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Presentation

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Governance Roundtable
Conference

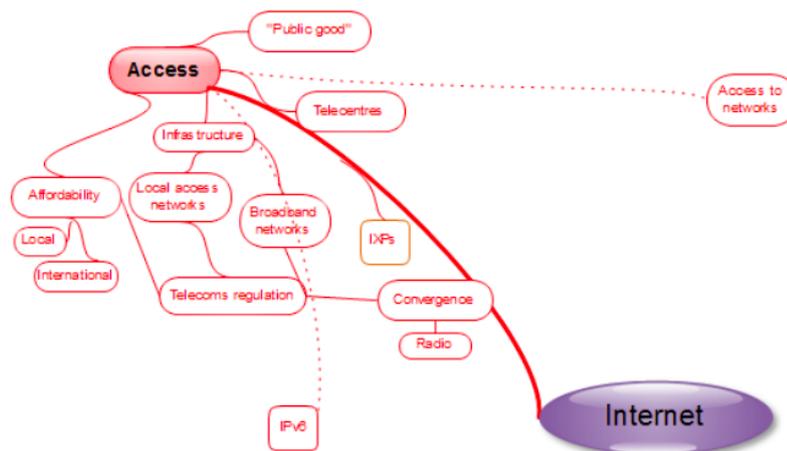
*What Adequate Access Policy Looks
Like*



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What does access to the internet include?

Mapping internet issues : access



David Souter - Networking Networks in Internet Public Policy
APC Symposium, Ancona, July 2010

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An enabling legal, regulatory, and institutional environment promotes:

- Sustainable competition among players to allow diversity/variety [for users]
- Investment in the sector
- Promotion of innovation
- Affordability of services & ICT

Reality check:

- Rights-based approach to deal with barriers such as privacy and security online by ensuring and raising awareness thereof
- Poverty & literacy – women+ rural populations - require more extensive policy intervention to address broader inequalities in the economy and society
- Not only about provision of ICTs, but the capabilities and literacies required to use them. Should be relevant to people's lives so they can adapt them to their own needs.

Zimbabwe's ICT Policy

Key policy objective: Growth – Enable and foster access to and increased use of telecommunications/ICT

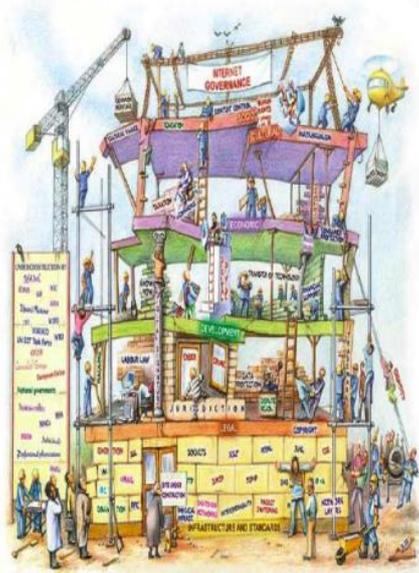
- The policy objective is to achieve a year on year ICT sector growth rate that is twice as high as the Zimbabwe national Gross Domestic Product (GDP).
- The rationale behind this policy objective is to use ICT sector growth to directly contribute towards the overall national socio-economic agenda.
- Effective disaster response demands rapid access to reliable and accurate data and the capacity to assess, analyse and integrate information from varied sources. [natural disasters and climate change]

A key component in enabling the growth and access to telecommunications is the efficient management and utilisation of radio frequency spectrum.

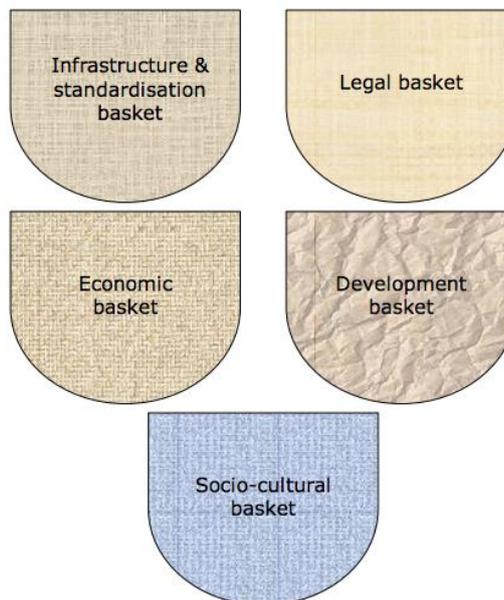
In this regard, the Policy objective is to achieve, inter alia:

- a) Efficient utilisation of radio frequency spectrum for sustainable national socio-economic development
- b) Enhanced national security and defence;
- c) Enhanced emergency preparedness against disasters;
- d) Efficiency in the dissemination of educational information and entertainment;
- e) Efficient and affordable telecommunication services;
- f) Research and Development; and
- g) Enhancement of social and economic progress

Diplo's baskets



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Economic

Policy Statement: Broadband Data Price and Last Mile Deployments

- a) Define and implement the regulatory framework and processes to rationalize data tariffs to make broadband services more affordable and to increase usage.
- b) Facilitate negotiations with upstream internet bandwidth suppliers to encourage continuous supply side internet price reduction.
- c) Leverage the national ICT backbone, SEPs and the WIOCC shareholding, among other options, to achieve supply side internet price reductions.
- d) Facilitate the deployment of last-mile technologies to reduce prices.
- e) Facilitate competition in ISPs as a mechanism to reduce prices to consumers.
- f) Pursue opportunities to grow the country's shareholding interest in undersea cables.

Policy Statement: Universal Access to ICT Services

- a) Drive the goal to achieve universal access to ICT services by all citizens.
- b) Increase ICT access in rural and disadvantaged sections of the population.
- c) Review the current USF mandate and application framework to align the entire process with the Ministry of ICTPCS Policy goals. For

instance, the fund and programs should cover applications and content development.

