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A NEWSLETTER OF THE COMMONWEALTH TELECOMMUNICATIONS ORGANISATION

//SEPTEMBER 2016

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CTO'S ANNUAL FORUM – TACKLING THE CHALLENGE OF INCLUSION

CTO COUNCIL ELECTS NEW EXECUTIVE COMMITTEE

COMMONWEALTH BROADBAND ASIA FORUM 2016 - FOCUSING ON EMPOWERING COMMUNITIES IN ASIA THROUGH BROADBAND



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//EDITORIAL



Shola Taylor
Secretary-General

Dear readers,

The month of September was rich in developments for the CTO. Our annual Forum held in Nadi saw high-level participation from the region and well beyond, including from key partner international organisations. Together, we had fruitful and extensive discussions on ways to make ICTs more accessible and more beneficial to all, especially in the areas of e-government services, broadband, tariffs and cybersecurity. Participants called for more conducive policies and regulatory environments in these areas. Above all, they commended the CTO for striking the balance between the collective and individual needs of members. I am particularly grateful to the host, the Government of Fiji, for what participants unanimously considered an exceptional show of hospitality, efficiency and professionalism.

The CTO's annual Forum was immediately followed by a highly successful Council meeting during which member countries welcomed the early progress made in the implementation of our 2016 - 2020 strategic plan and agreed to increase their annual financial contributions to the organisation. These are unmistakable signs of high-level support for the goals we have set ourselves to ensure Commonwealth countries derive the most from ICTs.

The 2016 Broadband Asia Forum which took place in Kuala Lumpur asserted broadband as an enabler of economic growth and called for member policymakers to develop harmonised multi-sector policies that take into account opportunities in other sectors such as banking or health. I am most to the Malaysian Communications & Multimedia Commission for leadership in hosting this highly important event.

I am also pleased to report further progress in expanding the membership of the CTO, with the admission of Samoa as Full Member Country and Gibtelecom as ICT Sector Member. In addition, I have received formal applications from Gibraltar as Affiliate member and Vanuatu as Full Member Country.

As always, please do not hesitate to suggest ways in which we can continue to improve e-COMMONWEALTH. //

//RECENT DEVELOPMENTS

CTO Forum – Tackling the challenge



Participants at the Commonwealth Telecommunications Organisation Forum 2016, Nadi, Fiji

The CTO's 2016 annual Forum returned to the Pacific region for the first time since 2009. It gave ministers, policymakers, regulators, industry and other officials the opportunity to present a wide range of developments, issues and trends, not only in the ICT sector, but across all sectors that benefit from ICTs. High-level participation from Caribbean and Pacific small island developing states (SIDS) was particularly felt this year among the 29 countries represented.

"When it comes to ICTs, all Commonwealth countries, be they small or large, landlocked or not, rich or less rich have the same aspirations to build more inclusive e-economies. Despite their challenges, small island developing states are no different, and many of them are very innovative in their use of technology to increase financial inclusion or access to health and education, and so we should work more closely with them, especially on international issues," said CTO Secretary-General Shola Taylor

Recently, Mr Taylor appointed Gisa Fuatai Purcell, a citizen of Samoa and a former divisional head at the International Telecommunication Union as the CTO's Regional Advisor for the South Pacific.

Key outcomes

- Technology is an important part of the solution to financial inclusion, and urgent stakeholder consultation is required to make use of mobile and other technologies to facilitate access to finance and banking services, especially for the most excluded groups e.g. women. The ICT sector is good at innovating, the finance industry strengths lie in trust and security.
- "Over-the-top" services are a growing issue as many of them attack operators' revenue or add strain to their networks, particularly affecting SIDS operators. At the same time, some OTTs have been useful during crises such as natural disasters, so we must be careful not to kill innovation.
- The slow roll-out of broadband in SIDSs is linked to insufficient know-how and land ownership issues.
- SIDSs such as Pacific islands countries should take a more active participation at international decision-making fora on international regulations, standards and Internet governance.
- The delivery of e-government services is key to driving universal access, and the impact of universal access initiatives must be better understood.



//RECENT DEVELOPMENTS

of inclusion



- More efforts are needed at regional level to address the high roaming tariffs.
- Progress is being made to adopt common cybersecurity frameworks and standards, but national capacity needs to be strengthened, including through regional CERTs for SIDSs.

"We are keen to share knowledge and experiences within the Commonwealth to better attract investment and expertise into our ICT sector," said Fijian Attorney-General and Minister for Communications The Honourable Aiyaz Sayed-Khaiyum.

