

ZAMBIA

COUNTRY REPORT

TO

TRASA AGM 2004

A. REGULATOR'S CONTACT DETAILS

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B. OVERVIEW OF THE REGULATORS ACTIVITIES

During 2003 the status of the process of liberalization of the sector since 1994 is as follows;

License category	Status of competition	No. of licenses awarded to date
International Services	Nil	01
National long distance (fixed)	Nil	01
National Long Distance (Mobile)	Full	03
Basic Voice (Local)	Partial/Duopoly	02
PCO's	Full	03
Internet Service Providers	Full	06
Private Networks	Full	18
Carrier of Carriers	Full	02
Tele-centres	Full	300
VSAT stations	Full	125

FM Broadcasting	Full	62
Television Stations	Full	05

Subscriber statistics for national voice is as outlined in the following matrix.

Service Provider	Subscriber Numbers		
	2002	2003	2004
ZAMTEL (fixed)	89,730	84,956	87,306
Cell Z	2969	55,000	58,000
Telecel	41,231	48,151	62,000
Celtel	69,800	91,138	121,000

Major Achievements

Liberalization of the sector has brought about competition. Competition has in turn brought considerable benefits to the Zambian public by way of affording them choices of service providers as well as varied service portfolios. Another effect of the introduction of competition has been the extension of telecommunication services to outlying and hitherto serviced areas of the country, which can be said to be inadequately serviced by the fixed line operator.

In recognition of this the Authority is in the advanced stages of formulating the Rural Telecommunications Development Fund (RTDF), which will be utilized to provide incentives to entities that will respond to the requirements of the RTDF.

It has also been noted that the use of the Internet has also increased over the years. The healthy competition in Zambia's ISP market is important for the diffusion of the use of ICTs in order for Zambians to access the world's knowledge bases.

In view of its mandate to protect the interests of the Consumer of telecommunications goods and services, the Authority has established a procedure for the resolution of Consumer complaint.

The Authority has formed an internal Task Team to chart the way forward in developing the Consumer Code of Conduct for Zambia following the successful TRASA Key Performance Indicators and Consumer Code workshop held in Lusaka in April 2004.

Other Issues

The Authority continues to certify equipment that has been type approved by appropriately accredited type approval organizations. The list of the type approved equipment is available to the public. The list includes;

- ISM equipment
- HF radios
- Cellular handsets
- Other telecommunication terminal equipment (CPE)

On Numbering, the Authority continues to revise the national numbering scheme and develop an implementation schedule to the facilitate expansion of current and future networks and services as well as to accommodate new operators and telecommunications services in the country.

The table below shows the subscriber statistics among the five (5) Internet Service Providers in Zambia.

Internet Service Provider	Subscriber Numbers		
	2002	2003	2004
ZAMTEL Online (ISP)	3,073	5,264	3,983
CopperNet (ISP)	1,950	3,913	3,913
UUNet (ISP)	-	221	347
ZAMNET (ISP)	3,502	3,529	3,529
Micro link (ISP)	-	346	346

For the future, the Authority is considering the introduction of a fourth national mobile cellular operator.

(D) SADC GUIDELINES/MODELS

Zambia is in the process of conducting a holistic review of the legal and regulatory framework for the ICT sector. The development of an ICT Policy document was commissioned in 2002. It is envisaged that the final draft document will be submitted to the Zambian Cabinet for consideration sometime in November 2004. To complement this effort the Ministry of Communications & Transport is also in the process of commissioning a consultancy to review the existing Telecommunications Act of 1994. On the other hand Communications Authority is also in the process of commissioning a study to review the existing license framework, develop an interconnection framework as well as assess the extend of demand for ICT products in

rural and underserved communications in the country. While all these efforts are being made, CAZ has, with regard to the TRASA model guidelines, submitted draft Interconnection Regulations to the Ministry of Communications & Transport with a recommendation to pass them into a Statutory Instrument.