



**Telecommunication  
Development Bureau (BDT)**

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Subject: **Invitation to the validation workshop of SADC Guidelines on Universal Service/Access and Best Practices, 14-16 March 2011, Windhoek, Namibia**

Dear Sir/Madam,

The International Telecommunication Union (ITU), in collaboration with the Southern African Development Community (SADC) and the Communications Regulators Association of Southern Africa (CRASA) Secretariats, is pleased to invite you to the workshop on the **“Review and Update of SADC Guidelines on Universal Access/Service and Best Practices” from 14 to 16 March 2011 in Windhoek, Namibia** kindly hosted by the Namibian Communications Commission (NCC).

The objective of this workshop is to review, amend and validate the following documents:

1. The updated SADC Guidelines on Universal Access and Service
2. The new SADC Toolkit on Best Practices using Universal Access and Service Funds

The working documents for the workshop can be found on the ITU website:

[http://www.itu.int/ITU-D/projects/ITU\\_EC\\_ACP/hipssa/Activities/SA/sa-2.2.html](http://www.itu.int/ITU-D/projects/ITU_EC_ACP/hipssa/Activities/SA/sa-2.2.html)

In addition to an update on the regulatory framework, the participants will also review the current successes and failures regarding Universal Service/Access implementation (including funds) and validate solutions to improve the current weaknesses.

After this validation workshop, the CRASA Secretariat will submit these documents for adoption at their next Annual General Meeting (AGM). Subsequently, the SADC Secretariat may present them for adoption during the coming 2011 meeting of SADC Ministers in charge of Communications, ICT and Postal as a follow-up of their Resolution 03/2007 on Best Practices for Universal Access adopted at their 2007 meeting in Maputo.

Due to the importance of this workshop, the participants are requested to have decision making position in their respective organisations. Registration information, draft agenda and work program, fellowship application form and practical information are attached.

This validation workshop and the preparation of the working documents are supported by the German International Cooperation (GIZ) on behalf of the Federal Ministry for Economic Cooperation and

Development (BMZ) within the framework of the ITU-EC HIPSSA Project<sup>1</sup>.

In the meantime, you may contact the following persons should you need any additional information: Ms. Bridget LINZIE, CRASA Acting Executive Secretary, E-mail: [crasa@it.bw](mailto:crasa@it.bw), Tel: +267 315 84 68) or Mr. Jean-François LE BIHAN, HIPSSA, Senior Project Coordinator, E-mail: [hipssa@itu.int](mailto:hipssa@itu.int), Tel: +251 11 551 49 77).

I sincerely hope that you will be able to participate in this important event, which will be crucial for the region.

Yours faithfully,

[Original signed]

Brahima Sanou  
Director

Cc: Mr. Remmy MAKUMBE, Director of Infrastructure and Services, SADC  
Ms. Bridget LINZIE, Acting Executive Secretary, CRASA  
Ms. Asenath Mpatwa, Acting Regional Director, ITU Regional Office for Africa Region

Annexes:       - General Information (Annex I)  
                  - Draft Agenda and Work Program (Annex II)  
                  - Fellowship Application Form (Annex III)  
                  - Practical Information (Annex IV)

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<sup>1</sup> The full title of the HIPSSA Project - funded by the European Commission and the ITU and implemented in collaboration with the African Union Commission, the Regional Economic Communities including SADC and regional associations of regulators including CRASA is "Support to Harmonization of ICT Policies in Sub-Sahara Africa". HIPSSA is part of a global ITU-EC project encompassing Africa, the Caribbean and the Pacific countries (ACP) (See [http://www.itu.int/ITU-D/projects/ITU\\_EC\\_ACP/hipssa/index.html](http://www.itu.int/ITU-D/projects/ITU_EC_ACP/hipssa/index.html)).

## Annex I - General Information



**Validation Workshop of  
SADC Guidelines on Universal Access and Service (UA/S)  
and  
SADC Toolkit on Best Practices using UA/S Funds**

14-16 March 2011 – Windhoek, Namibia



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### Objectives of the Workshop

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The objectives of the workshop are to:

1. Review, discuss, reach a consensus on and validate the drafts prepared by a HIPSSA team of regional and international experts:
  - 1.1. The updated SADC Guidelines on Universal Access and Service
  - 1.2. The new SADC Toolkit on Best Practices using Universal Access and Service Funds
2. Allow participants at the workshop to better understand the issues and options relating to the implementation of universal access and service and to share this understanding with colleagues in their home countries.