"Samoa is committed to making ICTs available to all its citizens and this Forum is proving useful in that we learn enormously from other countries' experiences in achieving universal access," said The

Honourable Afamasaga Lepuia'i Rico Tupa'i from Samoa. //



Trinidad & Tobago to chair the CTO Council



Council Members at the 2016 annual meeting, Nadi, Fiji

At their annual meeting, which took place in Fiji on 15 September, the members of the CTO, comprised of representatives of the Organisation's Full Member Countries as well as ICT Sector Members, elected a new Executive Committee to oversee the activities of the organisation during 2016-17. The new Executive Committee of the CTO is:

- Chair: Trinidad & Tobago
- First Vice-Chair: Fiji
- Second Vice-Chair: Tanzania
- Immediate Past Chair: Nigeria
- Industry Partner Representative: Telkom South Africa
- Development Partner Representative: Telecommunications Regulatory Board of Cameroon
- Chair of the CTO's Programme for Development and Training (PDT): Vodafone Ghana

The Secretary-General of the CTO is an ex officio member of the ExCo.

"I am delighted that TATT has been elected as Chair of the CTO," said Mr Gilbert C Peterson, Chairman of TATT. *"Trinidad &*

Tobago has long been an active member of the CTO and I look forward to assisting the Secretary-General and his staff in taking forward the objectives of the CTO's Strategic Plan for the benefit of ICT development in the Commonwealth and beyond."

Council Members received reports on the Organisation's activities for the previous year, and plans for the year to come. Noting the achievements the organisation has made during the past operational year, Council expressed support for the CTO Secretariat under the leadership of the Secretary-General, and committed to support the CTO to reach even greater heights.

"We have an ambitious agenda ahead of us supporting our members in the development of their ICT sectors," said CTO's Secretary-General Shola Taylor.

"Our mission is to provide result-focused ICT leadership in the Commonwealth and beyond, and with the support of the Council and under the guidance of the new Executive Committee, I am confident we can achieve this." //



//RECENT DEVELOPMENTS

CTO highlights how African countries can learn from India to deliver their digital dreams

ICT Ministers and telecoms professionals from across Africa gathered in Nairobi, Kenya on 30-31 August to learn from India's ICT success at the second Indo-Africa ICT Expo 2016.

CTO Secretary-General, speaking on Delivering Digital Dreams for Developing Nations, said that India's success carries many lessons other countries can and must learn from.

"Emulating India's success is not impossible for African countries, but it requires much further improvements, starting with good governance and the rule of law which are areas where India serves as a good example to many other countries,"

Mr Taylor said. *"At the same time, efforts should also go towards more robust and favourable ICT policies and the promotion of digital literacy to create a more receptive environment,"* he added.

Mr Taylor highlighted the three main areas where significant efforts are required:

- 1) Policy, regulatory and legislative reforms
- 2) Greater infrastructure investment
- 3) Promotion of education and entrepreneurship

Whilst at the event, Mr Taylor also met with India's Minister of State for Communications, Honourable Sri Manoj Sinha, to discuss India's collaboration with the CTO and plans for 2017. //



Shola Taylor and the Honourable Sri Manoj Sinha, Nairobi, Kenya

Gibraltar and Gibtelecom to be admitted as CTO members

The United Kingdom's Overseas Territory of Gibraltar has applied to join the CTO as Affiliate member, a new scheme introduced this year to open the membership of the CTO to countries that do not qualify for full country membership.

"Gibraltar has achieved consistent economic growth, currently the highest in the EU, by embracing ICT at the core of its economy as far back as 1988, and taking a holistic approach," said The Honourable Joseph Bossano, Gibraltar's minister of economic development, telecommunications and the Gibraltar Savings Bank as he spoke about the Iberian territory's decision to join the CTO. *"The model can be a template for*

other small countries albeit adjusting for each country specific characteristics, and small countries can benefit enormously from embracing the new technology but ensuring that inclusiveness for all its citizens must take account of their function as producers as well as consumers," he added.

Earlier this month, Gibraltar's main provider of fixed and mobile services Gibtelecom was admitted as sector member of the CTO. For Rab Paramothayan, director of global services, *"membership of the CTO exposes the company to a wider network of policymakers, industry executives and experts, and this is important for the growth of our business." //*

GiftedMom and Jaguza Livestock win youths apps competition



Dr Agbor Ashumanyi from GiftedMon (left) and Ronald Katamba from Jaguza Livestock receiving their prizes from The Honourable Aiyaz Sayed-Khaiyum, Fiji's Attorney-General and Minister for Communications

GiftedMom (Cameroon), a health app aimed at assisting pregnant women, and Jaguza Livestock (Uganda), an app designed to help farmers monitor their livestock were the winners of the first Commonwealth ICT Youth Application competition organised by the CTO. The prize ceremony took place in Nadi, Fiji on the margins of the CTO's annual Forum. //

CTO's capacity development manager receives Chairman's Award of Excellence



Hilda Muchando receiving her award

The CTO is pleased to announce that Ms Hilda Muchando, Manager, Capacity Development, is this year's recipient of the Chairman's Award of Excellence for 2015-16.

