum Management

The issues discussed included:

- 1) Preparations for WRC-19 conference. A handbook is to be developed to facilitate WRC-19 preparatory activities. The EACO Secretariat is advised to coordinate the exercise of preparing the handbook;

- 2) Cross border frequency coordination for mobile and FM; and
- 3) Cube-sat project.

The WG 5 recommended:

- (i) Regulators and EACO Secretariat to encourage operators to participate in online meetings;
- (ii) Each administration/Regulators to establish a meeting room with online facilities

WG5 presentation is attached as **Annex 3**.

7.2. WG6: COMMUNICATIONS NUMBERING PLANS, IP ADDRESSING, SERVICE PRICING AND INDUSTRY ANALYSIS

The WG6 recommended:

- (i) Operators should acquire a border roaming management tool as a technical solution to mitigate forced cross border roaming;
- (ii) Operators with limited or no network coverage to the main border towns are advised to extend coverage to all key areas to serve better all its subscribers;
- (iii) Operators to send through two members to the WG6 meeting for Numbering and Economic regulation;
- (iv) Explore methods of increasing participation by operators

WG6 presentation is attached as **Annex 4**.

7.3. WG2: ICT Infrastructure Development, Connectivity, Sharing and Digital inclusion

The WG2 Recommended:

- (i) EACO Secretariat to establish reasons and recommendations on increasing private sector participation;
- (ii) Respective country RAs should take responsibility in fast tracking EACO deliverables with working group member;
- (iii) EACO to fast track the Databank project; and
- (iv) EACO invitation to meetings should come with specific names of Working Group Members and expertise.

WG2 presentation is attached as **Annex 5**

7.4. WG7: Environment and e-Waste Management

Revised TOR to harmonize the framework for ICT counterfeit gadgets management within the region and to establish mechanism for the mobile operators' sharing of data on blacklisted ICT gadgets within the region.

WG7 recommended:

- (i) Approve Change the name to E-waste, Green ICTs and Counterfeit Gadgets Management;
- (ii) Approve adoption of additional two (2) ToR on counterfeit gadgets management; and
- (iii) In view of added responsibility on counterfeits, Members to send representatives with expertise on the same.

WG7 presentation is attached as **Annex 6**.

7.5. WG03: Consumer Protection, Quality of Service, ICT Applications and Cyber Security

WG3 recommended the following:

- (i) Participation of academia/research institutions to enrich the development of frameworks and guidelines;
- (ii) EACO to secure and facilitate physical meetings and trainings/workshops to aid the finalization of the Working Group's activities; and
- (iii) Members and member countries to dedicate and facilitate its officers to the Working Group for consistency and continuity.

WG3 presentation is attached as **Annex 7**.

8. Cross Cutting Issues

The Assembly of Telecom Operators identified and recommend the following Cross Cutting Issues for further discussion:

- a) That operators, NRA's and other stakeholders should ensure that their Systems are updated to be Universal Acceptance ready;
- b) That operators, NRA's and other stakeholders should consider migration from IPV4 to IPV6 soonest;
- c) That NRA's and Operators to work to resolve Cross border interference;
- d) That Consumer awareness on forced roaming and One Network Area (ONA) is fully implemented in all Member States;
- e) That Work Group Reports (Wherever there are new guidelines and processes), Operators should have an opportunity to review and comment on the documents prior to adoption:
 - a) 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 (WG3)
 - b) EACO Policy Framework on Child Online Safety – The draft was improved to the second draft. A stable draft will be developed by September 2019 (WG3)
 - c) Regulatory Impact Assessment on consumer education initiatives/ or awareness programs –First draft of EACO Regulatory Impact Assessment (RIA) guidelines has been developed (WG3)

- d) Terms of Reference for Data Protection – The Terms of Reference are in stable draft (WG3)
 - e) Factors and recommendations to address infrastructure vandalism (WG2)
 - f) Best operational practices on IP infrastructure networks (WG2)
 - g) Best operational practices on IP infrastructure networks (WG2)
 - h) Guideline and toolkit for Universal Access and digital inclusion (WG2)
 - i) Model Guidelines for deployment of Domain Name System Security (DNSSEC) (WG6)
 - j) Guidelines for allocation of Network Color Codes (NCC) (WG6); and.
 - k) Guidelines on cost oriented model for pricing of telecommunication services (WG6);
- f) NRAs and Operators to protect the industry from destructive/fraudulent innovations:
- a) Operators to collaborate in mitigating Sim boxes and CLI spoofing;
 - b) Do a study on the impact of OTT (Over the Top) on Telecom and National Security; and
 - c) Operators to collaborate in mitigating and preventing “*Wangiri fraud*” and International Revenue Fraud Share (IRFS).
- g) Poor participation and support of members to EACO activities and Assemblies and recommended the following strategies to increase participation:
- i. The congress to urge adoption of EACO into EAC in order to have influence on policy and decision making process.
 - ii. Encourage 2 hours online participation of telecom operators in EACO meetings to complement physical meeting.
 - iii. Regulators and Operators to provide teleconference/video conference facilities with good quality of internet connection;
 - iv. Telecom operators are urged to be active members through annual contributions to EACO;
 - v. Sell the value proposition to operators of what EACO is doing e.g through newsletters and participation of operators in developing content for the same. Content could include status migration to IPv6 in the region, subscriber registration, Data protection policy and regulation, progress on joining EAC, capacity building and studies on emerging issues among others;
 - vi. Proactive action by EACO Secretariat on topical issues
 - vii. Monitoring and evaluation of progress of the WGs including the TORs for reporting to EXCOM

9. Telecom Operators Assembly's Request

The Congress is requested to adopt the recommendations of the Telecom Operators Assembly.

Eng. Enocent Msasi

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Chairperson

Assembly of Telecom Operators

Annexes

Annex 0–Attendance



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Attendance 3rd-4th Ju

Annex 1– Agenda



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ASSEMBLY.docx

Annex 2 – Report of the Chairperson



Telecom Assembly
Outing Chairperson R

Annex 3 – WG5 Presentation



EACO WG 5
Report.pptx

Annex 4 – WG6 Presentation



EACO WG 6 REPORT
2019.pdf

Annex 5 – WG2 Presentation



EACO WG 2
Report.pptx

Annex 6 – WG7 Presentation



EACO WG 7 Report
2019.pptx

Annex 7 – WG3 Presentation



EACO WG 3
Report.pptx

Annex 8 – Universal Acceptance by ICANN



UA_EACO_2019.pdf