### Participants

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The workshop is addressed to relevant government bodies, regulators, operators service providers, civil society, private sector and regional organizations involved in policy making and implementation of ICT universal access and service from the following SADC member states and HIPSSA beneficiary countries: Angola, Botswana, Democratic Republic of Congo, Lesotho, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Kingdom of Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

Participants at the meeting will include designated national focal points to SADC Sub-Sectoral Committee on Communications, ICT and Postal, representatives of CRASA members to the Specialized Committee on Universal Service and Access, as well representatives of the following regional organisations SADC Secretariat, CRASA Secretariat, SATA Secretariat and persons from government bodies responsible for national policy making and policy implementation relating to the areas of work, specifically telecommunications, ICT, information society and broadcasting. Other interested persons may also participate as active observers.

**Once again, we request you to kindly coordinate with all relevant government bodies and other institutions in your country to send appropriate representatives concerned with universal service and access policy making and implementation to participate in the workshop.**

Participants are kindly requested to widely share the draft documents prepared by the ITU-EC HIPSSA

experts, which are available in electronic format on ITU website with all relevant government bodies and stakeholders within the private sector and the civil society in their countries.

The working documents for the workshop are available on ITU website at the following locations:

[http://www.itu.int/ITU-D/projects/ITU\\_EC\\_ACP/hipssa/Activities/SA/sa-2.2.html](http://www.itu.int/ITU-D/projects/ITU_EC_ACP/hipssa/Activities/SA/sa-2.2.html)

**Participants will be expected to have carefully studied these documents and to come well-prepared for the workshop deliberations. We kindly request participants to bring along electronic and/or hard copies of all relevant policy papers, pieces of legislation, regulations and licences in order to consolidate the database which is put together by the consultants and to be released on CD-Rom at the end of the workshop. Written questions, comments and amendments to these documents are most welcome prior to the event to allow the ITU experts to better prepare their presentations and responses to the issues that will be raised at the workshop.**

Active participation during the workshop will be essential to promoting issue-based discussions and achieving the concrete outcomes needed to guide the project implementation.

### **Pre-Registration and Fellowships**

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Online pre-registration is required for all participants. The pre-registration form can be located at the following website:

[http://www.itu.int/ITU-D/projects/ITU\\_EC\\_ACP/hipssa/events/2011/SA2.2.html](http://www.itu.int/ITU-D/projects/ITU_EC_ACP/hipssa/events/2011/SA2.2.html) or

<http://www.itu.int/cgi-bin/htsh/edrs/ITU-D/workshop/edrs.registration.form?eventid=4000079>

**The deadline for online pre-registration is Tuesday 1<sup>st</sup> March 2011.**

A maximum of two full travel fellowships will be made available by ITU with the support of the German International Cooperation (GIZ) on behalf of the Federal Ministry for Economic Cooperation and Development (BMZ) to participants from each of the abovementioned SADC member states and HIPSSA beneficiary countries in the region, the first one will be allocated to a representative of the Ministry in charge of ICT with preference given to the already designated SADC ICT Focal Points and the second one to a representative of the regulator with preference given to the member of CRASA Specialized Committee on Universal Access and Service. Selected fellowships will also be made available to relevant regional organizations and consumers associations.

Participants receiving ITU fellowships will be provided with a return economy class ticket by the most direct/economical route to Windhoek, Namibia from their home countries as well as a Daily Subsistence Allowance (DSA) per night spent in Windhoek, Namibia. This DSA is intended to cover all of the participant's costs of accommodation, meals, local transportation, communications and incidentals. Fellowships will only be offered to those persons who will participate over the entire duration of the event.