- d) The USF and programs should prioritise the technologies, infrastructure and systems to provide the cheapest means of communication to communities and cater for disaster management
- e) The USF programs should be aligned with the policy implementation plans.
- f) The Universal Services Fund must be a stand-alone entity to ensure its mandate is not clouded with that of regulation

Policy Statement: ICT Tax and Duties

- a) Work with other Ministries to limit tax on ICT equipment, accessories and products for a stipulated period.
- b) Provide tax incentives to companies that invest in ICT

Development

Policy Statements: ICT Skills Development

The Government of Zimbabwe intends to increase ICT usage in primary and secondary schools through enhanced teaching and learning through ICTs. Most schools do not have reliable connectivity due to electricity problems and high Internet costs. This policy aims to provide connectivity in all schools further bridging the urban-rural digital divide, and enhancing teaching and learning through the use of technology tools and promoting universal computer literacy in Zimbabwe's schools. Therefore, it is necessary for Zimbabwe to adopt strategies that ensure resources are maximized in order to realize ICT policy goals as follows:

- a) Work with relevant institutions and Government departments to develop programs that increase ICT human resource capacity and skills.
- b) Facilitate the deployment and exploitation of ICTs in the educational system from primary school upwards. Work with the relevant Ministries to include ICT training and education in schools, colleges and universities.
- c) Provide equitable access to ICT enabled education and training in all parts of the country, including disadvantaged communities.
- d) Promote e-learning and use of e-learning materials throughout Zimbabwe.
- e) Make use of the USF to boost connectivity for remotely located schools, in order to facilitate the e-Learning Programme.
- f) Encourage, promote and apply research and development in ICTs in society.

Recommendations:

The Universal Services Fund

1.1.10 Maintain and review the effectiveness of the Universal Service Fund

Review the effectiveness of the Universal Service Fund, set up to fund the roll out of ICT's on a universal basis, and to subsidise network roll out and services to needy people who cannot access ICT's without subsidy. Where necessary amend its mandate.

The **Universal Service Fund** was established by an Act of Parliament [Postal and Telecommunications Act (Chap.12:05)] of 2000 and the fund was vested in the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) as a trustee.

Through the Universal Service Fund, ensure access for marginalised areas of Zimbabwe, reducing the cost of ICTs to the majority of Zimbabwe's population.

1. Administration of USFs obligations for accountability/transparency

According to law: Accounts and audit of Fund (1) The Authority shall cause proper books of accounts of the Fund to be kept, together with adequate financial and other records in relation thereto, and, within three months after the end of the financial year to which the accounts relate, shall submit the accounts to the Comptroller and Auditor-General for audit in terms of subsection (2). (2) The accounts of the Fund shall be audited by the Comptroller and Auditor-General, who shall have all the powers conferred upon him by section 9 of the Audit and Exchequer Act [Chapter 22:03] as though the assets of the Fund were public moneys or State property.

1. Monitoring and evaluation [implementation]
2. Awareness - Strategic plan, who consolidates it/ Needs assessment
3. Sustainability vs. Equitable distribution

1.1 Expansion of infrastructure

To guide government action on ICT's and Postal Services to ensure access to such services regardless of geographic location, income levels, gender or any other factor that may inhibit access.

1.1.1 Develop a plan for network roll-out

Develop a network roll out plan to ensure universality by 2020. Adopt a phased approach to network roll-out with targets and deadlines, beginning with priority areas. This roll-out plan should be informed by an assessment of

national and international bandwidth capacity, and where the major chokepoints are for Zimbabwe.

1.1.2 Facilitate access to terminals and applications

Create conditions for maximizing access to terminals and applications necessary to use ICT's and postal services

1.1.3 Encourage the provision of services and equipment at low cost:

Ensure that the cost of terminals and equipment is not a barrier to citizens and communities using ICT infrastructure.

1.1.4 Promote a variety of access solutions in last mile connections:

Support innovative solutions to Zimbabwe's connectivity challenges by encouraging SMME's and co-operatives to offer appropriate last mile connectivity solutions, especially in remote and rural areas (e.g. 3G, Wi-Fi, CDMA, Wi-Max). This should contribute to job creation and ensure the deployment of appropriate technologies.

1.1.5 Increase national bandwidth capacity:

Internet users experience slow connectivity because the limited number of access points creates internet choke points, slowing down and at times even disabling internet use. More Points of Presence (PoP's) must be created to reduce the number of choke points in the network. Increase the use of fibre-optic cables on key internet routes, especially those that could link Zimbabwe to the undersea cables, reduce the use of copper wire on key routes, and reduce the country's dependence on V-SAT connections for these routes.

1.1.6 Promote broadband connectivity

Ensure that broadband connections become more ubiquitous, prioritising public access points like cybercafés.

1.1.7 Make public Wi-Fi more freely available

To open up the use of Wi-Fi connections to more organisations, and to encourage the roll-out of wireless broadband.

1.1.8 Develop national definitions of universal service and universal access

Develop national definitions of universal service and universal access, which incorporate digital literacy and nationwide broadband presence.

Promote social inclusion

To guide government action to correct imbalances in ICT usage, where those citizens without the financial means or that live in areas of the country where the infrastructure is not developed often suffer from social exclusion.

2.1 Regulate the cost of services and equipment

Ensure that the cost of terminals and equipment is not a barrier to inclusion of more citizens and communities.

Analysing the Community Information centres

- Sustainability vs. Equitable distribution
- Human capital development in terms of personal and human capital
- Mix politics and public service developments
- Public- private partnerships in the advancement of the fund
- Statutory requirements are necessary - for approval + monitoring
- Prioritisation of projects