"Ms Muchando has demonstrated clear evidence of her commitment to the CTO's mission, investing time and effort into her work for the CTO beyond the normal call of duty," said Secretary-General Shola Taylor. *"I congratulate her on her achievement, and wish her all the best for the year to come." //*

//RECENT DEVELOPMENTS

Minister Mucheru welcomes CTO's Kenya action plan

The CTO's Secretary-General, Shola Taylor, visited Kenya in early September and seized the opportunity to personally present the country's member action plan (MAP) to Cabinet Secretary of Information and Communications Technology, the Honourable Joe Mucheru.

The MAP was developed by the CTO to outline how the organisation will assist Kenya to strengthen its ICT sector.

"I was pleased to have the opportunity to meet with the Honourable Mucheru during my trip to Nairobi," said Mr Taylor. *"I outlined the work we are doing*

on cybersecurity, regulation, broadband, ICT applications and Commonwealth coordination and how this will benefit Kenya, a country with an impressive and fast-developing ICT sector that has always been one of our strongest and most active members."

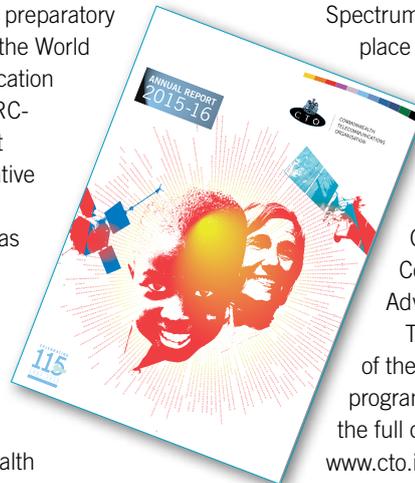
Annual report 2015-16

A turning point in CTO's international engagement

The year 2015-16 marked a turning point in the CTO's engagement with international and regional bodies. *"Organisations such as ITU, APT, ATU and CTU will be critical to adding value to our common members"*, said Secretary-General Shola Taylor in the recently published 2015-16 annual report of the organisation.

The report presents the new strategic direction of the organisation and features initiatives carried out to achieve greater coordination among Commonwealth countries on key international issues, such as international radio communication regulations and Internet governance. The

Commonwealth preparatory programme for the World Radiocommunication Conference (WRC-15) was the first successful initiative to support both the ITU as well as members prior to, and during WRC-15. Post-WRC-15 activities include the Commonwealth



Spectrum Management Forum to take place in November 2016 in Yaoundé, Cameroon.

Similar coordination efforts have also started on Internet governance issues through Commonwealth Internet Governance Forum and the Commonwealth Governmental Advisory Group at ICANN.

The report also provides a review of the CTO's professional training programmes delivered during the year. For the full copy of the report, go to www.cto.int //

//EVENTS & CONFERENCES

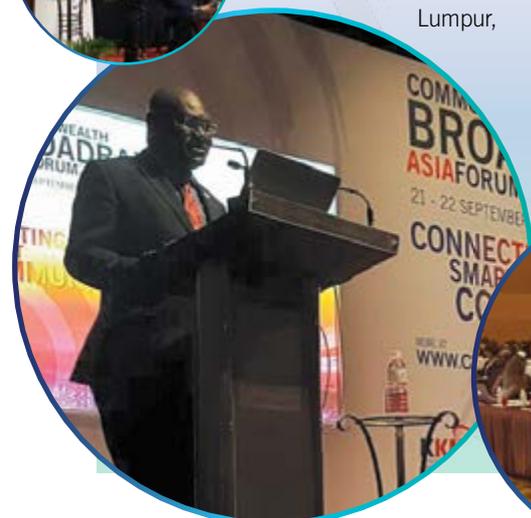
Commonwealth Asia forum focuses on empowering communities through broadband

The two-day Commonwealth Broadband Asia Forum 2016 organised by the CTO took place on 21 - 22 September in Kuala Lumpur,

Malaysia. Held under the theme of *Connecting Smart Communities*, the event was aimed at reviewing progress made by countries in the region in deploying broadband networks and explore solutions to achieve high-speed access to the Internet for all in Asia. Speaking at the opening of the event, Shola Taylor, Secretary-General of the CTO invited the region to invest in "universal" broadband access. *"We believe that to achieve inclusive economic growth it is critically important that high-speed*

access to the Internet is physically available to every citizen at affordable rates, and we are committed to working with our member countries in the region to achieve this goal," he said.