To apply for a fellowship, please print, complete and sign the Fellowship Request form attached to this letter. The Fellowship Request form must then be signed and stamped by the relevant approving officer of your administration. It must then be scanned and sent as an e-mail attachment to the corresponding ITU Fellowships Service (E-mail: [bdtfellowships@itu.int](mailto:bdtfellowships@itu.int), Tel: +41 22 730 5095) with copy to the HIPSSA Project Team (E-mail: [hipssa@itu.int](mailto:hipssa@itu.int) Tel: +251 11 551 49 77) and to the CRASA Secretariat (E-mail: [crasa@it.bw](mailto:crasa@it.bw), Tel: +267 315 84 68).

**The deadline for applying for fellowships is Thursday, 3<sup>rd</sup> March 2011.**

Requests received after this deadline will be considered only on a best effort basis. *Candidates applying for fellowships must have previously completed the pre-registration process described above.*

**Workshop venue**

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The venue for the workshop will be at Safari Hotel and Conference Centre, Tel: + 264 61 29 68 000, Fax: +264 61 249 300, E-mail: [court@safarihotelsnamibia.com](mailto:court@safarihotelsnamibia.com), Website: [www.safarihotelsnamibia.com](http://www.safarihotelsnamibia.com)

Participants are advised to stay at the accommodation located at the conference venue. The rate is N\$ 668. However, in order to facilitate participants' access to the workshop, NCC will negotiate the above accommodation rates with the conference venue. Participants wishing to stay at this hotel should make their reservations directly.

**Documents**

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The tentative work programme is shown in Annex II. In the spirit of efficiency and economy, the event will rely on web transmission of documents. The workshop documents and other relevant information – including practical and administrative information for participants at the workshop – will be available on the ITU website and will be emailed to all participants completing the online pre-registration.

[http://www.itu.int/ITU-D/projects/ITU\\_EC\\_ACP/hipssa/events/2011/SA2.2.html](http://www.itu.int/ITU-D/projects/ITU_EC_ACP/hipssa/events/2011/SA2.2.html)

## Annex II - Draft Agenda and Work Program



### Validation Workshop of SADC Guidelines on Universal Access and Service (UA/S) and SADC Toolkit on Best Practices using UA/S Funds



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14-16 March 2011 – Windhoek, Namibia

**The objective of this workshop is to review, amend and validate SADC guidelines on access Universal Access and Service (UA/S) and Toolkit of Best Practices using UA/S Funds.**

### Day 1 (Monday, 14 March 2011)

09:00-10:00	<p><b>Opening of the Meeting</b></p> <p>Welcoming remarks Composition of the bureau and validation of the agenda</p>
10:00-11:00	<p><b>Session 1: Background</b></p> <p>Origins of the project: SADC ICT Ministers Resolution 2007/03 and previous work done by CRASA [15'] and SATA [15'] - <i>presentation by Ms. Bridget LINZIE, Acting Executive Secretary of CRASA and Mr. Jacob MUNODAWFA, Executive Secretary of SATA,</i></p> <p>The involvement of HIPSSA [15'] and GIZ/BMZ [15'] in the support of regulatory harmonization in Sub-Saharan Africa - <i>presentation by Mr. Jean Francois LE BIHAN, HIPSSA Senior Project Coordinator, ITU and Mr. Thorsten SCHERF, Senior Advisor, Sector Project ICT for Development, GIZ</i></p>
11:00-11:30	<p><i>Coffee Break</i></p>
11:30-12:30	<p><b>Session 2: Assessment of National and Regional Regulatory Frameworks</b></p> <p>Presentation of Methodology for Assessment Report and Guidelines - <i>presentation by Ms. Sofie MADDENS, ITU Expert, VP Regulatory, TMG Consulting [10']</i></p> <p>International and Regional Best Practice: Assessment of key elements for UAS in Africa and beyond - <i>presentation by Ms. Sofie MADDENS, ITU Expert, VP Regulatory, TMG Consulting [15']</i></p> <p>Gap Analysis: Existing legislation and regulation in Southern Africa assessed against international and regional best practice – <i>presentation by Mr. Charley LEWIS, ITU Expert, Senior Lecturer, LINK Centre [15']</i></p> <p>Discussion on Assessment Report – <i>moderation by Ms. S. Maddens and Mr. C. Lewis [20']</i></p>

