East African Communications Organisation

REPORT OF THE PROCEEDINGS

19TH CONGRESS

EAST AFRICAN COMMUNICATIONS ORGANISATION (EACO)

28 MAY - 01 JUNE 2012

BUJUMBURA, BURUNDI

Table of Contents

1.0   INTRODUCTION

The 19th EACO Congress meeting was held on the 1st June 2012 at Royal Palace Hotel in Bujumbura, Burundi. The Assemblies of Regulators, Telecommunications, Postal and Broadcasting Operators and the meeting of Working Committee for Human Resources Development and Training (HRDT/WC) and the Workshop, preceded the Congress at the same venue from 28th to 31st May 2012.

This report presents the proceedings and the decisions of the Congress after considering the reports of the Assemblies, Joint Working Committee and Workshop.

2.0 PARTICIPATION OF MEMBERS AND OBSERVERS

The following EACO Members and Observers attended the Congress:

2.1 MEMBERS

2.1.1 Burundi

   i.   Telecommunications Control Regulatory Agency (ARCT)
   ii.   U-Com Burundi
  iii.   Regie Nationale des Postes (RNP)
   iv.   Tempo Africell
   v.   Radio UMUCO FM
   vi.   Tele10 Burundi

2.1.2 Kenya

   i.   Communications Commission of Kenya (CCK)
   ii.   Postal Corporation of Kenya (PCK)
  iii.   Telkom Kenya Limited (TKL)
   iv.   Safaricom Limited
   v.   Airtel Kenya Limited
   vi.   Telecommunications Service Providers of Kenya (TESPOK)
  vii.   Essar Telecom Kenya
 viii.   Kenya Broadcasting Corporation
   ix.   Royal Media Services Ltd
   x.   African Advanced Level telecommunications Institute (AFRALTI)

2.1.3 Rwanda

   i.   Rwanda Utilities Regulatory Agency (RURA)

ii.   Rwanda National Post Office

iii.   Rwandatel S.A

iv.   Tigo Rwanda

v.   MTN Rwanda

vi.   New ARTEL

vii.   Star Africa Media,

viii.   Tele10 Television & Tele10 Radio,

ix.   ORINFOR

2.1.4 Tanzania

i.   Tanzania Communications Regulatory Authority (TCRA)

ii.   Tanzania Post Corporation (TPC)

iii.   Tanzania Telecommunications Company Limited (TTCL)

iv.   Vodacom Tanzania Limited

v.   Zain Tanzania Limited

vi.   Agape Associate Tanzania

vii.   Zanzibar Broadcasting Commission

viii.   Tanzania Broadcasting Corporation

ix.   Tanzania Courier Association

x.   IPP Media Group

xi.   Agape Associates

xii.   Africa Media Group

xiii.   Sibula Radio FM

xiv.   Clouds FM

xv.   Sahara Media Group

2.1.5 Uganda

i.   Uganda Communications Commission (UCC)

ii.   Uganda Post Limited (UPL)

iii.   Uganda Telecom Limited (UTL)

iv.   MTN Uganda Limited (MTN)

v.   Warid Telecommunications Limited

vi.   Airtel Uganda

vii.   Orange Uganda Limited

viii.   Smile Communications Uganda Limited

2.2 OBSERVER ORGANISATIONS

The list of participants and their organisations is contained in **Annex I.**

3.0 OPENING CEREMONY

3.1 WELCOMING REMARKS BY DIRECTOR GENERAL – ARCT

Mr. Salvator Nizigiyimana

The Director General of ARCT started by welcoming all delegates and thanking the First Vice President of the Republic of Burundi for having accepted to officially open the 19th EACO Congress. He further thanked EACO Members for the confidence entrusted in Burundi by allowing it to organise and host the 19th EACO Congress.

3.2 SPEECH BY THE CHIEF GUEST –THE FIRST VICE PRESIDENT OF THE REPUBLIC OF BURUNDI

Hon. Therence SINUNGURUZA

3.3 STATEMENTS/REMARKS

Prior to the speech by the Chief Guest, the following statements/remarks were made during the opening of the EACO Congress.

3.3.1 Remarks by Director General of Communications Commission of Kenya (CCK)

Mr. Francis WANGUSI

The Director-General of CCK extended his gratitude to the Government and the people of Burundi through the coordination of ARTC for the warm welcome and hospitality of the people of Burundi and the successful organisation of the 19th EACO Congress.

He congratulated the outgoing Chairman of EACO for a successful leadership and great achievement recorded during his Chairmanship.

He gave a brief background of ICT Development and the role of Mobile Money Transfer in the economy of Kenya.

3.3.2 Remarks by Director General, Tanzania Communications Regulatory Authority (TCRA)

Prof. John S. NKOMA

The Director General of TCRA Prof. John S. Nkoma thanked the government of Burundi through ARCT for a warm welcome and hospitality of the people of Burundi.

He gave an update of the development of ICT Sector in Tanzania including among others the status of legal and regulatory framework as well as the major projects being developed.

He informed the Congress that Tanzania is now connected to three submarine cables in Dar es Salaam and that the National ICT Backbone is connected to all 8 neighbouring countries.

3.3.3 Speech by Representative to Executive Director, Uganda Communications Commission (UCC)

Mr. Godfrey MUTABAZI

In his remarks, he congratulated ARCT for successful preparation of the 19th EACO Congress and for a warm welcome of the people of Burundi.

He thanked the outgoing Chairman of EACO for the efforts and successful Chairmanship of Rwanda and he congratulate the new Chairman on EACO

He briefed the congress on the development of the ICT Sector in Uganda.

He concluded by reaffirming the confidence Uganda has in Burundi.

3.3.4 Remarks by Director General of Rwanda Utilities Regulatory Agency

Mr. François Régis GATARAYIHA

The Director General of RURA thanked the Government of Burundi through ARCT for hosting the Congress and the different Assemblies.

He saluted the people of Burundi for a warm welcome extended to all delegates

He gave an overview of the ICT Sector development in Rwanda including the ongoing review of the institutional and legal framework to have a converged ICT Regulatory Authority, the status of broadband as well as the progress in digital migration.

3.3.5 Speech by Guest of Honor – First Vice President of the Republic of Burundi

His Excellency Therence SINUNGURUZA

The Congress was officially opened by the His Excellence the Vice President of the Republic of Burundi. He welcomed all participants and the outgoing Chairman and the Government of Rwanda for the excellent Chairmanship of RURA during the last year. He thanked EACO Members for having accepted to choose Burundi to host the 19th EACO Congress.

He reiterated the commitment of the Republic of Burundi to support the EACO initiatives.

4.0 ADOPTION OF THE AGENDA

The proposed agenda was adopted as follows:-

1. Adoption of the Agenda
2. Election of the Bureau
3. Report of the Chairperson of the 2010 18th EACO Congress
4. Consideration of applications for members to join EACO
5. Reports of the Assemblies of Parties, Task Forces and Working Committees:-
   (i)   Assembly of Regulators
   (ii)   Assembly of Telecommunications Operators
   (iii) Assembly of Postal Operators
   (iv)   Assembly of Broadcasters
   (v)   Broadcasting Technical Task Force
   (vi)   HRDT/WC
   (vii) Joint Working Committee (JWC)
6. EACO Relationship with EAC
7. EACO Logo
8. Venue and date for the next EACO Congress
9. Adoption of the Report of the EACO Congress
10. Any Other Business
11. Closing Ceremony

5.0 ELECTION OF THE BUREAU

The Congress nominated Burundi to chair the Congress and Rwanda as the first Rapporteur was Rwanda with the second and the third Rapporteur being Kenya and Burundi respectively.

The Bureau was constituted as follows:

Chairman	Mr. Salvator Nizigiyimana	ARCT
1st Rapporteur	Ms. Beata Mukangabo	RURA
2nd Rapporteur	Ms. Njeri Mwangi	CCK
3rd Rapporteur	Mr. Deo Bizindavyi	ARCT

6.0 HANDOVER CEREMONY OF THE EACO CHAIR

The outgoing Chairman Mr. François Régis GATARAYIHA of Rwanda Utilities Regulatory Agency (RURA) presented the instruments of power (a harmer) to the incoming Chairman Mr. Salvator Nizigiyimana of Agence de Regulation et de Controle des Telecommunications (ARCT) as **a symbol of authority** that will ensure all decisions of EACO are followed and implemented.

7.0 REPORT OF THE EACO-CHAIRMAN 2010/2011

The outgoing Chairman thanked the Regulatory Agencies in the five EAC countries and the various ad-hoc committees for their respective efforts in implementing and following up the decisions of the EACO during the past one year.

He gave a brief summary of the achievement of EACO during his Chairmanship.

He informed the Congress that he had conducted a series of meetings and consultations to address key issues including the setting of the EACO Secretariat, EACO Headquarters and EACO Task forces that was followed by a series of the consultations where it was agreed that Rwanda will contact the EAC Secretariat to discuss the formalization of the relationship between EAC and EACO.   He reported that a letter was sent to EAC on the 14th March 2012 with the request for the EAC SG to meet with MoU Committee but the appointment had not been secured.

Regarding the set up of EACO Secretariat, he reported that the remuneration for EACO Secretariat together with the other terms and conditions of service for the first team of EACO Secretariat including an Executive Secretary, three

Liaison Managers, one Administrative Assistant and one driver had been reviewed.

Concerning the hosting and registration of EACO, the outgoing Chairman informed the Congress that fundamentals for the Hosting Agreement had been identified and that RURA would engage the relevant authorities for a fast registration and signature of the Hosting Agreement.

The outgoing Chairman of EACO highlighted other achievements including among others, the preparation of EACO Job descriptions, design of the EACO Logo and website, the meeting of all EACO Taskforces and Committees as planned and the Human Resource Workshop on talent management which was held in Kigali.

He further reported to the Congress that a meeting of EACO Executive Committee was held in Kigali to discuss the details on the setting up of EACO Secretariat, signature of Constitution before the notary for further registration and the contribution scheme for EACO members. He reported that during this meeting, the Executive Committee had paid a visit to the temporary EACO Head Offices and the plot which had been purchased by RURA for the RURA and EACO Headquarters.

8.0 REMARKS OF THE NEW CHAIRMAN

The incoming Chairman thanked the outgoing Chairman and EACO Members for the confidence they had confided in him. In his remarks he said that with the assistance and support of all EACO Members he shall meet the expectation of the EACO.

9.0 CONSIDERATION OF EACO MEMBERSHIP APPLICATIONS

9.1 BURUNDI

Noted 1:

Telecommunications Control Regulatory Agency (ARCT) submitted the following applications for membership to EACO:

i.   Onatel
ii. Econet Wireless, Burundi
iii. RTNB, (public broadcaster)
iv. REMA FM (private broadcaster)

The applications were seconded by Rwanda

Agreed 1:

To admit the following organisations as members of EACO:

 i.   Onatel
 ii.   Econet Wiress Burundi
 iii.   RTNB
 iv.   REMA FM

9.2   KENYA

Noted 2:

Communications Commission of Kenya (CCK) submitted the following applications for membership to EACO:

 i.   Royal Media Services
 ii.   Multimedia University of Kenya
 iii.   Africa Advanced level telecommunications Institute (AFRALTI)
 iv.   Radio Africa Group
 v.   Nation Media Group
 vi.   Standard Group, Kenya.
 vii.   Multichoice, Kenya
 viii.   Directorate of E-Government, Kenya

Agreed 2:

To admit the following organisations as members of EACO:

 i.   Royal Media Services
 ii.   Multimedia University of Kenya
 iii.   Africa Advanced level telecommunications Institute (AFRALTI)
 iv.   Radio Africa Group
 v.   Nation Media Group
 vi.   Standard Group
 vii.   Kenya; Multichoice
 viii.   Kenya; Directorate of E-Government
 ix.   Kenya as members of EACO.

9.3   TANZANIA

Noted 3:

Tanzania Communications Regulatory Authority (TCRA) submitted the application for membership to EACO by Star Media, Tanzania.

Agreed 3:

To admit Star Time Tanzania as a member of EACO.

9.4   RWANDA

Noted 4:

Rwanda Utilities Regulatory Authority (RURA) submitted the application for membership by Airtel Rwanda.

Agreed 4:

To admit Airtel Rwanda as a member of EACO.

9.5   UGANDA

Uganda did not submit any application.

10.0 WORKSHOP

On 31st May 2012, a workshop on Regulation Challenges in the East African Region was held.

10.1 OPENING OF THE WORKSHOP

The workshop was chaired by Mr. Hermenegilde NTAHOMVUKIYE from ARCT. The presentations that were made during the workshop included:

(i) "International Traffic Challenge" by Mr. Antoine Barba.

(ii) "Interconnect traffic verification policy, Next Generation Networks, New Players, New challenges, New ITRs, New Regional Regulatory Challenges" by Francois Dugue Jr Senior Policy Advisor, Consultant NCA, Ghana

(iii)"Ghana's Experience on Traffic Monitoring" by Joshua Peprah, Regulator Ghana (through Weblink)

(iv)Infrastructure Sharing" by Mr. Fidele Kandikandi, Burundi

(v) Quality of Service, by Markku Virtanen, Omnitele-Finland

(vi) Independence of Regulator by Antoine Barba, Clarity Telecom, France

(vii) Postal Regulation (Postal Codes) by Alloys Ochieng, CCK

(viii) Digital Solution by Tele 10 Group

10.2 CLOSING OF THE WORKSHOP

In closing the workshop, the Chairman thanked the presenters for their presentations and the participants for their active participation and fruitful discussions.

11.0 REPORTS OF ASSEMBLIES, COMMITTEES AND TASK FORCES

11.1 REPORT OF THE MOU TASKFORCE

The Congress noted the Report of the MoU Taskforce which covered the following items and recommendations:

11.1.1   Relationship between EAC and EACO

Noted 5:

(i) The update on relationship between EACO and EAC
(ii) The recommendation to join EAC as an observer
(iii)Joining EAC as an observer would allow EACO to participate in relevant policy and technical meetings of the EAC and to present its decisions for deliberation at EAC meetings.

Agreed 5:

(i) EACO should make a formal application to EAC for observer status by August 2012
(ii) EACO to follow up the meeting with the EAC Secretariat.

11.1.2 PARENET Constitution

Noted 6:

(i) RURA invited the Task force to review the PARENET draft Constitution and consider recommending whether or not EACO should join the network
(ii) The recommendation to EACO to join PARENET as bloc.

Agreed 6:

EACO should monitor the performance of PARENET before joining it.

11.1.3 Membership Contributions

Noted 7:

(i) The Constitution requires all members to contribute to EACO
(ii) Regulators have greater responsibility for EACO and should pay more than the others, while enjoying superior rights and responsibilities
(iii)The need to re-categorize EACO membership in line with the ITU and ATU models as follows:

a) Members consisting of the National Regulatory Authorities of the EAC member states.
b) Sector Members consisting of ICT operators
c) Associate Members consisting of associates, academic and research institutions.

Agreed 7:

(i) To redefine the EACO membership categories as follows :
    a. Members
    b. Sector Members
    c. Associate Members

(ii) Members shall have rights and obligations as provided for in the constitution provided that CEOs of the National Regulatory Authorities shall, given their contributions, constitute the Executive Committees.

(iii) To approve the following membership contribution scheme

Member	Annual Contribution
Regulators	USD 100,000
Telecom Operators	USD 10,000
Broadcasters	USD 5,000
Postal Operators	USD 3,000
Associate Members	USD 500

(iv) The Secretariat of EACO should put in place mechanisms for raising funds for sustainability of EACO.

11.1.4 Post Recruitment Preparation

Noted 8:

(i) The Hosting Agreement to be signed between EACO and the Government of Rwanda was drafted as well as other relevant documents needed to facilitate the setting of the EACO Secretariat

(ii) The need for the Staff and Regulations developed by the HRDT to be reviewed by the Task force to ensure their compliance with the Constitution and general employment law.

(iii) The need to change the name and scope of MoU Taskforce given that EACO now had a constitution.

Agreed 8:

The MoU Taskforce and HRDT Committee would meet and finalize the relevant documents.
(i) To reconstitute and rename the MoU Committee to become Constitutional and Legal Affairs Committee.

The details of the Report of MoU Committee are attached as **Annex III.**

11.2 REPORT OF ASSEMBLY OF TELECOMMUNICATION OPERATORS

The Congress noted the report of the Assembly of Telecommunication Operators which covered the following items and recommendations:

11.2.1 Migration from IPV4 TO IPV6 (OPERATORS' LEVEL OF PREPAREDNESS

Noted 9:

(i) Kenya reported that it had formed an IPV6 Task force comprising of Regulators, Operators, and the Government. Some operators in Kenya had already been assigned addresses and were testing on their networks in readiness for commercial launch. The rest were in the process of applying for assignment of addresses.
(ii) Some Tanzanian operators had been assigned address blocks by AFRINIC and were in the process of reviewing network capability and making arrangements for necessary upgrades.

(iii)Although the migration was currently free of charge for Operators, there were costs associated with upgrading the systems and recruitment of technicians with IPv6 knowledge or training.

Agreed 9:

(i) Each country should design a clear roadmap for the migration;
(ii) All operators should identify their training needs and contact AFRINIC which was offering free training;
(iii)Regulators and Operators should contact the device suppliers to ascertain the IPv6 capability of the devices they were supplying. If they were found not to be compliant it was recommended that they should through the relevant channels be directed to upgrade the devices.

11.2.2 Regional Roaming, Monitoring Of International Incoming Traffic and Taxation of Inbound International Traffic

Noted 10:

(i) Tanzania had (7) border points of connection to other East African Countries. These were Optic Fibre Cable connections.
(ii) Burundi reported high transit costs because their international traffic has to be routed through other countries; yet setting up the E1 connectivity was very expensive.
(iii)Rwanda reported that its international incoming traffic rates were regulated while those of Kenya and Tanzania were determined by the market forces and had proved to be more effective.

Agreed 10:

The Regulators need to lobby the respective governments to promote the establishment of Trans-border Optic Fibre Broadband Infrastructure in the region to ensure direct connection of the networks;

11.2.3 Update on Harmonization of Short Codes in East African Community

Noted 11:

(i) Various Regulators had given the Operators a Consultation Paper on harmonization of short codes and a list for harmonisation. The Operators had submitted their comments for consideration.

(ii) The cost of conducting the customer awareness for the harmonised codes was not commercially viable.

(iii) Only Emergency Short Codes should be harmonised across the region, since they were universal and harmonised by default. The Commercial codes unique to each Operator should not be subjected to blanket harmonization.

(iv) The Short Codes identified for harmonisation were: Emergency Services (Police, Fire, Ambulance and Lake Victoria Basin Initiative).

(v) The Commercial Codes (Credit Recharge, Voicemail, Customer Care, and Account Inquiry) should be left to individual Operators' administration as was the case currently. The rationale was that the number of roamers was significantly lower than the entire subscriber base to warrant the blanket harmonisation. In addition, harmonisation would avail an opportunity for short code misuse/ abuse leading to security concerns.

11.2.4 Mobile Number Portability (MNP)

Noted 12:

(i) Kenya had implemented MNP since April 2011. However, the number of customers who had used the service in its first year was significantly less than 100,000 of the many millions of the aggregate subscriber base. As such, the results did not justify the huge capital investment made by the Operators to deliver the service. MNP had also resulted in some unhealthy competition among the Operators in the initial stages of its launch.

(ii) Tanzania had regulations providing for MNP, and its implementation was set for December 2012. The technicalities and preparations required for MNP would not be achieved within 6 months as had been planned. It was not anticipated that MNP would help much given the prevailing multi-SIM culture. Tanzania was a competitive market which was self-regulating. Therefore the desire to port may

not be there due to what was offered by operators i.e. free SIM cards versus the cost of porting.

(iii) Compared to what had happened in Kenya and Ghana, the investment costs to operators were higher than the benefit anticipated for customers. There should be extensive research on the need for MNP.

(iv) In Rwanda, Operators had agreed to wait until the market achieved a subscriber penetration of 60% before MNP was launched. However, the Regulator had recently conducted an awareness workshop on MNP implementation.

(v) Burundi had not yet implemented MNP. Operators felt that MNP was not a priority at the moment since market penetration was below 25%. The priority therefore should be to increase market penetration.

(vi) Uganda was not yet conducting MNP but there have been indications that it would be embarked after the SIM Card Registration exercise.

(vii) **Challenges**:

    a. The Assembly agreed that despite the customer choice which MNP offers, it was not a priority for EACO. The region was still grappling with matters such as achieving seamless connectivity, and lowering roaming/interconnect tariffs among others.

    b. Market readiness was still low in most of the countries and as demonstrated by Kenya's case, MNP uptake may not be matched by the heavy investment made to avail the service.

    c. A successful adoption of MNP heavily depended on the market characteristics of each country such as its saturation levels, and the range of service and product offerings by the Operators.

Agreed 11:

(i) MNP should be implemented on a country-to-country basis, taking into account the market penetration, competitiveness of the market or growth of the subscriber base which was unique to each member state.

(ii) The successful launch and implementation of MNP required a reasonable timeframe. This would facilitate the various stakeholders to plan accordingly.

(iii) The countries which were yet to launch MNP should explore further the possibility of having a central clearing house which they could jointly fund so as to lower the cost of investment.

(iv) The Members could share experiences on cost at the next EACO Congress.

11.2.5 Operators Access to the Submarine Cables on the Coast

Noted 13:

(i) The different member states had access to the Submarine Cables at the coast.
(ii) Some Operators from Kenya and Tanzania reported that they had excess capacity and were willing to lease capacity to the other Operators.
(iii) Challenges:
    a. Operators in the region indicated that they were suffering numerous outages caused by fibre cuts due to vandalism, road-works, power outages and ship activities.
    b. Network availability was not stable;
    c. Land locked countries expressed concern that access to the submarine cables was very expensive.

Recommendations:

(i) The Regulators and Operators need to lobby their governments to finance and facilitate affordable access, for both submarine and terrestrial connectivity.
(ii) The Regulators should lobby their governments to facilitate access through microwave and satellite as a back-up or alternative especially for critical institutions such as hospitals and banks.
(iii) The installation of cables should be done in a ring structure so that operations would continue despite a fibre cut on either side of the ring.
(iv) There was a need to strongly legislate against vandalism, theft and damage of telecommunication equipment by criminalising the offence and imposing deterrent penalties for the offenders.
(v) Submarine cable operators should endeavour to provide their clients with redundancy in case of cable cuts.

11.2.6 Operators and the 3G Services and Related Fees and Taxes

Noted 14:

(i) All countries had launched 3G Services. However its access and use were still low owing to the high cost experienced by subscribers.
(ii) Burundi and Uganda attributed the low use to high costs of 3G enabled devices, which were highly taxed and not affordable. As such, most customers mainly relied on modems for internet access in Burundi, while in Uganda; the market is still dominated by cheaper phones which are not 3G enabled.
(iii) Optic Fibre Cable (OFC) was still too costly for Operators.

11.2.7   Spectrum Pricing

Noted 15:

    (i) Spectrum Prices was too high across the region

    (ii) There was blanket pricing for Spectrum across bands (900MHz, 1800MHz and 2100 MHz bands) which seriously affected operators ability to invest and expand networks.

Noted 16: The following recommendations of the Assembly:

    (i) Charging model should be based on allocated bandwidth and not on TRX rollout as charges based on TRX rollout implied penalties for spectrum usage. This is discouraged network expansion hence hampered coverage.

    (ii) Rolling out networks in the 1800MHz and 2100MHz bands required more capital investments to provide the same coverage as they would for the 900MHz band. Therefore based on the current high spectrum charges for the above frequency bands, the Spectrum fee structure for all the frequency bands should be reviewed.

    (iii)The pricing for 1800MHz and 2100MHz should be lower than that of 900MHz.

11.2.8   Long Term Evolution

Agreed 12:

    (i) Regulators to provide a roadmap on the future availability of Spectrum for rollout of LTE networks in the 2.6GHz and 700/800MHz band.

    (ii) Regulators should endeavour to accelerate the release of the 700MHz band before the 2015 deadline.

11.2.9   Numbering Fees

Noted 17:

The Assembly noted that numbering resources attracted a fee in some countries. Where this happened, the cost was passed on to subscribers which raised the cost of access to service.

Agreed 13:

To look into the issue of abolishing Abolition of numbering fee in order to have a uniform operating environment across the region as was currently the case in Kenya and Uganda taking into account the low ARPUs realised by operators and high operation costs.

