

# Corporate Plan 2005 - 2008



**Information and  
Communication  
Technologies  
Authority**

## **FOREWARD**

The overall approach of the Information and Communications Technologies Authority to regulation of the ICT sector is set forth in this Corporate Plan, intended for the financial years 2005 – 2008. The plan provides the Authority's vision in contributing towards an efficient, trouble-free, competition-driven and progressively more optimally-regulated ICT sector, which will meet the needs of the Mauritian community at large.

Our core projects and programmes are geared towards the following main market challenges:

- ***Modern and secured communications infrastructure*** – we believe that this is an essential requirement that will set solid foundation to enable the provision of innovative, high quality, and trouble-free ICT-based services;
- ***Promoting competition*** – we will continue to promote the effectiveness of competition in key parts of the sector;
- ***Safeguarding consumers' interests*** – we acknowledge that competition and technology change can very often bring, besides the expected positive gains, disruption and confusion to consumers. In this respect we believe that consumer information coupled with actions that ensure protection of the vulnerable group of the society will remain one of our major responsibilities.

Finally, we understand the extent of, as well as the limits to, our influence. This Authority may not, on its own, make investment happen, nor, it may directly guarantee industry growth and consumer satisfaction. However, by working with all the stakeholders in this field, we can help creating a dynamic atmosphere conducive to a world-class ICT sector for the benefit of all citizens. Innovations and creativity will remain the way we approach issues in order to create such a desirable climate. The publication of our Corporate Plan 2005 - 2008 indeed is the very first step in that process.

**Dev R Erriah**  
**Chairman**

**Dr Krishna Oolun**  
**Executive Director**

## **EXECUTIVE SUMMARY**

The ICT sector in Mauritius has gone through unprecedented changes over the last couple of years. The year 2003 was marked by the liberalisation of several domestic and international ICT services including international telephony. Indeed, until 31<sup>st</sup> December 2002, the incumbent operator, Mauritius Telecom, had the exclusivity on most national and international services. Today, with the number of new entrants operating in the sector, the entire environment has evolved to the benefit of the population of Mauritius at large. Furthermore, technological advancement coupled with digitalisation is creating new market paradigms in the ICT environment. These changes pose new regulatory challenges which the ICT Authority will have to face in the near future. It is therefore required that the Authority sets out its grand and generic objectives clearly, and determine accurately the appropriate regulatory framework and the measures that it needs to take with a view to accomplishing its statutory objects and functions as mandated by the Information and Communications Technologies Act 2001, as amended.

The Corporate Plan which is being elaborated for the financial period 2005 – 2008, in the first place, sets forth the vision and mission of the Authority. It then takes stock of the current regulatory policy in place in Mauritius. It considers the regulatory approach that has been adopted by the Authority to date in achieving its objects and functions under the Act, by analysing the regulatory model that has been followed. The prospective regulatory model that is required in order to respond to the changing market paradigm is presented. The objectives in keeping with the proposed model are defined and the strategies to be adopted in achieving those objects are charted out.

## VALUES

While maintaining understanding of the technological and social diversity in which we conduct our regulatory objects and functions, and express our statutory powers, we at the ICT Authority aim at setting the standard for ethical conduct throughout the country, the region, and the world. We intend to improve both the short-term and long-term leadership ability needed to carry out public policy for the ICT regulatory framework and to do so we will act in a manner both inclusive and open to public scrutiny. We will achieve this through: **Professionalism, Responsibility, Commitment, Honesty, Integrity, Respect and Trust.**

- **Professionalism:** to demonstrate high-level professionalism in our day to day undertakings in relation to the business of the Authority and achieve continuous self-improvement.
- **Responsibility:** to speak up and report concerns about the ICT regulatory framework and laws, and seek clarification and guidance where there is doubt.
- **Commitment:** to develop the right attitude towards the job we undertake, encourage individual initiative and express our dedication in achieving our objects and functions.
- **Honesty:** to be truthful in all our endeavours, to be honest and straightforward with one another and with our policy makers, communities, licensees, operators, and service providers.
- **Integrity:** to express what we mean, to deliver what we promise, and to stand for what is lawful.
- **Respect:** to treat one another with dignity and fairness, appreciating the diversity of our workforce and the uniqueness of each employee.
- **Trust:** to build confidence through teamwork and open and frank communication.

### 1. OUR VISION

To play a leading role in the future of ICT in Mauritius contributing to an efficient, competitive and optimally regulated ICT sector.

### 2. OUR MISSION

To promote affordable and adequate access to quality ICT services through functional market-driven competition and regulatory principles in a trouble-free Networked Information and Knowledge Society.