12:30-14:00	<i>Lunch Break</i>
14:00-15:30	<p><b>Session 3: Presentation and Review of Guidelines (1/2)</b></p> <p>Presentation of Proposed Amendments to Guidelines on UAS - <i>presentation by Mr. Charley LEWIS, ITU Expert [15']</i></p> <p>Discussion of the proposed amendments to Guidelines- <i>moderation by Ms. S. Maddens and Mr. Charley Lewis [75']</i></p>
15:30-16:00	<i>Coffee Break</i>
16:00-17:30	<p><b>Session 4: Presentation of the Toolkit</b></p> <p>Methodology and Objective of the Toolkit: <i>presentation by Ms. Mandla MSIMANG, ITU Expert, Managing Director, Pygma Consulting [15'] - Q&amp;A [15']</i></p> <p>Presentation of the Toolkit - <i>presentation by Ms. Leona MENTZ, ITU Expert , Policy &amp; Regulation Director, Pygma Consulting [15']</i></p> <p>Discussion of the best practices in the SADC region and beyond - <i>moderation by Ms. M. MSIMANG and Ms. L. MENTZ [45']</i></p>
<b>Day 2 (Tuesday, 15 March 2011)</b>	
09:00-09:15	<p><b>Session 1: Summary Day 1</b></p> <ul style="list-style-type: none"> <li>• Summary of Day 1 and Objective of Day 2 by Rapporteurs [15']</li> </ul>
09:15-10:30	<p><b>Session 2: Discussion of Assessment Report and Guidelines in Group Sessions</b></p> <ul style="list-style-type: none"> <li>• Group sessions to discuss Assessment Reports and Amendments to Guidelines – <i>moderation by Ms. M. MSIMANG, , Mr. C. LEWIS, Ms. S. MADDENS, Ms. L. MENTZ, ITU Experts [75']</i></li> </ul> <p>Facilitators will take participants through the key issues and outline the requested tasks.</p>
10:30-11:00	<i>Coffee Break</i>
11:00-13:00	<p><b>Session 3: Assessment Report and Amendments to the Guidelines</b></p> <ul style="list-style-type: none"> <li>• Group presentations on proposed amendments to Guidelines- <i>presentation by the Group rapporteurs [3 x 15']</i></li> <li>• Consolidation with Working Groups of proposed amendments to Guidelines and interactive drafting of revised Guidelines - <i>moderation by Mr. C. LEWIS and Ms. S. MADDENS [75']</i></li> </ul>
13 :00-14 :00	<i>Lunch Break</i>

<p>14 :00- 15 :30</p>	<p><b>Session 4: Review of the Toolkit</b></p> <ul style="list-style-type: none"> <li>• International and Regional Best Practice – <i>presentation by Ms. M. Msimang</i> [15’]</li> <li>• Strategies for using the Fund and Alternative Financing to select, design and fund projects: Infrastructure Projects [15’], Community Access Projects [15’], Schools Projects [15’], Content and Applications Projects [15’]: <i>presentation by Ms. M. Msimang and Ms. L. Mentz</i></li> <li>• Monitoring and Evaluation– <i>presentation by Ms. L. Mentz</i> [15’]</li> <li>• Presentation of success stories from the toolkit using Fund and Alternative Financing: Community , Regulator or Ministry , Schools [15’], Operators [15’] – <i>moderation by Ms. M. MSIMANG and Ms. L. MENTZ</i> [60’]</li> </ul>
<p>15:30-16:00</p>	<p><i>Coffee Break</i></p>
<p>16:00-17:30</p>	<p><b>Session 5: Discussion of the Toolkit</b></p> <ul style="list-style-type: none"> <li>• How do international and regional best practices and case studies relate to the situation in your own country? [20’ ]</li> <li>• Which elements of the Toolkit would be worth and relevant to your country? [20’ ]</li> <li>• Provision of additional regional information [20’ ]</li> <li>• Provision of comments and proposed amendments [30’ ]</li> </ul> <p><i>Moderation by Ms. M. MSIMANG and Ms. L. MENTZ</i></p>
<p><b>Day 3 (Wednesday, 16 March 2011)</b></p>	
<p>09:00-09:30</p>	<p><b>Session 1: Summary Day 2</b></p> <ul style="list-style-type: none"> <li>• Summary of Day 2 and Objective of Day 3 by Rapporteurs</li> </ul>
<p>09:30-10:45</p>	<p><b>Session 2: Validation of Assessment Report and Guidelines</b></p> <ul style="list-style-type: none"> <li>• Review of amended guidelines and validation of final draft of Amended Guidelines - <i>presentation by Group rapporteurs (3x15’)</i></li> <li>• Validation of Assessment Report - <i>moderation by Ms. S. Maddens</i></li> </ul>
<p>10:45-11:15</p>	<p><i>Coffee Break</i></p>
<p>11:15-12:30</p>	<p><b>Session 3: Validation of Toolkit</b></p> <ul style="list-style-type: none"> <li>• Validation of toolkit - <i>moderation by rapporteurs and Ms. M. MSIMANG and Ms. L. MENTZ</i></li> </ul>
<p>12:30-14:00</p>	<p><i>Lunch</i></p>
<p>14:00-14:30</p>	<p><b>Session 4: Way forward</b></p> <ul style="list-style-type: none"> <li>• Discussion on the way forward and potential additional activities to be undertaken by SADC and CRASA with the support of ITU and/or GIZ</li> </ul>
<p>14:30-15:00</p>	<p><b>Closing Ceremony</b></p>
<p>15:30-16:00</p>	<p><i>Coffee Break</i></p>