11.2.10   Operators and the Converged Licensing Framework

Noted 18:

(i) The precise context of "Converged Licensing Framework" was not clear. However, the members perceived it as having a unified or single licence to provide a range of services so that an Operator does not have to obtain an independent licence for the various types of services.

(ii) This was the current framework in Kenya, Uganda, Rwanda and Tanzania.

(iii)Burundi indicated that the Operators were issued with technology-specific licences and were not yet applying the Converged Licensing Framework.

Agreed 14:

Burundi should explore the adoption of the Converged Licensing Framework as other countries in the region.

11.2.11   Cyber Security

Agreed 15:

(i) Each country should set up a national CERT, as well as a sector-specific CERT in which the Operators could participate.
(ii) Each of the Operators should set up their own CERTS as well.

11.2.12   Cross Border Interference

Agreed 16:

The Regulators need to set clear guidelines to improve frequency planning and to prevent cross border interference;

The details of the report of Assembly of Telecom Operators are attached as **Annex IV.**

11.3 REPORT OF THE ASSEMBLY OF REGULATORS

The Congress noted the report of the Assembly of Regulators, which covered the following items and recommendations:

11.3.1   MATTERS ARISING FROM THE REPORT OF THE OUTGOING CHAIRMAN

Noted 19:

(i) Burundi, Kenya, Tanzania and Uganda appreciated RURA's Chairmanship and dedication as well as the work done by the various committees and Task forces. Member States also commended the support and commitment of the Government of Rwanda.

(ii) The need for EACO to develop a Strategic Plan upon establishment of the Secretariat.

(iii) The need for further consultation and benchmarking with similar institutions and organizations on the issue of member contribution and the categorisation of membership..

(iv) The need for transparency in the recruitment of EACO staff.

Agreed 17:

The Assembly adopted the outgoing Chairman's report to adopt the the outgoing chairman s report**.**

Agreed 18:

(i) The Secretariat should develop a Strategic Plan for.
(ii) There should be transparency in the recruitment of EACO Staff
(iii) To adopt the principle of rotation among EACO states in the holding of posts in EACO Secretariat

Noted 20:

The Congress considered the 18th EACO action matrix.

Agreed 19:

To adopt the updated Action Matrix

11.3.2   Report of Cybersecurity Task Force

Noted 21:

(i) The level of establishment of National CERTs in each of the East Africa countries together with the level of implementation of the recommendation of the last EACO Congress in relation with Cyber security related issues.

(ii) The need for EACO Member States to continue the implementation of the recommendations made by the Cyber security Taskforce towards establishment of national CERTs;

(iii) Burundi had not joined the ITU/IMPACT initiative which provides technical support towards establishment of National CERTs;

(iv) The need to establish national CERTs and to collaborate with other CERTs at the regional and international levels;

(v) The need for the development and harmonization of national Cyber security laws with reference to the existing regional and international legal instruments on Cyber security;

(vi) Some Cyber security Taskforce members had not benchmarked with established National CERTs;

(vii) Participation of operators in the EACO Cyber security Taskforce activities was limited;

(viii) The need for joint participation of EACO in the ITU/BDT forums organized by ITU on Africa regional level.

Agreed 20:

(i) To adopt the report of the Cyber security Taskforce.

(ii) To jointly EACO and its members should actively participate in the ITU/BDT forums on Cyber security.

(iii) To encourage Burundi to join the ITU/IMPACT initiative.

(iv) To encourage the Cyber security Taskforce members to benchmark with established National CERTs;

(v) The Regulators should extend invitations to Operators to participate in the Cyber security Taskforce activities;

11.3.3   Report of EAIXP Task Force

Noted 22:

   (i) The report of the EAIXP Taskforce as attached in **Annex V;**

   (ii) The need to have an action plan to fast track the establishment of EAIXP and to agree on EAIXP topology;

   (iii)There were issues on EAIXP security and redundancy, as well as ownership and management of national IXPs ;

   (iv)There were challenges of interconnection of national IXPs due to differences in stages of adoption of IPv6;

   (v) Need to sensitize the political leaders to support the adoption of IPv6 as it would play an important role in the achievement of long term vision of each EACO Member State;

   (vi)Need to treat EAIXP as regional project of EACO.

Agreed 21:

   (i)   To adopt the network ring topology for the IEAXP as proposed by the Task Force which will over time evolve to a mesh topology;

   (ii)   EACO Members States should have a clear framework for IXP and a well structured national IXP;

   (iii)   EACO Secretariat should follow up this issue and to give it priority in its Strategic Plan;

11.3.4   Report of E-Waste Task Force

Noted 23:

   (i) The report of the e-waste Taskforce as attached in **Annex VI;**

   (ii) The findings from analysis and mapping of the current status of policy and legal frameworks, ICT regulator initiatives, other stakeholder initiatives and challenges in EAC Members States;

   (iii)The study on e-waste management in Tanzania;

   (iv)The need for a consolidated approach to bring on board all relevant stakeholders, including tax policy makers.

Agreed 22:

(i) To adopt the e-waste Task Force Report as work in progress;

(ii) Tanzania should share its report on the study on e-waste management;

(iii) The Regulators should initiate close collaboration with all relevant organizations dealing with e-waste management within their jurisdiction.

11.3.5 Report of E-Banking Task Force

Noted 24:

(i) The report of the e-banking Taskforce.

(ii) Current status of legal framework on e-banking within the EAC Members;

(iii) The need to rename and expand the ToRs of the e-banking Task Force;

(iv) The IMF/East AFRITAC was organizing a workshop in Kampala on regulation of mobile financial services from 27th to 29th June 2012.

Agreed 23:

(i) To adopt the report of the e-Banking Task Force;

(ii) To change the name of the Taskforce to E-Transaction Task Force and to review the Terms of Reference accordingly to include e-transaction issues such e-commerce, PKI, Mobile/online application standards;

(iii) To encourage EACO members to participate in the forthcoming IMF/East AFRITAC workshop.

11.3.6 The Report of Consumer Protection Task Force

Noted 25:

(i) The report of the Consumer Protection Taskforce as attached in **Annex VII**;

(ii) The implementation of the recommendations of the last EACO Congress in relation with the consultation with operators on guidelines on roaming and marketing communication;

(iii)That the Guidelines on roaming and marketing communication were circulated in all EACO Member States and that some operators had not given their feedback;

(iv)That the One network concept had been withdrawn without informing the consumers;

(v) The need to review TORs of the Consumer Task Force to address other related issues such as regional roaming and tariffs.

Agreed 24:

(i) To adopt the proposed Regional Roaming Guidelines;

(ii) To adopt the Marketing Communication Guidelines;

(iii)To review TORs of the Consumer Task Force to address other related issues such as regional roaming and tariffs.

11.3.7   Report of the Numbering Task Force

Noted 26:

(i) The report of the Numbering Task Force as attached in **Annex VIII;**

(ii) The status on Equipment Identity Register, implementation of SIM Card Registration, Short Code Harmonization, implementation of the Short Code 110 for lake safety, Network Colour Codes implementation, Implementation of Regional Access Codes, Management of short codes in EACO Country Members and Numbering fee structure;

Agreed 25:

(i) To adopt the report of EACO Task Force on Numbering Resources with some amendments.

(ii) That The EACO Task Force on Numbering Resources should continue with its work and report back to the Assembly of Regulators on the implementation/activation of short codes to facilitate seamless communication by East African roamers as well as the implementation of the Network Colour Codes and Regional Access Code in the region;

(iii) Regional Access Code 003 should be assigned to Burundi upon the country's formal application for the Code during the 19th EACO congress;

(iv) EACO Secretariat should liaise with EAC Secretariat for the timely implementation of the Maritime Communication for Safety on Lake Victoria (MCSLV) project so as to implement the short code 110;

(v) Regulators should manage the entire spectrum of numbering resources within their respective countries and urge operators to ensure toll free access codes are activated;

(vi) Regulators should implement an Automated Short Code Information system for the harmonized codes;

(vii) EACO member countries should nominate numbering officers to participate consistently in the Study Groups activities relevant to numbering both at the ITU, regional and Africa group forums in order to build capacity and influence regional interests. And, in order to increase level of participations and contributions, Members should take advantage of fellowships given to the developing countries.

11.3.8   Report of the Task Force on Number Portability

Noted 27:

(i)   The report of the Number Portability Task Force.

(ii)   The need to fast track implementation of Mobile Number Portability (MNP) in the region;

(iii)   The need to continue with benchmarking and sharing of experience among countries;

(iv)   The need for Regulators to facilitate consultative processes on the implementation of number portability;

(v)

(vi)   The need for EACO member countries to embark on public awareness campaign as they plan and implement number portability;

Agreed 26:

(i)   To benchmark with other regions on where number portability has been implemented;

(vii)   Kenya should host the workshop on Mobile number portability before the 20th EACO Congress;

(viii)   The work of the Taskforce on Number Portability should be transferred to the Numbering Task Force.

11.3.9   Report of Infrastructure Sharing Task Force

Noted 28:

(i) The report of the Infrastructure Sharing Task Force as attached in **Annex IX;**

(ii) The need to harmonise policy, legal and regulatory framework in relation to infrastructure sharing within the EACO region;

(iii) The need to review and harmonise activities of the EAIXP and infrastructure sharing taskforce;

(iv) The need to review all activities that have been undertaken within the region for instance the EAC BIN projects, the ICT network policy document;

(v) The need to benchmark with other countries where infrastructure sharing has been successful;

(vi) The need to put in place laws regarding vandalism and the protection of telecommunication infrastructure within the region;

(vii) The need for Member States to define a code and operational arrangements for way leaves between local governments, utility operators, and environment institutions among others to improve institutional co-ordination;

(viii) The extent of infrastructure sharing should not discourage infrastructure expansion;

(ix) The need to include all infrastructure service providers such as broadcasters and ISPs in the future work of the Task Force;

Agreed 27:

To adopt the report of the Infrastructure Sharing Task Force as work in progress.

11.3.10   Report on WRC 12 Task Force

Noted 29:

(i) The report of the WRC-12 Task Force as attached in **Annex X**;

(ii) That WRC-12 was attended by participants from all EACO Member States;

(iii) The need for EACO member countries to update their Table of frequency allocation based on the Final Acts of the WRC-12.

(iv) The need for EACO member states to disseminate the information on the decisions of WRC-12 to their respective stakeholders and sensitize them on the impact of these decisions.

(v) The need for the Regulatory Authorities to bring this matter to the attention of their respective governments with a view to having their respective governments to ratify the Final Acts of WRC-12.

(vi) The need for EACO delegates manual to be a constant and mandatory document for all delegates in all the future Conferences;

(vii) The need for EACO Member States to commence the requisite arrangements for a possible launch of a Geo-Stationary Satellite Orbit (GSO) satellite in the next 10 years.

Agreed 28:

(i) To adopt the report of the WRC 12 Task Force;

(ii) That EACO Member States update their National Tables of Frequency Allocations by January 2013 to reflect the decisions of WRC-12;

(iii) EACO Member States should ratify the Final Acts of WRC 12.

11.3.11   Presentation of EACO Preparation towards WRC-15

Noted 30:

(i) The presentation on preparation towards WRC-15 as attached in **Annex XI;**

(ii) The issues to be discussed during the WRC15 include Mobile and Amateur issues; Science Services; Aeronautical, Maritime & Radiolocation issues; Satellite services; Satellite Regulatory issues and General issues;

(iii) That EACO members should constitute national preparatory Committees comprising of Regulators, Telecom operators, Broadcasters, Security agencies, Aeronautical and maritime authorities, Meteorological/ atmospheric science and agencies, Ministries/ Agencies responsible for National science and research

(iv) The need to budget to enable participants attend Study Group and Working Party meetings and maintaining consistency as much as possible in the CPM and other participatory meetings;

(v) The need to elect the next chair/coordinator of EACO preparation for WRC 15 between Rwanda and Burundi based on EACO tradition of rotation.

Agreed 29:

(i) EACO Member States should constitute national preparatory Committees to prepare for WRC-15;

(ii) Rwanda should chair the WRC 2015 EACO Preparatory Committee;

11.3.12   Report of QoS Task Force

Noted 31:

(i) The report of the QoS Task Force as attached in **Annex XII;**

(ii) The challenges being faced by EACO members in relation with QoS monitoring and enforcement;

(iii) The need to consider reinstatement of the Enforcement Task Force or consider merging the Enforcement TaskForce to another relevant Task Force already in place;

(iv) The need for active participation in ITU-T Study Group 12 dealing with Quality of Service (QoS) and Quality of Experience (QoE).

Agreed 30:

To adopt the report of the QoS Task Force as work in progress.

11.3.13   Report of Tele Traffic Monitoring Task Force

Noted 32:

(i) The report of the Tele Traffic Monitoring Task Force as attached in **Annex XIII;**

(ii) That the task force needs to carry out further consultations on this matter.

Agreed 31:

To adopt the report of the Tele Traffic Monitoring Task Force as work in progress.

11.3.14   Report of the Task Force on Harmonisation of Converged/ Unified Licensing Framework

Noted 33:

(i) The report of the harmonisation of converged/unified licensing framework Task Force.

(ii) That the legal frameworks on converged/unified licensing arrangements in the EACO Member States were at different stages.

Agreed 32:

To adopt the report of the Harmonisation of Converged/Unified Licensing framework Task Force as work in progress.

11.3.15 Report of the EACO Postal Regulation and Development Task Force Meeting

Noted 34:

The report of the EACO Postal Regulation and development Taskforce.

Agreed 33:

To adopt the report of the EACO Postal Regulation and Development Task Force as work in progress;

11.3.16 Brief on World Conference on International Telecommunications (WCIT- 12)

Noted 35:

(i) The presentation by TCRA of a paper on the preparation of WCIT-12 to be held in Dubai, United Arab Emirates from the 3rd to 14th December 2012 and giving an overview of the International Telecommunication Regulations (ITRs) and the process of their review;

(ii) The importance for EACO Member to actively participate in the WCIT-12 and in its preparation process;

(iii)The resolution of the African Region/group to support WCIT 2012 which was aimed at reviewing and updating ITRs.

Agreed 34:

EACO Member States should actively participate in the preparatory and WCIT-12 Meeting.

11.3.17 Brief on the Preparation of World Telecommunication Standardization Assembly (WTSA 2012)

Noted 36:

(i) The presentation by TCRA on the forthcoming WTSA to be held from 20th to 29 November 2012 by giving an overview of WTSA, its objectives, structure as well as some practical information on the organization and participation in WTSA 12;

(ii) That the EACO Standardization Group was adopted and approved by the ITU-T SG2.

Agreed 35:

    (i)   EACO Member States should actively participate the WTSA Meeting and in other similar meetings.

    (ii) EACO Member States should access the EACO ITU-T Study Group 2 Standardization Group webpage on the ITU-T website and progress work on it.

11.3.18   Brief on the Overview of International Telecommunication Regulations (ITRs) Review

Noted 37:

Presentation by TCRA on the overview of International Telecommunication Regulations (ITRs) review and the need to participate in the process.

11.3.19   Review Of Minimum Specifications For Set-Top-Boxes (STB) in EACO Member States

Noted 38:

A brief presentation on minimum specification of STB was done by RURA, the proposed options with advantages and disadvantages of each as well as the recommendations.

Agreed 36:

This information should be passed over to the Broadcasting Assembly for further consideration.

11.3.20   Brief on Forthcoming PAPU and UPU Conferences

Noted 39:

    (i)   A brief by Uganda on the Administrative Council and Plenipotentiary Conference of the Pan Africa Postal Union (PAPU) meetings to be held in Addis Ababa, Ethiopia from the 4th to 14th July 2012 and the Universal Postal Union (UPU) Congress to be held in Doha, Qatar from 24th September to 13th October 2012.

    (ii) The need for EACO Members to actively participate in these Conferences, as important decisions would be taken there including the election for the top positions of both UPU and PAPU.

(iii) Uganda had presented its candidature for seats to Administrative Council of PAPU and Council of Administration of the UPU and the request for EACO Members States to support Uganda's candidature.

11.3.21 Brief on the Preparations for ITSO Assembly of Parties (AP-35) Meeting

Noted 40:

(i) The 35th ITSO Assembly of parties (ITSO - AP 35) meeting would be held in Kampala, Uganda, from July 3-6, 2012;

(ii) EACO Members were encouraged to attend the 35th ITSO Assembly Meeting.

11.4 REPORT OF THE JOINT COMMITTEE MEETING

The Congress considered the report of the Joint Committee and adopted the recommendations as indicated under each item below:

11.4.1   Presentation of EACO Website

Noted 41:

(i) The presentation of EACO Website by RURA
(ii) The need to correct some errors contained in information on the website
(iii)The need to take into account the interests of French speaking
(iv)The need to consider application for .eac domain name

Agreed 37:

To adopt the layout of the EACO website.

11.4.2   Presentation of EACO Logo

Noted 42:

Presentation of EACO Logo by CCK.

Agreed 38:

To adopt the proposed EACO Logo and to thank CCK for the good work done.

11.4.3   HRDT Working Committee

Noted 43:

(i) The presentation of HRDT Committee on the progress made with regards to the establishment of EACO Secretariat.
(ii) The criteria and the work plan for the recruitment of the EACO employee.
(iii)Interview rules to be followed.
(iv)The procedure to be followed in short listing process.

Agreed 39:

(i)   To adopt the report of HRDT Committee

(ii) There was no need for an external consultant to advise the DGs on the recruitment of the best 12 candidates.

11.4.4   Matters Arising from Telecom Operators Assembly

Noted 44:

(i) Presentation by the Chairman of the Telecom Operators Assembly on the issues which had been considered necessary to be brought to the attention of Joint Committee and the Congress including:

   a) Regional Roaming
   b) Monitoring of International Traffic Volumes
   c) Regulation of International Incoming Termination rate and taxation of Inbound traffic
   d) Spectrum Pricing
   e) Operators Access to the Submarine Cables
   f) Harmonization Of Short Codes In East African Community
   g) Mobile Number Portability

(ii) The need for harmonization of all short codes across the region in line with previous EACO Congress Resolutions.

(iii) The importance for users to know the roaming charges

Agreed 40:

(i) The issues raised needed further consultation by the Regulators given the differences in the legal and policy frameworks in the EACO member states.

11.4.5   Matters Arising from the Broadcasters Assembly

Noted 45:

(i) Presentation by the Assembly of Broadcasters highlighting issues that need particular attention including:
   (a) Challenges of content development
   (b) Broadcasting Copyright
   (c) Analogue Switch off deadline 31st December 2012 and readiness of the countries.

(ii) The need to take necessary measures by all relevant authorities to ensure the successful migration process to digital broadcasting.

Agreed 41:

To adopt the report of Broadcasters Assembly.

11.4.6   Matters Arising from Postal Assembly

Noted 46:

The report of the Postal Assembly as per the **annex XIV**

11.4.7 BRIEF ON THE PREPARATION OF THE WORD TELECOMMUNICATION STANDARDIZATION ASSEMBLY 2012 (WTSA-12)

Noted 47:

Presentation on the forthcoming WTSA 12

Agreed 42:

To encourage the telecom operators to participate in EACO Standardization Group and ITU Study Groups

11.4.8 BRIEF ON INTERNATIONAL TELECOMMUNICATION REGULATIONS (ITRs) REVIEW

Noted 48:

(i) Presentation by TCRA on the ongoing process of International Telecommunication Regulations (ITRs) of 1988 and the World Conference on International Telecommunications (WCIT-12) to be held in Dubai, United Arab Emirates from 3 – 14th December 2012

(ii) Deadline for submission of proposal to ATU

(iii) The Credentials from member states were need for the participants

Agreed 43:

To encourage Telecom Operators to attend WCIT 12.

11.5 REPORT OF THE ASSEMBLY OF BROADCASTERS

11.5.1 Report of the Outgoing Chairman

The Congress noted the report of the Assembly of Broadcasters, which covered the following items and recommendations:

Noted 49:

(i) There was an improved participation of broadcasters in the Assembly of broadcasters but there was a need to urge more broadcasters to join the Assembly.
(ii) In some member countries, broadcasters had no forums where they could address issues regarding the sector.
(iii) There was a need for the broadcasters to be updated on the technical issues regarding the digital broadcasting as the standards were evolving fast

(iv) Regulators in member states should urge the broadcasters to join EACO and actively participate in its meetings.
(v) The broadcasters should set up platforms to address issues of interest to them in their countries.
(vi) BTTF should continue to conduct studies in all technical matters and communicate the result of the studies to all members/broadcasters.

11.5.2 Analogue to Digital Migration-Technology Status and Challenges

Noted 50:

(i) In Digital value chain, there were at least 3 main players namely broadcasters producing content, signal distributor and viewers. The content service provider should not be allowed to assume the functionality of signal distributor and vice versa
(ii) In terms of Spectrum efficiency, the Single Frequency Networks (SFNs) had advantage over Multiple Frequency Networks (MFNs) due to use of frequency to provide services in the same coverage area.
(iii) Capacity building was required for both technical people and content developers.
(iv) Most of the existing infrastructure used for analogue broadcasting could be re used for digital broadcasting.

Agreed 44:

(i) The member countries should implement the best option of separating entities for content provision and signal distribution.
(ii) EACO member countries should honour the analogue switch off deadline of 31st December 2012. No license for analogue broadcasting could be renewed and those still on analogue after the switch off date should not claim any protection from interference.
(iii) EACO member countries were encouraged to promote the use of MPEG-4 as compression technique and DVB T2 STBs.

11.5.3 World Radio-communications Conference (WRC-12) Overview

Noted 51:

Broadcasters need to give their contributions on WRC agenda items tackling broadcasting issues and understand the benefit of their participations in upcoming WRC.

Agreed 45:

(i) Broadcasters should follow ITU activities.
(ii) The broadcasters should make efforts to attend WRC meetings either through their associations or by working closely with their respective regulatory bodies with a view of supporting them to attend.

11.5.4 Report of the Chairman of the Broadcasting Technical Taskforce (BTTF)

Noted 52:

(i) There was a problem on translation of content from one language to another and therefore distorting the meaning of the content to consumers.

(ii) The composition of the Broadcasting Technical Task Force (BTTF) was not representative of broadcasters.

(iii)The BTTF continue to work on the issue of having interoperable decoders to make the free to air channels accessible to all viewers regardless the signal distributor streaming the content.

Agreed 46:

(i) The EACO member countries should be encouraged to establish certified language translation centres of content in case of need of translation.

(ii) The composition of the BTTF was the mandate of EACO Congress. The regulatory bodies should update the broadcasters on upcoming meetings of BTTF.

(iii)The BTTF should continue working on pending issues highlighted in the BTTF report.

11.5.5 Implementation of Public Awareness Campaign on Analogue to Digital Migration: Tanzania Experience

Noted 53:

(i) Tanzania had made significant progress in the public awareness campaign to educate people on digital migration and prepare them for quick uptake of digital broadcasting through traditional Media (radios and TV stations, advertisements), seminar & workshops as well as other multimedia platforms.

(ii) There was need of training people who communicated information about the digital migration.

Agreed 47:

EACO member states are encouraged to make sure that the current rollout coverage of digital broadcasting should match areas covered by analogue platform.

11.5.6 EAC Policy and Regulations Readiness For Digital Broadcasting

Noted 54:

(i) The status of the implementation of policy and regulations related to digital broadcasting in member countries

(ii) The EAC Council of Ministers of Transport, Communications and Metrology recommendation to the Finance Council to consider zero rating digital receivers to accelerate the digital migration.

(iii)There was a guideline to the effect that EAC countries should involve line ministries, regulators, broadcasters and consumers when setting up the National Digital Committee.

11.5.7 Challenges of Content To Meet The Expected Demands Of DTT

Noted 55:

(i) There was a need to work out on content development criteria incorporating pricing structure as there would be many content developers selling the content to broadcasters.

(ii) The BTTF would continue to develop the Quality of Service (QOS) parameters of digital broadcasting.

11.5.8 Broadcasting Copyrights

Noted 56:

(i) The Assembly was concerned about the unusual deal of Star Times being a Pay TV operator and not a free-to- air broadcast to get rights for FTA broadcasters.

(ii) Star-Times was bundling free to air channels and pay channels into bouquets.

(iii)Concern raised on the authenticity of the report about Star Times was acquiring Sports rights of UEFA.