There was general agreement that broadband is at the heart of bridging the digital divide and is a key factor in empowering vulnerable groups, and that regulators and other stakeholders must look beyond traditional models and become more innovative. The regional event, which was hosted by Malaysia's regulator Malaysian Communications & Multimedia Commission, is part of the CTO's goal to find solutions to achieve universal broadband in member countries by 2020. A similar event was held on 14 - 15 July in Port of Spain for the Caribbean region. //



//CAPACITY DEVELOPMENT

Fellows from Malawi and Nigeria join CTO on three-month assignment



Richard Eyo from Nigeria and Lusungu Mkandawire from Malawi

This month the CTO has welcomed two fellows provided by the Commonwealth Scholarship Commission (CSC). Richard Eyo, policy and research deputy manager at the Nigerian Communications Commission, will be assisting the CTO's Technical Support & Consultancy team to carry out the a study of over-the-top services aimed at developing an operating framework that addresses the concerns of all stakeholders, with a view to maximise the positive effects of OTTs. Lusungu Mkandawire, assistant information manager at Airtel Malawi, will join a programme aimed at developing a strategy for Malawi's telecommunications sector to tackle cybercrime. He will draw on the work

of previous fellows on the same theme and the outputs of his work will be added to the CTO's knowledge base on cybersecurity.

"The CSC fellowship programme offers a wonderful opportunity for mid-career ICT professionals from Full Member Countries to carry out well-defined work programmes that contribute to strengthening the ICT sector of their home countries. They will gain additional skills during their time at the CTO and will leave as committed ambassadors of the Organisation," said Lasantha De Alwis, CTO's director of ICT development.

"We welcome Mr Eyo and Mr Mkandawire to the CTO and greatly look forward to their contributions." //

UPCOMING COURSES 2016

Quality of Service Monitoring

3 - 7 October 2016, Port Louis, Mauritius*

Talent Management, Knowledge Management and Change in a Dynamic Environment

3 - 7 October 2016, Johannesburg, South Africa*

Regulating ICTs Roundtable

17 - 21 October 2016, London, UK

Licensing in a Converged Environment

17 - 21 October 2016, Port Louis, Mauritius*

Session Initiation Protocol

07 - 11 November 2016, Gaborone, Botswana*

Introduction to ICT Policy and Regulation

7 - 11 November 2016, Johannesburg, South Africa*

To register, or for more details visit www.cto.int

*These programmes are delivered as part of the CTO's Programme for Development & Training, a programme which provides specialised ICT capacity development to ministries, regulatory agencies and operators around the world. Delivered in over thirty countries, the PDT provides bespoke professional training, consultancy and advisory services in policy and regulation, business development and management and technology.



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MORE INFORMATION AT WWW.CTO.INT/EVENTS/UPCOMING-EVENTS/

// TECHNICAL SUPPORT & CONSULTANCY

Partnership work begins on the development of Mozambique's national cybersecurity strategy

The CTO's project to assist Mozambique develop its National Cybersecurity Strategy was launched at the end of August at a ceremony chaired by both the Permanent Secretary, Ministry of Transport and Communications, and the Director-General of the National Telecoms Regulator for Mozambique.

The first phase of the project saw the CTO's Senior Programme Officer, Technical Support & Consultancy, Mr Fargani Tambeayuk, provide training to cybersecurity stakeholders from across Mozambique. Stakeholders were introduced to the CTO's Approach in Developing National

Cybersecurity Strategies. Participants gained a firm understanding of the methodology and key considerations required to develop a cybersecurity vision statement, strategic goals and an implementation log frame for a nation.

"The participation of senior figures from Mozambique's Ministry of Transport and Communications and National Telecoms Regulator in the launch of this project demonstrates Mozambique's commitment to cybersecurity," said Mr Tambeayuk. *"The hard work of the stakeholders during the week long workshop ensured that the project made great progress and all the objectives for this phase were achieved."*

The one week project workshop also saw the CTO and stakeholders commence the process of collecting data on the current cybersecurity posture of Mozambique using the CMM Model. This included one-to-one sessions with stakeholders from key institutions to discuss their views of the current status of cybersecurity in Mozambique.

