

22nd EACO CONGRESS AND 24th ASSEMBLIES

REPORT OF THE ASSEMBLY OF TELECOM OPERATORS

1. Introduction

The Telecom Operators Assembly was held from 26th - 27th July 2017 in Kampala, Uganda. The Assembly was opened by outgoing Chairperson, Mr. Michael Nii Boye Adjei from Rwanda who welcomed members present at the 24th Assembly. The details of members present is attached as **Annex 1**.

2. Election of the Bureau

The Assembly discussed the above item and elected as follows:

- (i) Mr. Mohamed Ssesanga (Uganda) was elected as the Chairperson
- (ii) Mr. John Bosco Ssempijja (Uganda) was elected as 1st Rapporteur
- (iii) Mr. Joseph Nsegane (Burundi) was elected as 2nd Rapporteur

3. Adoption of the agenda and programme

The Assembly adopted the agenda and programme attached as **Annex 2**.

4. Report of the Chairperson

The Assembly received and noted the report of the outgoing Chairperson which is attached as **Annex 3**. The Report was discussed and adopted as presented with the following key issues arising;

- a) The need to resolve cross border interference through support of the Regulators in enforcing the recommendations of **WG11**

- b) The need for EACO Congress to preserve relevance of Telecom Operators in the Congress in order to justify subscriptions and increase participation.

5. Presentation of the Reports of the Working Groups

The various Working Groups presented their detailed Reports which are attached to this Report but the key highlights are summarized below;

5.1 WG11 Spectrum Management Highlights

- i) The Regulators should support operators in resolution of the cross border interferences as Rwanda completed a very successful exercise on the DRC border with the support of the Regulator. The Regulators should be involved in the commissioning of border sites to confirm compliance with set standards.
- ii) Operators should desist from intrusive actions along the border towns which lead to interference.
- iii) The need for policy harmonization to promote technology and service neutrality in spectrum utilization by Operators.
- iv) Opening up Licensing of the Digital Dividend following digital migration.
- v) Regulators should support innovative use of spectrum allocations by Operators especially for introduction of new services.

5.2 WG05 IP Networks, Standards and Cyber Security Highlights

- i) National and sectoral CERTs are operational in majority member states and there is need to assess their effectiveness in cyber security.
- ii) Lack of a comprehensive legal, policy and regulatory framework to spur local content development in the area of cyber security standards.
- iii) Various recommendations have been made in the detailed Report.

5.3 WG07 Numbering and Internet Resources Highlights

- i) The WG07 recommended representation at iCANN to ensure protection of our regional interests.

- ii) All operators should implement network color codes as defined and Regulators should ensure compliance.
- iii) The Congress should nominate a Chair and Vice Chair for ITU-Study Group 2 for East Africa.
- iv) Members are encouraged to consider number portability but the perfect model should be developed following the low success rates for example in Kenya.
- v) The proposed charges for number range resources by some regulators is unacceptable as the cost will be passed on to the consumer making the services more expensive.

5.3 WG2 Infrastructure Development Connectivity and Digital Inclusion Highlights

- i) Cross border fibre installation guidelines have been developed
- ii) Various proposals on infrastructure sharing have been proposed.
- iv) All member state planning agencies should consider telecom infrastructure during their planning activities especially road works planning.

5.4 WG03 ICT Services and Applications Highlights

- i) The Group supported EALA in drafting the e-Transactions Bill
- ii) Member states need to support operator strategies to drive demand and uptake of ICT services and innovation.

5.5 WG10 Environment and eWaste Management

- i) Operators are encourage to undertake sustainability and social responsibility in eWaste management.
- ii) It was noted that only Kenya and Rwanda have eWaste recycling plants
- iii) Members were encouraged to follow the Safaricom model on collection and reuse of old gadgets in addition to other take back mechanisms.

5.6 WG09 Quality of Service and Consumer Protection Highlights

- i) The Group has developed several guidelines achieving majority of their Terms of Reference.
- ii) While the Group developed Quality of Service Guidelines for Voice and Data they have not developed Guidelines for Quality of Service Methodology and Measurement Parameters which the operators think should come first.
- iii) The inclusion of Quality of Experience measurements which are subjective becomes onerous on the Operators and increase the risk of non-compliance.

6. Recommendations of the Assembly

The Assembly of Telecom Operators made the following recommendations:

- i. The EACO Congress should Engage Telecom operators to participate actively in the undertakings of the Congress to promote Operator relevance.
- ii. Regulators should support Operators in efforts to eliminate/minimise cross border interference as the Rwandan experience along the DRC border has proven a worthwhile example.
- iii. Regulators are inhibiting innovation through slow paced approval of new services offered by Operators.
- iv. There is need for the operators to support the chairman and his team to ably represent the assembly at the various meetings.

7. Telecom Operators Assembly's Request

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

Mr. Mohamed Ssesanga

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Chairperson

Assembly of Telecom Operators

Annex 1 – List of Participants

Annex 2 – Agenda and Programme

Annex 3 – Report of the Outgoing Chairperson

Annex 4-Detailed Reports of WG11, WG05, WG10, WG09, WG07, WG02; and WG03. WG08 did not make a Presentation to the Assembly.