Agreed 48:

(i) Pay TV service providers should obtain explicit authorisation or agreement from Content Service Providers before including their content in the Pay bouquets

(ii) The regulators of EAC member states should ensure that the Free to Air (FTA) channels remain free to view on the Pay TV platforms.

(iii)The BTTF should study the UEFA rights matter and assess its appropriateness and come up with recommendations to address this issue.

(iv)Broadcasters who find that their content had been infringed upon by Pay TV service provider should take appropriate actions.

11.5.9 Impact of Social Media

Noted 57:

(i) New media services (social media) namely internet based applications offers a broad spectrum of services, markets and technologies that impact broadcasting in the region.

(ii) Concerns were raised on how to clearly categorise different platforms of new media services and regulate them.

(iii)New media services offer opportunities from which broadcasters can utilize/benefit.

Agreed 49:

(i) The BTTF should conduct further studies on the impact of these services in our region and report to the next congress.

(ii) The EACO member states should encourage all entities wishing to stream through social media networks (radio, TV, blogs etc) to have a voluntary registration.

11.5.10   EA 2012 Deadline of Analogue Switch Off

Noted 58:

Countries were at different levels of rolling out the terrestrial digital broadcasting networks.

Agreed 50:

The EAC member states resolved to keep the deadline of 31st December 2012 set by EACO in order to keep the momentum of implementation.

11.6 REPORT OF POSTAL ASSEMBLY

The congress noted the report of the Postal Assembly, which covered the following areas and recommendations:-

Noted 59:

Uganda's concern on Rwanda's absence in the meeting and its consistent non participation in EACO taskforce meetings on Quality of Service, Joint Inspections of airports and offices of exchange.

Agreed 51:

Rwanda should actively participate in postal meetings and activities; and being the host of the EACO Secretariat; it should assure members that it will follow up actively on postal matters in the organisation.

Noted 60:

(i) Regulators were not invited to the joint inspections as agreed in the last Congress.

(ii) A Forum on postal and couriers was held in Kenya and the Ministry was represented by the Permanent Secretary; various issues were discussed.

(iii)In regard to Security issues; an audit was made by the regulator at the borders; and it was discovered that in the region, cross border postal traffic was not checked.

Agreed 52:

Members should purchase scanning machines or detectors and install them at borders.

Noted 61:

(i) Burundi had requested for an update on its inclusion in the UPU Road Transport project which was to be followed up by Rwanda as former chair.

(ii) Uganda's report that the Project was proposed for English speaking countries; however it was clarified that Burundi will be included in the project as it is a member of EACO. The UPU Consultant completed his studies and presented the report during the last UPU regional quality of service workshop held in Sudan; which highlighted that the project was feasible and countries should go ahead and implement it.

Agreed 53:

PAPU should forward the report to member countries and engage them in implementing the project.

11.6.1   Joint Inspection of Airports and Offices of Exchange

Noted 62:

Regulators were concerned that they were not involved in the inspection of offices of exchange, airports, borders and ports of entry as agreed in the last Congress.

Agreed 54:

(i) Designated Operators should invite Regulators in the next joint inspections.

(ii) Burundi would host the next joint inspection and quality of service task forces in October 2012.

11.6.2   IFS Tests between Burundi and Uganda

Noted 63:

Burundi's concerns over with the persistent problems faced while testing with Uganda since February 2012.

Agreed 55:

    (i) Uganda and Burundi agreed to liaise with PTC's Kapinga to follow up and solve the problems.

    (ii) The proposed IEMO Project training for IT and IFS staff of IEMO members should be held as soon as possible.

11.6.3   Quality of service

Noted 64:

Burundi concern over delayed mail delivery from Kampala to Burundi;

Agreed 56:

    (i) Members should monitor and improve on mail processes at the sorting centres and airports following the set UPU quality standards.

    (ii) Sign contracts with other carriers besides KQ; such as Air Uganda, Air Rwanda should carry mails.

11.6.4   Presentation on Road Transport Project by Uganda

Noted 65:

    (i) The UPU Consultant's report on the feasibility study on the road transport project was ready for members to implement.

    (ii) 19th EACO Congress needs to follow-up and implement the project.

    (iii) All 5 countries use air transport; which is costly and unreliable; due to cancelled flights, downloading of mail.

    (iv) All 5 countries were connected by reliable roads across borders; like in Europe where they deliver mails using vans and they do Trans-night.

    (v) Limited mail exchange at Kenya-Uganda border (1 or 2 per week).

    (vi) Options such as outsourcing dedicated trucks (mail vans) or passenger buses; however; there is need to consider issues such as the mail volumes, cancelled trips, running costs vs revenues, sufficient clientele, assured dispatch.

11.6.5   UPU Consultancy

Noted 66:

    (i) The report was presented in the Khartoum Quality of Service workshop.

    (ii) Findings; the project is feasible.

    (iii) The Consultant cautioned members that; for the project to be successful there is need for cooperation.

(iv) Project failed in South Africa region and trucks are now idle.

Agreed 57:

    (i) EACO Chairman should contact PAPU and request it to forward the consultant's report to members.

    (ii) CEOs would meet in July 2012 to discuss the way forward (funding, implementation, ownership, expenses, security, routings, connectivity, responsibilities, accountability, disciplinary etc.) and sign agreements; guided by the Consultant's research and costing done by professionals.

    (iii) Members need to agree on funding the project using the individual members' Quality of Service Fund.

    (iv) Engage at a professional level gathering of data from all 5 countries to establish Mails volume carried out in the region and expected monthly revenues accrued to member countries.

    (v) EACO Chair to follow up Burundi's inclusion in the Project.

    (vi) Kenya to forward the proposal to its Management before the July meeting.

11.6.6   Regional Postal Cooperation by Using Quality of Service Fund (QSF)

Noted 67:

    (i) Need to set up another joint regional project to be funded by QSF;

    (ii) Need to encourage EACO postal member states to have viable projects to utilize the fund.

Agreed 58:

A regional project that can be funded by the QSF should be developed. "Road Transport Network" is retained as a regional project.

11.6.7   Accounts Settlement between Designated Operators Of EACO

Noted 68:

    (i) The need to separate settling of accounts statements for IFS and terminal dues.

    (ii) Uganda and Tanzania still owed Kenya some money.

    (iii) Burundi should be informed on settlement of accounts and signing of bilateral agreements.

    (iv) In regard to opening an escrow account; the IFS task force met in Dar es Salaam and agreed that it is not possible to open an Escrow account due to the huge management costs involved.

Agreed 59:

(i) Each country should ring fence its customer accounts.
(ii) Burundi should sign bilateral agreement with Kenya.
(iii)Accounts to be separately settled and reconciled at bilateral level.

11.6.8   Trainpost Programme – Burundi Experience

Noted 69:

(i) Burundi had a national centre for postal training which is managed by the national postal Board.
(ii) Training was done by experienced postal staff/experts; and the courses range from relevant needs.
(iii)There is need for capacity building in member countries to improve on staff's postal skills.
(iv)The governments of India and Pakistan sponsor trainings in different postal back grounds at the Raki National Postal Academy and Pakistan Postal College.

Agreed 60:

(i) Member countries that do not have training facilities should consider establishing centres; and also benchmark with Burundi.
(ii) Member countries should take advantage of the UPU on-line TRAINPOST Programme.
(iii)For the TRAINPOST programme; members should consider motivating participants through promotions.
(iv)Members should take advantage of sponsored trainings from India and Pakistan to meet customer needs.

11.6.9   State of Implementation of Nairobi Postal Strategy (NPS) by Kenya

Noted 70:

Kenya's implementation status of the Nairobi Postal Strategy.

Agreed 61:
Member countries were urged to evaluate the status of implementation of the NPS in their countries using Kenya's model before the PAPU Plenipotentiary session in July 2012 and Doha Congress in September/October 2012.

11.6.10   Presentation on Proposed UPU Terminal Dues System 2014 - 2017

Noted 71:

(i) The 24th Congress had instructed the UPU Council of Administration (CA) to ensure that, to the great extent possible; there was a gradual transition of all countries not presently applying country-specific, cost-based remuneration to the target system during 2014-2017.
(ii) Members were concerned that if this recommendation was implemented; it may lead to significant loss of revenue and yet TDs amount to 40% of annual revenue in Africa.

(iii)PAPU driven initiative results were communicated to members after the African Support Committee (ASC) meeting last year.

(iv)Members were to study the relevant proposals from the UPU as circulated in final proposals and seek consensus at Africa level.

(v) The position was to be circulated to other PAPU member countries.

(vi)Members' considerations were to be forwarded to PAPU ahead of the meeting in July 2012.

Agreed 62:

(i) EACO and PAPU should coordinate with other regions particularly the Asia Pacific and other developing countries to advocate for delayed implementation of the recommendations.

(ii) A proposal from EACO presenting its concerns on the proposed transition system with the support of UPU and countries would be presented by Kenya.

(iii)Member countries should commit to supporting Kenya's proposal and acquire the nine signatures. Uganda, Tanzania and Burundi were already committed to support Kenya.

(iv)EACO should engage PAPU to sensitise all members on EACO's position.

(v) Members were advised to visit the UPU website to access the TDs proposals for their understanding and information.

11.6.11   Membership of CA and POC UPU Bodies by EACO Members

Noted 72:

(i) Elections of members to CA and POC UPU bodies would be held during Doha Congress in September/October 2012.

(ii) African countries should have as much presentation on bodies as possible.

(iii)Uganda, Kenya and Tanzania were seeking CA membership.

Agreed 63:

(i) PAPU should coordinate the harmonisation of positions and members should agree on a strategy to secure Africa's interest.

(ii) To encourage Members to seek nomination and be voted on either or both seats.

(iii)CEOs of EACO should harmonise positions for UPU membership.

(iv)Members should support Kenya for the position of UPU Director General.

11.6.12   Presentation on New Addressing System Standards – Tanzania and Kenya

Noted 73:

(i) Tanzania and Kenya's presentation on new addressing standards were noted by the assembly.
(ii) A Consultant would carry out a study in Burundi on developing addressing and postcode in June 2012.
(iii) All members were at different levels of implementing addressing systems.
(iv) The development of an Addressing system and Postcode is in the interest of many including governments, regulators, economic operators and indeed all the citizens of the country.

Agreed 64:

To encourage Member countries to involve and liaise with other stakeholders in order to develop the national Addressing and Postcode systems.

11.6.13   Presentation on ICT – Burundi Experience

Noted 74:

The presentation was noted by the assembly. It was observed that Burundi was advancing in ICT developments.

11.6.14   Presentation on Postal/Courier Curriculum-AFRALTI, Kenya

Noted 75:

(i) Uganda and Kenya were members of AFRALTI.
(ii) AFRALTI trains in postal and courier regulation.
(iii) The presentation identified challenges that face the postal and courier sector in Kenya.
(iv) AFRALTI courses would be offered after conducting needs analysis with stakeholders; such as interconnection among operators, postal security and postal regulation.

Agreed 65:

(i) Member countries who were not members of AFRALTI should consider joining.
(ii) Members should contact AFRALTI to take up trainings in the various courses provided to build capacity and enhance efficiency in the sector.

12.0   DATE AND VENUE OF THE NEXT EACO CONGRESS

Noted 76:

The offer by Kenya to host the 20th EACO congress in Nairobi

Agreed 66:

Kenya to communicate the date and venue for the 20th EACO congress in due course

13.0 ADOPTION OF REPORT OF EACO CONGRESS

The Rapporteurs presented their report highlighting the major areas which were either noted, agreed or amended by the EACO members.

The Congress gave the Rapporteurs one month to finalized the report and circulate the same to members.

14.0 ANY OTHER BUSINESS

No other business was discussed

15.0 CLOSING CEREMONY

A vote of thanks was given by Airtel Kenya representative. He thanked the organizers for the good organization, the warm welcome and reception in Bujumbura.

The meeting was officially declared closed by the Chairman, Mr. Salvator Nizigiyimana (DG ARCT).

Signatures

This 1st Day of June 2012

1st Rapporteur   **Chairman**

_____   _____

Ms. Beata MUKANGABO   **Amb. Joseph BANGURAMBONA**

(RURA)   **Director General ARCT**

16.0 ANNEXES

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ANNEX II : REMARKS BY DIRECTOR GENERAL ARCT

ARCT DG's OPENING REMARK AT THE 19TH EACO CONGRESS

Honorable Minister of ICTs and Relations with the Parliament

Honorable Minister of Trade, Industry, Posts and Tourism

Permanent Secretary within the Ministry for East African Affairs

Dear Chairman of EACO and Director General of RURA, Rwanda

Dear Director General TCRA, Tanzania

Head of Delegation from CCK, Kenya

Head of Delegation from UCC, Uganda

Distinguished Delegates,

Ladies and gentlemen All protocols observed

It is really a great pleasure and a privilege for me this morning to welcome you all to Bujumbura and it is also a great honor for ARCT to host this important East African Communications Organization Congress.

This date is really a historic day for Burundi and ARCT for hosting this important event for the first time.

May I ask to all of you to put yours hands together and give a very warm clap to welcome our guests arrived from Kenya, Rwanda, Tanzania and Uganda.

Honorable Ministers,

Fellow DGs,

Distinguished Guests,

Ladies and Gentlemen,

As you may know, EACO is the unique regional organization drawing membership from Regulatory Authorities, Telecom operators, Postal organisations, Key stakeholder institutions and broadcasting organisations

from the five East African Community countries to set in place an enabling regional environment for sustained growth and development of a competitive ICT sector.

In EACO, we trust that it is through regional synergy and cooperation that we can successfuly harness the power of ICT to drive our economic development and serve as an engine for effective integration.

We look for concerted and innovative policies adapted for regional network interconnections, integration, pricing strategies and flexible tax regimes.

We need to come out with uniform guidelines for the communications sector in the region.

The Regulatory Authorities spearhead the operations and functioning of this organization in collaboration and cooperation with other members.

Honorable Ministers

Distinguished Delegates

Ladies and Gentlemen

Before I come to the end of this welcome remark, I'd like to thank all Burundi EACO Members and the organizing Committee for their contributions to let this event be a reality today.

I want to wish a very good stay in our country to all delegations which had come from other EAC countries and very successful deliberations during this week of the 19th EACO Congress.

Finally, I want to mention that ARCT is proud to chair the Organization after this 19th Congress and looks to the valuable cooperation of each organization member and stakeholder for this task.

Thank you very much.

Merci beaucoup.

Murakoze cane.

Aksante sana.

ANNEX III : REPORT FROM MOU COMMITTEE

REPORT OF THE EACO TASK FORCE ON THE MOU

Tuesday 29th May 2012

Introduction

- ▶ Meeting 7th - 8th November 2011review the proposed PARENET Constitution & develop an EACO position on the same.
- ▶ 5th - 6th March 2012 to consider various legal matters affecting EACO and the Constitution.
- ▶ Developments in EACO meetings – report evolving.

PARENET

- 1. Value in joining PARENET
  - Even despite the existence of ATU
    - Institutionally weak
    - Political (governments)
    - Focus on telecoms
  - OBJECTIVES OF PARENET.doc
- 2. Join as a bloc (EACO)
  - optimize contributions   - avoid duplication
  - Common voice
- Need to restructure membership?

EAC-EACO

- EACO to make a formal application to the EAC for observer status. It is envisaged that by being an observer of the EAC, EACO shall enjoy the following:
  - Participate in relevant policy and technical meetings of the EAC
  - Present its decisions for deliberation at EAC meetings
- Pursue the outstanding meeting with the EAC Secretariat.

MEMBERSHIP CONTRIBUTIONS

- An obligation-Art.17(ii)
- For ownership-all to contribute
- Regulator have core responsibility-contribute more-differentiated contribution
- Not lose any members because of payments
- Restructure membership to reflect differentiated responsibilities. TF to develop rights & responsibilities

Contributions Cont'd

- Members - National Regulatory Authorities of the EAC member states. US $ 60, 000p.a
- Sector Members - ICT operators. Upto $10, 000
- Associate Members - associates academic and research institutions. Upto $3,000

AMENDMENT OF ROP

- In anticipation of establishment of a Secretariat
- Rules of procedure.docx

POST RECRUITMENT PREPARATION

- Finalize and present to the DGs proposed Hosting Agreement for EACO
- Advise on pertinent/requisite documentation to be executed to facilitate setting up of the secretariat.
- Staff Regulations developed by the HRDT be shared with the Task force to review and ensure compliance with the Constitution and general employment law.

RECOMMENDATIONS

That the Assembly recommends to Congress to approve that:

- EACO joins PARENET as a bloc.
- Applies as an observer of the EAC.
- Membership of EACO is re-organised into the proposed three categories.
- Membership contributions proposed is adopted and immediately implemented.

RECOMMENDATIONS

- Revised Rules of Procedure are approved and adopted.
- Proposed amendments to the Constitution are approved.
- Renaming of Taskforce as EACO Task force on Legal and Constitutional Affairs.

ANNEX IV :   REPORT FROM THE
**   TELECOMMUNICATION OPERATORS**
**   ASSEMBLY**

OPERATORS ASSEMBLY HELD DURING THE 19TH EACO CONGRESS AT BUJUMBURA, BURUNDI FROM 28TH TO 30THOF MAY 2012
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1.   ELECTION OF THE BUREAU

The outgoing Chairman led the Assembly in electing the new bureau, which is composed of:

Chairperson –Burundi (Represented by Onatel)

Secretaries: -Kenya (Represented by Orange Telkom Kenya Limited);and

        Uganda(Represented by Airtel Uganda Limited).

2.   ADOPTION OF THE AGENDA

The members proposed to amend the agenda by adding thereto the following matters:

i)   Monitoring of International Incoming Traffic and Taxation of Inbound International Traffic;

ii)   Cross border interference;

iii)   Spectrum Pricing and tax issues related to 3G services

iv)   Long Term Evolution

v)   Numbering Fees

The Assembly adopted the agenda as amended.

3.   REPORT OF THE OUTGOING CHAIRMAN

The outgoing Chairman reported the progress made on matters arising from the 18th EACO Meeting and the Members updated the Assembly on a country-to-country basis. (*Please see annexure "A" hereof for the "Report of the Outgoing Chairman".*)

4.   DISCUSSION OF THE AGENDA

4.1   Migration from IPV4 TO IPV6 (OPERATORS' LEVEL OF PREPAREDNESS)

The Assembly was briefed by the AFRINIC Representative Ms. Fiona Asonga on the global status of the Migration and the processes involved. She highlighted that the global switch-on date is the 6thof June 2012. Thereafter, ICANN will allow (1) one year during which Operators will simultaneously run IPV6 with IPV4.

The Assembly was further informed of the risks/consequences of not migrating to IPV 6 as follows:

i)   IPV 4 address blocks are almost depleted;

ii)   Traffic from IPv4 will have to be translated to IPv6 when it reaches regions which already migrated. There are indications

that Europe may not be willing to translate because it is too costly;

iii) Operators on IPv4 may fail to deliver quality services for a superior end-user experience.

The weakest links identified in the migration is that less than 1% home routers are IPV 6 capable and only 2% Internet Service Providers are ready.

Lastly the assembly was advised on the prerequisites for migrating to IPv6 which include verification of IPv6 capability of the existing systems, and where need be performance of upgrade of content applications and investment in compatible end-user devices.

Country Status:
Kenya indicated that it formed an IPV6 Task force comprising of Regulators, Operators, and the Government. Some operators in Kenya have already been assigned addresses and are testing on their networks in readiness for commercial launch. The rest are in the process of applying for assignment of addresses.

Some Tanzanian operators have been assigned address blocks by AFRINIC and are in the process of reviewing network capability and making arrangements for necessary upgrades.

Challenge:
Although the migration is currently free of charge for Operators, there are costs associated withupgrading systems and recruitment of technicians with IPv6 knowledge or training.

Recommendations/Proposals
i) Each country is to design a clear roadmap for the migration;
ii) All operators to identify their training needs and contact AFRINIC currently offering free training; and
iii) Regulators and Operators to contact the device suppliers to ascertain the IPv6 capability of the devices they are supplying. If they are not compliant it is recommended that they should via the relevant channels be directed to upgrade.

4.2 Regional Roaming, Monitoring Of International Incoming Traffic and Taxation of Inbound International Traffic

Country Status
i) Tanzania has (7) border points of connection to other East African Countries. These are Optic Fibre Cable connections.
ii) Burundi reported high transit costs because their international traffic has to be routed through other countries; yet setting up E1 connectivity is very expensive.

iii) Rwanda indicated that their international incoming traffic rates are regulated, but Kenya's and Tanzania's are determined by the market forces and have proved effective.

Regulation of International Roaming at the wholesale and retail level

i) The Regulators should not impose taxes that can increase roaming charges in the respective countries.

ii) Operators should communicate transparently to customers their roaming tariffs.

iii) Operators are encouraged to make roaming seamless within the region and develop strong 'one net' offers such as those of MTN and Bharti-Airtel, Kama Kawaida and Home and Away. These will provide the basis for lowering retail prices in a competitive market that can respond directly to our customers' requirements.

Monitoring of Traffic Volumes

i) Operators already submit operational reports with regulators, consistent with their legal obligations under licences and the applicable laws in each country. Therefore there is no need for regulators to introduce superfluous and duplicative systems.

ii) Installation of monitoring systems as is proposed in Tanzania by a tender notice published recently is considerably invasive, tapping into the signalling links between operators, and poses a great risk to individual privacy and the security of the telecoms system. Further, Quality of Service monitoring and traffic fraud are already monitored by systems invested in by operators.

iii) Installation of monitoring systems raises the price of bringing traffic into the country and effectively raises the cost for consumers.

iv) Any implementation of monitoring systems should be underpinned by an appropriate law reflecting the outcome of wide and inclusive stakeholder consultation (i.e. on data protection, frequency jamming, lawful interception, national security etc.)

v) Any costs related to the implementation and maintenance of the monitoring system e.g. installations and monitoring costs should not be borne by operators.

Taxation of inbound traffic/Regulated International Incoming Termination rate

Operators are opposed to any taxation on international incoming traffic because of the negative impacts as enumerated below;

Legal Concerns

i)   It introduces double taxation because an international call is taxed at the point where it is paid for, in the originating country (under the system of 'calling party pays'). Thus, it breaches Article 6.1.3 of the ITU's International Telecommunications Regulations 9th December 1998 (Melbourne Agreement) - This is a tax on international incoming calls affecting other countries.

ii)   It also breaches the spirit of the EACO countries commitment to the WTO General agreement on Trade and Services.

iii)   It contradicts the trends towards decrease of termination rates and the Recommendation D.140 of ITU requesting tariffs to be cost-oriented.

iv)   It breaches the Spirit of solidarity which governs the EACO Community (countries affected by the increase of tariff may retaliate). The construction of a real economic space will be achieved through improved quality of service and lower interconnect rates.

v)   It further breaches the spirit of the ITU Recommendation D.156 on network externality premiums, which is referred to as a non-cost, additional element, on the accounting rate for incoming international traffic from the operators of developed networks to the operators of developing-country networks which should be negotiated on a commercial bilateral basis by the concerned operators. The funds made available by the network externality premium should be used exclusively for extending networks in developing countries.

Economic

i)   It increases tariffs for the population and the diaspora, which will worsen the digital divide.

ii)   This greatly increases the incentive for international operators/carriers to seek to bypass the normal routes for terminating traffic, choosing instead the 'grey' routes of bringing in traffic via VoIP and then using 'SIM Gateways' to terminate the traffic on-net in the country. This affects call quality to the customer and greatly increases the cost and complexity of radio network management for the operators. It also increases fraud, which leads to decrease of revenues for the government and operators

iii)   It prevents operators from negotiating favourable rates for traffic going out of the country.

iv)   The experience in a number of countries where the system was implemented showsa decrease in traffic volumes and revenues. Cases in point are Ghana-where the prices rose by 58% resulting to 18% fall in revenue from in-bound traffic, Congo Brazzaville-where the price increased by 111% and revenue from in-bound traffic fell by 36%. Gabon price rose by 82%. (Ref. to GSMA report of 2011)

v)   Where the system was implemented and then abandoned, for example in Senegal: the traffic and revenues decreased system introduced and then increased when abandoned.

vi)   Negative impact on Business and Investment competitiveness of our Countries

We recommend adoption of the practice in Kenya, Uganda, Burundi and Tanzania where international termination rates are not regulated.