Project working groups have now been established and will be meeting during the coming weeks to define the proposals that will eventually constitute the final recommendations of Mozambique's National Cybersecurity Strategy. //

CTO to participate in the International Telecommunications Satellite Organisation's Assembly of the Parties



The International Telecommunications Satellite Organisation's (ITSO) 37th Assembly of the Parties will take place in Washington DC, USA on 12 - 14 October 2016. As an organisation established to promote communication by the means of

satellite on a global and non-discriminatory basis there are clear synergies between the work of ITSO and the CTO, and the Assembly offers the opportunity for the CTO to discuss common areas. In addition, the Assembly is comprised of ministers and

regulators and the majority of the CTO's members are also members of ITSO. The CTO will host a reception, sponsored by the Ugandan Communications Commission, on the evening of 12 October and we invite all e-COMMONWEALTH readers to attend. //

Commonwealth candidate for director-general of the International Telecommunications Satellite Organisation

ITSO's next Assembly of Parties will decide who will fill the position of its director-general. Patrick Masambu a Ugandan national is the sole Commonwealth candidate for this position. The CTO would like to encourage

member countries of the Commonwealth to support Mr Masambu at the elections. Mr Masambu brings to the role over 30 years of experience, including over six years as ITSO's deputy director-general and director of

technical affairs. For the CTO, it is important that Commonwealth values and shared interests are represented at the highest level in international forums, in order to strengthen the position of the Commonwealth. //

//MEMBER NEWS

Vodafone extends partner market agreement with Afrimax to Cameroon

Vodafone and Afrimax, a 4G-LTE operator in sub-Saharan Africa, jointly announced this month a new non-equity partner market agreement for Cameroon. The two companies will launch LTE data services under the 'Vodafone Cameroon' brand, initially in Cameroon's two biggest cities, Douala and Yaoundé. The roll out of Vodafone Cameroon for consumers and businesses will include the opening of Vodafone branded retail stores and kiosks in key locations, supported by a network of distributors and resellers offering an attractive range of LTE handsets and devices. Vodafone Cameroon will offer small and medium enterprises a range of connectivity products including LTE and Wi-Fi mobile data services, fixed Internet and a suite of office solutions available at retail and through direct sales channels. //

Jamaica's regulator OUR investigates service disruption

Jamaica's Office of Utilities Regulation (OUR) is awaiting the results of an analysis to be conducted by mobile operator FLOW, providers of broadband, fixed and mobile services on the island, following a 17-hour interruption of service to customers in several areas earlier this month.

FLOW submitted a preliminary report to the OUR, in which it outlined its initial determination of the cause of the disruption and steps that were taken to resume normal service to affected customers and prevent a recurrence. Further investigations are being done to determine the root cause of the system failures. //

European Space Agency contributes €10.7 million to Avanti's ECO Wi-Fi concept across Africa

Providers of satellite data communications services Avanti have announced a new contract with the European Space Agency (ESA) through its ARTES Partner programme to provide affordable satellite broadband connectivity to 1,400 community sites across sub-Saharan Africa over the next two years, using the company's new ECO Wi-Fi hotspot initiative. ESA will contribute up to €10.7 million in funding that Avanti will use to bring rural communities across Africa online. To deploy the advanced new technology platform, Avanti will partner with a number of other companies, combining satellite, Wi-Fi and solar power to deliver the programme in the market. //

Pakistan's NTC launches first national data center

Anusha Rehman, Pakistan's Minister of state for IT & telecoms, inaugurated the first national data center by NTC, the state-owned operator. The

data centre is an integral part of the country's "Digital Pakistan" vision. It will be the first Cloud-based national data centre to host government entities

data and applications in a secure environment. This national data centre is described as state of art, modular, scalable and highly secure. //

Pacific island Samoa joins the CTO as Full Member Country

Pacific island and Commonwealth country Samoa has been admitted to the CTO as Full Member Country. The country's decision to join the organisation was conveyed by the Minister of Communications & Information Technology, The Honourable Afamasaga Lepuia Rico Tupa'i.

"We have the potential to turn Samoa into one good example of an inclusive e-society and drawing from the experiences from other countries will contribute to achieving this

goal," The Honourable Afamasaga Lepuia Rico Tupa'i said.

In recent years, Samoa has increased its efforts to integrate ICTs in its socio-economic development. Its Internet penetration has grown nearly five folds to 30 per cent over the past ten years. However, fixed broadband access remains a key challenge at a much lower two per cent. But the country remains committed to affordable, reliable and secure communications services for all Samoans and

sees its membership of the CTO as one means to achieve this goal.

Reacting to Samoa's decision, Mr Taylor said that *"although it may be too soon to say, this announcement shows that our drive to address the needs of small island nations is increasingly well received. One of our strategic objectives is to work with the rest of our membership and the wider ICT sector to find solutions to the challenges faced by this specific group."* //



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