## Annex III – Fellowship Application Form



### Validation workshop of SADC Guidelines on Universal Access and Service (UA/S) and SADC Toolkit on Best Practices using UA/S Funds



14-16 March 2011 - Windhoek, Namibia

Please return before Thursday 3 March 2011 / À retourner avant le jeudi 3 mars 2011

#### Request for a fellowship – Demande de bourse

Participation of women is encouraged / La participation des femmes est encouragée

<b>1. Country</b> <i>Pays</i> _____		
<b>2. Name of the Administration or Organization</b> <i>Nom de l'Administration ou de l'Organisation</i> _____		
<b>3. Mr. / Ms.</b> <i>M. / Mme</i> _____ (family name, <i>nom</i> ) _____ (given name, <i>prénom</i> ) _____		
<b>4. Title and major responsibilities in the Organization</b> <i>Titre et responsabilités principales dans l'Organisation</i> _____		
<b>5. Address</b> <i>Adresse</i> _____ Tel.: _____ Fax: _____ E-Mail _____		
<b>6. Date of birth</b> <i>Date de naissance</i> _____		
<b>7. INFORMATION PASSEPORT / PASSPORT INFORMATION / DATOS DEL PASAPORTE:</b>		
Nationality <i>Nationalité</i> _____	Passport number <i>Numéro de passeport</i> _____	
Date of issue <i>Date de délivrance</i> _____	In (place) <i>A (lieu)</i> _____	Valid until (date) <i>Valide jusqu'au (date)</i> _____
<b>CONDITIONS</b> One full fellowship per eligible country including travel and a daily allowance to cover accommodation, meals and incidental expenses		<b>CONDITIONS D'OBTENTION</b> Une bourse complète par pays éligible incluant la prise en charge du transport et des indemnités journalières pour couvrir logement, repas et les petits frais
<b>8. Signature of fellowship candidate</b> <i>Signature du candidat à la bourse</i> _____		Date Date _____
<b>9. TO VALIDATE FELLOWSHIP REQUEST, NAME AND SIGNATURE OF CERTIFYING OFFICIAL DESIGNATING PARTICIPANT MUST BE COMPLETED BELOW WITH OFFICIAL STAMP.</b> <i>AFIN DE VALIDER CETTE DEMANDE DE BOURSE, LE NOM ET LA SIGNATURE DU FONCTIONNAIRE CHARGE D'AUTHENTIFIER LA DEMANDE DU CANDIDAT DOIVENT ETRE MENTIONNES CI-DESSOUS AVEC CACHET OFFICIEL..</i>		

Ce formulaire doit être adressé dûment complété et signé / Please return this form duly completed and signed

Tel. +41 22 730 61 83 - Fax. +41 22 730 54 84 - E-mail : [hipssa@itu.int](mailto:hipssa@itu.int) and [bdtfellowships@itu.int](mailto:bdtfellowships@itu.int)