Recommendations/Proposals
i)   The Regulators need to lobby the respective governments to promote the establishment of Trans-border Optic Fibre Broadband Infrastructure in the region to ensure direct connection of the networks;

4.3   Update On Harmonisation Of Short Codes In East African Community

Status:
VariousRegulatorsgave the Operators a Consultation Paper on harmonization of short codes and a list for harmonisation. The Operators submitted their comments for consideration.

Challenge:
The cost of conducting the customer awareness for the harmonised codes is not commercially viable.

Recommendations/Proposals:
i)   Only Emergency Short Codes should be harmonised across the region, since they are universal and harmonised by default. The Commercial codes unique to each Operator should not be subjected to blanket harmonization.

ii)   The Short Codes identified for harmonisation are:Emergency Services (Police, Fire, Ambulance and Lake Victoria Basin Initiative).

iii)   The Commercial Codes (Credit Recharge, Voicemail, Customer Care, and Account Inquiry)should be left to individual Operators'administration as is the case now. The rationale is that the number of roamers is significantly lower than the entire subscriber base as to warrant the blanket harmonisation. In

addition harmonisation will avail an opportunity for short code misuse/ abuse leading to security concerns. (Need to mitigate the spread and effects of negative propaganda in the region)

4.4   Mobile Number Portability

The Operators recognised that from a customer perspective, Mobile Number Portability (MNP)is good as it gives them flexibility and choice whilst retaining their identity. It is further recognized that MNP may be inevitable as the numbering resource threatens to be scarce.

Country Status:

i)   Kenya has implemented MNP since April 2011. However, the number of customers who have used the service in its first year is significantly less than 100,000 of the many millions of the aggregate subscriber base. As such, the results do not justify the huge capital investment made by the Operators to deliver the service. MNP also resulted in some unhealthy competition among the Operators in the initial stages of its launch.

ii)   Tanzania has regulations providing for MNP, and its implementation is set for December 2012.The technicalities and preparations required for MNP may not be achieved by the 6months as planned for the December 2012 deadline. It is not anticipated that MNP will help much since there prevails a multi-SIM culture. Tanzania is a competitive market the market is self-regulating therefore the desire to port may not be there due to what is offered by operators re- free sim cards vs cost of porting.

Compared to what has happened in Kenya and Ghana, the investment costs to operators are higher than the benefit anticipated for customers. We believe there should be extensive research on the need for MNP.

iii)   In Rwanda,Operators agreed to wait until the market achieves a subscriber penetration of 60% before MNP is launched. However, the Regulator recently conducted an awareness workshop on MNP implementation.

iv)   Burundi has not yet implemented MNP. Operators feel that MNP is not a priority at the moment since market penetration is low-below 25%. The priority therefore should be to increase market penetration.

v)   Uganda is not yet conducting MNP but there have been indications that it is a priority after the SIMCard Registration initiative.

Challenges:
i)   The Assembly agreed that despite the customer choice MNP offers, it is not a priority for EACO. The region is still grappling with matters such as achieving seamless connectivity,and lowering roaming/interconnect tariffs among others.

ii)   Market readiness is still low in most of the countries and as demonstrated by Kenya's case, MNP uptake may not be matched by the heavy investment made to avail the service.

iii) A successful adoption of MNP heavily depends on the market characteristics of each country such as its saturation levels, and the range of service and product offerings by the Operators.

Recommendations/Proposals
Against the background above, the Assembly agreed as follows:
i)   MNP needs to be implemented at a country-to-country pace, taking into account the market penetration, competitiveness of the market or growth of the subscriber base unique to each member state.

ii)   The successful launch and implementation of MNP requires a reasonable timeframe. This will facilitate the various stakeholders to plan accordingly. Tanzania would need to conduct further research.

iii) The countries which are yet to launch MNP further explored the possibility of having a central clearing house which they can jointlyfund so as to lower the cost of investment. The Members plan to share experiences on costat the next EACO Congress.

4.5   Operators Access to the Submarine Cables on the Coast

Country Status:
ii)   The different member states have access to the Submarine Cables at the coast.
iii) Some Operators from Kenya and Tanzania indicated that they have excess capacity and are willing to lease capacity to other Operators.

Challenges:
i)   Operators in the region indicated that they are suffering numerous outages caused by fibre cuts due to vandalism, road-works, power outages and ship activities.
ii)   Network availability is not stable;
iii) However, land locked countries expressed concern that access to the submarine cables is very expensive.

Recommendations/Proposals:

i) The Regulators and Operators need to lobby their governments to finance and facilitate affordable access, for both submarine and terrestrial connectivity.

ii) The Regulators are further requested to lobby their governments to facilitate access through microwave and satellite as a back-up or alternative especially for critical institutions such as hospitals and banks.

iii) The installation of cables should be done in a ring structure so that operations continue despite a fibre cut on either side of the ring.

iv) There is a need to strongly legislate against vandalism, theft and damage of telecommunication equipment by criminalising the offence and imposing deterrent penalties for the offenders.

v) Submarine cable operators should endeavour to provide their clients with redundancy in case of cable cuts

4.6 Operators and the 3G Services and Related Fees and Taxes

The Assembly agreed to amend the item to include spectrum pricing, taxation of handsets and LTE.

3G SERVICES

Country Status:

All countries have launched 3G Services. However its access and use are still low owing to the high cost for subscribers.

i) Burundi and Uganda attributed the low use to high costs of 3G enabled devices, which are highly taxed and not affordable. As such, most customers mainly rely on the modems for internet access in Burundi, while in Uganda,the market is still dominated by cheaper phones which are not 3G enabled.

ii) Optic Fibre Cable (OFC) so it is still too costly for Operators.

SPECTRUM PRICING

Operators' Assembly has noted that

i) Spectrum Prices are too high across the region

ii) There is blanket pricing for Spectrumacross bands (900MHz,1800MHz and2100 MHz bands) which seriously affects operators ability to invest and expand networks.

Recommendations:

i) Charging model should be based on allocated bandwidth and not on TRX rollout.Charges based on TRX rollout implies penalties for spectrum usage. This is discouraging network expansionhence hampering coverage.

ii) Rolling out networks in the 1800MHz and 2100MHz bandsrequire more capital investments to provide same coverage

as they would for 900MHz band. Therefore based on the current high spectrum charges for the above frequency bands, the operators' Assembly recommends the downward review of Spectrum fee structure for all the frequency bands.

iii)   Based on above facts we recommend that pricing for 1800MHz and 2100MHz should be lower than 900MHz.

LONG TERM EVOLUTION
Regulators are requested to provide a roadmap on the future availability of Spectrum for rollout of LTE networks in the 2.6GHz and 700/800MHz band. Regulators should endeavour to accelerate the release of the 700MHz band before the 2015 deadline.

NUMBERING FEES
The Assembly noted that numbering resources attract a fee in some Countries. The cost is passed on to subscribers raising the cost of access to service.

Recommendation:
Abolition of numbering fee in order to have a uniform operating environment across the region as is currently the case in Kenya and Uganda taking into account the low ARPUs realised by operators and high operation costs.

4.7   Operators and the Converged Licensing Framework
Country Status:
i)   The precise context of "**Converged Licensing Framework**" was not clear. However, the members perceived it as having a unified or single licence to provide a range of services so that an Operator does not have to obtain an independent licence for the various types of services.

ii)   This is the current framework in Kenya, Uganda, Rwanda and Tanzania.

iii)   Burundi indicated that the Operators are issued with technology-specific licences and are not yet applying the Converged Licensing Framework.

Recommendations/Proposals:
It was recommended that Burundi explore the adoption of the Converged Licensing Framework as other countries in the region.

4.8   Cyber Security
Recommendations/Proposals:
i)   Each country to set up a national CERT, as well as a sector-specific CERT which the Operators can participate in.

ii)   Each of the Operators to set up their own CERTS as well.

4.9   Cross Border Interference

Recommendations/Proposals
i)   The Regulators need to set clear guidelines to improve frequency planning and to prevent cross border interference;

A.O.B
CLOSURE OF THE MEETING

ANNEX V   :   REPORT FROM EAIXP TASKFORCE

THE 19TH EACO CONGRESS AT BUJUMBURA, BURUNDI FROM 28TH TO 30THOF MAY 2012

EXECUTIVE SUMMARY

The meeting of the Assembly of Regulators of the EACO (formerly EARPTO) in 2005 formed a task force to be coordinated by Kenya to work on possible ways of interconnecting all Internet Exchange Points (IXPs) installed in their countries. The objective was to keep regional traffic local within East Africa. Rwanda and Burundi later on joined the EACO.

In April 2007 the Congress awarded the EAIXP tender to the Simbanet (T) Limited of Tanzania to implement the EAXP project. However, Simbanet was unable to implement the project due to several challenges including unwillingness by ISPs to participate at the trial phase. To that effect the EACO Congress in May 2010 required the EACO Taskforce on the EAIXP to consider alternative ways of implementing the EAIXP project.

The members of the task force from the five East African countries met from 1st to 3rd November 2011 and from 25th to 26th May 2012 to deliberate on the various options as well as requirements of interconnecting IXPs of the respective EACO countries.

The task force also considered the developments in the Africa region in respect of implementation of the region's Internet Exchange Point (AXIS).

In the course of deliberations and proceedings, the Task Force:

> **AGREED 1: that** the Regulators should facilitate the implementation of IXPs in their respective countries.

> **AGREED 2: that** in the case of more than one operating IXP in a country, the   situation would be to have regulatory requirement that would require **all** IXPs to connect to

each other .

AGREED 3: that the respective countries IXPs shall interconnect to form the **EAIXP.**

AGREED 4: that national Regulators should consider various ways of ensuring national Internet traffic stays local as well as to have in place policies to enforce connectivity for the respective service providers to their national **IXPs**.

AGREED 5: that a **Ring Network Topology** as captured under **item 6.0.3,** linking all participating IXPs of the respective EACO countries, be implemented as schematically presented above. This is considered as the best compromise given the technical, operational, commercial and political considerations;

AGREED 6: that the choice of the IXPs to interconnect to form the EAIXP should be based on the following principles:

    i.   Distance; and
    ii.   Efficiency;

AGREED 7: that National IXPs lease bandwidth/links from the Network Provider(s) to interconnect with the neighbouring National IXPs;

AGREED 8: that National regulators facilitate cross border interconnection of telecommunication infrastructures that will allow interconnectivity for the EAIXP;

AGREED 9: that neighbouring National IXPs which are to be interconnected shall coordinate with each other the technical modalities of interconnectivity;

AGREED 10: **that**

    i.   the cost of interconnecting the IXPs between two countries be facilitated by the respective Regulatory Authorities;

ii. The cost of operating the links between the IXPs be catered for by the members of the interconnecting IXPs;

AGREED 11: that as much as possible, the IXPs' location should be neutral and management structures should be transparent in order to attract membership;

AGREED 12: **that** the definition of local traffic within the East Africa region be looked at as legal traffic originating and terminating in EA, and that capacity will depend on aggregate traffic requirements (demand-driven).

AGREED 13: that EACO should prepare and actively participate in the AXIS project;

AGREED 14: on the following implementation matrix:

No.	Activity	Implementation time	Action by	Indicator
1.	Presentation of the report to the Assembly of Regulators	During the 19th EACO Congress to be held in Bujumbura, Burundi, in May 2012	EACO EAIXP Task Force	Report presented and recommended to the Congress for approval
2.	Presentation of the report to EACO congress for approval	During the 19th EACO Congress to be held in Bujumbura, Burundi, in May 2012	EACO EAIXP Task Force	Report presented to the Congress and approved for implementation
3.	EACO to request the Regulators to formally request the IXPs to implement the EAIXP	August 2012	EACO Secretariat/ Regulators	Formal letters sent by the Regulators to their respective IXPs
4.	Implementation of EAIXP	September 2012 to February 2013	IXPs	Interconnected IXPs between EA countries
5.	Monitoring of the implementation of the EAIXP	During the implementation	Regulators	Monthly Reports received by the Regulators from

				their respective IXPs
6.	Task force meeting to be held in Tanzania to review the level of implementation of EAIXP	March 2013	Task Force	Task Force Status Report submitted to the Assembly of Regulators

RECOMMENDATION

It is hereby recommended that the 19th EACO Assembly of Regulators approves:

      i.   Actions on **AGREEDs 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13 and 14,** as listed here-in above and as contained in this report;

     ii.   Guidelines on EAIXP operations to be developed.

ACRONYMS AND LIST OF ABBREVIATIONS

AIXP   -   Arusha Internet Exchange Point

BBS   -   Burundi Backbone System

BSC   -   Broadband Services Corporation (Rwanda)

CCK   -   Communications Commission of Kenya

DIXP -   Dodoma Internet Exchange Point

EACO   -   East Africa Communications Organizations

EAIXP   -   East Africa Internet Exchange Points

EARPTO   -   East Africa Regulatory Postal and Telecommunications Organisation

GIXP -   Government Internet Exchange Point

IXP   -   Internet Exchange Points

KENIC   -Kenya Network Information Centre

KIXP -   Kenya   Internet   Exchange
     Point

MSIXP   -Mombasa Internet Exchange Point

MIXP   -Mwanza Internet Exchange Point

MTN   -   Mobile Telecommunication Network

NBI   -   National Backbone Infrastructure (Uganda)

NICTBB   -   National ICT Broadband Backbone (Tanzania)

NOFBI   -   National Optic Fiber Backbone Infrastructure (Kenya)

RINEX   -   Rwanda Internet Exchange Point

RDB   -   Rwanda Development Board

SDH   -   Synchronous Digital Hierarchy

TCRA   -   Tanzania Communications Regulatory Authority

TIX   -   Tanzania Internet Exchange

TTCL   -   Tanzania Telecommunications Company Ltd

UCC   -   Uganda Communications Commission

UETCL   -   Uganda Electricity Transmission Company Limited

UIXP   -   Uganda Internet Exchange Point

UTL   -   Uganda Telecom Limited

**ANNEX VI : REPORT FROM E-WASTE
TASKFORCE**

1.0 *MEMBERS OF THE TASKFORCE*
1. Erasmo A. Mbilinyi,   (TCRA)   Tanzania   Chairperson
2. Liston Kirui,   (CCK)   Kenya   Member
3. Alexis Sinarinzi,   (ARCT)   Burundi   Member
4. Apollinaire Bigirimana,   (ARCT)   Burundi   Member
5. Anita Hodari   (RURA)   Rwanda   Member
6. Helen C.Nakiguli,   (UCC)   Uganda   Rapporteur

Other members who participated in the taskforce work;
1. Dr. Raynold C. Mfungahema   (TCRA)   Tanzania
2. AtupendaMugisha   (RURA)   Rwanda
3. Dr. Ali Y. Simba   (TCRA)   Tanzania

2.0   TERMS OF REFERENCES
1. To study and identify the drawbacks in the existing policies and regulations related to management of e-waste in the region,
2. To propose appropriate and achievable remedies of the identified gaps in e-waste management,
3. To recommend a harmonized plan by benchmarking e-waste policies and regulations with SADC, COMESA and other similar organizations, and
4. To report to the next EACO Congress on findings and recommendations.

3.0   DEFINITION OF E-WASTE
E-Waste (Electronic waste) may be defined as discarded office and house- hold electronic and electrical equipment such as computers, entertainment electronics devices,mobile phones, television setsrefrigerators etc. This definition includes used electronics which are destined for reuse, resale, salvage, recycling, or disposal. All components, subassemblies and consumables which are part of the product at the time of discarding are also included.

4.0   INTRODUCTION
In today's economic and social scene, electronic equipment is a valuable resource in enhancing quality of life (easy life/luxury), yet at the same time a critical tool in generating and adopting appropriate knowledge, communication and information(particular emphasis on the ICTs).
Like most developing nations in the world, the East African region imports mainly used or 2nd hand electronic equipment. While this equipment specifically ICTs have enormous advantages, it is important

to adequately reflect end of life (EOL) of such equipment, hence mention of electronic waste (e-waste).

E-waste is considered some of the fastest growing waste in the world, and yet also toxic and non- biodegradable. Electronic waste (e-waste) now makes up fivepercent (5%) of all municipal solid waste worldwide. This is nearly the same amount as all plastic packaging, but it is much more hazardous.Increased number of e-waste volumes results from the increasing market penetration of electronic use in developing countries, and the increase in replacement market due to technology advancement in the developed countries.

Electronic products may contain toxic materials such as lead, barium, mercury, and cadmium that require proper management as well as valuable resources that could be recovered.Some electronic scrap components, such as cathode ray tubes (CRTs) may contain contaminants. Even in developed countries,recycling and disposal of e-waste may involve significant risk to workers and communities and thus great care must be taken to avoid unsafe exposure in recycling operations and leaching of material such as heavy metals from landfills and incinerator ashes.

E-waste being an environment aspect; its management lies directly under the ambit of environment policy makers and regulators. However, its ambiguity and lack of clear reflection in the national environmental laws (that indicate hazardous waste), it is imperative that the ICT policy makers and regulators, have a lead role in determining the key factors of E-Waste management.

During the 18thEACO Congress in Kigali Rwanda-May 2011, it was noted thatEast Africa as a region comprised of developing countries with similar challengesof E-waste and its management, i.e. all the five Countries have no **Specific Policies on E-wasteManagement.**

In recognition of the importance of e-waste management especially in the developing countries, various efforts are being made worldwide. Some of these efforts include:-

   (i)   The ongoing study by **ITU-D Study Group 1, question 24/1;** Strategies and Policies for the proper disposal or re-use of telecommunications/ ICT waste material.

   (ii)   The ongoing study by **ITU-T Study Group 5, question 21/5;**ICT, environment and climate change and Environmental Protection and Recycling of ICT equipment/facilities.

   (iii) **Implementation of Basel convention;**treaty for controlling trans-boundary movements of hazardous wastes and their disposal. All the East African members apart from Tanzania are member states.

   (iv)   **Implementation of Bamako convention;** treaty on the ban on the import into Africa and the control of trans-boundary movement and management of hazardous waste into Africa

(1994). This is an offshoot of the Basel convention, but the two have commonalities. The Bamako convention is restricted to Organization of the African Unity (OAU)

(v) **Implementation of European Commission (EU) directive;**on Waste Electrical and Electronics Equipment (WEEE)- 2002 and,

(vi) **Efforts being made by the United Nations Environment Programme (UNEP)**; UN agency responsible for environmental protection and sustainability.

5.0 BASIC REGIONAL ICT STATISTICS

The table below indicates estimates ICT usage in East African region by 2011

INDICATOR	Kenya	Tanzania	Uganda	Rwanda	Burundi
Number of Fixed Network Subscribers	385,107	174,511	376,000	38,901	34,972
Number of Mobile Network Subscribers (No. of SIM Cards)	24,968,891	25,827,518	16,448,000	4,422,181	1,678,029
Number of Licensed Radio Stations	95	60	Over 200	27	20
Number of Licensed TV Stations	36	27	Over 40	1	4
Estimated number of Radio Listeners	TBP	15,000,000		6,216,659	6,000,000.
Estimated number of TV Viewers	TBP	6.200,000		428,735	
Number of Licensed Internet Service Providers (ISP`s)	92	68		11	8
Number of Licensed Internet Service Subscribers	6,152,687	487,256	850,200	705,535	37,565
Number of Internet Users	17,382,034	4,856,296	4,600,000	3,001,146	
Estimate volume of e-waste	7,350	9500 tones		-	

The high growth rate of electronic usage and penetration of electronic related services and facilities especially communications is an indication of the

anticipated amounts of e-waste generation in the region. This accrues form the fact that a big percentage of electrical and electronics equipment imported in the region is in the used (or second hand) state.

6.0 EXISTING POLICY GAPS ON E-WASTE MANAGEMENT IN EAST AFRICA

This section highlights countries' presentations on the situational analysis of e-waste management as summarized in the table below.

COUNTRY	POLICY AND LEGAL FRAMEWORKS	ICT REGULATOR INITIATIVES	OTHER STAKEHOLDER INITIATIVES	CHALLENGES
TANZANIA	✓ There is no specific policy/regulations on e-waste management ✓ Currently, the e-waste management regulations is under the Environmental (Hazardous, Waste Control and Management) Regulations, 2009 which among other things; -(i) it stipulates the role of local government in management and control of hazardous solid waste; -(ii) Prohibit mixing of electronic and electrical waste from other types of waste; -(iii) Provide list of e-waste	✓ In September 2011, TCRA established the National Coordination Committee on E-Waste Management that included members fromthe Ministry responsible for Environmental issues to study on e-waste management system in Tanzania and submit recommendations. ✓ The Committee completed the study in March 2012 and submitted its recommendations and Draft Policy, Regulations and guidelines to the high level meeting of the government	✓ Study by cleaner production center of TZ in collaboration with EMPA of Switzerland within the framework of UNIDO in January 2011 ✓ The draft National waste management strategy action plan (2009 - 2013) with the objectives to minimize environmental and health risks associated with improper e-waste management through involvement of various	✓ The need to develop e-waste specific policy and law (legislation, regulation and guideline) ✓ Lack of advocacy programs on e-waste ✓ Failing to acknowledge the magnitude of the e-waste problem ✓ Failure to enforce currently available regulations; ✓ Inadquate financial resources to deal with e-waste management; ✓ Lack of priority in issues

	equipment; -(iv) Allows manufacturers to create a take back system; ✓ Enforcement lies with the National Environmental management Council (NEMC) and Implementation lies in the hands of the Municipal and town Councils. ✓ Very little or no serious enforcement is being seen not only in general solid and liquid waste but also e-waste	on ICT day on 17th May 2012. ✓ According to the Plan, in June 2012 there will be stakeholders meeting on e-waste management as part of advocacy on the matter especially to the Policy makers and enforcers.	stakeholders and review of policies and legislations prepared by the Ministry responsible for Environmental issues ✓ A private company has been mandated by National environmental council to collect obsolete computers	relating to e-waste management
KENYA	✓ No specific National policy on E-waste; ✓ E-waste treated under "Hazardous Substances Category" under the Environmental Management and Coordination Act; ✓ Guidelines on E-waste management Issued in September 2010 by the National Environment Management Authority (NEMA);	✓ Convening of Stakeholder Workshop in June 2010 to kick-start coordinated E-waste effort ✓ Development of consumer/public awareness content/information for dissemination to consumers and the public ✓ Active participation in regional initiative on harmonization of E-waste management strategies	✓ UNEP Report on E-waste ✓ Computer For Schools, Kenya – Recycling/Refurbishing of E-waste ✓ Research underway by MasindeMuliro University ✓ CAMARA E-waste collection and recycling.	✓ Poor/Lack of Enforcement of guidelines by various National Authorities ✓ Lack of appreciation of the E-waste problem by many in the society ✓ No consensus on the best approach in regard to the treatment of used ICT terminal equipment

	✓ ICT sector Policy of 2006 (current) recognizes E-waste and places some requirements on the Commission and ICT licensees; ✓ Ministry of Environment & Mineral Resources preparing a policy paper; ✓ Ministry of Local Government developing a policy on solid waste management.			leading to lax/lack of control mechanisms on the importation of used ICT terminal equipment ✓ Weak enforcement of existing rules/laws on E-waste management ✓ Lack of clear action plans on the handling of E-waste
RWANDA	✓ Final draft of the National E-waste Policy and Final draft Bill are available. ▪ Validation workshop will take place on 7/06/2012. ✓ Ministerial guidelines N°1 of 25 October 2011.Related to importation of used electronic/ICT equipment. ▪ To guide the importation, distributing of used electronic equipment	✓ With initiative from RURA, a technical team comprising of different stakeholders was set up by ministry of ICT in Feb 2010. ✓ RURA recruited a staff in charge of E-Waste (There is an E-Waste Management Officer). ✓ There is a draft guideline of e-waste management	✓ Assessment of e-waste status and trends in Rwanda by National University Rwanda Consultancy Bureau (UNR-CB) in collaboration with Rwanda Environmental Management Authority (REMA)	✓ Rwanda like other countries there is absence of infrastructure for appropriate E- Waste management. ✓ Absence of legislation dealing specifically with e-waste, an absence of any framework for end-of-life (EoL) product take-back or implementa

	computers and computer parts in Rwanda ✓ The general waste management regulations currently follow under the Environmental management and coordination (waste management regulation) Regulation of 2006 where they are classified as hazardous waste			tion of extended producer responsibility (EPR). ✓ Awareness of impact of e-waste(hazardous waste) to environment and our health

UGANDA	✓ Ban on 2nd hand electronics importation- May 2010
	  • Not taken full effect because of increased criticism of its implication
	✓ Final draft of the National E-waste policy
	  • Pending approval by cabinet
	  • Pending financial implicati
		✓ Ministry of ICT- lead role in e-waste policy development- UCC was represented on the multi-stakeholder consultations
		✓ UCC- developed technical proposal on the development and management of e-waste fund to facilitate the adequate end of life (EOL) strategy- February 2012
			✓ UNIDO study with emphasis on EOL of Computers both personal and government /official computers
			✓ Proposal of a recycling company (FINUG) to commence work in Uganda (proposal presented to the Ministry of ICT)
				✓ Lack of adequate competence in e-waste management issues
				✓ Insufficient human and financial resources
				✓ Other pressing issues than e-waste management

	on of e-e-waste management system ✓ MOU between NEMA and UCC; to ensure inter sectoral coherence in their respective functions and activities concerning environmental management			
BURUN DI	✓ No specific low and policy on E waste Management; ✓ Guidelines on E Waste Management does not exist; ✓ Government via EnvironmentMi nistry is makinghas engaged a consultantto propose Policy, Legal and Institutional Framework on Environmental Policies; In addition following the work of this committee after the submission of initial draft report by the EACO Taskforce Meeting held in Dar es salaam, the Minister for ICT has instructed the National Secretariat of	✓ ARCT is engaged to make sensitization of the population; the government and others stakeholders about the consequences and dangers caused by E waste equipment if not disposed properly; ✓ ARCT is planning in the near future to put in place the National Committee to study all matters of E waste Management and advice the government accordingly.	✓ None	✓ E waste Manageme nt is a challenge in the country due the growing of electronic equipment usage; ✓ identificatio n of specific points of collections of all E waste; ✓ To prepare on E waste which will provide by migration process from analog to digital;

	ICT (SETIC) to provide a budget for formulation of a Policy on E-Waste Management in Burundi. ✓ Through theon going consultancy, Burundi has planned to come up with a bill of that will being up a law on E waste Management.			