### **3. THE COMMUNICATIONS MARKET IN MAURITIUS**

The ICT Authority has identified seven main market segments in the ICT sector where regulation is required. These market segments are as follows:-

1. Fixed telephony
  - a. Local
  - b. International
    - i. Conventional
    - ii. Internet Telephony
2. Mobile telephony
3. Services related to fixed and mobile telephony
4. Dial-up Internet
5. Broadband Internet
6. Wholesale
7. Sale of Equipment

### **4. ON-GOING ACTIVITIES**

- *Economic regulation*
  - to ensure effective competition in the market, and compliance of operators with the statutory obligations regarding pricing and operations.
  
- *Technical regulation*
  - the standardisation of telecommunications and radiocommunications at the national level;
  - the technical functionality and safety of communications networks;
  - the numbering management of telecommunications networks and services;
  - the use and management of radio frequency spectrum in Mauritius;
  - ensuring that national interests are taken into consideration in international decision-making regarding the use of frequencies, standards, and satellite communication.
  
- *Service regulation*
  - The licensing of operators and service providers.

- *Consumer and Social regulation*
  - Entertaining complaints from consumers;
  - Ensuring that operators are well informed
  - Ensuring access to and affordability of ICT services.

## **5. FUTURE SUPPLEMENTARY ACTIVITIES**

- *IT technical regulation*
  - information security in electronic communications to promote safety and reliability in electronic communications;
  - to grant domain names under the national .mu root;
  - to ensure technical registration of domain names;
  - to maintain and administrate the .mu root servers;
  - to set up a Cybercrime unit.
  
- *Consumer and Social regulation*
  - the establishment of Universal Service Fund (USF) projects;
  - requiring service providers and operators to develop code of practice for consumers;
  - defining arbitration procedure for handling complaints;
  - improving access to ICTs.
  
- *Economic regulation*
  - segmentation of markets;
  - addressing access deficit;

## **6. OBJECTIVES**

- Efficient management of radiocommunications
- Efficient management of telecommunications
- Promotion of a secured Communication Infrastructure
- Re-delegation of dot mu
- Achieving consumer safeguard and awareness

- Orientation towards competition-driven market regulation
- Active involvement in Working Group on Internet Governance (WGIG) and World Summit in Information Society (WSIS) in the context of Internet Governance
- Development of a reliable observatory for e-readiness assessment

## 7. STRATEGY FORMULATION

- **Efficient management of radiocommunication**
  - Improved Radiofrequency Planning;
  - Efficient Spectrum Monitoring services;
  - Increased efficiency and effectiveness of licensing;
  - Thorough consultative exercises with the industry;
  - Active involvement in the ITU-R Study Groups, international conferences on radiocommunications, ITU Radio Assembly (RA) and World Radio Conference (WRC);
  - Furthering regional radiocommunications standards harmonisation and coordination.
  
- **Efficient management of telecommunications**
  - Efficient telecommunications numbering planning;
  - Cost-oriented wholesales and retails tariffing;
  - Increased Interoperability of networks for transparent services;
  - Sustained Fair competition in the upstream and downstream markets;
  - Active involvements in ITU-T Study groups, TSAG (Telecommunication Standards Advisory Group) and World Telecommunications Standards Assembly (WTSA).
  
- **Promotion of a secured Communication Infrastructure**
  - Setting up of an adequately secured Data Center to operate the following services:
    - Country code Top Level Domain .mu Registry for the administration of the country code top level domain.
    - Certification Services unit, which will service the supervision and licensing of Certification Authorities for the Mauritian Public Key Infrastructure.

- Creation of Cybercrime unit to deal with activities involving detection and resolution of data security infringements
  
- **Achieving consumer safeguard and awareness**
  - Integrating consumers in regulatory matters;
  - Improving external communication with consumers;
  - Disseminating information on telecommunication services including quality of service;
  - Developing consumer pedagogical tools;
  - Establishing feedback reporting mechanisms;
  - Defining relevant structure for proper Authority's response.
  
- **Orientation towards competition-driven market regulation**
  - Defining quality of service for the different market segments;
  - Applying price control when required;
  - Defining network integrity and technical interfaces;
  - Ensuring equitable access to resources such as numbering and spectrum;
  - Notification of mergers, acquisitions and joint ventures;
  - Guarding against discriminatory practices.
  
- **Development of a reliable observatory for e-readiness assessment**
  - Design of an e-readiness framework for creation of appropriate ICT indicators;
  - Assess the current state of ICT infrastructure and availability of Internet and ICT-related services in Mauritius;
  - Identify the key barriers that currently constrain a faster uptake of technologies;
  - Highlight the opportunities upon which it is possible to capitalise.