## Annex IV – Practical Information



**Validation Workshop of  
SADC Guidelines on Universal Access and Service (UA/S)  
and  
SADC Toolkit on Best Practices using UA/S Funds**

14-16 March 2011 – Windhoek, Namibia



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Facts about Namibia can be obtained at: <http://www.namibiatourism.com.na/fast-facts/>

### About Namibia and Windhoek

The Republic of Namibia is a country in southern Africa whose western border is the Atlantic Ocean. It shares land borders with Angola and Zambia to the north, Botswana to the east and South Africa to the south and east. It gained independence from South Africa on 21 March 1990 following the Namibian War of Independence. Its capital and largest city is Windhoek. Namibia is a member state of the United Nations (UN), the Southern African Development Community (SADC), the African Union (AU), and the Commonwealth of Nations.

### Safety

Theft isn't particularly rife, but visitors shall avoid walking alone at night, conceal their valuables in Windhoek or towns around the country and not leave anything in sight inside a vehicle.

### Emergency

Ambulance (211111), Crime report (290 2239) - 24-hour phone service, Fire brigade (211111), Local police (228328), National police (10111)

### Weather

Namibia's climatic variations correspond roughly to its geographical subdivisions. In the arid central Namib Desert, summer daytime temperatures may climb to over 40°C, but can fall to below freezing during the night. Rainfall is heaviest in the northeast, which enjoys a subtropical climate, and reaches over 600mm annually along the Okavango River. The northern and interior regions experience 'little rains' between October and December, while the main stormy period occurs from January to April.

### Language

The official language is English. Until 1990, German and Afrikaans were also official languages. Many Namibians speak Oshiwambo as their first language, whereas the most widely understood language is Afrikaans. Among the younger generation, the most widely understood language is English. Both Afrikaans and English are used primarily as a second language reserved for public communication, but small first-language groups exist throughout the country.

### **Currency**

The Namibian dollar (N\$) equals 100 cents, and in Namibia it's pegged to the South African rand, which is also legal tender in Namibia, at a rate of 1:1. This can be confusing, given that there are three sets of coins and notes in use, all with different sizes: old South African, new South African and Namibian. Namibian dollar notes come in denominations of N\$10, N\$20, N\$50, N\$100 and N\$200, and coins in values of 5, 10, 20 and 50 cents, and N\$1 and N\$5.

### **Visa**

Participants from SADC countries does not necessarily require visa to Namibia.

Visitors from the following countries do not require visas for stays of up to 90 days: Angola, Austria, Australia, Belgium, Botswana, Brazil, Cuba, Canada, France, Germany, Italy, Ireland, Japan, Kenya, Liechtenstein, Luxembourg, Russia, Spain, Switzerland, UK, USA, Mozambique, New Zealand, Portugal, Iceland, the Netherlands, Malaysia, Singapore, the Scandinavian countries, South Africa, Zambia and Zimbabwe.

### **Time Zones:**

Summer time: GMT + 2 hours from the 1st Sunday in September to the 1st Sunday in April. Winter time: GMT + 1 hour from the 1st Sunday in April to the 1st Sunday in September.

### **Electricity:**

220 volts AC, 50hz. Outlets are of the round three-pin type

### **Hotel**

Safari Hotel and Conference center, Tel: + 264 61 29 68 000, Fax: +264 61 249 300, E-mail: [court@safarihotelsnamibia.com](mailto:court@safarihotelsnamibia.com), Website: [www.safarihotelsnamibia.com](http://www.safarihotelsnamibia.com)

### **Focal point at NCC**

Ms Rauna Nepaka  
Project Accountant  
NCC-CRAN Transformation Project  
Office: + 26461225719  
Mobile: + 264 811 277688  
E-mail: [rnepaka@cran.na](mailto:rnepaka@cran.na)  
[www.cran.na](http://www.cran.na)

### **Alternative contact:**

Ms Alisa Amupolo  
Strategic Advisor and Project Manager NCC-CRAN Transformation  
Office: + 264 61 232 584  
Mobile: +264 812550706  
E-mail: [aamupolo@cran.na](mailto:aamupolo@cran.na)  
[www.cran.na](http://www.cran.na)