From the above table, the following issues are noted;
1. Despiteof the various efforts geared towards e-waste management,all five countries do not havespecifice-waste policies and regulationsthat areoperational;
2. All regulators in the region have played and are playing certain roles by coming up with initiatives relating to pushing of an agenda for formulation of Policies and strategies on e-waste management in the region;
3. Most of the existing studies on e-waste management in the region have been carried out by foreign organisations, whichsuggest the existence of low level of awareness, interest or appreciation of e-waste management issue as a major problem;
4. There is inadequate competencies in e-waste management issues;
5. Low priority is given to e-waste management issues as compared to general solid and liquid waste;
6. Low level of enforcement of the existing environmental laws and regulations;
7. Lack or inadequate financial resources allocation on waste management including e-waste.

7.0 BENCHMARKING E-WASTE MANAGEMENT WITH OTHER COUNTRIES WITHIN AND OUTSIDE EAST AFRICA
7.1 Kenya
Kenya has a population of over41 million as of July 2011. The total e-waste generated is about 7,350 tonnes per year. The recycling is being done by an NGO called Waste Electrical and Electronics Equipment (WEEE) Centre. It collects, refurbishes, recycles, disposes and exports e-waste. The plant's capacity is inadequate due to lack of total public awareness within Kenya and tedious procedure of disposing obsolete computers by the government and its agencies.

Like other East African countries Kenya has no specific policy or legislation on e-waste management. However, the country has elaborative guidelines for the management of e-waste.

7.2 South Africa

South Africa has a population of over 50 million as of 2010, and generates an estimated 100,000 tonnes of e-wasteannually. Formal recyclers process approximately 20%. The rest is either stored by the owner, recycled informally, added to the domestic waste stream or dumped illegally.The recycling of e-waste and non-ferrous and ferrous metals is well established. There is also a large informal sector. Recycling systems are not uniform and sustainable solutions for many materials – for example, CRT tubes, brominated plastics and printed circuit boards – have not yet been found. This has led to some e-waste becoming a social and environmental hazard.

There is no specific legislation to deal with e-waste in South Africa, although a National Environmental Management Waste Bill was passed in 2009 to deal with issues such as hazardous waste and to introduce measures such as extended producer responsibility.

7.3 Senegal

Senegal's population is 12.5 million as of 2011; and the Volumes of e-waste are between 2000 and 2007, 8,300 tonnes a year.

There is no formal infrastructure, so all e-waste is dealt with informally. Coordination is difficult, owing to the number of stakeholders at each level; particularly distributors and consumers. The informal scrap sector has evolved; some units specialize in the collection and dismantling of e-waste. This sector is controlled by small-scale smelters who focus on aluminum and lead.Ferrous metals and plastics are increasingly being recycled. CRT tubes are disposed of in the dumping sites. The authorities are aware of the issue, but there are no specific laws for e-waste management.

8.0 *E-WASTE STAKEHOLDER MAPPING*

The table below illustrates the legal power vsinterestsof the various e-waste management stakeholders.

Stakeholder	Legal Power	Interest
Governments	H	H
ICT Regulators	L	H
Operators	L	L
Consumers	L	H
Environmental regulators	H	H
Local councils	H	L
Public or private Recyclers /refurbishers	L	H
NGOs	L	H
ICT Equipment dealers	L	L

L: LOW   **H:** HIGH

NB: In Rwanda, the regulator is both for ICT and utilities, and therefore has legal power and interest in e-waste management.

From the table, it is noted that some key e-waste stakeholders such as the ICT regulators except Rwanda, consumers, recyclers and the NGOs have no legal power to manage e-waste and yet have a high interest in ensuring appropriate e-waste management. The table also shows that the local councils with high legal power do not consider e-waste management as priority in their activities. The operators and equipment dealers/vendors are not interested in managing e-waste because their main objective lies in the business aspects and profit makingas opposed to environment conservation. The stakeholder mapping recognizes the cross cutting nature of the e-waste challenge, and would therefore suggest a collaborative effort amongst stakeholders to achieve adequate e-waste management.

9.0 RECOMMENDATIONS AND WAY FOWARD

The Assembly of Regulators is invited;

1. To note the efforts of the E-Waste Taskforce in studying the status of e-waste management in the region and hence coming up with this report;

2. To **consider** and **approve** the following recommendationson e-waste management in the region:

    a. Each member country be encouraged to emulate and consider the following development regarding e-waste management in the region:
        i) Report of the study by on e-waste Management, March 2012;
        ii) The Final draft of the National E-waste policy pending approval by cabinet in Uganda;
        iii) The finalized e-waste guidelines and establishment of recycling Plant in Kenya.
    b. EACO member states be urged to harmonize laws, regulations and guidelines dealing with e-waste in the region;

    c. The taskforce on e-waste management to continue with its work and developa model for policy framework, regulations and guidelines on e-waste management that can be customized to suit the interests of each member country including determining the appropriate End of Life (EOL) strategy that can be adopted by the East African region;

    d. The taskforce to consult the East African Community and forge their support to make e-waste management issues one of the agenda in the EAC high level summits;

e. EACO member countries to participate actively in the ongoing ITU studies on e-waste management;

f. Member countries be urged to improve advocacy programs on e-waste management;

10.0 *CONCLUSIONS*

The report has noted that e-waste is considered as one of the fastest growing waste in the world, as it contributes substantially to all municipal solid waste worldwide. This is as a result of the increasing market penetration of electronic use in developing countries, and the increase in replacement market due to technology advancement, in the developed countries.

This report has identified the drawbacks in the existing policies and regulations related to management of e-waste in the region, and have proposed appropriate and achievable remedies of the identified gaps. Having benchmarked with other countries within and outside the region, the reporthas alsorecommended measures of harmonizing policies and regulations.

EACO therefore has a very important role to play by influencing policy makers in the respective countries to come up with specific policies and regulations to deal with this anticipated catastrophe if not considered as one of the key priorities today.

11.0 REFERENCES

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ANNEX VII :   REPORT FROM CONSUMER PROTECTION TASKFORCE

17.0 INTRODUCTION

The Consumer Issues committee held two meetings, first in Kampala on 9th – 11th November 2011, while the second meeting was held in Dar es Salaam on the 22nd - 23rd March 2012. During the two meetings, representatives from all five countries were present and the Committee was thus able to progress its work during the two meetings.

The members of the Committee that participated in the work of the Consumer Issues during the year were as listed below.
Burundi–   Alexis Sinarizi
Kenya   –   Liston Kirui
Rwanda   –   Venerande Mukamurera
Tanzania   –   Richard Kayombo
          –   Thadayo Ringo
          –   Isaac Mruma
          –   Dr. Raynold Mfungahema

Uganda –   Joseph Kizito
          –   Julius Mboizi
          –   Irene Nakagwa

18.0 CONSULTATIONS WITH OPERATORS ON GUIDELINES ON MOBILE ROAMING AND MARKETING COMMUNICATIONS

Consultations on Guidelines

The guidelines on Mobile roaming and marketing communications, were adopted in principle during the 18th EACO congress in Kigali in 2011 subject to final comments from operators. The guidelines were circulated to operators for final comment, and the responses were as follows:

- Burundi circulated the guidelines in November 2011 but no response had been received by the time the Committee met in Dar Es Salaam in March 2012.

- Kenya circulated the guidelines in January 2012 and received comments that were subsequently discussed by the Committee and incorporated into the guidelines.

- Rwanda circulated the two sets of guidelines in June 2011 and received comments on marketing communications from MTN, which were discussed and factored into the guidelines.

- Tanzania reported that the provisions of the marketing communications guidelines had been incorporated into the Consumer Protection regulations of 2011 and as such, the guidelines on marketing communications were not circulated since the input to the regulations were as received through stakeholder engagement.
- Uganda reported that both guidelines were circulated, and comments were received from operators and incorporated into the guidelines.

The committee noted that in the absence of feedback from some operators, it was assumed that they were in agreement with the provisions in the guidelines and that the revised guidelines would therefore be presented to the EACO congress for final approval.

The Committee reviewed the Guidelines taking into consideration the comments received from the stakeholders. These are presented at Annex 1 and Annex 2.

Other Regional Mobile Roaming Issues

The Committee noted that roaming had been dealt with extensively in the regional roaming guidelines. The Committee **agreed** that in order to address concerns, such as that raised during the 18th congress to the effect that some operators had quietly withdrawn the one-network without informing consumers, an additional requirement that changes to regional roaming arrangements should be communicated to consumers prior to the implementation of such changes be incorporated into the regional roaming guidelines.

The Committee, upon deliberating on the other issues referred to it, **agreed** that the roaming issues were outside the scope of the Consumer Issues Committee and should either be dealt with by the NRAs administratively or by a team comprising of economists.

In this regard and in the interest of better efficiency, the Consumer Issues Committee is proposing the establishment of a separate Task Force to undertake the impact assessment on account of the following:

(a) issues identified mostly relate to competition
(b) members of the consumer issues committee would not contribute substantially to the aforementioned issues and yet spend much time on them.

19.0 GUIDELINES ON ICT ACCESSIBILITY FOR PEOPLE WITH SPECIAL NEEDS

The committee will standardize the guidelines developed by Tanzania on ICT accessibility for people with special needs to the EACO format. The Committee also intends to consider the implications of the Kampala declaration on persons with disabilities in concluding this particular assignment during the next inter-congress period.

20.0 CONSUMER EDUCATION INFORMATION

To date, the Consumer Issues Committee has shared various consumer education material for use by NRAs in their education and outreach programmes. The latest, prepared and submitted to the team by Uganda was on environmental, health and safety issues.

It was **agreed** that due to the ongoing analogue to digital migration initiatives in the region, all NRAs share consumer awareness information on analog to digital migration with other EACO members, since the issues to be addressed were similar across the region.

It was further **agreed** that:

– The committee reviews, with a view to adopting, the analogue to digital migration information developed by the Communications Regulators of Southern Africa (CRASA) and circulated by Tanzania to the other members of the committee.

– Burundi considers adopting information on Consumer rights and obligations with from Rwanda to enrich its consumer education content.

– The Consumer Issues Committee sends a liaison statement to the E-waste Task force to ensure that the e-waste task force is aware of the awareness aspects on E-waste that the Consumer Issues Committee is developing to avoid duplication.

21.0 BENCHMARKING & RELATED CONSUMER PROTECTION ACTIVITIES

Uganda benchmarked with Tanzania on Consumer awareness related to SIM card registration.

The findings and report from these benchmarking exercises are to be shared amongst member NRAs.

22.0 OTHER ONGOING ASSIGNMENTS
Publication of comparative tariff information:

i) It was noted that Burundi has had difficulty in obtaining tariffs information from operators and the committee recommended that ARCT benchmarks with sister regulators in EAC for best practices.

ii) Uganda publishes Telecommunications voice and postal tariffs on a regular basis

iii) Tanzania publishes Telecommunications voice tariff on quarterly basis.

iv) Rwanda publishes Telecommunications voice tariff on quarterly basis.

v) Kenya had published Tariffs for a wide range of ICT services but had not been able to publish them regularly because of operators' reluctance to provide information on time.

23.0 Work Plan

The Committee agreed to hold its next meeting in September 2012 in Kenya, and another in February 2013 in Rwanda.

24.0 RECOMMENDATIONS

The Consumer Issues Committee recommends the following.
   i) Adoption of the guidelines on regional mobile roaming as amended following consultations with the operators
   ii) Adoption of the guidelines on marketing communications as amended following consultations with the operators

**ANNEX VIII: REPORT FROM NUMBERING
TASKFORCE**

REPORT OF THE EACO NUMBERING TASK FORCE FOR 2011 -2012

25.0 INTRODUCTION

EACO Numbering Task Force held two meetings during the period. The first meeting was held on 1st and 2nd March 2012 in Kigali-Rwanda followed by another meeting that was held in Bujumbura-Burundi on the 24th and 25th May 2012.

The two meetings discussed various outstanding issues on the terms of reference/ tasks that had been allocated by the 18th EACO Congress and prepared the report with recommendations to be presented to the 19th EACO Congress scheduled to be held in Bujumbura-Burundi.

The Numbering Task Force meetings had representation from all the five regulatory bodies of East Africa, i.e. CCK-KENYA, TCRA-TANZANIA, RURA-RWANDA, ARCT-Burundi and UCC-Uganda.

Annex 1 provides the list of names of the participants to the meetings.

26.0 ELECTION OF THE BUREAU

The Task Force bureau was as follows:

- Mr. Francis NGABO   Chairperson,   Rwanda
- Mr. Peter NYONGESA   1st Rapporteur,   Kenya
- Mr. Constaque HAKIZIMANA   2nd Rapporteur,   Burundi
- Mr. Christian A. TUYISHIME   3rd Rapporteur,   Rwanda

27.0 TOPICS DISCUSSED

The following were the main issues discussed;

1. Status on Equipment Identity Register
2. Status towards the implementation of SIM Card Registration
3. Status on Short Code Harmonization
4. Status on the implementation of the Short Code 110 for lake safety
5. Status on Network Color Codes implementation
6. Status on the Implementation of Regional Access Codes
7. Management of short codes in EACO Country Members
8. Numbering fee structure
9. Future Work.

28.0 3.1   STATUS ON EQUIPMENT IDENTITY REGISTER (EIR)

The meeting was informed that some Operators in different EACO Countries Members have already implemented EIR while others are in the process of implementing, however during the implementation some challenges emerged.

3.1.1 CHALLENGES

1. **Duplication and lack of International Mobile Equipment Identity (IMEI)**

It was noted that a number of counterfeit equipments exist in the networks. In East Africa a big percentage of subscribers use counterfeit equipments. Many of these equipments either lack or share the same IMEI and therefore full implementation of EIR to identify stolen equipments and reduce crimes associated with equipments would affect genuine users.

2. **Lack of Consumers awareness**

Most of consumers in East Africa Countries lack information on the dangers associated with counterfeit equipments and lack knowledge on how to verify that the equipments acquired are genuine.

3. **Lack of Local Vendors/Resellers awareness**

Some Local Vendors/Resellers in EAC Countries give priority to the cost of the equipments, and consequently import cheap and below standards equipments which come with duplicate or no IMEI and hence make difficult the Registration of equipments.

4. **High cost of implementation**

Some of operators have concerns of the high cost of implementation.

3.1.2 PROPOSED SOLUTIONS TO IDENTIFIED CHALLENGES;

1. **Consumers and local vendors/Resellers awareness**

The task force proposes that respective regulatory authorities give priority to both consumers and local Vendors/Resellers awareness through workshop and sensitization on the effect of counterfeits equipments and dangers associated with them. This awareness should bring on board other stakeholders like the Police, Revenue Authorities and Standardization Board, etc…

2. **Licensing of all vendors/Resellers**

Some of the EACO Countries are currently licensing vendors/resellers. The licensing of vendors/resellers was considered as a best practice as it brings a level of control in the importation of equipments.

3. Type Approval Procedures

Regulatory authorities should give type approval of equipments priority in all East African Countries, and ensure Type Approval procedures are enhanced to detect duplicity and lack of IMEI and should include all aspects of terminal equipments.
In this process equipment specifications will be captured and used in the creation of equipments database.

4. Establishment of Equipments Database

It was noted that in order to protect consumers, stakeholders including the Communications regulator, Operators, Vendors, manufacturers, the national standardization authorities, the security agencies, anti-counterfeit authorities, consumer organizations, revenue authorities etc. be involved preferably under the control of the Communications Regulator to develop and maintain a national database and procedures for verification of handsets in order to protect consumers, businesses and networks etc. from the effects of counterfeits.

5. SIM Card Registration

SIM Card registration will provide an additional measure through which counterfeit and stolen equipments can be traced.

3.1.3 RECOMMENDATIONS

Whereas some countries have done some work on this subject more is to be done by the regulatory authorities to ensure that the objective is achieved. The taskforce therefore recommends that Regulatory Authorities;

- Carry out Consumers and local vendors/Resellers awareness campaign
- License all vendors/Resellers
- Enhance Type Approval Procedures
- Establish Equipment Databases
- Carry out SIM Card Registration

29.0 3.2 STATUS TOWARDS THE IMPLEMENTATION OF SIM CARD REGISTRATION

3.2.1 The Status of SIM Card Registration in the EACO countries is as follows:

Country	Status of SIM registration	Legal Framework
Kenya	• Implemented vide Presidential Directive in 2009. • Registration has been ongoing since then	• The law expected in place latest by July 2013. • Some guidelines in place
Uganda	• Started on 1st March 2012 and expected to end on 30th March 2013. • All new SIM Cards must be registered before activation	Legal Framework in place
Rwanda	• Regulatory Authority, operators and National Identification Agency have put in place an implementation plan , and the exercise will start in July 2012 to end in December 2012	Regulations are ready.
Burundi	• Have already started implementing the SIM card registration and expected to end in December 2012. • Regulator to make public awareness campaign. • The challenge is for the information to reach the rural areas	Regulations in progress
Tanzania	Registration completed	• In Tanzania the Electronic and Postal Communication Act supports the process of SIM card Registration. • Guidelines to support the SIM card registration are already in place already.

		• About 87% SIM card in use have been registered.

3.2.2 RECOMMENDATIONS

Regulatory authorities to continue with the SIM Card registration and the focus be given on enabling Legal frameworks for effective implementation.

30.0 3.3   HARMONIZATION OF SHORT CODES IN EAST AFRICA

1.3.1 The current status of short codes utilization by Countries is as summarized in the table below:

S/N	Services	Agreed Short Codes for harmonization within EACO	Burundi	Kenya	Uganda	Rwanda	Tanzania
1.	Customer Service	100	611 888	100	100 1100 200 123	100 456	100
2.	Recharge	130	123 100 777 142 888	130 122 141	130 111 155	130 111	101
3.	Check Balance	131	777 120	131 133 144	131 122 156	131 110	102
4.	Voicemail deposit	121	322 123 888	121	121 111 120	121	121
5.	Voicemail retrieval	123		123	123 121 100	123	123
6.	Emergency Services for Lake Victoria	110	110	110	110	110	110
7.	Emergency, Police	112	112	112 999	112 999	112	112
8.	Child Help line	116	116	116	116	116	116

31.0 Status in Kenya

Kenya has implemented the Short Code 100 for customer care for all operators. For the case of the EACO harmonized Short Code 130 and 131, implementation has already been done on two mobile operators. Two Operators are yet to implement, however they have been informed to provide a reasonable migration plan.

32.0 Status in Burundi

Burundi has implemented short codes 11X for emergency services.

33.0 Status in Rwanda

Rwanda has assigned the EACO harmonized short codes to two operators and one operator has not migrated yet. At the moment they are facing a challenge of counterfeit phones which re-route calls made to short code 100, 101 and 102 to 112 of the emergency police center. This forced RURA to re-assign a different short code for customer information service on a temporary basis. The harmonization of this short code will be done when a permanent solution is found.

34.0 Status in Tanzania
Tanzania has managed to harmonize all the short codes within the country. However, the short codes 130 and 131 for recharging and balance checking respectively are yet to be harmonized with the EACO agreed short codes.

35.0 Status in Uganda

Presently not all operators have been able to implement the harmonization, the new entrants have been able to implement these codes since they were licensed after the proposal on the harmonization have been agreed upon. However in the case of the legacy networks some operators have experienced challenges in the process of implementation, and this include; group operations across Africa, segregation of customers, disruption of services and inconvenience to customers.

3.3.2 RECOMMENDATIONS

(i)   Due to the fact that some telecom operators have raised challenges with regards to migrating from some well known short codes which they have been using for many years, the task force recommends that a reasonable timeframe be given to the operators in order to inform and prepare their customers about the changes.

(ii)   A timeframe of 01 year should be given to the operators to migrate to the harmonized short codes.

(iii)   Regulators and Operators shall work jointly during the 19th EACO forum for an implementation plan which may include parallel running of the currently used short codes.

(iv)   A harmonized short code should not be used for another service except the service it was allocated to.

(v)   Other services proposed for harmonization,

The task force members proposed other services to be considered for harmonization across East Africa in order to facilitate integration and safety. However it was observed that ITU-T Study Group 2 has already initiated global harmonization for some of the proposed services. These services are listed in the table below:

S/N	Service	Comments
2	Ambulances	Identified by ITU
3	Police	Identified by ITU
4	Fire	Identified by ITU
5	Medical (Pandemic outbreak)	Identified by EACO
6	Anti Terrorism	Identified by EACO
7	Anti Corruption	Identified by EACO
8	Traffic	Also identified by ITU
9	Hazards (Gas/Electricity & Water	Also identified by ITU
10	Disaster and Rescue	Identified by EACO

36.0 STATUS ON THE IMPLEMENTATION OF THE NUMBER 110 FOR THE LAKE SAFETY

(i)   Rwanda has reserved short code 110 for lake safety. However, one operator is still using it for USSD application.

(ii)   Operators in Kenya have configured the short code 110 for Maritime Communication System for Lake Victoria (MCSLV). However, they

cannot deliver the traffic to Mwanza until the pilot number for the Mwanza system is known.

(iii)　In Tanzania, the Regulator has reserved the short code 110 for rescue purposes in Lake Victoria awaiting the MCSLV project in Mwanza to provide set up for call termination.

(iv)　Burundi has already assigned short code 110 for the Emergency rescue services for Lake Tanganyika.

(v)　Uganda has already requested operators to configure 110 for the safety of Lake Victoria. However guidance is sought on where to route the calls to. Currently all emergency calls are sent to Uganda telecom Ltd and interconnection charges are being incurred.

3.4.1 RECOMMENDATION

(i)　EACO should coordinate with EAC secretariat for the timely implementation of the Maritime Communication for Safety on Lake Victoria (MCSLV) project so as to implement the short code 110.

(ii)　For other countries that are not bordering Lake Victoria to extend the implementation of the short code 110 to other lakes/ water ways.

(iii)　The Regulators should urge operators to have a better coverage/ roll out plans in the lakes and borders so as to implement the short code 110.

37.0 IMPLEMENTATION OF NETWORK COLOUR CODES BY MOBILE OPERATORS AT COUNTRY BORDER POINTS

(i)　Burundi has communicated the agreed Network Colour Code 5 to Operators. However, they have yet to be implemented.
(ii)　Kenya has informed the operators on the use of Network Colour Code 2 to be used at cross border.
(iii)　Rwanda has full implemented the Network color code 6 at country borders.
(iv)　Tanzania has informed the operators on the use of the Network Colour Code 4 to be used by the mobile operators.
(v)　Uganda communicated to service providers about the use of the color code 3 and has already implemented it.

38.0 RECOMMENDATION

(i)   Regulators to follow up on the implementation of the Network Colour codes across borders.

(ii)   Regulators of bordering countries should collaborate for the effective implementation of the Network Color Codes.

(iii) EACO should involve other neighboring countries who are not part of EAC in the coordination in order to reduce the level of interference at the respective boundaries.

39.0 STATUS ON THE IMPLEMENTATION OF REGIONAL ACCESS CODES

3.6.1 The following table shows the status of the implementation of the Regional Access code in EACO member states.

Country	Regional Access Code	Status
Rwanda	004 + NDC + SN	Implemented
Kenya	005 + NDC + SN	Implemented all Regional Access Codes in Kenya, except Rwanda's 004
Uganda	006 + NDC + SN	Implemented
Tanzania	007 + NDC + SN	Implemented
Burundi	-	Burundi has not yet been assigned a Regional access code

3.6.2 RECOMMENDATION

(i)   Burundi is urged to make a formal application for Regional Access Code during the 19th EACO congress. The task force has identified Regional Access Code 003 for assignment to Burundi.

(ii)   Kenya has to implement Regional Access Code 004 for Rwanda.

(iii) Regulators to initiate moves for full implementation of Regional Access Codes.

(iv)   Public awareness on the use of Regional Access Codes within East Africa instead of assigned ITU Country Codes.

(v)   Regulators and Operators should exploit the cheapest route to capitalize the usage of the regional access codes.

(vi)   In order to keep a close follow up of the implementation of the Regional Access code, the task force on Numbering should work closely with the Network and Tele-traffic Monitoring and Infrastructure task forces.

40.0 MANAGEMENT OF VALUE ADDED SERVICE SHORT CODES IN EACO COUNTRY MEMBERS

EACO member countries use different methods in assigning short codes to VAS.

Countries	Charging	Services Provided	Procedures for assignment	Database Management	Length of codes	Regulations
Rwanda	Yes	Voice, SMM and USSD	Assigned by Regulator	Manually but plan to automate the management before the end 2012	3 and 4 digits	No license for content service providers
Tanzania	Yes	SMS	Assigned by Regulator	Manually	5 digits	-License for content service providers is available - Applications guideline for numbering resources.
Kenya	No	SMS, Voice and USSD	Primary assignment done by Regulators, and secondary assignment to Operators to Content service providers done by the Operators	Manually	5 digits for SMS short codes, 4 digits for voice, 3digits to USSD	-License for content service providers is available - Applications guideline for numbering resources.

| Burundi | Yes | Voice, SMS and USSD | Operators | Manually | 3 digits | No license for content service providers |
| Uganda | Yes | Voice, SMS and USSD | Regulator | Manually | 3 and 4 digits | No license for content service providers |

41.0 RECOMMENDATIONS

(i)   VAS Short codes should be managed by the Regulator.

(ii)   Short Codes should be assigned to Content Service providers licensed by the Regulator.

(iii) Short Codes are a limited resource and therefore regulators are required to charge short codes to ensure the efficient and effective usage.

(iv)   Regulators should implement an Automated Short Code Management system.

(v)   Operators are urged to have an interconnection agreement for the premium rate numbers, special services access codes and toll free access codes.

42.0 NUMBERING FEE STRUCTURE

Numbers are limited national resources which must be managed efficiently. Each country seems to have different fee structure. While Tanzania charges for all categories of the numbering resources, other countries do not charge all categories of numbering resources.

3.8.1 Below is the fee structure for the East African countries.

	Type of Resource and fees	Rwanda	Uganda	Tanzania	Burundi	Kenya
1	**SUBSCRIBERS BLOCK**					
1.1	Application fees(USD)	None	None	10,000 Tsh	500 USD	None
1.2	Registration fees	None	None	2,000 USD	None	None
1.3	Annual maintenance fees(USD)	10000USD per Block	None	0.2 USD per Subscriber	2500 USD per Block	None

	Type of Resource and fees	Rwanda	Uganda	Tanzania	Burundi	Kenya
1.4	Management fees	None	None	None	500 USD	None
2	**ISPC**					
2.1	Application fees(USD)	None	None	10,000 Tsh	None	None
2.2	Registration fees	None	None	2000 USD per ISPC	None	None
2.3	Annual maintenance fees(USD)	None	None	1000USD per ISPC	1500 USD per ISPC	None
2.4	Management fees	None	None	None	None	None
3	**NSPC**					
3.1	Application fees(USD)	None	None	10,000 Tsh	None	None
3.2	Registration fees	None	None	2000 USD per ISPC	None	None
3.3	Annual maintenance fees(USD)	None	None	1000 USD per ISPC	None	None
3.4	Management fees	None	None	None	None	None
4	**SHORT CODES**					
4.1	Application fees(USD)	25,000 Rwf	250 USD	10,000 Tsh	None	None
4.2	Registration fees					
	Ordinary codes	None	None	2,000 USD	None	None
	USSD	None	None	2,000 USD	None	None
	Gold	None	None	5,000 USD	None	None
	Bronze	None	None	3,000 USD	None	None
	Silver	None	None	4,000 USD	None	None
4.3	Annual maintenance fees(USD)					
	Mnemonic codes	1000USD	2000 USD	3,000 USD	None	None
	Ordinary codes	200USD	2000 USD	3,000 USD	None	None
	USSD	1000USD	2000 USD	3,000 USD	None	None
	3 digits		2000 USD	None	2,000 USD	None
	4 digits		2000	None	1,500	None

	Type of Resource and fees	Rwanda	Uganda	Tanzania	Burundi	Kenya
			USD		USD	
4.4	Management fees	None	None	None	None	None
5	**MNC**					
5.1	Application fees(USD)	None	None	10,000 Tsh	None	None
5.2	Registration fees		None	2,000 USD	None	None
5.3	Annual maintenance fees(USD)	None	None	1,000 USD	1,500 USD	None
5.4	Management fees	None	None	None	None	None

43.0 RECOMMENDATION

Regulators should levy fees on numbers since they are national limited resources. However Member countries should conduct further studies to identify the rationale of charging or not charging for certain categories of numbering resources.

44.0 FUTURE WORK OF THE NUMBERING TASK FORCE

The following areas under ITU-T Study Group 2 are identified as areas for consideration by the Numbering Task Force for developing common regional understanding and positions;

- Identify and handle cases of numbering resources misuse;
- Following up closely studies being conducted on the implementation of Machine to Machine Numbering;
- Following up and give contribution related to impact that could be associated with MNC (Mobile Network Code) change from 2 to 3 digits;
- Study on the most appropriate Short code to be harmonized within EAC.

GENERAL RECOMMENDATION

- The congress should encourage member states to have numbering officers participate consistently in the study groups relevant to numbering both at the ITU, regional and Africa group forums in order

build capacity and influence regional interests. Member States should take advantage of fellowship as to increase level of participation and contribution.

- Member States should ensure more than one person participates in the task force meeting in order to promote continuity.

ANNEX IX : REPORT FROM INFRASTRUCTURE SHARING TASKFORCE

1.0 BACKGROUND

The 17th EAC0 Congress meeting held Kigali, Rwanda from *25th – 29th May 2011* set up a taskforce to among others, develop a framework/ model for infrastructure sharing and make recommendations on policy and regulatory harmonisation. Uganda hosted and Chaired the first taskforce meeting which was held in Kampala, from 12th -13th April 2012.

2.0 PARTICIPATING COUNTRIES (Full list of participants is contained in Annex

a) **Burundi**
b) **Kenya**
c) **Rwanda**
d) **Tanzania**
e) **Uganda**

3.0 REVIEW OF THE TERMS OF REFERENCE

The Terms of Reference were reviewed alongside with the recommendations and resolutions of the 17th EACO Congress. The following Terms of Reference were adopted;

3.1 Review the status of infrastructure sharing within the region including commercial arrangements, business models, principals adopted, technical requirements among others.

3.2 Develop a model framework for infrastructure sharing in the region. The model should among others define;

i. The types of Infrastructure amenable to Sharing
ii. The technical requirements and regulations that will facilitate infrastructure sharing
iii. Provide rules for price setting in a transparent, non-discriminating way for access to infrastructure sharing. The work of the Broadcasting Technical Taskforce shall be taken into consideration.
iv. Define and harmonize Procedure for Negotiating Infrastructure Sharing
v. Define infrastructure sharing models to be used within EAC Regional

3.3 Review the status of international and interstate connectivity and the implementation of the guideline adopted.

The Task-Force noted that countries in the EA region are at different stages of liberalization. In the early stages, most new entrants tended to build their own networks. Considering that Infrastructure sharing limits duplication and gears investments toward underserved areas, product innovation, and improved customer service, this approach may not be the most efficient.

It was also noted that in the early stages of liberalization, the subject of infrastructure sharing receives diverse interpretations from stakeholders:

    i.   Regulators perceive it as a medium to grow competition,

    ii.   Established operators as a potential source of revenues—if, indeed, they absolutely must offer it—and

    iii.   new entrants as a given right that should come at an affordable price.

As a result of these potentially conflicting perspectives, infrastructure sharing necessitates cooperation among competitors and explicit involvement by regulatory authorities to enforce implementation.

As our markets mature, and service-based competition is gaining ground, infrastructure sharing is emerging
as a new business model, favored by both established operators and new entrants.

The Taskforce noted three main forms of sharing
    i.   site sharing,
    ii.   network sharing,
    iii.   spectrum sharing

These have been joined over time by three variations—
mobile virtual network operators
    iv.   (MVNO),
    v.   national roaming, and
    vi.   tower companies.

This could also be looked in two broad categories:

    a. Passive Infrastructure Sharing – sharing of non electronic infrastructures (Towers, Masts, Buildings etc)
    b. Active Infrastructure Sharing - (Sharing of electronic, fiber, antenna, billing platforms etc

Site Sharing
- operators agree to share available infrastructure, including site space, buildings and easements, towers and masts, power supply, and transmission equipment.

Network Sharing
- Sharing base station equipment and sharing common networks, both circuit-switched and packet-oriented domains.

- Operators typically share the RBS, RNC, mobile services switching center/ visiting location register (MSC/VLR), and serving GPRS support node (SGSN). Each operator, however, has its own individual home network that contains the independent subscriber databases, services, subscriber billing, and connection to external networks.
- This should over time be encouraged

Spectrum Sharing /spectrum trading,
- entails operators leasing their spectrum to other operators on commercial terms. This is not yet a common phenomenon in the region.

MVNO s
- MVNOs typically have no network and no rights to spectrum. They typically rely on infrastructure sharing to get access to subscribers and offer services. This has not yet taken root in the region.

National Roaming
- Mandatory national roaming is a form of infrastructure sharing that allows new operators, while their networks are still being deployed, to provide national service coverage by means of sharing incumbents' networks in specific areas.
- National roaming accelerates competition by allowing new players to launch their services within shorter time frames.

Tower Companies
- Emerging within markets in the region is the Infrastructure provision by tower management companies. The tower companies' business model consists of acquiring wireless infrastructure for operators and managing it. The economics are strongly driven by co-location of operators on sites.
- Tower management companies should ensure fair treatment of new entrants while providing financial benefits to the incumbents by buying the latter's infrastructure and managing it, hence lowering operating expenses in the long run.

4.0   PRESENTATION AND DISCUSSION OF COUNTRY REPORTS

All countries represented made reports and the following were noted;

Annex 1 of the contains the detailed presentations from each country;

Burundi

i.   The telecommunications Sector was liberalised in 1998
ii. To-date there are a number of operators- including 5 mobile, 1 fixed line, 20 broadcasting providers and 8 ISPs.
iii. There is currently no legal and policy framework with regards to infrastructure sharing. However, some effort is underway. A law has

been drafted including infrastructure sharing aspects and is currently before the Ministerial Council before presentation to Parliament.

Some of the challenges highlighted by Burundi include;

i. Concentration in towers especially in majors towns
ii. Environmental concerns –

Way forward

i. In addition to the draft laws discussions are underway between regulators and operators.

Kenya

i. Kenya has number of infrastructure players currently with 4 international landing cable networks, a national backbone network (dark) and a number of private cable operators
ii. Kenya developed a code for infrastructure sharing in but it may not be comprehensive and in line with some of the developments in this area. However within the framework for reviewing the Constitution a number of legislations are being put in place to include infrastructure sharing.
iii. Other areas for to be incorporated in the law include; treatment of broadcasting infrastructure, signal distribution,

Some of the challenges noted

i. Treatment of way-leave management- digging of the roads
ii. Sharing of landing station which are not practical
iii. New law on vandalism is being drafted

Kenya further noted that

iv. Whereas Interstate connectivity issues have been taken care of if interstate challenges are not taken care of without sorting the national issues, then inter regional connectivity may not be fruitful, thus the need for a model regional framework.
v. Implementation of works done by EACO needs to be improved- For instance the guideline on cross-border and interstate connectivity should be followed up in terms of its implementation and effectiveness.

Rwanda

1. Duplication of telecom facilities
   1. Types of infrastructure amenable to sharing
      i. Passive- First stage is active for towers-
         a. Sharing price- set a maximum price for passive infrastructure
      ii. Active – Guidelines for sharing of base stations infrastructure

2. Pricing approaches
    a. Negotiation
    b. Benchmarking
    c. Cost based- Guidelines for sharing fiber and ducts
    d. Reference infrastructure sharing offer

Challenges

i. How to integrate broadcasters and ISP- New technologies

Tanzania

- Key indicators -Customer base of 25 million
- 2005 new converged licensing framework- Not separation for broadcasting and telecoms in relation to infrastructure
- 2005 Government NBI which is managed/ run by the incumbent TTCL

Issues

1. Competition not mature in the early years but industry is now in talks in relation to sharing infrastructure
2. TCRA- New law – EPOCA 2010.
3. Encourages/ mandates both passive and active sharing
4. New infrastructure sharing regulation- April 2011
    a. Open Access
    b. Cost based infrastructure pricing
    c. Transparency,
    d. Negotiation etc
5. Encourage negotiations- but there is a need to put in place a reference offer in the incidence that negotiations fail.
6. Legislation- difference institutions approving infrastructure- such as environment, local councils etc
7. Vandalism and public educations in relation
8. SEACOM and EASSY have network facility licenses to connect 5 countries
9. National backbone has connected the key borders of the 5 EAC members and other countries.

Uganda

1) Licensing regime- separates infrastructure from service provision
2) Operators - Outsourcing infrastructure requirements to Third party providers
3) Challenges
    - Vandalism- no law in place
    - Way leaves- Rights of ways should **be defined**
    - Landlocked countries – problems in Tanzania and Kenya automatically affect Uganda

- Developing infrastructure sharing guidelines
- Pricing- need to consider regulation of prices for infrastructure sharing
- Need for Sensitization of the public that towers are not on their own dangerous

Has a Co-ordination Committee Chaired by the Local Government, utility operators, ICT Ministry etc.

Key issues noted from the discussion included;

1. The need to harmonise policy, legal and regulatory framework in relation to infrastructure sharing within the EAC region
2. Review and harmonise activities of the EAIXP and infrastructure sharing taskforce.
3. Review all activities that have been undertaken within the region for instance the EAC BIN projects, the ICT network policy document
4. Benchmark with other countries where infrastructure sharing has been successful.
5. Laws should be put in place with regards to vandalism and the protection of telecommunication infrastructure within the region
6. Member States should define a code and operational arrangements for way leaves between local governments, utility operators, and environment institutions among others.- Improve institutional co-ordination.
7. The extent of sharing should not discourage infrastructure expansion
8. Ensure that guideline takes into all infrastructure providers including broadcasting and ISPs whose CAPEX and OPEX are different
9. Implementation of works done by EACO needs to be improved- For instance the guideline on cross-border and interstate connectivity should be followed up in terms of its implementation and effectiveness.

Recommendation

- Note the effort of the taskforce in progressing the task
- Adopt the structure of the model infrastructure sharing guidelines
- Adopt in principle the infrastructure sharing guidelines
- Adopt the report of the taskforce

STRUCTURE OF THE EACO INFRASTRUCTURE SHARING GUIDELINES
Context:

Background

- Rationale- policy, legal and regulatory harmonization within the EAC region
- Scope – Because of Convergence – to include all subsectors in the ICT Industry

2. Short title, extent and commencement
3. Definitions

4. Objectives of the Guidelines
    vi. Harmonizing
    vii. Avoiding Duplications
    viii. Improving efficiencies and cost reduction- optimum use of resources
    ix. Speeding up deployment and roll-out
    x. Protecting the environment
    xi. Promoting competition by reducing entry barriers by encouraging open access

5. Minimum requirements for infrastructure sharing
   Member States should
a. mandate the sharing of passive communications infrastructure. Where passive is...Passive (define)- non electronic infrastructures (Towers, Masts, Buildings etc)
b. encourage the sharing of active infrastructures-
   Active (Sharing of electronic, fiber, antenna, billing platforms, BTS, etc

6. General Principles

    I. Cost orientation
    II. Non discriminatory
    III. Transparency
    IV. Neutrality
    V. Reciprocity
    VI. Open access

7. Technical requirements
   Ducts, tower, fiber, etc
    I. Tower setbacks
    II. Inspections -location

8. Price-Setting for Infrastructure Sharing
    • Commercial negotiations
    • Benchmarking
    • Reference Cost based rates

9. Contractual Arrangements and Timelines- Basic Process and Timing for Site Sharing -Uganda
    • Process to be completed within 90 days. (check interconnection-use same procedure)

10.   Institutional co-ordination

11.   Coming into Force of Guidelines

12.   Dispute resolutions

a. Procedure for non payment

13.   Operators with Significant Market Power maybe required to have additional requirements-

ANNEX X   :   REPORT FROM WRC 12 TASKFORCE

Presented by : Mr. S. K. Kibe
May 2012

45.0 INTRODUCTION

The EACO preparatory process for WRC-12 began in 2009 when the taskforce was established. The main objective of the taskforce was to prepare harmonised EACO position on the Agenda of the WRC-12, taking into consideration the results of ITU-R studies, EACO spectrum allocation plan and other regional priorities.

The World Radiocommunication Conference 2012 (WRC-12) took place in Geneva, Switzerland from 23rd January to 17th February 2012 and was preceded by Radiocommunication Assembly 2012 (RA-12) from 16th - 20th January 2012. Finally, the first session of Conference preparatory meeting for WRC-15 (CPM-15 -01) was held on 20th and 21st February 2012.

WRC reviews, and, if necessary, revises the Radio Regulations, the international treaty governing the use of the radio-frequency spectrum and the geostationary-satellite and non-geostationary-satellite orbits. On the other hand, Radiocommunication Assembly (RA) sets the programme for Study Groups and establishes Study Groups according to need. Finally, the CPM meeting initiates the preparatory process for the next WRC conference.

1.1.   Radiocommunication Assembly (RA-12)

The Radiocommunication Assembly 2012 was held in Geneva Switzerland between 16th and 20th January 2012. There were a total of 487 participants from member states and 59 from sector members.

The main outputs of the Radiocommunication Assembly were as follows:

(i) Approved the work programme and Questions of Radiocommunication Study Groups for the next 4 year study period.

(ii) Modified 26 Resolutions in order to take into account decisions of 2010 ITU Plenipotentiary Conference (PP-10) and to improve the work programme of Study Groups.

(iii) Appointed office bearers for the ITU-R Study Groups for the next study cycle.

(iv) Approved a new Resolution ITU-R 58 was on studies on the implementation and use of cognitive radio systems

(v) A new Resolution ITU-R 59 was approved on studies on availability of frequency bands and/or tuning ranges for worldwide and/or

regional harmonization and conditions for use by terrestrial electronic news gathering systems.

(vi) Resolution ITU-R 54 on harmonization for short-range devices was revised to continue ITU-R studies to achieve.

(vii) A new Recommendation ITU-R M.2012 was approved on the detailed specifications of the terrestrial radio interfaces of IMT-Advanced.

1.2. World Radiocommunication Conference (WRC-12)

The World Radiocommunication Conference 2012 (WRC-12) was held from 23rd January to 17th February 2012 in Geneva, Switzerland. Over 3000 participants, representing 165 Member States and 100 observers attended the four-week Conference.

The WRC addressed more than 30 agenda items related to almost all terrestrial and space radio services and applications. These included spectrum for mobile broadband, aeronautical systems, satellite services including meteorological applications, maritime distress and safety signals, digital broadcasting, and the use of radio in the prediction and detection of natural disasters.

The WRC-12 concluded its deliberations on 17th February 2012 with 153 countries having signed the Final Acts updating the Radio Regulations – the international treaty governing the use of the radio-frequency spectrum and satellite orbits to meet the global demand for radio-frequency spectrum. The goal, as stated in the ITU Constitution, is to ensure efficient and equitable access to spectrum and orbit resources.

The Conference was attended by participants from the five EAC administrations, namely Burundi, EACO, Rwanda, Tanzania and Uganda.

1.2.1. Preparatory Process

The taskforce held a total of 8 meetings and developed EACO common proposals that were submitted to the Conference. In addition, The EACO member countries participated in WRC-12 Conference Preparatory Meetings and three WRC-12 information meetings. The EACO member countries also participated in three African Telecommunications Union (ATU) WRC 12 preparatory meetings and one EACO-SADC (Southern African Development Community) and in order to harmonise views on various agenda items.

1.2.2. EAC Delegates Handbook

The Taskforce developed a delegates handbook with inputs from EACO members. The handbook was distributed to EAC delegates for guidance.

1.2.3. Distribution of Agenda Items during the WRC-12

The EACO delegates to the conference distributed WRC-12 agenda items among themselves for follow-up responsibility including close coordination

and presentation and defending our regional EAC/AFCPs positions during the plenary and Committees' or Working Groups' meetings. The agenda items coordinators were responsible to report outcome results of deliberations at the Working Groups' and Committees' level meetings every next morning during the conference proceedings.

The EACO Task force on WRC-12 distributed the responsibility on various agenda items as shown the Table 1 below:

Name of Country	Proposed WRC-12 Agenda Items
Burundi	1.6, 1.8, 1.15,1.21, 3 and 7
EACO	1.4, 1.10, 1.12, 1.14, 1.20, 1.23 and 2
Rwanda	1.11, 1.13,1.18, 1.25, 4 and 6
Tanzania	1.3, 1.7, 1.9, 1.16, 1.24 and 5
Uganda	1.2, 1.5, 1.17, 1.19, 1.22 and 8

The EACO delegates held regular meetings during the Conference to reflect on the status of deliberations and to provide progress reports on respective agenda items.

2. Highlights of the Conference.

2.1.1.1. Spectrum for International Mobile Telecommunications (IMT).

WRC-12 passed a resolution for studies to facilitate the development of terrestrial mobile broadband applications in the frequency band 694 – 790 MHz. This allocation shall be effective at the end of the migration to digital broadcasting in the year 2015 and is subject to results of studies on the spectrum requirements for the services allocated in this band.

Following this development, ITU-R in conjunction with African Telecommunications Union (ATU) has initiated the process of modification of the GE-06 digital broadcast plan in order to study the impact of this change and whether the broadcasting requirements can be met below 694 MHz (between Television channels 21 and 48). A meeting for the East and Southern Africa regions was held in Kampala-Uganda, from 16th and 20th April 2012.

This issue is slated for further consideration by WRC-15 together with the need for additional spectrum allocations for the mobile service.

2.1.1.2. Increase efficiency in the use of the spectrum/orbit resource

WRC-12 approved new regulations intended to increase efficiency in the use of the satellite orbit and the associated frequencies. In addition to the clarification of the notion of bringing into use of satellite network frequency assignments (satellites deployed and maintained at the notified orbital positions for a continuous period of ninety days), WRC-12 also mandated the ITU Radiocommunication Bureau to initiate enquiries to administrations to provide information on the movement of satellites. Improved due diligence information, including more detail information on the identity of the spacecraft used for the operation of the frequency assignments was also agreed to foster the long term access and development of the Broadcasting Satellite Service (BSS) in the 21.4 - 22 GHz band in Regions 1 and 3. WRC-12 also improved the satellite coordination by reducing the coordination arc in parts of the most congested spectrum and agreed to look into the possibility of further reductions.

2.1.1.3. Early warning, disaster mitigation and relief operations with reference to emergency telecommunications.

WRC-12 addressed the application of new technologies, such as IMT and intelligent transport systems (ITS) to support or supplement advanced public protection and disaster relief applications.
WRC-12 instructed ITU-R to continue studying aspects of radiocommunications and ICT that are relevant to early warning, disaster mitigation and relief operations and encouraged administrations to consider using identified frequency bands when undertaking their national planning for the purposes of achieving regionally harmonized frequency bands or ranges for advanced public protection and disaster relief solutions.

2.1.1.4. Earth observation's societal and economic value recognized.

WRC-12 focused on "The importance of Earth observation radiocommunication applications" in collecting and exchanging Earth observation data to maintain and improve the accuracy of weather forecasts, which contribute to the protection of life and preservation of property around the world. The Conference reaffirmed that Earth observation applications have considerable societal and economic value and urged administrations to protect the Earth observation systems in the related frequency bands.

2.1.1.5. Meteorological-satellite service gets more bandwidth

WRC-12 allocated additional spectrum to the meteorological-satellite service in order to enhance space-based Global Observing Systems.

2.1.1.6. Satellite remote passive sensing

WRC-12 updated spectrum use aimed at the future of Earth observation applications with the development of passive sensors flying on meteorological and environmental satellites to monitor water vapour and oxygen spectral

lines, which are needed for ice cloud and precipitation measurements and for storm monitoring and climate studies.

2.1.1.7. Oceanographic radars

WRC-12 adopted the relevant protection levels for interference caused by oceanographic radars. These radars operate using ground-waves that propagate over the sea to measure coastal sea surface conditions in support of environmental, oceanographic, meteorological, climatological, maritime and disaster mitigation operations and for the surveillance of coastal pollution, fisheries management, search and rescue, beach erosion, and maritime navigation which provides a benefit to the global safety and security of shipping and ports.

2.1.1.8. Maritime communication requirements to support safety systems for ships and ports

WRC-12 addressed maritime communication requirements to support safety systems for ships and port operations. The Conference included new provisions in the Radio Regulations to improve satellite detection of automatic information systems using VHF channels.

2.1.1.9. Transmitting frequencies in the VHF maritime mobile band

The conference also considered the use of new technologies in the maritime service needed to the "Table of transmitting frequencies in the VHF maritime mobile band", which defines the channel numbering for maritime VHF communications based on 25 kHz channel spacing in order to facilitate the deployment of new digital technologies.

2.1.1.10.   Aeronautical services.

WRC-12 decided that necessary spectrum would be available for the introduction of applications and concepts in air traffic management that can support data links carrying safety-critical aviation information. These systems will enhance aeronautical communications capability and in conjunction with more precise navigational capabilities – allow flight routing to be more efficient, resulting in fewer delays, shorter flight times on average, lower fuel costs and reduced CO^2 emissions. ITU-R will continue to study any compatibility issues between the broadcasting service and aeronautical mobile (route) service in the band 108–117.975 MHz that may arise from the introduction of digital sound broadcasting systems.

2.1.1.11.   Aviation safety

The growth in the aviation industry calls for expanded capacity of mobile communication links that can operate over the horizon. WRC-12 approved new regulations for improving aviation safety and as well as the global

maritime distress and safety system (GMDSS) and for the aeronautical mobile-satellite (route) service communications.

2.1.1.12.   Aeronautical mobile (route) service

Aeronautical mobile (route) service systems are critical for various air traffic and flight safety communications. Some of the communication systems, such as traffic information, automatic dependent surveillance-broadcast, and flight information provide easily accessible air traffic information to multiple air traffic managers at the same time, allowing for more efficient use of airspace. The allocation of the frequency band 960−1164 MHz to the aeronautical mobile (route) service by WRC-07 was intended to support the introduction of applications and concepts in air traffic management which are data intensive and which could support data links that carry safety critical aeronautical data. WRC-12 approved amendments to incorporate coordination parameters where non ICAO ARNS systems are implemented in the band mentioned above.

2.1.1.13.   Aeronautical mobile to protect other primary services in 37−38 GHz band.

A number of countries are deploying space research service earth station receivers in the band 37−38 GHz to support manned near-Earth missions and deep-space missions. WRC-12 decided to exclude the aeronautical component of this mobile service allocation to ensure proper protection of existing and planned space research and mobile services.

2.1.1.14.   Aerospace surveillance

WRC-12 addressed the lack of spectrum for aerospace surveillance and tracking the launch and manoeuvring of spacecraft and provided an additional allocation in the frequency band 154−156 MHz to the radiolocation service in some countries.

2.1.1.15.   Agenda for WRC-15

WRC-12 also determined the agenda of WRC-15. In total 30 agenda items were identified for discussion during the next conference subject to approval by the ITU Council. The WRC-15 agenda is attached as an Annex.

2.1.2.   Implication of WRC-12 decisions on EACO Member Countries.

2.1.2.1.   Aviation growth and safety

The aviation industry is currently reviewing various worldwide programmes to enhance air traffic control communication systems through the introduction of a number of datalink services. These systems will allow the Aviation Authorities to enhance aeronautical communications capability and – in conjunction with more precise navigational capabilities – allow flight

routing to be more efficient. This would result in fewer delays, shorter flight times on average, lower fuel costs and reduced carbon (CO_2) emissions.

For the aviation industry to continue to thrive and expand, the safety and integrity of the airspace must be maintained. This is becoming increasingly complex because of capacity demand, diversity of aircraft types and environmental constraints.

WRC-12 decided that necessary spectrum would be available for the introduction of applications and concepts in air traffic management that can support data links carrying safety-critical aviation information.

2.1.2.2.   Additional Spectrum for Mobile broadband

The additional spectrum allocation to mobile service in the band 694 – 790 MHz will facilitate implementation of mobile broadband systems in EAC and will further contribute to economic and social development of the region by providing a plethora of multimedia applications, such as mobile telemedicine, teleworking and distance learning. IMT and other mobile broadband systems will reduce the digital divide between urban and rural areas, including underserved communities. The use of this allocation to the mobile service in the band 694-790 MHz shall only be realized after 17th June 2015

In addition, the spectrum available for digital broadcasting will effectively be reduced in view of the above allocation to mobile service. Therefore it will be necessary to carry out modification of GE06 plan in order to attempt to accommodate UHF broadcasting requirements in the band 470-694 MHz. For this to be realized, it shall be necessary to have all the existing analogue TV broadcasters to be migrated to the digital platform and subsequent switch off of the analogue TV transmitters. There will be huge cost implications to this transition.

2.1.2.3.   Enhanced maritime communications for safety systems for ships and ports

The conference addressed the maritime communication requirements to support safety systems for ships and port operations. The global maritime community at large will be able to enhance maritime safety systems for ships and ports. The AIS will improve the safety of navigation by assisting in the efficient navigation of ships, protection of the environment, and operation of Vessel Traffic Services (VTS). It will also help in a ship-to-ship mode for collision avoidance and as a means to obtain information about a ship and its cargo; and as a VTS tool, i.e. ship-to-shore (traffic management).

In general, the outcome of the conference provides a focused effort to improve the following three areas of port operations:

i.   Automatic identification system (AIS), including requirements for satellite detection of AIS;

ii.   New abilities to communicate safety and security information for ships and ports;

iii.   Improvement of the communication environment for port operations and ship movement including VHF data transmission capability.

iv.   Improved efficiency through the use of new digital technology by the maritime mobile service

v.   Improved search and rescue operations for the East African region

2.1.2.4.   Radio services related to Earth observation

The conference approved extension of the 7GHz band for use by MetSat. The measurements and observations performed by those MetSat systems provide data to be used by Meteorological Department to be used in the areas of operational meteorology, climate monitoring, and detection of global climatic changes, while having significantly improved operational meteorology, in particular with respect to Numerical Weather Prediction (NWP).

In addition, the conference considered allocations in the range 3–50 MHz to the radiolocation service for oceanographic radar applications due to growing interest in operating oceanographic radars to measure coastal sea surface conditions to support environmental, oceanographic, meteorological, climatological, maritime and disaster mitigation operations.

These measurements will enable relevant agencies to have a better understanding of such important matters as coastal pollution, fisheries management, search and rescue, beach erosion, and maritime navigation.

2.1.2.5.   Increase efficiency in the use of the spectrum/orbit resource

WRC-12 approved new regulations in order to increase efficiency in the use of the satellite orbit and the associated frequencies.
These regulations will increase efficiency in the use of the satellite orbit and the associated frequencies. It will also facilitate developing countries to launch satellite and bring into use satellite network frequency assignments with ease.

2.1.2.6.   New technologies: software-defined radio and cognitive radio

Software-defined radio (SDR) and cognitive radio system (CRS) technologies are expected to provide additional flexibility and offer improved efficiency to the overall spectrum use. The two technologies have to comply with the rules that apply to the service and the band in which it operates. This will allow implementation of SDR and CRS technologies to provide additional flexibility and offer improved efficiency to the overall spectrum use.

2.1.2.7.   Preventing interference: Countries to ascertain the facts and take the necessary actions

Every country depends on terrestrial and space radiocommunication systems for the provision of reliable telecommunication services, but that in recent years there have been an increasing number of cases of deliberate interference intended to disturb or prevent the reception of signals. The operation of telecommunication satellites have been especially disrupted by persistent interference.

The conference amended Article 15 of the Radio Regulations on "Interferences" to explicitly prohibit transmission of signals intended or designed to disturb or block other signals.

2.2. Recommendations

i.   EACO member countries update their Table of frequency allocation based on the Final Acts of the WRC-12.

ii.   The EACO member states disseminate the information on the decisions of WRC-12 to their respective stakeholders and sensitize them on the impact of these decisions.

iii.   The Regulatory agencies brings this matter to the attention of their respective governments with a view to having their respective governments to ratify the Final Acts of WRC-12.

iv.   Considering how useful the delegates manual proved to be during WRC-07 and again during WRC-12, the EACO delegates manual becomes a constant and mandatory document for all delegates in all the future Conferences.

v.   In view of the ever increasing difficulty and complexity of satellite coordination, the EACO countries commence the requisite arrangements for a possible launch of a GSO satellite in the next 10 years.

19th EACO ASSEMBLY OF REGULATORS.
Bujumbura Burundi,
May/June 2012

EACO PREPARATIONS TOWARDS WRC-15

Agenda of WRC-15

- Agenda of WRC-15 foreseen by WRC-12 (Res 807).
- WRC-15 to be held in Autumn of 2015, 30 agenda items.
- 1st CPM of WRC-15 held in Geneva immediately after WRC-12.

2

Issues of WRC-15

- **Mobile and Amateur issues**
  - Agenda items: 1.1, 1.2, 1.3, 1.4
- **Science Services**
  - Agenda items: 1.11, 1.12, 1.13, 1.14
- **Aeronautical, Maritime & Radiolocation issues.**
- Agenda items: 1.5, 1.15, 1.16, 1.17, 1.18
- **Satellite services**
  - **Fixed-satellite service :**
    - Agenda items: 1.6, 1.7, 1.8, 1.9.1
  - **Mobile-satellite service**
    - Agenda items: 1.9.2, 1.10
- **Satellite Regulatory issues**
  - Agenda items: 7, 9.1.1, 9.1.2, 9.1.3, 9.1.5, 9.1.8, 9.3
- **General issues**
  - Agenda items: 2, 4, 9.1.4, 9.1.6, 9.1.7, 10

3

PREPARATIONS TOWARDS WRC-15 (1)

- EACO members constitute national preparatory Committees
  - Regulators
  - Telecom operators
  - Broadcasters
  - Security agencies
  - Aeronautical and maritime authorities
  - Meteorological/atmospheric science and agencies
  - Ministries/ Agencies responsible for National science and research

4

PREPARATIONS TOWARDS WRC-15 (2)

- **Set aside sufficient funds**
- **Attend Study Group and Working Party meetings and maintain consistency as much as possible**
- **Development of the CPM Report.** Chapter Rapoteurs:
  - Chapter 1: MsCindy-Lee Cook (Canada) and Mr. Charles Glass (USA)
  - Chapter 2: Mr Alexandre Vassiliev (Russian Federation)
  - Chapter 3: Mr Martin Weber (Germany)
  - Chapter 4: Mr Xiaoyang Gao (China) and Mr Mehdi Abyaneh Nazari (I.R. Iran)
  - Chapter 5: Mr Khalid Al-Awadhi (United Arab Emirates)
  - Chapter 6: Peter N Ngige : KENYA
- **Participate future meetings of CPM**

5

CHAIR/COORDINATOR OF EACO PREPARATIONS FOR WRC-15

- Tradition for EACO common proposals to WRCs. Coordinating Countries:
  - WRC-03: KENYA
  - WRC-07 : UGANDA
  - WRC-12: TANZANIA
- EACO should also make joint proposals to WRC-15.
  - Chair for WRC-15: Rwanda or Burundi

6

THANK YOU

**ANNEX XII :   REPORT FROM THE QUALITY OF
                         SERVICE TASKFORCE**

**REPORT OF THE EACO REGION QUALITY OF SERVICE (QoS) TASK
FORCE ON THE 17TH AND 18TH APRIL 2012 IN KIGALI-RWANDA**
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1. ATTENDANCE

Mr. PROTAIS KANYANKORE   (RURA)
Mr. CHARLES SEMAPONDO   (RURA)
Mr. ECHEDA ROBERT   (UCC)
Mr. JAMES M. KILABA   (TCRA)
Mr. Constaque HAKIZIMANA   (ARCT)
Mr. EMMANUEL NTAMBARA   (RURA)
Mr. ATUPENDA MUGISHA   (RURA)
MR. GONZAGUE MATSIKO   (RURA)
MR. CLEMENT RWASABAHIZI   (RURA)
MR. JEAN PIERRE MUBILIGI   (RURA)
MR. JEAN DE DIEU IMANISHIMWE   (RURA)
MR. NOEL GATETE   (RURA)
Ms. YVONNE UMUTONI   (RURA)

2. INTRODUCTION

Following the 18th EACO Congress, Agreed; 57 xiv hereby quoted as
"A Quality of Service Taskforce is created with the mandate to review and
advice on quality of service parameters across all ICT Services and networks
in East Africa. It shall coordinate with other related taskforces including the
Consumer Affairs Taskforce in the implementation of its terms of reference".
The maiden task force meeting was held between the dates of 17th and 18th
April 2012 in Kigali under the Supervision of RURA the current EACO Chair
holders.
Below are the proceedings of this meeting

3. OPENING OF MEETING

The Meeting was opened with a brief speech by Mr. Charles SEMAPONDO –
Director of Universal Access & Partnership Unit of RURA. Who echoed the
importance of formulating harmonised QoS parameters of ICT services and
networks for the EACO region.
The countries represented were, Rwanda, Uganda, Burundi and Tanzania.

4. ELECTION OF THE BUREAU

As is the tradition in EACO, the host country represented by Mr. Protais
KANYANKORE assumed chairmanship and the previous host country
Uganda represented by Mr Echeda Robert assumed the position of 1st
rapporteur. While the next host country Burundi represented by Mr.
Constaque Hakizimana assumed position of 2nd Rapporteur.

5. ADOPTION OF AGENDA

The agenda outlined below was adopted
  a. Arrival and Registration of Participants
  b. Opening of the Meeting
  c. Election of the Bureau
  d. Adoption of the Agenda
  e. Review and Adoption of the ToRs
  f. Identify the ICT networks, ICT services, QoS & QoE parameters and QoS monitoring tools & different approaches in EAC region.
  g. Comparative analysis of the identified items.
  h. Recommendations
  i. Drafting Report
  j. Adoption of Report
  k. Closing

6. REVIEW AND ADOPTION OF TERMS OF REFFRENCE

The Following below ToR was adopted and associated work methodologies developed;

i. Terms of Reference: to review and advice on quality of service parameters across all ICT Services and networks in East Africa.

ii. Methodology:
  - Identify the ICT networks in EAC region.
  - Identify the ICT services in EAC region.
  - Identify the QoS & QoE parameters at EAC region level.
  - Identify QoS monitoring tools & different approaches
  - Comparative analysis of the identified items.
  - Coordinate with other related taskforces.
  - Recommendations to EACO Congress

7. IDENTIFY THE ICT NETWORKS, ICT SERVICES, QOS & QOE PARAMETERS AND QOS MONITORING TOOLS & DIFFERENT APPROACHES IN EAC REGION.

A matrix containing EAC Country status on measurement and enforcement was developed and populated as attached in annex 1;

8. COMPARATIVE ANALYSIS OF THE IDENTIFIED ITEMS

A matrix of existing parameters in EAC was developed as illustrated in annex 2 attached;

9. RECOMENDATIONS
  o Members to provide and populate in annex 2 with country parameters
  o Members to work on the draft document online and meet in Burundi on date to be determined before the 19th EACO congress to finalise the work.
  o Countries are requested to ensure they are represented and participate at the QoS task force meeting.

ANNEX XIII : REPORT FROM TELETRAFFIC TASKFORCE

EACO NETWORK TELETRAFIC TASK FORCE MEETING BUJUMBURA, BURUNDI – 20TH 21ST FEBRUARY 2012 AT SUN SAFARI HOTEL

Participants

S/N	Names	COUNTRY	ORGANIZATION	E-mails
1	Daniel WATURU	KENYA	CCK	waturu@cck.go.ke
2	Protais KANYANKORE	RWANDA	RURA	protais.kanyankore@rura.gov.rw
3	Godliving KESSY	TANZANIA,	TCRA	kessygj@tcra.go.tz
4	Florentin GIRUKWISHAKA	BURUNDI	ARCT	floregitin@yahoo.fr
5	Ange NGARUKIYINKA	BURUNDI	ARCT	ngarange12@yahoo.fr
6	Alexis SINARINZI	BURUNDI	ARCT	alesinarinzi@yahoo.fr
7	Euphemie NIZEYE	BURUNDI	ARCT	nizeuphy@yahoo.fr
8	Hermenegilde NTAHOMVUKIYE	BURUNDI	ARCT	hermenta@yahoo.fr
9	Didace NDIVYARIYE	BURUNDI	ARCT	ndivyariyedidace@yahoo.fr

AGENDA
1. Opening Remarks
2. Constitution of Bureau
3. Adoption of the Agenda
4. Review of Taskforce TORs
5. Sharing on Country status by member states representatives
6. Recommendations
7. Signing of the Report.

1. 0 Opening Remarks -Host Country (ARTC) , Burundi and Other Representatives

The Burundian representative to DG ARTC, Burundi, Monsieur Hermenegilde welcomed the delegates to the city of Bujumbura. He informed the members of the Taskforce formed during the 18th EACO Congress in Kigali, Rwanda in May 2011. The Task force was given some guiding ToRs upon which to conduct its business. The task force Report will be presented to the next EACO Assembly of Regulators who will recommend the same to the 19th EACO Congress.

2.0   Constitution of Bureau

The members elected Mr. Protais Kanyankore from RURA as the Chairman; Mr. Daniel Waturu from CCK, Kenya as the Rapporteur.

3.0   Adoption of the Agenda

The Agenda was unanimously adopted as presented without change.

4.0   Reviewing of TORs – Mandate of the Taskforce

The chairman started by re-emphasizing that this Task force is formed from the EACO Congress Agreed 65 that noted the need of forming a taskforce which will deal with strategies to prevent telecom fraud.

There were concerns that the mandates of the Task force might conflict with that of " Telecom Fraud" Cybercecurity Task force which also has this similar obligation on Telecom Fraud. There is therefore a need for EACO Secretariat to clear this ambiguity for the Task forces provide specific outputs.
Some challenges to the Task force in relation to these ToRs include:

1. *To carry out a study:* Time available for such study is minimal to allow informed understanding and furthermore the regulatory tool benchmarked only from one member state, Rwanda is currently at an advanced stage of being processed in a way we may need more exposure to some other success cases

2. *To Identify the Requirements:* Legal, Regulatory and Technical issues may need to be reviewed. However extensive time to review will be needed and further more they are not the same in all member states. The TF found out that the member states may face the following challenges in implementing these regulatory tools:
    (a) Interconnection arrangement (transit traffic)
    (b) One-network arrangement may be affected by the solution
    (c) Need to review the Operator /Carrier arrangements so that the correct revenue is identified and the Government gets its share of the undeclared revenue.
    (d) Issues of Quality of Service will need to be addressed by the new system

3. Consider impact of the use of the identified regulatory tools:
    Since the tools are intended to assist regulation in the partner states with a feasible tool applied by the member effectively will have a positive impact. This means the problem of telecom fraud will be dealt with at the same time ensuring government revenues through tax on the properly declared telecom traffic. Nevertheless such tools have to take cognizance of the following critical issues that have to be observed by all members:
        (a) Network Security

(b) Privacy

(c) Grey Routes

(d) System Configuration and topology (where it will be physically located)

(e) Consider other international traffic terminating operators

(f) One network concept

4. *Cost/ Benefit and related challenges in the implementation of the tools:*
   The Government will benefit from the arrangement due to:
   (a) System will be BOT , Turnkey project
   (b) Added skills to the regulatory staff (trained by the provider)
   (c) Added revenue
   Presently, the tools are implemented initially 100% by the solution provider; so the government will only continue the managing and maintaining the system after the initial contract period. Therefore, governments have no need to source for CAPEX for the project.

5. Responsibilities, approaches and measures for regulators, and ministries:
   ❖ Regulators:
     ✓ Accommodate the system (physically)
     ✓ Provide technical staff
     ✓ Operate and maintain the system
     ✓ Advise the government on review of laws
   ❖ Government:
     ➢ Proactively review the laws and take the lead in the project

5.0   Sharing on Country status by member states representatives

I. RWANDA

The representative from Rwanda made a presentation which included the reasons that necessitate the establishment of Network and Tele-traffic monitoring system to address the issue of telecom fraud, among those reasons are:
   ✓ low revenue on inbound traffic;
   ✓ grey traffic;
   ✓ rampant SIMBOX fraud;
   ✓ lack of revenues assurance mechanism;

In his representation indicated that, the regulator had benchmarked with several African countries, among them GHANA.
In the presentation, it was Clearly shown that the international carrier was getting highest amount of revenues;

This benchmark had shown that with a proper monitoring, correct revenues can be realized and shared appropriately. However, with the above solution it is possible to equitably share the inbound traffic revenue among the parties.

II. BURUNDI

The representative from BURUNDI stated that the price war between incumbent and one of the mobile operator, this one claiming that the incumbent was lowering international termination rate and invited the regulator to intervene; The Regulator fixed a minimum but the solution was not implemented.

The Minister in charge of telecom asked the regulator to elaborate a note to be submitted to the cabinet and a draft decree; a determination will be instituted on international telecommunication revenue sharing system. ARCT is authorized to acquire the equipment; and therefore fix a minimum rate for international traffic termination.

III. TANZANIA

Though there is fair competition in the sector, there is stiff competition exacerbated by promotions. In this scenario, one may be eluded to think there is much revenue generation from the sector to the economy.

Following queries from various members of the National Parliament, especially on why is the telecom sector not seems to contribute to the economy as it is happening in the other countries of EAC region, the Ministry in charge of Communication, together with the regulator, have taken up an effort to study the situation and determine the magnitude of the problem so to inform the government accordingly. Among reasons coming up as the source of problems in the sector includes but not limited to telecom fraud which include operation of SIMBOXES (Grey routes), under-declaration of traffic, to mention a few.

Some of the solution venders have tried to come up with proposals on how to tackle telecom fraud problem at both international as well as national levels. National situation is necessitated by low contribution of the sector in terms of corporate income taxes being realized to the treasury.

The regulator has taken time and invite several of the solution venders to make presentations in view to be able to determine the available solutions to the existing problem. The report is being prepared for the government.

IV. KENYA

The representative from KENYA stated that the situation in the other EAC countries regarding the issue of telecom fraud also obtains there. However, the regulator has mainly dealt with telecom fraud complains received from the operators.

This has mainly involved illegal gateways popularly known as SIMBOXES, where international calls are terminated in the networks as local calls; This has been done in collaboration with the operators where the illegal operators are identified and equipments confiscated and the operator prosecuted. However, this process has not produced the required deterrence.

On the issue of differentials in both local and international traffic termination among different operators the regulator made a determination in 2010, where the rate for the users was produced considerably; However, the regulator has not put any plans in place to deal with tele-traffic monitoring system; Therefore, the outcome of this Taskforce will guide the country on the way forward on this menace.

6.0 Different approaches for Traffic Monitoring
   I. International traffic monitoring system, operating either:
      a. Multi_operator gateways
      b. Exclusive international gateway
   II. National traffic monitoring
   III. Combination of the above two approaches

These approaches are implemented depending on the previous legal, regulatory and technical aspects.

7.0 Recommendations
The assembly of regulators of EACO is invited to note, consider and approve the findings and recommendations of the Networks & Tele-traffic Monitoring Taskforce as follows:

Agreed 1: The participants highlighted the need of conducting a due diligence in the country where the system has been implemented successfully; as the TF was informed the tools are operational in other African countries, including GHANA;

Agreed 2: For lack of time the TF agreed to utilize available information from members and online info to come up with the conceptual report for the assembly;

Agreed 3: The assembly of regulators to advice the congress for the member states to evaluate their legal, regulatory and technical aspects in relation to implement such tools

Agreed 4: The congress directing the assembly of regulators to carry out this study further with consideration of the above member state evaluation report, in view to harmonize the regional approach.

Agreed 5: The government may need to be proactive in enacting legislations and/or amending regulations in order to realize the positive impact and address the challenges above.

Agreed 6: There is a need for committed collaboration among the stakeholders, i.e. the government, regulators and operators.

Agreed 7: In order to avoid some of the challenges associated with various responses such tools may face from the operators, governments need to sensitize all relevant stakeholders on this concept and assure them of the inherent benefits.

Agreed 8: Albeit the inherent benefits, in implementing these tools governments have to apply proper/transparent procurement procedures and ensure that solution provide recoups ONLY the incurred CAPEX and OPEX;

Agreed 9: Governments ensure that the initial contractual period take into consideration the maintenance, replacement and upgrade of the obsolete systems if any.

Agreed 10: Government must ensure that the solution provider acquire the hardware and software from open source manufactured on acceptable international standards for the continuity of the system operations come the end of the contract.

greed 11: As an important stakeholder and one of the beneficiaries of this solution the operators need be fully involved and support the governments in this initiative,

Agreed 12: The regulators enable implementation of the tools by facilitating accommodation and maintenance of the system;

Agreed 13: The regulators recruit or attach the relevant staff who will be trained and equipped to manage, maintain and upgrade the systems after the initial contract for the sustainability of the solution.

Agreed 14: Depending of level of liberalization in the country, the member states governments may choose whichever tool to employ depending on its legal and regulatory imperatives.

ANNEX XIV   :   REPORT FROM THE POSTAL OPERATORS ASSEMBLY

REPORT OF THE 19TH EAST AFRICAN COMMUNICATIONS ORGANISATION (EACO) POSTAL ASSEMBLY HELD IN BUJUMBURA, BURUNDI
28TH MAY – 1ST JUNE 2012

Executive summary

The 19th Assembly of Designated Postal Operators in the East African Region was held from 28th May to 1st June 2012. It was opened by the Representative of the outgoing Chairman of the Assembly.

This report highlights areas that require the attention of the regulators, governments and other stakeholders.

1.   Attendance

The meeting was attended by members from National Post of Burundi, Postal Corporation of Kenya (PCK), Tanzania Posts Corporation (TPC), Posta Uganda, Burundi Telecommunication Control Regulatory Agency (ARCT), Rwanda Utilities Regulatory Agency (RURA), Tanzania Communications Regulatory Authority (TCRA), Uganda Communications Commission (UCC), Communications Commission of Kenya (CCK), AFRALTI and Multimedia University.

1.1: Absent with apologies
Rwanda Post CEO sent his apologies to the assembly.

2.   Election of the Bureau

The following were elected on the bureau:
Chairman   : Burundi,
1st Rapporteur   : Burundi,
2nd Rapporteur   : Uganda.

3.   Adoption of the Agenda

The agenda was adopted with a few amendments.

4.   Presentation and Review of the 18th EACO Report

The outgoing Chairman presented a report on the status of implementation of the Report of the 18th Postal Operators Assembly.

4.1. Matters arising

Uganda presented its concern on Rwanda's absence in the meeting and its consistent non participation in EACO taskforce meetings on Quality of Service, Joint Inspections of airports and offices of exchange; and IFS.

Recommendation

Rwanda should actively participate in postal meetings and activities; and being the host of the EACO Secretariat; it should assure members that it will follow up actively on postal matters in the organisation.

Kenya made observations and the following were noted;
- Regulators were not invited to joint inspections as agreed in the last Congress.
- A Forum on postal and couriers was held in Kenya and the Ministry was represented by the Permanent Secretary; various issues were discussed.
- In regard to Security issues; an audit was made by the regulator at the borders; and it was discovered that in the region, cross border postal traffic is not checked.

Recommendation

Members should purchase scanning machines or detectors and install them at borders.

Burundi requested for an update on its inclusion in the UPU Road Transport project which was to be followed up by Rwanda as former chair.
Uganda gave an update; and reported that the Project was proposed for English speaking countries; however it was clarified that Burundi will be included in the project as it is s a member of EACO. The UPU Consultant completed his studies and presented the report during the last UPU regional quality of service workshop held in Sudan; which highlighted that the project was feasible and countries should go ahead and implement it.

Recommendation

- PAPU should forward the report to member countries and engage them in implementing the project.

5.   Status of implementation the 18th EACO action matrix

The Designated Operators of Burundi, Kenya, Tanzania and Uganda presented the status of the implementation of the action matrix in their respective operations.

The following issues were extensively discussed:

5.1. Joint Inspection of Airports and Offices of Exchange
Regulators were concerned that they were not involved in the inspection of offices of exchange, airports, borders and ports of entry as agreed in the last Congress.

Agreed
- Designated Operators should invite Regulators in the next joint inspections.
- Burundi will host the next joint inspection and quality of service task forces in October 2012.

5.2: IFS Tests between Burundi and Uganda
Burundi was concerned with the persistent problems faced while testing with Uganda since February 2012.

Agreed
- Uganda and Burundi agreed to liaise with PTC's Kapinga to follow up and solve the problems.
- The proposed IEMO Project training for IT and IFS staff of IEMO members should be held as soon as possible.

5.3: Quality of service
Burundi cited the concern of delayed mail delivery from Kampala to Burundi; an example given was an item that was delivered after 17 days from Kampala to Burundi.

Agreed
- Members to monitor and improve on mail processes at the sorting centres and airports following the set UPU quality standards.
- Sign contracts with other carriers besides KQ; such as Air Uganda, Air Rwanda to carry mails.

The Assembly then went into sessions where presentations and discussions were conducted. The following is a summary of what was noted and agreed upon as a way forward for the Designated Postal Operators.

6. PRESENTATION ON FINANCIAL INCLUSION – BURUNDI EXPERIENCE

The presentation was noted; Kenya and Tanzania shared with members the experiences in their countries in embracing financial inclusion.

7. PRESENTATION ON QUALITY OF SERVICE – BURUNDI EXPERIENCE

The presentation was noted; Kenya and Tanzania shared with members the experiences in their countries.

Kenya requested members that provide post bus services to advise them on how they handle security matters in the buses as the region was facing terrorism threats. Burundi shared its experience.

8. PRESENTATION ON ROAD TRANSPORT PROJECT BY UGANDA

Noted
- The UPU Consultant's report on the feasibility study on the road transport project is ready for members to implement.
- 19th EACO Congress needs to follow-up and implement the project.
- All 5 countries use air transport; which is costly and unreliable; due to cancelled flights, downloading of mail.
- All 5 countries are connected by reliable roads across borders; like in Europe where they deliver mails using vans and they do Trans-night.
- Limited mail exchange at Kenya-Uganda border (1 or 2 per week).
- Options such as outsourcing dedicated trucks (mail vans) or passenger buses; however; there is need to consider issues such as the mail volumes, cancelled trips, running costs vs revenues, sufficient clientele, assured dispatch.

UPU Consultancy
- The report was presented in Khartoum Quality of Service workshop.
- Findings; the project is feasible.
- The Consultant cautioned members that; for the project to be successful there is need for cooperation.
- Project failed in South Africa region and trucks are now idle.

Agreed/Way forward
- EACO Chair should contact PAPU and request it to forward the consultant's report to members.
- CEOs will meet in July 2012 to discuss way forward (funding, implementation, ownership, expenses, security, routings, connectivity, responsibilities, accountability, disciplinary etc.) and sign agreements; guided by the Consultant's research and costing done by professionals.
- Members need to agree on funding the project using the individual members' Quality of Service Fund.

- Engage at a professional level gathering of data from all 5 countries to establish Mails volume carried out in the region and expected monthly revenues accrued to member countries.
- Lessons to learn; from the South Africa region experience.
- EACO Chair to follow up Burundi's inclusion in the Project.
- Kenya to forward the proposal to its Management before the July meeting.

9. REGIONAL POSTAL COOPERATION BY USING QUALITY OF SERVICE FUND (QSF)

Noted

- Need to set up another joint regional project to be funded by QSF;
- Need to encourage EACO postal member states to have viable projects to utilize the fund.

Agreed/Way forward

- A regional project that can be funded by the QSF should be developed. "Road Transport Network" is retained as a regional project.

10. ACCOUNTS SETTLEMENT BETWEEN DESIGNATED OPERATORS OF EACO

Noted

- There is need to separate settling of accounts statements for IFS and terminal dues.
- Uganda and Tanzania still owe Kenya some money.
- Burundi to be informed on settlement of accounts and signing of bilateral agreements.
- In regard to opening an escrow account; the IFS task force met in Dar es Salaam and agreed that it is not possible to open an Escrow account due to the huge management costs involved.

Agreed

- Each country to ring fence their customer accounts.
- Burundi to sign bilateral agreement with Kenya.
- Accounts to be separately settled and reconciled at bilateral level.

11. REPORTS ON POSTAL REGULATIONS AND DEVELOPMENT

Burundi

The creation of a postal regulatory authority is in progress. A draft decree was prepared and submitted to the responsible party; to be analysed by the cabinet.

Rwanda
The postal sector is not regulated. The Cabinet approved that RURA will regulate the postal sector; progress being discussed at parliament level.

Tanzania
The postal sector is regulated by TCRA. A national postal policy is in place; and there is good cooperation between the regulator and postal authority.

Kenya
The postal sector is regulated by CCK. A national postal communication policy is in place and was last revised in 2006. The act also created a universal service fund under this regulation.

The benefits from regulators in Kenya include; value for money tariffs, provision of accurate data which informs policy decisions, continuous consultations, innovations, and increased choices for the consumers.

Uganda
The postal sector is regulated by UCC. A law is in place under the Communication Act of 1997; which created a postal policy. Posta Uganda works collaboratively with UCC.

12.   TRAINPOST PROGRAMME – BURUNDI EXPERIENCE

Noted
- Burundi has a national centre for postal training which is managed by the national postal Board.
- Trainings are done by experienced postal staff/experts; and the courses range from relevant needs.
- There is need for capacity building in member countries to improve on staff's postal skills.
- The governments of India and Pakistan sponsor trainings in different postal back grounds at the Raki National Postal Academy and Pakistan Postal College.

Agreed/Way forward

- Member countries that do not have training facilities should consider establishing centres; and also benchmark with Burundi.
- Member countries are encouraged to take advantage of the UPU on-line TRAINPOST Programme.
- For the TRAINPOST programme; members should consider motivating participants through promotions.
- Members should take advantage of sponsored trainings from India and Pakistan to meet customer needs.

13.   STATE OF IMPLEMENTATION OF NAIROBI POSTAL STRATEGY (NPS) BY KENYA

Noted

Kenya's implementation status was noted by the assembly.

Agreed
Member countries were urged to evaluate the status of implementation of the NPS in their countries using Kenya's model before the PAPU Plenipotentiary session in July 2012 and Doha Congress in September/October 2012.

14: PRESENTATION ON PROPOSED UPU TERMINAL DUES SYSTEM 2014 - 2017

Noted
- The 24th Congress instructed the UPU Council of Administration (CA) to ensure that, to the great extent possible; there is a gradual transition of all countries not presently applying country-specific, cost-based remuneration to the target system during 2014-2017.
- Members were concerned that if this recommendation is implemented; it may lead to significant loss of revenue and yet TDs amount to 40% of annual revenue in Africa.
- PAPU driven initiative results were communicated to members after the African Support Committee (ASC) meeting last year.
- Members were to study the relevant proposals from the UPU as circulated in final proposals and seek consensus at Africa level.
- The position was to be circulated to other PAPU member countries.
- Members' considerations were to be forwarded to PAPU ahead of the meeting in July 2012.

Agreed
- EACO and PAPU should coordinate with other regions particularly the Asia pacific and other developing countries to advocate for delayed implementation of the recommendation.
- A proposal from EACO presenting its concerns on the proposed transition system with the support of UPU and countries will be presented by Kenya.
- Member countries should commit to supporting Kenya's proposal and acquire the nine signatures. Uganda, Tanzania and Burundi already committed to supporting Kenya.
- EACO to engage PAPU to sensitise all members on EACO's position.
- Members were advised to visit the UPU website to access the TDs proposals for their understanding and information.

15. MEMBERSHIP OF CA AND POC UPU BODIES BY EACO MEMBERS

Noted
- Elections of members to CA and POC UPU bodies will be held during Doha Congress in September/October 2012.

- African countries should have as much presentation on bodies as possible.
- Uganda, Kenya and Tanzania are seeking CA membership.

Agreed
- PAPU should coordinate the harmonisation of positions and members should agree on a strategy to secure Africa's interest.
- Members were encouraged to seek nomination and be voted on either or both seats.
- CEOs of EACO to harmonise positions for UPU membership.
- Members requested to support Kenya for the position of UPU Director General.

16. PRESENTATION ON NEW ADDRESSING SYSTEM STANDARDS – TANZANIA AND KENYA

Noted

- Tanzania and Kenya's presentation on new addressing standards were noted by the assembly.
- A Consultant will carry out a study in Burundi on developing addressing and postcode in June 2012.
- All members are at different levels of implementing addressing systems.
- The development of an Addressing system and Postcode is in the interest of many including governments, regulators, economic operators and indeed all the citizens of the country.

Agreed

- Member countries are encouraged to involve and liaise with other stakeholders in order to develop the national Addressing and Postcode systems.

17: PRESENTATION ON ICT – BURUNDI EXPERIENCE

Noted
The presentation was noted by the assembly. It was observed that Burundi is advancing in ICT developments.

18: PRESENTATION ON POSTAL/COURIER CURRICULUM-AFRALTI, KENYA

Noted
- The assembly took note of the presentation.
- Uganda and Kenya are members of AFRALTI.
- AFRALTI trains in postal and courier regulation.
- It identified challenges that face the postal and courier sector in Kenya.

- AFRALTI courses to be offered after conducting needs analysis with stakeholders; such as interconnection among operators, postal security and postal regulation.

Agreed
- Member countries who are not members of AFRALTI should consider joining.
- Members to contact AFRALTI to take up trainings in the various courses provided to build capacity and enhance efficiency in the sector.

CONCLUSION

The Assembly of Designated Postal Operators requests that the above concerns and recommendations in this report be considered and approved by the 19th EACO Congress for the improvement of Postal Services in the EACO region.

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Gilbert Baranyizigiye
CHAIRMAN (BURUNDI)

....

Godielieve Manairakiza   **Jessica Uwera**
1st RAPPORTEUR (BURUNDI)   2nd RAPPORTEUR (UGANDA)

**ANNEX XV :   REPORT FROM THE BROADCASTING
                 OPERATORS ASSEMBLY**

REPORT OF THE ASSEMBLY OF BROADCASTERS TO THE 19TH EACO CONGRESS HELD AT ROYAL PALACE HOTEL BUJUMBURA, BURUNDI, FROM 28TH – 30TH MAY, 2012

46.0 INTRODUCTION

The 2012 Assembly of Broadcasters of EACO was held at Royal Palace Hotel in Bujumbura, Burundi from 28thto 30th May 2012. It was attended by participants from the five member states. The list of participants is attached as **Annex I.**

47.0 OPENING REMARKS

The meeting was opened by the outgoing Chairman, Mr. Francis NGABO, who oversaw the election of the bureau.

48.0 ELECTION OF THE BUREAU

In accordance with the Rules and Procedures of the EACO constitution, the Assembly elected the following members to the Bureau:

- Mr. Deo BIZINDAVYI (Burundi),   Chairperson

- Mrs. Nancy Ninette MUTONI (Burundi), Vice- Chairperson

- Mrs. Solange NINGABIRE (Rwanda), 1st Rapporteur

- Mr. Apollinaire BIGIRIMANA (Burundi), 2nd Rapporteur

The election of the bureau was followed up with the handing over of Chair by the outgoing chairperson to the new chairperson Mr. Déogratias Bizindavyi of Agence de Régulation et de Contrôle des Télécommunications (**ARCT**) of Burundi.

49.0 ADOPTION OF THE AGENDA

The agenda of the assembly was presented and adopted.

50.0 REPORT OF THE OUTGOING CHAIRMAN

Noted 1:

There is an improved participation of broadcasters in the Assembly of broadcasters but there is a need to urge more broadcasters to join the assembly.

Noted 2:

In some member countries, broadcasters have no forums where they can address issues regarding the sector.

Noted 3:

There is a need for the broadcasters to be updated on the technical issues regarding the digital broadcasting as the standards are evolving fast

Agreed 1:

Regulators in member states should urge the broadcasters to join EACO and actively participate in its meetings.

Agreed 2:

The broadcasters should set up platforms to address issues of interest to them in their countries.

Agreed 3:

BTTF should continue to conduct studies in all technical matters and communicate the result of the study to all members/broadcasters.

51.0 ANALOGUE TO DIGITAL MIGRATION-TECHNOLOGY STATUS AND CHALLENGES

Noted 1:

In Digital value chain, there are at least 3 main players namely broadcasters producing content, signal distributor and viewers. The content service provider should not be allowed to assume the functionality of signal distributor and vice versa

Noted 2:

In terms of Spectrum efficiency, the Single Frequency Networks (SFNs) have advantage over Multiple Frequency Networks (MFNs) due to use of frequency to provide services in the same coverage area.

Noted 3:

The capacity building is required for both technical people and content developers.

Noted 4:

Most of the existing infrastructure used for analogue broadcasting can be re used for digital broadcasting.

Agreed 1:

The member countries should implement the best option of separating entities for content provision and signal distribution.

Agreed 2:

EACO member countries should honour the analogue switch off deadline of 31st December 2012. No license for analogue broadcasting to be renewed and those still on analogue after the switch off date should not claim any protection from interference.

Agreed 3:

EACO member countries are encouraged to promote the use of MPEG-4 as compression technique and DVB T2 STBs.

52.0 WORLD RADIOCOMMUNICATIONS CONFERENCE (WRC-12) OVERVIEW

Noted:

Broadcasters need to give their contributions on WRC agenda items tackling broadcasting issues and understand the benefit of their participations in upcoming WRC.

Agreed 1:

Broadcasters should follow ITU activities.

Agreed 2:

The broadcasters should make efforts to attend WRC meetings either through their associations or by working closely with their respective regulatory bodies with a view of supporting them to attend.

53.0 REPORT OF THE CHAIRMAN OF THE BROADCASTING TECHNICAL TASKFORCE (BTTF)

Noted 1:

There is a problem on translation of content from one language to another and therefore distorting the meaning of the content to consumers.

Noted 2:

The composition of the Broadcasting Technical Task Force (BTTF) was not representative of broadcasters.

Noted 3:

The BTTF continue to work on the issue of having interoperable decoders to make the free to air channels accessible to all viewers regardless the signal distributor streaming the content.

Agreed 1:

The EACO member countries are encouraged to establish certified language translation centres of content in case of need of translation.

Agreed 2:

The composition of the BTTF was the mandate of EACO Congress. The regulatory bodies should update the broadcasters on upcoming meetings of BTTF.

Agreed 3:

The BTTF should continue working on pending issues highlighted in the BTTF report.

54.0 IMPLEMENTATION OF PUBLIC AWARENESS CAMPAIGN ON ANALOGUE TO DIGITAL MIGRATION: TANZANIA EXPERIENCE

Noted 1:

Tanzania has made a significant progress in the public awareness campaign to educate people on digital migration and prepare them for quick uptake of digital broadcasting through traditional Media (radios and TV stations, advertisements), seminar & workshops as well as other multimedia platforms.

Noted 2:

There is a need of training people who give the information about the digital migration.

Agreed 1:

EACO member states are encouraged to make sure that the current rollout coverage of digital broadcasting should match areas covered by analogue platform.

55.0 EAC POLICY AND REGULATIONS READINESS FOR DIGITAL BROADCASTING

Noted 1:

The status of the implementation of policy and regulations related to digital broadcasting in member countries

Noted 2:

The EAC council of Ministers of Transport, Communications and Metrology recommendation to Finance Council to consider zero rating digital receivers to accelerate the digital migration.

Noted 3:

There is a guideline stating that EAC countries should involve line ministries, regulators, broadcasters and consumers when setting up the National Digital Committee.

56.0 CHALLENGES OF CONTENT TO MEET THE EXPECTED DEMANDS OF DTT

Noted 1:

There is a need to work out on content development criteria incorporating pricing structure as there will be many content developers selling the content to broadcasters.

Noted 2:

The BTTF continue to develop the Quality of Service (QOS) parameters of digital broadcasting.

57.0 BROADCASTING COPYRIGHTS

The Assembly discussed the issue of **"China's Star Times wins UEFA 2012-2015 free-to- air media rights for sub-Saharan Africa"**

Noted 1:

The Assembly was concerned about the unusual deal of Star Times being a Pay TV operator and not a free-to- air broad to get rights for FTA broadcasters.

Noted 2:

StarTimes was bundling free to air channels and pay channels into bouquets.

Noted 3:

Concern was raised on the authenticity of the report about Star Times acquiring Sports rights of UEFA.

Agreed 1:

Pay TV service providers should obtain explicit authorisation or agreement from Content Service Providers before including their content in the Pay bouquets

Agreed 2:

The regulators of EAC member states should ensure that the Free to Air (FTA) channels remain free to view on the Pay TV platforms.

Agreed 3:

The BTTF should study the UEFA rights matter and assess its appropriateness and come up with recommendations to address this issue.

Agreed 4:

Broadcasters who find that their content has been infringed upon by Pay TV service provider should take appropriate actions.

58.0 IMPACT OF SOCIAL MEDIA

Noted 1:

New media services (social media) namely internet based applications offers a broad spectrum of services, markets and technologies that impact broadcasting in the region.

Noted 2:

Concerns were raised on how to clearly categorise different platforms of new media services and regulate them.

Noted 3:

New media services offer opportunities from which broadcasters can utilize/benefit.

Agreed 1:

The BTTF should conduct further studies on the impact of these services in our region and report to the next congress.

Agreed 2:

The EACO member states are urged to encourage all entities wishing to stream through social media networks (radio, TV, blogs etc) to have a voluntary registration.

59.0 EAC 2012 DEADLINE OF ANALOGUE SWITCH OFF

Noted 1:

Countries are at different levels of rolling out the terrestrial digital broadcasting networks.

Agreed 1:

The EAC member states resolved to keep the deadline of 31st December 2012 set by EACO in order to keep the momentum of implementation.

60.0 ADOPTION OF THE REPORT TO THE CONGRESS

The report of the Assembly was adopted for presentation to the 19th EACO Congress.

61.0 AOB

With no other business, the assembly closed the meeting on 30th May 2012.

Déogratias BIZINDAVYI	Nancy Ninette MUTONI	Solange NINGABIRE	Apollinaire BIGIRIMANA
CHAIRMAN	VICE CHAIRPERSON	1stRAPORTEUR	2nd RAPORTEUR

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Agenda of the 19th EACO Assembly of Broadcasters

1. Opening of the Meeting
2. Election of the Bureau
3. Adoption of the agenda
4. Report of the outgoing Chairman
5. Matters arising from the Report of the Chairman
6. Analogue to Digital Migration-Technology Status and Challenges – (Presentation by AFRALTI)
7. EACO Preparatory position on issues of WRC- 15 (Rwanda)
8. Report of the broadcasting technical Taskforce (BTTF Chairman)
9. Implementation of PAC on analog to digital migration: Tanzania experience
10. EAC's Policy and Regulations Readiness for Digital Broadcasting (EAC Secretariat)
11. Challenges of Content to meet the expected demands of DTT (Kenya)
12. IPTV regulation (Copy right)
13. Impact of social media (Tanzania)
14. EAC Deadline of 2012 Analog Switch off (Experiences)
15. Preparation of the Report.
16. Consideration and Adoption of the Report of the Congress
17. AOB.
18. Closing of the meeting.